



**2020
ANNUAL
REPORT
EL PASO
COUNTY
HOSPITAL
DISTRICT**


**UNIVERSITY
MEDICAL CENTER
OF EL PASO**

Paulina Boisselier, UMC Critical Care RN, COVID Unit

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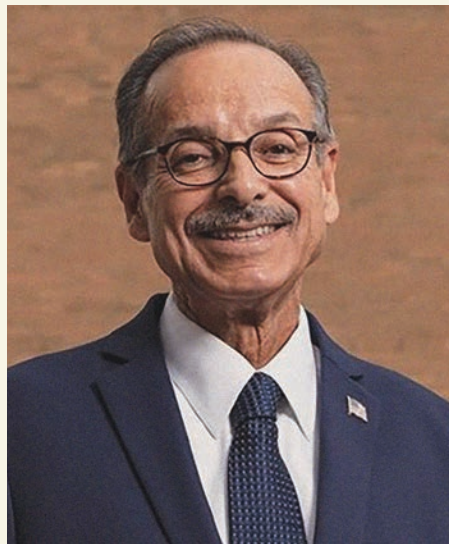
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EL PASO COUNTY HOSPITAL DISTRICT

EL PASO COUNTY COMMISSIONERS



Ricardo A. Samaniego, County Judge



Carlos Leon, Commissioner Precinct 1



David Stout, Commissioner Precinct 2



Iliana Holguin, Commissioner Precinct 3



Carl L. Robinson, Commissioner Precinct 4

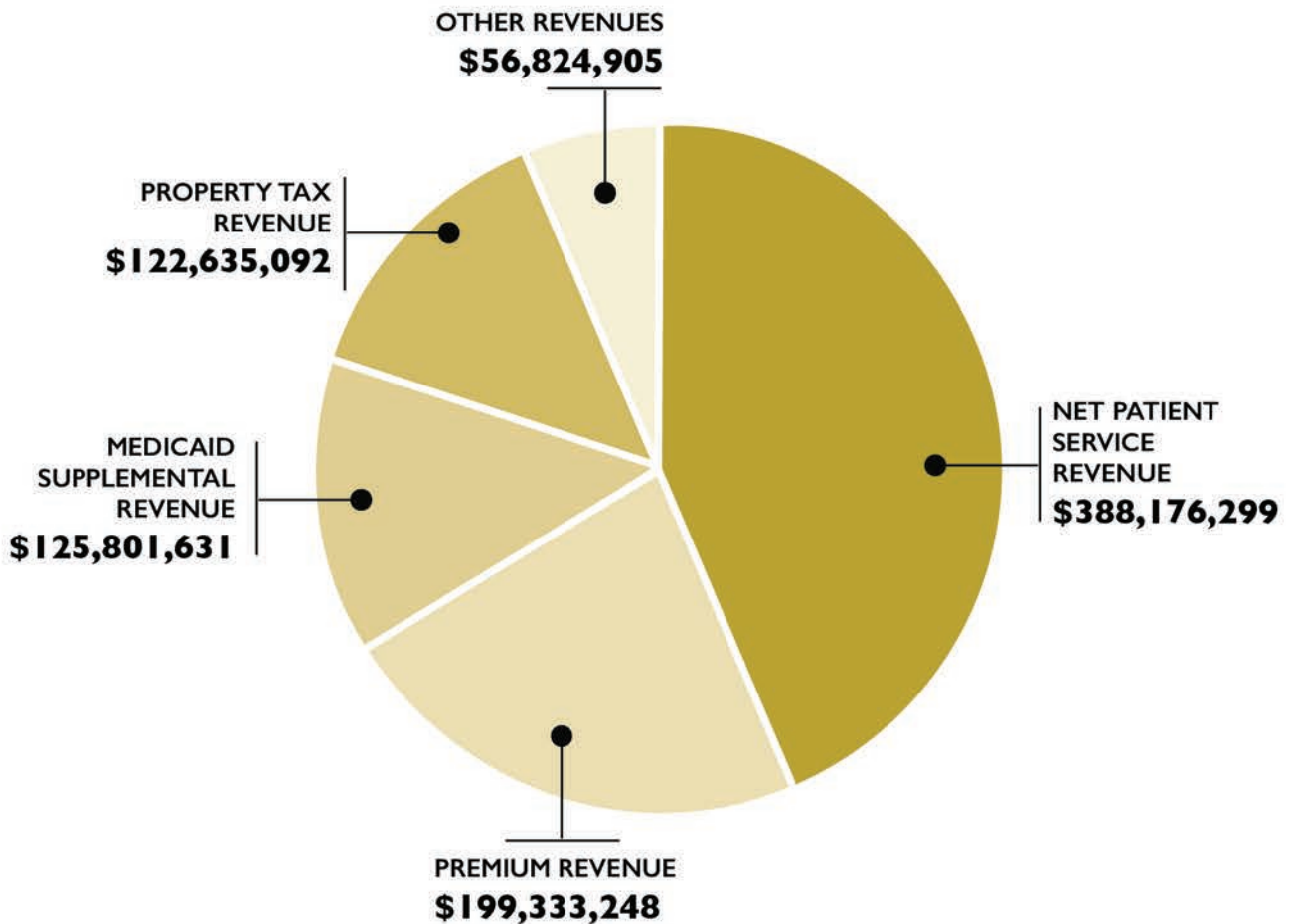


VITALS:

Licensed Beds	476
Outpatient Clinics	9
Average Daily Census	275
Patient Days	100,764
Inpatient Admissions	19,144
ER Visits	81,547
Trauma Cases	3,377
Outpatient Visits	931,606
Births	2,365
Surgical Cases	7,737

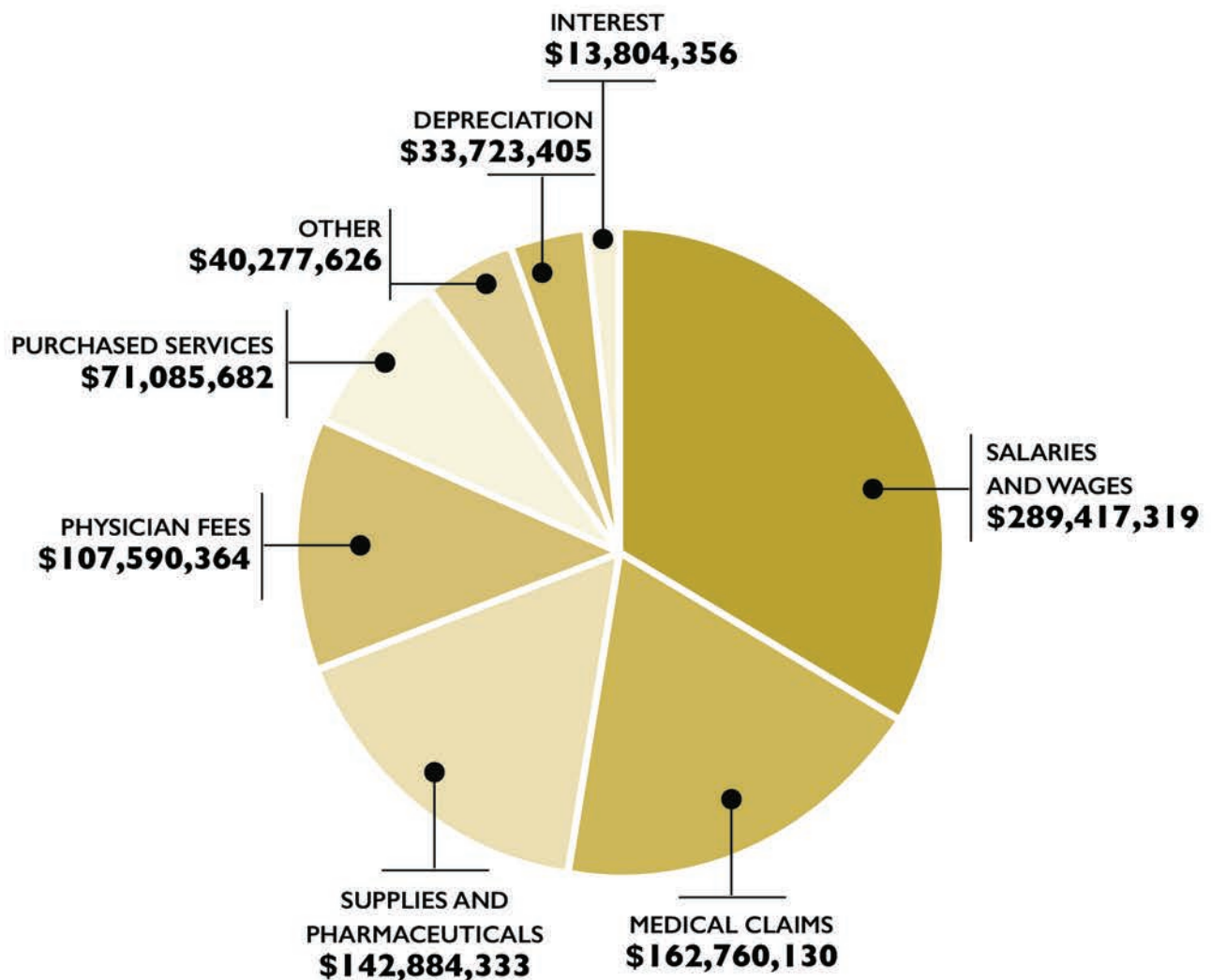
EL PASO COUNTY FINANCIAL

DISTRICT 2020 REVENUES \$893 MILLION



HOSPITAL DISTRICT SUMMARY

DISTRICT 2020 EXPENSES \$862 MILLION



UNIVERSITY MEDICAL CENTER

VITALS:

Outpatient Clinics	8
Licensed Beds	354
Licensed Physicians	518
Employees	3144
Admissions Annually	15,408
Births	2,365
Surgical Cases	7,737
Outpatient Prescriptions	745,426
Inpatient Prescription Doses	3.8 M
Lab Tests	2 M
Rehab Visits	55,571
ER Visits	62,336
Trauma Cases	3,377
Outpatient Visits	893,043
Imaging Procedures	188,670
Net Patient Revenues	\$284 M



UNIVERSITY
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OF EL PASO

4815



**UNIVERSITY
MEDICAL CENTER
OF EL PASO**

“BECOMING CHAIRMAN OF THE BOARD, ESPECIALLY DURING THIS TUMULTUOUS YEAR, SHOWED ME MORE THAN EVER WHY OUR COMMUNITY CAN BE PROUD OF UNIVERSITY MEDICAL CENTER OF EL PASO.”

– Henry Gallardo, Chair, UMC Board of Managers

Message from Henry Gallardo, Chair, UMC Board of Managers:

Our UMC Board of Managers saw a hospital that sets the example for hospitals in our community. While members of our Board represent many industries in our community, we speak with one voice when it comes to supporting our hospital as it navigated the quickly changing events of 2020. Jacob Cintron and his team proved again their capacity for quick action, bringing major initiatives to us such as the acquisition of the new UMC Surgical Center West or the Clean Cube at the UMC Ysleta Clinic or dozens of other initiatives that helped us all during the pandemic. They made clear the purposeful reasons why our community needed these initiatives and resources. Being Chairman of the Board, especially during this tumultuous year, showed me more than ever why our community can be proud of University Medical Center of El Paso and why our board will continue to apply our experience and support for what matters most to us: Our El Paso.

UMC BOARD OF MANAGERS

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



James Stephen DeGroat, Vice Chair



Joy Martinez, Board Secretary



Carmen Arrieta-Candelaria, Member



Karen Dykes, Member



Kristina Mena, Ph.D, Member



Miguel Fernandez, Jr., Member



“THIS YEAR HAS BROUGHT US CLOSER TO EACH OTHER, TO OUR COMMUNITY AND TO OUR PARTNERS.”

– Jacob Cintron, President and CEO of UMC of El Paso



**UNIVERSITY
MEDICAL CENTER
OF EL PASO**

**Message from Jacob Cintron,
President and CEO:**

This was a year that will be remembered for a worldwide health challenge but also a year that we, the healthcare family of the El Paso County Hospital District family, pulled together with great dedication and work toward making our community healthier. As I reflect on this, I am reminded of how grateful I am.

I am grateful that throughout this time, every person in our hospital remained steadfast, willing to step up to the challenge and apply their profession to the best of their ability, from doctors to engineering, from nurses to food service, from housekeeping to lab technicians, and all of the many other professionals we work alongside daily. This year has brought us closer to each other, to our community and to our partners.

While this report is a snapshot of some of what occurred in 2020, we know that the challenge of the pandemic will be with us for this next year, as well. Yet, I am hopeful that as we participate in the large-scale vaccination of our El Paso family, I have no doubt that our hospital, along with El Paso Children’s Hospital, El Paso Health, our foundations, our County leadership, and our UMC Board of Managers will again ensure we are providing the best care for our city.

We were successful in saving thousands of lives in 2020. I know we will save thousands more in 2021. Again, I am grateful for our success this year; and that our community can have confidence in our ability to care for them in the year ahead.



UNIVERSITY
MEDICAL CENTER
OF UTAH

UMC SENIOR LEADERSHIP TEAM



Maria Zampini, Chief Operating Officer



Lorena Navedo, Chief Admin. Officer



Michael Nuñez, District Chief Financial Officer



Joel Hendryx, Chief Medical Officer



Jon Law, Chief Strategic Officer



Cathy Gibson, Chief Compliance Officer



Omar Villa, Chief Legal Officer



Ray Davis, Chief Information Officer



Amy Daher, Chief Nursing Officer

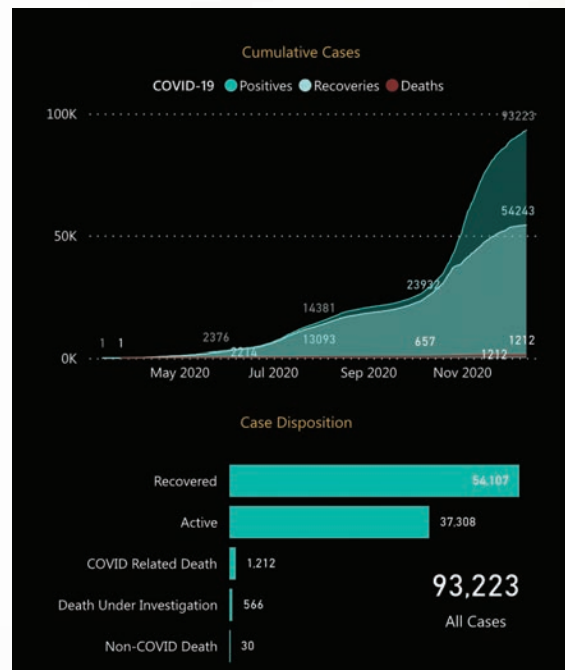
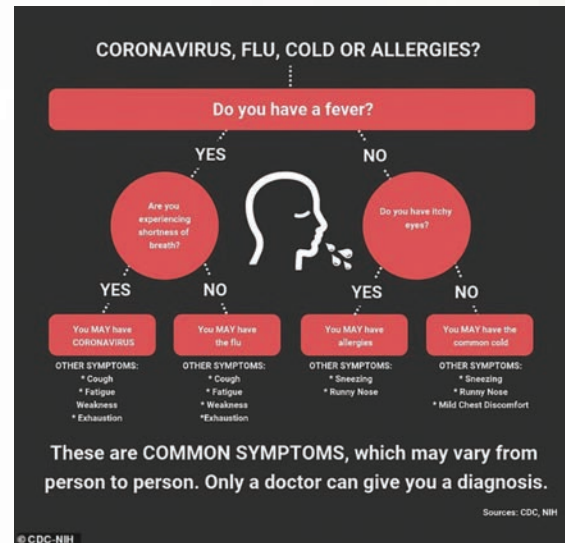


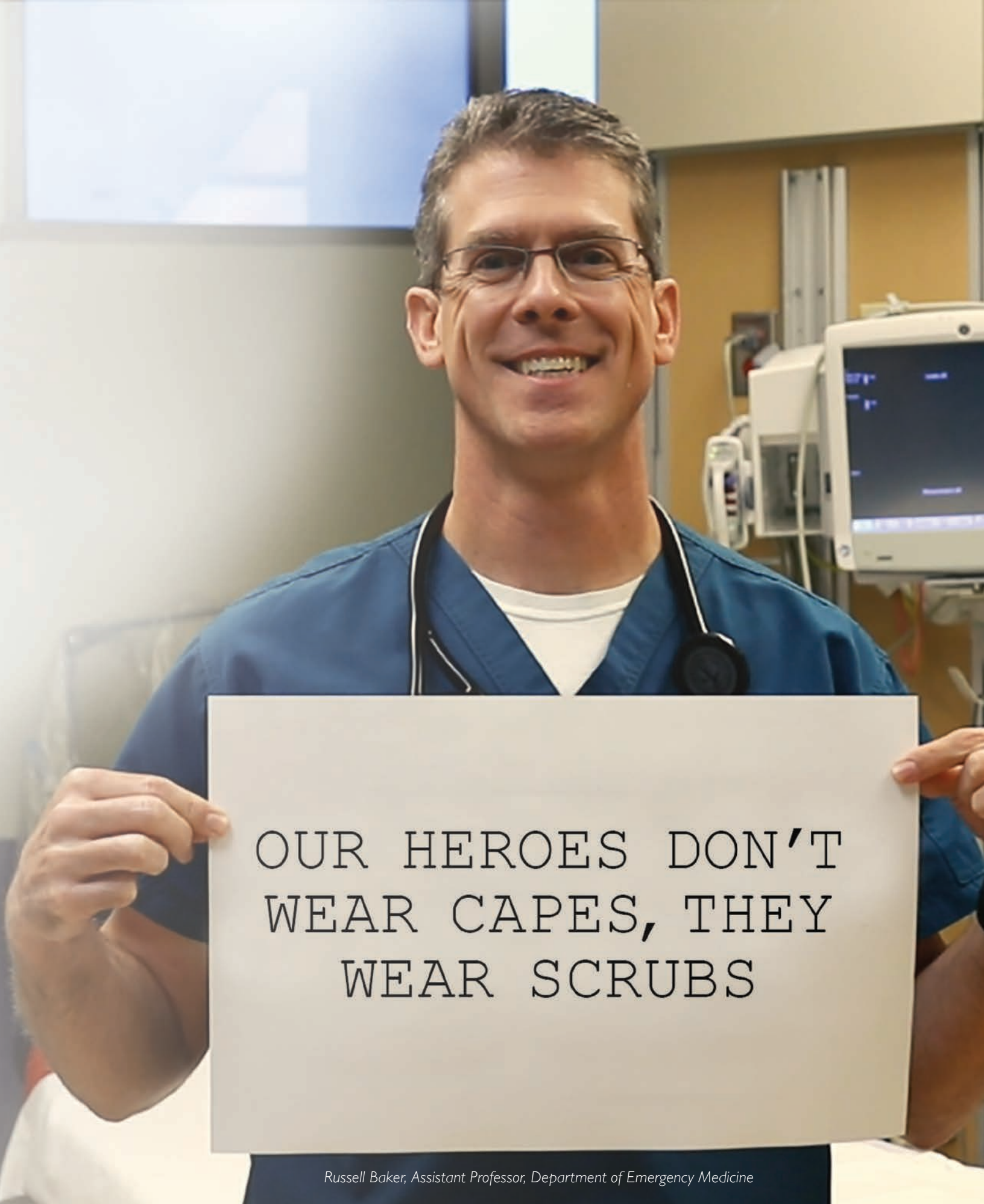
Leticia Flores, Chief Financial Officer

PANDEMIC 2020

The year of COVID-19 2020

As winter began to lessen and turn into the spring of 2020, UMC of El Paso, all area hospitals, citizens, patients, our El Paso community, and the entire nation would find itself in the midst of a pandemic never experienced by our generations. It crept in as silent as could be, visiting the El Paso community with a vicious threat to our economic, personal stability and most of all, our health. UMC quickly gathered its forces with strategic intelligence summoned from every department and service. Entrances were closed except for the main lobby area, screening tests soon were administered, a no visitor policy put into place, temperatures were taken at the door and wrist bands were changed daily to monitor traffic inside the hospital. Media updates were given to alert the community and staff on the growing concerns for the virus known as novel coronavirus, COVID-19, a new strain not previously identified in humans. By the end of the year, our hospital would be filled with patients, yet UMC would continue treating each afflicted person with a sterling, consistent, and compassionate state of care. UMC's frontline health care workers stood tall in the storm of such sorrow and illness. The community showered our heroes with donations of food and drink, N95 masks, and support. We are indebted to all and have never been more proud of each pillar of this community who would not back down nor cater to the virus. UMC was in for the fight of its life to help its beloved community.





OUR HEROES DON'T
WEAR CAPES, THEY
WEAR SCRUBS

Russell Baker, Assistant Professor, Department of Emergency Medicine

2020

FEBRUARY 26

Governor Greg Abbott provides Texas with an update on the virus.

MARCH 11

New entry and screening procedures are now in place for all UMC Associates, EPCH Associates, Texas Tech physicians and staff, vendors, visitors and partners. Visitors will be given a colored wrist band that is changed daily. Lobby entrance will only be used for visitors or vendors.

MARCH 16

UMC installs four (4) screening tents in order to protect the safety of patients, visitors and staff. They will be used to quickly screen visitors for signs and symptoms of the virus while simultaneously helping to process visitors to the hospital.



MARCH 23

UMC, El Paso Children's Hospital, Hospitals of Providence and Las Palmas Del Sol Healthcare implement a no-visitor policy. The City of El Paso Department of Public Health shares a step-by-step process on how the public can be tested for COVID-19. Residents are asked to stay at home and to contact a health provider for flu-like symptoms. Testing begins when all sources of illness have been ruled out. Evidence of community spread is acknowledged as 40 COVID-19 cases are reported in the city. Residents are reminded to run errands alone, cover coughs, avoid touching the face, practice regular hand washing and clean areas with disinfectant. To receive more information, public is asked to contact www.epstrong.com.

MARCH

Governor Greg Abbott declares COVID-19 is a statewide public health disaster and instigates:

- 1) a prohibition of gatherings larger than 10,
- 2) closing of bars and gyms,
- 3) restaurants to switch to takeout or delivery,
- 4) closing of schools, and,
- 5) prohibition of visitors at nursing homes.

MARCH 13

El Paso health officials report the first person in El Paso infected with COVID-19.

MARCH 17

Only one "essential" visitor is allowed to visit a patient.



MARCH 24

Jacob Cintron, CEO & President of UMC, and Cindy Stout, CEO & President of El Paso Children's Hospital, issue a message to staff of both hospitals that patients and staff are their number one goal in safety and well-being.

MARCH 29

COVID-19 cases reach 40 in El Paso. The Health Authority begins to work with the City and County to prepare stricter orders.

2020

APRIL 10

Governor Greg Abbott signs an executive order on how Texas businesses will begin to open. On April 17th, he restarts the economy, loosening some restrictions. Phase Two for reopening daycares, bars, recreational businesses and sports is outlined on April 18th. There are 645 positive cases reported in El Paso.

APRIL 27

Governor Abbott lets restaurants, movie theaters and malls open with limited capacity.

MAY 20

Bravo Cadillac donates \$10,000 to fund a digital monitor at UMC so Associates can receive COVID-19 updates.

JUNE 16

UMC opens Antibodies testing to all Associates. As the world has seen since the beginning of the COVID-19 pandemic, the importance of testing is of the utmost priority. Time slots for the antibody testing are completely filled for the first week with over a hundred Associates being tested in the first day.

JULY 6

El Paso leaders extend its disaster declaration and emergency ordinance. The order is extended for another 30 days following the announcement of an increase in COVID-19 cases in El Paso.

APRIL 23

Marathon Petroleum donates 9,600 N95 respirator masks to UMC.



MAY

UMC, El Paso Children's Hospital, Texas Tech Physicians of El Paso urge individuals who have fully recovered from COVID-19 to donate convalescent plasma as a key weapon in the fight against the virus. Vitalant, the nation's largest independent blood provider, launches a program to treat COVID-19 patients with blood plasma donated by people who have recovered from the disease.

JUNE 2

Matthew and Camila McConaughy team up with Lincoln to deliver 25,000 simple surgical masks for UMC.



JULY 1

- UMC Opens 'Clean Cube' for COVID-19 Screening.
- University Medical Center of El Paso announces another first-in-Texas, first-in U.S. advancement in healthcare for the El Paso community with its Synergy Medical Solutions Rapid Response Clean Cube, made possible by Woodmore Health Group. Clean Cube is dedicated to COVID-19 screening, located behind UMC's sleta located at 300 S. Zaragoza.



2020

JULY 23

12,501 positive cases in El Paso.

AUGUST 26

Dr. Joel Hendryx, Chief Medical Officer at UMC, urges plasma donations after Food and Drug Administration (FDA) authorizes emergency use.

SEPTEMBER 3

Mayor Dee Margo, County Judge Ricardo Samaniego and Dr. Hector Ocaranza all stress to the community not to gather over the Labor Day weekend.

OCTOBER 21

UMC is featured on ABC World News Tonight with David Muir, ABC News Prime and Good Morning America discussing the current surge of patients with COVID-19 in El Paso.



OCTOBER 25

UMC and El Paso Children's Hospital partner to provide additional space for non-COVID-19 Adult Patient Care.

NOVEMBER 2

There are 51,536 positive cases in El Paso with 605 deaths.

DECEMBER 15

UMC becomes the first hospital in the region to receive the Pfizer COVID-19 Vaccine. Crystal Molina, Charge Nurse in the Emergency Department is the first El Pasoan to receive the vaccine followed by four other UMC Associates. UMC receives 2,925 vaccine doses which are prioritized to frontline healthcare heroes caring for COVID-19 patients.



AUGUST 13

Media for the Committee of 100 donate 8,000 N95 masks to UMC frontline workers.

AUGUST 31

There are 20,460 positive cases in El Paso with 419 deaths.

OCTOBER 15

City and county leaders in El Paso announce they will increase restrictions for restaurants and some businesses.

OCTOBER 24

Hospitals throughout El Paso, including UMC, work together with BorderRAC (Border Regional Advisory Council) to take proactive steps to provide a continuum of care for El Paso patients in need of ICU care. These patients are airlifted to other healthcare facilities in Texas.

OCTOBER 30

El Paso County Judge Ricardo Samaniego orders two-week shutdown in El Paso due to COVID-19 spike.

NOVEMBER AND DECEMBER

City officials ask El Pasoans not to gather for Thanksgiving. El Paso leaders say families going to the store in big groups to shop is one of the leading causes of the virus spreading rapidly through El Paso.

A DAY TO REMEMBER

On December 15, UMC becomes the first hospital in the region to receive the Pfizer COVID-19 Vaccine.



Ricardo Samaniego, El Paso County Judge



Left to right: Myron Lewis, UMC Pharmacy Director, Henry Gallardo, UMC Board Chair, Jacob Cintron, President & CEO of UMC



Crystal Molina, first UMC Healthcare worker to receive the Pfizer COVID-19 Vaccine.

NEIGHBORHOOD HEALTH CENTERS

Dr. Rhonda Fleming, NHC Infectious Disease Provider, has provided continued up to date COVID-19 guidelines and trainings for our providers and staff throughout the pandemic.

As a specialty physician, Dr. Rhonda Fleming's focus is on infectious diseases. She has been with UMC's Neighborhood Health Centers since January of 2019, previous to that served as faculty at Texas Tech University Health Sciences Center in El Paso. As an infectious disease provider,



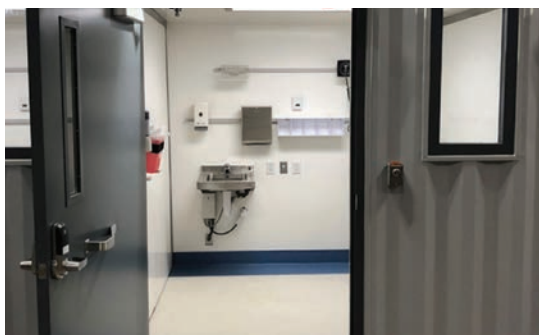
Dr. Rhonda Fleming,
NHC Infectious Disease Provider

Dr. Fleming has continued to give up-to-date COVID guidelines and trainings for providers and staff throughout the pandemic.

She publishes updates every six weeks to all the clinics and the community on a web platform. When asked about the accomplishments of the Neighborhood Health Centers, Dr. Fleming replied, "I think it is a combination with the task force and Leonor Chavez, Assistant Administrative Clinic Services. They work together to make sure things are communicated to the managers of the clinics. They make things happen. Along the years, these clinics have grown. I have been witnessing how they have been growing."

In response to COVID-19 in our community, NHC quickly expanded services with the use of tent set-ups at various clinic sites and the Clean Cube at the Ysleta site. The Clinic P.I. Team, Occupational Health and Laboratory created an associate and patient assessment, collection and testing processes to facilitate testing of our associates and patients which complied with all CDC guidelines.

Expansion of healthcare services which included multiple specialty improved patient access, continuity and quality of care provided to patients. The rapid deployment of Telehealth and Telemedicine services allowed the clinics to adapt to the citywide shut down and continue to provide healthcare to our community.



NHC continues to meet the UMC mission via expanding the Specialty Services to meet the growing demand of our community needs and the continued collaboration with our community partners such as the El Paso County, El Paso Fire Department, Housing Authority, UTEP, and pharmaceutical companies to provide quality of services.



*Dr. Ismael Rodriguez-Vazquez,
Assoc. Medical Director of Neighborhood
Health Clinics*



*Dr. Leida Perez,
Medical Director of
Neighborhood Health Clinics*

NEIGHBORHOOD HEALTH CENTERS (NHC) TIMELINES

NHC COVID-19 PANDEMIC INITIATIVES IMPLEMENTED:

- Led the endeavor in the city with the implementation of Telehealth and Telemedicine expansion of primary care and specialty services in April, ten (10) days after the citywide shutdown due to COVID-19. Telemedicine visits totaled 30,858 conducted from April to September 2020. The rapid deployment of Telehealth and Telemedicine services allowed the clinics to adapt to the citywide shutdown and to continue to provide healthcare for the community.
- Expanded services with the use of tent set-ups at various clinic sites. Opened Clean Cube at the Ysleta Clinic for COVID-19 screenings in June 2020. Implemented multiple COVID-19 pandemic response initiatives such as telephone registration, a screening process for entry to clinic sites with a computerized thermometer and placed Plexiglas in multiple Associate work areas. Handled a record number of calls in the Neighborhood Health Centers' scheduling department of 478,566 calls.
- Community Collaborative Partnership Projects to increase access to healthcare such as UTEP, El Paso Children's Hospital's Collaboration for COVID-19 Testing, Rural Mobile Unit, Housing Authority Clinics and the County of El Paso.
- Created an associate and patient assessment and began a collection and testing process to facilitate testing of associates and patients which complied with the Centers for Disease Control and Prevention (CDC).

NHC FY 2020 INITIATIVES:

- Added a transitional clinic for hospital discharges. Initiated transitional clinics in October 2019 at the Far East on George Dieter with Dr. Jose Silva and Far West in April 2020 with Dr. Wayne Watson.
- Hired OB/GYN physicians, a neurosurgeon and a general surgeon.
- Expansion of G.I. specialty with Dr. Carmela Morales and Dr. Ruben Ramirez in October 2019.
- Added General Surgery to Far East and West locations with Dr. Michael Lara in January 2020.
- Expansion of Pediatric Services at Far East in July 2020. The Pediatric Initiative began with the recruitment of a medical doctor in September 2020.
- Expansion of OB/GYN services at East, Ysleta and West in August 2020 with Dr. Daniela Pino, Dr. Antonio Romo and Dr. Mario Nutis. Recruited Dr. Diego Ramirez in March 2020.
- Expansion of Acute Care Services at Far East in August 2020.
- Expansion of Neurosurgery Services at Far West with Dr. Akshay Gupte in August 2020. East and Fabens in September 2020 with Dr. Chin Sing (David) Wang and Dr. Luis Vasquez.





- Fabens Rural Health Clinic received a successful Rural Health Certification. Established an Integrated Preparedness Plan with the community of Fabens and received recognition from HHS auditors for “Best Practice” Implementation.
- Celebrated its first year anniversary as the El Paso County Jail Healthcare Provider.
- Conversion of a new EMR System successfully reduced EBEW edits from 8.7 million to 416,730.
- Successful BBRN reviews with identified “Best Practices” from consultant in telemedicine process and documentation.
- Initiated an ET3 Task Force with the El Paso Fire Department and UMC/NHC.
- Continued collaboration with the Housing Authority for multiple Housing clinics.
- Collaborated with Pfizer for the Pneumococcal Pediatric Initiative to educate families and vaccinate children.
- Continued to meet UMC’s mission via expanding the Specialty Services to meet the growing demand of community needs and the continued collaboration with community partners such as the El Paso County, El Paso Fire Department, Housing Authority, UTEP and pharmaceutical companies to provide quality of services.

INFECTION PREVENTION AND CONTROL

WHATEVER VALUABLE INFORMATION, EDUCATION, AND ASSISTANCE THIS TEAM HAS PROVIDED HAS HELPED TO ALLEVIATE FEAR, MISTRUST, AND MISCOMMUNICATION.



MIGUEL RIVERA, ONE OF OUR INFECTION PREVENTIONISTS, WAS DESIGNATED AS LEAD IN THE COVID-19 RESPONSE FOR THE ORGANIZATION. HE HAS DONE AN OUTSTANDING JOB AND WAS NOMINATED AND CHOSEN AS ONE OF OUR S.T.A.R. RECIPIENTS IN MAY 2020.

The pandemic has occupied much of this department's time since March 2020. Infection Prevention and Control has been involved in every aspect of the COVID-19 response, including employee education on the use of personal protective equipment (PPE), CDC guidelines regarding the process of the COVID-19 virus, education on testing, quarantining or self-monitoring at home, and exposure investigation. Whatever valuable information, education, and assistance this team has provided has helped to alleviate fear, mistrust, and miscommunication. The team has led the response in protection from the virus and prevention in spreading the virus – to include visits to UMC clinics and in setting up the flow for patient visits at the clinics. They were involved in the Surge process from the beginning, working with UMC's Engineering and Environmental Services (EVS) to help create safe, clean COVID-19 units. The department worked with a multi-disciplinary team to write a COVID-19 Plan, which continues to be a fluid document as conditions change rapidly. They have been on call 24/7 to talk with anyone with questions or concerns regarding the multiple aspects of a pandemic. They assisted in developing the protocol for reuse of N-95 masks via sterilization. They have met challenges every day in the face of peaks in the number of cases. They are in daily communication with our local health department and provide mandatory data daily to the State regarding COVID-19 numbers at UMC.

GUEST SERVICES: SECURITY

Our security team has ensured we maintain a safe and secure environment in the midst of COVID-19



Rosa Romero, Specialist Security



Randy Jones, Security Officer

LABORATORY: MICROBIOLOGY DEPARTMENT

As the cold of February 2020 lingered, the Microbiology Department of UMC installed MALDI Biotyper, a Becton Dickinson (BD) Instrumentation for Infectious organism identification and susceptibility. Later, three COVID-19 testing instruments would be installed by June of 2020.

MALDI Biotyper allows the identification of infectious organisms within minutes from bacterial growth. This facilitates a rapid response for specific target antibiotic treatment. It also decreases hospital stay for the patient and cuts the cost for both the hospital and patient.

COVID-19 testing is now done in-house and has decreased the turnaround time for results from four to five days to the same day. Patients can now be admitted to the proper hospital floor knowing their COVID-19 status and within a few hours of specimen collection are appropriately able to be treated.



SUPPORT SERVICES

SUPPORT SERVICES' ENVIRONMENTAL SERVICES CLEANS AND DISINFECTS OVER 1,200,000 SQUARE FEET.

From Guest Services, where patient experience is the priority, to Patient Transportation and Environmental Services, there has never been a year that Support Services was more needed than in 2020.



Left to right: Victoria Nunez, Ivonne Saenz & Teresa Sanchez - Environmental Services



Gloria Torrez, Shift Lead, Environmental Services



Sonia Tarin, Environment Services

INFORMATION TECHNOLOGY

Information Technology (IT) and its UMC and El Paso Children's Hospital IT Management Team have not been idle.

From implementing more than 100 new projects in 2020, IT managed the COVID-19 crisis in these ways:



Oscar Villa, IT Service Delivery Manager



- A set up of more than 200 additional beds to deliver proper patient care and billing.
- Added multiple tents and nursing units complete with computers, laptops, tablets, Virtual Local Area Network (VLAN), Wi-Fi, fiber, cabling, switches, printers, medical device interfaces and more.
- Added 814 new staff and physicians to computer systems for better access to each respective system necessary for their duties.
- Quickly implemented Telemedicine.
- Set up more than 200 iPads on stands for use by patients to communicate with families as well as for physician-to-nurse or physician-to-physician video conferencing.
- Set up more than 400 UMC Associates to work from home.
- Configured and set up Endoscopy to be operational at our micro hospital to handle possible overflow from the hospital.
- Set up freestanding Firstnet Shell (ED system) to properly handle inpatient type setting for patients who needed to stay longer.
- Set up new disaster nurse charting to reduce charting times to accommodate influx of new staff and overflow of COVID-19 patients. Still in process.
- Handled more than a 30 percent jump in increased workload of the Help Desk tickets due to an increase in staff, more patient rooms, patients and devices.

LABORATORY: BLOOD BANK DEPARTMENT

“University Medical Center of El Paso, as the Regional Level I Trauma Center for Far West Texas and Southern New Mexico, has implemented a whole blood program for severely injured patients with life threatening hemorrhage. Whole blood, as opposed to component therapy that traditionally has been used in most trauma centers, provides the essential components to obtain hemostasis and provide oxygen delivery in a more physiologic fashion. The use of whole blood in the battlefields of Iraq and Afghanistan was found to be superior to component therapy (i.e. packed red blood cells, platelets, and fresh frozen plasma) in saving the lives of our soldiers. Whole blood, being used in an increasing number of civilian trauma centers, has demonstrated efficacy in reducing death due to hemorrhage. As part of its mission as a Level I Trauma Center, UMC is proud to have this life-saving therapy available to our patients.”

—Alan Tyroch, MD, Professor and Chair of Surgery and Trauma at UMC

Whole Blood and COVID-Convalescent Plasma is being brought into the hospital for the benefit of UMC patients and their overall recovery. In June of 2020, whole blood was introduced and has been in use since COVID-19 Convalescent Plasma was first approved in April of 2020 for emergency use by the Federal Drug Administration (FDA). Whole blood is indicated for large volume hemorrhaging such as seen with major trauma requiring massive transfusion and rapid correction of anemia, coagulopathy, acidosis and hypothermia. COVID-19 Convalescent Plasma is donated by individuals who experienced COVID-19 and have recovered. Now their antibodies will help aid newly infected individuals to help them recover faster.

UMC, along with other local hospitals, has been working with Vitalant, the nation’s largest independent blood provider, to heal patients with Convalescent Plasma. Those who meet that criteria and want to donate plasma are encouraged to apply through the Vitalant website [Vitalant.org/covidfree](https://www.vitalant.org/covidfree).

For more information, call 866-CV-PLSMA (866-287-5762).



Our first Covid-19 Convalescent Plasma



Normal Packed Red Blood Cell Unit



Whole Blood Unit

OUTPOURING OF COMMUNITY SUPPORT



Dr. Marc Ellman - Dr. Marc Ellman of Southwest Eye Institute donated 100 meals to the day and night shifts at UMC's Intensive Care Unit (ICU), Intermediate Care Unit (IMCU) and TT3 COVID-19 nurses.



Amanda and Lauren Pantzer who attend high school in New York and started their own non-profit, Helping Healthcare, sent 25 meals from Great American Steakhouse to UMC's Main Regional Laboratory.



Fortify the Heroes - Paso del Norte's Fortify the Heroes Fund donated 1,000 meals from Great American Steakhouse, BOSS Chicken and La Vianda to UMC's day shift and 425 meals from Thyme Matters to the night shift.



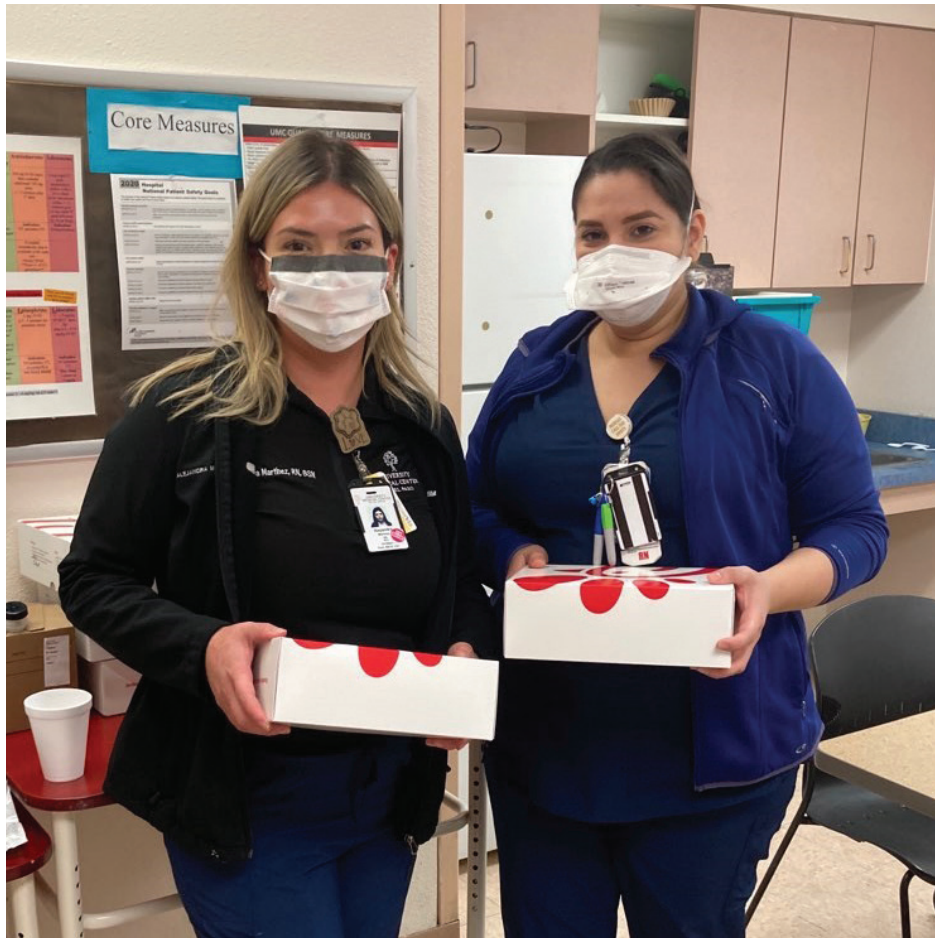
World Central Kitchen - World Central Kitchen generously donated 8,000 meals collectively for UMC and five other hospitals from six local restaurants that included District Coffee Co., El Rincon de Cortez/La Malinche, On the Grill, Salt + Honey Bakery Cafe and Taconeta.



Michelle Grady - Michelle Grady, one of the victims of the Aug. 3, 2019, terrorist shooting at an El Paso WalMart, brought holiday cheer to the UMC Rehabilitation, Emergency Department and Surgery teams.



El Paso County Sheriffs Officers Association - El Paso County Sheriffs Officers Association and L&J's Cafe donated meals to various nurses and doctors fighting in our COVID-19 units.



Voya donated Chick-fil-A to the Intensive Care Unit (ICU) and Neuro ICU.



Mi Pueblito Cafe brought an enchilada feast to the Environmental Services (EVS) staff.



Independent Agents of El Paso delivered 80 meals from Chihua Restaurant Bar to our ICU and Neuro ICU.



Julio Esquivel, Realtor, Home Plate Mortgage and Border Burger Bar fed 88 UMC nurses.



Waste Connections donated lunch to UMC's Medical Unit from Desert Oak Barbecue.



Christine Aguilar with The El Paso Wing Factory delivered 52 meals to the Laboratory and Hospitalist Program.

EL PASO CHILDREN'S HOSPITAL

VITALS:

Beds	122
Employees	672
Credentialed Physicians	over 300
Subspecialists	over 40

AT A GLANCE	FY 2020
Average daily census	55.0
Patient days	20,115
Inpatient cases	1,104
Inpatient admissions	3,736
Outpatient cases	2,205
ED Visits	19,211
Operations & Procedures	3,309

****Includes six months of COVID-19 effects.***





“THE MISSION OF EL PASO CHILDREN’S HOSPITAL (EPCH) IS TO PROVIDE COMPASSIONATE, COORDINATED, FAMILY-CENTERED CARE FOR CHILDREN WITH A DEDICATED COMMITMENT TO EXCELLENT PATIENT OUTCOMES, INCLUSIVE LEADERSHIP AND INNOVATIVE PEDIATRIC RESEARCH AND EDUCATION. IT IS OUR GOAL TO CONTINUE TO DELIVER SAFE, QUALITY CARE TO THE PEDIATRIC POPULATION OF OUR REGION.”

– Cindy Stout, President and CEO of El Paso Children’s Hospital

Message from Cindy Stout, CEO:

The image of a superhero in 2020 looks much different than that of years past. Superhuman strength has been shown to us with the dedication and spirit of our healthcare heroes. Everyone from our physicians to our nurses, health unit coordinators, certified nursing assistants, patient access, materials management and environmental services teams have all taken the shape of being SUPERhuman! The heart values of each employee have been displayed during this critical time, and I am honored to be part of such a brave and heroic team that has come together and continually stands strong for our community.

El Paso Children's Hospital provides tertiary services to the most vulnerable patients requiring complex care within a 350 mile radius of the Hospital. The catchment area includes two countries, three states, three metropolitan cities and over 11 counties in Texas and Southern New Mexico.

One of the biggest storylines of 2020 is the pandemic of COVID-19. Across the world, we saw healthcare systems rocked to their core as a new virus slowly made its way to the entrance of the El Paso Children's Hospital. The teams of both University Medical Center and El Paso Children's Hospital quickly jumped to action to ensure we were creating a safe environment for staff, physicians and patients. As the only dedicated not-for-profit children's hospital in El Paso, we continue to stand ready to provide the safe, quality care needed for the pediatric population. During this time, the El Paso community embraced the heroes of healthcare by honoring them with drive through parades and food donations.

Despite navigating through this time, many of the Hospital's strategic priorities came to fruition as we recruited several physicians including a pediatric neurosurgeon, pediatric pulmonologist, pediatric surgeon, and several pediatric hospitalists. In this report you will be given a glimpse of some of our major accomplishments in 2020.

This has been a difficult year for our community, but I have seen our staff and physicians rise to the occasion and provide ways to celebrate the joys, both big and small. Our partnership with Texas Tech University Health Sciences Center El Paso continues to stay strong as we move towards building the future of pediatrics together.



EPCH EXECUTIVE TEAM



John Runkles, Chief Operating Officer



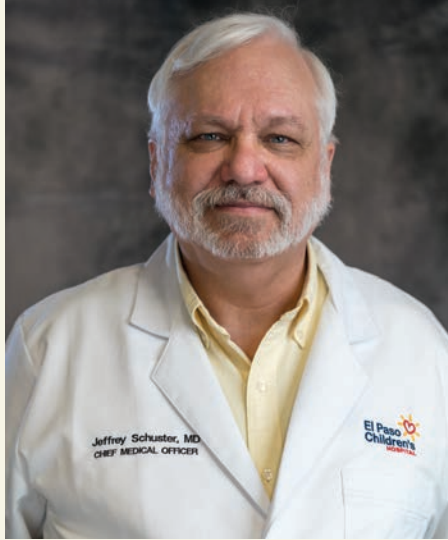
Roxanne Weisendanger, Chief Nursing Officer



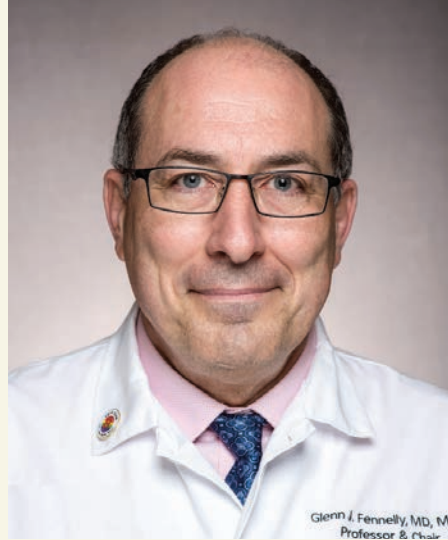
Melissa Campa, Chief Financial Officer



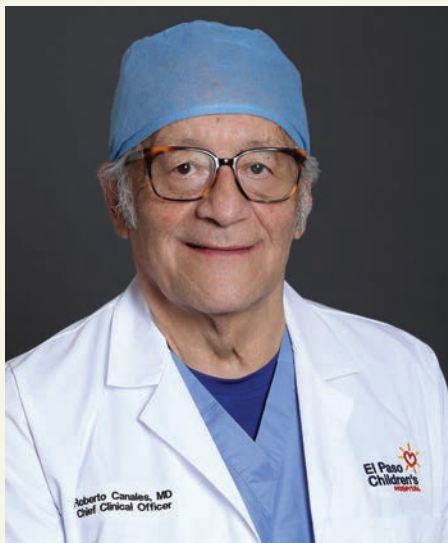
Laurel Huston, Chief Legal Officer



Jeffrey Schuster, MD Chief Medical Officer



*Glenn Fennelly, MD, Chief Transformation Officer,
Physician and Chair, Department of Pediatrics,
Texas Tech Physicians El Paso*



Roberto Canales, MD Chief Clinical Officer



HIGHLIGHTS FOR 2020 INCLUDE:

GROWTH OF C.A.R.E.S. CLINIC

In an effort to better serve the children of El Paso, Texas, and surrounding areas, the C.A.R.E.S. Clinic expanded to a new offsite location to provide a one-stop center to evaluate, treat and support victims of child abuse and neglect. Generous grants and donations received by the EPCH Foundation have allowed the Clinic's expansion to better serve the needs of the community in a larger space equipped with amenities that meet the highest standards for care. The C.A.R.E.S. Clinic has been in existence since 2012 through funding from the Texas Medical Child Abuse Resources and Education System (MEDCARES). The Clinic's treatment and services are developmentally, linguistically, and culturally appropriate; designed with a child's needs, abilities and best interests in mind, and intended to reduce the traumatic effects of child abuse and neglect.

In 2018, Texas Child Protective Services (CPS) reported 1,943 confirmed cases and 6,383 allegations of child abuse in El Paso County. In 2017, 172 children died from child abuse/neglect in the state of Texas, seven of which were from El Paso County. More children die from abuse in Texas than in any other State. This is a significant number for the El Paso community.

The C.A.R.E.S. Clinic collaborates with CPS, law enforcement, and local child abuse/advocacy stakeholders to provide comprehensive services to children who have been hurt physically and emotionally. This collaborative reduces the number of traumatic interventions for the child to help them and their family heal.

The C.A.R.E.S. Clinic services include:

- Comprehensive forensic medical evaluation and treatment of suspected child abuse, neglect and sexual assault in children under 18.
- Follow-up forensic medical examination and treatment for child victims of acute and chronic sexual and physical abuse.
- "3 in 30" Initiative, medical evaluation for children placed in foster care.
- Pediatric Sexual Assault Nurse Examiner (SANE) services.
- Forensic examination with photo documentation.
- Testing for Sexually Transmitted Diseases (STDs) to include HIV.
- Social services and crisis intervention.
- Processing of application for crime victims compensation.
- CPS case reviews.
- Law enforcement case reviews.
- Court testimony.
- Period of Purple Crying training.
- Referrals for long-term counseling and any other medical services for child victims.

NEUROSURGERY SUCCESS STORY



When a child has a neurosurgical problem, the associated challenges can affect quality of life for the child and the entire family.

To support affected families, the hospital brought in Dr. David Jimenez in 2019 to provide the community with convenient medical and surgical care to support an active life. We provide surgical treatment for diseases affecting the brain, spinal cord and nerves in infants, children and teens. We actively support our mission to provide the safest and highest quality care by implementing the use of advanced technology. Our patients benefit by undergoing safer, less invasive procedures, and experience less time under general anesthesia. Cutting-edge technology, coupled with our specialized skill and training, ensures children receive exceptional neurosurgical care.

Year after year, we have been able to increase the total number of neurosurgical cases by 100%. This means that fewer patients are having to leave El Paso and are able to receive world-renowned treatment here in the comfort of their home.

HERE WE GROW

In the fall of 2018, El Paso Children's Hospital officially opened the El Paso Children's Hospital Physician Specialists Clinic. This new space was built to support a truly unique, integrative model of physician specialists in one setting.

To date, we have been able to provide additional physician specialists including our Cranial and Facial experts, Neurosurgeon, General Surgery experts and finally we were able to add Pediatric Cardiology experts. Our Physician Specialists Clinic continues to enhance the access to critical pediatric specialists in our region.

EQUIPMENT ADVANCEMENT: OVER \$4 MILLION INVESTED

Over the past year, El Paso Children's Hospital (EPCH) was able to invest four million dollars in new equipment. The time is now to continue expanding complex pediatric care in West Texas. Our care must continue to meet the needs of our pediatric region. Some of the equipment that we were able to purchase include:

- Additional equipment and instruments, that allow us to accommodate complex neurosurgical cases and keep patients in El Paso.
- A new Orthoscan, which is a mini C-arm (imaging machine) that allows the surgeon to see bones in real time with the device emitting less radiation compared to the large C-arm machines.
- New instruments and a navigation system for our Ear Nose and Throat (ENT) surgeons. This equipment allows the ENT surgeons to perform complex sinus surgery at EPCH. This is some of the best equipment available to our pediatric ENT surgeons in the area.
- New cameras and laparoscopic instruments for the General surgeons. We now use 4K technology in some of the operating rooms to provide high definition that gives them a better picture during laparoscopic surgery.
- Oral and Maxillofacial surgeons (OMFS) are now using a Brumaba operating room table, which allows the surgeons to sit closer to the patients while operating. OMFS surgeons can now do more minimally invasive surgery using the navigation system which allows the patients to return to normal activities sooner.
- Endoscopy has additional sterilization equipment. We also have additional scopes that vary in size to allow the pulmonologists to work on very tiny or adult-sized patients.
- New urology instruments to support Urologists in complex cases.

This equipment investment allows us to continue to provide the most advanced care to our pediatric population.

ACCREDITATIONS/SERVICE LINE HIGHLIGHTS

RADIOLOGY

- Successful re-accreditation with the American College of Radiology (ACR) for Nuclear Medicine.
- Implementation of Advanced Cardiac MRI Imaging – the only specialized pediatric radiologists, in the region.
- Implementation of Advanced MRI imaging; urography, enterography, lymphangiography and defecography – only available at EPCH within a 350 mile radius.
- Implementation of Advanced MRI Neuroimaging – including tractography, perfusion, and neuronavigation which allows live operative guidance for neurosurgeons performing brain surgery.
- Additional new high tech equipment: MAC Vue EKG (2), Echocardiograms Vivid E10 (2), Ultrasound Logic E10 – with elastograph.

LAB

- Completed 3 week virtual/on-site CAP inspection.

NICU

- Completed Level IV NICU re-accreditation inspection.

COMMUNITY INVOLVEMENT

EPCH strives to improve the lives and outcomes for children and families needing healthcare and treatment. To accomplish this, EPCH collaborates with several non-profit agencies, local community groups, and children's charities each year. Our relationship with these entities is an important part of improving health outcomes for children across our region by supporting education, advocacy, and promotion of partner events and initiatives.



In 2020 alone, EPCH provided close to \$25,000 in sponsorships and countless hours of community service by hospital staff bringing awareness to a multitude of health topics affecting children in the region. Some of these events were held virtually due to the pandemic.

In 2020 EPCH supported the Ronald McDonald House, community health fairs, March of Dimes, YMCA, Walk a Mile in Her Shoes YWCA, Candlelighters of El Paso, Royal Run for Hope, KCOS Physician Show, El Paso Diabetes Association, and Lee & Beulah Moor Children's Home.

In addition, we have continued to develop virtual events to stay connected with our families and community. This year we held our fourth annual St. Baldrick's head shaving virtual event to bring awareness to childhood cancer. We also hosted our virtual NICU event.

OUR HEART HEROES

2020 has been a year that has tested the resilience of so many, but in this time the staff has truly continued to shine and provide safe, quality care to all our patients. We want to thank the community for honoring them during some of the hardest times. Even through these new times, we continue to celebrate our staff with special lunches, events, and recognitions.



EL PASO HEALTH

VITALS:

Years since inception	20
Current number of employees	145
Total number of categories of extra benefits offered to Members	15
Total number of car seats distributed in 2020	494
Number of years of on-going contributions to local community based organizations	13
Number of years as Health Plan Market Leader	7
Current number of Members across all service lines	99,000



El Paso Health



El Paso Health

El Paso Health
Advancing Your Health
Medicare Advantage

HOME GUEST
DOWN TO GO BALL ON QTR





“I AM PROUD TO SAY OUR TEAM SUCCEEDED BEYOND EXPECTATIONS AS THEY STAYED COMMITTED TO OUR MISSION: TO BUILD RELATIONSHIPS WITH OUR MEMBERS, PROVIDERS, AND PARTNERS THAT STRENGTHEN THE DELIVERY OF HEALTHCARE IN OUR COMMUNITY AND PROMOTES ACCESS TO QUALITY HEALTHCARE FOR CHILDREN, FAMILIES, AND INDIVIDUALS.”

– Frank Dominguez, President and CEO of El Paso Health



El Paso Health

HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.

Message from Frank Dominguez, President and CEO:

At El Paso Health, the year 2020 challenged our entire management team and associates to be agile, to work with creativity, and to remain focused on providing services to our Members through social distancing and lockdowns. For the most part, the year could be described as one in which our personal, high-touch company had to find ways to work through plexiglass and masks.

Everyone at El Paso Health rose to the occasion for our Members, Providers, and Partners. For our Members, our goal was to not have any service interruptions while adapting to the COVID-19 restrictions. In that regard, our leadership and staff focused on ways to stay in touch with our Members, provide them with ease-of-access to us, and to work through protocols and restrictions that often changed daily. This took a great deal of flexibility and innovation as we adapted to a new normal. Again, I am so proud of our entire staff: we didn't miss a beat when it came to caring for our Members and making sure they were fully covered and receiving all benefits.

As we turned 20 years old in 2021, our business reflected significant growth, continuing a steady, seven-year trend of membership gains over our competitors. We now provide services to over 99,000 members throughout our region, across all business lines and including our

CHIP and STAR programs. Importantly, we began our first year of offering **El Paso Health Plus**, our Medicare Advantage Plan, to El Pasoans who need both Medicaid and Medicare programs and coverage. This program remains a strong and positive offering from El Paso Health, and we look forward to greater growth in 2021.

To meet the demands of 2020 and stay true to our mission of also building relationships with Providers and Partners, we introduced a number of new, innovative services. One of the most important new services introduced during the year was VeMiDoc. This mobile application is a patient/Provider telemedicine app and allows patient-doctor visits to happen securely and in real time, all from a computer, tablet, or phone. Simultaneously, we developed and launched our Virtual-Connect program that allows Case Managers and Members to meet virtually. This program gives the case manager a personal connection with the Member, allowing a better opportunity to assess the Member's actual physical and mental well-being.

In addition, we strengthened our partnership with PHIX, a health-information exchange platform that will help us improve health in the region through collaboration and data technology. PHIX "centralizes" health information from different hospitals and providers to create an electronic health record for each patient.

We also established a free food basket program, Food from the Heart, for new Members who participate in our New-Member orientation. In addition to the food baskets from our own Food from the Heart program, we also gave away 180,000+ pounds of food to El Pasoans in partnership with El Pasoans Fighting Hunger Food Bank. And we provided 494 infant and child car seats to our Members as part of our extra Member Benefits.

These partnership programs are our commitment to the Community, and we are proud that in addition to these initiatives, we made financial contributions during the year to a number of local non-profits in the amount of \$220,000, including to the University Medical Center and El Paso Children's Hospital Foundations.

We are El Paso's only local, non-profit health plan. And in the new year, we will continue our commitment to provide the best available services to our Members, our Providers, and our Partners.

EL PASO HEALTH LEADERSHIP TEAM



Janel Lujan, Chief Operating Officer



Sharon Perkins, Chief Information Officer & HIPAA Security Officer



*Gustavo Gonzalez, CPA
Chief Financial Officer*



*Rocio Chavez, Chief Compliance Officer,
HIPAA Privacy Officer*



El Paso Health



El Paso Health

0124

Date October 6, 2020

Pay to the
order of

El Paso Children's Hospital Foundation \$ **60,000.**

Sixty Thousand ⁰⁰/₁₀₀

Dollars

Memo

Donation

Francisco J. Dominguez

FRANCISCO J. DOMINGUEZ, EL PASO HEALTH

1122345678910

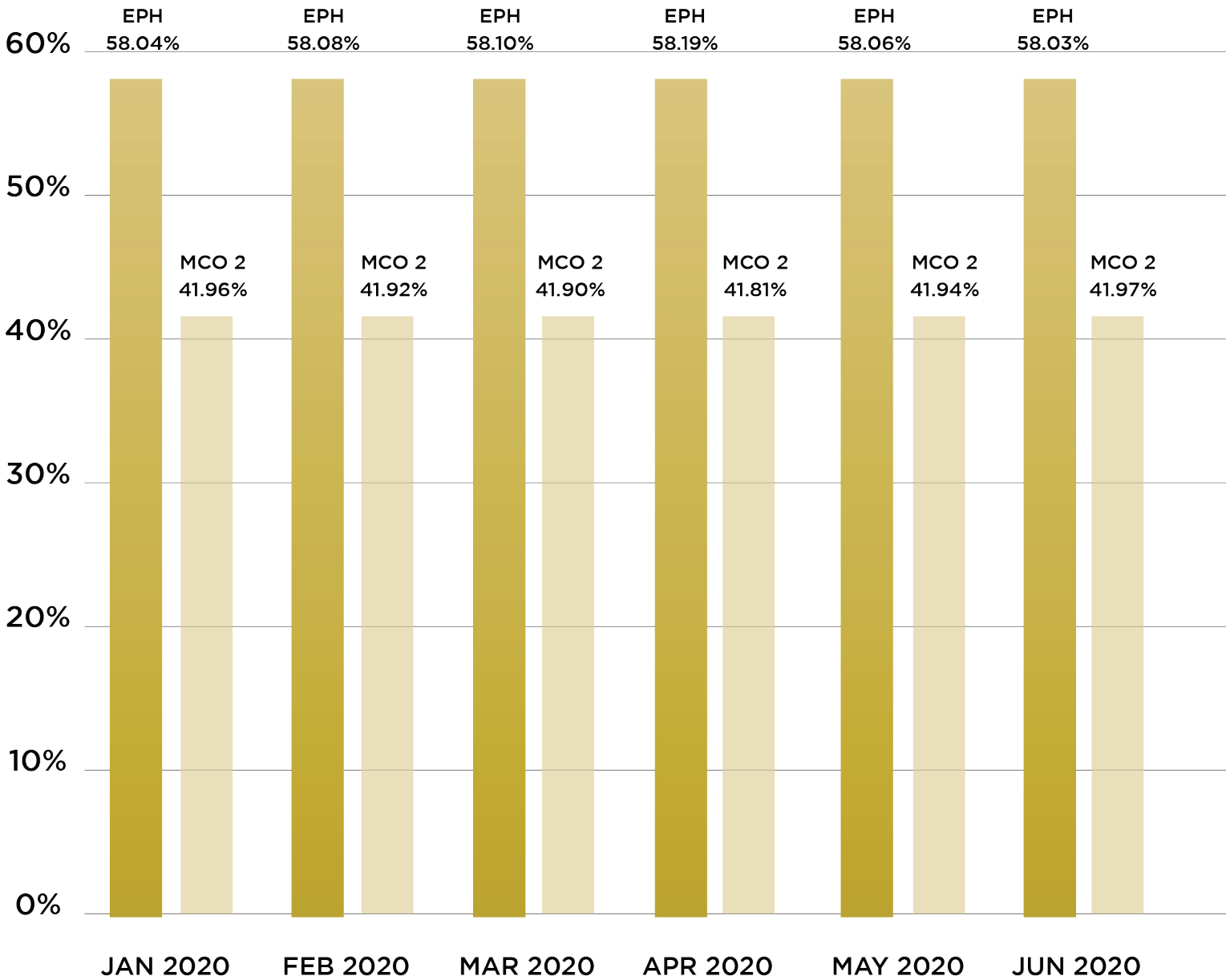
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STAR AND CHIP MARKET PERFORMANCE

JAN 2020 – DEC 2020

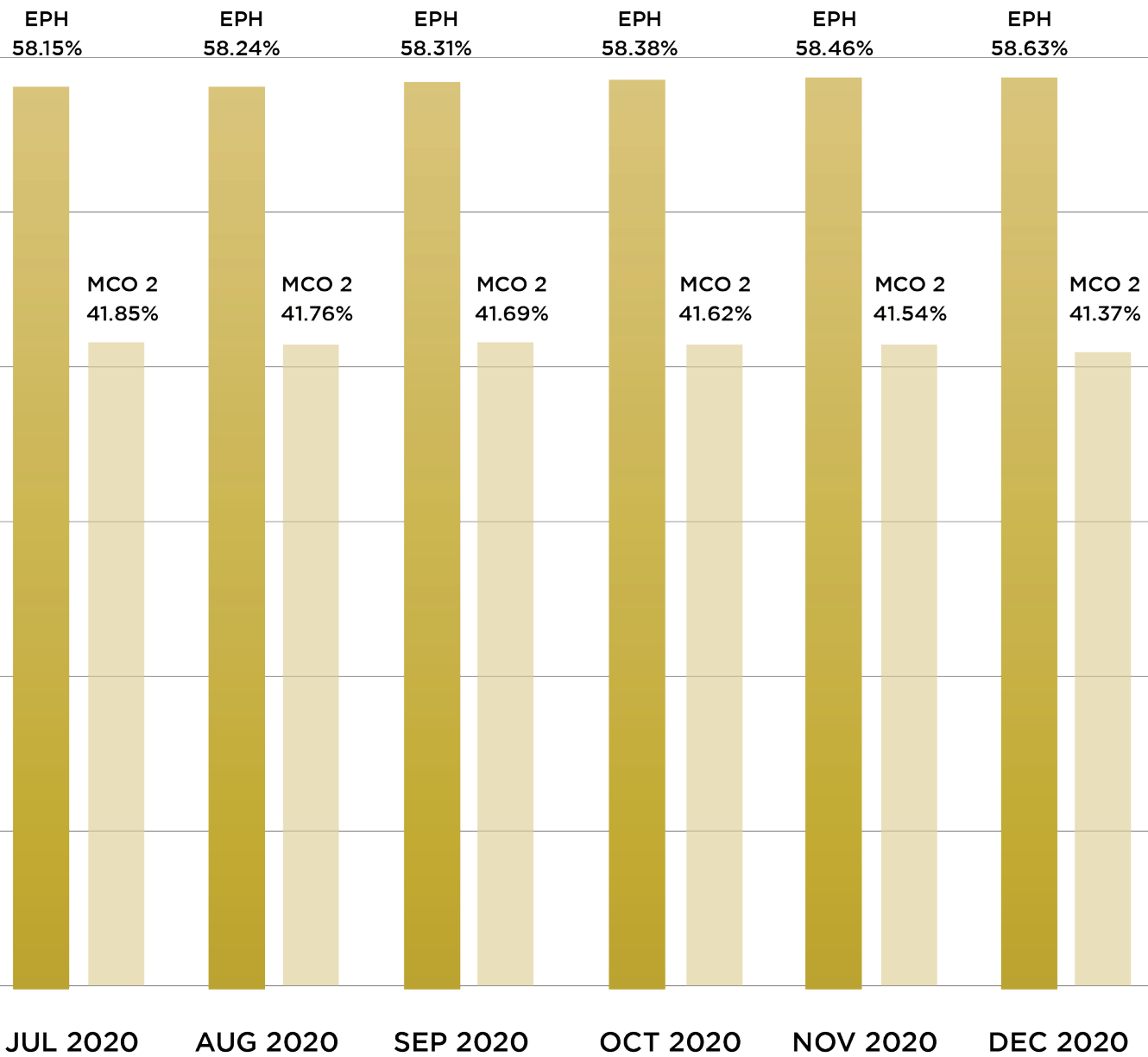
70%





El Paso Health

HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.



VALUE ADDED SERVICES KEPT GOING IN 2020

We have never been prouder or more committed to serve the needs of the El Paso community we call home. The global coronavirus pandemic created a set of unprecedented challenges that demanded comprehensive, timely solutions. We were able to mobilize and respond quickly to the needs of our community because of the strength of our relationships with our Members, Providers, and other Stakeholders, as well as the nonprofits doing such great work on behalf of El Pasoans.



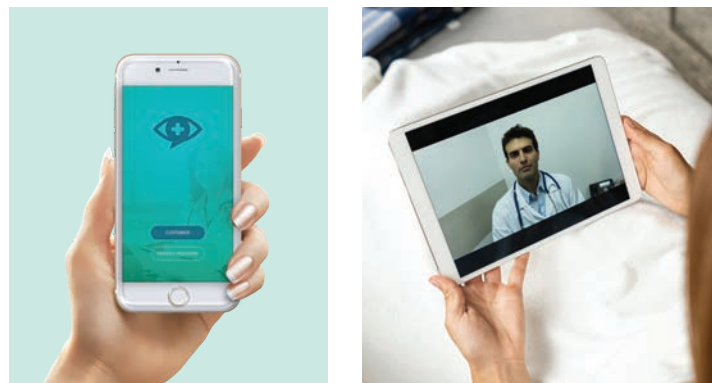
Food from the Heart was an initiative developed to help our Members put food on the table. During the 2020 lock-downs many Members lost their jobs, income, and the ability to buy enough food to feed their families.



We also created Stay Safe Pandemic Kits with essentials including masks, hand sanitizer, wipes, gloves, a thermometer, and more. These kits were given to our new Members.



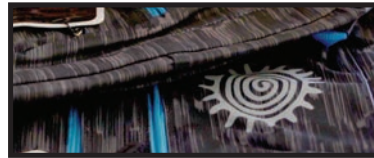
The VeMiDoc Telemedicine App was developed closely with Dr. Aldo Maspons, an El Paso Health Provider; the App provides virtual, all-hours care for our Members.



FIRST STEPS

FOR THE EXPECTANT MOTHER

The First Steps baby shower went virtual in 2020 providing prenatal education classes to pregnant members on-line. Members received diapers, a car seat, a gift card, and much more after completing the class. We gave away 494 car seats in 2020.



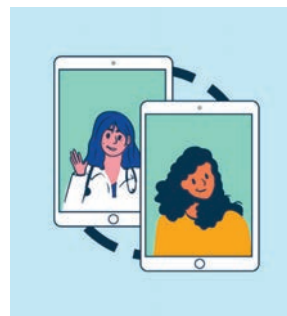
Back-to-School Backpack Giveaway

Our Back-to-School Health Fair returned for another successful year and distributed 2,600 backpacks to local school age children. We also partnered with El Pasoans Fighting Hunger Food Bank to deliver food to the general community. Over the course of 2020 we distributed over 180,000 pounds of food via drive-thru events.



VIRTUAL-CONNECT BY EL PASO HEALTH

Our Virtual-Connect program is central to our mission, allowing case managers to connect virtually with our Members to assess their mental and physical well-being.



UMC & EPCH FOUNDATIONS



Estela Casas, Executive Director of UMC and El Paso Children's Hospital Foundations

“DURING THE CORONAVIRUS CRISIS, THE TEAM WORKED TIRELESSLY TO CONTINUE RAISING MONEY AND AWARENESS THROUGH UNCONVENTIONAL MEANS LIKE ZOOM PRESENTATIONS AND DEMONSTRATIONS, TAKING PROSPECTIVE DONORS INSIDE THE HOSPITALS FOR A BEHIND-THE-SCENES LOOK AT WHERE DONATIONS ARE BEING USED. THE FOUNDATION TEAM COLLECTED THOUSANDS OF DOLLARS IN MONEY THROUGH THE COVID-19 COMPASSIONATE CARE FUND AND IN-KIND DONATIONS SUCH AS MASKS, FACE SHIELDS, AND FOOD THAT WERE DISTRIBUTED TO OUR HEALTHCARE HEROES AT BOTH UMC AND EL PASO CHILDREN’S HOSPITAL.”

– Estela Casas, Executive Director of UMC and El Paso Children's Hospital Foundations

UMC FOUNDATION

The University Medical Center Foundation and the El Paso Children’s Hospital Foundation are the designated charitable organizations for supporting hospitals in the El Paso County Hospital District. The Foundations provide funds for medical equipment, program support, and family care grants to improve patient care.



UMC FOUNDATION COVID-19 COMPASSIONATE CARE FUND

FY 19-20 COVID-19 Compassionate Care Fund Related Grants/Donations/In-Kind

TOTAL	\$101,796
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FY 19-20 FUNDED EQUIPMENT UMC

Equipment	Amount	Contributions to UMC	Amount
Pediatric Mock Doll	\$3,265	Sobreviviendo El Cancer	\$92,624
Staxi Wheelchairs	\$14,479	Nurse Family Partnership	\$49,370
Glidescopes	\$33,890	Art Gifts	\$26,792
Prime X Big Wheel Stretchers	\$63,850		
Airvo System	\$12,065		
Neuwave Ablation System	\$106,500		
Large Screen Monitor	\$10,000		
TOTAL	\$244,049	TOTAL	\$168,786

FY 19-20 GRANTS UMC

Name	Amount
Albertson's Foundation	\$130,000
Kenedy Foundation	\$20,000
American Cancer Society	\$17,500
Stern Foundation	\$10,000
Hervey Foundation	\$7,000
Loaves & Fishes	\$5,000
Sundt Foundation	\$1,200
TOTAL	\$190,700

EPCH FOUNDATION

The mission of El Paso Children's Hospital Foundation is to provide support for El Paso Children's Hospital in its mission to provide compassionate, coordinated, family-centered care for children with a dedicated commitment to excellent patient outcomes, inclusive leadership and innovative pediatric research and education.

FY 19-20 GRANTS EPCH

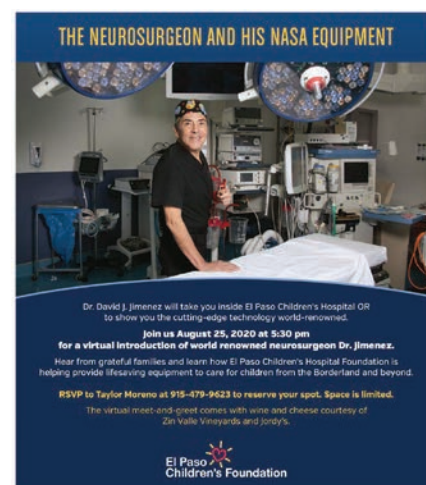
Name	Amount
Paso Del Norte Health Foundation	\$274,661
Moody Foundation	\$104,000
Marsh Foundation	\$53,500
Blue Cross Blue Shield of Texas	\$50,000
St. Baldrick's Foundation	\$49,400
El Paso Health	\$47,000
Brave Beginnings	\$43,908
Cardwell Foundation	\$29,000
AT&T Foundation	\$25,000
Wells Fargo	\$15,000
New York Life Foundation	\$10,000
El Paso Electric	\$5,000
Charles Schwab	\$2,500
BBVA	\$2,500
Chase	\$1,000
TOTAL	\$712,469

FY 19-20 ENDOWMENTS EPCH

Name	Amount
Pat & Laura Gordon	\$50,000
Southwest University	\$40,000
Dr. Patricia Davis	\$5,000
Alan & Elizabeth Abbott	\$5,000
Betty Neathery Thurmond	\$1,775
Diabetes Endowment	\$1,125

FY 19-20 NAMING RIGHTS EPCH

Name	Amount
Western Tech	\$250,000
Martha & Cliff Eisenberg	\$50,000
Liam Eder Gallardo	\$25,000
San Antonio In-Home Health Care	\$25,000
Union Pacific Foundation	\$25,000
Daniel Granados	\$25,000
TOTAL	\$400,000



CHILDREN'S MIRACLE NETWORK

Children's Miracle Network Hospitals raise funds and awareness for 170 member hospitals that provide 32 million treatments each year to kids across the U.S. and Canada. Donations stay local to fund critical treatments and healthcare services, pediatric medical equipment and charitable care. Since 1983, Children's Miracle Network Hospitals has raised more than \$5 billion, most of it \$1 at a time through the charity's Miracle Balloon icon. Its various fundraising partners and programs support the nonprofit's mission to save and improve the lives of as many children as possible.

2020 CAMPAIGNS

GameStop Campaign	Oct. 4 – Nov. 4
Walgreens Campaign	Oct. 13 – 29
Columbia Sportswear Campaign	Nov. 1 – Dec. 31
Extra Life	Nov. 2
Bahama Bucks Benefit Night	Nov. 6
Loves Round-Up Campaign	Dec. 2 – 6
First Light Federal Credit Union Campaign	Jan. 27 – Feb. 21
Food City Campaign	Feb. 3 – 28
Appreciation Luncheon	Feb. 7
Dance Marathon	Feb. 14
UTEP Softball vs Cancer	Mar. 6
Speedway National Weekend Campaign	Mar. 26-28/Jun. 25-27
Kendra Scott Curbside Pick-up Campaign	May 1 – 10
Once Upon A Princess Call	Month of June
Walmart and Sam's Club Campaign	Jun. 22 – Jul. 31
Loves Round Up Campaign	Jul. 14 – Oct. 3
National Speedway Campaign	Jul. 25 – 27
GameStop Round Up	Aug. 11 – TBD
I Painted That Event	Aug. 22
Kendra Scott Virtual Give Back	Aug. 28 – 29
Costco Balloon Campaign	Sep. 1 – 30
Knight/Swift Transportation Employee Giving	Sep. 21 – Oct. 16



EPCH CHILDREN'S MIRACLE NETWORK CONTRIBUTIONS

TOTAL **\$323,924.34**

FUNDED EPCH EQUIPMENT

Lotta Ventriculoscopy System	\$ 65,688
Urinalysis Microscope	\$ 4,019
Verathon Glidescope Core	\$ 19,359
Storz Flexible Neurovideoscopes	\$ 54,189
Terason Ultrasound System	\$ 23,900
Micro Forceps	\$ 31,960
Exam Tables for EPCH Clinic Expansion	\$ 4,069
Furniture for Blower Room	\$ 9,623
Instrument Interface for Biofire Film Array	\$ 14,475
Furniture for Specialty Clinic	\$ 19,941
IT Components for Surgical Expansion Clinic	\$ 16,612
Medtronic Endoscrub	\$ 18,219
Lightforce LF-40 Gold Laser	\$ 89,900
Doro Ball Pivot Adaptor Headrest	\$ 26,415
Brumaba Primus Operating Table	\$ 29,000
Bronchoscopes	\$ 83,839
Electrocardiogram	\$ 20,079
Full Interior Furniture	\$ 20,910
Safe and Security Room	\$ 15,612
Negative Air Pressure Purification Units	\$ 35,344
Baby Leo	\$ 44,363
Sterilization Unit	\$ 45,820
Microdebrider	\$ 40,380
NIM Monitor	\$ 38,621

TOTAL **\$772,337**

CONTRIBUTIONS TO EPCH

Get Well Network (Through CMN)	\$155,857
Child Life Program	\$ 84,068

TOTAL **\$239,925**

COMBINED UMC & EPCH EVENTS

V.I. Pink	Oct. 10
Holiday Market at Ardivino's Desert Crossing	Nov. 1 – Dec. 1
Christmas of Hope	Dec. 14
ParTee for a Purpose	Oct. 5
Western Tech Naming Rights Unveiling	Feb. 11
UMC Trauma-Brigham and Women's (Boston) Meet & Greet	Feb. 13
Walgreens Feel More Like You Program	Feb. 13
Liam Eder Gallardo Naming Rights Unveiling	Feb. 18
Union Pacific Virtual Naming Rights Unveiling	Jun. 9
GECU Virtual Thank You	Jun. 16
Radiology Reading Room Virtual Naming Rights Unveiling	Jul. 31
Virtual Introduction with Dr. David Jimenez	Aug. 25
Sports Memorabilia Auction	Aug. 25 – 27
Virtual Art Auction	Sep. 16
Virtual Introduction with Dr. David Yates	Sep. 29



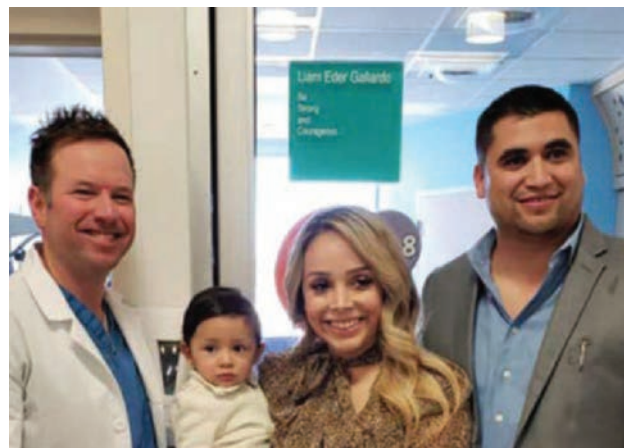
ParTee for a Purpose, October 5



Western Tech Naming Rights Unveiling, February 11



V.I. Pink, October 10



Liam Eder Gallardo Naming Rights Unveiling, February 18



“EVERY JOB THAT I’VE TAKEN, I BELIEVE IT HAS GIVEN BACK TO THE COMMUNITY IN ONE WAY OR ANOTHER. I JUST WANT TO CONTINUE TO MAKE AN IMPACT ON THE COMMUNITY IN PERSONAL AND PROFESSIONAL WAYS.”

–Taylor Moreno, Program Director for El Paso Children’s Hospital Foundation

Taylor Moreno, Program Director for El Paso Children’s Hospital Foundation, is a fifth generation El Pasoan. Every generation has held positions that provided benefit to the community she calls home. Taylor’s grandmother, Betty Thurmond, wife of William Thurmond, an attorney in El Paso, volunteered 1,000 plus hours at UMC when it was still R.E. Thomason General Hospital and sat on the Board of Managers. She instilled in Taylor’s mother, Elizabeth Thurmond Bengtson, how good this community has been to their family and how the family needs to return the favor and give back.

“My mom was always an active member of the Junior League and as a single mom, my brother and I went with her,” said Taylor. “Growing up, we were never allowed to sleep in. We got up early and went out and volunteered with our mom.” Today her mother is the director of institutional advancement at UTEP.

So it was little surprise when Pablo Magdaleno, Development Manager for New York Life Insurance Company and Board Member for UMC and El Paso Children’s Hospital Foundations nominated Taylor for the Love Takes Action Award from the New York Life Foundation. As one of 35 community members from across the nation embodying “love takes action,” Taylor has been awarded a \$50,000 grant for El Paso Children’s Hospital Foundation to support the work of El Paso Children’s Hospital.

“She selflessly gave back to the community during the pandemic,” said Pablo. “She stepped up when her community needed her the most.”

In addition to bringing in many grants specifically to help El Paso Children’s Hospital during the pandemic, Taylor spent personal time and resources, too, cooking for at-risk individuals and food-insecure families.

Taylor has since passed this generous spirit on to her son, Camden, who is seven years old. When he had surgery at El Paso Children’s Hospital in 2018 and Taylor asked him *what might he like as a treat after the procedure*, he said he’d like a Happy Meal. “But then he said,” she remembers, “Shouldn’t all the sick kids in the hospital get a Happy Meal, too?” That evening, Camden received permission from hospital staff to go door to door, handing out a Happy Meal to all the patients. “It made an impact on him,” she recalls.

Taylor has hearty plans for El Paso Children’s Hospital’s future. “I want to continue to grow the hospital endowment and put it to the level of other children’s hospital foundations throughout the nation,” she said. Taylor has raised seven million dollars for the hospital in four years. “Every job that I’ve taken, I believe it has given back to the community in one way or another. I just want to continue to make an impact on the community in personal and professional ways.”

ESTELA CASAS INFUSION CENTER FOR HOPE AND HEALING

In the midst of the pandemic of 2020, the Estela Casas Infusion Center for Hope and Healing sought comfort and convenience as top priority for its oncology patients who were encouraged to continue treatment. Besides, the open 15-bay facility with large windows to provide light, an on-site laboratory and radiology services eased the transition of treatments for patients. The Marcy About Infusion Boutique remained opened for patients to learn how to wear scarves, hats and how to apply cosmetics, all at no charge. However, in February 2020, the Patient Support Group that serves as an avenue to educate patients on various topics was forced to be placed on hold as was the Support Group Christmas Party with a visit from Santa Claus, an annual event for patients and their families. Power of Pink was also not held due to safety measures and social distancing. Power of Pink recognizes and supports breast cancer survivors throughout El Paso and distributes information and services about the Estela Casas Infusion Center for Hope and Healing to employees, patients, and visitors.

Good advancements continued to happen, though as the Estela Casas Infusion Center for Hope and Healing retained its goal to certify as many nurses as possible; and in turn, for the nurses to continue to enhance their knowledge in nursing and their particular specialty. Three new certifications were given to Catherine Lopez in oncology; Brandon Rodriguez in medical/surgical nursing, and Cynthia Reizer, also in oncology. The Commission on Cancer revised its requirements for 2019, requiring all nurses administering chemotherapy and immunotherapy to be certified in oncology or have 12 hours of cancer-related continuing education. The Center received its Commission on Cancer Accreditation in August 2020 from the American College of Surgeons Commission on Cancer.



Estela Casas with the Infusion Center Staff



Power of Pink Event

PATIENT TESTIMONIAL LETTERS

November 20, 2020

My family and I would like to extend a HUGE thank you to each and every person who took part in caring for our dad. He was airlifted from Roswell, NM in November to UMC El Paso. Before he even arrived, I talked to the ER and they were aware he was on his way and they were waiting for his arrival. I was able to personally come to El Paso and stay with him. EVERYONE, from the ones who answer the phones, janitorial staff, cafeteria workers, CNAs, Nurses, PAs, Doctors, X-Ray Technicians, Speech Therapist, Social Workers, etc., I was treated wonderfully. Everyone made sure I was comfortable, had all my questions answered and took the time to explain each little detail. My dad is scheduled to be discharged tomorrow (11/21/2020) and transported to Lubbock, TX. On a scale of 1 - 10, UMC El Paso is a #11! We cannot thank you all enough for the care our dad received while there at UMC El Paso.

Thank you!

Today I took my mom to your hospital's ER because she was very sick. She had tested positive for COVID and her O2 was at 52 percent. There was a young man (a nurse) and his name is Matthew and he is from Washington. He took the time to come outside and explain exactly what was going on with my mother. He gave me so much peace of mind. You are truly lucky to have such an amazing person working at your hospital. My hope is that there are more nurses like him. I know that all of the Medical Staff are tired and overworked and under-appreciated, but are still those people (like Matthew) who still have compassion and empathy regardless of the situation.

Thank you, Matthew, for being a wonderful human being. Thank you to all medical staff who continue to care for our loved ones.

Erika

To whom this may concern,

I was recently transferred to UMC from GCRMC in Alamogordo after sustaining a traumatic injury to my thoracic spine. I wanted to take a moment to express my sincere thanks to all the staff who took care of me. I received excellent care during my stay. I am currently a FNP and was formerly employed as a RN at UMC to both the ER and the OR, so I feel I have a very objective understanding of health care.

I first want to thank Dr. Trier for personally taking the time to explain my diagnosis as well as the plan of care to both myself and my husband via FaceTime video. I left with a thorough understanding of my condition and the plan of care. Alex Kinsey, NP from the neurosurgery team also took the time to explain things to me and I cannot express my appreciation for her compassion and kindness. I also want to thank Dr. McClean as well as the residents who took care of me during my stay.

I can't say enough about the excellent nursing care I received during my stay. I so appreciated the care I received in the ER. My nurse Lizette was excellent. I was transferred to the ICU and received excellent care from Ezra and Veronica (nurses). I cannot recall the night nurse's name from the ICU, but once again I received excellent care. I want to specifically mention the CNA, Flor, in ICU since I feel that she should be recognized for her kindness and compassionate care.

I also received excellent care when I was transferred to the Ortho Trauma floor. I cannot recall the nurse's name from my first day there, but she was very kind. Both the nurses Crystal from the night shift and Danielle from the day shift also provided me with excellent patient care, although it was highly evident that they were pulled in many directions. The CNAs on the ward obviously are very busy, but I was still well attended to. I especially want to thank Rosa and Olga, both CNAs on the ward.

Once again, I want to express appreciation to the staff at UMC who provided me with excellent, high quality medical care.

Very respectfully,

Sandra Rickman, MSN, FNP-C, CNOR, LCDR, USNR, NC

Hi,

My name is Denise Ojinaga and if you may please pass this email along to your Chief of Staff, ER staff, ICU staff and CEO, I'd greatly appreciate it.

My grandfather, Mr. Hector Duron, unfortunately was admitted to UMC last week for a stroke. Unfortunately, he did not survive. I just want to send my deepest appreciation and thanks to the staff for their extreme and speedy care of him.

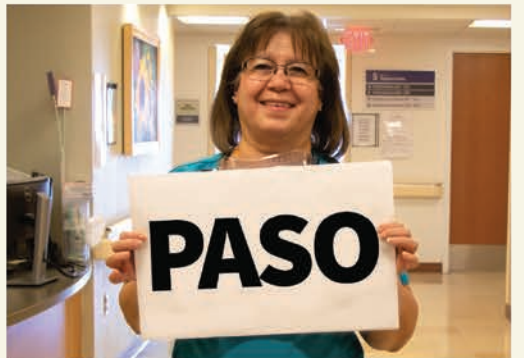
He received treatment immediately upon his arrival last Monday. Staff allowed my grandmother, my mom and aunts to see him in the middle of the night in the ER before his transfer to ICU. Our entire family was also allowed to offer our good-byes, by two, inside the ICU. I know most hospitals have the strictest policies for visitors due to COVID.

Many families aren't offered the opportunity to see family members in grave condition. What you allowed for us is something that can never be replaced and on behalf of myself and my family, we just want to offer our most gracious gratitude for the high level of care provided along with the compassionate understanding to say good-bye.

Thank you so much,

Denise Ojinaga & Duron Family

THANK YOU TEAM





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