

April 1, 2021



CARES Place Atrium Opens For All Associates – In Honor Of Their Dedication And Compassion To Hospital’s Patients

UMC has opened and renovated the atrium space next to the ICU for Associates in recognition of the dedication and endless care for our patients throughout the COVID-19 Pandemic. “ This newly dedicated atrium gives our Associates a space to take a deep breath, to relax, while remaining close to our patients, families and loved ones,” said Jacob Cintron, President & CEO. “We hope the space also provides a respite during what can be stressful times.”

The renovation of the space comes after years of the atrium not being used. The atrium space is open to all UMC Associates via badge access and was made possible through the support of the UMC Administration Team and the Denim Fridays [Jacob Cintron \(right\) speaks at the opening of the CARES Place Atrium](#) Fund.



University Medical Center Associates Win Third Place Overall At National Case Competition

Three UMC Associates recently won third place in a national case competition hosted by Cornell University in partnership with Henry Ford Health System. Over 140 healthcare administration graduate students across the United States and Canada competed in the event. Participating universities included the University of Alabama at Birmingham (UAB), Cornell University, Boston University, Columbia

University, George Washington University, Ohio State University, and the University of Houston among others.

A healthcare case competition challenges teams of three to five individuals to present an innovative solution to a real-world problem for a large healthcare system. This year, the case was focused on Henry Ford Health System, a non-profit health system in the Southwest Detroit region, and its occupational health solution Henry Ford @ Work.



Jon Law, Chief Strategy Officer; Kyle Monticone, Manager of Strategy and Grants; and Joshua Tovar, Public Affairs Coordinator, worked alongside two additional graduate students from UAB to win third place overall. All three are currently enrolled in graduate school.

Monticone and Tovar are two former interns from the Administration department and were proud to represent University Medical Center.

“I’m appreciative of Jacob (UMC’s President and CEO) originally bringing us onboard as interns and investing in our potential,” Tovar said. “As interns, we were able to rotate around different departments in the UMC hospital system and it more than prepared us to tackle this case.”

Monticone is starting his Doctor of Healthcare Administration, while Tovar is finishing up a dual-degree program consisting of a Master of Science in Healthcare Administration and a Master of Business Administration.

“This was a great opportunity to not only showcase our skills and capability from our experiences at UMC, but it also provided us a chance to see challenges afflicting other healthcare systems and provide them with innovative solutions,” Monticone said.

Overall, the team’s approach to the case focused on strategic partnerships with community health systems and recognizing the forthcoming healthcare disruption by large corporations. The team hopes to incorporate some of their learnings from the competition.

“It was fun to consider the challenges of another safety-net health system. We even found a few ideas that we could bring to UMC,” Law said.

UMC Announces 2021 Second Quarter STARS Award Winners

The winners of UMC’s Second Quarter STARS were recognized in a different fashion as surprise visits took place at their respective departments. Each quarter, UMC announces the names of five

Associates who were nominated by their peers or other Associates for special recognition for their performance excellence and dedication.

STARS = Service, Teamwork, Accountability, Respect, and Safety



In order from left to right, from our Patient Transport Team, Alexis Santiago; from our Risk Management Department, Ana Aguirre; from our Guest Services Department, Angela Sanchez; from our Women’s Surgical Unit, Berenice Rodriguez; and from our Critical Care Department, Aristina Ora-a. Every winner was nominated for their service and putting our patients, hospital, and community before themselves. Congratulations to our Second Quarter STARS Award recipients!

Bank Of America Recognized With Plaques For Donations, Generosity to UMC and EPCH During COVID-19 Pandemic

The Bank of America Charitable Foundation is being recognized for the support they have provided to the University Medical Center Foundation and El Paso Children’s Hospital Foundation during the COVID-19 pandemic to purchase equipment needed to help care for patients battling this coronavirus crisis. Since June 2020, the Bank of America Charitable Foundation has donated \$60,000. Both the Bank of America Charitable Foundation and local Bank of America team members have stepped up to help our community when our hospitals needed it the most.

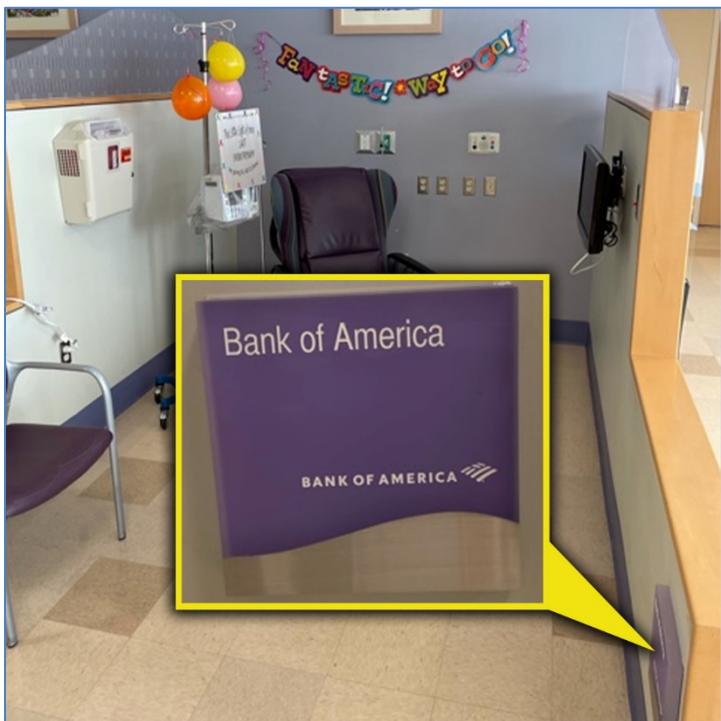
To help advance local organizations’ coronavirus response efforts and recognize their dedication to serving their communities, Bank of America awarded Community Response Funding to several El Paso organizations to support medical needs, vulnerable populations and address food insecurity throughout the city. As conditions continued to worsen late 2020, Bank of America continued to help ensure the most vulnerable were supported during the pandemic.

“For more than a year, our community has witnessed and continues to be challenged by the unprecedented effects of the COVID-19 pandemic,” said Jacob Cintron, UMC President & CEO. “What has provided a great measure of comfort during the last year are the individuals and organizations that are doing their part, in ways large and small, to lend their support. Bank of America Charitable Foundation understands the wide and diverse needs of those impacted by the pandemic. This donation

demonstrates a high level of generosity and care that goes a long way in assisting with the betterment of our patients. We, along with our patients, are incredibly grateful.”

“El Paso Children’s Hospital strives to improve the lives and outcomes for children and families needing health care and treatment. The only way we can continue to accomplish our goals is to continue to collaborate with organizations like Bank of America that are aligned with our mission which is to provide compassionate, coordinated, family-centered care for children in our region,” said Cindy Stout, CEO and President of El Paso Children’s Hospital. “We are thankful beyond words for the continued support we receive from Bank of America.”

“Bank of America has been an exceptional partner to both hospitals. To honor their commitment to healthcare for residents of our community, the University Medical Center Foundation and El Paso Children’s Hospital Foundation wanted to recognize their generosity by installing permanent plaques at both hospitals,” said Estela Casas, Executive Director of El Paso Children’s Hospital Foundation and UMC Foundation. “The funds were put to use quickly and have impacted many. We are forever grateful for the support we have received from Bank of America.”



One of the plaques located in UMC’s Estela Casas Infusion Center for Hope and Healing

“As we continue to face this health crisis, access to necessary health care is essential when addressing persistent disparities, and an important part of this work is bringing together our collective networks and expertise to achieve greater impact,” said Kristi Marcum, El Paso president for Bank of America. “Investing in El Paso, through local partners such as the El Paso’s Children’s Hospital, is only one part of Bank of America’s broader commitment to advancing racial equality and economic mobility.”