Best Practices  THE PURSUIT OF EXCELLENCE

GUIDING STAR
Outstanding Clinical Staff Member in Support of the School’s Clinical Mission

Department of Medicine
James P. Crane, MD, recognizes medical assistant Matia D. Bryant from the Alvin J. Siteman Cancer Center Treatment Center, as the 2008 Guiding Star for outstanding professionalism and humanity.

GALAXY AWARD
Highest Patient Satisfaction Scores for a Large Clinical Practice Site

Pediatric Multispecialty Center in West County
Nurse manager Barbara Faszl, RN, left, and Abby S. Hollander, MD, medical director, accept the Galaxy Award — for the fourth year in a row — from R. Gilbert Jost, MD.

Bringing the mission to life  An annual ceremony celebrates physicians and staff who go the extra mile for patients. Their motto? “Never underestimate the difference you can make in the patient’s experience.”

Questionnaires are sent to patients to evaluate their perceptions of medical care.