



**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

AT ST. JUDE CHILDREN'S RESEARCH HOSPITAL, WE ARE BOUND BY A MISSION TO FIND CURES AND SAVE CHILDREN. OUR INSTITUTIONAL VALUES HELP US DELIVER ON THIS PROMISE.

Since introducing these core tenets three years ago, we've used the annual publication of *Living Our Values* to chronicle ways St. Jude employees reflect these philosophies and practices in their work.

-  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.

In the following pages, we salute more than 40 employees who have gone above and beyond, using the values as a guide. Many of these stories also illustrate how these shared principles offered direction during an unpredictable year—marked by supply chain disruptions, staffing shortages and even a surge of COVID-19 cases regionally.

When I consider the future, I am hopeful. The values, paired with our collective commitment to the St. Jude mission, ensure our institution will continue to make a lifesaving difference for children today and generations that follow.



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.



Chris Sinnock

SOCIAL WORK

When the COVID-19 pandemic hit, Chris Sinnock delayed her retirement. A social worker for more than 30 years, she was determined that the Infectious Diseases clinic would have the support it needed.

When many employees were sent home to work remotely, Sinnock volunteered her time on campus to screen patients, families and employees as part of the hospital's COVID-19 monitoring and surveillance program. She did this while continuing to see children and teenagers in the Infectious Diseases clinic.

As the clinic's lead social worker, Sinnock was one of the original members of the clinical team to care for HIV patients. Through her work over the decades, she's supported countless children and adolescents, while building a meaningful rapport with their families.

By approaching each family as a holistic unit, Sinnock quickly recalls information helpful to the patient's care, helping them navigate unique situations that might affect their treatment. This attention to detail and commitment to care has benefited generations of patients with catastrophic diseases.



NOMINATED BY:

Nehali Patel, MD

Infectious Diseases

Jingjing Liu, PhD

COMPUTATIONAL BIOLOGY

Jingjing Liu, PhD, possesses a unique scientific skillset: She uses data to make a difference.

Liu started her career as a molecular biologist but transitioned to and quickly became adept at computational biology. She's a researcher who can do both bench work and sophisticated analysis—a rare combination.

When St. Jude researchers observed an unexpected sensitivity to a specific treatment for T-cell acute lymphoblastic leukemia, conventional analyses didn't reveal the why. Liu took the challenge and conducted a systems pharmacology analysis, which led to the discovery of a hidden driver and a biomarker that can determine the effectiveness of the treatment. The study was published in *Nature Cancer*, and Liu was a co-first author.

Based on this work, St. Jude is launching clinical trials to evaluate the biomarker. These studies may lead to next-generation precision therapy for children with cancer-cell acute leukemia.



NOMINATED BY:

Jiyang Yu, PhD

Computational Biology





CHOP

The 9-14 Guide to Conducting Clinical Research

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Elroy Fernandes, PhD

CLINICAL TRIALS ADMINISTRATION

It can be challenging to move clinical research forward while protecting research participants. Doing so requires a keen knowledge of federal regulations and the skill to bring all parties to the table around a common goal.

As director of the Human Research Protection Program, Elroy Fernandes, PhD, embodies these traits. Quietly and masterfully, he keeps the wheels of clinical research turning at St. Jude—a trusted voice among clinical researchers and Institutional Review Board members.

Fernandes is always available, even at odd hours, to answer questions, review protocols and advise clinical researchers on their quest for novel treatments. He thoughtfully protects and advocates for research participants, understanding the value of their contribution.

He navigates the process with grace and commitment, often under tight deadlines. This has earned him the respect and admiration of colleagues, researchers and participants. Advancing treatments is at the center of everything Fernandes does, and he always gives his best.



NOMINATED BY:
Gabriela Maron, MD
Infectious Diseases

Richard Rochester

CENTER FOR ADVANCED PRACTICE

When someone needs a helping hand or encouragement, Richard Rochester, physician assistant, is ready to provide it. Whether it's a team member in Bone Marrow Transplantation and Cellular Therapy, a colleague in another department or a patient's caregiver, Rochester does everything possible to provide support.

As a teacher and a manager, Rochester excels. He ensures his team has the resources to do their jobs effectively. He's a constant presence of encouragement—through education and leading by example.

Not only is Rochester well-liked and respected by his colleagues, he is beloved by patients and families. His coworkers say he has a special gift for connecting with others.

His former patients remember him fondly, often stopping by the B Clinic when they are on campus for follow-ups to say hello. It's also evident from the graduation announcements and wedding invitations that find his mailbox.

Rochester tirelessly advocates for patients and puts their needs at the forefront of all he does. He knows his daily efforts matter in the lives of his patients and colleagues.



NOMINATED BY:

Jerry Shaw

Information Services





Elena Govorkova, MD, PhD

INFECTIOUS DISEASES

Influenza is a leading cause of death worldwide—and a particular risk to children with cancer and other life-threatening diseases. For the past 25 years, Elena Govorkova, MD, PhD, has dedicated her work to researching flu viruses. Not only have her efforts helped the St. Jude influenza research program achieve worldwide recognition, but she has inspired the next generation of investigators.

Internationally recognized as a thought leader in the field of antiviral drugs, Govorkova was one of the foundational scientists who helped St. Jude to be recognized as a Center of Excellence for Influenza Research by the National Institute of Allergy and Infectious Diseases/National Institutes of Health. She is a major contributor to the institution's continuing designation as a World Health Organization Collaborating Center for Influenza.

Govorkova's work extends beyond the walls of St. Jude. As a mentor, she has trained many researchers who are now helping pave the way for tomorrow's cures at institutions worldwide.



NOMINATED BY:
Robert Webster, PhD
Infectious Diseases



NOMINATED BY:
Richard Webby, PhD
Infectious Diseases



ST. JUDE
CHILDREN'S RESEARCH HOSPITAL

Proud To Be A
★ ★ ★
CERTIFIED
St. Jude
Nurse

St. Jude Children's Research Hospital

3K Nurses

NURSING

“Flexible and responsive.”

“Willing and able.”

“Collaborative and helpful.”

These are all attributes of nurses from the third floor of the Kay Research and Care Center (3K)—and the words colleagues use to describe them.

During an uncertain year, the 3K nurses have risen to the occasion again and again. They’ve pitched in—always with the mission of helping patients foremost in mind.

When St. Jude needed staff to care for COVID-19-positive patients, the 3K nurses stepped up and agreed to take care of the dedicated beds. As the pandemic continued, St. Jude called the 3K nurses into action again. They became a mobile unit who cheerfully accepted temporary assignments in other patient care areas.

The 3K nurses have been heroes throughout the pandemic. Their positive attitudes and passion for the mission ensured that patients received the best care possible.



NOMINATED BY:

Robin Mutz

Nursing-Administration



VALUE

2

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



Diego Hijano, MD

INFECTIOUS DISEASES

On the front lines of the war against COVID-19, the skirmishes have been frequent, exhausting and often hard-won. But for the past couple of years, one individual has emerged as an unlikely general—a tactician who has fought to vanquish the specters of ignorance, misinformation and skepticism.

Early in the pandemic, Diego Hijano, MD, began his selfless efforts to keep the St. Jude campus safe. Not only did he develop and oversee the St. Jude contact-tracing program, but he spent countless hours advising employees and answering questions about vaccine safety and efficacy at Town Halls and other forums. Because of his efforts, almost all St. Jude employees received the COVID-19 vaccine.

If you've turned on national news, surfed the web or read COVID-19 coverage, you have also seen Hijano enthusiastically educating the public about the benefits of mask usage and vaccinations. Armed with passion, energy and goodwill, he has amplified the St. Jude message far beyond the hospital's gates, saving countless lives in the process.



NOMINATED BY:
Ellis Neufeld, MD, PhD
Administration

Janet Miller

HUMAN RESOURCES

She only *thought* it was time to retire. Six years ago, Janet Miller announced her intention to leave St. Jude after 12 years of service. But then she consented to help with one more special project. Followed by another. And another.

Thank goodness she stayed.

Miller became one of the early architects of the St. Jude COMPASS (COVID Monitoring, Preparedness, Screening and Surveillance) program. This initiative allowed the hospital to carefully monitor and manage COVID-19 policies, which often changed at the speed of thought.

Throughout the pandemic, Miller dedicated long evenings and weekends to keeping employees, patients and families safe. She helped lead efforts to sector the institution into clinical and research zones, post thousands of directional and informational signs, and distribute badge buddies.

She has continued to provide tireless support to assist with access controls, “Ask St. Jude” queries and the vaccination program. Miller’s constant smile and boundless enthusiasm help energize others. She knows there’s still much work to be done.



NOMINATED BY:
Terrence Geiger, MD, PhD
Administration





Jonathan Walters

CRITICAL CARE-PULMONARY MEDICINE

In the middle of the night, when a patient is in critical need of help to breathe, nurses and doctors don't send out a bat signal. Instead, they call for respiratory therapy, and a different kind of superhero arrives.

Jonathan Walters is a reference for all things respiratory therapy with a passion for helping St. Jude patients. Trustworthy and dependable, he navigates difficult situations by always centering on patient care and guiding his colleagues to keep things on the right path.

"Above and beyond" doesn't have a limit for Walters. Whether that means staying at a patient's bedside to make sure the patient's nurse would have time to eat, taking work calls from home or coming in before his shift, Walters is there—supporting his patients and his colleagues.



NOMINATED BY:

Jason Rains

Respiratory Therapy

Kathy Steuer, JD

LEGAL SERVICES

It's 3 a.m., and an urgent patient care issue arises in the Intensive Care Unit. A legal consult is needed quickly and cannot wait until daybreak.

As the overnight Legal Services attorney on call, Kathy Steuer, JD, fields the emergency call. She jumps into action. Steuer speaks with physicians, the on-call social worker and the on-call ethicist.

Within 90 minutes, she connects with a juvenile court judge and receives a verbal order allowing the patient to receive vital treatment. Getting an emergency hearing during normal business hours is challenging, but Steuer's efforts allow the judge to hear testimony by phone before dawn.

For Steuer's colleagues, the result isn't surprising. Since joining St. Jude 10 years ago, Steuer has learned the nuances of health law to become a trusted expert for patient care and medical issues.

Originally trained in environmental law, Steuer's dedication to developing expertise on medical-legal issues has made a tremendous impact on the hospital and on the lives of countless patients.



NOMINATED BY:

Robyn Diaz, JD

Legal Services





Sri Suganda

PATHOLOGY

When the COVID-19 pandemic hit in 2020, Sri Suganda found herself in the eye of the storm. The manager of the St. Jude molecular microbiology lab also became manager of the hospital's COVID-19 lab—a task nothing short of gargantuan.

The COVID-19 lab processes the tests of employees, patients and patient caregivers. During the height of testing, that number was in the thousands per week.

It has involved an unprecedented collaboration across the institution—clinical and research laboratories, nursing staff, Occupational Health, Design and Construction, and Administration. A new lab was built, and existing space repurposed. Suganda worked with others to create and sustain new workflows and systems to ensure efficient testing and to prevent supply shortages.

In the most stressful of situations, she pulled people together and built cohesive teams to manage the institution's resources with care. Suganda has been the lynchpin holding everything together.



NOMINATED BY:
Randall Hayden, MD
Pathology

Grover Williams and Walter Spears

ENVIRONMENTAL SERVICES & SPIRITUAL CARE SERVICES

From the start of the COVID-19 pandemic, St. Jude worked to create a safe harbor to protect patients, their families and staff. When vaccines became widely available, the institution required employees to get immunized. No one enjoys getting a shot, but the newness of the vaccines heightened hesitancy.

Grover Williams, a manager in Environmental Services, and Walter Spears, a chaplain, partnered to answer questions and build trust. The pair dedicated many hours to making the rounds with staff, discussing anxieties, correcting misconceptions, and sharing information about the safety and effectiveness of vaccines. No employee concern was too small for them to address through meaningful and respectful dialogue.

By the fall, the one-on-one conversations paid off. An overwhelming percentage of Environmental Services staff chose to be vaccinated—a decision that not only keeps the newly inoculated safe, but also their families, the community and most importantly, kids at St. Jude.



NOMINATED BY:
Summer Freeman
Administration





VALUE

3

Work with
PURPOSE and
urgency—your
efforts matter.



Supply Chain Management

When you came to work today, you may have worried about the weather, the Memphis traffic or your ability to find a prime parking place. But chances are, you never worried about having the right resources to do your job.

For that peace of mind, you can thank the hospital's Supply Chain Management team.

These individuals provide the products and services you need in pursuit of the St. Jude mission.

When the pandemic hit, the team toiled night and day to obtain the PPE required to protect staff from a deadly virus. And during a surprise snowstorm in early 2021, they worked around the clock to wash, dry and fold soiled linens.

Whether they're addressing the pandemic's many supply-chain challenges or pulling together to avert disaster during inclement weather, this team maximizes the hospital's resources. When difficulties arise, they make things happen—delivering high-quality service while reducing costs, increasing efficiencies and improving the quality of care for our patients.



NOMINATED BY:
Angela Neal
Materials Management

Jamie Flerlage, MD

ONCOLOGY

Arriving at St. Jude for the first time can be a whirlwind experience for families. Many parents and caregivers have just recently learned of their child's diagnosis. Often overwhelmed, they have many questions while they try to make sense of their new world.

Jamie Flerlage, MD, understands the importance of fostering positive relationships with families—from their first visit and throughout their hospital journey.

She is known for her patient-centered methods and always keeps the families' concerns and needs in the foreground of every discussion. Flerlage provides helpful suggestions on ways to further improve caregiver and patient experiences.

The Patient Family Advisory Council recognized Flerlage last year as a partner in excellence for her commitment to patients and families, her advocacy of patient family-centered care and her support of a new respite program.

As a welcoming advocate of patients, Flerlage continues to strive for new ways to improve the lives of patients undergoing treatment.



NOMINATED BY:
John Lucas, MD
Radiation Oncology





Markeda Montgomery

ANIMAL RESOURCE CENTER

Markeda Montgomery understands how her work as an animal husbandry technician in the ARC makes an impact at St. Jude. She also helps her colleagues realize how their efforts also make a difference.

When new hires join the team, they are often paired with Montgomery. She's available for a sort of hands-on training and helps them become familiar with the proper equipment and processes as well as answering any questions.

Once she completes work in her area, Montgomery is happy to fill in as needed to work with other teammates to get the job done. She works hard to better herself and embraces ways to overcome challenges and find success.

Montgomery offers the same encouragement to those around her and helps them to shine as well. By leading by example, Montgomery inspires and encourages her ARC colleagues to perform at their best each day.



NOMINATED BY:

Steven West

Animal Resource Center

Maysam Homsy

GLOBAL PEDIATRIC MEDICINE

During a time when people were isolated from one another, Maysam Homsy, project coordinator in Global Pediatric Medicine, brought them together to advance the institution's global mission and vision.

Homsy understands how to build wide-reaching networks. She creatively organizes initiatives that make a lasting impact, such as the first global network for Preventionists and Infectious Disease Specialists for Pediatric Cancer. This and other programs are springboards to help St. Jude provide mentoring and capacity-building opportunities for providers worldwide.

Operating in a dynamic and fast-paced environment, Homsy coordinates multiple ongoing projects seamlessly. She adapts to ever-changing priorities and protocols, ensuring all members of her team are prepared. She meets her projects with urgency, while ensuring they are carefully reviewed, assessed and aligned with the hospital's mission and vision.

Homsy's dedication helps St. Jude to continue engagement and education with coworkers, students and clinicians, even during a pandemic.



NOMINATED BY:

Miguela Caniza, MD

Global Pediatric Medicine

Infectious Diseases





Randy Thompson

SCHOOL PROGRAM

Randy Thompson came to St. Jude in 2019 with a contagious enthusiasm and a spirit of innovation. As he began getting to know his staff and student families, he imagined how the School Program could engage families in new ways when the program moves into its enhanced space in the Family Commons.

Then, the pandemic hit.

Under Thompson's dynamic leadership, the School Program got creative. Staff made take-home science kits, individualized lesson materials and a virtual learning platform. And during a difficult time, the team got stronger.

He made sure everyone on the team felt important—consistently praising individual and group accomplishments, no matter how big or small, with personal notes and words of encouragement. He always used the words “we” and “us,” not “I.”

The challenges were immense, but Thompson has a never-stop attitude—one of hope and optimism that has led the staff through challenging times in inspiring ways.



NOMINATED BY:

Sue Lynn
School Program



VALUE

4

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



Austin Springer, PhD

HUMAN RESOURCES

Although his work is often behind the scenes, Austin Springer, PhD, has helped position St. Jude as a model example in response to the COVID-19 pandemic.

With uncertainty rife at the beginning of the pandemic, St. Jude needed a reliable way to screen asymptomatic employees. Springer, manager of HRIS applications and people analytics in Human Resources, was the architect of the technological backbone of the testing system.

After a late-week meeting in March 2020 with key clinicians and researchers, Springer spent the weekend building a prototype of the proposed system. What he created was an intricate method that supported a novel, unprecedented COVID-19 employee screening program.

In the ensuing months, Springer and colleagues updated the system as needs changed and as more employees returned to campus.

Throughout the pandemic, Springer—both diligent and determined—has collaborated with others to design and create software to tweak COVID-19 test-based screening frequency, schedule vaccinations, track accommodation requests and integrate with multiple systems.



NOMINATED BY:

Aditya Gaur, MD

Infectious Diseases

Cameka Woods

ONCOLOGY

Cameka Woods is revolutionizing methods for data analysis at St. Jude, with the goal of improving clinical care for severely ill children and their families.

She says “yes” when asked to contribute her expertise. She does this with dedication and the tenacity to go the extra mile, often under stressful and emotional situations.

Research in Quality of Life and Palliative Care (QoL/PC) generates large data sets from interview transcripts and patient medical charts. Woods has mastered the use of analytical software to uncover new insights that guide research to improve patient care.

A natural teacher, she pays it forward by training tomorrow’s researchers on how to perform this analysis. Her contribution will grow as this methodology becomes more widely available at St. Jude. She will make a huge impact in QoL/PC research for years to come.



NOMINATED BY:
Justin Baker, MD
Oncology





Catherine Willis, PhD

CHILDREN'S GMP, LLC

The impact of the COVID-19 pandemic has been far-reaching on St. Jude operations. Staff must constantly adapt to provide the best possible treatment under challenging circumstances. The Children's GMP, LLC, has risen to the occasion again and again.

Catherine Willis, PhD, manager of quality control, and her team ensure that cellular therapies for cancer patients undergo rigorous quality testing before health care providers give them to patients. Despite reduced operations during the pandemic, patients still needed these lifesaving therapies.

Willis embraced this challenge and introduced a new management system. Her leadership enabled the team to coordinate their activities while keeping the safety of the staff and families in mind.

Willis' leadership and calm demeanor under pressure have earned the respect of her staff, who view her as a role model. Overcoming many obstacles, this St. Jude team, led by Willis, continues to provide critical therapies at the forefront of translational medicine.



NOMINATED BY:
Shanthi Vadali, PhD
Children's GMP, LLC

Connie Gray

CENTER FOR PEDIATRIC NEUROLOGICAL DISEASE RESEARCH

Connie Gray is the glue that holds her teammates together in Pathology and the new Center for Pediatric Neurological Disease Research (CPNDR).

As St. Jude moves into the space of pediatric neurological diseases, Gray has helped the Pathology Department stay on track as duties have shifted and new administrative specialists have come on board. Gray trained newcomers to Pathology in one-on-one mentorship fashion, doing her best to help them succeed in their roles. She also created training manuals and onboarding checklists.

She's been doing all of this while transitioning to her new role in the CPNDR, without skipping a beat, ensuring the new center has a smooth launch.

Gray's colleagues say she is a person whose heart shines and loves deeply. That greatness and heart bring true value to St. Jude.



NOMINATED BY:

Joy Turner

Pathology





Owen McGuire

STRATEGIC COMMUNICATION, EDUCATION AND OUTREACH

A wizard of the web, Owen McGuire is adept at spearheading multiple digital projects while ensuring that user experience is top of mind.

In the past year, he led project management for the build of the new St. Jude Research website and the launch of the Chinese and Hindi language sites for the Together website.

In transforming the research website, he created the new content pages on a demanding deadline. Lab pageviews have increased 140%.

His work on Together expanded the available languages to eight. He managed the translation and review processes for more than 300 pages of patient education information. Hindi has quickly become the third most accessed language site.

In addition, McGuire helped employees stay informed of pandemic developments as he frequently updated and redesigned the COVID-19 intranet pages. The pages have been visited more than 367,000 times since March 2020.

His perseverance, diligence, creative problem-solving and work ethic demonstrate his commitment to living the values.



NOMINATED BY:

Diane Roberts

Strategic Communication,
Education and Outreach

Hayley Arceneaux

CENTER FOR ADVANCED PRACTICE

Hayley Arceneaux came to St. Jude in 2002 at age 10. Pain in her knee had revealed osteosarcoma, a type of bone cancer. Her treatment included limb-saving surgery. Arceneaux returned to St. Jude in 2020 as a physician assistant, caring for leukemia and lymphoma patients.

In early 2021, she was offered an amazing opportunity—to join the first all-civilian, non-governmental crew to orbit Earth with Inspiration4 and help raise money for St. Jude. After months of training, she became the youngest American, the first pediatric cancer survivor, and the first astronaut with a prosthesis in space.

Inspiration4's crew represented leadership, hope, generosity and prosperity. Arceneaux's seat symbolized hope, which is fitting since St. Jude provides hope for so many.

During her three-day mission, Arceneaux joined a video call, answering patients' questions. From 360 miles above Earth, she told them, "If I can do this, you can do it." For a child battling cancer, having a role model who overcame similar challenges can make all the difference. And seeing her reach the stars inspires us all.



NOMINATED BY:
James R. Downing, MD
President and CEO





VALUE

5

Work
COLLABORATIVELY
and help others
to succeed.



Joseph Gonzalez

INFORMATION SERVICES

As manager of technical services in Information Services, Joseph Gonzalez has a calm, easygoing nature that puts his customers at ease. His ability to establish trust quickly reaps meaningful results.

When a colleague in another department had regular computer trouble after beginning remote work, Gonzalez dove into the issue. He researched the device's technical problems and coordinated with the employee's busy schedule. After two hours on the phone, he walked her through the necessary steps and patiently guided her to a permanent solution.

Blending his expertise with kindness and understanding, Gonzalez puts people first while displaying empathy, respect, professionalism and efficiency. He's an advocate for his team and, more importantly, his team's customers.

Gonzalez's actions help ensure that employees—whether on campus or remote—can start their days without the worries of technical troubles.



NOMINATED BY:

Naomi Echeandia

Global Pediatric Medicine

Gang Wu, PhD

CENTER FOR APPLIED BIOINFORMATICS

Gang Wu, PhD, provides state-of-the-art services to St. Jude investigators. But that's just the tip of the iceberg.

Researchers are creating and analyzing data at a remarkable rate and scale. Across the institution, there is a growing need for clearly defined bioinformatics services.

Wu is the founding director of the Center for Applied Bioinformatics a shared resource and community of highly collaborative experts.

Beyond leading the center's domain groups and overseeing its operations, Wu is committed to collaborative discovery. When the opportunity arose to explore the sickle cell genome, Wu stepped up to combine the efforts of investigators and develop the necessary approaches.

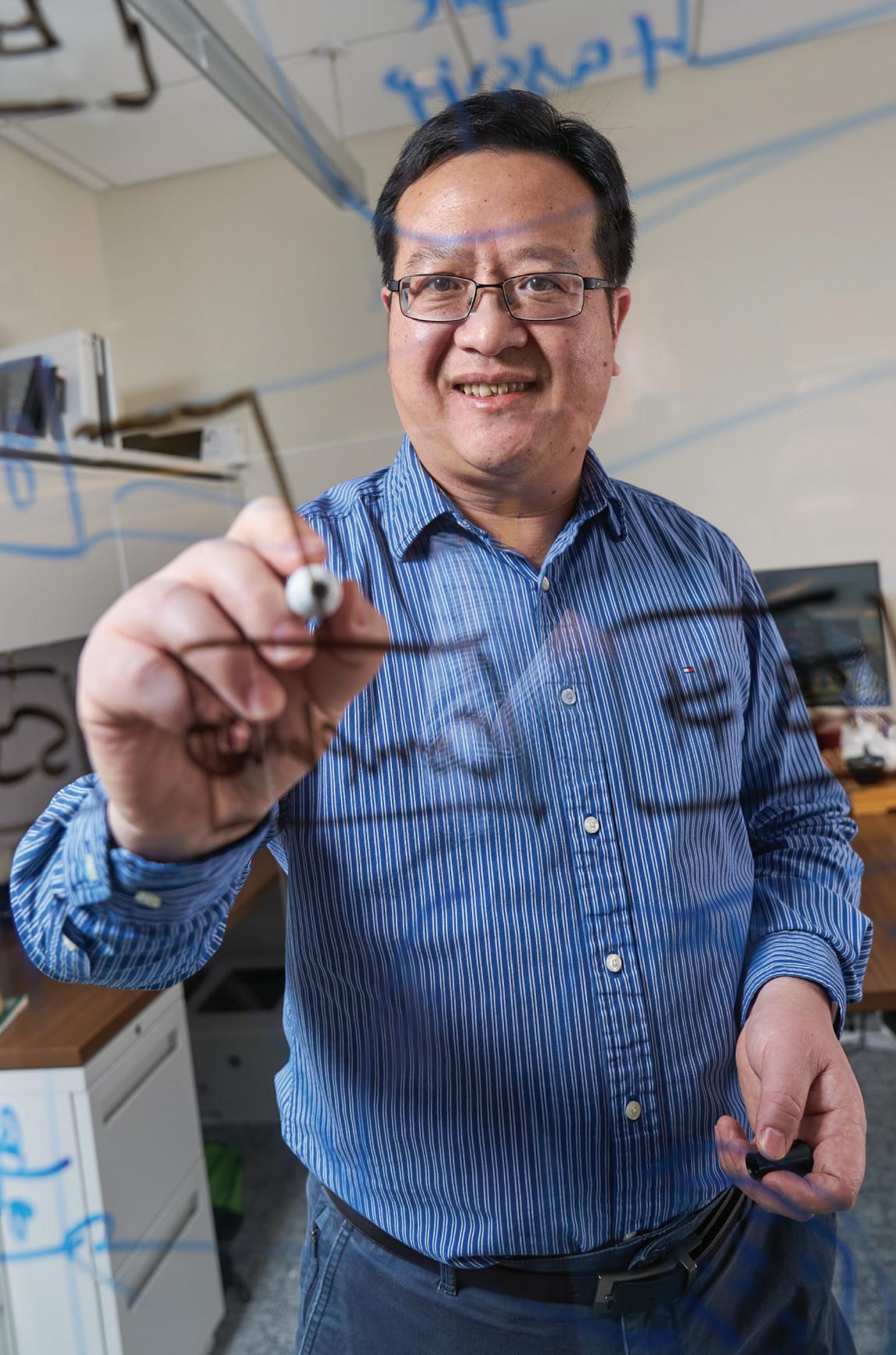
His academic insights are rivaled only by his ability to empower and motivate those around him, which makes him a great leader and colleague.



NOMINATED BY:

Evadnie Rampersaud, PhD

Center for Applied Bioinformatics





Cindy Brasher, PharmD

PHARMACY AND PHARMACEUTICAL SCIENCES

Cindy Brasher, PharmD, is no stranger to change. She changed careers, going from teaching to entering pharmacy school. She changed states, moving from North Carolina to Memphis to work for St. Jude. And she changed her focus when the pandemic forced her department to adapt to the evolving guidelines for COVID-19 vaccination.

Although St. Jude routinely manages complex drugs for routine patient care and clinical trials, the COVID-19 vaccines presented new challenges. The complexity of the vaccine allocation, ordering, storage and preparation processes grew as more vaccines became available and St. Jude was able to vaccinate patients and families.

With every development, Brasher, who is manager of pharmacy compounding, took responsibility. She fostered relationships with key colleagues across campus and presented solutions and next steps. Brasher created procedures, educated staff and assured optimal delivery during the effort.

The COVID-19 vaccination drive is an ongoing success thanks in part to Brasher's collaborative spirit and her desire to help protect her coworkers, patients and their families.



NOMINATED BY:

James Hoffman, PharmD

Pharmacy and Pharmaceutical Sciences

Jason Sumlin

MATERIALS MANAGEMENT

During the COVID-19 pandemic, it could have been easy for tasks to fall through the cracks. Most employees transitioned to remote work and employees' workloads grew in new ways. However, for Jason Sumlin, it was an opportunity to step up to help his coworkers.

As a storage technician in Materials Management, Sumlin helps people get what they need. He pulls orders and tracks down missing packages. He often personally delivers packages across campus so supplies arrive on time.

Sumlin recently came to the aid of nursing staff in the Marlo Thomas Center Auditorium. Every Tuesday, the nurses ordered masks, gowns and gloves. However, one week, the order failed to arrive. Sumlin took the initiative and contacted the nurses to ask what they needed. His quick actions allowed supplies to be delivered on time, avoiding a lapse in needed PPE and ensuring staff stayed protected.



NOMINATED BY:
Marcus Steward
Materials Management



St. Jude Children's
Research Hospital
M.S.N.C. - Danny Thomas, Founder



SensiCare
with SmartGuard
POWDER-FREE WITH LEAK-PROOF
GUANTES DE EXAMEN SIN POLVO
GUANTES DE EXAMEN SIN POLVO
LARGO (GRAND) / GRANDES
Caja/Caja
10 Boxes / Boîtes / Cajas
2500 Gloves / Gants / Guantes



The Science of
Childhood Cancer

The Science of Childhood Cancer Team

COMPREHENSIVE CANCER CENTER

The COVID-19 pandemic caused the world to pause. Among the many halting effects of the health crisis, scientific conferences and seminars were canceled. As people sought other ways to connect, the Comprehensive Cancer Center saw an opportunity to engage the research community in a new way.

The result? An immersive, online scientific forum called The Science of Childhood Cancer. Conceived by Cancer Center Director Charles Roberts, MD, PhD, this lecture series brings together researchers working in fields relevant to pediatric cancer to share ideas in high-priority areas, such as immunotherapy, epigenetics and survivorship. Since launching in August 2020, the lectures have attracted more than 4,000 participants worldwide.

Deputy Director Charles Mullighan, MBBS, MD; Carole Weaver, PhD; LaDonna Conley; and Anna Acerra also played central roles in creating the series, collaborating closely with technical and communications team members across the hospital.

The adage says, in crisis, there is also opportunity. Through ingenuity and hard work, this collective has made the most of a moment. Even better, it holds the unique potential of translating conversations into cures.



NOMINATED BY:

Elizabeth Whittington, MBA
Administration

Nehali Patel, MD

INFECTIOUS DISEASES

Colleagues of Nehali Patel, MD, are eager to share stories of the care, compassion and support she offers.

Patel, director of clinical services in the Infectious Diseases clinic at St. Jude, provides care to HIV-infected infants and children. But in the past year, she broadened her efforts to help lead a local trial assessing kids' eligibility for the COVID-19 vaccine.

She ensured that the young participants felt safe. When they were scared, she met them with empathy. When they were hesitant, she offered guidance. The original goal was to enroll 50 children in the study. The final enrollment numbers reached an astounding 118 participants.

Amid rapidly changing protocols, Patel gave direction and support to her team. She provided members with comfort when the stakes were high, and the pressure was intense—all attributes of a remarkable leader.



NOMINATED BY:
Jamie Russell-Bell
Infectious Diseases





VALUE

6

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



Sanford Mann

PEDIATRIC MEDICINE

As administrative director, Sanford Mann ensures that the Pediatric Medicine department operates efficiently and stays on track to meet its goals.

Despite his busy schedule, he helps guide colleagues through hard days, contributes to the recruitment of rising stars and provides helpful feedback on institutional projects.

Mann approaches his work with a positive determination. His energetic compassion shines through—whether he’s assisting a colleague with completing an annual budget or helping new hires obtain their proper licenses. He’s well connected in the medical licensing arena and uses his skills to get licenses approved in a timely manner.

Mann is also a terrific steward of St. Jude resources. He works with vendors to ensure St. Jude receives the best equipment at reasonable prices. His willingness to help others and his love of the institution are evident in his commitment to excellence.



NOMINATED BY:

Teresa Losert

Pediatric Medicine

Justine Rodriguez

OUTPATIENT CLINICS

Justine Rodriguez's coworkers know it's going to be a good day when she's around. No matter how much she has to do, she makes each person feel like they are the most important. She interacts with dozens of people each day—patients, parents, nurses, doctors and other clinical team members.

As part of the busy clinical team of Ching-Hon Pui, MD, Oncology chair, Rodriguez organizes the clinic with precision and efficiency. But Rodriguez also has a heart of gold.

She cares for her patients like they are family. In a normal day, she may see 10 to 15 patients, but each child feels like they are her only patient of the day. Rodriguez also takes time to check on her coworkers to make sure they have what they need.

Rodriguez lives what it means to be respectful of your coworkers, patients and families.



NOMINATED BY:

Martha May

Center for Advanced Practice





Jessica Sparrow

REHABILITATION SERVICES

Pediatric cancer and its treatment can affect a child's movement and development. At St. Jude, patients can count on Jessica Sparrow, an occupational therapist, to help them learn new skills or relearn old ones.

Sparrow uses a range of activities—yoga, storytelling and even squeezing a tube of toothpaste—to assist children in developing the tools needed for learning, playing and growing. In every case, she strives to build their confidence and a sense of mastery, all while keeping the process fun and imaginative.

The journey to recovery can be long, and Sparrow works closely with families to make sure the progress continues even after treatment at St. Jude ends. Before families return home, she prepares them with information on where to find resources and support within their own communities.

Every patient's path is different, but with Sparrow as a guide, the steps toward independence are made a little easier to navigate.



NOMINATED BY:

Holly Boyer

Rehabilitation Services

Jaimin Patel

COMPUTATIONAL BIOLOGY

Programming takes patience, which Jaimin Patel has in abundance. Not just to do the work, which can sometimes hit snags that you have to puzzle your way out of, but also to teach team members certain programming techniques.

In programming, teaching others often requires sitting side-by-side discussing computer code that fills the screens. But during the COVID-19 pandemic, working this way wasn't possible. Throughout remote work, Patel ensured that his colleagues could succeed, sometimes just by the act of making sure they knew he was available to help.

Patel embraces the idea that there is no such thing as a bad question, patiently addressing confusion and clearing roadblocks so projects can progress.

Throughout the uncertainty of the pandemic, Patel has modeled humanity in the workplace. He approaches interactions with a grace and kindness that acknowledges when people might be struggling and helps lift them up.



NOMINATED BY:
Colleen Reilly
Computational Biology





Emily Browne, DNP

TRANSITION ONCOLOGY PROGRAM

Life is marked by transitions big and small. Both coworkers and patients in the Transition Oncology Program (TOP), know that with Emily Browne, DNP, around, they can feel secure taking a leap, knowing they aren't going to fall.

When TOP was established in 2018, Browne was tasked with building the program from the ground up. Creating TOP marked a change toward empowering patients and their families to navigate and address their own health care needs as they transition into the early years of cancer survivorship.

By embracing change, Browne embodies the mindset needed to make TOP a success. She supports growth and transition not just for patients and families, but also the care team. As a program leader and a manager, she strives to make sure that the faculty and staff who support patients through TOP have the support they need to thrive in their careers.



NOMINATED BY:
Kristin Lyons
Rehabilitation Services



VALUE

7

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



Katrina Draine

PATIENT BUSINESS SERVICES

Katrina Draine rolls up her sleeves every day to ensure St. Jude can support clinical care and research.

Patients at St. Jude come from all over the country, which creates complex logistics in the insurance recovery cycle. Draine has tackled this challenge head-on, immersing herself in all aspects of facility billing to understand best practices.

Draine's attention to detail and commitment to compliance have helped to make sure that claims are sent out in a compliant manner to third-party payers.

In addition to her incredible work ethic, Draine is noted for her optimism and "yes-we-can" attitude. She shares her abundant knowledge with others and inspires them to meet her standard of excellence.

Just as Draine goes above and beyond for her team, her efforts help St. Jude go above and beyond for patients and their families.



NOMINATED BY:

Patti Gust

Revenue Cycle

Strategic Planning and Decision Support

When the COVID-19 pandemic emerged, it was hard to plan on anything. Amid a time of uncertainty and change, Shari Capers and her team, however, marshalled more than 200 faculty and staff to create a bold plan for the institution's future that ensures resources are used wisely.

The FY22-27 St. Jude Strategic Plan outlines the largest strategic expansion in the institution's nearly 60-year history. Centered around five focus areas and 11 initiatives, the plan supports 1,400 additional jobs; provides \$1.9 billion in new construction, renovation and capital needs; and opens new areas of research.

Now that the plan has launched, Capers and team keep the momentum going, working to ensure milestones are met and employees are engaged.

Cancer and other diseases still claim the lives of children worldwide, but with the strategy Capers and team helped develop, St. Jude has an ambitious plan for pushing progress.



NOMINATED BY:
Chris Calabrese, PhD
Administration





Sally McIver, PhD

ACADEMIC PROGRAMS

Funding is central to successful research efforts, as is a productive pipeline of trainees.

When Sally McIver, PhD, joined St. Jude in 2018, she began working to strengthen both.

McIver combined her skills in grant writing and a passion for professional development. Her work has helped to quadruple the hospital's outside funding for trainees in four years.

McIver spearheaded a formal grantsmanship program for trainees and created a training grant support program to assist laboratory-based researchers and clinicians.

She developed resources ranging from educational materials to scientific consultation and editing. In addition, she helped create mentoring guidelines and dynamic career development tools. McIver continues to cultivate an academic environment of success for the entire St. Jude research enterprise.

Thanks in part to McIver, the next generation of scientists emerging from St. Jude will be even more equipped to launch successful careers.



NOMINATED BY:
Gerard Zambetti, PhD
Academic Programs

Melissa Williams

REVENUE CYCLE

There are others who work collaboratively, but Melissa Williams is a mentor who truly sets others up for success.

When new professional billing guidelines were published in January 2020, departments needed to get up to speed quickly.

While this was not her area of responsibility, Williams graciously volunteered to set up a training program for clinicians to help them learn the new methodology. She also recognized it would take more than just one person and got to work building a team to help.

Throughout, Williams has been a steadfast resource who consistently displays a wealth of knowledge and “can-do” approach.

The IGNITE electronic health record experience has especially showcased her leadership talents and expertise in her field.

She consistently excels to provide advice, support and assistance across the hospital.



NOMINATED BY:
Scott Long, PhD
Compliance Office





James Hoffman, PharmD

PHARMACY AND PHARMACEUTICAL SCIENCES

James Hoffman, PharmD, has been integral to the hospital's response to the COVID-19 pandemic. In early 2020, as chief patient safety officer, he worked with others to mobilize a comprehensive screening and surveillance program that required laboratory testing of all employees.

When COVID-19 vaccines became available, he again collaborated with this team to devise an effective and efficient approach to vaccinate employees, patients and families.

The effort required great attention to detail in managing resources. Hoffman was already adept at making the most of St. Jude resources through his ongoing efforts in leading the patient safety program. His Pharmacy and Pharmaceutical Sciences colleagues call him a "point of pride" for their department.

Hoffman is an exceptional leader who sees the potential in others and excels in bringing out their best. As one colleague noted, Hoffman is a "rising tide that lifts all boats."



NOMINATED BY:

David Rogers, PharmD, PhD

Pharmacy and Pharmaceutical Sciences

Martha Flanigan

FACILITIES, OPERATIONS AND MAINTENANCE

It takes a keen eye and the ability to wear many hats to manage the day-to-day operations for Facilities, Operations and Maintenance.

As office manager, Martha Flanigan displays exceptional attention to detail, financial awareness and consistent availability to team members.

From working on billing issues to collaborating with multiple groups to solve problems and improve processes, Flanigan's work ethic is unrivaled.

Always helpful, she trains new hires on St. Jude electronic systems, ensuring all employees are connected and productive. She deftly handles her many responsibilities while making time to boost departmental morale, improving events such as FOM Week or commemorating happy times such as births and marriages.

Flanigan's actions and devotion to duty is well recognized as she maintains the values of St. Jude. She sets the standard for dedication, helpfulness and reliability.



NOMINATED BY:

Kevin Sutton

Facilities, Operations and Maintenance



