

QP

THE QUARTERLY PULSE OF UMC



#01 WINTER ISSUE 2021

FIRST MOBILE STROKE UNIT COMES TO EL PASO

UMC is first again.
Read more about this state-
of-the-art vehicle and how it
saves lives! **p.4**

WHEN HEALING HAPPENS

Read the story of Gil and
Blanca Navarette and how the
COVID-19 Visitation Program
at UMC was there to help. **p6**

THINGS TO DO IN EL PASO

Looking for something to do?
We list a few of the coolest
events going on in the 915. **p11**



UMC's Mobile Stroke Unit

KEEP UP WITH UMC

SOCIAL MEDIA, PODCASTS, VIDEOS AND MORE!

SCAN TO VISIT AND FOLLOW!



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ASSOCIATE AWARDS

THIS QUARTER'S STARS

Question: What do you love about working at UMC?



**Charlie Dominguez, NP
Neurosurgery**

A: "The opportunity for growth as well the family dynamics and the patient interaction for patient safety. I also appreciate the interpersonal communication. It is easy with plenty of continuity of care."



**Corina Marrufo, LMSW
Social Worker**

A: "I appreciate the ongoing support and guidance I have received from my department, supervisors, and unit director. I love being of service to our community and an element of support through a difficult time in their life."



**Luz Henao
Pharmacist, Pharmacy
Inpatient**

A: "What I like about UMC is that it is my second home. Some of my coworkers are like family to me. I also enjoy working with associates from different departments. There is a lot of variety in this place which can make my job interesting and fun."



**Patrick J. Singleton
Team Lead Tech,
Networking**

A: "There is never a dull moment working here! There are a lot of great people working here, as well. Overall, I just feel very lucky to be here."



**Sergio A. Gomez
Marketing Lead, Public
Affairs**

A: "I love the people and how hardworking, down-to-earth and appreciative we all are of each other. It's a special thing for such a large organization."

DAISY



**Brittany Miller, RN
Medical Unit**

Nominated by a UMC patient:

"Brittany was very attentive to my needs as a patient. She asked about my pain and helped finally to get it under control. She helped me out with family visitation. Brittany was able to arrange for my wife to stay with me for the last two nights."



**Nuvia Lerma, RN
Women's Surgical Unit**

Nominated by a UMC patient:

"From Day One, Nurse Nuvia Lerma showed me how caring she is. She let me know that if I needed anything, just to call her. She brought me an extra blanket, sandwich and apple juice. I really appreciated it."



**Amanda Johns, RN
Labor and Delivery**

Nominated by an El Paso Children's Hospital Nurse:

"I went for a scheduled induction and did not deliver my baby until two days later. I am beyond grateful to Amanda as my source of comfort, reassurance and my biggest advocate. She stands out the most when I discuss my birth story."

LEADING THE WAY IN TECHNOLOGY, INNOVATION AND CARE

UMC AT THE FOREFRONT



UMC's Mobile Stroke Unit features the world's first 16-Slice OmniTom Scanner



Onboard Telemedicine capabilities.

When A Stroke Happens, UMC Mobile Stroke Unit Beats The Clock To Save Lives

Last year, El Pasoans experienced 1,521 strokes. The sooner treated, the better the chance of survival. On a trip to Houston some time ago, UMC CEO Jacob Cintron and his stroke team witnessed a Mobile Stroke Unit (MSU), which is a specialized vehicle designed to provide rapid response to stroke victims. Carla Escobar, Administrative Director of the Neurosciences Program was also with the team to view the unit. She said she knew the unit was the only one of its kind in Texas, one of 23 in the entire country and something UMC needed for its community.

Today, UMC owns the world's most advanced Mobile Stroke Unit because of the 16-slice Omni Tom scanner inside. All other MSUs have an 8-slice OmniTom Scanner.

"Our UMC Leadership team is supportive," said Carla. "They asked, 'How can we help UMC Neurosciences grow?' and I told them of this unit." The UMC Mobile Stroke Unit looks like an ambulance on the outside, but inside holds specialized equipment, staff and medications specifically tailored to the diagnosis and treatment of strokes. Once a 9-1-1 call is made, a dispatcher must determine if it is a stroke and if so,

proceeds to send the call to the Mobile Stroke Unit, if available. During a stroke, vast numbers of neurons, synapses, and nerve fibers are irreversibly lost every second treatment doesn't occur. There are two distinct types of strokes: the ischemic stroke, when a blood vessel is blocked by a blood clot, and the hemorrhagic stroke, when a blood vessel or artery bursts and leaks into the brain.

"The city's other hospitals average 43 minutes to reach a patient having a stroke," said Carla. "We go in 21 minutes from dispatch to scan, diagnosis and medication. Our goal is to always be as quick as possible, safely."

The advanced system on the UMC unit allows physicians to see more images of the brain while producing images faster than previous systems. The on-board lab then tests and transmits samples directly to neurologists who can give immediate on-board treatment. Telemedicine gives physicians live access to patients en route to the hospital. Medication is given on the scene and provides patients better short-

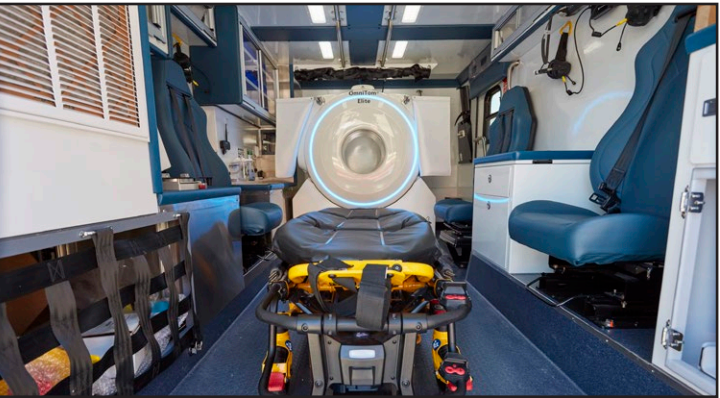
term and long-term outcomes.

"We feel it is an amazing advancement for our community," adds Carla. "We are proud we can help decrease the long term deficits of strokes."



Carla Escobar, Administrative Director of the Neurosciences Program.

"The city's hospitals average 43 minutes to reach a patient having a stroke. The MSU averages 21 minutes from dispatch to scan, diagnosis to medication. Our goal is to always be as quick as possible, safely."



UMC's Mobile Stroke Unit Interior

WELCOME TO THE FAMILY

MEET JUST A FEW OF OUR NEW HIRES!



Devin McHugh

Occupational Therapist

Q: What made you want to work at UMC?

A: "During the pandemic and as a recent graduate, I missed the teachings and experiences of the healthcare field. When we moved from Maryland to El Paso as my husband is in the military, I noticed UMC is a teaching hospital. I know this is the right environment for me."

Q: Do you have a favorite sports team?

A: "Baltimore Ravens because they are the team where I am from."



Daniela Rico

EEG Technologist

Q: What made you want to work at UMC?

A: "I believe at UMC there's a lot of great opportunities for everyone. I think it is the right fit for me as it will allow me to grow as an Associate in the healthcare field and as a person."

Q: What is your favorite thing to do locally?

A: "I like going to new restaurants around town and trying new foods with my friends. Recently I tried Pho for the first time and really loved it!"



Clayton Jessup

LVN

Q: What made you want to work at UMC?

A: "UMC will be a good change from my previous position."

Q: What is your secret talent?

A: "My secret talent is that I am very well organized."

Q: What is your favorite hobby?

A: "I like to go mountain biking on the trails in the Franklin Mountains."

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

A: "One thing on my bucket list is to travel more with my family."



Joseph Villegas

Materials Handler

Q: What made you want to work at UMC?

A: "I previously worked in the hospital setting and came to really love and enjoy the healthcare environment."

Q: Do you have a favorite sports team?

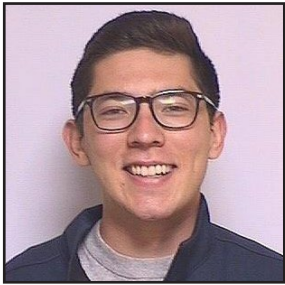
A: "The Dallas Cowboys."

Q: What are you bingeing?

A: "Dynasty and All American."

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

A: "I see myself as an overachiever, especially when it comes to the work setting."



Steven Saenz

RN II Critical Care

Q: What made you want to work at UMC?

A: "The main reason I wanted to work at UMC was due to it being a Level 1 Trauma Hospital. Another reason I wanted to work at UMC was, to me, it is the #1 and main hospital in El Paso. I believe I will be able to learn from UMC and be able to reach and care for many patients."

Q: What is your secret talent?

A: "If I had to pick a secret talent I have, it would be that I can sing and am a good swimmer."



Celene M. Robles

NP, Acute Care

Q: What made you want to work at UMC?

A: "I first started working at UMC as a baby nurse which led me to be in the hospital setting for about 8 or 9 years. After leaving for a private practice for a year, I decided to get back into rotations at UMC, but with Texas Tech. However, I realized that I wanted to be back at UMC because it is like home and will always be home."

Q: Favorite show?

A: "My favorite show has to be 'Schitt's Creek'. I found it to be very hilarious the first time, and really loved it!"



Isaac Montgomery

Food Service Worker

Q: What made you want to work at UMC?

A: "I am currently in school at both El Paso Community College and UTEP, where I am getting my Bachelor's in Kinesiology for Physical Therapy. UMC will be a support for me to get through school."

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

A: "I would say the top thing on my bucket list right now is to finish my education as I have two years left in receiving my bachelor's degree."



Cynthia Alvarez

RN II Critical Care

Q: What made you want to work at UMC?

A: "Being part of the UMC ED team was one of my nursing goals and here I am."

Q: What is your favorite thing to do locally?

A: "I enjoy trying new restaurants, doing local tours (ghosts, hotel, etc) & light hikes here locally & in New Mexico."

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

A: "I left my previous career, 16 years in banking, to pursue my dream of being a nurse. I started in telemetry, then moved to ICU & now ED."

STORIES OF OUR SUCCESS

WHEN HEALING HAPPENS

Close-Knit Couple Benefits from COVID-19 Visitation Program

Gil and Blanca Navarette have been married for 37 years and are love birds. They met as eight-year-olds in Chihuahua where Blanca's father was a barber and Gil helped shine shoes. By 17, they knew they were boyfriend and girlfriend and they married as 18-year-olds on July 24, 1984. Parents to four grown children, they have eight grandchildren. The couple are unabashedly inseparable. "We have never been apart," says Gil who owns his own trucking business.

So when both caught the COVID-19 virus in mid-December of 2020, it was a shock when

Blanca had to be admitted on Christmas Day to UMC. The pandemic was so thick that visitors were not allowed. Gil who was able to quarantine and overcome the virus, was achingly alone and away from his wife of 47 years. He could only communicate on his wife's status by telephone.

"It was very hard and I prayed a lot," he says, tears welling up in his eyes. By January, Gil was able to travel to UMC and visit his wife thanks to the COVID-19 Visitation Program. "It definitely was a great help," he says. As Blanca remained in critical condition, the nurses reminded Gil as his frustration grew that *it takes time*.

Blanca was moved to the floor designated for COVID-19 patients then to another floor, and finally as

part of UMC's COVID-19 Visitation Program, El Paso's first, Gil could now visit her every day. When Blanca woke up, she asked, "What am I doing here? Did I have COVID-19?"

In remembering, Gil lowers his head. "We are so thankful Blanca recovered," he says.

El Paso was the first city to allow routine, in-person visits by family members to critically ill COVID-19 patients. Studies show having a family member nearby helps with recovery and positive outcomes.

On March 20, Blanca was able to go home. Trained by hospital staff, Gil

learned to tend Blanca. "I'm with her every day," he says. Blanca's voice is still a whisper due to the tracheotomy. His wife gets exercise with small walks they take together and dancing to music in the living room.

Recently, they returned to UMC for an appointment. "As we sat there" says Gil, "she started crying. I asked *what was wrong?* She said she didn't know and I noticed we were close to the floor where Blanca and other COVID-19 patients had once been. I'm thankful I was able to be with her through her long illness and to be by her side. I wouldn't have been anywhere else and I am grateful UMC made that possible."



Gil and Blanca Navarette, on their wedding day.



Gil and Blanca Navarette embrace in their El Paso home



Teresa R. Wyatt, Director of Patient Experience.

"I am grateful to work with a team of people who advocate for patients. The visitation program initiated in December of 2020 for COVID patients, allowed family to be with their loved ones and to help in the healing process. Working with Mr. and Mrs. Navarette reiterated how love, coupled with faith, are the ultimate healers. I was, and am still, touched by witnessing the pure joy Mr. Navarette exhibited when his wife turned the corner and began her journey back to health. I was able to witness the power of love firsthand."

TIPS AND ADVICE ON YOUR UMC BENEFITS

NORMA BREAKS IT DOWN



Norma Gonzalez, Benefits Specialist

It's time to own your retirement! The Texas County and District Retirement System (TCDRS) is one of the best funded plans in the country. Its features keep it financially strong. It has flexibility and local control, responsible funding and is a savings based benefit. All full-time and part-time UMC Associates are automatically enrolled in the plan. Associates have five per-

cent of their pay deposited into their TCDRS account on a monthly basis. As a UMC Associate, your savings grow at an annual 7% compound rate. The longer you work, the more interest you will earn on what you are depositing due to the compound interest. You must work for the organization for eight years to be vested. Once you are eligible to retire, you will be matched at 200% (180% prior to January 2019). You will earn a fixed lifetime benefit based on your account balance and the employer match at time of retirement. If you've ever served in the military

or worked for the state, a court, a school or a city, call TCDRS Members Services at 800-823-7782 to find out if you have any time to add to your account.

Here are some important questions to ask since you have been depositing money into your TCDRS account every month. How much is in your account right now? How much of a benefit can you get when you retire? How does your benefit change if you stay an additional five years with the organization? Visit [TCDRS.org/OwnIt](https://www.tcdrs.org/OwnIt) to register your TCDRS account and run your own retirement es-

timates. You will obtain access to your Account Balance, Benefit Payment Estimator, Eligibility Date and you can also update your beneficiary information. Contact TCDRS Members Services at (800-823-7782) to obtain your account number to set up your TCDRS account and monitor every aspect of your retirement.

Do you have a question for Norma? Email them to pulse@umcelpaso.org Subject line: Norma Breaks it Down

TIPS AND ADVICE FOR YOUR MENTAL WELL-BEING

ASK DR. SOFIA



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

Dear Dr. Sofia, Since I've returned to the office after working from home during the pandemic, I'm struggling and feel like I'm not my usual self pre-pandemic. I feel nervous and agitated around my Associates. I'm being aggressive in tone with my supervisor. Often, I drive home from work in tears. What is happening to me?

Since the pandemic, most of us have faced a massive upheaval in both our work and personal life. In many ways, we have been rewired to do things differently for the purpose of staying safe. We often hear about the fight-or-flight response that is responsible for scanning our surroundings for danger, which is great if we need to run away from a mountain lion or an attacker. But what about the threat of getting sick? Unfortunately, threats like a pandemic do not give our brains a clear understanding of how we are supposed to respond and that is where the trouble begins. In this situation, it sounds like when you were working from home, you were able to avoid interactions with others which allowed your brain to be on "flight mode." However, once you returned to work, your "fight-response" kicked in, which can result in feelings of anxiety, irritability, and becoming angry with people around you. It is important to keep in mind that we are only humans trying to balance out the complexities of living through this pandemic.

There are strategies you can practice to help you catch some of the anxiety provoking thoughts, check for accuracy, and change or revise as necessary to restore balance back in your life.

Dear Dr. Sofia, My mother passed away from COVID-19 in May of 2021. I wasn't able to be with her or tell her good-bye. I thought I had sufficiently grieved, but I am noticing with every month, I am finding myself more and more sad. I feel bitter and angry at everything. I can't even look at pictures of my mother without having a breakdown. I try to avoid all things that remind me of her because if I let myself get too sad, it's hard for me to be productive and function at work. Do you have advice for me?

The pandemic has changed so much of how we care for our loved ones who are sick and how we process our grief after they are gone. Being unable to be by our loved ones at the time of their death or to say goodbye can leave us with a sense of unresolved loss and grief. As humans, it is in our nature to want to avoid painful emotions just as we would avoid touching an iron when we know it is hot. It is understandable that you would want to avoid looking at pictures of your mother, especially in the earlier stages of grief. However, getting in the habit of avoiding emotions puts us at risk of losing touch of more positive emotions such as gratitude, love, and happiness. When I talk to individuals struggling with the loss of a loved one, I introduce mindfulness as a way to ground yourself in the midst of overwhelmingly painful emotions. Practicing mindfulness helps you to navigate the painful emotions that arise when looking at pictures of your mother followed by holding space for feelings of gratitude and appreciation of the time you had with her. Grief is complex and does not have a time frame. It is important to keep in mind that just like your relationship to your mother was unique, so will be the grieving process.

Do you have a question for Dr. Sofia? Email your question to Sofia.Reynoso-Crow@umcelpaso.org Subject Line: Ask Dr. Sofia All questions will be kept anonymous and confidential. If you are in need of counseling assistance and a provider, contact Dr. Sofia at (915) 330-0741.

TOP 5 UMC HEADLINES

NEWS FROM THE LAST QUARTER



UMC's Dr. Joel Hendryx, Chief Medical Officer, was interviewed in late September for an NBC News segment about El Paso's successful vaccination rates, among the highest in the nation for cities of its size and larger. UMC has given approximately 300,000 vaccinations -- fortifying other vaccination efforts by the city, county, private pharmacies, and others.



scan for more



Abigail Tarango, former executive with the Ysleta Independent School District (YISD), is joining the District to lead the University Medical Center Foundation and the El Paso Children's Hospital Foundation as the new Executive Director. Abigail will now head a multimillion-dollar foundation to fund programs and healthcare that greatly benefit the people of El Paso.



scan for more



UMC has been recognized for the second consecutive year by the American Heart Association and American Stroke Association, receiving the highest recognition possible from the American Heart Association. The award, "Get With The Guidelines: Gold Plus, Target Stroke Honor Roll Elite Plus, Target Type 2 Diabetes" is given to certain comprehensive stroke centers able to achieve the highest level of quality metrics involving patient care and timing of treatments.



scan for more



America's Essential Hospitals, a national trade association, has recognized UMC for its effort to allow family visitation, after restrictions began to lift, for those who were critically ill in our COVID-19 ICU.



scan for more



University Medical Center of El Paso's Dr. Jose Burgos found a way to give back to the hospital he loves by gifting \$27,500 to continue high-level care for our community's sickest patients.



scan for more

GO LOCAL!

EAT, SHOP AND UNWIND IN THE 915.



Upper Valley Market
Mesa Plaza (Hobby Lobby parking lot)
7930 N. Mesa St., El Paso, Texas 79922
Every Sunday,
11 a.m. - 3 p.m.

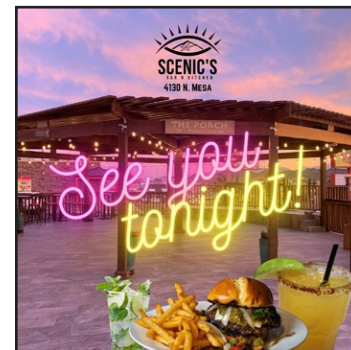
On Sundays we shop local with your favorite vendors and farmers. You'll find items you love, locally made!



The Gift Box:
Flower Shoppe
2700 Montana Ave.
Tues.-Fri., 8 a.m.-6 p.m.,
Sat., 10 a.m.-1 p.m.
(915) 532-3322.

Make Gift-Giving a Breeze! Find the perfect present at our flower and gift shop. Do you have a special occasion you're looking forward to and

want to make it extra special? The Gift Box Flower Shoppe has everything you need to take your plans to the next level. Enjoy a coffee from our coffee shop while you browse for the perfect gift.



Scenic's Bar + Kitchen
4130 N Mesa St.
Open 7 days a week,
hours vary.
(915) 307-4630.

From yummy wings and sandwiches to a medley of original cocktails, Scenic's Bar & Kitchen is the new local spot in West El Paso to hangout and unwind after

work. This locally owned spot boasts spectacular views of the sun setting over the city.



GAL Fashion
5860 N Mesa St. #114
Mon.-Sat., 10 a.m. - 6 p.m.
(915) 300-0010.

Founded by stylist Gesuina Legaspy, GAL Fashion offers a high-end boutique experience and an extensive online selection of contemporary and designer

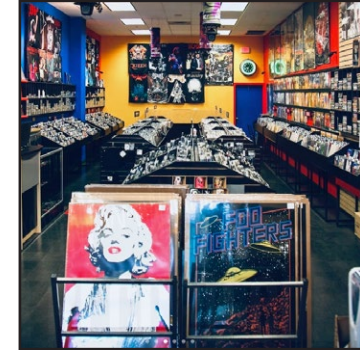
clothing and accessories. Our in-store expert stylists will fulfill your personal shopping needs with exclusive attention and the latest fashion advice.



Ambar Restaurante
106 W. Mills Ave. (Plaza Hotel) Mon.-Sun., 7 a.m.-10 p.m. (915) 440-0051.

Looking for a Valentine's Day spot? Ambar raises the bar on a cuisine experience in El Paso. More than downtown's newest dining destination, Ambar restaurante also reveals a culinary narrative that mixes centuries-old-ingredients, and

Mexican cultures, traditions, modern presentations.



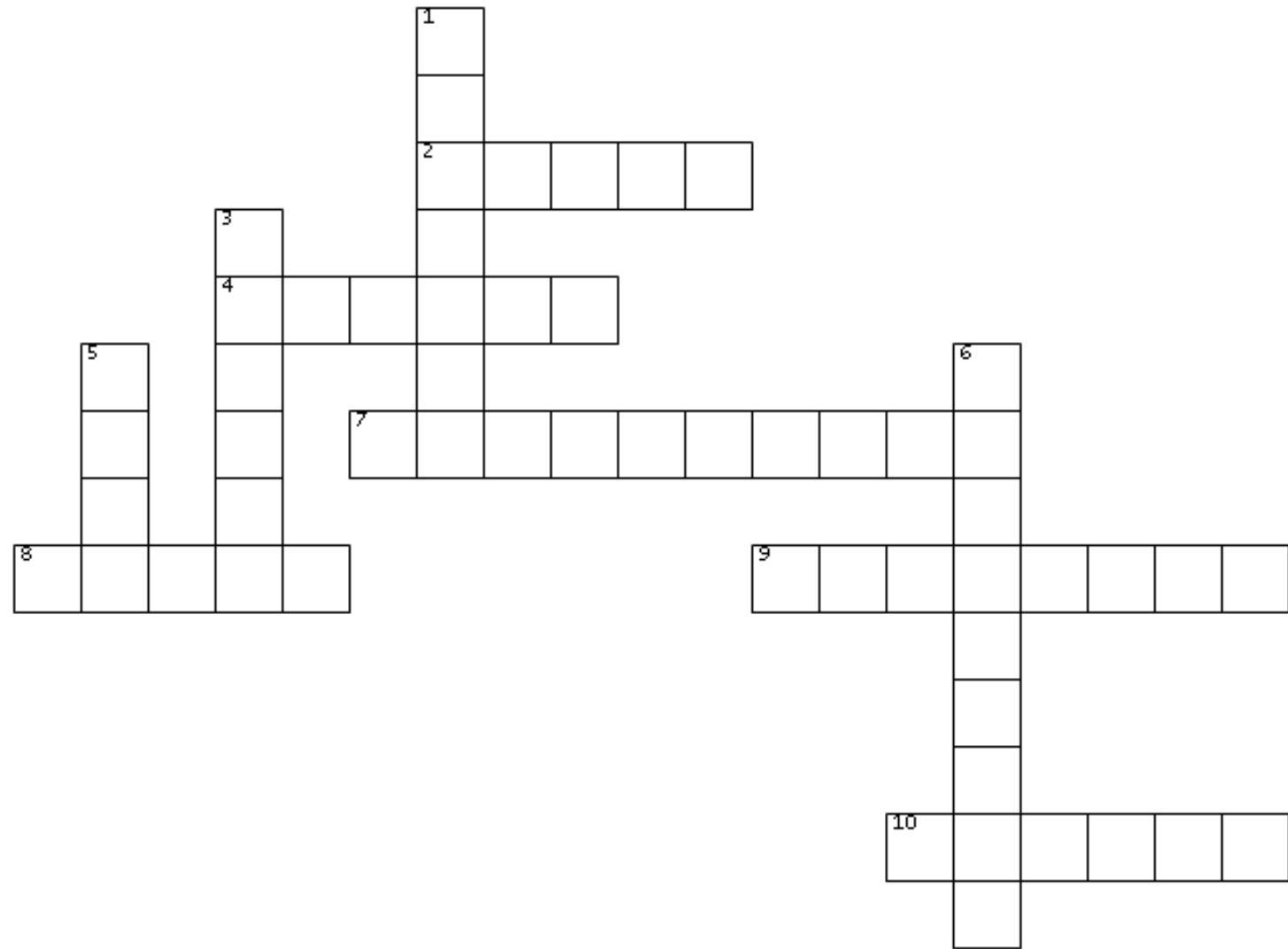
All That Music at the Fountains at Farah
8889 Gateway West Blvd.
Open 7 days a week, hours vary.
(915) 594-9900.

Owner George Reynoso is an El Paso native, Burges High School and UTEP grad, and a former radio and television broadcaster who started his

first record store, Nostalgia Records, on Montana Street in 1980. It has since grown into one of El Paso's premier music stores.

BRAIN GAMES

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



ACROSS

- 2. Where is Occupational Health located?
- 4. What is UMC's CEO's first name?
- 7. UMC's Associate Gym is named after what UMC Rehab legend?
- 8. Which UMC department would an Occupational Therapist work for?
- 9. What is UMC's former name?
- 10. UMC has the only Mobile _____ Unit in El Paso.

DOWN

- 1. What street is UMC's main campus on?
- 3. UMC is the only Level 1 _____ Center within a 280-mile radius of El Paso.
- 5. How many UMC Outpatient Clinics are there?
- 6. What does the letter "C" stand for in UMC's CARES values?

ACROSS: 2. ANNEX 4. ROBERT 7. MARK CEGLIO 8. REHAB 9. THOMASON 10. STROKE
DOWN: 1. ALAMEDA 3. TRAUMA 5. FIVE 6. COMMUNITY

THINGS TO DO IN EP

February 2022



2/1 Fiddler on the Roof - Featuring the Broadway classics "Tradition," "If I Were a Rich Man," "Sunrise, Sunset," "Matchmaker, Matchmaker" and "To Life". Feb. 1 , 7:30 p.m. & 2, 7 p.m. at the Plaza Theatre.



2/5 Shen Yun - Experience a lost culture through the incredible art of classical Chinese dance, and see legends come to life. Two shows, 2 p.m. and 7 p.m. at the Plaza Theatre.



2/10 Disney Princess the Concert - Your favorite Disney Princess songs performed live by Broadway Stars! 7 p.m. at the Abraham Chavez Theatre.



2/14 Tyler, The Creator - Call Me If You Get Lost Tour. The highly anticipated arena tour, and joining him will be collaborators Kali Uchis, Vince Staples, and Teezo Touchdown. Attend at 7 p.m. at the Don Haskins Center.

March 2022



3/1 ANASTASIA transports us from the twilight of the Russian Empire to the euphoria of Paris in the 1920s, as a brave young woman sets out to discover the mystery of her past. March 1 & 2, 7:30 p.m. at the Plaza Theatre.



3/5 This. Is. MONSTER JAM™! It's time to fire up the engines again as the most action-packed motorsports experience for families in the world today roars back into El Paso in 2022 for an adrenaline-charged weekend at the UTEP Sun Bowl on March 5 & 6.



3/24 Francisca Viveros Barradas, known professionally as Paquita la del Barrio is a Mexican singer, songwriter, and actress. She is a Grammy-nominated singer of rancheras and other Mexican genres. 8:30 p.m. at the Plaza Theatre.



3/31 Trumpet virtuoso Chris Botti has made a lasting impression on his audiences ever since his first touring gig with Frank Sinatra in the '80s. 8 p.m. at the Abraham Chavez Theatre.

April 2022



4/3 Founded in 1952 by dancer and choreographer Amalia Hernández, Ballet Folklórico brings together the music, dance and costume of Mexican folklore from pre-Colombian civilizations through the modern era. 7 p.m. at the Plaza Theatre.



4/16 The Original Harlem Globetrotters are a worldwide icon, synonymous with one-of-a-kind family entertainment and great basketball skills. 7 p.m. at the Don Haskins Theatre.



4/24 Earth, Wind & Fire: Live in concert. Attend at 8 p.m. at the Plaza Theatre.



4/30 James Lapine and Stephen Sondheim take everyone's favorite storybook characters and bring them together for a timeless, yet relevant, piece... and a rare modern classic. At the UTEP Dinner Theatre, Union Building West. Tickets available at the UTEP Ticket Center or call (915) 747-5234.

LOCAL SPORTS

Men's Basketball Home Games



Feb. 13 vs Marshall, 1 p.m.

Feb. 26 vs UAB, 7 p.m.

March 3 vs Rice, 7 p.m.

March 5 vs North Texas, 1 p.m.

Locomotive Home Games



March 19 vs New Mexico United

March 23 vs Las Vegas Lights FC

April 9 vs Monterey Bay FC

April 23 vs Oakland Roots

RHINO Hockey Home Games



Feb. 4 vs Lone Star Brahmas, 7 p.m.

Feb. 5 vs Lone Star Brahmas, 7 p.m.

Feb. 18 vs New Mexico Ice Wolves, 7 p.m.

Feb. 19 vs New Mexico Ice Wolves, 7 p.m.

Feb. 20 vs New Mexico Ice Wolves, 4:30 p.m.

Feb. 25 vs Lone Star Brahmas, 7 p.m.

Feb. 26 vs Lone Star Brahmas, 7 p.m.

March 4 vs Amarillo Wranglers, 7 p.m.

March 5 vs Amarillo Wranglers, 7 p.m.

April 8 vs Wichita Falls Warriors, 7 p.m.

April 9 vs Wichita Falls Warriors, 7 p.m.

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EL PASO, TX 79903-3128

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