

Jan. 15, 2018



## Dr. Carmela Morales Joins UMC Endoscopy Brings Specialty Patient Care To UMC East, West Clinics

Another of El Paso's top physicians has joined UMC. In January, Dr. Carmela Morales, one of El Paso's top GI specialists, added her skill, experience and expertise to UMC's endoscopy team. Dr. Morales, the only female gastroenterologist in El Paso, and her team, joined UMC on Jan. 2.

She will see patients at both UMC East and UMC West clinics. Dr. Morales previously managed a very successful practice of her own in El Paso. She has a large patient population that she has invited to follow her to UMC.

Recently, UMC was recognized for its advanced care in endoscopy, such as the treatment of Barrett's Esophagus.

The unit, with its advanced equipment and highly skilled Associates, has become the referral center for gastroenterologists across West Texas and Southern New Mexico. UMC continues to expand its expertise assigned to our clinics and looks forward to many great years with Dr. Morales.



Dr. Carmela Morales

## UMC's Debbie Chasco Takes Reigns At SHEA

There's a new leader at the Southwest Healthcare Executives Association and she's a very familiar face at UMC: Debbie Chasco, Director of Nursing Informatics. Debbie will lead the organization, comprised of managers, directors and senior-level executives from Texas and New Mexico.

The purpose of the organization is to improve leadership skills while also increasing and improving communication and dialogue with leaders at hospitals and similar healthcare organizations. Debbie's term as president began Jan. 1 and ends Dec. 31. of this year.



Debbie Chasco

# January's Coffee With The CEO:

## Associates Meet With Jacob, Have Meaningful Discussion

Each month, a randomly chosen group of Associates meets with Jacob Cintron, President & CEO. During these monthly meetings, Associates get to know our CEO a bit more, and he gets to hear from them about the issues that matter most to them.

If you are selected to attend one of these meetings, bring your appetite and a few questions to ask Jacob.

During the coffee and breakfast meetings with Jacob, Associates have been asking many great questions that may be of interest to the rest of UMC. Below are a few of the questions that were asked. We have edited the questions and answers for brevity.

**Associate: Isela Cuellar**

Dept: Communications

*Question: How important is it for the managers and supervisors from different departments to get together to know what each is doing and where they stand within the organization?*

**Jacob:** Sometimes, there are challenges of "silos" or comments such as "we don't do that here," pass off a task to another department or even change a process and not notify other areas. We have recently started working more closely with supervisors and managers to improve communication, turnover rates or regarding other Associate issues. We will work hard to break down any of the silos so teams can work together.

**Associate: Veronica Connelly**

Dept: IT

*Question: Have you considered a 360 evaluation? (Instead of top down)*

**Jacob:** This may be something to look into. What is good about 360 evaluations is you know what the department thinks as a whole. The down side to 360 evaluations is that they are expensive and they don't work for small departments, but may be something to consider. Either way, directors should be meeting with Associates to let them know what is going on and to get feedback on a regular basis.

**Associate: Miriam Cordero**

Dept: Quality Management

*Question: Are we going to merge with El Paso Children's Hospital?*

**Jacob:** The Hospital District owns UMC, EPCH, EP Health, and UMC Foundation. We are the sole owner of El Paso Children's Hospital. In order to keep them as a separately licensed facility, they need their own board and we made a promise to the doctors to keep it separately licensed.

**Associate: Linda Sanchez**

Dept: Endoscopy

*Question: How can we help patients who can't pay?*

**Jacob:** It starts with us. We need to do our job well every day. Give great quality care and treat all of our patients well. The biggest sources of referrals are by word of mouth and by physicians. We actually staff much more than what private hospitals staff. We need to always try to improve our interactions with patients and how we treat them. For the patients who receive great care, they come back and refer their relatives. We also care for those who cannot afford care. We give \$160-170 million in charity care per year and only get back about half of that from taxpayers. This means that our overall care at UMC must be the best care anywhere, as we must compete with all regional hospitals. One of the best things to know is that patients choose us because of the level of care we provide, passing other hospitals to get to UMC. The better we are at what we do, the better we are able to care for all patients.

**Associate: Veronica Connelly**

Dept: IT

*Comment: Thank you for PTOM days around the holidays.*

**Jacob:** I know it is tempting to not take PTO because of the PTO buyback program, but PTO is needed. It is important to take time for yourself and your family. Thank Lorena (Navedo). There are three float PTOM days that you can combine with other PTO or use as you wish.

**Associate: Paul Oliphant**

Dept: Social Worker

*Comment: I have worked in the private sector, and UMC is amazing -- I truly appreciate the differences between UMC and private facilities. Regarding the national healthcare support programs, there was \$20 billion left on the table; and this could have been used to bring greater access to healthcare.*

**Jacob:** Yes, there may have been money left on the table and it does bring challenges to healthcare. That is why we need to be extremely good at what we do.

**Snapshot:**

## **UMC, EPCH Foundations: Two Fundraising Organizations Serving El Paso**

When you hear about a wonderful new technology that has recently been introduced at UMC or at El Paso Children's Hospital, there's a very good chance that funding for that new piece of equipment now helping doctors care for patients, or that new piece of life-saving equipment that saves a child's

life, was made possible by University Medical Center Foundation or El Paso Children's Hospital Foundation.

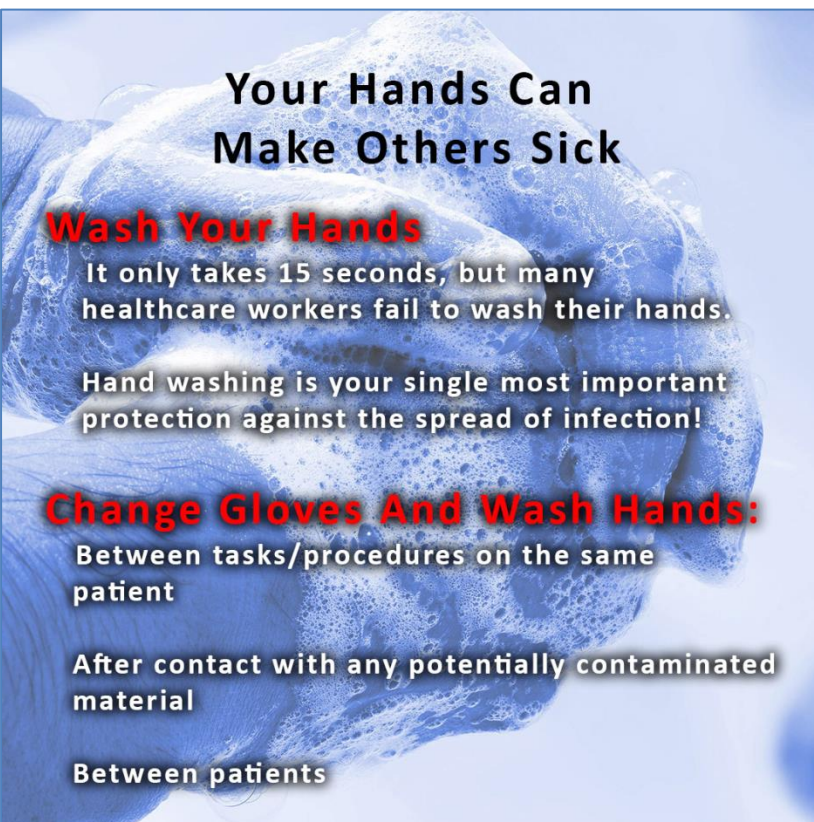
While both foundations are separate, non-profit 501c3 organizations, they share a similar mission of developing and supporting programs that promote the health, wellness, and quality of life for all El Pasoans.

From new equipment such as the endoscopic tower system at UMC's Endoscopy unit, to the BrainScope system that recently joined UMC to help diagnose brain injury, to funding critical care equipment and cancer research for El Paso's sick children, both foundations serve as the conduits of generosity for individuals and organizations wanting to donate resources for healthier children and others throughout the borderland.

Every penny raised stays in El Paso with 100 percent of the donation allocated towards the cause. Donations are used for medical equipment, program support, family care grants and the healing arts program. Whether you are in your department with surgical technology -- or walking down a hallway and seeing beautiful art -- or watching our physicians, techs and nurses using the best equipment available in the nation to save a life, there's a very good chance that UMC Foundation helped make it happen.

UMC Foundation is located at El Convento, 1400 Hardaway, S. 213; by phone (915) 521-7229 or via email at: [giving@umcelpaso.org](mailto:giving@umcelpaso.org)

For more information about the UMC Foundation, go to [www.umcfoundationelpaso.org](http://www.umcfoundationelpaso.org); for EPCH Foundation, go to [www.elpasochildrensfoundation.org](http://www.elpasochildrensfoundation.org).



## Flu & Cold Season Is Roaring To Life Throughout El Paso

Flu cases have risen more than 400 percent over last year throughout El Paso.

UMC has recorded an increase of confirmed flu cases of more than 350 percent over last year.

It's not going away any time soon but you can keep from getting sick by avoiding others with the flu and simply **washing your hands often.**





UNIVERSITY MEDICAL CENTER  
OF EL PASO

Get Your New Year  
Resolution Started  
At UMC's...

Health  
Start  
2018

5K

1 mi. Walk

5k Run



9 a.m.

Saturday, Jan. 27

UMC - West 6600 N. Desert Blvd.  
1/2 mi. west of Paseo Del Norte

Register at: [www.RaceAdventuresUnlimited.com](http://www.RaceAdventuresUnlimited.com)

or  
In Person Registration  
at Up and Running West or East

Only  
\$15

## Health Start 2018 Is On!

Get your 2018 Resolution Started on **Jan. 27** at the Health Start 2018 event at UMC's West Clinic at 6600 N. Desert Boulevard.

A 5k run, a 1-mile walk, health food, fitness clubs, free health screenings and so much more are part of the event!

If you are interested in the 5k run or 1-mile walk for yourself or family there is a fee, which includes a long-sleeve T-shirt, but you must register at [www.RaceAdventuresUnlimited.com](http://www.RaceAdventuresUnlimited.com)

You can also come to learn about healthy eating, exercise and see UMC's new spacious clinic in West El Paso.

It's an event the whole family will enjoy!

Specialized Care from

**BOARD-CERTIFIED**

**PEDIATRICIANS**

Mon.-Sat. 7:30 a.m.-8 p.m.

CONVENIENT APPOINTMENTS: 790-5700

Get dependable and affordable quality healthcare for your child from board-certified pediatric physicians, nurse practitioners and a multi-disciplinary team of medical professionals at UMC's Outpatient Clinics.

**About The Pulse**

*The Pulse newsletter, is a product of the UMC Public Affairs office and features news briefs and updates from around our campus. It is distributed to our El Paso community. If you have an item that you would like to have considered for The Pulse, email it to [Ryan Mielke, UMC Director of Public Affairs](#).*