



**UNIVERSITY  
MEDICAL CENTER  
OF EL PASO**

**Press Release:**

**FOR IMMEDIATE RELEASE**

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**HHS FINDS NO MERIT IN CONDITIONS STATED IN SOCIAL  
MEDIA REPORT; FINDS ISSUES ‘UNSUBSTANTIATED’**

**EL PASO, Texas** — After a travel nurse, visiting UMC for 2.5 weeks, recently shared her perspective on social media, Texas Health and Human Services arrived at UMC unannounced, to investigate if the reports were accurate. In all areas of concern, the survey/inspection found all items unsubstantiated.

Further, the survey/inspection included interviews with staff, including permanent and travel nurses, review of records and on-site review of UMC’s COVID-19 care units. No violations found. Additionally, there was zero confirmation of comments made by the social media post that had generated much media attention.

“Unfortunately, the views expressed by this travel nurse who worked briefly at our hospital caused many people in our community and media to rush to judgement about the accuracy of what was being expressed,” said Ryan Mielke, UMC Director of Public Affairs.

In brief:

- Unsubstantiated claims by a traveling nurse at UMC for 2.5 weeks triggered a no-notice/unannounced survey (inspection) at UMC.
  - After thorough review, none of the nurse's claims were found to be valid.
  - The open bay areas that were described by the visiting nurse are actually areas where COVID-19 patients are receiving an elevated level of care. This is the opposite of what the travelling nurse described. These patients are the most serious cases of COVID-19 and require 24/7 immediate, visual observation and attention.

- UMC remains the highest rated and designated hospital in the El Paso region and has successfully healed more than 1,600 COVID-19 patients.

UMC will continue to ensure visiting nurses are made aware of the full operations of the units to which they are assigned.

UMC is the most highly recognized and certified hospital in the El Paso region. The false assumptions made about our hospital were hurtful to the thousands of men and women, together with our partners from Texas Tech Physicians of El Paso, who have worked tirelessly to heal and care for each patient, with great compassion and the highest level of professional medical care during this pandemic.

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