

# QP

## THE QUARTERLY PULSE OF UMC



### SPRING ISSUE 2023

#### A NEW PARTNERSHIP

UMC joins forces with High Desert Oral & Facial Surgery to provide full scope oral, facial surgeries.  
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#### REMEMBERING FORMER UMC CEO

A look back at the legacy Pete J. Duarte left at UMC.  
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#### A MEMORABLE OCCASSION

How UMC Nurses helped make a patient's wedding happen at the hospital.  
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*Former traumatic brain injury  
patient returns to UMC  
Full Story p. 12*

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SCAN THE CODE TO LISTEN!

The Quarterly Pulse is published by the UMC Public Affairs Department

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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?*



**Andrew Donaldson,**  
Cardiac Cath. Tech. II,  
Cardiac Cath

**A:** "I love the people I work with and the camaraderie that goes along with working in a close environment, like the Cath lab."



**Giovanni De La Rosa,**  
RN II, Medical Unit

**A:** "I love pretty much everything about UMC. It's been my first home since I graduated and I wouldn't want to have it any other way."



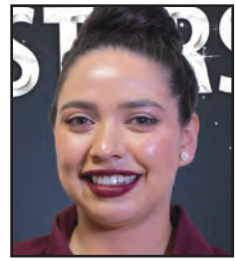
**Iliana Fernandez,**  
Pulmonary Funct.  
Therap., Respiratory

**A:** "All I do want to say is, I am blessed to have the opportunity to work at UMC for the past 25 years, with great people. UMC is my home."



**Jeanette Quintela, HUC/NA,**  
Ambulatory Surgical Unit

**A:** "I love working at UMC because we have excellent team work."



**Magali Flores, Food Service Worker,**  
Food Services

**A:** "I love to serve our patients."

## NEW DAISY NURSES BLOSSOM

The DAISY Award honors extraordinary nurses who consistently exemplify excellence and exceed expectations in communication, compassion, patient relations, and professional skills to personally impact the lives of their patients.



**Cynthia Castaneda, RN**  
Emergency

Nominated by a patient family member:  
"She had patience and love, compassion, she did things with empathy. She put herself in my daughter's shoes, seeing the need and acting quickly, instead of waiting for her to possibly convulse. She did everything with compassion. Thank you, Cynthia. God bless you for being compassionate."



**Rafael Villalobos, RN**  
Telemetry

Nominated by a patient's wife:  
"When Rafael came on duty and was assigned to my husband's care, I explained that the A/C was not working and the overall condition of the room was not good, including the restroom. Rafael (immediately!) recommended a move to room #424. We were thankful for his kind and helpful manner as my husband's nurse that night."



**Richard Ashmore, RN**  
Telemetry

Nominated by a patient's wife:  
"Richard Ashmore was hands-on and gave him (my husband) a suppository and picked him off the bed to walk on his walker to the restroom and helped him all the way through it all without hesitation. Thank you, so much, Richard Ashmore for truly being a caring and helpful nurse. You helped so much."



# UMC SUCCESSFULLY INTRODUCES THE OCTARAY

*An advanced heart-mapping catheter to treat AFib*



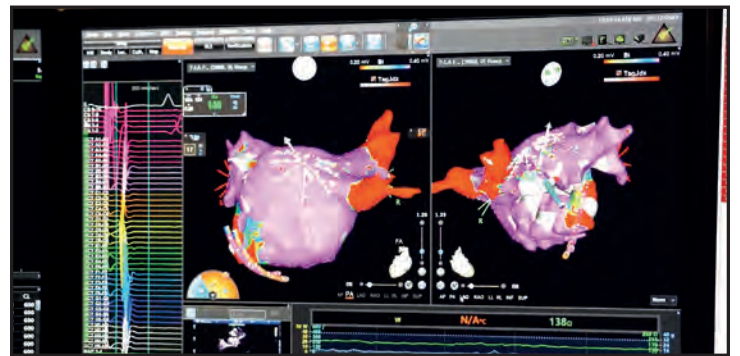
*Dr. Moeen Abedin works with the Octaray, another first for UMC and El Paso.*

University Medical Center of El Paso (UMC) notched another first in the El Paso region with the successful introduction and use of the Octaray, an advanced heart-mapping catheter to treat AFib.

AFib (atrial fibrillation) is when the heart beats too slowly, too fast, or in an irregular way. AFib is a major factor in certain cases of cardiac arrest, stroke and a general spiral of debilitating and life-threatening conditions.

The Octaray is a new catheter that allows surgeons to collect 40 percent more data. It also increases the speed, efficiency and accuracy of procedures, which means less anesthesia and faster recovery.

At UMC, surgeons are able to generate a 3D image of the heart, colored in different colors, based on the timing of beat activity in various areas of the heart. The heart, while beating, appears on an advanced monitor above the patient, in front of the surgeon. The surgeon watches the live image built with data from the Octaray, and then uses the



*The Octaray helps increase the speed, efficiency and accuracy of procedures, which means less anesthesia and faster recovery.*

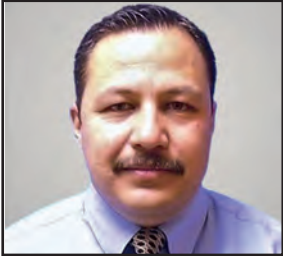
electrodes to adjust the rhythm of the heart, successfully ridding the patient of AFib.

UMC's surgeons are able to insert the tool, typically through a vein in the inner thigh, and thread it up through the torso until it reaches the heart.

The Octaray was approved by the U.S. Food and Drug Administration in March 2022 and UMC is again first to utilize the latest in health technology to benefit El Pasoans.

# WELCOME TO THE FAMILY

## GET TO KNOW JUST A FEW OF OUR NEW ASSOCIATES!



**Alex Anaya, Mgr. Engineering**

**Q: What made you want to work at UMC?**

**A:** "I am a returning Associate. I worked at UMC for seven years in the past."

**Q: What is your favorite thing to do locally?**

**A:** "I like giving back to my community. I volunteer with a program called "Familias Fuertes" that helps low-income families living in 'Colonias.'"

**Q: Favorite sports team?**

**A:** Dallas Cowboys!



**Andrew Webster, RN - Neuro ICU**

**Q: What made you want to work at UMC?**

**A:** "Due to my clinical experience and schooling, I felt UMC was the best place for me, given the educational environment here."

**Q: What is your favorite hobby?**

**A:** "Playing chess"

**Q: What is your favorite thing to do locally?**

**A:** "Taking my son to Memorial Park and visiting Hueco Tanks."



**Angel Lechuga, EEG Tech.**

**Q: What made you want to work at UMC?**

**A:** "I have always wanted to be involved in healthcare and I'm headed towards getting a nursing degree. Working here is everything I hoped it would be."

**Q: What are your hobbies?**

**A:** "I am a songwriter, singer, and guitarist."

**Q: What is your favorite sports team?**

**A:** "The Cowboys."

**Q: What are you bingeing?**

**A:** "The Mandalorian."



**Carmen Chavez, Instrument Tech.**

**Q: What made you want to work at UMC?**

**A:** "It has great benefits and it is a good place to work."

**Q: What are your hobbies?**

**A:** "I like to read and watch movies."

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

**A:** "I'm thinking about continuing school."

**Q: What is your favorite thing to do locally?**

**A:** "Going to the park with my kids."



**Chloe Banda, Ultrasound Tech I**

**Q: What made you want to work at UMC?**

**A:** "I was a student who rotated through UMC and I liked the environment."

**Q: What are your hobbies?**

**A:** "Hiking"

**Q: What is your favorite thing to do locally?**

**A:** "Visit farmer's markets"

**Q: Favorite sports team?**

**A:** Houston Astros

**Q: What is on your bucket list?**

**A:** Skydiving



**Linda Lopez, RN II**

**Q: What made you want to work at UMC?**

**A:** "The benefits and reputation. My daughter did her rotations here and said everyone was so friendly and inviting."

**Q: What is one thing on your bucket list?**

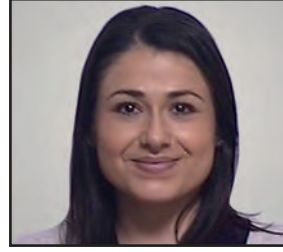
**A:** "Meeting Gwen Stefani"

**Q: What is your favorite thing to do locally?**

**A:** "Hanging out with my friends."

**Q: Favorite sports team?**

**A:** Houston Rockets and Dallas Cowboys!



**Paola Holguin, Cash Processing Coordinator**

**Q: What made you want to work at UMC?**

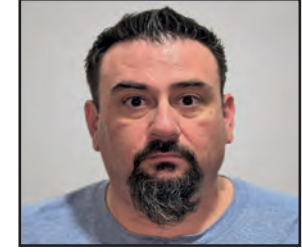
**A:** "It is a great organization to work and grow. I love it. It is a great company."

**Q: What are your hobbies?**

**A:** "Making soap!"

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

**A:** "I love my job. Out of all the jobs I've had, this has been the best one."



**William Wilkerson, Spec. Security**

**Q: What made you want to work at UMC?**

**A:** "I wanted to work in a big trauma hospital."

**Q: What is your favorite thing to do locally?**

**A:** "Trying out new local restaurants."

**Q: Do you have a favorite sports teams?**

**A:** "Chicago Bears!"

**Q: If you are not from this city, why did you end up here?**

**A:** "I'm from the outskirts of Chicago, but I was raised in El Paso."



# A COLLABORATION WITH HIGH DESERT ORAL & FACIAL SURGERY

*New UMC partnership brings El Pasoans greater access to advanced care*

University Medical Center of El Paso has become a formal partner with the west El Paso location of High Desert Oral & Facial Surgery (HDOFS), providing more Borderland residents access to a full scope of oral and maxillofacial surgeries.

The hybrid clinic, located at 1770 Cimarron Rialto Pl. in northwest El Paso, features a hospital setting within a dental clinic. Patients will have access to procedures for cleft and craniofacial deformities, facial trauma, and dental implants.

The clinic is staffed by world recognized surgeons whose work has brought patients from all over the world to El Paso. Additionally, the newly renovated clinic offers state-of-the-art technology to help our Board-Certified surgeons more accurately treat patients' needs. Some of the procedures performed by HDOFS include:

- Wisdom teeth removal
- Dental extractions
- Dental implants
- Bone grafting
- Oral pathology
- Facial cosmetic
- Cleft & craniofacial
- Facial trauma
- Jaw surgery
- Temporomandibular Joint Dysfunction (TMJ) surgery
- Head & neck surgery



*(Left to right) Dr. Vernon Burke, Dr. Arshad Kaleem, Dr. Reo P. Pugao, Dr. Hans Brockhoff, Dr. Natasha Fürchtgott, Dr. Blake Lam, Dr. David Yates*

Physicians at HDOFS currently perform complex, life-changing surgeries at UMC, as well as El Paso Children's Hospital, on patients of any age, from newborn to elderly. Some of these procedures can only be found at HDOFS.

The dental clinic provides services to patients of all ages. Some treatment plans, for conditions such as cleft palate, may begin before birth, during pregnancy.

These procedures have restored hope and changed the lives of the center's patients from throughout the Borderland.



*Exterior of High Desert Oral & Facial Surgery, located in northwest El Paso.*

# DR. HENDRYX LEADS MED SOCIETY

University Medical Center of El Paso's Chief Medical Officer, Joel Hendryx, D.O., has been elected president of the El Paso County Medical Society (EPCMS), a professional organization for physicians in El Paso County.

Members of EPCMS educate the public through various avenues, to include the El Paso Physician segment, which airs two to three times a week on KCOS, and the El Paso Physician quarterly magazine.

EPCMS also works with the Texas Medical Association to secure the enactment and enforcement of legislation that will provide the best practice of medicine.

When medical supplies became scarce during the pandemic, EPCMS was able to provide a weekly distribution of PPE to private practices, with the help of BorderRAC, a healthcare

coalition in El Paso.

"The El Paso County Medical Society is a medical society of El Paso physicians designed or geared towards promoting healthcare in El Paso. We are a voice for quality healthcare and means for physicians to come together on projects," said Dr. Hendryx.

Dr. Hendryx became UMC's first Chief Medical Officer in 2017, after more than a decade.

He is widely recognized in El Paso as one of the foremost physician leaders who is able to blend healthcare industry experience, private practice, and large-organization leadership.

"EPCMS is here for El Paso healthcare. We want to promote quality healthcare in El Paso and part of that is providing doctors with information because healthcare is changing so fast," said Dr. Hendryx.



UMC's Chief Medical Officer, Joel Hendryx, D.O.

Hendryx's term is for one year, during which he hopes to promote inclusiveness and resources for physicians to navigate the ever-changing field of medicine.

## LOOK OUT FOR THESE UMC AND FOUNDATION EVENTS!

### UMC EVENTS

#### MAY

- 5-12 Nurses' Week
- 8-12 Hospital Week
- 10 Coffee with the CEO
- 12 CARES Xtras Pantry
- 17-24 Mental Health Awareness Week
- 26 CARES Xtras Pantry

#### JUNE

- 9 CARES Xtra Pantry
- 14 Coffee with the CEO

#### JULY

- 7 CARES Xtras Pantry
- 12 STARS Award Ceremony
- 21 CARES Xtras Pantry

### UMC / EPCH FOUNDATION EVENTS

#### MAY

- 1-30 Costco Campaign
- 5 Kendra Gives Back Pop-Up
- 13 Dillard's at Cielo Vista Fundraiser
- 20 El Paso Health Car Seat Safety Event - UMC West
- 20 EPCH Partee for a Purpose
- 26 UMC Night at the Chihuahuas

#### JUNE

- 12 Walmart Campaign
- 17 El Paso Health Car Seat Safety Event - UMC East

#### JULY

- 22 EL Paso Health Car Seat Safety Event - UMC West

# TOP 5 UMC HEADLINES

## NEWS FROM THE LAST QUARTER



### UMC Updates Mask Policy

Three years after University Medical Center instituted a 100-percent mask wear policy to combat the spread of COVID-19, the universal mask mandate was removed throughout UMC. Our new protocol went into effect at 12:01 a.m. on March 20, and reflects a consistently low infection rate amongst patients and Associates.



*scan for more*



### UMC Celebrates Doctors' Day

UMC joined hospitals throughout the nation in celebrating National Doctors' Day, a day to thank our physicians for all that they do for our community. A special celebration for doctors took place at UMC's boardroom, where doctors were treated to some tacos, goodies, and gifts! Since 1915, our physicians have continuously advanced the level of healthcare in our region, particularly in the areas of stroke care, heart care, trauma care, primary care, pediatric care, and more.



*scan for more*



### UMC Leadership Partake in 'El Paso Days' At The Capitol

University Medical Center joined the El Paso Chamber and other community leaders in traveling to Austin for El Paso Days at the Capitol. UMC is proud to advocate on behalf of our region's healthcare priorities with elected leadership from across the state. President and CEO of the El Paso County Hospital District, Jacob Cintron, joined other local representatives as part of the El Pasoans on the Senate floor receiving the El Paso Days resolution, sponsored by State Senator Blanco.



*scan for more*



### El Paso County Hospital District releases 2022 Annual Report

The 2022 Annual Report for the El Paso County Hospital District (EPCHD) is now available online. The report showcases the milestones EPCHD achieved in the previous year, as well as commentary from medical professionals and stories of unique advancements and procedures performed.



*scan for more*



### A Visit From UK!

University Medical Center of El Paso and El Paso Children's Hospital received a unique visit from more than two dozen members of the Association of British HealthTech Industries (ABHI), who made the long trek from Europe to El Paso! During their time at UMC, the group toured UMC's Emergency Department and learned about the region's first and world's most advanced Mobile Stroke Unit.



*scan for more*



# THINGS TO DO IN EL PASO

## May 2023



**5/5** The 2023 New Mexico Tamale Fest at Plaza De Las Cruces! (All Ages welcome for this event!) [www.nmtamalefest.com](http://www.nmtamalefest.com)



**5/5-7** Winner of 7 Tony Awards® including BEST MUSICAL, CATS tells the story of one magical night when an extraordinary tribe of cats gathers for its annual ball to rejoice and decide which cat will be reborn. [elpasolive.com](http://elpasolive.com)



**5/19-21** White Sands New Moon Festival is a transformative experience that celebrates the spirit of community, holistic healing, and spiritual connection. [eventbrite.com](https://eventbrite.com)



**5/27** Cool Treats on the Move - Enjoy a cool treat from Howdy Homemade Ice Cream and a bicycle ride around the El Paso Farmers Market in downtown IG: [@suncycle\\_ep](https://www.instagram.com/suncycle_ep)

## June 2023



**6/3** The biggest craft beer event in the south, Sun City Craft Beer Fest partners with local and national breweries and offers live music, gigantic games, merchandise vendors, art and food trucks to match the perfect bite with the perfect beer. [visiteelpaso.com](http://visiteelpaso.com)



**6/16 & 17** The Tradition Returns! Professional rodeo returns to the El Paso County Coliseum. [countycoliseum.com](http://countycoliseum.com)



**6/23** California native, George Lopez, is a standup comedian, actor, writer, and producer known for his candid observational humor about his life as a Mexican-American. [elpasolive.com](http://elpasolive.com)



**6/23-8/5** Viva! El Paso is an outdoor musical with music, dance, and stories representing our 400 years of history. The opening is tentatively scheduled for June 23 and continues every Friday and Saturday throughout the summer. [vivaelpaso.org](http://vivaelpaso.org)

## July 2023



**7/4** Nothing is more American than baseball and a hot dog. Join us as the Chihuahuas celebrate Independence Day, presented by GECU. Fans will be treated to U.S. pageantry and fanfare all night long with the finale of a fireworks show choreographed to the patriotic music we have grown to love. [www.milb.com](http://www.milb.com)



**7/5-16** The story of America then, told by America now. Featuring a score that blends hip-hop, jazz, R&B and Broadway, HAMILTON has taken the story of American founding father, Alexander Hamilton, and created a revolutionary moment in theatre. [elpasolive.com](http://elpasolive.com)



**7/14** Clyde Jackson Browne is an American rock musician, singer, songwriter, and political activist who has sold over 18 million albums in the United States. [elpasolive.com](http://elpasolive.com)



**7/31** In the near-decade since launching, Milky Chance, guitarist/singer Clemens Rehbein and bassist/percussionist Phillipp Dausch have racked up more than five billion streams, headlined massive sold-out concerts around the world, and played iconic festivals from Coachella and Lollapalooza to Bonnaroo and ACL.. [elpasolive.com](http://elpasolive.com)

# FORMER UMC CEO REMEMBERED



*Pete J. Duarte*  
*(June 9, 1938 – February 4, 2023)*

Twenty years after being at the helm of R.E. Thomason Hospital, University Medical Center of El Paso's former name, Pete J. Duarte is still fondly remembered for his leadership and compassion towards patients.

Duarte worked at R.E. Thomason Hospital for 14 years until 2003. He served 11 of those years as CEO, or "Chief Servant," as he preferred to be called.

He once said, "My role models and heroes were all Servants – Martin Luther King, Gandhi, Mother Teresa, Nelson Mandela, our first Chicana County Judge for El Paso County [Alicia Chacon], my parents and Cesar Chavez. All of them were visionary and they all acted on hope, a value that guides all of us as we seek a better understanding of the forces that shape and determine our lives."

Duarte became a healthcare community organizer for the "war on poverty." He was a staunch advocate for the people and communities that University Medical Center of El Paso endeavors to serve today.

During his time as Chief Servant, he instituted a policy of R&D or "Respect and Dignity" at the hospital, making sure all patients and employees would be treated fairly and compassionately.

The values Duarte instituted continue to be echoed through our hospital's CARES values.

During Duarte's 14-year tenure, R.E. Thomason was twice named among America's Top 100 Hospitals, an accomplishment that has not been duplicated by any other hospital in our region.

## UMC Associates Remember Pete Duarte:

"He was a great leader. We would walk down the hallway and see him and he knew our names. He would always ask me how I was and how my family was. He was such a sweet man. While conversing one day, he was very interested in knowing why I became a Respiratory Therapist. He was genuinely interested in what I had to say."

**–Yolanda Falcon, Respiratory Manager**

"I have but the most respect and gratitude towards Mr. Duarte. I started in 1996, was only 19 years old, and wow did he leave an impression. What stuck out about Mr. Duarte is he knew all the associate's names; I mean, think about how many associates we have. From his turquoise bowties to his cool demeanor, Mr. Duarte is a legend to the older generation-Thomasonians, Mr. Duarte was Thomason!"

**–Melinda Gutierrez, Charge Nurse, IMCU**

"A more colorful memory was his particular response when asked, "How are you doing, Pete?" His answer invariably was, along with a clever smile, "A toda máquina," a colloquial Spanish expression meaning "full speed ahead" or just simply, "doing great." That was Pete for you—ready to take on anything, yet easy going and wise in his dealings with our patients, associates and community."

**–Ruben Lucero, Medical Interpreter/Translator**

"He was an advocate for increasing access to healthcare for all, but especially for women. I remember him telling me once, "If the women in the family have access to healthcare, they will bring other family members along to receive medical care." He encouraged us to support our community and to find ways for them to have access to healthcare, especially preventative care."

**–Patricia Ramirez, Office Manager, NHC Administration**

# A MICROSCOPIC VIEW

*UMC's Lab Gets Technology Upgrades To Increase Sample Testing, Speed Up Results*

Behind University Medical Center of El Paso's main campus, inside the region's largest laboratory, over 150 Associates work around the clock to provide a vital service for patients across El Paso.

Chemists, lab techs, scientists, biologists, and others at the UMC laboratory collect and test samples for the hospital and its clinics, as well as El Paso Children's Hospital, and many other healthcare organizations throughout the region.

"We help the doctors assess what's going on with the patient on the inside. Once [doctors] get the lab work, they'll know, does this person need blood? Do they need iron or maybe some electrolytes to balance them out? Without the lab



*David Herrera, Manager Core Lab Services, gives a tour of the new equipment.*

work we do here, it would be difficult for them to diagnose a patient appropriately," said Elisa Camacho, Manager of UMC Lab Operations.

As the number of patients grows, so does the need to expand. In February, the lab began streamlining the work of

several instruments, under one major system, by transitioning to a new lab automation technology called Roche 8100, powered by Infinity.

This automation will allow chemists, lab techs, scientists, biologists, and others at the UMC laboratory to increase the volume of samples tested and provide more immediate results.

The entire transition to Roche 8100 is expected to be complete by Dec. 31.

"This automation that you guys see, this is a lot of the stuff a lot of the patients don't see. A lot of the people you see around me serve a major, major role in improving patient care and a lot of

them never touch the patient, they never see the patient," said David Herrera, Services Manager at the lab.

Once operational, a new Hematology system will also be installed onto the Roche 8100 in March 2024.

Meantime, construction for new chemistry analyzers, Roche Cobas PROS, is expected to be installed by early April. Validation, IT implementation, and testing will take approximately three months before the Roche Cobras PROS goes live in late July.

A new Hematology system will also be installed onto the Roche Lab Automation in March 2024.



*Daniela Morales (UTEP CLS Student) and Eduardo Moreno (UTEP CLS Student) work on their rotations at the UMC Lab.*



# JACLYN'S RETURN TO UMC

*Former traumatic brain injury patient reconnects with nurses, staff*

A common sentiment amongst doctors and nurses in the emergency room is that they, more often than not, see people at their worst and seldom, if ever, get to see that same patient at their best.

However, there are some cases in which a patient and the people who once cared for them, reunite.

Such a reunion came to fruition on Jan. 31, five years after Jaclyn Pellicotte's traumatic brain injury on Oct. 30, 2018.

Jaclyn was a passenger in a vehicle that was hit head-on by the driver of a Ford F-150 truck.

"A nightmare, I would have to say; for a parent, it's your worst nightmare," said Jaclyn's mother, Sheri Pellicotte.

The medical staff at UMC were able to stabilize Jaclyn and perform a double craniotomy, an operation where the bone flaps on both sides of her skull were removed to reduce severe swelling in her brain.

She was not expected to make it through her first night at UMC, but 16 surgeries later, she was able to walk the halls of UMC and share her story of recovery during UMC's "Lunch & Learn" January session.

Jaclyn spent two months at UMC, treated by nurses like Sarah Herrera, who at the time of Jaclyn's injury, worked as the emergency room manager.



*Jaclyn Pellicotte pictured with her mother, Sheri Pellicotte.*

Five years later, Herrera still remembers treating Jaclyn.

"She was so young and she was in terrible shape. She had very bad injuries," said Herrera.



*Jaclyn Pellicotte at UMC after her accident on Oct. 30, 2018*

Nancy McGrail was the director of the ER at the time. Tears instantly fell from her face as she hugged Jaclyn for the first time.

"This makes us realize what we do matters," said McGrail.

Jaclyn's mother recalled a sign hanging in the halls of the intensive care unit at UMC which reads, "Faith will see us through" and told UMC staff it gave her hope during her daughter's toughest days.

"When you are rushing down the hall, you may not see it, but it is there," said Sheri.

She added, "Thank you for studying, and putting in the hard work. We have UMC on our side and we tell people that all the time."

# LETTERS OF GRATITUDE

*UMC Associates provide excellent care to tens of thousands of patients every year. We are fortunate to receive letters of gratitude from our patients and their families. Below are two we recently received that we'd like to share with our UMC family.*



Mr. Jacob Cintron:  
President  
CEO of El Paso University Medical Center

I am hereby writing to you in order to acknowledge the excellent work carried out by doctors Silvia Villa-Royval (Anesthetist MD), Claudia Suarez (OB/GYN, MD), and Maria Larrazola (OB/GYN, MD), during the surgical procedure that was performed on February 10 of this year.

Also, to all nursing staff and related areas within the hospital.

These types of professionals are the ones who make a difference with their work, their dedication, and above all where for them the well-being and care of the patient will always come first. As a beneficiary of this health center, I would appreciate it if you please made this simple but important recognition public, with the purpose of serving as an example to other colleagues, employees, and workers, in order to inspire them to achieve the high standards that I know you have for the institution you lead.

Carefully,  
Monica Corona Borges

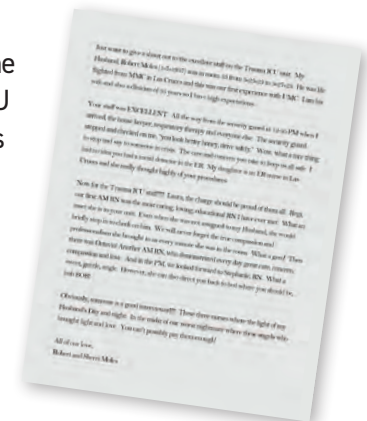
Just want to give a shout out to the excellent staff on the Trauma ICU unit. My Husband, Robert Moles (1-7-1957) was in room 33 from 3-23-23 to 3-27-23. He was life flighted from MMC in Las Cruces and this was our first experience with UMC. I am his wife and also a clinician of 35 years so I have high expectations.

Your staff was EXCELLENT. All the way from the security guard at 12:30 PM when I arrived, the house keeper, respiratory therapy and everyone else. The security guard stopped and checked on me, "you look better honey, drive safely." Wow, what a nice thing to stop and say to someone in crisis. The care and concern you take to keep us all safe. I had no idea you had a metal detector in the ER. My daughter is an ER nurse in Las Cruces and she really thought highly of your procedures.

Now for the Trauma ICU staff!!!!!! Laura, the charge should be proud of them all. Regi, our first AM RN was the most caring, loving, educational RN I have ever met. What an asset she is to your unit. Even when she was not assigned to my Husband, she would briefly stop in to check on him. We will never forget the true compassion and professionalism she brought to us every minute she was in the room. What a gem! Then there was Octavio! Another AM RN, who demonstrated every day great care, concern, compassion and love. And in the PM, we looked forward to Stephanie, RN. What a sweet, gentle, angle. However, she can also direct you back to bed where you should be, huh BOB!

Obviously, someone is a good interviewer!!!!!! These three nurses were the light of my Husband's Day and night. In the midst of our worst nightmare were these angels who brought light and love. You can't possibly pay them enough!

All of our love,  
Robert and Sherri Moles



# UMC ASSOCIATES APPOINTED TO TCAA COMMITTEES



*Sandra Gonzalez, Administrative Director for Trauma Services*



*Ana Acosta, Trauma Injury Prevention and Education Specialist*

Two UMC Associates have been appointed to serve on two separate Trauma Center Association of America (TCAA) committees.

Sandra Gonzalez, Administrative Director for Trauma Services, is serving on the TCAA's Systems Committee and Ana Acosta, Trauma Injury Prevention and Education Specialist, is serving on the TCAA's Injury Prevention Committee.

The TCAA consists of 10 committees which focus on a different aspect of trauma.

Congratulations to Sandra and Ana for furthering UMC's mission to heal, to serve and to educate!

## DR. SOFIA IS HERE TO HELP

*Sofia 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. Dr. Sofia Reynoso-Crow 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."

To make an appointment, a person simply needs to call or text her.

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.

*If you are in need of counseling assistance, you can contact Dr. Sofia directly at (915) 330-0741 or by email at: [Sofia.Reynoso-Crow@umcelpaso.org](mailto:Sofia.Reynoso-Crow@umcelpaso.org)*



# UMC NURSES HELP MAKE PATIENT'S WEDDING MEMORABLE

Something special happened on the seventh floor of University Medical Center of El Paso (UMC) on March 2.

UMC's nurses turned the waiting area into a lovely ceremony space for one of their patients to get married.

Luis Daniel Chacon Lopez and his fiancée Alejandra Garcia Leija tied the knot after five years together.

"I'm excited because we already had this planned. We had been planning it for a year," said Chacon.

That morning, Chacon mentioned to his nurse, Gio De La Rosa, RN, that he planned to marry his fiancée.

Upon hearing this news, De La Rosa, along with several other nurses, made last-minute arrangements and prepared the waiting room for a ceremony.

"Mr. Chacon has been one of my best patients. I truly enjoy taking care of him. He has been really sweet. He barely mentioned he

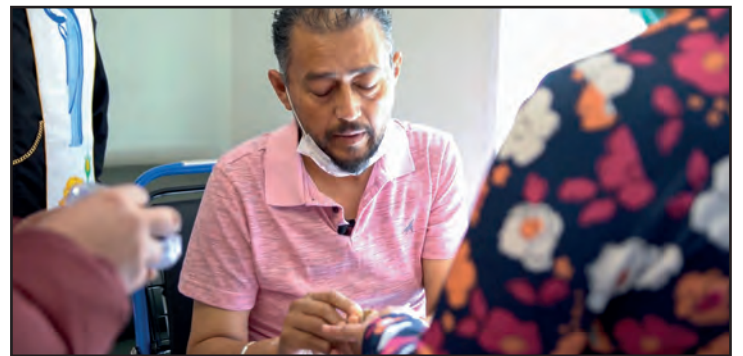


*Patient, Luis Daniel Chacon Lopez, and his fiancée, Alejandra Garcia Leija, exchange their vows on the UMC Thomason Tower 7th floor.*

was getting married, so I was a little surprised, but I could tell he was ready for it and he was excited. This is what he wanted to do and I'm truly happy for him that he gets to take this next step," said De La Rosa.

She, along with several other UMC Associates who witnessed the ceremony, said they felt fortunate to have experienced this union with the couple's family.

Congratulations to the newlyweds!



*UMC patient, Luis, places the ring on Alejandra's finger.*



*UMC nurses pose with newly weds, Luis and Alejandra, after exchanging their vows.*

# BREAKING BARRIERS THROUGH THE POWER OF LANGUAGE

*The important role qualified medical interpreters play in healthcare*



UMC's lead Qualified Medical Interpreters/Translators, Ruben Lucero (left) and Carlos Ramos (right) conduct a session.

Living in a border region presents unique situations for physicians and medical staff who often come across patients with limited English proficiency.

It's often assumed most everyone in El Paso is bilingual, but that assumption could jeopardize a patient's diagnosis, if symptoms are misinterpreted.

University Medical Center of El Paso (UMC) is able to overcome these types of communication barriers with the use of qualified medical interpreters (QMI).

UMC has two full-time QMIs, Rubén Lucero and Carlos Ramos, and an additional 170 volunteer QMIs in different units to

assist Associates with medical interpreting (which is verbal) and translation (which is written).

Lucero and Ramos believe it's important for QMIs to immerse themselves in the cultures of the communities they serve, to provide clarity in instances where culture could create a divide between patient and provider, even if both speak the same language.

Ramos explained there is no direct translation for terms commonly used in Mexico, such as "empacho" or "susto," which are used to describe an upset stomach or a scare.

"This is when an interpreter needs to utilize their knowledge of that

particular culture to describe what the patient is trying to communicate to a doctor," said Ramos.

Certain laws, such as Title VI of the Civil Rights Act of 1964, Executive Order 13166, and Title III of the Americans with Disabilities Act, make medical interpreting a requirement by law.

If a patient's preferred language is Spanish, they can request a QMI, free of charge at UMC.

A patient whose preferred language is other than Spanish, to include American Sign Language, can also ask for a QMI, which will be provided through a telephone and video system called Language Line Solutions.

# LOCAL SPORTS



## Locomotive FC 2023:

**May 13** vs. Loudoun United FC, 7:30 p.m.  
**June 14** vs. Las Vegas Lights FC, 7 p.m.  
**June 17** vs. Tampa Bay Rowdies, 7:30 p.m.  
**July 1** vs. New Mexico United, 7:30 p.m.  
**July 12** vs. San Antonio FC, 7 p.m.  
**July 15** vs. Rio Grande Valley Toros FC, 7:30 p.m.  
**July 22** vs. Oakland Roots SC, 7:30 p.m.



## Chihuahuas 2023 Series:

**May 2 - 7** vs. Oklahoma City Dodgers  
**May 23 - 28** vs. Reno Aces  
**June 6 - 11** vs. Oklahoma City Dodgers  
**June 20 - 25** vs. Tacoma Rainiers  
**July 4 - 9** vs. Las Vegas Aviators  
**July 25 - 30** vs. Round Rock Express

# PREVENTING ATV INJURIES



*Xochitl Gamboa, Trauma Grants Program Manager, learns to ride an ATV safely*

UMC's Level 1 Trauma Center Division of Injury Prevention knows how dangerous ATV-related injuries can be and because of that, has implemented an ATV Proper Riding Objective (PRO) program.

The ATV PRO program is in its third year thanks to a grant awarded from the Yamaha Outdoor Access Initiative in early 2022 for \$15,211.

The program, led by UMC's Trauma Grants Program Manager, Xochitl Gamboa, has provided free Department of Transportation (DOT) certified ATV helmets and safety gear to 17 course graduates ranging in age from 10 to 18.

In years past, UMC's ATV PRO program provided group youth courses for students who did not own youth-sized ATVs, however this year, UMC produced an English and Spanish public service announcement (PSA) to reach more riders.

"My goal is to reach the kids who are already riding," said Gamboa. "It takes more than just a helmet to ride an ATV safely."

The work by UMC's ATV PRO program is coordinated by a partnership consisting of injury prevention experts and off-highway vehicle experts, as well as local Yamaha retailer, Viva Power Sports.

*To learn more about ATV safety, call 800-887-2887 or visit our resource site at: [www.umcelpaso.org/atvSafety](http://www.umcelpaso.org/atvSafety)*



# Extraordinary People Extraordinary Care

## El Paso County Hospital District 43rd Annual Service Awards



UNIVERSITY  
MEDICAL CENTER  
OF EL PASO



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

45  
YEARS

SYLVIA MORALES

40  
YEARS

CARIDAD S. O'BEIRNE





# 35 YEARS



Ronald R. Gomez  
Sandra L. Gomez  
Priscilla Oporto



Nnanyere N. Amaefula



Ana Maria Benitez



Altagracia Garcia



Myron Lewis

# 30 YEARS



Joaquin Alvarez  
Yolanda Falcon  
Barbara Hernandez  
Katherine Hernandez  
Maria L. Sanchez



Patricia Ramirez-Moreno



Patricia Stewart



Jose A. Velez



# 25 YEARS



Christopher H. Arnold  
Javier Deleon  
Daniel I. Flores  
Melinda Gutierrez  
Charlene Molina  
Cynthia L. Robison



Nydia I. Briceno



Maria T. Cuevas



Iliana A. Fernandez



Rosa M. Franco



Mayra A. Ley



Lettie Lopez



Ruben Lucero



Gonzalo Villegas

## UMC 5 Years

Jennifer N. Acata  
Antoinette Aceves  
Yvonne M. Acosta  
Elizabeth Aguirre  
Ezra D. Aguirre  
Victoria Alejo  
Priscilla M. Anderson  
Lory A. Arreola  
Edgar F. Arriaga  
Ana L. Arzate  
Darlana Bailey  
Baltazar Banning  
Maria Barragan  
Benjamin Becerril  
Brenda Bernal  
Brisa D. Brambila  
Gabriel Briones  
Elizabeth A. Brown  
Myrna Burciaga  
Bertha A. Camano  
Carmen Campos  
Patricia Carmona  
Valerie Carmona  
Jennifer R. Carrasco  
Javier Carreno  
Barbie J. Castillo  
Ruben Chacon  
Monica P. Cordova  
Amyra Daher

Adriana Y. Davila  
Elida A. De Leon  
Jose A. Dominguez, Jr.  
Alicia M. Dominguez  
Melissa Dominguez  
Julia E. Duran  
Amber M. Ellis  
Clarita Ellis  
Sarah M. Ellis  
Taylor A. Erdeski Soto  
Humberto Espino  
Pedro Esquivel  
Imelda Estrada  
Kevin M. Fernandez  
Daniel Flores  
Juan Flores  
Victor L. Flores  
Graciela Franco  
Ruben Galarza  
Erika Garcia Macias  
Aisha I. Garcia  
Brenda Garcia  
Kimberly Y. Garibaldi  
Angelica Gatlin  
Claudia O. Gerardo  
Barbara A. Gomez  
Alicia Gonzalez  
Dania A. Gonzalez  
David Granados  
Flor V. Guerrero  
Derek M. Hendryx  
Joel T. Hendryx

Betty Hernandez  
Edgar A. Hernandez  
Yvonne M. Jacquez  
Donald J. Janes  
Blanca Jaramillo  
Kenya Johnson  
Ralek P. Kuntz  
Jon Law  
Rolando J. Lindo  
Rolando J. Lindo, Jr.  
Armando Lopez  
Enrique Lopez  
Shauntel K. Macias  
Priscilla Marquez  
Kim L. Martin  
Angela Martinez  
David Martinez  
Edith M. Martinez  
Iris Martinez  
Sandra Martinez  
Ita McTernan  
Gabriela H. Mendoza  
Rebecca S. Mendoza  
Jessica F. Mireles  
David Kyle Monticone  
Maria T. Morado  
Leslie G. Morales  
Nathan Morales  
Gina L. Moreno  
Hilda Muniz Morales  
Alma L. Nunez  
Silvia I. Ogaz

Laura A. Padilla  
Nadia Paillant  
Gabriela Palomino  
Lucmarie Pereira Santiago  
Diane Perez  
Alejandro Pineda  
Evelyn Pineda  
Samantha Porras  
Stacey M. Powell  
Patricia Priego  
Mia E. Pursel  
Cecilia A. Ramirez  
Jacqueline A. Ramirez  
Raquel Ramirez  
Fabiola Ramos  
Jessica N. Ramos  
Maricela Raso  
Veronica Resendez  
Jesus E. Reverol  
Nancy Reyes  
Rosaura Rivera  
Clarissa A. Rocha  
Maria D. Rodriguez  
Randy T. Roepke  
Sarah M. Roybal  
Eduardo Rubio  
Sarah C. Ruiz  
Gloria Sam  
Isaac M. Sanchez  
Maria G. Sanchez  
Jennifer P. Santos  
Veronica Segura



## UMC 5 Years (Cont.)

Angelica Serna  
Christian S. Sifuentes  
Robin O. Sternerman  
Fernando Tirre  
Iris A. Tomas  
Monique F. Torres  
Roberto R. Trevizo  
Dabid Urbina  
Beatrice Valenzuela  
Claudia C. Valenzuela  
Haydee Vargas  
Maria D. Vega  
Patricia A. Velazquez  
Olga Volkova  
Nancy I. Weicht  
Xerxes Wolff

## UMC 10 Years

Monica C. Acosta  
Marcelo Y. Aguilar  
Yanahalte Alatorre  
Veronica M. Almeida  
Louis C. Alvarez  
Raul Anchondo  
Martha L. Armendariz  
Monica Armendariz  
Maria G. Arroyo  
Lucia E. Avila  
Carlos Ayala  
Ida L. Barnes  
Martin Bencomo  
Javier Blanco Espinoza  
Nadia L. Briggs  
Jose M. Burke  
Soledad R. Cadena  
Claudia Calanche  
Lydia Camacho  
Christien J. Carbajal  
Laura V. Castillo  
Tanya A. Chavarria  
Alma G. Chavez  
Eric M. Cisneros  
Vanessa Contreras  
Yvette J. Correa  
Maria E. De la O de Lopez  
Elizabeth De La Rosa  
Rubyann B. Esquivel  
Eva L. Fierro  
Miguel Figueroa  
Marion Fortaleza  
David Garcia Perez  
Martha Garcia  
Russell P. Gibson  
Erika Gonzalez Beltran  
Daniel Gonzalez  
Leticia Gonzalez  
Brenda G. Guerrero  
Leticia Gutierrez  
Estrellita M. Hernandez  
Francisco Hernandez  
Beatriz A. Herrera

Maria M. Hilario  
Lewis D. Hogue  
Vivian Jefferson  
Ariel Jimenez  
Lynda L. Jimenez  
Miriam A. Jimenez  
Alison L. Kennedy  
Monique D. Legarreta  
Guadalupe Lujan  
Laura Luna-Flores  
Javier E. Macias  
Judith S. Macias  
Guadalupe Marquez  
Cecilia Martinez Galindo  
Amber M. Martinez  
Lorenzo Mata  
Nancy T. McGrail  
Rosa E. Mendoza  
Ivonne Moreno  
Isela Muela Castaneda  
Claudia Navarro  
Sandra Navarro  
Jose R. Ortega  
Rosa Ortiz  
Gerardo Padilla  
Joanne L. Pineda  
Jeanette Quintela  
Erika Quiroga  
Yolanda Ramirez  
Jose J. Reyes  
Patricia Reyes  
Norma Rivas  
Luis E. Rivera  
Marisela Rizo  
Alan M. Rodriguez  
Maria G. Rodriguez  
Juana R. Roman  
Estela Rosales  
Ivonne E. Saenz  
Kimberly Salazar  
Patricia Sanchez  
Tanya Sanchez-Shepan  
Cecilia I. Sandoval  
Monica Sedillo  
Jonathan Shukitt  
Jorge L. Soto  
Cynthia Tamayo  
Manuel A. Torres  
Jonatan J. Valles  
Claudia E. Valls  
Claudia Vasquez  
Joseph P. Villarreal  
Wallace Watts  
Isabel C. Zuniga-Perez  
Brian D. Zweber

## UMC 15 Years

Roxanna Acevedo  
Virginia O. Aguilera  
Elizabeth Alvarez  
Teresa M. Bauer  
Paul R. Bellegarde  
Stephanie S. Bettis

Aridna A. Britton  
Elizabeth Carrillo  
Lina M. Chiszar  
Darlene D. Cordova  
Susan De La Paz  
Andrea Y. Denton  
Veronica Fierro  
Jacklyn Gallegos  
Rosa M. Garcia  
Francisca Gomez  
Nora P. Herrera  
Carlos Holguin  
Lizeth A. Jaramillo  
Dani G. Joyner  
Clinton J. Lee  
Arturo Lerma  
Griselda Loya  
Adan Luera  
Lucia Martinez  
Maria De La Luz Martinez  
Maria Lourdes Mendiola  
David E. Miramontes  
Dora Moncada  
Barbara Nevarez  
Maria L. Pena  
Jesus M. Portillo  
Gloria Quijano  
Salvador A. Quinones  
Aileen Ramirez  
Victoria Ramirez  
Elizabeth Reyes  
Diane L. Rodriguez  
Patricia E. Rodriguez  
Nohemi Soltero  
Rocio A. Sosa De Flores  
Judith Talamantes  
Theresa J. Taylor  
Julie Trejo Ruiz  
Marina N. Trevino

## UMC 20 Years

Jessica Acosta  
Amparo A. Anzures  
Salvador H. Baeza  
Luz E. Castaneda  
Claudia Cenicerros  
Deborah Chasco  
Marta Dandeneau  
Ramon G. Diaz-Perez  
Lisa Enriquez  
Aileen Espinoza  
Adriana Fabela  
Marcos R. Flores  
Anjelina M. Galindo  
Ernesto Garcia  
Catherine L. Gibson  
Susana Gutierrez  
Daniel M. Hernandez  
Martha Herrera-Maese  
Miguel A. Ibarra  
Cynthia Lopez  
Dolores Lopez  
Erica R. Lopez

Leonor E. Lopez  
Michelle D. Lorilla  
Cynthia Y. Martinez  
Patricia Ontiveros Rayos  
Cristina Ramirez  
Marisela Ramirez  
Eva M. Reyes  
Maria B. Reyes  
Beatrice L. Rincon  
Ofelia Rocha  
Veronica M. Schaefer  
Gladina See  
Alfonso Silva  
Yvonne Velasquez  
Juana Villagran  
Robyn J. Wylie  
Liliana Smithson

## EPH 5 Years

Maria De Jesus Kehrle  
Rosalinda Medina  
Vicenta L. Simpson

## EPH 10 Years

Celina Dominguez  
Donna M. Faul  
Sonia Fernandez  
Astryd Galindo  
Diana J. Gonzalez  
Maggie Guerra  
Monica Magdaleno  
Gabriela Mendoza  
Ruth Olague  
Leticia M. Perez  
Xavier Plasencia  
Gilda T. Rodriguez  
Claudia Smith  
James A. Torres

## EPH 15 Years

Gary Doornwaard  
Donald E. Gillis  
Gustavo Gonzalez  
Evelin Lopez  
Janel Lujan  
Alicia Martinez  
Thelma Miller  
Veronica Miranda  
Angelina Monarez  
Cynthia A. Moreno

## EPH 20 Years

Corina Diaz  
Erica Mendez  
Sharon Perkins  
Juanita Ramirez  
Andres Reyes



## LEADERSHIP AWARDS



UMC Leadership  
Gloria Sanchez



UMC Impact Leader  
Miguel Rivera



UMC Emerging Leader  
Jaclyn Nava



UMC Daisy Leader  
Christopher Morales



EPH Leadership  
Edgar Martinez



EPH Impact Leader  
Elvia Molina



EPH Emerging Leader  
Jenette Serna

# TOP NEUROSURGEONS IN TEXAS

## UMC's 'Best In Texas' Neurosurgeons Highlighted

UMC is proud to announce that the website, FindATopDoc.com featured Dr. Jaime Gasco and Dr. David F. Jimenez in its "Best In Texas Magazine, 2023 Doctor Edition."

Dr. Gasco has over a decade of experience in neurosurgical care and is one of few surgeons worldwide to be Board-Certified in the U.S. and Europe.

He specializes in brain, spine, and peripheral nerve surgery, with emphasis in using the latest minimally invasive technologies and pain management.

"It is a recognition of the daily work that we do and I am just very happy about it," said Dr. Gasco.

Dr. Jimenez is the Medical Director of Neurosurgery at UMC and has over 30 years of experience in pediatric and adult neurosurgical care.

He specializes in all aspects of pediatric neurosurgery, but is also Board-Certified to do adult procedures, including endoscopic carpal tunnel surgery, brain tumors, and spine surgery.

"Before I got here, three and a half years ago, there really weren't any pediatric neurosurgeons here, so patients would leave for treatment. Now, we have patients from all over the world coming to El Paso for care. This has changed the formula. Patients are seeing the work we do," said Dr. Jimenez.



Dr. David Jimenez



Dr. Jaime Gasco

Congratulations to Dr. Gasco and Dr. Jimenez for their hard work and dedication in providing the highest quality of care for El Pasoans and Texans!

To schedule an appointment, visit [elpasoneuro.com](http://elpasoneuro.com) or call:

**Pediatric Neurosurgery 915-242-8402**

**Adult Neurosurgery 915-521-7731**

# UMC ACQUIRES HEALTHY DAYS PEDIATRICS IN WEST EL PASO

*New provider brings greater access to care for El Paso families*



*Dr. Alison Days meets with a patient in her west El Paso office*

University Medical Center of El Paso has acquired Healthy Days Pediatrics, a primary care pediatric practice providing medical services for El Paso children.

This partnership is through a 501(a) Program that helps serve the El Paso community by enhancing pediatric care. Dr. Alison Days and her medical staff are now UMC Associates and are continuing to see patients at her practice's current location on 433 Executive Center Blvd. in west El Paso.

Dr. Days is a Board-Certified pediatrician and holds a Master of Public Health degree from University of Texas Houston School of Public Health. She is bilingual in English and Spanish.

Originally from the Northeast United States, she completed her training in Rhode Island, Connecticut, and New York City before being hired by Texas Tech University Health Sciences Center El Paso as Assistant Professor of Pediatrics.

Dr. Days was recruited with the intent to create a medical home for children in the far outskirts of El Paso County. As Medical Director for the Child Wellness Center of Horizon, she provided medical care to students at Region 19 Head Start and in the Independent School Districts of Clint, Ysleta, and Socorro. For appointments, call **915-307-8087**.



*Healthy Days Pediatrics is located at 433 Executive Center Blvd.*



# TRUSTED. COMMITTED.

*El Paso Health's Quarter at a glance.*



## STAR AWARDS

This quarter, El Paso Health recognizes two employees for the great work they are doing for their department and the overall organization. Congratulations to Gabriel De Los Santos and Daisy Aragon, our recipients of the 2023 Quarterly Associate STARS Award!



Gabriel De Los Santos



Daisy Aragon

## NEW ASSOCIATES

El Paso Health is pleased to announce our newest Associates



Angie Dominguez,  
Lead Claims Analyst



Mandy Bess-Oberto,  
CARE Solutions



Beatrice Neria,  
TPA coordinator



Jessica Galvan,  
Position Utilization  
Review Tech

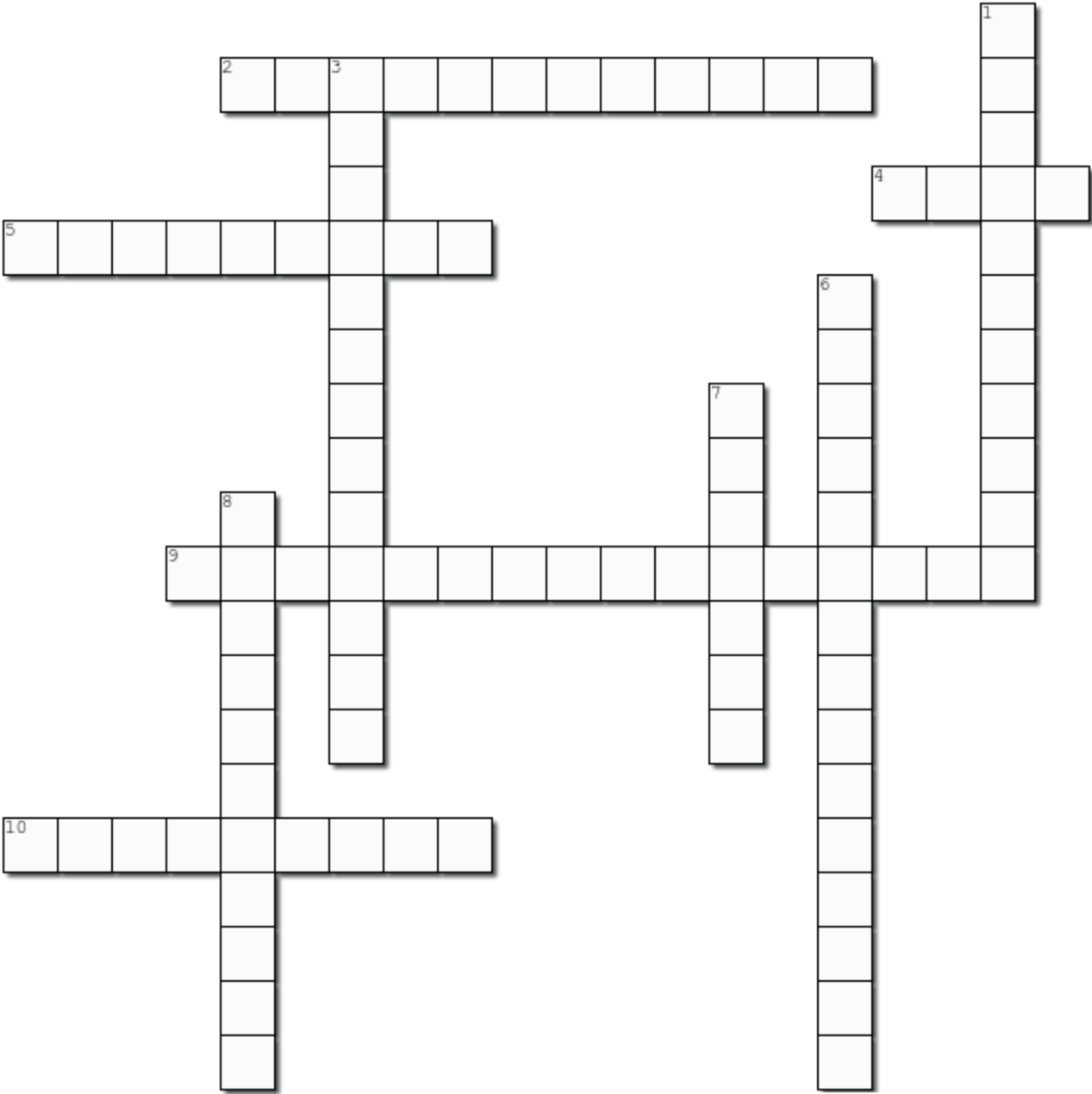
## Million Pounds of Hope

In 2020, El Paso Health committed to the goal of distributing one million pounds of food. Since then, Associates have volunteered their time each month to distribute food to families in need. As a result, we are now closer than ever to attaining our goal and have provided over 800,500 pounds of food to our community. If you would like to know more about how you can volunteer or if you have a teenager who is eager to help our community, please contact Rosalinda Medina at [rmedina@elpasohealth.com](mailto:rmedina@elpasohealth.com)



# BRAIN GAMES

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



- ACROSS
- DOWN
2. WHAT TYPE OF FACILITY IS HIGH DESERT ORAL & FACIAL SURGERY?

4. UMC RECENTLY REMOVED THE UNIVERSAL \_\_\_\_\_ MANDATE.

5. WHO IS THE NEW PRESIDENT OF THE EL PASO COUNTY MEDICAL SOCIETY?

9. WHAT SPORTING EVENT TOOK PLACE AT THE UMC CAFETERIA IN MARCH?

10. WHAT TYPE OF PHYSICIAN IS DR. DAYS?
1. WHICH UMC DEPARTMENT GOT UPGRADES?

3. OUR 2023 TOP DOCTORS ARE \_\_\_\_\_.

6. HOW OLD DID UMC TURN THIS YEAR?

7. WHAT NEW ADVANCEMENT DID THE HEART RHYTHM CLINIC RECENTLY GET?

8. WHAT IS THE WRITTEN VERSION OF INTERPRETATION CALLED?

# UMC TURNS 108 YEARS OLD!

University Medical Center of El Paso recognized its 108th 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.

In honor of 108 years of service, banners citing UMC's historic journey hung at the main campus, located at 4815 Alameda Avenue, and at clinics throughout El Paso.

UMC hosted an event filled with music, a churro treat station, and photo booth. All Associates at UMC and anyone who wanted to join in on the fun got a chance to spin-the-wheel for some great prizes!



*The celebration was held in the UMC Cafeteria and enjoyed by all.*



*Benjamin Bustos, Monitor Technician - Telemetry, spins the wheel for a chance at a prize.*



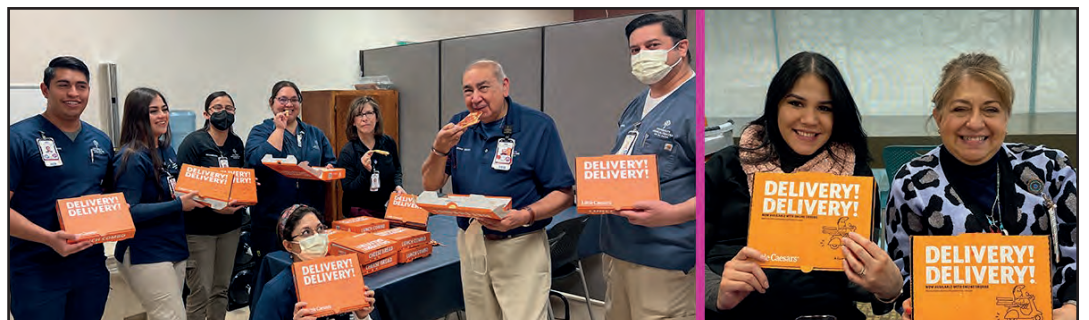
*Diana Perez, Occupational Exposure Nurse, shows off her candy bar prize.*

# ASSOCIATE APPRECIATION DAY

UMC's Engagement and Associate Experience team treated Associates at the main campus to breakfast burritos and corn in a cup in honor of Employee Appreciation Day on March 3.

Off-site Associates had pizza from Little Caesar's delivered to their location.

A big thank you to all Associates who help provide the highest quality of care and service to our community!





# HOOPS, THERE IT IS!

After a three year hiatus, UMC brought back the Free Throw Madness Tournament in order to celebrate The NCAA March Madness Semi-Finals.

It was nothing but net at the UMC cafeteria, where an inflatable basketball hoop was set up for Associates to compete for some sweet prizes.

We had a full house of basketball fans shooting hoops and cheering on their teammates.



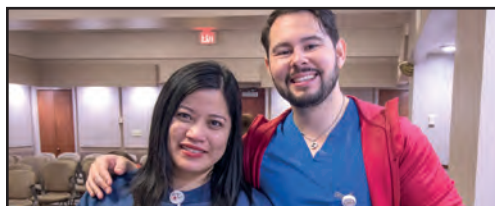
*First place winners: Michael Lugo & Jose Ontiveros from EPCH Pharmacy, Second place: Yadira Rodriguez & Jessica Segura from Occupational Health, Third place: Tim Keopadabsy & Rolando Gonzalez from Supply Process Distribution*



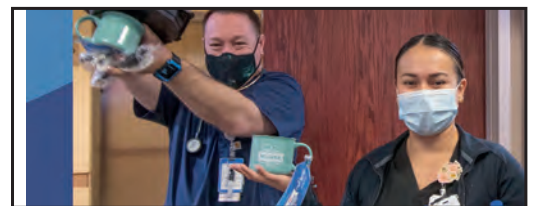
# NURSES RECOGNIZED ON CERTIFIED NURSES DAY

In honor of National Certified Nurses Day on Sunday, March 19, University Medical Center of El Paso started the day on Thursday, March 23 with a delicious breakfast for our hardworking nurses.

UMC has 210 certified nurses working tirelessly for our community. They put in countless hours to become certified in various areas of care and serve as a fountain of knowledge for their peers.



*Lourdes Naval, RN Endoscopy, Ben Alvarado, RNII Endoscopy*



*Jason Taylor, Emergency RNII, Eva Fierro, RN Nurse Manager*



*Katherine Hernandez, RN Care Management, Alison Kennedy, RN Care Management*



*Elise Frescas, RNII Labor & Delivery, Estrella Vega, Certified RNIII, Labor & Delivery*



# NEED EXTRA CASH?

## UMC IS OFFERING REFERRAL BONUSES FOR THE FOLLOWING POSITIONS:

RN-all units (referral must have one (1) or more years of acute care hospital experience), RN Case Manager, Medical Technologist/Medical Lab Tech, Respiratory Therapist (RRT/CRT), Physical Therapist, Occupational Therapist, Pharmacist, Electrophysiology Technician, Registered Echocardiography Technician, Paramedic, Cardiac Cath Lab Technician, Certified Surgical Technician, Endoscopy Technician, Ultrasound Technologist, CT Technologist, Clinical Systems Analyst II, Configuration Analyst-EP Health

### **Bonus Amounts: \$3,000 Full-Time (FT), \$1,500 Part-time (PT)**

The first half of the referral bonus will be paid when the referred Associate completes six (6) months of employment.

The second half will be paid when the referred Associate completes one (1) year of employment.

**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.**