Amitabh Banerjee, MD, MS
Associate Professor of Laboratory Medicine and Pathology
Medical Director, Pathology Informatics
Mayo Clinic
200 First Street SW
Rochester, MN 55905
Phone: (507) 555-0142
Email: Amitabh.Banerjee@example.com

Clinical Informatics Fellowship Selection Committee
Washington University School of Medicine in St. Louis
Department of Medicine
660 S. Euclid Avenue
St. Louis, MO 63110

December 18, 2025

Dear Members of the Selection Committee:

It is a pleasure to write this letter in enthusiastic support of **Jessica Santiago, MD** for the **Clinical Informatics Fellowship** at Washington University in St. Louis. I am the Medical Director for Pathology Informatics at Mayo Clinic (Rochester) and have worked closely with Dr. Santiago throughout her Breast Pathology fellowship during the 2025-2026 academic year, serving as her supervising attending on multiple high-volume sign-out blocks and as her informatics project mentor. Across clinical service, informatics work, and teaching, she has demonstrated a rare combination of diagnostic rigor, systems-level thinking, and practical execution that will make her an exceptional fellow in clinical informatics.

Dr. Santiago arrived at Mayo Clinic after completing an Anatomic Pathology residency at the University of California, San Francisco, already recognized for strong surgical pathology fundamentals and a genuine interest in using data and technology to improve care. From the outset, she stood out for how quickly she learned our workflows and how naturally she asked "why" at the right moments—probing not just for personal understanding, but to identify places where processes could be safer, more reliable, or less burdensome for the clinical team. Importantly, she couples that curiosity with a steady, respectful style that earns trust from technologists, trainees, faculty, and our enterprise IT partners alike.

On the Breast service, Dr. Santiago's clinical performance has been consistently excellent. She handles a large and complex case mix with calm efficiency and meticulous attention to detail. She produces clear, well-reasoned draft reports, anticipates the ancillary studies that will be needed, and communicates effectively with clinicians when a finding has immediate management implications. During one particularly busy week that included multiple neoadjuvant therapy cases and discordant outside biomarker results, she organized the cases by clinical urgency, proactively clarified timelines with the oncology team, and coordinated with our histology and IHC laboratories to ensure appropriate controls and reflex testing. The result was a set of timely, high-quality reports that supported patient care without sacrificing accuracy.

What distinguishes Dr. Santiago most strongly for a Clinical Informatics fellowship is her ability to translate frontline clinical friction into well-scoped, implementable informatics improvements. The best example is her work on **structured data capture for breast cancer synoptic reporting**. Early in her fellowship, she recognized that important cancer protocol elements were being entered reliably but not always discretely, limiting downstream analytics and quality tracking. Dr. Santiago partnered with our LIS analysts and our cancer registry liaison to map protocol elements into discrete fields and redesign templates so completion was efficient and intuitive. She tested changes with residents and fellows, incorporated feedback, and proposed a small set of validation rules that improved completeness without introducing alert fatigue. The updated template was adopted across the service and has improved the reliability of data used for quality monitoring and research queries.

In parallel, Dr. Santiago led a second project focused on **biomarker turnaround time and reliability** for ER/PR/HER2 testing. She built a dashboard that merged LIS timestamps with IHC and ISH instrument logs and performed a root-cause analysis on delayed cases. Her analysis identified a predictable bottleneck at the interface between specimen accessioning and the biomarker ordering step for cases requiring additional block selection. She convened the relevant stakeholders and implemented a streamlined "biomarker readiness" checklist tied to a single order entry step. After implementation, we observed fewer avoidable delays, and the approach is being adapted for other subspecialty services with high-volume predictive testing.

Dr. Santiago's professionalism and communication skills are equally impressive. She explains technical concepts in a way that is accessible to clinical colleagues while bringing essential clinical nuance to conversations with analysts and engineers. She is also an excellent teacher—our residents consistently cite her clear explanations of diagnostic pitfalls and the practical one-page guides she creates for the service. Across all interactions, she is dependable, humble, and strongly patient-centered, approaching quality issues with a constructive, learning-focused mindset.

In conclusion, I recommend Dr. Jessica Santiago for the Washington University Clinical Informatics Fellowship without reservation. She is among the top trainees with whom I have worked in recent years in terms of initiative, systems thinking, and follow-through. I am confident she will contribute meaningfully to your program and emerge as a clinician-informatician who improves the safety, efficiency, and quality of care. If you would like any additional information, please feel free to contact me.

Sincerely,

Amitabh Banerjee, MD, MS
Associate Professor of Laboratory Medicine and Pathology
Medical Director, Pathology Informatics
Mayo Clinic