

# Leading a New Era

**El Paso County  
Hospital District**

2023 Annual Report





EL PASO COUNTY HOSPITAL DISTRICT

**LEADING A NEW ERA**

**23**

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# El Paso County Commissioner's Court



Ricardo A. Samaniego  
*El Paso County Judge*



Carlos Leon  
*Commissioner, Precinct 1*



David Stout  
*Commissioner, Precinct 2*



Iliana Holguin  
*Commissioner, Precinct 3*



Sergio Coronado  
*Commissioner, Precinct 4*

## A Message from Henry Gallardo, Chair, UMC Board of Managers



As Chairman of the El Paso County Hospital District board, I am thrilled to see the direction the District is taking to provide El Pasoans with expert care from some of the best healthcare providers in the country.



This year has been filled with incredible successes that have expanded the high-quality services El Pasoans have grown to expect from us.

We sometimes take for granted the successes of the Hospital District but this year, we witnessed something truly special. It is the dawn of a new era in cancer care in our region. Our community has waited decades for its arrival. That wait is nearing an end. A big thank you to our entire state delegation for securing \$65 million in state funding to advance the dream of a comprehensive cancer center, an effort led by State Representative Dr. Mary Edna Gonzalez. This helped pave the way for a generous donation from Steve and Nancy Fox for the cancer center.

It is because of the strong partnership between UMC and Texas Tech, coupled with support from various individuals and entities, that our community will finally have a cancer care center our community can rely on. This will alleviate the need for many cancer patients to travel away from our city, some of whom might have gone without the care they need.

Another success has been securing funding for the new UMC Surgical Hospital, which is now providing 40 additional beds for inpatient and outpatient procedures in the fastest growing part of the city.

Our EPCHD Board of Managers is immensely proud of the vast growth of services UMC provides the patients of today and for generations to come.

As you will read in this report, UMC achieved many accomplishments in 2023 and we are hopeful 2024 will bring on far greater developments. We remain committed to looking for ways to advance healthcare in our region and continue UMC's reputation of excellence.

Henry Gallardo  
*Chair, UMC Board of Managers*

## UMC Board of Managers



Joy Martinez  
*Board Vice-Chair*



Dr. Kristina Mena  
*Board Secretary*



Steve DeGroat  
*Board Member*



Miguel Fernandez  
*Board Member*



Dr. Anna Perez, Ed.D.  
*Board Member*



Isidro Torres  
*Board Member*

## A Message from R. Jacob Cintron, President & CEO, El Paso County Hospital District



It has been a year of exciting advancements in technology and growth for the El Paso County Hospital District, advancing the future of medicine throughout our borderland. I could not be more proud of how diligently our Hospital District has



worked to bring these life-changing and life-saving methods to our region. When I think about our mission and our vision of being the first choice of healthcare in the southwest, I am astounded at how high we have set the standard.

One of our major accomplishments was the opening of our new UMC Surgical Hospital in east El Paso. This gives us more access to operating rooms, patient rooms and technology that allow us to care for more El Pasoans. Also, this year, we implemented the region's first intelligent endoscopy module, the GI Genius, which uses artificial intelligence to aid physicians in the detection of polyps during colonoscopy screenings.

We continue upgrading to the latest advancements with the addition of the Da Vinci Single Port Surgical Robot, our region's only high-performance single-port robotic surgical

system. We also now have This new technology gives surgeons the ability to deliver robotic-assisted surgery through a single port, instead of multiple ports, making surgeries less invasive and allowing patients to leave the hospital quicker, with less pain and less long-term difficulties.

We expanded our pediatric services with the acquisition of Healthy Days Pediatrics in west El Paso and added a new service line offering inpatient rehabilitative services through an established joint venture with PAM Health Rehabilitation Hospital.

Our commitment to continue finding ways to better care for our families and our community is steadfast, and I thank all of our healthcare professionals who have embraced this new era of technology that will without a doubt, continue to revolutionize the remarkable things we do for our region.

**R. Jacob Cintron**

*President & CEO, El Paso County Hospital District*



## UMC Senior Leadership Team



Michael Nuñez,  
*Hospital District Chief  
Financial Officer*



Maria Zampini  
*Chief Operating Officer*



Cathy Gibson  
*Chief Compliance Officer*



Lorena Navedo  
*Chief Administrative Officer*



Omar Villa  
*Chief Legal Officer*



Joel Hendryx, D.O.  
*Chief Medical Officer*



Amy Daher  
*Chief Nursing Officer*



Eric Johansen  
*Chief Quality Officer*



Letty Flores  
*Chief Financial Officer*



Ray Davis  
*Chief Information Officer*



Jon Law  
*Chief Strategic Officer*

## A Message from Michael Nuñez, Hospital District Chief Financial Officer



Fiscal 2023 was another year of volume growth and efficiency throughout the District – UMC of El Paso, El Paso Children’s and El Paso Health. As shown below, these increases are impressive:



### UMC El Paso

- Inpatient admissions increased to 16,855 – a 6% increase from 2022.
- Emergency Room Visits increased to 93,421 – a 2% increase from 2022.
- Births increased to 3,007 – a 6% increase from 2022.
- Outpatient Visits increased to 1,001,626 – a 3% increase from 2022.
- Surgery Cases increased to 10,597 – a 10% increase from 2022.

### El Paso Children’s Hospital

- Inpatient admissions increased to 4,442 – a 2% increase from 2022.
- Emergency Room Visits increased to 28,625 – a 5% increase from 2022.
- Outpatient Visits increased to 78,675 – a 31% increase from 2022.
- Surgery Cases increased to 4,355 – a 9% increase from 2022.

### El Paso Health

- El Paso Health maintained its Medicaid market share leader status once again – a feat since 2013.
- El Paso Health’s total membership (Medicaid, Third-Party Administrator, and Medicare) remained over 100,000 members monthly.

Both UMC of El Paso and El Paso Children’s could have further increased patient volume and revenue with greater capacity.

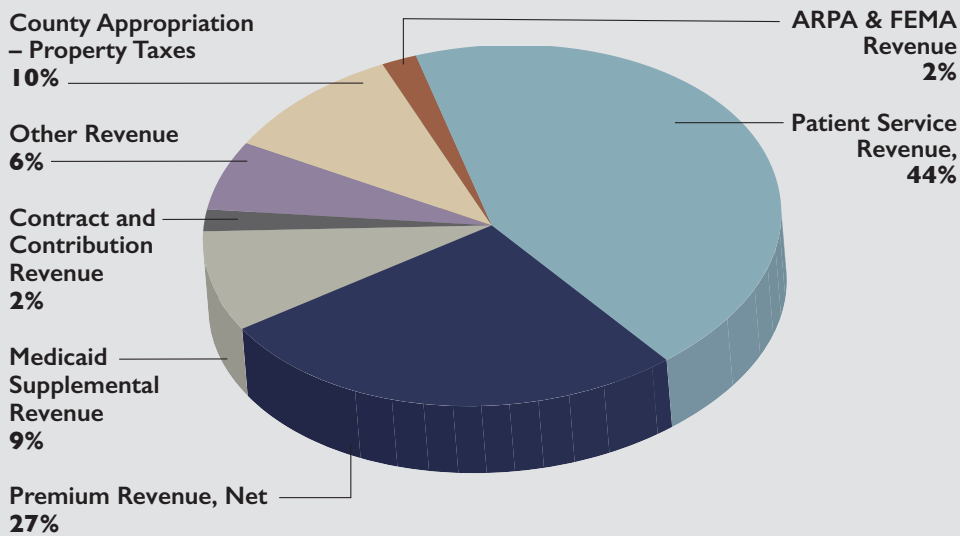
Overall, as directors and departments at both hospitals worked within their budgets to provide and expand care, the District proved again that it is a model of efficiency and fiscally responsible steward of its resources and those of the County of El Paso.

Michael Nuñez

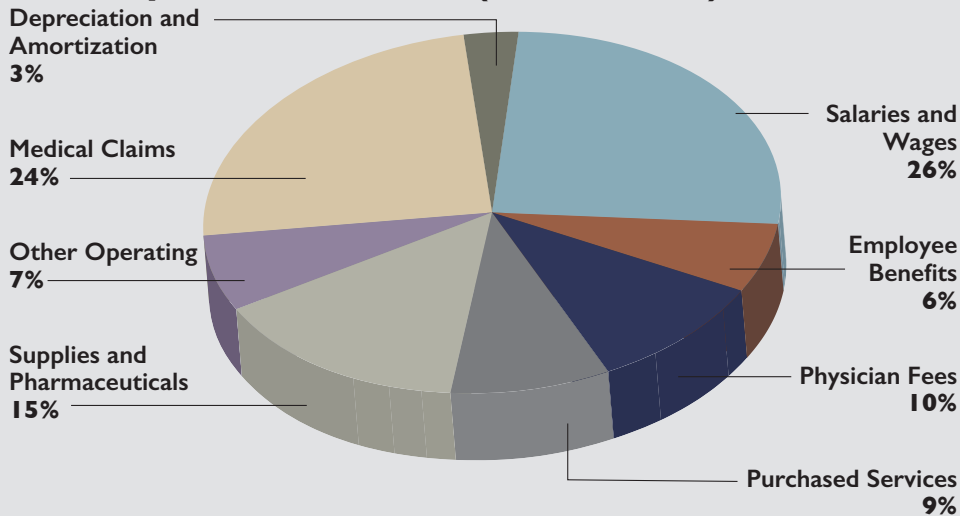
*CFO, El Paso County Hospital District*

# El Paso County Hospital District 2023 Expenses & Revenues

## Total Revenues, unaudited (\$1.390 billion)



## Total Expenses, unaudited (\$1.370 billion)



## A Message from Cindy Stout, President & CEO El Paso Children's Hospital



Over the past 11 years, El Paso Children's Hospital has become the primary and sole pediatric specialty hospital in the region, providing the highest level of specialized healthcare for the most complex children of our community.



As we reflect on how much we've grown and accomplished, we also realize our job is not finished. We continue to invest in our growth and have already achieved some of our biggest goals that we put forth over the past few years, such as opening the doors to our El Paso Children's Urgent Care.

We are nearing completion on our new state-of-the-art multispecialty center that will house many of our physicians and staff who specialize in their dedicated field.

As we look toward the future, I am confident that we will continue to keep the well-being of our children as the guiding force behind all we accomplish.

Before El Paso Children's Hospital opened its doors, on average, more than 650 children had to leave the community to seek medical treatment. Eleven years later, El Paso Children's Hospital has helped reduce that number by close to 85-percent.

As the only pediatric specialty hospital in the region, El Paso Children's Hospital is here to serve the children of El Paso.

Cindy Stout, RN, DNP, NEA, BC  
*President and CEO, El Paso Children's Hospital*

## EPCH Executive Team



John Runkles  
*Chief Operating Officer*



Roxanne Weisendanger  
*Chief Nursing Officer*



Omar Garza  
*Chief Financial Officer*



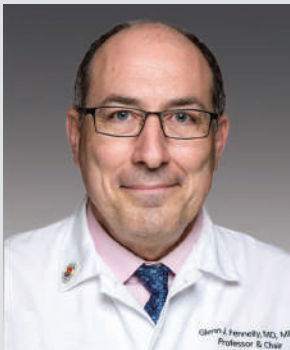
Laurel Huston  
*Chief Legal Officer*



Jeffrey Schuster, M.D.  
*Chief Medical Officer*



Roberto Canales, M.D.  
*Chief Clinical Officer*



Glenn Fennelly, M.D.  
*Chief Transformation Officer,  
Physician and Chair,  
Department of Pediatrics,  
Texas Tech Physicians El Paso*



William Spurbeck, M.D.  
*Chief of Staff, Chief of Surgery,  
Surgeon-in-Chief*

## A Message from Carol Smallwood, CEO of El Paso Health



El Paso Health continues to serve our community with passion and commitment to provide quality healthcare for our members and their families. With a shared passion and commitment to excellence, each associate at El Paso Health makes strides to develop new programs that promote the growth of the health plan's programs and community engagement.



In 2022-23, we maintained the role as market leader in the El Paso community with a 60% market share of STAR and CHIP in the El Paso service delivery area – 20% over our competitors. At the end of the fiscal year, El Paso Health served over 103,000 members across all programs and increased our net revenue by 10.7% compared to the same period in 2022. Retaining the #1 leadership position is never easy, but we managed to do so through the unparalleled dedication of our leadership, staff, network providers, and the continual enhancements to our member programs. In 2023 we were awarded with the HHSC STAR+PLUS contract, giving us the ability to serve an even greater number of people with special healthcare needs in our community.

One of El Paso Health's goals during the year was to better monitor and address the Non-medical Drivers of Health in our region – And while access is a key factor, it was our goal during this year to help our members address other needs as well. Our team at El Paso Health began to develop Member programs that incorporated assistance for many of these social determinants.

Other areas of success during the year include:

- Million Pounds of Hope
- Back to School Backpack Give-Away
- Car Seat Safety Program
- Blanket Drive
- Turkey Give-away to Members

We will continue to expand our reach and serve all our community better – not just with health plans, but with giving back to the community through outreach and member-based programs.

Sincerely,

Carol G. Smallwood

*President and Chief Executive Officer*

## El Paso Health Senior Leadership Team



Janel Lujan  
*Chief Executive Officer  
of Medicaid*



Sharon Perkins  
*Chief Information Officer and  
HIPAA Security Officer*



Gustavo Gonzales  
*Chief Financial Officer*



Cathy Gibson  
*Chief Compliance Officer*



Maritza Lopez Holguin  
*Vice President of Medicare*



Edgar Martinez  
*Executive Director  
STAR + PLUS Operations*



Jorge Guzman, M.D.  
*Medical Director*

## A Message from Abigail Tarango, Executive Director UMC, EPCH Foundations



As we reflect on 2023, our hearts overflow with gratitude for the El Paso community, our donors, business partners, and corporate supporters. Your unwavering commitment has been the lifeblood of our transformative health care initiatives at the



University Medical Center Foundation of El Paso and the El Paso Children's Hospital. Your contributions to these Foundations have been pivotal in transcending traditional philanthropy, evolving into a united force for the El Paso region. The impact of your generosity is visible in every aspect of our care – from advanced medical equipment to lifesaving services and programs like the Level I Trauma Support, Sobreviviendo el Cáncer Program, the El Paso Health Car Seat Safety Program, and the Child Life Services at El Paso Children's Hospital -to name a few.

Together, we are fostering a culture of preventative health care, education, and empowerment, reaching more families and creating a healthier, more informed community. Your involvement has been key in making all these shifts possible. We are looking ahead and are inspired by the potential of our continued partnerships. Your dedication fuels our efforts and reaffirms our belief in the power of community-driven change. We stand ready to innovate solutions and uplift every life we touch.

On behalf of our staff, volunteers, and the families we serve, thank you. Your generosity is the heartbeat of our mission, and we are eternally grateful for your partnership in this journey of healing, hope, and health.

With deepest gratitude,

**B. Abigail Tarango, Ph.D.**

*Executive Director  
UMC & EPCH Foundations*



# El Paso County Hospital District Vitals

Licensed Beds.....	476
Outpatient Clinics.....	11
Average Daily Census.....	335
Patient Days.....	122,289
Inpatient Admissions.....	21,297
ER Visits.....	122,046
Trauma Cases.....	3,888
Outpatient Visits.....	1,116,157
Births.....	3,007
Surgical Cases.....	4,952

## University Medical Center Vitals

Licensed Beds.....	354
Outpatient Clinics.....	9
Average Daily Census.....	262
Patient Days.....	95,620
Inpatient Admissions.....	16,855
ER Visits.....	93,421
Trauma Cases.....	3,888
Outpatient Visits.....	1,037,482
Births.....	3,007
Surgical Cases.....	10,597

# El Paso Children’s Hospital Vitals

Licensed Beds .....	122
Outpatient Clinics.....	3
Employees.....	823
Average Daily Census.....	73
Patient Days .....	26,669
Inpatient Admissions .....	4,442
Outpatient Visits .....	78,675
ED Visits.....	28,625
Surgical Cases.....	4,355
Endoscopy Procedures.....	918

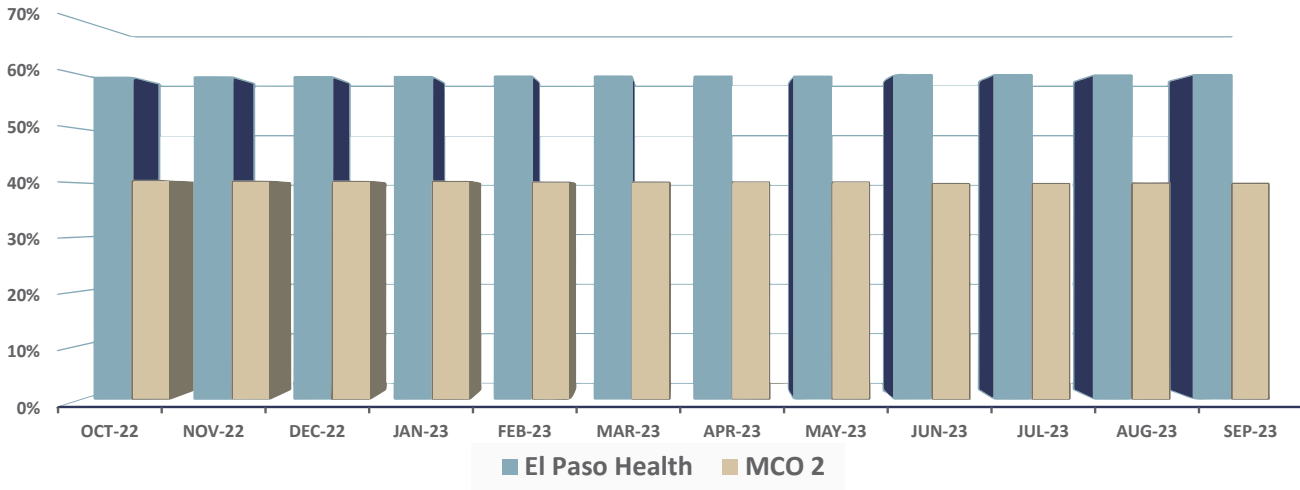
## El Paso Health

### Vitals

Current number of Associates .....	178
Current number of members across STAR and CHIP service lines .....	88,178
Total backpacks distributed during Back-to-School backpack giveaway .....	3,687
Number of years of continued contributions to local organizations .....	16
Percentage lead in market share over our top competitor in the STAR and CHIP Programs combined.....	20
Number of years as El Paso’s Medicaid health plan market leader .....	10

# STAR & CHIP Market Performance

## Oct. 2022 – Sept. 2023



	Apr-23		May-23		Jun-23		Jul-23		Aug-23		Sep-23	
	Members	%	Members	%	Members	%	Members	%	Members	%	Members	%
El Paso Health	105,863	59.78%	106,088	59.78%	98,188	60.07%	97,290	60.07%	94,611	59.99%	88,178	60.07%
MCO 2	71,219	40.22%	71,370	40.22%	65,268	39.93%	64,666	39.93%	63,095	40.01%	58,618	39.93%
<b>Totals</b>	<b>177,082</b>	<b>100.00%</b>	<b>177,458</b>	<b>100.00%</b>	<b>163,456</b>	<b>100.00%</b>	<b>161,956</b>	<b>100.00%</b>	<b>157,706</b>	<b>100.00%</b>	<b>146,796</b>	<b>100.00%</b>
<b>Market Share % Diff - EPH and MCO 2</b>	<b>19.56%</b>		<b>19.56%</b>		<b>20.14%</b>		<b>20.14%</b>		<b>19.98%</b>		<b>20.14%</b>	

	Oct-22		Nov-22		Dec-22		Jan-23		Feb-23		Mar-23	
	Members	%	Members	%	Members	%	Members	%	Members	%	Members	%
El Paso Health	100,225	59.58%	102,553	59.65%	103,182	59.69%	103,772	59.71%	104,603	59.80%	105,077	59.80%
MCO 2	68,007	40.42%	69,382	40.35%	69,690	40.31%	70,024	40.29%	70,315	40.20%	70,630	40.20%
<b>Totals</b>	<b>168,232</b>	<b>100.00%</b>	<b>171,935</b>	<b>100.00%</b>	<b>172,872</b>	<b>100.00%</b>	<b>173,796</b>	<b>100.00%</b>	<b>174,918</b>	<b>100.00%</b>	<b>175,707</b>	<b>100.00%</b>
<b>Market Share % Diff - EPH and MCO 2</b>	<b>19.15%</b>		<b>19.29%</b>		<b>19.37%</b>		<b>19.42%</b>		<b>19.60%</b>		<b>19.60%</b>	

## DISTRICT FIRSTS

### UMC Introduces New Colonoscopy Screening Technology Using AI

University Medical Center of El Paso's Digestive Health Center has implemented the use of the region's first intelligent endoscopy module called the GI Genius™.

This computer-aided polyp detection system is powered by artificial intelligence (AI) to find colorectal polyps during a colonoscopy screening.



Having this technology available to our patients is a huge step in identifying suspicious lesions, which could be an indicator of colorectal cancer.

The GI Genius™ will serve as a “second observer” during colonoscopies, improving the adenoma detection rate (ADR), which is the number of times a

physician detects a precancerous polyp during a colonoscopy screening, and identifying missed lesions.

Colorectal cancer is treatable and beatable, with early diagnosis.

The GI Genius™ module is the first and only AI system for detection of colon polyps in the United States and UMC is proud to offer it to our patients here in El Paso.

## DISTRICT FIRSTS

### A New, Improved Surgery Robot Introduced at UMC

University Medical Center of El Paso is the only hospital in El Paso to implement the use of a high-performance single-port robotic surgical system called Da Vinci SP by Intuitive.

UMC is proud to continue leading the way in advanced medical technology for El Paso by introducing this new technology that gives surgeons the ability to deliver robotic-assisted surgery through a single port, instead of multiple ports.

The Da Vinci SP system provides 360-degrees of anatomical access through three wristed instruments on a single port. This updated model helps surgeons perform complex procedures and allows them the flexibility to control the robot from a position other than bedside.

The use of the Da Vinci SP makes surgeries less invasive and allows patients to leave the hospital quicker, with less pain and less long-term difficulties.

Currently, the Da Vinci SP robot is being used at UMC to remove throat cancer, and for surgeries to alter the anatomy of the back of the throat to treat sleep apnea, but can be used for a variety of narrow access surgeries.



## DISTRICT FIRSTS

### UMC Surgeons Perform First of its Kind Vascular Surgery in El Paso

A new procedure to repair damage to the largest artery in the chest was performed by vascular surgeons at UMC in August.

El Paso's first Thoracic Branch Endoprosthesis surgery was conducted by Dr. Gilbert Aidinian, Division Chief of Vascular and Endovascular surgery at UMC, and Dr. Alireza Daneshpajouh, Director of Vascular Clinic Services at UMC.



The vascular surgery consists of implanting the FDA approved GORETAG Thoracic Branch Endoprosthesis in the descending thoracic aorta and into a blood vessel that branches off the aorta toward the head to allow blood to keep flowing past the aorta's damaged or diseased parts.

“This is another example of the higher level of care that

patients rely on at UMC,” said Jacob Cintron, President & CEO, El Paso County Hospital District. “Vascular surgery excellence is exactly what we were striving for with the introduction of our Vascular and Endovascular Surgery Clinic. Dr. Aidinian is yet again bringing new firsts to our region, along with better health outcomes for patients.”

The types of damage that can be repaired with this procedure include aneurysm, transection and dissection of the descending thoracic aorta.

UMC is proud to offer this minimally invasive surgery not available anywhere else in El Paso, except at UMC.



## DISTRICT FIRSTS

### UMC Rolls Out New Mail-Order Prescription Delivery Service

UMC has added a new service that allows customers to get certain prescriptions mailed to them from the UMC West Clinic location.

This new service is available for qualifying prescriptions Monday through Friday from 8 a.m. to 6 p.m. at a cost of \$3 per package.

Once ordered, customers can receive real-time updates on the status of their order via email or text message.

The service is currently offered at the UMC West Clinic Pharmacy with plans to expand to other UMC retail pharmacies in the future.



## DISTRICT FEATURE

### UMC Adds Partnership, New Service Line

University Medical Center of El Paso and PAM Health Rehabilitation Hospital collaborated to expand access for patients who need inpatient rehabilitation services.

Through a joint venture, a UMC subsidiary and PAM Health share



ownership of an inpatient rehabilitation hospital located at 1600 East Cliff Drive in Central El Paso.

This adds a new service line for UMC, which previously only offered outpatient rehabilitative services.

The facility offers the latest therapeutic equipment to help patients recover from illnesses and injuries such as stroke, amputation, and cardiopulmonary conditions.



“Through this new joint venture, El Pasoans will be able to receive a high level of personalized attention and one-on-one treatment from physical, occupational, and speech therapists in

a state-of-the-art facility,” said Jacob Cintron, President and CEO of UMC El Paso. “This partnership falls in line with our mission to pursue access to healthcare for all members of our community and exceeding their expectations every time.”

PAM Health provides a wide-range of comprehensive programs that ensure high-quality care in a comfortable setting that includes private family suites.

## DISTRICT FEATURE

### **Pursuing Upward Learning Legacy Opportunity Program Helps Associate Achieve Her Dream**

Looking back at when she first started working as a certified nurse assistant (CNA) at UMC three years ago, Raquel Salas did not think continuing her education in the medical field would be possible, but it was at UMC.

Salas is the second graduate of UMC's Pursuing Upward Learning Legacy Opportunity (PULL-Opp) program, which was designed to help further advance Associates' education and training in a high-demand healthcare related field.

Through this program, UMC covers the cost of tuition for the Associate, who is able to maintain full-time employment status and compensation during the duration of their schooling, while working part-time.

"Getting my LVN was hard because I had to work and go to school and I have my family, but it is possible," said Salas. "The PULL-Opp program helped me a lot with working only two days instead of three and so, it helped that I was only working on the weekends."

Salas believes her story is proof that continuing your education while working is possible. She encourages other Associates to look into the resources offered at UMC.



## DISTRICT FEATURE

### Poison Center Gives 100 Percent Certified Support

In addition to being America's first 24-hour bilingual regional poison center, UMC's West Texas Poison Center staff is now 100-percent certified by the

American Association of Poison Control Centers.

This team, which provides services to 36 counties in Texas, has worked extremely hard to pass their certification exams.

"I'm very proud," said Salvador Baeza, Director of the West Texas Regional Poison Center at University Medical Center of El Paso. "The team had to study in addition to working and it's a lot of prep work."

Baeza said the certification process is not easy, but regardless, all of the team was able to pass the exam on the first try.

Juana Roman, Spec. Poison Information RN, is among the group of poison control specialists who passed their certification exam. She believes being part of a team who is 100 percent certified by the American Association

of Poison Control Centers is a huge advantage to the community, especially during a potentially life-threatening situation.

"This means when you are talking to somebody at our poison center, you know you are talking to someone who put a lot of effort into knowing how to help you and properly advise you. That makes all the difference," said Roman.

If you think someone has been poisoned, call the West Texas Regional Poison Center right away at 1-800-222-1222.



Luis Sotelo, Poison Inform. Spec. RN, takes a call from someone asking questions about the flu.



Juana Roman, Poison Inform. Spec. RN, works at UMC's West Texas Poison Center.

## DISTRICT FEATURE

### UMC Chosen to Host Annual Power of Pink Celebration

To kick off Breast Cancer Awareness Month in October, UMC hosted an event honoring local breast cancer survivors on September 29.

Power of Pink is a community project made up of various area hospitals, non-profit organizations, and local foundations. Each year, a different hospital is chosen to host Power of Pink.

The program celebrated survivors' beauty with a makeover event and photoshoot, which took place July 21.

Students from EPCC's cosmetology school volunteered their time to help pamper survivors by doing their hair and makeup. Professional photographers also volunteered their time to take their glamour shots.

The photos from the July makeover were unveiled at an event held in the UMC main lobby in late September and will be displayed at other hospitals throughout the month of October.



## DISTRICT FEATURE

### El Paso Children’s Hospital Adds New Equipment, Programs, Services

In 2023, El Paso Children’s Hospital invested close to \$15 million in equipment and capital projects for the future of the hospital, contributing to its continued growth.



- IV Pumps
- Holter Monitors
- Rosa Robot (Neurosurgery)
- Baby Leo’s
- Urodynamic and C-Arm Equipment (New Urology Services)
- Ultrasound/XRay Equipment
- Pharmacy Carousel
- RetCam Envision System
- Monitoring Systems for Neurosurgery
- Construction cost and various equipment for the New Multi-Specialty Center due to open at the end of 2023.

New services for FY2023 include:

- Urology Services
- Behavioral Health Outpatient Services
- Cystic Fibrosis Multi-Disciplinary Clinic
- El Paso Children’s Urgent Care

## DISTRICT FEATURES

### El Paso Health Distributes School Supplies at Annual Back-to-School Backpack Giveaway Event

Preparing for the new school year can be overwhelming for both children and their parents. That's why since 2014 El Paso Health has given away over 20,000 backpacks, plus supplies, to school age children in our community. This year alone we've already distributed 3,687.



## DISTRICT FEATURES

### El Paso Health Gives One Million Pounds of Hope

Nothing is more gratifying to us than serving El Paso’s families in need. In 2020 we initiated a program whose goal was to distribute one million pounds of food to those who can’t provide for themselves. Today – thanks to the good-hearted associates who volunteer their time each month – we have given over 920,793 pounds of food. Much of our success is due to our partnership with El Pasoans Fighting Hunger.





## DISTRICT FEATURES

### El Paso Health Sponsors Car Seat Safety Program for 2024

It's not commonly known that many children cannot travel safely in traditional car seats. El Paso Health has addressed this critical issue by partnering with the University Medical Center Foundation for the seventh year to donate \$60K to the Car Safety Program.

These funds help pay for the purchase of special need car seats for children. Our sponsorship also finances free monthly events that focus on car safety. At these events, parents and caregivers in east, central, and west El Paso are given car seats that are appropriate for their child's age, height, and weight. They're also taught how to properly install and utilize their new car seat.



## DISTRICT FEATURES

### Over \$187,700 was Donated to Community Partners

For the second consecutive year, El Paso Health surpassed all donation records in 2023 – both monetarily and with manpower and actual goods.



We made several donations to organizations such as Her Pantry, El Paso Diabetes Association, El Paso Children’s Foundation, schools, and meals for members.

In 2023, we also donated \$7,500 to Project Amistad, a nonprofit whose program benefits the neediest individuals in the El Paso community. What’s more, we provided funds to several other organizations that are a lifeline to many in our community – in both good times and bad.

Here are just a few of them:

- El Paso Child Guidance Center ..... \$2,000.00
- Child Crisis Center ..... \$1,100.00
- Center for Diabetes ..... \$1,500.00

Sponsorships have always been a vital part of El Paso Health’s outreach efforts. In 2023, our sponsorships to the neediest totaled \$127,840. This includes over \$50K to El Pasoans Fighting Hunger Food Bank, whom we partner with every month to deliver food to members and their families.

Of course, our commitment to the community is something we pride ourselves on. It is why we’re known as the local health plan, that’s not only dedicated to our local members and community, but also to our neighboring regions.



EL PASO COUNTY HOSPITAL DISTRICT

**LEADING A NEW ERA**

**23**

## DISTRICT COLLABORATIONS

### **UMC’s Formal Collaboration with High Desert Oral & Facial Surgery Brings El Pasoans Greater Access to Advanced Care**

UMC became a formal partner with the west El Paso location of High Desert Oral & Facial Surgery (HDOFS) located at 1770 Cimarron Rialto Place in northwest El Paso.

The facility features a hospital setting within a dental clinic where patients



have access to procedures for cleft and craniofacial deformities, facial trauma, and dental implants.

The clinic is staffed by world-recognized surgeons whose work has attracted patients from all over the world to El Paso. Additionally, the newly renovated clinic offers state-of-the-art technology to help our Board-Certified surgeons more accurately treat patients’ needs.

Some of the procedures performed by HDOFS include:

- Wisdom teeth removal
- Dental extractions
- Dental implants
- Bone grafting
- Oral pathology
- Facial cosmetic
- Cleft & craniofacial
- Facial trauma
- Jaw surgery
- Temporomandibular Joint Dysfunction (TMJ) surgery
- Head & neck surgery

Physicians at HDOFS currently perform complex, life-changing surgeries at UMC, as well as El Paso Children’s Hospital, on patients of any age, from newborn to elderly. Some of these procedures can only be found at HDOFS.

## DISTRICT COLLABORATIONS

### **OBGYN Clinic Opens, Offers Specialized Care for Women**

We all have a woman in our lives who we love and want the best for.

UMC's new Healthcare Partners – Obstetrics & Gynecology Clinic provides specialized care for women of all ages in every stage of life.

The clinic, located at 1201 E. Schuster, is now accepting patients and offering access to our comprehensive services and Board-Certified OBGYNs who deliver more accessible and compassionate care to women and newborns.

The clinic is dedicated to putting the care of women in our community first.



## DISTRICT COLLABORATIONS

### UMC Acquires Healthy Days Pediatrics to Enhance Pediatric Care in El Paso

University Medical Center of El Paso acquired Healthy Days Pediatrics, a primary care pediatric practice, to provide greater access to care for El Paso families.



Dr. Alison Days and her medical staff are now UMC Associates and are continuing to see patients at her practice's current location on 433 Executive Center Blvd. in west El Paso.

Dr. Days is a board-certified pediatrician and holds a Master of Public Health degree from University of Texas Houston School

of Public Health. She is bilingual in English and Spanish.

Originally from the Northeast United States, she completed her training in Rhode Island, Connecticut, and New York City before being hired by Texas Tech University Health Sciences Center El Paso as Assistant Professor of Pediatrics.

Since then, Dr. Days has become a valued physician in the area of pediatric care.

She is helping to treat the little ones of our community and keep them healthy.

## DISTRICT COLLABORATIONS

### **UMC Partners with El Paso Sleep Center to Bring Better Rest to UMC, EPCH Patients**

The El Paso County Hospital District has added a new specialty service with the addition of our newest Adult and Pediatric Sleep Medicine Physician, Dr. Jacqueline Angles.

Through a partnership with the El Paso Sleep Center, Dr. Angles provides qualifying patients with sleep consultations, sleep studies and follow-up visits.

Having worked for several years in critical care, pulmonary medicine and sleep medicine, Dr. Angles brings 18-years of healthcare experience to UMC.

To schedule an appointment, call (915) 779-7378.





EL PASO COUNTY HOSPITAL DISTRICT

**LEADING A NEW ERA**

**23**



## PATIENT SUCCESS STORIES

### Jaclyn's Return to UMC

Jaclyn Pellicotte was a passenger in a vehicle that was T-boned by the driver of a Ford F-150 truck on Oct. 30, 2018.

She was not expected to make it through her first night at UMC, but 16 surgeries later, she was able to walk the halls of UMC and share her story of recovery during UMC's "Lunch & Learn" January session.

Jaclyn spent two months at UMC, treated by nurses like Sarah Herrera, who at the time of Jaclyn's injury, worked as the emergency room manager.

Five years later, Herrera still remembers treating Jaclyn.

"She was so young and she was in terrible shape. She had very bad injuries," said Herrera.

Nancy McGrail was the director of the ER at the time. Tears instantly fell from her face as she hugged Jaclyn for the first time.

"This makes us realize what we do matters," said McGrail.



Jaclyn Pellicotte and her mother, Sheri Pellicotte, thanked Sarah Herrera (left) and Nancy McGrail (right) for their care when Jaclyn arrived to UMC's Emergency Department in 2018.

## PATIENT SUCCESS STORIES

### How Strong? Layla Strong!

“Soup” was Layla Sanchez’s first word after months of recovering from a crash that caused severe damage to her brain and several other organs in her body.

It was a huge milestone from when she first arrived at UMC in critical condition.



Layla, who was 15-years-old at the time, was on her way home from basketball practice with her sister when they were T-boned by the driver of a speeding car in January.

She spent 38 days at UMC under the care of the Neurodiagnostics Intensive Care Unit Team.

Once stabilized, Layla was sent to Craig Hospital in

Denver for rehabilitation therapy where she began learning how to do everything she was able to do before.

“She is no longer on long-term medications and is expected to make a full recovery thanks to the life-saving measures that were executed here at UMC to save her life,” Jessie Sanchez said.

He added that he believes his daughter’s recovery was thanks in large part to the care she received at UMC.

## PATIENT SUCCESS STORIES

### Neuro Patient Returns with Gift to Thank Staff Who Cared for Him

The hustle and bustle of a hospital sometimes makes it difficult for Associates to stop and think about how their actions are saving lives each and every day.

Occasionally, patients return to thank our medical professionals and it is then our staff realizes the impact they have made on other people's lives, but one patient wanted to make sure Associates were reminded of that daily, not just once in a while.

On Jan. 22, 2019, Drew Markulin was admitted into UMC with a hemorrhagic stroke, due to a ruptured aneurysm. He spent five weeks in a coma before his recovery.

Markulin, along with his wife, Angelia, came back four years later with a gift for UMC's Neuro Department. He gifted them an iron sculpture of a brain to be hung in the department, visible for all.

Before leaving, Markulin told Associates, "When you are having bad days, I just want you guys to think about me and the other successes you've had and the impact you've made on our lives."



## PATIENT SUCCESS STORIES

### UMC Associate Helps Deliver Baby in UMC Lobby

The red light on Alameda felt eternal for Fatima Valenzuela who knew her baby was coming at any second.

Valenzuela felt another strong contraction as her cousin parked in front of UMC and ran into the lobby in search of a wheelchair.



Inside the hospital's main lobby, Abraham Zarate, Coord. Patient Education, Respiratory, was in line at the Java Stop.

"I was waiting to receive my coffee after ordering it, said Zarate. "I thought,

'there's something going on out there' and I was the only clinical person in the lobby. I ran out to the car and a woman was in labor. The baby was coming," said Zarate.

Zarate jumped into action and caught the baby boy as the mother moved from the vehicle to the wheelchair.

Valenzuela was excited to hear Zarate was recognized for his efforts and hopes he can one day reunite with her baby, whose name is Edgar.

## PATIENT SUCCESS STORIES

### Francisco Mijarez's Experience in Laura & Pat Gordon Family Neonatal Intensive Care Unit Advanced Level IV

Francisco Mijarez was born at University Medical Center at just 22 weeks old. He was rushed over to El Paso Children's Hospital where the Laura and Pat Gordon Family Neonatal Intensive Care Unit Advanced Level 4 (NICU) began care.

Dr. Sanjeet Panda, NICU Medical Director and Board-Certified Neonatologist from Texas Tech Physicians of El Paso, said the one special ingredient when it came to Francisco's success is the dedication from his family. "This family was really special. Both parents were at the bedside from day one and throughout the four months, so it is great to have the family involvement," Dr. Panda said.

He stole the hearts of everyone in the NICU including that of Registered Nurse, April Chilensky. "It's beautiful to say the least that you see this baby grow and he's meeting all these different goals; he finishes his first bottle, he's an inspiration I think for all the babies and he set a completely different standard for me and for what I see," said Chilensky.



## LETTERS FROM PATIENTS

May 6, 2023

Mr. Jacob Cintron, CEO  
University Medical Center  
4815 Alameda Ave.  
El Paso, Texas 79905

Dear Mr. Jacob Cintron,

I am writing to express my profound appreciation for the excellent care I received at the UMC Surgical Center West during my recent colonoscopy. Dr. Carmela Morales performed the procedure, and I couldn't be more satisfied with her and her team's level of care and professionalism.

I was highly impressed by the compassion and care shown by all staff members, from the front desk to the recovery room. They were attentive to my needs, making me feel comfortable and at ease throughout the process. Evidently, their top priority was providing the best possible care to their patients.

Moreover, the state-of-the-art facility and equipment used at the UMC Surgical Center West was very impressive. It is apparent that your center is dedicated to investing in the latest technology and equipment to ensure the best possible outcomes for their patients. This gave me great confidence in the quality of care I was receiving.

Overall, my experience at the UMC Surgical Center West was excellent. I want to express my deepest gratitude to Dr. Morales, her team, and the entire staff for their professionalism and compassion. They truly made a stressful experience as comfortable as possible. I would highly recommend this facility to anyone in need of a similar procedure.

Thank you once again for providing me with such an outstanding experience.

Sincerely,



Art Moreno, Jr.

## LETTERS FROM PATIENTS

Just want to give a shout out to the excellent staff on the Trauma ICU unit. My Husband, Robert Moles (1957-2007) was in room 33 from 11-23-07 to 11-27-07. He was life flighted from MMC in Las Cruces and this was our first experience with UMC. I am his wife and also a clinician of 35 years so I have high expectations.

Your staff was EXCELLENT. All the way from the security guard at 12:30 PM when I arrived, the house keeper, respiratory therapy and everyone else. The security guard stopped and checked on me, "you look better honey, drive safely." Wow, what a nice thing to stop and say to someone in crisis. The care and concern you take to keep us all safe. I had no idea you had a metal detector in the ER. My daughter is an ER nurse in Las Cruces and she really thought highly of your procedures.

Now for the Trauma ICU staff!!!!!! Laura, the charge should be proud of them all. Regi, our first AM RN was the most caring, loving, educational RN I have ever met. What an asset she is to your unit. Even when she was not assigned to my Husband, she would briefly stop in to check on him. We will never forget the true compassion and professionalism she brought to us every minute she was in the room. What a gem! Then there was Octavio! Another AM RN, who demonstrated every day great care, concern, compassion and love. And in the PM, we looked forward to Stephanie, RN. What a sweet, gentle, angle. However, she can also direct you back to bed where you should be, huh BOB!

Obviously, someone is a good interviewer!!!! These three nurses where the light of my Husband's Day and night. In the midst of our worst nightmare where these angels who brought light and love. You can't possibly pay them enough!

All of our love,  
Robert and Sherri Moles

## LETTERS FROM PATIENTS

Mr. Jacob Cintron:  
President  
CEO of El Paso University Medical Center

I am hereby writing to you in order to acknowledge the excellent work carried out by doctors Silvia Villa-Royval (Anesthetist MD), Claudia Suarez (OBGYN, MD), and Maria Larrazaleta (OBGYN, MD), during the surgical procedure that was performed on February 10 of this year.

Also, to all nursing staff and related areas within the hospital.

These types of professionals are the ones who make a difference with their work, their dedication, and above all where for them the well-being and care of the patient will always come first. As a beneficiary of this health center, I would appreciate it if you please made this simple but important recognition public, with the purpose of serving as an example to other colleagues, employees, and workers, in order to inspire them to achieve the high standards that I know you have for the institution you lead.

Carefully,  
Monica Corona Borges





## EMAIL FROM PATIENTS

Facebook Message:

Dear Dr. Ariana Najera,

I wanted to express my deep appreciation for your exceptional attentiveness and excellent service at the Emergency room. Your dedication and care for my family member were truly remarkable. We are immensely grateful for your expertise and compassion during a challenging time. Thank you for making a difference in our lives.

Sincerely,  
Brandon Villarreal

## DISTRICT AWARDS AND RECOGNITION

### UMC Garners New Recognition from American Heart Association

UMC has once again received the highest recognition possible from the American Heart Association.

The award “Get With The Guidelines: Gold Plus, Target Stroke Honor

Roll Elite Plus, and Target Type 2 Diabetes” is given to comprehensive stroke centers who are able to achieve the highest level of quality metrics involving patient care and timing of treatments.

Our recognition for excellence in stroke care comes from our advanced Neurosciences department and our team of Neuro-critical care board certified neurologists who manage our many services relating to stroke care and neurological injuries such as the Mobile Stroke Unit. UMC is home to the region’s only Joint Commission-Certified Comprehensive Level I Stroke Center.



## DISTRICT AWARDS AND RECOGNITION

### UMC Receives Award from American College of Cardiology

University Medical Center of El Paso's Chest Pain Center has received the American College of Cardiology's NCDR Chest Pain – MI Registry Silver Performance Achievement Award for 2023.

UMC is one of only 82 hospitals nationwide to receive the honor, which recognizes the UMC Chest Pain Center's commitment and success in implementing a higher standard of care for cardiovascular illness patients.

Congratulations to our Chest Pain Center for consistently treating our cardiovascular illness patients according to the most current, science-based guidelines.



## DISTRICT AWARDS AND RECOGNITION

### UMC CEO Recognized for Humanitarian Efforts During Pandemic



Congratulations to Jacob Cintron, President & CEO of the El Paso County Hospital District, for receiving the 2023 Humanitarian Award from Amistad.

Mr. Cintron was recognized for efforts to make UMC the foremost hospital to organize and supply vaccines for the community during the pandemic, along with greatly expanding access to healthcare throughout the Borderland.

His partnership with the community, the County, and extraordinary service, put El Paso on the map as one of the most vaccinated cities in the U.S.

“This award is a reflection of our Associates and their passion to care for members of our community,” said Mr. Cintron. “When the pandemic hit, we wasted no time in figuring out the best possible solution for El Pasoans to receive the care they deserve. I am honored to receive this award, alongside several other members in our community who worked hard for the people of El Paso during such uncertain and turbulent times.”

Amistad’s leadership lauded the accomplishments of Mr. Cintron and UMC at a very difficult time for the entire community.



## DISTRICT AWARDS AND RECOGNITION

### UMC's Digestive Health Center Receives Recognition from American College of Gastroenterology

University Medical Center of El Paso's Digestive Health Center, in conjunction with Texas Tech University Health Sciences Center El Paso (TTUHSC), have been awarded the 2023 SCOPY Screening Excellence Award by the American College of Gastroenterology.

This service award recognizes efforts in colorectal cancer outreach, prevention, and year-round excellence.

Through the Southwest Coalition for Colorectal Cancer Screening (SuCCCs) program, UMC and TTUHSC have increased colorectal cancer screenings and built a sustainable screening, diagnosis, and treatment network for colorectal cancer prevention in the community.

The program uses bilingual community health workers, known as "promotoras," to educate uninsured patients at health fairs, food banks, religious institutions, schools, and adult learning centers. Participants who have a family history or positive FIT test are eligible for a no-cost colonoscopy through this program.

Since 2012, the program has enrolled 41,978 people, provided 1,092 diagnostic colonoscopies and diagnosed 33 cancers.

The program covers a 27-county area spanning El Paso, Hudspeth, and West Texas.



Dr. Marc Zuckerman, Texas Tech Physicians of El Paso, Professor of Medicine at Texas Tech University Health Sciences Center and Division of Gastroenterology Chief at UMC, performs a procedure.

## DISTRICT AWARDS AND RECOGNITION

### UMC Receives Exclusive Recognition for Patient Outcomes, Procedures

University Medical Center of El Paso (UMC) has been deemed meritorious in outcomes of inpatient and outpatient surgical procedures by The American



College of Surgeons National Surgical Quality Improvement Program (ACS NSQIP®).

The ACS NSQIP recognition program commends a select group of hospitals for achieving a meritorious composite score in either an “All Cases” category or in a “High Risk” case category, both of which UMC received recognition for using data from 2022.

Nationwide, 78 hospitals received this distinction, of which, UMC

is now among 33 hospitals to receive the distinction for two or more consecutive years.

Congratulations to UMC and our highly skilled partner surgeons from Texas Tech Physicians of El Paso!

# DISTRICT AWARDS AND RECOGNITION

## UMC STARS

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. These STARS represent Service, Teamwork, Accountability, Respect, and Safety in our hospital.



## DISTRICT AWARDS AND RECOGNITION

### El Paso Health 2022 STARS were Award Quarterly

Every quarter the STARS award honors associates for their outstanding work and work ethic. Their contributions to their departments and our overall organization are not only appreciated, but they're also invaluable. In ways large and small, they fulfill the mission and vision of El Paso Health.



Daisy Aragon Gabriel De Los Santos



Alicia Martinez



Jaqueline Hernandez



Alina Macias



# DISTRICT AWARDS AND RECOGNITION

## UMC DAISY Awards

The DAISY Award is given to extraordinary nurses in honor of the outstanding work they do. These nurses are nominated by patients who received care at our hospital. DAISY is an acronym for Disease Attacking the Immune System. It is an award founded by the family of J. Patrick Barnes, who died at age 33 of an autoimmune disease.



UMC Daisy Leader  
Christopher Morales



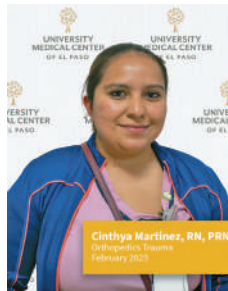
Elsa Rodriguez-Roth, RN II  
Critical Care, Honor ICU  
April 2023



Naylea Ledezma, RN II  
Surgical Unit  
May 2023



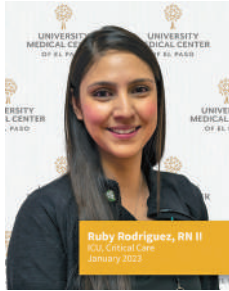
Sarah Wolf, RN  
Surgical Unit  
June 2023



Cinthya Martinez, RN, PRN  
Orthopedics/Trauma  
February 2023



Jessica Williams, RN II  
Honor ICU, Critical Care  
March 2023



Ruby Rodriguez, RN II  
Honor ICU, Critical Care  
January 2023



Gloria Gutierrez, RN  
Labor/Delivery  
August 2023



Michael Kaufman, LVN  
Orthopedics/Trauma  
July 2023



Carlos Lerma Mata, RN  
Emergency  
September 2023

# DISTRICT AWARDS AND RECOGNITION

## El Paso Health Leadership Awards

Every year, the El Paso Health Leadership Awards are given to several associates for their above-and-beyond dedication and positive impact to the organization.

### Emergent Leader Award

This award recognizes the superb contributions that new managers have made to the association and/or the profession. These individuals have also shown strong potential for leadership positions.

For 2023, it's our pleasure to honor Jenette Serna with the Emergent Leader Award.



### Impact Award

The Impact Award is given to an individual or team that has made a true impact in the functions or operations of the organization. Their contributions go a long way toward helping El Paso Health run smoothly and efficiently.

The 2023 Award goes to Elvia Molina.



### Leadership Award

The Leadership Award acknowledges the exceptional leaders whose work has impacted people, programs, events and/or teams. The recipients embody the spirit of our organization and are a major reason our health plan is so well regarded.

The 2023 Award goes to Edgar Martinez.



# DISTRICT AWARDS AND RECOGNITION

## UMC Leadership Awards

University Medical Center of El Paso Leadership Awards are given each year to select associates for their outstanding dedication and positive impact.

### Emergent Leader Award

The Emergent Leader Award recognizes exemplary contributions made by new managers to UMC and/or their profession. These individuals also show strong potential for leadership positions.

This year's Emergent Leader Award was given to Jaclyn Nava.



### Impact Award

An individual or team that has made a true impact in the functions or operations of the organization is presented with the Impact Award. The award acknowledges contributions allowing the smooth and efficient operation of University Medical Center.

The 2023 Award goes to Miguel Rivera.



### Leadership Award

Exceptional leaders whose work has impacted people, programs, events and/or teams, is acknowledged with the Leadership Award. The recipients embody the spirit of UMC and exemplifies our high standards.

The 2023 Award goes to Gloria Sanchez.



# DISTRICT AWARDS AND RECOGNITION

## 2023 Leadership Program Graduates:



Yana Alatorre



Ana M. Barbour



Reynaldo Barrozo



Lydia Camacho



Lorraine Chacon



Alberto Delgado



Elida De Leon



Celina Dominguez



Kevin Fernandez



Sara Gonzalez



Rachel Long



Kim Martinez



Annabelle Medina



Monica Mendoza



Salvador Morales



Jourdan Norman



Veronica Ortega-Davitt



Yesenia Perez



Jacqueline Ramirez



Maricela Raso



Jenette Serna



Evan Vanderzwan



Claudia Vasquez



Adriana Villagrana



Rebecca Viramontes



Carolyn Williams



Group Project Winners

# FOUNDATION STATS

## UMC Foundation

**Total Revenue**..... \$ **695,707**

**Total Contributions** ..... \$ **201,162**

(YTD as of 9/30/23)

Contributions from the Foundation to UMC	Amount
Titan Retractor – Trauma.....	\$ 69,717
Car Seat Program .....	\$ 40,270
Other .....	\$ 37,519
Portable Oxygen Concentrator.....	\$ 24,075
Camera System – Trauma Bays.....	\$ 11,980
Sobreviviendo Cancer .....	\$ 7,500
General In-kind .....	\$ 4,200
SANE Program .....	\$ 3,800
Compassionate Care .....	\$ 2,101
<b>TOTAL</b> .....	<b>\$ 201,162</b>

Generous funding went toward paying for the contribution of these critical pieces of equipment to UMC:

- Camera System –Trauma Bays
- Portable Oxygen Concentrator
- Titan Retractors - Trauma

## FOUNDATION STATS

### EPCH Foundation

**Total Revenue**.....\$ **3,550,342**  
**Total Contributions** .....\$ **1,675,144**  
 (YTD as of 9/30/23)

Contributions from the Foundation to EPCH Amount

Contribution to Equipment (see below).....	\$ 1,072,943
Other .....	\$ 191,631
General In-kind.....	\$ 76,217
Child Life Program.....	\$ 133,174
Get Well Network.....	\$ 71,468
Borderless Giving Spring Fashion Show .....	\$ 18,421
Borderless Giving - Twins Eye Surgery.....	\$ 7,263
Toys.....	\$ 2,844
Borderless Giving – Other .....	\$ 1,039
Borderless Giving.....	\$ 144
<b>TOTAL</b> .....	<b>\$ 1,675,144</b>

Generous funding went toward paying for the contribution of these critical pieces of equipment to EPCH:

Leica M530 OHX Microscope .....	\$ 174,354
Audiology Booth.....	\$ 91,625
Mizuho Osi Trios Table .....	\$ 98,270
Mizuho Osi Hana Table .....	\$ 90,257
Otoscope & Ophtalmoscope .....	\$ 29,363
Exam Tables .....	\$ 67,602
Storz Towers.....	\$ 303,562
Electric Breast Pumps.....	\$ 3,200
Neurodiagnostic Equipment.....	\$ 214,710

# EL PASO CHILDREN'S HOSPITAL FOUNDATION EVENTS

## ParTee for a Purpose at TopGolf

This event brought approximately 800 attendees!

Total Net:.....\$ 226,132

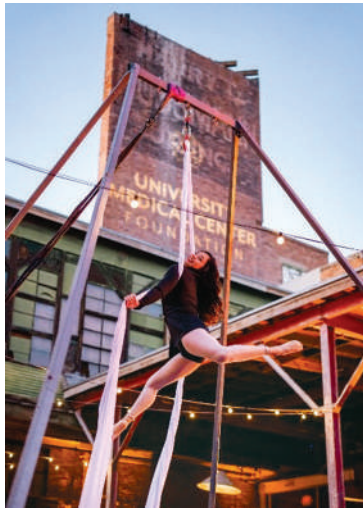


## UMC FOUNDATION EVENTS

### Tunes & Treats at the Tracks with Dueling Pianos

The annual fundraising event at EPIC Railyard Events Center drew approximately 400 attendees!

Actual Net Revenue After Expenses: ..... \$ 171,111





## UMC ASSOCIATE EVENTS

### Annual UMC 5K Better Health 5K Run Returns as Sold-Out Success!

Our thanks and congratulations to all of our runners, walkers and dashers who got up early and headed to UMC East Clinic at sunrise and found a healthy way to spend their morning.

UMC's Better Health 5K Run and 1-Mile Walk drew participants from four years old to 74 years old.

El Pasoans always show up and show out and it comes to events like this!



## UMC ASSOCIATE EVENTS

### Celebrating Importance of Culture, Interpretation

UMC's Qualified Medical Interpreters (QMI) celebrated Spanish culture, bringing our Associates food, music and dance at this year's International Celebration of Culture and Interpreting.

This event has been immersing attendees into different Hispanic cultures for the past 10 years.

Everything from the food, to the entertainment and informational tables provided Associates and patients with an opportunity to celebrate and learn about the Spanish heritage.



## UMC ASSOCIATE EVENTS

### Associates Show Off Creativity in Annual Halloween Costume Contest

We were frightfully surprised by the creativity of our Associates at this year's annual Halloween costume contest.

Various departments from University Medical Center and El Paso Children's Hospital dressed up in individual and group costumes that brought laughter, surprises and lots of smiles to our patients and staff.



## UMC ASSOCIATE EVENTS

### Associates Have Fun at Western Playland

Nearly 4,000 Associates attended the largest Summer Picnic event the El Paso County Hospital District has ever held.

This year's Summer Picnic, held on Sept. 15, immersed Associates in a carnival-themed night at Western Playland. "The event is a lot of fun, especially bringing my girls and family.

The night offered fun for all and was successfully orchestrated by the UMC Engagement and Associate Experience Department and UMC's Chief Administrative Officer, Lorena Navedo.





