

March 21, 2018



## Comprehensive Stroke Center Ushers In New Era Of Brain Care, Expertise In El Paso

The El Paso region and University Medical Center of El Paso made history March 9 with the announcement of Comprehensive Stroke Center certification from The Joint Commission. Never before has a hospital in El Paso held Comprehensive Stroke Center certification, with the closest similarly certified hospitals in San Antonio to the east, and Phoenix to the west. No hospitals in New Mexico have the certification.

“This is a major step forward for El Paso and UMC but most importantly, this represents the dawn of a new era in stroke care for anyone affected by strokes – as well as greater comfort for their families,” said Jacob Cintron, UMC President & CEO. “Strokes and other brain injuries usually occur suddenly, giving victims little warning. Our new certification puts UMC at the forefront of expertise and readiness to care for victims of complex strokes.

“In partnership with physicians from Texas Tech University Health Sciences Center El Paso, along with our UMC Neuro Critical Care team of physicians, nurses, techs and others,” he said, “UMC now brings the pinnacle of complex stroke care and readiness to El Paso – a level of care sought by hospitals across the nation.”



Dr. Salvador Cruz-Flores, Neurocritical Care Medical Director and Jacob Cintron, President & CEO, at the Comprehensive Stroke Center announcement.

UMC’s Comprehensive Stroke Center certification brings with it the designation of the hospital as a Level 1 Stroke Center. UMC is already the region’s only Level 1 Trauma Center but will now also be home to the region’s only Level 1 Stroke Center.

“We have many things to be proud of in El Paso,” said Cintron. “This new level of care certainly adds to that list. This certification represents a long process of validation of expertise and capacity of our team at UMC. It is a process that takes years to accomplish. However, we were able to give El Paso a special place on the national stroke care map, thanks to our UMC physicians and nurses and their teams, along with tremendous leadership and commitment of our Texas Tech Physicians.”



**More than 200 people attended the Comprehensive Stroke Center event, covered extensively in local media.**

Texas Tech University Health Sciences Center El Paso’s physicians carry dual roles, serving as university faculty as well as providing the medical care at UMC’s Neurosciences Intensive Care Unit. They share in the accomplishment and success of UMC’s Comprehensive Stroke Center certification.



**The giant inflatable Mega Brain at the event was a mega-hit with all who attended. The brain depicted various injuries to the brain that would fall into the spectrum of care at UMC’s Neurosciences ICU.**

The Comprehensive Stroke Center designation will deliver a positive impact to a region that is making great strides in improving health care access and education for its citizens, said Dr. Richard Lange, M.D., M.B.A., President of Texas Tech University Health Sciences Center El Paso.

“First and foremost, for our patients it means they now have access to the best care available—right here in El Paso—for even the most complex cases,” said Lange. “For our students and residents, it means they get exposure to the best training opportunities, facilities, and state-of-the-art diagnostic and therapeutic tools. For the city and the region, it elevates health care on the border, making us competitive with other educational institutions across the country when it comes to stroke care.”

One of the physicians from TTUHSC El Paso is also the Neurocritical Care Medical Director at UMC: Dr. Salvador Cruz-Flores.

“Designation as a Comprehensive Stroke Center by The Joint Commission means that our institution has the technical and medical capabilities to care for complex stroke patients,” said Dr. Cruz. “It is also a reassurance to the community that we can deliver effective and safe care to these patients without having to send them outside of El

Paso. Ours is the first and only Comprehensive Stroke Center with TJC designation in West Texas.”

Dr. Cruz noted the tremendous value that a Comprehensive Stroke Center certification will bring toward educating and training tomorrow’s neurocritical care physicians.

“From a training and education standpoint,” he added, “this designation exposes learners, such as residents and students, to the diagnosis and treatment of these patients. In addition, TJC designation requires involvement in clinical research—that is, the advancement of knowledge in cerebrovascular disease, which can only benefit the community.”

## 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.)*

*At right, Martin Diaz, from UMC’s Engineering Department and attendee at one of our recent Coffee With The CEO events, poses with Jacob. Martin and Jacob reconnected, many years after they first worked together in the Engineering Department.*



### Q. Is there enough population to support the new UMC Central Clinic?

**A.** Our new UMC Central Clinic will be located at the site of the old Vagabond Hotel, near the corner of Reynolds and I-10. Yes, we believe there is a great demand for more access to outpatient services offered by UMC, especially here in central El Paso. As you may be aware, our main campus outpatient clinics and services are at near-capacity and parking has become very tight on most weekdays. Our new clinic will offer state-of-the-art outpatient services and will help decrease the wait for care, speeding up appointment availabilities and bring more care to more El Pasoans.

### Q. Why are we closing the Delta Clinic?

**A.** Before we opened our two new 45,000 square foot clinics in east and west El Paso, our Delta Clinic provided a great service to many County employees. However, after our two large, spacious clinics opened, we have seen a dramatic decline in the utilization of our Delta Clinic, with our data showing that these same employees have relocated their preferred clinic visits to

one or both of our new clinics. It makes more sense for us to focus on greater access to new, high quality care/clinics while phasing out locations that are no longer needed or preferred by County employees.

**Q. I have noticed many new physicians at our hospital. Where do they come from?**

**A.** We are always looking for the best physicians to help us with our mission of serving all of El Paso. Some of our recent additions, such as Dr. Mary Brower, a well-known pediatrician, and Dr. Carmela Morales, the only female gastroenterologist in El Paso, have deep and established roots in our community and region. Other physicians are recruited to UMC from Texas Tech, private practice, or are new residents choosing to stay with us.

**Q. Are our taxes going to go up to pay for the new Central Clinic?**

**A.** No. Our new UMC Central Clinic will be constructed with bond money that was approved in 2013 by El Paso County Commissioners. These bond dollars have, so far, been put to use renovating our 5<sup>th</sup>, 6<sup>th</sup>, and 7<sup>th</sup> floors, building our new clinics in east and west El Paso, and helping to purchase the land upon which these new clinics are located. We have been very fortunate to have completed our projects thus far on time and at (or under) budget. Again, there are no new taxes resulting from the building of our new UMC Central clinic.



**Trauma Group Dynamics  
Abroad in Van Horn**

UMC's Dr. Alan Tyroch, Chief of Surgery & Trauma Medical Director; Jon Law, Chief Strategic Officer; Dr. Sireesha Reddy, General Obstetrics and Gynecology Division Chief & Women's Health Practice Medical Director at Texas Tech; Sandra

Gonzalez, UMC Director of Trauma; and others are heading to hospitals in our region to discuss and educate hospital leaders and teams on the availability/accessibility of UMC's Level 1 Trauma Center. Above, El Paso's team meets with physicians and staff at Culberson Hospital in Van Horn.

# New STARS Sparkle At UMC After Recent Ceremony

UMC recently honored our Quarterly STARS Award winners. This is an award that goes to Associates whose day-to-day work, commitment to quality care, integrity with those in their immediate work center and others, positive attitudes and more are always at the highest levels. These Associates personify Service, Teamwork, Accountability, Respect and Safety. They are our STARS for this quarter! Their photos will be added to the STARS display, located on the first floor, near the “Texas” and Laboratory waiting area. Congratulations and thank you to our STARS Recipients for having a positive impact and making a difference for our patients, visitors and Associates at UMC!

**Angel Valtierra**, an Anesthesia Assistant says, “The best things happen when you do what you love without expecting anything in return.”



**Cathy Huerta**, a Reg. Respiratory Therapist says, “There is nothing better than leaving work with the satisfaction of knowing I helped a patient!”



**Ana Aguirre**, an Office Specialist for our Outpatient Clinic Administration says, “Providing customer service is everything to me and it is a pleasure serving others.”



**Jose Caldera**, a Certified Nursing Assistant in our Orthopedics Trauma Department says, “I could not accomplish what I do each day without my coworkers and family.”



**Sharon Hoobler**, a Health Unit Coordinator in our Ambulatory Surgical Unit says, “Each day, I pray for the strength to do the best job I can for our patients and my coworkers.”



## Vegi-Fun With Chef Paul!

UMC's Chef Paul Bellegarde was the presenter at a recent Wellness Lunch and Learn. Chef Paul answered questions as he demonstrated how to prepare a quick and nutritious kale salad with fresh veggies and a homemade dressing. New, ways to prepare vegetables made mini-chefs out of the Associates who attended. Chef Paul says the most important thing to remember about preparing vegetables is to make it fun, mix it up and try new things!

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#### **About The Pulse**

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