

QP

THE QUARTERLY PULSE OF UMC



**FALL
ISSUE
2024**

WELCOME TO THE FAMILY

*Meet some of the newest
EPCHD Associates ready
to make an impact in our
community.*

p. 5

UMC NURSE'S EXPERTISE RECOGNIZED BY FBI

*Read about a UMC SANE
nurse who helped bring
justice to a criminal case.*

p. 8

SAFETY SAFARI

*UMC's Trauma Injury
Prevention Team teaches
the importance of traffic
safety to keep kids safe.*

p. 21

**TRANSFORMING
HEALTHCARE, TOGETHER**

*Read all about our bond request
and the projects that will be a
part of it on p. 14-15*

Keep Up With UMC

SOCIAL MEDIA, PODCASTS, VIDEOS AND MORE!

SCAN TO VISIT AND FOLLOW!



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Check out our ten-part special meditation series!

You can download the FREE podcast using your cell phone, home computer or smart TV.

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Download the podcast today, listen anytime.
Remember to subscribe for free and get all of our episodes.

SCAN THE CODE TO LISTEN!

The Quarterly Pulse is published by the UMC Public Affairs Department

Estefanía Seyffert - Interim Director of Public Affairs & Editor estefania.seyffert@umcelpaso.org

Sergio A. Gomez - Marketing Lead and Layout Design sergio.gomez@umcelpaso.org

Andrea Alcantar - Marketing Specialist andrea.alcantar@umcelpaso.org

Diego Muniz - Digital Media & Photography diego.muniz@umcelpaso.org

Liliana Garcia - Graphic Designer liliana.garcia@umcelpaso.org



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None

Quarterly Stars Announced, Shine Bright

Each quarter, UMC announces five Associates who were nominated and selected for special recognition for their performance, excellence and dedication.

Question: What do you love about working at UMC?



Deborah Beard-Quinn, Program Manager, Engagement and Associate Experience

A: "I really feel that UMC is an organization that really takes care of their Associates."



Jason Taylor, Cert. RN III – Critical Care, Emergency Dept.

A: "I enjoy the comradery we have in the ER with our staff and the patients we get to take care of."



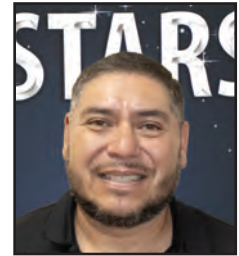
Melissa Olivo, Social Worker, Care Management

A: "I love working with the community. It is very humbling and rewarding to be a part of this hospital."



Miguel Ibarra, Coord. Charge Capture, CCI DDS

A: "I love the people, my coworkers and the administration. They know how to lead us. I'm glad to be working for UMC."

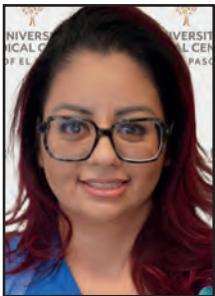


Samuel Sosa, Endoscopy Tech, ASC Endoscopy

A: "I have been doing this for 14 years and I love teaching the techs and nurses everything I know."

New DAISY Nurses Bloom With Care, Excellence

The DAISY Award honors extraordinary nurses who consistently exemplify excellence and exceed expectations in communication, compassion, patient relations and professional skills to personally impact the lives of their patients.



Claudia Bocado, RN: Ortho Trauma

"Claudia has been a phenomenal nurse. A true subject matter expert and someone that makes no excuses. My mother was in a car accident and has fractured ribs and fractures in her spine. She had been removed from her nerve block since she had an MRI and has not been notified that she will not be issued another one for three days due to the hospital...with that being said, the pain medicine being provided by the nurse is extremely critical. When I brought this matter to Claudia, she was fast to take ownership for her night staff and establish a plan moving forward to ensure my mother's pain would be limited, but most importantly, that she did everything in her power to help out. I can think of no one more deserving of the DAISY award, the Briones family would undoubtedly approve this nomination for Claudia as she represents everything a family values in a nurse."

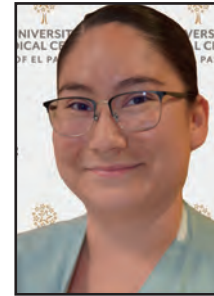
- Edgar Nieto, Family/Visitor 12/30/23



Emily Woodhouse, RN: ICU

"I am honored to nominate Emily for the DAISY Award for Extraordinary Nurses. She consistently demonstrates the highest level of care and compassion, significantly impacting the lives of her patients and colleagues. During my sister's stay at UMC El Paso, she was under the care of Emily in the ICU. From the moment she introduced herself, my sister and I felt reassured and comforted by her warm and professional demeanor. For example, Emily noticed that my family and I were particularly anxious about my sister's hospitalization. She took the time to explain everything in detail, answered all our questions patiently, and stayed with us until we felt calm and reassured. This level of personal attention made a world of difference to us during a very stressful time. She not only provides exceptional medical care, but also brings compassion, empathy, and kindness to her patients every day. For these reasons and more, I believe Emily is truly deserving of the DAISY Award."

- Joshua Crawford, Family/Visitor 5/18/24



Alyssa Garcia RN: Antepartum

"My birth story is very unique compared to most. I went into early labor and stayed in the hospital for 7 days. On top of all that, my baby was diagnosed with a condition that made her not compatible with life. Alyssa was extremely careful of our feelings and maneuvered her way that made us feel safe and comfortable in what would be a very sad moment for us. Once my baby was taken away to be examined and prepared, Alyssa asked if we were ok being left alone. I found this offer so generous and it displayed her kindness because she saw my husband and I struggling with our emotions and she was willing to sit with us in the uncomfortableness and help us with the beginning of our grief. I give thanks that we had Alyssa because we knew that we were eventually going to be ok. She expressed that the moment is hard, but that it wasn't going to stay hard. She made me realize that there was light at the end of a very long tunnel."

- Xochitl Callejo Estrada, Patient 6/20/24

UMC Receives Highest Recognition From American Heart Association



University Medical Center of El Paso (UMC) has again received the highest recognition possible from the American Heart Association.

This year, UMC received the Get With The Guidelines®-Stroke Gold Plus Achievement awards for Stroke Elite Plus Honor Roll, Type 2 Diabetes Honor Roll and Stroke Advanced Therapy Honor Roll.

The award is given to comprehensive stroke centers that are able to achieve the highest level of quality metrics involving patient care and timing of treatments. Qualifications for the award were based on data

compiled from January 2021 to December 2023.

“This award is a reflection of the dedicated professionals we have working in our neurosciences department at UMC,” said Carla Escobar, Admin. Dir. of UMC’s Neuro Program.

UMC’s recognition for excellence in stroke care is due to its advanced Neurosciences Department, team of neuro-critical care board-certified neurologists and interventional neurologists who manage many services relating to stroke care and neurological injuries, such as the Mobile Stroke Unit.

Happy Retirement, Brian & Susana!

More outdoor adventures are in store for Brian Zweber as he retires after nearly 12 years at UMC. Looking back on his career at UMC, Zweber said he most enjoyed facilitating physician agreements and working alongside other UMC Associates.

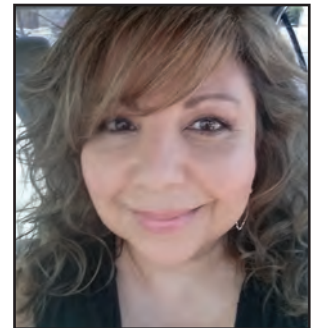


Brian pictured with his director, Gaby Rodriguez, Asst. Admin. Bus. Dev.

He thanks everyone who helped him during his time at UMC and looks forward to playing more of the sports he currently enjoys, such as tennis, golf, fishing, bicycling, rafting and skiing. He’s also excited to try new adventures like skydiving, alligator wrestling and swimming with sharks!

“My advice is to balance your life with meaningful work and lots and lots of FUN!”

After 23 years at UMC, Susana Gutierrez, RN II, is excited to retire and dedicate time to family, friends and traveling.



Susana Gutierrez, RN II

“Looking back, it has been a great journey. You must love what you do,” said Gutierrez.

She remembers working in the emergency department in the 1980s.

“A lot of us became like family and we continue to keep in touch,” Gutierrez added.

Her motivation throughout the past 23 years at UMC have been the staff, physicians and patients. Her passion, drive and dedication will be greatly missed.

Welcome To Our UMC Family

Get to know just a few of our new Associates!



Angelica Felix-Mena, EPH STAR+PLUS Operations

Q: What made you want to work at UMC?

A: "I worked here before and I wanted to come back."

Q: What is one thing on your bucket list?

A: "Visit Hawaii."

Q: What is your favorite thing to do locally?

A: "Take my grandson to the zoo."

Q: What are your hobbies?

A: "Crafting."



Claudia Duran, Float Nurse Tech.

Q: What made you want to work at UMC?

A: "The high-quality of care that is provided here."

Q: What are you bingeing?

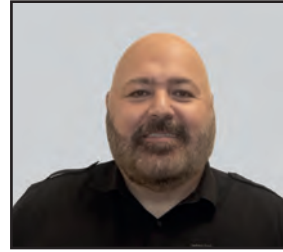
A: "A Good Girl's Guide To Murder."

Q: What is your favorite thing to do locally?

A: "Try out new restaurants."

Q: What is one thing at the very top of your bucket list?

A: "Travel around the world."



Gilbert Vasquez, Ultrasound Tech.

Q: What made you want to work at UMC?

A: "I heard a lot of good things about UMC."

Q: What is your favorite hobby?

A: "Playing basketball."

Q: What is your favorite sports team?

A: "The Buffalo Bills."

Q: What is one thing at the very top of your bucket list?

A: "Visit USS Arizona."



Jazmine Dattoli, Coord. Payer Credentialing

Q: What made you want to work at UMC?

A: "To make a difference."

Q: What are your hobbies?

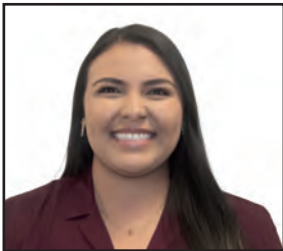
A: "Reading to my kids."

Q: What is your favorite thing to do locally?

A: "Go hiking."

Q: What is your favorite sports team?

A: "The Cowboys."



Kimberly Ulloa, Registrar Scheduler

Q: What made you want to work at UMC?

A: "The benefits."

Q: What is your favorite hobby?

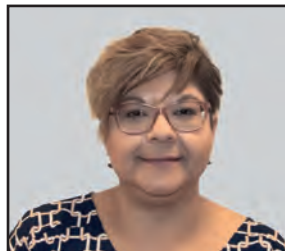
A: "Watching football."

Q: What is your favorite thing to do locally?

A: "Go to vendor markets and try different salsas."

Q: What is your favorite sports team?

A: "The Cowboys."



Maria Rooslet, Director of Practice Operations

Q: What made you want to work at UMC?

A: "A friend let me know about the benefits."

Q: What is your favorite sports team?

A: "The Dallas Cowboys!"

Q: What is at the top of your bucket list?

A: "Travel to Rome, Greece and Hawaii."

Q: What is your favorite thing to do locally?

A: "Visit old areas of El Paso."



Ricardo Valentin, Registered Pharmacy Tech.

Q: What made you want to work at UMC?

A: "The hospital experience."

Q: What are your hobbies?

A: "Mechanic work."

Q: What is your favorite thing to do locally?

A: "Go to car meets."

Q: What is at the top of your bucket list?

A: "I would like to learn how to fly an airplane."



Savannah Reyes, Cert. Medical Assistant

Q: What made you want to work at UMC?

A: "I have always wanted to be a part of a hospital."

Q: What are your hobbies?

A: "Shopping and going to the park."

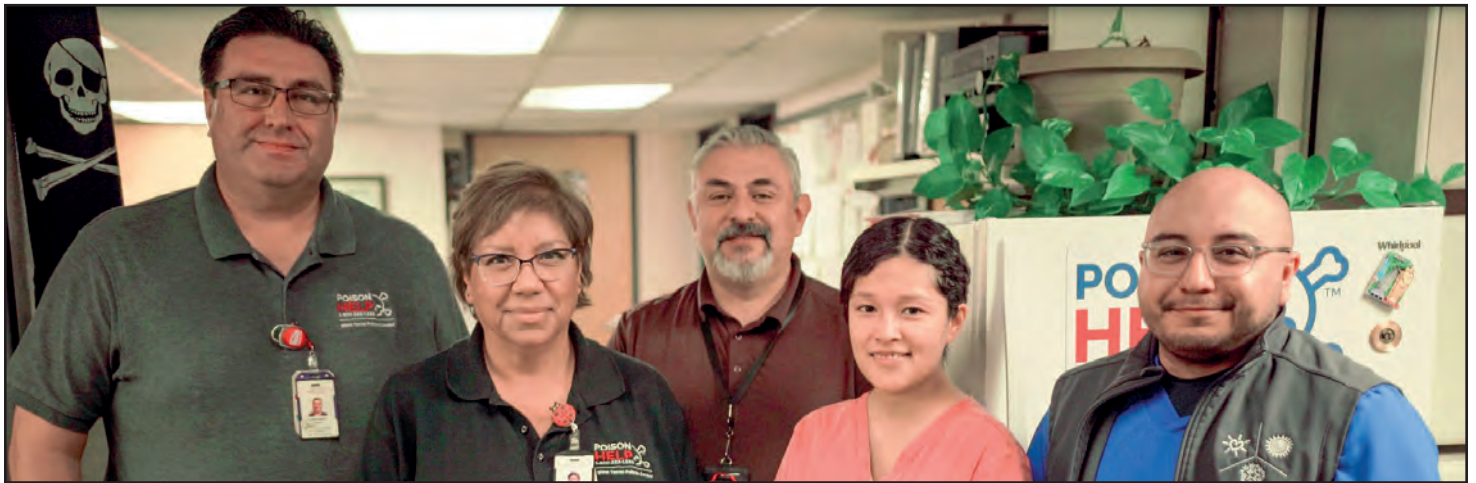
Q: What is at the top of your bucket list?

A: "To visit Tokyo."

Q: What is your favorite thing to do locally?

A: "To travel - mainly to Vegas."

West Texas Poison Center Celebrates 30 Years



(From left to right) Salvador Baeza, Director of Poison Control; Sally Perez, Poison Information Specialist; Emilio Saenz, Development Mgr. Prog/Research; Isabel S. Hernandez-Fuerte, Poison Information Specialist; and Daniel Contreras, Poison Information Specialist, RN.

What began as a small center that would only receive a couple of calls a day has grown to answering more than 85 calls regarding accidental medication poisonings, snake bites, insect stings and poisonous plants, on a daily basis.

A vital resource for our community, the West Texas Poison Center (WTPC) is celebrating 30 years of providing toxicology consultations that help avoid unnecessary trips to the emergency department and in some instances, saving lives.

On Sept. 1, 1994, WTPC began its operation at the R.E. Thomason General Hospital Inpatient Pharmacy, a year after the Texas Legislature established the Texas Poison Control Network. Three years later, The WTPC became the first bilingual (English and Spanish) poison center accredited by the American Association of Poison Control Centers.

Today, the WTPC is a comprehensive 24-hour poison center offering services to the public and healthcare professionals from across 36 counties of West Texas, to include El Paso, Midland/Odessa and San Angelo.

In 2023, WTPC accomplished an enormous feat, becoming 100-percent certified by the American Association of Poison Control Centers.

"Our Poison Center hotline is a vital resource not only for the residents of West Texas, but to the many healthcare professionals

who also call us for advice and guidance with their patients," said Dr. Salvador Baeza, Director of UMC's WTPC. "We look forward to serving our community for many more years."

The WTPC is an active teaching site for residents, interns and students from Texas Tech University Health Sciences Center El Paso, The University of Texas at El Paso's School of Pharmacy and William Beaumont Army Medical Center.

"It is incredible to me that something like this has been around for so long and has so much support from our facility, state, and federal government," said Isabel Hernandez-Fuerte, Poison Information Specialist. "I think there are a few places that have such universal support and are very accessible to the public, so I am happy to be a part of this team."

If you think someone has been poisoned, call the West Texas Poison Center right away!

**POISON
HELP** ™
1-800-222-1222

West Texas Poison Center

UMC Receives Funding For Stormwater Infrastructure



Congresswoman Escobar holds news conference regarding FY 2025 Community Project Funding Requests.

University Medical Center of El Paso (UMC) is a recipient of federal funding Congresswoman Veronica Escobar secured for community projects across El Paso.

Thanks to the Congresswoman's efforts, UMC will receive \$1.1 million to replace the existing stormwater systems beneath UMC.

Our ability to serve the community relies on infrastructure that can withstand any occurrence, especially severe flooding.

This upgrade will ensure a more resilient future for UMC to continue providing the highest-quality of care for our community.

UMC Recognized By American Society for Gastrointestinal Endoscopy, Again!

UMC's Digestive Health Center and UMC Surgical Center West have earned a prestigious three-year recognition by the American Society for Gastrointestinal Endoscopy (ASGE) for promoting Quality and Safety in Endoscopy.

UMC was first awarded this recognition in 2015 and later in 2022.

The ASGE Endoscopy Unit Recognition Program (EURP) honoree status is earned for three years. This is the only program of its kind honoring GI endoscopy units that have demonstrated commitment to delivering high-quality, safe, patient-centered care.

Congratulations, team!



Nurse's Testimony Helps Bring Justice To High-Profile Case In New Mexico

Karla Salazar, Certified Sexual Assault Nurse Examiner (SANE) RN, was recognized by the Federal Investigations Bureau (FBI) in New Mexico for her testimony in the trial of a former high-level El Paso school district employee and former middle and elementary school teacher charged with kidnapping and sexually assaulting an El Paso woman.

Salazar's testimony and expertise as a SANE resulted in the perpetrator getting 30 years in prison.

"Ms. Salazar showed the victim immense compassion during one of the scariest times in the victim's life. She also testified masterfully at trial about her expertise in conducting SANE exams and about the SANE exam she conducted on the case," the FBI noted at a law enforcement awards ceremony.

University Medical Center of El Paso (UMC) has seven SANEs certified in pediatric, adult and adolescent exams.

"To conduct a sexual assault exam is not easy for the patient, the family or even

the SANE because the victim has gone through so much already and they don't want to talk about it," explained Gloria Salazar, UMC's Trauma Education Prevention and SANE Manager. "Karla's documentation and her testimony resulted in a good outcome. This is one in a million, and I hope we see more of these outcomes because not all cases go to court."

UMC is the only local hospital to offer a SANE 24/7, something Salazar credits UMC's CEO for.

"We are thankful to Jacob Cintron because when he became CEO of UMC in 2017, he granted the full SANE program 24/7 and we are honored and lucky that we have a full SANE program for patients in our region, which covers parts of Texas, New Mexico and Mexico," said Salazar.

UMC's SANE program is available for anyone who may have questions about sexual assault, domestic violence or human trafficking. You can ask to speak to a SANE at UMC's Emergency Department.



Karla Salazar, Certified Sexual Assault Nurse Examiner (SANE), proudly displays an award given to her by the FBI.

Nurses Gather For Annual Conference, Lead With Purpose

University Medical Center of El Paso's (UMC) Third Annual Nursing Leadership Summit took place on Sept. 4 and welcomed Dr. Rose O. Sherman, RN, NEA-BC, FAAN, best known as the author of two bestselling nursing leadership books and editor of *Nurse Leader*, the American Organization of Nurse Executives' official journal.

UMC's Chief Nursing Officer, Amy Daher, made opening remarks before introducing Dr. Sherman as the keynote speaker.

The day-long conference provided UMC's nursing leaders with a professional development seminar from Arthur Aguirre, Ph.D, Leadership and Communication Coach at the University of Texas at El Paso, and tips from Monica Armendariz and Tony Martinez, Training and Development Specialists with UMC.



Keynote Speaker, Dr. Rose O. Sherman, RN, NEA-BC, FAAN speaks during the Third Annual Nursing Leadership Summit.

UMC Adds New Provider Dedicated To Telehealth Service

Dr. Gabriela Rangel, a native El Pasoan, is now the dedicated Telehealth provider at University Medical Center of El Paso's (UMC) Outpatient Clinics.

Dr. Rangel is board-certified with the American Board of Internal Medicine and speaks English and Spanish.

She brings 10 years of healthcare experience to UMC, having obtained her medical degree from Universidad Autonoma de Guadalajara and Residency in Internal Medicine at Texas Tech University Health Sciences Center El Paso.

This service opens opportunities for patients to consult and visit with their primary care provider from the comfort of their home, removing wait times and the need for transportation to appointments.

Virtual visits are private, secure and easy to use. Telehealth is recommended for some appointments to include, lab reviews, referral requests, imaging results, medication follow-ups and medication refills.

For more information or to schedule an appointment, call 915-790-5700.



Dr. Gabriela Rangel is UMC's newly dedicated Telehealth provider for the outpatient clinics.

Successful Joint Commission Survey Calls For A Fiesta!

After three years of preparation, the El Paso County Hospital District (EPCHD) completed its Joint Commission survey with no conditional findings!

A special Mexican themed breakfast was held on Friday, Sept. 6, to thank Associates for their hard work and dedication, which contributed to outstanding feedback from surveyors.

Piñatas and papel picado adorned the UMC cafeteria, which

served menudo, tamales, aguas frescas, pan dulce and cafecito for over a thousand staff members to enjoy. The celebration was taken to the clinic staff to enjoy tamales the next day.

The event ended with mariachis serenading Associates with cheerful music.

Congratulations to all! We did it!



Community Generosity Propels Change For UMC

University Medical Center of El Paso (UMC) Foundation has received three generous donations from donors who support the hospital's mission to provide high-quality care for everyone in the community.

We are thankful for their commitment to our patients and for helping us achieve our mission to Heal, to Serve and to Educate.



Thomas Carter Law Donation

The UMC Foundation is honored to receive a \$125,000 donation in honor of UMC's upcoming 110 anniversary. Mr. Carter's donation will go to UMC's Oncology Program to support patient expenses and potential equipment needs.

In honor of Mr. Carter's donation, a nurses' station and an elevator at UMC will be named after him. Mr. Carter sees UMC and its history of service to our community as important and worthy of his support and that of other leaders in the law community.



Mendez, Isaac, Joudi Law Donation

Oscar Mendez Jr., Joseph Isaac and Tiffany Joudi from the Mendez, Isaac, Joudi Law Firm gifted \$125,000 to the UMC Foundation on Aug. 30, in honor of UMC's upcoming 110 anniversary.

Their generosity will go toward UMC's Scherr Legate Trauma Center, the only Level 1 Trauma Center within a 280-mile radius of El Paso.

Being a Level I Trauma Center means UMC has committed to maintaining a full-range of specialties and resources available 24 hours a day.

The Mendez, Isaac, Joudi Law Firm's donation will help UMC maintain that standard, so that we have the expertise and state-of-the-art equipment that is necessary to treat Level 1 Trauma patients of all ages.



Fox Foundation Donation

On Sept. 5, Steve, Nancy, Paige and Ashley Fox donated \$100,000 to support patient expenses and potential equipment needs for our cancer patients at UMC. The Fox Family's commitment to cancer patients in our community has been evident through the generosity they have shown to UMC and their contribution to El Paso's first Comprehensive Cancer Center, which will be built in the coming years.

"We believe a strong hospital is the cornerstone of a healthy and thriving community and UMC has proven to be a beacon of hope for El Paso. By providing exceptional care, this hospital touches countless lives, offering support and healing when it is needed most. For our family, it is important to give back to the community who has supported us over the years," said Paige Fox.

Meet the Growth and Resilience Team

UMC provides free and confidential mental health counseling services to all associates.



Dr. Sofia Reynoso-Crow, PsyD
Administrative Director



Maria Teresa Morales, LMSW
Counselor



Claudia Rodriguez,
LPC Associate
Counselor

To schedule a counseling appointment
call or text (915)294-6321



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OF EL PASO

FY24 Associate Engagement Survey Organizational Results

Press Ganey, the company that we use to conduct our associate engagement survey, has finished tabulating our scores and the results are in!

Below are our FY24 Associate Engagement Organization Wide Results

FY24 Engagement Indicator

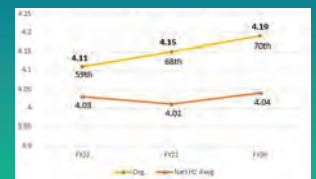
A score of 3.75 or higher indicates a majority of the workforce are engaged or highly engaged as per Press Ganey standards.

Way to go!



Associate Engagement Score Comparisons

The graph on the right shows how well we did compared to the national average of 3,792 facilities or over 1.3 million employees! Great job!



- Management will be reviewing individual department results with their units
- Organizational action plans for updates to all of the staff will be released via email and the Quarterly Pulse so stay tuned!
- The Engagement Department will collaborate with individual departments that are in need of extra support on action plans.

CARES Leaders Unite To Promote Engaging Workplace

UMC Leaders met for a CARES retreat and celebrated a successful Joint Commission visit while also receiving an overview of upcoming projects and initiatives for UMC.

The annual CARES Leaders retreat also focused on reviewing the results of UMC's engagement survey.

During the retreat, leaders worked together to create action plans aimed at improving workplace engagement in the coming year.

Plans focused on quality, service and Associates connection to their work.



(From Left to Right) Chris Chacon, CEO, UMC Surgical Hospital; Lety Flores, UMC Chief Financial Officer; Maria Zampini, Chief Operating Officer; Eric Johansen, Chief Quality Officer; Jacob Cintron, EPCHD President & CEO; Cathy Gibson, Chief Compliance Officer; Lorena Navedo, Chief Administrative Officer; Ray Davis, Chief Information Officer; Jon Law, Chief Strategy Officer; Jose Rodriguez, UMC Surgical Hospital Chief Operating Officer; Amy Daher, Chief Nursing Officer; Omar Villa, Chief Legal Officer; Joel Hendryx, D.O., Chief Medical Officer.

Top Five UMC Headlines

News From The Last Quarter

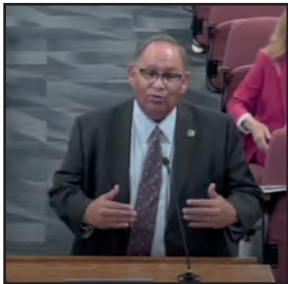


Honoring Five-Year Anniversary of Aug. 3, 2019

University Medical Center of El Paso (UMC) joined the El Paso community in honoring the 23 lives who were lost as a result of the shooting at the Cielo Vista Walmart. UMC held a moment of silence and presented a memorial video for the five-year anniversary. Additionally, UMC staff were provided with special orange remembrance wristbands, the defining color of gun violence prevention.



scan for more



UMC's Bond Proposal Headed To Voters

El Paso County Commissioners unanimously approved the El Paso County Hospital District's \$396.6 million bond initiative to go on the November 2024 ballot. El Paso County voters will now decide whether to fund building a burn center, adding critical care beds, new operating rooms, cardiac catheterization rooms for heart patients, improvements to imaging and laboratory services and a comprehensive cancer center.



scan for more



UMC Leaders Receive Congressional Update

Congresswoman Veronica Escobar provided leaders of the El Paso County Hospital District (EPCHD) with a congressional update in August. A lot of the work EPCHD does is made more successful through the support of the U.S. Congress. Congresswoman Escobar talked about the federal funding El Paso has been able to receive for projects related to infrastructure, serving veterans and accessibility to healthcare.



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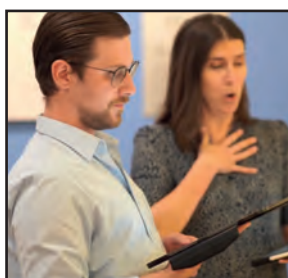


UMC Advocates For Water Safety

Ana Acosta, Injury Prevention and Education Specialist for UMC's Trauma Department and a board member of the Drowning Prevention Coalition of El Paso, was invited to speak at El Paso Water's news conference about water safety during monsoon rains. UMC partnered with El Paso Water, El Paso Fire Department and the National Weather Service of El Paso to educate the community.



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El Paso Opera Fills UMC With Music

The El Paso Opera performed for visitors, patients and Associates at UMC in August. Their repertoire was comprised of soothing and uplifting music, such as "Climb Every Mountain" from the Sound of Music musical and "Impossible Dream" from the musical, Man of La Mancha. Thank you, El Paso Opera, for stopping by and sharing your amazing talents with our hospital!



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TRANSFORMING HEALTHCARE, TOGETHER



“For nearly 110 years, our hospital has been providing care to all corners of our community. In that time, healthcare has been transformed and it continues to evolve. UMC is proud to be committed in meeting the needs of the El Paso community by providing care that is accessible to all.”

R. Jacob Cintron President & CEO

El Paso County voters will have the opportunity to vote on UMC's \$396.6 million bond initiative on the November ballot. The projected impact, based on average taxable value, is less than \$6 per month over the 30-year life of the bond.



Learn more about the bond at UMCCares.org

Download the app



WHAT IS PROPOSED IN THE BOND

If approved by the voters of El Paso County, proceeds from the bond are proposed to be used on the following projects:



Burn Center and Critical Care Beds

- Additional hospital beds to help alleviate ER wait times
- Local inpatient burn care to avoid out of town transfers for severe cases

Approximate Investment
\$24.5M



First Comprehensive Cancer Center in El Paso

- The first of it's kind in our region
- Proposed collaboration with Texas Tech Health Sciences Center for expanded cancer care and cutting-edge research

Approximate Investment
\$30M



Improvements to the UMC Campus

- Infrastructure upgrades to the UMC campus
- Technological upgrades
- Increased surgical capacity

Approximate Investment
\$134.5M



Expanded Healthcare Access Points Across El Paso County

- Older Adult/Geriatric Clinic
- Outpatient Surgery
- Additional Emergency and Urgent Care Facilities
- Additional Rehabilitation Facility

Approximate Investment
\$207.6M

The monthly impact to the taxpayer is a weighted average of \$5.54 over 30 years of the bond, based on the estimated average taxable value.

Key Dates for the Bond Election



August 12, 2024

Commissioner's Court Vote to Place Bond on the Ballot

October 7, 2024

Voter Registration Deadline

October 21 - November 1, 2024

Early Voting Period

November 5, 2024

Election Day



Annual Benefits & Wellness Fair Prepares Associates For Open Enrollment

University Medical Center of El Paso's (UMC) annual Wellness and Benefits Fair attracted hundreds of Associates to the UMC cafeteria on Sept. 5.

The fair was held ahead of the new open enrollment period of Sept. 18 through Sept. 22.

Vendors were on hand to answer questions and provide information about benefits, as well as resources available through UMC.



UMC Associates met with vendors and HR Associates to learn about benefits.

Upcoming UMC and Foundation Events

UMC Events

- Oct. 6-12** National Healthcare Food Services Week
- Oct. 6-12** National Healthcare Supply Chain Week
- Oct. 7-11** Customer Service Week
- Oct. 9** Coffee with the CEO / STARS Awards Ceremony
- Oct. 11** CARES Xtras Pantry
- Oct. 13-19** National Healthcare Security & Safety Week
- Oct. 13-19** National Sterile Processing Week
- Oct. 13-19** National Case Management Week
- Oct. 15-17** Fall Forums
- Oct. 16** Nurse Leadership Support Group
- Oct. 18-24** National Patient Accounting Week
- Oct. 20-26** National Healthcare Quality Week
- Oct. 20-26** International Infection Prevention Week
- Oct. 20-26** National Healthcare Facilities/Engineering Week
- Oct. 21-27** National Pharmacy Week
- Oct. 21-30** EPCHD Wellness Challenge: Be Mindful Challenge
- Oct. 23** National Medical Assistants Day
- Oct. 23-29** National Respiratory Care Week
- Oct. 25** CARES Xtras Pantry
- Oct. 29** EPCHD Wellness Lunch & Learn: Mindful Practices for Stress Reduction and Mental Clarity
- Nov. 5** EPCHD Lunch & Learn: Create a Self-Care Plan
- Nov. 3-9** National Medical Staff Services Week
- Nov. 3-9** National Radiology Week
- Nov. 3-9** National Compliance and Ethics Week
- Nov. 3-9** National Patient Transport Week

- Nov. 8** CARES Xtras Pantry
- Nov. 9** Coffee with the CEO
- Nov. 13** UMC Wellness Challenge Check-in
- Nov. 14** EPH Wellness Challenge Check-in
- Nov. 19** EPCHD Lunch & Learn: Navigating Holiday Anxiety
- Nov. 20** Nurse Leadership Support Group
- Nov. 22** CARES Xtras Pantry
- Dec. 5** Winter Craft Fair
- Dec. 5-16** 12 Days of Celebration
- Dec. 7** EPCHD End of Year Celebration
- Dec. 6** CARES Xtras Pantry
- Dec. 10** EPCHD Lunch & Learn: Mindful vs Mild-Full Holidays
- Dec. 11** Coffee with the CEO
- Dec. 18** Nurse Leadership Support Group
- Dec. 20** CARES Xtras Pantry

Foundation Events

- Oct. 2** EPCH HHOW Hand Print Ceremony
- Oct. 21** EPCH 915 Smile Project Care Packages to Oncology Patients
- Oct. 25** Dillard's Cielo Vista - Michael Kors Charity Event
- Nov. 2** Fundacion Katrina Fashion Show
- Nov. 2** Extra Life Game Day
- Nov. 11** CMN Day at the Children's Museum
- Nov. 18** EPCH 915Smile Project Care Packages to Oncology Patients
- Dec. 3** CMN Kendra Cares for Patients and Caregivers
- Dec. 16** EPCH 915 Smile Project Care Packages to Oncology Patients

El Paso Health's Quarter At A Glance

El Paso's *only local* health plan



El Paso Health STAR+PLUS

ElPasoHealth.com/StarPlus

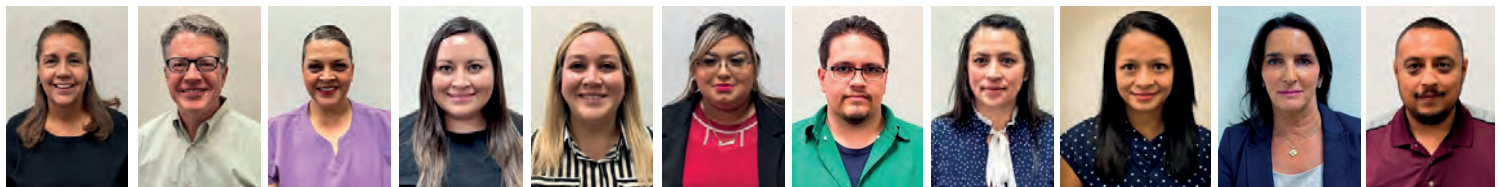



El Paso Health unveils new billboard to promote the new STAR+PLUS health care plan.

El Paso Health is pleased to announce the launch of the STAR+PLUS Medicaid-managed care program, providing service to low-income individuals who are 65 and older or have a disability. This strategic expansion has resulted in the onboarding of over 9,500 new members. In addition, STAR+PLUS is expected to drive significant growth for El Paso Health's Medicare DSNP plan, as many STAR+PLUS members are dual-eligible for both Medicaid and Medicare. This growth reflects the organization's ongoing commitment to meet the

healthcare demands of the El Paso Community. El Paso Health remains focused on maintaining continued high standards of service while navigating the challenges that come with expansion. A heartfelt thank you goes out to everyone for the hard work and commitment shown during this pivotal transition. As El Paso Health continues to grow, it remains dedicated to embracing new challenges and positioning itself as the region's #1 preferred provider of health plans.

Welcome New Associates!



Patricia Warwick, Call Center Rep II	Eric Call, Director of Business and Marketing	Miriam Chavez, Environmental Services	Monica Leal, Health Equity Coordinator	Lizeth Villareal, Disease Management Coordinator	Esmeralda Rosales-Salcido, Service Coordinator	Francisco Granados, Claims Examiner II	Gricelda Jauregui, Service Coordination Assistant	Rocio Gonzalez, Case Manager	Carolyn Denton, Associate Medical Director	Alfredo Cortez, Call Center Rep. II
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Lina Diaz, Complaints and Appeals Specialist	Maria Avelar, Service Coordination Assistant	Maxine Frausto, Service Coordination Assistant	Pearla Zaldivar, Claims Examiner III	Silvia Farias, Member Advocate	Alejandra Salcido, Utilization Review Tech	Luz Jara, Provider Services Representative	Benjamin Silva, Configuration Analyst	Raul Arroyos, Claims Examiner III	Abigail Mendoza, Utilization Review Tech	Kimberly Chavez, Call Center Representative II
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Are You **Registered** To Vote?



We urge you, your family and friends to take part in this important election on **Nov. 5!**

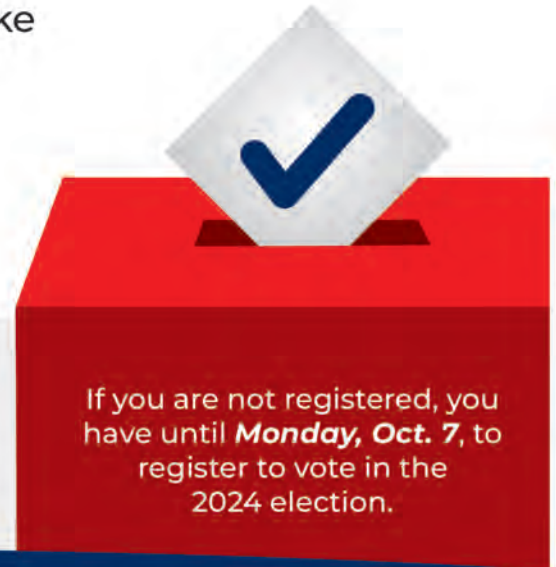
Scan the QR code below to:

- **Check** if you are registered to vote
- **Register** to vote
- **Update** voter information



Important Dates:

- **Monday, Oct. 7** - Last day to register to vote in the 2024 election
- **Monday, Oct. 21** - Early voting begins in Texas
- **Tuesday, Nov. 5** - Election Day



If you are not registered, you have until **Monday, Oct. 7**, to register to vote in the 2024 election.

*Visit epcountyvotes.com for sample ballots and polling locations/hours near you.

UMC Patient Makes Strong Recovery After Suffering Sudden Stroke

ONE STEP AT A TIME



A successful recovery after a stroke. Our patient, Alfred Camacho, stands tall after weeks of rehab.



After suffering a sudden stroke, Alfred Camacho spent a month recovering at University Medical Center of El Paso (UMC).

On June 6, he went to PAM Health Rehabilitation Hospital of El Paso, a UMC partner for rehabilitation, and received intensive rehab to rebuild his strength and function.

By June 25, Camacho had made significant progress and was able to walk again, using a front-wheeled walker, and go home.

Although he knows he still has work ahead of him, Camacho is excited to return to all that he was doing before his stroke.

"I walked, I went further, I stood up longer, I even got in trouble because I was on my walker going all around the hospital. I did it!" he said.

He expressed his gratefulness for his case manager and therapists, Melissa, Olga, Eddie, and Peggy, who helped him exceed all of his initial goals.

LETTERS OF GRATITUDE

UMC Associates provide excellent care to tens of thousands of patients every year. We are fortunate to receive letters of gratitude from our patients and their families. Below are two we recently received that we'd like to share with our UMC family.

Faith over Fear

At a time where life stood still for me, and uncertainty was the only thing I could feel your Charitable care grant gave me some piece of mind and feeling that someone cared about what I was going through.

As a very independent person I have always taken care of myself financially. With my breast cancer diagnosis early last year the last thing I was thinking about was how my life was going to be impacted financially. In the beginning of the entire treatment process, I felt many doors closed for me as I did not qualify for many services because of the fact I live alone, I no longer have any dependents living with me and my income was enough to sustain me. Yet my employment hours had to be cut short because of the many procedures and treatments I had to go through. From chemotherapy, mastectomy and radiation my medical bills/copayments went so high I had to start prioritizing my bills. During this time all you want and pray is to have a positive outcome and a good prognosis.

When I was offered the grant my first reaction and my response to the person that contacted me was that I wouldn't qualify. I explained to her I didn't qualify for anything, yet she told me to turn in all required documents and they would follow the process for the grant, So I did.

I truly appreciate and I am forever grateful to have been a recipient of your grant. It helped me tremendously financially during a time when I was running out of options. I remember clearly it was on a Saturday morning early January 2024 when I picked up my mail from the mailbox. There was a letter from the hospital, and as I always do, I opened it to categorize it in my organizational basket and to my surprise it was not a bill but a check for me from your grant. It was like God had heard my prayers the night before. I sat on my couch and started to cry because I was at a point where I had no more options.

I am so grateful and thankful we have organizations like yours that make a difference in people's life that are going through this type of difficult situations. All I have gone through and endured has been a life lesson to me. I hope your organization continues to make a difference in people's life and my testimony can be one of many. Again, I am truly grateful and thank every single one of the people who contributed as it was a blessing in my life.

Respectfully,
Jo Anne Macias
Child & Youth School Services
Special Needs Program Manager
Parent & Outreach Services

Since July 3, 2023, I've been a patient of Dr. Jesus Alonzo, who is truly a genuine, caring, and helpful doctor who I am thankful to have as my Primary Doctor. Dr. Alonzo has gone above and beyond and has done anything and everything he can to help me, if it wasn't for him, I don't think I would have ever received the care I have received.

Although, I realize I am not his only patient, and he is busy with many other patients, I am grateful and appreciate his time to care for me.

As we all know doctors are busy, but Dr. Alonzo been very helpful when he didn't have to, he went as far as to take the time out of his busy day to write a letter on my behalf. I am very thankful and grateful for his help with the letter which was done to help get me into pain management through Health Care Options/HCO's, since HCO's doesn't have a pain management doctor I was hoping they could still somehow get me to see a pain doctor, but this was a difficult process with HCO's. This led my mother to search online to see what other doctors treat pain & she had seen palliative doctor's treat pain, and to see & call. This led my mother to call Dr. Beccerra's office, they said he sees patients for pain and he would see me. Thankfully I went & saw Dr. Beccerra who has also been tremendously helpful in the care of my pain.

Dr. Alonzo has not once given up, he has instead said let's see, let's do this, try this and suggested referrals to see what they say. Dr. Alonzo has also referred me when I have left messages for his nurse letting him know what is going on and where the specialist wants me referred to since he has to be the one to refer me he has been open to their request.

If it wasn't for switching to Dr. Alonzo last year and having my first appointment with him July 3, 2023 I probably would still be stuck not getting anywhere with my prior provider and wondering if this is it, and all that can be done to help me.

Dr. Alonzo had shown there are still thing to do & try, and Doctors/Specialist to see, and if it wasn't for Dr. Alonzo referring me to Texas Tech Neurology again, which I believe for the 3rd time, I've been seen by them which then lead Neurology to do a full spine & head MRI's, in which I would not have know of the things occurring in my spine & brain, which unfortunately wasn't addressed by Neurology, but Dr. Alonzo has made sure that they have been addressed and it's being taken care of Dr. Alonzo is also the first doctor ever during the duration of my life to refer me to endocrinology, which has been very helpful so far.

Dr. Alonzo has done his absolute best to take great care of me, and listen to me, and do what is needed to figure and rule out my health problems. I will be forever grateful and thankful to him for his attentive and exceptional patient care, bedside manner, and for not giving up on me this past year.

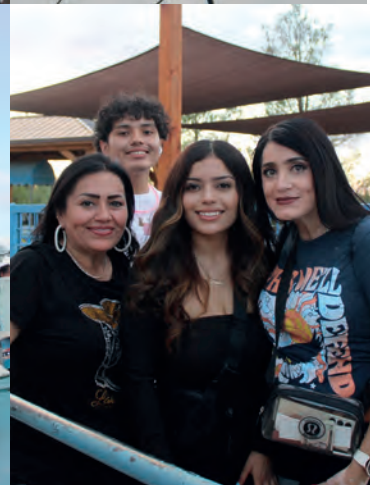
Dr. Alonzo, thank you so much for all you've done to help me.
Sincerely,

Elizabeth Fiore-Hernandez as well as her mother Adela Rojas

AN EVENING OF FAMILY FUN AT WESTERN PLAYLAND

After a huge success in 2023, the El Paso County Hospital District's annual Summer Spectacular Staff Appreciation Night was extended to two days for more Associates and their families to take part in one night of the fun-filled event.

This year, UMC's Engagement and Associate Experience Department, which organizes the yearly event, more than doubled the amount of available tickets for the two days. Tickets sold out and everyone had a great time!



TRAUMA TEAM EDUCATES ON VEHICLE SAFETY FOR KIDS

University Medical Center of El Paso's (UMC) Trauma Injury Prevention team set up several demonstrations at the El Paso Zoo as part of the "Safety Safari" event in July.

UMC's trauma team placed a thermometer inside a parked car with no air conditioning and watched as the temperature soared in a matter of minutes.

They explained to children and parents how small children are not able to regulate their body temperature as well as adults. A child can experience organ failure if they are left in a car with a temperature of 104-degrees. In this case, it only took 13 minutes for the car to reach that temperature.

In another demonstration, our trauma team had kids stand behind a parked truck and asked their parents to sit in the driver's seat and see if they could "spot their tot" through the rear-view mirror. Many were not able to see their child until they were standing more than 20-feet behind the truck.

This event was also a great opportunity for the community to learn about traffic safety and how to properly wear a helmet.



Hilda Gonzalez, Program Tech., Trauma Prevention, demonstrates how to properly secure a helmet.



Hilda Gonzalez, Program Tech., Trauma Prevention, demonstrates the dangers of blind spots for young children.



El Paso Police Officers participated in the event to provide safety educational support.

Local Sports



Soccer

- Oct. 9** vs San Antonio FC, 7 p.m.
- Oct. 16** vs Orange County SC, 7 p.m.
- Oct. 19** vs Sacramento Republic FC, 7 p.m.



Hockey

El Paso Rhinos 2024 series:

- | | |
|--|--|
| Oct. 11 - 12 vs Lone Star Brahmas | Nov. 15 - 16 vs Colorado Grit |
| Oct. 18 - 20 vs Texas Roadrunners | Nov. 29 - Dec. 1 vs New Mexico Ice Wolves |
| Nov. 1-2 vs Colorado Grit | Dec. 6 - 7 vs Shreveport Mudbugs |
| Nov. 8 - 9 vs New Mexico Ice Wolves | Dec. 13 - 14 vs Amarillo Wranglers |



Football

Football

- | | |
|---|---|
| Oct. 3 vs Sam Houston, 7 p.m. | Nov. 9 vs Kennesaw State, 2 p.m. |
| Oct. 16 vs FIU, 7 p.m. | |
| Nov. 2 vs Kennesaw State, 2 p.m. | |



GET READY! FOR THE



Go to
www.tinyurl.com/UMCRun24
or scan the QR code above!

UMC East Clinic,
1521 Joe Battle Blvd.



UNIVERSITY
MEDICAL CENTER
OF EL PASO



Net proceeds to benefit
breast cancer patients.



Things To Do In El Paso

October



10/02 - 10/06 De Los Muertos" parade, which will feature community floats and cultural displays.
epma.art



10/4 - 10/6 Oculito Film Fest's spine-chilling experience showcases the best horror and fantasy films from all over the world.
oculitofilmfest.com



10/11 - 10/13 El Paso's downtown "Chalk the Block" festival returns for a 17th year!
chalktheblock.com



10/12 - 10/13 After a 12-year hiatus, the Amigo Airsho returns Oct. 12-13 at the Biggs Army Airfield on Fort Bliss.
amigoairsho.com

November



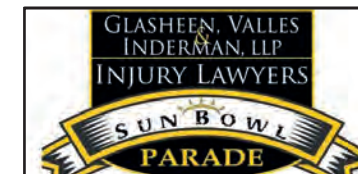
11/6 - 11/10 The Garden International Circus hosts the "Shrine Circus" at the El Paso County Coliseum as they will showcase never-before seen acts. Be ready for amazing stunts!
epcircus.com



11/16 United Way of El Paso announces the Flying Horse Half Marathon, offering three distance options taking place at Sunland Park Racetrack and Casino and crossing through the Upper Valley area of El Paso.
raceelpaso.com



11/23 The Annual El Paso Winterfest returns to the Downtown Arts Festival Plaza for a variety of activities starting Nov. 23.
epwinterfest.com



11/28 The largest community event in the West Texas, New Mexico and Mexico areas, The Sun Bowl Parade, organized by the El Paso Downtown Lions Club, is back on Thanksgiving Day!
sunbowl.org

December



12/16 Mariachi Sol de Mexico performs "A Merry-Achi Christmas."
mariachisoldemexico.com



12/23 - 12/24 The Nutcracker, a magical Christmas ballet, will premiere at the Plaza Theatre. Get ready for a magical experience!
nutcracker.com



12/31 The Sun Bowl, an El Paso tradition, brings national attention to the Sun City. Enjoy a family friendly event that will feature festivities and more!
sunbowl.org



12/29 Experience the enchantment and magic of Cirque Musica Holiday Wonderland.
cirquemusica.com

Brain Games

How well do you know UMC? Test your knowledge below.

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MEDICAL CENTER
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ASSOCIATES CELEBRATE SUMMER OLYMPICS WITH TREATS, FRIENDLY COMPETITION

Associates at University Medical Center of El Paso (UMC) were treated like Olympians as they walked into the hospital the morning of July 26, the day of the Olympics Opening Ceremony.

UMC's Engagement & Associate Experience Department greeted everyone with flags, cookies and coffee to start their shifts bright and early.

Associates wore Olympic themed shirts and the jersey of their favorite country in anticipation for the opening ceremony.

In the spirit of the Olympic games in Paris, UMC held its inaugural Hospital District Olympics the following week, to test everyone's knowledge on how to "stop the bleed."

The competition consisted of Associates competing to see who could apply a tourniquet the fastest.

As a Level 1 Trauma Center, UMC provides resources and education for the community to know how to help during an emergency.

Congratulations to the winners of the inaugural Hospital District games!

Gold: Brian Chung, Texas Tech Medical Student & David Rayas, Medical Staff Services

Silver: Veronica Orozco, UMC Lab & Enrique Lopez, UMC Lab

Bronze: Joshua Ross, UMC Rehab & Melisa Legerski, UMC Rehab



Gold winners, Brian Chung, Texas Tech Medical Student and David Rayas, Medical Staff Services



Silver winners, Veronica Orozco & Enrique Lopez, UMC Lab



Bronze winners, Joshua Ross, & Melisa Legerski, UMC Rehab



EPCHD Associates participated in the Inaugural Hospital District Olympic Games in the UMC cafeteria.

NEED EXTRA CASH?



UMC is offering referral bonuses for the following positions:

RN-all units (referral must have one (1) or more years of acute care hospital experience), RN Case Manager, Respiratory Therapist (RRT/CRT), Certified Registered Nurse Anesthetist Physical Therapist, Occupational Therapist, Pharmacist, Electrophysiology Technician, Registered Echocardiography Technician, Paramedic, Cardiac Cath Lab Technician, Certified Surgical Technician, Clinical Dietitian, Certified Coder/Abstractor CCS/RHITCT, Technologist, Licensed Physical Therapy Assistant, MRI Supervisor

Bonus Amounts: \$3,000 Full-Time (FT), \$1,500 Part-time (PT)

The first half of the referral bonus will be paid when the referred Associate completes six (6) months of employment. The second half will be paid when the referred Associate completes one (1) year of employment.



Contact a recruiter at (915) 521-7950 for other qualifying positions and more details or visit the "Associate Referral" link on the intranet's "Applications" page.