

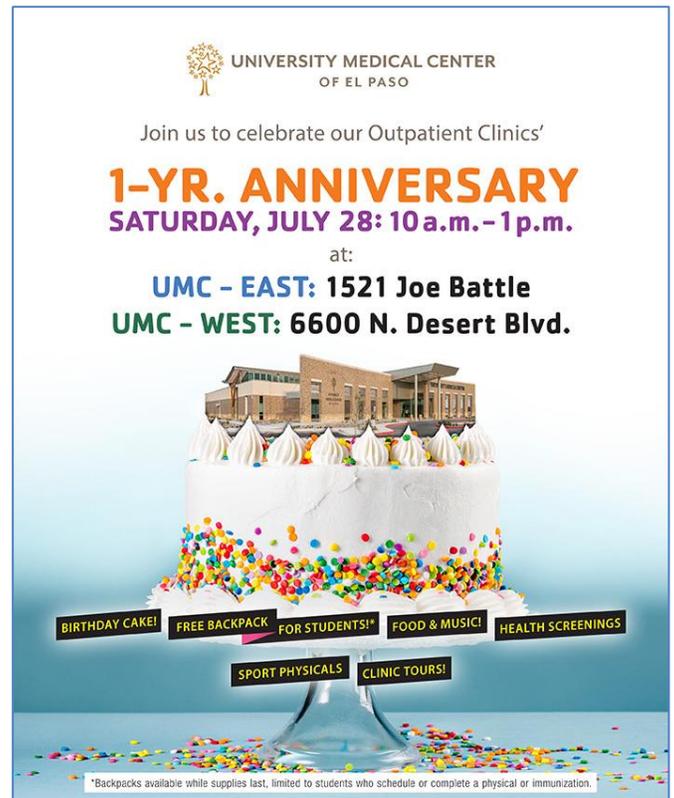


UMC Clinics Celebrate ‘First Year’ With Community

In Spring 2017, UMC opened two new, 45,000 square foot clinics in east and west El Paso. Both clinics have been welcomed by their communities and have served thousands of El Paso families and other patients in only their first year.

On Saturday, July 28, from 10 a.m. to 1 p.m., each clinic will mark their milestones by inviting families and students to come have some cake, prepare for school with healthcare and get free backpacks.

“We will be offering free backpacks to every student who comes to our UMC East Clinic or UMC West Clinic and receives or schedules an immunization or physical for the school year,” said Leo (Leonor) Chavez, Director of UMC’s Neighborhood Healthcare Centers. “This is also a great time for families who may not have been to our clinics before to come check us out, take one of our tours, have some cake, and get free backpacks for the kids.”



The UMC West Clinic will feature a giant hot-air balloon that will be seen from miles around. Each clinic will have tours, free health screenings, cake and various healthcare providers on site. Of special note, families will be able to visit our “Ask-A-Doc” table, staffed with physicians who will be on hand to respond to any general healthcare question. “This is something that we have not done before but it is yet another way for us to open more access to healthcare for our community,” added Chavez.

- **UMC East:** Located at 1521 Joe Battle Blvd.
- **UMC West:** Located at 6600 N. Desert Blvd. (take Exit 8, then just past Artcraft)

Backpacks will be distributed on a first-come, first-served basis, from 10 a.m. to 1 p.m. July 28 at the UMC East Clinic and UMC West Clinic, while supplies last.

Coffee With CEO Gives Associates A Glimpse Of What's Ahead

Each month, Jacob Cintron, UMC President & CEO, meets with a group of Associates from throughout the campus and clinics during his "Coffee with the CEO" breakfast to talk about anything they are interested in, while sharing some of the direction and new information about our hospital. Below are a few questions and answers raised at this month's meeting. (Questions and answers are edited for brevity.)

Question:

Having worked at both Public and Private hospitals, what is the difference in the scheduling systems?

Jacob:

It varies from hospital to hospital. Some of the hospitals in California and Dallas have done outstanding jobs of benchmarking and finding which systems work best for patients. What we are finding throughout our industry is that patients, especially when it comes to their healthcare, want to speak with a real person when they call. We are looking at improving and ensuring our patients have quick access to a live voice on the other end of their calls. Time is precious and people are less willing to wait on hold – and they do not want to go through a long routing process.

Question:

Can we do something about people parking at the loading dock?

Jacob:

Yes. This may create a safety hazard and is not an appropriate place for anyone, especially Associates, to park. I am directing our Guest Services team to look at this and increase the frequency of our security team's daily check of the area. We have designated parking for our Associates and our patients. Neither of these groups should be parking at our loading dock.

Question:

Do you have an update on how El Paso Children's Hospital is doing?

Jacob:

I am happy to say that EPCH recently reported that their revenues for May are more than \$600,000 above forecast. They are showing all signs of a hospital that is definitely turning the corner. With their new leadership, Cindy Stout (EPCH President & CEO), they are on track to break even in the coming year. This is a major achievement and I am proud of the strengthened relationship between our hospitals and management teams. The future is looking bright for EPCH!

Question:

Is there a way to have a non-denominational clergy at UMC, 24/7?

Jacob:

Yes. This is something that is common at most large hospitals and I am going to direct our team to look into how we can make this happen. This is a great idea!

Question:

How is UMC’s financial situation and are we improving?

Jacob:

Our volumes are phenomenal this year! We have exceeded forecasts across most of our service lines. Other hospitals in our region have not been as lucky; however we need to make sure that we continue providing exceptional care to keep those volumes up. The key is being efficient with our staffing when our volumes grow. Having control of our overtime levels will help our overall bottom line look even better. As a hospital, our operational excellence, efficiencies and care for our patients will continue to keep us ahead. We have improved so much in just the past two years. All patients today have a choice in where they want to go. We have the best facilities, best technologies and best healthcare providers to make their choice easier.

A Glance Back At UMC’s 2018 Summer Picnic: Already Planning 2019

While you may have already seen many of the images from UMC’s 2018 Summer Family Picnic on UMC’s social media (Facebook, Instagram, Twitter), we wanted to share a few more and let you know that we are already looking forward to making next year’s event even bigger!

With more than 800 people attending the picnic, the family atmosphere, games, music, and dancing made the freshly grilled burgers and hotdogs taste even better!

We still have many photos from the event on our



Facebook page.

One of the biggest “hits” of the event was the piñata. Some of the kids have real futures in Major League baseball. The weather was perfect; not too hot, no rain, no mosquitos but plenty of laughs. Thanks to all Associates and their families who attended.



Workforce Safety: Be Safe, Courteous -- And Keep Your Distance

Scenario:

UMC Engineering teams are at work in one of our hallways. Workers need to use a ladder.

Other UMC Associates have to reach their destination. How do they do it safely?

1. To avoid affecting our Engineering Associate(s) and for your own safety, Associates must stay the "maximum" distance away from the ladder.
2. Every location is different. However, when you walk near a ladder, one misstep puts both your safety and the safety of the worker at risk.
3. Be Safety Aware!



UMC People In the News Congratulations To Monica Armendariz!

Monica Armendariz, UMC Training Specialist in Human Resources, is the recipient of the 2018 Instructor of the Year award for Mental Health First Aid Training from Emergence Health Network (EHN). Monica is one of 35 certified Mental Health First Aid Instructors within the city. Monica offers this specialized training to UMC Associates every-other month and teaches them how to identify, understand and respond to signs of mental illness and substance abuse disorders.



Monica Armendariz



Monica is passionate about her job and mental health training. "Mental Health First Aid training breaks the silence and stigma behind mental health issues," said Monica. "I am honored to have been recognized by EHN on such an important topic."

Congratulations Go To UMC's Volunteers!

Elvia Casas and Silvia Berdeja were the big winners at Thursday's **2018 Volunteer Awards Luncheon** at El Paso Community College. Elvia (at left, holding flowers) was recognized as UMC's Volunteer of the Year, while Silvia received the Most Dedicated Volunteer Award. Congratulations to all of UMC's volunteers for 2018!

UMC Volunteers donated 21,721 hours of service last year? Thank you to all of our volunteers for your dedication and commitment in serving our patients and visitors!



New Quality Management Director: Alice Fennell Takes The Reins

Alice (Alicia) Fennell is UMC's new Director of Quality Management. Alice arrived at UMC in 2017 and spent the last year as UMC's Manager of Quality Management. She recently became the department's new Director. If you see Alice anywhere in our hospital, please take a moment to congratulate her on her new position.



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).

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