

QP

THE QUARTERLY PULSE OF UMC



UNIVERSITY
MEDICAL CENTER
OF EL PASO

**SPRING
ISSUE
2022**

CARLITO'S WAY

Dr. Roncallo of UMC Healthcare Partners Border Pediatrics helps change the lives of his patients. **p.8**

THREE GENERATIONS

An El Paso family of nurses with three generations of care at UMC. **p.12**

NEW CARES BENEFITS PROGRAM LAUNCHES

UMC rolls out a new benefits program for Associates. **p.16**



Dr. Ruben Roncallo
UMC Healthcare Partners
Border Pediatrics

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UPCOMING EVENTS

UMC

May 2	Associate Forums at West Clinic
May 3	Associate Forums at East Clinic
May 5	Associate Forums- Main Campus
May 6-12	National Nurses' Week
May 9-13	National Hospital Week
May 16-20	National EMS Week
June 23	Summer Wellness Challenge Check-in

UMC / EPCH FOUNDATION

May-Aug.	UMC Scholarship Campaign
May 1-19	Art Installation, Sunflower Bank
May 4	El Paso Chapter of Credit Unions Golf Tournament
May 7	Sun City CRITS Race
May 9	Naming Rights for EPH Teaching Kitchen
May 12	Grand Opening Rehab Clinic (EPCH)

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ASSOCIATE AWARDS

THIS QUARTER'S STARS

Question: What do you love about working at UMC?



Elizabeth Gonzalez
Environmental Services
Associate, EVS

A: "It is a very nice environment; the confidence given to you working there is something very special. I am very grateful to God. It is an excellent place, I am very appreciative to UMC, and the time spent there."



Evangelina Aguilera
Social Worker, Care
Management

A: "The employees are loyal to UMC and are professional. They work as a team for patients and outcomes. The Care Management team is very caring and dedicated to work for patient care and together as a team."



Priscilla Fernandez
Diagnostic Radiology,
Imaging

A: "What I love most is we are a family. I love being part of the family and being with the patients and community. It is my 'home away from home.' I look forward to being here until I retire."



Luis Carbajal
Charge Nurse,
Emergency

A: "I love my co-workers. I love working in ER because I think it is very much a team effort. My co-workers make it possible for this recognition. In ER, especially, camaraderie is important because you need everyone to come together."



Sandra Mena
Healthcare Recruiter,
Human Resources

A: "I love to use my experience here and the set of skills I've been dying to put into practice. I feel like part of the family and I am comfortable expressing my concerns. I have a positive attitude because as a recruiter I know I will be changing someone's life with a job offer. Thank you UMC."

DAISY

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.



Adriel Reveles, RN
Ortho Trauma

Nominated by a UMC patient:
"A compassionate nurse who helped me in every way. This case made me feel valuable as I continued to be here. She always had a smile and spoke with tenderness. I am grateful to know other patients can count on her service."



Brianna Vera, RN II
Medical Unit

Nominated by the mother of a UMC patient:
"She is very patient and helpful and a hard worker. She made sure any questions were quickly answered. She was really good about giving medication and she would explain it to us. She made our stay a lot easier by making us feel comfortable."



Sofia Gonzalez, RN
OR, Educator/PI Coordinator

Nominated by a UMC Associate:
"Ms. Sofia was able to face situations of high levels of trauma. On a very busy day of multiple traumas, despite all the complications, she was able to help organize a positive and complete dynamic so that no one would lose their calm."

RISING ABOVE AND INSPIRING CARE

EL PASO COUNTY HOSPITAL DISTRICT 42ND ANNUAL SERVICE AWARDS

HIGH HONOREES



45 Years
Gloria Salazar
Prevention and Education



40 Years
Maria Lourdes Alvarado
Emergency



35 Years
Arturo Villalobos
Clinical Decision Support



35 Years
Julie Villalobos
Health Information Mgmt.



30 Years
Javier Flores
Engineering



30 Years
Laura Prada
Information Systems



30 Years
Margarita Regalado
Labor Delivery



30 Years
Luis Sotelo
Poison Control Center



25 Years
Juan Avila
Rehab Northeast



25 Years
Carlos Duran
Histology



25 Years
Yvonne Martinez
Respiratory



25 Years
Laura Mendez
Pharmacy Outpatient



25 Years
Martha Rodriguez
Pharmacy Dieter



25 Years
Oscar Torres
Poison Control Center

35 Years
Joe Holguin
Pharmacy Inpatient

30 Years
Michael Abraham
Supply Process Distribution

30 Years
Araceli De La Cruz
Mammography

30 Years
Ida Imex
ICU

30 Years
Delma Martinez
Mother Baby Unit

25 Years
Gina Grado
Labor Delivery

25 Years
Susana Herrera
Purchasing

25 Years
Joanne Lopez
Neuro ICU

25 Years
Sandra Ruvalcaba
Information Systems



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El Paso Health
HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.

DISTRICT RECOGNITION

20 Years - UMC

John Arellano - Pharmacy Fabens
 Olga Chavira - NHC CMA Float Pool
 Rosa Cisneros - NHC NAIP Visc Call
 Isabel Contreras - Rehab Svcs Admin.
 Maria Delgado - Pharmacy Ysleta
 Carla Escobar - Stroke Program Support
 Sandra Flores - Neuroscience Svcs
 Elisa Gamboa - Care Management
 Annel Giron - NHC CMA Float Pool
 Sandra Gonzalez - Trauma Program
 Gregory Holguin - Patient Access
 Anne Kocian - CCI DSS
 Cynthia Madrid - Pharmacy Ysleta
 Guadalupe Martinez - NHC Financial Assistants
 Patricia Ortiz - Materials Management Administration
 Ileana Rico-Rivera - Medical Unit
 Edmundo Rodriguez - Telemetry
 Eduardo Romero - Supply Process Distribution
 Martha Ruiz - Pharmacy Inpatient
 Nicolas Torres - Information Systems
 Raymundo Vera - Pharmacy Inpatient
 Kristelle Woods-Luna - Quality Management

20 Years - EPH

Carlos Farias - Information Systems
 Belia Gomez - Compliance
 Dolores Herrada - Health Svcs
 Aidee Olvera - Finance
 Olga Parrao - Configuration
 Leticia Trejo - Configuration
 Julie Zubia - Claims

15 Years - UMC

Alejandra Y. Acuna, Medical Unit
 Angelica Aleman, CVICU
 Philip R. Arnold, Food Svcs
 Sonia J. Barrera, Food Svcs
 Norma Y. Chavez, Geriatric GI
 Lela M. Chiong-Tsouris, Rehab Inpatient
 Angelica Cruz, AOD
 Carlo L. Davila, ICU
 Carlos De Avila, Telemetry
 Josephine Fernandez, Imaging
 Laura O. Fernandez, Administration
 Luz Flores, Surgical Unit
 Luz Galindo, Labor Delivery
 Sylvia Garcia, Medical Unit
 Betty Guerra, Environmental Svcs
 Benjamin Lara, Strategic Management
 Art Macias, Human Resources
 Evangelina Martinez, Care Management
 Sandra Medina, Radiology NE
 Emergency
 Christina Mendoza, Imaging
 Blas A. Meza, Clinical Decision Support

Maria C. Munoz, Supply Process Distribution
 Michael Nunez, Administration
 Leonor Ortiz, Respiratory
 Graciela Padilla, Human Resources
 David Rivota, Supply Process Distribution
 Jose A. Rodriguez, Strategic Management
 Patricia Saenz Sosa, Patient Accounting
 Patricia Solis, Mammography
 Susana Soroa, NHC NAIP Visc Call
 Jessica Stamps, Medical Unit
 Carmen Tarin, Cardiac Svcs
 Mario Torres, Information Systems
 Margarita E. Toyosima, Health Information Management
 Maria Vasquez, Histology
 Maria D. Vela, Telemetry
 Diana Williams, Lab NE Emergency

15 Years - EPH

Ismael Gamez, Health Svcs

10 Years - UMC

Ana L. Acosta, Prevention and Education
 Diego G. Arroyo, Patient Access Scheduler
 Luz E. Cano, ICU
 Golda C. Catbagan, Medical Unit
 Irene Cenicerros, Pharmacy Inpatient
 Debra E. Cohen, Nursing Informatics
 Laura E. Corona, Respiratory
 Christa De Regules, Emergency
 Denise A. Delgado, Ultrasound
 Reyna T. Dominguez, Rehab Northeast
 Carmen Escobedo, Nurse Family Partnership Grant
 Alejandro Fierro, Pharmacy Outpatient
 Brenda A. Flores, Cardiovascular Svcs
 Melissa N. Flores, Pharmacy Drug Assistance Prgm
 Monica Franco, NHC Fabens
 Nelson Gallegos, Sterile Processing
 Rosario Gallegos, Correctional Health Dtw
 Jesus G. Garcia, Support Svcs
 Lidia E. Garcia, Respiratory
 Lisa A. Gardea, Pharmacy Outpatient
 Angel D. Gonzalez, Surgical Unit
 Maria D. Gurrola, Geriatric GI
 Janice Harris, Human Resources
 Diana E. Hernandez, CVICU
 Catalina Huerta, Respiratory
 Marisela Hurtado, Environmental Svcs
 Leslie Justice, Pharmacy Drug Assistance Prgm
 Oscar E. Lira Loera, Trauma Program
 Fabiola D. Lonngi, Imaging Far East
 Virginia Lopez, Specimen

Julio C. Luevanos, Information Systems
 Maria R. Mangum, Food Svcs
 Christopher L. Morales, ICU
 Teresa A. Morales, Ultrasound
 Stephanie Oba, Correctional Health Dtw
 Georgina Orozco, Teen Center
 Oscar Pedregon, NHC Patient Access Associates
 Deborah A. Perea, Gift Shop
 Jenny L. Perez, NHC CMA Float Pool
 Luana M. Pinon, Cytology
 Tania I. Portillo, Quality Management
 Nora E. Quinonez, OR Administration
 Alberto Rivera, Pharmacy Drug Assistance Prgm
 Maria S. Rocha, Information Systems
 Helena Roderick, Ultrasound
 Amber R. Rodriguez, NHC CMA Float Pool
 Elisa Rodriguez, ICU
 Teresita D. Rodriguez, Environmental Svcs
 Jessica Roman, Specimen
 Angela V. Sanchez, Support Svcs
 Mariana Sanchez, Mother Baby Unit
 Samuel Sosa, ASC Endoscopy
 Betty J. Stone, NHC Administration
 Lynette M. Telles, Correctional Health Dtw
 Yarasel Valerio, Endoscopy
 Angel Valtierra, Anesthesia
 Bertha Vasquez, Neuroscience Svcs
 Luis Vasquez, Neuroscience Svcs
 Gabriela Vidal, Trauma Program
 Valerie Watters, Nurse Family Partnership Grant
 Clarissa White, Human Resources
 David W. Wyatt, ICU

10 Years - EPH

Stacy Arrieta, Provider Relations
 Monica E. Forti, Finance
 Brisa Lopez, Member Svcs
 Monica Martinez, Complaints and Appeals
 Christine T. Torres, Claims

10 Years - EPCH

Artemisa Alvarez, Pediatric Transport
 Alejandro Armenta, Ultra Sound
 Becky A Avalos, Blood Bank
 Kelli L. Banister, Radiology Adm
 Monique Brown, OR
 Olivia Burrola Hernandez, Pediatric Rehab Svcs
 Lidia Caldera, Respiratory Therapy
 Cecilia D Castillo, Radiology
 Rose M Cervantes, Infusion Center/ Clinic
 Griselda Chavez, Pedi Oncology
 Silvia Corral, Lab Administration
 Sylvia F Corral, Patient Scheduling
 Rosa I De La Cruz, ICN

Yvette De Lara, Clinical Chemistry
 William Earnest, ICN
 Lydia Favela, Pediatrics
 Gerardo Flores, Nuclear Medicine
 Yvonne D Fouque, Emergency Department
 Gabriela Franco, Clinical Chemistry
 Elizabeth Gameros, Clinical Nutrition Svcs
 Crystal M Garcia, Patient Scheduling
 Delia Garibay, EEG
 Yolanda Garza-Leyva, Intermediate Nursery
 Letitia Genera, Radiology Adm
 Glibaldo Gomez, Respiratory Therapy
 Antonio G Gomez, Cardiac Cath Invasive
 Leticia Guerra, ICN
 Sonia Hernandez, Pedi Oncology
 Daniel D Holguin, Anesthesia
 Ashley N Howard, Pediatric Transport
 Ana C Jones, Nuclear Medicine
 Mylene R Juance, ICN
 Jasmin Lasala-Egpalina, ICN
 Norma Lopez-Coleman, ICN
 Yvonne Lujan-Zubia, Radiology
 Lorena G Maldonado, Endoscopy
 Ma.Del Rosario Martinez, Pedi Oncology
 Leticia Martinez, Pediatric Transport
 Danya S Martinez, Pediatric Rehab Svcs
 Jessica Matthews, Nursing Imaging
 Jose Mendoza, Pediatric Transport
 Hector Mendoza, Pharmacy
 Matilde Miranda, Pediatric Transport
 Denise D Molden, Pediatric Transport
 Myrna E Monroy, OR
 Loretta A Montes, Endoscopy
 Luis A Ojeda, EKG
 Karla Olivas, Pedi Oncology
 Cynthia Ortiz-Salcedo, Histopathology
 Yadira Pasillas, Clinical Nutrition Svcs
 Hilda Perez, Infusion Center/Clinic
 Erika Y Quezada-Melendez, MRI
 Catalina Rivera, Pharmacy
 Lourdes Segoviano, ECHO
 CARDIOGRAM
 Jose R Senties, Ultrasound
 Amy M Shaughnessy, Nurse Imaging
 Sonia M Shaw, Clinical Chemistry
 Amanda L Timmerman, Clinical Nutrition Svcs
 Mitos A Tupas, ICN
 Virginia Valdez, Intermediate Nursery
 Erika Valenzuela, Pediatric Rehab Svcs
 Pamela S Walker, Pediatric Transport

5 Years - UMC

Gabrielle A. Aguirre, Surgical Unit
 James Aguirre, Support Svcs
 Cecilia A. Amaya, Rehab Outpatient
 Susana Argumedo, NHC Far East
 Armida Arredondo, Administration
 Lydia A. Arroyo, Emergency

DISTRICT RECOGNITION

Gabriela Barker, ICU
 Rocio Barron Sepulveda, NHC Mattox
 Julie A. Batres, Emergency
 Donald R. Berger, Safety Operations Admin
 Bobbie Jo Bustamante, Rehab Outpatient
 Catalina Calderon, Imaging Far East
 Luis A. Carbajal, Emergency
 Irma Cardenas, ER Registration
 Jeamy J. Carrera Little, Imaging
 Karla Carrillo, ER Registration
 Arcelia Castillo, Health Information Management
 Martha P. Cera, HIM NHC
 Doreida D. Cervantes, Patient Accounting
 Carlos A. Chavez, Engineering
 Celeste Y. Chavez, Environmental Svcs
 Valeria Chavez, Administration
 Veronica Chavez, Rehab CARES
 Carlos C. Chiong, Rehab Northeast
 Joanne B. Clark Rodriguez, NHC Far West
 Alberto Contreras, Engineering
 Luis Contreras, NHC Administration
 Roxann K. Contreras, Stroke Program Support
 James L. Covert, Geriatric GI
 Vanesa Cruz Armendariz, NHC Far East
 Gloria Davila, Trauma Program
 Sylvia De La Rosa, Pharmacy 340B Project
 Rebeca Delgadillo, Mother Baby Unit
 Gloria V. Delgado, Nursing Administration
 Carmen E. Duffy, Surgical Unit
 Josie Espinoza, Guest Service Security
 Nancy R. Favela, Emergency
 Rogelio Favela, Engineering
 Erick A. Flores, CCI DSS
 Jose R. Gallegos, Strategic Management
 Bernadette M. Garcia, Rehab Northeast
 Cesar J. Garcia, Specialty Physicians
 Jesus J. Garcia, Rehab Northeast
 Lucina Garcia, NHC CMA Float Pool
 Mariza Garcia, Telemetry
 Sergio Garcia Ramirez, IMCU
 Monique C. Garza, Specimen
 Juan M. Girosky, Engineering
 Luis A. Gomez, Emergency
 Eva M. Gonzalez, OR
 Nicolas N. Gonzalez, Correctional Health Annex
 Joanna Guevara, Emergency
 Elizabeth Gutierrez, Pharmacy Far West
 Yvette M. Gutierrez, Rehab

Outpatient
 Isaac Hernandez, Rehab Inpatient
 Nidian Hernandez Munoz, IMCU
 Fidel E. Holguin, Supply Process Distribution
 Teresa A. Holguin, Mammography
 Patricia Y. Hoppes, Nursing Administration
 Raul Huerta, Nursing Education
 Sasha M. Jacobo, AOD
 Christopher A. Jaquez, Emergency
 Abderrahman Khamsi, Cardiac Cath
 Jose A. Labrado, Patient Transport
 Guadalupe Landeros, Emergency
 Claudia S. Lerma, East Surgical Unit
 Irma Levario, Ultrasound
 Fernando F. Leyva, Engineering
 Alisha Lodhia, Rehab Northeast
 Diana C. Lopez, ICU
 Georgina Lopez, Food Svcs
 Jennifer D. Lopez, NHC Far East
 Alfredo G. Loya, Health Information Management
 Aurelia Lujan, East Surgical Unit
 Janel Lynch, NHC Fabens
 Adriana Marrufo, Labor Delivery
 Laura P. Marrufo, Vascular Team
 Alma D. Martinez, Histology
 Jacqueline M. Mauer, Urgent Care
 Kathleen McAlarney, Medical Staff Office
 Scott M. McCoy, Support Svcs
 Maria D. Medina, NHC CMA Float Pool
 Xochitl Medina, NHC NAIP Visc Call
 Robin Medley, Emergency
 Gabriela Mendez, Health Information Management
 Armida I. Mendoza, Purchasing
 Rafael I. Mendoza, Neuro ICU
 Andres Montenegro, Environmental Svcs
 Luis E. Montero, Surgical Unit
 Ana Z. Munoz Talavera, Care Management
 Melinda Murillo, Observation Unit
 Angelica Narro, CAT Scan
 Judith Nash, OR
 Jeffrey L. Nelson, Echo Stress Laboratory
 Lynda K. Obando Saavedra, CVICU
 Guadalupe Ochoa, CAT Scan
 Erica R. Ocon, Stroke Program Support
 Melissa Olivo, Care Management
 Patricia A. Oropeza, Imaging
 Nataly Pacheco, Pharmacy Inpatient
 Priscilla Padilla, Patient Accounting
 Jerry Parrish, Health Information Management
 Saul M. Pena, Food Svcs
 Adriana Perez, ICU
 Oscar A. Perez, DSRIP
 Priscilla L. Perez, Pharmacy Far East
 Dolores Peru, Patient Accounting
 Ariel J. Ponce, Cardiac Svcs

Vivian L. Preciado, Lab Far East
 Christina Purinton, Administration
 Dianne M. Ramirez, Health Information Management
 Maria L. Ramirez, Pharmacy Ysleta
 Wendy Ramirez, Specimen
 Jessica N. Ramos, Emergency
 Bradford L. Ray, Administration
 Jose Rede, Support Svcs
 Maria D. Rendon, IMCU
 Marcos Rey, Human Resources
 Kristie D. Reyes, Nurse Family Partnership Grant
 Victoria Rivera, NHC Patient Access Associates
 Maria E. Roberts, Patient Access
 Araceli E. Rodriguez, Nursing Informatics
 Brandon S. Rodriguez, OR
 Victor Rodriguez, Pharmacy Drug Assistance Prgm
 David Romero, Pharmacy MMSU
 Liza Romero, Patient Accounting
 Stella Rosales, OR
 Crystal Saenz, ICU
 Michael C. Saenz, Pharmacy Far West
 Karla M. Salazar, SANE Program
 David Sambrano, Information Systems
 Rebecca Sanchez, Patient Accounting
 Veronica Sanchez Valadez, Ambulatory Surgical Unit
 Rafael Santiago, Emergency
 Cynthia Sianez Rodriguez, Health Information Management
 Viviana L. Soto, CVICU
 Ricardo Suarez, Neuroscience Svcs
 Thomas Taruc, Rehab Outpatient
 Ivan D. Torres, CVICU
 Gloria J. Trujillo, NHC CMA Float Pool
 Roxanna Valdez, Core Lab
 Jose R. Valle, Rehab Inpatient
 Guadalupe M. Vargas, Imaging Far East
 Jaime Vargas, Patient Access Scheduler
 Blanca I. Vasquez, Pharmacy Outpatient
 Victoria Zavala, Ambulatory Surgical Unit

5 Years - EPH

Christopher Headley, Finance
 Jaqueline Hernandez, Enrollment Eligibility
 Elizabeth Leyva, Claims
 Richard Ortega, Information Systems
 Ruth Rodriguez, Health Svcs
 Lizbeth Silva, Contracting

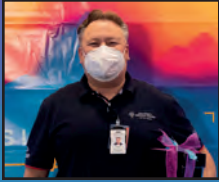
5 Years - EPCH

Maria P. Acosta, Nursing Administration
 Kari Azar, Clinical Nutrition Svcs
 Abigail Baeza, Pediatric Rehab Svcs
 Margaret K. Bayer, Pedi ICU
 Delilah Betancourt, Admitting
 Valerie A. Butler, Nursing Imaging
 Camille Gerdes, Nursing Administration
 Kiari Gerhardt, Pedi ICU
 Kathryn Josephine Goss, Pediatric NP
 Cynthia Guevara, Clinical Nutrition Svcs
 Rogelio Hernandez, Admitting
 Vanessa Herrera, Pediatrics
 Natalia Holguin, Intermediate Nursery
 Alejandra Ito, Nursing Administration
 Josephine Kenney, Pediatric Diabetes Education
 Lauren Lavretsky, Clinical Nutrition Svcs
 Amarilly Lopez, MRI
 Jacqueline Y. Maldonado, Admitting
 Timothy Mearoy, Revenue Cycle
 Deenayy Mcdaniel, C.A.R.E.S. Clinic
 Jacqueline Medina, Pharmacy
 Erica Marie Medrano, Family Support Svcs
 Karla Morales, Endoscopy
 Yvette Moreno, Pharmacy
 Cynthia I. Nunez, Admitting
 Geneva N. Quiz, Nursing Administration
 Angela Robles, Human Resources
 Melissa Rodriguez, Business Development
 Marisol Saldivar, Occupational Health
 Leticia Sprinkle, SANE Program
 Mabel Toscano, Admitting
 Anna Uribarri, Pediatric Rehab Svcs
 Gregoria Valenzuela, OR
 Claudia Vasquez, Infusion Center/ Clinic
 Mariana Velarde, Clinical Nutrition Svcs
 Juan C. Zapata, Emergency Department

LEADERSHIP AWARDS

UMC Emerging Leader Award

Oscar Villa



UMC Impact Award

Jesus Reverol



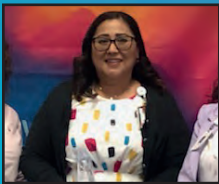
UMC Leadership Award

Leslie Lujan



EPH Emerging Leader Award

Rosalina Medina



EPH Impact Award

CES Edit Implementation Team
Gloria Baltazar, Olga Parrao, Julie Zubia, Patricia Díaz,
Adriana Villagrana, Jesus Martinez, Javier Sanchez



EPH Leadership Award

Vianka Navedo-Sanchez



TIPS AND ADVICE FOR YOUR MENTAL WELL-BEING

DR. SOFIA IS HERE TO HELP

Sofia Martha Reynoso-Crow, Ph.D., wants all UMC employees to know they can get help and help themselves.



Dr. Sofia Reynoso-Crow, Director of Resiliency & Growth

There is a good chance at one time or another we have all experienced stress and anxiety in the workplace. Organizations in both the public and private sectors have taken steps to help their workers better understand stress and anxiety while finding creative ways to cope through counseling. One such way is hiring trained psychologists and counselors who can be confidential resources to the workforce. Dr. Sofia Reynoso-Crow is one such resource. She has a doctorate in psychology and master's in counseling psychology. As an experienced professional

supporting the workforce, she has a message for all workers in high stress professions: "You can get help and you can help yourself."

In order to make an appointment, a person simply needs to call or text her. She says she is usually able to see them for their first session within the week.

To learn more about her approach to managing stress and anxiety in the workplace, download "Better Health in the Borderland" using the Apple Podcast, GoogleCast, Spotify, iTunes apps or wherever you get your podcast.

Do you have a question for Dr. Sofia?

Email your question to Sofia.Reynoso-Crow@um-celpaso.org

*Subject Line: **Ask Dr. Sofia**
All questions will be kept anonymous and confidential.*

*If you are in need of counseling assistance, you can contact Dr. Sofia directly at **(915) 330-0741**.*

STORIES OF OUR SUCCESS

WHEN HEALING HAPPENS

How Pediatrician Dr. Ruben Roncallo of UMC Healthcare Partners Border Pediatrics, Changed Carlito's Way



Dr. Roncallo's patient, Carlos Vanegas (left), pictured today with his mother, Laura and brother Edgar.

Sixteen-year-old Carlos Vanegas, a patient at UMC Healthcare Partners Border Pediatrics, attends Burges High School, loves Google Earth and recently began taking culinary arts courses at El Paso Community College. He loves to cook. Carlos is walking potential. Ask his mother, Laura Villegas, who knows how far he has come. Things were not always so easy she will say when Carlito, as she calls him, was little.

"As a baby, I began noticing Carlito would sit and just clap his hands and not look at me," she said. "I knew something was different, but I didn't know how to find out."

Laura searched for answers. She took her son to several pediatricians who all said the same thing: "nothing is wrong."

She could not shake the feeling, though, she said, and that there was a severity to her son.

"Someone told me about Dr. Ruben Roncallo at (UMC Healthcare Partners) Border Pediatrics; so I called, but I was told his practice was at full capacity and would be placed on a waiting list," she said.

One day, Dr. Roncallo called her. "He said he was willing to talk to me," she said. "Later, he told me, 'I'll guide him.' He said he would help and not to worry."

Near that time, Laura gave birth to a second son who also had some difficulties from injuries in the birth canal during delivery. Laura asked Dr. Roncallo to take both sons as patients. He agreed and also sent them to a developmental pediatrician who said her younger son,

Edgar, had "delays", but would be okay and, today, he is. The pediatrician, though, confirmed Carlito has autism.

According to autismspeaks.org, autism, or autism spectrum disorder (ASD), refers to a broad range of conditions characterized by challenges with social skills, repetitive behaviors, speech and nonverbal communication.

"Carlito was so frustrated," said Laura. "He couldn't communicate except to hold my hands and make repetitive movements with both of our hands."

Dr. Roncallo encouraged Laura to get involved in parent groups, she said.

"He told me Carlito needed therapy that included physical, occupational, behavioral and speech. Dr. Roncallo attended conferences and learned how diet, treatment and therapy can help. This is why Dr. Roncallo is so amazing," said Laura who also started a nonprofit for Parent Awareness for Autism named "Speak up 4 Autism" (<https://www.facebook.com/SpeakU4A>). She went back to school and studied Education, with a specialty in Special Education.

Today, Carlito is functioning at a higher level. He is still in therapy and 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.' He taught me to educate myself," said Laura. "We're not a statistic anymore."



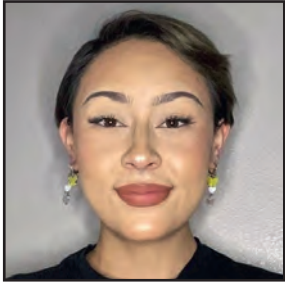
Carlos Vanegas as a toddler.



Dr. Ruben Roncallo meets with a patient at UMC Healthcare Partners Border Pediatrics' West Side location.

WELCOME TO THE FAMILY

MEET JUST A FEW OF OUR NEW HIRES!



Giselle Montelongo
Information Desk Agent

Q: What made you want to work at UMC?

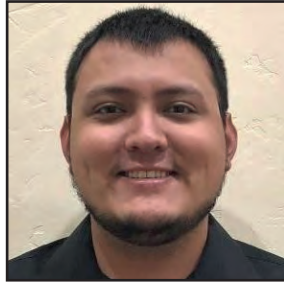
A: "I have an associate's degree in Medical Laboratory Technology. I wanted to start getting experience and becoming comfortable in this setting."

Q: What are your favorite hobbies?

A: "Painting and reading".

Q: What are you bingeing?

A: "My go to shows to binge are Jane the Virgin and the Vampire Diaries."



Carlos Marin Borges
Patient Transporter

Q: What made you want to work at UMC?

A: "The environment and the coworkers are the main reasons I wanted to work here. Volunteering prior for a year, it is always very welcoming and I want to give that same feeling to the patients and visitors."

Q: Is there anything about yourself that you want to tell us?

A: "I recently graduated from UTEP in December 2021 and would say my ultimate goal is to go to Medical School."



Priscilla Sanchez
RN, Labor Delivery

Q: What made you want to work at UMC?

A: "UMC being a teaching hospital is what made me want to work here along with getting the most experience and being able to learn."

Q: What is your favorite hobby?

A: "Going on walks with my dog."

Q: What is on the top of your bucket list?

A: "Going to visit Santorini, Greece."

Q: Do you have a favorite sports team?

A: "The Packers."



Ethan Gaytan
Spec. Denials and Appeals

Q: What made you want to work at UMC?

A: "I wanted to contribute to the healthcare in El Paso and be able to help our community one way or another."

Q: What is one thing on the very top of your bucket list?

A: "I have a few, but skydiving and traveling Europe are definitely on the top of my list."

Q: What is your favorite thing to do locally?

A: "I love to eat; the food here in El Paso is the best. I love to try new spots."



Jose Ruiz
Certified Occupational Therapy Assistant (COTA)

Q: What made you want to work at UMC?

A: "The opportunity to grow as a therapist in a new setting. I've never worked in a hospital, so I am looking forward to it."

Q: What is your favorite hobby?

A: "Photography, specifically portrait photos of people & pets."

Q: What is on the top of your bucket list?

A: "I've never ridden on a train and would love to take a day trip on one like the Amtrack."

Q: Do you have a favorite sports team?

A: "The Dallas Cowboys."



Sharon Lopez
Trainee, Diagnostic Rad. Tech.

Q: What made you want to work at UMC?

A: "I have been a student here for almost a year and I really like the people I work with in my department."

Q: What is your favorite hobby?

A: "I like going to the dog park with my dog, Trooper."

Q: What is your favorite thing to do locally?

A: "Since I'm not really from El Paso, I like going to restaurants. My favorite restaurant at the moment is Silverlake Ramen."

Q: What are you bingeing?

A: "My go to binge is Pretty Little Liars."



Jesus Ulloa
Cook's Helper

Q: What made you want to work at UMC?

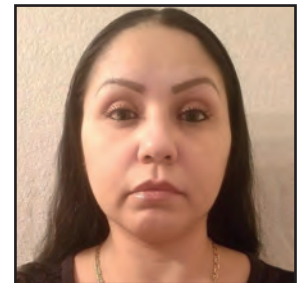
A: "The main reason was to get back in the field of food services. UMC, being a county entity, will help provide me a new experience and is a setting I want to be involved with."

Q: What is one thing on the very top of your bucket list?

A: "The last thing on my bucket list would be to finish strong and be able to retire comfortably."

Q: What is your secret talent?

A: "Not many people know I am an Operation Desert Storm Veteran and I used to cook in a honor reserve in El Paso."



Cindy King
PBX Operator

Q: What made you want to work at UMC?

A: "My daughter is an ER nurse here and she introduced me to UMC."

Q: What is your secret talent?

A: "I come from all walks of life, so I am able to get along with everyone regardless of anything."

Q: Is there anything about yourself you want to tell us?

A: "I am looking forward to joining the UMC family! Everyone is so welcoming and I've never worked at a company like this. I also heard the cafeteria food is really good, especially the menudo."

TOP 5 UMC HEADLINES

NEWS FROM THE LAST QUARTER



University Medical Center (UMC) of El Paso recognized its 107th year of healthcare for El Paso County and the Borderplex region. On Jan. 26, UMC celebrated its history and the progress the hospital has made through the millions of healed patients; the hundreds of thousands of newborns, and the betterment of health for the community.



scan for more



One of the major initiatives included in the budget and approved by the UMC Board of Managers and all Commissioners Court members was a minimum wage salary increase from \$11 per hour to \$13 per hour, fully implemented by July of FY22.



scan for more



El Paso now has a higher level of vascular surgery care available thanks to the UMC Healthcare Partners Vascular and Endovascular Surgery Center, at 10410 Vista Del Sol, now open to serve the community and its region. A dedicated vascular service intent on helping patients, first, to understand their vascular condition, and then after careful analysis and inspection, to find the best solutions for their vascular needs.



scan for more



UMC welcomes new Board Member. Carlos A. Martinez was born and raised in El Paso, Texas. He completed high school at Radford after receiving a full academic scholarship. Carlos went on to obtain a Bachelor of Arts in Political Science, Magna Cum Laude, from St. Edward's University, in Austin, Texas. He is currently Director of External and Legislative Affairs for AT&T Texas.



scan for more



Texas State Senator Cesar Blanco (29th Dist.) visited University Medical Center of El Paso and El Paso Children's Hospital on April 12. Senator Blanco took time to visit key departments, such as the Scherr Legate Level 1 Trauma Center at UMC, the UMC Mobile Stroke Unit, as well as the Electrophysiology / Cath Lab. While at UMC, Senator Blanco received an overview of UMC, EPCH and El Paso Health from each organization's respective leaders.



scan for more

LEADING THE WAY IN TECHNOLOGY, INNOVATION AND CARE UMC AT THE FOREFRONT

UMC Healthcare Partners Vascular & Endovascular Surgery Is A One-Stop Shop



Dr. Gilbert Aidinian (center) and Vascular & Endovascular Surgery Center Staff.

El Paso now has a higher level of vascular surgery care available thanks to the UMC Healthcare Partners Vascular and Endovascular Surgery Center, at 10410 Vista Del Sol, now open to serve the community and its region. A dedicated vascular service intent on helping patients, first, to understand their vascular condition, and then after careful analysis and inspection, to find the best solutions for their vascular needs.

Led by Gilbert Aidinian, M.D., Division Chief, Vascular and Endovascular Surgery, Texas Tech Physicians of El Paso, Surgery Department and UMC, Dr. Aidinian's team includes two highly experienced nurse practitioners with vascular surgery and trauma care backgrounds; a sonographer, a wound care LVN, medical assistant, scheduler, group practice manager, clinic director, and a second vascular surgeon.

"This new center adds to the growing complement of care from UMC, made accessible to all Borderland residents and families," said Jacob Cintron, President & CEO. "The 10-person team at the center, including Dr. Aidinian, brings nearly a century of combined experience in vascular surgical care."

The new center is patient-centric and structured to be of service to El Paso's every vascular need. While vascular disease is common, it is also one of the least understood and most often forgotten medical problems. Every year, it affects millions of adults and their circulatory and lymphatic systems, including their arteries and veins.

"We are a one-stop shop," said Salvador Morales, UMC Director of Vascular Clinic Services. "We deeply care for our patients and we have El Paso's only board certified vascular surgeon who smartly

works with our sonographer to perform multiple ultrasounds in order to completely understand what is going on. If a person comes in with multiple issues, we can help them by doing all the studies," said the director. "We offer much more than what most area vascular clinics provide to the public."

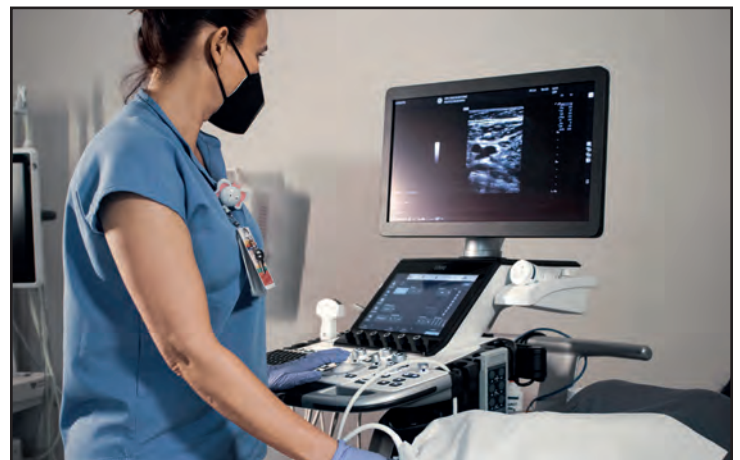


Salvador Morales, Director of Vascular Clinic Services.

"We offer much more than what most area vascular clinics provide to the public."



Victoria Castillo, Wound Care Nurse, provides care to a patient.



Abryl Casana, Ultrasound Tech II, scans a patient's upper leg at the UMC Healthcare Partners Vascular and Endovascular Surgery.

STORIES OF OUR SUCCESS

THREE GENERATIONS

Three Generations of UMC Nurses Tell the Familial Tale of Our Hospital*A family of UMC nurses: (Left to right): Irma Estrada, RN; Lisa Garcia, RN II; and Hannah Lopez, RN.**Irma Estrada, RN, served as Director of UMC's ICU department for 40 years. She opened the first ICU when the hospital was R.E. Thomason Hospital.*

I wanted to be a nurse at that moment."

Irma's daughter, Lisa, later followed her mother into nursing. "UMC is great. I feel I treat my patients with the utmost respect and dignity," said Lisa. "I treat them like family and I feel it comes full circle."

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, not even the teacher. I helped the student. Right then, I knew I did not want to be a bystander. I wanted to know how to do it."

Sometimes, however, it takes a grandmother to help the nurse recruitment process along.

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

"I've known Irma Estrada for over nine years," said Lizette. "Over those years, she guided so many students and always promoted UMC as the best

If someone ever tells you: "It's like family where I work," believe them, especially if their names are Irma Estrada, RN; Lisa Garcia, RN II; or Hannah Lopez, RN. That's because they are a grandmother, a mother and a 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

Hospital in El Paso. In 2019, Irma informed me her daughter, Lisa Garcia, was relocating to El Paso. We hired her in Endoscopy. In 2021, Lisa tells me her daughter is graduating from nursing school and wants to work at UMC. Her dream job was in the Intensive Care Unit (ICU) and she started employment there on Feb. 7, 2022. These three women hold a very special place in my heart and I feel part of their family."

Chris Morales, Director of ICU at UMC, knows well the positive impact Irma has had.

*Lisa Garcia, RN II, also considers her patients in Endoscopy as family.**Once a student of Irma's, today, Chris Morales is the Director of ICU where Hannah now works.*

"I was a student of Irma's at UTEP," said Chris. "I would not be a nurse if not for her. Today, I oversee her granddaughter, Hannah, in ICU."

Tracey Merworth, DNP, RN, and Director of the Undergraduate Program at UTEP, explains how Irma embodies nursing.

"She opened the first ICU at R.E. Thomason Hospital and worked there for 40 years, before retiring in 2018. She advocated for nursing to make it a more respected profession. She even changed the mentality of organ donation. She pushed for the director of nursing to be the chief nursing officer. Evonne Taylor became the first CNO of Thomason."

THINGS TO DO IN EP

May 2022



5/3 Multi-platinum recording artist, Latin GRAMMY winner, and reggaeton superstar, J Balvin, announces his highly anticipated "José Tour 2022" concert tour. Attend at 8 p.m. at the Don Haskins Center.



5/12 Join us at our beautiful vineyard and winery for a movie night featuring Jurassic Park! Attend at 7:30 p.m. at the Zin Valle Vineyards.
www.zinvalle.com



5/21 & 22 More than 50 breweries coming to El Paso to show their brews. This event is an indoor & outdoor event, in the heart of downtown.



5/28 The event is free, and will include a mile walk, local mental health agencies fair, food trucks, and entertainment. This event will focus on increasing community awareness of local mental health resources. For more info. tinyurl.com/MindMatter2022

June 2022



6/4 The El Paso Downtown Artist and Farmers Market, featuring handmade arts and crafts and regional agricultural products, is open from 9 a.m. to 1 p.m. Saturdays at 117 Anthony St.



6/10-12 A weekend of local Cuisine, Music, Brew and Artistry at Ascarate Park from 3 p.m. to 9 p.m.



6/11 Witness the Mind Blowing merger of Medicine and Magic in MEDICALLUSIONS...The only HEART STOPPING show that can RESTART your HEART. Join Dr Raze on a dramatic journey in the enigmatic cosmos of thrilling illusions and Magic. Attend at 7:30 p.m. at the Plaza Theatre.



6/31 Let's play ball! Aaron and Alvin Jones, El Paso natives and professional football players for the NFL and Canadian Football League, are excited to host the inaugural A&A All The Way Foundation Charity Softball Game. Attend at 5:30 p.m. at Southwest University Park.

July 2022



7/1 Now, as we come out of a life-altering pandemic, VIVA! EL PASO takes wings as the focal project for El Paso International & Cultural Arts (EPIC Arts). Going on our 44th season it is still true... "There's nothing else around like VIVA! EL PASO"!!



7/4 Ascarate Park Fourth of July. El Paso County Parks and Recreation department invite the public to Ascarate Park for a day of swimming, food trucks and fireworks to celebrate Independence Day on Sunday, July 4.



7/16 & 17 We are a premier reptile expo bringing quality and variety. Our events are affordable for the entire family. Experience, learn, and maybe even bring home a new family member. Attend at 6 p.m. at the El Paso County Coliseum.
WWW.SHOWMESNAKES.COM



7/28 The Plaza Classic Film Festival — which goes into its 15th year July 28-August 7, 2022 — was started by the El Paso Community Foundation in 2008 as a special project to bring movies back to the historic Plaza Theatre.

LOCAL SPORTS



Locomotive Home Games

May 04 vs FC Tulsa, 7 p.m.

May 07 vs LA Galaxy II, 7:30 p.m.

May 18 vs Sacramento Republic FC, 7 p.m.

June 04 vs Hartford Athletic, 7:30 p.m.

June 25 vs New York Red Bulls II, 7:30 p.m.

July 09 vs Colorado Springs Switchbacks, 7:30 p.m.

July 23 vs San Antonio FC, 7:30 p.m.

July 30 vs Louisville City, 7:30 p.m.



Chihuahuas Home Games

May 1 vs Reno, 12:05 p.m.

May 10 vs Sacramento, 6:35 p.m.

May 11 vs Sacramento, 6:35 p.m.

May 12 vs Sacramento, 6:35 p.m.

May 13 vs Sacramento, 6:35 p.m.

May 14 vs Sacramento, 6:35 p.m.

May 15 vs Sacramento, 12:05 p.m.

May 24 vs Sugar Land, 6:05 p.m.

May 25 vs Sugar Land, 11:05 a.m.

May 26 vs Sugar Land, 6:35 p.m.

May 27 vs Sugar Land, 6:35 p.m.

May 28 vs Sugar Land, 6:35 p.m.

May 29 vs Sugar Land, 6:05 p.m.

June 10 vs Albuquerque, 6:35 p.m.

June 11 vs Albuquerque, 6:35 p.m.

June 12 vs Albuquerque, 6:05 p.m.

June 14 vs Las Vegas, 6:35 p.m.

June 15 vs Las Vegas, 6:35 p.m.

June 16 vs Las Vegas, 6:35 p.m.

June 17 vs Las Vegas, 6:35 p.m.

June 18 vs Las Vegas, 6:35 p.m.

June 19 vs Las Vegas, 6:05 p.m.

June 28 vs Oklahoma City, 6:35 p.m.

June 29 vs Oklahoma City, 6:35 p.m.

June 30 vs Oklahoma City, 6:35 p.m.

July 1 vs Oklahoma City, 6:35 p.m.

July 2 vs Oklahoma City, 6:35 p.m.

July 3 vs Oklahoma City, 6:35 p.m.

July 12 vs Round Rock, 6:35 p.m.

July 13 vs Round Rock, 6:35 p.m.

July 14 vs Round Rock, 6:35 p.m.

July 15 vs Round Rock, 6:35 p.m.

July 16 vs Round Rock, 6:35 p.m.

July 17 vs Round Rock, 6:05 p.m.

UMC LEADERSHIP PROGRAM

The 2022 UMC Leadership Program is pleased to announce that 23 Associates from both UMC and El Paso Health graduated from the leadership training program designed to help Associates increase their knowledge and skills in the area of leadership, communication, finance, Associate engagement, and organizational understanding. The program is a year-long commitment that culminates with group presentations to hospital leadership. Congratulations, to all the graduates and future leaders!



Rebecca Mendoza, Dir. Women & Teen Centers, presents her group's final project at the event.

The 2022 UMC Leadership Program Graduates:

Stephanie Bettis, Supervisor of Food Services

Angelica Chagolla, Director of Quality Improvement, EPH

Adolfo Cordero, Manager of Patient Experience

Jesus Delgado, Supervisor of Rehab Services Northeast

Corina Diaz, Manager of Complaints and Appeals

Nancy Dominguez, Supervisor of Rehab Service

June Duron, Supervisor of Laboratory

Rita Melanie Flores, Assistant Nurse Manager, NCC, Infusion Center

Frances Hernandez, Manager of Billing

Clinton Lee, Manager of Imaging Info Systems

Imelda Maese, Assistant Nurse Manager, NCC, East Surgical Unit

Rebecca Mendoza, Director of Women & Teen Center

Guillermo Narro, Manager of Occupational Services

Vianka Sanchez-Navedo, Program Manager Therapy Utilization

Gabriel Ortiz, Supervisor of Auxiliary Pharmacy Services

Gabriela Palomino, Supervisor of Patient Accounts

Oscar A. Perez, Project Manager of Medicaid/NAIP

Sofia Reynoso-Crow, Administration Director of Resiliency and Growth

Michael Saenz, Supervisor Pharmacy

Ricardo Suarez, Practice Manager

Alexa Velazquez, Program Director Children's Miracle Network

Demi Veliz, Supervisor of Laboratory

Oscar Villa, Director of Help Desk and Desktop Services

UMC CARES AMBASSADORS



Luis Navedo, Sales Associate, Gift Shop, is a proud graduate of the UMC CARES Ambassadors Program.

Congratulations to the 12 Associates who graduated from the spring class of our UMC CARES Ambassadors program! These Associates have dedicated the last three months to the CARES from the Heart training and have shown their commitment to high quality care by embodying our C.A.R.E.S. Values and Standards of Performance. These Associates were chosen to be part of an initiative to increase patient satisfaction throughout the hospital.



Janice Harris, Director of Human Resources, speaks to the graduates.



Deborah Quinn, Program Manager of Organizational and Community Engagement, shows some love.

The 2022 UMC CARES Ambassador Graduates:

Gloria Cruz, Neuro NHC

Julieta Del Valle, Mattox

Brittany Dunn, ASU

Johanna Gallardo, Nurse Family Partnership

Jose Labrado, Patient Transport

Luis Navedo, Gift Shop

Adrian Olivarez, Hospitalists

Deborah Quinn, Organizational Engagement

Claudia Salazar, Affiliations

Jeanette Uritson, Fiscal

Evan Vanderzwan, Compliance

WE ARE CARE-AGEOUS!

New Programs Invest In Associates, Provide Opportunities With Professional Growth, Loan Assistance And Home Ownership.

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

"We like other hospitals here struggled with retaining staff since the pandemic," said Lorena Navedo, UMC Chief Administrative Officer. "We evaluated programs we could put into place to recruit and retain Associates. We researched other programs and took into account what they are doing. The programs implemented, we found to be effective."

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.

- CARES HOME Program (Home Ownership Made Easier) This program provides up to \$8,000 in down payment and closing cost assistance for Associates who qualify and are approved.

Launched in March and April, these programs have gained attention with UMC Associates.

"The response has been great," said Lorena. "For example, we have an Associate who has been here and working in our Intensive Care Unit (ICU) for 20 years. She recently sent an email and said she has always wanted to get her LVN (Licensed Vocational Nurse) and now because of the UMC CARES Pull-OPP Program, will be able to pursue her LVN. It was touching," said Lorena.

While Associates can only participate in one program at a time, Lorena has a good solution. "Let's say if someone participates in the UMC CARES Student Loan



Lorena Navedo, Chief Administrative Officer at UMC is excited with the opportunities three new UMC CARES Programs offer Associates eager to grow in education, financial well-being and possible home ownership.

Assistance Program, then he or she would need to work here for a year and we would pay their student loan up to \$5,200," she said. "Then, at the end of the year, would come the opportunity to reapply and the Associate could say, perhaps, 'I want to purchase a home.'"

Lorena said there is an Associate who she knows who could not purchase a home without the down payment, but now, with the CARES HOME Program, there is a way.

"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."

For more information on any of these programs, go to the UMC Intranet and click on the banner.



CARES Student Loan Assistance Program



**CARES Pull-OPP Program
(Pursuing Upward Learning & Legacy Opportunity)**



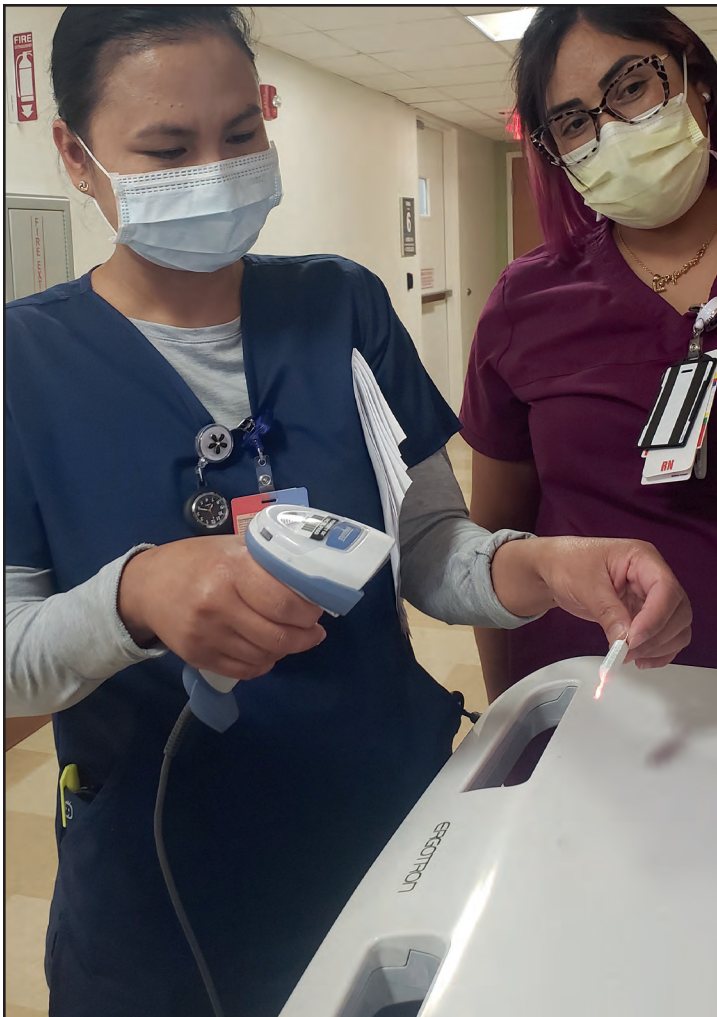
**CARES HOME Program
(Home Ownership Made Easier)**

PASSPORTUSA

UMC Welcomes First Two International Nurses Through Innovative Program

If you ever wondered where our nurse Associates came from, you might have guessed Canutillo, northeast, central, west, and east El Paso -- and you'd be right. Now, however, you can add Nigeria and the Philippines, thanks to an innovative new program led by Art Macias, UMC Recruitment Manager, to support the ever-tightening market for qualified, experienced nurses. Meet Amenaghanwon Aghayedo, from Nigeria, and Deborah Adona, from the Philippines. They are the first of many nurses who are coming to UMC through an innovative program called PassportUSA.

Amenaghanwon Aghayedo, RN, is making her way in El Paso. She said she is grateful to PassportUSA's assistance in helping her acclimate. She lives on the eastside with her ten-year-old daughter, three-year-old son and her husband. She works in the Surgical Unit at UMC. She was born in Nigeria; and spent the last 20 years working as a nurse in United Kingdom



PassportUSA nurse Deborah Adona, RN, (left) is originally from the Philippines. She and her family are very happy to be here. They find great similarities in this region with their home country. She currently is working in the UMC Geriatrics Department.



Amenaghanwon Aghayedo, RN, from Nigeria is one of UMC's first two international nurses ready to work and live in El Paso, Texas. She works in the Surgical Unit at UMC.

in the Cardiovascular and Thoracic Ward at University Hospital Southampton. Amenaghanwon said she knew she wanted to be a nurse since the age of eight years old.

"My mother told me I told her that," she said. "It has always been my passion. I am enjoying the patients at UMC. They are very nice; all the El Pasoans I have met are very nice, but the weather here is so dry," she said. "Born In Nigeria, it is humid, and I am getting used to the desert, but it is dry. My son and daughter are happy here and excited by tumbleweeds! We are getting used to this new land."

Deborah Adona, RN, is happy to be in El Paso with her husband, six-year-old son and two-year-old daughter. They live in Northeast El Paso.

"We came from the UK and I would say the adjustment is not too bad," said Deborah. "I know what it is like to move from one foreign country to another. We love the weather

and food here; both are similar to the Philippines. We are so happy to be here!"

Deborah very much likes working inside UMC in the Geriatrics department.

"I worked in the community in the UK," said Deborah, "so it is a shock for me to work in a big, big hospital, but Jessica Marrufo is doing my training and she is very patient and good to me. Everyone is very approachable. They give me what they know."

Deborah feels thankful for the tour given to the international nurses when they arrived to UMC.

"I am very thankful for the tour we were given when we arrived at UMC. It gave me an insight, into how this community is knitted together and how they help El Paso, Mexico and Las Cruces," said Deborah. "It is so beautiful to know it. I know, as a nurse, how I should be expecting the patients at UMC. The tour prepared me."

TRUSTED. COMMITTED.

El Paso Health's Quarter at a glance.



El Paso Health
HEALTH PLANS FOR EL PASOANS
BY EL PASOANS.



In February, El Paso Health took a commanding market share lead of 17% over our closest competitor for the STAR Medicaid managed care program. This is a 20 year first, a gain achieved despite the COVID-19 pandemic's shutdowns. It is a true testament to each associate putting the needs of our Members, Providers and community first, as well as the commitment towards our mission and vision of promoting access to quality healthcare.

We are very proud of this achievement, and we congratulate the entire El Paso Health team for its dedication to our mission of providing these invaluable services to the community.



Food from the Heart



The El Paso Health Food Distribution program continued in 2021 with the overarching goal to provide over 1 Million pounds of food over the course of two years. With our continued partnership with El Pasoans Fighting Hunger, we were able to distribute over 500,000 pounds of food to our members and additional families in need. We continue to provide food to the El Paso community for 2022 through our monthly distribution events. Our most recent event in March provided food to a total of 461 families.



In 2014, El Paso Health gave away 300 backpacks to children in the El Paso community. Today, we have increased the number of backpacks that we give away to local school age children to over 3000. In 2022, El Paso Health will again host our Annual Back to School - Backpack and Food Drive, on July 24th at the El Paso County Coliseum.

El Paso Health 2022 STARS

JANUARY



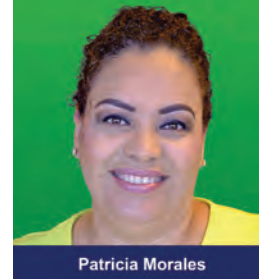
Javier Herrera

FEBRUARY



Ruth Rodriguez

MARCH



Patricia Morales

The monthly STARS award is an opportunity for associates to be recognized for the great work they are doing by their department, and the overall organization. These associates achieved and executed the mission and vision of the health plan. Associates are first nominated by the management team of their department, who are encouraged to write a detailed description of the Associate's merits for the award.

BRAIN GAMES

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



WORDS

CARES

PEDIATRICS

NURSES

ASSOCIATE

PASSPORT USA

LEADERSHIP

HONORS

STARS

DAISY

HEALTHCARE

UMC FAMILY

CLINICS

VASCULAR

BENEFITS

GRADUATION



NEED SOME EASY MONEY?

**Associates, do you know someone who will make a great UMC Associate?
Let them know we are hiring for the following positions and you could make up
to a \$3,000 referral bonus!**

Registered Nurse

- All units/departments - must have one or more years of experience
- Case Manager

Allied Health

- PT, OT, Respiratory Therapist, Pharmacist, Medical Technologist / Technician, Imaging Technician

Technical

- Cath Lab Tech, Certified OR Tech, Registered Echo Technician

**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.**