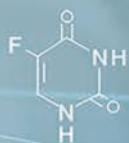


# Advancing the Future of Healthcare



**EL PASO COUNTY  
HOSPITAL DISTRICT**  
2022 ANNUAL REPORT

UNIVERSITY  
MEDICAL CENTER  
EL PASO



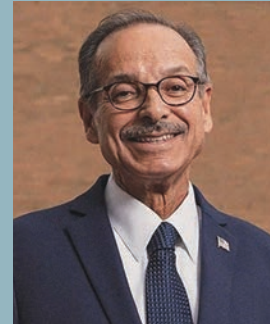




# El Paso County Commissioners



*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*

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**Advancing the Future of Healthcare**

## Index Advancing the Future of Healthcare

El Paso County Commissioners	1
A Message from Henry Gallardo Chair, UMC Board of Managers	3
UMC Board of Managers	4
A Message from R. Jacob Cintron, President & CEO, El Paso County Hospital District	5
UMC Senior Leadership Team	6
A Message from Michael Nunez, District Chief Financial Officer	7
El Paso County Hospital District Expenses, 2022	8
A Message from Cindy Stout, President & CEO, El Paso Children's Hospital	9
EPCH Senior Leadership Team	10
A Message from Carol Smallwood, CEO, El Paso Health	11
El Paso Health Senior Leadership Team	12
A Message from Abigail Tarango, Executive Director, UMC, EPCH Foundations	13
El Paso County Hospital District Vitals	15
University Medical Center Vitals	16
El Paso Children's Hospital Vitals	17
El Paso Health Vitals	18
STAR and CHIP Performance Graphs	19
• District Firsts	22
• District Collaborations	30
• District Features	31
• District Awards and Recognitions	37
Foundations & Events	46
• UMC Foundation Stats	
• EPCH Foundation Stats	
Patient Success Stories	52
EPCH 10th Birthday	58
Letters from Patients	60

## A Message from Henry Gallardo, Chairman, UMC Board of Managers



Throughout the history of University Medical Center of El Paso, our community and its thousands of families have relied on compassionate, dedicated and expert care provided by some of the best health care providers in the nation. However, 2022 reminded us again that when it comes to the level of care it provides or the expertise it employs, UMC stands for excellence.

Under the leadership of Jacob Cintron, President & CEO of the El Paso County Hospital District, UMC was recognized for surgical excellence, vascular surgery innovation and community partnerships, in particular working closely with County leaders to ensure the success of its binational vaccination efforts, and expanded access to care for thousands of families and elderly in our city.

You can read about these and many other achievements in this report but it is important to let you know that our Board of

Managers takes seriously our charge of advising the direction of the District; that we value the people who give so much of their lives and careers to health care, and we recognize their dedication and appreciate the high level of care they provide. Many of our families, friends and colleagues were patients at UMC in 2022. They chose UMC now for its leadership in advanced care.

As Board members, we ensure the very best physicians, nurses, specialists, and service lines have all of the resources necessary to continue the advancement of health care in our region. This was a good year for our District and our Board will work hard to ensure 2023 continues our hospital's ascent legacy of exceptional care. It is what the people of El Paso deserve.

## UMC Board of Managers



Veronica Carbajal  
*UMC Board Member*



Steve DeGroat  
*UMC Board Member*



Carlos Martinez  
*UMC Board Member*



Joy Martinez  
*UMC Vice Chairwoman*



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



Since the start of the pandemic, healthcare organizations have been challenged with caring for COVID-19 patients while also ensuring their communities have access to the highest levels of care for traditional illnesses and injuries. This recent year of the pandemic, while it is not over, we saw a large measure of relief. Gone are the temporary tents in front and behind our hospital, necessary to care for pandemic patients. Throughout 2022, we did not relent in finding more, innovative ways to expand access to care for all El Pasoans.

Our new UMC Healthcare Partners Vascular Surgery and Endovascular Surgery Center on El Paso's east side offers top-of-the-line vascular surgery by board-certified vascular surgeons. It has already bettered the health and lives of thousands of El Pasoans. Our new primary health clinics at Chelsea and Sun Plaza senior living centers offer more than a thousand seniors, as well as families in the surrounding areas, access to care that before could only be obtained with transportation assistance to a hospital. We are bringing healthcare to them, improving their lives and health outcomes.

We also opened UMC Healthcare Partners Border Pediatrics in west El Paso to expand community pediatric access to care. This year brought us recertification in Level I trauma care, Level I stroke care, Level 4 Maternal Care and national recognition for our binational vaccination efforts and exceptional surgical expertise. These accomplishments did not come suddenly or by chance. They are the culmination of the work, dedication, research, compassion, and tenacity by hundreds of healthcare professionals, administrators and community partners who share with us a common priority of high quality care for our community.

We continue to see our region grow in tandem with a growing need for access to the highest level of healthcare. You can be assured that we will continue to seek more capacity and newer, better ways to give you and your family the care they need and deserve.

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**Advancing the Future of Healthcare**



## UMC Senior Leadership Team



Michael Nunez  
*District Chief Financial Officer*



Maria Zampini  
*Chief Operating Officer*



Cathy Gibson  
*Chief Compliance Officer*



Lorena Navedo  
*Chief Administrative Officer*



Omar Villa  
*Chief Legal Officer*



Joel Hendryx, DO  
*Chief Medical Officer*



Amy Daher  
*Chief Nursing Officer*



Dave Thomsen  
*Chief Quality Officer*



Letty Flores  
*Chief Financial Officer*



Ray Davis  
*Chief Information Officer*



Jon Law  
*Chief Strategic Officer*



Carol Smallwood  
*CEO  
El Paso Health*

## A Message from Michael Nunez, District Chief Financial Officer



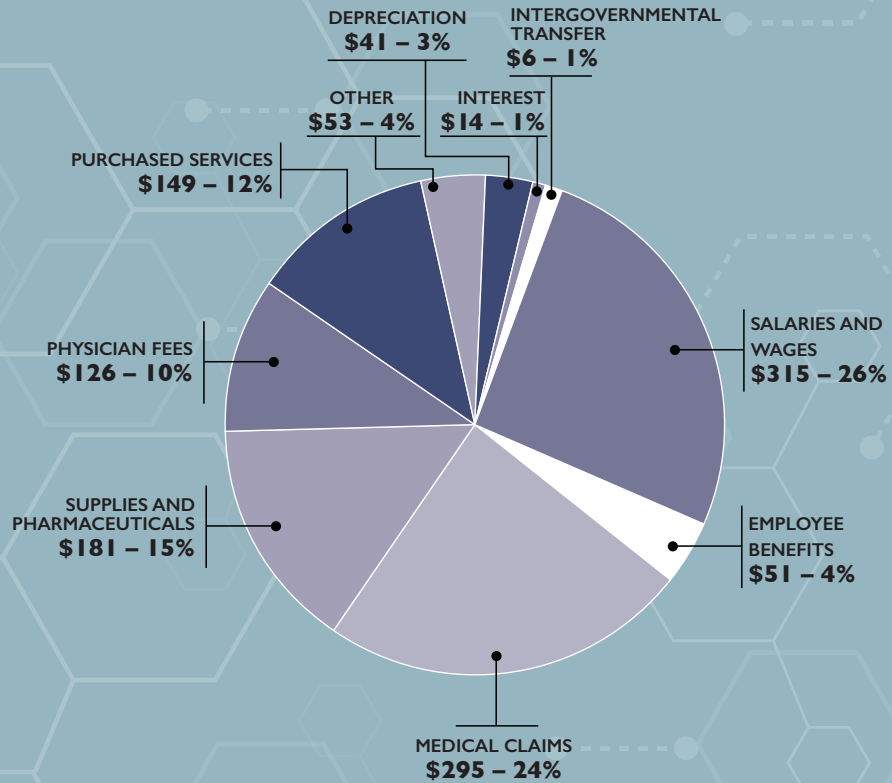
Fiscal 2022 was another, consecutive year of growth and efficiency throughout University Medical Center of El Paso as many of our departments, such as maternal care, endoscopy, vascular surgery, stroke, and cardiac care showed surprisingly resilient and consistent growth. Similarly many of the same increases 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 2022. As shown below, these increases are impressive.

- UMC Births increased 37%
- UMC ER Visits increased 25%, primarily from the satellite ERs
- UMC Outpatient Visits increased 11%
- El Paso Health surpassed 100,000 Medicaid members
- Children's Admissions increased 25%
- Children's ER visits increased 98%
- Children's Outpatient visits increased 34%

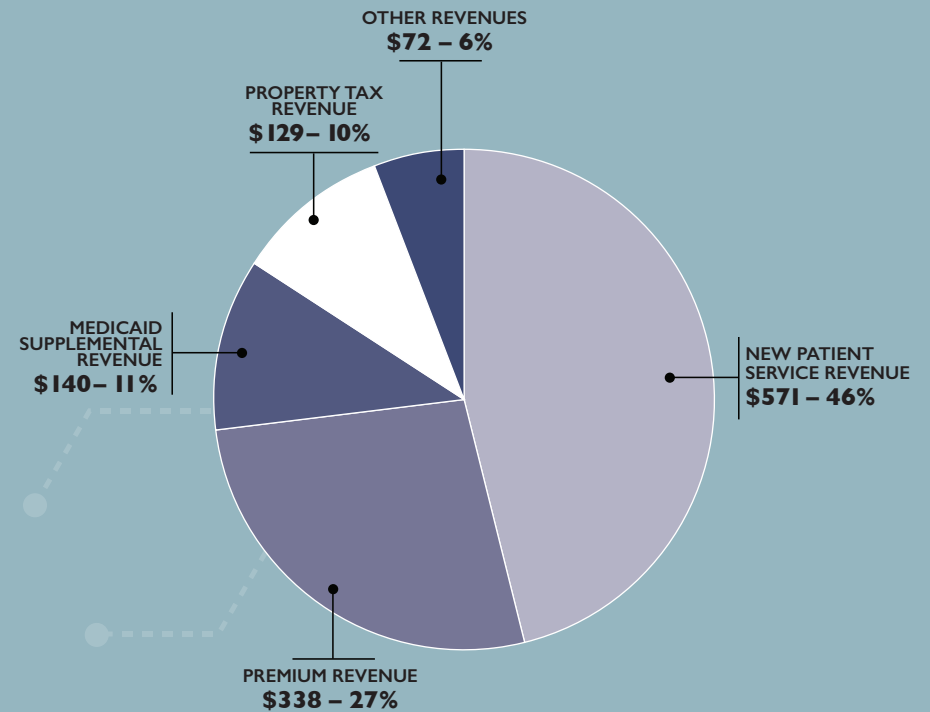
Both UMC and EPCH could have further increased revenue and care for the year with greater capacity. Toward the end of 2022, EPCH was completely filled with patients in need of care. Overall, as directors and departments at both hospitals worked within their budgets to provide and expand care, the District proved again it is a model of efficiency and fiscally responsible steward of its resources and those of the County of El Paso.

# District 2022 Expenses & Revenues

**FY22 Expenses – \$1.23 billion  
(in millions)**



**FY22 Revenues – \$1.25 billion  
(in millions)**



## A Message from Cindy Stout, President & CEO, El Paso Children's Hospital



What a great journey our hospital has been on these first 10 years. Let's think back to when the hospital doors first opened. On average, more than 650 children had to leave this community to seek medical treatment every year. From healthcare challenges such as kids with a cleft lip or juvenile diabetes, to starting new services like pediatric dermatology, families have been forced to look elsewhere to find needed care. Today, I am proud to say we have been able to reduce this number by close to 85 percent in the borderland region.

Thanks to our long-time supporters, pediatricians in this community and the people of El Paso, we were able to build a state of the art facility to care for our region's youngest patients. From our child life department, therapeutic arts room, to highly specialized equipment that help children during complex procedures, our programming and healthcare approach is tailored specifically for kids.

I am honored to work with such an incredible team of nurses, physicians, and hospital staff who provide the highest quality of care each day across an expansive 350 mile radius. These last couple of years have been very trying for our entire hospital and community, but we have shown up every day ready to take on any new challenge.

This year was important, not just because it is our 10th birthday, but because it's a testament that we could not do what we did without all of us working together. Thank you El Paso for the last ten years and here's to the next ten! This is our hospital!

## EPCH Senior Leadership Team



John Runkles  
Chief Operating Officer



Roxanne Weisendanger  
Chief Nursing Officer



Omar Garza  
Chief Financial Officer



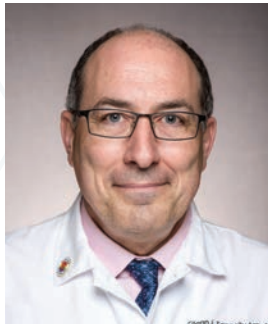
Laurel Huston  
Chief Legal Officer



Jeffrey Schuster, MD  
Chief Medical Officer



Roberto Canales, MD  
Chief Clinical Officer



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

# A Message from Carol Smallwood, President & CEO of El Paso Health



Dear Members, Providers, Associates, and Stakeholders,  
Thank you for your interest in El Paso Health.

This Annual Report is designed to highlight our performance over the fiscal year ending September 2022. We hope you enjoy reviewing it. In this letter, I will provide a brief snapshot of El Paso Health's achievements during the past year.

To begin, let me say it is an honor to return to El Paso Health. I had the pleasure of serving the predecessor company, El Paso First Health Plans, from 2006 to 2013. Returning to this organization last year, I continue to be impressed with its growth and the integrity of the people who work here. El Paso Health's team associates share my passion and commitment to healthcare in our community, and I look forward to continuing our work together to provide access to quality healthcare for all.

In 2022, El Paso Health maintained its role as market leader in the El Paso community with a 59.5% market share of STAR and CHIP in the El Paso service delivery area – 19.2% over our competitors. To date, we serve 103,686 Members across all programs and have increased net revenue by 37.95%, compared to the same period in 2021. This growth is noteworthy because while the pandemic was declared over, many challenges associated with COVID-19 remained during the year. Retaining a #1 leadership position is never easy, but we managed to do so through the unparalleled dedication of our leadership, staff, network

providers, the continual enhancements to our member programs, and innovative collaboration with our partners. I am very proud of the entire El Paso Health team.

One of El Paso Health's goals during the year was to better monitor and address the social determinants of healthcare in our region – especially coming out of the pandemic. Research shows that health outcomes are driven by numerous factors outside the healthcare system – things like socioeconomic status, education, physical environment, employment, social support networks, as well as access to health care. And while access is a key factor, it was our goal during the year to help our Members address other needs as well. I am proud to say that our team at El Paso Health began to develop Member programs that incorporate assistance for many of these social determinants. Some of those programs are additional services that help our Members lead safer, healthier lives.

Other areas of success during the year include:

- Million Pounds of Hope
- Back to School Backpack Give-Away
- Car Seat Safety Program
- Community partnerships with local non-profits

It is efforts like these that have helped El Paso Health to become one of the most trusted health plans in El Paso. Since our founding in 2001, what was then known as El Paso First Health Plans held to the belief that no single entity could strengthen the delivery of healthcare in our

community and promote access to quality healthcare for all. Since that time, El Paso Health has stayed true to its original mission. We have developed successful programs with our providers and partners in order to deliver the best possible health plans and related services to our Members. In turn, our Members trust us, and that is what our brand reflects today. I am convinced our goal of gaining and maintaining trust – with Members, partners, and stakeholders – will continue to guide us successfully in the future.

In closing, let me add that we are extremely proud to be El Paso's only locally-owned managed care organization. As such, we never forget that it is our responsibility to provide quality health care programs to the underserved in our community. I believe in 2022 we stayed true to that responsibility and affected the lives of many people. Going forward, our partnerships within the El Paso County Hospital District will continue to help us expand our reach and serve all of 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 2023.

Sincerely,

*Carol G. Smallwood*  
Carol G. Smallwood  
President and Chief Executive Officer

.....  
**Advancing the Future of Healthcare**

## El Paso Health Senior Leadership Team



Janel Lujan  
CEO Medicaid



Sharon Perkins  
Chief Information Officer and  
HIPAA Security Officer



Gustavo Gonzalez  
Chief Financial Officer



Cathy Gibson  
Chief Compliance Officer



Jose Gonzalez  
Chief Medical Officer

## A Message from Abigail Tarango, Executive Director UMC, EPCH Foundations



UNIVERSITY MEDICAL CENTER  
FOUNDATION OF EL PASO



El Paso Children's  
HOSPITAL FOUNDATION



FUNDACIÓN UMC DE MÉXICO, IASP

Our borderland region has turned disruption and challenges into resilience and a catalyst for good. Throughout 2022, the gift of giving in people shined through, and we remain grateful to El Paso - the place we call home. **University Medical Center Foundation of El Paso and the El Paso Children's Hospital Foundation** embrace this generosity to address the community's health care needs. We simply could not have achieved as much without you. Indeed, 2022 was a year of great strides and impact.

This year, we helped fund much-needed medical equipment, support lifesaving services, and programs, and brought prestigious fellowships to our medical professionals. We provided direct and ancillary patient services, such as access to medicine and treatment, clothing and supplies, and much more. For example:

The UMC Infusion Center, the Sobreviviendo el Cáncer/ Surviving Cancer Program provides psychosocial support and short-term financial funding for low-income and indigent cancer patients. Many patients diagnosed with cancer were facing financial challenges before their sudden illness. The goal of the program is to identify and assist with challenges that may interfere with a patient's treatment plan.

The El Paso Health Car Seat Safety Program is designed to provide free, monthly car seat safety events with the mission of improving safe travel for children in the greater El Paso area. Certified Child Passenger Safety Technicians provide car seat evaluations, free car seats to families in need, instruction on car seat installation, and child passenger safety education. The

program distributes approximately 450 car seats to families each year.

The Child Life Services at EPCH promotes better self-management education among children and their families throughout their health care experience. Child life specialists and support staff provide developmentally appropriate, trauma-informed education and care, as well as conduct age-appropriate play-based activities for children, encouraging creativity and self-expression among children.

The Therapeutic Arts program at EPCH is where various activities are provided to children and adolescents in order to increase care compliance, reduce anxiety and stress among patients and their families, and strengthen support among siblings and peers. The program is designed to enrich quality time among children that are hospitalized with guided art and music sessions led by local artists.

It is our firm belief that the people in our region should not have to leave home to get the quality care they need and deserve. As such, serving as philanthropic and charitable arms of the El Paso County Hospital District, the Foundations are committed to the success of both hospitals and outpatient clinics. By building viable working relationships with supporters and acquiring monetary and in-kind resources, the Foundations' work helps families overcome barriers with viable pathways to health access and equity. The grants awarded to the Foundations and longstanding partnerships with major private and corporate donors truly exemplify a united and growing commitment within our community to provide high-quality

health care to all who come to our hospitals and our outpatient clinics. We also depend on our volunteers and advocates to reach the highest standards of healing, education, and research.

Additionally, 2022 was an opportune year for educating and empowering the community about the many health and human services that our District and its regional partners provide. Our overarching goal is to work collaboratively with those that are committed to the high-quality care of our patients and families by expanding our capacity to serve. Our staff and volunteers are awe-inspiring, and I am so proud of all that we have accomplished together. Yet our work continues. As proud as we are of the Foundation's accomplishments over the years, we must do more to serve our growing community. In pursuit of our collective goals, we must innovate our approaches, develop new partnerships, and explore bold ideas for inspiring more people and bringing them together to find solutions for our future health care needs. There is always more work to be done, but I am confident that we are making a positive difference in the lives of those we serve. I am grateful for the support of our community and look forward to continuing to work together to improve the health and well-being of our neighbors. One thing is for certain, philanthropy, volunteerism, and sheer tenacity make a world of difference. They fuel our passion for forging ahead with a clear understanding of our mission.

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OF EL PASO

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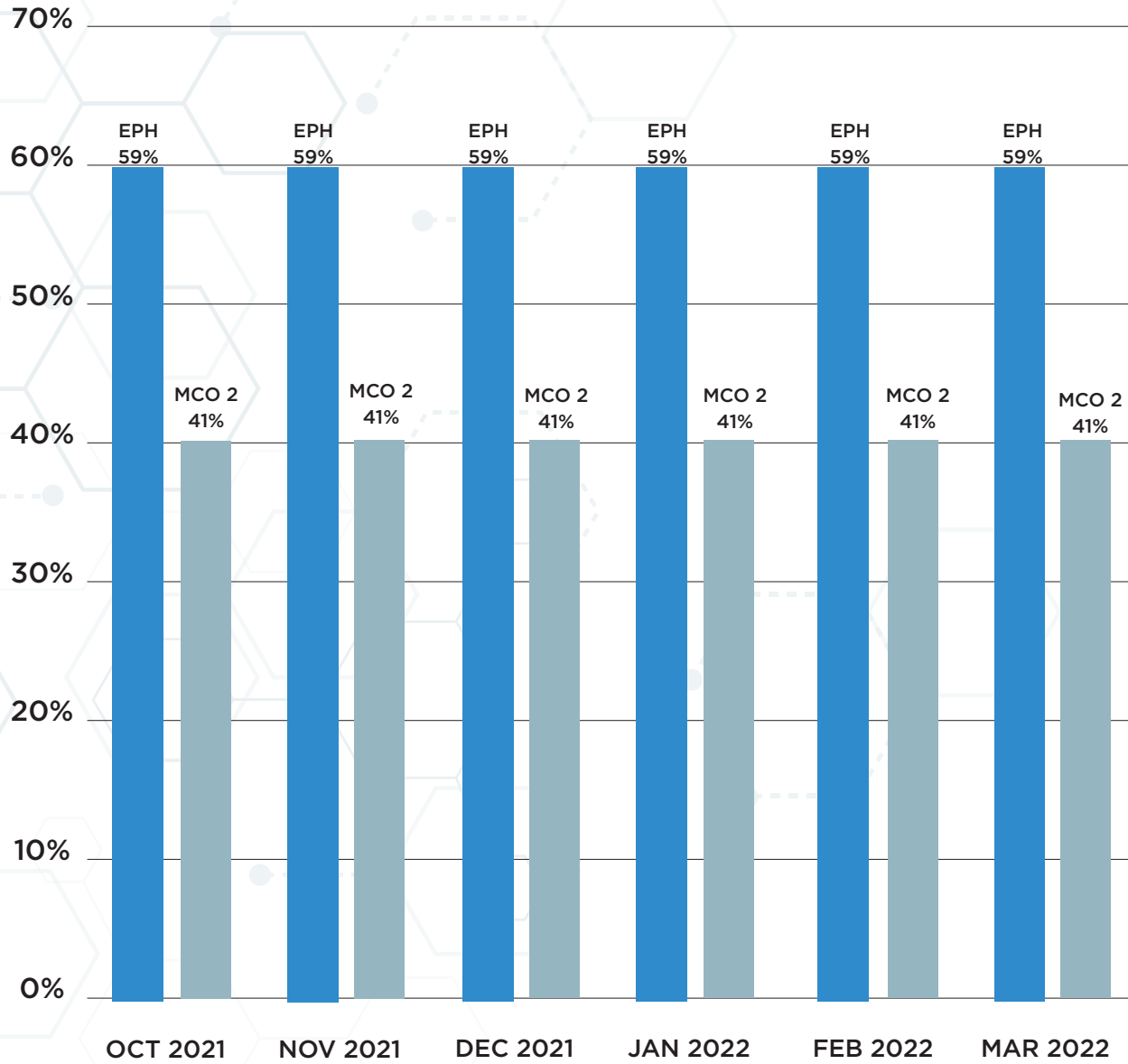




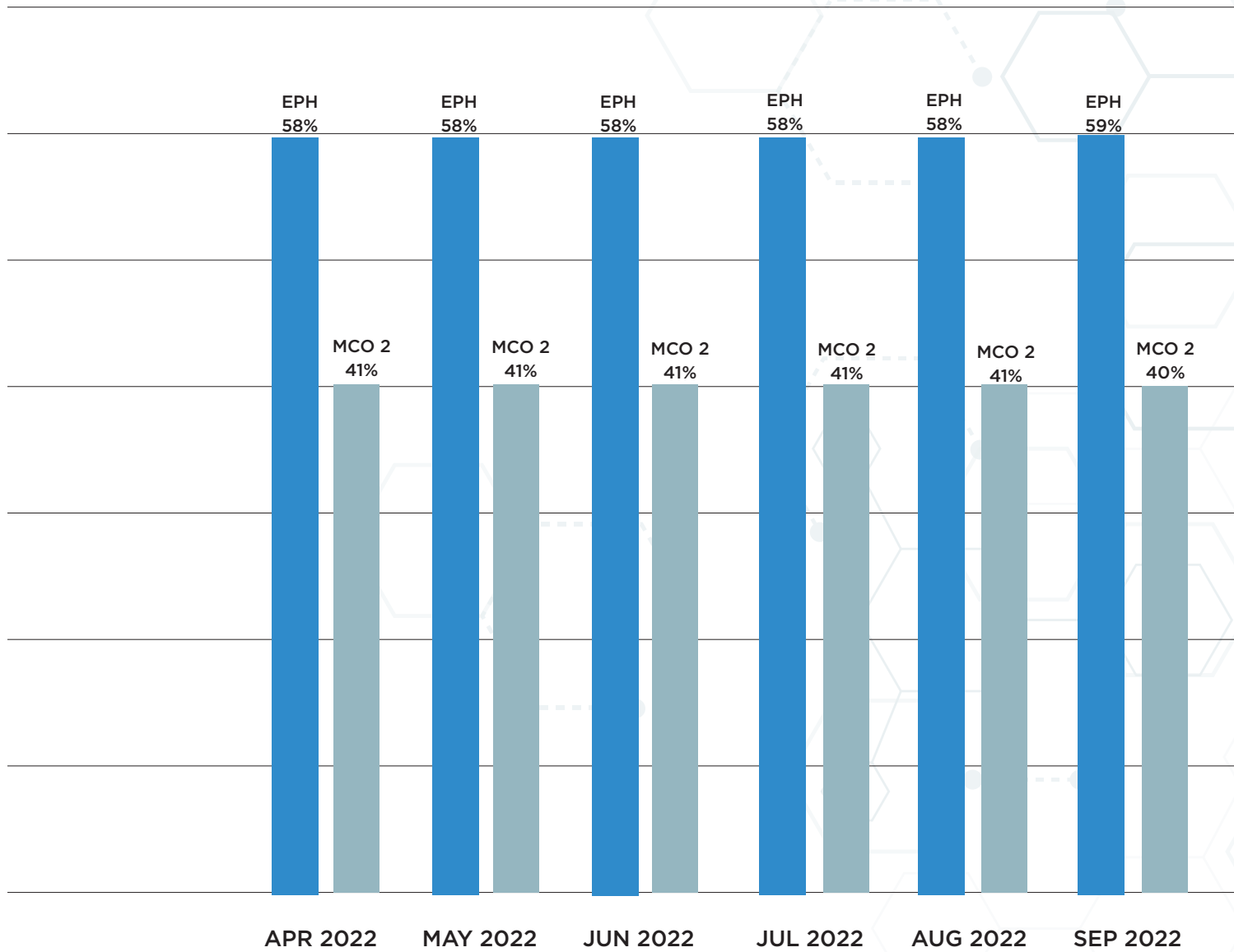




## El Paso Health Star And Chip Market Performance



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**UMC Healthcare Partners  
Vascular & Endovascular Surgery  
Center Receives Prestigious  
Membership Into The Society for  
Vascular Surgery VQI Registry**



UMC Healthcare Partners Vascular and Endovascular Surgery Center received membership into the Society for Vascular Surgery VQI (Vascular Quality Initiative) Registry, a first for the region.

“It is with great joy I announce UMC is now part of the Society for Vascular Surgery VQI (Vascular Quality Initiative) Registry,” said Gilbert Aidinian, M.D., Division Chief, Vascular and Endovascular Surgery, Texas Tech Physicians of El Paso, Surgery Department and UMC. “This is a great leap for UMC and TTP El Paso Vascular Surgery, since we are now part of the 945 participating centers in this registry and first in the region.”

UMC Healthcare Partners Vascular and Endovascular Surgery Center, at 10410 Vista Del Sol, opened in February of 2022 to give El Paso a higher level of vascular surgery care to serve the community and its region.



## District Firsts



### **Jaime Gasco, M.D., Performs Specialty Surgery in El Paso at UMC Spine Center**

Dr. Jaime Gasco, Neurosurgeon, UMC Spine Center performs specialized outpatient procedures, particularly the Oblique Lateral Lumbar Interbody Fusion (OLLIF), designed to improve instability in the back without the removal of tissue or anything natural; and the Sacroiliac Joint Fusion, designed to fix a joint commonly affected in women who have had numerous childbirths and presents as low back pain. He is the only Inspired Spine-Certified neurosurgeon in Texas doing these procedures.

UMC's Spine Center has the largest team of all board certified and board eligible neurosurgery medical staff in the region as it continues to bring the higher level of care to El Paso, West Texas and Southern New Mexico.



## **ONE OF ONLY 13 IN THE NATION: UMC Hosts Head & Neck Microvascular Reconstructive Surgery Fellowships**

In July 2022, with the support of UMC leadership and the medical directorship of Hans Brockhoff II, DDS, MD, FACS, Fellowship Director, UMC Foundation of El Paso announced a \$45,000 commitment by KLS Martin to assist with the establishment of the El Paso Head & Neck and Microvascular Reconstructive Surgery Fellowship. The fellowship is one of only 13 in the entire United States for Oral and Maxillofacial surgery. The program represents the only fellowship-trained head & neck and microvascular reconstructive surgeons in El Paso. The focus is in the treatment and management of both benign and malignant neoplasms of the face and neck.

*“Dr. Brockhoff has helped build a standard of care not available elsewhere in the region, and because of his commitment and dedication, many patients no longer need to seek medical treatment outside of our region when faced with cancer of the head and neck.”*

– Jacob Cintron, President & CEO of the El Paso County Hospital District.

## **EL PASO’S FIRST MINIMALLY INVASIVE SURGERY: Dr. Adam Adler and UMC Revolutionize Hip Replacement**



El Paso’s first minimally invasive sacroiliac joint reduction and fusion with the iFuse TORQ implant system was performed Dr. Adam Adler, Department of Orthopedic Surgery, Texas Tech Physicians of El Paso, and Assistant Professor of Trauma and Hip Reconstruction at Texas Tech University Health Sciences Center (TTUHSC). This is another University Medical Center of El Paso first. In doing so, Dr. Adler ushered-in an evolution toward total hip replacement as the standard of care for hip fractures.

*“UMC is the only hospital in El Paso that is a Level I Trauma Center and that has the capability of having a full-time orthopedic traumatologist,” said Dr. Adler. “This is where the iFuse-TORQ comes into play and why UMC is on the leading edge in hip fracture care.”*





## UMC Welcomes First Portable MRI System to the Region

At the end of 2022, University Medical Center of El Paso announced another advancement in healthcare as the region's first portable MRI (magnetic resonance imaging) system goes into operation. The system, known as the Swoop, is revolutionizing MRI scanning by bringing the MRI system to patients, at bedside.

*"This is another advanced tool our providers have to have scans done for patients who are too sick or unable to be transported downstairs for imaging,"* said Greg Erickson, Assistant Administrator Ancillary Services. *"This is a system that brings healthcare in El Paso another step forward, in line with what we are seeing in some of the top healthcare systems in the nation. For the last month, we have been training 25 UMC Associates to operate the system and now, in time for Christmas, it's ready for patients."*

Initially, the Swoop system will be used for follow-up scans on patients with brain injuries or otherwise being treated for brain issues in UMC's Neuro ICU Department. *"Not only does this bring added conveniences, but it also expedites our ability to provide MRI's when medically necessary. This brings the system to the patient, in minutes,"* added Erickson. The Swoop system is small enough to fit in elevators and through doorways, making it very maneuverable in large, busy hospital environments, such as UMC.



## District Firsts



## First Class Graduates UMC Training Tracks Program

Twenty-three UMC Associates graduated from the inaugural class of the UMC Training Tracks program, a specialized program created to assist new managers promoted from within the hospital or who have recently joined UMC. “As a team, we are excited to offer this opportunity to the UMC Management for their continued success,” said Monica Armendariz, Manager of Training and Development. “There are a total of five tracks in the series all with four hours of training each.”

### Training Tracks’ Graduates include:

Elisa Camacho, *Manager of Lab Operations, PI*  
Jose A. Contreras, *Supervisor of Environmental Services*  
Vanessa Cruz Armendariz, *Nurse Manager, UMC Far East Clinic*  
Veronica Davitt, *Director of Endoscopy*  
Gloria Delgado, *Assistant Administrator of Women’s Services*  
Patricia Diaz, *Director of Claims*  
Luis A. Escobar, *Supervisor of Environmental Services*  
Deborah Gandara, *Director of Health Information Management*  
Veronica Lucero-Drennan, *Medical Staff Services Officer*  
Veronica Maldonado, *Supervisor of Third Party Administration*  
Maria Martinez, *Supervisor of Environmental Services;*  
Salvador Morales, *Director of Vascular Clinic Services, UMCEPH Vascular Surgery OR*  
Cristina A. Morton, *Manager of Clinic, CF, Correctional Health Annex*  
Miguel Murguia, *Assistant Controller, Fiscal Services*  
Arlene Ordunez, *Director of Respiratory Care & EEG, Respiratory Administration*  
Angel Palacios, *Supervisor of Pharmacy, Pharmacy Northeast*  
Xavier Plasencia, *Supervisor of Facilities, EPH Member Services*  
Roberto Regalado, *Supervisor of Rehab Services, Rehab Outpatient*  
Dora A. Sherwood, *Director of Neuro ICU/EMU, Neuro ICU*  
Rick Suarez, *Practice Manager II, Neuroscience Services*  
Adriana Villagrana, *Manager of Claim, EPH Claims*  
Teresa Wyatt, *Director of Patient Experience*

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### UMC Healthcare Partners Unveils Two Vital Community Clinics Located at Housing Authority of El Paso



Senior citizens living in El Paso’s Chelsea Apartment Tower and the Sun Plaza Tower, as well as their surrounding communities, have much greater access to primary care with the openings of UMC Healthcare Partners Sun Plaza Clinic and Chelsea Clinic last spring. The new clinics, located at 1221 E. San Antonio Avenue in the Sun Plaza Tower and 600 Chelsea Street in the Chelsea Apartment Tower, are primary care clinics, providing high quality, affordable care for residents and virtually anyone in their local area neighborhoods.

*“This shows a collaboration that exists between these different organizations,”* said Jacob Cintron, President & CEO, El Paso County Hospital District.

Services offered are primary care, family care, preventative care, geriatric care, minor injury, and lab services.

*“This is the service we’re supposed to be doing; the service we are providing,”* said Gerald “Jerry” Cichon, Housing Opportunity Management Enterprises (HOME) El Paso CEO.

*“This is only the beginning of a partnership to go across the city – not just the elderly, but to help mothers, young mothers and those who think, ‘Do I spend my money on healthcare or pay the rent?’”*

## District Features

### UMC EAST AND WEST CLINICS: Five Years Later, Providers Seeing 700 Patients a Day



UMC East Clinic and UMC West Clinic celebrated five years of service in the community last May as both clinics have been growing increasingly fast due to the incredible teamwork from UMC Associates.

Maria Zampini, Chief Operating Officer at UMC, is equally proud of the UMC Associates connected to the UMC East and UMC West Clinics – and to all the UMC Clinics.

*“Each day over 700 patients are seen by providers in the clinics; thousands of prescriptions are filled, labs are drawn, imaging studies are completed and rehab is provided. Each of the teams deliver much-needed service with care and compassion to our El Paso community and I look forward to their continued growth.”*

– Maria Zampini, Chief Operating Officer at UMC

### SUPPORTING OUR STAFF, BUILDING CULTURE AND LOYALTY: UMC Programs Invest in Associates with opportunities for Professional Growth, Loan Assistance and Home Ownership



Last spring, UMC ushered in new opportunities for Associate advancements with the creation of three UMC CARES programs, geared to help the UMC Associate with specific educational pursuits, financial well-being and home ownership.

*“We look forward to 10 years down the road when we can see all the good these programs will have done. All of these programs are made possible by the support of Jacob Cintron, our President & CEO and the entire Senior Leadership team,”* said Lorena. *“It’s building culture and loyalty. It’s a win-win.”*

These programs are:

- UMC CARES PULL-OPP Program (Pursuing Upward Learning Legacy Opportunity), designed to assist Associates in their pursuit of additional education and training for hard-to-fill positions.
- UMC CARES Student Loan Repayment Assistance Program for degree plans specific to healthcare.
- UMC CARES HOME Program (Home Ownership Made Easier), for Associates who meet eligibility.

## Advancing the Future of Healthcare

## District Features

### Neurosurgery/Spine Center Presents Zero Infection Rate Out Of 234 Cranial Procedures



UMC's Neurosurgery/Spine Center has been recognized for recent findings by the Standardized Infection Rate (SIR) statistics showing UMC at a better than national experience for a zero infection rate of 234 cranial procedures performed during the Fourth Quarter/ Fiscal Year 2021 (and calendar year 2021).

According to the National Healthcare Safety Network (NHSN), the Standardized Infection Ratio (SIR) is a statistic used to track healthcare-associated infections (HAIs) over time, at a national, state, or facility level. The SIR compares the actual number of HAIs at each hospital, to the predicted number of infections.

### UMC Nurse Finds Her Home, thanks to UMC CARES HOME Program



When UMC launched its UMC CARES HOME Program (Home Ownership Made Easier) to help Associates receive up to \$8,000 in down payment and closing cost assistance, Samantha Lara, a nurse in UMC's Labor & Delivery Department, immediately put in her application.

*"Ever since I became a momma, I dreamed of having a home to raise my daughter and make memories,"* said Samantha. *"I wanted a house in far east El Paso; a three bedroom home for my daughter and me."*

Thanks to this important UMC program, the family, including their two dogs, successfully moved into their three-bedroom home in far east El Paso.

Leslie Lujan, Director of Engagement & Associate Experience, oversees the UMC CARES HOME Program and is thrilled Samantha and her daughter found their home.

*"Thanks to Administration, we are able to provide our Associates with the CARES HOME benefit and assist them in one of life's biggest purchases,"* said Leslie. *"It brings me joy to be able to work with our Associates and help them change their life and obtain their own home!"*

## District Features

### Three Generations of UMC Nurses Share Family Ties To Hospital



If someone tells you: “It’s like family where I work,” believe them, especially if they are Irma Estrada, RN; Lisa Garcia, RN II; or Hannah Lopez, RN; a grandmother, mother and daughter from the same family.

Irma was the first nurse in her family.

*“My father wanted me to become a*

*musician,” she said, “but I knew music wasn’t what I wanted to do. Early on, I saw a bad car accident. I called the ambulance and went to be of assistance to the driver and passenger in the car. I knew I wanted to be a nurse at that moment.”*

Irma’s daughter, Lisa, later followed her mother into nursing. She said she treats her patients with dignity, respect and like family.

Lisa’s daughter, Hannah, was not sure she had the knack for caring for people as a nurse.

*“I was in class one day,” said Hannah, “and someone vomited and no one did anything. I helped and knew I wanted to know how to do it.”*

Lizette Salinas, UMC Nurse Recruiter, credits Irma for recruiting her daughter and granddaughter to UMC as nurses.

*“These three women hold a very special place in my heart. I feel part of their family.”*

### Congresswoman Veronica Escobar Secures Funding Towards UMC Robotics Expansion Program.



In April, Congresswoman Veronica Escobar presented University Medical Center of El Paso the funds secured for UMC’s Robotics Expansion program through the community project funding.

The purchase of a Da Vinci Single Port robot offers so many new opportunities. It means improved

high-level medical care and treatments available to our community. This robot also provides a valuable tool to treat urological cancer, a treatment not currently available in El Paso.

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## Advancing the Future of Healthcare

## District Features – EL PASO HEALTH COMMUNITY SERVICE OUTREACH

### BACK *to* SCHOOL BACKPACKS AND FOOD DRIVE



Since 2014, El Paso Health has given away over 16,424 backpacks to school age children in our community. The Annual El Paso Health Back-to-School backpack giveaway helps children prepare for the upcoming school year with the supplies they need.

### 1 MILLION POUNDS OF HOPE



This very important initiative has made a substantial impact on our community. In 2020, El Paso Health committed to attaining the goal of distributing 1 million pounds of food, due to the dire need in our community. Since then, our associates have volunteered their time each month to distribute food to families in need. As a result, we are now closer than ever to attaining our goal. Through our continued partnership with El Pasoan Fighting Hunger, we have provided 700,000 pounds of food to our community.

## District Features – EL PASO HEALTH COMMUNITY SERVICE OUTREACH

### Teaching Kitchen



El Paso Health sponsored the brand-new Teaching Kitchen at the El Paso Children's Hospital Eastside Clinic on Lee Trevino, which is home to the Rehabilitative Services and Empower Program. A \$50,000 donation from El Paso Health was given towards the building and development of the kitchen. The kitchen will provide a comprehensive approach to teach families in the community about healthy nutrition and low-cost cooking options.

### Car Seat Safety Program Sponsorship



2022 marked the sixth year that El Paso Health sponsored and donated to the Car Seat Safety Program. In partnership with the University Medical Center Foundation, our donation of \$60K to the program allows for the purchase of special need car seats for children that cannot travel safely in conventional car seats. The funds also help provide for free monthly car seat safety events. These events rotate between east, central, and west El Paso to teach parents and caregivers which car seats are appropriate for their child's age, height, and weight, and how to properly install and utilize the car seat.



## District Awards and Recognition



### National Hospital Association Honors UMC For Regional and Binational COVID-19 Vaccine Efforts

America's Essential Hospitals, a national trade association, has recognized University Medical Center of El Paso (UMC) for its regional and binational COVID-19 vaccination efforts during the pandemic which at the initial release of the vaccine helped lead the community to be one of the highest vaccinated metropolitan areas in state/country. America's Essential Hospitals, which represents more than 300 hospitals that care for low income and other marginalized people, recognized UMC with a 2022 Gage Award for COVID-19 Innovations. The association presented the award June 23 at a luncheon at VITAL2022, its annual conference, in Boston.

The Gage Awards, named after association founder Larry Gage, honor and share successful and creative member hospital programs that improve patient care and meet community needs. Gage Awards in the COVID-19 Innovations category highlight innovative practices, projects, and programs related to the coronavirus pandemic. This temporary category captures creative solutions for the current or potential future pandemics within the hospital or in its community.

“Our hospital has served our community for more than a century, and had been part of the response around the Spanish Flu pandemic of 1917 as well as our current COVID-19 pandemic,” said Jacob Cintron, UMC President & CEO. “With the arrival of vaccines, we wanted to do everything possible to facilitate getting hundreds of thousands of people vaccinated. Our partners, nurses, physicians and so many volunteers helped make it a reality. This award recognizes their efforts.”



## District Awards and Recognition



### The American College of Surgeons National Surgical Improvement Program (ACS NSQIP)



The El Paso County Commissioners Court, both University Medical Center of El Paso and Texas Tech Physicians of El Paso were recognized through the adoption of a resolution commending surgical excellence at the hospital.

The American College of Surgeons National Surgical Quality Improvement Program (ACS NSQIP) has recognized University Medical Center of El Paso (UMC) as one of 78 participating hospitals nationally that have achieved meritorious outcomes for surgical patient care in 2021.

UMC is one of three hospitals in Texas to have been recognized in both the “High Risk” and “All Cases” categories.

UMC and Texas Tech Physicians of El Paso (TTPEP) have again demonstrated their exceptionally strong level of partnership and surgical excellence that has again brought recognition to El Paso.

UMC is home to the region’s only Level I Trauma Center and only Joint Commission- certified Level I Comprehensive Stroke Center, where the highest level of surgical care is the standard – and performed daily by surgeons of UMC and TTPEP.

## District Awards and Recognition

### A Community Honor, Recognition Prestigious Award Given to R. Jacob Cintron, President & CEO



A warm and vibrant evening on Sept. 14 at Tuscan Halls in El Paso, brought smiles and applause at the La Rosa Del Desierto annual gala, culminating in the recognition of Jacob Cintron and two others.

Three awards commemorated the extraordinary individuals in the El Paso /Cuidad Juarez region who

play an impactful role in our bicultural community to make their prime objective to help other people's lives.

The recipients included: Jacob Cintron, President & CEO, El Paso County Hospital District for outstanding medical care fields; Bob Wingo, President of Sanders Wingo Advertising Agency for business entrepreneurship; and Joaquin Cosio, Mexican actor and poet for the arts.

The winners received a custom sculpture designed by renowned Mexican sculptor, Sebastian. The sculpture is representative of the universal elements that create a unique mineral resembling a desert rose. La Rosa Del Desierto is a symbol of the perseverance one needs to mold beauty in the midst of adversity that radiates through the heart of the community.

The late Yolanda Arriola, founder of Southwest University, Carmen Becerra, founder of Border Heritage, and Fundacion Sebastian, founded the gala in 2018.

### West Texas Regional Poison Control Center's Medical Director Receives AMA Women Physicians Inspired Award



The American Medical Association (AMA) organization honored El Paso's Sarah Watkins, M.D., Assistant Professor of Emergency Medicine Director of Clinical Services for the Division of Medical Toxicology for the TTUHSC El Paso Department of Emergency Medicine; and Medical Director for UMC's West Texas Regional Poison Center. Dr. Watkins

received an AMA Women Physicians Section Women Physicians Section (WPS) Inspiration Award that honors female physicians.

*"I felt very honored to win this award," said Dr. Watkins. "As a woman in medicine, it is so nice to feel recognized, but also for learners and future female physicians to know that there is a route for appreciation. I just felt so honored and grateful."*

Sal Baeza, Director of the West Texas Poison Control Center is thankful for the plus in having Dr. Watkins on board.

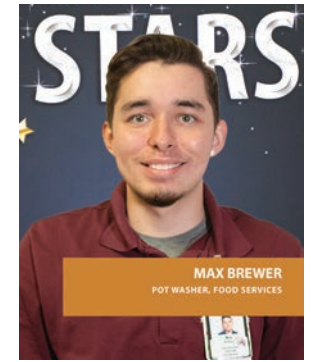
*"Since Dr. Watkins joined us, the educational component to the medical students and the residents through the Poison Center has greatly improved," said Sal. "She loves teaching and is very passionate to share her knowledge; so the staff and the rotators all gain by having her here and ultimately, so do our callers, our patients."*

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## Advancing the Future of Healthcare

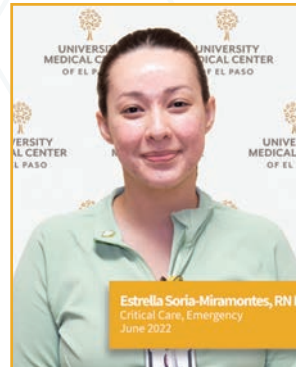
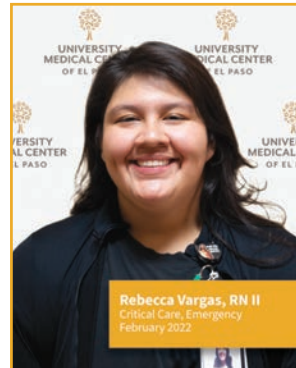
## District Awards and Recognition – UMC STARS

Each quarter, UMC announces the names of five Associates who were nominated by their peers or other Associates for special recognition for their performance excellence and dedication.



## District Awards and Recognition – UMC DAISY AWARDS

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



Advancing the Future of Healthcare

## District Awards and Recognition – EL PASO HEALTH STAR AWARDS

El Paso Health 2022 STAR AWARDS are awarded to outstanding associates recognizing the great work they are doing in their department and for the overall organization. These associates achieved and executed the mission and vision of the health plan.



**JANUARY**  
Javier Herrera



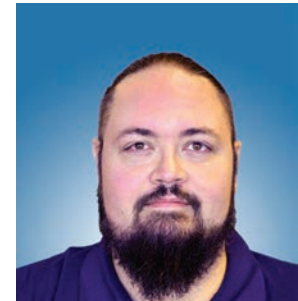
**FEBRUARY**  
Ruth Rodriguez



**MARCH**  
Patricia Morales



**APRIL**  
Perla Saucedo



**MAY**  
Christopher Headley



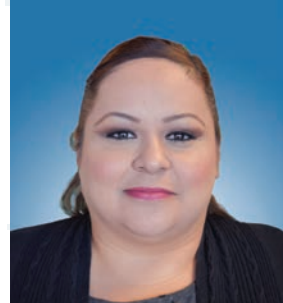
**JUNE**  
Maggie Rios



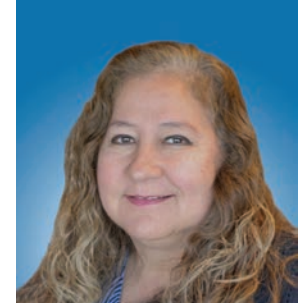
**JULY**  
Stacy Arrieta



**AUGUST**  
Natalia Ruiz



**SEPTEMBER**  
Arlene Nuñez



**OCTOBER**  
Gloria Baltazar

## District Awards and Recognition – EL PASO HEALTH LEADERSHIP AWARDS

Our Leadership Awards are broken into three categories.

### Emergent Leader Award



This award recognizes newer managers who have made a significant contribution to the association and/or profession and have demonstrated the potential for leadership. This year's award went to **Rosie Medina**.

### Leadership Award



This award acknowledges exemplary leaders that have significantly impacted people, programs, events, and/or teams. This year's leadership award was given to **Vianka Navedo- Sanchez**.

### Impact Award



This award acknowledges an individual/team that made a significant impact in the functions/operations of the organization. For 2022, the Impact award was awarded to **CES Edit Implementation Team**.

## District Awards and Recognition – UMC LEADERSHIP AWARDS

### Emergent Leader Award



**OSCAR VILLA**  
UMC EMERGING LEADER AWARD

### Impact Award



**JESUS REVEROL**  
UMC IMPACT AWARD

### Leadership Award



**LESLIE LUJAN**  
UMC LEADERSHIP AWARD





## Foundations Stats

### UMC Foundation Stats

#### TOTAL REVENUE

**\$321,132 as of Aug 2022**

#### GRANTS

\$763,000 Telehealth Grant\*  
 \$ 45,000 KLS Martin  
 \$ 10,000 American Cancer Society

**\$818,000 TOTAL AS OF AUG 2022**

#### NAMING RIGHTS

\$100,000 Aguilar Family Foundation  
 \$ 27,500 Dr. Jose David Burgos

**\$127,500 TOTAL AS OF AUG 2022**

#### TOTAL CONTRIBUTIONS

**\$131,269 AS OF AUG 2022**

#### FUNDED EQUIPMENT

\$ 7,380 Nursing Education Equipment and Supplies  
 \$ 4,516 Pill Camera  
 \$ 1,218 Blood Warmer

**\$ 13,114 TOTAL AS OF AUG 2022**

#### OTHER FUNDING PROVIDED TO UMC

\$ 455 Medical Staff Services-Raffle Prizes  
 \$ 24,500 Sobreviviendo  
 \$ 6,250 Rehab Services-Diabetic Footwear & Lymphodema Garments  
 \$ 1,125 Trauma Program Stuffed Animals

**\$ 32,330 TOTAL AS OF AUG 2022**

### EPCH Foundation Stats

#### TOTAL REVENUE

**\$2,468,282 as of Aug 2022**

#### GRANTS

\$170,185 Paso del Norte Health Foundation Empower  
 \$170,185 Blue Cross Blue Shield  
 \$125,000 Moody Foundation  
 \$100,000 Hyundai Hope on Wheels  
 \$ 50,000 St. Baldrick's Foundation  
 \$ 30,000 Moleen Foundation  
 \$ 25,000 Cardwell Foundation  
 \$ 25,000 Bank of America  
 \$ 20,000 Seymour Foundation  
 \$ 20,000 Hightower Foundation  
 \$ 10,000 El Paso Electric - CMN  
 \$ 7,500 Chase  
 \$ 2,500 Volunteer Congress  
 \$ 5,000 Security Service Federal Credit Union

**\$757,870 TOTAL as of Aug 2022**

#### NAMING RIGHTS & MAJOR GIFTS AS OF AUG 2022

\$100,000 Aguilar Family Foundation  
 \$100,000 William Thurmond  
 \$50,000 GECU Nurses Station  
 \$50,000 Bowling Family Foundation  
 \$30,500 PNC Bank  
 \$25,000 Wallace Family Nurses Station  
 \$25,000 Tropicana Homes  
 \$25,000 Graham Family  
 \$20,000 Marcus Family Foundation

**\$425,500 TOTAL as of Aug 2022**

#### EVENTS

\$538,553 Decade of Wonder  
 \$59,200 Cleft Symposium  
 \$34,795 Telethon  
 \$27,099 El Paso Giving Day

**\$659,647 TOTAL AS OF AUG 2022**

#### TOTAL CONTRIBUTIONS

**\$1,238,022 AS OF AUG 2022**

#### FUNDED EQUIPMENT AS OF AUG 2022

\$112,340 LiquoGuard  
 \$ 98,585 Rehab Facility Equipment  
 \$ 71,423 Stryker F-I Small Bone Power Tools  
 \$ 67,765 Stryker Power Pro  
 \$ 45,930 Hamilton Ventilator  
 \$ 43,738 Preoperative Leksell  
 \$ 30,000 Marsh Foundation Ultrasound  
 \$ 22,594 PICU Metabolic Cart  
 \$ 13,500 NOEL Casting Frame  
 \$ 19,638 Integra Headlights  
 \$ 2,500 Teaching Kitchen Supplies  
 \$ 5,746 Climbing Wall – Rehab

**\$533,759 TOTAL AS OF AUG 2022**

#### OTHER FUNDING PROVIDED TO EPCH

\$ 33,000 CARES Clinic License  
 \$ 71,637 Reimbursement Salaries Child Life Specialists  
 \$ 50,000 Diabetes Program  
 \$100,000 Outpatient Rehab Expansion

**\$254,637 TOTAL AS OF AUG 2022**

## Children's Miracle Network (CMN) Campaigns and Events

### Kendra Cares for Patients and Caregivers



### Walmart Campaign



Advancing the Future of Healthcare

## Patients assisted by the American Cancer Society Transportation Grant



“American Cancer Society is dedicated to removing barriers to care and improving health equity for patients with cancer. One of our programs to address these concerns is our Patient Transportation Grant program. Patient Transportation Grants are funds awarded to health systems or health system foundations to help cancer patients with transportation barriers get to and from cancer-related treatment appointments.”

– Martha Zepeda, Cancer Support Strategic Partnerships Manager

- A 32-year-old diagnosed with Colorectal Cancer and receiving treatment at UMC Infusion Center was referred to the Foundation. More specifically, we utilized the Sobreviviendo El Cancer program for hardship with transportation and medical expenses. As the primary financial provider, the patient was impacted because he could not continue providing for his family due to his medical condition. The patient was assisted with gas cards, made possible by an American Cancer Society grant awarded to the Foundation for this kind of need. Additionally, through other oncology grants, the patient received co-payment assistance. He was also referred to the El Paso County General Assistance for mortgage assistance and received SNAP benefits.
- A 26-year-old male diagnosed with leukemia receives treatment at UMC-Infusion Center and needs a bone marrow transplant. The patient was referred to Sobreviviendo El Cancer for assistance applying at a tertiary hospital. Due to his medical condition and treatment plan, the patient had to stop working and move in with his parents to help with the medical expenses. He was accepted at MD Anderson and is currently looking for a bone marrow donor. Nonetheless, the patient expressed financial hardship in covering all the travel expenses to Houston, TX. With the American Cancer Society grant, the patient was assisted with gas cards to help him travel to MD Anderson and to continue with the cancer treatment at UMC.

## Compassionate Care Fund



- An EPCH patient was two months old when his social worker requested assistance, the Compassionate Care, a Foundation program, fulfilled the request. The patient's mother was 18 years old and caring for her 15-year-old sister and her newborn baby. While preparing the patient for discharge, the social worker identified the family's challenges. The patient's mother had fallen behind on electric bill payments after birth and was in danger of having their electricity shut off. The family also needed assistance with diapers, wipes, and baby clothes. Compassionate Care assisted with their utility, baby clothes, diapers, wipes, and a baby blanket for the baby to be comfortably cared for at home after discharge.
- A 54-year-old UMC patient was referred to Compassionate Care, a Foundation program, by her social worker. The patient's home had burned down and was inhabitable. The patient shared that the fire destroyed all belongings, and only a few clothing items had been salvaged. The patient and her children did not have jackets for the fall and winter weather. Providing the patient with a Walmart gift card to purchase immediate and much-needed items, such as clothing and jackets, was a small start to helping her and her children.
- A 3-week-old EPCH NICU patient was referred to Compassionate Care for assistance with a playpen to sleep in and diapers. The patient's mother did not have a support system and reported to EPCH staff that she co-sleeps with the patient. Compassionate Care, a Foundation program, provided a playpen and diapers for the baby to use after discharge to reduce any risk of SIDS and encourage sleeping separately.

## Project C.A.R.E. (Community Access to Rehabilitation Equipment)

### PROJECT C.A.R.E. COMMUNITY ACCESS TO REHABILITATION EQUIPMENT

*Donate your new or gently used medical equipment!*



“Durable medical equipment donated to us doesn’t stay around for very long. We receive the donation and often just as fast as a request is made by a social worker at UMC on behalf of someone who needs it.”

– Carolyn Williams, UMC Foundation Volunteer  
Corps’ Program Manager

A 42-year-old patient was admitted to UMC due to Pulmonary Fibrosis and Cough Dyspnea. Before this hospitalization, the patient was fully independent. However, due to their condition and a three-month-long hospital stay, the patient became debilitated and lost mobility. Upon discharge, the patient was to move in with elderly parents committed to caring for the patient. UMC Foundation assisted by providing the patient with a luxury full electrical hospital bed, a wheelchair, a commode, and an air-loss mattress. The equipment was donated to Project C.A.R.E., a Foundation program, and we delivered, set it up, and helped this patient on their road to recovery.



## Patient Success Stories

### Story Of A Man, An Oil Rig — And A Frankenstein Moment Expertly Handled by Dr. Shawn Diamond



Working atop an oil rig in Texas can be intense, difficult and sometimes dangerous. David Jacobs, a 29-year-old from Corpus Christi, was in his third week on the rig, near Odessa, when he found out just how dangerous working on an oil rig can be.

In February, David donned his work boots, hardhat and pulled on his

leather gloves. Later that day, David's name was added to a long list of oil field injuries. His gloves were removed from his hands but inside one of the gloves was David's right thumb. David was then flown to UMC.

Waiting there was Shawn Diamond, M.D., Microsurgeon, Department of Surgery, Texas Tech Physicians of El Paso, one of the foremost hands specialists in the region. Within minutes of his arrival, David headed into incredibly complex surgery to bring life back to the thumb, where it belonged, back on David's hand.

*"That's not dissimilar,"* said Dr. Diamond, *"to what we see almost on a daily basis at UMC. We are the only place that can really say if it can or cannot be reattached."*

### UMC's Rehab Outpatient Team Cheers On Teen Patient Who Won't Quit



Sixteen-year old Bryan Iverson and his mother, Martha, decided to go to the gym together. Bryan began lifting weights and soon he began vomiting and lost consciousness. He had a cerebral bleed and brainstem compression. Brian spent three months at Nexus Children's Hospital in Houston for rehabilitation therapies. Once home, he went to UMC's Rehabilitation Outpatient Department.

*"He came into the clinic pretty much crawling,"* said Marcela Gomez, Occupational Therapist at UMC Rehab Outpatient and Bryan's primary therapist. *"The doctors told him he was never going to walk again without an assistive device and his goal was to prove them wrong."*

He required the help of speech therapy and he met Cecilia Amaya, Speech Language Pathologist, UMC Rehab Outpatient. *"We worked on his speech, tone and his flow. His motivation causes him to ask, 'What can I do to improve?'"*

Bryan's mother, Martha, simply sees her son as remarkable.

*"He was in a wheelchair when he started therapy,"* said Martha. *"He came in with a cane, a walker and now he is walking. I have been very happy with the therapies from UMC. They have been helping him a lot. He is a miracle."*

### Patient Chooses UMC For Successful Cutting Edge Surgery For Rare Cancer



Andi (Andrea) Meece never spent much time in a hospital, except for the births of her two children. In the Summer of 2021, she felt an unusual growth above her mouth. Her dentist sent her to a periodontist who sent her to an oral surgeon, and by early January, was sent for a biopsy.

The biopsy showed a rare form of upper jaw cancer called Sclerosing Odontogenic Carcinoma. Andi and Tom decided to have her surgery at UMC with Dr. Hans Brockhoff, one of the

region's top Head & Neck and Microvascular Reconstructive Surgeons.

*"It was our choice to go to UMC,"* said Andi.

The surgery took 11 to 12 hours on March 11. Dr. Brock declared the surgery a huge success.

*"Andrea Meece is an incredibly brave and kind woman,"* said Dr. Brockhoff. *"It was an honor to take care of her and to be able to play a role in helping her overcome her battle with cancer."*

### How Pediatrician Dr. Ruben Roncallo Changed Carlito's Way



Sixteen-year-old Carlos Vanegas attends high school, loves Google Earth and recently began taking culinary arts courses at El Paso Community College. His mother, Laura Villegas, knows how far he has come. As a baby, Carlito would sit and just clap his hands and not look at her.

She took her son to several pediatricians who said nothing was wrong. Someone told her about Dr. Ruben Roncallo at UMC Healthcare Partners Border Pediatrics. She called and Dr. Roncallo said he would help her and not to worry.

Near that time, Laura gave birth to a second son who also had some difficulties. Laura asked Dr. Roncallo to take both sons as patients. Her younger son, Edgar, had "delays".

Dr. Roncallo encouraged Laura to get involved in parent groups. Today, Carlito is in therapy and functioning at a higher level. He only takes medication for ADHD (attention deficit hyperactivity disorder).

*"Dr. Roncallo has a big heart, but will also take care of the patient's needs,"* said Laura. *"He told me once, 'You're going to struggle when he's young, so if you stay with therapy, it will be easier,' 'We're not a statistic anymore.'"*



## UMC and Dr. Gupte Prove The Right Answer For Wanda Melendez



After Wanda Melendez had cataract surgery, physicians soon discovered a two-inch-by-two-inch brain tumor that required immediate surgery. Wanda was referred to Akshay Gupte, M.D., UMC Neurosurgery and of the southwest's renowned neurosurgeons. Wanda and her husband, Leo, chose Dr. Gupte and UMC.

Dr. Gupte's specialty is in complex spine issues, including spinal cord and brain tumors. He works at UMC with the largest group of neurosurgeons found in El Paso and the west Texas region; all focused on complex and advanced surgeries.

*"Dr. Gupte told me I didn't have to go to UMC, that I could go wherever I wanted," said Wanda. "He mentioned MD Anderson, but I didn't want to go there. I wanted to stay here (in El Paso)."*

Leo is thankful his wife stayed at UMC.

*"We are glad we didn't go anywhere else because it has been a great experience for us, and Dr. Gupte has made that happen," said Leo.*

## Averting A Crisis: UMC Patient Survives A Near-Fatal Aortic Tear With UMC's Help



Last April, Phil Robinet began to feel ill. He told Sharon, his wife, his jaw, head and arm hurt. They rushed to an emergency room near their westside residence. Even though Phil's vitals were stable, he felt sick.

*"I called UMC," said Sharon. "They found an aortic tear; the same diagnosis that killed the late actor,*

*John Ritter. They would not stop until they found the problem."*

Robert Santoscoy, M.D., UMC Thoracic and Cardiac Surgeon, recommended Phil be transported to Houston's Memorial Hermann Hospital. The Robinets agreed.

*"UMC saved my life," said Phil. "If UMC, Texas Tech and Jacob Cintron hadn't done what they did, I wouldn't be here."*

El Paso Children's



## Patient Success Stories

### MADISON SCHWER Million Dollar Smile!

Madison enjoys the magic of childhood—ballet, drawing, coloring, rainbows, and unicorns. She was born with a hemangioma, a bright red birthmark, and went to El Paso Children’s Hospital for surgery in July 2021. Dr. Yates removed part of the hemangioma and did a bit of reconstruction on Madison’s lip to complete its shape.

Madison’s mom expressed her gratitude, *“Dr. Yates and Dr. Goldman are amazing! Nothing but respect and admiration for them and the staff. It can be scary to see your child go through surgery on her face.”*

In 2022, the medical team started Madison on laser treatment every six to eight weeks. They wrapped up in July to give her some time to heal before the first day of school!

Madison seizes each day with a smile, excitement, and a sense of wonder, thanks to the pediatric specialists at El Paso Children’s Hospital.

### MARTA Big Blue See The Beautiful See

Before her two-year checkup, Marta’s life was full of princesses, music, singing, and the ocean with all its creatures. Then doctors noticed an abnormal skull formation. They referred her to Dr. Jimenez at El Paso Children’s Hospital to confirm a craniosynostosis. The ophthalmologist on staff also tested Marta’s vision and found pressure behind both eyes.

Marta’s parents were hesitant to proceed with what they considered to be a risky surgery. But after thoroughly researching doctors Jimenez and Yates and receiving the prayerful support of their church family, little Martita went into surgery May 24, 2022.

Her surgery lasted six hours, and everything went swimmingly! She experienced almost no side effects from the surgery, and Marta will continue to see Dr. Jimenez every two months. Her thankful parents are happy to see Marta back to her life as a fun-loving princess!

### CHRISTOPHER MESAS Homerun! Remission within months of Leukemia Diagnosis

Christopher works hard on and off the field—as a baseball player and role model to his younger brothers. But he wasn’t ready for this curveball.

In spring of 2022, Christopher wasn’t feeling well, and his family took him to a hospital emergency room. After some lab work, they got the news that Christopher had Leukemia, a form of cancer in his blood tissue. He transferred to El Paso Children’s Hospital the next day and began aggressive chemotherapy on April 7, 2022.

A week after starting chemotherapy, Dr. Canales and Dr. Carcamo ordered chromosome testing, and Christopher tested positive for the “Philadelphia” chromosome. This would allow the doctors to target their treatment and improve Christopher’s experience.

Christopher spent all of June at El Paso Children’s Hospital as he began induction therapy to eliminate as many cancer cells as possible.

By July, Christopher and his family received the news that he was in remission!

Today, Christopher is back on the baseball diamond. Off the field, he is pursuing his new career passion: medicine.

# El Paso Children's HOSPITAL

10 YEARS OF WONDER



## El Paso Children's Hospital 10th Birthday

El Paso made huge strides in regards to healthcare on Valentine's day 2012; a new chapter in regards to pediatric healthcare was opened for our youngest and the most vulnerable patients. El Paso is now home to the only free standing children's hospital in the region. A 122 bed children's hospital centralizing care across multiple disciplines with a dedicated oncology unit, neonatal and pediatric ICU as well as 24/7 pediatric emergency department, just to name a few.

Since that time, the hospital has facilitated recruitment and grown through its expertise and capabilities, this is best exemplified through the development of the numerous pediatric multi-specialty clinics and recruitment programs. Each has its own leadership team and support staff, all within the umbrella of El Paso Children's Hospital.

We are not stopping there. Our staff and leadership continue to expand our pediatric specialty offerings, and we will be making some exciting announcements regarding new services and new equipment investments going in to 2023. This past year alone, El Paso Children's Hospital invested nearly \$10 million into new equipment to stay at the forefront of medical advances.

All of this is so that we can provide breakthrough treatments and care to the West Texas/Southern New Mexico region; options and treatments previously not available to the children of the region and simply could not receive locally before we existed.

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. We want to send a big thank you to the Borderland region for supporting us these last ten years!



2022

ity Medical Center  
gy ICU Administration  
Dora Sherwood  
Whom it May Concern:

On June 23<sup>rd</sup> (last month),  
ke in the left side of my brain.  
e an incredibly healthy life, this  
perience (I am only years old),  
uld not remember the alphabet. I w  
I have been very proactive in u  
e, I have come a long (and miraculou  
My healing began during the 6 s  
omment and thank several of your st  
dignity and kindness. They helped to ins  
foundational to my approach to recovery. I  
course, and I'm sure this will be a journey ICC  
Raul Gutierrez, NP, was attending v  
my hospital stay. He was most compassionate  
also did some research regarding my case (re:  
own time. Much of the advice that he gave me about understanding my condi  
settled in my spirit and has helped me to begin this notably successful recov  
Trisha Craig was my day nurse for the majority of my stay. She  
responsive to my needs and sympathetic to my concerns. On numerous ti  
to me cry and waited patiently for all of my long efforts to communicat  
appropriate, she allowed for my independence in moving about the room.  
to my healthcare in several emotional situations that made my hospital stay r  
bearable.

Patricia Carrete was my night nurse. She treated me with incredit  
respect. In our interactions, I felt like a "person" and not just a patient. Sh  
and exemplary nurse.  
Finally, my discharge nurse on my last day at UMC was Marie  
her spirit of hope and optimism in my heart since returning ho  
words to adequately describe the positive impac  
you taking the time to read this lea.

September 19, 2022

R. JACOB CINTRON  
President & Chief Executive Officer  
University Medical Center  
4815 Alameda Avenue  
El Paso, TX 79905

Dear Jacob Cintron:

I like to tell you about Dr. Christina Mateo who I greatly appreciate the caring and professional  
service she provides for my son. I have been in many of the facilities for a few years. By far the  
is the best, beginning with the receptionist staff. My son was seen within 10 minutes from the  
time I checked in.  
With Dr. Mateo you don't feel like she is rushing you to get out of the room for the next patient.  
was very impressed the way she explained everything in detail concerning my son's medical  
condition and also after the results from the lab test followed up immediately with a phone call  
the results of the test.  
I would like you to convey my appreciation to Dr. Christina Mateo that I consider her to be a  
dedicated "hero" to me, particularly with helping my son with his health issues. I know once  
health has been restored, many of us forget to show our appreciation for providing a positive  
and healing environment for us.

Sincerely,

*Anna Yu*  
Anna Yu

JOEL HENDRYX  
Chief Medical Officer  
University Medical Center  
4815 Alameda Avenue  
El Paso, TX 79905

very informa  
medical contraindication  
without understanding my condi  
noted  
very

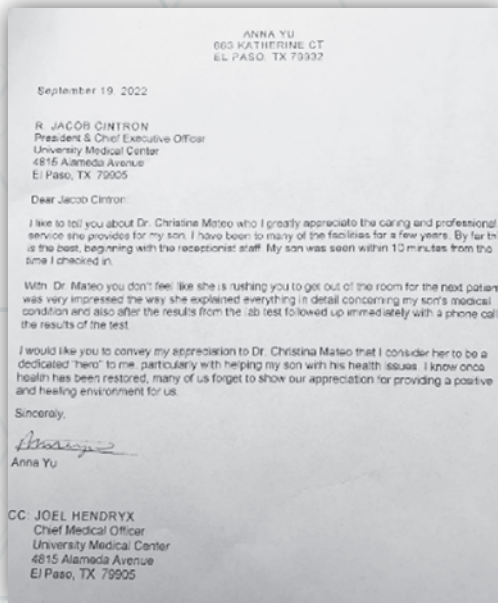
To all the staff on the  
5th floor of UMC,  
you are the best!! Continue  
to do your jobs, because  
you do it well! You  
treated me with dignity  
respect and compassion.  
May the Lord Bless  
you and all your  
families.

Sincerely,  
Beatriz Gonzalez

Feb. 4, 2022. As soon as I got  
at a hospital that I've never had! I was  
like to thank Sylvia Eliz Nurse a travel  
nurse from San Antonio/Houston a travel  
Nurse-Respiratory Trainer, Alyson  
MA, Martha delvado CNA, Veronica Salazar  
Julie very cute Asian nurse Aurelia  
Sylvia-Nurse, Martha CNA, Darryl Valle  
reaction Tramm. And his partner in  
Alcira Martinez NP who were  
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Tamara Henderson OT, and  
this beautiful black nurse  
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QUALITY IMPROVEMENT RECORD  
APR 3 2022  
OFFICE OF THE  
"I cannot believe that the purpose of life is to be  
I think the purpose of life is  
-to be useful  
-to be reasonable  
-to be compassionate  
It is above all  
-to matter  
-to count  
-to stand for something  
-to have "mala vida" difference  
that you lived at all"  
-Leo Rosten

## Letters from Patients



September 19, 2022

Dear Jacob Cintron:

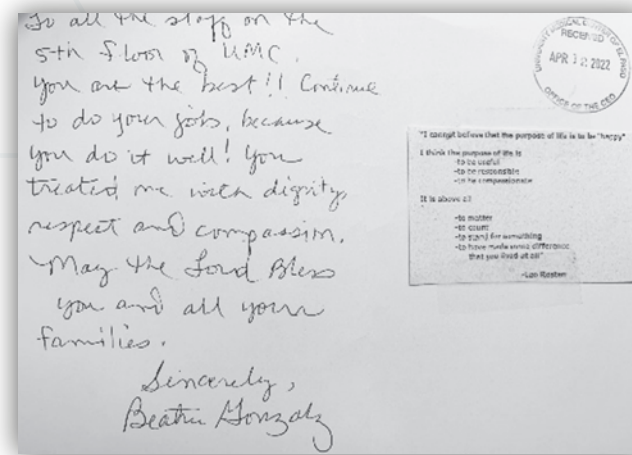
I'd like to tell you about Dr. Christina Mateo who I greatly appreciate the caring and professional service she provides for my son. I have been to many of the facilities for a few years. By far this is the best, beginning with the receptionist staff. My son was seen within 10 minutes from the time I checked in.

With Dr. Mateo you don't feel like she is rushing you to get out of the room for the next patient. I was very impressed

the way she explained everything in detail concerning my son's medical condition and also after the results from the lab test, followed up immediately with a phone call of the results of the test.

I would like you to convey my appreciation to Dr. Christina Mateo that I consider her to be a dedicated "hero" to me, particularly with helping my son with his health issues. I know once health has been restored, many of us forget to show our appreciation for providing a positive and healing environment for us.

Sincerely,  
Anna Yu



January 14, 2022

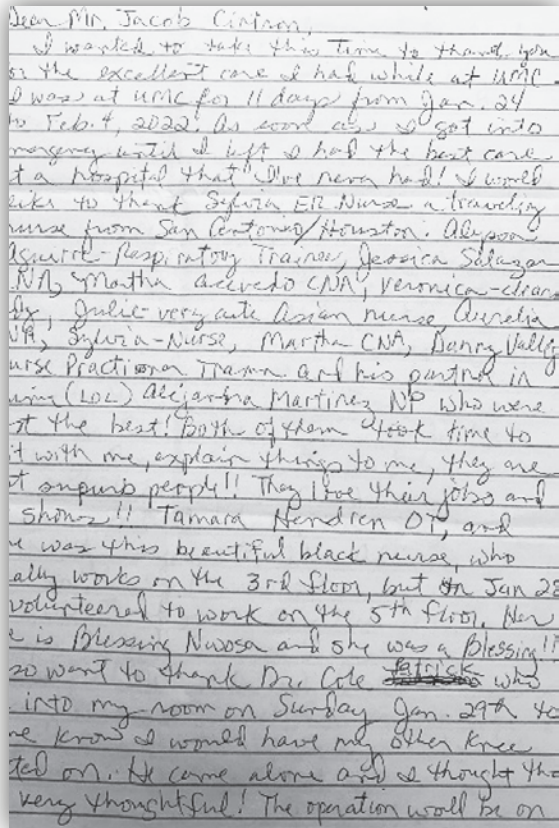
To UMC Staff of the 4th, 5th and 6th floors:

I wanted to express my appreciation to the men and women who contributed to my care during the month-long stay. Gratitude isn't something that's always stated despite the hard work and long hours that UMC employees give in service to their community.

The professionalism and patience exhibited didn't go unnoticed. In a way, it helped me change my outlook on people and life. I felt like it was important that everyone know how far your hard work and kind actions went.

Name withheld

## Letters from Patients



Dear Mr. Jacob Cintron,  
I wanted to take this time to thank you for the excellent care I had while at UMC. I was at UMC for 11 days from Jan. 24 to Feb. 4, 2022. As soon as I got into emergency until I left I had the best care at a hospital that I've never had! I would like to thank Sylvia ER Nurse, a traveling nurse from San Antonio/Houston. Alyson Aguirre-Respiratory Trainee, Jessica Salazar, N/A, Martha Acevedo CNA, Veronica-clearly Dr., Julie very nice Asian nurse Aurelia NP, Sylvia-Nurse, Martha CNA, Danny Vallego nurse Practitioner Trauma and his partner in crime (LOL) Alejandra Martinez NP who were at the best. Both of them took time to sit with me, explain things to me, they are just superb people!! They love their jobs and it shows!! Tamara Hendren OT, and I was this beautiful black nurse who usually works on the 3rd floor, but on Jan 28 volunteered to work on the 5th floor. Her name is Blessing Nwosa and she was a Blessing!! So want to thank Dr. Cole Patrick who came into my room on Sunday Jan. 29th to let me know I would have my other knee operated on. He came alone and I thought that was very thoughtful! The operation would be on

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Both of them took time to visit with me and explain things to me. They are just superb people!! They love their jobs and it shows!! Tamara Hendren, OT, and another nurse who usually works on the 3rd floor, but on Jan. 28th, she volunteered to work on the 5th floor. Her name is Blessing Nwosa and she was a Blessing!!

I also want to thank Dr. Cole Patrick who came into my room on Sunday, Jan. 29th to let me know I would have my other knee operated on. He came

alone and I thought that was very thoughtful! The operation would be on Monday, Jan. 31st. I also want to thank Martha Acevedo, CNA who was very kind to me. There was also Leslie from EVS who, too, was very nice. Leslie Ontiveros, CNA, and Carolina Rodriguez, Nurse, were just awesome, especially knowing Carolina has health issues of her own and yet so kind. Damaris, Nurse, Gina from the Lab who takes blood was so gentle! Armando, the happy respiratory person.

And I have to mention Juan, CNA, the first male CNA I had encountered! Boy is he great! So kind and compassionate. I got the highest quality of care with this man. I also want to thank the "Dream Team" as I named them and are: Dr. Reid Tompkins; M. James Jordan; Kyle Klahs; Renee Surrell, PA; Dr. Patrick Cole; Dr. Michael Eckhoff; Dr. Cole Johnson and Nilda Martinez, ACA, CNA. What a team they have along with my surgeon, Dr. Adam Adler. A big thank you to Henry, PT, who got me up on a wheelchair to move. Thank you to Angelica, CNA; Krystal Bueno, RN, and Sunflow Vargas-Williams, traveling respiratory therapist from North of Dallas. And there was Laura Jimenez, PM Nurse who helped me maintain my pain. Angelica, CNA who taught me a little about the vitals they take! Love that.

I hope I didn't miss anyone because they all deserve to be recognized!! People need to know when they are doing a great job and helping people just because they love their job!! I hope you will let them all know or read this letter to them – they all deserve to be recognized! The staff on the 5th floor at UMC exceeded my expectations and I thank all of them. Tell them to continue to do God's work – love people, treat them right, cause he is watching us all!

Respectfully yours,

Beatrice Gonzalez



## Letters from Patients

July 27, 2022

University Medical Center  
Neurology ICU Administration  
Attn: Dora Sherwood

To Whom It May Concern:

On June 23<sup>rd</sup> (last month), I was admitted to your hospital with a hemorrhagic stroke in the left side of my brain. As a teacher, a writer and a person who has tried to live an incredibly healthy life, this was an unimaginable, unthinkable and frightening experience (I am only [redacted] years old). By that afternoon, I could barely speak or write. I could not remember the alphabet. I was overwhelmed with anxiety.

I have been very proactive in using all of the tools at my disposal and as you can see, I have come a long (and miraculous) way in the past four weeks. I am so grateful.

My healing began during the six days I was in the ICU. I would like to commend and thank several of your staff members who treated me with utmost dignity and kindness. They helped to inspire my heart with hope. That hope has been foundational to my approach to recovery. I am still only in the beginning stages, of course, and I'm sure this will be a journey I will be on for quite some time.

Raul Gutierrez, NP, was attending when I was admitted and for the first days of my hospital stay. He was most compassionate about my needs and very informative. He also did some research regarding my case (re: pharmaceutical contraindications) on his own time. Much of the advice that he gave me about understanding my condition has settled in my spirit and has helped me to begin this notably successful recovery.

Trisha Craig was my day nurse for the majority of my stay. She was highly responsive to my needs and sympathetic to my concerns. On numerous times she listened to me cry and waited patiently for all of my long efforts to communicate. When appropriate, she allowed for my independence in moving about the room. This was so important to me, as my legs were still functioning just fine. She helped facilitate change to my healthcare in several emotional situations that made my hospital stay much more bearable.

Patricia Carrete was my night nurse. She treated me with incredible dignity and respect. In our interactions, I felt like a "person" and not just a patient. She was a kind and exemplary nurse.

Finally, my discharge nurse on my last day at UMC was Marichris Fields. I have carried her spirit of hope and optimism in my heart since returning home.

There are no words to adequately describe the positive impact these individuals had upon my life, but I appreciate you taking the time to read this letter.

With Most Sincere Gratitude,

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TRANCE

UNIVERSITY  
MEDICAL CENTER  
OF ...



