



Washington University Physicians

Washington University School of Medicine in St. Louis

Associate Vice Chancellor for Clinical Affairs
Chief Executive Officer, Faculty Practice Plan

Ms. Connie Mayo, R.N.
Department of Medicine
Division of Nephrology

Dear Connie,

I am pleased to advise you that you have been selected to receive the **Washington University Star Performer Award**. The Faculty Practice Plan Board of Directors has established this award as a means of recognizing and expressing appreciation to members of our clinical staff who provide exceptional service and compassionate care to patients and their families.

I would like to share with you some of the most recent comments that we received from members of your department that influenced the selection committee's decision:

- *"I work with Connie directly in clinic and I can honestly say that she treats every patient with great respect, and always goes above and beyond to help both physicians and patients. Her smile puts everyone at ease, and I am often told by my patients that they are so happy to have Connie as part of the team. Her communication and follow-up is impeccable, and she has the ideal combination of interpersonal skills to deal with patients and families who are dealing with difficult health issues."*
- *"Connie is an excellent nurse who is not only proactive, compassionate, thoughtful and organized, but she has a passion for learning. She is always suggesting ways we can improve our processes to improve the patient's experience."*
- *"Previous patient satisfaction scores in our clinic have been excellent, and I attribute much of that positive feedback to Connie. She is proactive, patient and caring, and so many of my patients have told me how wonderful she is!"*
- *"I can think of no one who is more deserving of this recognition. Connie is such a valuable asset to our division and is a true role model for others to emulate!"*

Connie, you are clearly making a difference in the lives of your patients, their families and your co-workers and you stand out as an exemplary role model for physicians and staff here at the medical school. Washington University is fortunate to have you as a member of our team and it is most appropriate that you be recognized as a **Star Performer**.

Heartiest congratulations from the Washington University Faculty Practice Plan Board of Directors!

James P. Crane, M.D.
CEO Faculty Practice Plan
Associate Vice Chancellor for Clinical Affairs

CC: V. Fraser, MD, B. Humphries, MD, Jodean Baldauf