

DAISY Winners Bloom For Care, Patients

Congratulations to our 2019 Second Quarter DAISY Award winners!

This quarter's winners include, pictured from left to right:

[Brandon Rodriguez, UMC's Infusion Center](#)

Brandon was nominated by a patient that said "As I sit here getting my IV infusion, I cannot express how overwhelmingly grateful I am to the UMC Infusion Center staff providing my care this morning. My nurse Brandon Rodriguez has been a perfect mixture of patience, compassion, competence and professionalism. He treats his patients like they are ALL that matter to him at each bedside interaction."

[Liliana Willard, UMC's ACE/GI Department](#)

Liliana was nominated by a patient who said: "Liliana demonstrates excellent care, concern, empathy, hospitality, not only to myself, but towards my family and other guests. She patiently listens to and provides excellent advice concerning the issues that I struggle with both within the hospital and outside personal issues."

[Joshua Torres, UMC's Surgical Unit](#)

Joshua was nominated by a patient who said: "He is quick to chat with me at every affordable opportunity about many different topics, so as to keep my mind off of my procedure which is freaking me out a bit. He has also displayed a heightened sense of professionalism by referring to me by my

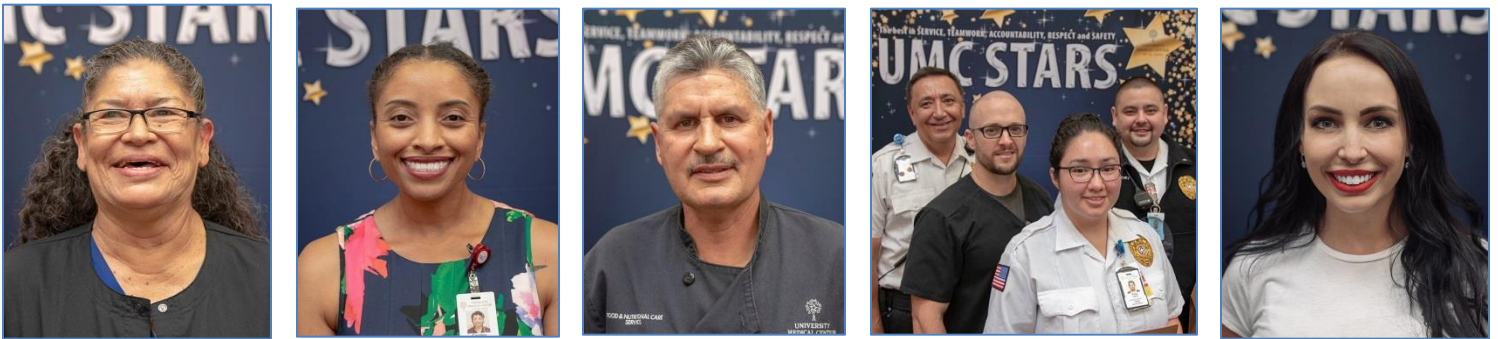


given name. Thank you for your consideration and thank you, Joshua, for your care in every sense of the word."

The DAISY Award is given to extraordinary nurses in honor of the outstanding work they do! They are nominated by patients who received care at our hospital.

UMC is honored to have these exceptional nurses as part of our organization! 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.

Quarterly STARS Winners Sparkle During Ceremony



This quarter's STARS recognition winners included, for the first time, a group winner. After dozens of nominations from throughout UMC's main campus and clinics, winners were recognized for their embrace of the very best professionalism in their workplaces and in interactions with patients.

Congratulations to our 2nd Quarter 2019 STARS award winner, from left to right:

Alicia Cabral De Maguregui, EVS Department: "This night shift Associate is seen hard at work on numerous occasions keeping the hospital nice and clean! This Associate is genuine, always has a positive attitude and a smile that is contagious!"

Carolyn Williams, UMC Foundation: "She can be seen in action every day, whether it is planning and working a car seat event, workshops for volunteers, selling T-shirts in the shared lobby, delivering medical equipment or clothes to a needy family, receiving medical equipment, working more Saturdays than not with her programs, and more..."

Jose (Alfredo), Food Services Department: "He is instrumental in training new staff; he gets the job done regardless of staffing or equipment issues, menu changes, or shortages of product for prep. He is a role model for others and works well with his supervisor."

Team: Alex Carrillo, Michael Kennedy, Perla Castrillo, and Randy Sanchez from our Guest Services - Security and AOD Departments: "Late last year, the team spontaneously worked together to assist in a patient incident. Through an already great communication relationship, the team worked with both verbal and non-verbal cues and relied on trust in each other to help a patient in a very difficult and challenging situation. Collectively, the team with the AOD, ensured the safety of our patient."

Jacqueline "Jacks" Mauer, Emergency Department: "She is an awesome friend, co-worker and amazing person and goes above and beyond to help others, even outside work. She is a team player always asking if she can help with their patients when she herself has finished with orders from her patients."

UMC Foundation's Dennece Knight Retires

UMC said farewell, good luck, and thank you to a colleague and huge supporter of both University Medical Center and El Paso Children's Hospital. After 13 years of making a difference for the betterment of patients, families and our El Paso community Dennece Knight, executive director for UMC Foundation and EPCH Foundation, is retiring, leaving a lasting legacy that will not be soon forgotten. On behalf of UMC, we wish Dennece a very happy and fulfilling retirement!



Firearms Safety On Target During May Lunch & Learn

UMC's Trauma Department in collaboration with the El Paso Police Department in honor of National Trauma month presented on gun safety for May's Wellness Lunch & Learn. Gun locks were also provided to attendees by the El Paso County Sheriff's Department.



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 [Public Affairs](#).