

QP

THE QUARTERLY PULSE OF UMC



**SUMMER
ISSUE
2022**

C4C BOND REQUEST FACTS

Everything you need to know about our bond request.

p. 4

ANGELS AROUND US

Cancer surgery at UMC brings joy to couple.

p. 8

RAH, RAH, RAH!

A busy upcoming quarter of local sports!

p. 14

A healthcare worker wearing a blue surgical gown, mask, face shield, and gloves is attending to a patient in a hospital bed. The patient is lying down, and the healthcare worker is leaning over them, possibly adjusting a tube or monitor. The background is a clinical setting with medical equipment.

The El Paso County Hospital District **CAPACITY FOR CARE BOND REQUEST**

See full story on p. 4

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SCAN THE CODE TO LISTEN!

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ASSOCIATE AWARDS

THIS QUARTER'S STARS

Each quarter, UMC announces the names of five Associates who were nominated by their peers or other Associates for special recognition for their performance excellence and dedication.

Question: What do you love about working at UMC?



Alicia Dominguez
Patient Access
Associate

A: "I love helping and making sure my patients are comfortable and the registration is smooth."



Bianca Vigliante
Physical Therapist II,
Rehab

A: "It feels really good to be recognized for the hard work. This really was unexpected, but what I really love about UMC is how much we provide to the community. We don't turn anyone away and I just love giving back to El Paso."



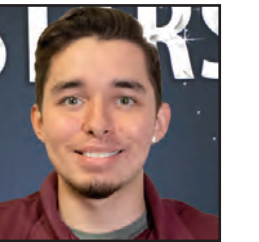
Edgar Ramirez
Equipment Technician,
Respiratory

A: "I just have this feeling for the hospital. It is my family and we all work together. I keep working for everyone to make this hospital better. I am honored to be selected."



Maria Salas
Charge Nurse, Wound
Management

A: "UMC represents the community and the community is our livelihood and there is so much need here. When I first graduated a long time ago, I wanted to be part of that. This was totally a surprise. I care for the patients just like my mom always taught me: If you're going to do something, you're going to do it right and with compassion."



Max Brewer
Pot Washer, Food
Services

A: "I think this is a great opportunity. I was not expecting it. I love working here."

DAISY

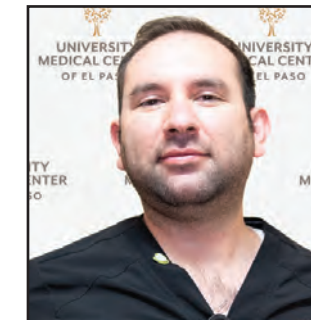
The DAISY Award is given to extraordinary nurses in honor of the outstanding work they do! They are nominated by patients who received care at our hospital.



Jason Taylor, RN II
Critical Care, Emergency

Nominated by spouse of the UMC patient:

"Jason was very polite, patient and caring when he was caring for my wife. He was very professional and showed genuine concern for her and her well-being. Please keep nurses like him around as they make a difficult hospital stay a whole lot better for the patients. Good job, Jason."



Marco Flores, RN II
Critical Care, Emergency

Nominated by family member of the UMC patient:

"Marco was very informative and attentive with my dad. He brought me comfort with the service he provided. He kept his word in calling me when they took him to the hospital. Marcos, you are appreciated. Thank you for being an awesome nurse!"



Estrella Soria-Miramontes, RN II
Critical Care, Emergency

Nominated by the parent of UMC Patient:

"The nurse, Estrella, not only helped my son, but also helped me. I have a trachea and she helped to suction the tube, and she took me in wheelchair up to the floor where my son was. She was very attentive with the care and even though she was not my nurse; she was very kind with my son and me."

CAPACITY FOR CARE

EVERYTHING YOU NEED TO KNOW ABOUT OUR BOND REQUEST



View of UMC's Thomason Tower, Level III.

What is this all about?

The El Paso County Hospital District recently went before the El Paso County Commissioners Court to consider the posting of the District's intent to seek a certificate of obligation bond for \$345.7 million to strengthen the capacity of University Medical Center (UMC) and El Paso Children's Hospital (EPCH). The El Paso County Commissioners Court is scheduled to meet on Sept. 12 to vote on the passage of this request.

What is the need?

University Medical Center and El Paso Children's Hospital both need more beds. For example, UMC often has more critical care patients than available beds. In addition, El Paso Children's successfully reduced the number of children leaving El Paso for necessary care.

UMC and EPCH offer a number of very specialized, unique services in our community that have resulted in an increase in patients who choose to come to these hospitals to address complex health conditions.

A few examples of this type of care include:

- Only Level 1 Trauma Center
- Only Level 1 Comprehensive Stroke Center certified by the Joint Commission
- Level IV Maternal Care (highest level)
- Level IV NICU (highest level)
- Children's Oncology Group

UMC is El Paso's only safety net hospital, meaning that the hospital provides care to all who come to it.

Why now?

While the needs existed before now, the increase in patients and services make capacity needs more urgent at this time. With the current environment of rapid interest rate increases and rising costs, waiting to address these needs will likely cost taxpayers tens of millions of dollars more. Plus, for the past two years, both hospitals were handling the County's efforts in fighting the COVID-19 pandemic and administering vaccines. It's important to remember that the District has not requested similar funds in nearly a decade.

What will the money be used for?

There are five distinct capacity needs that the District is hoping to remedy via a Certificate of Obligation.

They are:

1. Expansion of Critical Care Beds.
2. Surgery Capacity Care Expansion. UMC needs additional operating rooms and labs necessary for heart and brain care. A special operating room will enable UMC and EPCH to provide care for burn patients who now must leave El Paso and their families for necessary care.
3. A Neighborhood Health and Urgent Care Center in Central El Paso to care for older adults in an area that lacks access to care.
4. Expansion of pediatric beds, operating rooms, and emergency department beds at El Paso Children's Hospital.
5. A Comprehensive Cancer Center. El Paso is one of the largest metropolitan areas in the U.S. that does not have a comprehensive cancer center within a two-hour drive. UMC, EPCH, and Texas Tech University Health Sciences Center El Paso, are best positioned to lead a comprehensive cancer center for El Paso.



Surgery being performed at UMC Main Campus



Construction of the East Tower, funded by the 2007 Bond.

As a taxpayer, what will this cost me?

If the Certificate of Obligation is issued in October of 2022, then you would pay the following for every \$100,000 of your property valuation:
2023 to 2032 - \$56.80 per year or \$4.73 monthly,
and then reduced to: 2033 to 2047 - \$28.70 per year or \$2.39 monthly.

Will this produce more jobs for El Paso?

Yes. It is estimated that this will create 400 high paying jobs at UMC and El Paso Children's Hospital, infusing \$31 million into our local economy every year.

In addition, these capacity initiatives will create approximately 850 construction jobs, not including the feeder businesses benefiting from this construction. These building projects will infuse approximately \$38.5 million into our local economy.

We hope these facts help answer your questions about the bond request. For more information, visit www.CapacityForCare.com or scan the QR code with your phone.

We look forward to expanding our ability to provide world-class healthcare.



WELCOME TO THE FAMILY

MEET JUST A FEW OF OUR NEW HIRES!



Edgar Quintanilla
Cardiac Cath. Tech. II

Q: What made you want to work at UMC?

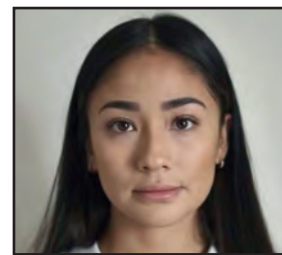
A: "I was referred by Dr. Abedin to start and grow the Heart Structural program with UMC's Cardio department."

Q: What is your secret talent?

A: "I have quite a large educational background. I also am a computer science engineer and a respiratory therapist."

Q: What is your favorite hobby?

A: "I love to spend time with my two beautiful daughters and enjoy working on my retirement ranch near the Guadalupe Mountains."



Brenda Gutierrez
RN II - Critical Care

Q: What made you want to work at UMC?

A: "I did all my clinicals here from UTEP and always wanted to work at UMC, especially because of the Trauma unit."

Q: What is your favorite hobby?

A: "I like rescuing animals, fostering kittens, and helping them recover."

Q: What is something unique about yourself?

A: "I like to go diving and shelling."

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

A: "I would like to see and carry a monkey."



Claudia Gomez
Information Desk Agent

Q: What made you want to work at UMC?

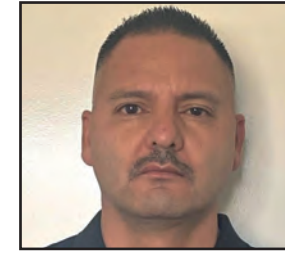
A: "I graduated two years ago with a bachelor's degree in nursing and wanted to work in the healthcare field."

Q: What is your favorite thing to do locally?

A: "I like going shopping. One of my favorite shopping spots is the Outlets."

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

A: "I really appreciate the opportunity to work here and would like to one day move up within UMC."



Gabriel Correa
Security Officer

Q: What made you want to work at UMC?

A: "I have a lot of ex coworkers in the department and the department has a good supervisor. With this job, you help the community and it is a good learning experience."

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

A: "Travel". I'd like to especially visit Germany and see the Holocaust museum and all the other historic sites."

Q: What are you binging?

A: "My oldest daughter gifted me the Chicago PD series and it is my go-to binge and favorite show."



Hector Maldonado
Accountant I

Q: What made you want to work at UMC?

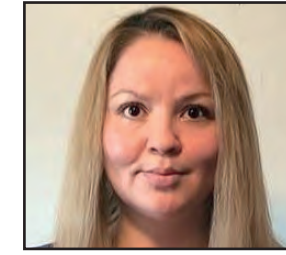
A: "I originally came from the healthcare community field and wanted to switch back to it. UMC being well established is the reason I wanted work here."

Q: What is your secret talent?

A: "I used to play the viola when I was younger."

Q: Do you have a favorite sports team?

A: "My teams are the Dallas Cowboys and the Chicago Bulls."



Rubi Sosa
Medical Technologist

Q: What made you want to work at UMC?

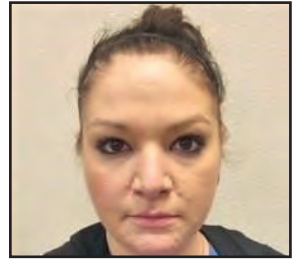
A: "The family-oriented environment is what made me want to work at UMC."

Q: What is your secret talent?

A: "I can dance and love to learn about culture. I used to be in ballet when I was younger and believe dance is my way of incorporating myself to other cultures."

Q: What is your favorite thing to do locally?

A: "I recently moved back to town, but I am originally from Socorro and helped renovate the mission trails. I like to spend time and support that community."



Victoria Lassiter
Clinic Office Coordinator

Q: What made you want to work at UMC?

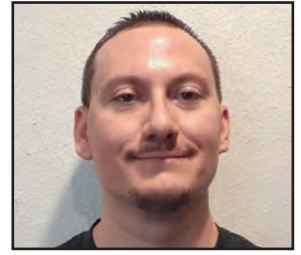
A: "UMC is a cornerstone in the community and I always wanted to be a part of that."

Q: What is your favorite thing to do locally?

A: "I enjoy going to different places to eat, going to Mesilla, and exploring areas further outside of town."

Q: What are you binging?

A: "I recently finished binging the series This is Us."



Jarrad Victor
Reg. Respiratory Therapist

Q: What made you want to work at UMC?

A: "I wanted to work at UMC because it is a teaching hospital and a Level-One Trauma Center. I also want to gain experience and believe UMC is the best hospital in the city."

Q: What is your favorite thing to do locally?

A: "My favorite thing to do locally is watch the sunsets. We have such unique sunsets here."

Q: Are you from El Paso?

A: "Yes, I was born at UMC and could say I have made it a full circle by working here."

LEADING THE WAY IN TECHNOLOGY, INNOVATION AND CARE

UMC AT THE FOREFRONT

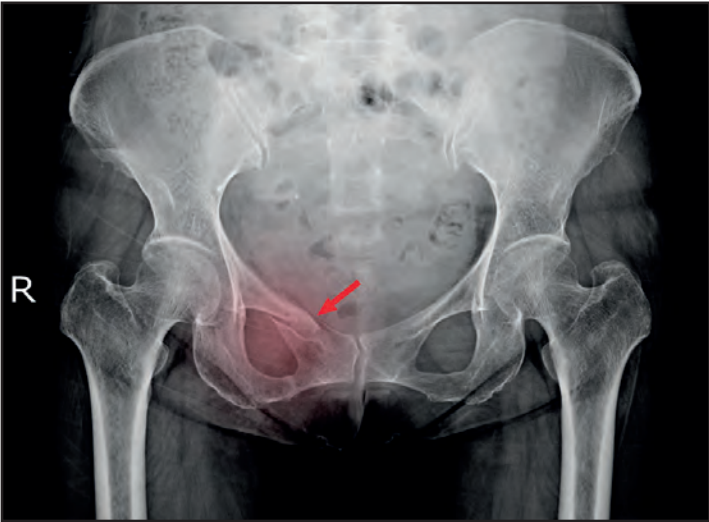
Dr. Adam Adler and UMC Revolutionize Hip Replacement With El Paso's First Minimally Invasive Surgery



Dr. Adler shows the pelvis where hip fractures occur.

Dr. Adam Adler, Department of Orthopedic Surgery, Texas Tech Physicians of El Paso, Asst. Professor of Trauma and Hip Reconstruction at Texas Tech University Health Sciences Center (TTUHSC), recently performed El Paso's first minimally invasive sacroiliac joint reduction and fusion with the iFuse TORQ implant system. This is another UMC first. In doing so, Dr. Adler ushered-in an evolution toward total hip replacement as the standard of care for hip fractures.

The Journal Orthopedic Trauma estimates there are between 260,000 and 300,000 admissions for hip fractures in the US, with projections of more than 500,000 per year by 2040.



Sample X-ray of a pelvic hip fracture from a typical patient at UMC.

"There is a lot of literature on hips that fixing the hip fracture within 24 hours contributes to a better outcome for patients," said Dr. Adler. "These patients are generally older, 65 to 90, even 100 years old, and so they lay in bed because they can't move, and that becomes a problem because being in bed is never good for anyone, particularly an elderly patient, because they become immobile and they have lung problems, cardiac problems and could die."

Dr. Adler, an orthopedic traumatologist, said this is where the iFuse-TORQ comes into play.

"What we are starting to find now is the same problem with hip fractures as we are seeing in the pelvis. These patients who are elderly fall and they have a pelvic re-injury," said Dr. Adler, "and it's the same problem where they don't get up and walk. The difference is that these fractures will heal as the hip fracture generally will not heal on its own because of the healing characteristics. However, if we could do a surgery to take away the pain by putting a fixation across the fracture then they may be able to mobilize quicker, get out of bed earlier and not have the same problems with hip fractures that are not treated in a timely fashion."

"UMC is the only hospital in El Paso that is a Level 1 Trauma Center and that has the capability of having a full-time orthopedic traumatologist," said Dr. Adler. Dr. Adler's new paradigm is to offer patients who were previously ambulatory, but are no longer able to walk, surgical intervention within 24-hours if the cause is determined to be a fracture as the first surgery he performed. This provides an opportunity to impact the very high mortality rate these patients currently experience by making them mobile again.

UMC AND FOUNDATION EVENTS FOR THE UPCOMING QUARTER

LOOK OUT FOR THESE EVENTS

UMC EVENTS

Aug. 4

National Chocolate Chip Cookie Day

Aug. 5

CARES Xtras Pantry 8-10 a.m.

Aug. 10

Coffee with the CEO

Aug. 19

CARES Xtras Pantry 1-3 p.m.

Sept. 1

CARES Xtras Pantry 8 - 10 a.m.

Sept. 7

Launch of FY23 Denim Friday Campaign

Sept. 14

Coffee with the CEO

Sept. 16

CARES Xtras Pantry 1-3 p.m.

Sept. 22

Wellness Challenge Check-in

Sept. 24

Summer Picnic

Sept. 30

CARES Xtras Pantry 8-10 a.m.

All Oct.

Annual Wellness Mammogram Initiative

Oct. 12

STARS Awards (4th Quarter)

Oct. 14

Coffee with the CEO

Oct. 14

CARES Xtras Pantry 1-3 p.m.

Oct. 28

CARES Xtras Pantry 8-10 a.m.

Oct. 31-Nov.3

Fall Associate Forums

UMC / EPCH FOUNDATION EVENTS

Aug. 4-6

CMN Radiothon

Aug. 13

EP Health Car Seat Event

Aug. 18

UMC Foundation Check Pres. American Cancer Society Transportation Grant Award

Sept. 7

Sunflower Therapeutic Arts Unveiling

Sept. 10

Virtual Pediatric Diabetes Conference

Oct. 5

TFCU Spirit Card Launch Event

Oct. 8

Black and White Luncheon

Oct. 21

Chip in for Children

Oct. 27

Tunes and Treats by the Tracks

UNIVERSITY MEDICAL CENTER OF EL PASO

UNIVERSITY MEDICAL CENTER FOUNDATION

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(915) 282-5369 Curbside

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(915) 790-8596 Curbside

UMC West Pharmacy

(915) 521-2263 Main

(915) 881-7176 Curbside

www.umcelpaso.org/pharmacy

or scan the code for location nearest you.

STORIES OF OUR SUCCESS

WHEN HEALING HAPPENS

Patient Chooses UMC For Successful Cutting Edge Surgery For Rare Cancer



Andi and Tom Meece will recognize their 50th wedding anniversary in August. They plan to celebrate in a couple of years once Andi is fully recovered.

Until recently, Andi (Andrea) Meece has never spent much time in a hospital, except for the births of her two children. Last summer, while driving from Austin back to El Paso, she felt an unusual growth above her mouth. Her dentist thought it was a root absorption and sent her to a periodontist who sent her to an oral surgeon, and by early January, Andi was sent for a biopsy.

"I knew I was in trouble when I walked into the oral surgeon's office for the results of the biopsy and he asked if my husband was there?" said Andi, who has lived in El Paso for 47 years with her husband, Tom Meece.

The biopsy showed a rare form of upper jaw cancer called Sclerosing Odontogenic Carcinoma. Andi and Tom decided to have her surgery at UMC with

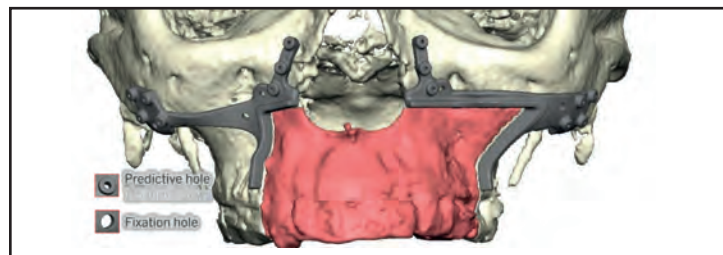
Dr. Hans Brockhoff II, DDS, MD, FACS, one of the region's top Head & Neck and Microvascular Reconstructive Surgeons.

"It was our choice to go to UMC," said Andi. The surgery took 11 to 12 hours on March 11; ironically, also on Tom's birthday. Dr. Brockhoff told Tom he had given him a cancer-free wife as a birthday gift. He declared the surgery a huge success.

"Dr. Brockhoff is credentialed as long as my arm," said Tom. "Hat's off to him because so many of our doctors and doctor friends said, that five or six years ago, we would have had to go out of town."

Dr. Brockhoff said he loves living and working in El Paso.

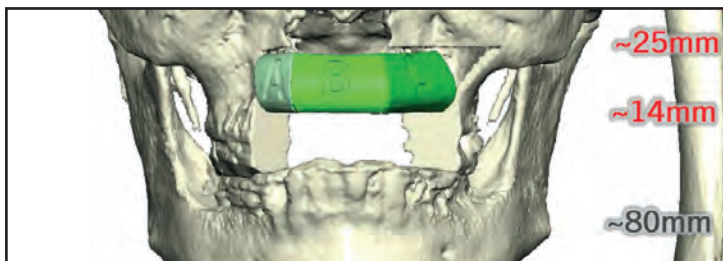
"Andrea Meece is an incredibly brave and kind woman," said Dr. Brockhoff. "It was an honor to take care of her and to be able to play a role in helping her overcome her



The treatment includes surgically removing the cancer. The red is the area of the cancer to be removed. Custom titanium guides were used to remove the affected area.



Once the resection of the upper jaw is complete and the cancer is successfully removed, the reconstruction begins. In this case, Andi's fibula bone was selected to replace her upper jaw.



The graft is secured to the facial skeleton with a custom titanium plate. Small blood vessels are sutured to the existing blood vessels in the neck under a microscope. As a final step, Andi will receive dental implants.

battle with cancer. I also find it truly is special that we have formed such an amazing head and neck surgical team here at University Medical Center. We are delivering world-class care to the beloved people of our community and region. I'm excited to keep El Paso on the cutting edge of what's possible."

Andi said El Paso is a special place and she is so thankful to have had her surgery in El Paso and at UMC.

"We are so grateful to have been able to stay here," said Andi. While hospitalized at UMC for two weeks, she said she discovered how the UMC staff treats each other.

"It goes to say that the staff was really kind to me, but what most impressed me was how kind they were to each other."

Andi and Tom asked their friends to send gift cards for the staff instead of flowers and gifts. "We got a total of 125 gift cards totaling more than \$2,500 from friends and family all over the country."

On her final day in the hospital, an intern brought in the final pathology report. "My sister was there," said Andi, "I started reading it and crying. My sister started crying. The intern started crying. So we just had a lot of angels around us."

UMC TO HOST ONE OF THIRTEEN NATIONAL FELLOWSHIPS

UMC Foundation Secures \$45,000 Commitment for Head & Neck Microvascular Reconstructive Surgery Fellowship



Dr. Hans Brockhoff performs microvascular reconstructive surgery. The goal of the Fellowship is to train the next El Paso generation of head and neck surgeons.

UMC Foundation of El Paso announces a \$45,000 commitment by KLS Martin to assist with the establishment of the El Paso Head & Neck and Microvascular Reconstructive Surgery Fellowship. With the support of UMC leadership and the medical directorship of Hans Brockhoff II, DDS, MD, FACS, Fellowship Director, the fellowship will be one of only 13 in the entire United States for Oral and Maxillofacial surgery.

"Our goal is to train the next generation of head and neck surgeons, right here in El Paso," said Dr. Brockhoff. "Prior to the formation of our team, many people with these surgical requirements had to leave El Paso and seek care in another part of the country."

Dr. Enrique Schubert, DDS, is the first Fellow. "It is amazing to be part of

the launch of the Head and Neck Fellowship in El Paso," said Dr. Schubert. "I am excited to be taking care of our patients at University Medical Center."

This highly specialized program will prepare the fellow for advance ablative and reconstructive surgery, including a robust experience in the management of malignancies throughout the head and neck area.

"Dr. Brockhoff has helped build a standard of care not available elsewhere in the region, and because of his commitment and dedication, many patients no longer need to seek medical treatment outside of our region when faced with cancer of the head and neck," said R. Jacob Cintron, President & CEO of the El Paso County Hospital District.

B. Abigail Tarango, Ph.D., and Executive Director of the University Medical Center Foundation, appreciates the vital role of the foundation. "Our team remains committed to working with the community to help bring additional funding to this esteemed fellowship to ensure El Pasoans and those in the region do not have to leave town for specialized oncology care," said Abigail.

The program represents the only fellowship-trained head & neck and microvascular reconstructive surgeons in El Paso. The focus is in the treatment and management of both benign and malignant neoplasms of the face and neck.



Dr. Brockhoff said the training center will serve the needs of patients suffering from oral and head and neck cancer.

Arshad Kaleem, MD, DMD, FACS, Associate Fellowship Director is honored. "This training center will serve the needs of patients suffering from oral and head and neck cancer, not just in El Paso, but throughout the region," said Dr. Kaleem. "We will be training individuals who will go out and train others to improve the lives of patients suffering from oral and head and neck cancer."



The El Paso Head & Neck and Microvascular Reconstructive Surgery Fellowship team: left, Dr. Enrique Schubert, Fellow; Dr. Hans Brockhoff II, Fellowship Director; and Dr. Arshad Kaleem, Associate Fellowship Director.

TOP 5 UMC HEADLINES

NEWS FROM THE LAST QUARTER



UMC Program Receives Grant To Continue ATV Training -- University Medical Center of El Paso recently received a grant from Yamaha Motor Corporation, U.S.A. for \$15,200 to support youth education, ATV safety. Grant funds are part of Yamaha's Outdoor Access Initiative (www.yamahaoai.com) and they support our hospital's trauma program injury prevention initiatives known as the University Medical Center's P.R.O. (Proper Riding Objectives) Youth ATV Safety Education Program.



scan for more

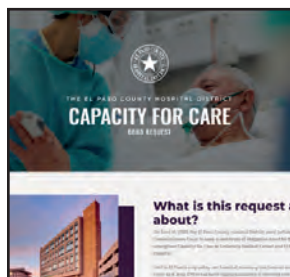


On Monday, May 17, at the El Paso County Commissioners Court, UMC put forth a resolution approved by Commissioners recognizing all of El Paso's EMS teams this week.

Sandra Gonzalez, Administrative Director of UMC Trauma Services and R. Jacob Cintron, President & CEO of UMC, spoke at Commissioners Court on the diligence and teamwork between EMS teams and UMC.



scan for more



Bond Microsite CapacityForCare.com is now live! In an effort to further share information with our community regarding this initiative, we have launched a new microsite with everything you need to know about the bond request. Go to CapacityForCare.com or scan the code to the right.



scan for more



UMC received its first doses of vaccine for children ages 5 and younger. The CDC has approved the Pfizer COVID-19 vaccine for all children 5 and under. Dr. Christina Mateo, a pediatrician at our UMC West Clinic, and her son, Kai, made sure Kai was the one of the first patients in the region to receive the vaccine. To schedule your appointment, call (915) 975-8900. All children receiving the vaccine must be seen by an onsite pediatrician.



scan for more



America's Essential Hospitals, a national trade association, has recognized University Medical Center of El Paso (UMC) for its regional and binational COVID-19 vaccination efforts during the pandemic.

America's Essential Hospitals, which represents more than 300 hospitals that care for low income and other marginalized people, recognized UMC with a 2022 Gage Award for COVID-19 Innovations. The association presented the award on June 23 at a luncheon at VITAL2022, its annual conference, in Boston.



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LEADING THE WAY IN TECHNOLOGY, INNOVATION AND CARE

CELEBRATING 5 YEARS!

Leadership and Teamwork Built UMC East and West Clinics, Now Celebrating Five Years



UMC Associates who have been influential in the success of UMC East Clinic and UMC West Clinic, many from the first days. Hector Rendon, Asst. Nurse Manager; Monica Franco, Asst. Nurse Manager; Gabriel Briones, Scheduling Supervisor; Leticia Gutierrez, Asst. Nurse Manager; Rachel Shaw, Supervisor; Tanya Chacon-Magana, Director; Claudia Gerardo, Director; Dora Chambers, Director; Maribel Olivera, Director; Dr. Jesus Alonzo, Associate Medical Director; Dr. Gladina See, Associate Medical Director; Dr. Leida Perez, Clinical Chief and Medical Director; Maria Zampini, Chief Operating Officer; Annette Gomez, Assistant Administrator of Clinic Services; Lorena Aguilera, Director; Claudia Mercado, Administrative Director; Monica Mendoza, Director; Vanesa Cruz Armendariz, Nurse Manager; Mario Mejia, Manager; Jose Amaro, Supervisor; Nathan Morales, Supervisor; Eduardo Soto, Supervisor; Susana Argumedo, Asst. Nurse Manager; Pat Moreno, Office Manager.

As UMC East Clinic and UMC West Clinic celebrate five years of service in the community, it does not take long to discover why both clinics are growing fast: Incredible teamwork from UMC Associates involved from the beginning and most recently, the newly promoted leadership of Annette Gomez, Asst. Administrator of Clinic Services at UMC.



Annette Gomez, Asst. Administrator of Clinic Services.

Annette credits a long list of UMC Associates who helped to build UMC East and West Clinics' success. "I'm so proud of the team doing the right thing by giving excellent care and professionalism. The servant/leadership is my model," said Annette. "I have learned to grow the team to give supervision and guidance. They have done phenomenally well. We evolved as a team; we have grown our patients in numbers and are still giving quality that is able to bring a positive financial impact to the hospital."

Maria Zampini, Chief Operating Officer at UMC, is equally proud of the

UMC Associates connected to the UMC East and UMC West Clinics -- and to all UMC Clinics.

"The UMC Clinics provide healthcare to hundreds of El Pasoans each day. They were designed so that the majority of the healthcare a person needs in their lifetime could be provided close to home, in their own neighborhoods," said Maria. "Each day over 700 patients are seen by providers in the clinics; thousands of prescriptions are filled, labs are drawn, imaging studies are complete, and rehab is provided. I am very



Maria Zampini, Chief Operating Officer

"They (the clinics) were designed so that the majority of the healthcare a person needs in their lifetime could be provided close to home, in their own neighborhoods."



Olga Volkova, Nurse Practitioner, checks her patient, Mrs. Rodriguez, at UMC East Clinic. The patient who lives in Socorro said she had her four babies at UMC and is thankful for UMC Clinics.

proud of each of the teams who deliver the much-needed service with care and compassion to our El Paso community and I look forward to their continued growth."

In the early days, Annette describes moving day at UMC East and UMC West Clinics.

"We knew when the UMC East and West Clinics opened in 2017, there would be a flow from the learning models of the staging clinics and that specialties would come later. It was amazing. We brought stability and health education. We wanted to build the structure and then to grow it in order to bring great care to our patients. My family comes here," she said, "I want everyone to be treated with exceptional care."

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

UMC Healthcare Partners Unveils Two Important Community Clinics at Housing Authority of El Paso



Left: Gerald Cichon, CEO of Housing Authority and the Housing Opportunity Management Enterprises (HOME) El Paso; David Stout, Commissioner Precinct 2; Ricardo A. Samaniego, County Judge; Oscar Leaser, Mayor of El Paso; R. Jacob Cintron, CEO & President of UMC and El Paso Hospital County Hospital District; Rob Andersen, CEO for The Hospitals of Providence Memorial Campus and Providence Children's Hospital; Anna Perez, Commissioner for the Housing Authority Board; and Richard Porras, Commissioner for the Housing Authority Board.

Senior citizens living in El Paso's Chelsea Apartment Tower and the Sun Plaza Tower, as well as their surrounding communities, now have much greater access to primary care with the recent openings of UMC Healthcare Partners Sun Plaza Clinic and Chelsea Clinic.

The new clinics, located at 1221 E. San Antonio Avenue in the Sun Plaza Tower and 600 Chelsea Street in the Chelsea Apartment Tower, are brand-new, primary care clinics, providing high quality, affordable care for residents and virtually anyone in their local area neighborhoods.

"This shows a collaboration that exists between these different organizations," said Jacob Cintron, UMC President & CEO, speaking at the grand



Exterior of the new Chelsea Clinic located at 600 Chelsea St. (In the Chelsea Apartment Tower).

opening, regarding Housing Authority and the Housing Opportunity Management Enterprises (HOME) El Paso's CEO, Gerald Cichon. "It was Jerry's idea to provide some kind of healthcare support and the primary reason was to provide health care available to residents in these communities. These residents have done all they could to provide for their families and they deserve an opportunity to get healthcare where they live. Now, they can get that kind of care. We are here to provide services without them having to worry about their appointments and prescriptions. If they need specialized care we can arrange that, too, with transportation."

Services offered are primary care, family care, preventative care, geriatric care, minor injury, and lab services.

"This is the service we're supposed to be doing; the service we are providing," said Jerry. "The average age of our residents is 75 and people as old as 90. The thought of someone going somewhere for medical care outside this community is daunting. This is what America is about. This is only the beginning of a partnership to go across the city – not just the elderly, but to help mothers, young mothers and those who think, 'Do I spend my money on healthcare or pay the rent?'"

Jose Burgos, MD, Internist and UMC Medical



Jose Burgos, MD,
Medical Director

"My plan is to integrate some of the services from the hospital and to connect operations of the hospital as a bridge to the clinics."



Left: Imelda Jean, Registrar Scheduler; Socorro Silva, Registrar Scheduler; Dr. Jose Burgos, Medical Director; Maria Isabel Rodriguez, FNP-C; Monica Garcia, Certified Medical Asst.; and Maria Mears, Certified Medical Asst..

Director for both clinics, knows as an internist, he has the tools needed to supervise and educate and to provide guidance at both clinics to the nurse practitioners and providers. M. Isabel Rodriguez, FNP-C will work alongside with Dr. Burgos.

"My plan is to integrate some of the services from the hospital and to connect operations of the hospital as a bridge to the clinics," said Dr. Burgos. "These clinics will work for the patients at the hospital and the community, as well. Both clinics can help patients at any age from pediatrics to young people to elders who may have mobility problems and mothers with multiple kids. These clinics are open for everybody," said Dr. Burgos, "even employees, since we are close to the hospital. Healthcare partners is an important initiative that helps provide better care for El Pasoans. The goal is to take care of needs and be healthy."

THINGS TO DO IN EP

Aug. 2022



8/3-31 All Kids Camp tickets are \$5 for everyone – little kids, big kids, and grownup kids – and each week brings a new selection, ranging from recent animated favorites to timeless classics. www.drafthouse.com www.ticketmaster.com



8/8 Big Time Rush became an overnight sensation in November 2009 when the scripted TV show of the same name launched on Nickelodeon. www.ticketmaster.com



8/12 Enjoy the radiance of the dunes beneath a full moon with this night of extended park hours. The park will have extended closing hours until 11:00 pm to enjoy the park under the wonderfully bright full moon. www.nps.gov/whsa



8/27 "Viva la Vida" The life and art of Mexican artist Frida Kahlo. Robert Xavier Rodriguez's kaleidoscopic music is a perfect match for the woman, her passion and her legacy, with its mesmerizing fusion of opera, Mexican folkloric and mariachi music, and Broadway musical theatre. www.elpasolive.com

Sept. 2022



9/2 Friday Night Under the Lights - Last day to bring the family and enjoy the summer nights with golf and music! \$10 unlimited range ball per person. Event starts at 7:00 to 10:00 p.m.



9/16-18 Enjoy Live Music, Food Vendors, Craft Vendors, Runyon Ranch Petting Zoo, and more at the White Sands Balloon & Music Festival. The event begins on Sept. 16 at Ed Brabson Balloon Park in Alamogordo, NM and ends on Sunday, Sept. 18 at White Sands National Park. www.balloonmusicfestival.com



9/17 You're invited to our Downtown Fiesta de las Luces on El Paso St. Come and celebrate local culture at this vibrant and welcoming event that is free to the public to attend. Event starts at 3:00 to 11:00 p.m.



9/29 Shawn Mendes is bringing "Wonder: The World Tour" to The UTEP Don Haskins Center on Sept. 29! Attend at 7 p.m. www.ticketmaster.com

Oct. 2022



10/1 El Paso Corn Maze and Pumpkin Patch are back! There are several locations throughout town where you can get into the fall spirit. Locations consist of La Union Corn Maze, Mesilla Valley Corn Maze, and El Paso Farmland.



10/7-9 CTB is one of El Paso's premiere events and the largest FREE three-day public arts festival in the Southwest— drawing over 45,000 visitors annually. MCAD is proud to present the 15 year anniversary of Chalk the Block! Located at the Downtown Arts District.



10/15 The 2022 Way Out West Fest date is set! El Paso's Annual Country Music Festival will take place on Saturday, Oct. 15th at Southwest University Park. The one-of-a-kind Honky-Tonk Fiesta includes live Country Music, a Chili Challenge, and the quest for the best Margarita Contest! www.epwayoutwest.com



10/31 End the spooky season by visiting one of many haunted house locations throughout town. The Haunted Houses of Terror; Forbidden Acres Haunted House; The Massacre; and The Asylum El Paso. Haunted Houses are each located in a certain area of town.

LOCAL SPORTS



Locomotive Home Games

Aug 20 vs San Diego Loyal FC, 7:30 PM

Aug 27 vs Phoenix Rising FC, 7:30 PM

Sep 07 vs Rio Grande Valley FC Toros, 7 PM

Oct 05 vs Colorado Springs Switchbacks, 7 PM

Oct 08 vs Orange County SC, 7:30 PM



Chihuahuas Home Games

Aug 02 - 07 vs Albuquerque

Aug 09 - 14 vs Sugar Land

Aug 30 - Sep 04 vs Salt Lake

Sep 13 - 18 vs Round Rock

Sep 20 - 25 vs Oklahoma City



UTEP Football Home Games

Aug 27 vs North Texas, 7 PM

Sep 10 vs NM State, 7 PM

Sep 23 vs Boise State, 7 PM

Oct 22 vs Florida Atlantic, 2 PM

Oct 29 vs Middle Tennessee, 7 PM

HOSPITAL WEEK, MAY 8-14

UMC celebrated National Hospital Week, May 8 – 14, by honoring all of its Associates – from engineering to the operating room to our clinics and beyond. Associates were given doughnuts, Cracker Jacks, ice cream, UMC rally towels- a big lunch with music, a photo booth, burgers and snacks- to a Wellness event that delivered respite and mental wellness resources to our hardworking UMC Associates. Thank you to every UMC Associate who supports our patients, community and region by providing the highest level of care! You are simply the best.



NURSES WEEK, MAY 6-12

"I want to wish you all a Happy Nurses Day and Week," said Amy Daher, UMC Chief Nursing Officer, speaking at the Kickoff Luncheon held on May 6. "My thanks go to our nurses for everything they have done for us. Without our nurses, we really could not do what we do," said Amy. The special week's activities included a Luncheon, Unit Celebration Day, Ice Cream Treats, The Junior League of El Paso's Hospital Wellness Event, Cookie Treat Day and International Nurses Day. Thank you, UMC Nurses!



TOOLS FOR TRANSFORMATION

FOSTERING GROWTH & RESILIENCE

UMC Experiences Relief Through Stress Management and Mindfulness Sessions



One of Dr. Sofia's sessions last May was on art therapy to help "Visualize Stress Release." Participants include: counterclockwise: Cindy Hernandez, Specialist in Nursing Informatics; Candy Gallegos, Specialist in Nursing Informatics; and Veronica Lucero-Drennan, Manager of the Vaccination Program, Nursing Informatics.

Many Associates throughout UMC and organizations just about everywhere must cope with anxiety, stress and worries that often consume their wellbeing and hinder their happiness.

get help and you can learn skills that foster growth and resilience, so that in the face of adversity, you are able to help yourself," said Sofia Reynoso-Crow, PsyD., UMC Administrative Director of Growth

"My message to every Associate, no matter what the conditions causing your stress, is that you can get help."



Dr. Sofia Reynoso-Crow,
Dir. Resiliency & Growth

Maybe there's a way to make things better.

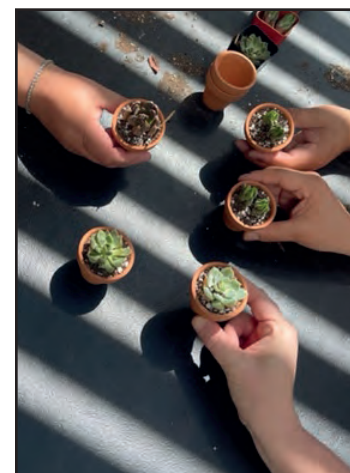
"My message to every Associate, no matter what the conditions causing your stress, is that you can

& Resilience. "Identifying the root cause of your angst and discomfort is not something that can only be done in a therapeutic session. A variety of activities and exercises can show us how to identify the



Dr. Sofia (standing) explains the activity, "Planting Mindfulness," last May at the UMC CARES Place Pavilion. Counterclockwise: Andrea Alcantar, Marketing Specialist, Public Affairs; Rosa Vaca-Romos, RN, Occupational Health; Monique Beltran, Coordinator of Trauma Services, Trauma Program and Lorena Navedo, Chief of Administrative Services.

stressors and manage them with self-compassion so that life once again becomes a joyful experience. Did you know if you spend just two minutes in the morning practicing mindfulness, simply focusing on, say, your breathing," said Dr. Sofia (as she likes to be called), "that you will begin to stay more in the present moment? This practice teaches us to self-regulate and experience gratitude, hence creating a relaxed state of being during your workday and personal life. It is so possible!"



Associates show off samples of succulents from Dr. Sofia's May session, "Planting Mindfulness."

In May - in honor of Mental Health Awareness Month - Associates were invited, to attend a combination of mindfulness activities and group discussions facilitated by Dr. Sofia that included art therapy, self-compassion, planting mindfulness, stress management for parents, and muscle relaxation for stress reduction.

"Those who attended came to understand better the importance of mindfulness techniques; the action of accepting one's feelings, thoughts and bodily sensations," she said. "We had a really wonderful time."

"Managing our thoughts and connecting our bodies to our mind can transform our way of thinking, believing and feeling," said Dr. Sofia. "It is never too late to use these tools and to begin to live, really live in the present moment which is so true when they say it is a gift."

Dr. Sofia is working on a calendar of activities for the fall.

"I look forward to seeing you there," she said. "In-between those activities and discussions, if you ever want to share a coffee and a chat, I'd love to meet you. You can email me at sofia.reynoso-crow@umcelpaso.org or you can call or text me at (915) 330-0741."

STORIES OF OUR SUCCESS

WHEN HEALING HAPPENS

UMC's Rehab Outpatient Team Cheers On Teen Patient Who Won't Quit



(Right) Thomas "TJ" Taruc, Certified Occupational Therapist Asst. (COTA) at UMC Rehab Outpatient, boxes with Bryan. "Every time he comes here, he improves," said TJ.

Sixteen-year old Bryan Iverson wanted to spend some time with his mother, Martha. They decided to go to the gym together, where Bryan began lifting weights. Moments later, he began vomiting and losing consciousness. Bryan had a cerebral bleed and brainstem compression. He was transferred to El Paso Children's Hospital, where Bryan underwent two surgeries and was placed in a medically induced coma for a month.

Bryan later spent three months at Nexus Children's Hospital in Houston for rehabilitation therapies and once home, went to UMC's Rehabilitation Outpatient Department at the main campus.

"He came into the clinic pretty much crawling," said Marcela Gomez, Occupational Therapist at UMC Rehab Outpatient and Bryan's primary therapist. "He came in with a walker and he had to feel for things

because he had some vision deficits. The doctors told him he was never going to walk again without an assistive device and his goal was to prove them wrong."



Marcela Gomez, Occupational Therapist at UMC Rehab Outpatient, attended Bryan's graduation from Austin High School.

In his recovery, Bryan wanted to be independent at school without needing assistance.

Another UMC physical therapist, Bobbi Jo Bustamante, has seen Bryan grow stronger in his daily sessions. "He was very unstable with his mobility. He needed a lot of support in having someone right next to him," said Bobbi Jo. "It's been like night and day. He is so amazing."

Bryan required the help of speech therapy. Here, he met Cecilia Amaya, Speech Language Pathologist, UMC Rehab Outpatient. "He complained of having trouble swallowing; he couldn't pronounce certain sounds, and had memory difficulties," said Cecilia. "We

worked on his speech, tone, and his flow. We worked twice a week for a year. He has made a lot of progress," said Cecilia. "His motivation causes him to ask, 'What can I do to improve?'"

Bryan is thankful for UMC.

"UMC helps me emotionally and emotional health is better," said Bryan, who graduated in May from his high school in the top 10 percent of his class. "They are like family to me. Marcela has inspired me to be an occupational therapist. The therapists help physically and emotionally because feeling good and being happy means so much to me."

Bryan's mother, Martha, simply sees her son as remarkable.

"He was in a wheelchair when he started therapy," said Martha who is a single mother with a grown son and daughter, who she credits being there for Bryan. "He came in with a cane, a walker and now he is walking. I have been very happy with the therapies from UMC. They have been helping him a lot. I am very happy. He is a miracle."



A strong advocate of Bryan is his mother, Martha Iverson.

TRUSTED. COMMITTED.

El Paso Health's Quarter at a glance.



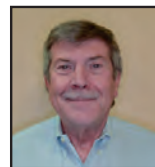
El Paso Health New Associates



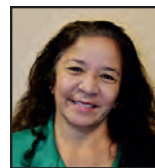
Jose Chavarria
Provider Relations
Rep.
Provider Relations
Dept.



Maria De Jesus Kerhle
Case Manager II
HS Dept.



Dr. Jose Gonzalez
Chief Medical
Officer
Admin Dept.



Sofia Gonzalez
RN Case Manager II
HS Dept.



Laura Ibarra
UR Tech
HS Dept.



Claudia Smith
UR Tech
HS Dept.



Nicolas Stout
Programmer
analyst I
IT Dept.



Joyce Siqueiros
Account II
Finance Dept.



Esther Villegas-Reyes
Member Advocate
C.A.R.E. Solutions
Dept.

BACK TO SCHOOL

Drive Thru

SATURDAY, JULY 23

9:00 AM – 12:00PM

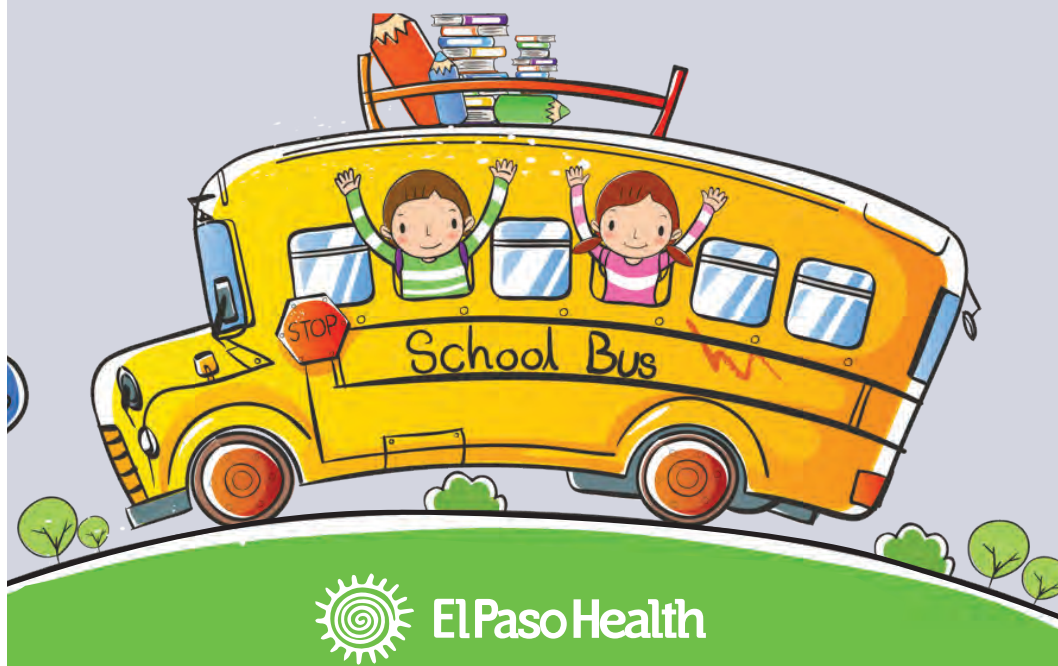
EL PASO COUNTY COLISEUM • 4100 E. PAISANO

- Backpacks
- School Supplies
- Food Drive available

Backpacks for children 3-18 years of age. While supplies last.

Please bring proof of school attendance if child will not be present
(i.e. report card, school ID).

For more information call 915-532-3778



TRAINING TRACKS

Congratulations to our first graduates in June of the UMC Training Tracks program, a specialized program created to assist new managers who have been promoted from within University Medical Center of El Paso or who have recently joined UMC. "As a team, we are excited to offer this opportunity to the UMC Management for their continued success," said Monica Armendariz, Manager of Training and Development. There are a total of five tracks in the series all with four hours of training each. There were 23 graduates for the inaugural series.



This year's graduates are:

Elisa Camacho, Mgr. of Lab Operations, PI
Jose A. Contreras, Sup. of Environmental Svcs.
Vanessa Cruz Armendariz, Nurse Mgr., UMC East Clinic
Veronica Davitt, Dir. of Endoscopy
Gloria Delgado, Asst. Admin. of Women's Svcs.
Patricia Diaz, Dir. of Claims
Luis A. Escobar, Sup. of Environmental Svcs.
Deborah Gandara, Dir. of Health Information Mgmt.
Veronica Lucero-Drennan, Mgr. of Vaccination Program TIR
Veronica Maldonado, Sup. of Third Party Admin.
Maria Martinez, Sup. of Environmental Svcs.
Salvador Morales, Dir. of Vascular Clinic Svcs.

Cristina A. Morton, Mgr. of Clinic, CF, Correctional Health Annex
Miguel Murguia, Asst. Controller, Fiscal Svcs.
Arlene Ordunez, Dir. of Respiratory Care & EEG, Respiratory Admin.
Angel Palacios, Sup. of Pharmacy, Pharmacy NE
Xavier Plasencia, Sup. of Facilities, EPH Member Svcs.
Roberto Regalado, Sup. of Rehab Svcs., Rehab Outpatient
Dora A. Sherwood, Dir. of Neuro ICU/EMU, Neuro ICU
Rick Suarez, Practice Mgr. II, Neuroscience Svcs.
Rosa Vaca-Ramos, Mgr. of Occupational Health
Adriana Villagrana, Mgr. of Claim, EPH Claims
Teresa Wyatt, Director of Patient Experience

PYG1 RESIDENCY GRADS

Congratulations to Isabel Hernandez-Fuerte, Pharm.D., and Jose Ontiveros, Pharm.D., who graduated on June 23 from the PGY1 Pharmacy Residency Program at UMC. The program is meant to develop clinical pharmacists responsible for the medication related care of patients with a wide range of conditions. Upon completion of PGY1, residents will be eligible for board certification and for postgraduate year-two (PGY2) pharmacy residency training. This is the fourth graduating class.



Isabel Hernandez-Fuerte,
Pharm D.



Jose Ontiveros, Pharm D.



(Left to Right) John Miller, UMC Director of Pharmaceutical Clinical Services; Juana Ontiveros, Jose's mother; Omar Ontiveros, Jose's father; Jose Ontiveros, Pharm.D.; Isabel Hernandez-Fuerte, Pharm.D.; Justin Fung, Isabel's husband; Myron Lewis, Administrative Director of UMC Pharmacy, and Maria Zampini, UMC Chief Operating Officer.

EMS WEEK, MAY 15-21

UMC celebrated alongside healthcare organizations across the country during National EMS Week, May 15 – 21, to thank our entire EMS workforce for their services and sacrifices in safeguarding the health, safety and well-being of our El Paso community. UMC officials traveled at the beginning of the week to the El Paso County Commissioners Court and put forth a resolution approved by Commissioners recognizing all of El Paso’s EMS teams for the week. We showed our appreciation with food around the clock from Taco Cabana breakfast burritos, cookies, ice cream and lunch from Chick-fil-A delivered to all the El Paso Fire Stations.



AMBASSADOR RETREAT

The UMC Ambassador program and 45 UMC Associates currently in training for the program, attended a bi-annual retreat last week at Alamo Drafthouse in April as part of the program’s on-going education. Associates were treated to breakfast, lunch, a movie, team-building games and presentations from Deborah Ontiveros, Ph.D., LPC-S, CEAP, PHR, WellConnect Employee Assistance, who spoke on Mental Health. Monica Armendariz, Manager of Training and Development and Leslie Lujan, Director of Organizational & Community Engagement spoke on The Power of Positivity. UMC Ambassadors serve as a representative in their respective UMC departments and throughout the campus as part of the initiative to increase patient satisfaction and Associate engagement. Associates are nominated to the program and must complete a three month, in-depth training. Ambassadors show their commitment to high quality customer service by embodying UMC’s C.A.R.E.S. Values and Standards of Performance.



BRAIN GAMES

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

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SOLVE THE ANAGRAMS TO REVEAL THE LETTERS FOR THE FINAL MESSAGE

Solve the anagrams in the top part of the puzzle.

Use the numbered boxes from the words in the top part to complete the final word or phrase at the bottom.

OUR FAMILY OF HOSPITALS

When Tragedy Brings Bonding



A banner sent to UMC by television KHOU in Houston was one of many that were presented to the members of our team who helped patients overcome their injuries from Aug. 3.



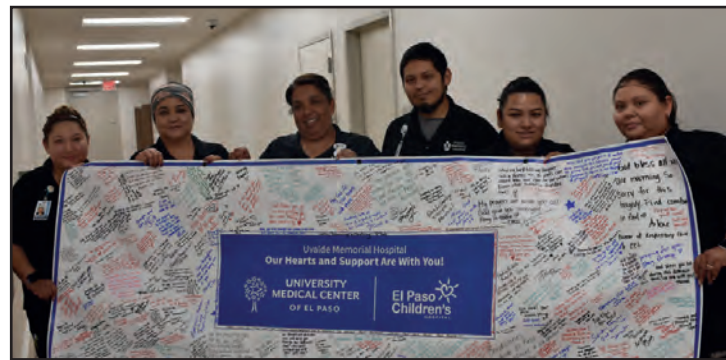
Team members from Brooke Army Medical Center, who treated patients from the Uvalde tragedy, proudly pose with a banner of support signed by the many Associates of UMC.

Mass shootings throughout our nation have devastated many families and communities. On Aug. 3, 2019, a lone gunman walked into Walmart near Cielo Vista Mall and killed 23 people and wounded others who were brought to UMC. On that day, UMC joined a family of hospitals that have treated victims of mass shootings.

A little over a week after El Paso's tragedy, UMC began receiving banners from hospitals all over the world that had also cared for mass shooting victims. Each of the banners carried hundreds of names, messages, words of inspiration, and encouragement to the members of our team. Our family of hospitals continues to grow.

UMC and El Paso Children's Hospital have been sending these new members of mass shooting hospitals banners with messages of hope, just like the ones that were sent to UMC. Recently, mass shootings in Buffalo, New York, and Uvalde, Texas, saw more victims of mass shootings.

Three banners were signed and sent to Uvalde and another to Buffalo to help spread love, hope, peace and strength.



Team members from Uvalde Memorial Hospital, who treated patients from the Uvalde tragedy, proudly pose with a banner of support signed by the many Associates of UMC.



Dr. Jaime Gasco, Neurosurgeon,
UMC Spine Center

NEW SPECIALTY SURGERY IN EL PASO!

Dr. Jaime Gasco currently performs specialized outpatient procedures (particularly the Oblique Lateral Lumbar Interbody Fusion) designed to bring back pain relieve. He is the only Inspired Spine-Certified neurosurgeon in Texas doing this procedure. His same-day surgery may be what you are looking for to help with your back pain.

Call Dr. Gasco's office at (915) 521-7731 for an appointment.



ASSOCIATE FORUMS

We Are Growth, We Are Family, We are CAREageous!

UMC's Spring Associate Forums, held at UMC East and UMC West Clinics as well as at one of Texas Tech's auditoriums in May, proved to be a tremendous success. Hundreds of UMC Associates from virtually every specialty and service line, from engineering to emergency department, attended the forums. Associates heard about new programs designed to make higher education easier, training into new careers easier, and buying a home easier. Other areas presented included our commitment to patient safety, nursing excellence, staff growth and opportunity, budgetary success, and hospital expansion into the community. The Associates were invited to participate in games for prizes. Snack boxes were handed out at the end of each forum, along with slips of paper, asking staff to offer any further insights, questions or suggestions.



UMC President & CEO R. Jacob Cintron presents to a large crowd during a session at the TTUHSC Auditorium.



UMC West Clinic Associate, Mike Gonzales shows off the prizes he won by participating in a game.



UMC West Clinic Associate, Kevin Fernandez participates in one of the games during a session.



An Associate asks a question for UMC President & CEO R. Jacob Cintron, as he presents to a large crowd during a session at the TTUHSC Auditorium.



ASSOCIATES, NEED EXTRA CASH?

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

Registered Nurse

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

Allied Health

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

Technical

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

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