



**EL PASO
COUNTY
HOSPITAL
DISTRICT**

**2021
ANNUAL
REPORT**

**HOPE
+
HEALING**



INDEX

HOPE+HEALING

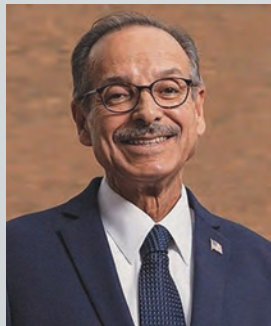


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EL PASO COUNTY COMMISSIONERS



*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*

A MESSAGE FROM HENRY GALLARDO, CHAIR, UMC BOARD OF MANAGERS



“As covid-19 arrived in 2020 and continues with us to this day, we had the privilege of working closely with R. Jacob Cintron, UMC President & CEO, and his leadership team to continue. The momentum of ensuring our hospital had the resources, equipment and programs needed to maintain the best possible community defense against the pandemic.”

– Henry Gallardo,
Chair, UMC Board of Managers

One of the biggest health challenges our community has faced in more than a century played a prominent role in all of the actions of our University Medical Center of El Paso Board of Managers during 2021. As COVID-19 arrived in 2020 and continues with us to this day, we had the privilege of working closely with Jacob Cintron, UMC President & CEO, and his leadership team to continue the momentum of ensuring our hospital had the resources, equipment and programs needed to maintain the best possible community defense against the pandemic.

Too many times when we are going about our professional lives, we focus on being successful in our businesses, projects, families, and more. However, when we arrive at UMC to take care of the board’s business of guiding the general direction of the hospital, it is a separate calling and responsibility. We are well aware that we have a responsibility to Jacob and his leadership team to ensure they have the resources they need.

During this year, we worked closely with Jacob to support his vaccination initiative that has since resulted in more than a quarter million vaccinations given in our borderland. UMC is the only large hospital to manage this very complex operation. Additionally, UMC was the location of choice for our community when the new vaccines rolled out. As you will see in this annual report for the El Paso County Hospital District, Jacob has demonstrated again that the highest level of care can be available for our community even in the most difficult days. I am extremely confident in our hospital, in Jacob and his team, and I am excited about the road ahead in 2022 because of our success during the most trying time we have seen in many years.

Finally, I want to thank all of our nurses, physicians and medical support teams for their dedication and compassion throughout this pandemic and into this new year.

UMC BOARD OF MANAGERS



Carmen Arrieta-Candelaria
UMC Board Member



Veronica Carbajal
UMC Board Member



Karen Dykes
UMC Board Member



Joy Martinez
UMC Board Member



Dr. Kristina Mena
UMC Board Member



Dr. Anna Perez
UMC Board Member



**A MESSAGE
FROM R. JACOB
CINTRON,
PRESIDENT
& CEO, EL
PASO COUNTY
HOSPITAL
DISTRICT**



“We know that as the years go by, UMC will long be remembered as the hospital that stepped to the forefront to vaccinate our community.”

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

When I began my career in healthcare, I knew I was beginning a long professional path of growth. Throughout the following years, my absolute dedication to our healthcare profession became one of the most satisfying endeavors of my life. This past year, however, is on another level. We saw many great additions to our ability to care for our community, from our new Mobile Stroke Unit, our new Mobile Health Clinic, new equipment and growth in service lines such as Neurosurgery, Endoscopy, Vascular Health, and more.

Most notable for me is how our nurses, physicians, housekeeping, engineers, administration, and many others worked together, doing our very best to help our community through this pandemic. As fiscal year 2021 began, we immediately saw a severe upswing in COVID-19 patients. Our hospital was at the forefront of this crisis, working tirelessly



to save lives. Our hospital began filling up with COVID-19 patients, so much so that we leased space at our partner hospital, El Paso Children’s Hospital, for our non-COVID care.

As the holiday season came to a close, we received our first approved doses of the vaccine that would eventually bring us to where we are today. This was a pinnacle time for our hospital’s history. We know that as the years go by, UMC will long be remembered as the hospital that stepped to the forefront to vaccinate our community. Our HUB site operations at the El Paso County Convention Center in January were expertly and professionally staffed. Our nursing and pharmacy teams provided the backbone of this massive and complex initiative that resulted in hundreds of thousands of vaccinations. Our partners at EPCH helped us with additional staffing. Our County Commissioners Court further supported our efforts to help our operation run more seamlessly. Yet, it is the many lives that we had a part in saving this year that I will remember most. It was a very challenging year, but our teams nonetheless made it a success.

UMC SENIOR LEADERSHIP TEAM



Amy Daher
Chief Nursing Officer



Ray Davis
Chief Information Officer



Letty Flores
Chief Financial Officer



Cathy Gibson
Chief Compliance Officer



Joel Hendryx
Chief Medical Officer



Jon Law
Chief Strategic Officer



Janel Lujan
Interim Chief Executive Officer,
El Paso Health



Lorena Navedo
Chief Administrative Officer



Michael Nunez
District Chief Financial Officer



Dave Thomsen
Chief Quality Officer



Omar Villa
Chief Legal Officer



Maria Zampini
Chief Operating Officer



A MESSAGE FROM MICHAEL NUNEZ, DISTRICT CHIEF FINANCIAL OFFICER



“While we were able to see support for both the State of Texas and the Federal Government, our focus was making the best expenditures that provided the highest level of care for our patients.”

*– Michael Nunez
Chief Financial Officer
El Paso County Hospital District*

Fiscal 2021 was a year of growth and efficiency at University Medical Center of El Paso as our revenues saw positive growth while our departmental directors and operations teams worked hard to make best and most efficient use of our resources during a full year of the COVID-19 pandemic. It was a year that saw many unique expenses related to the ongoing pandemic.



While we were able to see support from both the State of Texas and the Federal Government, our focus was making the best expenditures that provided the highest level of care for our patients.

Contract labor increased markedly this year due to a large amount of staffing requirements related to the pandemic. The same is true for our expenditures related to supplies and pharmaceuticals. Many of our service lines, from endoscopy to neurosurgery to stroke care and cardiology remained at historically high patient volumes and contributed to continued growth in revenues.

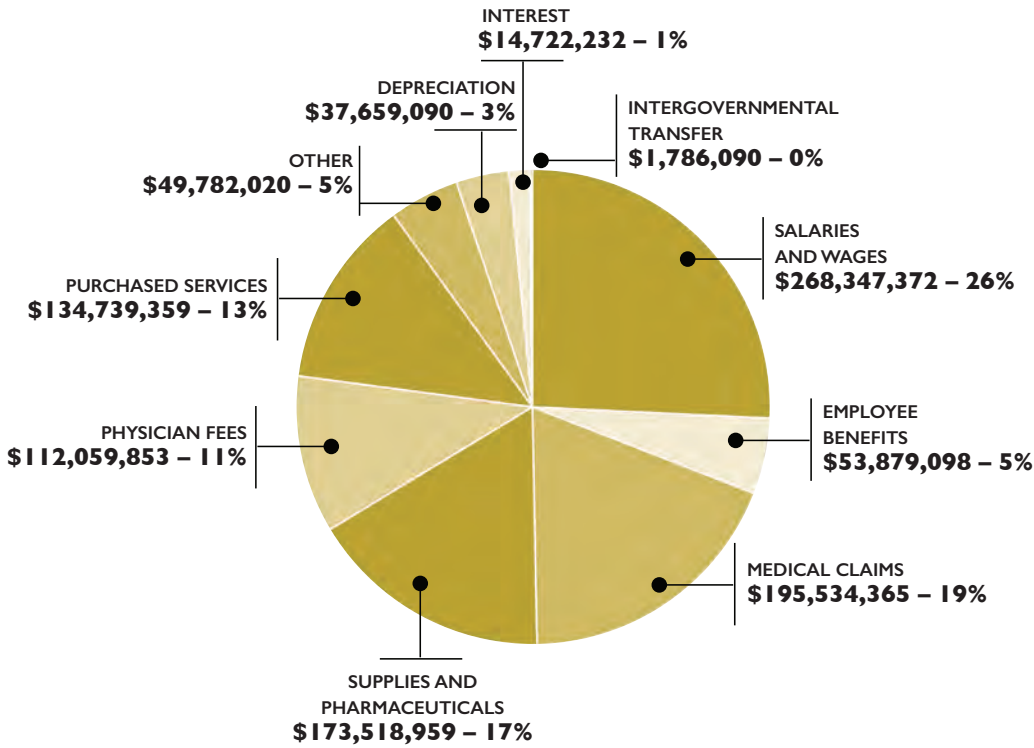
Many of the same increases in revenues at our El Paso Children’s Hospital were related to service line growth, patient census and efficient use of resources – especially in the second six months of fiscal 2021. While the pandemic expenses for patient care were not as large as UMC, the Children’s Hospital proved its ability to efficiently grow and strengthen its service line revenue streams.

El Paso Health also weathered this most recent year of the pandemic by remaining number one in the market.

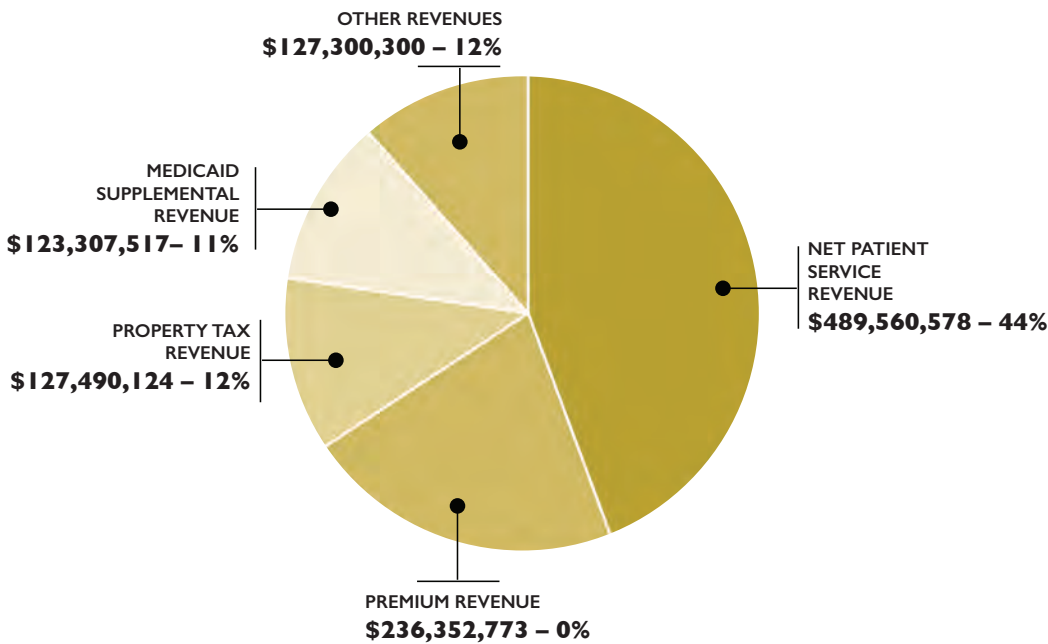
Overall, the District’s financial health is on pace to reach new heights in Fiscal 2022.

EL PASO COUNTY HOSPITAL DISTRICT

District 2021 Expenses \$1.042 Billion



District 2021 Revenues \$1.1 Billion



A MESSAGE FROM CINDY STOUT, PRESIDENT AND CEO, EL PASO CHILDREN'S HOSPITAL



“Looking back, 2021 has proven to be more than a year of growth and persistence, but also a year of endless dedication to best serve our community.”

– *Cindy Stout*
President and CEO
El Paso Children's Hospital

With the end of 2021, we recognize everyone who has continued to help keep our children healthy and provide the best healthcare in the Borderland region. Because of the hearts that keep our hospital running, El Paso Children's Hospital is able to keep many more children at home than ever before. As a result, we've been able to decrease the number of children who leave the community for care by almost 85 percent. While we provide care to the most vulnerable patients in a 350 mile radius from the hospital, it is critical to recognize it includes: two countries, three states, three metropolitan cities and over 11 counties in Texas and New Mexico.



Looking back, 2021 has proven to be more than a year of growth and persistence, but also a year of endless dedication to best serve our community. Our entire team has gone above and beyond to serve all of our patients, families and communities, even during the hardest of circumstances. Through the amazing continued care by all our staff, we consistently prove our commitment to providing the utmost pediatric care in this region. I am thankful to everyone here for making an impact and creating a safe environment for all.

As we approach our 10th birthday, our mission and H.E.A.R.T. values become more important as we continue to provide compassionate, coordinated, family-centered service for the children that walk through our doors. Moving into the next generation of the hospital, it is our mission to attract highly credentialed physicians and increase our service lines that will lead to the opening of many new specialty clinics.

Through our partnerships with University Medical Center El Paso and Texas Tech University Health Sciences Center El Paso, we are granted the abilities to ensure excellent patient outcomes, together as one team. Due to our committed teams and high quality of care that is provided by OUR hospital, I am forever grateful.

EPCH EXECUTIVE TEAM



John Runkles
Chief Operating Officer



Roxanne Weisendanger
Chief Nursing Officer



Omar Garza
Chief Financial Officer



Laurel Huston
Chief Legal Officer



**A MESSAGE
FROM JANEL
LUJAN,
INTERIM CEO
EL PASO
HEALTH**



“Throughout the difficulties of the COVID-19 pandemic and restrictions it created, our leadership team and entire staff worked tirelessly to ensure our members and their families had continued access to quality healthcare.”

*– Janel Lujan
Interim CEO of El Paso Health*

Dear Members, Providers, Employees, and Stakeholders,

Thank you for your interest in El Paso Health and for reviewing our Annual Report for 2021.

This report is designed to highlight our performance over the fiscal year ending October 2021. More detail is within this report, but in summary, El Paso Health maintained its role as market leader with a 58% share of STAR and CHIP membership in the El Paso service delivery area -- 17.8% over our region's competitors. This is especially noteworthy during a year that was challenging on a number of fronts.

Throughout the difficulties of the COVID-19 pandemic and restrictions it created, our leadership team and entire staff worked tirelessly to ensure our Members and their families had continued access to quality

healthcare. That goal remained paramount for us. We also stayed our course of continuous collaboration with our Partners, which remains our focus for improving the region's health care delivery system through collaborative innovation and cost-containment strategies. I am very proud of the entire El Paso Health team.

Over the years, El Paso Health has become one of the most trusted health insurance plans in El Paso. During 2021 we worked hard to solidify and grow that trust. A few of the steps we took during the year for our Members and for our community include:

- Enhanced and increased El Paso Health's Value-Added Products
- Continued our Back-to-School events and gave away 3,030 backpacks to Members
- Distributed over 439,000 pounds of food under our Million Pounds of Hope initiative
- Launched a new Youth Volunteer Program and recruited nineteen high school students. These young adults volunteered over 540 hours and assisted us with our Member newsletter on articles and information about adolescents and mental health well-being.
- Implemented a new STAR Awards Program, recognizing one associate each month for exceptional work and commitment.

These programs, along with our service and product offerings, continued our path of Member growth and enhanced revenue streams. To date, we serve 108,670 Members across all programs and have increased net revenue by 13.4%, compared to the same period in 2020.

In closing, let me add that I am extremely proud of the accomplishments we have made at El Paso Health in 2021. As El Paso's only locally owned managed care organization, our mission is to provide quality health insurance programs to our community. Last year, I believe the entire team at El Paso Health worked with great commitment to accomplish the objectives of that mission. Our partnerships within the El Paso Hospital District will continue to help us expand our reach and serve all our community better – not just with health plans but with giving back to the community through outreach and member-based programs. We look forward to continued progress in 2022.

Sincerely,

Janel Lujan
Interim Chief Executive Officer



El Paso Health
HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.

EL PASO HEALTH SENIOR LEADERSHIP TEAM



Sharon Perkins
Chief Information Officer and
HIPAA Security Officer



Gustavo Gonzalez
Chief Financial Officer



Carol Smallwood
Chief Organizational Development Officer



A MESSAGE FROM ABIGAIL TARANGO, EXECUTIVE DIRECTOR UMC, EPCH FOUNDATIONS



**“I stand on
giant’s shoulders
and thank past
leadership.
I have much to
be thankful for.
Looking forward
to 2022 and
beyond.”**

*– Abigail Tarango
Executive Director of
Foundations*

As the new Executive Director for University Medical Center (UMC) Foundation, El Paso Children’s Hospital (EPCH) Foundation, and as the Presidente de la Fundación UMC de México, IASP’s Borderless Giving program, I am grateful to serve with the same resilience, courage, persistence, and love as our donors, patients, associates, and community members. I write with an immense amount of gratitude for the city that helped raise me, the city that has helped raise my children. Forging intentional partnerships with other community allies, regional resources, and being mindful about how we serve will be our measure. We will build upon relationships that have defined us; while building new bridges to meet the El Paso County Hospital District’s needs for medical equipment, program support, and patient care. Discovering new approaches to honor and engage with our donors, our board members, and the greater community will be central to who we are.

Reflecting on 2021, the University Medical Center Foundation of El Paso (UMC Foundation) continued efforts to secure funding for critical life-saving equipment, patient care support, and service lines, teaching, and research. Assisting University Medical Center (UMC) during a time when the community was facing bed shortages and pandemic-related influx, UMC Foundation, with the help of grants, partnerships, and many donors, stepped up to help meet the unique needs that occurred this last year.

The El Paso Children’s Hospital Foundation (EPCH Foundation) helped establish the community’s only prediabetes and Type 2 diabetes outpatient clinic. A critical pediatric healthcare challenge along the US-Mexico border became an important and critical task. Hundreds of patients were referred by local pediatricians to ensure intervention was occurring in this very specialized population; additionally, securing the funding to purchase much-needed equipment and quality patient care services for the El Paso Children’s Hospital (EPCH) continued to be a priority.

Community programs for UMC and EPCH Foundations proved to be an important resource for El Paso County Hospital patients and their families. During a time when COVID-19 increased financial challenges and access to resources for patients, Project CARE provided medical equipment such as hospital beds, wheelchairs, and walkers to patients in need. Programs such as the Compassionate Care Fund provided patients with medication assistance, utility assistance, food, clothing, and toiletries. Towards the end of this year, the El Paso Health Car Seat Safety program was able to resume its monthly, free car seat events for the community, and provided car seats to patients discharging from both UMC and EPCH.



UNIVERSITY
MEDICAL CENTER
OF EL PASO

4815

EL PASO COUNTY HOSPITAL DISTRICT



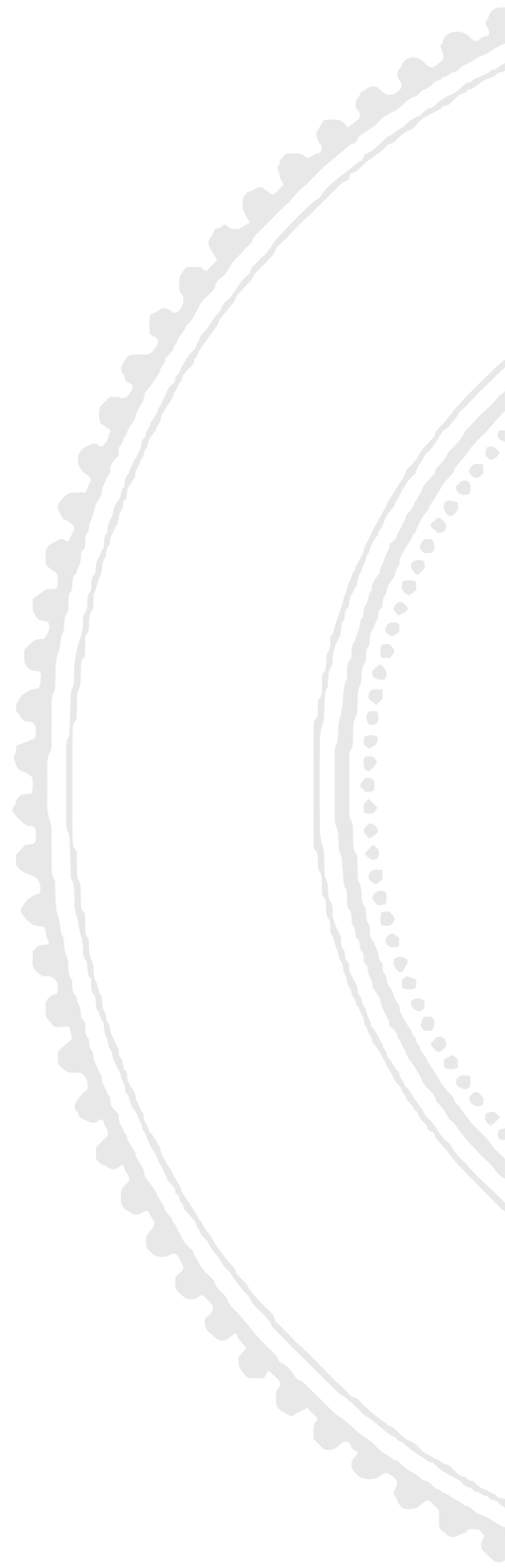
VITALS:

Licensed Beds	476
Outpatient Clinics	9
Average Daily Census	321
Patient Days	116,941
Inpatient Admissions	18,465
ER Visits	87,801
Trauma Cases	3,790
Outpatient Visits	956,955
Births	2,080
Surgical Cases	12,674

UNIVERSITY MEDICAL CENTER

VITALS:

Licensed Beds	354
Average Daily Census	269
Patient Days	98,123
Inpatient Admissions	15,522
ER Visits	70,698
Trauma Cases	3,790
Outpatient Visits	910,798
Births	2,080
Surgical Cases	9,177



EL PASO CHILDREN'S HOSPITAL



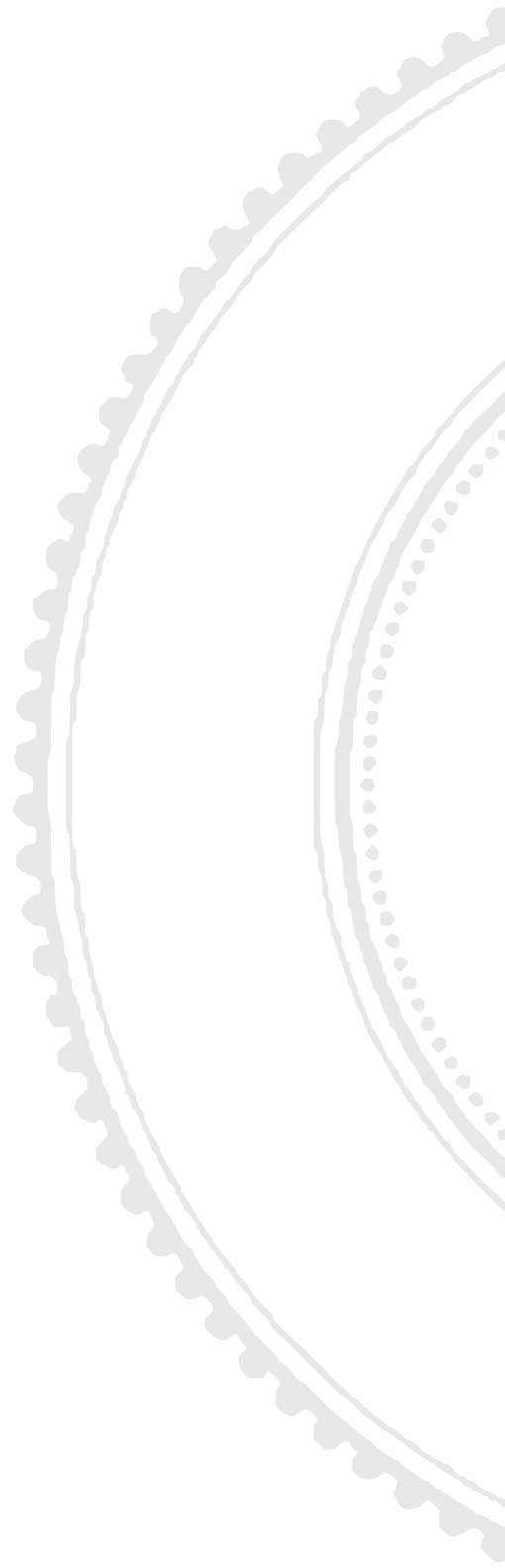
VITALS:

Licensed Beds	122
Average Daily Census	52
Patient Days	18,818
Inpatient Admissions	2,943
ER Visits	17,103
Trauma Cases	n/a
Outpatient Visits	46,157
Births	n/a
Surgical Cases	3,497

EL PASO HEALTH

VITALS:

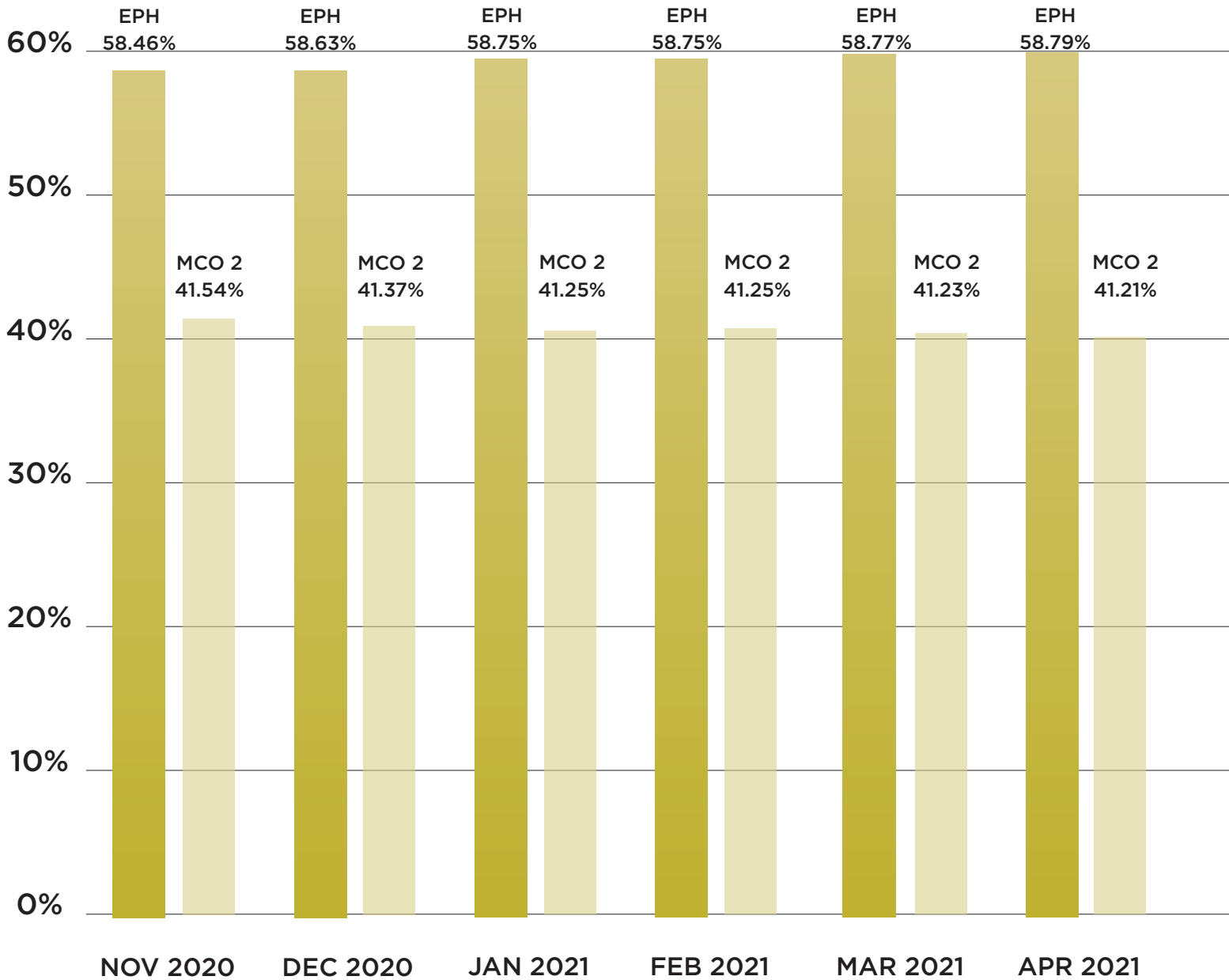
Years since inception	21
Current number of employees	143
Number of years as Health Plan Market Leader	8
Current number of Members across all service lines	108,600
Total number of categories of extra benefits offered to Members	23
Total number of car seats distributed in 2021	478
Total number of Back to School backpacks given away to Members' school age children	3,042
Number of years of on-going contributions to local community based organizations	14



STAR AND CHIP MARKET PERFORMANCE

NOV 2020 – OCT 2021

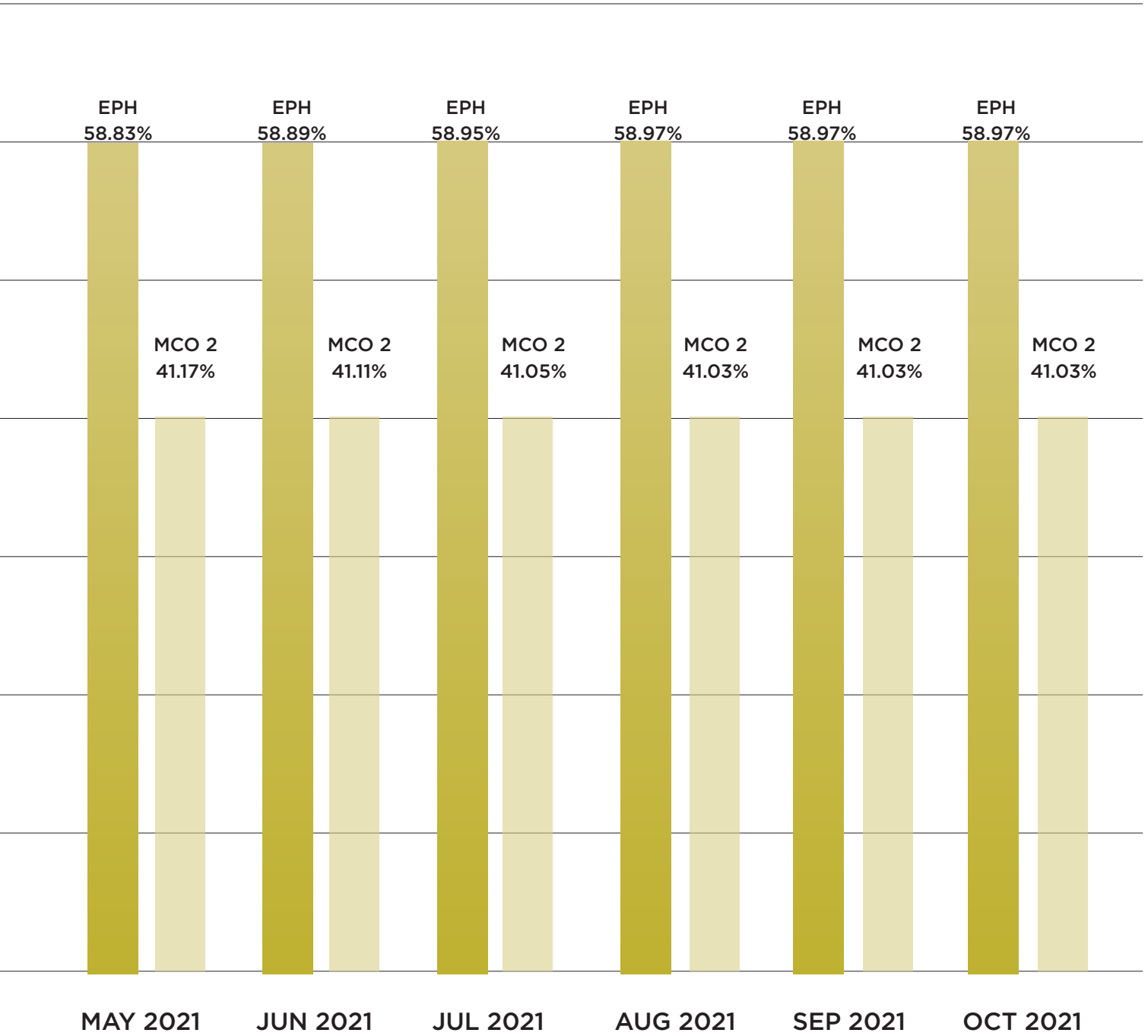
70%





El Paso Health

HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.



DISTRICT BECOMES LEADER IN PROVIDING VACCINATIONS TO COMMUNITY



Last year propelled us into a worldwide health challenge. The El Paso County Hospital District met that challenge in its commitment to its community. University Medical Center of El Paso rolled up its sleeves and true to its mission to heal, to serve and to educate, tirelessly worked to provide and to develop a highly vaccinated community.

The onset of the availability of the COVID-19 vaccines allowed UMC to step up and create one of two community HUB vaccine sites that began in December of 2020 and culminated in July 2021. This massive effort that began near the height of the pandemic resulted in UMC providing approximately 270,000 vaccinations with combined efforts at its HUB site at the El Paso County Coliseum, UMC Clinics, UMC Mobile Health Clinic, and general patient vaccinations.

For many weeks during this large-scale effort, UMC was able to average up to 3,000 or more vaccinations per day. Combined with simultaneous vaccination efforts by the City of El Paso, other hospitals and healthcare organizations, private physicians, and pharmacies, the borderland soon became one of the most highly vaccinated regions in the State of Texas.



2020

NOVEMBER

White tents are raised in the lots next to the UMC/EPCH Visitors Garage at UMC's main campus. The community is encouraged to register.



Lisa Garcia, RN, UMC Endoscopy administers vaccines.

DECEMBER 15

Myron Lewis, UMC Administrative Director of the Pharmacy receives the first vaccines to arrive in El Paso.



It was a historical day when UMC Associate, Myron Lewis, wheeled the first vaccines to UMC.

DECEMBER 23

El Paso Children's Hospital receives its shipment of Moderna Vaccine for its employees.



Dr. William Spurbeck of El Paso Children's Hospital, received his vaccine.

DECEMBER 11

Public Interest Announcement is made to explain the process of the upcoming distribution of the vaccine against the COVID-19 virus.

DECEMBER 16

As more than 2,900 doses are expected to arrive, UMC has asked its partners at El Paso Children's Hospital, Texas Tech Physicians of El Paso, the Medical Examiner's Office, affiliated community physicians, and emergency medical technicians, to provide names of frontline healthcare staff to be vaccinated at UMC.

“We have Associates helping from the gift shop to ED nurses coming in on their days off. It’s a special feeling when you have people from different job responsibilities helping out for the betterment of the community.” - Debbie Chasco, UMC Director of Nursing Informatics.

2021

JANUARY

The El Paso County Coliseum becomes the District's HUB for community vaccinations.



JANUARY 12

In an effort to continue to support the El Paso community and fellow frontline nurses, El Paso Children's Hospital was able to vaccinate area school nurses. Nurses from EPISD, Clint ISD, Fabens ISD, Anthony ISD, San Eli ISD, Canutillo ISD, Idea Public Schools, Tornillo ISD and YISD that provide essential care as children head back to school, were able to get vaccinated this past weekend.



Melissa and Angelica, El Paso Independent School District (EPISD) nurses and sisters receive their vaccinations at El Paso Children's Hospital.

JANUARY 14

Texas becomes the leader of vaccinations in the United States by reaching one million administered vaccines before any other state.

LATE FEBRUARY

4,400 Super Seniors (75+) register for the vaccine.

“Data collection and understanding how our vaccination process is unfolding have become exceedingly important to guide the direction and location of our community's vaccination programs.”

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

JANUARY 19

Vaccinations are a tremendous success at the El Paso County Coliseum. By late January 17,487 vaccinations have been given, vaccinating more El Pasoans than any other hospital or organization within the region.



An El Paso Community College student helps out.

MARCH 2021

The City and University Medical Center of El Paso centralize the registration process for the COVID-19 vaccine at epcovidvaccine.com.

2021

MARCH 10

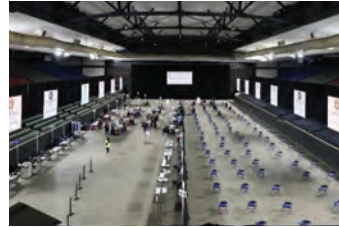
On Oct. 28, 2020, Javier Gutierrez is admitted to UMC with COVID-19 where he will spend four and a half months battling the disease. Javier is discharged on March 10, 2021, with his wife, Ana, by his side. Hundreds of UMC Associates line the halls of the hospital to applaud and celebrate his hard-fought victory. Javier is making tremendous progress and working hard with the UMC Rehabilitation team to get his life back to normal. Scan the QR Code with your cell phone camera and watch the remarkable journey of Javier Gutierrez.



Javier Gutierrez spent four and a half months battling COVID-19.

APRIL

Vaccination operations at the El Paso County Coliseum now open to walk-up, first-dose vaccinations.



MAY

Youths 16 or older are now eligible to register and youths 12 – 15 can pre-register for the COVID-19 vaccine. El Paso Children's Hospital urges pre-registration for vaccination of youths, 12 – 15. Parents can bring their children to the El Paso County Coliseum without an appointment for walkup vaccination. Parents and children must have a valid form of identification when arriving for vaccination.

JULY

The Vaccination Hub at El Paso County Coliseum closes after administering 235,831 doses of first and second Pfizer Vaccines. UMC provided approximately 270,000 vaccinations in total with combined efforts at its HUB site at the El Paso County Coliseum.



SEPTEMBER 29

Dr. Joel Hendryx, Chief Medical Officer for UMC is interviewed for an NBC News segment about El Paso's successful vaccination rates, among the highest in the nation for cities of its size and larger. UMC has given approximately 300,000 vaccinations – fortifying other vaccination efforts by the city, county, private pharmacies, and others.



Dr. Joel Hendryx, UMC Chief Medical Officer is interviewed for El Paso's successful vaccination.

“Through the Communities of Excellence Program, we have continued to strengthen our partnership with University Medical Center. We have conducted Lean Six Sigma training together and have been able to reduce wait times at our testing and vaccine sites because of it.”

- City Manager Tommy Gonzalez.

El Paso Children’s Hospital Empowers Children at Risk of Diabetes with New Program

A YEAR OF HEALING ADVANCEMENTS AT THE DISTRICT



Top row, left to right, Charles DeWetter, PDNHF Member; Tracy Yellen, CEO, Paso del Norte Community Foundation; Michael Kelly, PDNHF Program Director; Cindy Stout, President and CEO, El Paso Children’s Hospital; Dr. Ittay Moreno, EPCH Medical Director, Hospitalist Program; and Taylor Moreno, Program Director, El Paso Children’s Hospital; Bottom row right to left, Dr. Jazmin Gonzalez, Community Pediatrician; Ruben Guerra, PDNHF Member; Will Harvey, Board Member, El Paso Children’s Hospital Foundation; and Sharon Robinet, Board Member, El Paso Children’s Hospital Foundation.

El Paso Children’s Hospital (EPCH) has identified a significant need in the community with regards to children who are overweight/obese, at risk for developing prediabetes or type 2 diabetes, or have been diagnosed with prediabetes or type 2 diabetes. EPCH has begun the planning phase to expand services in an outpatient forum that would include outpatient pediatric prediabetes, type 2 diabetes, overweight and obesity medical nutrition therapy services with the creation of the Empower Program.

With the help of the Department of Clinical Nutrition, plans have been devised to bring medical nutrition therapy (MNT) to pediatric patients and their families who are suffering from overweight, obesity, prediabetes, type 2 diabetes, hyperlipidemia, nonalcoholic fatty liver disease (NAFLD), nonalcoholic steatohepatitis (NASH), and disordered eating behaviors. Through outreach sessions with local community pediatricians, it has become apparent that a significant need exists in our community to the extent that the addition of these services to the hospital setting would be beneficial to our community’s youngest residents.

The establishment of the new program would allow for pediatric patients and their families to receive patient specific nutritional education by a RD that is customized to meet their child’s individual nutritional needs.

Where Once Julian was Feeling Deflated, Soon He Soars Back with Access to Education Service



Julian benefits from a pediatric diabetes education.

Julian felt a little deflated. Something wasn’t right. His parents took him to the doctor, and then to El Paso Children’s Hospital where he was diagnosed with Type I Diabetes.

Julian and his family had immediate access to the ONLY American Diabetes Association (ADA) certified pediatric outpatient education service between Phoenix and Austin. Our registered nurses and registered dietitians are certified diabetes educators that specialize in pediatric diabetes education.

With their support, Julian learned how to manage his blood sugar. He was soon back on his skateboard, practicing ollies and grinding at the local park!

UMC's Digestive Health Center Performs Its First Advanced Procedure Reducing Patients' Recurring Visits



(Left to right) Richard McCallum, M.D., Professor of Medicine, Director of Gastroenterology Research and Center for Neurogastroenterology/GI Motility; Marc Zuckerman, M.D., Professor of Medicine, Chief, Division of Gastroenterology; Sherif Elhanafi, M.D., Assistant Professor, Associate Program Director; Dr. Ihsan Al-Bayati, Assistant Professor of Medicine, Division of Gastroenterology; Carmela Morales, M.D., Gastroenterology and Caesar Garcia, M.D., Gastroenterology.

The Digestive Health Center at UMC performs a new cutting-edge endoscopic procedure that allows patients to have it done locally and is comparable to a similar procedure taking place at other major endoscopy referral centers nationwide. Known as E-POEM and G-POEM under the umbrella known as third space endoscopy, the procedure falls under endoscopic microsurgeries. This procedure saves patients from more invasive procedures and is specifically used for the management of Zenker's diverticulum, an occurrence when the muscle that divides the throat from the esophagus fails to relax during swallowing.

UMC Provides First-Ever Post-COVID Rehab Program



Jesus Delgado is Supervisor of Rehab Services and Developer of the Post-COVID Rehab Program.

Recovering from COVID-19 doesn't end when a patient leaves the hospital as residual symptoms affect the ability to return to everyday life. UMC has a program to address these residual symptoms.

The program helps patients recover lung and oxygen capacity and reviews a detailed history of the illness, a specialized assessment of cardiac and respiratory function, exercise capacity, and activity tolerance. In addition, a recovery plan is created to focus on the management of symptoms with the end goal of transitioning patients back into normal life routines.

Patients can contact their doctor and request a referral for the program.



Rebecca Murguia, Physical Therapist II, Northeast Rehab, checks on a patient's oxygen level.

Neurosurgeon, Dr. David Jimenez, Heals EPCH Patients Through Surgery



As part of the El Paso Children's Hospital team and the UMC Neurosurgery Team, Dr. David F. Jimenez, dedicates his career to the training of the next generation of neurosurgeons and has been caring for families locally and from around the world for more than 30 years!

Dr. David Jimenez, Medical Director, EPCH Neurosurgery, Double Board Certified Pediatric and Adult Neurosurgeon

Welcome Back, Parker



Today, after surgery at El Paso Children's Hospital, Parker is an avid tennis player.

The sun was bright. The music was pumping! Parker was a 10-year-old at a swimming pool in the summer—exactly where he was supposed to be!

Suddenly, he slipped on the water slide and hit his head. Everything seemed normal at first, until the car ride home when his mom noticed Parker constantly repeating himself. They rushed to an emergency room, where the doctors found no concussion. Except... Something didn't sit well about Parker's release from care. So his parents pressed on to El Paso Children's Hospital instead.

Imagery revealed severe bleeding in Parker's brain! The team immediately called neurosurgeon Dr. David Jimenez for emergency surgery. Pediatric experts available in El Paso went to work to address a potentially life-threatening brain trauma.

Today, Parker is an avid tennis player. And to pool slides everywhere, he says, "I'm baaaack!"

Scarlett's New Tomorrow



Scarlett's family praises the ICU nurses!

Scarlett was busy doing Scarlett things—baking, arguing with her sister and playing with her baby brother—when she started to experience headaches. After a month, she started to vomit. Two doctor's visits later she had an MRI, and then everything changed.

Scarlett had a brain tumor.

She was admitted to El Paso Children's Hospital and the very next day Scarlett was in surgery with world renowned neurosurgeon, Dr. David Jimenez. Eleven long hours later, the surgery was a success!

Ever thankful to God and Dr. Jimenez, Scarlett's mom enjoyed the family-centered care Team El Paso Children's Hospital gave her family. The "excellent team of PICU nurses...took care of her with so much love" and Dr. Jimenez "took care of my baby and treated her as if she were his."

Today, Scarlett is back in the kitchen—and back at it with her sister and brother!

UMC Spine Center



Left to right: Luis Vasquez, MD, Medical Director of Neurosurgery; Akshay A. Gupte, MD, Neurosurgery; David Jimenez, MD, Pediatric Neurosurgery; Jaime Gasco, MD, Neurosurgery; David Wang, MD, PhD., Neurosurgery.



UMC's Spine Center brings a higher level of care to El Paso, West Texas and Southern New Mexico. UMC is proud to have the largest team of all board certified and board eligible neurosurgery medical staff in the El Paso region.

Back and neck pain physicians specialize in minimally invasive procedures and treatments to bring pain relief.

El Paso Children's Hospital's Spina Bifida Program Provides Comprehensive Care for Patients

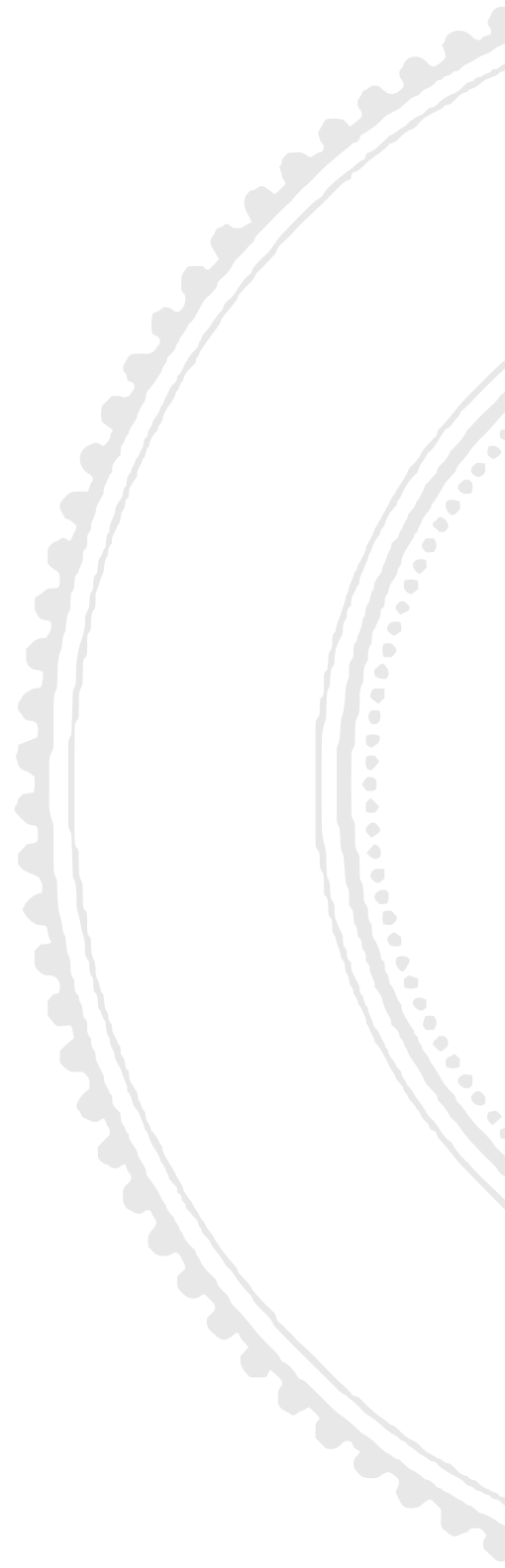
Our Spina Bifida Program provides comprehensive care for babies, children, adolescents and young adults with abnormalities in the spinal region. We treat children with all types of spina bifida, including:

- Spina bifida occulta
- Meningocele
- Myelomeningocele

Our team offers many treatment options for patients with spina bifida to prevent infection and preserve the spinal cord and any exposed nerves.

Treatment options include:

- Braces and splints
- Education for parents to help them manage their child's condition at home
- Medications
- Positioning aids to help children sit, stand, and lie down
- Rehabilitation
- Surgery (if needed), including:
 - Bowel and bladder surgery
 - Orthopaedic surgery to treat issues such as curvatures in the spine, ankle, and foot deformities, contracted muscles and hip dislocations
 - Repair and closure of lesions on the back
 - Treatment for hydrocephalus (excessive fluid in the brain)



UMC's Scherr Legate Level I Trauma Center in Service to the El Paso Region for 20 Years



UMC's Scherr Legate Level I Trauma Center is the only Level I trauma facility within a 280-mile radius of El Paso. UMC is the only hospital in the region to meet the stringent requirements established by the State of Texas and the American College of Surgeons for U.S. Trauma Centers. Specialists are available in life-threatening situations 24-hours-a-day, every day.

In 2021, UMC's Scherr Legate Level I Trauma Center celebrated 20 years of providing the El Paso region the highest level of Emergency care.

Scherr Legate Level I Trauma Center is Reverified



In early August, UMC's Scherr Legate Level I Trauma Center was reverified as a Level I Trauma Center by the American College of Surgeons.

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

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

UMC Performs Rare Surgery as Pilot in Plane Crash Proclaims “El Paso is the hidden gem for trauma.”



Pilot Adam Schoof, Houston police officer, was walking nine days after his crash.

The March night in 2021 had grown late and dark when two off-duty police officers experienced engine failure in their private airplane, flying thousands of feet above Lordsburg, New Mexico. It was a night that ended at UMC of El Paso. One of the officers who was the pilot, Adam Schoof, had been flying since he was 11 years old and was calm as the plane glided silently without power toward the hills near Lordsburg. He had trained for this. But he knew impact with the ground was inevitable as the plane rushed to meet the rocky terrain below.

The two were rescued hours later by US Border Patrol and transported by helicopter to UMC’s Scherr Legate Level I Trauma Center, the only Level I Trauma Center in the region. He suffered extensive injuries that required immediate care by UMC’s trauma surgeons, neurosurgeons, rehabilitation team, and many others. Adam was walking in 9 days after the crash and in two weeks, he was back in Houston.

“El Paso is the hidden gem for trauma,” said Adam.

Learn more about UMC by searching for “Better Health in the Borderland” using the Apple Podcast, GoogleCast, Spotify, iTunes apps, or wherever you get your podcast.

Scan the QR Code with your cell phone camera to experience Adam’s recovery process.



UMC holds the Highest Designation Possible for Maternal Care



Level 4 Maternal Care at UMC provides exceptionally great, critical care for new mothers and their arriving babies and is the highest designated Level 4 Maternal Care. UMC is also partnered with El Paso Children's Hospital and its Level 4 Neonatal Intensive Care Unit. Together, both hospitals are uniquely qualified. Scan the QR Code with your cell phone camera and take a virtual



Delivering Thanks That Lasts a Lifetime

Jasmine Maxwell welcomed her son, Akil, into her life – eight weeks earlier than expected. After an emergency Cesarean delivery (C-section) at UMC of El Paso, Akil was born.

She has not forgotten the nurses at UMC, their high level of care and compassion they shared with her one year ago. In particular, UMC's Laura Mendoza, RN. So, Jasmine stopped by to tell Laura how thankful she is for the care and comfort received for both mother and baby.



Right to left: Laura Mendoza, RN, Jasmine Maxwell and baby Akil.

"She was just amazing," said Jasmine, regarding Laura.

"She was everything I needed at that time, and I know I will forever be grateful to her for what she did for me. I will never forget her. I wanted to stop by to say thank you."

Jasmine's son, after arriving two months early, weighing only 3.3 pounds, is now healthy and happy.

UMC Mobile Health Clinic Allows Vaccines to be Available



The UMC Mobile Health Clinic is equipped to be of service to rural areas in our community. The Mobile Health Clinic allows vaccines to be safely transported to pop-up vaccination sites so eligible and pre-registered residents are able to receive their COVID-19 vaccine without having to make the trip all the way to the city. Flu shots are given, too.



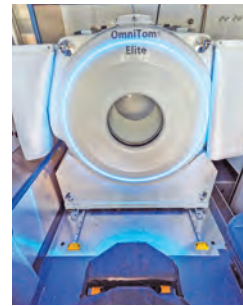
In early January, an unveiling of the UMC Mobile Health Clinic opened the possibilities to deliver services across the city.



The interior of the UMC Mobile Health Clinic reveals enough room to easily conduct various services to help the community.



UMC Mobile Stroke Unit is First of its Kind in the World



The 16-slice OmniTom scanner, inside the Mobile Stroke Unit.



University Medical Center of El Paso unveiled and introduced the most advanced Mobile Stroke Unit (MSU) in the world, a specialized vehicle designed to provide rapid response to stroke victims throughout El Paso, during ceremonies at the El Paso County Coliseum.

UMC's unit is the first of its kind in the world - because it has the 16-slice OmniTom scanner. All other MSUs have an 8-slice CereTom or a Siemens scanner. The advanced system on the UMC unit allows physicians to see more images of the brain while producing them faster than previous systems. This reduces the overall amount of time a stroke patient's brain goes without necessary care. Scan the QR Code with your cell phone camera and take a virtual tour of the UMC Mobile Stroke Unit.



UMC has been recognized for the second consecutive year by the American Heart Association and American Stroke Association

University Medical Center of El Paso (UMC) has been recognized for the second consecutive year by the American Heart Association and American Stroke Association, receiving the highest recognition possible.

The award “Get With The Guidelines: Gold Plus, Target Stroke Honor Roll Elite Plus, and Target Type 2 Diabetes” is given to certain comprehensive stroke centers able to achieve the highest level of quality metrics involving patient care and timing of treatments.

Home to our region’s only Level I Stroke Center and Joint Commission-certified Comprehensive Stroke Center, able to treat and care for the most complex brain injuries. No other hospital in West Texas, the entire State of New Mexico or anywhere in Southern Arizona has this certification.



Carla Escobar, Administrative Director of the Neurosciences Program.

UMC Pharmacy Curbside Pickup Available, Patient or Not



Aracely Avitia, RPhT, UMC West Clinic, delivers a prescription.

Four UMC pharmacies: Main Outpatient Pharmacy, UMC Ysleta Pharmacy, UMC East Pharmacy and UMC West Pharmacy fill prescriptions with short lines, less wait and curbside availability. Most medical and dental prescriptions are filled and the public does not have to be a UMC patient to utilize this service.

UMC HEALTHCARE PARTNERS



Left to right: Carey Antwine, Attorney at El Paso County, Joshua Paulette, Director of Practice Operations, Joel Hendryx, M.D., UMC Chief Medical Officer and Gaby Rodriguez, Director of Business Development/Physician Relations.

UMC Healthcare Partners Offer More Specialty Services For Better Access to Beneficiaries

UMC El Paso Healthcare, Inc. is a 501(c)(3) nonprofit corporation certified by the Texas Medical Board as a nonprofit health organization. It was created in September of 2019 to employ physicians with various specialties in order to provide medical services at multiple locations to persons in El Paso County, Texas.

“It was created to have a bigger presence by investing; a commitment of private physicians to work with, and expand the UMC footprint of services to the hospital, TT and clinics,” said Dr. Joel Hendryx, President. “Carey Antwine, Attorney at El Paso County, and Gabby Rodriguez, Administrative Director of Physician Services, played a big role in its creation.”

Currently, it employs three pediatric physicians: Dr. Ruben Roncallo, Dr. Niurka Curbelo, and Dr. Eduardo Covarrubias and Dr. Gilbert Aidinian in a new outpatient vascular surgery clinic that will soon offer Vascular Surgery to the El Paso Community as well as Primary

Care services to the residents of the Housing Authority. Each practice shares a common name, UMC Healthcare Partners. They will continue to add partnerships and establish service lines to better serve the people of El Paso County, Texas and the Southwest Region.

UMC Healthcare Partners is collaborating with the Housing Authority to increase health care access to their tenants by establishing on-site locations respectively named Chelsea Clinic and Sun Plaza Clinic.

“It is much more convenient for them. The goal is to offer more specialty services and to give our beneficiaries increased access to service lines, especially vascular,” said Dr. Hendryx. “Easier access is in alignment in reaching out to those we serve with our mission statement.”

UMC Acquires Border Pediatrics to Strengthen Pediatric Care in the Borderland Region



Dr. Ruben R. Roncallo and his medical staff are now UMC Associates and will continue to see patients at both locations.

Border Pediatrics, a longtime provider of high quality pediatric care in El Paso that serves thousands of borderland families, is now with UMC to bring greater access while providing advanced physicians and technologies that ensure a quality of care second to none. This acquisition complements specialty care opportunities with El Paso Children's Hospital. Border Pediatrics, located at 4500 N. Mesa in west El Paso, and 10211 Alameda in El Paso's lower valley, provides more pediatric care options with a UMC presence.

Dr. Ruben R. Roncallo and his medical staff will continue to see patients at both locations. The growth of UMC throughout El Paso continues the vision of UMC's Board of Managers and hospital leadership. Scan the QR Code with your cell phone camera and watch a video with Dr. Ruben R. Roncallo.



UMC Vascular and Endovascular Surgery Treats All Types of Vascular Conditions



Gilbert Aidinian, M.D., Division Chief, Vascular and Endovascular Surgery

Dr. Gilbert Aidinian joins our new Vascular and Endovascular Surgery Center as the Division Chief to provide state of the art care and expertise throughout our El Paso community. His training in both open and minimally invasive endovascular procedures will offer patients comprehensive treatment for their vascular conditions. His practice locations are located at Texas Tech University Health Sciences Center and University Medical Center.

The Division of Vascular and Endovascular Surgery at UMC provides traditional, minimally invasive, and endovascular surgical treatments of atherosclerosis, aneurysms, and venous diseases.

The Division specializes in the comprehensive care for patients with all types of vascular conditions, including diseases of the vascular system, or arteries, veins and lymphatic circulation. These conditions are managed by medical therapy, minimally-invasive catheter procedures, and traditional surgical treatment.

Six UMC Clinics in a Neighborhood Near You



All UMC Clinics provide affordable, patient-centered comprehensive healthcare for the entire family.

UMC Clinics were very busy during 2021. They are able to provide affordable, patient-centered comprehensive healthcare for the entire family and staffed by physicians and nurse practitioners who are board certified in internal medicine, family medicine and pediatrics.

Many of the clinics offer evening and weekend appointments for convenient access to high quality care and participate with CHIP, Medicare, Medicaid, Tricare and most insurance plans. Financial counselors assist in finding the best possible financial assistance options to meet all healthcare needs.

To help achieve the mission and vision of UMC, the clinics are committed to ensuring the patients receive the best care with clear and open communication. Scan the QR Code with your cell phone camera and take a virtual tour of UMC Clinics.



Closer is Better: Two Emergency Departments



Both UMC Emergency Departments offer pharmacy services and more, as well as access to Scherr Legate Level I Trauma Center.

UMC's two Emergency Departments have a host of services more comprehensive than what is found in the smaller emergency or urgent care centers found in the community. Both offer pharmacy services, imaging services, on-site trauma care and access to UMC's Scherr Legate Level I Trauma Center and services.

These new emergency departments are located on the eastside at 1521 Joe Battle and in the northeast at 4669 Cohen Avenue and together service more than 90,000 El Pasoans. This provides tens of thousands of families access to Emergency services 24/7 and 365 days a year, close to home. No need to travel to the main UMC campus. Full CT Scans are available in each Emergency Department.



UMC Surgical West



The 24,000 square-foot facility provides patients the opportunity to get necessary surgical procedures.

UMC Surgical Center West is one of UMC's latest newest locations. The 24,000 square-foot facility is located at 4642 N. Mesa St.

The surgical Center was used initially as a possible overflow during the COVID-19 surge in November 2020. Beyond this, outpatient procedures conducted by UMC's Digestive Health Center with Dr. Cesar Garcia and Dr. Carmela Morales were among the first procedures in the new facility. The Center has also been used by Dr. Jaime Gasco of Neurosurgery to provide pain management treatments for patients.

Just around the corner, outpatient orthopedics, gynecology, and spine operations are also expected to be conducted at the ambulatory surgical center.



*Carmela Morales, M.D.,
Gastroenterology*



*Cesar Garcia, M.D.,
Gastroenterology*

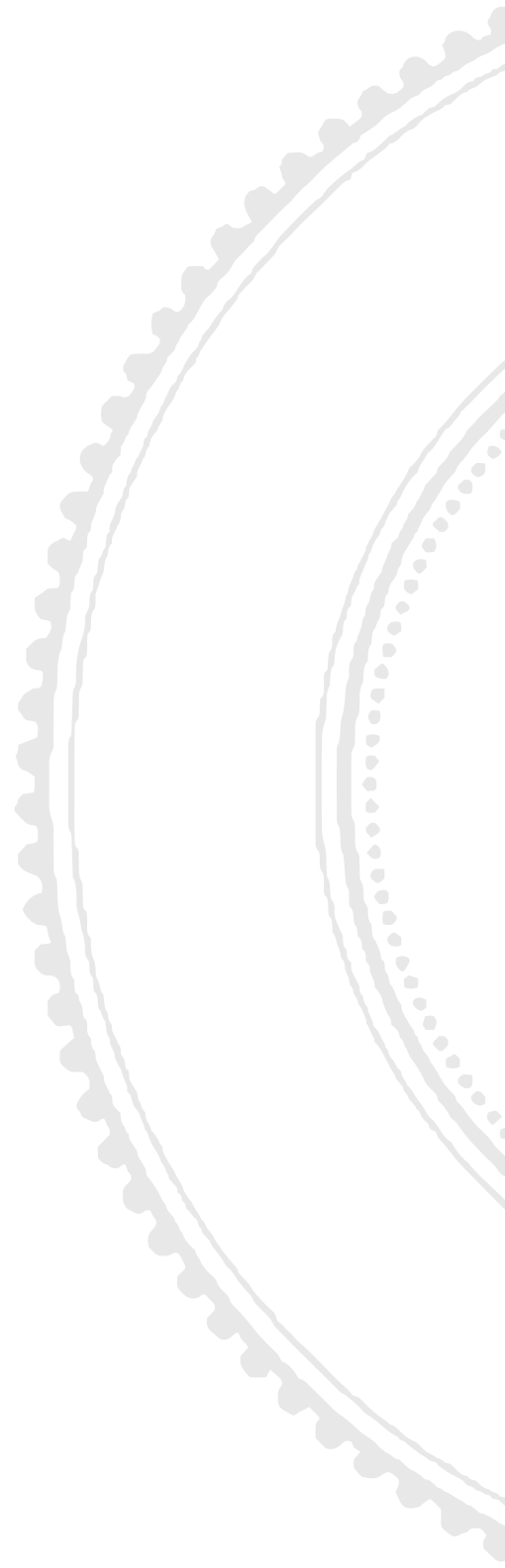


Clean Cube



Located behind UMC Ysleta Clinic, 'Clean Cube' provides COVID-19 screening for the El Paso community.

In July of 2020, UMC opened 'Clean Cube' for COVID-19 screening. It was the first-in-Texas, first in U.S. advancement in healthcare with its Synergy Medical Solutions Rapid Response Clean Cube, all made possible by Woodmore Health Group. In 2021, its use, located behind UMC Ysleta Clinic at 300 S. Zaragoza, continues to provide a vital service for the El Paso Community.



HONORING OUR DISTRICT'S HEALTHCARE HEROES AND THE COMMUNITY WE SERVE

Healthcare workers and providers, better known as heroes, just don't stop, especially in times of a pandemic. The El Paso County Hospital District was no different as they continued to care for all. The El Paso business community gave in generous and kind amounts to hardworking heroes whether it was a warm meal or scrubs for nurses. The District gave back to its community, too, in astronomical ways of supplying food and partnering with other groups.

El Paso Children's Hospital Partners and Builds Relationships with Groups and Charities to Improve the Health of Children



Jefferson High School students participating in the annual Wave of Love.

El Paso Children's Hospital is dedicated to children and families who walk through our doors in need of great healthcare. To make that possible, we continue to partner with non-profit agencies, local community groups and children's charities. The relationships built with each organization helps to improve the health of our children across the region. They all focus in supporting education and advocacy plus the promotion of community events and various initiatives.

Even with the COVID-19 pandemic, we held several events virtually to benefit our community. In 2021 our hospital provided close to \$25,000 in sponsorships, partnerships and community

service hours. Each brought awareness to a multitude of health topics that affect the children of the Borderland. Throughout the year, El Paso Children's Hospital supported Wave of Love with Jefferson High School, Candlelighters of El Paso, Royal Run for Hope, KCOS Physician Show, El Paso Diabetes Association and more.

Along with these partnerships, we have pushed to conduct virtual events in order to keep the community safe. This includes, Chalk the Walk, the Gold Out El Paso light parade, and holding our fifth St. Baldrick's Head Shaving event with Southwest University.

El Paso Health Distributes Backpacks and Food with the Help of its Youth Volunteer Program

BACK to SCHOOL
BACKPACKS AND FOOD DRIVE



In 2014 El Paso Health gave away 300 backpacks to children in the El Paso community. Today, we have increased the number of backpacks that we give-away to local school age children to **over 3000**.

**1 MILLION
POUNDS OF
HOPE**



The El Paso Health Food distribution program continued again in 2021 with even higher aspirations and goals... to give away over one million pounds of food over the course of two years. This year, we once again partnered with El Pasoans Fighting Hunger, and we distributed over **563,336 pounds of food** to our members and to other El Pasoans in need of food. We held several on-site operations for food distribution at the El Paso County Coliseum.



A new and exciting program that we started in 2021 is our Youth Volunteer Program. We recruited over 19 local High School students interested in the field of community outreach. These 19 young adults volunteered over 540 hours and assisted us with our monthly internal newsletter on information about adolescents and mental well-being.

UMC and El Paso Children's Hospital Receive Hearty Meals and Gifts from Kind Community



Early February World Central Kitchen (WCK) brought 50 meals a day for seven days to the El Paso County Coliseum to distribute to UMC workers giving vaccinations to the public to protect against COVID-19.



Left to right: Former UMC Associate, Samantha Phillips, WCK volunteer and Meriah Rivera, Work Force Temp.



Feed the Frontline El Paso supplied lunch from Ye Ye Kitchen to UMC's Ysleta Clinic and all the UMC Clinics.



Waste Connections gives Desert Barbecue to Security.



Scherr Legate attorneys, who are longtime partners of UMC, gave thanks in early May to nearly 150 UMC nurses associated with the Scherr Legate Level I Trauma Center by gifting each nurse with a set of scrubs.



Ye Ye Kitchen feeds the Associates.



Rotary Club of El Paso donated Chick-fil-A box lunches to UMC Associates at the El Paso County Coliseum, helping the community become vaccinated. **Left to right:** UMC Associates Lettie Flores, Anabelle Medina and Greg Holguin.



Angela Delora Galvan (right) of Cap Rate Real Estate Group shown here with colleague, Sandie Aguilera-Sanchez. Galvan donated 100 gifts every month.

MYSTERY ARTWORK GIFT



THANK YOU MARTHA!

In the middle of March, UMC was looking for Martha, a generous artist who donated a painting of our hospital to show gratitude for the work being done. UMC staff finally found her and discovered she is one of the sweetest, most kind-hearted people who wished to remain anonymous.

District-Wide Appreciation for All Employees

The District celebrated Employee Appreciation Day by handing out treats to the Associates of UMC El Paso, El Paso Children's Hospital and El Paso Health.



HOSPITAL WEEK 2021: A Time for Hope and Healing

UMC embraced the theme of Hope and Healing as a testament of what every healthcare worker experienced. At times, there was much fear and uncertainty, but it was always surrounded by hope. However, as a hospital, our resilience and commitment to our patients' lives brought us together as an organization to provide the healing care that our community needed in a time of difficulty.



HELPING OUR DISTRICT FAMILY HEAL: Chalk the Walk of Heroes Tribute

In a collaboration of admiration and respect for our healthcare heroes, UMC of El Paso, El Paso Children's Hospital and Texas Tech University Health Sciences Center of El Paso, kicked off May as Healthcare Heroes' month with a special art installation.



Left to right: Steve Hastings, Paola Martinez, Gina Lochausen, Coordinator of Therapeutic Arts, Cindy Stout, EPCH President & CEO, Jacob Cintron, UMC President & CEO, John Runkles, EPCH Chief Operating Officer, Nichole Hardgrove and her father, Wally Hardgrove, Monica and Charlie Monarrez, Marco Sanchez, and Vanessa Clark.



UMC CARES Place Atrium Opens for All UMC Associates – In Honor of Their Dedication and Compassion to Hospital's Patients

UMC opened and renovated its atrium space in recognition of the dedication and endless care its employees showed for patients during the COVID-19 Pandemic.

“This newly dedicated atrium gives Associates a space to take a deep breath, to relax, while remaining close to our patients, families and loved ones,” said R. Jacob Cintron, President & CEO. *“We hope the space also provides a respite during what can be stressful times.”* The atrium space is for all UMC Associates via badge access and was made possible through the support of the UMC Administration Team and the Denim Fridays Fund.



UMC and El Paso Children's Hospital Employees Invited to Take a Break in Their Very Own Meditation Space

The Meditation Space for all District employees allows Andrea Alcantar, Marketing Specialist for UMC Public Affairs, to have a relaxing moment to herself during a busy workday.

We even created a specialized Meditation Space for employees of both hospitals to take a break. Previously the Discharge Lounge on the first floor of the Main Lobby, this space is to remind all workers as A.D. Posey writes, "Take a deep breath, inhale peace, exhale happiness."



UMC's New Psychologist: Sofia Martha Reynoso-Crow, Ph.D., Ready to Help UMC Employees

Sofia Martha Reynoso-Crow wants all UMC employees to know they can get help and help themselves.



There is a good chance at one time or another we have all experienced stress and anxiety in the workplace. Organizations in both the public and private sectors have taken steps to help their workers better understand stress and anxiety while finding creative ways to cope through counseling. One such way is hiring trained psychologists and counselors who can be confidential resources to the workforce. Dr. Sofia Reynoso-Crow is one such resource. She has a doctorate in psychology and master's in counseling psychology. As an experienced professional supporting the workforce, she has

a message for all workers in high stress professions: "You can get help and you can help yourself." In order to make an appointment, a person simply needs to call or text her. She says she is usually able to see them for their first session within the week.

To learn more about her approach to managing stress and anxiety in the workplace, download "Better Health in the Borderland" using the Apple Podcast, GoogleCast, Spotify, iTunes apps or wherever you get your podcast.

**DISTRICT
AWARDS AND
RECOGNITIONS**



AWARDS

Takes a Team: UMC Awards Eric Johansen and Peers the 2020 Impact Award While Dora Sherwood is Presented Emerging Leader Award for Tenacity during COVID-19.



Eric Johansen



Carla Escobar



Pat Valdez-Rios



Dora Sherwood

Two annual awards presented to outstanding Associates at UMC – the Emerging Leader Award and the Impact Award – were presented to a team of individuals, Eric Johansen, Assistant Chief Nursing Officer; Carla Escobar, RN, Director of Neuro ICU/SMU, Patricia Valdez-Rios, Assistant Administrator for Ancillary Services, and Dora Sherwood, RN, Director of Virtual Endoscopy ICU. The team was recognized at the UMC 2021 Annual Associate Honors Awards Celebration for their leadership in the establishment of the COVID-19 Visitation Program. This initiative also received recognition by the Texas Hospital Association (THA).

Dora Sherwood also was awarded the Emerging Leader Award because as Director of Virtual Endoscopy ICU, she provided critical leadership and tenacity throughout the pandemic both in the COVID ICU and throughout the hospital.

First in the City to Allow Routine, In-Person Visits: UMC Receives 2021 Gage Award for COVID-19 Visitation Program

Essential Hospitals, a national trade association which recognized more than 300 hospitals that care for low-income and other marginalized people, recognized University Medical Center of El Paso at its virtual annual conference with a 2021 Gage Award for COVID-19 innovations for its effort to allow family visitation, after restrictions began to lift, for those who were critically ill in the COVID-19 Intensive Care Unit (ICU).

“We were the first in the city to allow routine, in-person visits by family members to critically ill COVID-19 patients,” said Eric Johansen, Assistant Chief Nursing Officer and initiator of the program. “I did not want the patients to feel as though they had been forgotten as studies have shown that having a family member by your side, if even for a brief period, helps with recovery and positive outcomes. We did everything possible to keep the family member safe and healthy by providing the proper equipment to make the visits a reality.”



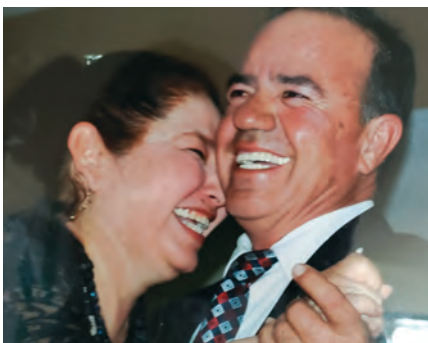
Eric Johansen, Assistant Chief Nursing Officer and initiator of El Paso's first COVID-19 Visitation Program.

Close-Knit Couple Benefits from COVID-19 Visitation Program

Gil and Blanca Navarette have been married for 37 years. They met as eight-year-olds in Chihuahua and married at 18 on July 24, 1984. As a couple, they are unabashedly inseparable. “We have never been apart,” says Gil who owns his own trucking business.

So when both caught the COVID-19 virus in mid-December of 2020, it was a shock when Blanca had to be admitted on Christmas Day to UMC, and no visitors allowed. Gil recovered from the virus, but could only communicate about his wife's status by telephone.

By January, Gil was able to travel to UMC and visit his wife thanks to the COVID-19 Visitation Program. On March 20, Blanca was able to go home. Trained by hospital staff, Gil learned to tend to Blanca as she regained her strength. “I'm with her every day,” he says, “I'm thankful I was able to be with her through her long illness and to be able to talk to her, sing to her, and be by her side. I wouldn't have been anywhere else and I am grateful UMC made that possible.”



UMC Garners National Recognition for Excellence in Surgical Care, Quality



University Medical Center of El Paso has garnered the National Surgical Quality Improvement Program's recognition as a meritoriously performing hospital, one of only 88 in the nation to receive this recognition.

The American College of Surgeons National Surgical Quality Improvement Program (ACS NSQIP) announced recently (October 2020) that UMC is a meritoriously performing ACS NSQIP hospital. UMC is the largest public hospital on the US / Mexico border and is the only such hospital along the border to receive this recognition.

El Paso County Hospital District Recognized for Quality Texas Foundation Achievement Award



The El Paso County Hospital District (EPCHD) was recognized by the Quality Texas Foundation, as a 2021 recipient of the Texas Award for Performance Excellence at the Achievement Level, which is the second highest level of recognition within the State.

Quality Texas Foundation is a non-profit corporation supporting the Malcolm Baldrige National Quality Award recognizing role model organizations in the State of Texas.

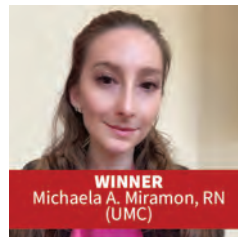
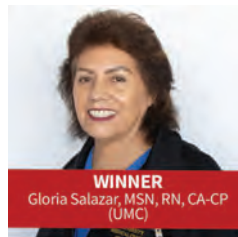
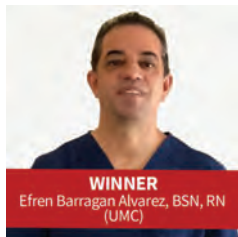
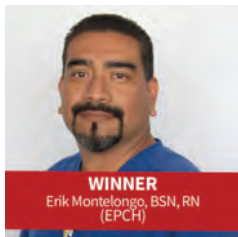
EPCHD met the criteria for systematic approaches to organizational management with good performance levels evaluated against industry standards across seven key categories.

EPCHD will be presented with the award at the Texas Quest for Excellence's 29th Anniversary Celebration and two-day conference held in Georgetown, Texas, in June 2022.

RECOGNITIONS

District Nurses Recognized by the Texas Nurses Year of the Nurse

Out of the 20 Nurse Finalists, the District Nurses who were awarded include: El Paso Children's Hospital's Erik Montelongo; UMC Nurses, Efren Barragan Alvarez, RN, Gloria Salazar, RN, Michaela Miramon, RN, and Honorable Mention to Samantha Phillips, RN.



UMC and El Paso Children's Hospital nurses were recognized and awarded for being extraordinary nurses for the year 2020.

Twenty nurse finalists for the 2020 Texas Nursing Association were chosen for the Outstanding Nurse Award from a large pool of nominations. The nurses were seen as highly exceptional nurses who went above and beyond during the Year of the Nurse and Midwife, as declared by the World Health Organization (WHO). This award acknowledges their dedication, perseverance, compassion and commitment to Texans during an exceptional year.

El Paso Children's Hospital Employees of the Month



El Paso Health STARS

The monthly STARS award is an opportunity for associates to be recognized for the great work they are doing by their department, and the overall organization. Associates are first nominated by the management team of their department, who are encouraged to write a detailed description about the associate's merits for the award.



MARIA ABRIZ



BETHSABE ORTIZ



DAN THADEN



MARGARITA GUERRA



MARIBEL RUBIO



PATRICIA RIVERA



LUCIA CORTEZ



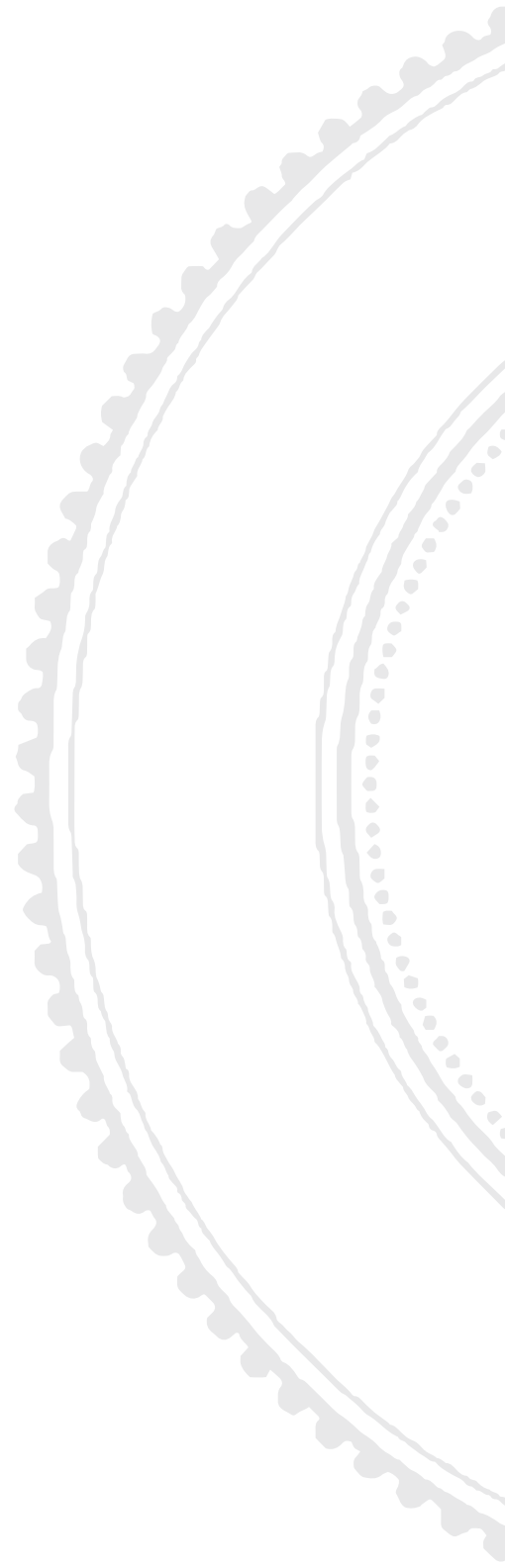
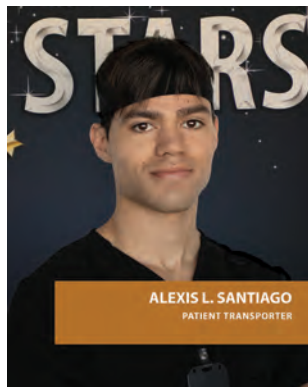
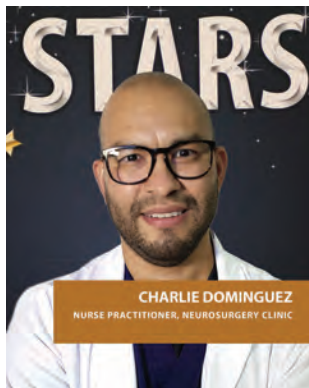
SHANTEE AGUILERA



VIANKA SANCHEZ

UMC STARS

Each quarter, UMC announces the names of five Associates nominated by their peers or other Associates for special recognition for their performance excellence and dedication. STARS = Service, Teamwork, Accountability, Respect, and Safety.



UMC DAISY AWARDS

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

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

The DAISY Foundation began in 1999 in memory of Patrick Barnes who died at age 33 from complications of Idiopathic Thrombocytopenic Purpura, (ITP) and in appreciation of nurses everywhere, his family created the DAISY Foundation.



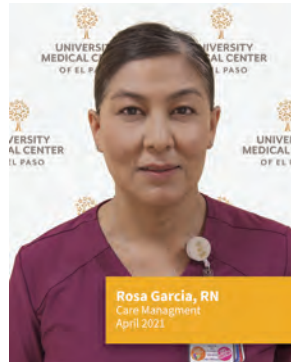
Samantha Phillips, RN
Float Pool
January 2021



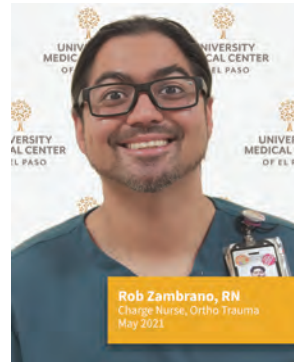
Taylor Sparks, RN
Emergency
February 2021



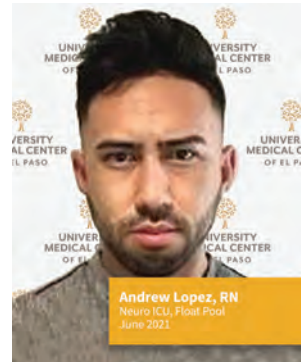
Theresa Navarrette, RN
SANE Program
March 2021



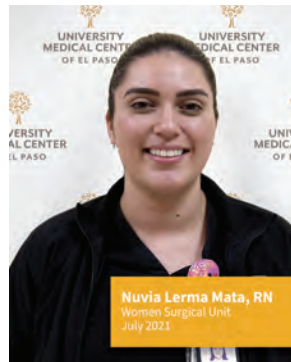
Rosa Garcia, RN
Care Management
April 2021



Rob Zambrano, RN
Charge Nurse, Ortho Trauma
May 2021



Andrew Lopez, RN
Neuro ICU Float Pool
June 2021



Nuvia Lerma Mata, RN
Women Surgical Unit
July 2021



Brittany Miller, RN II
Medical Unit
August 2021



Amanda Johns, RN II
Labor Delivery
September 2021



Adriel Reveles, RN
Ortho Trauma
October 2021



Brianna Vera, RN II
Medical Unit
November 2021



Sofia Gonzalez, RN
OR, PI Coordinator
December 2021

FOUNDATIONS



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 20-21 COVID-19 Compassionate Care Fund
Related Grants/Donations

TOTAL	\$173,300
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FY 20-21 GRANTS UMC

TOTAL	\$68,500
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FY 20-21 UMCF TOTAL REVENUE

TOTAL	\$404,635
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FY 20-21 UMCF TOTAL CONTRIBUTIONS

TOTAL	\$429,349
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FY 20-21 FUNDED EQUIPMENT UMC

Equipment	Amount
Prime X Big Wheel Stretchers	\$45,821
Oxygen Concentrators	\$45,000
Respiratory Modules	\$43,560
Belmont Rapid Infuser	\$28,696
Capsule Counters	\$19,920
Respirometer & Manometer	\$ 4,006
TOTAL	\$187,003

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 20-21 GRANT REVENUE EPCH

TOTAL	\$394,252
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FY 20-21 EPCHF TOTAL REVENUE

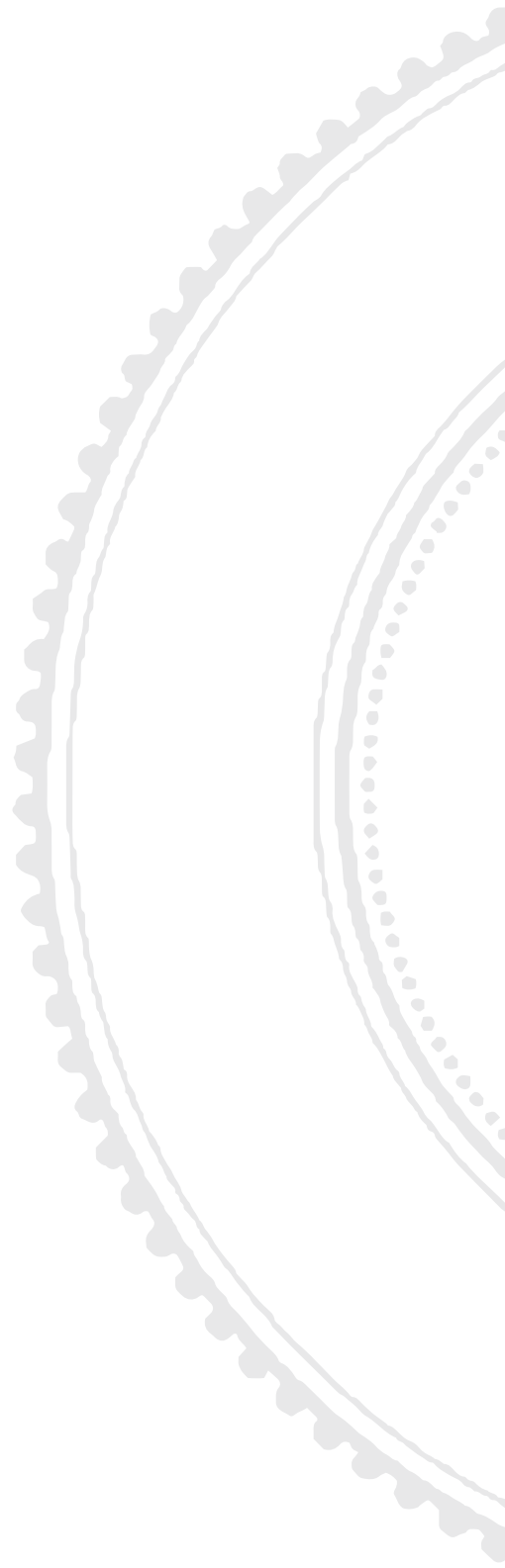
TOTAL	\$2,325,598
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FY 20-21 EPCHF TOTAL CONTRIBUTIONS

TOTAL	\$1,302,353
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FY 20-21 NAMING RIGHTS/ MAJOR GIFTS EPCH

Name	Amount
Oscar and Lisa Leaser	\$120,000
Sozer Family	\$100,000
WestStar Bank	\$25,000
Paulina and Keith Askins	\$25,000
Carlos and Elsa Mata	\$25,000
Abel Velasquez	\$25,000
Roberto Wallace	\$25,000
Adam Frank Family	\$20,000
TOTAL	\$365,000



FY 20-21 EPCH CHILDREN'S MIRACLE NETWORK CONTRIBUTION REVENUE

TOTAL **\$587,163**

FY 20-21 FUNDED EQUIPMENT EPCH

Ultrasound	\$171,044
NicView Cameras	\$119,997
Hem/Onc Analyzer	\$91,900
Sterilization Unit	\$62,352
IT Equipment - Medcares Clinic	\$44,991
Electrocardiogram	\$35,720
Manoscan System & Software	\$26,868
McCain Arthroscopy System	\$26,532
Forensic Camera	\$25,500
Optimum UV Enlight Bundle	\$25,000
NQ 500	\$22,282
Stortz C-MAC Monitors	\$19,606
Anorectal Manometry	\$17,005
Stryker Crossflow Console Arthroscopy Pump	\$10,946
Digimeter	\$10,745
Dental System	\$9,998
Endoscopy Cabinet	\$5,873
TOTAL	\$726,359

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 have 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.

2021 CAMPAIGNS

El Paso Giving Day	Oct. 15
Speedway Push Campaign	Oct. 29-31
Extra Life Event	Nov. 7
Sonic Fundraiser	Nov. 16
Hispanic Radiothon	Nov. 19-21
Love's Travel Round Up Campaign	Nov. 1 –Dec. 31
Ace Hardware Holiday Round Up	Nov. 27 –Dec. 31
Evolve FCU Shoe Donation	Dec. 17
Food City Campaign	Feb. 11-24
Chick-Fil-A cookies for Kids	Feb. 15
Virtual Thank You Recognition	Mar. 3
Knight Swift employee Giving Campaign	Apr. 1-30
Kendra Scott Gives Back Online Campaign	Apr. 23-24
Knight Swift Thank You Check Presentation	Apr. 30
Costco Annual Icon Campaign	May 1-31
Dillard's One Day Event	May 8
Top Golf Two Month Campaign	Jun.-Jul.
Walmart Icon Campaign	Jun. 28 –Jul. 25
Panda Cares Center of Hope Unveiling	Jul. 29
Ace Hardware Bucket Days	Aug. 6-8
Dillard's Payroll Deduction Fundraiser	Aug. 13
Speedway Golf Tournament	Aug. 23-24
Love's Travel Stop Campaign	Aug. 26 –Sep. 30
Miracle Jeans Day	Sep. 8
Kendra Scott Fundraising Event	Sep. 23

CHILDREN'S MIRACLE NETWORK EVENTS



COMBINED UMC & EPCH EVENTS

El Paso Giving Day	Oct. 15
Virtual Mind Reading Event	Nov. 5
AT&T Naming Rights Unveiling	Nov. 5
Sunflower Bank Unveiling and Check Presentation	Nov. 20
National Air traffic Controllers Toy Donation	Dec. 8
Share The Love and Joy Telethon	Dec. 11
Western Tech Naming Rights Unveiling	Feb. 11
Bank of America Naming Rights Unveiling	Mar. 29
Oscar and Lisa Leaser Naming Rights Unveiling	Apr. 6
GECU Virtual Check Presentation for NFP	Apr. 7
Adam Frank Naming Rights Unveiling	May 12
Union Pacific Virtual Naming Rights Unveiling	Jun. 9
Askins Family Naming Rights	Jun. 17
UMC Night at the Chihuahuas	Jul. 9
Therapeutic Arts Exhibit Unveiling at El Paso International Airport	Jul. 23
Jose Nunez Virtual Naming Rights Unveiling	Jul. 31
Dr. Sozer Naming Rights Unveiling	Aug. 16
MilagroWall Unveiling	Aug. 24
Empower Clinic Grant Announcement	Sep. 7
One Region One Table –Therapeutic Arts	Sep. 18
WestStar Bank Naming Rights Unveiling	Sep. 20

EPCH FOUNDATION EVENTS



