

# QP

## THE QUARTERLY PULSE OF UMC



### SPRING ISSUE 2024

#### **CELEBRATING 109 YEARS!**

*Associates partake in week-long festivities for UMC's anniversary.*

*p. 6*

#### **HONORING A PIONEER IN NEUROSURGERY**

*Dr. David Jimenez's legacy lives on with newly established memorial fund.*

*p. 14*

#### **FIRST-EVER DAISY TEAM RECOGNITION**

*How UMC's ICU Team saved a patient's life after a crash in Carlsbad, NM.*

*p. 19*



## Healthcare Heroes of the Pandemic

*UMC celebrates the inaugural March 4th, COVID-19 Heroes and Memorial Day, p. 4*

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SCAN THE CODE TO LISTEN!

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## Quarterly 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?*



**Anthony Mather, Project Coord. Infrastructure, IT Special Systems**

**A:** "I love everything about working at UMC. I've been here for 14 years and it's a great team. I think what we do is important for the community and for each other. It's an honor to be here."



**Monique Avila, Sales Associate, Gift Shop**

**A:** "I just love everything about working here, the people, the customers, the Associates, and overall the vibe."



**Norma Gonzalez, Supv. Benefits, Human Resources**

**A:** "I love working with all of our Associates. They are like family to me, so that's what's important."



**Ruben Galarza, RN II-Critical Care, Operating Room**

**A:** "What I love about UMC is the support from everyone, from my coworkers, our surgeon, our managers, and even our senior management, I've always felt supported."



**Veronica Arambula, Certified Lab Assistant, Specimen**

**A:** "I've been here for 14 years and it's an honor to work with the patients, making them feel better and representing UMC."

## New DAISY Nurses Bloom With Care, Excellence

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.

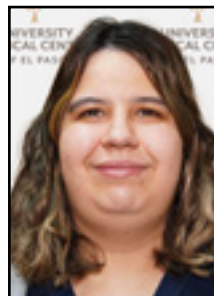


**Karla Vidrios, RN: Cath Lab**

"Karla is so amazing, such a happy, bubbly young lady who has a permanent smile on her face. She made sure my husband got fed before we left her area, so amazing with everything

she was dealing with, she remembered to get him food. When she found out I was a diabetic, she brought me some peanut butter and crackers, and asked if I needed anything else and was I doing ok. She took care of both of us as if we were her parents. I salute you and thank you for being such an outstanding young lady to the people whom you care for on a daily basis, you truly are amazing."

- Pamela Mathews, Family Member



**Valerie Aldous, RN: ICU**

"Valerie does her job with love. You can see that she enjoys what she does. Valerie made sure that my dad was taken care of while under her care. She also made

sure we, the family, were comfortable and kept us informed throughout the wild journey, from my dad being readmitted to ICU to his final moments. She shows compassion and care for her patients. She truly deserved an award, in our hearts she is the best nurse UMC has, and UMC has the best nurses in EP."

- Lourdes Robles, Family Member



**Ana Sofia Palacios, RN: L&D**

"During my stay for the delivery of my baby, as all new parents are, I was anxious and scared of the uncertainty of a "normal delivery." Immediately upon meeting Ana Sofia, my husband and I felt

a sense of security and calm that we realize now came to us at the perfect time in our labor process. I appreciate Ana Sofia's great attention to detail and ability to charismatically and professionally tackle any situation, which only a nurse with great experience and a true passion for nursing can epitomize."

- Laura Trevizo, Patient

# EPCHD Associates Thanked For Their Work During Pandemic



*El Paso County Judge, Ricardo Samaniego, addresses the crowd during the unveiling of the memorial wall event.*



*El Paso County Hospital District leadership, board members and El Paso County Commissioners unveil the new memorial wall.*

University Medical Center of El Paso recognized the healthcare heroes who were with us continuously from the day we received our first COVID-19 patient through today. The names of those who tirelessly worked to provide the Borderland community with extensive care during the COVID-19 pandemic were unveiled on a memorial wall on March 4.

“UMC played a pivotal role for the El Paso community throughout the entire pandemic. As cases began growing throughout El Paso County, it became an all-hands-on-deck operation, with all departments working around-the-clock to keep up with our community’s needs. This memorial wall should be a reminder of the dedication from all the healthcare heroes who risked their health in times of uncertainty and helped make El Paso’s vaccination rates successful and among the highest in the nation,” said

Jacob Cintron, President & CEO of the El Paso County Hospital District.

As COVID-19 cases began surging in El Paso in March 2020, UMC became the foremost hospital to transform virtually every floor into a COVID unit. Patient rooms were converted to negative pressure rooms to prevent pathogens from flowing to non-contaminated areas.

To meet the demand of patients admitted with COVID-19, military-grade tents were established to expand capacity, and an ICU visitation program was created to provide patients’ family members with daily updates from medical staff.

Most notable were UMC’s efforts to provide vaccinations for the El Paso community. In 2021, the UMC Mobile Health Clinic made receiving the

COVID-19 vaccine easier in El Paso County by allowing the vaccines to be safely transported to pop-up vaccination sites for eligible and pre-registered residents to receive their COVID-19 vaccine, without making a trip to the city.

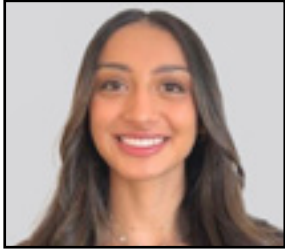
To date, UMC, along with partners at its vaccination sites at the El Paso County Coliseum, UMC Clinics, and the UMC Mobile Health Clinic, vaccinated over 360,000 patients.

As we did during the years that followed a surge of COVID-19 cases, UMC continues to work tirelessly to save the lives of those who are infected with the virus or living with the long-term effects of it.

Thank you to our healthcare heroes for answering the call during the pandemic. Your commitment and dedication does not go unnoticed.

# Welcome To Our UMC Family

Get to know just a few of our new Associates!



**Cynthia Moreno, RN II - Critical Care**

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

**A:** "The opportunity to learn new skills and grow my nursing knowledge."

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

**A:** "To visit Europe."

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

**A:** "Going country dancing and finding new restaurants."



**Dominick Rogulic, Security Officer**

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

**A:** "My best friend works here."

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

**A:** "Philadelphia Eagles."

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

**A:** "Play softball."

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

**A:** "Traveling to Bora Bora."



**Jaime Rodriguez, General Maintenance Worker**

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

**A:** "The benefits here at UMC."

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

**A:** "Playing soccer."

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

**A:** "San Francisco 49ers."

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

**A:** "I like to go shopping."



**Jamie L. Olivas, HUC/Monitor Tech**

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

**A:** "I love the atmosphere. Everyone seems to be helpful and it feels like family."

**Q: What are your hobbies?**

**A:** "I love to play softball."

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

**A:** "Visiting 'hole-in-the-wall' restaurants."



**Jazmin Federico, RN PRN; CF**

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

**A:** "I finally decided to apply."

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

**A:** "Travel."

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

**A:** "Go to different places in town to eat."

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

**A:** "Kansas City Chiefs!"



**Liliana Ujueta, Cert. Medical Assistant**

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

**A:** "The benefits of working here at UMC."

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

**A:** "Sewing crafts."

**Q: What is at the top of your bucket list?**

**A:** "I would want to own my own shop."

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

**A:** "Workout."



**Miguel Estala, Admin. Dir. Specialty Pharmacy**

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

**A:** "To make a difference in my community and embrace new challenges"

**Q: What are your hobbies?**

**A:** "Exercising at the gym."

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

**A:** "Finding new local restaurants."

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

**A:** "San Francisco 49ers!"



**Valeria Castellanos, Nursing Assistant**

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

**A:** "I want to help people who are in need and gain the experience to become a nurse one day."

**Q: What are your hobbies?**

**A:** "Painting and singing."

**Q: What is at the top of your bucket list?**

**A:** "Travel worldwide"

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

**A:** "I like to see the sunsets!"

# Happy 109 Birthday To UMC!



University Medical Center of El Paso celebrated 109 years of advancing healthcare for the El Paso community on Jan. 26 with festivities for all our Associates.

Throughout the past 109 years, some of the most notable milestones UMC has accomplished include becoming the region's only Level 1 Trauma Center, Level 1 Stroke Center and Joint Commission-certified Comprehensive Stroke Center.

UMC is the first El Paso hospital to add a heliport and has continued bringing "firsts" to the community with the unveiling of the Mobile Stroke Unit, the AI powered intelligent endoscopy module called the GI Genius and the implementation of a high-performance single-port robotic surgical system called Da Vinci SP by Intuitive.



*UMC Associates enjoyed the festivities that were hosted throughout the week.*

UMC has also introduced the region's first portable MRI (magnetic resonance imaging) system, known as the Swoop and successfully performed surgeries to treat AFib through the use of the Octaray, an advanced heart-mapping catheter.

Here's to many more years of innovation!

# UMC Welcomes High School Graduates Pursuing Healthcare

High school students who are part of the Bachelors of Science in Nursing (BSN) Pathway program were invited to learn about UMC as they prepare to enroll in nursing education after graduation.

The BSN Pathway was established in 2019 through a partnership with Texas Tech University Health Science Center-El Paso's (TTUHSC) Gayle Greve SON Fast Track BSN Program and EPCC given the massive nursing shortage in El Paso, with more than 2,500 openings.

TTUHSC and EPCC partnered with the El Paso, Socorro and Ysleta Independent School Districts to offer students the opportunity to earn an Associate's degree while in high school. Through the program, students would receive the 60 credit hours needed to fulfill the requirements for an Associate's



*Cynthia Martinez, Dir. Nursing Education speaks with high school students about UMC.*

Degree from EPCC, as well as an additional 12 credit hours to make them eligible for nursing school right after high school graduation.

UMC welcomed the BSN Pathway program students to the hospital with a special breakfast and tour of UMC's Mother/ Baby and Emergency units.

# UMC Program Educates Parents On Car Seat Safety For Children



Sylvia Flores and her son, Gael, were recipients of a special car seat thanks to UMC Foundation's Car Seat Safety Program.



Gael Flores was injured during a car crash and broke two femurs, which required a special car seat.

Sylvia Flores' life changed when a car crash she was involved in sent her son, Gael, to the El Paso Children's Hospital with two broken femurs.

Flores said her son, who was 23 months at the time, was buckled into his car seat at the time of the crash, but because the seat was not properly installed, the car seat did not protect him as it should have.

"Me as a new mother, I had no idea how car seats needed to be buckled in, in order for them to stay in place," said Flores.

Gael's injuries required him to be in a spica cast, a special type of cast that helps realign femur fractures. This new cast required a special car seat once her son was released from the hospital.

"Thankfully, the [UMC Foundation's El Paso Health Car Seat Safety Program] helped me with a special car seat to make sure my child would travel safely while he was in the cast," Flores said.

She believes if she had known about this program sooner, it could have helped prevent the severity of the injuries her son had from the crash.

"This program has had such an impact on my life," she said. "Had I known how car seats function, perhaps nothing would have ever happened to my baby, but thank God my son is still with us and nothing worse happened."

The UMC Foundation's El Paso Health Car Seat Safety Program has educated thousands of parents, like Flores. Every month, the program offers

parents in the community the opportunity to have their child's car seat evaluated by a certified child passenger safety technician.

The tech may recommend a free replacement if needed, and provide instruction on proper installation, according to Texas Child Transportation Safety Laws.

Thus far, the program has provided 4,508 car seats, to include car seats for special needs, to children at UMC, El Paso Children's Hospital, Del Sol Medical Center and Las Palmas Medical Center.

For information on upcoming car seat safety events, contact Carolyn Williams at [CWilliams@umcelpaso.org](mailto:CWilliams@umcelpaso.org).

# Specialty Care Of Hormones Now Provided At UMC

University Medical Center's newest Endocrinology Department is expanding access to care for patients from various parts of Texas and New Mexico.

This new service line specializes in diagnosing and treating conditions related to the endocrine system, which can oftentimes affect the functions of certain organs and tissues in the body. As part of this new addition, UMC welcomed its newest endocrinologist, Dr. Juan Castillo, who brings 18 years of healthcare experience to UMC.

"With medical training both in the

Dominican Republic and in the USA, I have developed a sense of commitment and responsibility toward all my patients. One of my core beliefs is that patients should receive the best medical assistance available," said Dr. Castillo.

Some of the services provided by the endocrinology practice, located at the UMC Northeast Clinic, include treatment for diabetes, pituitary and thyroid disorders, menopause, and bone diseases.

Call (915) 231-2304 to schedule an appointment with Dr. Castillo.



*Juan Castillo, MD, Endocrinologist and Internist brings 18 years of healthcare experience to UMC.*

# Colorectal Cancer Awareness Month Celebrated By Endo Unit At UMC

March marked the beginning of Colorectal Cancer Awareness Month.

Our UMC Digestive Health Center team wore blue, the representative color for Colorectal Cancer Awareness Month, to create awareness and remind patients to schedule their colonoscopy.

Colorectal cancer, or colon cancer, is treatable and beatable, but it starts with prevention.

For an appointment, call (915) 521-7843 and to learn more about what UMC's Digestive Health Center has to offer, visit [umcelpaso.org/DigestiveHealth](http://umcelpaso.org/DigestiveHealth).



*Dr. Marc Zuckerman, Chief of the Division of Gastroenterology (Center with tie), poses with various clinical staff of UMC's Digestive Health Center.*



# Letters Of Gratitude From Patients

*UMC Associates provide excellent care to tens of thousands of patients every year. We are fortunate to receive letters and messages of gratitude, like the ones below, from our patients and their families.*

To Whom It May Concern:

I wanted to let you know what is behind my 5-Star rating of the UMC West Rehab facility which provides my therapy. Let me first begin by letting you know what brought me to therapy. My hand is affected by a compressed Ulnar nerve, osteoarthritis and Raynauds. A challenging trifecta for an OT. Extreme pain and limited finger dexterity had compromised my independence in driving and quality of life. Enter Randy Roepke, OT.

After reviewing my medical diagnosis and thorough evaluation of my elbow and hand, a plan was in place. Exercises were begun and homework assigned to follow up. Each session I began to have diminished pain and dexterity was improving as well. I eventually could drive again and pain gone. I am currently receiving therapy for my shoulder that has gained flexibility. This has helped with positioning in my frequent scans I receive. A good result there too. The smart skill set is there but other attributes are important as well. Patience, empathy, focused listening, and encouragement are always part of Randy's assistance with everyone. He can multitask with the best of them.

I have been assisted by Alondra who is encouraging, patient and sweet as they come. She has a good eye for detail and keeps me in correct form as I do my assigned exercises. All with a smile. An asset to the facility too.

Ernie is an upbeat person who assists everyone with a smile and great attitude. He has assisted me and explained the correct form to achieve the desired result. An asset to the group and facility.

I had an opportunity to work with Veronica Chavez OT from the east rehab and she was pleasant, followed notes left, and referred a website for a resource regarding my Ulnar nerve issue. All with a smile.

Everyone I view is part of the harmonious, collaborative, cooperative group Francisco has so skillfully assembled. This says a lot about him as well. It all results in a community of care not only addressing physical needs, but mental, emotional and even a Zen spiritual feel too.

So, I thank you for your time and just thought you should know the good that is happening daily at the West UMC Rehab and ask you acknowledge this outstanding group of stellar people positively impacting and making a difference in the lives of so many.

I am thankful UMC continues to raise the bar of excellence in hiring those that strive to bring their A game for others.

Respectfully submitted,  
Linda McCue

Dear Sir,

I was recently a patient at your hospital. I am a resident of Silver City, NM (90 years old). I had fallen and broken my nose and fractured a vertebrae. They helicoptered me to University Medical Center for trauma treatment. I had no purse, ID, credit card, etc.

I don't remember much about my admittance, except that they seemed efficient and kind. In my room in the children's wing, I was taken care of by Nurse Luis (not sure if that is a first or last name) but a wonderful man. Also, Omar Guzman, He was so exceptional, efficient and helpful. I couldn't work the phone in my room and he took it upon himself to call my husband, who is 91 years old, who cannot drive and was worried about where I was and when I was coming home. Nurse Omar was a "God-send" to me. Also, I need to thank Hilda, my case worker, who found a way to get me home to Silver City.

I write this because it is apparent to me that such a great staff at University Medical Center reflect a great administration.

Many Thanks,  
Paula M. Goetten



Zayra Tombraider

So many guardian angels at @umcelpaso. The nurses, nurse assistants, physical therapist. Forever grateful for these beautiful people that made me feel comfortable, appreciated and most importantly, safe and taken care of. God bless everyone that made time for me 🙏

1:09 PM - Jan 5, 2024 - 18 Views



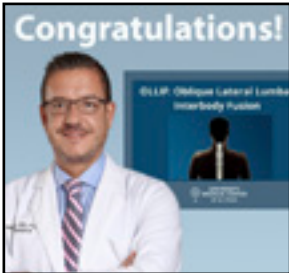
Deliana Sogu

Thank you UMC my husband is Alive thanks to God and your staff Javier Gutierrez and Family Thank You!!! 🙏🙏

10h Like Reply

# Top Five UMC Headlines

## News From The Last Quarter



### UMC Neurosurgeon Completes Top Certification For Minimally Invasive Surgeries

UMC neurosurgeon, Dr. Jaime Gasco, is now one of three neurosurgeons in the entire country to obtain level 3 certification in Oblique Lateral Lumbar Interbody Fusion (OLLIF) operations.



*scan for more*



### UMC Foundation Associate, Son Give Back

Taylor Moreno, Director of Development for El Paso Children's Hospital Foundation, and her 10-year-old son, Camden, used their experience as patients at the El Paso Children's Hospital to create the "Camden Cares for Kids" initiative to give back to the community.



*scan for more*



### UMC Physician Elected AAHS Vice President

Congratulations to Dr. Miguel Pirela-Cruz who was elected to serve as Vice President of the American Association for Hand Surgery (AAHS). Originally from Brooklyn, New York, Dr. Pirela-Cruz brings extensive experience in general Orthopedics and hand subspecialties to UMC. Prior to his role as Vice President, Pirela-Cruz served as Secretary and Diversity, Equity and Inclusion (DEI) Chairman for AAHS.



*scan for more*



### UMC's First 2024 Baby!

University Medical Center of El Paso welcomed its first newborn of 2024 at 1:21 a.m. on Jan. 1 with the arrival of 4.2-pound baby boy Matias. His parents, Diana Lizeth Retanamolina and Victor Hugo Serna, received a special basket of baby gifts for being UMC's first baby of 2024.



*scan for more*



### UMC Receives High Quality Honors!

The El Paso County Hospital District has been selected to receive the Quality Texas Foundation (QTF) Regional Program Award for Performance Excellence, the highest-level award possible in the State of Texas.



*scan for more*

# UMC Physician Inspires Women



*Subhasree Panchangam, MD, a UMC Electrophysiologist performs a procedure at UMC's main campus.*

As the Borderland's only Board-Certified female electrophysiologist, Dr. Subhasree Panchangam is proud to be part of UMC's team of experienced electrophysiologists.

"Cardiology, historically, has had a lower female presence, but I've been very well supported," said Dr. Panchangam, who works alongside Dr. Zainul Abedin and his son, Dr. Moeen Abedin, at UMC's Heart Rhythm Clinic.

Dr. Panchangam completed her undergraduate degree and residency at the University of Nevada in Las Vegas, where she is originally from, and went on to complete her medical degree at the American University of the Caribbean, St. Maarten, Netherlands Antilles.

She completed her Cardiovascular Diseases Fellowship at Texas Tech University Health Sciences Center in El Paso and her Clinical Cardiac Electrophysiology Fellowship at

Boston University Medical Center in Massachusetts, before returning to the Borderland.

"When I graduated, I was happy to join UMC because it's where I had trained," said Panchangam. "We have one of the best labs in town, if not the best lab. We have a dedicated electrophysiology team, which is unique to UMC, and we serve a diverse community."

Living in El Paso has immersed Dr. Panchangam in a predominantly Hispanic culture. She has embraced the warm welcome she has received from patients who jokingly call her, "Dr. Party."

"My last name is Panchangam and I did not realize that in Hispanic culture, 'pachanga' means party, so I always have patients coming to my office calling me Dr. Pachanga," she said laughing. Dr. Panchangam hopes all patients who are referred to her by a cardiologist know there is hope



*Subhasree Panchangam, MD, Electrophysiologist*

***"Cardiology, historically, has had a lower female presence, but I've been very well supported."***

of living a life without limitations or worries about their heart.

"Most arrhythmias are manageable. There are a couple that are dangerous, but if you are able to walk into the clinic and talk to me, we have time to talk about it, so take a deep breath and we'll get through it."

To schedule an appointment, call (915) 593-5999.

# UMC's Nurse Residency Program Looks To Strengthen Workforce

Big goals are in store to celebrate the 10-year anniversary of UMC's Nurse Residency Program (NRP), a 12-month comprehensive transition-to-practice program for graduate nurses.

To commemorate a decade of success, UMC is working to attain Practice Transition Accreditation Program (PTAP) accreditation from the American Nurses Credentialing Center (ANCC) within the next two years.

Last year featured the program's largest cohort, with 39 students. To date, 606 nurses have gone

through UMC's Nurse Residency Program, which boasts a 93% retention rate.

In order to reach this accreditation, UMC has created an advisory committee comprised of college deans and representatives from UTEP, TTUHSC, EPCC, Southwest University and Western Technical College.

The first meeting to launch the collaboration was held on Jan. 17 and will continue with quarterly meetings to discuss how to create a seamless transition from school into the workforce.



*Amy Daher, UMC Chief Nursing Officer, addresses the nursing advisory board during their first official meeting.*

# Heart Health Celebrated At UMC

UMC Associates marked the start of American Heart Month by participating in National Wear Red Day on Feb. 2. By wearing red, Associates helped spread awareness on the fight against cardiovascular disease and stroke in women and men.



# Local Sports



Soccer



El Paso Locomotive FC Instagram

**April 13** vs Oakland Roots SC, 7 p.m.

**April 27** vs FC Tulsa, 7 p.m.

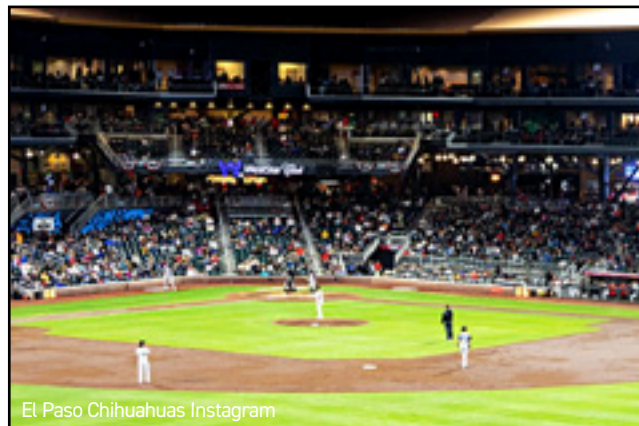
**May 17** vs Memphis 901 FC, 7 p.m.

**June 1** vs Birmingham Legion, 7 p.m.

**June 15** vs Phoenix Rising FC, 7 p.m.



Baseball



El Paso Chihuahuas Instagram

**April 2 - 7** vs Round Rock

**April 16 - 21** vs Albuquerque

**April 30 - May 5** vs Sugar Land

**May 7 - 12** vs Albuquerque

**May 21 - 26** vs Sacramento

**June 4 - 9** vs Las Vegas

**June 18 - 23** vs Sugar Land

# Donation Honors Dr. Jimenez's Legacy At UMC, EPCH



*David M. Yates, DMD, MD, FACS, Oral & Maxillofacial Surgeon, speaks during the memorial plaque unveiling in Dr. Jimenez's honor.*

A pioneer in neurosurgery, Dr. David F. Jimenez's legacy will continue to change the lives of countless patients and families through the innovative work he left behind and the influence he made on neurosurgeons who continue using his surgical techniques to treat craniosynostosis.

On Jan. 10, a memorial plaque was unveiled above Operating Room #4 in Dr. Jimenez's honor.

Jimenez's wife, Lisa Bishop Jimenez, gifted \$50,000 to initiate the Dr. David F. Jimenez Memorial Fund through the El Paso Children's Foundation.

The memorial fund will help continue Dr. Jimenez's mission of training the next generation of neurosurgeons who can perform the Endoscopic-Assisted Craniotomy surgery he developed throughout his 30-year career.

"David had a vision of making something very great in El

Paso. He pushed for things to grow and he was here for a purpose, to make us cutting edge," said Jacob Cintron, President & CEO of UMC and the El Paso County Hospital District.

Dr. Jimenez was the Director for the Department of Neurosurgery at University Medical Center of El Paso, and Medical Director of Neurosurgery and Chair of the Department of Neurosciences at El Paso Children's Hospital from 2019 until his sudden passing on May 25, 2023.

Known nationally and internationally as an ingenious surgeon, Dr. Jimenez's arrival to El Paso marked a great milestone for El Paso families who no longer had to leave the community for pediatric neurosurgery.

He is credited with expanding UMC and EPCH's neurosurgery practice from three neurosurgeons to eight, with plans of eventually becoming a team of 10 in the near future.

# Brain Games

How well do you know UMC? Test your knowledge below.

R	Q	G	Y	O	D	D	G	E	A	R	U	O	G
U	U	O	Y	D	A	I	S	Y	E	D	S	P	Y
N	A	O	A	L	G	D	W	A	N	G	D	E	R
A	L	U	E	E	L	N	I	E	D	U	A	R	E
T	I	S	S	R	I	D	N	Y	O	C	R	A	G
A	T	R	N	E	A	N	N	A	C	O	E	T	R
E	Y	A	R	A	E	A	L	D	R	A	T	I	U
S	A	T	R	U	R	E	R	H	I	S	I	N	S
R	W	S	C	O	V	I	D	T	N	N	R	G	O
A	A	R	G	D	D	Y	L	R	O	O	E	R	R
C	R	Y	R	B	C	R	O	I	L	H	M	O	U
T	D	B	L	U	E	I	O	B	O	Y	E	O	E
T	D	E	R	T	R	E	R	R	G	I	N	M	N
R	E	R	L	B	S	R	M	Q	Y	S	T	A	Y

Endocrinology, Blue, Operating Room, COVID, Neurosurgery, DAISY, Quality Award, Birthday, Red, Car Seat, Retirement, STARS

# Happy Retirement, Carrie & Ronald

After 41 years at UMC, Carrie O'Beirne, RN, is excited to start traveling the world with her husband and flight attendant son.



Carrie started at UMC in the psychiatric unit. She then worked in the emergency department for 10 years, followed by 23 years in the perioperative area, a year in case management and six years in IT.

"I am truly blessed. I started here single, got married, had my two sets of twins (18 months apart) and then the fifth child. Now they are all grown up," O'Beirne said.

She believes being passionate about helping patients, co-workers, family members and visitors has made the days feel fast and fulfilling. Happy retirement, Carrie!

Looking back on his 37 year career at UMC, Ronald Gomez, RN BSN, MT, is thankful for the memories he made and the people he met along the way.



"Building relationships with all services from the ground up has been a privilege for me. I have always considered UMC my home and my family. It's the people that make UMC great." said Gomez.

Gomez spent 20 years working in the laboratory and 16 years in the ICU. He considers himself a "Thomsonian," having first started working at the hospital when it was known as R.E. Thomason.

His plans after retirement consist of staying busy by traveling and spending time with his family. Happy retirement, Ronald!

## Upcoming UMC And Foundation Events

### UMC EVENTS

#### APRIL

- 1-5 Patient Access Week
- 10 Coffee with the CEO
- STARS 2nd Quarter Award Ceremony
- 12 CARES Xtras Pantry
- 14-20 National Telecommunications Week
- 18-24 National HIM Professionals Week
- 21-27 National EEG Week
- 21-27 National Medical Lab Professional Week
- 26 Spring Ambassador Retreat CARES Xtras Pantry
- 29 Patient Experience Day

#### MAY

- 6-10 National Nurses Week
- 10 CARES Xtras Pantry
- 13-17 National Hospital Week
- 20-24 Mental Health Awareness Week
- 20-24 National EMS Week
- 24 CARES Xtras Pantry

### JUNE

- 7 CARES Xtras Pantry
- 19-23 National Healthcare Risk Management Week
- 21 CARES Xtras Pantry

### UMC / EPCH FOUNDATION EVENTS

#### APRIL

- 4 Annual Recognition Luncheon
- 13 Car Seat Safety Event
- 27 Children's Hospital Gala
- 30 Ace Hardware Round Up Campaign

#### MAY

- 11 Car Seat Safety Event
- 17 Radiothon English and Spanish
- 31 Costco Campaign
- 30 Ace Hardware Round Up Campaign



# El Paso Health's Quarter At A Glance

## New STAR + PLUS Program

El Paso Health is excited to launch our new STAR+PLUS program, a Medicaid managed care program serving low-income individuals who have disabilities or are age 65 or older living in the El Paso and Hudspeth service delivery area. The STAR+PLUS program has been designed to meet the unique needs of these specialized members and is scheduled to go live Sept.1, 2024.



home health services or nursing facility care. Other STAR+PLUS benefits include Personal Attendant Services (PAS) and minor home modifications. El Paso Health also offers value-added services, such as home delivered meals, extra dental services, extra vision services, extra Over-the-Counter (OTC) benefits, and extra transportation services.

Through El Paso Health, members will receive the care they need along with STAR+PLUS Medicaid benefits, which include both physician services and options for

Through this program, we continue to work toward our mission to strengthen the delivery of healthcare in our community and promote access to quality healthcare for children, families and individuals.

Our food initiative hit a milestone, serving over 1,000,000 people! Together with El Pasoans Fighting Hunger Food Bank, we've distributed 1,031,297.27 pounds of food! We reached our goal, but the mission continues. Let's keep making a difference!



## STARS Award



Celina Dominguez

Congratulations to our Bi-Annual Management STARS Award winner, Celina Dominguez



Veronica Miranda

Congratulations to our 1st Quarter STARS Award winner, Veronica Miranda

# Things To Do In El Paso

## April



**4/5 - 7** The Plaza Theatre will be showing *MEAN Girls*, a story of a naïve newbie who falls prey to a trio of lionized frenemies  
[hotelPDN.com](http://hotelPDN.com)



**4/12 - 14** The El Paso Comic Con is back! The convention is a community-based pop culture experience.  
[elpasolive.com](http://elpasolive.com)

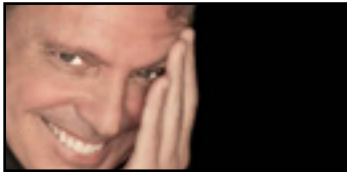


**4/13** Join DeadBeach Brewery as they host the Borderland Beerfest. Includes free admission to the craft beer festival featuring craft breweries from across the region!  
[borderlandbeerfest.com](http://borderlandbeerfest.com)



**4/27 & 28** La Viña Winery will be hosting their annual Spring Wine Festival. The event will have over 20 wines available for tasting and purchase along with other activities.  
[lavinawinery.com](http://lavinawinery.com)

## May



**5/1 & 2** Iconic Latin singer, Luis Miguel, will be performing his 2024 Tour live at the Don Haskins Center.  
[ticketmaster.com](http://ticketmaster.com)



**5/8 & 9** Swan Lake, the ballet of all ballets will be performing at the Plaza Theatre with a live score played by the El Paso Symphony Orchestra  
[elpasolive.com](http://elpasolive.com)



**5/16** The American country music singer, Tanya Tucker, will be performing her Sweet Western Sound Tour at the Plaza Theatre.  
[ticketmaster.com](http://ticketmaster.com)

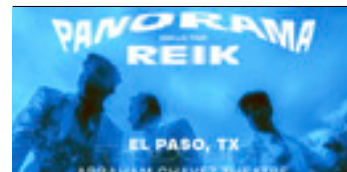


**5/25** The Water Lantern Festival is returning this year and will take place at Ascarate Park. The fun event includes decorating and releasing your own lantern as well as many other activities.  
[waterlanternfestival.com/elpaso.php](http://waterlanternfestival.com/elpaso.php)

## June



**6/1** Bienvenidos! The El Paso Sal y Limon Street Festival returns this year, enjoy Tacos - Tequila - Musica and more!  
[sallylimonfestival.com](http://sallylimonfestival.com)



**6/13** Join the Mexican pop rock band, REIK, as they stop by the Abraham Chavez Theatre for their Panorama.  
[ticketmaster.com](http://ticketmaster.com)



**6/15** The El Paso 2nd Annual Freedom Celebration event will be taking place in celebration of the Juneteenth holiday.  
[todoelpaso.com](http://todoelpaso.com)



**6/22 & 23** Anime El Paso will be coming this summer! The convention is a community based pop culture experience for all that focuses on the Anime/Manga genre.  
[animeelpaso.com](http://animeelpaso.com)

# ICU Nurses Awarded DAISY Team For Providing Life-Saving Care



From left to right: Christopher Morales, RN , Elida De Leon RN , Hugo Acosta Gasson, RN , Ashley Marinussen, RRT, Matthew Contreras, RN , Diana Lopez, RN , Carolina Urbina, RN , Fernanda Nevarez, RN , Steven Saenz, RN , Miguel Reveles, RN.

Jessica Arellanes was seventeen when she was hit by a car while riding her bike home from work one night in Carlsbad, New Mexico.

That incident in May 2023 left her with injuries so severe, she had to be airlifted to UMC.

"As I walked through the hospital doors, I found my daughter laying in that bed and my heart sank. She was unconscious, intubated, a ventilator breathing for her," said Jessica's father, Cesar Arrellanes. "I felt a kind of desperation that I've never felt in my life."

Arrellanes said the trauma Jessica suffered caused a stroke. She underwent an eight and a half hour surgery on her left leg and pelvis and spent 35 days in the ICU requiring constant attention from UMC's Multidisciplinary ICU Team.

Arrellanes said he was deeply moved by the care his daughter received from Steven Saenz, RN; Diana Lopez, RN;

Fernanda Nevarez RN; Carolina Urbina, RN; Hugo Acosta Gasson, RN; Matthew Contreras, RN; Ashley Marinussen, RT: ICU and the physicians and surgeons who oversaw her case.



Trauma patient, Jessica Arellanes, and her father Cesar Arrellanes, take a selfie while receiving care at UMC.

"These silent heroes unknowingly put on the cape and go to battle against death itself," said Arrellanes. "I heard a quote one day while watching a movie 'to mend the broken and make the weak strong again.' I believe that is the mission these extraordinary human beings carry out each and every day as they walk through the

doors of the hospital and head to the ICU."

Nearly a year later, Jessica's recovery is ongoing and she has regained the ability to walk.

The Multidisciplinary ICU Team has since received UMC's first ever DAISY Team Award for their efforts to save Jessica's life.

The DAISY Team Award recognizes that while an idea to achieve better patient and family outcomes may start with one individual, it often takes an entire team to successfully implement. The DAISY Team Award is designed to honor collaboration by two or more people, led by a nurse, who identify and meet patient and/or patient family needs by transcending the traditional role of nursing.

Thank you to our Multidisciplinary ICU Team for the attentive, compassionate care and kindness you provide to our patients and their families!

CELEBRATING EXCELLENCE,  
HONORING DEDICATION

Hospital District  
44th Annual  
Service Awards



March 22, 2024  
Starlight Event Center  
El Paso, TX

*"All of our dreams can come true, if you have the courage to pursue them."*  
- Walt Disney



UNIVERSITY  
MEDICAL CENTER  
OF EL PASO



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



## 5 Years

Valeria Aguirre  
Virginia Alaniz  
Jesus Alonzo  
Mindy Aparicio  
Genesis Arevalo  
George Arredondo  
Alan Arreola  
Susana Betancourt  
Donald Brant  
Maria Bueno  
Chance Bunnell  
Victoria Cadena  
Alexandra Cardoso  
Gabriela Carrillo  
Gisela Castillo  
Viola Cedillo  
Anthony Chasco  
Daniel Contreras  
Abigail Dean  
Claudia De La Cruz  
Adan Delgado  
Pablo Diaz  
Joseph Dominguez  
Gregory Erickson  
Rosalia Esparza  
Edyth Esparza  
Maribel Espinoza  
Yvonne Fernandez  
Theresa Fierro  
Magali Flores  
Marissa Flores  
Nohemi Galindo  
Manuel Gallardo  
Jose Garcia  
Jesus Garcia  
Leyreth Garcia  
Lupita Garcia  
Adriana Garnica  
Ruby Gerardo  
Marcela Gomez  
Griselda Gonzalez  
Martha Hernandez  
Ruben Hernandez  
Bertha Alicia Huante  
Maria Huerta  
Vivian Izundu  
Isidra Kelley  
Jung Kim

Lorraine Lechuga  
Angel Licerio  
Natalie Lopez  
Martin Lopez  
Noe Marioni  
Adrian Marquez  
Crystal Marquez  
Linda Martinez  
Jocelyne Martinez  
Michelle Medrano  
Mauricio Mendoza  
Hortensia Mesta-Smith  
Henry Mineros  
Kathleen Molina  
Vanessa Molinar  
Regina Molokwu  
Michael Montgomery  
Joshua Moore  
Noreen Morales  
Carmela Morales  
Wendy Moreno  
Luis Navedo  
Angelica Nunez  
Maria Olivas  
Maribel Olivera  
Aristina Ora-a  
Miguel Orellana  
Claudia Ortega  
Yolanda Ortega  
Aldo Ortega Rivas  
Jazmin Palma  
Silvia Pasillas Hernandez  
Stephanie Payne  
Rolando Perea  
Riza Pesante  
Norma Ponce  
Lupe Porras  
Melanie Prangner  
Marla Ramos  
Hector Rendon  
Dalia Renteria  
Miguel Reveles  
Gabriel Reyna  
Aracely Rivera  
Angelica Rodriguez  
Maria Rodriguez  
Ruby Rodriguez  
Tania Rodriguez  
Ruth Rojas  
John Saathoff  
Karina Saenz  
Juan Salazar

Monique Sanchez  
Isabel Sandoval  
Rosa Solorio  
Yolanda Solorio  
Gilda Sosa  
Sergio Soto  
Erica Soto  
Rosa Spraggins  
Jacqueline St. Cyr  
John Stout  
Guadalupe Tapia  
Itzel Tapia  
Jessica Torres  
Lorena Torres  
Miriam Torres  
Cristian Tovar  
Victor Urra Puentes  
Cesar Valadez Jr  
Mistie Valenzuela  
Perla Valenzuela  
Rebecca Vargas  
Bianca Vigliante  
Claudia Villasana  
Veronica Vizcaino  
Erika Walker  
Daisy Ybarra  
**10 Years**  
Marta Acevedo  
Alex Aldas  
Valerie Alvarado  
Ruben Arzate Olono  
Cristina Baltazar  
Evelyn Barrios  
Erica Bergeron  
Maria Bolado  
Jose Burgos  
Beth Burkholder  
April Bustillos  
Cherry Cativo  
Octavio Celaya Calderon  
Irma Chaparro  
Gerardo Cuevas  
Cindra Daniels  
Delila Dokum-Ramirez  
Maria Edwards  
Rosa Enriquez  
Delilah Espinoza  
Rafaela Fabela  
Timothy Flores  
Griselda Galindo  
Xochiquetzalli Gamboa  
Raquel Garcia

Natalia Garza  
Melissa Gomez  
Veronica Gomez  
Eva Gonzalez  
Fernando Gonzalez  
Jose Gonzalez  
Monica Gonzalez  
Refugio Gonzalez  
Rolando Gonzalez  
Leticia Granados  
Eileen Gutierrez  
Lorraine Gutierrez  
Teresa Hernandez  
Catherine Ho  
Jesse Ibarra  
Erica Jacobo  
Theresa Leon  
Michael Lowe  
Cynthia Lozano  
Alondra Lucero  
Facundo Lugo Gonzalez  
Michael Marquez  
Julia Martinez  
Jose Martinez  
Patricia Martinez  
Emmanuel Morales  
Monica Moreno  
Veronica Moreno de Castorena  
Nolan Moyer  
Ruth Munoz  
Theresa Navarrette  
Tanaya Nayak  
Elizabeth Noriega  
Anthony Nunez  
Paola Nunez  
Jacqueline Parisi  
Lorena Parra  
Jessica Partida  
Luz Patino  
Irish Faye Pugao  
Laura Quiroz  
Elizabeth Ramirez  
Linda Ramirez  
David Rayas  
Hector Robles  
Jonathan Rocha  
Christian Rodriguez  
Ismael Rodriguez-Vazquez  
Margaret Romero  
Araceli Ruiz  
Ledia Ruiz Hernandez  
Salvador Saenz



Rodrigo Saenz-Alvarado  
 Alonso Salcedo  
 Lizette Salinas  
 Randolph Sanchez  
 Lorraine Santiago  
 Pedro Serrato Garcia  
 Raju Shah  
 Patrick Singleton  
 Priscilla Solis  
 Elizabeth Soria Alvarez  
 Lidya Sosa  
 Fabian Sustaita  
 Vanessa Teran  
 Jeffrey Terpenning  
 Karla Tinoco  
 Benjamin Torres  
 Georgina Torres  
 Roberto Triste  
 Martha Urueta  
 Melissa Valdez  
 David Valtierra  
 Severita Vargas  
 Javier Vasallo  
 Martha Velazco  
 Rebecca Viramontes  
 Julio Zarate  
 Maria Zepeda  
**15 Years**  
 Claudia Almeida  
 Iris Aparicio  
 Guadalupe Arriaga  
 Crystal Balcazar  
 Deborah Beard Quinn  
 Monique Beltran  
 Karina Cabrera  
 Patricia Cardenas  
 Claudia Castillo  
 Veronica Conelley  
 Gloria Cordero  
 Laura Davila-Vazquez  
 Hilda Duran  
 Steven Ferguson  
 Francisco Garcia  
 Lourdes Garibay  
 Ana Giles  
 Ann Gomez  
 Annette Gomez  
 Rosa Gomez  
 Cindy Hernandez

Ismael Hernandez  
 Massiel Hernandez  
 Bruno Hernandez Bizouarn  
 Lynnette Herrera  
 Carmen Kuharik  
 Ramon Lujan  
 Romaldo Macias  
 Lorena Martinez  
 Toni McDermott  
 Jose Melendez  
 Sarah Mendez-Herrera  
 Sandra Mendoza  
 Carolyn Mireles  
 Maria Morales  
 Lorena Navedo  
 Andres Neria  
 Pedro Onsurez  
 Elizabeth Padilla  
 Santos Padilla  
 Edward Parra  
 Melissa Pineira  
 Lizette Portillo  
 Monica Portillo  
 Alex Ramirez  
 Judy Richey  
 Felipe Rodriguez  
 Marivel Rodriguez  
 Patricia Rodriguez  
 Soledad Rodriguez  
 Jose Ruiz  
 Joseph Santos  
 Antonia Sepulveda  
 Laura Tavarez  
 Justin Tellez  
 Maria Torres  
 Roberto Valadez  
 Patricia Valdez-Rios  
 Guadalupe Yebra  
**20 Years**  
 Alicia Aldaz-Atilano  
 Marlina Armendariz  
 Emma Artalejo-Moreno  
 David Cortez  
 Kenneth Dominguez  
 Diana Enriquez  
 Catalina Espinoza  
 Arturo Flores  
 Leticia Flores  
 Mary Flores  
 Nellie Flores  
 Rita Flores  
 Martha Fuentes

Candida Gallegos  
 Emma Garcia  
 April Gonzalez  
 Liza Gutierrez  
 Leilani Hawkins  
 Yvette Luna  
 Leticia Martinez  
 Diana Medellin  
 Dalila Montelongo  
 Monica Morin  
 Olga Myers  
 Mona Nava  
 Elena Ortiz  
 Corina Perez  
 Alexana Ramirez  
 Diana Ramirez  
 Juan Reyes  
 Jeremiah Reyna  
 Brenda Rivera  
 Samuel Rodarte  
 Margaret Sanchez  
 Aaron Silva  
 Gabriela Silva  
 Sylvia Stresow  
 Silvia Vasquez  
 Rachel Villa  
**25 Years**  
 Lourdes Aguilar  
 Fernando Becerra Rangel  
 Victor Camacho  
 Darlene Carrillo  
 Gloria Carrillo  
 Elizabeth Cordero  
 Lorena Cuellar  
 June Duron  
 Katja Natascha Eaton  
 Veronica Enriquez  
 Marta Gallegos  
 Rex Gucela  
 Norma Guerrero  
 Alexandro Mendoza  
 Betty Ortega  
 Annette Ortiz  
 Maria Perez  
 Jagruti Purbhoo  
 Yvette Rodriguez  
 Maritza Rolon  
 Joann Sierra  
 Blanca Vasquez  
 Leticia Vasquez Medina  
**30 Years**  
 Same Abujwiyed

Victor Anchondo  
 Rosa Calderon  
 Alma Chavez  
 Jeanine Cicchetti  
 Jose De Jesus Garcia  
 Norma Gonzalez  
 Yvonne Lazcano  
 Sara Licerio  
 Blanca Pineira  
 Raul Santiesteban  
 Maria Zampini  
**35 Years**  
 Elizabeth Arroyos  
 Linda Berry  
 Luz Henao  
**40 Years**  
 Juan Anzures  
 Maria Sanchez



**5 Years**  
 Cristine Avalos  
 Gail Kathleen Beaver  
 Ashley Becker  
 Annette Chavez  
 Juan Contreras  
 Hermanina Corral  
 Nataly De La Cruz  
 Samantha Diaz  
 Nelda Eddy  
 Liz Flores  
 Karla Hernandez  
 Betsaida Lara  
 Jennifer Llamas  
 Adriana Lopez  
 Vanessa Martinez  
 Jessica Martinez  
 Karla Martinez  
 Susana Martinez  
 Patricia Mayberry  
 Jaycee Munez  
 Daisy Najera  
 Margaret Njuguna  
 Sonia Pantoja  
 Lynette Persall  
 Alexa Ramirez  
 Mayra Ramirez  
 Luis Rodriguez  
 Michael Romero  
 John Runkles

Jose Luis Salas  
 Daniel Salcedo  
 Omar Sanchez  
 Marisela Sanchez  
 Jeannie Shah  
 Miriam Sifuentes  
 Idahlys Soto  
 William Spurbeck  
 Myra Tellez  
 Kristen Torres

**10 Years**  
 Cristela Avila  
 Sandra Baca  
 Guillermo Cervantes  
 Mary Contreras  
 Elizabeth Diaz  
 Frances Dominguez  
 Jose Enriquez  
 Jessica Garcia  
 Nohemi Hardgrove  
 Paul Jimenez  
 Sonya Le Baron-Edington  
 Imelda Martinez  
 Ana Medina  
 Daisy Mora  
 Lydia Ramirez  
 Nora Servin

# LEADERSHIP AWARDS



UMC Emerging Leader  
**Vanesa Cruz-Armendariz**



UMC Impact Award  
**Breanne Kennedy**



UMC Leadership Award  
**Janice Harris**



UMC Daisy Leader Award  
**Cynthia Martinez**



UMC Star Of The Year Award  
**Giovanny De La Rosa**



**5 Years**  
 Javier Herrera  
 Gabriel Mora  
 Jesus Ochoa

**10 Years**  
 Maria A. Chagolla  
 Patricia Morales  
 Yolanda Silva

**15 Years**  
 Suzana Ciriza  
 Lucia Cortez  
 Gabriel De Los Santos  
 Manuela Ontiveros

**20 Years**  
 Jorge Guzman  
 Jesus Martinez  
 Maria Rios  
 Perla Saucedo  
 Dan Thaden

**30 Years**  
 Betty Vara



EPH Emerging Leader  
**Gabriel De Los Santos**



EPH Leadership Award  
**Angelica Changolla**



EPH Star of the Year Award  
**Daisy Aragon**



EPH Impact Award  
**VBID Model Application Team**

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, Ultrasound Technologist, CT Technologist, Cytology Technician, Licensed Physical Therapy Assistant, MRI Supervisor

**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.