



DEPARTMENT OF THE AIR FORCE
UNITED STATES SPACE FORCE
BUCKLEY GARRISON

9 June 2021

To Whom It May Concern

I am sending this letter to express appreciation on behalf of the 460th Medical Group for the exemplary support Sergio Garza provided to us throughout the deployment of MHS GENESIS here at Buckley Air Force Base. Mr. Garza's dedication resulted in a smooth Go-Live for our nearly 200 end users, indirectly facilitating care for our empanelment of 7,600 patients. Among Wave Carson, Buckley was consistently rated ahead of schedule and leading the wave in terms of preparedness and execution. With only three personnel here at the 460th dedicated to MHS GENESIS, that we had such a successful—and by all accounts, we are proud to say *boring*—Go-Live is a direct credit to Mr. Garza's willingness to deliver exceptional support above and beyond expectations.

It seems like in Mr. Garza's role as an Integration Architect, when he's most successful is when we have the least awareness of his efforts. The fact that 100 percent of our end users were provisioned as requested on the day of Go-Live, including because of his willingness to continue making role changes even after the bridge line closed and through Go-Live, and that we didn't have any major technical issues are testament to his hard work and leadership. Where we did see his efforts, as with his direct support to my staff as they executed 100 percent of Cutover activities on schedule, making himself available weekly or as requested to talk through all deadlines and present what could otherwise have been a complicated checklist in a way that was clear and actionable.

In all his communications and when we had the pleasure of hosting Mr. Garza at Buckley, we were consistently impressed by his commitment to doing the right thing and to ensuring that patient safety and the well-being of 460th personnel remained at the forefront of the MHS GENESIS deployment. He demonstrated a collaborative spirit in working with diverse members of my staff, actively seeking to understand issues and innovate solutions together: as examples, he worked with my team over multiple back-and-forths to ensure our locations were accurate for the build; he also was proactive in educating us about major issues with previous waves, such as missing DEA/NPI numbers and device validation, and worked with us to develop strategies to prevent similar problems for our Go-Live.

While Mr. Garza will be missed here at Buckley as he truly felt like one of the team, we know he will continue to benefit the clients he serves in the future and continue to make positive impacts in healthcare. We appreciate your allowing him to support us and wish him all the best in his endeavors.

Sincerely

A handwritten signature in black ink, reading "Shannon L. Phares". The signature is written in a cursive style with a large, stylized "P" at the end.

SHANNON L. PHARES, Col, USAF, BSC
Commander

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