



**AT ST. JUDE, WE ARE
DRIVEN BY A SET OF
CORE VALUES.**

These principles help guide us in our behaviors and decisions—ultimately empowering every employee to deliver on our mission.

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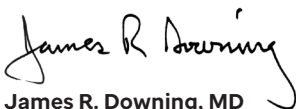
James R. Downing, MD
President and Chief Executive Officer

The story of St. Jude Children's Research Hospital is one of hope, courage and compassion. It is written by nurses, doctors, scientists, administrators, advocates and many more who work each day to find cures and save children.

The mission is noble, and fulfilling it requires the commitment of every employee, regardless of title, department or discipline. The St. Jude values guide our behaviors and decisions, ultimately helping us deliver on this ever-important charge.

-  Always recognize that advancing treatment for children with catastrophic diseases is at the center of everything we do.
-  Do what is right; take ownership of what you do.
-  Work with purpose and urgency—your efforts matter.
-  Embrace the challenge to create a new tomorrow.
-  Work collaboratively and help others to succeed.
-  Always be respectful of your coworkers, our patients and their families, and visitors to our campus.
-  Make the most of St. Jude resources, and be mindful of those who provided them.

The following pages detail what these values look like in action. Let these stories serve as a model and inspiration as we work toward the day when no child dies in the dawn of life.



James R. Downing, MD

President and Chief Executive Officer
St. Jude Children's Research Hospital



VALUE

1

Always recognize that
ADVANCING treatment
for children with
catastrophic diseases
is at the center of
everything we do.



Lisa Gaddy

HUMAN RESOURCES

Imagine the horror of fleeing a war-torn country. Now add in a sick child in need of treatment. When this scenario played out for more than a dozen Ukrainian patients headed to the United States, Lisa Gaddy found a way to become a balm amid uncertainty.

At St. Jude, Gaddy helps gain sponsorship for new employees who hail from foreign lands. When St. Jude created the humanitarian effort SAFER Ukraine in response to the Russian invasion, Gaddy volunteered to help evacuate childhood cancer patients and their families from the conflict.

Gaddy studied the ins and outs of family immigration, particularly the needs of vulnerable refugees. She spent countless hours learning about their highly complicated situations and formed close bonds in the process. She even volunteered to fly to Poland to accompany siblings of one Ukrainian St. Jude patient to America, easing the burden of parents struggling during a difficult time.

Danny Thomas founded St. Jude with the belief that no child should die in the dawn of life. He wanted to extend hope to every child, everywhere. The comfort Gaddy provided to Ukrainian families epitomizes these noble aspirations in the most fundamental and compassionate ways.



NOMINATED BY:

Dana Bottenfield

Human Resources

Alberto Pappo, MD

ONCOLOGY

Alberto Pappo, MD, doesn't wear an Apple Watch or Fitbit. If he did, the device would surely log the thousands of steps he takes each week between two key St. Jude outposts: the Solid Tumor Clinic, where Pappo cares for children with cancer, and Diagnostic Imaging, where pivotal pictures of tumors help guide diagnosis, treatment and outcomes.

With these literal steps, Pappo also goes the extra mile for each child in need of a cure. He exhaustively pores over images with radiologists to tease out clues about patients' diseases from their latest MRIs, CTs or other scans. But he rarely does it solo. An entourage of advanced practice providers, medical residents, fellows and students often follow in his wake as he treads the corridors.

By watching Pappo view scans, ask questions, and collaborate with radiologists, these staff members and students learn what true excellence looks like. Going forward, they, too, will be able to bring this rich knowledge to young patients to better target symptoms, individualize care, and advance our understanding of catastrophic diseases.



NOMINATED BY:

Patti Pease

Center for Advanced Practice




St. Jude Children's
Research Hospital
ALSC - Danny Thomas, Founder
Finding cures. Saving children.



Alejandro Molinelli, PhD

PHARMACY AND PHARMACEUTICAL SCIENCES

When the right drug is given to the right patient at the right dose, the stage is perfectly set for a better outcome. This is the ideal Alejandro Molinelli, PhD, strives for every day.

As director of the Clinical Pharmacokinetics Laboratory, Molinelli provides a special skill set in accurately measuring drug concentrations in patient samples allowing our clinical pharmacists to tailor doses to meet every patient's unique needs.

It's an enormous task for the lab, which processes and analyzes about 9,000 clinical samples every year and sends another 300 to other laboratories. Molinelli and his colleagues work with St. Jude pharmacists to painstakingly review each drug dose clinicians request for every patient. These patients include infants—whose small bodies may only tolerate the tiniest amounts—to teenagers with serious diseases requiring stronger doses. The unique collaboration ensures patients receive the best possible treatment, all while staving off troublesome or debilitating drug side effects that can hamper their ability to play and learn.

His upbeat, cheerful manner belies Molinelli's role as a secret weapon at St. Jude to save the next child and find the next cure.



NOMINATED BY:

P. David Rogers, PharmD, PhD

Pharmacy and Pharmaceutical Sciences

Donald Wallace

DIAGNOSTIC IMAGING

President Dwight D. Eisenhower once said, “Take your job seriously, but not yourself.” It’s the type of advice Donald Wallace seems to have taken to heart over the near half-century he has worked at St. Jude.

Wallace maintains and fixes CT and MRI scanners that generate images crucial to diagnosing and treating St. Jude patients. Every day, a few hundred children undergo such testing, which tells doctors how to best move forward with their care. The machines are rarely idle.

Wallace makes certain necessary maintenance doesn’t get in the way of this unavoidable day-in, day-out routine. During recently planned shutdowns affecting ventilation and electricity, he came to St. Jude at 2 a.m. to make sure CT and MRI scanners were up and running properly for patients the next morning. The hospital always passes state inspections of campus imaging equipment with flying colors, thanks to Wallace and his team.

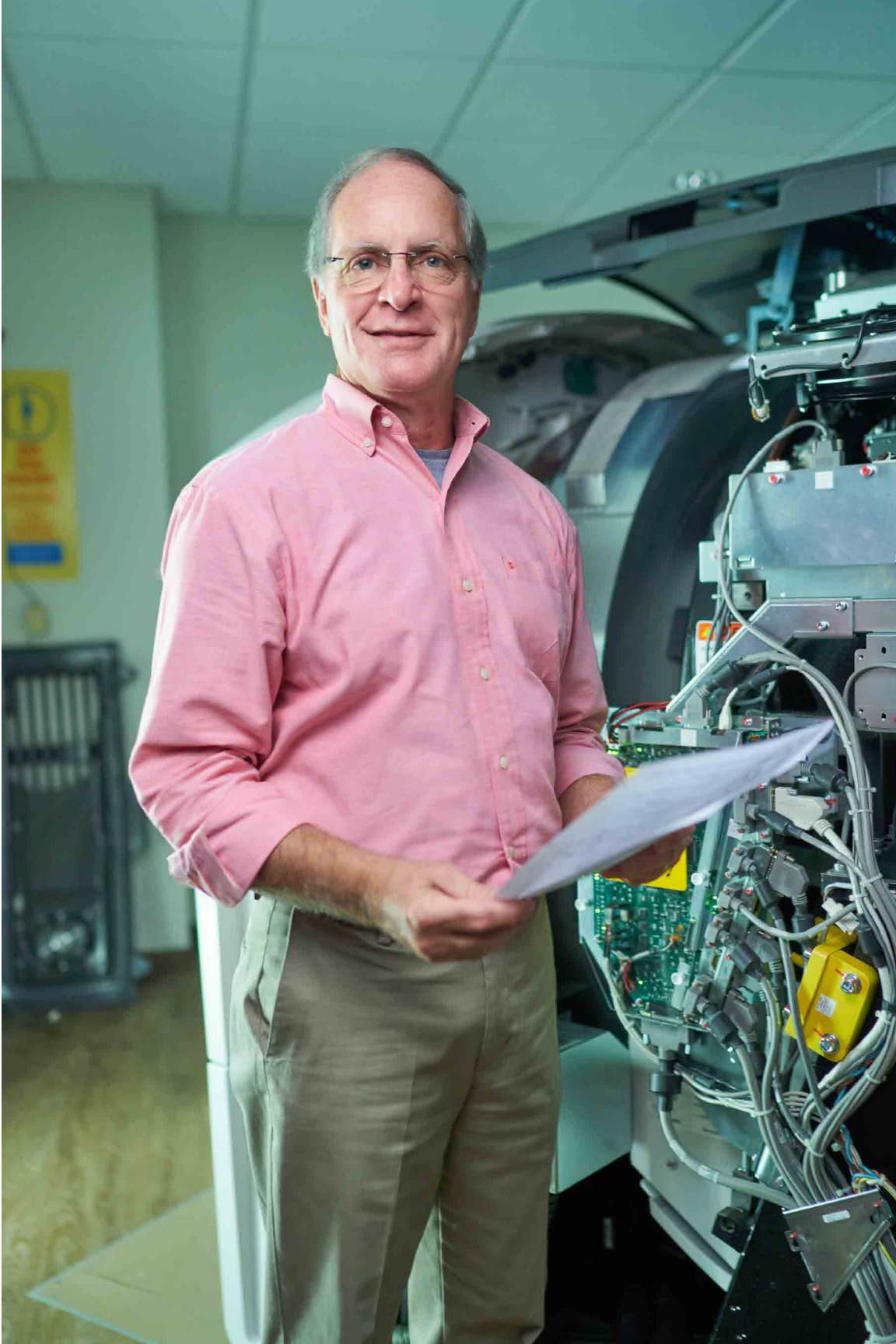
Chatting and laughing with other staff members across campus, it’s clear that Wallace never takes himself too seriously. But his job? That’s another matter. He knows how much children at St. Jude rely on his efforts.



NOMINATED BY:

Christiane Burton, PhD

Diagnostic Imaging





Roderick Okoth

SECURITY

When emotions run high among St. Jude families—whose skyrocketing stress levels come with coping with a child’s devastating illness—look to Roderick Okoth.

As a security operations coordinator, Okoth is called on to calm rising tempers during messy moments. He adeptly recognizes that a parent or guardian may be acting out of fear or pain. Okoth doesn’t assign blame or judgment but rather sees a person who simply needs a safe place to talk.

With a wealth of such poignant experiences, Okoth was chosen to share his patient-engagement approach at Schwartz Rounds. This multidisciplinary forum allows staff to discuss difficult emotional and social issues that arise when caring for patients. Schwartz Rounds are attended by employees from every facet of St. Jude—from Okoth’s colleagues in Security to scientists and social workers. They all share the same goal: helping children.

A family in crisis is a family in need. By putting families first, Okoth knows his efforts are all about the kids.



NOMINATED BY:
James R. Downing, MD
Administration



Erica Surrine, PhD

SOCIAL WORK

The Russian invasion of Ukraine stood as a dreadful call to arms in eastern Europe. But for Erica Surrine, PhD, the conflict served as a hopeful call to action.

As soon as Surrine learned of the St. Jude–led SAFER Ukraine initiative to help patients displaced by the war, she did everything possible to smooth their path. Using her experience in trauma response and grief work, Surrine educated staff in Memphis and beyond about the best ways to care for patients and families marked by the devastation in Ukraine. She created written materials to help impart this knowledge. These were also shared with the International Society for Pediatric Oncology.

Most remarkably, Surrine worked nearly around the clock to prepare for Ukrainian families to arrive and warmly welcome them to St. Jude. Two groups of families hadn't even made it off their planes before Surrine climbed aboard with an interpreter, immediately breaking any language barriers and calmly helping them understand what to expect.

Surrine's out-of-the-box thinking—combined with keen insight into families' needs—made their first taste of Memphis a sweet memory amid unsettling times.



NOMINATED BY:

Valerie Crabtree, PhD

Psychology



VALUE

2

Do what is right;
take **OWNERSHIP**
of what you do.





Terry Geiger, MD, PhD

ADMINISTRATION

Pointillism is a method of painting wherein the artist applies small strokes or spots to create an image that visually blends together from afar. In this style, each dot plays an important role to create an overall cohesive image.

At St. Jude, Terry Geiger, MD, PhD, excels at seeing both the big picture and the minutia. As the institution embarks on the largest strategic plan in its history, it's easy to get caught up in the excitement of the expansion. Managing change, challenges and all the facets in between, however, is a much more nuanced and formidable task.

Geiger is at the heart of that leadership as deputy director of Academic and Biomedical Operations. With sights set on the future, Geiger is tirelessly engaged in multiple projects to advance the institution. At the same time, he improves existing facilities that help manage the increasing complexity of operations. His thoughtful questioning and calm reserve push projects over the finish line.

His patience and knowledge pay off in the end, helping St. Jude put individual pieces in place to create something greater than itself—a mission that finds cures and saves children.



NOMINATED BY:

David Ellison, MD, PhD

Pathology

Matthew Cuneo, PhD

STRUCTURAL BIOLOGY

If we think of cancer research as a massive jigsaw puzzle, many pieces are finally coming together. They offer a glimpse of how genes, mutations and molecules interact to make cancer cells grow or stop proliferating. What happens when a key piece we thought would fit into the puzzle doesn't?

Ask Matthew Cuneo, PhD.

For more than four years, this structural biologist has toiled to determine how mutations in a protein that normally suppresses tumor growth can lead to certain types of cancers. Cuneo and his colleagues believed they knew why this happens. But they were wrong.

After running exhaustive experiments, with no answers in sight, Cuneo doggedly continued the search. His persistence paid off after a series of increasingly complex lab techniques, including a 3-D visualization of key molecules, revealed differences between normal and mutant proteins that can explain how tumors grow.

Never shying away from the hard questions, Cuneo owns his path—a route clearly headed toward breakthroughs in our understanding of cancer.



NOMINATED BY:
Tanja Mittag, PhD
Structural Biology





Justin Veneman

STRATEGIC COMMUNICATION, EDUCATION AND OUTREACH

We've all heard how a picture is worth a thousand words. But when that adage is applied to capturing images of St. Jude research in action—an incredibly complex challenge—the photographer had better be extraordinary.

Enter Justin Veneman. Behind the lens, he tells visual stories about scientists in creative and compelling ways. His can-do attitude sets him apart even before he picks up his camera. Recently, a scheduled photo shoot with an institutional leader was abruptly changed. Instead of an hour to capture images in various locations on campus, Veneman now had only half that time to work his magic.

Unflustered, Veneman rallied colleagues to help set up and dismantle equipment. Not only did the photos turn out wonderfully, but he produced them—edited to perfection—within 24 hours. Veneman's ownership of the photo process, detail by minute detail, is balanced by an uncanny ability to pivot when needed and successfully flip the process upside down. He gets his job done every time, so others at St. Jude can focus on the science that leads to new treatments.



NOMINATED BY:

Erin Podolak

Strategic Communication, Education and Outreach

Cara Davis-Goodrum

ANIMAL RESOURCE CENTER

Perfecting the techniques that make sick children well happens long before they ever need treatment. The healing process starts with people like Cara Davis-Goodrum.

Davis-Goodrum works on “catching” the flu, which remains a leading cause of illness and death among children worldwide. She developed a multipronged procedure that allows researchers to monitor the progression of flu in the lab. The resulting data could mean a better way to treat the virus.

Davis-Goodrum spent countless hours learning the most current information from the field, diving deep to understand details that would ensure a successful research project. She assembled and trained a team of experts and collaborated with colleagues both at St. Jude and afar to make sure no effort was spared.

Techniques trip up and equipment can fail, but Davis-Goodrum has never faltered. Despite ever-present obstacles, she persevered. It’s taken a decade to glean the most valuable insights from the project Davis-Goodrum so willingly plunged into. Her work will likely benefit children who haven’t yet been born—kids who one day will need the assurance that every possible path to make them well has been thought out, planned and practiced.



NOMINATED BY:

Krista Millican

Animal Resource Center





Carist Neal

CENTER FOR ADVANCED PRACTICE

Booker T. Washington said, “If you want to lift yourself up, lift up someone else.” Carist Neal does that for her colleagues every day in meaningful ways that enable them to help St. Jude patients and their families.

As a Center for Advanced Practice administrative specialist, Neal works behind the scenes. She deftly handles tasks that assist nurse practitioners, physician assistants and other clinicians. She even helped increase their ranks by facilitating the hiring of 18 new advanced practice providers. Need a hand with travel arrangements? She’s on it. How about licensure renewals and credentialing? Neal knows how to proceed, and always with grace, efficiency and utmost respect.

Neal’s recent contributions helped staff members learn and adapt to Epic, the new electronic health record system at St. Jude. She took on administrative support duties for the Super Users Group, 400-plus individuals across research, clinical and administrative areas who support their peers. She also mastered key platform features, such as appointment conversions and clinical data transcription.

When Neal came to work one day and found her cubicle decorated with colleagues’ messages of appreciation, she felt the love. The one who consistently lifts others received a well-earned moment in the sun.



NOMINATED BY:

Suzette Stone

Center for Advanced Practice

William “Chris” Thorne

FACILITIES, OPERATIONS AND MAINTENANCE

Some people are a veritable breath of fresh air. But William “Chris” Thorne goes one step further: He brings fresh air to St. Jude.

As a heating, ventilation and air conditioning mechanic, Thorne makes sure campus research buildings, and the faculty and staff who work there, feel the right temperature. Some scientific experiments call for tightly maintained levels of heat, cold or humidity. And many people don’t work well if they’re uncomfortably warm or chilly.

Over the past 18 years, Thorne has brought considerable mechanical prowess to the efficiency of air handling units, exhaust and supply fans, electronic controls and other machinery. It’s a chore most take for granted. Displaying grace under pressure, he responds to any complaints that “it’s too hot” or “it’s too cold,” following up time after time until everyone involved is satisfied.

Thorne’s long and spotless track record lends him a familiarity with scientists that can’t be faked. On a first-name basis, they’re regularly spotted joking and laughing in the corridors.

Fresh air is vital to life—and vital to the cures being developed at St. Jude. Humbly, without fanfare, Thorne makes sure it’s never in short supply.



NOMINATED BY:

James Flynn

Facilities, Operations and Maintenance





VALUE

3

Work with
PURPOSE and
urgency—your
efforts matter.



Debra Coleman

ANIMAL RESOURCE CENTER

Without all the parts, there's no whole—which is true in machines or missions. Debra Coleman's thoughtful, driven manner speaks to that fundamental truth in ways that go on to help children at St. Jude and beyond.

Coleman's sunny disposition brightens every space she enters in the Animal Resource Center, which supports scores of researchers. Clean enclosures are crucial to the effort. Coleman is always quick to jump in to make sure snags don't occur because that might cause a domino effect of problems in other departments.

A recent Friday found Coleman on a treasure hunt of sorts. Missing shipments of several pieces of equipment—including one weighing 150 pounds—were needed for a Monday-morning update to an automated cage-cleaning device. Without being asked, Coleman scoured the campus for the packages, including reaching out to Materials Management personnel to support the search.

By the end of the day, all parts were in hand, and Coleman could begin a well-earned weekend knowing she had done her part to promote lifesaving research at St. Jude.



NOMINATED BY:

Steven West

Animal Resource Center

Sarah Strain

HUMAN RESOURCES

Across the United States, nurses and other clinicians have left the field in droves due to burnout from the COVID-19 pandemic. But Sarah Strain knew she couldn't let that happen at St. Jude, where nurses are essential expert caregivers who offer both their skills and their hearts to vulnerable patients and their families.

Partnering with Nursing to fill vacant positions ranging from personal care assistants to directors, Strain has helped pick up the pace. Her work has reduced the time it typically takes to usher nursing candidates through the hiring process, from screening to job offers. She also maintains a bird's-eye view of the process, providing monthly updates to more than 60 institutional leaders on how many nursing jobs are open and recruitment tactics to entice the best.

With contagious enthusiasm, Strain serves as an unofficial brand ambassador for St. Jude Nursing, touting its designation as a Magnet hospital and working to attract stellar new talent. With all that COVID-19 has taken, it hasn't made an appreciable dent in St. Jude nursing care, thanks to Strain.



NOMINATED BY:
Nancy Ballinger
Nursing-Administration





Crissy Murphy

SUPPLY CHAIN MANAGEMENT

Awash in the hundreds of letters and packages that arrive at St. Jude every day for patients and employees, what counts as a special delivery? Ask Crissy Murphy.

As mailroom supervisor, Murphy knows the colossal St. Jude campus counts on her staff to see that every delivery gets to its recipient, on time and intact. But one recent day, her team realized its importance in another imminent arrival when a pregnant colleague went into early labor.

Quickly mobilizing to support their friend and coworker, the team relied on Murphy's calm leadership. Her steadfast encouragement to support one another was never more relevant than that moment when her team delivered a healthy baby girl. From calling 911 and ordering blankets and towels to making sure mom and baby arrived at the hospital, Murphy has built a team that can truly deliver anything.



NOMINATED BY:

Angela Neal

Supply Chain Management

Antonio Monaco

FACILITIES DESIGN AND CONSTRUCTION

The St. Jude strategic plan outlines \$2.3 billion for new construction, renovation and capital needs. Overseeing many of these projects might seem like a precarious chess game: Move one part, and another may fall. It's all in a day's work for Antonio Monaco.

As a project manager for Facilities Design and Construction, Monaco managed renovations for the temporary relocation of St. Jude employees to off-campus offices at Peabody Place. This project required bringing the first wave of staff and institutional systems to a new location within a two-month time frame. Like a chess grandmaster, Monaco never flinched under the pressure. He kept everyone on task and addressed problems before they arose.

At the same time, Monaco was already at work on an even larger, more complex part of the project that would move scores of staff and multiple departments to Peabody Place. Supply chain issues meant equipment, doors and furniture didn't arrive when expected, but Monaco pivoted to find creative workarounds.

Without his head-on approach to constant challenges, staff would not have been able to move as seamlessly to their new spaces. His brilliant moves made the chess game one St. Jude is easily winning, boosting employees' ability to continuously work toward the mission we share.



NOMINATED BY:
Blaire Benavides
Campus Operations





Jacqueline Wicks-Callahan

SECURITY

In leadership circles, there is a popular saying, “A leader is one who knows the way, goes the way, and shows the way.” At St. Jude, Jacqueline Wicks-Callahan embodies that definition, leaving an imprint of inspiration on everyone who counts themselves lucky enough to work with her.

It's comforting to know that the St. Jude Security team works day and night to help make the campus a safe and welcoming place for patients, families, employees and guests. With Wicks-Callahan as administrative director, the department has taken a giant step forward to expand that welcoming embrace.

Her tenacious efforts played a vital role in one of its largest projects, transitioning more than 75 security personnel from their prior status as contractors to full-time St. Jude employees.

Even beyond those efforts, Wicks-Callahan—a St. Jude employee for 17 years—often goes above the call of duty. She's known for her integrity, compassion and steadfast ways, which extends to selflessly lending a hand to other departments when needed.



NOMINATED BY:
Jasmine Rayner
Security



VALUE

4

Embrace the
challenge to **CREATE**
a new tomorrow.



Yvonne Carroll, JD

HEMATOLOGY

Children with sickle cell disease face a tough road, with recurring pain, organ damage and even early death from the inherited blood disorder. St. Jude has a secret weapon to improve care for these fragile kids here and afar—Yvonne Carroll, JD.

As director of Hematology Patient Services, Carroll spearheads an array of training and other programs for nurses who care for young sickle cell patients. She worked with nursing colleagues at St. Jude and the University of Tennessee Health Science Center to organize the first-of-its-kind Sickle Cell Boot Camp, an innovative and intensive national training program for nurses. Taught by expert academic and clinical nurses from across the United States, the 40-hour boot camp includes a patient panel, classroom presentations and medical simulation experiences.

With this type of hands-on, heartfelt education, nurses working with sickle cell patients and their families can't help but get a head start. For nearly 1,000 children with sickle cell disease who come to St. Jude for treatment—and untold numbers elsewhere—the future looks brighter thanks to Carroll.



NOMINATED BY:
Mitch Weiss, MD, PhD
Hematology

Tomi Mori, PhD

BIostatISTICS

Data isn't valuable for its own sake. But when it is turned into knowledge—revealing what causes catastrophic diseases or whether a new drug works—data can become a goldmine.

Tomi Mori, PhD, is a miner extraordinaire at St. Jude. Since she arrived in 2020, the Biostatistics chair has left no stone unturned to improve the impact St. Jude can achieve in research and clinical trials to find more cures.

Last year, Mori leapt into leading the development of a blueprint for the institution's Data Sciences for Biological Discovery strategy. Like sifting for gold in rivers of silt-filled data, the effort aims to discover key information from large datasets that researchers can act on. Glinting flecks of insight might join larger chunks to add up to an amazing payload: better patient outcomes.

Mori's dedication and skill in leading a faculty task force led to deep thinking, vision, and—even better—a roadmap that will have a lasting influence. The results will advance the ability of St. Jude to create an unparalleled team exploring data sciences for biological discovery.

Mori tells her colleagues, "Take on new opportunities, don't be afraid, and be flexible." Sounds like a miner on a mission.



NOMINATED BY:

Shari Capers

Strategic Planning and Decision Support





Blaire Benavides

CAMPUS OPERATIONS

When someone walks the walk—and not just talks the talk—they live out the actions underlying their words. Blaire Benavides does that as she helps manage the vast transformation underway that's part of the hospital's \$12.9 billion strategic plan.

The rise of two new buildings, along with a host of other construction projects, requires constant adjustments in the way St. Jude patients, families and staff move about campus. If the path to Kay Kafe is blocked, requiring a temporary detour, Benavides will walk the new route herself to make sure it's easy to navigate. If an employee parking lot is closed, she figures out how many minutes longer it might take folks to walk to their offices, labs or clinical spaces.

Benavides' relentless ability to juggle these details and keep everyone informed ensures that no one is taken by surprise.

Managing a construction plan that encompasses six years, Benavides must always keep the big picture in mind. But she doesn't only see into the future. With grace, grit and relentless focus, Benavides also manages to keep track of the endless number of moving parts involved in getting there today.



NOMINATED BY:

Wes Milligan

Strategic Communication, Education and Outreach

Jennifer DeBeauchamp-Newman

INFECTIOUS DISEASES

“How do I . . . ?”

When the question pertains to tools and techniques used in infectious disease research, fill in the blank. Then ask Jennifer DeBeauchamp-Newman.

As lab operations manager, DeBeauchamp-Newman’s expertise and willingness to assist others have manifested in almost uncountable ways over the past 15 years. Many young researchers she helped train were able to publish their work in prestigious scientific journals; others are now leading their own laboratories in China, Egypt, France and the United States.

Many still call DeBeauchamp-Newman to ask how to move forward with planning and executing multifaceted projects requiring the unique skill set she has built over the years. Tireless in her efforts, she has served as a resource for far more people than St. Jude can contain: Even the World Health Organization tapped DeBeauchamp-Newman to help develop its virus-tracking tools.

As Richard Webby, PhD, of St. Jude Infectious Diseases, puts it, “There are those who must continually be reminded of tasks, and those who need reminding only a few times. Jennifer has to hear it once and you can consider it done, and done well.”



NOMINATED BY:

Jasmine Turner

Infectious Diseases





Taisiya “Taya” Yakimkova, MD

GLOBAL PEDIATRIC MEDICINE

No matter where they live, children with cancer should have access to quality care. With this premise as the backbone of Global Pediatric Medicine, Taisiya “Taya” Yakimkova, MD, is one of the strongest ambassadors for this message in action.

When Russia invaded Ukraine in early 2022, Yakimkova redoubled her commitment to help children in far-flung corners of the globe, working tirelessly to help St. Jude create SAFER Ukraine. This humanitarian effort epitomizes the ideal that every child, everywhere, deserves care when facing a catastrophic disease.

Yakimkova fanned her energies into SAFER Ukraine. She built a virtual command center and helped corral volunteers from St. Jude and around the world. She organized the translation of patient documents and helped establish the Unicorn Marian Wilemski Clinic in Poland, a triage center where patients and their families could rest, eat and sleep while medical staff determined where they would be relocated for treatment. Yakimkova also set up a referral system to international clinics to ensure patients received medical follow-up regardless of where they landed.

As they grow, these vulnerable children in foreign lands will likely never know Yakimkova’s name. But her impact on their lives will undoubtedly endure.



NOMINATED BY:

Asya Agulnik, MD

Global Pediatric Medicine

Janet Adams

REHABILITATION SERVICES

The young girl with a spinal tumor had come to St. Jude for treatment. Scared and in pain, she was unable to walk. What could she do to keep the rest of her body strong?

Calmly, Janet Adams laid out a plan for the little one—all while guiding colleagues on how to care for children with similar challenges. A pillar of St. Jude Rehabilitation Services for three decades and one of its founding therapists, Adams has mastered a delicate dance: pushing patients to meet their goals.

Some kids want to ride their bikes again; others can't wait for the playground. To accomplish this, they must build up strength after months of wearying cancer treatments. Adams meets children where their skills and abilities are in that moment, motivating them to do more.

She uses a similar approach with new physical and occupational therapy colleagues as well as with students whose training she helps shape. For some, it's their first time supporting children with cancer. Without judgment, Adams takes them under her wing and challenges them to grow.

Whether she's working with children or colleagues, Adams uses kindness and empathy to push ever forward—especially when the road ahead is tough.



NOMINATED BY:

Jessica Sparrow

Rehabilitation Services





VALUE

5

Work
COLLABORATIVELY
and help others
to succeed.



Jennie Bledsoe

HUMAN RESOURCES

Even in an era of GPS navigation, roadmaps are indispensable. At St. Jude, Jennie Bledsoe is a mapmaker, offering directions that help nearly 6,000 employees reach the institution's mission.

In early 2022, Bledsoe took the lead in organizing a five-year Human Resources strategic plan. Partnering with the planners and doers of the organization's workforce, a vision for the future was formed. How do goals and initiatives affecting those who work at St. Jude line up with the institution's larger strategic plan? Bledsoe's work enabled leaders to connect these dots.

Throughout the process, Bledsoe demonstrated patience, including when faced with schedule conflicts. She met one-on-one with stakeholders to discuss goals and milestones, and also designed virtual and in-person "walk-throughs," allowing team members to weigh in and offer suggestions.

The result is a Human Resources strategic plan that reflects the needs of St. Jude and colleagues' feedback. Like any map, its routes to the destination are clearly marked. Monthly measurement check-ins provide a dedicated time to bring the Human Resources department together, while quarterly "visioning sessions" offer a chance to think ahead about programs.

Thanks to Bledsoe, St. Jude remains on the right path.



NOMINATED BY:

Simone Nelson

Human Resources

Mary Caples

NURSING RESEARCH

“You develop a team to achieve what one person cannot accomplish alone,” opined the noted college basketball coach Mike Krzyzewski. Teams are composed of all sorts of roles, including those that quietly boost everyone else’s contributions. That’s Mary Caples.

In the Division of Nursing Research, Caples and team evaluate and share high-quality research to improve clinical care and outcomes.

Caples’ duties are varied and extensive. She keeps coworkers informed about campus events and educational programs, all of which help them do their jobs to their best ability. During the rollout of the hospital’s new electronic health records system, Caples proactively sent screenshots to help coworkers learn new processes.

When a colleague resigned, Caples filled the gap. She helped a nurse-investigator gather data to see a project to completion. Going above and beyond is second nature to Caples, who participates in leadership and other professional programs to further sharpen her skills. She recently reformatted the division’s Evidence-Based Practice Fellowship Program, which imparts knowledge and tools to better incorporate scientific evidence into care decisions.

Caples’ contributions make her a point guard on a team St. Jude couldn’t be without.



NOMINATED BY:

Belinda Mandrell, PhD

Nursing Research





Arzu Onar-Thomas, PhD

BIOSTATISTICS

Cancers of the brain and spinal cord are among the most lethal to children. The effort to gather and make sense of research findings accumulating on these malignancies—which can lead to better treatments and even cures—has found a champion in Arzu Onar-Thomas, PhD.

In St. Jude Biostatistics, Onar-Thomas leads efforts to support the hospital's Neurobiology and Brain Tumor Program, also serving pivotal roles in the Pediatric Brain Tumor Consortium and the Operations, Biostatistics and Data Management Core. Exhausted by reading that list? That's not all: Onar-Thomas is also the lead statistician for the Children's Oncology Group Central Nervous System Committee.

She doesn't treat sick children with brain tumors herself. But Onar-Thomas makes sure those who do treat them can benefit from clinical trial research. With professionalism, enthusiasm and kindness, she blends her expertise in statistics to create a collaborative work experience for researchers that's hard to top.

Onar-Thomas knows that one person's contributions should benefit all. She takes time to explain individual projects to the entire Biostatistics team so members can expand their knowledge and abilities. With grace and style, Onar-Thomas shines a spotlight on the importance of collaboration in service of the St. Jude mission.



NOMINATED BY:

Shelly Lensing

Biostatistics

LaResa Young

OFFICE OF LEGAL SERVICES

A colossal institution such as St. Jude can only operate seamlessly when the people who work there feel valued and included. LaResa Young is always thinking of ways to fulfill this ideal.

As one of the faces of Legal Services, Young works closely with all St. Jude departments to make sure the contracts that underpin business relationships are smoothly upheld. She anticipates problems before they even arise and stands ready with solutions.

But Young particularly shines in fostering broader ideals. A champion of diversity and inclusion efforts within her department and the institution, she capitalizes on specially designated calendar months to maximize awareness and promote unity. During cultural and socio-economic awareness observances, Young and her team provide articles, podcasts and videos that educate others about our nation's history and discriminatory practices. They spotlight current challenges as well as future goals.

The discussion does not end at the conclusion of those awareness events. Open conversation is held among Legal Services staff to tease out questions, impressions and potential future action. By bringing her team together, Young knows she's helping St. Jude succeed.



NOMINATED BY:

Shine Schattgen, JD

Office of Legal Services





Doni Anderson

CHILD LIFE PROGRAM

Child life specialists and music therapists might be compared to magicians who transform often-scary hospital stays into joyful play. At St. Jude, these transformation experts tap Doni Anderson to help them pull rabbits out of their hats.

Anderson is often the first face or voice of Child Life to anyone reaching out to the program. Whether it's a call from an anxious parent or patient, a curious email from a student, an earnest message from a volunteer, or a time-sensitive inquiry from a staff member, Anderson responds with sincerity, patience and respect. In quieter moments, she places orders, completes travel requests, designs agendas, schedules meetings and creates plans.

When the program completed a quality improvement project involving numerous surveys that required categorizing feedback and solutions, Anderson picked up on details that plowed the path forward. She developed a solution table that helped everyone on the team understand the overall picture, so we could focus on collectively prioritizing the needs of patients across the hospital every day.

While uniting everyone in our joint mission, Anderson makes each person she deals with feel as if they're the most important person in that moment. Like magic, she makes the impossible seem possible.



NOMINATED BY:

Jennifer C. Smith

Child Life Program

Namratha Intha

CANCER CENTER ADMINISTRATION

Protecting St. Jude during the COVID-19 pandemic takes more than products, such as masks and disinfectants. It requires the commitment of people like Namratha Intha.

With research informatics expertise, Intha tracks the reams of data that tell the story of who on campus and elsewhere has been infected by the novel coronavirus and when. Well into the pandemic's third year, many people test positive for the virus through a home-based test and never tell others. That's not an option at St. Jude, where the need to safeguard vulnerable patients is paramount.

Thanks to Intha and her team's flawless approach, St. Jude can pivot on how to handle the ongoing pandemic based on real numbers in real-time. Easy-to-use forms help the hospital track up-to-date cases on campus and report accurate numbers to the Shelby County Health Department.

Her flexibility and attention to detail match the level of collaboration needed during a global health crisis, making a key partnership possible between St. Jude Occupational Health and software systems tracking hospital, local and national COVID-19 cases.

Some people do the counting. Some are counted on. Intha is both. With her humble, calm manner, her coworkers also count her as a pandemic silver lining.



NOMINATED BY:

Diego Hijano, MD

Infectious Diseases





VALUE

6

Always be
RESPECTFUL
of your coworkers,
our patients and their
families, and visitors
to our campus.



Eloise Johnson

ENVIRONMENTAL SERVICES

As she disinfects surfaces, empties waste, and mops inpatient floors in the Kay Research and Care Center, Eloise Johnson knows her efforts matter.

Johnson's dedication to providing a clean, safe environment for St. Jude patients—whose vulnerable immune systems leave them susceptible to infection—gives sick kids a leg up on getting better. It's one of the many reasons she and her coworkers were nationally recognized with the Association for the Health Care Environment's 2022 Certificate of Merit.

The award—a first for St. Jude—spotlights the work of 200-plus individuals for contributions that enhance the patient experience and further the hospital's mission. Even as Johnson and colleagues maintain pristine conditions in facilities across campus, she goes the extra mile for children at St. Jude.

Tending rooms where patients are fighting their toughest battles, Johnson talks with families, respectful of their individual journeys. She listens to their stories. She gets to know the children and what their treatments entail so they can be healthy again.

Families have noticed, often commenting on Johnson's compassion and impeccable work ethic. But that's not why she goes above and beyond. To Johnson, her efforts feel personal.



NOMINATED BY:

Curt Vargo

Environmental Services

Christy Matthews

HEMATOLOGY

A newborn's blood test brings bad news: The baby has sickle cell disease, an inherited disorder that often leads to chronic pain, organ damage and even a shortened lifespan. How should such fraught news be delivered to the infant's parents or caregivers?

Leave it to Christy Matthews. As Hemoglobin Newborn Screening program manager, she always thinks of the impact such information has on families and prepares accordingly. Before sharing a child's sickle cell disease diagnosis in a calming, empathetic manner, Matthews ensures family members are in a place where they feel safe and supported.

Matthews is equally compassionate with co-workers. She volunteers as a St. Jude RISE (Resilience in Stress Events) peer responder, an outreach effort that supports employees experiencing stressful or traumatic patient-related events, such as children who are rapidly declining or have died.

Matthews is among nearly three dozen staff members from patient care disciplines who serve as responders and offer timely psychological first aid to their peers.

Much as she'd like to, Matthews can't make bad days vanish. But count on her to soften the blow.



NOMINATED BY:

Yvonne Carroll, JD
Hematology





Kevin Coleman

SUPPLY CHAIN MANAGEMENT

Stat. It's a well-known word clinicians use to rally support when urgent attention is needed to help desperately ill patients. Kevin Coleman feels a similar sense of urgency when a St. Jude staff member is eagerly waiting for packages that only he and his colleagues can deliver.

The scenario happens so often that Coleman is never surprised. Unfailing, he will stop what he's doing—which usually involves sorting through hundreds of parcels ranging from food service items to medical supplies—to locate the urgently awaited item. He then personally carries it to its grateful recipient across campus.

Although some might be disgruntled by frequent interruptions, Coleman respects and responds to others' needs. He works hard and without complaint when he knows getting a last-minute shipment to its final destination might spell the difference between a pressing research project continuing on schedule or being delayed.

Coleman understands that his steadfast efforts ultimately help sick kids. With trademark positivity, he delivers every time.



NOMINATED BY:

Marcus Steward

Supply Chain Management

Taylor Scult

HUMAN RESOURCES

At St. Jude, everyone counts. Everyone is valued. People like Taylor Scult bring that culture of inclusion and respect to life.

Scult has become a vocal advocate for strengthening diversity, equity and inclusion programs across St. Jude. Her commitment shone like a beacon through the pandemic when she scaled numerous hurdles to deliver Bias Awareness and Action Series classes virtually. Launched in spring 2021, the seven-hour, two-part seminar challenges employees to examine unconscious biases, looking through a lens of diversity to spread the St. Jude culture of caring and compassion.

Over the past year, Scult helped spearhead the powerful new Women in Leadership and Learning (WILL) initiative. The immersive career and leadership development program will fulfill the promise of its name, creating the trailblazers of tomorrow by helping women at St. Jude navigate their unique challenges on this path. Involving both women and men, WILL aims to support, encourage and mentor women toward self-leadership and leading others.

Exuding contagious hope, Scult's actions represent the spirit of Danny Thomas' vision of St. Jude, a place where all are treated with respect, dignity and fairness.



NOMINATED BY:

Thonda Barnes

Human Resources





Scott Long, PhD

COMPLIANCE OFFICE

Even before St. Jude established an Office of Diversity and Inclusion, Scott Long, PhD, championed its fundamental principles.

As the executive sponsor of the PRIDE (People Respecting Individuality, Diversity and Equality) employee resource group, which formed in 2018, Long advocated for employees navigating LGBTQ+ issues. He served as a bridge for group members to present concepts and programs to institutional leaders.

More recently, the Diversity and Inclusion Council has benefited from Long's gifts. As co-chair, he helps the council focus on concrete ways to promote an inclusive, culturally responsive and fair environment.

People naturally seek out Long when they need to share their experiences or sort through problems. It's also a key trait in his job as chief compliance officer, which he has held since 2016.

Leading nearly a dozen team members, Long oversees the institution's compliance and ethics program. He makes sure actions taken at St. Jude align with federal regulations guiding research, medical care, global activities and animal welfare, among others.

Respect earned and returned—that's the legacy Long has built at St. Jude.



NOMINATED BY:

Robyn Diaz, JD

Office of Legal Services

Gena Kim

FOOD SERVICES

When she heard that displaced Ukrainian families would be coming to St. Jude, Gena Kim was determined to make their transition a little more palatable.

She and her colleagues in Food Services knew what comfort a taste of home would bring these families in the days after arriving in Memphis from war-torn regions. The team decided borscht—a traditional beet-based dish long enjoyed by Ukrainian people—would be the soup du jour. A flurry of planning, shopping and prepping ensued.

As soon as confirmation arrived that the Ukrainian families were on the road to campus, Kim, along with Chefs Michael Vetro and Rick Farmer, made sure their culinary masterpiece was delivered to Tri Delta Place for the group's dining pleasure.

As the families grappled with an uncertain future, the borscht proved to be an oh-so-welcome respite from stress and a touching reminder of their homeland. For these families who had left much behind, Kim and her coworkers served up an appetizing reason to look ahead.

Respect, kindness and empathy: At St. Jude, they're always on the menu.



NOMINATED BY:

LaWanda Payne

Food Services





VALUE

7

Make the most of
St. Jude resources, and
be **MINDFUL** of those
who provided them.



Julie Edrington

BIOMEDICAL LIBRARY

If knowledge is power, then leadership is handing that power to others for the greater good. That's what makes Julie Edrington a quiet leader at St. Jude.

The vast resources in the Biomedical Library might overwhelm faculty members seeking information to fuel their research. Unfailingly up to date on what's at hand, Edrington eases their path. She provides library resource training and coaching sessions and customized literature searches that help St. Jude scientists effectively access more than 8,000 medical journals and 20,000 electronic books, as well as an array of databases and a large reference book collection.

The books and journals represent researchers' ongoing interests in pediatrics, oncology, infectious diseases, genetics, cell biology, hematology, pharmacology, virology, neurobiology and more. It's a collection that spans all of the ways and means that catastrophic diseases can arise, spread and resist treatment—or be better understood and defeated.

Colleagues call Edrington the soul of the library. The characterization speaks volumes of who she is, as well as her stewardship of St. Jude resources.



NOMINATED BY:
Kelly Stormking
Biomedical Library

Delia Carias, PharmD

PHARMACEUTICAL SERVICES

Whether by easing symptoms and side effects or by providing cures, medications are indisputably important when treating children with devastating diseases. But who makes sure the St. Jude drug arsenal contains the most effective options at the best cost? For that task, Delia Carias, PharmD, willingly stands front and center.

Earlier this year, Carias completed an exhaustive review of the hospital's drug formulary—the thousands of medications clinicians use to help patients—resulting in a savings of \$2.5 million. She knew she couldn't do this alone, of course. Carias collaborated with many departments and groups on campus to assess how much each drug in the hospital's formulary costs, along with how much of that cost is typically reimbursed by health insurers.

Even more crucial to her calculations was patient safety. Carias took pains to thoroughly tease out what medication changes would mean to patients, ensuring that no children would be inconvenienced or harmed.

Carias wasn't assigned this challenge. She tackled it willingly, envisioning the potential for huge cost savings with low risk. She saw the value her efforts might bring, and her colleagues see the value in her determination to make the most of St. Jude resources.

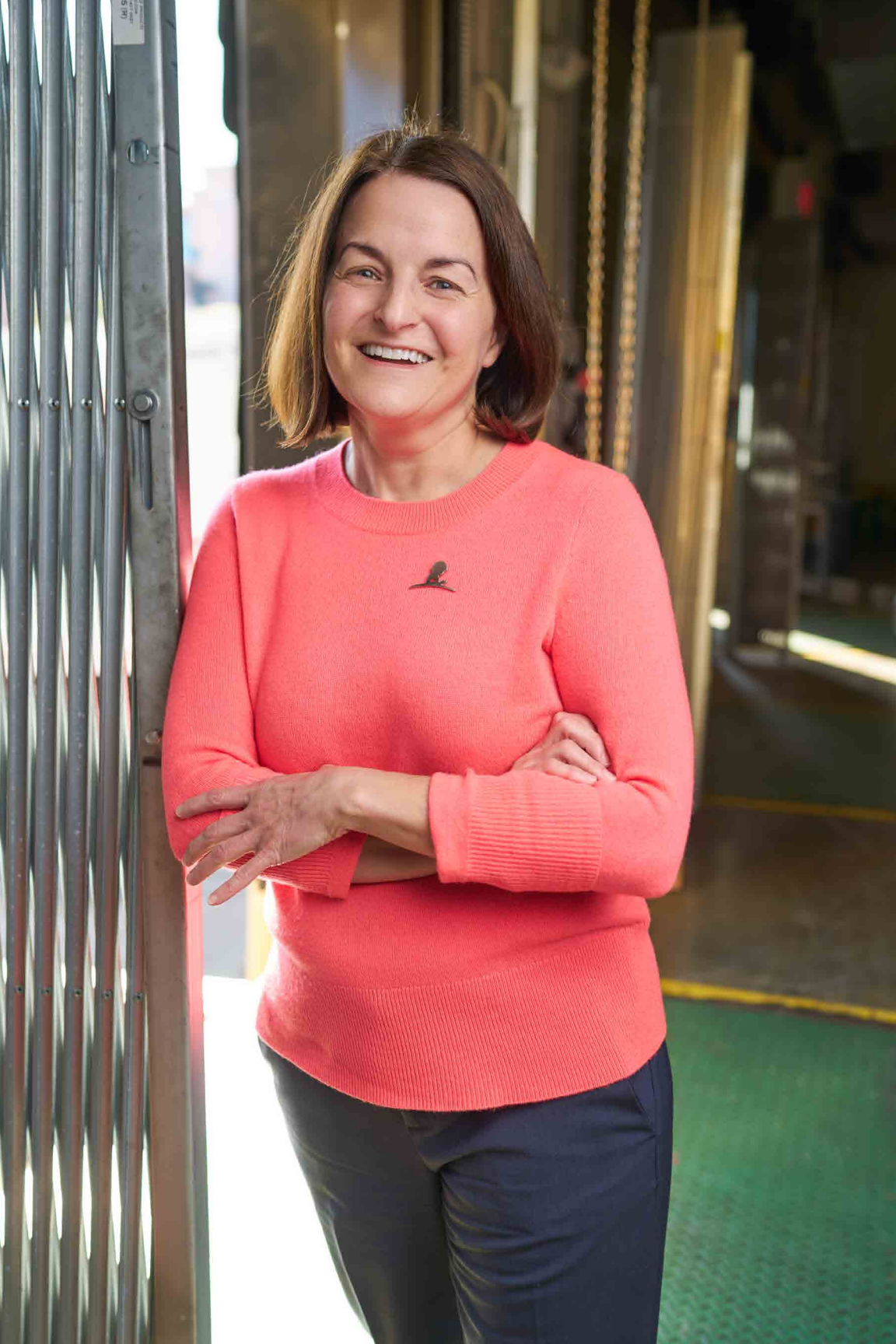


NOMINATED BY:

Jennifer Robertson, PharmD

Pharmaceutical Services





Canby Frazier

SUPPLY CHAIN MANAGEMENT

It might seem like magic when St. Jude patient areas, labs and offices are well-stocked with needed items. Behind the scenes, however, Canby Frazier does the juggling that makes such efficiency possible.

Frazier coordinates St. Jude efforts to work with companies that supply products used across campus every day. In a long and involved process, she fields proposals from countless vendors, matching the skills, products and rates they offer with the hospital's needs and budget.

What goal is always top of mind for Frazier? Accountability. She's keenly aware of the need to make the best use of donations from tens of thousands of people and organizations.

Her endeavors have paid off for St. Jude, securing millions of dollars in savings and ensuring the hospital is acquiring the highest standard of products and services.

Frazier could be called a comparison expert, but her efforts are truly beyond compare.



NOMINATED BY:

Pat Keel

Administration

Carlos Freeman

OFFICE OF GRANTS AND SPONSORED PROGRAMS

Carlos Freeman is one of those rare people who has the patience of a saint. With a serene, reassuring manner, he handles everyday tribulations that would test anyone's fortitude.

St. Jude couldn't help as many sick children as it does without financial support from others, including grants and sponsorships that fund research that can lead to new cures. As a research administrator in Grants and Sponsored Programs, Freeman is an engine who makes the wheels turn to bring essential support to campus.

Freeman's department recently began using a new electronic system to manage grants. As with any change, there were bumps in the road—some of them jolting and confusing. But Freeman's unfailing professionalism helped make the transition as seamless as possible. He made himself available by every means possible—whether in person, via video or by phone—to help his team succeed. No request for help was seen as an intrusion; rather, Freeman displayed his trademark calm efficiency at every turn.

With Freeman leading the charge, St. Jude faculty members, postdoctoral researchers and graduate students know their grant and award applications stand the best chance of reaping rewards that will ultimately benefit sick children.



NOMINATED BY:

Marquetta Nebo, EdD

Cell and Molecular Biology





Marcus Hobgood

INFORMATION SERVICES

How many ways can potentially lifesaving research data be teased apart and evaluated? Count on Marcus Hobgood to add to the list.

Hobgood and colleagues in Information Services are an integral part in setting up a virtual reality and visualization lab to empower new approaches to data analysis for St. Jude researchers. It may sound like a big video game, but the effort has far more serious intentions.

Winning in this realm can fuel collaborations to explore existing and future data that yield discoveries. Success also supports data-sharing efforts that can lead to better treatments for devastating childhood diseases.

Inevitably, problems arose during the new lab's setup. One of the virtual reality headsets wouldn't work, even after input from its manufacturer. When team members looked to Hobgood to figure things out, he didn't falter. He assembled a group to set up a new wireless environment for the lab with high-speed Wi-Fi. Looking ahead, he also established a test lab to tap if such a problem cropped up in the future.

After only a few months on campus, Hobgood has already proven indispensable to St. Jude efforts to make the most of and, eventually, share its resources.



NOMINATED BY:

Nadeem Malik

Information Services

