

QP

THE QUARTERLY PULSE OF UMC



**FALL
ISSUE
2022**

**OCT. - BREAST CANCER
AWARENESS MONTH**

A story of survival by UMC
Associate, Maria Valles.
p. 8

HOOPS, THERE IT IS!

New UMC basketball
intramural league starts up.
p. 12

**ANNUAL SUMMER
PICNIC IS BACK!**

Hundreds came out to enjoy
the sunny weather, fun
and games!
p. 17



*UMC CARES Home Ownership Program
helps make dreams come true!
Full Story p. 9*

KEEP UP WITH UMC

SOCIAL MEDIA, PODCASTS, VIDEOS AND MORE!

SCAN TO VISIT AND FOLLOW!



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DON'T MISS OUR SPECIAL BREAST CANCER AWARENESS PODCAST, JUST DROPPED!

You can download the FREE podcast using your cell phone, home computer or smart TV.

Search for "Better Health In The Borderland" on: Spotify, Audible, Apple Podcasts (download the free app), Apple iTunes store, Googlecast, IHeartRadio, or just about anywhere you get your podcasts (also, Podcast.app, Podcast Addict, Pocket Casts, Overcast, CastBox, and more).

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SCAN THE CODE TO LISTEN!



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ASSOCIATE AWARDS

THIS QUARTER'S STARS ANNOUNCED, SHINE BRIGHT

Each quarter, UMC announces five Associates who were nominated for special recognition for their performance excellence and dedication.

Question: What do you love about working at UMC?



Zulema Fuentes
HUC/CNA, Medical Unit

A: "I like to make people happy when they are down, feeling upset, and especially in their sick times. It is always important to bring a smile and to get them to smile back."



Edyth Esparza
Food Service Worker

A: "I love working at UMC because I love meeting new people every day, and seeing and serving the same faces every day. The thing about UMC is that you get to meet a lot of kind people."



Jose Rodriguez
Anesthesia Assistant

A: "What I love about working at UMC is the staff and the people I work with."



Ramona Olivas, EVS Associate

A: "Everything, I love everything about UMC! I am very happy to be at this job; it is my fifth job and it is the best job I've ever had. This is the best place I have ever worked at with the best pay and benefits I've ever had, and I am very happy to work here at UMC."



Carlos Ramos & Ruben Lucero, Medical Interpreters

A: "Because it's the only hospital in El Paso with an on-site, in-person Qualified Medical Interpreting. Since communication is key to our patients and providers, we proudly provide this service with dedication and professionalism."

LESS LINES, LESS FUSS. CURBSIDE PHARMACY PICKUP!

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UMC Main Outpatient Pharmacy
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(915) 790-8561 Curbside

UMC East Pharmacy
(915) 521-2261 Main
(915) 282-5369 Curbside

UMC Ysleta Pharmacy
(915) 790-5722 Main
(915) 790-8596 Curbside

UMC West Pharmacy
(915) 521-2263 Main
(915) 881-7176 Curbside

www.umcelpaso.org/pharmacy
or scan the code for location nearest you.



PLANNING A HOSPITAL'S FUTURE

A Q&A With Jon Law, Chief Strategy Officer, On District Bond Project

QP: How did the “Capacity for Care” Bond project come about?

Jon: We've been planning these projects for over four years. We had hoped to pursue funding back in early 2020, but the pandemic started and delayed us. All the projects are grounded in our annual analysis, through which we look at external factors impacting our service lines and internal challenges. For example, regarding the need for more critical care beds, we had these challenges back in 2019. Today, the problem is worse. We consistently have 70+ patients that need to be in 60 beds. Still, the problem was significant in 2019.



Jon Law, Chief Strategy Officer, in his office at UMC's main campus.

QP: What are some of the successes thus far in the project?

Jon: We did 70+ public meetings that were a lot of work but valuable as we got to hear from our critics and supporters. We got to connect with the community. One of the benefits was telling the community members our story. Many don't know about new services at UMC and EPCH, particularly services unavailable in the community.

Ultimately, we are looking for the success of getting the different projects funded. We haven't been able to do that, but we are still working on it. The game's not over.

QP: What are the challenges?

Jon: The first challenge involves the petitions; that's out of our control. We need to reorganize and figure out our next steps.

QP: Is there anything else you'd like to add?

Jon: These projects are essential. They are not fluff. Our patients and our organizations need these projects. We framed this effort as “Capacity for Care.” That's what this effort is: ensuring our ability to care for the patients needing and seeking our care.

"The game's not over."

WELCOME TO THE FAMILY

MEET JUST A FEW OF OUR NEW ASSOCIATES!



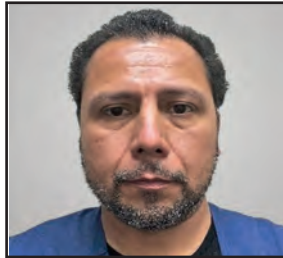
Elizabeth Valdovinos
Certified Surgical Tech.

Q: What made you want to work at UMC?

A: "I had a few friends that told me UMC is a very family-oriented facility and organization. Another reason is that the patient care is of quality and the organization follows all policies to ensure high quality patient care."

Q: What are your hobbies?

A: "I enjoy running marathons and going hiking. I also like going on medical mission trips to Honduras and overseas to help individuals in need."



Antonio Trevizo
Endoscopy Technician

Q: What made you want to work at UMC?

A: "It offers better benefits and work opportunities."

Q: What is one thing on your bucket list?

A: "Some things on my bucket list would be to travel more and become a registered nurse."

Q: Do you have a favorite sports team?

A: "My favorite team is the Kansas City Chiefs, I have liked them since middle school."



Diana Ebiware
Case Manager

Q: What made you want to work at UMC?

A: "I was very interested to work at UMC because it is a Level 1 Trauma Center and a teaching hospital. Being a traveling nurse during COVID and previously working at a Michigan Level 1 hospital, I wanted to stay in the Level 1 environment and be able to learn some more."



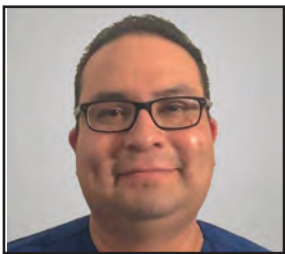
Ruben Munoz Ibarra
Industrial Health Engineer

Q: What made you want to work at UMC?

A: "I come from the manufacturing industry and moved to the healthcare field, as it was very intriguing. There is a lot of opportunity of improvement in the hospital and healthcare industry in which I'd like to be a part of."

Q: What are your hobbies?

A: "I enjoy doing carpentry."



Reymundo Raya
RN, PRN

Q: What made you want to work at UMC?

A: "I think the experience you get at UMC is very important, especially as it's a teaching hospital and you get to meet and learn from others there."

Q: What are your hobbies?

A: "I like doing all family-oriented activities like going to movies, watching games (especially the Cowboys), and just overall spending time with my family."



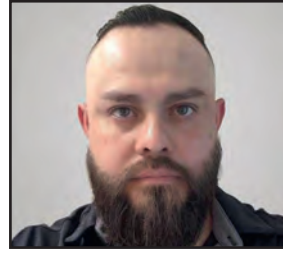
Renee Villalobos
Phlebotomist II

Q: What made you want to work at UMC?

A: "Out of all of my experiences with hospitals, I like how UMC is up to date with technology. The convenience and organization is needed for this field which is the reason I chose to work at UMC."

Q: What is one thing on your bucket list?

A: "I would definitely like to visit London, then Scotland and so on."



Adrian Martinez
RN II - Critical Care

Q: What made you want to work at UMC?

A: "I want to get more experience in trauma and I believe UMC being Level 1 Trauma and a teaching hospital will help."

Q: What are your hobbies?

A: "I like to go running and exercise."

Q: What is one thing on your bucket list?

A: "I would like to go to Alaska."



Erika Casas
Registrar Scheduler

Q: What made you want to work at UMC?

A: "I was referred to UMC by my friend and I believe it is a good corporation."

Q: What are your hobbies?

A: "I like watching movies and playing volleyball."

Q: What is one thing on your bucket list?

A: "Go visit Hawaii."

Q: What is your favorite thing to do locally?

A: "I like going to Scenic Drive and relaxing at home."

CHOOSING A HIGHER LEVEL OF NEUROSURGERY CARE

UMC And Dr. Gupte Prove The Right Answer For Wanda Melendez

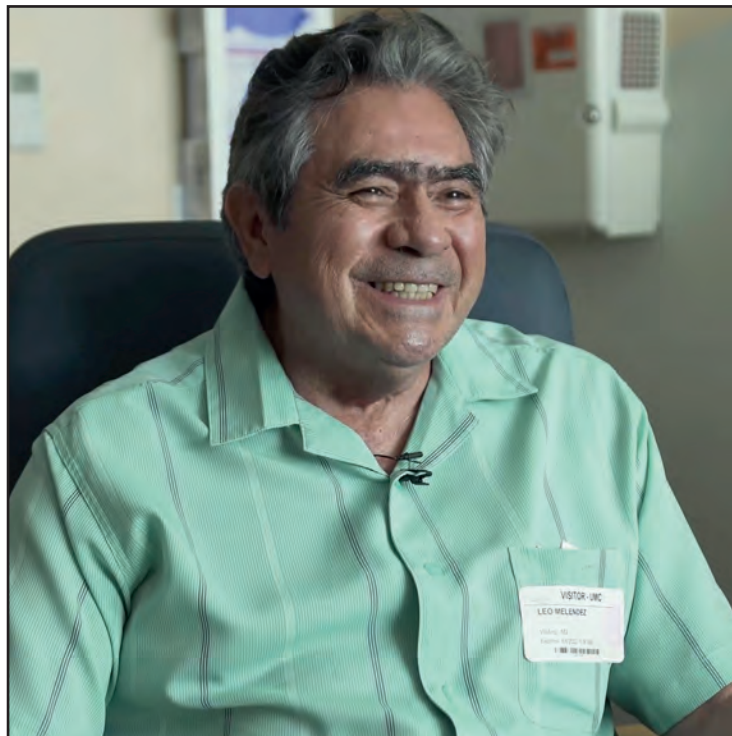
When Wanda Melendez lost her eyesight after cataract surgery, life took a blurry turn for the worse. Physicians later discovered a two-inch-by-two-inch brain tumor that required immediate surgery. Wanda was referred to Akshay Gupte, M.D., UMC Neurosurgery and one of the southwest's renowned neurosurgeons. Wanda and her husband, Leo, discussed where they wanted the surgery done and they chose UMC, due to its expertise and reputation of providing a higher level of care.

"Seeing my wife go through what she went through and no one knew what was wrong, was most difficult," said Leo Melendez. "So when we were referred to Dr. Gupte, we felt very good about coming to him. He explained some of the dangers that could happen in surgery. He didn't paint a picture for us; he painted a reality for us."

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) because our daughter and soon to be son-in-law were here, and I figured we'd have more support."

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. "He knew our daughter was getting married in October and he knew that my wife would like to see her. Dr. Gupte is human and a decent individual. It was a very helpful experience."



Leo Melendez is relieved his wife, Wanda, chose UMC to have surgery with Dr. Akshay Gupte, one of the southwest's renowned surgeons.



Wanda Melendez is grateful she was able to stay in El Paso for the removal of a brain tumor. The surgery was a success and Wanda and her husband were able to attend and truly celebrate their daughter's wedding in October.

A COMMUNITY HONOR, RECOGNITION, GRATITUDE

Prestigious Award Given To R. Jacob Cintron, President & CEO



Jacob Cintron

A warm and vibrant evening on Sept. 14 at Tuscany 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 /Ciudad 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.

UMC AND FOUNDATION EVENTS FOR THE UPCOMING QUARTER LOOK OUT FOR THESE EVENTS

UMC EVENTS

Nov. 11	Veterans Day Ceremony CARES Xtras Pantry
Nov. 22	CARES Xtras Pantry
Dec. 1	Winter Craft Fair
Dec. 8-19	12 Days of Celebration
Dec. 9	CARES Xtras Pantry
Dec. 10	Final Wellness Check-in
Dec. 15	CARES Xtra Pantry
Dec. 21	CARES Xtras Pantry
Jan. 6	CARES Xtras Pantry
Jan. 20	CARES Xtras Pantry
Jan. 23-27	Celebrating 108 Years of Healthcare Spirit Week

UMC / EPCH FOUNDATION EVENTS

Nov. 1-30	CMN Valvoline Campaign
Nov. 2	EPCH Audi Grand Opening
Nov. 3-5	EPCH Endo Cranio Symposium
Nov. 18	CMN Kendra Gives Back Event
Nov. 19	UMC Car Seat Safety Event - UMC West
Dec. 17	UMC Car Seat Safety Event - UMC East
Jan. 13-15	EPCH Cleft Symposium
Jan 21	UMC Car Seat Safety Event - EP Health



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SAVED BY A MAMMOGRAM

UMC's Breast Cancer Survivor Attests To Yearly Check-Ups

Maria Valles is a survivor. She is a warrior against cancer. Maria, an Environmental Services (EVS) Associate at UMC, was honored, along with other survivors, during October, Breast Cancer Awareness month.

Today, as a 14-year breast cancer survivor, she is adamant everyone should be aware of how deeply important it is to have a mammogram once a year. She credits the simple mammogram screening for saving her life.

"I am someone who always performs breast self-examinations to look for any signs of trouble," said Maria. "I also went to the doctor for annual check-ups and always was told there was nothing."

In 2008, Maria turned 40, and her doctor told her it was time to have her first mammogram. The screening showed tumors in her right breast and a biopsy revealed Maria had breast cancer, stage 3. Luckily, the cancer was isolated and surgery was performed, immediately. Afterwards, Maria had radiation and chemotherapy and was declared cancer-free.



Maria Valles, EVS Associate, is a proud breast cancer survivor.

"I am very grateful to God," said Maria. "I want every female and male to know they are capable of having something and perhaps they don't realize it and why annual self-exams, check-ups and especially mammograms are so important."

Maria said her surgeon told her six more months without detection and the cancer would have been worse and possibly, fatal. Later in 2014, she had another scare when an examination showed cancer in her uterus.

"Thankfully with the help of God," said Maria, "I made it through and now I know anything is possible."



The Selenia Dimensions 3-D Mammogram Scanner. UMC has multiple 3-D Mammogram systems; the most advanced systems in El Paso.

MAKING NEW HOMES ACCESSIBLE TO ASSOCIATES

UMC Nurse Finds Her Home, Thanks To UMC CARES HOME Program

Last spring, when UMC launched the 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."

In late August, Samantha's and her daughter's dreams became reality. Thanks to this important UMC program, the family, including their two dogs, successfully moved into their three-bedroom home in far east El Paso.

"We are doing well. Slowly, but surely, we are settling in," said Samantha. "I am really grateful and thankful to UMC for the opportunity. If there is anything I can do, I'm willing to tell everyone how much the program has helped my daughter and me."

Leslie Lujan, Director of Organizational & Community Engagement, 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



Samantha Lara, RN II, Labor and Delivery, sits proudly in the kitchen of her new home! She and her daughter are thrilled to have moved in to the home of their dreams on the far eastside of El Paso. Congratulations!

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!"

For more information on the three UMC CARES programs: UMC CARES PULL-OPP program (Pursuing Upward Learning Legacy Opportunity); UMC CARES Student Loan Repayment Assistance Program for degree plans specific to healthcare; and UMC CARES HOME Program, go to the UMC Intranet and click on the banner.



Samantha Lara's house was purchased with the help of UMC's CARES HOME Program (Home Ownership Made Easier).

TOP 5 UMC HEADLINES

NEWS FROM THE LAST QUARTER



UMC Foundation Cancer Program Receives \$10,000 Transportation Grant

UMC Foundation announced a \$10,000 transportation grant awarded by the American Cancer Society for the Sobreviviendo el Cancer/Surviving Cancer Program to ensure UMC oncology patients are able to travel to and from their medical appointments. Patients will receive transportation assistance such as gas cards, taxi vouchers and Lift tickets.



scan for more



WTRPC Medical Director Receives AMA Women Physicians Inspiration Award

The American Medical Association (AMA) organization recently 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 the AMA Women Physicians Section (WPS) Inspiration Award that honors female physicians.



scan for more



UMC's Vascular & Endovascular Surgery Center Membership

The University Medical Center of El Paso Healthcare Partners Vascular and Endovascular Surgery Center has received notification of its membership into the Society for Vascular Surgery VQI (Vascular Quality Initiative) Registry; a first for the region. The center is led by Gilbert Aidinian, M.D., Division Chief of Vascular and Endovascular Surgery for UMC and Texas Tech Physicians of El Paso (TTP El Paso).



scan for more



Updated Booster Available To All

Good news came in late September announcing the updated COVID-19 Booster Bivalent Pfizer vaccine now available to all El Paso County Hospital District Associates. The updated booster replaces all other boosters and provides increased protection against Omicron and other variants. The Pfizer Bivalent booster is for anyone ages 12 and older and can be given two months after the last series of two vaccines or other boosters.



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Capacity For Care Discussions Continue

El Paso County Commissioners Court announced that the petition submitted regarding the Hospital District's request for Certificates of Obligation obtained the required number of valid signatures. Having done so means the Commissioners Court is unable to vote on the request. The El Paso County Hospital District team, its Board of Managers and in communication with the Commissioners Court and community, will evaluate its options and next steps in addressing its capacity constraints.



scan for more

THINGS TO DO IN EL PASO

Nov. 2022



11/4 - 6 A Christmas Fair, an annual shopping gift market has more than 130 shops and specialty stores.
achristmasfair.com



11/12 - 13 The El Paso Symphony Orchestra presents Harry Potter and the Sorcerer's Stone.
epso.org



11/20 - 1/2 El Paso's BIGGEST Annual Holiday Celebration comes to life at the Downtown Arts Festival Plaza and its surrounding areas.
Epwinterfest.com



11/25 Holiday Dreams, a Spectacular Holiday Show features the most amazing and talented cast of cirque performers, comedic actors, singers & specialty acts.
elpasolive.com

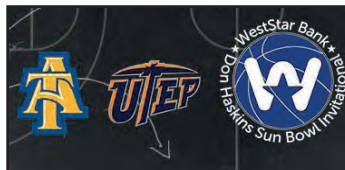
Dec. 2022



12/1 Holidays at the Rink! Enjoy public skating at the El Paso Rhinos ice rink.
elpasohockey.org



12/16 - 1/20 Beyond Van Gogh: The Immersive Experience; more than 300 of the greatest works of post-Impressionist artist Vincent Van Gogh.
vangoghelpaso.com



12/21 & 22 The 2022 WestStar Don Haskins Sun Bowl Invitational will host four teams: UTEP, New Mexico State, Kent State, and North Carolina A&T.
UTEPMiners.com/tickets



12/30 Tony the Tiger Sun Bowl. Teams from the ACC and Pac-12 meet on the field to mark the 89th edition of one of the oldest traditions in college football history.
sunbowl.org

Jan. 2023



1/14 Explore along 7 city blocks on Downtown Main Street in Las Cruces with nearly 300 local merchants and goods.
fcmcl.org



1/20 & 21 El Paso Symphony Orchestra hosts Classical Chords concert featuring Conductor Bohuslav Rattay and Guitarist Jason Vieaux.
epso.org



1/21 Comedian, Anjelah Johnson-Reyes will bring her "Who Do You Think I Am?" tour to the Abraham Chavez Theatre.
ticketmaster.com



1/28 Join Texas Tech University Health Sciences Center El Paso for their 12th annual Medventure for Your Future 2023! Registration open for 6th, 7th and 8th grade students and a parent.
<https://bit.ly/38mn1qB>

ASSOCIATE ENGAGEMENT

Keeping Us Connected and Active

Intramural Basketball League Shoots & Scores A Lively Way To Stay Healthy

Six, count 'em six basketball teams are ready to get out on the court and have some good, clean fun, thanks to UMC's Engagement & Associate Experience who cooked up the idea of an Intramural Basketball League.

"We wanted to offer Associates a way to stay healthy; offer camaraderie and get to know each other better outside the workplace," said Adrian Maese, Program Manager for Engagement & Associate Experience.

The League now has six teams, already at practice and anticipating the rounds of first games.

"I think this league is a great thing not only to get out and exercise, but to bond with Associates," said Emilio Arriola, UMC Healthcare Recruiter. "We want the other teams to know the Alley-Oops has game and a secret weapon."

For more information on game times and locations, contact Adrian Maese at ext. 41819.



The Alley-Oops are one of six teams ready to compete in the UMC Basketball League.

UMC and SunMetro Partner To Help UMC Associates

A few months ago, UMC's Engagement & Associate Experience, in partnership with SunMetro, fired up a new program to help UMC Associates save on gasoline and have an additional form of transportation to and from work.

UMC Associate, Benjamin Torres, a Caterer in Food Services, saw the benefit and has been riding happily from work with his UMC Weekly Pass.

"It helps us out a lot with gas; that way, instead of using two vehicles, I only use one," said Benjamin. "Participating in the program is good for the environment by cutting down carbon emissions."

For more information about the program, contact Adrian Maese at ext. 41819 or Adrian.maese@umcel Paso.org.



UMC Associate, Benny Torres shows his weekly pass. Benny has been taking advantage of the UMC/SunMetro partnership program.

LOCAL SPORTS



Rhinos Home Games

Nov 4 vs Corpus Christi IceRays, 7 p.m.

Nov 5 vs Corpus Christi IceRays, 7 p.m.

Nov 25 vs Shreveport Mudbugs, 7 p.m.

Nov 26 vs Shreveport Mudbugs, 7 p.m.

Dec 9 vs Lone Star Brahmas, 7 p.m.

Dec 10 vs Lone Star Brahmas, 7 p.m.

Jan 10 vs New Mexico Ice Wolves, 7 p.m.

Jan 27 vs Amarillo Wranglers, 7 p.m.

Jan 28 vs Amarillo Wranglers, 7 p.m.



UTEP Basketball Home Games

Nov 12 vs NM State, 7 p.m.

Nov 15 vs Sul Ross State University, 7 p.m.

Nov 22 vs Alcorn State, 7 p.m.

Nov 23 vs CSU Bakersfield, 7 p.m.

Nov 25 vs Texas A&M - Corpus Christi, 2 p.m.

Dec 3 vs Northern New Mexico College, 2 p.m.

Dec 17 vs LA Tech, 6 p.m.

Dec 21 vs North Carolina A&T, 7 p.m.

Dec 22 vs TBA

Dec 31 vs RICE, 2 p.m.

Jan 11 vs UTSA, 7 p.m.

Jan 19 vs FIU, 7 p.m.

Jan 21 vs Florida Atlantic, 7 p.m.

AVERTING A CRISIS

UMC Patient Survives A Near-Fatal Aortic Tear With UMC's Help

Last April, after returning from Oregon to visit his father, Phil Robinet began to feel ill. He told Sharon, his wife, that 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."

Robert Santoscoy, M.D., UMC Thoracic and Cardiac Surgeon, recommended Phil be transported to Houston's Memorial Hermann Hospital. The Robinets agreed and Jacob Cintron, President & Chief Executive Officer of UMC, coordinated the use of a medical transport to take them to Houston.

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

As Phil's recovery progressed, Sharon made an appointment with Salvador Cruz-Flores, M.D., UMC Clinical Chief of Neuroscience Services, Professor and Founding Chair of the Department of Neurology at Texas Tech Physicians of El Paso. Tariq Siddiqui, M.D. and Debabrata Mukherjee, M.D., both with UMC Cardiology and Internal and Cardiovascular Medicine at Texas Tech Physicians of El Paso, were also at the appointment as they were with Phil at UMC. Sharon said they texted her nonstop in Houston. They hugged Phil.



Sharon and Phil Robinet are inseparable. They are thankful Phil survived. Their entire family is overjoyed UMC helped Phil escape such a frightening diagnosis and now is on his way to 100 percent recovery.

"There is no medical reason why you are where you are right now," said Dr. Cruz-Flores. "You will be at 95 percent near November."

Sharon made T-shirts for her family when she noticed Phil moving his fingers and hands one day as she drove. He said, "Never not working."

"We are grateful and thankful for UMC," she said. "They kept digging and found the aortic tear. They would not stop until they found the problem. We have him with us, thanks to UMC."



*Salvador Cruz-Flores, MD,
Clinical Chief*

"There is no medical reason why you are where you are right now. You will be at 95 percent near November."

GROWING OUR FAMILY

More than 250+ hopeful men and women arrived at the District Job Fair held on Sept. 8 at Doubletree By Hilton in Downtown El Paso. Possible future-Associates stood with resumes in hand as they were greeted and lead into the main room where

recruiters from various departments held interviews. There are now many new District Associates who have been hired and working as a result of this year's successful job fair.



Left to right: Lynette Telles, Director, Correctional Clinic Services, Correctional Health Annex and Cristina Morton, Director, Correctional Clinic Services, Correctional Health Annex, speak with a Job Fair attendee.



Left: Jenette Serna, Manager of Process Improvement, El Paso Health and Angelica Changolla, Director of Quality Improvement, El Paso Health, speak with a prospective Associate.

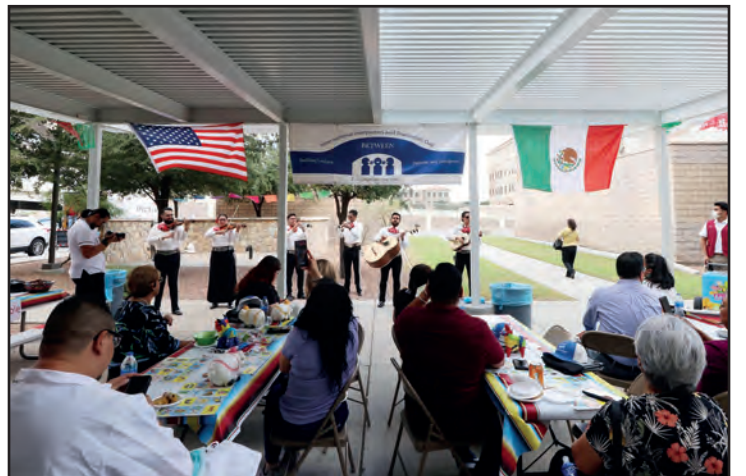
FIESTA: UMC INTERPRETERS CELEBRATE CULTURE, PRIDE AND LANGUAGE

UMC Medical Interpreters/Translators, Carlos Ramos and Ruben Lucero of the UMC Interpreters Program, held "Viva Mexico" at UMC on Friday, Sept. 16 in conjunction with Mexico's Independence Day and International Translation Day, (normally commemorated on Sept. 30), to highlight how much the program does for the hospital and its patients. UMC Associates

who have been trained as Qualified Medical Interpreters (QMIs), enjoyed the festive event as they listened to live Mariachi music; received appreciation gifts; dined on tasty treats and played Loteria games with prizes. A medical interpreter serves as a liaison between patients (who are not proficient in English) and their clinical providers. Thank you, UMC QMIs!



UMC Medical Interpreters, Ruben Lucero and Carlos Ramos, organized an outdoor event for this year's International Interpreters Day.



A large crowd of Associates gathered for food, fun, games and Mariachis!

TRUSTED. COMMITTED.

El Paso Health's Quarter at a glance.



NAMI walk

El Paso Health partnered with NAMI of El Paso to promote Mental Health Awareness and Mental Health for All. This event was held on Oct. 8, at Ascarate park.



Car Seat Safety Sponsorship

El Paso Health and University Medical Center Foundation (UMCF) hosted a check presentation announcing a \$60,000 sponsorship, and a sixth year of partnership between El Paso Health and UMC Foundation for the El Paso Health Car Seat Safety Program.



R. Jacob Cintron, EPCHD President and CEO



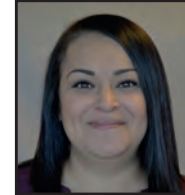
Carol Smallwood, EPH President and CEO

Customer Service Week

We celebrated our Member Services team for providing excellent customer service to both our members and Providers.



El Paso Health STARS Award



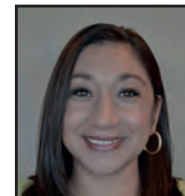
APRIL
Perla Saucedo



MAY
Christopher Headley



JUNE
Maggie Rios



JULY
Stacy Arrieta



August
Natalia Ruiz



September
Arlene Nunez



October
Gloria Baltazar

SUMMER PICNIC IS BACK!

It has been more than two years since the last annual El Paso County Hospital District summer picnic, paused due to the pandemic. On Saturday, Sept. 24 at Memorial Park in central El Paso, the sack races were on, the limbo games again proved the law of gravity for so many competitors, the red light/green light dance contest was massive and fun, the huge bounce castle wore out kids, moms and

dads alike, and the smiles and laughs were plenty. Hundreds of District Associates and their families took time to relax, unwind and have fun. Special thanks for the event go to the District's Fungineers, a volunteer team from throughout the District who planned and carried out the event.



UMC Nurse Manager, Vanesa Cruz Armendariz shows off her limbo skills.



UMC Nurse Practitioner, Jacqueline Mauer and her son show off the prizes they won.



UMC Social Workers, Claudia Calderon (left) and Monica Cordova and their families enjoy the festivities.



Many EPCHD Associates' children came out to enjoy the beautiful weather, fun activities, and free snow cones!



EPCHD Associates and their families danced during the "Red Light, Green Light" contest.



UMC Associates David Rayas (black shirt) and Anthony Mather (grey shirt) pose with their wives.

NEW CARES AMBASSADORS

We are all on the same team! was the theme of the CARES Ambassadors graduation, held on Sept. 28. Seventeen graduates received their certificates and genuine thanks for becoming an Ambassador whose purpose is to “use your voice as the greater voice to help make positive change,” said Janice Harris, Administrative Director for Human Resources. Led by Monica Armendariz, Manager, Training and Development and Leslie Lujan, Director, Engagement

& Associate Experience, the Ambassadors Program is overseen by Lorena Navedo, Chief Administrative Officer and is part of an initiative to develop peer mentors and to increase patient satisfaction throughout the hospital. The Associates dedicate three months to the CARES from the Heart training and show their commitment to high quality care by embodying our C.A.R.E.S. Values and Standards of Performance.



(Left to Right) Fidel Holguin, Shift Lead, Supply Process Distribution; Laura Diaz, Floor Maintenance Tech, Environmental Services; Efrén Barragan-Alvarez, RN II, Critical Care, Endoscopy; Jennifer Santos, RN II, Critical Care, Endoscopy; Imelda Estrada, Medical Lab Tech, Lab Far West; Natalia Ruiz, Financial Analyst, El Paso Health Finance; Reynaldo Barrozo, Manager, Marketing Programs, El Paso Health Business Development Marketing; Stacy Arrieta, Coordinator, Provider Relations, El Paso Health; Melinda Murillo, Office Specialist, Observation Unit; David Rayas, Coordinator IS, Medical Staff Office; Beth Burkholder, CT Scan Tech III, CAT Scan; Denisse Lazo, Specialist, Patient Experience; Gabriela Mendoza, Specialist Disease Management, El Paso Health Services; and Melissa Olivo, Social Worker, LMSW III, Care Management.

Not pictured: Christopher Dominguez, Auditor Claims Compliance, El Paso Health Compliance, Karina Cabrera, Microbiology and Linda Ramirez, Correctional Health Downtown.

CARNIVAL AT THE BISTRO!



Bistro Associate, Leticia De La Cruz smiles for the camera during Carnival Eats at the Bistro.

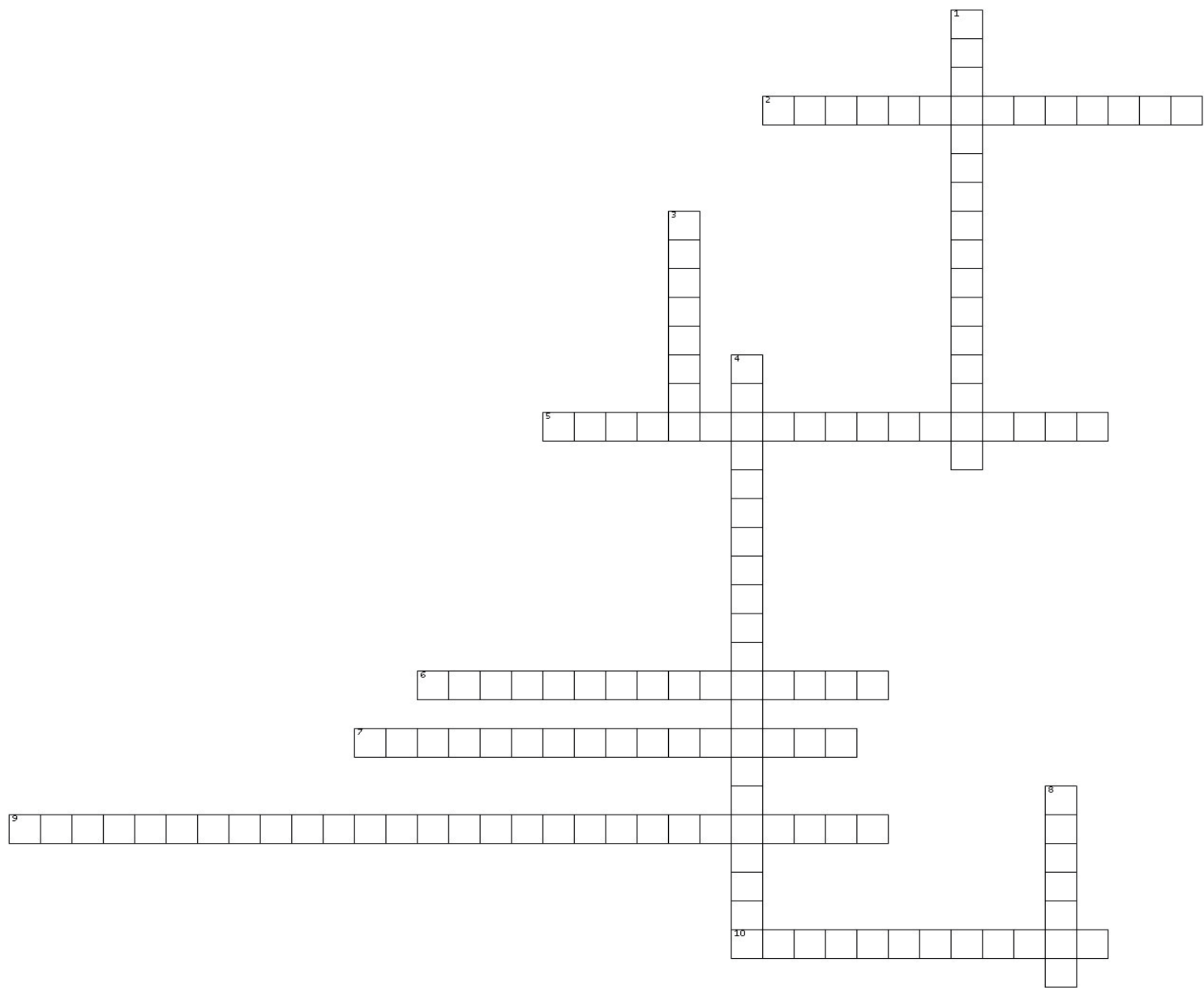
Carnival Eats at the Bistro! Sometimes there is no better time for a carnival than right now! Served for three days in October and in November, the good eats and fun costumes were created for the fun of doing something different. Associates feasted on Elote Chorreado Corn in a cup with hot Cheetos, Mexi-Dogs and Pulled Pork Totchos. Agua Frescas, and Ensalada de Frutas con chile, all made to spice up and add color for a festive and merry occasion.



Bistro Associates, (left to right) Leticia De La Cruz, Ana Garcia Hernandez, Ivonne Moreno, and Griselda Galindo enjoy dressing up for the special occasion.

BRAIN GAMES

HOW WELL DO YOU KNOW UMC? TEST YOUR KNOWLEDGE BELOW.



- ACROSS
- 2. WHO DO YOU CONTACT FOR THE ASSOCIATE REFERRAL BONUS?
 - 5. WHERE CAN YOU LEARN ABOUT NEW UMC ASSOCIATES?
 - 6. UMC RECEIVES MEMBERSHIP INTO THE SOCIETY FOR...
 - 7. WHAT AWARD DID THE AMA GIVE OUT?
 - 9. WHO DID THE "VIVA MEXICO" FIESTA EVENT HONOR?
 - 10. WHAT ASSOCIATE ACTIVITY TOOK PLACE AT A PARK?

- DOWN
- 1. WHAT UMC PROGRAM HELPS YOU PURCHASE A HOME?
 - 3. WHERE CAN ASSOCIATES GET TRANSPORTATION?
 - 4. WHAT AWARENESS IS IN THE MONTH OF OCTOBER?
 - 8. WHAT EVENT PROVIDED CAREER OPPORTUNITIES?

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ATTENTION ASSOCIATES!

UMC announces new referral bonuses for the following positions:

Anesthesia Assistant, Certified Coder/Abstractor, Certified Medical Assistant, Certified Nursing Assistant, Nursing Assistant, Claims Examiner III, CMA, CF, Coder/Abstractor, CCS RHIT, ED Patient Access Associate, EMT-Int., Environmental Svcs. Assoc., Linen Associate, Food Service Worker, HUC/NA, LVN-CF, Patient Account Representative, Phlebotomist II, Reg. Echocardiography Tech., Registered Pharmacy Tech., Scheduler, Spec. Security, Sr. Rep. Health Information

Bonus Amounts: \$1,000 Full-Time (FT), \$500 Part-time (PT)

Bonus Payments: FT \$500 at 3 months, then \$500 at 6 months

PT \$250 at 3 months, then \$250 at 6 months

Contact a recruiter at 915-521-7950 for other qualifying positions and more details or visit the "Associate Referral" link on the intranet's "Applications" page.

