



## UMC Gets Second 'A' In Spring 2020 Hospital Safety Ratings

University Medical Center of El Paso (UMC) is now among the safest hospitals in the nation, according to the Leapfrog Hospital Safety Grade system. UMC had previously been awarded an "A" in Spring 2019, becoming the only public hospital in Texas to achieve an "A" rating.

"This award of an 'A' rating shows our patients that our standards of excellence in safety have been maintained and continue to improve by the day," said Jacob Cintron, UMC President & CEO. "It is testament to the hard work and diligence of our nurses, techs and physicians throughout our hospital to ensure that patient safety and satisfaction are our priorities. I am again happy that Leapfrog has recognized our work toward improvement."



Heading up UMC's safety standards improvement while ensuring data was accurate and reflective of the care UMC provides was UMC's Quality Management team. "The Leapfrog Group is a nationwide organization that serves as a voice for health care safety," said Roxanne Weisendanger, UMC's Chief Nursing Officer. "Our Quality Management team, nurses and everyone throughout the healthcare delivery process continue to be focused on making everything we do as safe as possible for all patients. Every one of our providers, techs, assistants and other Associates can share in this success. Most of all, our patients can count on the safest of care at UMC." Hospitals receive a letter grade of A through F based on their overall safety performance every Spring and Fall.

UMC's Spring 2020 Grade of an "A," is derived from safety data compiled from the Centers for Medicare & Medicaid Services (CMS) and Leapfrog Hospital Survey. Virtually all acute care hospitals are measured and assessed through the Leapfrog system. Let's all make this next fiscal year great by fulfilling our vision and plans for the benefit of our patients and community.

There are 28 national performance measures that are looked at through the system. This includes 13 Process/Structural Measures and 15 Patient Outcome Measures. These measures assess hospital safety, quality and efficiency based on national performance measures that are specific to health care.

---

## UMC Opens New Outpatient Surgical Center, Ready For Care

Today, UMC expands its healthcare reach into the El Paso community as it prepares for its first outpatient procedures taking place at its new “[UMC Surgical Center West](#).” The 24,000 square-foot facility was purchased for a little over \$9 million and is located at 4642 N. Mesa St.

It has an emergency area with 6 treatment rooms, 18 inpatient beds, lab, pharmaceutical area, imaging equipment including a CT scan, and more.

The surgical center was purchased in a proactive approach to continuing services that were affected as a result of COVID-19

patients. This addition to UMC provides a relief to service lines that were displaced during the pandemic. It also provides our patients the opportunity to get the treatment and surgical procedures they need. UMC’s Digestive Health Center will be among the first to utilize the new facility.



The UMC Surgical Center West is located at 4642 N. Mesa St.

## Nurses and Hospital Weeks 2020 Recognize Hard Work, Dedication

This year’s Nurses and Hospital weeks were celebrated in different fashion, with no group gatherings. However, Nurses and Associates were still recognized for their continuous hard work and dedication to our patients care and safety with various sponsored meals, donations of items, showcases of support, and reassurance that they are Healthcare Heroes.

Donations and sponsorships came from multiple community partners including Texas Tech University Health Sciences Center El Paso (TTUHSCEP), Feed the Frontline, Little Caesars, Dominos, Ruli’s International Kitchen, Chick-Fil-A, Prime Communications, Dunkin’ Donuts, and many others.

“This is a way as a hospital district to thank all of our healthcare Associates both clinical and nonclinical for their everyday commitment to care. The donations we have received from the community show how much our workers matter to the region of El Paso,” said Leslie Lujan, Director of Community and Organizational Engagement.



Dunkin' Donuts Donation – Nurses Week



Feed the Frontline Sponsor – Hospital Week



TTUHSCEP Donation – Nurses Week

## UMC, EPCH And TTP El Paso Urge Recovered El Pasoans To Donate Convalescent Plasma To Fight COVID-19

University Medical Center of El Paso (UMC), El Paso Children's Hospital (EPCH) and Texas Tech Physicians of El Paso (TTP El Paso) urge any individuals who have fully recovered from novel coronavirus (COVID-19) to donate convalescent plasma as a key weapon in the fight against the virus. Vitalant, the nation's largest independent blood provider, has launched a program to treat COVID-19 patients with blood plasma donated by people who have recovered from the disease. Known as "convalescent plasma," this blood component contains antibodies that may give patients an extra boost to fight their illness.



In coordination with local hospitals, Vitalant is working to identify willing donors who qualify for this type of donation. "We are specifically looking for volunteers who have tested positive for COVID-19 and have now recovered," said Bradford Ray, director of Blood Management at UMC. "They have the antibodies that sick patients need to, hopefully, recover." Texas Tech Physicians of El

Paso and its physicians, residents, students, are also urging recovered COVID-19 patients to donate. "People who've recovered from COVID-19 have antibodies to the disease in their blood which is called convalescent plasma," said Debabrata Mukherjee, M.D., chair of the Department of Internal Medicine at Texas Tech University Health Sciences Center El Paso and chief of cardiovascular medicine at TTP El Paso. "We hope that convalescent plasma can boost the ability of patients with severe COVID-19 to fight the virus. If you've had and recovered from COVID-19, consider donating blood through Vitalant (West: 544-5422; East: 849-7389) and help patients in our own community with severe COVID-19 infections."

Currently, there are no vaccines or proven treatments for COVID-19 because the virus is so new. Although trials for a vaccine are underway, it is expected to be many months before one is approved. The Food and Drug Administration (FDA) has identified and approved convalescent plasma treatment as an “emergency investigational new drug.” It is currently the only antibody treatment available to COVID-19 patients and, as such, is a promising new tool.

“Whether individuals have already recovered or will recover from this virus in the future, we want those who are able to donate, to think about helping others fight this disease,” said Cindy Stout, CEO of EPCH. This form of investigational treatment may provide the body more fight against COVID19 by using antibodies that are active against the disease. With the help of our local communities, hospital partners and extensive research experience, Vitalant is gearing up to help patients fight this novel infectious disease with the help of willing recovered COVID-19 patients. Vitalant is seeking convalescent plasma donors to help patients.

Eligibility criteria are:

- Prior diagnosis of COVID-19, documented by a laboratory test
- Complete resolution of symptoms for at least 14 days
- Meet all other current FDA donor eligibility requirements to donate plasma

Those who meet that criteria and want to donate plasma are encouraged to apply through the Vitalant website [Vitalant.org/covidfree](https://www.vitalant.org/covidfree). For more information, please call the numbers above or 866-CV-PLSMA (866-287-5762).

## Access To Healthcare, Provider Connection Now A Phone Call Away

The new normal for our city may be far from the ordinary life we are used to. At UMC, one thing remains the same: Our commitment to you, our city, our region. That’s why we are making it easier for you to talk to a doctor, get a prescription, and take care of your medical needs from the comfort and safety of your home. It’s our new telemedicine service. Your doctor is now a phone call away. Call us today at 790-5700.



## Health care, emergency response, schools and education programs, and roads and bridges are all impacted by the 2020 Census.



Respond now at  
**2020CENSUS.GOV**

Make sure you are counted. Make sure your family is counted. Our community depends on it! Help keep El Paso strong! Responses to the 2020 Census inform how over \$675 billion is distributed to communities nationwide each year, meaning more hospitals and clinics in places that need them most. For more information, visit: [www.2020CENSUS.GOV](http://www.2020CENSUS.GOV)

### **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](mailto:ryan.mielke@umc-el-paso.org).*