

QP

THE QUARTERLY PULSE OF UMC



WINTER ISSUE 2023

WELCOME TO THE FAMILY

Get to know a few of our new hires!

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FIRST BABY OF 23!

Get a look at El Paso's first baby, born at UMC in 2023.

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PULL-OPP PROGRAM FINDS SUCCESS

Meet the first graduate to benefit from UMC's innovative program.

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*The region's first portable
MRI comes to UMC.
Full Story p. 4*

KEEP UP WITH UMC

SOCIAL MEDIA, PODCASTS, VIDEOS AND MORE!

SCAN TO VISIT AND FOLLOW!



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SCAN THE CODE TO LISTEN!

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ASSOCIATE AWARDS

THIS QUARTER'S STARS ANNOUNCED, SHINE BRIGHT

Each quarter, UMC announces five Associates who were nominated for special recognition for their performance excellence and dedication.

Question: What do you love about working at UMC?



**Ana Acosta, Spec
Education and Injury
Prevention**

A: "I love working with my team and all of the people at UMC."



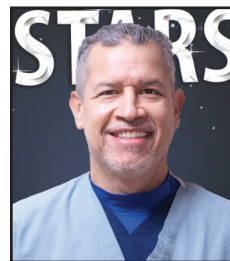
**Andrea Chaparro,
Cook's Helper, Food
Services**

A: "I love working at UMC because it is family orientated and everyone is very supportive."



**Dalila Montelongo,
HUC/NA, Ambulatory
Surgical Unit**

A: "I love what I do and I love the people that I work with."



**Omar Cervantes Rivera,
Cardiac Cath. Tech. II,
Cardiac Cath**

A: "What I love about UMC is the opportunity to help the very needy of this town."



**Veronica Vega,
Mammography Tech. II,
Mammography**

A: "I enjoy helping patients, especially doing mammography and x-rays. I have been here for over 25 years and I continue to love my work."

NEW DAISY NURSES BLOSSOM FOR NEW QUARTER

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.



**Lisa A. Garcia, RN II
Critical Care, ASU**

Nominated by a UMC patient:
"My husband was so nervous about his procedure. Lisa's kind smile & friendly conversation really helped my husband feel at ease. She felt like family. The comfort she gave us is priceless."



**Maria F. Vaquera, RN II
Medical Unit**

Nominated by a UMC patient:
"We are very thankful for her extraordinary spirit of service, professionalism, human warmth, and excellence in her work. We felt appreciated and valued while in her care and we are extremely grateful for this."



**Meghan Puster, RN II
Ortho Trauma**

Nominated by a UMC patient:
"Meghan was an amazing nurse. She went out of her way to clear up misunderstandings we had with Ortho about the plan of care. Meghan went above and beyond to ensure we were taken care of and knew exactly what the plan was."

THE FIRST PORTABLE MRI IN WEST TEXAS REGION

UMC is once again at the forefront with a new MRI scanner, The Swoop.

At the end of 2022, University Medical Center of El Paso announced another advancement in healthcare as the region's first portable MRI (magnetic resonance imaging) system goes into operation. The system, known as the Swoop, is revolutionizing MRI scanning by bringing the MRI system to patients, at bedside.

"This is another advanced tool our providers have to have scans done for patients who are too sick or unable to be transported downstairs for imaging," said Greg Erickson, Assistant Administrator Ancillary Services. "This is a system that brings healthcare in El Paso another step forward, in line with what we are seeing in some of the top healthcare systems in the

nation. For the last month, we have been training 25 UMC Associates to operate the system and now, it's ready for patients."

Initially, the Swoop system will be used for follow-up scans on patients with brain injuries or otherwise being treated for brain issues in UMC's Neuro ICU Department. "Not only does this bring added conveniences, but it also expedites our ability to provide MRI's when medically necessary. This brings the system to the patient, in minutes," added Erickson. The Swoop system is small enough to fit in elevators and through doorways, making it very maneuverable in large, busy hospital environments, such as UMC.



The world's first portable MRI scanner, The Swoop, is manufactured by Hyperfine and brings neuroimaging at the point of care.



The Swoop being used bedside at UMC's main campus.

WELCOME TO THE FAMILY

GET TO KNOW JUST A FEW OF OUR NEW ASSOCIATES!



Ezekiel Zamarripa
EMT, Emergency

Q: What made you want to work at UMC?

A: "I have been in EMS for over 20 years and have been a part of that community. My mother and other family members all go to UMC which is why I decided to work here."

Q: What are your hobbies?

A: "I like to play music, I have been a drummer since I was a kid."



Gregory Holland
Security Officer

Q: What made you want to work at UMC?

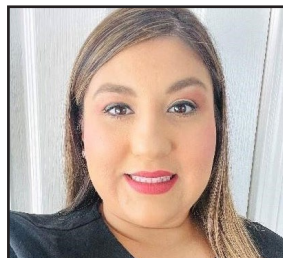
A: "As I am starting my security career, I thought that UMC would be the best place to start at."

Q: What is one thing on your bucket list?

A: "I'd like to hike the Appalachian Trail that goes from Georgia to Maine."

Q: What is your secret talent?

A: "I play guitar."



Jacquelyn Alvarado
Registered Pharm Tech

Q: What made you want to work at UMC?

A: "I've always loved the medical field and wanted to change careers from the legal field to medical."

Q: What are your hobbies?

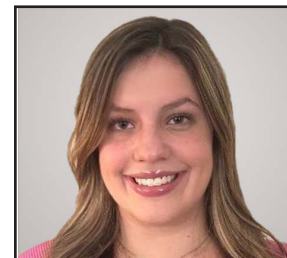
A: "I like to garden and spend time with my family."

Q: What is your favorite sports team?

"The Cowboys."

Q: What is your secret talent?

A: "I am a very giving person."



Emily Blacksher
Rehabilitation Tech

Q: What made you want to work at UMC?

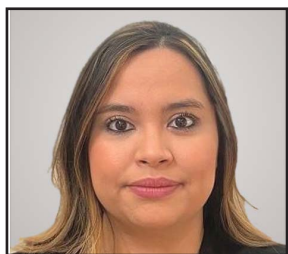
A: "I really like the atmosphere at UMC. When I was younger, I used to go to rehab at UMC and I really liked everyone and the environment there."

Q: What are your hobbies?

A: "I like to bake and play volleyball."

Q: What is your secret talent?

"I can sing the ABC's backwards."



Priscilla Ortiz
RN, Cardiac Cath

Q: What made you want to work at UMC?

A: "I feel like UMC is a big part of the El Paso community and I wanted to contribute and be a part of it as well."

Q: What are your hobbies?

A: "I like to read, especially books from the author Danielle Steel."

Q: What is your secret talent?

A: "I know how to play the drums."



Salvador Villanueva
Transportation Driver

Q: What made you want to work at UMC?

A: "I have been in the medical field for 20 years. I always wanted to work with the community and help people; I believe UMC is a great place that does that."

Q: What is one thing on your bucket list?

A: "Continuing to work and be the best I can be. I am very grateful for everything I have and I appreciate the small things. If I would have to choose something, it would be to travel."



Robert Najera
RN II, Critical Care

Q: What made you want to work at UMC?

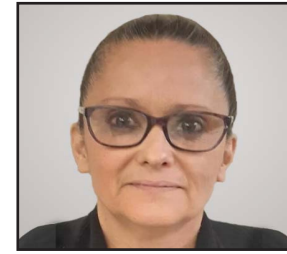
A: "I have always wanted to work at UMC. Years ago, I worked at UMC as a paramedic."

Q: What are your hobbies?

A: "I like riding my motorcycle around town with the Christian Motorcycle Association (CMA) group."

Q: What is your favorite sports team?

A: "Denver Broncos!"



Andrea Guadalajara
Sr. Rep. Health Information

Q: What made you want to work at UMC?

A: "I decided to work at UMC because it's a great place to work at."

Q: What is your favorite thing to do locally?

A: "I like going to scenic drive to see my beautiful city."

Q: Do you have a favorite sports teams?

A: "I go for the Dallas Cowboys."

UMC SURGEONS PUBLISH ORAL/MAXILLOFACIAL STUDY

Finding A Better Route For Oral and Maxillofacial Reconstructive Surgery

Two of UMC's Oral and Maxillofacial surgeons have proved a better way to treat patients undergoing reconstructive surgery. Dr. Arshad Kaleem, Associate Fellowship Director for UMC's El Paso Head and Microvascular Reconstructive Surgery Fellowship, along with Dr. Enrique Schubert, Fellow, collaborated with colleagues to publish a study comparing skin grafts and local flaps used to cover the site where skin and bone are harvested in a patient for reconstructive surgery. According to the study, flaps are more successful than skin grafts.

"The reconstruction of facial defects with tissue borrowed from other parts of the body is called a free flap or free tissue transfer," said Dr. Kaleem. "In the fibula free flap procedure, bone and skin, along with blood vessels



Dr. Arshad Kaleem, Associate Fellowship Director for UMC's El Paso Head and Microvascular Reconstructive Surgery Fellowship



Dr. Enrique Schubert, Fellow for UMC's El Paso Head and Microvascular Reconstructive Surgery Fellowship



Healing examples of the propeller flaps technique pictured above. Note the much improved color match, extremity contour, and minimal scarring.

are taken from the leg and moved to the facial region to reconstruct the facial skeleton. This procedure leaves a skin defect at the donor site in the leg. Many techniques used to cover the donor site has one option, taking a skin graft from the thigh to help cover the skin defect, but this basically creates another wound in the body to help cover the leg wound."

Dr. Kaleem and his colleagues proposed, instead, the propeller flap technique for covering the skin defect at the leg without the need for a skin graft. Findings from Dr. Kaleem's study with a sample of 50 patients in two groups, published in the September issue of the "Head & Neck" Scholarly Journal, titled: "Comparison of Propeller Flaps Versus Skin Grafts for Coverage of Osteocutaneous Fibula Free Flap Donor Site Defects," show many benefits of using the propeller flap technique over a skin graft.

CELEBRATING ONE YEAR!

UMC Healthcare Partners Vascular and Endovascular Surgery Center Celebrates First Year, With Addition of New Surgeon



Dr. Alireza Daneshpajouh, joins UMC Healthcare Partners, Vascular and Endovascular Surgery Center as Director of Vascular Clinic Services.

Last November, during the season of giving thanks, UMC Healthcare Partners Vascular and Endovascular Surgery Center celebrated its one-year anniversary in serving El Paso with a higher level of patient-centric vascular surgery care. During those 365 days, the Center provided 187 complex and unique vascular care surgeries/procedures and cared for 3,530 patients suffering vascular diseases.

Led by Gilbert Aidinian, M.D., Division Chief, Vascular and Endovascular Surgery, Texas Tech Physicians of El Paso and UMC, now joined by Alireza Daneshpajouh, D.O, Director of Vascular Clinical Services, Vascular

and Endovascular Surgery; and Nurse Practitioners Sarah Ellis and Celene Robles, the Vascular Surgery Clinic strives to provide the best patient care and treatment as the only certified vascular center in west Texas and Southern New Mexico.

The Center has generated \$1.3 million in revenue and referred millions more in ancillary services to the Hospital District. Dr. Aidinian made El Paso history by performing the first TCAR procedure in the west Texas region.

Congratulations for a successful first year to Dr. Aidinian, Dr. Daneshpajouh and the entire team at the UMC Healthcare Partners Vascular and Endovascular Surgery Center!

LOOK OUT FOR THESE UMC AND FOUNDATION EVENTS!

UMC EVENTS

FEBRUARY:

- 1-7 Gift Shop Recognition Week
- 3 CARES Xtras Pantry at 1 p.m.
- 17 CARES Xtras Pantry at 8 a.m.
- 22 Associate Engagement Survey Launch
- TBD Lunch and Learn: Heart Health
- TBD Lunch and Learn: New Dental Plan Details

MARCH

- 1 National Social Workers Month
- 2 National Hospitalists Day
- 3 Employee Appreciation Day
- TBD CARES Xtras Pantry at 1 p.m.
- 8 Coffee with the CEO
- 12-18 Human Resources Professional Week
- 17 CARES Xtras Pantry at 8 a.m.
- 19-25 National Poison Prevention Week
- 31 CARES Xtras Pantry at 1 p.m.
- TBD Wellness Challenge Journey Spring Check-in
- TBD International Women's Day
- TBD United Way Campaign
- 25-31 Annual Service Awards

APRIL

- 3-9 Patient Access Week
- 5 Ambassador Graduation
- 9-15 National Telecommunications Week
- 12 Coffee with the CEO
- TBD STARS Awards Ceremony
- 14 CARES Xtras Pantry at 8 a.m.
- 16-22 National Neurodiagnostics Week
- 18-24 National HIM Week
- 28 CARES Xtras Pantry at 1 p.m.
- TBD Physician Engagement Survey Launch
- TBD Associate Forums

UMC / EPCH FOUNDATION EVENTS

- Jan. 13-15 EPCH Cleft Symposium
- Jan. 21 El Paso Health Car Seat Safety Event
- Feb. 25 El Paso Health Car Seat Safety Event (West)
- March 1 Operation Miracle
- March 25 El Paso Health Car Seat Safety Event (East)

Corazon De Ninos 5k!

Sunday, February 26 at Union Plaza Park.

Race starts at 8:30 a.m.

Visit: tinyurl.com/Corazon5k to registrar today, or scan the code to the right



SYMPOSIUM PREPARES UMC AS FIRST MAGNET HOSPITAL

Nursing research symposium to help UMC become El Paso's first magnet hospital.



Deborah Chasco, Director of Nursing Informatics, presents during UMC's first Nursing Research Symposium.

In its first UMC Nursing Research Symposium titled "Academic Excellence at UMC/Nurses," UMC's Registered Nurses gathered on Oct. 14 at El Paso Health to learn how vital nursing research is for our hospital in order for it to become El Paso's first Magnet Designated hospital. UMC Nurses from campus and clinics absorbed the presenters' messages; listened to the panellists describe their projects in a poster review and asked many questions about how they can pursue research to help UMC in its mission.

"I want you all to know today is all about you learning not just that research is important for our profession, but also seeing what our nurses here at UMC are doing," said Amyra Daher, Chief Nursing Officer. "You have experts at our facility and it is important that we all understand what we do; in research, we learn things that we didn't know existed before."

Magnet designated hospitals provide patients and their families with a benchmark by which to measure the quality of care they can expect to receive. The "Magnet" name helps patients identify hospitals where they can find satisfied nurses and expect to receive a higher level of care.

Keynote Speaker, Stephanie L. Woods, Ph.D., R.N., Dean and Professor, Hunt Endowed Chair in Nursing and Rick and



Keynote Speaker, Stephanie L. Woods, Ph.D., R.N., Dean and Professor, Hunt Endowed Chair in Nursing and Rick and Ginger Francis Endowed Dean

"To become a magnet hospital, you must have research; you must have a vibrant professional development department; and you must do the things that retain nurses. I want to be part of that journey with you."

Ginger Francis Endowed Dean; impressed upon the nurses how much they mean to her. "One of the ways that we draw nurses to us is for our hospital to become a magnet hospital. Magnet draws upon a strong relationship with a school of nursing in the area. To become a magnet hospital, you must have research; you must have a vibrant professional development department; and you must do the things that retain nurses. I want to be part of that journey with you."

To learn more about research at UMC, contact Lucy Koneri, Manager for Nursing Professional Development and Co-Chair/ Advisory to Research Council.

UMC SURGEON STRIVES TO CURE DIGESTIVE ISSUE

Dr. Vid Fikfak looks to address a sensitive condition that's often overlooked



Dr. Vid Fikfak, Colorectal Surgeon with UMC and Texas Tech Physicians of El Paso

Nearly 20 million Americans, primarily women and older adults, have difficulty controlling when it's time to go to the bathroom. It can be a difficult subject to discuss for many people but it primarily focuses on an inability to control bowel movements. Worse yet, in El Paso, only one percent of patients diagnosed with this condition are treated and the rest, according to Dr. Vid Fikfak, Colorectal Surgeon with UMC and Texas Tech Physicians of El Paso, live their lives in shame, embarrassment and isolation.

Now, with UMC's green light to use a device that causes electrical stimulation of the nerves that control this bodily function, 90 percent

of patients can find their problem solved. The device is called Interstim Therapy, made by Medtronic.

Dr. Fikfak began to analyze the problem. He went to Texas Tech University Health Sciences Center and to University Medical Center of El Paso to look for data associated with this condition.

"UMC showed tens of thousands of patients with the same condition. We had to establish a framework of how to funnel these patients through; it is a complex issue because people don't want to talk about it, even with physicians," said Dr. Fikfak. Dr. Fikfak came up with a questionnaire for fecal incontinence,

similar to a national standardized questionnaire, and staff began calling these patients. "It is a hard nut to crack because so much stigma is associated with it. People feel they have lived with it so long and they don't have jobs that give them time to see someone about the treatment, so they just live with it. It is a very complex dynamic."

Dr. Fiktak began to organize Lunch and Learns in the UMC Clinics around El Paso where patients are invited to attend to hear about the treatment. With this new treatment, Dr. Fikfak hopes to bring many people relief and confidence that they likely have missed for many years.

TOP 5 UMC HEADLINES

NEWS FROM THE LAST QUARTER



UMC Medical Director And Hospitalist, Jose D. Burgos, Is A 2022 Super Doctor

University Medical Center of El Paso is known for its "super doctors." Dr. Jose D. Burgos, Medical Director and Hospitalist at UMC, now has proof that he's one of them. For a second consecutive year, Dr. Burgos is named a "Super Doctor," listed among physicians for 2022.



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Texas Hospital Association Leaders Met With Governor Greg Abbott

Jacob Cintron, President & CEO, El Paso County Hospital District (EPCHD), along with the District's Government Relations team, Ruben Vogt, Director of Government Relations, and Elisa Hernandez, Senior Advisor of Government Relations, met with Governor Greg Abbott and his staff, along with other Texas leaders such as Congresswoman Veronica Escobar and Congressman Tony Gonzales while in Austin.



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Resolution Commending Surgical Excellence At The Hospital

The El Paso County Commissioners Court, both University Medical Center of El Paso and Texas Tech Physicians of El Paso were recognized through the adoption of a resolution commending surgical excellence at the hospital.



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UMC Welcomes First Portable MRI System To The Region

University Medical Center of El Paso is proud to announce another advancement in healthcare as the region's first portable MRI (magnetic resonance imaging) system goes into operation today. The system, known as the Swoop, is revolutionizing MRI scanning by bringing the MRI system to patients, at bedside.



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CARES Ambassadors Donate Blankets

El Paso Health and University Medical Center of El Paso, in partnership with El Paso Children's Hospital collected over 350 blankets that were delivered to the Opportunity Center for the Homeless. CARES from the Heart is an engagement and customer service initiative of the El Paso County Hospital District.



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THINGS TO DO IN EL PASO

Feb. 2023



2/3 Paramount's Laser Spectacular is the smash hit multimedia laser and light show featuring the Original Master Recordings of Pink Floyd.

elpasolive.com



2/3 - 5 The El Paso Media Fest is dedicated to enriching the El Paso community, through the international exposure of culture & film. Located at the Alamo Drafthouse Cinema East El Paso.

elpasomediafest.com



2/11 Classic stories of love and loss, of humor and heroic deeds, come to life. You will be amazed by how vibrant, exciting, and profound classical Chinese culture can be.

shenyun.com



2/24 The El Paso Symphony Orchestra, led by conductor Brent Havens, and joined by a full rock band with lead vocalist Randy Jackson perform Led Zeppelin classics in brilliant combination of power & passion.

epso.org

March 2023



3/4 See the ballroom brought to life in this brand-new production featuring your favorite Dancing with the Stars pros, PLUS special guest stars!

elpasolive.com



3/18 The story of how the Garza brothers - vocalist/guitarist Henry, bassist/vocalist Jojo, and drummer/ vocalist Ringo - rode their bluesy "Texican rock" sound from San Angelo, Texas.

ticketmaster.com



3/17 A part of the World Ballet Series, Cinderella is performed live by a multinational cast of 40 professional ballet dancers gathered to bring the most celebrated fairy tale to life.

elpasolive.com



3/28-4/2 Winner of six Tony Awards® including Best Musical, has struck a remarkable chord with audiences and critics everywhere, including The Washington Post who says DEAR EVAN HANSEN is "Theatrical magic."

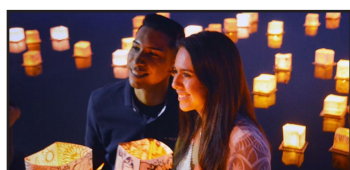
DearEvanHansen.com/tour/

April 2023



4/1 Ardovinos Desert Crossing Farmers Market. The Farmers' Market at Ardovino's Desert Crossing-Supporting local since 2001.

www.ardovinos.com/farmers-market



4/8 Water Lantern Festival is a floating lantern event that is all about connection.

waterlanternfestival.com/el Paso



4/21-22 El Paso Symphony Orchestra Presents Rhapsody in Passion. Attend at the Plaza Theatre at 7:30 p.m.

www.epso.org



4/21 - 23 El Paso Comic Con is a community-based pop culture experience for all that reflects today's fandom and the unique nature of El Paso, Texas and the American Southwest.

elpasolive.com

UMC WELCOMES FIRST BABY!



Proud new parents, Maria and Uriel, pose with baby Emma. UMC's first baby of 2023.

In the early hours of New Year's Morning 2023, University Medical Center of El Paso proudly welcomed its first baby of 2023, Emma Sarai Martinez Espinoza. Emma was born at 2:44 a.m., tipping the scales at 7 pounds, 2 ounces.

Emma's mother, Maria Abigail Espinoza Villalba, and father, Cesar Uriel Martinez Alarcon, are enjoying their first day with their new daughter at UMC's Mother Baby Department. Welcome, Emma!

GLORIA SALAZAR OF TRAUMA EDUCATION AND PREVENTION PUBLISHES FINDINGS



Gloria Salazar, RN, LPC, CA-CP SANE and Manager of Trauma Education and Prevention

Gloria Salazar, RN, LPC, CA-CP SANE and Manager of Trauma Education and Prevention at UMC, has published findings that show the two instruments "Emergency Department Environment" and the "Transitional Secondary Environment" show routine monitoring and early detection gaps in health care provider behaviors in the individualized care of trauma survivors. This will enable identification of trends in trauma care delivery and inform trauma-informed care education for health care providers, ultimately enhancing the healing of trauma survivors.

LOCAL SPORTS



Rhinos Home Games

Feb 10 - 11 vs Corpus Christi IceRays, 7 p.m.
Feb 17 - 18 vs Oklahoma Warriors, 7 p.m.
Feb 24 - 25 vs Odessa Jackalopes, 7 p.m.
Mar 3 - 4 vs Amarillo Wranglers, 7 p.m.
Mar 10 - 11 vs Odessa Jackalopes, 7 p.m.
Mar 12 vs New Mexico Ice Wolves, 4:30 p.m.
Mar 24 - 25 vs Oklahoma Warriors, 7 p.m.
Mar 31 - April 1 vs New Mexico Ice Wolves, 7 p.m.
April 14 - 15 vs Shreveport Mudbugs, 7 p.m.



UTEP Basketball Home Games

Feb 9 vs Charlotte, 7 p.m.
Feb 16 vs UAB, 7 p.m.
Feb 18 vs North Texas, 7 p.m.
Mar 2 vs WKU, 7 p.m.
Mar 4 vs Middle Tennessee, 2 p.m.



Chihuahuas Home Games

Mar 31 - April 2 vs Sugar Land
April 11 - 16 vs Albuquerque
April 25 - 30 vs Salt Lake

HOLIDAY CELEBRATIONS

UMC celebrated the holiday season in many different ways to close out 2022. Those celebrations included a special performance from the El Paso Opera, a book give-away at

Douglass Elementary, the annual Estela Casas Infusion Center "Holiday Celebration" and with a 12 Days of Celebration, that included a Jingle Mingle event hosted in the UMC cafeteria.



First place winner for the ugly-sweater contest was UMC Associate Barbara Nevarez, Certified Lab Assistant, Specimen Department.



Members of the El Paso Opera perform for patients and Associates in the lobby of UMC's main campus.



Estela Casas Infusion Center for Hope and Healing, Holiday Celebration", from left to right: Amy Daher, Chief Nursing Officer; Monica Acosta, Patient Care Navigator, Infusion Center; Claudia Morales, Patient Navigator, Oncology, Infusion Center; Ana Garcia, Director Medical/Oncology, Medical Unit; Mr. and Mrs. Claus, North Pole; Elizabeth Cordero, Office Coordinator, Infusion Center; Alejandra Cuna, Certified RN III, Infusion Center; and Veronica Ortiz, Assistant Administrator Cardiac Medical Oncology, Nursing Administration.



UMC Associates compete for prizes in the Jingle Mingle Celebration ugly-sweater contest



Douglass Elementary first-grade students smile with an early gift donated by UMC's Injury Prevention & Education Division.



UMC Associates enjoy a complementary breakfast during the Jingle Mingle Celebration.



Pianist from the El Paso Opera perform for patients and Associates in the lobby of UMC's main campus.

FROM CNA TO RESPIRATORY

UMC Associate fulfills her dream through UMC Pull-Opp Program



Jasmery Zamora's life was very similar to millions of single parents challenged with getting an education while ensuring she also provided for her son. She tried desperately to attend classes since she was 21 years old. The years drifted by. She worked long hours as a CNA (certified nurse assistant) at UMC, able to find time occasionally for a class here, a class there.

She said she knew for certain, though, that she was going to get her education, no matter how long it took. Jasmery was focused and intent on becoming a Respiratory Therapist. "I told my supervisor that I would have to eventually switch from full-time to part-time so that I could finally finish my education but I knew it would be difficult financially," said Jasmery.

Luckily for Jasmery, the UMC CARES PULL-OPP Program arrived. PULL-OPP stands for Pursuing Upward Learning Legacy Opportunity. This program, which began last year, helps qualified Associates finish their education while being paid full-time but working a part-

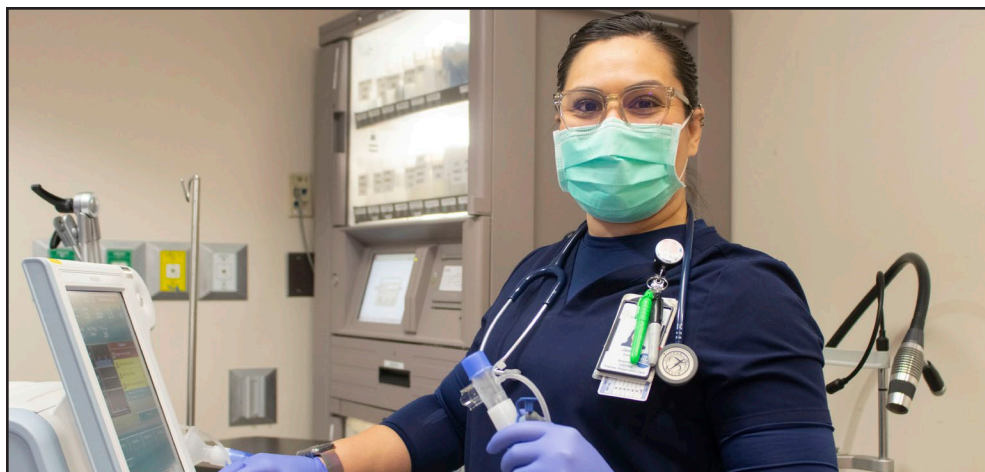
time schedule. This allows Associates to attend classes and study when they might otherwise be at work, and still receive their full salary.

"I applied during my second semester," she said. "Once I was approved, I was able to really focus on my studies. The program allowed me to realize my dream."

She did just that.

Today, Jasmery is the first UMC Associate to graduate through the CARES PULL-OPP Program and she is now a Respiratory Therapist, receiving an increased salary and enjoying a new career. "As a single mom, of course I appreciate the money that comes with my new job, but the greater satisfaction for me is finally having a degree that no one can ever take away."

Want to know more or apply for the CARES PULL-OPP Program? Click on the program link on the Intranet or email Nellie Flores at nflores@umcelpaso.org



Jasmery Zamora, Respiratory Care, UMC's first graduate from the PULL-OPP program.

Jasmery Zamora, UMC's first graduate from the PULL-OPP program now works in Respiratory Care at the Main Campus.

TRUSTED. COMMITTED.

El Paso Health's Quarter at a glance.



Dr. David Palafox bids farewell!

El Paso Health congratulates Dr. Palafox on his retirement after 15 years as Medical Director. Dr. Palafox has been instrumental in the growth of the organization and has developed long-lasting and countless relationships among the provider community. After his many years at El Paso Health, Dr. Palafox plans to spend time with his wife and family as he enjoys retired life as much as he can. Thank you Dr. Palafox, for your dedication to this organization! We salute you and congratulate you.

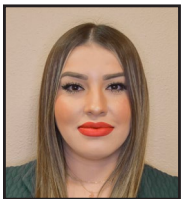


Blanket Drive for the Opportunity Center for the Homeless

El Paso Health and University Medical Center (UMC) CARES from the Heart, in partnership with El Paso Children's Hospital, collected and donated blankets for those in need during the holidays. Over 350 blankets were delivered to the Opportunity Center for the Homeless.

El Paso Health New Associates

As El Paso Health continues to grow its membership, so does our internal staff. These new associates are vital in strengthening the delivery of healthcare in our community and promoting access to quality healthcare to our Members. We are excited about our internal growth and welcome our new associates to the El Paso Health Family.



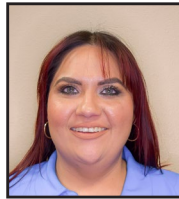
Brisa Chavira
Call Center Rep II



Campbell Aaron Tole
Process Improvement Specialist



Dalia Valenzuela
Claims Examiner I



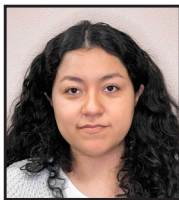
Erika Ozuna
Director, PR & Contract Credentialing



Jesus Ochoa
Case Manager II/LMSW



Nancy Erives
Call Center Rep II



Sarahi Contreras Duarte
Members Service Coordinator



Marina Benítez
Claims Examiner II



Michelle Guevara
Call Center Rep II



Michael Sepulveda
Director of Finance



Thanksgiving Turkey Dinner Distribution

In November of 2022, El Paso Health employees worked together to purchase, wrap, and deliver over 160 turkeys (with all the fixings) to our member's families. This effort was to help make Thanksgiving a little happier for our members during these challenging times.

BRAIN GAMES

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

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

THE SWOOP

NY BABY

SUPERDOC

PULL OPP PROGRAM

CARES AMBASSADORS

JINGLE MINGLE

QMI CERTIFIED

ACS NSQIP

GLORIA SALAZAR

PROPELLER FLAPS

MAGNET HOSPITAL

INTERSTIM THERAPY

NEW QMI CLASS OF FALL 2022

Congratulations to our new graduate class of Qualified Medical Interpreters (QMI). Each graduating class has dedicated many hours of training to achieve their badge. UMC is proud to have over 170 Associates specially trained to provide in-person medical interpreting services in English and Spanish.

We look forward to seeing our new graduate QMI Associates through the hospital and clinics, as we strive to achieve patient safety and high customer satisfaction through our interpreting services.

Contact either Ruben Lucero at rlucero@umcelpaso.org or Carlos Ramos at cramos@umcelpaso.org to become a QMI!



(Left to Right, Back Row) Rubén Lucero, Medical Interpreter Program; Carlos Morales, Cath Lab; Yarasel Valerio, Endo; Nuvia Lerma, Endo; Carlos Arana, ICU; Cruz Calderon, ICU; Erika Livas, ICU; Angela Talavera, NHC (Left to Right, Middle Row) Ashley Garcia, ICU; Griselda Hernandez, Neuro; Summer Gonzalez, ICU; Michelle Neder, ICU; Blanca Barrera, Neuro; Veronica McDowell, Neuro; Carlos Ramos, Medical Interpreter Program (Left to Right, Front Row) Gabriela Flores, ICU; Lucia Anchieta, Pharm; Zaidee Castanon, ICU; Maria Chavez, NHC; Hilda Quiroga, NHC; Miriam Granados, NHC

UMC RECIEVES HEARTFELT LETTER FROM FAMILY

Everyday hundreds of grateful patients leave UMC's doors, and sometimes we are fortunate enough to receive such a kind letter of gratitude as the one we received on January 3rd.

Patient Margarita Solis was treated for a broken hip and kindly requested that her family pen this letter to UMC.



Margie Aguirre (standing) is pictured with her mother and UMC patient, Margarita Solis. Margarita was very grateful for the UMC care that was provided to her for her broken hip.

Mr. Jacob Cintron

Jan 03, 2023

President & CEO

University Medical Center

El Paso

Dear Mr. Cintron,

This letter is being sent to you on behalf of Ms. Margarita Solis (patient w/broken hip) and family Benny & Margie Aguirre, Monica & Andy Dominguez. We cannot fully express our gratitude for the incredible service, care and understanding that you and your experienced and capable staff showed our mother/grandmother. The immediate interest, care and compassion demonstrated by your personnel from the very beginning was warm & heartfelt.

We can never thank you enough for the proficiency and thoughtfulness you and your specialized staff provided our mother in a skillful and capable way.

Thanking you and your staff for all the assistance

Benny & Margie Aguirre

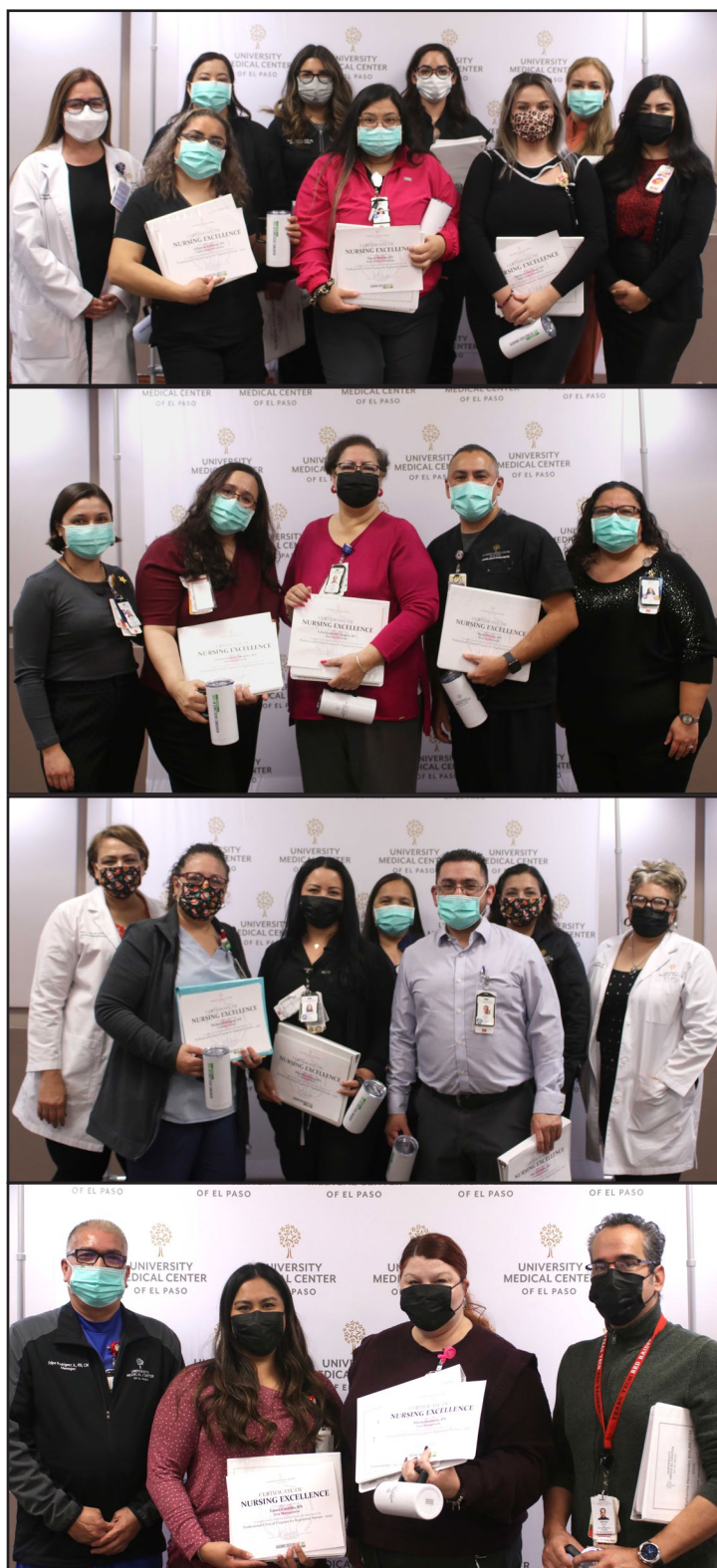
Benny & Margie Aguirre

2022 PROFESSIONAL CLINICAL PROGRAM GRADS NURSES

Congratulations to our UMC nurses who have completed the 2022 Professional Clinical Program! The program is designed to recognize the professional nurse for advanced performance and leadership at the bedside. To the right are just a few pictures of the over 30 Nurses to receive their certificate.

This year's graduates are:

Danialle Beltran, Electrophysiology RN II, Electrophysiology;
Julie Silva, Educator, PI Coordinator, Cardiovascular Services;
Laura Castillo, Case Manager, Care Management;
Katherine Hernandez, Case Manager, Care Management;
Alison Kennedy, Case Manager, Care Management;
Lynda Obando-Saavedra, RN II - Critical Care, CVICU;
Jacqueline Parisi, Educator, PI Coordinator, CVICU;
Summer Gonzalez, Educator - Critical Care, ICU;
Luis Gonzalez, Charge Nurse NonCC, Infusion Center;
Myriam Rodriguez, RN II, Infusion Center;
Carolina Juarez, Prog. Mgr. Maternal Svcs., Labor Delivery;
Cynthia Quintana, Educator, PI Coordinator, Labor Delivery;
Alejandra Acuna, Charge Nurse NonCC, Medical Unit;
Jose Gonzalez, Charge Nurse NonCC, Medical Unit;
Delia Nepomuceno, RN II - Critical Care, Endoscopy;
Sarah Mendez-Herrera, RN II, Mother Baby Unit;
Ruth Ramirez, RN II, Mother Baby Unit;
Cynthia Duenas-Gutierrez, Nurse Home Visitor, Nurse Family Partnership Grant;
Carmen Escobedo, Nurse Home Visitor, Nurse Family Partnership Grant;
Johanna Gallardo, Nurse Home Visitor, Nurse Family Partnership Grant;
Jocelyne Martinez, Nurse Home Visitor, Nurse Family Partnership Grant;
Nancy Medina, Nurse Home Visitor, Nurse Family Partnership Grant;
Kristie Reyes, Nurse Home Visitor, Nurse Family Partnership Grant;
Kristy Seanez, Nurse Home Visitor, Nurse Family Partnership Grant;
Emma Artalejo-Moreno, RN Educator/Clinical Instructor, Nursing Education;
Celia Gonzalez-Najera, Primary Nurse Planner - RN Edu, Nursing Education;
Raul Huerta, Nurse Educator - Nurse Planner, Nursing Education;
Mariza Garcia, Educator, PI Coordinator, Telemetry;
Lillian Sanchez, RN II - Critical Care, Telemetry; and
Roxann Contreras, Mgr. Stroke Program, Stroke Program Support.



UNIVERSITY MEDICAL CENTER FOUNDATION OF EL PASO
1400 HARDAWAY STREET #220
EL PASO, TX 79903-3128

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EL PASO, TX



ATTENTION ASSOCIATES!

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.

