



20
24 | ANNUAL REPORT

Securing the Future of Healthcare

Delivering on the promise of a stronger, healthier El Paso



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UNIVERSITY MEDICAL

El Paso Children's



El Paso County Commissioners



*Ricardo A. Samaniego
County Judge*



*Carlos Leon
Commissioner
Precinct 1*



*David Stout
Commissioner
Precinct 2*



*Iliana Holguin
Commissioner
Precinct 3*



*Sergio Coronado
Commissioner
Precinct 4*

Securing the Future of Healthcare

UMC Board Of Managers



A Message from Henry Gallardo,

Chair, UMC Board of Managers

As the Chair of the El Paso County Hospital District Board of Managers, I am filled with joy as I reflect on the tremendous strides we have accomplished over the course of one year.

I believe our vision as a Board has echoed what our community needs and deserves when it comes to healthcare in our city.

Overall, it has been a transformative year for UMC, one marked by overwhelming support from our community in the passage of the November bond, an initiative that will provide better healthcare access for all, as well as specialized care for burn patients and the creation of our region's first Comprehensive Cancer Center, in partnership with Texas Tech.

These outstanding advancements are happening in the place we call home, and that is truly remarkable. What people need during their most vulnerable times is their support system, and that is often left behind when patients must leave the city for care.

The Board remains committed to delivering hope, healing and progress in the decisions it makes to propel the Hospital District forward.

I am honored to be part of this Board of Managers and to continue finding the avenues that will further the Hospital District's vision of providing high-quality care for our region.

As UMC enters its 110-year anniversary of service to our community, let us focus on the generations of the future and providing them with the resources they need for a healthier, stronger tomorrow.

On behalf of the UMC Board of Managers, I extend my gratitude to everyone who has made this progress possible and look forward to the beginning of a significant milestone for UMC.

Together, we will build a healthier future for our community.

Sincerely,

Henry Gallardo
Chair, UMC Board of Managers



UNIVERSITY
MEDICAL CENTER
OF EL PASO



*Kristina Mena,
Vice-Chair*



*Anna Perez,
Board Secretary*



*Steve DeGroat,
Board Member*



*Linda Yee Chew,
Board Member*



*Miguel Fernandez,
Board Member*



*Isidro Torres,
Board Member*

UMC Senior Leadership Team



A Message from R. Jacob Cintron,

President & CEO, El Paso County Hospital District

It is remarkable to look at what was achieved in 2024 and see the growth of the Hospital District within the span of just 12 months. This year has paved the way for UMC's future, one that will bring forth many new initiatives because of the community's strong support of the UMC bond.

For nearly 110 years, University Medical Center of El Paso's dedication to the community has been unwavering, committed to bringing high-quality care and the latest technology and expertise to the region.

That dedication remains strong to this day, and it is a great honor to witness the incredible work that is being done to bring a burn center, a cancer center, and more specialized care to our community.

With the passage of the bond, we enter the initial phases of these projects, but more than just an investment in infrastructure, this bond will help enhance our capabilities and elevate the standard of care we provide. These advancements will allow us to meet the growing needs of our community and ensure that every patient has access to cutting-edge treatments. I cannot think of a better way to begin the new year than by continuing to deliver world-class healthcare and knowing we are securing the future of healthcare for generations to come.

This year also marked groundbreaking achievements in innovation and surgical excellence. Since opening its doors in January, the UMC Surgical Hospital performed a total of 1,922 cases and established three robotic service line programs with the use of the Da Vinci DV5, Mako Robotics and Globus Spine Robot. The acquisition of these robotic systems has revolutionized our surgical capabilities, enabling our physicians to perform minimally invasive procedures with unparalleled precision and faster recovery times for patients.

This continued growth shows us what is possible when a community comes together to prioritize health. The investments made today will bring a stronger, healthier tomorrow for our region.

Thank you for inspiring us to reach new heights and for supporting us on this journey to better health for all.

Sincerely,

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





*Michael Nunez,
District Chief Financial Officer*



*Maria Zampini,
Chief Operating Officer*



*Cathy Gibson,
Chief Compliance Officer*



*Lorena Navedo,
Chief Administrative Officer*



*Omar Villa,
Chief Legal Officer*



*Joel Hendryx,
D.O., Chief Medical Officer*



*Amy Daher,
Chief Nursing Officer*



*Eric Johansen,
Chief Quality Officer*



*Letty Flores,
Chief Financial Officer*



*Ray Davis,
Chief Information Officer*



*Jon Law,
District Chief Strategy
Officer*



*Ruben Vogt,
District Chief Advocacy
Officer*

Financials



A Message from Michael Nunez,

Hospital District Chief Financial Officer

Reflecting on the financial highlights of the El Paso County Hospital District in 2024, it is evident this past year was a year defined by growth and immense support from our community. This year, the Hospital District achieved total revenues of \$1.4 billion and total assets of \$934 million. This is a strong financial foundation for the future growth of the Hospital District.

As the healthcare needs of our community grew, we responded with increased capacity and services. Compared to 2023, district-wide, our inpatient admissions rose by six percent, our Emergency Department visits increased by three percent, our surgeries grew by nine percent and our outpatient visits expanded by six percent. This year brought significant milestones for the entire Hospital District. El Paso Health not only provided services to 96,450 members, but also launched the STAR+PLUS program, broadening access to specialized care for adults who have disabilities or are 65 years or older.

Our financial outlook remains robust, with a projected revenue budget of \$1.7 billion for 2025, a 21-percent increase over 2024. In the coming year, we will continue to advance the delivery of specialized care through strategic investments and work to introduce Medicare Advantage through El Paso Health in 2026. We are also planning for the successful execution of a \$397 million General Obligation Bond, which was approved by our community in the November election. With the passage of this bond, we look forward to creating El Paso's first Comprehensive Cancer Center, a dedicated burn center, and expanding our capacity with the addition of ICU beds, observation units, surgery rooms and clinics.

Our achievements in 2024 reflect the hard work and dedication of our healthcare professionals, staff and leadership team. Our focus for 2025 is to continue fostering innovation, investing in our facilities and expanding access to care. We are grateful for the trust we receive from our community. Your support allows us to continue delivering accessible, high-quality healthcare.

Sincerely,

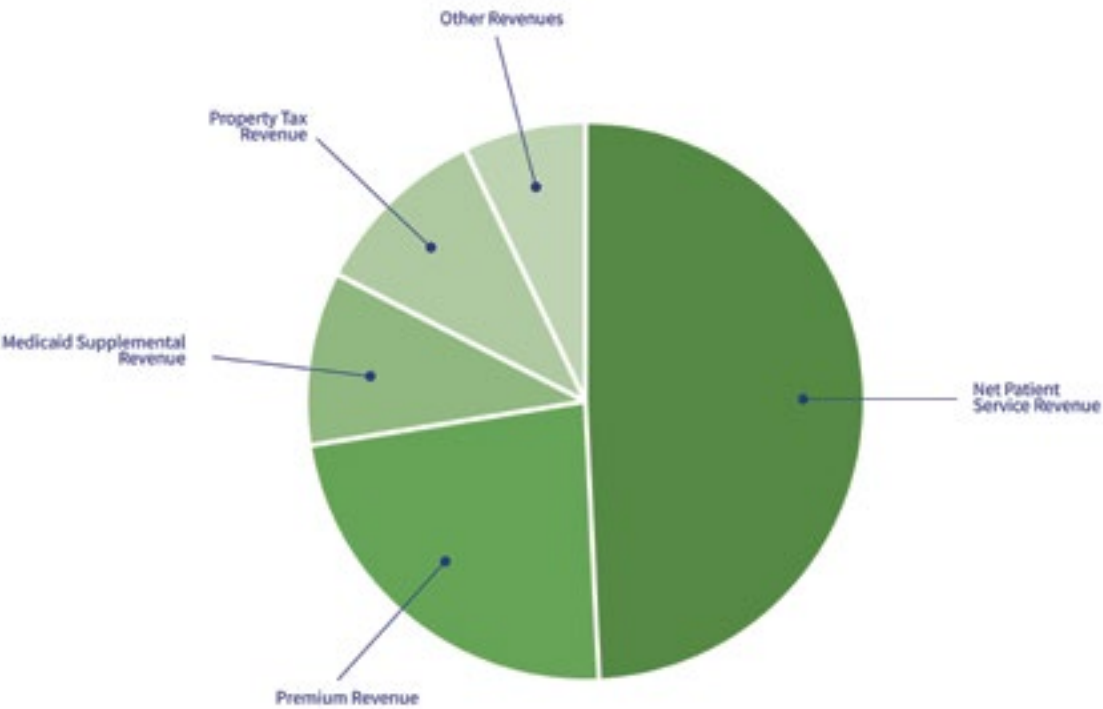
Michael Nunez
District Chief Financial Officer, El Paso County Hospital District



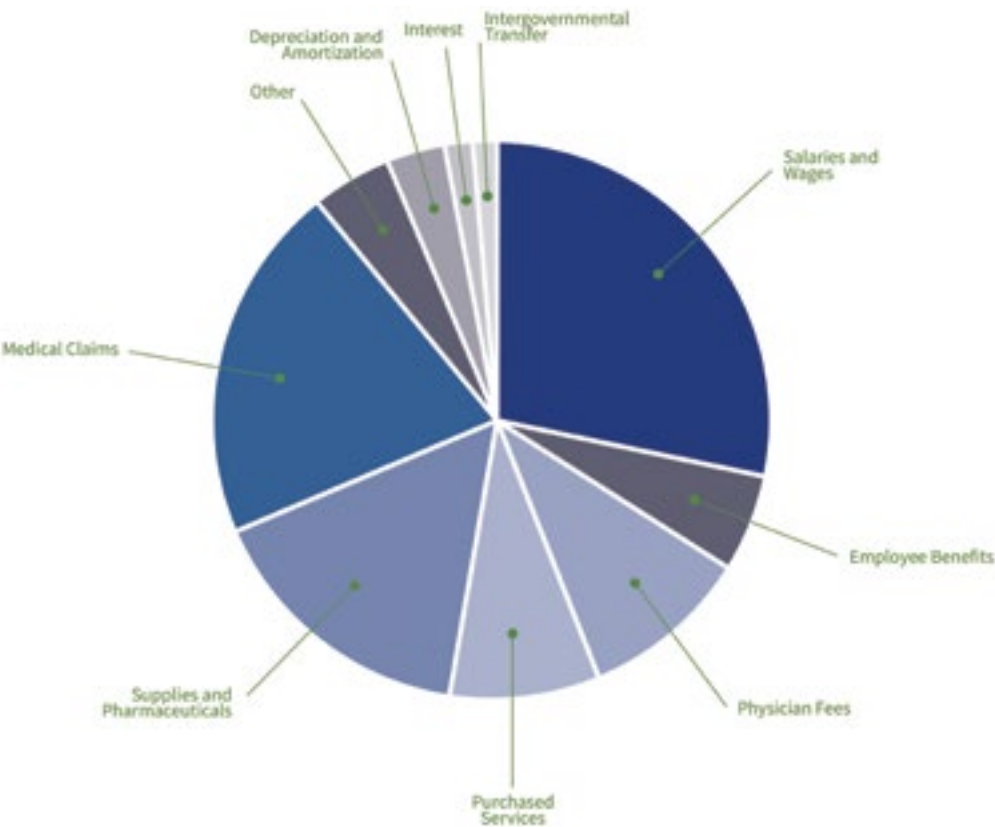
El Paso County Hospital District

2024 Expenses & Revenues

2024 District Revenues
\$1.439 Billion
(unaudited)



2024 District Expenses
\$1.442 Billion
(unaudited)



El Paso Children's Hospital Executive Team



A Message from Cindy Stout,

President & CEO El Paso Children's Hospital

As we reflect on another remarkable year, El Paso Children's Hospital continues to stand as the primary and sole pediatric specialty hospital in our region, dedicated to providing exceptional care for the children who need it most. We are proud of our new tagline: "Created by El Pasoans for generations to come," which captures the essence of our commitment to this community.

Over the past year, we have seen significant growth and accomplishments that reinforce our dedication. We proudly opened and fully operationalized our new Multispecialty Center, a state-of-the-art facility that enhances collaboration among our dedicated physicians and specialists. Additionally, our expansion to the 8th floor has allowed us to increase our capacity and services, ensuring that we can meet the growing needs of our patients.

This year, we also expanded our diagnostic tools and added specialists focused on epilepsy care, enabling us to provide comprehensive services for children facing this challenging condition. Each of these milestones reflects our progress and our unwavering dedication to the health and well-being of our community's children.

As we move forward, our mission remains clear: to prioritize the health of every child we serve. Since our opening, we have dramatically reduced the number of children needing to leave El Paso for specialized medical treatment by nearly 85 percent. As the only pediatric specialty hospital in the region, we are committed to ensuring that high-quality care is accessible right here in our community.

Thank you for your ongoing support as we continue to strive for excellence in pediatric healthcare, truly "created by El Pasoans for generations to come."

Cindy Stout, DNP, RN, NEA, BC
President & CEO, El Paso Children's Hospital





*John Runkles,
Chief Operating Officer*



*Roxanne Weisendanger,
Chief Nursing Officer*



*Omar Garza,
Chief Financial Officer*



*Ittay Moreno, M.D.
Chief of Staff*



*Laurel Huston
Chief Legal Officer*



*Jeffrey Shuster, M.D. Chief
Medical Officer*



*Roberto Canales, M.D.
Chief Clinical Officer*

El Paso Health Senior Leadership Team



A Message from Carol Smallwood,

President & CEO El Paso Health

El Paso Health reached a major milestone in 2024 with the implementation of the long-awaited STAR+PLUS contract. This contract allows us to serve an even greater number of people in our community, including adults who have disabilities or are 65 years or older. We welcomed over 9,500 new STAR+PLUS members to El Paso Health on September 1, 2024. Our entire organization worked diligently, logging long hours, to enroll these members efficiently, accurately and knowledgeably.

We remain the market leader in the El Paso service area for STAR and CHIP, with a 58.4% market share, 20 points higher than our closest competitor. We retained the #1 leadership position, and we did so through the unparalleled dedication of our Board of Directors, leadership, staff, network providers and continual enhancements to our programs. At the end of the fiscal year, across all plans, El Paso Health's total membership stood at over 96,000 members.

El Paso Health is deeply committed to enhancing member health and wellness, with a particular focus on maternal and child health. This commitment is reflected in our high-quality scores, including a 96.75% average across all Performance Improvement Project (PIP) documents over the last three years. Maternal health initiatives have targeted improved outcomes through blood pressure screenings and educational support for pregnant women. Prevention and immunization efforts have also yielded notable results, with El Paso Health ranking 2nd among all 16 Texas Medicaid MCOs for well-child visits, 1st for adolescent immunizations (16 points above the state average), 2nd for childhood immunizations (10 points above the state average), and 2nd in ADHD medication adherence. Additionally, El Paso Health ranks 3rd in postpartum visit adherence, underscoring our commitment to supporting mothers and children across critical health milestones.

El Paso Health remains steadfast in our commitment to providing needed programs and services for our members. We believe that by doing so, and by working in concert with our network of providers, we can be most effective in delivering access to quality healthcare for El Paso's children, families and individuals who need it most. We strive to be the most trusted managed care organization in El Paso. Trust resides in people, and I thank each and every Associate at El Paso Health for going "above and beyond" in their roles of taking care of our members and building that trust. It is with great hope and excitement that I look forward to another successful year in 2025.

Sincerely,

Carol G. Smallwood
President & CEO, El Paso Health





*Janel Lujan,
Chief Executive Officer
of Medicaid*



*Sharon Perkins,
Chief Information Officer and
HIPAA Security Officer*



*Gustavo Gonzales,
Chief Financial Officer*



*Maritza Lopez Holguin,
Vice President of Medicare
Operations*



*Don Gillis,
Vice President of Medicaid
Operations*



*Edgar Martinez,
Executive Director of
STAR + PLUS Operations*



*Jorge Guzman, M.D.
Medical Director*

UMC & EPCH Foundations



A Message from Abigail Tarango,

Executive Director UMC & EPCH Foundations

Reflecting on 2024, we are filled with gratitude for the generosity and dedication that have fueled our mission at the University Medical Center Foundation of El Paso, El Paso Children's Hospital Foundation, and Fundación UMC en México. Bound by a shared purpose to bring hope, healing and opportunity to our community, we strive to ensure quality healthcare is accessible to all, regardless of circumstance. Each event, partnership and campaign over the past year has strengthened our commitment to serving patients and families throughout their healthcare journeys, addressing both immediate and long-term needs.

Our achievements this year would not have been possible without the incredible support of our donors. Legacy gifts, corporate contributions and community support have enabled us to fund transformative projects, such as expanding specialized pediatric services, acquiring state-of-the-art medical equipment, and bolstering our endowment for future stability. The community's generosity has also brought joy and comfort to our youngest patients through in-kind donations, demonstrating the love that defines El Paso.

Signature fundraising events for UMC, EPCH Foundations, and la Fundación UMC de México continue to elevate our commitment to the community. The epic Kool & the Gang concert at the Plaza Theatre, the Fundación Fashions Show, or Noche Cubana at the EP Country Club, to name a few, made our year so memorable. Additionally, newly added events, such as Art from the Heart and Soiree Serenade at La Viña Vineyard, and many more have been crucial in raising vital resources to support our mission. These gatherings not only raised funds but also united families and supporters around a shared vision for the future.

The successes of this year reflect the goodness and compassion of our community. Each dollar raised and every contribution made brings us closer to a healthcare system that fosters healing and hope for all. We look to the future with optimism, inspired by a profound belief in the power of our collective efforts to create a healthier, more connected El Paso. Thank you for standing with us as we transform lives, one family at a time.

With deepest gratitude,


B. Abigail Tarango, Ph.D.
Executive Director, UMC & EPCH Foundations






UNIVERSITY MEDICAL CENTER
El Paso Children's

El Paso County Hospital District Vitals


Licensed Beds	516
Average Daily Census	342
Outpatient Clinics	14
Patient Days	125,433
Inpatient Admissions	22,486
ER Visits	125,243
Trauma Cases	3,801
Outpatient Visits	1,187,800
Births	2,871
Surgical Cases	16,356
<div><div><p>UNIVERSITY MEDICAL CENTER OF EL PASO</p></div><div><p>El Paso Children's HOSPITAL</p></div></div>	
<div><div><p>UMC</p></div><div>SURGICAL HOSPITAL</div></div>	

University Medical Center Vitals

Licensed Beds	394
Average Daily Census	269
Outpatient Clinics	9
Patient Days	98,560
Inpatient Admissions	18,267
ER Visits	97,326
Trauma Cases	3,801
Outpatient Visits	1,094,652
Births	2,871
Surgical Cases	11,727
Endoscopy Procedures	15,126




UNIVERSITY
MEDICAL CENTER
OF EL PASO



UMC
SURGICAL HOSPITAL

El Paso Children’s Hospital Vitals

Licensed Beds	122
Average Daily Census	73
Outpatient Clinics	5
Patient Days	26,873
Inpatient Admissions	4,219
ER Visits	27,917
Outpatient Visits	93,228
Surgical Cases	4,629
Endoscopy Procedures	865



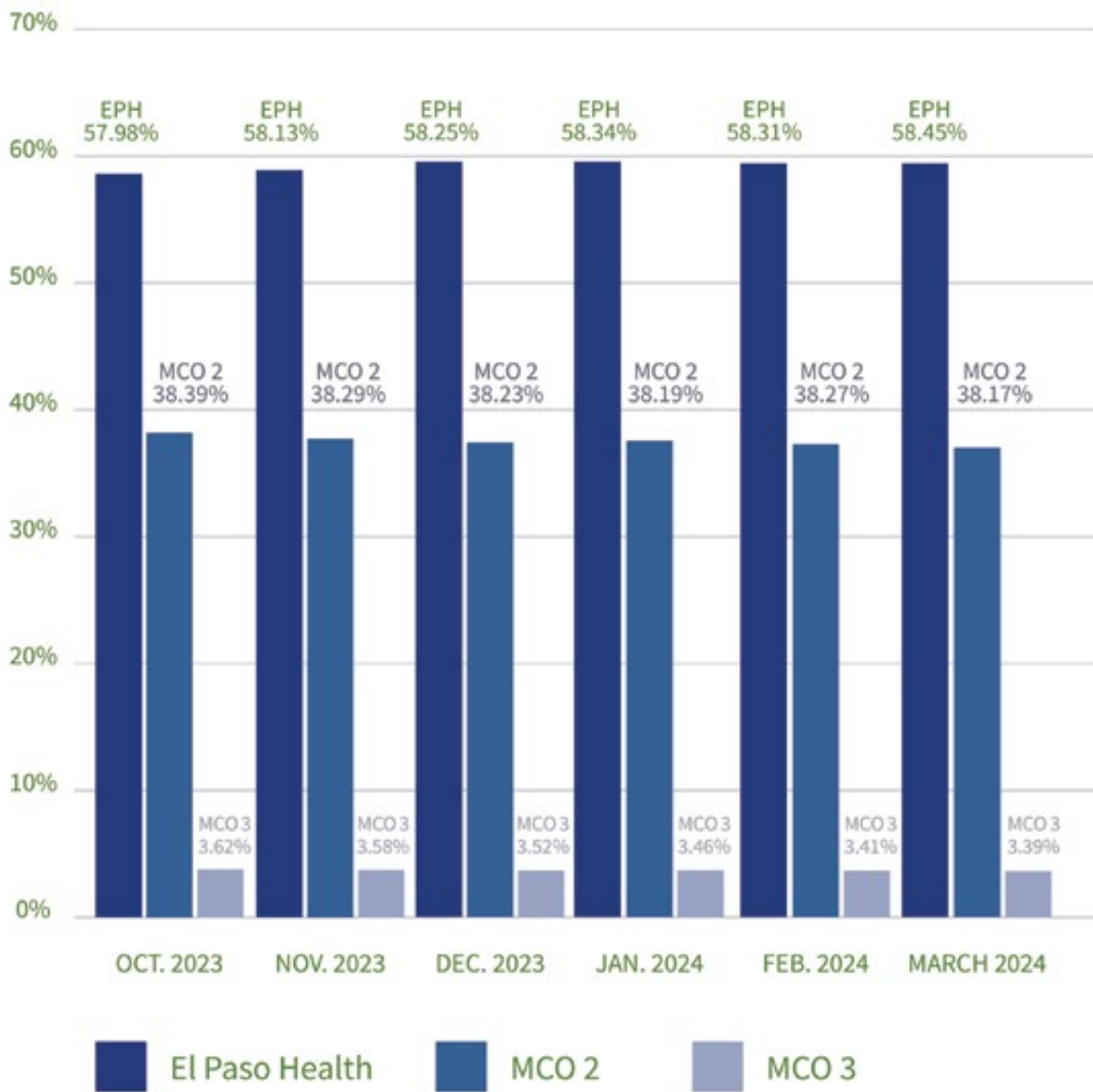
El Paso
Children’s
HOSPITAL

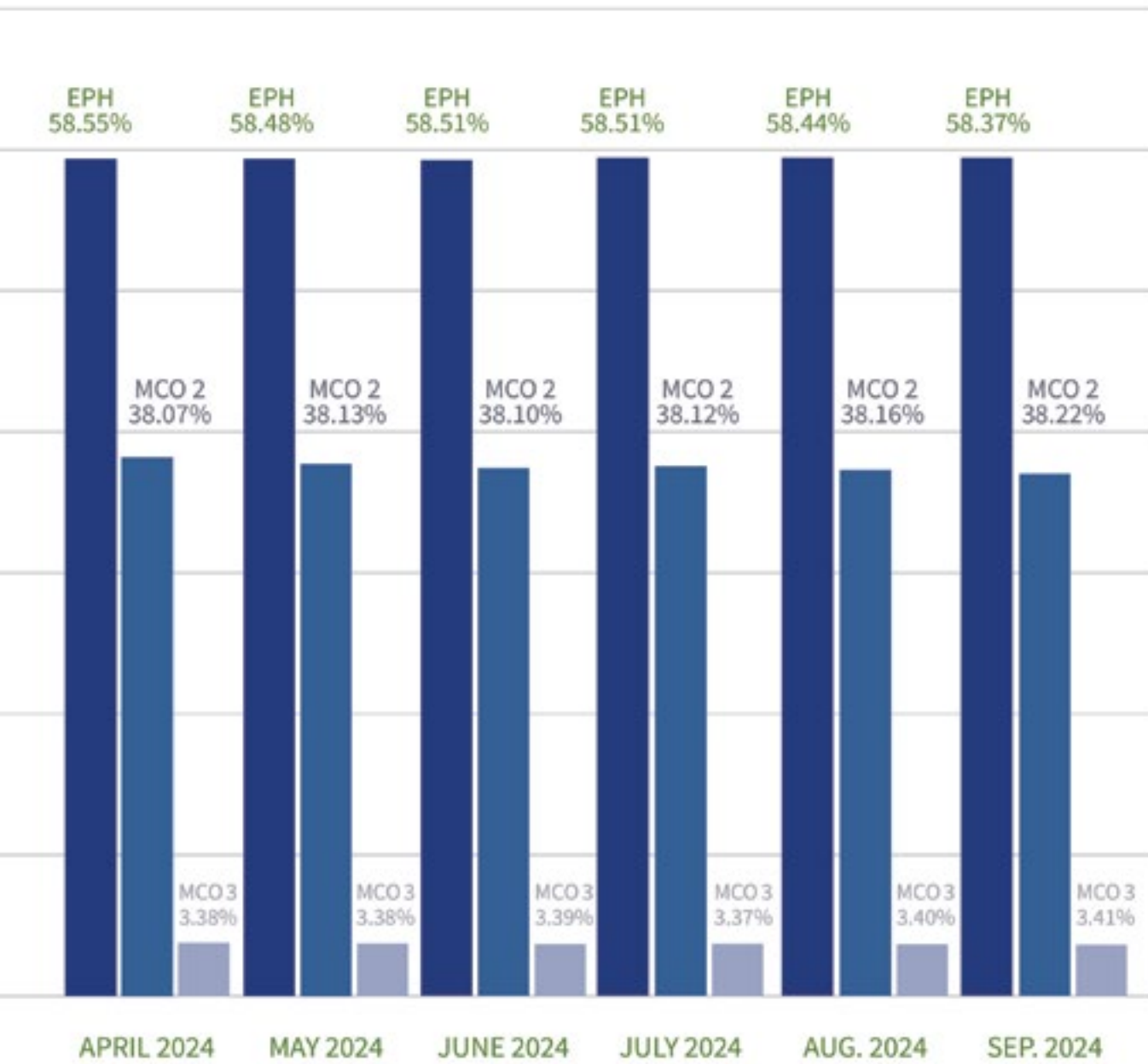
El Paso Health Vitals

Total Member Months	1,081,495
Medicaid	874,601
STAR	816,050
CHIP	46,318
CHIP Perinate	2,2723
STAR+PLUS	9,510
Medicare D-SNP	3,328
Third Party Administrator	203,566
<div><div>El Paso Health <small>HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.</small></div></div>	

STAR & CHIP Market Performance

Oct. 2023 - Sept. 2024







District Firsts

Securing the Future of Healthcare



District Firsts

UMC's Emergency Departments, Clinics Receive Age-Friendly Designations



University Medical Center of El Paso (UMC) is proud to announce it has achieved a prestigious Level 3 Geriatric Emergency Department Accreditation (GEDA) from the American College of Emergency Physicians (ACEP) and a Level 2 Age Friendly designation from the Institute of Healthcare Improvement (IHI) for its Outpatient Clinics.

These designations emphasize UMC's commitment to meeting the highest standards of care for our community's older adult patients. The GEDA program is a national initiative that recognizes hospitals equipped to handle complex health issues among older patients.

To obtain this accreditation, UMC's Emergency Departments at the UMC Main Campus and satellite emergency departments in East and Northeast El Paso, implemented specialized geriatric

training for staff and screenings to identify potential risks in patients, such as cognitive impairment and fall risks.

UMC's Emergency Departments offer a safe and comfortable environment with fall-prevention measures in place, as well as a coordinated discharge plan for patients to have a safe transition from our emergency departments to their home.

The UMC East and West Clinic's Level 2 Age Friendly designation means our clinics have also implemented a set of evidence-based interventions specifically designed to improve care for adults 65-years and older.

When it comes to specialized care for your needs, be assured you and your family are in good hands at UMC.



District Firsts



El Paso Children's Hospital Opens Region's First Pediatric Multispecialty Center

El Paso Children's Multispecialty Center, which opened March 4, is the region's most comprehensive multispecialty center within a 350-mile radius that provides care for behavioral and developmental psychiatry, brachial plexus, cranial facial, cystic fibrosis, dermatology, audiology, general surgery, neurosurgery, spina bifida, urology, and vascular abnormalities.

The area's newest state-of-the-art pediatric multispecialty center, a department of El Paso Children's Hospital, houses more than 30 specialists in its 35,000-square-foot facility at 5400 Alameda Ave., Suite B. El Paso Children's Multispecialty Center has 52 exam rooms, including 10 outpatient infusion bays, in-house x-rays, labs, ultrasounds, echocardiograms and much more.

Listening to the needs of the community, this new multispecialty center is here to keep families together at home, while providing them much-needed services. The children in

El Paso and surrounding areas are able to have family support and not worry about the emotional or financial strain caused by traveling for care that was once not available in El Paso.

El Paso Children's Multispecialty Center is prepared to care for more than 20,000 patients annually. With this comprehensive multispecialty center now available, patients who require a team of specialists no longer have to deal with the added financial and emotional strain that comes with seeking a specialized team that used to only exist outside of El Paso.

Its partnership with the University Medical Center of El Paso and Texas Tech Health El Paso provides for each patient to have seamless coordinated care.

Having doctors and medical professionals who specialize in various fields in one facility makes working together efficient and provides comprehensive care for the patients.

District Firsts

UMC Expands Care With New Surgical Hospital In East El Paso

Since opening its doors one year ago, the UMC Surgical Hospital (UMCSH) has performed thousands of surgeries and established three robotic service line programs using the Da Vinci 5, Mako Robotic, and Globus Spine Robot systems.

UMCSH's state-of-the-art technology allows surgeons to integrate the use of Artificial Intelligence (AI), to enhance precision and efficiency, and offer minimally invasive surgeries with a faster, less painful recovery.

In addition to being highly equipped to support complex medical procedures, UMCSH features a cath lab, endoscopy procedure rooms, a radiology department, an inpatient pharmacy and an emergency department. A total of 1,922 surgical procedures, 407 endoscopy cases and 2,326 visits to the UMCSH Emergency Department were reported this year.

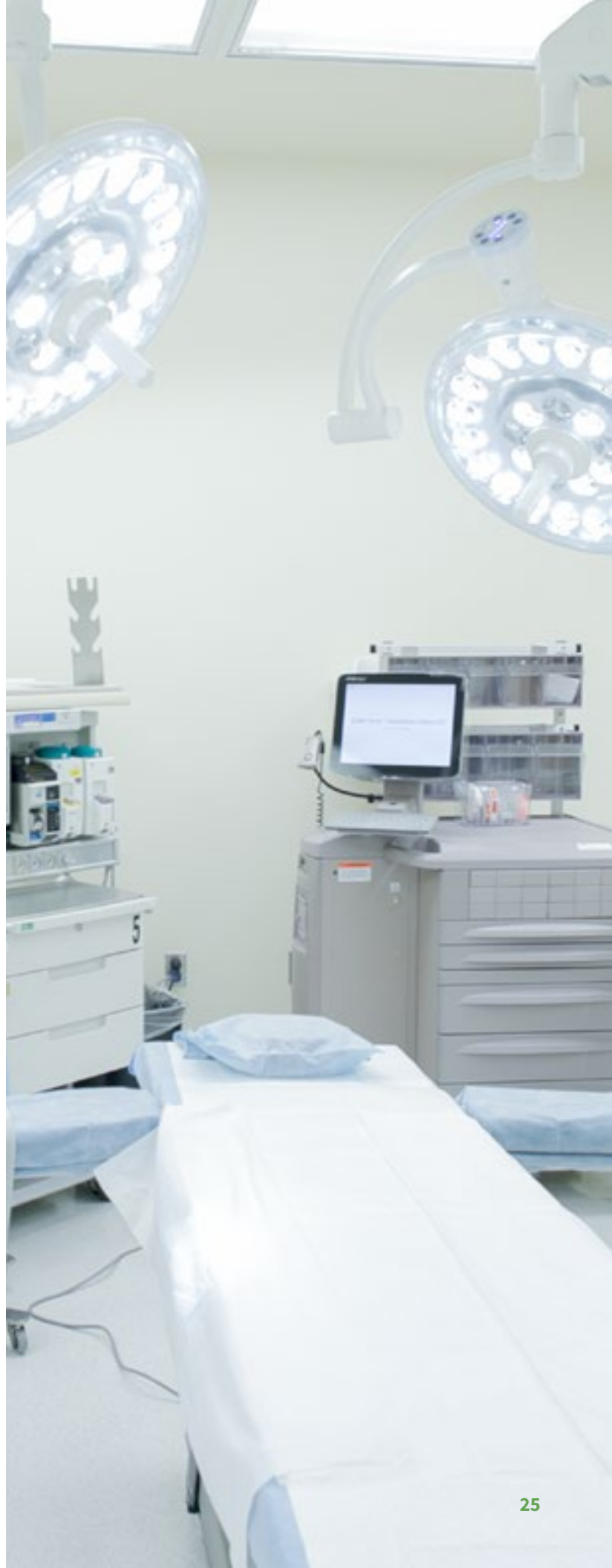
Located at 1416 George Dieter, UMCSH provides 40 additional beds for inpatient and outpatient procedures and six operating rooms.

The addition of this hospital has allowed UMC to provide surgical care at a convenient location for patients who no longer have to travel to the main campus for surgeries and has also helped alleviate daily capacity constraints at UMC Main Campus.

Six months after its opening, UMCSH became the first hospital in El Paso to implement the use of an advanced multiport robotic surgical system, called Da Vinci 5, by Intuitive.

This new robotic system introduces “force feedback technology” for soft tissue procedures and allows surgeons to feel subtle forces exerted on tissue during surgery, creating less trauma on the tissue.

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



District Firsts

UMC's First Deep Brain Stimulation Procedure Successful, Adds New Service Line

University Medical Center of El Paso (UMC) successfully completed its first Deep Brain Stimulation (DBS) surgery for patients with neurological conditions that affect mobility, such as Parkinson's disease, in October.

Dr. Harold Smith is trained to perform this treatment for patients with movement disorders and Essential Tremor (ET).

Using sophisticated technology and state-of-the-art equipment, UMC neurosurgeons implanted electrodes in specific areas of the patient's brain to regulate abnormal signals. The patient was awake during the first part of the procedure while the neurosurgeon stimulated the brain with small electric pulses to test the electrode placement. The patient was then asked to perform certain movements to ensure proper positioning.

After the surgery, the pulse generator is programmed by the neurologist to deliver specific impulses to control the patient's symptoms of stiffness, slowness and tremor, significantly improving their quality of life.

UMC continues to work toward providing our region with a wide range of advanced medical services that our community has often had to travel out of town to obtain.

Under the leadership of Dr. J.D. Day, UMC's Medical Director of Neurosurgery, our neurosurgeons are bringing some of the most advanced techniques for treatment of neurological conditions to our Borderland.

For information about UMC's Neurosurgery and Spine Center, visit nexuselpaso.com.



District Firsts

A First For UMC: Urological Procedure Using Single Port Robot

El Paso's first urological procedure using the Da Vinci Single Port Robotic System was performed at UMC by Dr. Jesus Herrera-Murillo.

Dr. Murillo successfully performed a partial nephrectomy, which is when part of the kidney is removed, using the SP robotic system.

Robotic surgery has two different platforms: multiport (Da Vinci Xi) and single port (Da Vinci SP).

UMC was the first hospital in El Paso to introduce the use of the Da Vinci SP robotic system in 2023. The robotic system gives surgeons the ability to deliver robotic-assisted surgery through a single port, instead of multiple ports, making surgeries less invasive.

The benefits of using the Da Vinci Single Port for a urological procedure is that it results in less incisions, allows for surgeons to stay away from the peritoneal cavity, which is beneficial for patients with pulmonary issues, and provides a less painful, faster recovery for patients.

Other cities have used the Single Port for these types of procedures, but this case was the first time the Single Port was used for a urological procedure in El Paso.







District Features

Securing the Future of Healthcare





District Feature

El Pasoans Approve \$396.6 Million Bond For UMC's Healthcare Expansion

El Paso voters approved a \$396.6 million bond for University Medical Center (UMC) of El Paso with 65% support on the November ballot. The bond will fund critical expansions and enhancements at UMC, aiming to fill healthcare gaps and meet growing patient needs in the region.

Key Projects Funded by the Bond:

1. UMC Campus Improvements

One-third of bond funds will be used to enhance UMC's ability to meet capacity needs and add new technology to imaging and operating room facilities.

2. Comprehensive Cancer Center

The first of its kind in the region, UMC will partner in building a comprehensive cancer center that will allow patients to seek treatment closer to home.

3. Burn Center Development

El Paso lacks a local burn care program, and patients are often transferred out of the city for specialized care. The bond will increase care capability by adding additional operating rooms, critical care beds, and enhanced burn care units.

4. Expansion of Healthcare Access Points

To accommodate the growing population and increasing healthcare demands, the bond will expand access points across the region. This effort is aimed at making preventative and acute care more accessible for patients across the region.

The bond will increase property taxes by approximately \$6 per month for an average El Paso homeowner. Funds will strictly cover the construction and equipment costs for the projects, without being used for staff salaries or ongoing operations.



**First Comprehensive Cancer Center
in El Paso**



Burn Center and Critical Care Beds



Improvements to the UMC Campus



**Expanded Healthcare Access Points
Across El Paso County**

District Feature



UMC Receives Reverification as Level 1 Trauma Center

Once again, University Medical Center of El Paso (UMC) received reverification of its Level 1 Trauma Center by the American College of Surgeons

The UMC Scherr Legate Level 1 Trauma Center is the only Level 1 Trauma Center in a 270-mile radius of El Paso, recognized within the Texas and New Mexico Trauma Systems.

Since 2001, UMC's Scherr Legate Level 1 Trauma Center has been distinguished by the immediate full availability of specialized personnel, equipment and services to treat the most severe and critical injuries.

Being a Level 1 Trauma Center means UMC remains committed to maintaining a full-range of specialties and resources available 24-hours a day.

This achievement recognizes a trauma center's dedication to providing the highest level of care for injured patients.

From life-saving surgeries to critical emergency care, UMC serves as our community's lifeline.

District Feature

EPCHD Associates Thanked For Their Work During Pandemic

University Medical Center of El Paso (UMC) recognized the healthcare heroes who were with us continuously from the day we received our first COVID-19 patient through the five year anniversary of the pandemic. The names of those who tirelessly worked to provide the Borderland community with extensive care during the COVID-19 pandemic were unveiled on a memorial wall on March 4.

As COVID-19 cases began surging in El Paso in March 2020, UMC became the foremost hospital to transform virtually every floor into a COVID unit. Patient rooms were converted to negative pressure rooms to prevent pathogens from flowing to noncontaminated areas.

To meet the demand of patients admitted with COVID-19, military grade tents were established to expand capacity, and an ICU visitation program was created to provide patients' family members with daily updates from medical staff. Most notable were UMC's efforts to provide vaccinations for the El Paso community.

In 2021, the UMC Mobile Health Clinic made receiving the COVID-19 vaccine easier in El Paso County by allowing the vaccines to be safely transported to pop-up vaccination sites for eligible and pre-registered residents to receive their COVID-19 vaccine, without making a trip to the city.

To date, UMC, along with partners at its vaccination sites at the El Paso County Coliseum, UMC Clinics, and the UMC Mobile Health Clinic, vaccinated over 360,000 patients. As we did during the years that followed a surge of COVID-19 cases, UMC continues to work tirelessly to save the lives of those who are infected with the virus or living with the long-term effects of it.

Thank you to our healthcare heroes for answering the call during the pandemic. Your commitment and dedication does not go unnoticed.



District Feature



UMC's Nurse Residency Program Looks To Strengthen Workforce

To celebrate the 10-year anniversary of UMC's Nurse Residency Program (NRP), a 12-month comprehensive transition-to-practice program for graduate nurses, UMC began working to attain Practice Transition Accreditation Program (PTAP) accreditation from the American Nurses Credentialing Center (ANCC). The accreditation is expected to happen within the next two years. Last year featured the program's largest cohort, with 39 students. To date, 606 nurses have gone

through UMC's Nurse Residency Program, which boasts a 93% retention rate. In order to reach this accreditation, UMC has created an advisory committee comprised of college deans and representatives from UTEP, TTUHSC, EPCC, Southwest University and Western Technical College. The first meeting to launch the collaboration was held on Jan. 17 and will continue with quarterly meetings to discuss how to create a seamless transition from school into the workforce.

District Feature

Donation Honors Dr. Jimenez's Legacy At UMC, EPCH

A pioneer in neurosurgery, Dr. David F. Jimenez's legacy will continue to change the lives of countless patients and families through the innovative work he left behind and the influence he made on neurosurgeons who continue using his surgical techniques to treat craniosynostosis. On Jan. 10, a memorial plaque was unveiled above Operating Room #4 in Dr. Jimenez's honor. Jimenez's wife, Lisa Bishop Jimenez, gifted \$50,000 to initiate the Dr. David F. Jimenez Memorial Fund through the El Paso Children's Foundation. The memorial fund will help continue Dr. Jimenez's mission of training the next generation of neurosurgeons who can perform the Endoscopic-Assisted Craniotomy surgery he developed throughout his 30-year career. "David had a vision of making something very great in El Paso. He pushed for things to grow and he was here for a purpose, to make us cutting edge," said Jacob Cintron, President & CEO El Paso County Hospital District. Dr. Jimenez was the Director for the Department of Neurosurgery at University Medical Center of El Paso and Medical Director of Neurosurgery and Chair of the Department of Neurosciences at El Paso Children's Hospital from 2019 until his sudden passing on May 25, 2023. Known nationally and internationally as an ingenious surgeon, Dr. Jimenez's arrival to El Paso marked a great milestone for El Paso families who no longer had to leave the community for pediatric neurosurgery. He is credited with expanding UMC and EPCH's neurosurgery practice.



Scan the code to contribute to the
Dr. Jimenez Memorial Fund



District Feature

ICU Nurses Awarded DAISY Team Award For Providing Life-Saving Care To Teen

Jessica Arellanes was seventeen when she was hit by a car while riding her bike home from work one night in Carlsbad, New Mexico. That incident in May 2023 left her with injuries so severe, she had to be airlifted to UMC. “As I walked through the hospital doors, I found my daughter laying in that bed and my heart sank. She was unconscious, intubated, a ventilator breathing for her,” said Jessica’s father, Cesar Arellanes. “I felt a kind of desperation that I’ve never felt in my life.” Arellanes said the trauma Jessica suffered caused a stroke. She underwent an eight and a half hour surgery on her left leg and pelvis and spent 35 days in the ICU requiring constant attention from UMC’s Multidisciplinary ICU Team. Arellanes said he was deeply moved by the care his daughter received from Steven Saenz, RN; Diana Lopez, RN; Fernanda Nevarez RN; Carolina Urbina, RN; Hugo Acosta Gasson, RN; Matthew Contreras, RN; Ashley Marinussen, RT; ICU and the physicians and surgeons who oversaw her case.

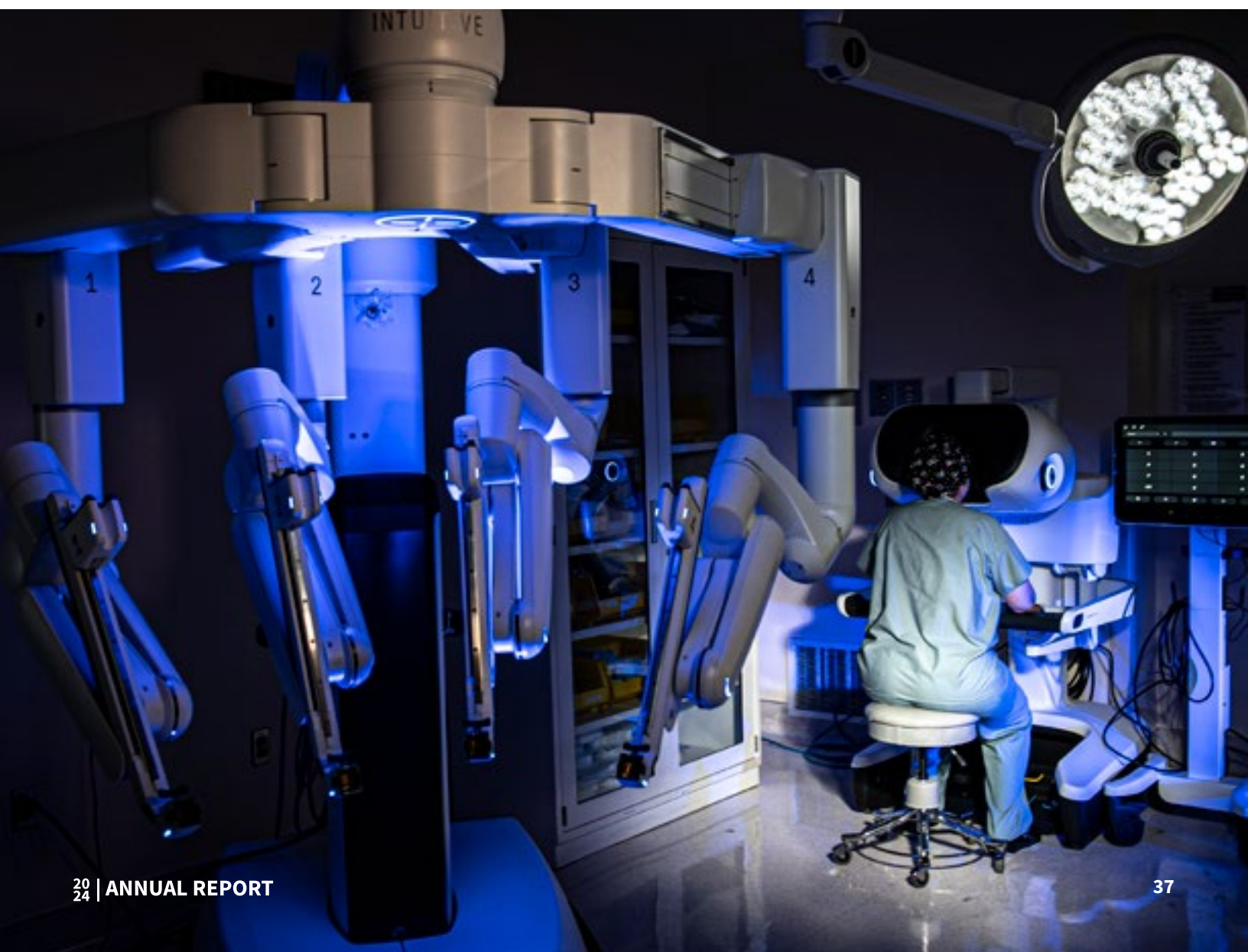
“These silent heroes unknowingly put on the cape and go to battle against death itself,” said Arellanes. “I heard a quote one day while watching a movie ‘to mend the broken and make the weak strong again.’ I believe that is the mission these extraordinary human beings carry out each and every day as they walk through the doors of the hospital and head to the ICU.” Nearly a year later, Jessica’s recovery is ongoing and she has regained the ability to walk. The Multidisciplinary ICU Team has since received UMC’s first ever DAISY Team Award for their efforts to save Jessica’s life. The DAISY Team Award recognizes that while an idea to achieve better patient and family outcomes may start with one individual, it often takes an entire team to successfully implement. The DAISY Team Award is designed to honor collaboration by two or more people, led by a nurse, who identify and meet patient and/or patient family needs by transcending the traditional role of nursing. Thank you to our Multidisciplinary ICU Team for the attentive, compassionate care and kindness you provide to our patients and their families!



District Feature

UMC Introduces Da Vinci 5 Robot For Soft Tissue Surgical Procedures

University Medical Center of El Paso (UMC) became the first 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). 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.



District Feature



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.

District Feature

UMC's Electrical Plant Receives Boost With Funding For Equipment

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



District Feature

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 this outcome 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.

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.



District Feature

West Texas Poison Center Celebrates 30 Years

What began as a small center that would only receive a couple of calls a day has grown to answering more than 85 calls a day 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 Fuerte-Hernandez, 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!



District Feature

Specialty Care of Hormones Now Provided At UMC

University Medical Center of El Paso's newest Endocrinology Department is expanding access to a new service line specializing in diagnosing and treating conditions related to the endocrine system.

Some of the services provided by the endocrinology practice, located at the UMC Northeast Clinic, include treatment for diabetes, pituitary and thyroid disorders, menopause, and bone diseases.

As part of this new addition, UMC welcomed its newest endocrinologist, Dr. Juan Castillo, who brings 18 years of healthcare experience to UMC.

Originally from Santo Domingo, Dominican Republic, Dr. Castillo earned his medical degree from Universidad Autónoma de Santo Domingo. He completed his internal medicine residency at South Brooklyn Health in New York, followed by an Endocrinology, Diabetes, and Metabolism Fellowship.

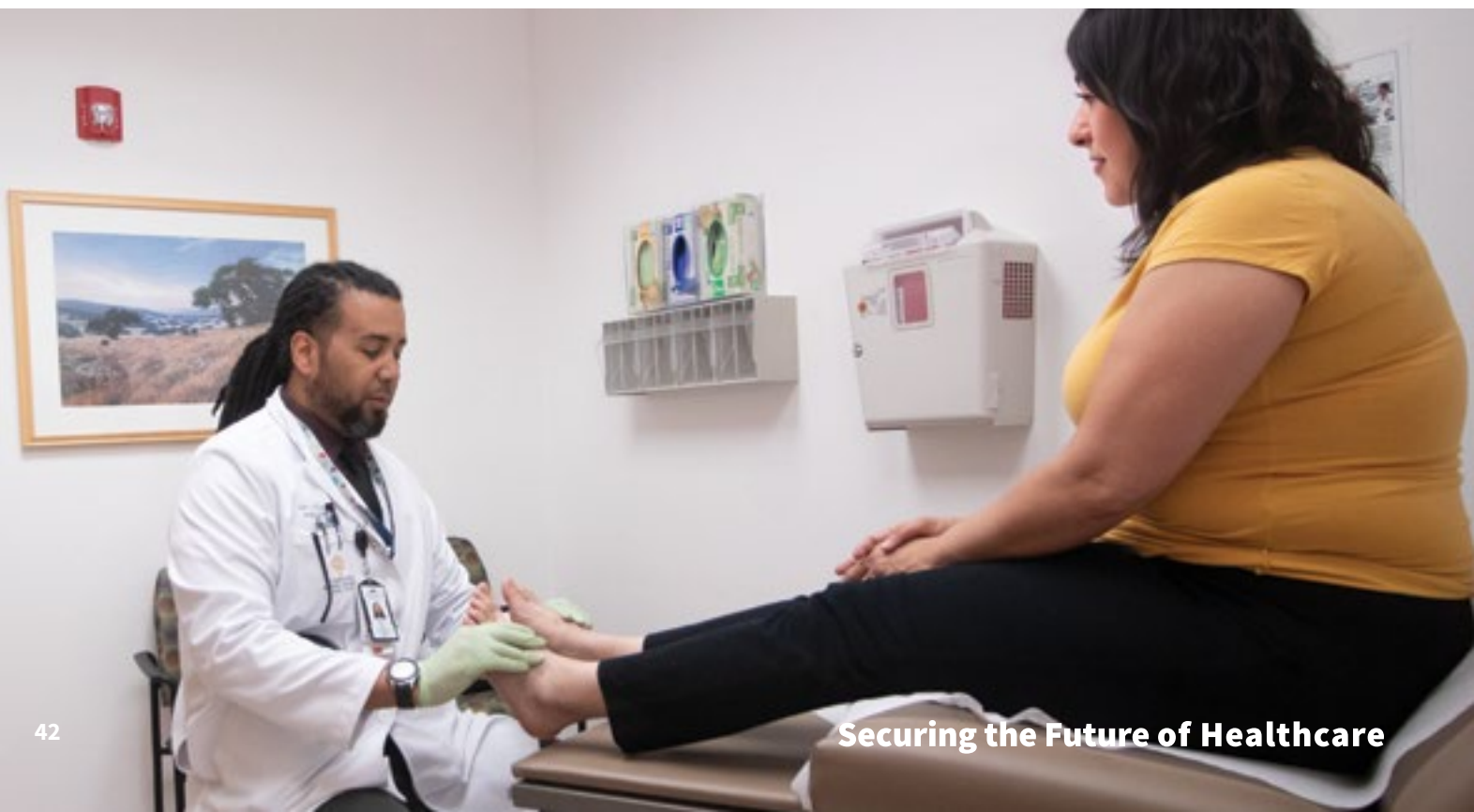
In the same year UMC added a new endocrinology service line, the University Medical Center Foundation of El Paso (UMCF) secured a generous \$422,692 grant from the Paso del Norte Health Foundation to launch Diabetes Care Plus, an innovative three-year care management program aimed at assisting patients who face challenges in managing their condition effectively.

Dr. Juan Castillo, the attending endocrinologist for the grant program, is excited to implement this innovative care model, which is designed to provide comprehensive support to patients with diabetes through a collaborative and personalized approach.

UMC of El Paso currently serves over 11,000 patients with type II diabetes mellitus.

With the assistance of this grant, a clinical pharmacist will join forces with physicians to coordinate patient care, deliver tailored education, and ensure thorough follow-up.

To schedule an appointment with Dr. Castillo, call (915) 231-2304.



District Feature

UMC Once Again Recognized For Achieving Meritorious Outcomes For Surgical Patient Care

University Medical Center of El Paso (UMC) was once again deemed meritorious in outcomes of inpatient and outpatient surgical procedures by The American College of Surgeons National Surgical Quality Improvement Program (ACS NSQIP®).

The ACS NSQIP recognition program commends a select group of hospitals for achieving a meritorious composite score in either an “All Cases” category or in a “High Risk” case category, both of which UMC received recognition based on data from 2023.

Nationwide, 77 hospitals received this meritorious distinction, of which, UMC was among 32 hospitals to receive the distinction

for two or more consecutive years and among 43 hospitals who were recognized for meritorious outcomes in both categories.

The goal of ACS NSQIP is to reduce surgical morbidity, surgical mortality, and to provide a firm foundation for surgeons to apply what is known as the “best scientific evidence” to the practice of surgery.







District Collaborations

Securing the Future of Healthcare



District Collaborations

UMC Foundation Program Educates Parents On Car Seat Safety For Children

Sylvia Flores' life changed when a car crash she was involved in sent her son, Gael, to the El Paso Children's Hospital with two broken femurs. Flores said her son, who was 23 months at the time, was buckled into his car seat at the time of the crash, but because the seat was not properly installed, the car seat did not protect him as it should have. "Me as a new mother, I had no idea how car seats needed to be buckled in, in order for them to stay in place," said Flores. Gael's injuries required him to be in a spica cast, a special type of cast that helps realign femur fractures. This new cast required a special car seat once her son was released from the hospital. "Thankfully, the [UMC Foundation's El Paso Health Car Seat Safety Program] helped me with a special car seat to make sure my child would travel safely while he was in the cast," Flores said. She believes if she had known about this program sooner, it could have helped prevent the severity of the injuries her son had from the crash. "This program has had such an impact on my life," she said. "Had I known how car seats function, perhaps nothing would have ever happened to my baby, but thank God my son is still with us and nothing worse happened." The UMC Foundation's El Paso Health Car Seat Safety Program has educated thousands of parents, like Flores. Every month, the program offers parents in the community the opportunity to have their child's car seat evaluated by a certified child passenger safety technician. The tech may recommend a free replacement if needed, and provide instruction on proper installation, according to Texas Child Transportation Safety Laws. Thus far, the program has provided 4,508 car seats, to include car seats for special needs, to children at UMC, El Paso Children's Hospital, Del Sol Medical Center and Las Palmas Medical Center. For information on upcoming car seat safety events, contact Carolyn Williams at CWilliams@umcelpaso.org.



District Collaborations

EPH Partners with UMC Foundation for Eighth Year of Car Seat Safety program

In September, the UMC Foundation kicked off the 11th year of its Car Seat Safety program with a check ceremony and reception held at El Paso Health's offices. With its \$60,000 donation, El Paso Health committed to its eighth straight year of partnership with the foundation to make this vital program an ongoing success. Over the course of the last year, the Car Seat Safety Program has served 379 families and 617 children by providing installation instruction and child passenger safety education. In addition, 539 car seats have been provided to children in need, including car seats specially designed for children with special needs upon discharge from the hospital. This program is a shining example of a strong, effective partnership crafted within our El Paso County Hospital District.



EPH Medicare Advantage Grows Membership Over 400%



Over the last year, El Paso Health has grown its Medicare Advantage enrollment by over 400%, from 93 to over 500 members. One factor in that success has been the significant growth in the network of local brokers who are selling El Paso Health's MA plan. The EPH MA team has grown their community of brokers from 50 to 150 during calendar year 2024, and - in preparation for Medicare's Annual Enrollment Period and another year of growth - the Medicare Advantage team hosted their largest-ever Broker Kick-Off Meeting in September.

District Collaborations

PAM Health, UMC Celebrate One Year Of 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 over 400 rehabilitation patients since the joint venture began with UMC.



District Collaborations

El Paso Health launches new STAR+PLUS Plan

After over a year of training and preparation, on Sept. 1, El Paso Health (EPH) officially welcomed over 9,500 members to its new STAR+PLUS program. EPH associates rallied to provide these members the smoothest-possible transition from their previous plans and – most importantly – to ensure complete continuity of care. Some indicators of that tremendous effort include:

- EPH's Service Coordinators conducted over 6,000 initial outreach and welcome calls during the month of September.
- Member Services received over 14,000 incoming calls in the first four weeks of September, of which nearly 6,000 are from STAR+PLUS members. In addition, nearly 100 walk-ins have been welcomed at EPH's front desk.
- Acute authorizations jumped by 25%, from 800 per week to 1,000.

It is expected that this new membership itself will increase El Paso Health gross revenue by over 50% in Fiscal 2025. STAR+PLUS is also expected to drive significant growth for EPH's Medicare DSNP plan, because many STAR+PLUS members are dual-eligible for both Medicaid and Medicare.

Of course, EPH leadership made sure to celebrate and recognize everyone's hard work with a STAR+PLUS Fiesta on Sept. 11.



District Collaborations

EPH's Commitment To Community Sponsorships, Support

El Paso Health's Community Sponsorship committee continuously seeks out like-minded partners who recognize and strive to fill the unmet needs in our El Paso Community. The inspiring work of these selfless organizations remind us that even small donations or a few hours of volunteerism can change the lives of those less fortunate than we.

Some examples from 2023-24 include:

Sparks Housing Development Hygiene Closet – Recognizing an overlooked need, the Sparks Housing Development initiated a Hygiene closet to help provide new and unused toiletries to low-income residents. Resident have access to this Hygiene closet twice per month.

Ronald McDonald House – Sponsorship monies are used to provide services and programs to families in crisis. Last year, the Ronald McDonald House served 191 families and over 7,000 visitors to their Family Rooms at THOP Children's Hospital in El Paso and Memorial Medical Center in Las Cruces.

Sleep in Heavenly Peace – Donations and volunteers build and provide beds to children ages 3-17 who might otherwise be sleeping on the floor or in other uncomfortable conditions. Children without a suitable sleeping environment are more susceptible to sleep disturbances and are at a higher risk of developing mental health issues.

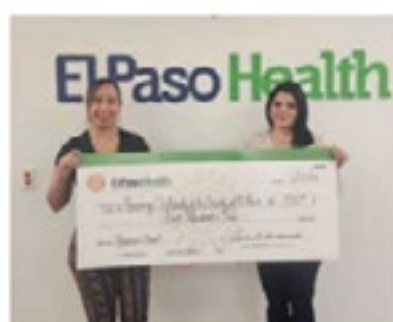
El Paso Center for Diabetes – Sponsorships fund a variety of programs to build awareness of Diabetes and to help El Pasoans manage this all-too-common condition. Testing, education, therapies, and support are available through this valuable local resource.



Sparks Housing Development
– Hygiene Closet



Ronald McDonald House
– Charities of El Paso



Housing Authority
of the County of El Paso



Autism Society of El Paso



Project Amistad



El Paso Center for Diabetes

District Collaborations

El Paso Health's Year At A Glance

- On September 1st 2024, El Paso Health welcomed 9,510 members to their newly-launched STAR+PLUS Medicaid health plan, increasing their total Medicaid membership by 13.5% to 77,430 members.
- For the 11th straight year, El Paso Health maintained its Medicaid market share lead.
- At the end of the fiscal year, El Paso Health held 56.0% Market Share across its Medicaid plans – STAR and STAR+PLUS - in the El Paso service delivery area. This is 23.8 points higher than EPH's closest competitor.
- As of October of 2024, EPH Medicaid Advantage reached 500 total members. This represents an amazing growth rate of more than 400% versus a year ago!
- Having grown their community of Medicare brokers from 50 to 150 since the beginning of 2024, the Medicare Advantage team hosted their largest-ever Broker Kick-Off Meeting in September of 2024.
- El Paso Health's total membership (Medicaid, CHIP, Medicare and Third-Party Administrator) stands at 96,450.
- Current number of Associates, 220, an increase of 43 (+24%) versus last year
- Total backpacks distributed during Back-to-School backpack giveaway, 431
- Total backpacks distributed by EPH Year-to-Date, 2,900
- Total food distributed YTD at monthly Food from the Heart events, 1,208,212 lbs.
- Number of years of continued contributions to local organizations, 17
- Over \$350 million in gross revenue and over \$300 million in medical payments to providers and hospitals in the El Paso community.
- EPH's CARE Team organized or participated in over 515 community events, providing resources, information and education to individuals across our entire El Paso service area.



A blurred background image of a hospital hallway. In the foreground, there is a checkered tile floor in shades of beige and light green. In the background, an orange door with a glass window is visible, through which people can be seen. To the right of the door, there is a white electrical outlet and a white handrail on a yellow wall.

Patient Success Stories

Securing the Future of Healthcare



Patient Success Stories

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

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.



Patient Success Stories

UMC Patient Makes Strong Recovery After Suffering Sudden Stroke

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.



Patient Success Stories

Family Finds Hope For Daughter At El Paso Children's Hospital

At 12 weeks gestation, Anely Olacio's mom was unsure of her future.

"I knew something was not normal with my baby 12 weeks into my pregnancy," said Wendy, Anely's mother.

Wendy did not know what was wrong with her baby until she was seven months pregnant. She was told her daughter had Osteogenesis Imperfecta (brittle bone disease). Osteogenesis Imperfecta (OI), is a connective tissue disease that causes the body to make less collagen, resulting in fragile bones that can easily be broken.

When Anely was born, she had countless fractures all over her body and her skull was not fully formed. Wendy had friends and family who had recommended she get care at El Paso Children's Hospital (EPCH). There are different types of OI, so initially the family believed she may eventually outgrow the disease.

"People told us El Paso Children's Hospital had the best pediatric doctors in El Paso," said Wendy. "We immediately found an orthopedic surgeon and a few other specialists at El Paso Children's Hospital. All the doctors were focused on improving Anely's quality of life."

As Anely grew, the bone on her head grew as she began to grow. She spent the first few years in and out of the hospital receiving infusions to help her regain strength. Doctors were still uncertain if Anely would ever walk.

When Anely was two, doctors diagnosed her with Hydrocephalus, which is the buildup of fluid in ventricles deep within the brain.

"With the fluid in her brain she needed another surgery," said Wendy.

Now, Anely has three specialists that coordinate her care and health.

"All of Anely's doctors are very attentive," Wendy said. "The doctors, nurses, therapists, respiratory team, everyone we see is very attentive and provided for her very well. I have trust in the hospital and all the workers."

Today, Anely enjoys a good quality of life, and her mother says she is very happy. She does not typically spend many days in the hospital now, but she still undergoes treatments every six months and to her doctor's awe, she can walk with assistance from a walker.



Patient Success Stories

Local, Specialized Care At El Paso Children's Hospital Changed Future For El Paso Family



Jorge Campa was born at 25 weeks gestation, 15 weeks before his parents were expecting him. After he was born, he spent a few weeks in the neonatal intensive care unit (NICU), but appeared to be healthy and growing as expected.

“After being released from the NICU, we went home and soon after, I could tell that his muscle tone didn’t seem normal,” said Rosario, Jorge’s mom. “His primary care doctor suggested physical therapy, but his physical therapist felt we should see a neurologist to give him a thorough exam.”

Jorge’s parents quickly got him to a neurologist, although, at the time, there was only one in El Paso. That appointment was 17 years ago.

“The neurologist diagnosed him with Cerebral Palsy and explained to us what Jorge’s future may look like,” said Rosario.

Life for Jorge and his family has not been easy. In addition to Cerebral Palsy, he was later diagnosed with Epilepsy. His parents, brother and sister have learned to adapt to whatever situation may arise, which, at the time, meant Jorge and his mother would have to travel a great distance to get Jorge the care he needed.

“Jorge never understood why his brother, sister and dad could not be at the hospital with us,” said Rosario. “All of us have made sacrifices so that Jorge could get the care he needed.”

However, that was not the case with his most recent surgery at El Paso Children’s Hospital (EPCH). This time, Jorge could stay close to home, where his whole family was able to come together to help him through the surgery.

Jorge has had several surgeries and treatments over the years to help improve his quality of life, but specialists at EPCH felt he would be a good candidate for selective dorsal rhizotomy (SDR). SDR is a surgical procedure to permanently reduce spasticity (muscle tightness), common with Cerebral Palsy.

“To have a team of doctors that can all care for him during one visit or appointment means a lot for a family like ours,” said Rosario. “It is a time saver, and it gives us the answers we are looking for and provides a clear treatment plan for the future.”

The SDR surgery was a success, and Jorge’s family continues to work with all of Jorge’s specialists to make sure he lives his best possible life.

Patient Success Stories



Olavio never let his cancer diagnosis test his faith

Olavio Hernandez was 14 years old when he first got his cancer diagnosis.

“I thought our world was going to come crashing down,” said Carmen, Olavio’s mother. “The whole family was scared and worried.”

After the initial diagnosis, Olavio’s doctors ordered tests to see how advanced the cancer was and let the family know the treatment options available for him. One of the options presented was removing the affected leg.

“I did not want to see Olavio lose his leg,” Carmen said. “We began searching for the right doctor who could potentially save Olavio’s leg.”

The first doctor they saw was in Colorado. Carmen explained the doctor there was young and did not have the experience they wanted for Olavio’s treatment. Luckily, that doctor referred them to a doctor in El Paso. They had their next appointment with Dr. Rajiv Rajani, an orthopedic oncology specialist at El Paso Children’s Hospital (EPCH).

“The first treatment Dr. Rajani recommended radiation,” said Carmen. “The radiation was a painful experience for Olavio and unfortunately it did not work. In fact, the cancer gained strength.”

After the radiation treatment, Dr. Rajani explained that amputation of the leg would give Olavio the best chance to beat cancer.

After the surgery, the family was expecting a long recovery. To their surprise, Olavio was discharged from the hospital in less than five days. His mother feels his ability to put things into God’s hands is amazing. She commends his strength, willpower, and his faith.

“Olavio had trust in Dr. Rajani from the beginning,” she said.

“He met other doctors he did not want to see again. From the moment he met Dr. Rajani, he knew we could trust him.”

She emphasized his experience, and his open communication gave them confidence in the surgery and recovery process. “Dr. Rajani treated us like family,” Carmen said. “Olavio has survived three times. One cannot fight against God’s designs. He put us in the path of Dr. Rajani. God will always put the people who need to be there in your path.”

Letters From Patients

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

I would just like to say everyone I had contact with while being there at UMC was nice and helpful from the emergency department to the 5th floor nurse, the transporters, environment staff and surgical staff. I was registered on Friday May 17th and was released on Monday May 20th for removal of a large embedded kidney stone. I felt well taken care of and that I was an important patient. While they took care of others as well as myself. Thank you all for making my stay pleasant and as comfortable as you could. Thank you for taking care of me during this time when I was worried and nervous about everything.

Respectfully,
James Duckett

Letters From Patients

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

Letters From Patients

Hello Director Contreras,

I wanted to take a moment to express my sincere gratitude for the support your team provided to me. Their care helped me recover from a fall I sustained and they always made sure to help with my treatment plan.

Here are the team members who I want to acknowledge:

Jose Ruz, Thomas J, T. Henderson , Hilda Martinez, Maria Saucedo, and Michelle Vitel

Sincerely,
Pamela Washburn

November 4, 2024

Ronnie Baker
607 Katherine St
El Paso, TX 79912

Dear R. Jacob Cintron,

I am writing to express my sincere gratitude and appreciation for the care and attention Dr. Rolando Lindo Jr and his team have provided me. I been with Dr. Lindo since 2021.

Dr. Lindo has gone above and beyond to ensure my health and well-being throughout this difficult period. From the initial diagnosis to the follow-up treatments and beyond, he has always been able to provide me with the utmost level of care and compassion.

His attention to detail and dedication to my health is something I will always be thankful for. No matter the hour, he has always ensured that I was taken care of, and nothing has been overlooked. I am so grateful Dr. Lindo would follow-up with a phone call to check on me to see how I am doing.

On behalf of myself and my family, I would like to thank him for all the work he has done. His efforts have been instrumental in my recovery and I wholeheartedly appreciate everything he has done. I am so thankful the University Medical Center of El Paso has become the best medical center in El Paso and I am lucky enough to be able to use the University Medical Center.

Sincerely,


Ronnie Baker

Letters From Patients

To Whom It May Concern:

I wanted to let you know what is behind my 5-Star rating of the UMC West Rehab facility which provides my therapy.

Let me first begin by letting you know what brought me to therapy. My hand is affected by a compressed Ulnar nerve, osteoarthritis and Raynauds. A challenging trifecta for an OT. Extreme pain and limited finger dexterity had compromised my independence in driving and quality of life. Enter Randy Roepke, OT.

After reviewing my medical diagnosis and thorough evaluation of my elbow and hand, a plan was in place. Exercises were begun and homework assigned to follow up. Each session I began to have diminished pain and dexterity was improving as well. I eventually could drive again and pain gone. I am currently receiving therapy for my shoulder that has gained flexibility. This has helped with positioning in my frequent scans I receive. A good result there too. The smart skill set is there but other attributes are important as well. Patience, empathy, focused listening, and encouragement are always part of Randy's assistance with everyone. He can multitask with the best of them. All with respect and thank you to everyone. An OT that gets results and impacts lives. I have worked with other OT's and there is a difference in a level of excellence.

I have been assisted by Alondra who is encouraging, patient and sweet as they come. She has a good eye for detail and keeps me in correct form as I do my assigned exercises. All with a smile. An asset to the facility too.

Ernie is an upbeat person who assists everyone with a smile and great attitude. He has assisted me and explained the correct form to achieve the desired result. An asset to the group and facility.

I had an opportunity to work with Veronica Chavez OT from the east rehab and she was pleasant, followed notes left, and referred a website for a resource regarding my Ulnar nerve issue. All with a smile.

Everyone I view is part of the harmonious, collaborative, cooperative group Francisco has so skillfully assembled. This says a lot about him as well. It all results in a community of care not only addressing physical needs, but mental, emotional and even a Zen spiritual feel too.

I could go on and on. Each session begins with entering the door where everyone is greeted, personally by name, by Kimberly Guerra. She is always smiling and helpful to all. You get the same attention as you leave too.

So, I thank you for your time and just thought you should know the good that is happening daily at the West UMC Rehab and ask you acknowledge this outstanding group of stellar people positively impacting and making a difference in the lives of so many.

I am thankful UMC continues to raise the bar of excellence in hiring those that strive to bring their A game for others.

Thank you again for your time.
Respectfully submitted

Linda McCue





District Awards and Recognitions

Securing the Future of Healthcare



MEDICAL CENTER

Children's



District Awards and Recognitions

EPCHD Receives 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!



UMC Receives Highest Recognition From American Heart Association

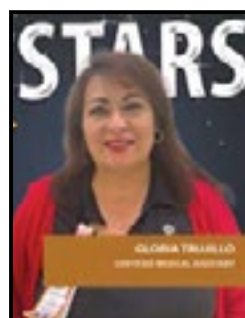
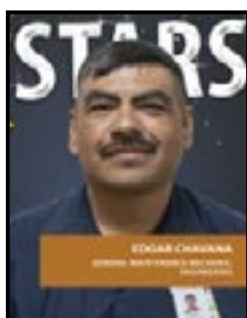
University Medical Center of El Paso (UMC) has again received the highest recognition possible from the American Heart Association. This year, UMC received the Get With The Guidelines®-Stroke Gold Plus Achievement awards for Stroke Elite Plus Honor Roll, Type 2 Diabetes Honor Roll and Stroke Advanced 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 neurocritical care board-certified neurologists and interventional neurologists who manage many services relating to stroke care and neurological injuries, such as the Mobile Stroke Unit.



District Awards and Recognitions

UMC STARS

Each quarter, UMC announces the names of five Associates who were nominated by their peers or other Associates for special recognition for their performance, excellence and dedication. These STARS represent Service, Teamwork, Accountability, Respect and Safety in our hospital.



District Awards and Recognitions

El Paso Health STARS

Every quarter, the STARS award honors Associates and departments for their outstanding work and work ethic. Their contributions to their departments and our overall organization are not only appreciated, but invaluable. In ways large and small, they fulfill the mission and vision of El Paso Health.

STARS Associates:



*Jan. – March 2024:
Veronica Miranda*



*April – June 2024:
Esther Villegas-Reyes*



*July - Sept. 2024:
Brittany Hernandez*



*Oct. – Dec. 2024:
Jose Chavira*

STARS Department Award

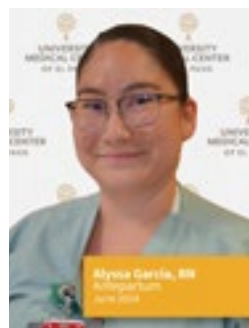
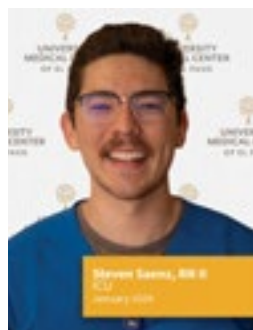
Third Party Administrator (TPA) Team



District Awards and Recognitions

UMC DAISY Awards

The DAISY Award is given to extraordinary nurses in honor of the outstanding work they do. These nurses are nominated by patients who received care at our hospital. DAISY is an acronym for Disease Attacking the Immune System. It is an award founded by the family of J. Patrick Barnes, who died at age 33 of an autoimmune disease.



District Awards and Recognitions

Leadership Awards



*UMC Emerging Leader
Vanessa Cruz-Armendariz*



*UMC Impact Award
Breanne Kennedy*



*UMC Leadership Award
Janice Harris*



*UMC Daisy Leader Award
Cynthia Martinez*



*UMC Star Of The Year Award
Giovanny De La Rosa*



*EPH Emerging Leader
Gabriel De Los Santos*



*EPH Leadership Award
Angelica Changolla*



*EPH Star of the Year Award
Daisy Aragon*



*EPH Impact Award
VBID Model Application Team*



The background of the image shows a clinical setting. In the upper portion, there is a metal stand with an IV drip chamber and a clear plastic bag hanging from it. Below this, a white medical device is partially visible. The lower portion of the image shows a white 'HOTLINE Fluid Warmer' machine with a digital display and various control buttons. To the right of the machine, there are clear plastic tubes and a green glove. The overall scene is brightly lit and appears to be a hospital room.

UMC & EPCH Foundation

Securing the Future of Healthcare



UMC Foundation Vitals


Total Revenue

\$1,896,810

Total Contributions

\$346,245

ECMO Machine	\$ 124,200
Car Seat Program	\$ 35,837
Sobreviviendo El Cancer	\$ 33,400
General In-Kind	\$ 30,632
Other	\$ 26,299
Services to increase Healthcare Workforce	\$ 25,000
Trauma – Carescape Respiratory Modules	\$ 24,394
Breast Reconstructive Surgery	\$ 15,000
Nurse-Family Partnership	\$ 10,195
Oncology	\$7,276
UMC Surgical Hospital Air & Air Oxygen Flowmeters	\$4,382
UMC Surgical Hospital Cylinder Carts	\$ 3,950
Compassionate Care	\$ 2,871
Trauma -Rib Injury Pillow Project	\$ 2,570
Coolplast Sensura, Sensura 2pc, Nxt Gen Powder, Adhesive Spray	\$ 239
Total	\$346,245




**UNIVERSITY
MEDICAL CENTER**
FOUNDATION

EPCH Foundation Vitals

Total Revenue **\$2,688,047**
Total Contributions **\$2,124,967**

NextgenTransport Incubator	\$ 329,879
Neuroblate System	\$ 316,278
Child Life Program	\$ 231,852
CUSU Machine	\$ 213,999
Oncology	\$ 200,000
Empower Program	\$ 186,741
General In-Kind	\$ 120,936
Babyroo	\$ 118,873
Get Well Network	\$ 73,580
Other	\$ 65,657
Enteral Feeding Pumps	\$ 50,775
St. Baldrick's	\$ 50,000
Hematology Oncology	\$ 50,000
Vital Signs Machine	\$ 27,091
Toys	\$ 25,057
Professional Development	\$ 25,000
Borderless Giving – Spring Fashion Show	\$ 21,550
Diabetes Education	\$ 10,000
Kind VR	\$ 6,000
Patient Prescriptions	\$ 1,699
Total	\$2,124,967



El Paso
Children's
HOSPITAL

EPCH Foundation Events

Kool & The Gang

This event brought approximately 1,200 attendees!
Total Net: \$ 103,652



EPCH Foundation Events

Noche Cubana

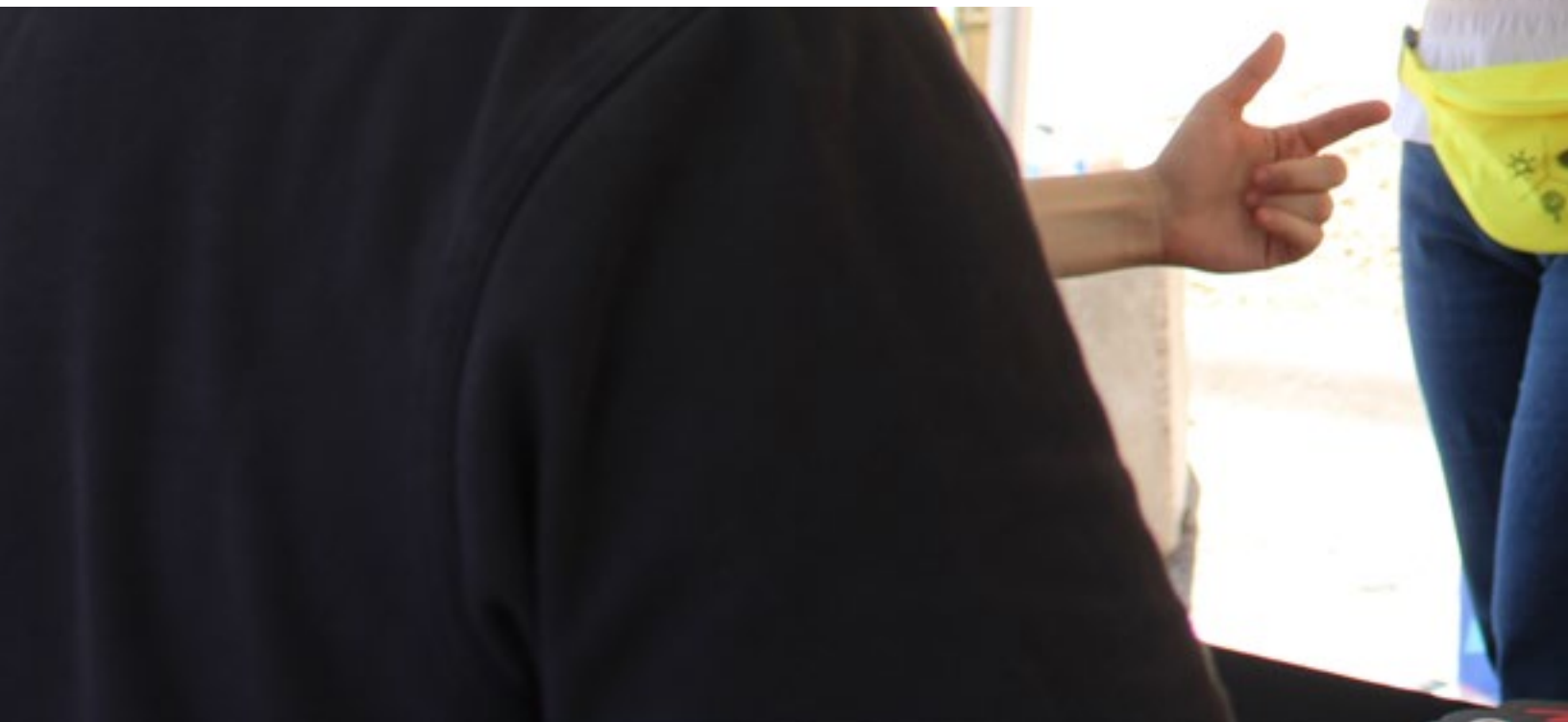
This event brought approximately 664 attendees!
Total Net: \$308,543





El Paso County Hospital Events

Securing the Future of Healthcare





EPCHD Events

Annual UMC 5K Better Health Run Returns To Promote Wellness

Our thanks and congratulations to all of our runners, walkers and dashers who got up early and headed to UMC East Clinic at sunrise and found a healthy way to spend their morning. UMC's Better Health 5K Run and 1-Mile Walk drew hundreds of participants of various ages. This initiative is a great way for the community to visit UMC's Outpatient Clinics and learn more about the services UMC offers.



EPCHD Events

Celebrating Importance of Culture, Interpretation

UMC's Qualified Medical Interpreters (QMI) celebrated Spanish culture, bringing our Associates food, music and dance at this year's International Celebration of Culture and Interpreting.

This event has been immersing attendees into different Hispanic cultures for the past 10 years.

Everything from the food, to the entertainment and informational tables provided Associates and patients with an opportunity to celebrate and learn about the Spanish heritage.



El Paso County Hospital District Celebrates 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 week!

EPCHD Events

Associates Show Off Creativity In Annual Halloween Costume Contest

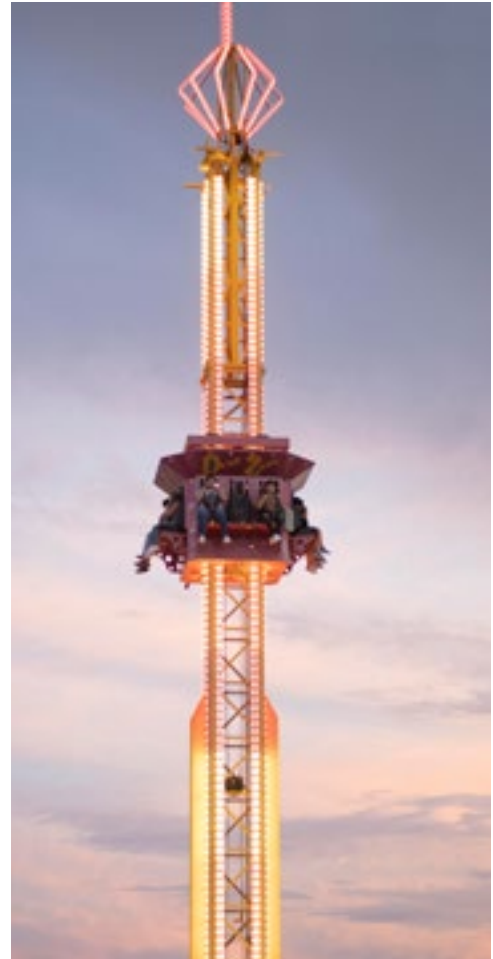
Associates at this year's annual Halloween costume contest stepped up their creativity for this year's Halloween Costume Contest. Various departments from University Medical Center and El Paso Children's Hospital dressed up in individual and group costumes that brought laughter, surprises and lots of smiles to our patients and staff.



EPCHD Events

Associates Have Fun At Western Playland

Associates and their families enjoyed an evening of fun at Western Playland as part of the El Paso County Hospital District's appreciation for their hard work and dedication to the hospital and patients. This annual event is always a sold-out success and was extended to two days this year to allow for more Associates and their families to participate in the fun.



Notes

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



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