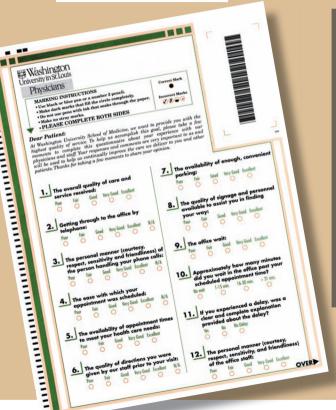


Best Practices The pursuit of excellence



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.