



## October's Breast Cancer Awareness Events A Success

October 2018 has proven to be one of the most active months to day for UMC's efforts to bring greater awareness to breast cancer. This year's efforts were focused on actively engaging women to seek information and register for a mammogram.



Marla De Avila, Guest Services Associate, left, discusses registration procedures with Leo Chavez, UMC Clinics Director, prior to the start of the Mammoth on Oct. 20.

Two major events, along with month-long awareness efforts, were the Oct. 12 Associate Mammogram Registration event in the cafeteria and the Oct. 20 Community Mammoth event, an all-day mammogram and flu vaccination program at the UMC West Clinic.

The result? Hundreds more mammograms in October. At the October lunchtime event alone, nearly 50 Associates registered for a mammogram; Associates from entry-level positions to senior executives registered.

At the Oct. 20 event alone, more than 65 registrations for mammograms were accomplished. "This was a tremendous success for us," said Lorena Navedo, Chief Administrative Officer. "If only one woman is successful at identifying a cancer growth early through a mammogram screening that was encouraged by UMC, then all of our efforts are worth it. It is a powerful statement that so many women chose to make this year, the year that they join the fight against this terrible disease."

*Associates from all departments made their statements about defeating breast cancer in a heartfelt four-minute video that premiered at the Associate Registration event. You can view the video on [UMC's Facebook page](#).*

# Customer Service Week An Annual Hallmark Of Care

On the second week of October, UMC celebrated the 2,800 UMC Associates who provided excellent service to our patients, families and visitors each day throughout the year. The week featured fun events and special BBQ event as a special statement of gratitude.

Did you know that UMC had nearly 2 million customer interactions within the last year? This would not have been possible without our amazing Associates who work hard each day to provide the best healthcare experience in El Paso! Associates put on their boots and enjoyed delicious BBQ and line dancing!

The following are special events and recognition for the 2018 Customer Service Week:

## TEAM BUILDING RELAY

Associates participated in a relay race that included balloon popping, a stacking challenge and an indoor skiing event!

Congratulations to the following teams for winning their races:

**Team Super Safety** (Moses Priego, Ruben Lucero, Raul Jara, and Don Berger)

**Team Second Quarter** (George Ugalde, Robert Valadez, Ivan Cabrera, and Pedro Onsurez).



## CLINIC CONTEST

UMC Clinics participated in a team-building contest. Congratulations to UMC Fabens for winning first place with their "DNA: Tree of Life" structure.



## AWARDS LUNCH

We honored our Associates with a special Customer Service Awards Lunch! Congratulations to our top performers:

- [Mr. Sergio Serrano](#)-four time honor roll recipient;
- [Elizabeth Reyes](#), FNP from UMC Clinics;
- [Dr. Lorenzo Aragon](#) and our Telemetry Unit – highest percentile ranking and highest top box.

Throughout the week, Associates were recognized for going above and beyond and given a raffle ticket. Congratulations to "Above and Beyond" raffle winners:

- [Luis Rivera](#) - Engineering
- [Gregory Arrellano](#) - Security
- [Fabiola Ramos](#) - Guest Services

(You can also view more images and video on our [Facebook page](#))

**About The Pulse:** *The Pulse newsletter is a product of the UMC Public Affairs office and features news briefs and updates from around our campus. It is distributed to our El Paso community. If you have an item that you would like to have considered for The Pulse, email it to [Ryan Mielke, UMC Director of Public Affairs](#).*

★ ★ NOVEMBER 2018 GENERAL ELECTION ★ ★

# GO VOTE EP

**BEAT THE RUSH**

**VOTE EARLY!**



**WHEN**

**Monday, Oct. 29  
8am-5pm**

**WHERE**

**1<sup>st</sup> Floor, Discharge  
Waiting Room**

UMC of El Paso  
4815 Alameda Ave. 79905

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