

# QP

## THE QUARTERLY PULSE OF UMC



UNIVERSITY  
MEDICAL CENTER  
OF EL PASO

### SUMMER ISSUE 2023

#### ARTIFICIAL INTELLIGENCE COMES TO UMC

Learn about UMC's new  
AI system for detection of  
colon polyps. *p. 5*

#### YOUNG PATIENT GRATEFUL FOR TRAUMA CARE

UMC patient, Layla Sanchez,  
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#### OWN YOUR CARE

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helpful book for Palliative  
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UMC celebrates new partnership with  
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# KEEP UP WITH UMC

SOCIAL MEDIA, PODCASTS, VIDEOS AND MORE!

SCAN TO VISIT AND FOLLOW!



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## DON'T MISS OUT ON UMC'S PODCASTS!

### NEW! Ten-part special meditation series!

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

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

Download the podcast today, listen anytime.  
Remember to subscribe for free and get all of our episodes.

SCAN THE CODE TO LISTEN!

The Quarterly Pulse is published by the UMC Public Affairs Department

Ryan Mielke -Director of Public Affairs & Editor [rmielke@umcelpaso.org](mailto:rmielke@umcelpaso.org)  
Sergio A. Gomez -Marketing Lead and Layout Design [sergio.gomez@umcelpaso.org](mailto:sergio.gomez@umcelpaso.org)  
Andrea Alcantar - Marketing Coordinator [andrea.alcantar@umcelpaso.org](mailto:andrea.alcantar@umcelpaso.org)  
Estefanía Seyffert - Media Copy Writer [estefania.seyffert@umcelpaso.org](mailto:estefania.seyffert@umcelpaso.org)  
Diego Muniz - Digital Media & Photography [diego.muniz@umcelpaso.org](mailto:diego.muniz@umcelpaso.org)



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# WELCOME TO THE FAMILY

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



**Arnold Ceballos, Systems Analyst, PFS**

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

**A:** "The first reason would be because I was born here when it was Thomason, which is very neat. Another reason is that I've been interested to work in the healthcare field throughout my education, especially as a systems analyst."

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

**A:** "Watching sports."



**Brandon Estrada, Certified Nursing Assistant**

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

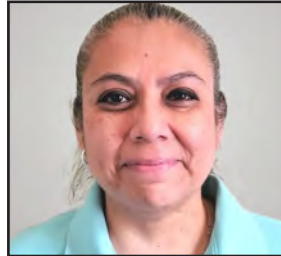
**A:** "I like that it's a big hospital and I'm able to experience a little bit of everything and help out more people."

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

**A:** "Playing soccer and going to the gym."

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

**A:** "I'm from California, so I like to explore El Paso."



**Guadalupe Valadez, Certified Surgical Tech**

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

**A:** "The benefits and the reputation of UMC."

**Q: What are your hobbies?**

**A:** "Cooking new recipes for my family."

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

**A:** "The Cowboys."

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

**A:** "Attend church."



**Jovanna Rubalcaba, EKG Tech**

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

**A:** "The opportunity for growth."

**Q: What are your hobbies?**

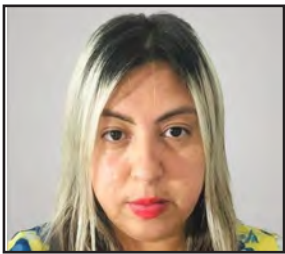
**A:** "Working out and hanging out with my kids."

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

**A:** "Go skydiving over the ocean."

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

**A:** "Watch my kids playing basketball and softball."



**Karen Gutierrez, Nursing Assistant**

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

**A:** "I think it is a very good place to start. They have excellent benefits and have been recommended by many friends. It is a good environment and they all work together as a team."

**Q: What are your hobbies?**

**A:** "I am a full-time student, but I enjoy spending time with my family."

**Q: Favorite sports team?**

**A:** "Diamond Backs."



**Kevin Longoria, Vascular Access Nurse**

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

**A:** "I worked at UMC before and I really enjoyed working here, so I decided to apply again."

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

**A:** "Traveling to Spain."

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

**A:** "I like trying out new local restaurants when I can."

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

**A:** "I like anything active, working out or any sports."



**Robert Holder, Supv. Diag Radiology**

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

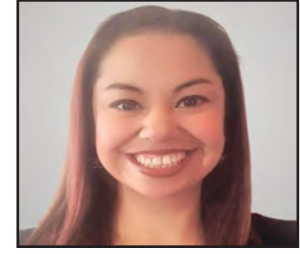
**A:** "I heard great things about the leadership and the hospital's core values and goals. It's a unique place for me to move up in my career."

**Q: What are your hobbies?**

**A:** "I love to go camping with the Boy Scouts."

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

**A:** "Dallas Cowboys."



**Valerie Reyes, Coord. Payor Performance**

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

**A:** "The opportunity in learning something completely new."

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

**A:** "Check out a Chihuahuas game."

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

**A:** "Dallas Cowboys!"

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

**A:** "Travel to Alaska."

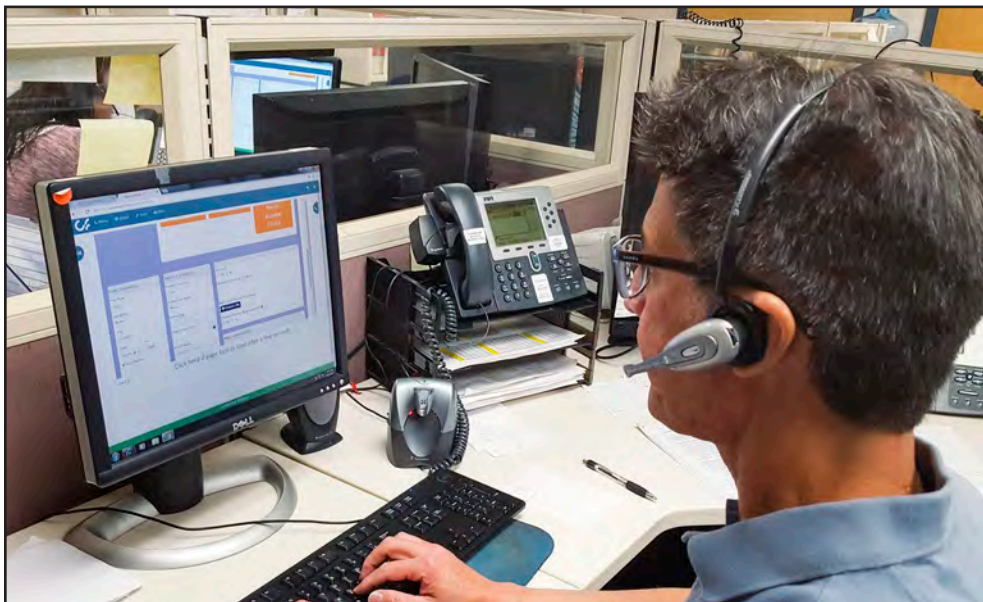
# POISON CENTER BRINGS HIGHEST LEVEL OF SERVICE

*America's first 24-hour bilingual regional poison center - now 100% certified!*

A question not many people think about until they are faced with a scenario that warrants it is what to do in case of a possible poisoning. Sometimes, cleaning supplies are mixed and create toxic fumes that can start to make you feel lightheaded -- or you may accidentally take a double dose of medication and start experiencing side effects.

In situations like these, it is reassuring to know everyone is certified at UMC's West Texas Regional Poison Center.

In addition to being America's first 24-hour bilingual regional poison center, the West Texas Regional



*Luis Soto, Spec. Poison Information RN, fields a call at the UMC West Texas Regional Poison Center, located at UMC's Main Campus.*



*Isabel Hernandez-Fuerte, Spec. Poison Information, at her workstation at the UMC West Texas Regional Poison Center.*

Poison Center is now 100-percent certified by the American Association of Poison Control Centers.

This team, which provides services to 36 counties in Texas, has worked extremely hard to pass their certification exams.

"I'm very proud," said Salvador Baeza, Director of the West Texas Regional Poison Center at University Medical Center of El Paso. "The team had to study in addition to working and it's a lot of prep work."

Baeza said the certification process is not easy, but regardless, the team was able to pass the exam on the first try.

Juana Roman, Spec. Poison Information RN, is among the group of poison control specialists who passed their certification exam.

She believes being part of a team who is 100-percent certified by the American Association of Poison Control Centers is a huge advantage to the community, especially during a potentially life-threatening situation.

"This means when you are talking to somebody at our poison center, you know you are talking to someone who put a lot of effort into knowing how to help you and properly advise you. That makes all the difference," said Roman.

If you think someone has been poisoned, call the West Texas Regional Poison Center right away at 1-800-222-1222.



# UMC SECURES ANOTHER FIRST

*New AI colonoscopy screening technology comes to Digestive Health Center*



*Dr. Elhanafi conducts a procedure using the new GI Genius™ at the Digestive Health Center, at UMC's main campus.*

University Medical Center of El Paso's Digestive Health Center has implemented the use of the region's first artificial intelligence (AI) endoscopy module, called the GI Genius™.

This computer-aided polyp detection system is powered by AI to find colorectal polyps during a colonoscopy screening.

Having this technology available to UMC's patients is a huge step in identifying suspicious lesions, which could be an indicator of colorectal cancer.

"This technology integrated in our system can recognize and spot polyps. The patient gets a high-quality colonoscopy and we can see the entire colon," said Dr. Sherif Elhanafi, Professor of Medicine, Texas Tech Physicians of El Paso, Interventional Endoscopy Gastroenterologist at UMC.

The GI Genius™ will serve as a "second observer" during colonoscopies, improving the adenoma detection rate (ADR), which is the number of times a physician detects a precancerous polyp during a colonoscopy screening, and identifying missed lesions.

"We have an already excellent detection rate for finding



*Medtronic's GI Genius™ AI system for detection of colon polyps.*

colon polyps here; however, we utilize this latest technology to make it better. So, in addition to us looking for polyps, the machine is looking for polyps. It puts a green box around the polyp and we decide if it is a polyp or not," explained Dr. Marc Zuckerman, Professor of Medicine, Texas Tech Physicians of El Paso, Chief, Division of Gastroenterology at UMC.

Approximately 4.1 percent of men and women in the U.S. will be diagnosed with colorectal cancer at some point during their lifetime, based on data from the National Cancer Institute.

The GI Genius™ module is the first and only AI system for detection of colon polyps in the United States and UMC is proud to offer it to our patients here in El Paso.

# CARE IS A FAMILY AFFAIR FOR FATHER & SON PHYSICIANS AT UMC



*Dr. Moeen Abedin (left) and his father, Dr. Zainul Abedin, are pictured at UMC's Heart Rhythm Clinic.*

On any given day, you are bound to find at least one Abedin at UMC's Heart Rhythm Clinic.

Both Dr. Zainul Abedin and his son, Moeen Abedin, bring more than 60 years of combined experience to the Cardiac Cath Lab, often times working on procedures, such as lead extractions, together.

However, this was not something either envisioned would ever happen. Growing up, Dr. Moeen did not think he would be following his father's footsteps as an electrophysiologist.

"When I left high school, the plan was to become a scientist in biology or genetics, so I didn't think I was going to come back here and work with him," said Dr. Moeen.

He explained how his father's love for electrophysiology was what sparked his interest in the field. He grew up

watching his father become the first Board-Certified electrophysiologist in El Paso.

"The specialty only came into its own being in 1992. He was in the first group. He trained on his own by visiting other labs. He learned everything teaching himself and visiting other electrophysiologists. He sees how things have changed since then and I can tell he's happy I'm here," said Dr. Moeen.

Although passionate about electrophysiology, Dr. Zainul said he never pushed his son to pursue the same career as him.

"That was his decision to follow this path of electrophysiology," said Dr. Zainul. "We didn't talk about the work at home, but from time to time I would take the children to the hospital and make rounds to see patients." Nonetheless, Dr. Zainul said seeing

what his son does on a daily basis, makes him extremely proud.

"I think he's accomplished a lot. This is a very specialized field of cardiology. He's been trained by some of the world-renowned physicians in Oklahoma and Utah and he's been to prestigious institutions, such as Johns Hopkins Hospital in Baltimore, Maryland for residency and the University of Texas Southwestern in Dallas. Who would not be proud of that accomplishment?" said Dr. Zainul.

The youngest Abedin is also looking to pursue electrophysiology and expected to start his fellowship training in July in Utah, where his older brother, Dr. Moeen, also completed his training.

The Abedins said they try to avoid talking about work when they are at home with family, but sometimes can't help discussing new technology to better the care they provide to patients.

# JACOB CINTRON GETS 'HERO'S' RECOGNITION

Congratulations to Jacob Cintron, President & CEO of the El Paso County Hospital District, for receiving the 2023 Humanitarian Award from Amistad.

Jacob was recognized for efforts to make UMC the foremost hospital to organize and supply vaccines for the community during the pandemic, along with greatly expanding access to healthcare throughout the Borderland.

This year's Humanitarian Awards honor "superheroes" who exemplified what it meant to be a leader, especially during the COVID-19 pandemic.

His partnership with the community, the County, and

extraordinary service, put El Paso on the map as one of the most vaccinated cities in the U.S.

"This award is a reflection of our Associates and their passion to care for members of our community," said Jacob. "When the pandemic hit, we wasted no time in figuring out the best possible solution for El Pasoans to receive the care they deserve. I am honored to receive this award, alongside several other members in our community who worked hard for the people of El Paso during such uncertain and turbulent times."

Amistad's leadership lauded the accomplishments of Jacob and UMC at a very difficult time for the entire community.



*Jacob Cintron, President & CEO of UMC, receives the prestigious Humanitarian Award from Amistad.*

## UPCOMING UMC AND FOUNDATION EVENTS

### UMC EVENTS

#### July

- 7 CARES XTRAS Pantry
- 12 Coffee with the CEO
- 19 STARS Awards Ceremony
- 21 Special CARES Xtras Pantry: Backpack & School Supply
- 27 El Paso Strong Shirt Sales

#### AUGUST

- 4 CARES Xtras Pantry
- 9 Coffee with the CEO
- 18 CARES Xtras Pantry

#### SEPTEMBER

- TBD District Women's Leadership Conference

#### TBD

- Annual Summer Event
- 1 CARES Xtras Pantry
- 6 FY24 Denim Friday Launch
- 13 Coffee with the CEO
- 15 CARES Xtras Pantry
- 27 Summer Ambassador Graduation
- 28 Wellness Challenge Check-In
- 29 CARES Xtras Pantry

### UMC / EPCH FOUNDATION EVENTS

#### July

- 7 CMN Night at the Chihuahuas
- 14 Walmart Campaign
- 17 El Paso Health Car Seat Safety UMC East
- 22 El Paso Health Car Seat Safety Event - UMC West

#### AUGUST

- 19 El Paso Health Car Seat Safety Event - EPH

#### SEPTEMBER

- 20 Foundation Board Retreat
- 21 Kendra Scott Gold Party





# AN EL PASO FIRST, ADVANCED SURGICAL ROBOT AT UMC



*The Da Vinci SP (Single Port) robotic arm, by Intuitive, helps make surgeries less invasive and less painful.*

University Medical Center of El Paso is the only hospital in El Paso to implement the use of a high-performance single-port robotic surgical system called Da Vinci SP by Intuitive.

UMC is proud to continue leading the way in advanced medical technology for El Paso by introducing this new technology that gives surgeons the ability to deliver robotic-assisted surgery through a single port, instead of multiple ports.

The Da Vinci SP system provides 360-degrees of anatomical access through three wristed instruments

on a single port. This updated model helps surgeons perform complex procedures and allows them the flexibility to control the robot from a position other than bedside.

The use of the Da Vinci SP makes surgeries less invasive and allows patients to leave the hospital quicker. It can also offer patients less pain and less long-term difficulties.

Dr. Ben Westbrook, one of many surgeons at UMC who utilize the Da Vinci Surgical Robot, explained how the robot represents dramatic advances in robotic surgical capabilities.

"Robotic surgery has developed a strong foothold in the surgical realm and is here to stay," said Dr. Westbrook. "It is an exciting technology that has a fairly narrow application currently, but surely over time, that will broaden and allow us to help more and more patients."

Currently, the Da Vinci SP robot is being used at UMC to remove throat cancer, and for surgeries to alter the anatomy of the back of the throat to treat sleep apnea, but in the future, it can be used for a variety of narrow access surgeries.



# HOW STRONG? LAYLA STRONG!

*Patient returns to UMC to thank trauma and ICU teams*



*UMC patient, Layla Sanchez, at UMC immediately after her accident.*



*Layla Sanchez (pictured center in wheelchair) meets with the UMC Intensive Care Unit Team who cared for her after her accident.*

"Soup" was Layla Sanchez's first word after months of recovering from a crash that caused severe damage to her brain and several other organs in her body. It was a huge milestone from when she first arrived at UMC in critical condition.

Layla, who was 15-years-old at the time, was on her way home from basketball practice with her sister when they were T-boned by the driver of a speeding car in January.

"The car flipped about four or five times," said Layla's father, Jessie Sanchez. "When they came in, Layla needed immediate lifesaving surgery and then during her time here, she went through about four surgeries."

Once stabilized, Layla was sent to Craig Hospital in Denver for rehabilitation therapy where she began learning how to do everything she was able to do before.

"She is no longer on long-term medications and is expected to make a full recovery, thanks to the life-saving measures that were executed here at UMC to save her life," her father said.

After returning from Denver, Layla visited the nurses and doctors who cared for her during her time at UMC and surprised them with pens that said "How Strong? Layla Strong!" during one of their meetings.

Several nurses who cared for Layla, to include Valerie Salazar, RN Neuro ICU, cried as they saw her stand from her wheelchair.

"I took care of Layla the first three days she was here and she was very sick," said Salazar. "It was very exciting because we all saw her when she left and to see her now be able to stand is amazing. It's a true miracle."

Sanchez believes his daughter's recovery was thanks in large part to the care she received at UMC. "This is a wonderful place," said Sanchez. "I am so lucky she was sent here and that she had the amazing team she had here because it would not have been possible without everyone here."

Layla is now ready to continue therapy at home and be evaluated to return to school.

# UMC ASSOCIATES GET A CLOSER LOOK AT THEIR BRAINS

There was no better way to celebrate Neurodiagnostics Week than by playing brain games.

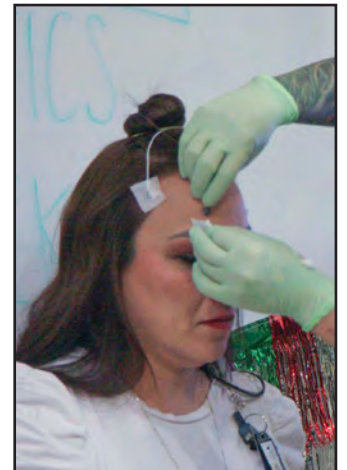
During the week of April 16, our Neurodiagnostics Team invited UMC Associates to learn more about what the department does and how they perform Electroencephalography (EEG) tests.

An EEG reviews the cranial nerves and looks into what stimulates it. It can detect when a patient is awake or asleep and even tracks the different stages of sleep and seizures.

We love our Neurodiagnostics Team with all of our limbic system!



Ruben Perez, EEG Tech, performs an EEG on Julia Bishop, Mgr. IC Cath Lab



Celeste Chavez, Mgr. EVS Operations, receives an EEG

# CRITICAL CARE GOES BLUE!



Left to right, Isabel Tellez Herrera, RN; Michelle Neder, Cert. RNIII; Adriana Perez, RN

The medical professionals who work in UMC's three critical care units are dedicated to helping patients who have suffered extremely traumatic injuries.

They proudly wore their blue scrubs on May 19 in honor of National Critical Care Awareness Day.



Left to right, Ashley Garcia, RNII; Margarita Castorena, RNII; Miranda Guerrero RNII



Diana Hernandez, RNII; Mary Alvarado, RNII; Fernanda Elizalde RN



# THINGS TO DO IN EL PASO

## July 2023



**7/4** Join us as the Chihuahuas celebrate Independence Day, presented by GECU. Fans will be treated to a fireworks show choreographed to the patriotic music we have grown to love.

[www.milb.com](http://www.milb.com)



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

[elpasolive.com](http://elpasolive.com)



**7/14** Clyde Jackson Browne is an American rock musician, singer, songwriter, and political activist who has sold over 18 million albums in the United States over his 40 year spanning career.

[elpasolive.com](http://elpasolive.com)



**7/31** Milky Chance, guitarist/singer Clemens Rehbein and bassist/percussionist Philipp Dausch have racked up more than five billion streams, and played iconic festivals from Coachella and Lollapalooza to Bonnaroo and ACL.

[elpasolive.com](http://elpasolive.com)

## August 2023



**8/4** Alfresco! Fridays return to the El Paso Convention Center Plaza, June 9. The FREE summer concert series is scheduled every Friday in Downtown El Paso, at 7 – 9 p.m. [www.elpasolive.com](http://www.elpasolive.com)



**8/5** Join Insights' first Saturday DinoTracks Public Tour for a prehistoric tour of fossils over 98 million years old, only 10 minutes for downtown El Paso.

[insightselpaso.org](http://insightselpaso.org)



**8/20** The Tacos y Mas Festival features the best combination El Paso has to offer, with good food, music & family fun.

[tacosymasfestival.com](http://tacosymasfestival.com)



**8/25** RBD's "Soy Rebelde Tour" is the upcoming fifth and final tour, is scheduled to have its first stop at the Sun Bowl Stadium.

[tickermaster.com](http://tickermaster.com)

## September 2023



**9/2-3** The Brightside Music Festival, happening Labor Day Weekend 2023, promises two days filled with some of the biggest international artists across Electronic, Latin, Hip Hop & Indie!

[www.brightsideep.com](http://www.brightsideep.com)



**9/9** Marco Antonio Solís, a Mexican musician, brings his Latin pop music to the Don Haskins with his #ElBukiWorldTour 2023.

[ticketmaster.com](http://ticketmaster.com)



**9/15-17** The annual White Sands Balloon & Music Festival is scheduled for September 15 through 17. Don't miss the fun!

[balloonmusicfestival.com](http://balloonmusicfestival.com)



**9/24** Maluma returns to the Don Haskins Center with his "Don Juan World Tour" concert.

[tickermaster.com](http://tickermaster.com)



# TOP 5 UMC HEADLINES

## NEWS FROM THE LAST QUARTER



### Building El Paso's Cancer Center

On May 26, Rep. Mary Gonzalez, D-El Paso, announced funding for a cancer center in El Paso. The cancer center will be a collaboration between UMC and Texas Tech University Health Sciences Center El Paso, with funding coming from the new state budget.



*scan for more*



### We Work From The Heart

University Medical Center of El Paso's Chest Pain Center is one of only 82 hospitals nationwide to receive the American College of Cardiology's NCDR Chest Pain - MI Registry Silver Performance Achievement Award for 2023.



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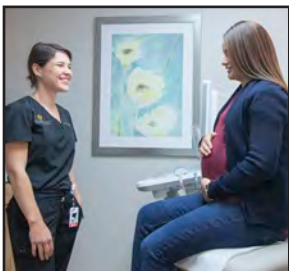


### Get Your Prescriptions Delivered!

University Medical Center is now offering local mail-order delivery from our UMC West Clinic location. To start your prescription delivery, call 915-521-2263.



*scan for more*

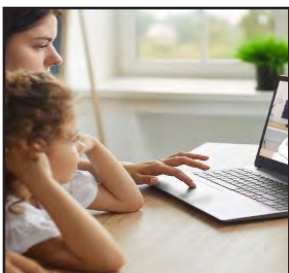


### Open For Business!

The new UMC Healthcare Partners – Obstetrics & Gynecology Clinic is now open and accepting patients! You can visit the Women's Clinic at 1201 E. Schuster or make an appointment by calling (915) 200-2676.



*scan for more*



### UMC Launches Virtual Visits

UMC offers a convenient way for you to meet virtually with your primary care provider or specialist. To schedule a Telehealth appointment, call 915-790-5700.



*scan for more*

# TRAILBLAZING A PROCEDURE FOR BETTER DIGESTIVE HEALTH

*Two Texas Tech Physicians at UMC pioneer new treatment.*

For years, Dr. Richard McCallum and Dr. Irene Sarosiek have pioneered the treatment of a condition called gastroparesis, in which the stomach becomes paralyzed and cannot empty food.

When food begins to accumulate in the stomach, it pushes on the stomach walls, signaling the brain to find a way to get rid of the food, and triggering nausea or vomiting.

"We would give medications for it, but for about 30 to 40-percent of our patients, that was not enough," said Dr. McCallum, Professor of Medicine, Texas Tech University Health Sciences Center El Paso, Division of Gastroenterology and Director of Gastrointestinal Motility at UMC.

The procedure called Gastric Electrical Stimulation (GES) is able to block nausea and vomiting by surgically implanting a device onto the stomach muscles. The device then sends low-energy impulses, stimulating the stomach to empty food and alleviate symptoms.

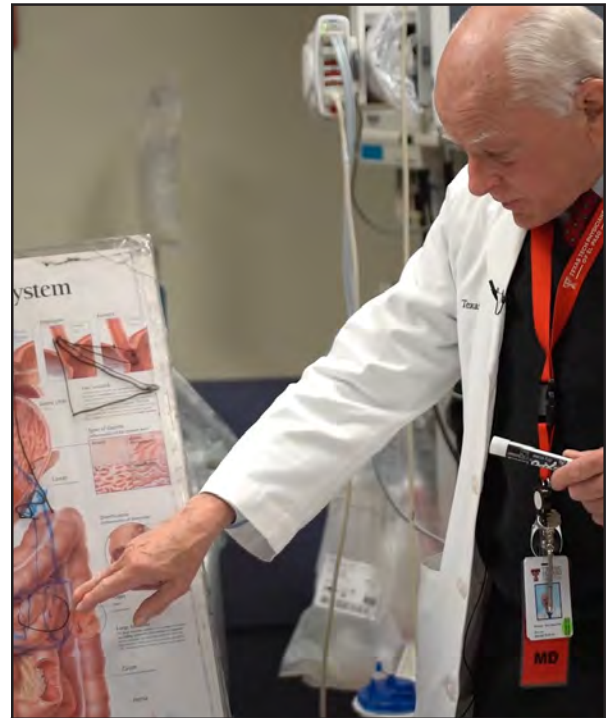
"Because of this electrical stimulator, patients are able to return to some sort of normal lifestyle. Most importantly, we can control diabetes," said Dr. McCallum.

Nancy Griego is one of those patients whose life was changed by the procedure. "I had a lot of stomach problems. I was bloated all the time, I had nausea and vomiting and I was in dire need of somebody to look at me. It changed my life a lot. Now, I go out more and I'm more comfortable going out. I'm glad UMC is here and that I was asked to be part of this [trial]," said Griego.

Dr. Sarosiek, Professor of Internal Medicine at Texas Tech University Health Sciences Center El Paso, said the research was part of the NIH Research Consortium for patients who have gastroparesis.

She explained there have been approximately 150 of these surgeries performed in El Paso by Dr. Brian Davis. "We have patients from other states and Dr. McCallum has even seen patients from Israel and Australia who came to El Paso to look for some hope and treatment," said Dr. Sarosiek.

She and Dr. McCallum believe this FDA-approved procedure is the last step in saving the lives of many patients who have had multiple admissions to the hospital and exhausted all medications on the market for their illness.



*Dr. McCallum (top) and Dr. Sarosiek (bottom) discuss Gastric Electrical Stimulation treatment.*

# IN MEMORIAM OF DR. JIMENEZ



*In Loving Memory of  
Dr. David F. Jimenez*

Our borderland has lost one of its greatest champions of pediatric care with the sudden passing of Dr. David F. Jimenez. He brought innovation and an advanced level of expertise that has changed the lives and futures of many children. Before he arrived in our city, El Paso families had to travel hundreds of miles to get their child the advanced level of care that, in many cases, was required to live.

Dr. Jimenez completed medical school and residency at Temple University in Philadelphia, PA, and his pediatric neurosurgery fellowship at Albert Einstein School of Medicine in New York City. He specialized in all aspects of pediatric neurosurgery with a focus on minimally invasive approaches. He was Board Certified in pediatric and adult neurosurgery. Dr. Jimenez pioneered endoscopic surgery to treat craniosynostosis in his pediatric neurosurgery work.

Internationally recognized for developing the Endoscopic-Assisted Craniotomy more than two decades ago, Dr. Jimenez, was honored by America's Top Doctors, Best Doctors in America, among many others. The list of medical honors and awards is extensive, reflecting his lifetime work as a thought leader, sought-after lecturer, well-funded researcher, and prolific writer. He has been caring for families locally and from around the world for more than 30 years.

Dr. Jimenez will forever be missed by the patients he served and everyone who knew him at UMC, EPCH, our Foundations and all who knew him or witnessed his kindness and brilliance as a surgeon.

# DR. BRIAN ELMORE INSPIRES AMERICA ON NBC NATIONAL



Dr. Brian Elmore on NBC National News Network

NBC crews were spotted filming Dr. Brian Elmore, a Texas Tech University Health Sciences Center El Paso resident physician, at University Medical Center of El Paso in May.

Dr. Elmore works in the emergency room at UMC and has written about his experience treating migrants at the Clinica Hope in Ciudad Juarez, which he co-founded and runs.

The NBC crew flew down to El Paso to shadow Dr. Elmore for a day, which included seeing some of the work he does at UMC. The feature on Dr. Elmore aired during a segment called "Inspiring America" on June 10.



# UMC'S MOBILE STROKE UNIT HELPS SAVE PATIENT'S LIFE



*UMC's Mobile Stroke Unit, the only Mobile Stroke Unit in the region, arrives at UMC's main campus emergency room.*

In early May, Rafael Rivera was rushed to University Medical Center in the Mobile Stroke Unit with signs of a stroke.

"The first nurse who cared for him here spent three hours talking to my brother, making him feel comfortable. She kept him calm and that was awesome. He's gotten great care here," said Rivera's brother, Fernando.

Rivera's brother said Ruth Vasquez, Cardiac Tech II, took the initiative to explain everything that was going on. She kept his brother calm through the beginning of the procedure until he was placed under general anesthesia.

Although Rivera was confused about what was happening to him at the time of the stroke, he said he had seen the signs of a stroke well before it happened.

"I had recently seen a specialist who told me my veins were not looking

good. I had been very anxious about that," Rivera said.

Rivera thought back to the ride to UMC in the Mobile Stroke Unit. It was there he was told he was experiencing symptoms of a stroke.



*Patient aboard UMC's Mobile Stroke Unit.*

He remembered losing the ability to move his hand and the desperation he felt of not being able to lift his arm and grab onto the paramedic who was helping him.

"I felt secure here at UMC. This is actually my second stroke. The first one was a couple of years ago in Albuquerque and it was a fiasco, but this one, UMC had it all under control. They were on it. They recognized the signs and started running tests immediately."

At UMC, patients like Rivera can feel at ease knowing they are being treated at our region's only Level 1 Stroke Center and Joint Commission-certified Comprehensive Stroke Center.

UMC is also home to the region's only Mobile Stroke Unit, an ambulance containing specialized equipment, staff, and medications specifically tailored to the diagnosis and treatment of a stroke.

Rivera shared his story in hopes of spreading awareness to others, especially since May was National Stroke Awareness Month, and to thank Ruth Vasquez and the team at UMC for the care he received.

# LETTERS OF GRATITUDE

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

Mr. Jacob Cintron:  
University Medical Center  
4815 Alameda Ave.  
El Paso, Texas 79905

Dear Mr. Jacob Cintron,  
I am writing to express my profound appreciation for the excellent care I received at the UMC.

Surgical Center West during my recent colonoscopy. Dr. Carmela Morales performed the procedure, and I couldn't be more satisfied with her and her team's level of care and professionalism.

I was highly impressed by the compassion and care shown by all staff members, from the front desk to the recovery room. They were attentive to my needs, making me feel comfortable and at ease throughout the process. Evidently, their top priority was providing the best possible care to their patients.

Moreover, the state-of-the-art facility and equipment used at the UMC Surgical Center West was very impressive. It is apparent that your center is dedicated to investing in the latest technology and equipment to ensure the best possible outcomes for their patients. This gave me great confidence in the quality of care I was receiving.

Overall, my experience at the UMC Surgical Center West was excellent. I want to express my deepest gratitude to Dr. Morales, her team, and the entire staff for their professionalism and compassion. They truly made a stressful experience as comfortable as possible. I would highly recommend this facility to anyone in need of a similar procedure.

Thank you once again for providing me with such an outstanding experience.

May 6, 2023

Mr. Jacob Cintron, CEO  
University Medical Center  
4815 Alameda Ave.  
El Paso, Texas 79905

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Thank you once again for providing me with such an outstanding experience.

Sincerely,



Art Moreno, Jr.

# UMC'S WILLIAMS HONORED AS 'YELLOW ROSE'

Carolyn Williams, Program Director of Community Programs for the UMC and El Paso Children's Hospital Foundation, was honored with a Yellow Rose of Texas Commission.

This award is said to be the highest award bestowed to women by the Texas Governor, and is based on exceptional community service, charitable contributions, or achievements toward improving the present and building the future.

Williams' work with UMC Foundation and EPCH Foundation includes the creation and implementation of a car seat safety program.

"I'm most proud of this program because it is something that services the entire El Paso community and improves safe travel for children," said Williams. "A lot of parents or caregivers don't have the knowledge or financial needs to purchase the right car seat for their child, so providing that education and car seat is a very valuable resource for families."

Williams said it was a surprise, "I feel honored to have been nominated and presented with this award. It takes so many people who come together once a month to make each event a success. There is no way I could do it all by myself."



*Carolyn Williams, Program Director of Community Programs, UMC and EPCH Foundation, stands with the Yellow Rose of Texas Commission Award.*

# UMC PURCHASES HOSPITAL TO ADD SURGICAL CAPACITY

University Medical Center is proud to continue its commitment of expanding access to high-quality healthcare with the purchase of a surgical hospital.

The UMC Surgical Hospital, is a 75,000 sq. ft. facility located at 1416 George Dieter and will provide 40 additional beds for inpatient and outpatient procedures. The hospital is expected to be operational by September.

"This facility is going to be a facility for the community,

but also for community providers who are looking for something different and unique in this specific zip code," said Christopher Chacon, CEO of UMC Surgical Hospital. "This truly is a destination for surgical care focused on quality, efficiency, and positive results."

Know a friend or family member who would like to work at the UMC Surgical Hospital?

Refer them to HR Manager, Grace Beltran, at [graciela.beltran@umcelpaso.org](mailto:graciela.beltran@umcelpaso.org)





# UMC ADDS NEW SERVICE LINE

*UMC and PAM Health Rehabilitation join forces to provide inpatient rehab*



*The PAM Health Rehabilitation Hospital located in central El Paso at 1600 E. Cliff Dr.*

University Medical Center of El Paso and PAM Health Rehabilitation Hospital have joined forces to expand access for patients who need inpatient rehabilitation services.

Through a joint venture, a UMC subsidiary and PAM Health now share ownership of an inpatient rehabilitation hospital located at 1600 East Cliff Drive in Central El Paso.

This adds a new service line for UMC, which previously only offered outpatient rehabilitative services.

The facility offers the latest therapeutic equipment to help patients recover from illnesses and injuries such as stroke, amputation, and cardiopulmonary conditions.

“Through this new joint venture, El Pasoans will be able to receive a high-level of personalized attention and one-on-one treatment from physical, occupational, and speech therapists in a state-of-the-art facility,” said Jacob Cintron, President & CEO of El Paso County Hospital District.

PAM Health provides a wide range of comprehensive programs that ensure high-quality care in a comfortable setting, that includes private family suites.



*Inpatient room, with family suite, at PAM Health.*

“PAM Health has had a strong presence in Texas since our beginning, but the El Paso location is our first inpatient and outpatient rehabilitation hospital in the El Paso region,” said Anthony Misitano, Founder, Chairman and CEO of PAM Health.

“By partnering with a well-established and trusted healthcare leader, such as University Medical Center, we hope to improve the health and well-being of our community with access to high-quality rehabilitation services.”

To schedule an appointment, call (915) 975-8630

# LOCAL SPORTS



## Locomotive FC 2023:

**July 9** vs. Colorado Springs FC, 7:30 p.m.  
**July 23** vs. San Antonio FC, 7:30 p.m.  
**July 30** vs. Louisville City FC, 7:30 p.m.  
**Aug. 20** vs. San Diego Loyal SC, 7:30 p.m.  
**Aug. 27** vs. Phoenix Rising FC, 7:30 p.m.  
**Sept. 7** vs. Rio Grande Valley Toros FC, 7 p.m.



## UTEP Football Home Games

**Sept. 2** vs. Incarnate Word, 7 p.m.  
**Sept. 23** vs. UNLV, 7 p.m.  
**Sept. 29** vs. LA Tech, 7 p.m.



## Chihuahuas 2023 Series:

**July 4 - 9** vs. Las Vegas Aviators  
**July 25 - 30** vs. Round Rock Express  
**Aug. 8 - 13** vs. Sugar Land Space Cowboys  
**Aug. 22 - 27** vs. Sacramento River Cats  
**Sept. 5 - 10** vs. Round Rock Express  
**Sept. 12 - 17** vs. Albuquerque Isotopes

# DR. SOFIA IS HERE TO HELP



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

As part of National Mental Health Awareness Month in May, Dr. Reynoso-Crow created a 10-part podcast series designed to improve mental well-being through meditation and relaxation.

The series is part of UMC's "Better Health In The Borderland" podcast and covers various topics including sleep, progressive muscle relaxation, and letting go of the past.

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



*Scan the code to listen to Dr. Sofia's meditation series!*

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

IF YOU ARE IN NEED OF COUNSELING ASSISTANCE, YOU CAN CONTACT DR. SOFIA DIRECTLY AT (915) 330-0741 OR EMAIL: [sofia.reynoso-crow@umcelpaso.org](mailto:sofia.reynoso-crow@umcelpaso.org)



# UMC GOES OFF-ROADING FOR ATV SAFETY TRAINING

First responders from across El Paso County participated in UMC's Utility Task Vehicle Safety Training For First Responders at Red Sands on April 13.

The safety training course was organized by UMC Trauma Grants Manager, Xochitl Gamboa, for first responders to receive formalized training on how to safely navigate their agency vehicles in the sandy desert terrain, ahead of the summer months.

UMC is always looking for ways to promote safety and well-being in our community. This training helps first responders transport people safer and faster.

We appreciate the time our first responders spent learning new skills to help us during an emergency.



*Xochitl Gamboa, (far right) stands with El Paso County first responders who participated in the safety training course.*

# ASSOCIATES, FAMILIES HEAD TO THE SUMMERTIME DIAMOND

One of our favorite yearly fundraisers returned in full swing!

Several Associates represented UMC at the El Paso Chihuahuas game on May 26 as part of a fundraiser organized by the UMC Foundation and El Paso Children's Hospital Foundation.

Associates in sections 120, 121, and 122 cheered on as our Security Supervisor, Jose Dominguez, threw out the first pitch of the night.

We had a ball! Let's go, Chihuahuas! Make it a great season!



*Jose Dominguez, UMC Security Supervisor, throw out the first pitch.*



*UMC Associates were representing in sections 120, 121, and 122!*



# HOSPITAL WEEK CELEBRATES TWO GREAT ORGANIZATIONS

Hospital Week took place the second week of May and was celebrated with various events at UMC.

Associates enjoyed a hospital-wide party, organized by UMC's Engagement & Associate Experience Department, with lunch, goodies, and music outside the Annex building.

UMC President and CEO, Jacob Cintron, took the opportunity to thank Associates for their hard-work and commitment to our patients.

The event was a sweet treat for our wonderful hospital professionals who were showered with appreciation throughout the week.



# NURSES WEEK WAS A TIME FOR CARE, FUN, THANKS

UMC's hard-working nurses were thanked with a "Cinco de Mayo" themed breakfast in honor of Nurses Week on May 6-12.

The celebration kicked off an entire week of treats, goodies, and raffles for our nurses.

Voting on a final nursing uniform color also took place during this week.

Nurses had the option to choose between Ceil Blue and Royal Blue. Once the final color is selected, a yearlong implementation and transition process will follow and hopefully be in place by Nurses Week 2024.

Thank you Nurses for all you do!



# TRUSTED. COMMITTED.

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



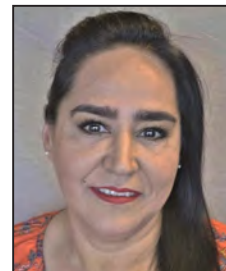
**El Paso Health**  
HEALTH PLANS FOR EL PASOANS  
BY EL PASOANS.



## Congrats To The Care Solution Team, Winners Of Department Stars Award!

The CARE Solutions Team was nominated by Rosie Medina. Their nomination was recommended by the Building Bridges Committee and they were voted to win this award by our chief officers!

## 2023 Quarter 2 Associate Stars Award



**Alicia Martinez**  
Call Center Representative II

# BACK TO SCHOOL DriveThru

**SATURDAY, JULY 15**  
**9:00 AM – 12:00PM**

EL PASO COUNTY COLISEUM • 4100 E. PAISANO

- Backpacks
- School Supplies
- Food Drive available

El Paso Health will be hosting their annual Backpack giveaway on Saturday July 15th. We will distribute 1,500 backpacks for the first 500 families and provide food from El Pasoans Fighting Hunger. We are asking for volunteers for this monumental event. If you or anyone you know, who is 13 years of age or older and would like to volunteer, please contact Ms. Rosie Medina at [rmedina@elpasohealth.com](mailto:rmedina@elpasohealth.com) or 915-298-7198 ext. 1161

## NEW ASSOCIATES



**Jennifer Herrera**  
SIU Assistant



**Jacqueline Miranda**  
Case Manager



**Ryan Kerr**  
County Attorney



**Armando Montanez**  
Configuration Analyst



**Alicia Guerrero**  
Call Center Rep. II



# STUDENTS GLIMPSE CAREERS

Our UMC Associates paid a visit to our neighbors across the street at Jefferson High School for the inaugural P-Tech Medical Career Fair on April 14!

Students from Jefferson, Irvin, and Franklin high schools learned about the different departments that make up UMC. The purpose of the event was to expose 9th and 10th graders to careers and jobs in the medical field.

Thank you to our Affiliations Team of Nelly Flores and Claudia Vasquez for leading this event, and to our Associates in Human Resources, Nursing Education, Emergency Department, Administration, Fiscal Services, Poison Control, IT, and Imaging for making this career fair a success!



*Jose Rodriguez, Director of Imaging Services, meets with students interested in learning more about the healthcare field.*

# CONGRATULATIONS TO THE NEW C.A.R.E.S. GRADS!

Congratulations to our new CARES Ambassadors!

A ceremony was held April 5 at El Paso Health to celebrate the newest graduating class in the program's history.

CARES Ambassadors are dedicated to finding ways to ensure UMC operates under the District's CARE Values of Community, Accountability, Respect, and Excellence.



*Graduates are (from left to right), Pedro Baca, Journeyman Electrician; Virginia Alaniz, Lead, Sterile Processing; Ofelia Morales, Coord. Outreach; Jessica Aguirre, Cert. Medical Assistant; Karla Cordero, Registrar Scheduler; Karina Saenz, Cert. Medical Assistant; Valerie Rivera, Cert. Medical Assistant; Ana Acosta, Spec Education/Injury Prevent; Isabelle Strack, Reg. Clinical Dietitian II; Paulina Rodriguez, Office Specialist*



# EMS WEEK CELEBRATES FIRST RESPONDERS AT UMC EVENT

Emergency Medical Services at UMC were thanked for their hard work and dedication to patients on EMS Day on May 25.

The UMC ambulance entrance was decked out for our EMS crew, who is always on the go, to enjoy a much needed lunch break.

These highly-skilled medical professionals quickly respond to emergencies and are typically the first healthcare providers to arrive on the scene when 911 dispatches for help.

We are grateful for their swift response and knowledge of how to stabilize an emergency under pressure.



*EMS Associates enjoy their complimentary Jason's Deli lunch.*

# MOTHER BABY TEAM GROWS WITH ADDITION OF NURSES

Every year, UMC's Mother Baby Unit welcomes thousands of babies who are born at UMC. With so many babies to care for, the department was overjoyed to receive seven new Nurse Residency Program Associates (NRPs) who joined the Mother Baby service line in May.

The new NRPs were welcomed with breakfast and baby-themed pastries during an onboarding celebration.



*Nancy Sapien, Educator PI Coordinator, instructs the new Mother Baby NRPs.*



*Left to right, Jennifer Jimenez, Mother Baby NRP, Elizabeth Beltran, Mother Baby NRP, Linda Lopez, Mother Baby RNII, Diana Hernandez, Mother Baby NRP, Lizbeth Campa, Mother Baby NRP*

# BRAIN GAMES

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

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# UMC DOCTOR'S BOOK HELPS FAMILIES AND PATIENTS



When a patient has a serious or life-threatening disease, they are often times given palliative care.

A palliative care subspecialist is an expert who focuses on communication, helping patients and family members understand the reality of their medical situation, and manages uncomfortable symptoms that affect a patient's day-to-day quality of life.

Dr. Jeanne Lee is UMC's Palliative Care Clinical Medical Director and author of a recently published book called *Own Your Care: A Family Guide to Navigating Complex Illness, Changing Health, or Unexpected Prognosis*. "This book is like a palliative care specialist in your back pocket, covering questions like 'How do I talk to my kids about this?' or 'What do I say when Mom says, 'I don't want to be a burden?' Ultimately, I hope this book helps many patients and family members at a time when they may otherwise feel overwhelmed or stuck," said Dr. Lee.

The book is available on Amazon, Barnes and Noble, Bookshop.org, and at the UMC gift shop.

# DROWNING PREVENTION COMES INTO FOCUS AT UMC

Ahead of the summer swim season, the Drowning Prevention Coalition of El Paso held an annual news conference to raise awareness on the importance of water safety.

This was an opportunity for members from UMC's Trauma Division, as well as Wet N' Wild, YWCA El Paso Del Norte Region, El Paso County, and El Paso Parks & Rec. Department, to share resources and tips to prevent drownings.

For educational classes, visit [dpcelpaso.org](http://dpcelpaso.org) or call UMC's Trauma Division at (915) 521-7556.



*The El Paso Fire Department conducts a mock water rescue and CPR response during the event.*



# NURSE TECHS GRADUATE, ADVANCE THEIR CAREERS

We're excited to celebrate the 14 nursing students who have graduated from UMC's Nurse Tech Program!

The Nurse Tech Program at UMC offers nursing students in their final semester of nursing school the opportunity to gain more knowledge and skills by completing extra hours working alongside a UMC nurse.

The nursing students who are accepted into the program have to complete 160 hours in the unit as nurse techs.

These hours are completed outside of their normal clinical hours for school.

These grads are now able to transition to UMC's Nurse Residency Program as new registered nurses, once they pass the National Council Licensure Examination (NCLEX).

We are so proud of your dedication!

## Emergency Department

Marissa Amato  
Marta Avila  
Zirenia Cardoza-Sanchez  
Jeremiah Martinez  
Christopher Ortega  
Alyssa Quintela

## Labor & Delivery

Susana Reyes

## Neuro ICU

Alan Arroyo  
Maribell Milian

## Medical Oncology

Cynthia Lerma  
Michelle Saucier

## Mother Baby

Samantha Almanza  
Sarah Ramos  
Rosa Rojas



Cynthia Martinez, Mgr. Nursing Education (Center, In Pink), stands proudly with a few of the new graduates, (left to right) Rosa Rojas, Mother Baby; Alan Arroyo, Neuro ICU; Marissa Amato, ED; Marta Avila, ED; Jeremiah Martinez, ED; Samantha Almanza, Mother Baby; Maribell Milian, Neuro ICU.



New graduates (pictured center) Samantha Almanza, Mother Baby, and Rosa Rojas, Mother Baby, pose proudly with (left to right back row) Leticia Mireles, Nurse Manager Mother Baby, Nancy McGrail, Director Mother Baby, and Gloria Delgado, Assistant Admin. Women's Services.



# NEED EXTRA CASH?

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

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

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

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

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

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