

Managed

\$800,000

\$11.1

with less than 1% discrepancy

187K
Over

imaging procedures in FY '17

93,526

Inpatient and Outpatient Visits

000'9
Since 2009
cancer patients have benefited

Million
in Annual
Volume

22,109 volunteer hours =
\$472,947
worth of donated time

31,335

hotline calls answered

1.6

MILLION
Tests
Processed

99-110%

continued success rate for breast milk as the first feed



first and only hospital with

24/7

coverage by an
Interventional Neurologist

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2017 Vitals

- ▶ 8 Outpatient Clinics
(5 public, 3 county-use only)
- ▶ 394 licensed beds
- ▶ 479 licensed physicians
- ▶ 2,900+ employees
- ▶ 14,824 admissions annually
- ▶ 3,002 births
- ▶ 7,737 surgical procedures
- ▶ 598,931 outpatient Rx
- ▶ 2.8 million inpatient Rx
- ▶ 2.1 million lab tests
- ▶ 93,526 rehab visits
- ▶ 58,455 ER visits annually
- ▶ 2,989 trauma admissions
- ▶ 750,246 outpatient visits
- ▶ 187,826 imaging procedures
- ▶ \$1.1 billion in charges
- ▶ \$194.3 million in expected payment

UMC's Fiscal Perspective

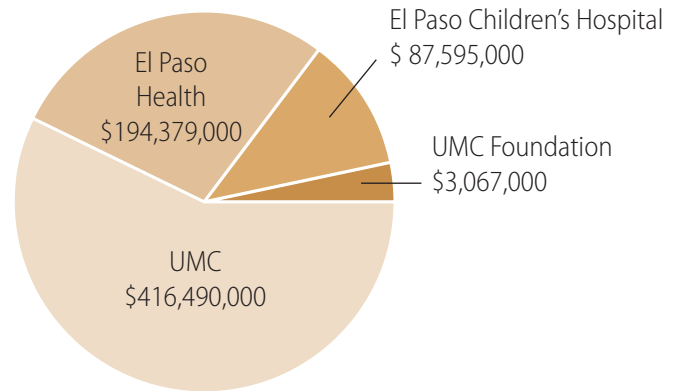
Fiscal and financial stability at University Medical Center of El Paso during 2017 was strengthened by improved efficiencies and conscientious use of resources at the main campus, ambulatory clinics, and UMC's affiliated and associated organizations along with El Paso Health Inc., El Paso Children's Hospital, UMC Foundation, and El Paso Children's Hospital Foundation. Our increased stability ensured our programs and projects reached tens of thousands of El Pasoans. New clinics in east and west El Paso have put in place greater access to care for thousands of families in the fastest growing areas of our borderland.

While there was uncertainty surrounding the Medicaid Section 1115 program (uncompensated care and DSRIP) funding, we received word in December 2017 that funding that supports many beneficial projects for our communities, will continue through 2022.

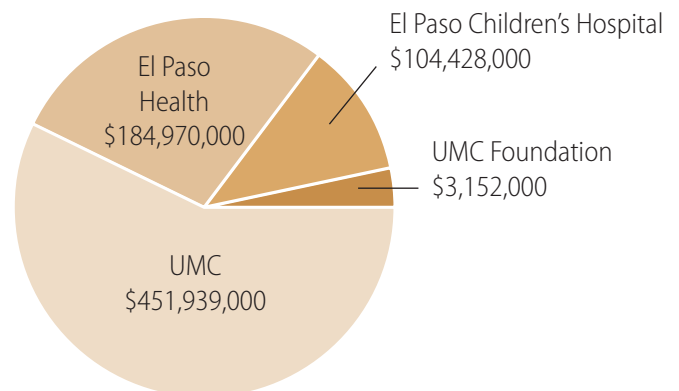
We again saw continued growth in our revenues at our UMC campus as well as throughout the El Paso Hospital District affiliated and associated organizations, as illustrated by the pie charts to the right. Investments in state-of-the-art technology, training, high-level expertise, as well as finding ways to return more to El Paso's taxpayers for every dollar they spend remain our priorities. As our CFO, my team and I will continue to remain efficient, prudent fiscal stewards of our community's resources to ensure the success of our century-old mission and tradition of high quality care, for all of El Paso.

-- Michael Nuñez,
UMC Chief Financial Officer

Total Revenues FY '17: \$701,531,000



Total Expenses FY '17: \$744,489,000



El Paso County Commissioners



Ruben John Vogt
County Judge



David Stout
Commissioner



Carlos Leon
Commissioner



Andrew Haggerty
Commissioner



Vince Perez
Commissioner

The El Paso County Commissioners Court appoints the seven-member UMC Board of Managers, has the authority to set UMC's annual tax rate, and approves its budget.

UMC Board of Managers



Steve DeGroat
Chair



Henry Gallardo
Vice Chair



Joy Martinez
Board Secretary



Miguel Fernandez Jr.
Board Member



Carmen
Arrieta-Candelaria
Board Member



Steve Anderson
Board Member



Jim Volk
Board Member

The UMC Board of Managers focuses on policy and the hospital's long-term growth. Each member of the Board serves three-year terms, may be reappointed and receives no compensation.

A Message from the Board Chair



There is a theme that comes to mind when I review the direction of UMC and our Board of Managers: We are moving forward, having success and things are looking very good for UMC. While our Board is comprised of business and community leaders from different backgrounds and industries, who volunteer their expertise and leadership experience, our greatest commonality is that we share a passion for healthcare. During 2017, major projects that we had approved years prior came to fruition -- and in mere months, they have already served thousands of El Pasoans. From a fiscal standpoint, we remained prudent but cautiously optimistic about our new fiscal year and the success of the budget we put in place for 2018. I am also happy to report that our affiliations and partnerships with Texas Tech and El Paso Children's Hospital remain strong and continue to grow. I have great optimism for the rest of 2018. We have an incredibly effective leader, Jacob Cintron, UMC President & CEO, who works hard ensuring our Board's goals are achieved. Jacob's vision, leadership and healthcare experience continue to take our hospital in new directions that are going to greatly benefit all El Pasoans. Yes, 2017 was a great year for our Board and our hospital. However, the groundwork is set and 2018 is shaping up to be even better.

A handwritten signature in black ink, appearing to read "Steve DeGroat". The signature is stylized and cursive.

Steve DeGroat
Chair, UMC Board of Managers

A Message from The President & CEO



This has been a year of firsts for us. We brought to El Paso a greater sense of who we are as a hospital and we brought greater access to healthcare in our community. Specifically, El Paso now has nearly 100,000 square feet of new medical care facilities with the opening of our UMC East and UMC West community healthcare centers. Already, we have served thousands of patients in these clinics, and more on the way. In fiscal 2017, we announced the purchase of property near our hospital that will allow us to build a new UMC Central clinic. It was a great way to close out our fiscal year as it put an exclamation point on our unending pursuit of bringing greater access to healthcare throughout our region. Our hospital saw growth in our programs, training, and new advancements in technologies used for our patients, such as the BrainScope® system (first hospital in Texas) for head injury diagnosis and our new 3-D mammography systems that continue to help with early diagnosis of breast cancer. While this was the first full fiscal year of my time as President & CEO, and while I am grateful for the many great things our hospital and Associates have produced for El Paso, I know our Associates are working on many great initiatives that we will all again be proud of in 2018.

A handwritten signature in black ink, appearing to read 'Jacob Cintron'. The signature is stylized with a large, circular flourish at the beginning and a long, horizontal stroke extending to the right.

Jacob Cintron, President & CEO

Senior Leadership Team

UMC's leadership team is comprised of operational chiefs that oversee major departments of the hospital district.



Christina Ford
Chief Legal
Officer



Cathy Gibson
Chief Compliance
Officer



Joel Hendryx
Chief Medical
Officer



Jon Law
Chief Strategic
Officer



Lorena Navedo
Chief Administrative
Officer



Michael Nuñez
Chief Financial
Officer



Roxanne Weisendanger
Interim Chief Nursing
Officer



Maria Zampini
Chief Operating
Officer

Affiliated & Associated Organization Leaders

The hospital district's affiliated and associated organizations' leadership.



Cindy Stout,
President & CEO
El Paso Children's
Hospital



Frank Dominguez
CEO of
El Paso Health



Dennece Knight
Executive Director
of UMC & EPCH
Foundation

Medical Executive Committee



Veronica Greer, MD
Chief of Staff



Alan H. Tyroch, MD
Chief of Staff-Elect



Armando Meza, MD
Past Chief of Staff



Salvador
Cruz-Flores, MD
Secretary



Rodrigo Saenz, MD
Member-at-Large



Michael Parsa, MD
Member-at-Large

Texas Tech Faculty.....	250
Private Practice	145
UMC	42
Contracted Physicians.....	28
Locum Tenens	14
Total	479



first and only hospital with

24/7

coverage by a Board Certified
Critical Care Neurologist

Pictured from left to right:
Edwin Lopez, Acute Care NP
Huy Nguyen, MD (Resident)
Sean Pauzauskie, MD (Resident)
Anantha Vellipuram, MD (Attending)

Neuroscience Services

UMC's Neuroscience Intensive Care Unit (ICU) opened in March 2017, and moved into its permanent home on the third floor in the West Tower in August 2017. The Neuroscience ICU is unlike any other in El Paso, with Board Certified Neuro-critical care physicians complemented by Neurology Nurse Practitioners and a team of Residents. UMC is the first and only hospital in El Paso to have 24/7 coverage by an Interventional Neurologist. Neurology personnel is on campus 24/7 to care for patients with stroke, brain injury, ruptured and non-ruptured aneurysm treatment, seizures and nervous system infections.

As a Certified Advanced Primary Stroke Center, UMC's team specializes in life-saving stroke care and works to diagnose, treat and provide early rehabilitation to stroke patients in a timely matter.

In 2017, UMC's Neuroscience Services received the Gold Plus Target Stroke Elite Plus award from the American Stroke Association. This award is based on treatment time and clinical core metrics.

Level I Trauma

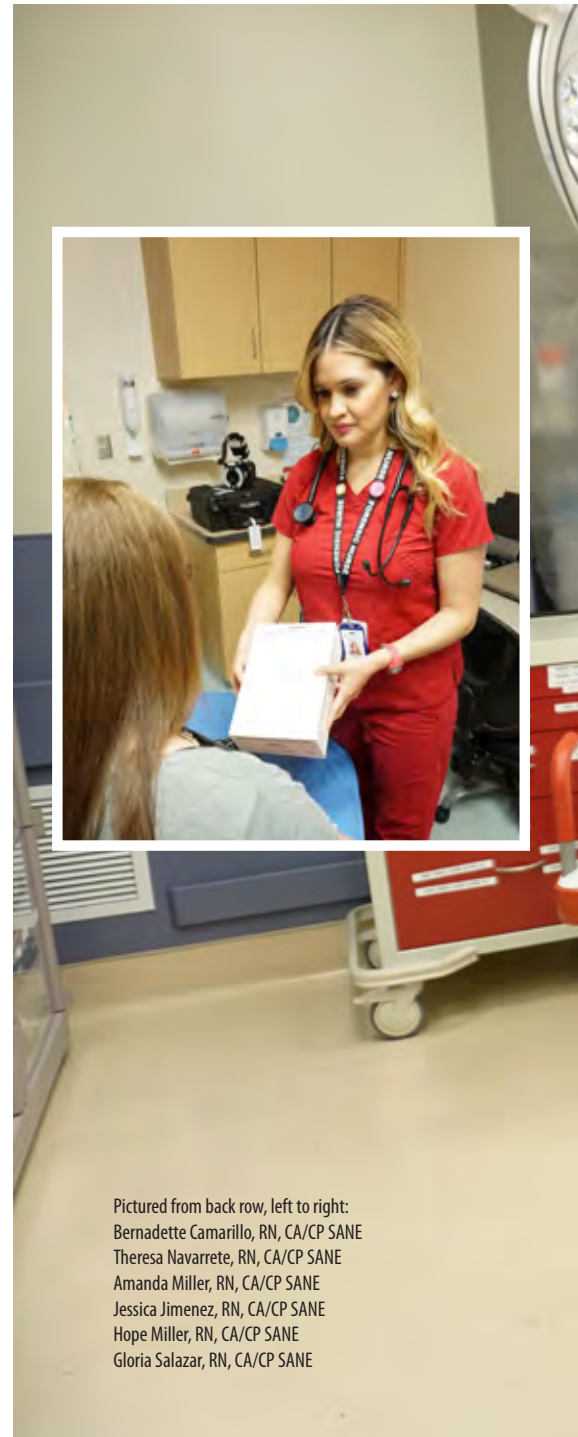
New Program to Support Assault Victims

In January 2017, UMC began providing 24/7 SANE (Sexual Assault Nurse Examiner) services. This is the first and only certified full-time 24/7 program of its kind in El Paso, specifically structured to provide a range of services for acute sexual assault victims. SANE nurses have completed an extensive training and certification process through the Texas Office of the Attorney General (OAG) and are certified to provide care for pediatric, adolescent and adult patient populations. The OAG has also approved UMC's SANE program to coordinate and assist in the process of educating, training, and mentoring El Paso nurses at UMC and other hospitals who want to become SANE certified.

In September 2017, UMC was awarded the Victims of Crime Act Formula grant in the amount of \$120,901.88. This grant provides funds to enhance crime victim services in the State.

Trauma Re-Verification

In July 2017, UMC was successfully re-verified as a Level 1 Trauma center by the American College of Surgeons (ACS). This is the fourth time in a row the Scherr Legate Trauma Center's ACS re-verification has received a zero deficiency survey visit.



Pictured from back row, left to right:
Bernadette Camarillo, RN, CA/CP SANE
Theresa Navarrete, RN, CA/CP SANE
Amanda Miller, RN, CA/CP SANE
Jessica Jimenez, RN, CA/CP SANE
Hope Miller, RN, CA/CP SANE
Gloria Salazar, RN, CA/CP SANE



the region's ONLY

24/7

coverage by Certified
SANE Nurses

Rehab Services

UMC's Rehab Services opened its newest location at UMC West in May 2017. The all-new rehab facility has already exceeded projected patient visits by 43 percent.

At UMC's Main campus, Inpatient Rehab was consolidated into one central location at the newly renovated Thomason Tower's 5th Floor, Ortho/Trauma Unit in July 2017.

UMC Rehab is now the largest rehab services department in the city with four convenient locations; UMC West, Northeast, Burnham and Main campus. Providing physical therapy, occupational therapy, speech-language pathology services to patients with impaired mobility, communication, or difficulty doing daily activities. The department works with individuals with disabilities to help them attain maximum function and independence both in the inpatient and outpatient setting.



From left to right:
Mary Almanza, Office Supervisor
Tarl Hansen, Rehab Supervisor
Mark Ceglie, Rehab Director
Isabel Contreras,
Rehab/Wound Care Supervisor
Roberto Regalado, Rehab Supervisor
Reyna Dominguez, LPTA
Ernesto Nieto, Rehab Tech

93,526
Inpatient and Outpatient Visits



Steven Pena, LPTA



Reyna Dominguez, LPTA



Darlene Picchioni,
Nurse Manager Geriatric/GI Unit



Mickey Mancill, M.S. CCC-SLP retired from UMC's Rehabilitative Services Department after almost 25 years of dedicated service. Mickey always approached his job as a daily opportunity to touch a life and was well known throughout the floors of UMC and in the community!

West Texas Regional Poison Center

UMC's Poison Center answered 31,335 calls, which was a 10 percent increase from the previous year. This was due in part to assistance provided to other regions. In December 2016, when indoline, an industrial chemical, leaked into the water supply in Corpus Christi, the Poison Center took the lead in coordinating the evaluation and assessment of the potential toxicity and responded to calls. In addition, we assisted with calls when the poison center at UTMB in Galveston closed for a week due to Hurricane Harvey.



100 Percent Certification

Less than half of America's Poison Centers are fully certified. One hundred percent of UMC's Poison Center nurses and pharmacists are certified by the American Association of Poison Control Centers which demonstrates we have skill, knowledge, education and experience to provide poison information to the public, healthcare providers and health agencies. In addition, UMC's Poison Center is the only poison center in the country whose entire staff is fully bilingual.

Much more than a hotline

UMC's Poison Center maintains an active community outreach and educational program to educate children, parents, caregivers and healthcare providers of the risks found at home, work and schools and offer tips on how to prevent accidental poisonings. Within the last year, the center has participated in and presented at 300 community events, directly reaching over 18,000 people.



31,335
hotline calls answered

Clara Vasquez-Morales,
PharmD, Certified Specialist at
Poison Information



Materials Management

Materials Management measures the ability to account for on hand items, its location, and how that item is moving in and out of the warehouse. In fiscal year 2017, the department managed over **\$800,000** in medical line items with less than 1 percent discrepancy.

In addition, share-backs, which is the revenue generated by utilizing group purchasing organization contracts, has increased by 47 percent since 2013. In nine-months, the Materials Management department generated over \$1.4 million dollars of revenue through the Vizient Share-back program.

Managed
\$800,000

with less than 1% discrepancy



Robert Hernandez,
Materials Handler



Alan Rodriguez,
Cook's Helper



Yvette Montana,
Food Service Worker



Benjamin Torres,
Caterer

\$11.1 Million
in Annual
Volume

Food Services

UMC's Food Services Department is comprised of approximately 95 Associates with collectively well over two centuries of food-service experience. They manage and operate three retail operations: the UMC Cafeteria, El Paso Children's Hospital Bistro and the Java Stop with a volume of \$11,115,000 annually.

Department Mentoring

UMC Associate Uziel Meza was promoted from Cook to Supervisor and is pursuing a specialized dietary manager certification. Uziel is using UMC as his site to complete his assignments and working with Phil Arnold, Director of Food and Nutritional Services, who is his preceptor.



Uziel Meza

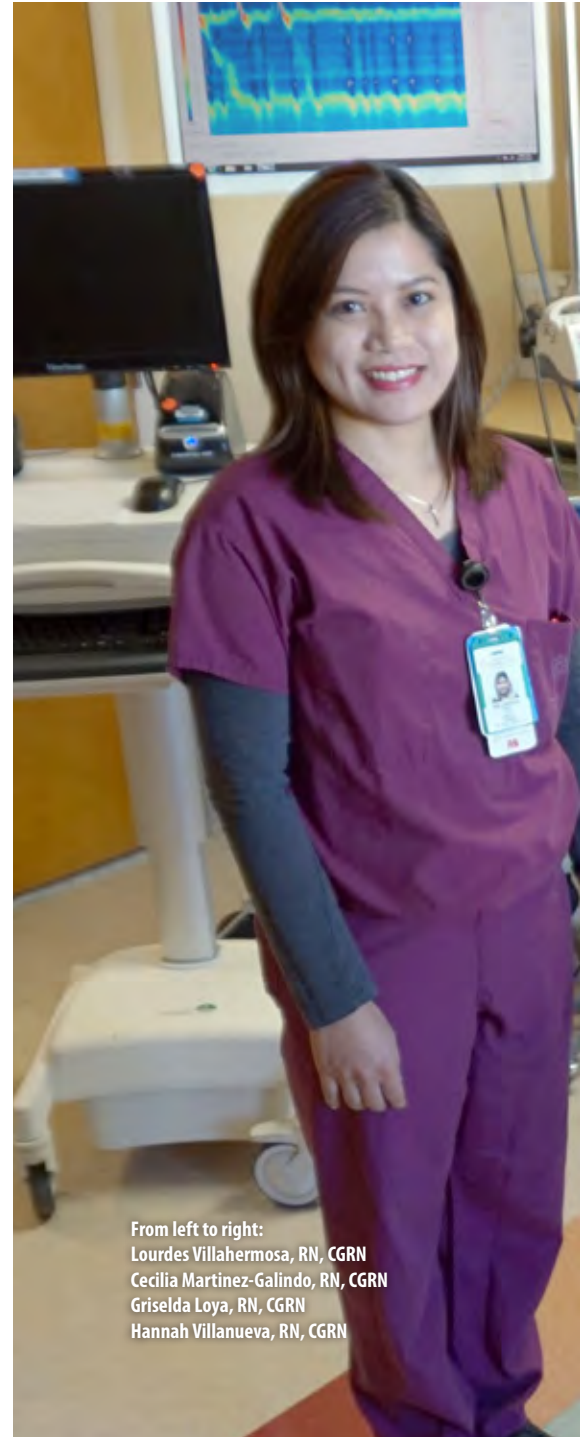
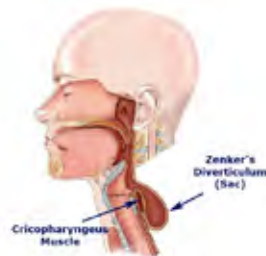
In addition, Food Services hosted Dietitian Interns for 12-18 weeks, three nutrition students for a forty-hour shadowing experience and high school students to learn about careers in nutrition and food services.

Endoscopy

Board Certified Gastroenterology Nurses

UMC's Center for Diagnostic and Advanced Endoscopy has more nurses certified through the American Board of Certified Gastroenterology Nurses (ABCGN) than any other hospital or clinic in El Paso. This certification program recognizes the professional achievements of the nurse and helps promote excellence in the specialty. Seven out of eight eligible nurses in the department are certified, including the Assistant Nurse Manager and the Performance Improvement/Educator for the Department. These Certified Gastroenterology Registered Nurses (CGRN) have specialized knowledge, skills and experience that promote optimal health outcomes for gastroenterological patients.

In April 2017, a new endoscopic technique was offered to correct Zenker diverticulum; a pouch or pocket of stretched tissue that develops in the esophagus, that causes difficulty or pain when swallowing or trouble breathing. UMC is the only hospital within a 500-mile radius to offer this procedure. With this new procedure, patients are able to go home the same day as treatment, which doesn't happen with the traditional surgical treatment of this condition.



From left to right:
Lourdes Villahermosa, RN, CGRN
Cecilia Martinez-Galindo, RN, CGRN
Griselda Loya, RN, CGRN
Hannah Villanueva, RN, CGRN



Emergency Department

2017 Highlights included:

- Received funding for six specialized trauma stretchers. The stretchers also allow for improved patient care without moving patients for X-rays.
- ED RN's are now learning to use ultrasound machines for vascular access. Ultrasound is becoming the gold standard of care. Now UMC ED RN's can provide vascular access quicker and possibly eliminate the use of a central line for a patient.
- The ED implemented urine point-of-care testing to expedite urine test results. Urine point-of-care testing will reduce a patient's length of stay in the ED.





\$750,000

in savings by providing Home IV Services

From left to right:
Ahmed Hussein, MD
Catherine Ho, PharmD
Gehon Botrus, MD
Armando Meza, MD

Pharmacy

This year, during rounding with the Infectious Disease Medical Team, pharmacists from the inpatient pharmacy and the Antimicrobial Stewardship Program educated medical staff and nurses on the importance of using antibiotics appropriately. The rounding increased the use of the pharmacy's Home IV Services, which averages 20 patients per day treated at home instead of at the Hospital. The Home IV Service saves the Hospital District \$750,000 when compared to contracting with a corporate Home IV company.

The East and West Clinic Retail Pharmacies were opened this year. These pharmacies will give our patients better access for prescription services closer to their homes. With the opening of these pharmacies UMC now has seven retail pharmacy locations. The retail pharmacies bring affordable prescriptions at convenient locations to all El Paso residents no matter where they live.



Roxanna Valdez,
Medical Technologist

Laboratory

UMC's Laboratory Department is comprised of over 120 employees and five faculty members who handle specimens from all floors of the hospital and clinics. Last year, with over 150 routine and specialized tests available, 1,609,185 tests were processed, with the overall test volume for the Central Lab increasing 1.4 percent over the previous year. With the expansion and opening of the West and East Clinics, the Laboratory expanded their services to the community and extended hours of operation to include Saturdays.

New equipment acquisitions in the Laboratory were a Hematology automation line to improve sample accuracy and workflow. A new Cella Vision DMS 96 analyzer for more efficient manual blood cell differentials and confirmation of abnormal results. In the Emergency Department, to help improve patient throughput, two Clinitek status plus instruments were added to expedite urine test results. Also, personal digital assistants have been added to increase patient identification safety during lab draws and for quicker discharge for patients with negative lab results.



Jessica Hernando,
Blood Bank Manager

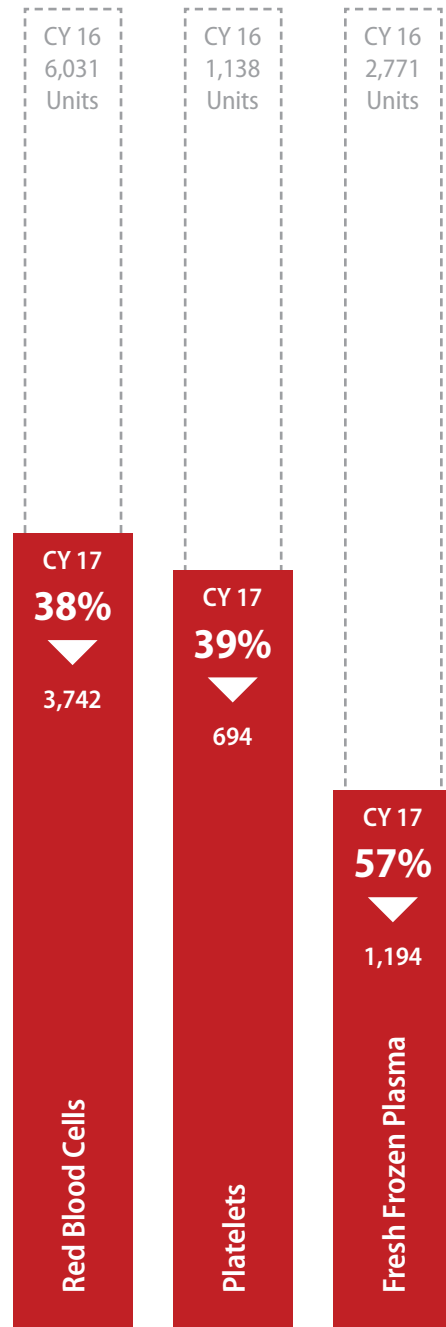
Patient Blood Management

Patient Blood Management is a new function that was added to UMC operations in January 2017. Bradford Ray, Director of Patient Blood Management, is a driving force behind the significant first time reduction in blood product usage at UMC.

Reducing blood product usage is beneficial by shortening a patient's length of stay, reducing possible infections, as well as nursing time and expenses.

By educating the medical staff and residents on current standards for transfusion medicine, usage of Tranexamic Acid, an agent that assists in holding clots in surgery or bleeding situations, UMC has significantly reduced transfusion utilization. Usage reductions have been seen in red blood cells (38 percent), platelets (39 percent) and fresh frozen plasma (57 percent) for a savings of **\$1,387,201** in blood product acquisition.

Reduction in Blood Product Usage: CY 16 vs CY 17



Compassionate Care Throughout UMC

Every month, thousands of patients walk through our doors at UMC, seeking care. Some are here for a quick appointment, others stay a bit longer for surgery or other procedure. Through it all, our nurses, doctors and all other Associates do everything possible to make their stay with us as comfortable as possible. Take a look at what two of our patients had to say about Lydia Camacho, a Nurse in our Center for Diagnostic and Advanced Endoscopy.

To: Dr. Mendoza Ladd and Staff
UMC of El Paso
4815 Alemeida Ave
El Paso TX 79905
PH#915-521-7843

14 August 2017

♥ 2 u all

Here is a little THANK YOU from Alamogordo, NM where I live
I received the most EXCEPTIONAL care while I was there for my procedure

Every one that worked with me were so professional, HAPPY and positive and made me
so comfortable. I get very nervous when I am with doctors and I just can't say
THANK YOU ALL enough.

From first seeing Mia and then many nurses, all the anesthesia team, and Dr. Mendoza
Ladd that we spoke to really "made my day"! (I remember about 10 or 11 staff we saw)
Also the lab technician that came in to get some blood. I can't remember her name but
she called me MY LADY! I mentioned vampires of course. Then we were in the waiting
room about an hour after she took my blood and she said "My Lady" do they know you
are here, of course I said they do, just waiting my turn.

I have had several procedures here in Alamogordo, in Las Cruces, in South Carolina and
San Antonio Texas but have never had such a dedicated HAPPY team of professionals.

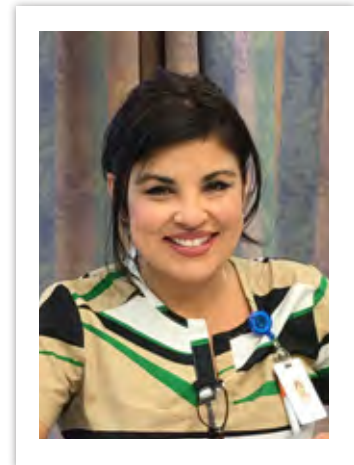
When I ask Lydia why every one on the staff is so HAPPY she said it is because they want
to be there and want to help us patients, for they know being in the hospital is never
much fun.

I want to say a special THANK YOU to Lydia, she ask my husband if he would like to
"Kiss Me" before I went in for the procedure. That was so special for I always want to but
sometimes forget based on going in for a procedure.
No nurse has ever ask us that until we met Lydia.

Again every one we met were AWESOME!!

Hope y'all like Pistachios! They are grown here in Alamogordo, NM.
HUGS to all and keep SMILING and thinking POSITIVE!

Lydia was my mother's nurse numerous times at the beginning of this year. I cannot begin to explain the level of compassion that she had. Lydia was AMAZING!! She was our go to nurse for everything and I mean EVERYTHING! We shared many emotions, many conversations and many, many tears together. Her professionalism and passion for her job is like no other, she really is an ANGEL! Not only did she go above and beyond for my mother but for my entire family as well. My mother was very ill when she first treated and it was HER that gave us a constant reminder that it's a process and that it will be ok. That was a very hard, dark time for my mother and family yet I remember just knowing that she was there and seeing her smile honestly made everything feel a little bit more at ease. Being in the hospital is never fun but it was Lydia that gave us HOPE!!



Lydia Camacho, RN II



Loretta Manriquez,
International Board Certified Lactation Consultant

99-110%
continued success rate

for breast milk as the first feed

Labor & Delivery

UMC celebrated its second anniversary as a Baby-Friendly hospital. Out of 5,600 hospitals in the US, only 445 are designated as Baby-Friendly, UMC is one of them. In 2017, UMC had 3,002 births.

Novii System for High Risk Pregnancies

The Labor & Delivery Department purchased the Monica Novii Wireless Patch system (Novii) this past year. This system provides women with high risk pregnancies the opportunity for fetal heart rate monitoring without being restricted to bed. This allows nurses and providers to have the most accurate information about the fetal and maternal status, and allows the mother to still receive intravenous medication while being mobile in her room.



2017 UMC Foundation Highlights

BrainScope Contribution: \$14,490

UMC Rolls Out BrainScope® System

**...cutting-edge technology to assess
brain injuries, including concussion.**

UMC is the first hospital in Texas and second hospital in the entire nation to implement the BrainScope, ahead of dozens of other healthcare facilities looking to adopt the new technology within the coming year. The BrainScope will affect the care of over 6,000 patients a year at UMC.

UMC's Emergency Department began using BrainScope Aug. 1, on patients with head injuries to help identify the possibility and severity of a brain injury, but much faster and far less costly than CT or MRI scans or other current technologies.



Jazmin Avila Armendariz, RN

1stⁱⁿ TEXAS

and the ONLY hospital in
El Paso with BRAINSCOPE®



Diagnostic Imaging Services

State-Of-The-Art Services Throughout Our Community

UMC's Diagnostic Imaging Services have expanded throughout the city at the new West and East Clinics. Services include screening mammography, ultrasound, diagnostic radiography and bone density.

UMC has four of the six American College of Radiology accredited Mammography systems in El Paso.

This accreditation sets UMC at a higher level of care than other local healthcare facilities. In addition, UMC's 3D mammography systems are capable of detecting cysts and tumors 40 percent sooner than standard 2D systems used elsewhere. These systems are available at UMC - West, UMC - East and Main campus.



Maria Luisa Sanchez,
Mammography Tech



Over **187K**

imaging procedures in FY '17

Volunteer Services

Volunteers are an integral part of UMC. Adult, Junior, Pastoral and Pet volunteers assist and support our Associates, patients and visitors. Whether it be greeting a visitor, putting up holiday decorations, or assisting within a department, Volunteers are a valuable resource! Last year a combination of 22,109 hours were volunteered at UMC and is equivalent to \$472,947.72 in donated time!

275 Volunteers

Adult: 10,855 hours

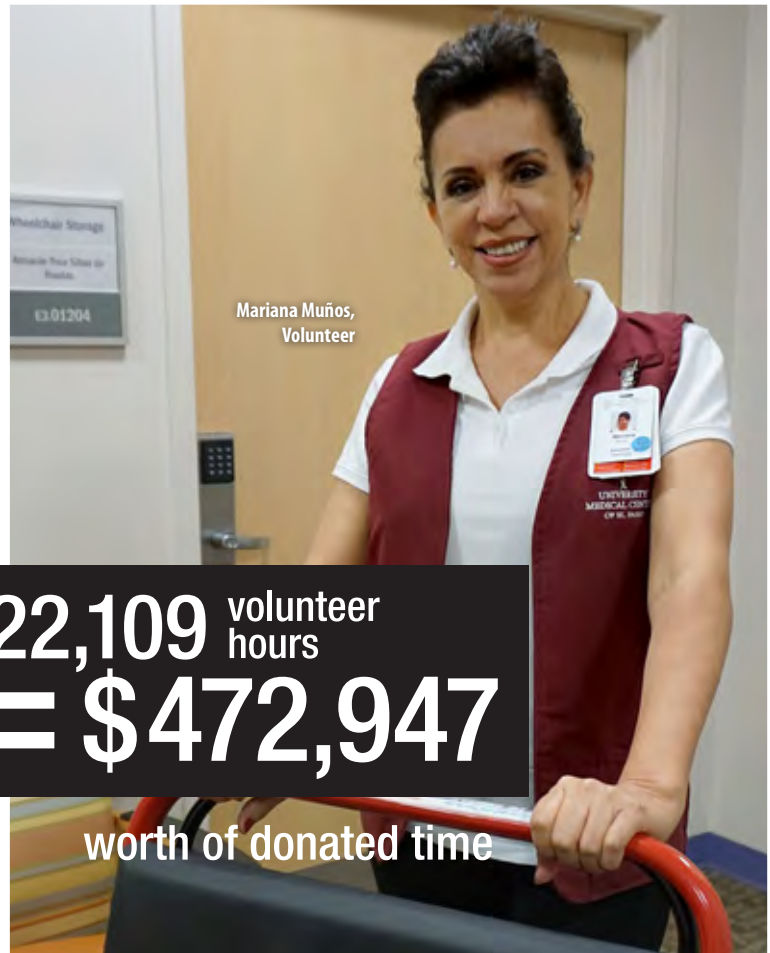
Junior: 7,428 hours

Pastoral: 3,555

Pet Therapy Hours: 270 hours

This year, during the Volunteer Awards Luncheon, Carmelo Caudillo was honored, as longest serving volunteer with 23 years of service and dedication to the Volunteer Services program.

In the Spring of 2017, Volunteer Services Supervisor Cristina Cruz-Ramirez became a board member of the Texas Association, Directors of Volunteer Services (TADVS) for the 1AB and 2AB Districts. Cristina will work with other board members to improve and standardize the recruitment processes used to attract volunteers to serve.



22,109 volunteer hours
= \$472,947

worth of donated time



Student Affiliation

The Student Affiliations program offers educational opportunities for future healthcare professionals. Last year, there were over 40 programs conducting rotations to include but not limited to medical students, pharmacy, dietary, health promotion, social work, clinical laboratory science and nursing in undergraduate, graduate, postgraduate and doctorate as well as other allied health professionals.

In partnership with University of Texas El Paso School of Pharmacy, we assisted with the startup of their 40 PharmD students (first year) for their observational experience in the Pharmacy and West Texas Regional Poison Center.

The program participated in various community events to include Ground Hog Job Shadowing Day, Texas Workforce Solutions career showcase for over 1,000 EPISD students, JoBCon2017, as well as the Greater El Paso Chamber of Commerce and Texas Tech University Health Sciences Center El Paso, Paul L. Foster School of Medicine Adventure for Your Future Conference with a record breaking attendance of over 500 participants.

Breakdown of students at UMC:

Medical Students	448
Undergrad Nursing Students...	504
Graduate Nursing Program ...	30
Allied Health.....	719
High School Students	300
Shadowing Programs	19



Amanda Sanchez,
UTEP Student

Over 110K

training/observational hours contributed

A New Era Of Healthcare Begins For El Paso

It took less than a year to build but decades of new families and communities on El Paso's east and west sides can now benefit from the opening of the new University Medical Center of El Paso Outpatient Clinics.

UMC - East officially opened on March 3, and UMC - West officially opened its doors on April 28, 2017. After each ribbon cutting ceremony, UMC followed up its successful ceremony with a Community Day, open to El Pasoans who wanted to see the new healthcare center and meet its staff. Highlighting the community day event were numerous presentations by UMC's health and nutrition experts.

The ribbon-cutting events were attended by County Commissioners, members of the UMC Board of Managers, senior leadership from UMC, senior leaders at the Greater El Paso Chamber of Commerce as well as the Hispanic Chamber of Commerce.





Sq. Feet of NEW Clinic Space
90,000

ACCESS
to Healthcare for Thousands of El Pasoans



2017 UMC Foundation Highlights

Sobreviviendo Contribution: \$83,000

Help For Cancer Patients

Coping with cancer is one of life's greatest challenges. But imagine the added stress of not having health insurance to pay for treatment or having to choose between medicine or groceries for your family. Imagine being too weak to walk, yet unable to afford a wheelchair or walker.

Sobreviviendo El Cancer/Surviving Cancer Program helps cancer patients who are at risk of failing to adhere to their treatment plan because of financial difficulty. Through this program patients and their families receive on-going counseling and crisis intervention to overcome psychosocial and financial difficulties. Sobreviviendo helps patients bridge the time gap between the beginning of treatment and accessing financial assistance. This allows for continuity of treatment and helps to ease the patient's anxiety and stress.

Through corporate, individual and private foundation grants, the UMC Foundation provides ongoing support to the Sobreviviendo program to support cancer patients in their care regimen.





Since 2009
6,000

cancer patients have benefited

2017 UMC Foundation Highlights

Contribution of equipment, services and program support:



Olympus Evis Exera Towers: \$96,280

Evis Exera Towers provides the latest state-of-the-art technology for endoscopy patients enabling better imaging, speed and shorter patient sedation.



Prime X Big Wheel Stretchers: \$54,886

Advanced trauma stretchers provide safer care transfers for approximately 12,000 patients, improving safety and expediting care for trauma, heart attack and stroke patients. X-rays are done on the stretcher via a built-in shelf.



Fujifilm Sonosite Ultrasound System: \$52,750

Made possible through the Scherr Legate Trauma Fund, Fujifilm Sonosite point-of-care Ultrasound System affects the care of over 40,000 patients a year identifying life threatening injuries on arrival, and expediting transfer to the operating room for surgery or to interventional radiology.

Camino de Cariño: \$20,000

Grant support assists emergency department patients with medications to move them from Emergency visits to primary care physicians.

Intensive Care Unit

Bariatric Stretcher: \$13,750

This specialized stretcher with 500 lb capacity allows a bariatric patient to be transported by one person permitting greater work flow and patient comfort affecting approximately 1,825 patients a year.

Nurse Family

Partnership: \$10,286

The Foundation provided meals, graduation event and supplies for the Nurse Family Partnership that provides young mothers with pregnancy support, parenting, coping skills and preparation for motherhood.

Neuroscience Art: \$3,200

Donor support provided art for the Healing Arts Program in the Neuroscience ICU.



The Doctor Is In: 2017

The Doctor Is In Event provided a light-hearted setting featuring real hospital sets, Hydration Stations, a Donor/Physician Operation Game Contest, A Dose of Laughter Comedy Entertainment Hour, and an award for exemplary service to Dr. Alan Tyroch, Chief of Surgery and Trauma Medical Director for the Scherr Legate Level I Trauma at UMC.



Care Management

UMC's Care Management Department is a dedicated team that not only strives to assist our patients with safe and timely discharges but also helps within our community.

In October 2017, Associates from Care Management and the Infusion Center, joined together to help raise funds to assist a terminally ill oncology patient with her Dreams Project request. The patient was able to take one last trip with her family to Disney World thanks to the fundraising efforts of the department.

Two Project Bravo "Paynt" It Forward outings were coordinated by Care Management and held in November 2016 and September 2017 with over 100 Associates from various UMC departments teaming up to paint homes of families in need within our community.

Care Management's annual Christmas project is a time for the department to give back to families that have suffered significant trauma to help them through the holidays. In addition, in August 2017, the department choose a local elementary school and gathered school supplies for the kids.





Women's Health Center

The Teen Advisory Board (TAB) graduated 100 teens and their parents over two sessions within the last year. The program is meant to bring a message of responsible decision-making, positive peer pressure and effective communication about healthy adolescent development and human sexuality. Parents are required to participate with their teen to help strengthen the bond.

Thirty-two teens received additional training and development through the Peer Education program on how to become effective public speakers and peer educators on prevention and spread of HIV/AIDS. Since receiving training, peer educators have educated over 1,200 middle and high school students in the El Paso area.

These TAB peer educators make a difference in our community and help to empower their peers to make better choices as well as serve as facilitators between fellow students, families, organizations and other health and social service agencies.

EL PASO FIRST *Health Plans, inc.*

is now...



El Paso Health

HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.

El Paso First Health Plans has been a part of the El Paso community for over sixteen years. To better reflect the organization's relationship with its Members, and the region, El Paso First changed its name to El Paso Health. The moniker's single focus is the health of its Members. The new identity reinforces the organization's unique offering – Health Plans for El Pasoans, by El Pasoans. Plus, it's easy to say and easy to remember!

El Paso Health begins as the community's leader in promoting access to quality healthcare for children, families and individuals under the STAR, CHIP and CHIP Perinatal programs. El Paso Health aims to build on the trust forged by El Paso First with Members, Providers, and Partners to improve and strengthen the delivery of healthcare in our community.



2017 El Paso Health Highlights



Back to School Health Fairs

Locations: UMC - East, Texas Tech, Eisenhower Community Center (Northeast), Desert Hills Elementary (Horizon) and St. Paul Catholic Church.

- 2,600 total participants
- 30 agencies at each health fair
- 2,080 backpacks distributed



X-Factor Women's Leadership Conference

58 attendees learned from presenters about various topics including:

- Lifting up the next generation
- Caring for your whole self
- Women on the web
- Etiquette
- Positioning yourself for opportunity



Car Seat Safety Program Sponsorship

\$60,000 awarded to UMC Foundation. Through the program:

- 12 car seat inspections in 12 months
- 650 car seats to be distributed
- 400 families to be assisted



24-Hour Bilingual Medical Advice Infoline

Nurses and pharmacists to triage a member's health concern and offer appropriate advice for the medical condition or situation.

El Paso Children's Hospital

2017 Vital Statistics at a Glance:

- 122 Beds
- 600+ Employees
- 290 Credentialed Physicians
- 3,556 In-Patient Admissions
- 6,093 Outpatient Hematology/Oncology Clinic Visits
- 8,346 Rehabilitation Visits
- 849 In-patient Surgical Cases
- 2,419 Outpatient Surgical Cases
- 30,472 Radiology Procedures
- 208,190 Laboratory Tests
- 101,064 Respiratory Therapy Treatments
- 22,000 Emergency Visits.
- 3,268 Operations and Procedures
- 597 Transports

Operational Success Stories:

Five-year Anniversary

On Feb. 14 El Paso Children's Hospital celebrated their five-year anniversary with a press conference in the front lobby of the hospital. More than 100 people were in attendance.

Advanced Medical Procedure

On April 10, El Paso Children's Hospital announced the appointment of Dr. David Yates as the new Division Chief of Pediatric Craniofacial Surgery. Yates is part of the team at West Texas Maxillofacial Surgery with Dr. Vernon Burke, Dr. Reo Pugao, and Dr. Hans Brockhoff.

In August, the El Paso Times and Las Cruces Sun news featured an amazing story of one of our many warriors. The story was featured on the front cover of the Sunday El Paso Times and the Monday edition of the Las Cruces Sun News. Santos Escobar, underwent surgery at El Paso Children's Hospital — a surgery to a skull that was fused, a skull that would not grow as the brain grew on the inside. It is a one-in-a-million case, requiring a four-hour surgery that was the first of its kind in El Paso.

NICU Level IV Announcement

On Sept. 15, Neonatal Nurses Day, El Paso Children's Hospital announced to the community its new NICU Level IV status. This designation gives evidence of around-the-clock, high-tech intensive care services for premature infants and other newborns requiring specialized and personalized treatment for a wide range of conditions and complications.



UMC S.T.A.R.S.

Every quarter, UMC recognizes its Shining S.T.A.R.S. Associates, those who go above and beyond their duties and exemplify excellence in Service, Teamwork, Accountability, Respect and Safety.

4th Quarter 2016



Josefina Castillo



Vernell Coates



Sharon Jordan



Vanessa Teran

1st Quarter 2017



Isabel Contreras



Laura Diaz



Carmen Escobedo



Gerardo Galvez



Debbie Perea

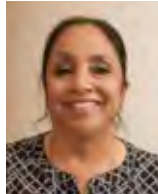
2nd Quarter 2017



Josue Arteaga



Ann Camp



Norma Gonzalez



Veronica Guerra



Liliana Smithson

3rd Quarter 2017



Miguel Figueroa



Ricardo Montoya



Victoria Nuñez



Benjamin Torres



Valerie Watters

UMC Leadership Program: Our Focus On Future Leaders

Eighteen Associates were selected to participate in this year's 2017 Leadership UMC Program. Associates were selected based on their potential to grow within the organization and become future senior leaders or to expand within their current leadership role. The leadership training program allows participants to build on their knowledge and skills in the area of leadership, communication, finance, associate engagement, and organizational understanding.

Congratulations to the following graduates:



Yvonne Acosta



Erika
Gonzalez Beltran



Celeste Chavez



Xotchi Gamboa



Don Gillis



Gustavo Gonzalez



Edna Lerma



Evelin Lopez



Lettie Lopez



Maritza Lopez



Toni McDermott



Marco Paz



Deborah Perea



Tania Portillo



Cristina Ramirez



Roberto Regalado



Roberto Valadez



Rebekah Wierson

2016-17 DAISY Awards

The DAISY Award for Extraordinary Nurses is given to licensed nurses who demonstrate extraordinary, compassionate care.

The University Medical Center of El Paso, as well as thousands of other hospitals, partners with the DAISY (Diseases Attacking the Immune System) Foundation to recognize nurses for their work.

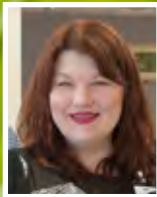
The DAISY Foundation began in 1999 in memory of J. Patrick Barnes, who died at age 33 from complications of idiopathic thrombocytopenia purpura, or ITP. In appreciation of nurses everywhere, his family created the DAISY Foundation.

Oct. '16



Ana Ornelas
BSN, RN

Nov. '16



Alison Kennedy
BSN, RN, OCN

Dec. '16



Josefina Castillo
BSN, RN

Jan. '17



Laura Montenegro
BSN, RN

Feb. '17



Jose Gonzalez
BSN, RN

Mar. '17



Juan Villa Gomez
BSN, RN

Apr. '17



Jessica Varela
BSN, RN

May '17



Daniel Flores
BSN, RN

Jun. '17



Rosario Gallegos
BSN, RN

Jul. '17



Elizabeth
Templedo, RN

Aug. '17



Maria Olivia
Johnson, RN

Sep. '17



Karen Padilla
RN

Oct. '17



Michelle Cain
BSN, RN

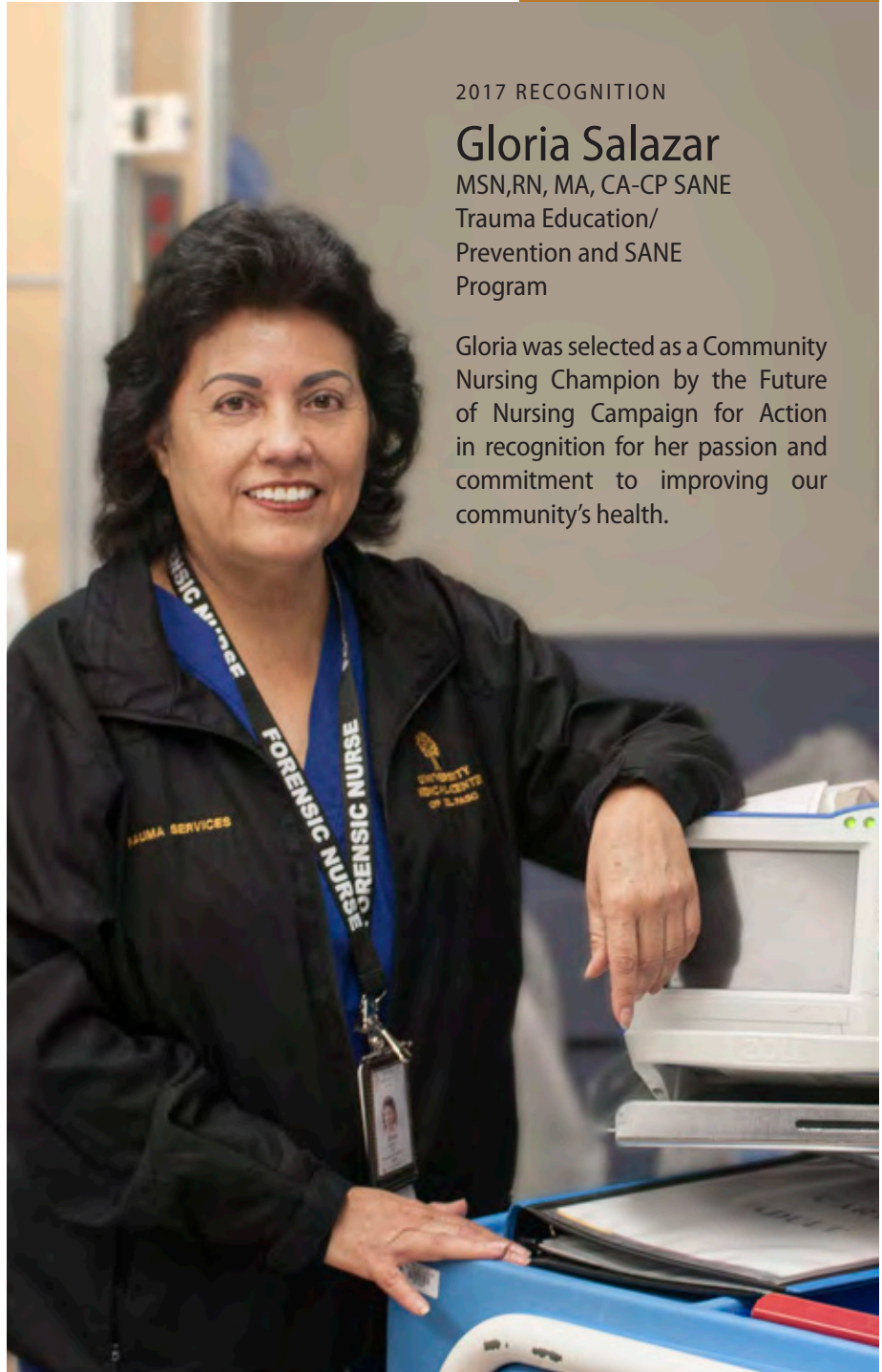


2017 RECOGNITION

Gloria Salazar

MSN,RN, MA, CA-CP SANE
Trauma Education/
Prevention and SANE
Program

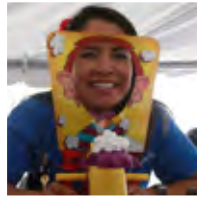
Gloria was selected as a Community Nursing Champion by the Future of Nursing Campaign for Action in recognition for her passion and commitment to improving our community's health.





The year was full of exciting Associate activities! The UMC Wellness Committee introduced the Wellness Challenge, a new way to get healthy through participating in wellness activities throughout the year. From lunch and learns to campus walks. Associates took on the challenge and the journey to a healthier life one step at a time! In addition, the Rewards and Recognition Committee coordinated fun and entertaining hospital events. Associates put their creativity and craftsmanship to work with our annual pumpkin carving and Halloween costume contests, we celebrated our Superheroes in Healthcare at a joint hospital week celebration with El Paso Children's Hospital and Associates made a splash at the all new Summer Cool Down event.





UMC's High Marks on Patient Satisfaction

Top Performing Units for FY 17

Women's Surgical Unit: 96% average percentile rank
Medical Unit: 85% average Top Box score

Mentions in the "Voice of the Customer" survey recordings

Jose Caldera, Ortho Trauma: five mentions
Joseph Mutinda, Surgical: four mentions
Maribel Calzada, Women's Surgical: four mentions

Direct patient recognition

Dr. Oscar Noriega, TX Tech Family Medicine
Dr. Christina Mateo, UMC Clinics Pediatrician

1st Qtr FY 17

Women's Surgical..... 99th Percentile
 Surgical..... 98th Percentile
 Medical..... 92nd Percentile

2nd Qtr FY 17

Women's Surgical..... 90th Percentile
 Geriatrics..... 90th Percentile
 Medical..... 93rd Percentile
 Endoscopy 96th Percentile

3rd Qtr FY 17

Women's Surgical..... 95th Percentile
 Mother/Baby..... 90th Percentile
 Telemetry..... 92nd Percentile
 Ortho/Trauma..... 97th Percentile

4th Qtr FY 17

Women's Surgical..... 99th Percentile
 Ortho/Trauma..... 97th Percentile
 Telemetry..... 95th Percentile

Top Box Scores for FY 17

Clinics82.4%
 Ambulatory Surgery90.5%
 Inpatient Overall Rating.....83.5%
 Emergency Department.....62.5%





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OF EL PASO

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