

March 5, 2018



Three New DAISY Award Winners Announced

Three UMC nurses recently gave a crowd of more than 150 attendees at the first DAISY Award recognition ceremony more reasons to feel great about the quality of care at UMC when they were recognized at program's quarterly awards ceremony. DAISY Award winners are each nominated by patients they cared for at UMC.

UMC's newest DAISY Award winners are:

[Johanna Gallardo](#), from our Nurse Family Partnership program. Johanna was recognized by a mother who credited her with helping her finish high school. Johanna feels "each of the moms has a personal struggle and I'm in their lives to make a difference and be the one person they can count on."



[Johanna Gallardo](#)

[Dayna Valdez](#), from UMC's Emergency Department. Dayna tries to give a little extra day for patients and families because "the Emergency Department can be a new and scary experience and I want to make them feel safe and comfortable for the time they are there."



[Dayna Valdez](#)

[Estrella Vega](#), from UMC's Labor and Delivery Department. Estrella says that it is important for her to go above and beyond each day in her job because "that is what nursing is all about and that is what is most meaningful and rewarding."



[Estrella Vega](#)

UMC is honored to have these exceptional nurses. DAISY is an acronym for Diseases Attacking the Immune System, and it was established by the DAISY Foundation in memory of J. Patrick Barnes who died at 33 of an auto-immune disease.

Two Familiar Faces Prepare To Depart UMC After Decades

Together, they have more than 53 years of experience serving UMC, contributing to the quality of care of our hospital.

After more than 20 years at UMC, Christina Ford, UMC's Chief Legal Officer, leaves UMC for a position with the El Paso County Attorney's Office, where she will bring her considerable experience working complex legal issues at UMC. "While my twenty-year experience here as a member of the County

Attorney legal team and my efforts to champion the district's interests have been truly rewarding, I feel that it is time to take on new challenges in my professional career," she said. Christina's final day of service at UMC is March 9.



Christina Ford



Cecy Reynoso

Cecilia (Cecy) Reynoso, Human Resources Recruiting, retires from UMC this month after 33 years. Cecy began her career in the Pharmacy before becoming a recruiter. She is responsible for recruiting thousands of nurses during her career and can be credited for recruiting more than three quarters of the nurses now working at UMC. Cecy's final day at UMC will be Feb. 28.

Both Cecy and Christina are widely respected at UMC for their quality of work and their never-ending dedication. Both of them will be greatly missed.

Notes Of Appreciation Echo In Quality, Service To Patients

Every week, I hear stories of gratitude from our patients about the quality of care from our nurses, physicians, techs, and others at UMC. I typically hear them when I meet them on our floors or anywhere I am on our campus or throughout El Paso. I am so proud of the team we have and the work they accomplish 24 hours a day, seven days a week. I want to share with you a couple of notes that were sent, as they were written, as examples of appreciation for what you do. Thank you, all, for your continued passion for putting the care of our patients and their families first.



Jacob Cintron
President & CEO

Neuroscience Team and ICU

My father was in ICU at UMC these past weeks, and, unfortunately, he passed away this past Sunday. I just wanted to pass on to you the excellent work that Dr. Trier in neurosurgery and his team did. Also, the ICU nurses Omar, Luis, Gus, and the others that cared for my dad. They clearly understood Life and Being Alive and were of a great emotional help to our family in making some very difficult decisions. Dr. Coleman (I think that is her name) exhibited above and beyond empathy, and the other Dr. she worked with was exceptional as well.

Women's Services, Labor and Delivery

I have currently been a patient here at UMC Ante-Partum unit for about 6 weeks. During this 6-week stay, I have had ups and downs. But I wanted to share some of my moments with whomever it may concern. The first week I was here I was kind of terrified of the meals provided to the patients. I was in contact with the dietitian and food services staff. Almost on a daily basis I will receive a call from Juan down in Food Services about food choices. I am amazed by

his professionalism and dedication to his job. I feel like he always goes out of his way to do his part to make sure my stay is good. It may just be the food portion of a patient's stay but when you are here for as long as I have been it means more than just food. Every business needs a person like Juan. TY Juan! The Nurses and Residents on Ante-Partum have been amazing since the beginning of my stay here at UMC. They have made me feel that this is the BEST and SAFEST place for my daughter and me to be under my circumstances. Some of the RN's and Residents/Doctors who are epic and amazing are Amber, Noel, Sol, Estella, Dr. Rob & Dr. Martinez. I will never forget the amazing care received here.

Associates' Questions Open Discussion At Coffee With The CEO

Each month, Associates are randomly chosen to spend an hour with Jacob Cintron, President & CEO, during a light breakfast and coffee/juice in the UMC Boardroom. We want to share some of their questions with Pulse readers, along with Jacob's responses. *(Note: Questions and answers are edited for brevity.)*

Q. Is it possible to make the retirement system optional? If not, can we borrow against it?

A. Actually, one of the best benefits we have for our Associates is our retirement savings plan. This plan requires a minimal percentage of each Associate's paycheck to go toward each Associate's retirement. UMC then contributes to this account. The program is not optional and cannot be borrowed against because it helps ensure Associates have something to look forward to when their time for retirement arrives. If you have a moment to talk with someone who is retiring, they will tell you how this benefit has made their retirement better.

Q. I would like to know why the DSRIP Nurse Advice Line project was not renewed and only kept one associate?

A. The Delivery System Reform Incentive Program, also known as DSRIP, was a 5-year program that started in 2011 when it was first submitted. The projects began in 2012. There were 19 projects spread from through UMC, covering many services and programs. Many of these programs were intended and created to show improvements, collect data and improve healthcare outcomes in our community.

In 2016-17 there was a delay in the approval of the continuation of the program. As further delays occurred, we had to make difficult budgetary decisions based on overall DSRIP program priorities. This caused some moves and decisions that affected the program you are referring to, specifically the nurses.

These nurses were returned or relocated throughout the hospital system. At the end of December, we received another 5 years of the program, with only 4 years of funding; but after year two, the funding starts to wind down. After year 4 the money stops. So, based on the expense of the project and the need for us to be very efficient with our DSRIP dollars in preparation for the future, this is one of the programs that was reduced.

Q. When do you foresee the UMC Fitness Center re-opening? Currently this space is being used for the Cerner project.

A. While we cannot make any promises, as anything could occur to delay it further, but it looks as though we will have our Fitness Center back sometime this summer. I also want to review ways that we can improve our center in the future.

Q. The hospital had much renovation; will the Annex building be next?

A. We've had many improvements to our hospital campus and clinics in the last year. They have come at a very rapid pace, from our newly renovated 5th, 6th, and 7th floors, to our new Neuroscience ICU location on our 3rd Floor.

Our Annex is definitely an area in need of improvement. Rest assured, that day will eventually come for the Annex.

However, in order for us to successfully accomplish a large-scale improvement of the Annex, we need to find an appropriate and logistically effective way of relocating affected departments while continuing the services expected by all of us, including our patients. We are looking at a few options that we may be able to put into action at some time in the future.

One of the next big improvements is already in the works: The demolition of the old Vagabond Hotel later this year, followed by the building of our new UMC Central Clinic, near the intersection of Raynolds and I-10. This is a going to be yet another major improvement for the expansion of access to healthcare.

I am excited about what's in store for all of us but these improvements take time and unfortunately we cannot have them all at once.

Save The Date!




UNIVERSITY
MEDICAL CENTER
OF EL PASO

What:

Major announcement and celebration regarding UMC's Stroke Program

When:

2 p.m. Friday, March 9, 2018

Where:

In front of University Medical Center of El Paso, 4815 Alameda Avenue

Note: Event parking available in UMC Visitors Parking garage and at Jefferson High School

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.

Specialized Care from
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PEDIATRICIANS
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