

QP

THE QUARTERLY PULSE OF UMC



UNIVERSITY
MEDICAL CENTER
OF EL PASO

SUMMER
ISSUE
2024

**UMC GARNERS REGIONAL
AWARD FOR QUALITY**

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Quality Award for
Performance Excellence.
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**INTRODUCING THE
LATEST IN ROBOTIC
SURGERY**

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**UMC AIDS MOTHER'S
WILL TO SURVIVE**

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proof strength can come
from within.
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UNIVERSITY
MEDICAL CENTER
OF EL PASO

The UMC El Paso Board of Managers
has voted to request the El Paso County
Commissioners Court to place a bond on
the November ballot.



*Read all about our bond request
and the projects that will be a
part of it on. p. 12-13*

Keep Up With UMC

SOCIAL MEDIA, PODCASTS, VIDEOS AND MORE!

SCAN TO VISIT AND FOLLOW!



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SCAN THE CODE TO LISTEN!

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Quarterly Stars Announced, Shine Bright

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

Question: What do you love about working at UMC?



Cesar Nunez - PACS Administrator, Imaging Administration

A: "I love the atmosphere and the people. It's just a big family here."



Edgar Chavana - General Maintenance Mechanic, Engineering

A: "I love the opportunity to learn how to fix different types of medical equipment and instruments. I have great colleagues and managers."



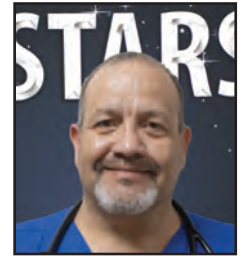
Haley Temple - Charge Nurse - CC, Neuro ICU

A: "This is the best hospital in the city. I work with some of the greatest people who have become family. It would be impossible to imagine my career anywhere else."



Hector Esparza - Data Integration Developer, Strategic Management

A: "I love how we help the community. There's no job too big or too small."



Juan Carlos Gonzalez - Charge Nurse - CC, Cardiac Cath

A: "What I love about working at UMC is the ability to help indigent patients across the city. We are a light in their lives to be able to provide care with a loving attitude."

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.



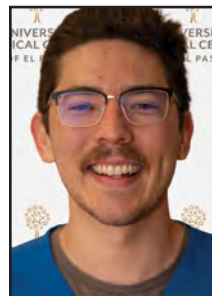
Bianca Hernandez, LVN: Medical Oncology



Melissa Quintana, LVN: Medical Oncology

"What wonderful employees you have in Miss Bianca Hernandez and Miss Melissa Quintana. Each time they entered my room, they came with a smile and bubbly attitude. As I reflect on a week of ICU and open hospital rooms, meeting 40 plus people with shift changes, Miss Quintana and Miss Hernandez rose to the top as memorable employees for compassionate care. Both approach me with a caring attitude asking about what services can be provided to make the stay more comfortable and they then act on it in a timely manner. It can be very scary for a patient, in an unknown place, with severe injury to comprehend everything that is happening. Both Miss Quintana and Miss Hernandez were very patient with me, checked on me often, and made me feel more secure. I know this is part of the nursing job, but I felt they went, by far, the extra mile."

- Tony Barter, Patient, 3/13/24



Steven Saenz, RN: ICU

"My husband was intubated for four weeks in a very serious condition. After they managed to extubate him, the process of adapting again day-to-day was very difficult. Steven was always very compassionate and helped as much as possible to make the process less painful. He was always very attentive, serving as much as possible. My husband had not been able to see our 9-year-old son for many weeks and he took the initiative to talk to his boss to be able to let my son see his father for a moment. That touched our hearts that he did everything possible so that my husband could see our son and that was a very great motivation for my husband. It is so beautiful that a nurse loves his job and more than anything has compassion for the sick in an extraordinary way. Very few nurses like Steven have that humility and compassion for patients. He went beyond just being a nurse, but was also very humanitarian."

- Juan Carlos Escobar, Family/Visitor, 3/25/24

Hospital District Gets Statewide Award



The El Paso County Hospital District received the Quality Texas Foundation (QTF) Program Award for Performance Excellence in Austin on June 11.

This is the highest-level award possible in the State of Texas, and our Hospital District is the only healthcare organization

in our community to have received this honor/award.

“Winning this award is a tremendous success, not only for our Hospital District but for El Paso,” said Jacob Cintron, President & CEO of the El Paso County Hospital District.

The Quality Texas Foundation

Regional Program encourages use of the Baldrige Criteria for Performance Excellence and other methods that drive efficiency and effectiveness.

We are honored to be recognized for the high-quality care we provide our community!



Hospital District CEO Recognized For Service To El Paso Community



R. Jacob Cintron, President & CEO, El Paso County Hospital District

Congratulations to the El Paso County Hospital District President & CEO, Jacob Cintron, for becoming one of three El Pasoans to receive the Latino Legacy Award this year.

The Latino Legacy Award honors a lifetime of service to the borderland and is awarded by CommUNITY en Acción (CEA), which works to mobilize Latino/a leadership to prioritize the issues impacting our community.

Cintron's leadership is being recognized for improving healthcare for tens of thousands

of borderland families. He will be recognized at a formal ceremony in September.

In his service to the borderland, Jacob Cintron was instrumental in ensuring hundreds of thousands of vaccines during the COVID-19 pandemic arrived for our community and were administered directly to El Pasoans and their loved ones.

He has spent his life serving El Pasoans, beginning his career at University Medical Center and returning to the same location as its CEO many years later.

Welcome To Our UMC Family

Get to know just a few of our new Associates!



**Alejandro Garcia Serrano, RN,
PRN – Neuro ICU**

Q: What made you want to work at UMC?

A: "UMC's high acuity care."

Q: What is one thing on your bucket list?

A: "To go to the World Cup."

Q: What is your favorite thing to do locally?

A: "Going to Locomotive FC games."

Q: What are your hobbies?

A: "Playing chess."



Boris Galleguillos, Law Clerk

Q: What made you want to work at UMC?

A: "The people and type of work."

Q: Do you have a favorite sports team?

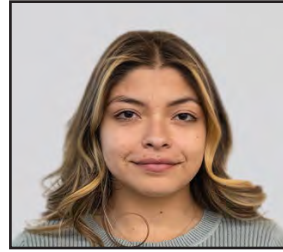
A: "Boca Juniors."

Q: What is your favorite thing to do locally?

A: "To hike."

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

A: "To live in Italy."



Daniela Lopez, Patient Transporter

Q: What made you want to work at UMC?

A: "I had volunteered as a patient transporter and fell in love with it."

Q: What is your favorite hobby?

A: "I love to exercise and compete in soccer."

Q: What is your favorite sports team?

A: "Liverpool FC and Boston Celtics!"



Janine Juarez, Certified Medical Assistant

Q: What made you want to work at UMC?

A: "The opportunity for job growth."

Q: What are your hobbies?

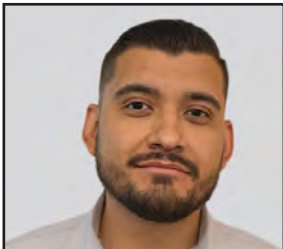
A: "Reading."

Q: What is your favorite thing to do locally?

A: "Horseback riding."

Q: What is your favorite sports team?

A: "49ers and Dodgers!"



Jose Moreno, Guest Services Security Officer

Q: What made you want to work at UMC?

A: "The opportunity for growth."

Q: What is your favorite hobby?

A: "Mounting biking"

Q: What is your favorite thing to do locally?

A: "Go to different places in town to eat."

Q: What is your favorite sports team?

A: "Philadelphia Eagles."



Lizette Solis, Information Desk Agent, Volunteer Services

Q: What made you want to work at UMC?

A: "I'm pursuing a new career in the medical field and wanted to work at UMC."

Q: What is your favorite sports team?

A: "LA Lakers and the 49ers!"

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

A: "To visit the pyramids in Egypt."

Q: What is your favorite thing to do locally?

A: "Visit new restaurants."



Norma Garner, Reg. Respiratory Therapist

Q: What made you want to work at UMC?

A: "The benefits."

Q: What are your hobbies?

A: "Home decorating."

Q: What is your favorite thing to do locally?

A: "Shopping for antiques."

Q: Do you have a secret talent?

A: "I can play the violin."

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

A: "To see the Vatican."



Sandra Santillan, Certified Medical Assistant

Q: What made you want to work at UMC?

A: "The love Associates have for their patients and the opportunity to grow."

Q: What are your hobbies?

A: "Fishing with my husband."

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

A: "Skydiving."

Q: What is your favorite thing to do locally?

A: "Hiking."

Spring Forums Radiate Success

This year's Spring Forums offered insight into some of the large-scale projects UMC has embarked on to accommodate the expansion of various service lines.

Associates heard from Jacob Cintron, as well as other chief administrators on what's planned for in the upcoming year for our facilities, staff, and patients in terms of construction, new technology, and services.

These forums provide an opportunity for Associates to learn about the hospital's finances, growth and new incentives.

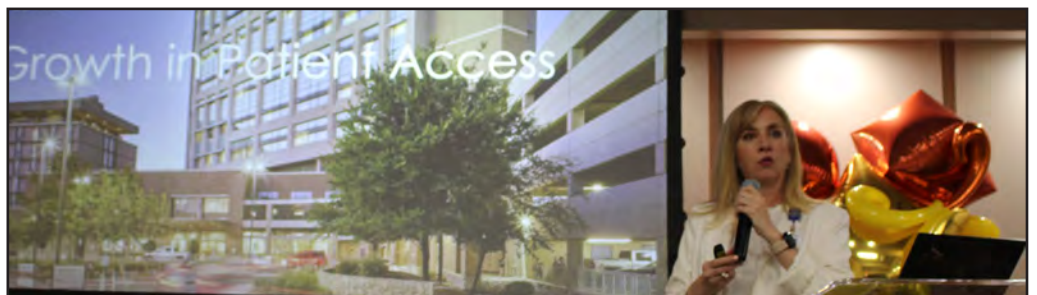
Those who attended were entered into raffles for prizes, such as coffee machines, movie tickets and pickle ball nets!



Veronica Contreras, CMA Float Pool, shows her prize won at the forums.



Letty Flores, UMC Chief Financial Officer, presents the hospital finances during the forums at main campus.



Maria Zampini, Chief Operating Officer, speaks on upcoming projects during the forums.

UMC Celebrates Nurses Week

Nurses at University Medical Center of El Paso were acknowledged for their hard work and dedication to patients the week of May 6.

Throughout Nurses Week, our nurses were celebrated with delicious treat boxes, a sundae bar, and a special breakfast!

The celebration ushered in Healthcare Week, in which the entire El Paso County Hospital District was thanked with a week of festivities.

For the work you do each and every day, thank you!



Hospital District Associates Glow Throughout Healthcare Week

Just like the neon lights of the 80s, our healthcare team radiated with fluorescent colors in celebration of Healthcare Week on May 12.

Healthcare Week recognizes our Associates' commitment to patients, as well as their passion and drive for the work they do to keep our community happy and healthy.

This year's Healthcare Week theme was a totally awesome throwback to the 80s! Every day was filled with lots of retro-licious candy and gnarly tunes.

We had a blast and hope our entire healthcare staff knows how appreciative we are to have them on our team! Thanks to the Engagement team for a fantabulously rad wee!



UMC Introduces Da Vinci 5 Robot For Soft Tissue Surgical Procedures

University Medical Center of El Paso (UMC) became the only hospital in El Paso to implement the use of an advanced multiport robotic surgical system, called Da Vinci 5, by Intuitive, for soft tissue procedures in June.

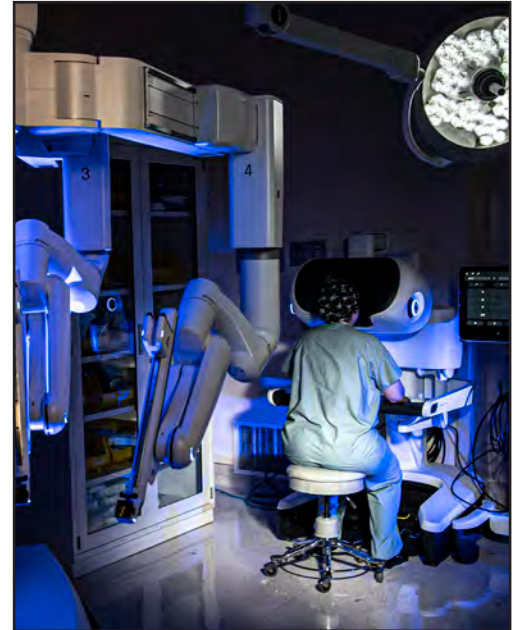
This new robotic system introduces "force feedback technology," which allows surgeons to feel subtle forces exerted on tissue during surgery, creating less trauma on the tissue. The Da Vinci 5 robot uses cutting-edge data analytics to provide surgeons with high-quality 3D imaging and also has the capacity to incorporate Artificial Intelligence (AI).

UMC is the only hospital to use the

Da Vinci 5 robot in the El Paso or Las Cruces area. The closest hospital to use this type of technology can be found in Albuquerque.

Last year in April, UMC was the first hospital in El Paso to introduce the use of the Da Vinci SP (single port) robotic system, which gave surgeons the ability to deliver robotic-assisted surgery through a single port, instead of multiple ports, making surgeries less invasive.

Having access to these types of advanced systems allows UMC to continue offering the community services they otherwise would have to travel out of town for.



The Da Vinci 5 surgical robot in use at UMC Surgical Hospital.

UMC Introduces New Mako Robot For Less Invasive Surgeries

University Medical Center of El Paso (UMC) continues its commitment to the community with the addition of a new state-of-the-art robotic system for hip and knee replacements. The Stryker Mako Robotic-Arm, for more accurate and precise joint replacements, is now being used at UMC Surgical Hospital to provide patients with less invasive options.

The Mako robot assists surgeons in creating a joint replacement that is near normal and functional by tailoring implants to the patient's anatomy.

Surgeons obtain real-time feedback and cues from the Mako Robotic-Arm during surgery, which allow surgeons to make adjustments to the surgical plan, if needed.



Dr. Carlos Gonzalez, orthopedic surgeon, performs a procedure at UMC Surgical Hospital utilizing the new Mako Robot.

PAM Health, UMC Celebrate Joint Venture With New Robots

University Medical Center of El Paso (UMC) and PAM Health Rehabilitative Hospital celebrated the one year anniversary of a joint venture, which was established May 2023, by introducing two state-of-the-art robots.

The Balo Dynamic Standing Frame and Tigo Motor-assisted Cycling Trainer, by Thera Trainer, can assist in the rehabilitation of patients who are recovering from a stroke, orthopedic surgery or an accident.

With the use of virtual gaming software, the Balo Dynamic Standing Frame is able to aid in strengthening patients' balance, coordination, and sensory re-introduction.

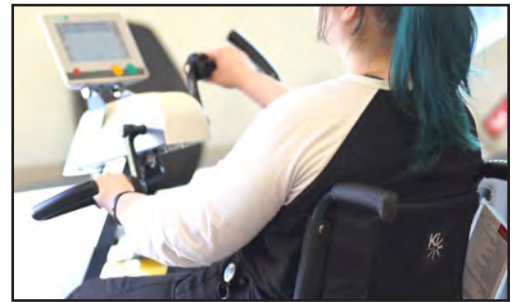
A patient is strapped into the frame and faces a screen with virtual therapeutic gaming. The shock absorbers on the frame help patients shift their body weight in order to maneuver the game, without the risk of falling.

The Tigo Motor-assisted Cycling Trainer can be used with a chair or wheelchair to facilitate movement of the upper and lower extremities and improve motor skills. This training device allows patients with limited mobility to exercise with assistance from the robotic features on the pedals.

PAM Health has seen nearly 400 rehabilitation patients since the joint venture began with UMC.



The Balo Dynamic Standing Frame



The Tigo Motor-Assisted Cycling Trainer

UMC Surgical Center West Receives Recognition For Quality

UMC Surgical Center West has earned the prestigious three-year recognition by the American Society for Gastrointestinal Endoscopy for promoting endoscopy quality and safety.

"We are home to some of the most advanced endoscopic procedures in the region, made possible by physicians, techs and nurses from UMC. We could not be more proud of this recognition," said Berenice Hernandez, Director at the center.

The award recognizes the endoscopy unit's commitment to the highest standards of quality and safety.

Congratulations to the UMC Surgical Center West team for their astounding delivery of care.



Mother Gives Thanks To UMC, Finds Will To Live After Crash



Rosalia Mercado at UMC after her tragic accident in 2010.



Rosalia Mercado with her son, Dominic.

Rosalia Mercado's story is proof that during our weakest moments, strength can come from within.

She discovered this power on March 7, 2010, after the vehicle she was in flipped several times, ejected her and changed her life at 18 years old.

Just nine months after having her first child, Rosalia had found herself in critical condition, her injuries so severe, she was transported to University Medical Center of El Paso for treatment.

"Visibly there were no injuries," said Rosalia. "There was no blood nor bruises, but I was not able to move, and I was losing consciousness."

For nine months, doctors and nurses at UMC worked tirelessly to stabilize Rosalia and keep her alive.

The crash had caused her cervical spine

to shatter and her lungs to collapse.

"There was a time when no one knew if I would make it." Rosalia recalled. She paused then said, "Eventually, I was diagnosed as a C4-C5 quadriplegic, paralyzed from the chest down."

Nonetheless, Rosalia went back to school in 2017, received her Associate of Arts degree from EPCC and started a virtual assistance and social media management business.

This spring, Rosalia has enrolled in a bachelor's degree program to continue her education, inspiring her son, Dominic, to do anything he sets his mind to, despite any limitations.

"Through it all, motherhood remains the greatest joy of my life. Those early years were tough on both of us. He could not understand why mommy was not there, but when I was stable enough, he would cuddle up next to

me in my hospital bed. His presence gave me strength."

Rosalia said she has never let any limitations hold her back from being the best mom she could possibly be. She and her family now live every day with meaning, strength and faith.

She is filled with gratitude toward her family, who supported her through those early years, and for the healthcare professionals at UMC who not only helped save her life, but cared for her and made sure she was comfortable throughout the pain and uncertainty.

Rosalia's story is an inspiration to many, especially her sister, Claudia Mercado, who pursued a career in the healthcare field after Rosalia's experience and currently serves as Administrative Director of Clinic Operations at UMC.

Emergency Responders Celebrate 50 Years of Service To El Paso

May 22 marked the 50th anniversary of National Emergency Medical Services (EMS) Week.

From 911 dispatchers to paramedics and first responders, our EMS professionals work many hours away from their loved ones in order to show up for us in an emergency.

EMS responders answer the call during times of crisis and are first to respond with life-saving care. We are so fortunate for the service our EMS teams provide to our community.

We admire your courage and tenacity, and thank you for being a reassuring presence during difficult moments.



Donors Exceed Goal In Honor Of Trauma Survivors Everywhere

May was National Trauma Awareness Month, a month dedicated to increasing education and prevention activities related to trauma.

For National Trauma Survivors Day on May 15, UMC's Trauma Services Department hosted a blood drive to empower the community to help save the lives.

This year's blood donor turnout nearly doubled last years with a total of 40 registrants.

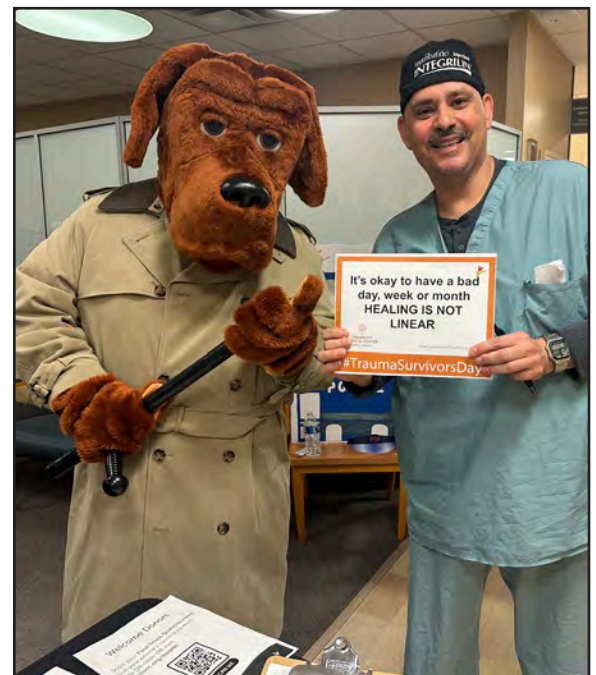
UMC's Trauma Survivors Network works to help the community

understand that their care doesn't end when they leave our hospital.

UMC's Trauma Survivors Network supports patients with their resiliency, healing and adaptation to a traumatic injury and is currently the only hospital in the region that offers this program.

As the region's only Level 1 Trauma Center, UMC provides the highest quality of care for our community when they need it most.

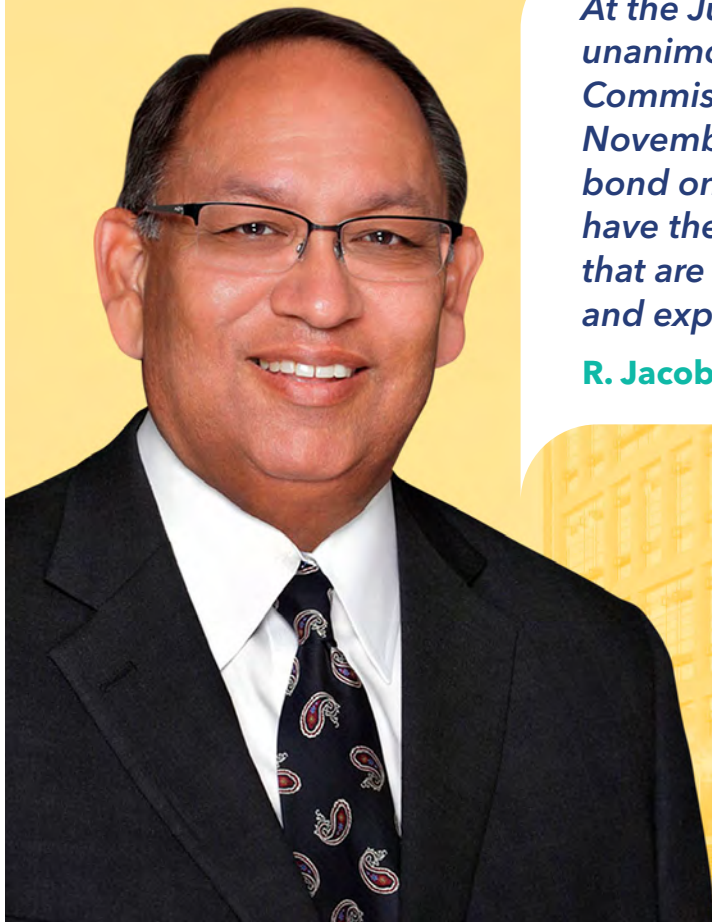
To all trauma survivors, we are proud to serve you!





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TRANSFORMING HEALTHCARE, TOGETHER



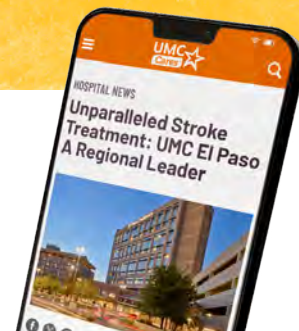
At the July UMC board meeting, the Board unanimously requested that the El Paso County Commissioners Court place the bond on the November ballot. If the Court votes to place the bond on the ballot, El Paso County voters will have the ability to decide to fund these projects that are aimed at addressing treatment gaps and expanding our capacity to serve patients.

R. Jacob Cintron President & CEO



Learn more about the bond at UMCCares.org

Download the app



WHAT IS PROPOSED IN THE BOND



Burn Center and Critical Care Beds

- Increase acute bed capacity
- Additional critical care beds
- Inpatient burn care
- Two burn operating rooms

Investment: **\$24.5M**



First Comprehensive Cancer Center in El Paso

- The first of its kind in our region
- In partnership with Texas Tech Health Sciences Center El Paso

Investment: **\$30M**



Improvements to the UMC Campus

- Four new operating rooms
- New cardiac catheterization
- Expanded observation unit (25 beds)
- Improvements to imaging technology
- Laboratory services
- Garage and surface parking

Investment: **\$134.5M**



Healthcare Access Points

- Central Geriatric Clinic
- Horizon Health Center
- Ambulatory Surgical Center West
- West Emergency and Urgent Care
- Central Specialty Clinic
- Eastside Rehabilitation Services Addition

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

Commissioners 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



UMC Receives Generous Donation To Help Fund Cancer Care



The entire Porras family attended the unveiling naming ceremony for the new Gary G. and Mireille Porras Waiting Room.

At some point or another in their cancer journey, it is possible a patient has spent time in the Ambulatory Surgical Unit (ASU) waiting room at University Medical Center of El Paso.

It is in the ASU waiting room where patients await to have life-changing, and in some instances, life-saving procedures performed.

The significance of this area in the hospital resonated with the Porras family whose father, Gary G. Porras, lost his battle with pancreatic cancer in December 2020, a month after he was diagnosed with the disease.

"It happened so fast, but all the people who were involved with his diagnosis and care, their calling in life is very powerful," said Paul Porras, Gary's son.

"My family has been blessed, in that we've never had to deal with anyone in our immediate or extended family having cancer, so when we found



Mireille Porras (center) was surprised by her son, Paul Porras, with the naming of the ASU waiting room on what would have been her and her husband's 55th wedding anniversary.

out about my father's diagnosis, it was a reality check that this disease exists and there are people who are suffering from it," Porras said.

Gary's memory and fight against cancer will forever live through a generous donation Paul and his wife, Cecilia, made to UMC's Sobreviviendo el Cancer program in his honor.

Now, as patients sit in this waiting room, they will gaze upon the Porras family's name, a reminder of the efforts being made to help save lives

and make a difference in cancer care for the borderland.

The Gary G. and Mireille Porras Waiting Room was unveiled in June in honor of Gary and his wife, Mireille, on what would have been their 55th wedding anniversary.

The generosity of the Porras Family will significantly help ease the uncertainty and burden that families face after a cancer diagnosis, and that is something they said Gary would have wanted.

UMC Associates Advance Education, Celebrate Graduation, Accomplishment

Seven PULL-Opp graduates and four Master's Degree graduates were recognized with a ceremony on May 31 where they reflected on their journey and the help they received along the way from their mentors and colleagues.

UMC believes in investing in Associates and providing the avenues for them to continue learning and expanding their expertise by offering the PULL-Opp program and access to the UT Health Houston Master's program.

Congratulations to the following graduates!

- Leslie Lujan, EMBA, UTEP

- Nohemi Galindo, MPH, UTHealth Houston
- Leticia Flores, MPH, UTHealth Houston
- Taylor Moreno, MPH, UTHealth Houston
- Jasmery Zamora, Respiratory Care Technology from EPCC
- Raquel Salas, Nursing, EPCC
- Javier Aguilar, Surgical Technology, Southwest University
- Karina Castaneda, Vocational Nursing (LVN), EPCC
- Savana Zavala, Nursing, EPCC
- Christy Santos, Nursing, EPCC
- Monica Jamerson, Surgical Technology, EPCC



Graduates in attendance were (left to right standing): Letty Flores, Leslie Lujan, Jasmery Zamora, Taylor Moreno, Javier Aguilar, (seated) Nohemi Galindo, Monica Jamerson.

UMC Pharmacies Expand Services To Better Serve Entire Community

University Medical Center of El Paso (UMC) is introducing new ways to help customers get the medications they need easier and faster.

Patients can now request to refill their medication prescriptions through a new mobile app called RX365, available on the Apple App Store or Google Play. The RX365 mobile app connects patients to seven UMC pharmacy locations across town for a more convenient way to stay up-to-date with medications.

Using the mobile app allows users to easily view medications, request prescription refills, receive status

updates, chat with pharmacy staff and transfer prescriptions from other pharmacies.

Additionally, UMC has also expanded its prescription mail-order delivery service, which was previously only available at the UMC West Clinic Pharmacy, to all UMC pharmacies. This service is available for qualifying prescriptions Monday through Friday from 8 a.m. to 6 p.m. for a cost of \$3 per package.

For more information on these new services, visit UMC's pharmacy page on our website, umcelpaso.org/pharmacy.

The **RX365 mobile app** allows you to easily:

- **View** medications
- **Request** prescription refills
- **Receive** status updates
- **Chat** with pharmacy staff
- **Enter** insurance information
- **Transfer** prescriptions from other pharmacies

For more information, visit [umcelpaso.org / RX365](http://umcelpaso.org/RX365)

Top Five Other UMC Headlines

News From The Last Quarter



UMC's Security Expertise Takes Center Stage In Fort Worth

Angelica Serna, UMC's Director of Security Compliance Operations, and Gabriel Zubia, UMC's Specialist in Safety & Emergency Management, were featured speakers at this year's Texas Emergency Management Conference May 28 – 31 in Fort Worth. Angelica and Gabriel spoke on how to plan and prepare hospital staff for an active threat event.



scan for more



UMC Teaches Tips For Stroke Prevention, Care

As the region's only Level 1 Stroke Center and Joint Commission-certified Comprehensive Stroke Center, University Medical Center of El Paso recognizes the importance of teaching others what to do in case of an emergency. During National Stroke Awareness Month in May, UMC shared tips to identify the signs of a stroke and what to do to help save someone's life.



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UMC Leaders Chosen For Fellowship In Philly!

Amy Daher, UMC's Chief Nursing Officer, and Nohemi Galindo, UMC's Director of Nursing Special Projects, have been selected to take part in the Johnson & Johnson Nurse Innovation Fellowship (JJNIF), powered by Penn Nursing and the Wharton School. This fellowship takes place at the University of Pennsylvania School of Nursing in June and brings together nurse leaders from various healthcare systems across the country.



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City Rep. Tours UMC

Newly elected Josh Acevedo, City Council Representative for District 2, toured University Medical Center of El Paso and El Paso Children's Hospital in April. During his visit, Rep. Acevedo stopped by UMC's Scherr Legate Level 1 Trauma Center and met some of the specialized physicians who care for the region's trauma patients.



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Dr. McCallum Recognized Among Best In The Country

Dr. Richard McCallum, Director of Gastrointestinal Motility at University Medical Center of El Paso, was named in the Top 3% of the country for GI Research by Avant-garde Health. Avant-garde Health's "Healthcare Research All-Stars List for 2024" examined the research of more than 4,000 hospitals and 90,000 surgeons. Dr. McCallum was recognized for publishing leading-edge healthcare research on gastrointestinal surgery.



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El Paso Health's Quarter At A Glance



Congratulations to our Q2, 2024 STARS Award Winners!



A STAR/CHIP Member Advocate, Esther was recognized by Rosie Medina, who wrote, "Esther is always willing to learn and help others, this and her exceptional customer service are what make her an amazing associate."

Third Party Administrator (TPA) Team



Each quarter, El Paso Health's leadership team recognizes the outstanding contribution of an entire department or business unit. The TPA Department was nominated by Veronica Maldonado for this quarter's Department/Unit STARS Award.

Medicare Happenings

Following a year of steady membership growth, EPH's Medicare Advantage team is looking forward to a busy and successful Annual Enrollment Period (AEP) which runs from Oct. 15 to Dec. 7. During AEP, newly eligible individuals can enroll in Medicare Advantage (MA) for the first time. In addition, existing MA beneficiaries have the option to stick with their current plan, switch to a different plan, or revert to traditional Medicare. Changes made during this time period become effective on January 1st.

Our Medicare Advantage team is ready to help with any Medicare questions or need:

Contact Information:

Frances Hernandez
Licensed Sales Agent – Medicare
915-298-7198 ext. 1069

Viridiana Garcia
Medicare Manager – Licensed Agent
915-298-7198 ext. 1079

Welcome our new Associates!



Angel Palacios, Director of Pharmacy; Linda Carrillo, Case Manager; Nancy Dominguez, EVS Associate; Maribel Acosta, Contracting/Credentialing Representative; Tina Mata- Hernandez, Provider Relations Representative; Jennifer Sanchez, Configuration Analyst



Lizet Paz, Configuration Analyst; Corina Marrufo, Case Manager; Jeremy Hernandez, Health Services Clerk; Arlene Casarez, Case Manager; Debbie Connor, Utilization Review; Brenda Herrera, Complaints and Appeals Clerk



Monica Hernandez, Case Manager; Gabriel Reyes, OI Coordinator; Andrea Felu, OI Project Manager; Robert Sepulveda, Member Services Manager; Gabriela Tarango, Call Center Representative III; Andres Gonzalez, Disease Management Program Specialist

UMC's Powerhouse Receives Boost With Funding For Equipment



Roberto Valadez, Director of Engineering, leads Congresswoman Veronica Escobar on a tour through the UMC power plant.

Uninterrupted power is essential at any hospital. At UMC, generators comprise the power-producing heart of the hospital, providing high-pressure steam, cooling and emergency power systems for the entire hospital.

"The generators at UMC have exceeded their recommended durability of 20 years," said Ivan Cabrera, Supv. Power Plant for UMC's Engineering Dept. "We've done a great job taking preventative measures to maintain the system." UMC's aging generators will be getting a boost thanks to Rep. Veronica Escobar of Texas who presented the hospital with a \$1.3 million check to go toward the replacement of UMC's 2.5MW emergency generator and the

addition of power storage and solar capacity for the hospital. The \$1.3 million is part of \$19 million in federal funds Congresswoman Escobar was able to secure through the federal Community Project Funding process for various El Paso improvement projects.

"Replacing these generators will allow us to give the current generators some much needed maintenance, so that we have a back up to the backup," said Cabrera.

Thank you, Congresswoman Escobar, for providing us with powerful funding that will allow UMC to continue uninterrupted care for our community during any emergency.

Jacob Cintron Named Chairman Of America's Essential Hospitals Board

President and CEO of the El Paso County Hospital District, Jacob Cintron, became America's Essential Hospitals' board chair in July.

America's Essential Hospital (AEH) is the leading association and champion for hospitals dedicated to equitable and high-quality care for all.

"The work done by America's Essential Hospitals has never been more relevant as we continue to set the standard for excellence," Cintron said. "I am honored to assume this leadership role, serving all our organization's members and,

consequentially, patients throughout our nation. Together, we will continue to work toward ensuring that all individuals and communities, regardless of their circumstances, have access to high-quality, essential health care services."

AEH is made up of over 300 members who share the mission of caring for low-income and uninsured patients by providing resources and lifesaving services.

Since 1981, AEH has advanced policies and programs that promote health and access to care.



EPCHD President & CEO, Jacob Cintron, is welcomed as AEH's incoming board chair at a conference in San Diego.

Associates Exercise Mindfulness

Working in a healthcare setting can oftentimes create stressful situations, especially when someone's life is in your hands.

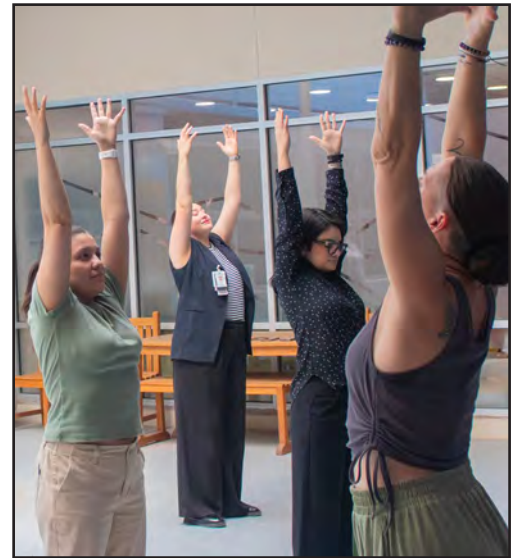
While it is not always easy to pause, relax and take a deep breath, doing so for a few minutes can help clear your mind.

For Mental Health Awareness Month in May, Associates had the opportunity to attend virtual guided meditations and yoga sessions to practice mindfulness. Other activities included plant potting and therapeutic crafts with Play-Doh.

Although Mental Health Awareness Month is recognized in May, the hope is that Associates can take with them the exercises and techniques they learned and implement them throughout the entire year.

Thank you for focusing on your mental well-being and being the best version of yourself for our patients!

If you are in need of confidential counseling, please call or text Dr. Sofia Reynoso-Crow at (915) 330-0741 or at: Sofia.Reynoso-Crow@umcelpaso.org



Associates practiced yoga in the CARES Atrium during Mental Health Awareness Month.

Managers Prepare For Success, Through Training Tracks Program



Training Tracks graduates celebrated with a ceremony hosted at El Paso Health.

Congratulations to the newest graduates of the UMC Training Tracks program, a specialized program created to assist new managers who have been promoted from within UMC or who have recently joined UMC. There are a total of five tracks in the series all with four hours of training each.

This year's graduates are:

- Lourdes Aguilar, Microbiology
- Jorge Aguirre, UMCSH OR Admin.
- Adriana Alvarado, UMCSH OR Admin.
- Enrique Lopez, Specimen

- Grace Beltran, UMCSH Human Resources
- Jessica Bretado, Lab Admin.
- Antonio Castillo, Legal Services
- Maggie Chavez-Sanchez, Quality Mgmt.
- Trevor Hjalmsquist, NHC Admin.
- Raul Huerta, Nursing Education
- Breanne Kennedy, OR Admin.
- Griselda Loya, Ambulatory
- Liliana Lunares, Pharmacy Residency
- Javier Martinez, ED Hold

Local Sports



Soccer

July 12 vs Las Vegas Lights FC, 7 p.m.

July 27 vs New Mexico United, 7 p.m.

Aug 10 vs Miami FC, 7 p.m.

Sep 7 vs Detroit City FC, 7 p.m.

Sep 21 vs Co. Switchbacks FC, 7 p.m.

Sep 28 vs North Carolina FC, 1 p.m.



Baseball

July 3 - 7 vs Albuquerque

July 19 - 21 vs Sugar Land

July 30 - Aug 4 vs Oklahoma City

Aug 13 - 18 vs Reno

Aug 27 - Sep 1 vs Tacoma

Sep 10 - 15 vs Salt Lake



SOCCER

Aug 22 vs Texas A&M - Commerce

Aug 25 vs UC Riverside

Sep 5 vs Texas A&M - Corpus Christi

Sep 26 vs Middle Tennessee

Sep 29 vs WKU

VOLLEYBALL

Aug 24 vs Grand Canyon (EXB), 12 p.m.

Sep 5 vs Southern Louisiana, 6:30 p.m.

Sep 6 vs Air Force, 6 p.m.

Sep 7 vs Stephen F. Austin, 12 p.m.

Sep 20 vs UTRGV, 5:30 p.m.

Sep 21 vs TX A&M - Corpus Christi, 12 p.m.

Sep 22 vs Texas State, 12 p.m.

FOOTBALL

Sep 7 vs Southern Utah Thunderbirds, 7 p.m.

March Madness Stirs Competition Amongst Hoop-Shooting Associates

UMC's annual Free Throw Madness event did not disappoint with dozens of teams competing to make it to the top three. Associates cheered and watched their colleagues shoot their best shot.

There were some airballs and nothing but net, but at the end of it all, a pair of UMC "hoopsters" took home first place and made it a wrap for 2024.

First Place: Marco Ramirez and Gerardo Padilla, Engineering

Second Place: Guillermo Rodriguez and Gregory Holguin, Patient Access

Third Place: Yvette Luna and Miguel Limon, Occupational Health



First place: winners Gerardo Padilla and Marco Ramirez



Second place: Guillermo Rodriguez and Gregory Holguin



Third place: Yvette Luna and Miguel Limon



2024 ENGAGEMENT SURVEY

73%


Thanks to you, we exceeded our organizational participation goal of 70%!

In August, we will be hosting our annual UMC CARES Leaders Action Planning Session, Directors will be reviewing department results with their teams and we will email out our overall organization results and action plans.

Congratulations to El Paso Health for 99% participation!

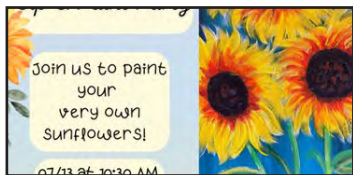
We greatly appreciate your feedback!






Things To Do In El Paso

July



7/13 Ardovino's Desert Crossing's Farmers Market offers the chance to relax and paint your very own sunflowers with step by step guidance.

labuenapaintparties.com



7/18 The Plaza Classic Film Festival returns for its 17th year. July 18-28, 2024, plazaclassic.com



7/19 El Fresco Music Series offers a free, monthly summer music event held at the Convention Center Plaza in downtown El Paso. elpasolive.com



7/31 The Jazz Exchange's commitment to expanding the availability of live jazz venues in El Paso is not only a priority for us but also a shared passion within our community. performances. thejazzexchange.org

August



8/4 Grupo Frontera will perform live at the Don Haskins Center on Aug. 4 at 8 p.m.

ticketmaster.com



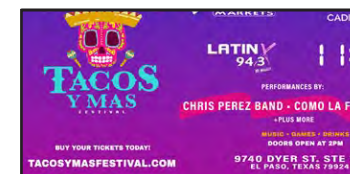
8/7 Dive -In Movies at The Elmont offer a day of poolside relaxation and fun every Wednesday. Movie starts at 6 p.m.

theelmont.com



8/10 La Nube, Spanish for 'the cloud,' is opening in August, offering cutting-edge STEAM discovery activities for guests of all ages to explore.

la-nube.org



8/31 The Tacos y Mas Festival is the ultimate celebration of food, music and culture.

August 31, 2024

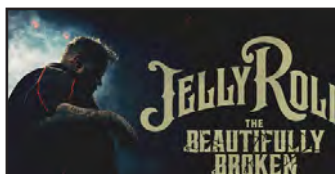
tacosymasfestival.com

September



9/6 Get ready for an unparalleled musical odyssey as Nickelodeon, GEA Live and Senbla proudly present: Avatar: The Last Airbender In Concert.

broadwayinelpaso.com



9/9 Country Singer, Jelly Roll, with special guests, Warren Zeiders and Alexandra Kay, will perform live at the Don Haskins Center.

ticketmaster.com



9/26 Disney Jr. Live on Tour" is coming to the Abraham Chavez Theatre. The performance features Mickey Mouse as he gets ready for the biggest playdate ever at the Clubhouse.

ticketmaster.com

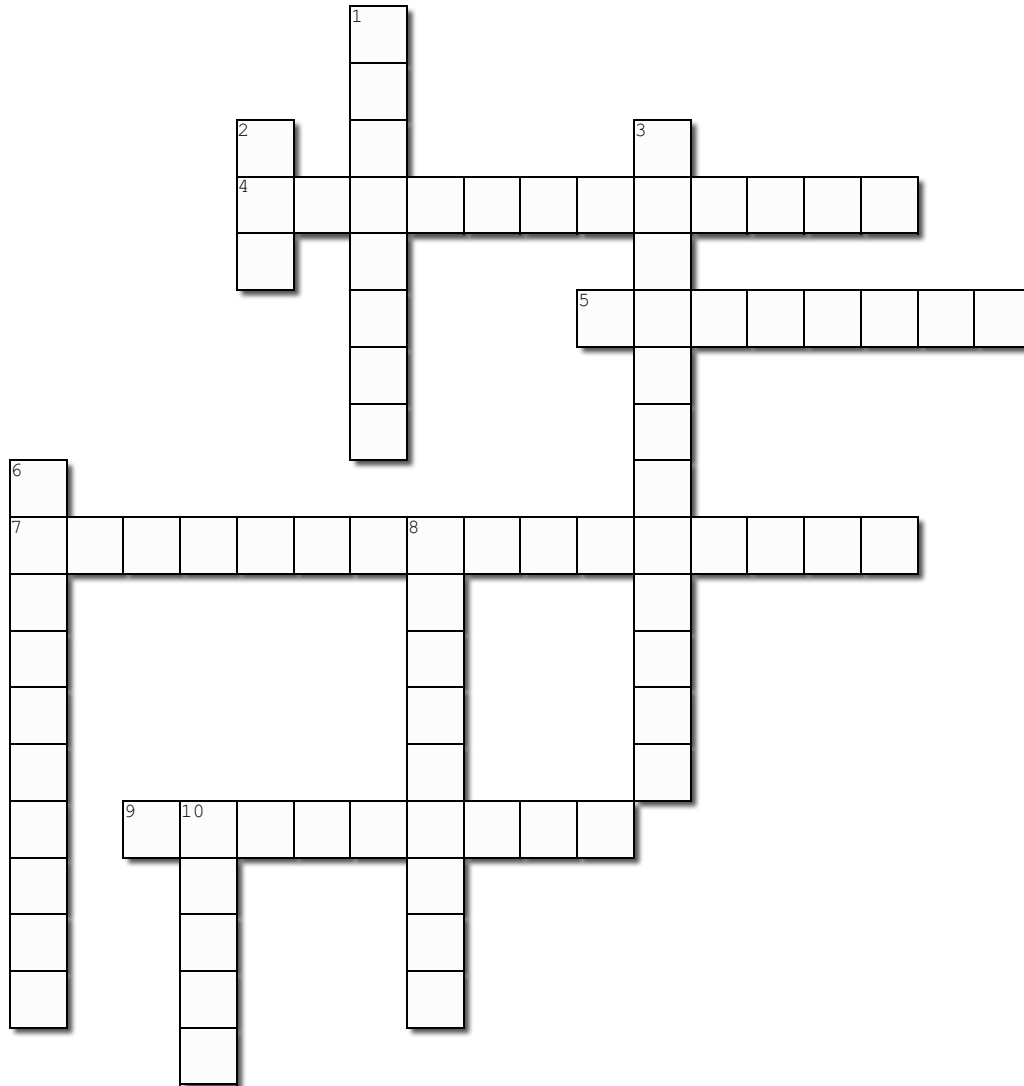


9/28 Way Out West Fest, El Paso's premiere music festival, will feature Billy Currington in downtown El Paso.

epwayoutwest.com

Brain Games

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



Across

- 4. Associates practiced mindfulness with activities during _____ Awareness week.
- 5. UMC Surgical Hospital introduces the latest _____ robot.
- 7. UMC Surgical Center West receives recognition for _____, Safety.
- 9. Congratulations to our Pull-Opp _____.

Down

- 1. _____ at the Chihuahuas!
- 2. The 50th anniversary of _____ week.
- 3. The EPCHD receives the _____ Award.
- 6. We celebrated our EPCHD organizations during _____ week.
- 8. One year partnership with _____.
- 10. Refill prescriptions on the _____ app.

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, Medical Technologist/Medical Lab Tech, Respiratory Therapist (RRT/CRT), Physical Therapist, Occupational Therapist, Pharmacist, Electrophysiology Technician, Registered Echocardiography Technician, Paramedic, Cardiac Cath Lab Technician, Certified Surgical Technician, Ultrasound Technologist, CT Technologist, Cytology Technician, 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.