

April 12, 2018



Hall of Fame: UMC's Sandra Gonzalez Is In!



Sandra Gonzalez

Halls of Fame are dedicated to sports or arts or sciences or professional excellence, and recently UMC's Sandra Gonzalez has joined the El Paso Commission for Women Hall of Fame, along with eight other El Paso women inducted during a special ceremony March 24.

Sandra Gonzalez is UMC's Trauma Department Director and has more than 19 years of experience at our hospital. "UMC can take great pride in Sandra's recognition, forever listed among many of the great leaders in our community," said Jacob Cintron, UMC President & CEO. Sandra's contributions to our hospital and our community were at the forefront of her recognition.

"I am extremely humbled to be one of the inductees into the El Paso Women's Hall of Fame. It was such an honor to be recognized with such wonderful women," said Sandra. Two other women recognized along with Sandra included Tracy Yellen, former UMC Board of Managers member, and Christina Ford, former UMC Chief Legal Officer.

The El Paso Commission for Women started in 1985 and honors women who have made a significant contribution to our community and who have a commitment to service, leadership, and are positive women role models. Sandra is not only a role model for El Paso, but for our UMC Associates!

It's A Clean Sweep For UMC's Infection Control Team!

Miguel Rivera, Shannon Jordan and Monica Flores have all obtained their Certification in Infection Prevention and Control (CIC)! Miguel's recent certification brings our Infection Control Team to 100 percent certified.

UMC is the only hospital in El Paso to have its entire Infection Control team certified! UMC's Infection Control Team is comprised of Miguel Rivera, Shannon Jordan and Monica Flores, pictured from left to right, at right.

There are only five people in El Paso with their Certification in Infection Prevention and Control. Three of these five are at UMC.

Again, UMC is the only hospital in El Paso to have its entire Infection Control team certified!



UMC's Trauma Department Trains Associates To Stop The Bleed



Associates learned to apply tourniquets during the session.

UMC's Trauma Department presented "Stop the Bleed" at April's Wellness Lunch and Learn.

Stop The Bleed is part of a nationwide initiative from the American College of Surgeons for all trauma centers to train, equip and empower individuals to help in case of a bleeding emergency before professional help arrives.

The Trauma Team reviewed types of bleeds, when to apply pressure and how to pack a wound or apply a tourniquet.

Thanks to a generous gift from UMC Foundation, UMC will now be equipped with special emergency bleeding control boxes throughout the hospital.

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. What are some of the biggest challenges you see for UMC in the coming year?

A. Constant quality improvement. Quality is our number one priority. We must always improve our quality, especially with our status as a

teaching hospital. Our expectations and those of our patients are high. In order for us to continue to be one of the best options for our community, we must ensure that all areas of quality service and delivery are always improving. The second challenge is financial. We must continue to operate and function in the same way as hospitals elsewhere.

While our mission calls on us to provide indigent care, we must also be competitive with other hospitals, able to provide the latest in technology, facilities and healthcare. Our patients have a choice in where they go for healthcare. We must give them the best care possible while being efficient in our operations. We want and need to work more efficiently so we can do more for our patients.

Q. What can we do to increase and improve our trauma care?

A. We are looking at new services to add to our hospital – but we are also in the process of improving the timeliness of our services. We must compete with other hospitals in the efficiency of emergency and trauma care. We have a commitment to our community and patients to give them the highest level of care but we need to always work at delivering our care timely and with high quality.

Q. How do we address improving the level of quality care with our physicians, such as the amount of time physicians spend with each patient?

A. Our patients come to us with, at times, multiple issues. Our patients may come to us for one issue but want to be seen for multiple issues during the same visit. We do our best to accommodate them but at times this may require patients being seen at follow-up visits. Through improved communication with patients before they see a physician, we are improving our ability to meet their healthcare needs.

Q. At our clinics, why are we no longer using the ‘half-moon’ desks for registration of patients?

A. This is a matter of privacy for our patients. Our patients expect and are required to have utmost privacy during the registration process. The half-moon desks at the entrances of both of our new clinics should be used only for greeting and directing patients and visitors. We have offices designed specifically for private registration and intake of our patients. Healthcare is a private matter; registration at the half-moon desks (at clinic entrances) does not allow for the necessary and required privacy that all of our patients deserve, expect and must have.

Q. How can we get more morale and recreation programs at our clinics, similar to what we have at the main campus?

A. We have heard from many of our clinic Associates who have the same concern. Our R&R Committee has been charged with finding more ways to connect with our clinics when we have major celebrations. One of the ways we can do this is to have a representative from each clinic participate in our R&R Committee planning. They are part of our UMC family and they must be included. One of the difficulties has been logistics. Having an Associate from each clinic charged with representing their clinic, we can ensure our clinic Associates are part of all our celebrations and morale activities.

If you are interested in volunteering to be the R&R representative from one of our clinics, please contact Gloria Vasquez at ext. 44372.

Q. Will the upcoming implementation of Cerner software mean that some positions will no longer be required?

A. With every improvement in technology, sometimes there are efficiencies realized that may mean we no longer have a need for certain positions. This is something that has occurred in our industry from the beginning and will continue for the foreseeable future. If the upcoming implementation of Cerner software impacts our Associates, we will do our best to relocate or retrain any Associates affected.



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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.](mailto:Ryan.Mielke@umc.edu)