



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

NEARLY 5,000 PEOPLE WORK AT ST. JUDE CHILDREN'S RESEARCH HOSPITAL—INDIVIDUALS OF MANY AGES, RACES, BACKGROUNDS AND TALENTS.

Some are passionate about discovery. Others are focused on healing. Still others excel in administrative or support roles. What unites and motivates them every day?

It is our mission: Finding cures. Saving children.

To fulfill our lofty goals, we adhere to seven core values that are simple, yet profound:

- VALUE
1

Always recognize that advancing treatment for children with catastrophic diseases is at the center of everything we do.
- VALUE
2

Do what is right; take ownership of what you do.
- VALUE
3

Work with purpose and urgency—your efforts matter.
- VALUE
4

Embrace the challenge to create a new tomorrow.
- VALUE
5

Work collaboratively and help others to succeed.
- VALUE
6

Always be respectful of your coworkers, our patients and their families, and visitors to our campus.
- VALUE
7

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

In the following pages, you'll learn how some of your coworkers have embraced these values during the past year. As you go about your daily tasks, think of ways you, too, can ensure that St. Jude remains an extraordinary place of discovery, innovation and healing.

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.



Kathryn Berry Carter

FAMILY, GUEST AND VOLUNTEER SERVICES DIRECTOR

During her nearly 20 years at St. Jude, Kathryn Berry Carter has become adept at finding ways to best serve the needs of patients and families. Her proactive approach has led to the creation of many successful initiatives.

Several years ago, Berry Carter realized that parents and caregivers needed some time for themselves. She teamed with Nursing, Child Life and Social Work to launch the Helping Hands program. Volunteers now sit with patients for up to two hours while their parents or guardians run errands, enjoy dinner breaks or just a relaxing respite.

Her foresight has been instrumental in the launch of other programs aimed at improving the hospital experience for not only patients and families, but also volunteers, interns, guests and employees. Always willing to help, Berry Carter's spirit of collaboration continues to evolve as her team seeks creative and new ways to reach patients and families.



NOMINATED BY:

Brittany Barnett

Family, Guest and Volunteer Services

Shawn Brasher and Chizuko Takemoto

CHILD LIFE

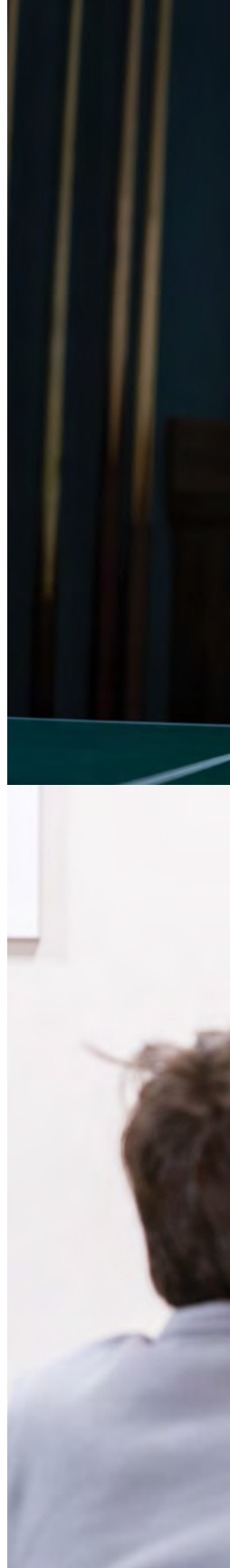
A trip through St. Jude often leaves visitors marveling at the magic of the place. Ingenuity, compassion and uncompromising hope are the watchwords. While many distinguishing factors set St. Jude apart, the commitment of our people makes all the difference. Child Life employees such as Shawn Brasher and Chizuko Takemoto go to great lengths to ease anxiety and normalize the hospital experience. One way they do that is by performing simple magic tricks for patients.

The pair use this disarming way to build rapport with families during a time when life is anything but a fairy tale.

They host a Magic 101 class for preteen patients. The extra effort never fails to bring a smile or bridge a connection, and it has gained the Child Life duo a few fans. As one young patient gushed, “You have superpowers.”



NOMINATED BY:
Summer Freeman
Executive Communications







Debbie Crom, PhD

CENTER FOR ADVANCED PRACTICE

“Much love.”

That’s the trademark sign-off for nurse practitioner Debbie Crom, PhD, as she ends her frequent phone check-ins with childhood cancer survivors.

Crom’s compassionate farewells are heartfelt reminders to families of her dedication and perseverance. In more than 35 years at St. Jude, she’s been a care provider, a listener, an advocate, a researcher and an enthusiastic example of the hospital’s mission.

Each patient navigates the obstacles in a cancer journey differently. Crom’s empathic focus addresses the individual’s needs in the moment. She directs them through the uncertainty, fear and difficulties ahead. If a patient needs access to resources, Crom works to find the best way to make it happen.

No matter how difficult the conversation, Crom knows the importance of reassurance and support. It’s why she ends conversations on a positive note. Those two simple words make all the difference.



NOMINATED BY:

Melissa Hudson, MD
Cancer Survivorship

Mary Griffin

NEURO-ONCOLOGY

A wide variety of activities occur behind the scenes of a successful lab—from devising budgets to working with pharmaceutical companies to obtaining drugs for the treatment of children with cancer. As St. Jude scientists study genomes and cells, using a range of lab equipment and technology to develop therapies for childhood cancer, one clinical project manager ensures every scientist has a role.

Mary Griffin manages all clinical projects for Neuro-Oncology, where she is always ready to help and embraces any challenge. She has 15 years of experience in the fields of translational and clinical research and has expertise in business development, clinical trial pipeline development and project leadership—all skills necessary to lead multinational pediatric oncology clinical trials.

Griffin loves sharing her passion for clinical research and inspiring the next generation of clinical research leaders. She helps make successful trial development, with all its moving parts, possible.



NOMINATED BY:

Amar Gajjar, MD

Pediatric Medicine





Diane McGarry

PATIENT AND FAMILY EXPERIENCE

When patient families arrive at St. Jude, they are filled with terror, hope and hundreds of questions. “What will my child’s schedule look like? How will I navigate the huge campus? Who will explain my travel schedule and make housing reservations and give me meal cards? Who’s on my child’s care team?” Hospital employees spend hours assuaging families’ fears, explaining unfamiliar policies and offering comfort.

Now patients and families can have many of their questions answered 24/7 through an app called Our St. Jude.

For Diane McGarry, this app represents the culmination of more than two years of effort, plus countless meetings with families, consultations with staff, discussions about technical details, huddles with development teams, and revision after revision after revision.

No one can magically remove all of a family’s worries, but now patients and families have detailed and personalized information at their fingertips through Our St. Jude.



NOMINATED BY:

Keith Perry

Information Services

The image features a series of concentric circles in shades of blue. The innermost circle is a vibrant blue and contains the text 'VALUE' and the number '2'. This is surrounded by a slightly larger circle in a medium blue shade, which is then surrounded by the largest circle in a light blue shade.

VALUE

2

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



Naomi Echeandia

GLOBAL PEDIATRIC MEDICINE

Children with cancer deserve access to quality care no matter where they live. Naomi Echeandia does her part to make that goal a reality.

In support of the hospital's global initiatives, Echeandia planned to travel from Memphis to Pakistan—a 15,000-mile roundtrip. At the last minute, she discovered her visa would not arrive on time. Another person might have canceled the trip, but Echeandia knew how much was at stake—not only the hospital's financial investment, but also the mission's importance to the children of Pakistan.

In spite of a convoluted itinerary, she remained positive—speaking directly with three consulates in order to obtain the necessary visa. Her perseverance paid off, and the trip was a success.

In Echeandia's mind, every problem has a solution. Given the opportunity—with creativity and tenacity—St. Jude can always count on her to find a way forward.



NOMINATED BY:

Paola Friedrich, MD

Global Pediatric Medicine

Janice English, RN

PATIENT AND FAMILY EXPERIENCE

Parents have too much information to process when their child has cancer. Staying positive during hospital visits, therapies, new diet restrictions and confusing medical information can be overwhelming. There never seems to be enough time for respite.

Providing a place for families to rest and relax is crucial for healing, which is why the Family Commons project is so important. Janice English, RN, has helped shape this project, which aims to offer patients and families a break from the clinical hospital setting and provide a place that feels more like home.

With over 30 years at St. Jude, English has developed a unique insight into the patient and family experience, while also developing relationships and trust across the organization. She uses her experience and relationships to challenge, influence, ignite and inspire everyone involved so families can finally take a deep breath and heal.



NOMINATED BY:

Mike Harber

Facilities Management





Summer Freeman

ADMINISTRATION

She writes speeches and blogs; organizes institution-wide meetings; crafts announcements, reports and presentations; makes award nominations; and explains complicated initiatives in simple language. Summer Freeman does more than help the CEO and other senior leaders communicate better—she offers insights and advice on the real issues. And that's on a slow week.

The thing is, Freeman makes it all look easy.

As director of executive communications, she inspires employees down the hall and enlightens scientists on the other side of the world. In a crisis, she's calm. On a deadline, she's laser-focused. With patients and families, she's compassionate. To coworkers, she's a rock.

And to the president and CEO, she's all of those rolled into one—providing thoughtful counsel, creating beautiful presentations, and transforming ordinary communications into extraordinary ones. During the COVID-19 pandemic, she proved her mettle once again, keeping employees, patients and families informed about an ever-changing global crisis.

Freeman expects no thanks for her superhuman efforts on behalf of St. Jude...but she certainly deserves them.



NOMINATED BY:

James R. Downing, MD
President and CEO

Jose Grenet

TUMOR CELL BIOLOGY

As researchers make discoveries to advance scientific knowledge and find cures for children's catastrophic diseases, they often find that when one puzzle is solved, others wait behind it. But with each solution, St. Jude moves closer to fulfilling its mission.

Discovery work drives many critical advances in the understanding and treatment of pediatric cancer, and Jose "Pepe" Grenet is one of those researchers behind the wheel. The molecular biologist has worked in labs at St. Jude for 28 years and is considered a master at cloning anything in any vector. He contributes to research outcomes that lead to understanding the bigger picture.

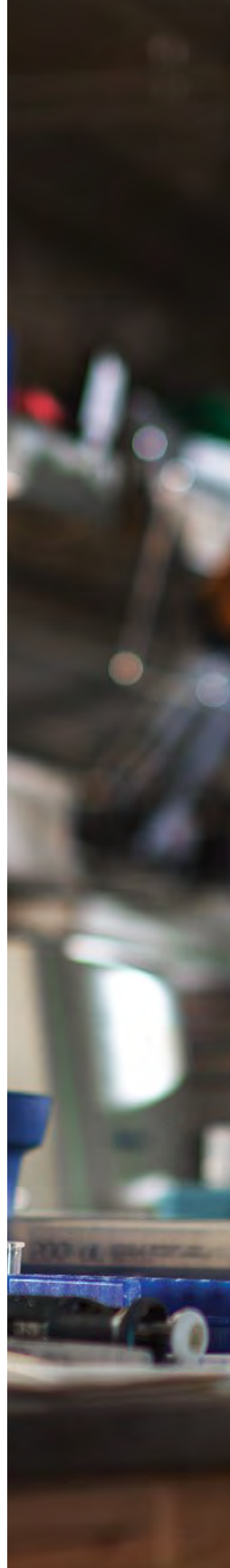
Grenet uses his experience and knowledge to train the next generation of scientists. Through his mentorship and benchwork, he creates more puzzle solvers who are inspired to make a difference.



NOMINATED BY:

Martine Roussel, PhD

Tumor Cell Biology







Colette Hendricks

CLINICAL OPERATIONS

Clinical operations is necessarily a team sport—and the head coach for that team is Colette Hendricks.

Hendricks works to enhance collaboration among the many groups who keep St. Jude clinics working. Like any great coach, she steps in assertively from time to time to move the team toward the goal. By insisting—politely but unapologetically—that everyone needs to do the right thing, she garners the respect of all groups and helps projects and initiatives proceed quickly and efficiently.

At the onset of the COVID-19 pandemic, Hendricks emerged as a leader in the Incident Command Center, helping the group respond to a constantly changing environment. She has a gift of calmly and methodically identifying the source of problems; she then encourages others to think about solutions in a new way.

The winners are the staff, patients and families of St. Jude.



NOMINATED BY:

Ellis Neufeld, MD, PhD
Administration

Mike O'Kelly

COMMUNICATIONS

At first, there were town criers. Centuries later, Gutenberg's printing press gave way to periodicals, then newspapers. These days, a click of a remote, turn of a dial or swipe of an app produces a deluge of data. No matter the era, information shapes society.

At St. Jude, Mike O'Kelly is the source for news across campus and in the field. As the editor of *St. Jude Insider*, the flagship employee newsletter, and a contributing writer for St. Jude GO, *stjude.org* and other platforms, O'Kelly keeps the workforce informed.

Beyond reporting, O'Kelly is among the first to raise a hand when volunteers are needed. Whether helping with the Town Hall Series or running to Peoria to raise funds for St. Jude, he doesn't miss a chance to help coworkers or support the mission.

The work of St. Jude makes for a lot of good news. Thanks to O'Kelly, employees stay in the know.



NOMINATED BY:

Carrie Strehlau

Communications





VALUE

3

Work with
PURPOSE and
urgency—your
efforts matter.



Dorothy Carodine

ENVIRONMENTAL SERVICE

Before the end of her shift in the Kmart St. Jude LIFE Center, Dorothy Carodine makes one last round to ensure the building is clean and germ-free for patients.

A dedication to cleanliness pervades her work. Bathrooms are sparkling and supplies are stocked. Trash cans are empty. Chairs in the waiting room have been wiped down. Offices have been cleaned, and clinic rooms are good for the next day of appointments.

With a friendly and helpful disposition, she takes the initiative to sweep and mop floors if she notices an area needs a quick touch-up.

When a deeper level of clean is needed, Carodine finds a remedy. A colleague's office floor has a menacing stain, and a regular mop won't do the job. She contacts her manager to shower scrub the surface. It's the little things that Carodine does that make days easier for her coworkers, patients and families.



NOMINATED BY:

Kay Pittman

HIMS and Registration

Barthelemy Diouf, PharmD, PhD

PHARMACEUTICAL SCIENCES

Dedicated. Innovative. Creative. Persevering. Fearless.

These hallmark traits define the budding scientific career of Barthelemy Diouf, PharmD, PhD.

No matter the day or hour, Diouf is most likely at the bench in the Pharmaceutical Sciences lab, working on new research. Beginning at St. Jude as a postdoctoral fellow, his drive led to first-author credits on both basic science and clinical studies published in major journals.

Born in Senegal, educated in France and Germany, and now a citizen of the U.S., Diouf brings a global array of new ideas and strategies to the lab. Fluent in French, English and German, he volunteers his time to help his colleagues in the lab and to collaborate with departments across campus.

His hardworking, methodical approach to research is a shining example of the success of St. Jude—taking unexpected findings and pursuing them to their limits.



NOMINATED BY:

William Evans, PharmD

Pharmaceutical Sciences






St. Jude Children's
Research Hospital
ALSC
Danny Thomas, Founder



Tabatha Doyle

ONCOLOGY

A little girl with a brain tumor needs to be transferred to St. Jude quickly. Transport planning can be a long process—and her parents are worried about the travel and the new procedures she will face once she arrives.

Tabatha Doyle works tirelessly and calmly to maintain all the moving pieces while assuring the parents that their child is in good, caring hands. It's not just a job—it's not about checking off tasks—it's a passion. To coordinate everything with the family takes compassion and assurances.

Bringing patients and families into Neuro-Oncology is a subtle talent of Doyle's. She is a true advocate to help patients and families get the best treatment possible while keeping them calm and confident, especially when they may not have local access to top-notch neurosurgeons or therapeutic options. She is the reason they get to St. Jude.



NOMINATED BY:
Joe Brigance, RN
Oncology

Hana Hakim, MD

INFECTIOUS DISEASES

In times of crisis—pressure-cooker situations that carry major significance for patients and staff at St. Jude—one person is always calm, prepared and quietly self-assured.

Hana Hakim, MD, was on the front lines at the outset of the COVID-19 pandemic, providing critical information and guidance to protect employees, patients and families from the virus. As the situation evolved, she shared complicated information in a way everyone could understand.

When this physician leader speaks, people listen. She is always prepared and poised for action—whether in a committee meeting, an educational session or a global pandemic.

Hakim led the implementation of a new screening tool for early recognition, diagnosis and treatment of sepsis specifically designed for St. Jude patients. She also leverages her unique background to make St. Jude a better place through serving as a qualified Arabic interpreter. Hakim inspires others to work harder and be a force for good.



NOMINATED BY:

LaKeisha Sisco-Beck, JD

Legal Services





Frederick Hunt

INFORMATION SERVICES

He's the first to arrive and the last to leave—and in the interim, Frederick Hunt gives 100% in pursuit of the St. Jude mission. His devotion and drive are infectious, and his positive attitude influences everything he does.

Hunt regularly works through vacations, holidays and other scheduled time off to help ensure technical needs are met—routinely placing the success of internal projects before himself. He has built an ever-growing network of technology professionals with whom he discusses trends, solutions and innovations to incorporate into his own work and team.

A servant-leader, Hunt consistently monitors and assists with overnight technological upgrades and changes in clinical spaces, even when his presence is not required. Those who work with him know he always asks his employees to focus on themselves, their families and the well-being of patients.

A man of humility, respect and conviction, Hunt is a role model who embodies the St. Jude values.



NOMINATED BY:

Scott Dunkin

Therapeutics Production and Quality

Franklin “Spanky” Steward

ENVIRONMENTAL SERVICES

Wheelchairs, little red wagons and other furnishings do not deliver themselves to special events for St. Jude patients. Volunteers may help with the work, but the ultimate responsibility for setting up special events falls to a dedicated team of attendants from Environmental Services. When all other members of that team were unavailable to cover one such event, Franklin “Spanky” Steward was determined not to disappoint patients.

Steward single-handedly rearranged meeting rooms, distributed tables and chairs, and placed wheelchairs and red wagons within easy reach of arriving patients and families. He did not slow down until he was certain everything would be spotless and sanitary in time for this large event.

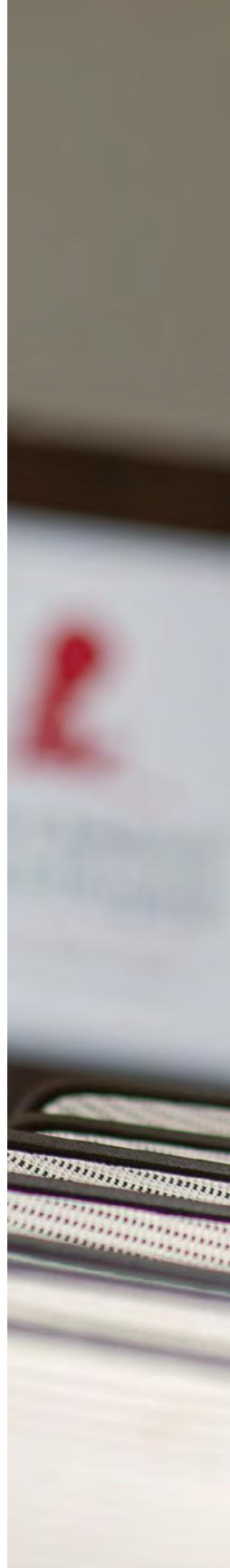
That example is typical for Steward. He carefully plans and executes his responsibilities down to each detail. Every day, he displays a sense of purpose and urgency, and proves his efforts do matter.

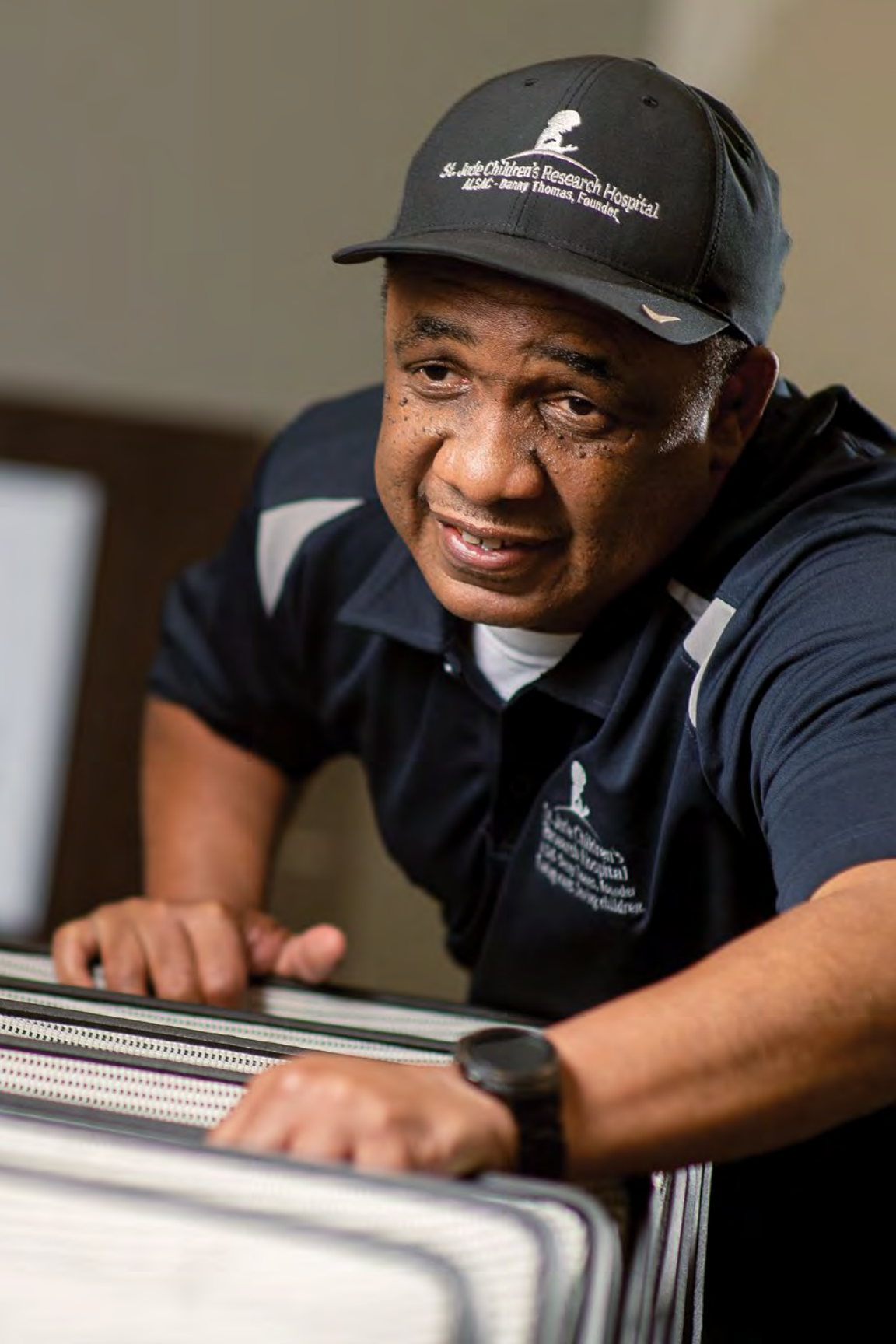


NOMINATED BY:

Jimmy Winton

Environmental Services





St. Jude Children's Research Hospital
ALSC - Danny Thomas, Founder

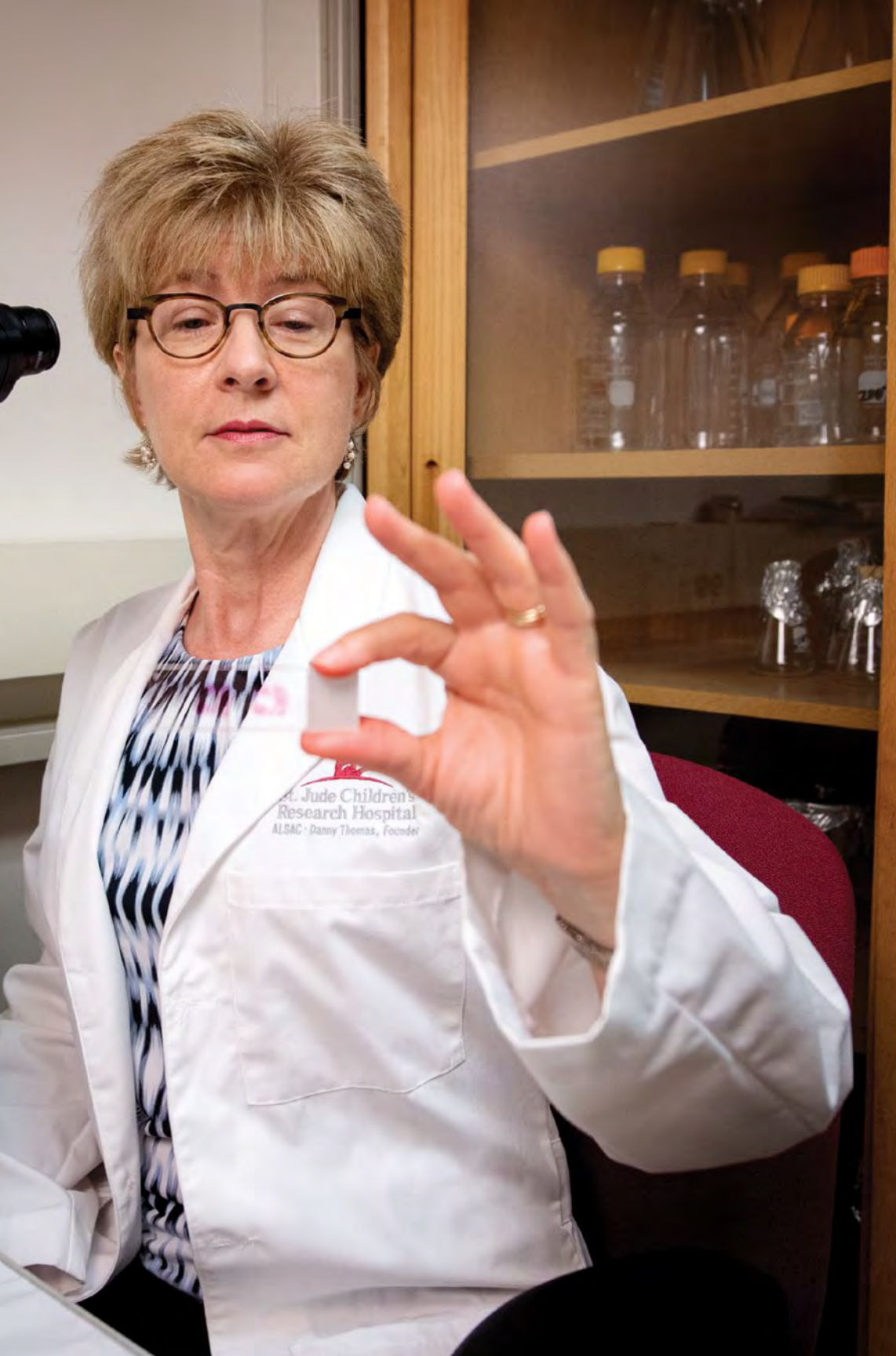
St. Jude Children's
Research Hospital
ALSC - Danny Thomas, Founder
Helping and saving children.



VALUE

4

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



Suzanne Baker, PhD

DEVELOPMENTAL NEUROBIOLOGY

A junior faculty member needed a mentor.
The answer was yes.

The Cancer Center needed an interim director.
The answer was yes.

An NIH project needed a leader. The answer was yes.

These are only three of many projects Suzanne Baker, PhD, has cheerfully led during a quarter-century of service to St. Jude.

Despite a frenetic schedule, Baker graciously agreed to mentor a young faculty member as well as countless students. When the leader of an NIH grant left the institution, Baker stepped in to shepherd the project—and continued doing so for more than a decade.

And when the St. Jude Graduate School of Biomedical Sciences was born, Baker helped develop a curriculum that would ensure an extraordinary education for the next generation of scientists.

Thanks to her incisive research, boundless energy and dedication, Baker says “yes” every day—to a legacy of finding cures and saving children.



NOMINATED BY:

Charlette Hill

Developmental Neurobiology

Rob Clark

GOVERNMENT RELATIONS

The patient arrives at the hospital with an advanced form of cancer, but no parent or guardian is available to sign consent forms. What happens to the child?

In the past, the answer was often heartbreaking: A treatment delay might occur.

Rob Clark and the legal team realized that a change in state law could help. He began to advocate in Nashville and coordinate with hospitals across Tennessee to establish an *in loco parentis*, or “in the place of a parent” status. This would allow staff to quickly obtain consent in the absence of a custodial parent.

The St. Jude legal team drafted a bill, and the governor and St. Jude champions in the Tennessee General Assembly offered their support. The process lasted nearly a year, but Clark’s determination resulted in a new Tennessee law.

Today, children statewide can receive life-saving treatment without delay, thanks in part to Clark and his work.



NOMINATED BY:

Robyn Diaz, JD

Legal Services





Sara Federico, MD

ONCOLOGY

Children with neuroblastoma who may not have many options available need someone who can tirelessly work to push for new and innovative therapies.

Sara Federico, MD, is one advocate working for the well-being of every patient. She is currently part of three clinical trials, which requires considerable effort and time. As a member of the neuroblastoma team at St. Jude, leader of the high-risk neuroblastoma task force of COG and a winner of the 2020 Cancer Clinical Investigator Team Leadership Award from the NCI, she is a phenomenal advocate for patients and families. Her perseverance is inspiring to many.

Federico leads with humility and compassion, offering guidance to both families and colleagues, and asking for help when needed. She understands how important her role is in helping children live longer and happier lives, and she embraces the challenge to find better solutions for children with catastrophic diseases.



NOMINATED BY:

Alberto Pappo, MD

Oncology

Abbas Shirinifard, PhD

DEVELOPMENTAL NEUROBIOLOGY

Time is a precious commodity, and Abbas Shirinifard, PhD, has provided his colleagues with more of it.

In the Neuroimaging Analysis laboratory, he built a computing infrastructure that has increased research productivity and enhanced collaboration inside and outside St. Jude. Working with the St. Jude Data Center, Information Sciences, Hartwell Center and Computational Biology Department, he provides data analysis for day-to-day routine studies, large, complex data sets and single-cell sequencing.

The infrastructure provides a foundation to help staff learn and apply computational skills to run data sets in minutes rather than hours or days. For example, the flexible, user-friendly system allowed postdoctoral fellows, students and technicians to complete a backlog of projects that previously needed dense computational expertise.

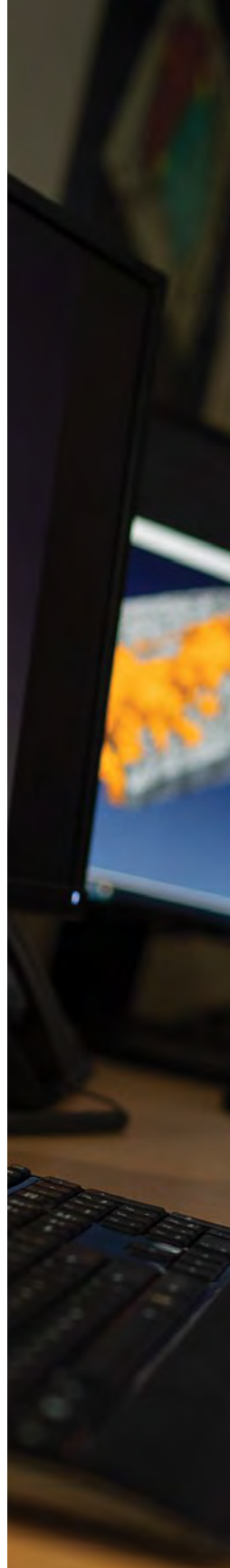
Shirinifard has given investigators back hours of time and productivity. He also provided the groundwork and tools necessary to keep research moving forward.

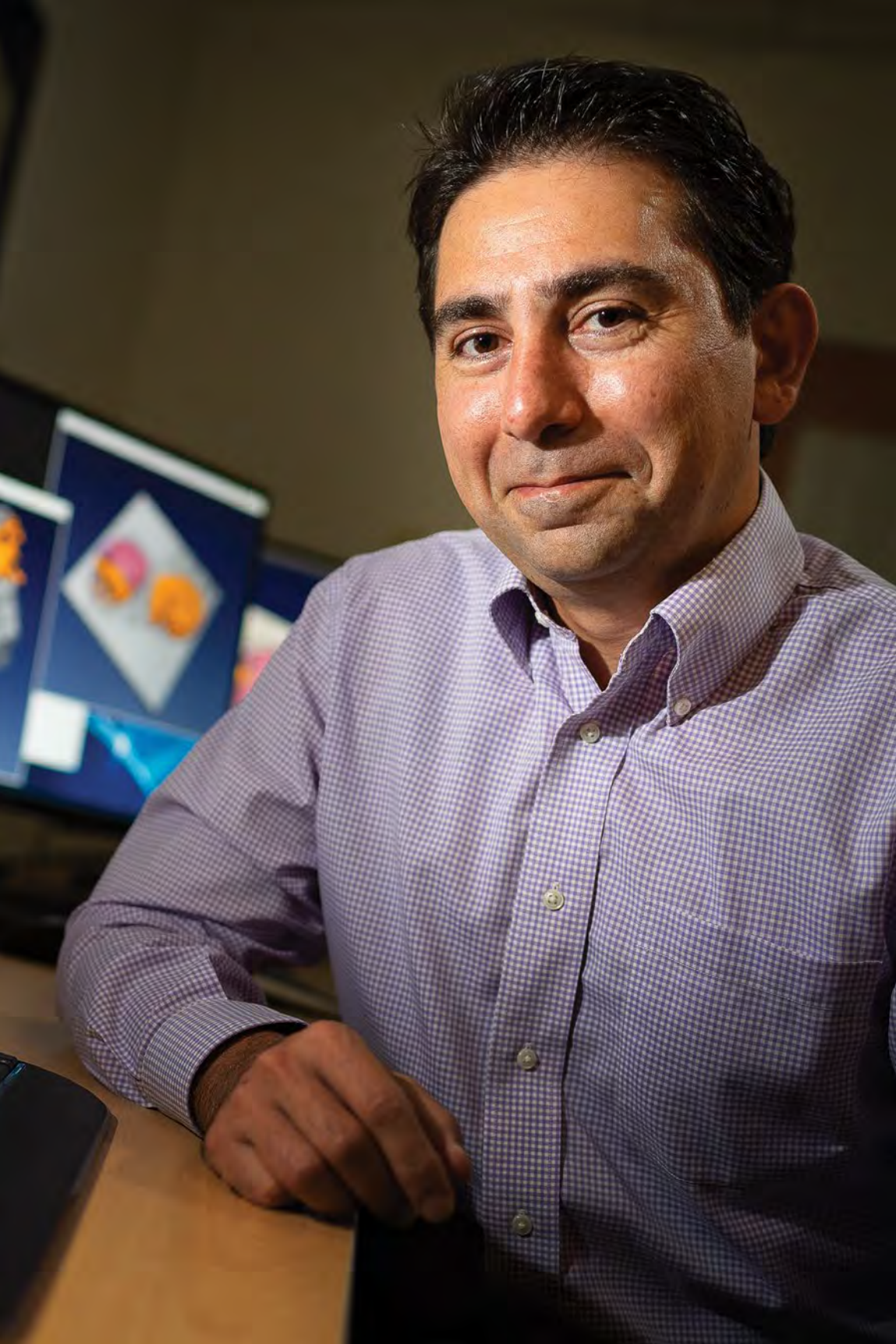


NOMINATED BY:

Jennifer Parris

Developmental Neurobiology







Daniel Stabley, PhD

DEVELOPMENTAL NEUROBIOLOGY

Microscopes have come a long way since they were invented around 1590. Daniel Stabley, PhD, has used his vision and skills to make sure St. Jude benefits from technological advances.

Stabley was a St. Jude postdoctoral fellow when he began collaborating with the Janelia Research Campus and a Nobel Prize-winning scientist.

The partnership has provided St. Jude researchers with access to customized microscopes that are not available commercially. These microscopes have helped increase the speed and resolution of research-imaging capabilities. The results have led to important scientific achievements.

Now Stabley and his St. Jude colleagues are building a microscope that will provide additional insight into brain slices and other tissues. It will be one of only five such instruments in the world.

Stabley not only challenges himself to move the science of microscopy forward, but he has the energy and skills to create and build tomorrow's technology.



NOMINATED BY:

David Solecki, PhD

Developmental Neurobiology

Tangie Thomas

CLINICAL TRIALS OPERATIONS

Bringing innovative therapies to children with cancer and catastrophic diseases through clinical trials is the heart of the St. Jude mission.

Clinical Trials Operations partners with researchers to help fulfill that charge. Three years ago, Tangie Thomas joined the institution as vice president of Clinical Trials Operations. She set to work developing a new vision for the enterprise, focusing on project management and customer service. The goals were clear—to give investigators easy access to high-quality, easily accessible data and to facilitate St. Jude clinical trials that are rigorous and have an impact.

Since then, Thomas has served as the maestro conducting an orchestra. Under her direction, the team has implemented changes that have improved efficiency and quality. She is working collaboratively to bring about a new era in clinical trials management at St. Jude. Thomas exemplifies the St. Jude value of embracing the challenge to create a new tomorrow.



NOMINATED BY:

Charles Roberts, MD, PhD

Comprehensive Cancer Center





VALUE

5

Work
COLLABORATIVELY
and help others
to succeed.



Jennifer Parris

DEVELOPMENTAL NEUROBIOLOGY

Jennifer Parris keeps a hard hat and safety vest handy.

She dons the safety equipment when she walks to the \$412 million advanced research center under construction on the east end of campus.

The gear was a practical gift from the construction team who appreciated Parris' expertise. While she knows little about beams and bolts or concrete and rebar, she knows quite a lot about the design and function of basic research laboratories that will occupy the 625,000-square-foot facility.

She's often asked to lend her expertise to individuals and teams outside of her department: the advanced research center architects, the new director of the Center for Modeling Human Pediatric Diseases, the staff in the Scientific Director's Office and others.

Parris knows it's not just about lab equipment and journal publications, it's also about the people who do the work. Quietly, she leads by example, modeling commitment, self-sacrifice and hard work.



NOMINATED BY:

Jackie Norrie, PhD

Developmental Neurobiology

LaWanda Payne

FOOD SERVICES

Specialty seafood, halal meat, dragon fruit, a favorite candy bar – these are a few of the requests fulfilled by Food Services' LaWanda Payne.

At the behest of a dietitian or a patient with a craving, she will stop everything and drive to the grocery for a specialty item.

Payne manages operations that customers may overlook. Among other things, her team delivers trays of food to inpatients, cleans the Kay Kafe kitchen and secures food supplies.

One Sunday, in the early days of the pandemic, she drove to work to check the status of an important vendor order needed to feed Monday's patrons. She also redoubled efforts to keep everything—equipment, counters, tables—clean and sanitary to help prevent the spread of COVID-19.

Employees say they truly like this selfless leader. Recently, a member of her team said, "She's one of the main reasons I'm so happy to be working at St. Jude."



NOMINATED BY:

Dave Reeves

Formerly of Food Services





Victor Santana, MD

GLOBAL PEDIATRIC MEDICINE

For 36 years, Victor Santana, MD, has worked to foster clinical research at St. Jude and around the world. Rarely in the spotlight, he has shared his expertise with many investigators, built the clinical trials infrastructure at St. Jude and saved the lives of countless children with life-threatening diseases. His oversight is evident in every clinical trial at St. Jude.

Recently, the hospital's Patient Family Advisory Council noted a gap in the communication of protocols. In hospitals nationwide, most clinical trials participants never discover how their involvement has helped advance science and clinical care. Santana organized a group to create plain-language summaries of St. Jude protocol results in both English and Spanish, and to share that information with families.

That's just one of myriad instances in which Santana has improved the lives of others through his knowledge, dedication and expertise in clinical oncology and trial design.



NOMINATED BY:

Elizabeth Fox, MD

Clinical Trials Administration

Shirley Steward

CHILDREN'S GMP, LLC

Staff members in the Children's GMP, LLC, manufacture biological products for use in children with rare diseases. It's a task that can be fraught with pressure.

Some days hold more challenges than others. Test results may be disheartening. Unforeseen pitfalls arise. Stress levels skyrocket. That's when GMP employees turn to Shirley Steward, who exudes a sense of peace that instantly relieves tension and instills confidence.

For nearly 40 years, Steward has boosted her colleagues in their efforts to fulfill the St. Jude mission. Along the way, she inspires them with her commitment and optimism. When training new employees, she serves as a role model—nurturing, encouraging and supporting fledgling staff until they can excel on their own.

With her ability to anticipate problems and her breadth of institutional knowledge, Steward helps her team take a collective breath, obtain clarity and overcome any challenges that come their way.



NOMINATED BY:

Shanthi Vadali, PhD

Children's GMP, LLC





Andrea Stubbs

INFECTIOUS DISEASES

In 1895, poet Joseph Malins wrote that it's better to "put a strong fence 'round the top of the cliff, than an ambulance down in the valley."

Andrea Stubbs often repeats that adage and backs it up with action. She's an expert in constructing protective fences, as she works to prevent the spread of HIV/AIDS throughout our city, state and nation.

Her approach is simple: to help the community better understand HIV and then collaborate with them to advance the research goals of the St. Jude HIV Program. Stubbs leads a team that has galvanized community partners to work toward ending the HIV epidemic. In fact, she is directing a local and statewide initiative to achieve zero new infections by 2030.

More than a century after Malins penned his words, they remain fresh and true: "If the cliff we will fence, we might almost dispense/With the ambulance down in the valley."



NOMINATED BY:

Carla London, DNP
Infectious Diseases

Kim Woody, PNP

CENTER FOR ADVANCED PRACTICE

As a nurse practitioner in the Department of Bone Marrow Transplantation and Cellular Therapy, Kim Woody understands the value of collaboration.

In 2019, she used that knowledge to help launch the Center for Advanced Practice to unify many aspects of how advanced practice providers function at St. Jude. The center marked a major change in the reporting structure for the hospital's nearly 150 advanced practice providers. This group of nurse practitioners, physician assistants and certified registered nurse anesthetists had previously reported to their supervising physicians.

As interim center director, Woody worked closely with hospital leaders, advanced practice practitioners and other clinical departments to accomplish her mission. Throughout, she displayed an abundance of empathy, good humor and common sense, all while continuing her work in the bone marrow transplantation service.

Woody's collaborative approach and desire to make the new system work for everyone were an example of St. Jude values in action.



NOMINATED BY:

Ellis Neufeld, MD, PhD
Administration





VALUE

6

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



LaDonna Conley

CANCER CENTER ADMINISTRATION

When a request goes out for volunteers to help with events organized by the St. Jude Liaison Office, LaDonna Conley is quick to respond.

Her simple and helpful reply is always the same: “You tell me what to do. I would be glad to help.”

Whether it's brainstorming ideas for upcoming events, serving on a focus group to share ideas, greeting employees at hospital gatherings or handing out slices of cake, Conley finds the time. If she's busy with her duties in the Cancer Center, she arranges her schedule to fill half-shifts or to contribute her thoughts via email.

She's helped with planning, organizing and staffing such special occasions as the hospital's 55th anniversary celebration, the annual T.O.A.S.T. appreciation luncheon and events at St. Jude housing facilities. Her passion for helping others and getting the job done efficiently play a huge role in helping employees feel appreciated.



NOMINATED BY:

Shalonda Campbell

Liaison Office

Lee Nedra Jackson, RN

SURGICAL SERVICES

She finds a vein.

"I'm only looking," Lee Nedra Jackson, RN, says, trying to allay the child's fear of being stuck with a needle.

Amid a busy clinic, Jackson always takes her time. She's calm, gentle. She explains each step. She talks to the family. She talks to the child – "What do you like to do?"

A seasoned pro, Jackson is skilled at starting IVs, among other things. But it's her ability to connect with patients, reassure them and proceed with compassion that's extraordinary.

When she's done, she asks a question: "It wasn't that bad, right?" She may get a reluctant head shake. But repeat business is common; many patients and families ask for Jackson by name.

Jackson embodies the words of writer and poet Maya Angelou, who said, "I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel."



NOMINATED BY:

Takisha Mask

Surgical Services





Margie Kjellin, RN

INPATIENT NURSING

When a patient and her mom recently asked to speak with Margie Kjellin, RN, the 30-year veteran nurse hurried downstairs to meet them.

“You probably don’t remember us, but you took care of my daughter when she was diagnosed as a baby,” the mom told Kjellin. “I was terrified she would die. As you took her from my arms into surgery, you said, ‘She is so beautiful. She is going to be a homecoming queen someday.’”

“You gave me hope, and you gave her a future that I couldn’t see at that moment. We have never forgotten you, and we talk about that moment often.”

Kjellin learned that the young woman had, indeed, served on her homecoming court and is now enrolled in nursing school.

As they said goodbye, Kjellin told the young nursing student, “My next prediction for you is that you will complete your studies, and I will hire you someday.”



NOMINATED BY:

Robin Mutz, RN

Nursing

Nicholas “Nick” Phillips, MD, PhD

EPIDEMIOLOGY AND CANCER CONTROL

It’s been said, “A good listener is not only popular everywhere, but after a while he knows something.”

At St. Jude, Nick Phillips, MD, PhD, comes to mind. Coworkers uniformly describe Phillips as a kind person and a good listener.

He provides clinical care to survivors of childhood cancer in the St. Jude After Completion of Therapy Clinic. He is also principal investigator of a study investigating the use of transcranial direct current stimulation, which may improve the cognitive function of survivors of childhood acute lymphoblastic leukemia.

At clinical check-ups and research visits, colleagues say Phillips closely listens to concerns expressed by patients and family members. He looks them in the eye. He checks for understanding. He allows for silence and doesn’t jump in at the first chance.

Phillips knows that anxious patients and families need health care providers, perhaps more than anyone, to do this deceptively simple thing: listen.



NOMINATED BY:

Aimee Santucci, PhD

Epidemiology and Cancer Control





Brent Powell

SPIRITUAL CARE SERVICES

People from all walks of life and regions of the country and the world pass through the gates of St. Jude. For some, the visit marks one of the most difficult days of their lives. For others, it is cause for celebration. For still others, it signals a rededication to the hospital and its mission.

As Brent Powell navigates the hallways of St. Jude, he seems to know everyone as well as their unique stories and needs. He stops frequently to listen to problems, rejoice in successes or bear witness to something that weighs heavy on someone's heart.

Day of Remembrance is an example. The annual event began more than 20 years ago. Powell listened to the families of St. Jude patients who had died of their disease. He realized honoring the memory of those patients would promote healing for families and the hospital staff. Powell walks alongside these families, continuing to provide healing balm.



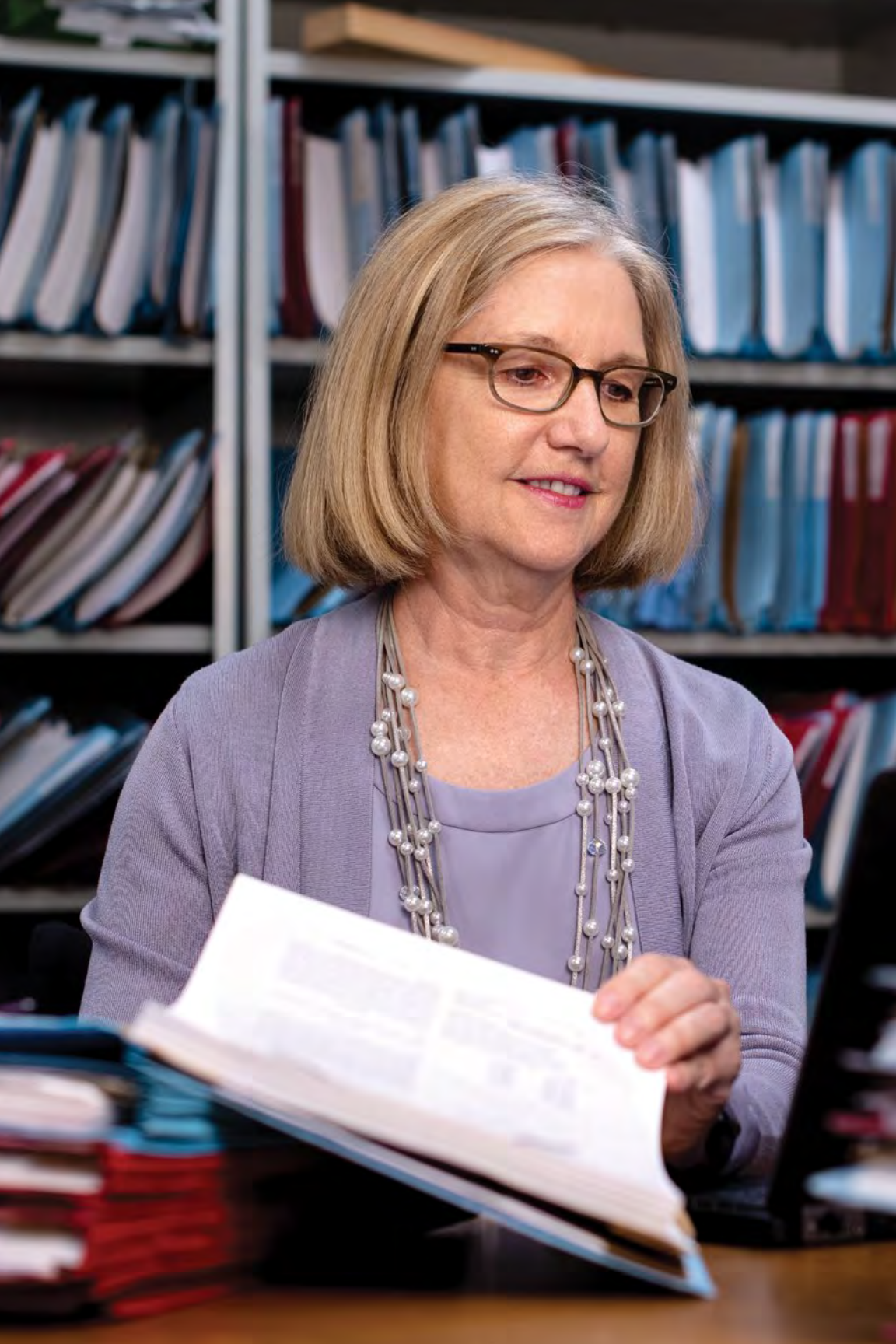
NOMINATED BY:

Ashley Hutcherson
Campus Operations



VALUE
7

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



Shawn Hawkins

TECHNOLOGY LICENSING

Shawn Hawkins brings a huge reservoir of attributes—kindness, courtesy, dedication, intensity and professionalism—to work with her every day. She exercised those and more in landing the biggest financial success in the history of St. Jude technology licensing.

When scientists across the institution generate new ideas, Hawkins and her colleagues help turn those discoveries into products that will benefit the public while generating income for the hospital and the products' inventors.

In 2003, a researcher developed a chimeric antigen receptor (CAR) for use in immunotherapy. Not only did Hawkins write the patent application, but she was instrumental in negotiating the license. The licensee for this product was granted FDA priority review status in February 2020.

That project lasted 17 years, but Hawkins persisted. Her work paid off—enabling her to pursue myriad new projects that will benefit the hospital for years to come.



NOMINATED BY:

Chad Riggs

Technology Licensing

Charlette Hill

DEVELOPMENTAL NEUROBIOLOGY

Her nickname is Chill. Anyone who knows Charlette Hill understands the moniker is extremely appropriate. After all, she can juggle grants, budgets and research reports for 14 investigators without breaking a sweat.

By streamlining her department's administrative workflow, budgeting and accounting processes, Hill ensures that her colleagues get the most out of their research funding. She has also developed innovative tools—such as a novel dashboard—that are used by other research departments.

Hill is dedicated to building processes that are fair and transparent. Her commitment to forming strong connections fosters a collaborative culture and helps ensure that everyone successfully achieves their goals in support of basic and translational research.

With her great sense of humor and her phenomenal organizational skills, Hill ensures that Developmental Neurobiology is a collaborative and collegial place for everyone.

Would you like to see what grace under pressure looks like? Just Chill.



NOMINATED BY:

Michael Dyer, PhD

Developmental Neurobiology





Steve Pate, PharmD

PHARMACEUTICAL SERVICES

Discounted drug pricing, third-party reimbursement—these topics usually evoke a yawn.

But Steve Pate, PharmD, knows these details are important. He always keeps in mind the generosity of hard-working donors and the wise stewardship of hospital employees.

Pate seeks reimbursement from third-party payers for dollars spent for medications dispensed to patients. Through the years, he has saved the institution millions of dollars via the hospital's participation in federally sponsored programs and the adoption of best practices from peer institutions. Pate also leads efforts to have St. Jude accredited as a specialty pharmacy, which will save additional dollars.

He's thoughtful about collecting financial information from families, and he often underscores the fact that no patient or family has to pay for care out of pocket.

Pate knows that a dollar saved is a dollar that can be reallocated to another pressing need tied to the hospital's mission of finding cures and saving children.



NOMINATED BY:

Mary Relling, PharmD

Pharmaceutical Sciences

Laura Patterson

REHABILITATION SERVICES

A mother's gentle lullaby. The cacophony of early-morning bird songs. The meow of a beloved kitten. Today, many St. Jude patients can hear these sounds, thanks to a cochlear implant program spearheaded by audiologist Laura Patterson.

Hearing loss is a possible side effect of cancer treatment. For years, St. Jude Audiology has provided hearing aids to patients who needed them. But children with profound hearing loss had to travel offsite for cochlear implants. To improve patient care and help the hospital avoid the cost of outsourcing those procedures, Patterson proposed to develop a cochlear implant program at St. Jude. She also volunteered to develop and lead the program.

Patterson researched the possibilities, identified stakeholders, developed guidelines, wrote policies, created templates for medical record documentation and completed training—all while maintaining her clinical responsibilities.

Thanks to Patterson's efforts, patients are excited and grateful to have these services offered at St. Jude.



NOMINATED BY:

Johnnie Bass, PhD

Rehabilitation Services





Perian Ragland

MANAGED CARE

When an insurance company denies a claim for medical reasons, St. Jude stands to lose money—funds that could be used for crucial research or clinical care. That's when you need someone who is consistently consistent and always persistent.

A person like Perian Ragland.

For more than 20 years, Ragland has fought for St. Jude—helping the hospital recoup every dollar possible. She uses her knowledge and tenacity to find misplaced documents, pinpoint missing codes and navigate the nuances of insurance companies' convoluted policies.

Recently, while working from home, Ragland realized St. Jude had five days remaining to respond to a \$188,000 denial. "I'm going to drive to the post office," she announced, determined that the paperwork would arrive on time.

Ragland understands the importance of working with purpose and urgency. That constance and persistence pays off—to the tune of \$1.5 million per year.



NOMINATED BY:

Jamie Holmes, RN
Managed Care

