



It's Open! UMC Fitness Center Is Back, Bigger and Better!

On Wednesday, Associates throughout University Medical Center of El Paso and the rest of the El Paso County Hospital District witnessed the reopening of the EPCHD Associate Wellness Center, which was specially dedicated to Mark P. Ceglio

During the ceremony, Mark was surprised with the unveiling of a bronze plaque, dedicating the facility to him. His wife, Mary, also surprised Mark by coming to UMC to the center to join the celebration.



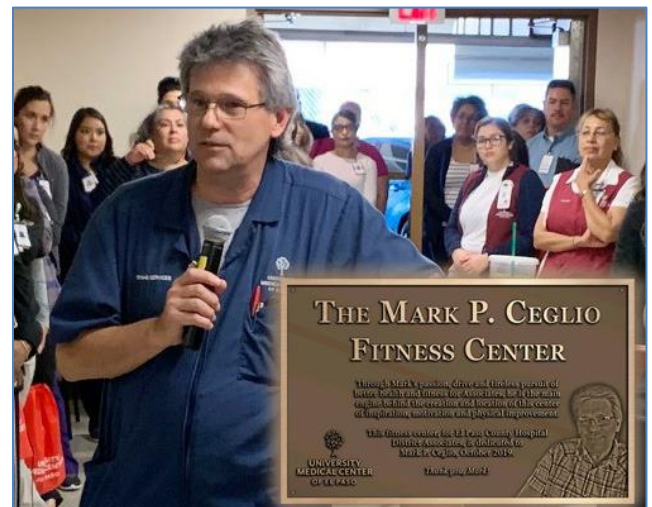
From left, Isabel Contreras, Rehab Director; Maria Zampini, Chief Operating Officer; Mark and Mary Ceglio; Jacob Cintron, President & CEO; and Lorena Navedo, Chief Administrative Officer, cut the ribbon of the new center.

Inscribed on the plaque is the following:

The Mark P. Ceglio Fitness Center

Through Mark's passion, drive, and tireless pursuit of better health and fitness for Associates, he is the main engine behind the creation and location of this center of inspiration, motivation and physical improvement.

*This fitness center, for El Paso County Hospital District Associates, is dedicated to Mark P. Ceglio,
October 2019.
Thank you, Mark!*



Mark Ceglio thanks Associates for their support and recognition during the ceremony.

Mark was the persistent champion of better health for Associates through the opening and reopening of the center. He advocated for the space, equipment and related programs that focused on better health, such as the annual Biggest Loser contest, which challenged Associates to lose weight and take part in an end-of-contest fashion show. To his credit, he inspired Associates to lose, collectively, tons of unwanted weight. Wednesday's reopening of the center comes after more than three years of closure. This week, however, approximately 150 Associates got a firsthand glimpse of the new equipment, including a bench press, squat rack, treadmills, free weights, and so much more. The wellness center will be open seven days a week from 4 a.m. - 12 a.m.

UMC Rehab Conducting Fitness Center Orientations according to the following schedule:

- Oct. 21-31 -- 7:30 a.m. -10 a.m.

In November, orientations take place during regular hours:

- MON, WED, FRI: 7:30 a.m., 8 a.m., 8:30 a.m.

No orientation on Tuesdays and Thursdays.

V.I.Pink UMC Foundation Event A Hit For Cancer Patients

UMC Foundation hosted V.I.Pink on Thursday, Oct. 10, a benefit for the Sobreviviendo el Cancer/Surviving Cancer Program that provides short-term financial support for breast cancer patients who struggle to stay on their treatment plan. V.I.Pink took place at the EPIC Railyard Event Center.

The event's guest speaker, Estela Casas, told her powerful and moving story of recovery and survival from cancer. Estela's voice of empathetic support and inspiration energizes women with breast cancer to continue their journey to defeat the disease. Also speaking at the event was 34 year-old UMC patient Brisa Wong, who shared her story of how the program helped her.

Dozens of breast cancer survivors were celebrated, applauded and encouraged. The night included a special Kendra Scott Pop-up, raffles and a special text-to-donate table challenge with the winners receiving a \$500 gift certificate from Hippie Girl Spa and Boutique. Proceeds from the event will go to help cover co-pays, transportation, medications and more for patients at UMC's *Estela Casas Infusion Center for Hope and Healing*.



Estela Casas and other breast cancer survivors celebrated the evening of inspiration and generosity at the 2019 V.I.Pink.

Associates' Questions Open Discussion At Coffee With The CEO

Each month, Associates are randomly chosen to spend an hour with Jacob Cintron, President & CEO, during a light breakfast and coffee/juice in the UMC Boardroom. We want to share some of their questions with Pulse readers, along with Jacob's responses. (Note: Questions and answers are edited for brevity.)

Q. Will the new UMC Central Clinic have a pharmacy?

A. Yes. Our new UMC Central Clinic will be located at the site of the old Vagabond Hotel, near the corner of Reynolds and I-10. It is also the same area that some may recall once was home to an Arby's restaurant. However, we are looking at many options for the clinic, such as specialty clinics and perhaps, leasing out some of the space.

Q. What can be done to reduce the wait time and processing for calls/scheduling appointments?

A. This is a priority for us. We are having issues with scheduling that we are fixing. Our customers are not going to wait for us when they can simply hang up and go to another hospital. Some of the options we are looking at include changes to staffing levels and/or outsourcing some of our call volume. Again, this is something that affects our business and we want our patients to know that we value their time by expediently responding to their calls.

Q. How can we improve the radio frequency for our security team to ensure clear communication with staff from anywhere on campus?

A. Thank you for bringing this up. Making sure that our Guest Services Security team is able to contact or be contacted at any time is extremely important to the effectiveness of their duties. We have reached out to Pat Valdez-Rios, Assistant Administrator for Support Services, who will look at options, such as increasing the number of frequency repeaters throughout the hospital. Regardless, we will get this fixed.

Q. Can we look at replacing the logos and vehicle signage wraps for all of our vehicles?

A. Yes, that is great idea. Our Public Affairs office is currently coordinating with our Guest Services team to revamp and redesign all of our vehicle wraps to ensure they are consistent and, if needed, replaced.

Q. Can we look at adding rehab services to our UMC East Clinic?

A. That is one of the options we are looking at. East El Paso is growing faster than many of our city planners imagined. For us, that means ensuring we are providing enough access to high quality healthcare for El Pasoans. Our UMC East Clinic is an option but we are also looking at expanding our footprint here, at the main campus as well as yet another or expanded presence in east El Paso.

Q. Is UMC ever going to expand mental health services?

A. Yes. This is another area that we are looking to add more attention to meet our needs, such as a much larger area and presence to ensure quality care for patients who need it, when they need it. We are also considering hiring a fulltime counselor, onsite.

Q. Can something be done to energize the golf cart that was once used by Security to travel throughout the campus?

A. Yes. Our Public Affairs office discussed this issue with Guest Services and they are looking into ways to get the golf cart operational again. Thanks for bringing this up!

Recognition Of Teams!



Infection Control Week! -- Our Infection Control Team educates us on the importance of hand hygiene, an effective way to prevent the spread of germs and a simple thing we all can do -- especially with cold and flu season right around the corner! As part of this week's Infection Control Awareness, our team and Symmetry's Biscuit the Paw Washing Puppy, visited UMC departments and had fun with visitors. Clean Hands Count!

Healthcare Security And Safety Week



Our Security and Safety Associates are an essential part to our everyday operations, and they work 24/7 to ensure our facilities, patients, and visitors are safe.

Thank you Security and Safety Associates for working hard each day to provide a safe and secure campus for UMC!

Customer Service Celebration Was A Hit For UMC and EPCH

Associates at both University Medical Center and El Paso Children’s Hospital were recognized for their customer service provided to our patients over the past fiscal year with a western-style themed event. Customer service is the key to our success as a hospital. In the last year alone, the main information desk had more than 230,000 customer interactions, with more than 2 million such interactions taking place throughout the hospital in the last year, alone.



With such a high volume of patient interactions, we thank our Associates for their professionalism and hard work towards providing, sustained, quality customer care to every patient, family or visitor to our hospital.



Yeehaw!

At right, Associates enjoy a real country barbecue, many of whom were dressed in the uniform of the day: country jeans, hats and shirts.





El Paso Strong At UMC and EPCH!

Associates at University Medical Center and El Paso Children's Hospital took a few minutes Oct. 11 to proudly show their El Paso Strong shirts in front of our hospitals. More than 3,000 shirts were produced for Associates at both hospitals and throughout the El Paso County Hospital District.



Annual MammoGlam Event At UMC West A Success

Women throughout El Paso were invited to the 2019 MammoGlam Event, Saturday, Oct. 19, from 8 a.m. to 5 p.m., to get an advanced 3-D diagnostic mammogram. The event took place at UMC West Clinic, located at 6600 N. Desert Blvd. All mammograms were conducted with state-of-the-art 3-D imaging systems, able to detect cysts and tumors 40 percent earlier than prior systems.

It's never too late! You can get a mammogram by taking that first step and scheduling an appointment.

Remember: Early Detection Saves Lives

Call this number now or throughout the year to schedule your mammogram:

(915) 521-2255