

'16 *Moving Forward*



UNIVERSITY
MEDICAL CENTER
OF EL PASO

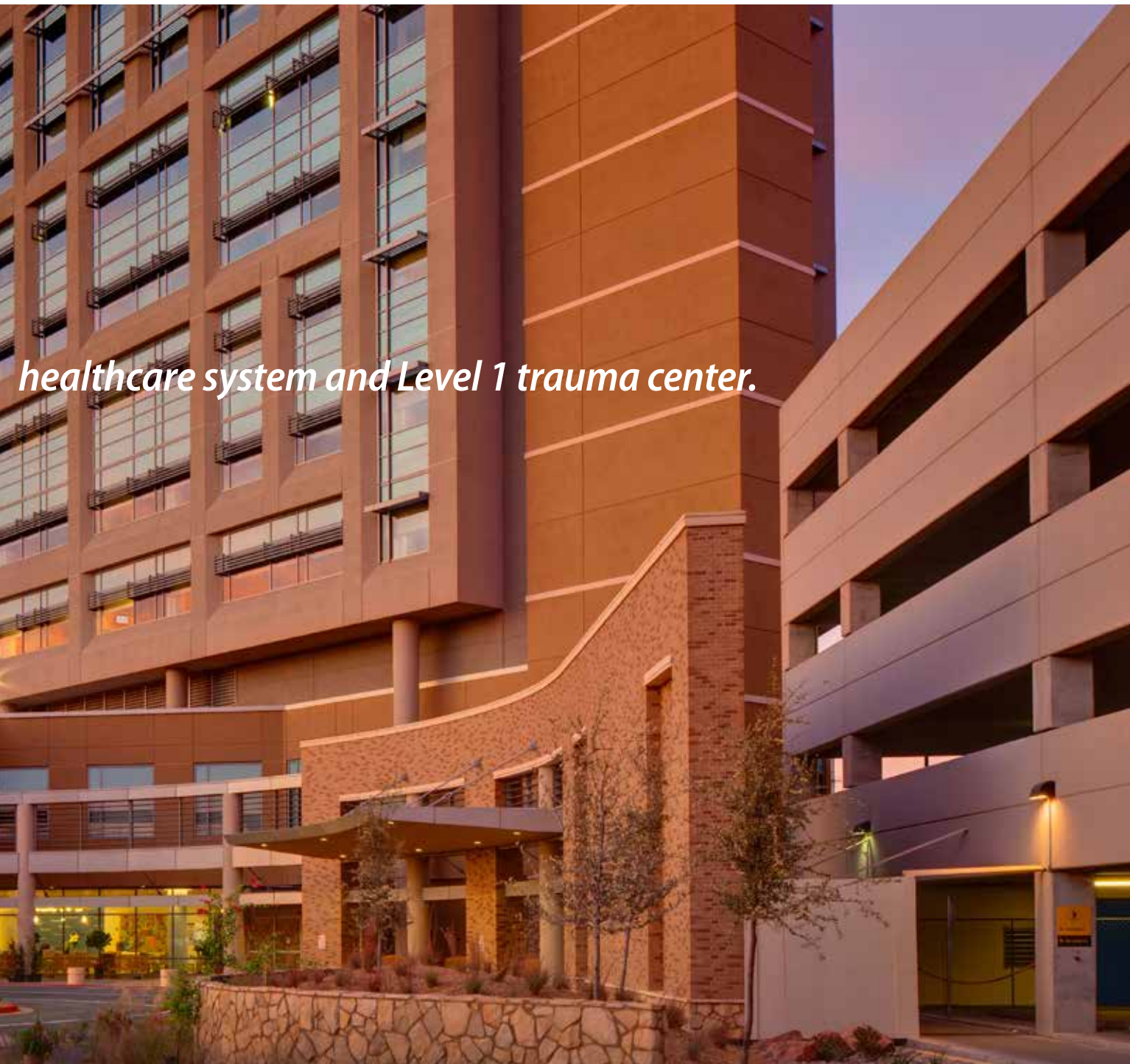
2016 Annual Report

A photograph of the University Medical Center of El Paso at dusk. The building is a large, multi-story structure with a prominent brick facade and a grid of windows. The sky is a mix of blue and orange. In the foreground, there are streetlights and a landscaped area with small plants. A sign on the left side of the building reads "MAIN ENTRANCE". The text "El Paso's only not-for-profit, community-owned" is overlaid in the center of the image.

El Paso's only not-for-profit, community-owned

MAIN ENTRANCE

UNIVERSITY
MEDICAL CENTER
OF EL PASO



healthcare system and Level 1 trauma center.

UMC's Mission, Vision and Values are permanent and serve as a constant guide to the UMC Board of Managers and leadership team. Our mission remains the same as it has since 1915:

Our Mission is to enhance the health and wellness of the El Paso community by making high quality, affordable healthcare services accessible to all. Our tradition of respectful service is enriched by our participation in healthcare-related education, research and innovation.

Our Vision is to be the recognized leader in health promotion, provision of care and professionalism as judged by our commitment to quality, customer satisfaction, value, and community involvement.

We are guided by our C.A.R.E.S. Values:

Community – We are proud to be a part of the El Paso community and will maintain high involvement with community members, leaders and organizations as our partners in making El Paso a healthier place to live.

Accountability – We will use our resources wisely, completing tasks without waste or excess. We will deliver good value and maintain financial viability to continue to carry out our Mission.

Respect and Dignity – We will serve others as we would wish to be served, striving always to meet and exceed what is expected of us.

Excellence in Service – We will conduct ourselves with the highest ethical standards and integrity. Our professionalism will be reflected in our actions and appearance. We will pursue continuous performance improvement, supported by clear performance measures. And we will encourage and support professional growth and development, placing high value on continuous learning.

Safety – We believe it is a fundamental part of our job to maintain a safe and accident-free work environment. We will correct or report safety hazards immediately.

As the premier academic healthcare system in the Paso del Norte region, University Medical Center of El Paso will ensure access to high quality healthcare services that improve the health and well-being of residents throughout the region. Our partnerships with academia and the private physician community enable us to provide a broad continuum of cutting-edge medical care, teach the next generation of healthcare providers, and support research into the unique medical issues of our border community.

Table of Contents

- 2016 Vitals, Certifications and Accreditations4
- County Commissioners / Board of Managers5
- A Message from the Board Chair.....6
- A Message from the President & CEO7
- Senior Leadership/Affiliation Leaders8
- Medical Executive Committee9
- 2016 Financial Summary10
- Patient Satisfaction, Guest Services12
- Level I Trauma14
- Baby Friendly, Mother / Baby16
- Geriatric Services Report18
- Pharmacy Report20
- Region 15 Texas Medicaid 1115 Waiver Program Report24
- Education Affiliation Report26
- Nursing Education & Simulation Lab.....27
- Pink Gloves Dance Competition28
- UMC Foundation 2016 Highlights30
- El Paso Children’s Hospital.....36
- El Paso First Healthplans.....38
- West Texas Regional Poison Center Report40
- Volunteer Services Report.....41
- Associate Honors List42
- Daisy Award Winners List.....44

2016 Vitals

- ▶ 10 Outpatient Clinics
(6 public, 4 county-use only)
- ▶ 394 licensed beds
- ▶ 482 licensed physicians
- ▶ 14,350+ admissions annually
- ▶ 3,462+ births
- ▶ 7,308+ surgical procedures
- ▶ 573,538 outpatient prescriptions
- ▶ 1.587 million lab tests
- ▶ 87,472 rehab visits
- ▶ 2,646 employees
- ▶ 55,800+ ER visits annually
- ▶ 3,148 trauma admissions
- ▶ 724,174 outpatient visits
- ▶ 2.32 million inpatient Rx
- ▶ 179,225 imaging procedures
- ▶ \$738 million in gross revenue
- ▶ \$567 million in total revenue

El Paso County Commissioners



Veronica Escobar
County Judge



David Stout
Commissioner



Carlos Leon
Commissioner



Andrew Haggerty
Commissioner



Vince Perez
Commissioner

The El Paso County Commissioners Court appoints the seven-member UMC Board of Managers, has the authority to set UMC's annual tax rate, and approves its budget.

UMC Board of Managers



Steve DeGroat
Chair



Jim Volk
Vice Chair



Miguel Fernandez Jr.
Board Secretary



Joy Martinez
Board Member



Carmen
Arrieta-Candelaria
Board Member



Steve Anderson
Board Member



Henry Gallardo
Board Member

The UMC Board of Managers focuses on policy and the hospital's long-term growth. Each member of the Board serves three-year terms, may be reappointed and without compensation.

A Message from the Board Chair



In a year that saw so many pivotal changes impacting healthcare in our community, I am delighted that the UMC Board of Managers has maintained a steady focus on ensuring UMC is fiscally sound while also supporting vital programs that benefit all of El Paso. One of the biggest challenges for us during 2016 was finding a new leader for our hospital, due to the retirement of UMC's President & CEO. We initiated an exhaustive nationwide search and were thrilled that

the leader who emerged as the most qualified and able to manage our hospital and its mission was located right here, in El Paso. As a Board, this was a decision that we had to get right. Our community and region counted on us to find the right leader, and we are excited at how he has expertly managed our hospital, from his first day on the job in July. The coming year will bring more major issues and decisions by our board but these decisions are sure to be supported by the many foundations laid during 2016 – solid foundations upon which we will continue to build and rely on for many years to come.

A handwritten signature in black ink, appearing to read "Steve DeGroat". The signature is fluid and cursive, written over a white background.

Steve DeGroat
Chair, UMC Board of Managers

A Message from The President & CEO



Our hospital saw many unique and exciting events during 2016. This year began with a successful legal outcome that ensured the long-term viability of El Paso Children's Hospital, quickly followed by many events and opportunities to support our community. We forged new partnerships in training and readiness with local first responders, hospitals and agencies throughout the year, all working to make our mission to serve our region more focused, further ensuring our responsiveness to the needs of our community. We embarked on new and aggressive programs to further ensure patient safety. Our annual report to you, our community, is a glimpse of a year that saw my return to UMC – the place where my career in healthcare began, as well as the start of two new neighborhood healthcare centers that we will open in 2017. Our Associates, Community and partners have so much to be proud of in 2016. As we move into 2017, our commitment to you remains steadfast and focused on giving you ever-improving quality and the finest healthcare in our region.

A handwritten signature in black ink, appearing to read 'Jacob Cintron'. The signature is stylized with a large loop and a long horizontal stroke extending to the right.

Jacob Cintron, President & CEO

Senior Leadership Team

UMC's leadership team is comprised of operational chiefs that oversee major divisions of the hospital district.



Cristina Ford
Chief Legal
Officer



Joe Garcia
Chief Nursing
Officer



Cathy Gibson
Chief Compliance
Officer



Lorena Navedo
Chief Administrative
Officer



Michael Nunez
Chief Financial
Officer



Maria Zampini
Chief Operating
Officer

Affiliated & Associated Organization Leaders

The hospital district's affiliated and associated organizations' leadership.



Mark Amox,
President & CEO
El Paso Children's
Hospital



Frank Dominguez
CEO of
El Paso First



Dennece Knight
Executive Director
of UMC & EPCH
Foundation

Medical Executive Committee



Veronica Greer, MD
Chief of Staff



Alan H. Tyroch, MD
Chief of Staff-Elect

- ▶ Texas Tech Faculty248
- ▶ Private Practice144
- ▶ UMC 40
- ▶ Contracted Physicians 43
- ▶ Locum Tenems 3

Total478



Armando Meza, MD
Past Chief of Staff



Salvador
Cruz-Flores, MD
Secretary



Noemi Brunner, MD
Member-at-Large



Michael Parsa, MD
Member-at-Large

UMC's Fiscal Perspective

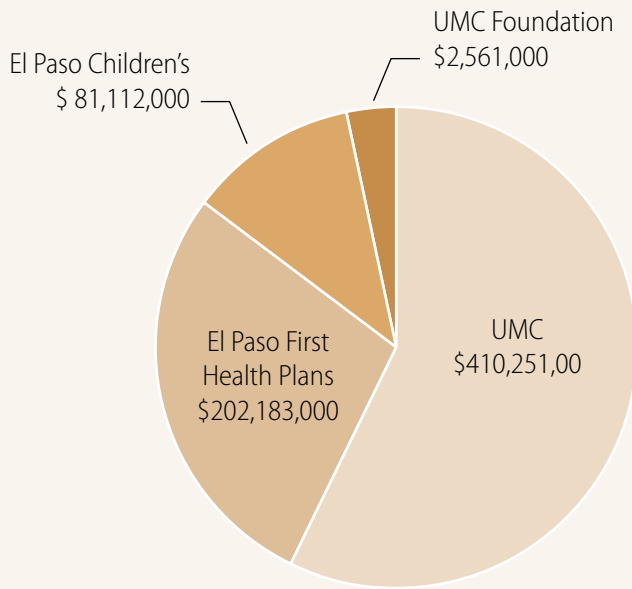
From a fiscal and financial stability perspective, 2016 proved to be a good year for University Medical Center of El Paso and its affiliated and associated organizations, El Paso First Health Plans, El Paso Children's Hospital, UMC Foundation, and El Paso Children's Hospital Foundation. Throughout 2016 we continued to fund and manage many programs that reached tens of thousands of El Pasoans.

As national healthcare funding priorities shape budgeting and expenditure levels during the coming year we are carefully and thoughtfully planning our expenditures for many possible scenarios. Our Texas Health and Human Services Commission is now requesting an additional 21 months of level funding for the uncompensated care and other managed care funding pools, as provisions of the 1115 Waiver, through Sept. 30, 2019.

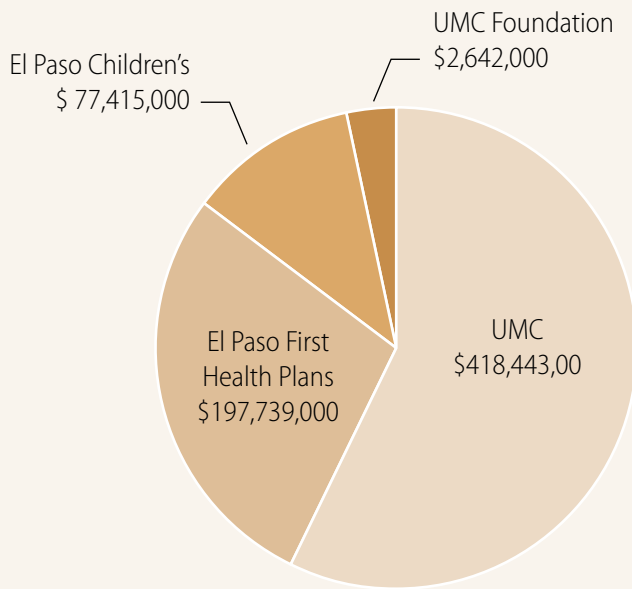
HHSC believes this extension is necessary to allow the new administration and the 115th Congress to make changes to the nation's health care system, and the Medicaid program specifically, during 2017. During 2016, however, these funds helped offset costs for programs, medical staff, physician care, and more in our community, from helping to pay for programs at our clinics, to training, to health care for the indigent.

Overall, we saw continued growth in our revenues at the UMC campus as well as throughout the El Paso Hospital District affiliated and associated organizations, as illustrated by the pie charts to the right. Investments in state-of-the-art technology, training, high-level expertise, as well as finding ways to return more to El Paso's taxpayers for every dollar they spend remain our priorities. As in prior years, we will strive to remain efficient, prudent fiscal stewards of our community's resources in tandem with our century-old mission and tradition of high quality care, for all of El Paso.

-- Michael Nunez,
UMC Chief Financial Officer



**Affiliated and Associated Organizations
Total Revenues FY '16
\$696,107,000**



**Affiliated and Associated Organizations
Total Expenses FY '16
\$696,239,000**

UMC's High Marks on Patient Satisfaction

UMC's inpatient units' patient satisfaction scores were recognized for performing above the 75th percentile for two quarters, and above the 90 percentile another two quarters within their peer group in FY 16.

1st Quarter FY 16

Inpatient.....90th percentile
Geriatrics/Ace90th percentile
Woman's Surgical.....90th percentile
Medical Unit75th percentile
Mother/Baby75th percentile
Telemetry75th percentile
Surgical75th percentile

2nd Quarter FY 16

Inpatient90th percentile
Medical90th percentile
Woman's Surgical90th percentile
Telemetry.....90th percentile
Surgical90th percentile
Mother/Baby75th percentile

3rd Quarter FY 16

Inpatient.....75th percentile
Woman's Surgical.....90th percentile
Mother/Baby75th percentile
Telemetry.....75th percentile

4th Quarter FY 16

Inpatient.....75th percentile
Medical90th percentile
Trauma/Ortho75th percentile.
Woman's Surgical75th percentile

Gift Shop:

The Shop Around the Corner had another successful year by offering our visitors and Associates an expanded variety of unique gifts. Fossil watches and accessories continue to be the favorite item followed by designer fragrances and jewelry. Sales increased 8.3 percent over last year.

Patient Relations:

Our Information Desk, staffed by our friendly and knowledgeable associates, had 210,916 person-to-person interactions in this fiscal year and 739 incoming calls for information. Our team works hard to ensure patients, families and visitors to our hospital have a good experience at UMC.

Transportation:

During this fiscal year, we provided close to 1,800 rides to our patients. Our team provides a smile, conversation and a safe ride home after a discharge, to appointments at our Neighborhood Healthcare Centers or for outpatient services.



ASSOCIATE SNAPSHOT:

Wilfredo Andino

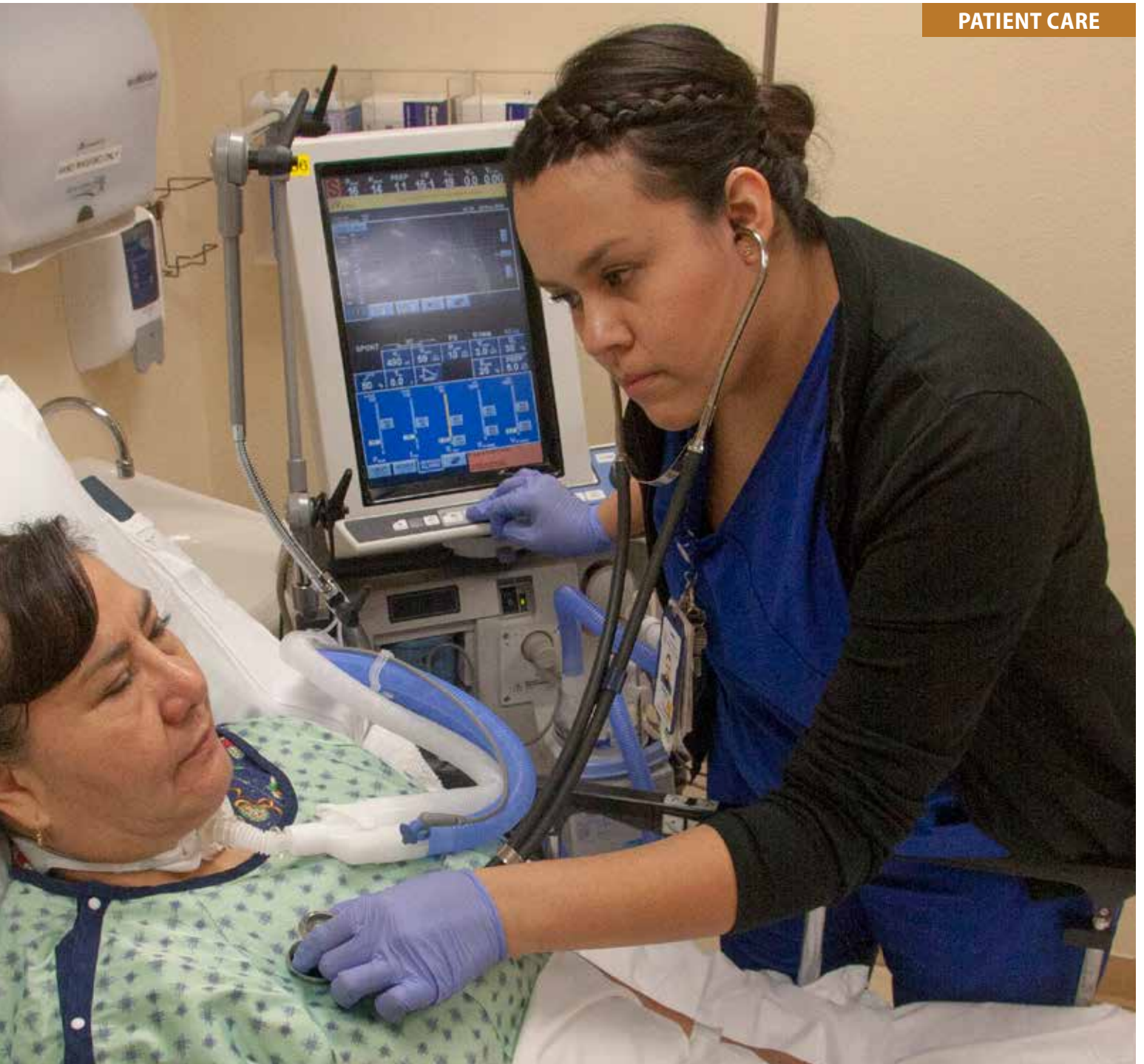
Guest Services,
Security Specialist & Shift Leader

Years at UMC:

21 years

What do you love most about your job?

Helping patients, visitors,
Associates – any guest that needs
assistance. Also, I like that my
comments and ideas are valuable.
It's an honor when leadership
listens to what I have to say and
puts my recommendations into
action plans.



Level I Trauma Care: Only At UMC

UMC's Scherr-Legate Level I Trauma Center features a combined Level I trauma program that also serves El Paso Children's Hospital and is the only collaborative program in the country verified by the American College of Surgeons. Close to 3,000 trauma cases are seen every year by specially trained doctors, surgeons, technicians and nurses offering 24/7 coverage.

Trauma Prevention and Education highlights:

29 Trauma education courses

to other area healthcare facilities.

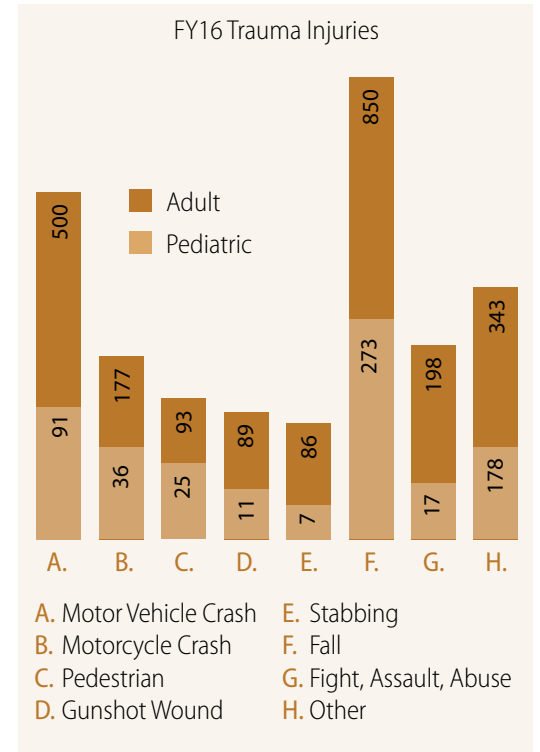
139 car seat inspections serving 6,480 community members and their families.

Shattered Dreams

The Trauma Injury Prevention and Education Program also participated in the "Shattered Dreams" program in collaboration with Border Regional Advisory Council, EMS agencies and other area hospitals.

The program teaches high school students how alcohol and drugs can negatively affect their future via a mock vehicle accident experience that demonstrates how a single poor decision to drive under the influence of alcohol or drugs can impact the victim's future and those around them.

➔ The Shattered Dreams accident simulation at Eastwood High School featured law enforcement, first responders and actors.





2015



2016

UMC's Scherr-Legate Level I Trauma Center Keeps Teen's Dreams Alive

On Aug. 8, 2015, Josh Jackson, 18, was living his dream as a racecar driver at the Las Cruces Speedway. During his race, he experienced a traumatic injury when another car smashed into his car from behind, cracking his skull and exposing his brain. He was flown to UMC's Scherr-Legate Level I Trauma Center. His mother, Ginger, said she was told to be prepared for the worst. Thanks to the immediate care and surgical expertise at UMC's Scherr-Legate Level I Trauma Center, Josh survived his crash. He lost his left eye and underwent months of intensive rehabilitation.

On Aug. 8, 2016, Josh and his mother, Ginger, returned to UMC to thank the doctors, nurses and technicians who saved his life one year earlier. Today, Joshua is still in recovery but has returned to the racetrack and is back behind the wheel, living his dream.

Yes, Baby Friendly!

UMC's Labor & Delivery and Mother Baby Unit celebrated their first-year anniversary as the El Paso's only Baby-Friendly® designated hospital. This year provided an opportunity for the nursing team to publish a manuscript titled *"Becoming Baby-Friendly and Transforming Maternity Care in a Safety-Net Hospital on the Texas-Mexico Border"* to help guide other facilities along their own Baby-Friendly quests.

Breastfeeding is recognized as an important contribution to the health of women, babies, families and communities. Breast milk is the optimal nutrition for babies. There is a great need for lactation providers to help support women with their breastfeeding goals. As El Paso's Baby-Friendly designated hospital, UMC provides experts to optimize lactation support for mothers and babies.

Patient Outcome Improvements

Our UMC exclusive breastfeeding rate at discharge increased from 16 percent in 2012 to 44 percent.

Our rate for "breast milk as the first feed" has exceeded the Healthy People 2020 goal of 81.5 percent since the mid-2013 and remains at 99-100 percent. Maternity Practices in Infant Nutrition and Care score totals remained above the 90th percentile compared to all other Texas hospitals.

8 New Certified Lactation Consultants

Labor & Delivery:

Amber Aranda

Mother-Baby:

Cynthia Vasquez,
Irma Salas, Jessica Villegas.

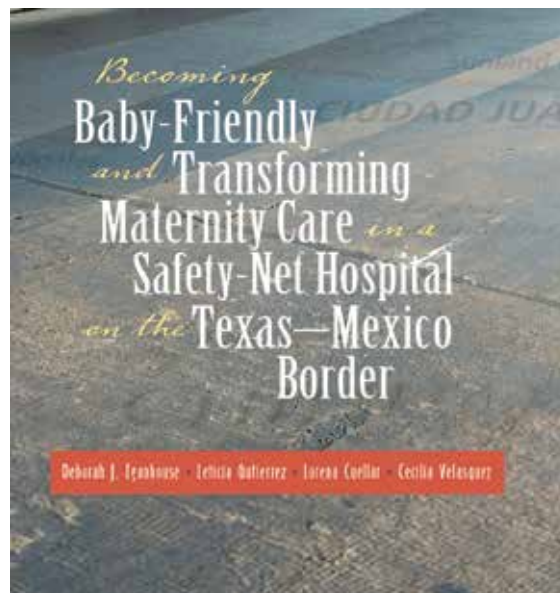
Nurse Family Partnership:

Carmen Escobedo, Valerie Waters

Women's Health Education:

Christina Flores, Susan De La Paz

These Certified Lactation Consultants join nine others to assist with providing lactation expertise in the hospital and community. On average, 11 babies were born each day at UMC during 2016.



📖 The Aug. / Sept. 2016 issue of *Nursing for Women's Health* featured the article *"Becoming Baby-Friendly and Transforming Maternity Care in a Safety-Net Hospital on the Texas-Mexico Border"* authored by: Deborah J. Eganhouse RNC-OB, PhD; Leticia Gutierrez RN, BSN; Lorena Cuellar RNC-OB BSN and Cecilia Velasquez, BSN from UMC's Labor & Delivery and Mother Baby Units.



Caring for Our Senior Patients

Older adults' healthcare needs are unique. Seniors require the specialized care of a medical team that understands their health. In FY16, UMC and our Neighborhood Healthcare Centers expanded the Geriatric services offered to our community's Senior population.

During FY16, close to 300 outreach activities, presentations and health fairs were completed across the County to promote UMC's Geriatric Services to Seniors in our community.

All-new ACE Unit and Programs

The completion of our 6th floor remodel included a brand new Acute Care for the Elderly (ACE) Unit specifically designed for the care of senior patients with acute illnesses.

Through a partnership with Sunridge Senior Living, our senior patients can enjoy a distraction from their hospitalization with the Reflections Art Program. The program provides an opportunity for patients to engage in the arts via painting and other creative experiences.

Paws for Love provides our patients with Pet therapy. Bella, a 7-year old Small Great Dane mix visits patients on Fridays to provide them a unique way to cope with their health issues.

Care Closer to Home

The same multidisciplinary team approach and care from our ACE Unit is available at our Neighborhood Healthcare Centers in an outpatient setting. This means that the patient's link between the hospital and Geriatrician is seamless, resulting in better outcomes and continuity of care in and out of the hospital. At our Neighborhood Healthcare Centers a patient could be assessed, diagnosed and referred for hospitalization. Or, a patient can receive follow-up and specialty care at the centers after a hospitalization.

Osteoporosis Clinic

The High-Risk Osteoporosis Clinic is a specialized service for the treatment of Osteoporosis and musculoskeletal pain.

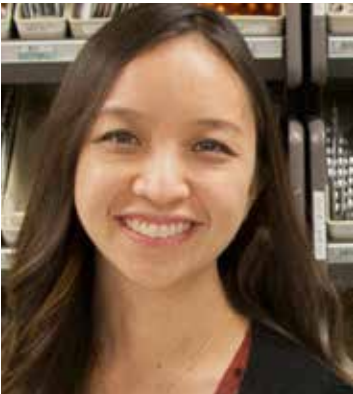


➤ Above: Bella and her handler, Rhonda Strom, visit the ACE unit for pet therapy. At right: A Geriatric patient paints a desert themed painting in the all-new ACE Unit.



Pharmacy

Our five outpatient pharmacies implemented Cerner's Retail System on Aug. 1. This qualified the hospital to receive \$6 million in Network Access Improvement Program (NAIP) funding for a phase of the ongoing electronic medical record project. The system's implementation will feature a new website and mobile applications for patients. When completed, pharmacy records will be part of the patient's hospital and outpatient clinic medical record.



From Left to Right:
Catherine Ho, Enrique Soto-Ruiz
and Rene Tapia

Enrique Soto-Ruiz and Catherine Ho

Inpatient Pharmacists who obtained an additional Certification in Antimicrobial Stewardship (AMS). They have been working closely with the Infectious Disease Physicians to streamline antibiotic use within the Hospital.

Rene Tapia

Outpatient Pharmacist who has obtained an additional Certification in Medication Therapy Management (MTM). MTM is a service that can be provided by pharmacists for patients



Above: Alejandro Fierro enters a prescription into the new Cerner Retail System.

to optimize their drug therapy and improve outcomes. This is a service in the retail pharmacy arena that can be developed to bill insurance companies for the pharmacist's review.

Antimicrobial Stewardship Program Implemented

This program is a Joint Commission requirement in January 2017. Our team began implementing this program, focused on appropriate use of antibiotic therapy, in 2011.

The program has had a cost saving impact of \$181,000 in drug cost in 2016. Additionally, it has increased the utilization of the Home IV Program. The Home IV Program keeps an average of 20 patients, that would normally be inpatients, at home for long-term antibiotic treatment and saved the hospital \$650,000 this year.



🔗 Oscar Rodriguez prepares sterile medication in the Inpatient Pharmacy's sterile medication room.



We Reached the Top – Twice!

The vertical construction for our new Neighborhood Healthcare Centers in east and west El Paso was completed in 2016. The achievement was commemorated with a Topping-Out Ceremony at each location. A steel plate that was signed by community leaders, hospital leadership, Associates and construction workers, was fastened on top of each clinic's unique "Glue Lam" support beams.

The clinics will bring much needed access to high quality healthcare services for our community. Each will feature:

- ▶ Primary Care and Specialty Care with ancillary services:
- ▶ Laboratory Services
- ▶ Retail Pharmacy
- ▶ Imaging Services
- ▶ Rehabilitation Services (west)
- ▶ Community Conference Center

At about 40,000 square feet each, the clinics will be unique not only because of their size but for all the different services available under one roof. Construction for both is scheduled to be completed in the first half of 2017.

Transforming the Delivery of Healthcare

One of our major funding programs that supports Texas communities is the Texas Medicaid 1115 Waiver Program. This program has come to the end of its 5-year demonstration period. While the Texas Health and Human Services Commission and the Centers for Medicare & Medicaid Services are currently in negotiations for the future of the Waiver Program, an extension has been approved to continue for the next 15 months with the same terms as this last year. That is good news for our projects!

All of the projects in Texas have focused on transforming healthcare in innovative ways and we are seeing the positive results in reducing readmission rates and treating patients in the outpatient setting instead of the emergency department. We are proactively treating diseases for healthy management on a daily basis thus avoiding decelerations in care that lead to emergency visits.

HHSC has partnered with expert firms to evaluate the Delivery System Reform Incentive Payment (DSRIP) data that will illustrate proven outcomes in the health of Texans who were served under these projects. However, due to

the number of projects (around 1,200), the complexity of data evaluation and a late program start has delayed timely information about the true success of the program. In addition, while there are several other Waiver programs in the US, none are as complex as the Texas DSRIP program.

During this extension year (DY6), we will be evaluating our projects both from a financial performance standpoint and by other efficiencies that improve the health of our patients. These efficiencies include avoiding unnecessary ER visits, providing primary care through our NHCs in the right setting, proactively discharging patients and navigating to continued outpatient care. Outreach with local providers has benefited the hospital with the endeavors just mentioned.

During the course of the Waiver Program UMC, as the Anchor for Region 15 in El Paso, has developed and strengthened partnerships with The Health Department, Emergence Health Network, Texas Tech, HCA and Tenet through monthly meetings that highlight the individual projects. UMC also reached out to local healthcare agencies and partnered for their

services in some of our projects. This has proven very successful and we hope to continue the partnership!

In whatever shape or form this Texas Medicaid 1115 Waiver continues, we are very grateful for the alliances we have and the transformational healthcare services we were able to provide to the community. It has been a great journey and we hope to continue providing care to the underfunded citizens of El Paso in the future through programs such as this!

Texas Medicaid 1115 Waiver Year 5 Completion

- ▶ **El Paso DSRIP projects valued at \$500,000,000**
- ▶ **UMC – 19 projects valued at \$237,000,000**
- ▶ **UMC achieved 5 percent reduction in readmissions equating to \$10.7 million and \$6.4 million net return to UMC.**

🕒 Nicolas Moreno, a resident at the Rescue Mission, receives a blood pressure screening. Through DSRIP funding, healthcare workers from Tender Care Home Health provide nursing triage services to Rescue Mission residents. Residents in need of primary care and/or chronic disease management are referred to a clinic for additional care.



🕒 Maria Villanueva, 2nd Shift Cook at the Salvation Army, gathers food from shelves. UMC provides funding for the Wellness Program to provide healthier food options for the Salvation Army's residents.



Education Affiliation Success in 2016

UMC offers many educational opportunities to aspiring healthcare professionals. As part of our mission, we support educational opportunities at every level – from high school to university – because we believe that our participation in health care education enhances the delivery of high quality care to our community.

UMC has affiliation agreements with local, regional and national educational institutions. The hospital offers observational and/or clinical experience to students in affiliated programs from high school to PhD candidates. There were 34 programs conducting rotations to include but not limited to medical students, dietary, first assist, health promotion, social work, clinical laboratory science and nursing as well as other ancillary programs.



In 2016, under the leadership of Nellie Flores, Student Affiliation Agreement Administrator, there were over 50 affiliation agreements

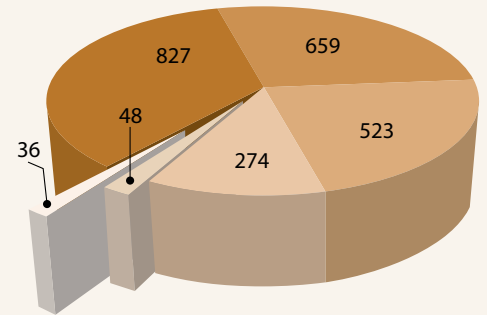
and 2,368 students were processed for University Medical Center of El Paso, University Medical Center Neighborhood Healthcare Centers and El Paso First.

Our hospital district has a pipeline in place to develop the interest and clinical experience in healthcare professions of local high school students. We provide the students an eight-week rotation during their junior year.

Additionally, we partnered with the Greater El Paso Chamber of Commerce and Texas Tech University Paul L. Foster School of Medicine's *Adventure for your Future Conference*. The annual conference engages sixth, seventh and eighth grade students and exposes them to the fields of science and medicine.

Above: High School students tour UMC's Scherr-Legate Level I Trauma Center Below: High School students learn about the different tests the lab conducts with blood samples.

FY16 Student Affiliations



- Medical Students
- Ancillary Rotations
- Undergraduate Nursing Students
- High School Students
- Graduate Nursing Students
- Other



Nursing Education & Simulation Lab

There are mandatory requirements that must be completed annually by nurses. All of the educational requirements are necessary to keep nurses current with regulatory requirements and to enhance their knowledge and skills necessary to deliver safe patient care.

The Nursing Education Department is responsible for developing and providing educational activities to Nursing Associates. The Nursing Education Department conducts learning needs assessments, coordinates and implements continuing education programs and maintains the Education Bank, processes education vouchers and maintains education records and files for Nursing Associates.

138.98 continuing nursing education (CNE) hours were offered.

Over 800 nurses participated in these CNE offerings which granted 113,547 contact hours.

754 clinical associates completed their annual training

including Mock Codes, Code Heart, Code Stroke, Glucometer, and i-STAT Training.

1,508 hours of training done over a 10-month period. This average amounts to approximately 150 hours of training per month.

Nurse Educators:

Mariza Garcia
Ann Gomez
Sandra Henderson
Phyllis Wells
Isabel Vargas
Cynthia Martinez
Carla Escobar
Alexa Timbrook



📍 CNA Associates receive hands-on training using a mannequin in UMC's Simulation Lab.



📍 Nurses learn about the different components of a dialysis machine and how to adjust them for specific patients.



 **Pink
Glove
Dance**
2016 Competition

UMC Donned Pink Gloves to Fight Breast Cancer



“Winning the Medline Pink Glove Dance Competition is a victory for all of El Paso, especially the many women in our community affected by breast cancer...”

Jacob Cintron, UMC President and CEO

After two weeks of online voting by a nationwide audience, UMC was named Grand Prize Winner of the 2016 Pink Glove Dance Video Contest. UMC amassed 18,276 votes for the video featuring Associates, community volunteers, El Paso Police Department, El Paso Fire Department, and many more groups, families and supporters.

The community's support put UMC's video in the winner's column and as a result, Medline, the company sponsoring the contest, presented a check for \$15,000 to the Sobreviviendo el Cancer de Seno program, a charitable program with a mission of helping victims of cancer.



2016 UMC Foundation Highlights

University Medical Center Foundation of El Paso is the designated charitable organization for University Medical Center of El Paso and El Paso Children's Hospital. Since its inception in 2009, the Foundation has provided over \$6 million in medical equipment, program support and family care grants to improve patient care and elevate the breadth of services and quality of medicine available to all El Pasoans. During 2016, the Foundation made a substantial impact on improving patient care through its donations. UMC Foundation also manages the local chapter of the Children's Miracle Network.

In FY16 the UMC Foundation funded:

\$100,460 for a Hana Orthopedic Surgery table

which reduced duration of surgery for patients, improved outcomes and productivity.

\$69,721 to Infusion Center's Sobreviviendo Program

which provides gap funding to cancer patients until they are approved for funding including: rent, utilities, co-pays and transportation to ensure that they remain in the continuum of care.

\$4,530 for the Carotid Intervention Database

to support the hospital's path to Comprehensive Stroke Center status.

\$402,819 CMN Contribution to EPCH

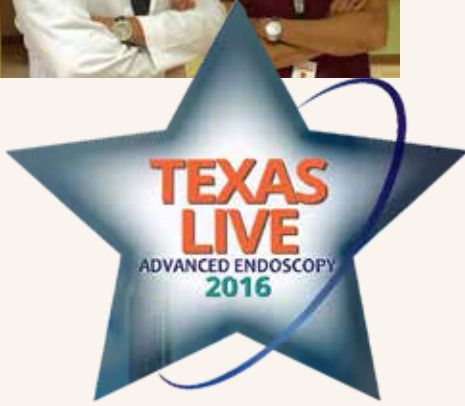
Despite a drop in contributions in many markets this last year, Children's Miracle Network in El Paso broke records with Sam's/Wal-Mart Campaign. Walmart on Mesa was the number one fundraising Super Center in the nation.

\$6,000 for Staxi Wheelchairs

to support safe movement of heavier patients, Associate safety and space conservation.



i Eric Johanson, Emergency Department Director, displays one of the new Staxi chairs procured with the support of the UMC Foundation.



2016 UMC Foundation Highlights

☉ From Left: Gastroenterologists, Cesar Garcia, MD and Antonio Mendoza-Ladd, MD assisted during the live broadcast. Below: Mohamed Othman, MD performs a procedure featured in the Texas Live broadcast. UMC Endoscopy Nurses set-up a room before a procedure broadcast.

Through a gracious technology gift from Transtelco, UMC Foundation provided live conferencing from the Center for Diagnostic and Advanced Endoscopy to the 41st Annual Texas Society for Gastroenterology and Endoscopy meeting on Sept. 23rd -25th. Multiple procedures from three rooms were simultaneously streamed live to attendees at the meeting in Austin. The broadcast allowed gastroenterologists to demonstrate the latest in endoscopy technology and therapies while also answering questions from meeting attendees.

Some of the procedures featured in our Endoscopy surgical suites and broadcast live to physicians in Austin included:



- Cholangioscopy: biopsying and lithotripsy
- Difficult polypectomy
- Difficult biliary cannulation techniques
- Endoscopic mucosal and sub mucosal dissection
- Approach/tools for pancreatic duct work
- Biliary/pancreatic duct stenting
- Advanced imaging and ablative therapies for Barrett's
- EUS anatomy; FNA techniques; Therapeutics

2016 El Paso Children's Hospital Foundation Highlights



☺ Clockwise From Left: Walmart awards a check for the record breaking contribution to the Children's Miracle Network; Entravision conducts an interview during the 2016 Radiothon. Kohl's Cares Car Seat Safety Program surpassed their goal at an August event with 807 car seats distributed – a 58 percent increase over the previous program year.



2016 UMC Foundation Highlights

During 2016, UMC's Nurse Family Partnership (NFP), made possible through support of the UMC Foundation, provided services to 158 clients and graduated 37. Additionally, the program received recognition as a high achieving program in Texas and was noted for excellence in caseload capacity.

The NFP provides home visiting nurse support to first-time moms and their children beginning at pregnancy and through the child's first two years of age. This support yields healthier pregnancies and arms moms with knowledge needed to give their babies the best possible start in life.

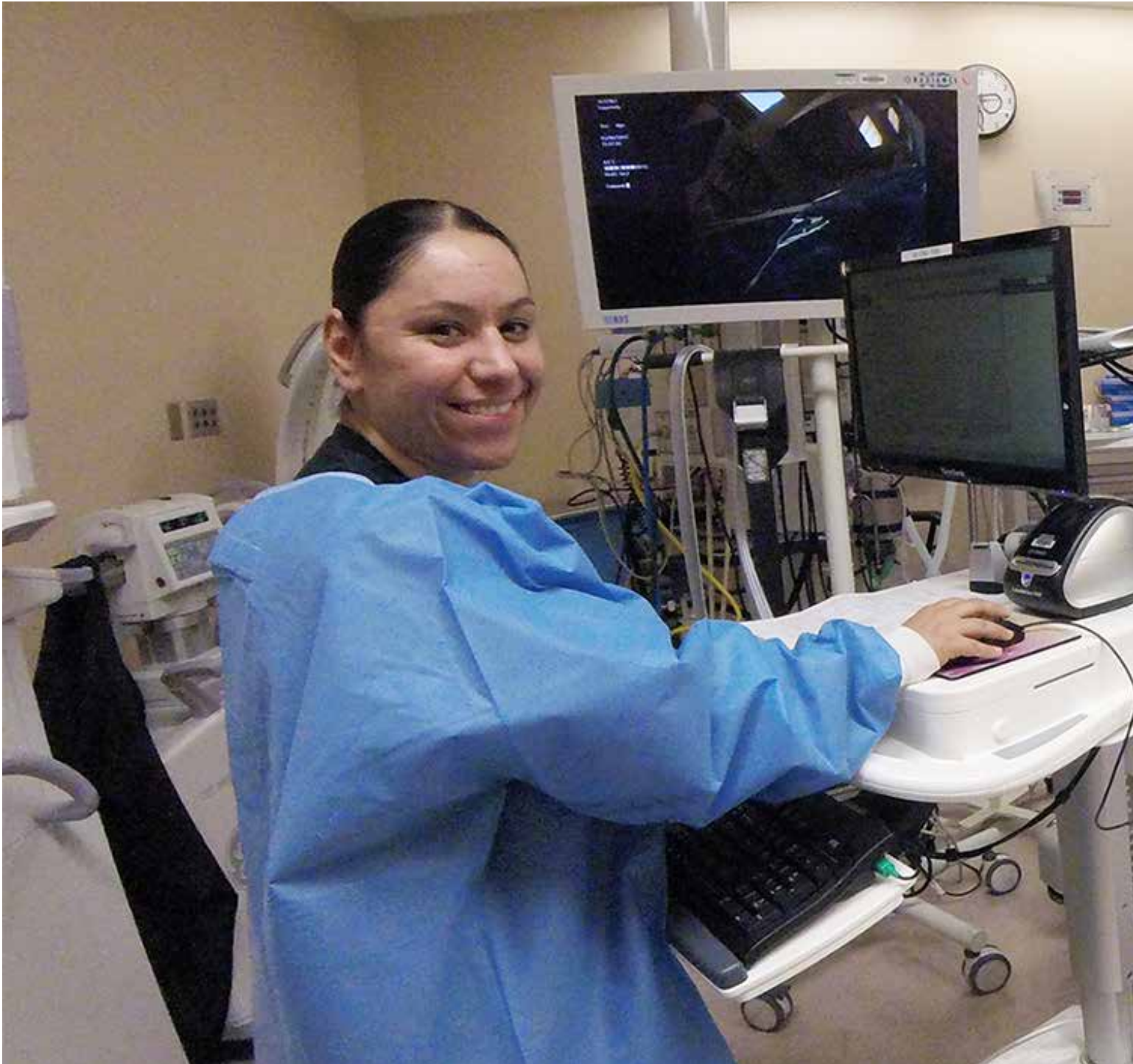
Nurse Family Partnership sets rigorous performance standards for their community programs. Programs are required to enroll 85 percent or more of their potential participation. UMC's Nurse Family Partnership has consistently exceeded 85 percent enrollment for the past two years.

This year, NFP Texas officially recognized UMC's program as a high achieving program with Excellent Caseload capacity. Excellent Caseload capacity simply means that UMC's NFP program is committed to serving the most moms and babies possible and that an improved patient outcome is the program's highest priority. Since the program's inception in 2013, 330 families have been supported and 117 moms and babies have graduated the program.

By serving a greater amount of moms and babies, the cost per family is lower. Resulting in strong evidence-based rationale to continue funding Nurse Family Partnership programs. Independent research proves that for every dollar invested in local NFP programs, communities can achieve five dollars in return by saving on social services, healthcare and criminal justice costs.



☉ NFP 2016 graduates and their families at a ceremony for 37 moms and their babies.



A photograph of two healthcare workers in a clinical setting, likely an endoscopy suite. They are wearing blue scrubs and gloves. One worker is standing in the background, and the other is sitting on a gurney in the foreground, smiling. The room contains medical equipment, including a large monitor and a gurney with a patient lying on it. The lighting is bright and clinical.

UMC Foundation funds tower

\$49,994 for an Evis III Endoscopy Tower.

The state-of-the-art gastrointestinal endoscopy equipment expands and improves the capabilities in UMC's Center for Diagnostic and Advanced Endoscopy.

El Paso Children's Hospital

El Paso Children's Hospital is a Texas private nonprofit charitable corporation, separately licensed, separately governed hospital. The hospital served thousands of El Paso families in 2016, providing expert pediatric care.

2016 Vital Statistics at a Glance:

- ▶ 122 Beds
- ▶ 600+ Employees
- ▶ 200+ Credentialed Physicians
- ▶ 3,327 In-Patient Admissions
- ▶ 5,846 Outpatient Hematology/Oncology Clinic Visits
- ▶ 7,740 Rehabilitation Visits
- ▶ 793 In-patient Surgical Cases
- ▶ 2,441 Outpatient Surgical Cases
- ▶ 30,103 Radiology Procedures
- ▶ 208,238 Laboratory Tests
- ▶ 142,976 Respiratory Therapy Treatments
- ▶ 21,334 Emergency Visits
- ▶ 3,234 Operations and Procedures
- ▶ 584 Transports

Operational Success Stories:

COG – Children's Oncology Group

This year, El Paso Children's Hospital (EPCH) has diagnosed 40 patients with some type of cancer. Of the 40 newly diagnosed patients 17 patients have been enrolled on the Children's Oncology Group (COG) registry protocol; also, 16 of the 40 patients have enrolled on a COG therapeutic protocol.

Advanced Medical Procedure

On December 2, Dr. David Yates, with West Texas Maxillofacial Surgery successfully operated on a seven month old baby, performing the first Craniosynosis in El Paso in over 10 years. Craniosynosis is an abnormally early fusion of the bones of the skull. This is exciting growth for our Maxillofacial program, as our goal is to continue to provide clinical experts to help El Paso kids stay right here at home for their treatments.

Launch of Language Line InSight Video Interpreting

The combination of InSight video interpreting and the Interpreter on Wheels™ device will be a valuable asset to our staff and our limited-English-proficient patients. Connecting to an interpreter in just seconds, at the touch of a button, it provides excellent customer service. Patient care can be enhanced with improved face-to-face communication in challenging medical encounters that benefit from visual cues and facial expressions. This program will launch January 2017.



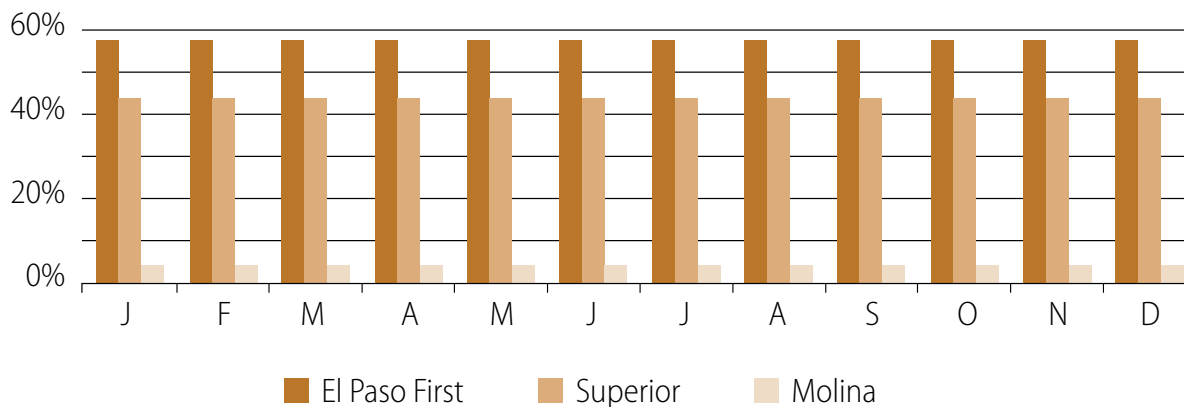
⌚ Clockwise From Left: EPCH Associates dress up in costume to cheer up kids during Halloween. Dreams Come True Princesses visited and sang to the kids throughout the year. 501 Legion Stormtroopers and DARTH Vader offered protection to kids and specialists at the hospital. Associates walked a mile in women's shoes in support of the region's YWCA.

El Paso First Health Plans

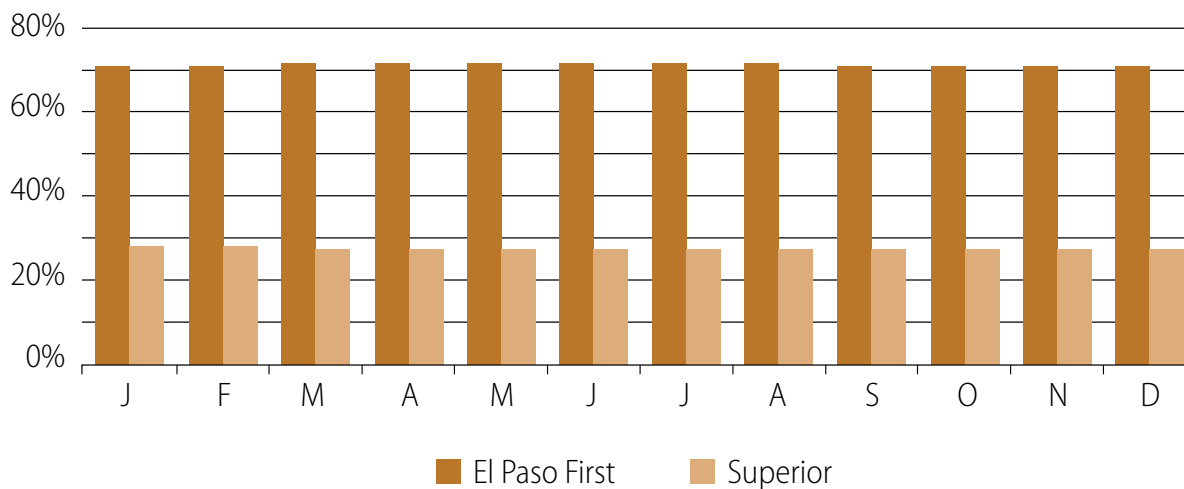
El Paso First Health Plans is our community's leader in promoting access to quality healthcare for children, families and individuals under the STAR, CHIP and CHIP Perinatal Texas Medicaid programs. Through collaboration with medical providers, its members and stakeholders, the healthplan aims to strengthen the delivery of healthcare.



STAR Membership per Health Plan: Jan. – Dec. 2016



CHIP Membership vs. Superior: Jan. – Dec. 2016



📍 El Paso First led the El Paso market in STAR and CHIP memberships in 2016.

West Texas Regional Poison Center at UMC

WTRPC is one of 55 regional poison centers in the nation, and the only 24/7 bilingual poison hotline with active community outreach and educational programs serving El Paso County and the entire West Texas region including Midland-Odessa, San Angelo and the Big Bend. WTRPC is a separate governmental agency, which UMC hosts and provides employees, staff, and resources to fulfill the Texas mission in West Texas.

2016 Key Milestones:

- ▶ With our partners at Texas Tech's Southwest Center for Pediatric Environmental Health, the Poison Center hosted EPA Administrator Gina McCarthy, who led a discussion on environmental hazards to children.
- ▶ Hosted and presented at the first Binational Substance Abuse Summit, which brought together health and law enforcement organizations from Texas, New Mexico and Mexico to discuss how to improve efforts to combat our region's substance abuse problem.
- ▶ Welcomed Dr. Prashant Joshi as Assistant Medical Director and Chief of Pediatric Toxicology for the Poison Center. Dr. Joshi is a board-certified medical toxicologist and pediatric intensivist who is also the new Medical Director of El Paso Children's Hospital Pediatric Intensive Care Unit.

Poison Help Hotline

- ▶ Answered 28,375 calls – about 77 a day.
- ▶ Assisted 21,317 patients of all ages.
- ▶ Completed 33,767 follow-up calls to

patients or their caregivers to help ensure positive outcomes.

Experts that doctors trust

- ▶ Physicians, nurses and paramedics phoned us for assistance on 6,337 patients.
- ▶ Our board-certified medical and clinical toxicologists were consulted 287 times for telephone or bedside consultations.
- ▶ Over \$3.8 million was saved in unnecessary healthcare costs by safely managing 8 out of 10 patients outside of a healthcare facility.

Much more than a hotline

- ▶ The Poison Center participated in and presented at 184 community events, reaching over 25,000 people.
- ▶ We're an active teaching site for community healthcare professionals, Emergency Medicine residents, pharmacist-interns, physician-assistants, medical students, nursing students and high school students rotating through UMC – completing 138 lectures to 2,879 attendees this past year.



**POISON
Help**
1-800-222-1222



▶ Above: Clara Velasquez-Morales, Poison Information Specialist answering hotline calls. Below: Sal Baeza, WTRPC Director tours Gina McCarthy, EPA Administrator through the poison center.



▶ Prashant Joshi, Assistant Medical Director and Chief of Pediatric Toxicology for the Poison Center.

Volunteer Services

Volunteers are an important part of UMC's workforce. Our volunteer staff complements our Associates by providing friendly support and professional customer service to our patients and their families. There are three groups of volunteers at UMC: Adult, Junior and Pastoral Ministers. Together these groups provided over 21,000 hours of volunteer services at our hospital.

Following are highlights from this past year.

233 Volunteers

21,048 total hours

Adult: 11,033 hours

Junior: 7,348 hours

Pastoral: 2,667 hours

6 New Pastoral Volunteers

Rabbi

Four Jehovah Witness Ministers

Lutheran Minister

1 New Pet

Therapy Volunteer

Added Bella, a 7-year old Small Great Dane mix to visit patients at our Geriatric Unit every Friday. She provides them with comfort and affection and a unique way to cope with their health issues.



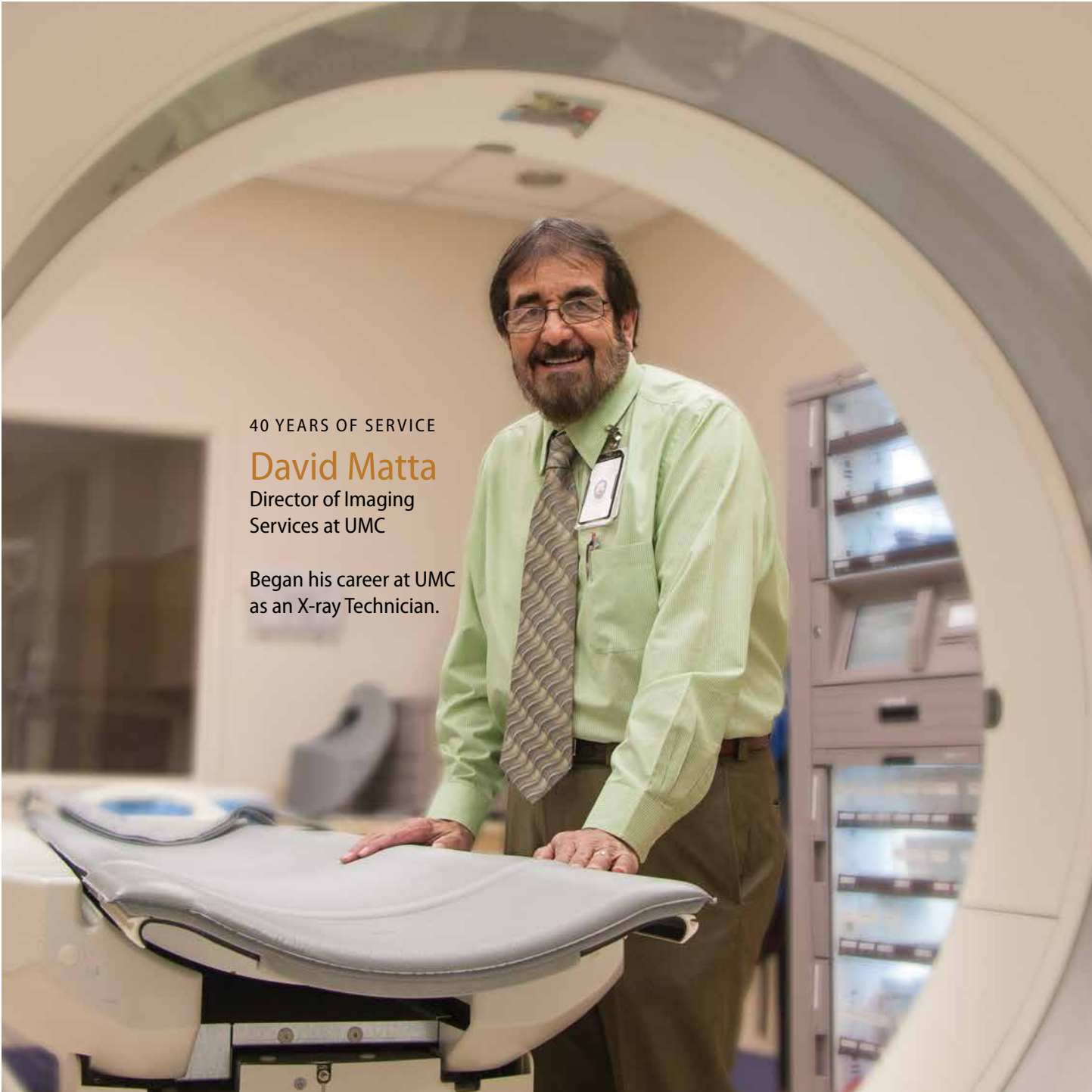
Amber Alvarado
Volunteer of the Year



Marina Love-Applying
Most Volunteer Hours
13,500 hours of service.



Above: UMC's new Pastoral Care Volunteers. **Below:** Junior Volunteers during an orientation meeting.



40 YEARS OF SERVICE

David Matta

Director of Imaging
Services at UMC

Began his career at UMC
as an X-ray Technician.

UMC's workforce is among the most loyal and dedicated in our region with many Associates choosing to serve at UMC for most of their career. The following Associates are recognized for their total years of service as of 2016.

Forty Year

Sylvia Ruiz
Gloria Salazar
David Matta
Sylvia Estrada
Arthur Compean

Thirty Five Year

Lilia Ponce
Maria Alvarado
Linda Ruiz
Estela Galaviz
David Stevens

Thirty Year

Alicia Guevara
Joe Holguin
Martha Valenzuela
Mary Ann Baker
Irene Nakay
Arturo Villalobos
Pedro Mejia
Patricia Aranda
Martha Armendariz
Maria Vargas
Julie Villalobos
Patricia Navarro

Twenty Five Year

Delma Martinez
Luis Sotelo
Virginia Reyes
Javier Flores
Margarita Regalado
Michael Abraham
Sylvia Hernandez
Beatrice Rubio
Louann Gassaway
Mariza Soto
Veronica Marquez
Araceli De La Cruz
Laura Prada
Ida Imes

Twenty Year

Laura Mendez
Carlos Duran
Oscar Torres
Patricia Martinez
Jane Enriquez
Yvonne Martinez
Sandra Ruvalcaba
Melinda Gutierrez
Joanne Lopez
Martha Rodriguez
Susana Herrera
Luz Hermosillo
Maria Pena
Juan Avila
Irma Martinez
Gina Grado
Wilfredo Andino

Fifteen Year

Luis Acevedo
Olga Chavira
Rosa Cisneros
Isabel Contreras
Maria Delgado
Carla Escobar
Carlos Farias
Ida Fenack
Sandra Flores
Elisa Gamboa
Annel Giron
Belia Gomez
Dolores Herrada
Myriam Herrera
Gregory Holguin
Irene Jurado
Anne Kocian
Sandra Leal
Maria Licon
Alejandrina Lindsay
Sylvia Lozano
Cynthia Madrid
Maria Magallanes
Guadalupe Martinez
Aidee Oporto

Twenty Year

Eduardo Orozco
Patricia Ortiz
Louise Pando
Olga Parrao
Eva Quiroz
Patricia Ramirez
Ileana Rico-Rivera
Edmundo Rodriguez
Thelma Rojas
Eduardo Romero
Martha Ruiz
Karen Shamy-Pufall
Ana Solis
Nicolas Torres
Leticia Trejo
Juana Vargas
Raymundo Vera
Kristelle Woods-Luna
Julie Zubia

Ten Year

Alejandra Acuna
Angelica Aleman
Philip Arnold
Esther Badillo
Sonia Barrera
Susana Bejarano
Mauritania Beltran
Rosas
Gilbert Blancas
Elka Cavazos
Norma Chavez
Lela Chiong-Tsouris
Cesar Corral
Angelica Cruz
Carlo Davila
Roberta Davis
Carlos De Avila
Francisco Dominguez
Scott Evans
Josephine Fernandez
Laura Fernandez

Twenty Year

Luz Flores
Luz Galindo
Ismael Gamez
Sylvia Garcia
Betty Guerra
Angela Jones-Allen
Dennee Knight
Benjamin Lara
Maria Rebeca Love
Art Macias
Evangeline
Martinez
Sandra Medina
Christina Mendoza
Maria Munoz
Michael Nunez
Julie Olson
Lionor Ortiz
Lorena Ortiz
Graciela Padilla
Raquel Payan
Maria Ramirez
Jose Ramos
David Rivota
Susana Salas
Fernando Sanchez
Gloria Sanchez
David Smead
Patricia Solis
Patricia Sosa
Jessica Stamps
Carmen Tarin
Mario Torres
Silvia Torres
Margarita Toyosima
Yolanda Valdez
Maria Vasquez
Maria Vela
Blanca Villanueva
Diana Williams

Five Year

Ana Acosta
Sandra Aguilar
Andrew Aguilera
Vincent Amacher
Lisa Arreola
Stacy Arrieta
Diego Arroyo
Janette Borrego
Aracely Bueno
Fernanda Camarillo
Ruby Campbell
Luz Cano
Mary Helen Carrasco
Jorge Carrero-Cruz
Nancy Castaneda
Rigoberto Castillo
Golda Catbagan
Irene Cenicerros
Debra Cohen
Laura Corona
Angela Cortez
Rock D'Cruz
Francisco De La Rosa
Christa De Regules
Denise Delgado
Reyna Dominguez
Graciela Enriquez
David Erives
Carmen Escobedo
Alejandro Fierro
Brenda Flores
Melissa Flores
Monica Forti
Monica Franco
Nelson Gallegos
Rosario Gallegos
Lidia Garcia
Jesus Garcia
Alfredo Gomez
Angel Gonzalez
Kathryn Gough
Diana Griffith
Maria Gurrola

Janice Harris
Catalina Huerta
Marisela Hurtado
Joaquin Inungaray
Dolores Jacksics
Andrea Juarez
Leslie Justice
Krystal Kim
Fredric Lax
Oscar Lira Loera
Fabiola Lonngi
Virginia Lopez
Brisa Lopez
Julio Luevanos
Amada Madrid
Maria Mangum
Sergio Martell
Monica Martinez
Alma Meraz
Uziel Meza
Maria Montero
Norma Morales
Teresa Morales
Christopher Morales
Gabriela Murdock
Stephanie Oba
Rocio Ochoa
Laura Ojeda
Maria Ontiveros
Georgina Orozco
Daniel Ortega
Oscar Pedregon
Deborah Perea
Jenny Perez
Jesika Perez
Luana Pinon
Tania Portillo
Nora Quinonez
Carlos Ramirez
Jacqueline Ramirez
Roberto Ramirez
Olivia Ramirez
Georgina Reyes
Alberto Rivera
Maria Rocha

Helena Roderick
Elisa Rodriguez
Amber Rodriguez
Teresita Rodriguez
Fernando Rodulfo
Jessica Roman
Paul Rosales
Angela Sanchez
Mariana Sanchez
Samuel Sosa
Betty Stone
Darlene Tarango
Jaime Tarin
Jeffrey Terpenning
Jacklyn Torres
Ricardo Torres
Christine Torres
Mayra Valenzuela
Yarasel Valerio
Angel Valtierra
Bertha Vasquez
Luis Vasquez
Gabriela Vidal
Valerie Watters
Clarissa White
David Wyatt
Elizabeth Zarate-Serna

2016 DAISY Awards

The DAISY Award for Extraordinary Nurses is given to licensed nurses who demonstrate extraordinary, compassionate care.

The University Medical Center of El Paso, as well as thousands of other hospitals, partners with the DAISY (Diseases Attacking the Immune System) Foundation to recognize nurses for their work.

The DAISY Foundation began in 1999 in memory of J. Patrick Barnes, who died at age 33 from complications of idiopathic thrombocytopenia purpura, or ITP. In appreciation of nurses everywhere, his family created the DAISY Foundation.

January

Gloria Salazar, MSN, RN, MA, CA-CP SANE
Trauma Education, Prevention, & SANE
Program

February

Elka Cavazos, RN, BSN
Orthopedics Trauma

March

Jessica Acosta, RN
Medical Unit

April

Pamela Bendickson, RN, BSN, CCRN
Intensive Care Unit

May

Rosa Ontiveros, RN
Infusion Center

June

Joshua Crawford, RN, BSN
Emergency Department

July

Svetlana Herrera, RN, MSN
Mother/Baby Unit

August

Sarah Herrera, RN, BSN, CEN
Emergency Department

September

Maria Salas, RN, BSN,
Wound Management Unit

October

Ana Ornelas, RN, BSN,
Women's Surgical Unit

November

Alison Kennedy, RN, BSN, OCN
Care Management

December

Josefina Castillo, RN
Telemetry



2016 RECOGNITION

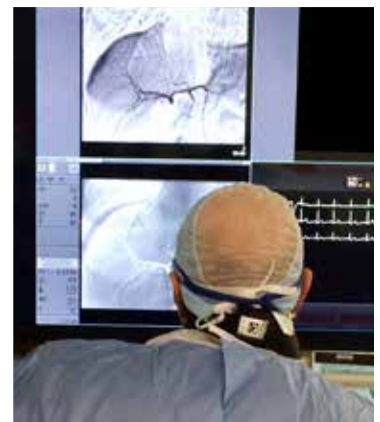
Monica Gamboa

Social Work Supervisor at UMC

Monica was selected as the Texas Social Worker of the Year for 2016 by the Society for Social Work Leadership in Health Care.













UNIVERSITY
MEDICAL CENTER
OF EL PASO

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www.umcelpaso.org