



A YEAR OF INNOVATION
2018 ANNUAL REPORT



A YEAR OF INNOVATION

As the premier academic healthcare system in the Paso del Norte region, UMC ensures 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.

In 2018, UMC was the first, and only, hospital in El Paso to achieve certification from the Joint Commission as a Comprehensive Stroke Center. The certification means that UMC provides life-saving brain care 24 hours-a-day, seven-days-a-week along with the expertise of board-certified neurosurgeons and a dedicated Neuroscience Intensive Care Unit. UMC is part of a select group of hospitals providing a higher level of stroke care.

This publication is produced by the El Paso County Hospital District, DBA University Medical Center of El Paso (UMC). It includes information regarding events and general operations of UMC's campus and clinics, El Paso Children's Hospital (EPCH), El Paso Health, UMC Foundation, and EPCH Foundation.



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2018 VITALS

- ▷ 9 Outpatient Clinics
- ▷ 354 licensed beds
- ▷ 479 licensed physicians
- ▷ 2,900+ employees
- ▷ 16,042 admissions annually
- ▷ 2,816 births
- ▷ 7,977 surgical procedures
- ▷ 657,176 outpatient prescriptions
- ▷ 3.2 million inpatient prescription doses
- ▷ 1.7 million lab tests
- ▷ 55,577 rehab visits
- ▷ 61,960 ER visits annually
- ▷ 2,919 trauma admissions
- ▷ 852,248 outpatient visits
- ▷ 200,313 imaging procedures
- ▷ \$228 million in net patient revenues

UMC'S FISCAL PERSPECTIVE

Fiscal 2018 was a transition year for the District, with increased finance focus to manage costs while experiencing revenue growth.

University Medical Center of El Paso experienced an 8 percent admission growth and a 12 percent outpatient visit increase compared to 2017, while maintaining a focus on controlling costs. The success of these initiatives gained momentum in the latter part of the year. Government funding was reduced for Uncompensated Care based on new regulations coupled with some of our DSRIP program payment being delayed until 2019.

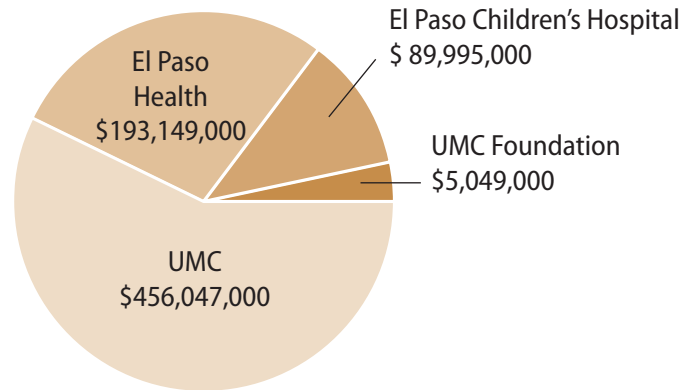
Great strides were made by El Paso Children's Hospital in 2018 compared to 2017. El Paso Children's Hospital decreased its losses by \$8 million from 2017, due to successful insurance contract renegotiations and effective cost savings initiatives.

El Paso Health experienced the highest number of flu medical claims in the last 10 years, driving the pharmaceutical cost up. This was met with sizable government premium revenue reduction in August. In spite of this, in FY18 we had an increase in net assets of \$1.8 million.

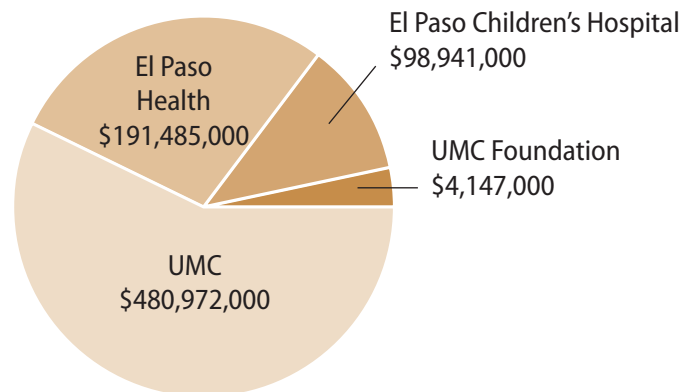
The UMC Foundation and El Paso Children's Hospital Foundation had a banner year for fundraising activity and recognized over \$4.6 million in contributions and pledges. Consequently, gifts to both University Medical Center of El Paso and El Paso Children's Hospital were at all-time highs.

– Michael L. Nuñez,
UMC Chief Financial Officer

Total Revenues FY '18: \$744,240,000



Total Expenses FY '18: \$775,545,000



2018 EL PASO COUNTY COMMISSIONERS



Ruben John Vogt
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



Henry Gallardo
Chair



Steve DeGroat
Vice Chair



Joy Martinez
Board Secretary



Miguel Fernandez Jr.
Board Member



Carmen
Arrieta-Candelaria
Board Member



Steve Anderson
Board Member



Jim Volk
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 receives no compensation.

A MESSAGE FROM THE BOARD CHAIR



In a year that saw major changes to healthcare locally, statewide and nationally, I am delighted to share with you that University Medical Center of El Paso is in good hands. Our CEO and his team have managed greater efficiencies in the face of reductions in funding streams at the state and Federal levels. These uncertainties will continue to present challenges as we look to the future.

That being said, as a Board, we have a responsibility to ensure our community's only public hospital is managed more efficiently than its private counterparts. Jacob Cintron's vast experience in the private sector and his vision as a leader ensured that UMC was hitting its stride in 2018. One of our primary focuses for 2018 was to deliver the highest possible level of service to our community. To that end, we became the first and only certified comprehensive stroke center in West Texas and achieved outstanding outcomes from our Joint Commission survey. We approved major initiatives, such as the purchase of the Vagabond Inn Hotel and the Arby's Restaurant on the corner of Reynolds and I-10 – which will be the next location of a UMC Clinic. The lot has already been cleared and our community is looking forward to welcoming its next addition. Two other additions we approved are new Emergency Departments in our community: one at our UMC Northeast Clinic and the other at our UMC East Clinic. Make no mistake; this was a year of great progress. Our leadership is strong and Jacob's team of experts is unmatched. This makes looking forward to 2019 even more exciting!

– Henry Gallardo
Chair, UMC Board of Managers

SENIOR LEADERSHIP TEAM

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



Cathy Gibson
Chief Compliance
Officer



Joel Hendryx
Chief Medical
Officer



Jon Law
Chief Strategic
Officer



Lorena Navedo
Chief Administrative
Officer



Michael Nuñez
Chief Financial
Officer



Omar Villa
Chief Legal
Officer



Roxanne Weisendanger
Interim Chief Nursing
Officer



Maria Zampini
Chief Operating
Officer

AFFILIATED & ASSOCIATED ORGANIZATION LEADERS

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



Cindy Stout
CEO of
El Paso Children's
Hospital



Frank Dominguez
CEO of
El Paso Health



Dennece Knight
Executive Director
of UMC & EPCH
Foundation

A MESSAGE FROM THE PRESIDENT & CEO



So many times at the end of the year, we wonder how the recent months passed by so quickly. This year however, I am simply amazed at accomplishments that our hospital has achieved in such a short period. We set the bar high – and then we achieved even higher levels of excellence. We became the first and remain the only

Joint Commission-Certified Comprehensive Stroke Center as well as our city's only Level 1 Stroke Center. Our Neurosciences Department has no equal in our region, meeting the highest standards nationally.

Throughout our hospital, procedures such as our treatment for Barrett's Esophagus were setting new precedence for El Paso while remaining exclusive to UMC.

We continue to grow, from new Clinics, new Emergency Departments and new technologies to higher levels of specialty and excellence with our medical staff. This year, it appears that the community is beginning to see and experience our expertise, many for the first time. Our volumes are up across most of our service lines, our clinics' volumes are growing well beyond forecast. Yet, as happy as I am for where we've gone together, as a hospital and community, I am even more amazed and excited for what is in store for the coming year.

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

Jacob Cintron, President & CEO

PATIENT CARE INNOVATION

UMC brings the highest level of stroke care to our community. Joint Commission certification for Comprehensive Stroke and Level I Stroke is a first for UMC and the West Texas / Southern New Mexico region.

The El Paso region and University Medical Center of El Paso made history March 9 with the announcement of Comprehensive Stroke Certification from The Joint Commission. Never before has a hospital in El Paso held Comprehensive Stroke Certification, with the closest similarly certified hospitals in San Antonio to the east, and Phoenix to the west. No hospitals in New Mexico have the certification.

This is a major step forward for El Paso and UMC but most importantly, this represents the dawn of a new era in stroke care for anyone affected by strokes. Strokes and other brain injuries usually occur suddenly, giving victims little warning. This new certification is confirmation that UMC is at the forefront of expertise and readiness to care for victims of complex strokes.

In partnership with physicians from Texas Tech University Health Sciences Center El Paso, along with UMC's Neuro Critical Care team of physicians, nurses, techs and others, UMC now brings the pinnacle of complex stroke care and readiness to El Paso – a level of care sought by hospitals across the nation.

UMC's Comprehensive Stroke Center certification brings with it the designation of the hospital as a Level 1 Stroke Center. UMC is already the region's only Level 1 Trauma Center but will now also be home to the region's only Level 1 Stroke Center.

"We have many things to be proud of in El Paso," says Jacob Cintron, UMC's President & CEO. "This new level of care certainly adds to that list. This certification represents a long process of validation of our team at UMC. It is a process that takes years to accomplish. However, we were able to give El Paso a special place on the national stroke care map, thanks to our UMC physicians, nurses and their teams, along with tremendous leadership and commitment of our Texas Tech Physicians."



Salvador Cruz-Flores evaluates a possible stroke patient.





EL PASO'S ONLY JOINT COMMISSION CERTIFIED COMPREHENSIVE STROKE CENTER.

PATIENT CARE INNOVATION

In another exclusive-first at UMC, doctors began treating Barrett’s Esophagus with a new surgical “freezing balloon” procedure involving state-of-the-art surgical equipment and techniques.

The new tool at UMC: **The C2 Cryoballoon.** UMC is the only hospital in El Paso that treats Barrett’s Esophagus and offers the C2 Cryoballoon treatment. Barrett’s Esophagus is a common precancerous condition that affects 3.3 million adults in the United States and is the primary cause of esophageal cancer. Barrett’s Esophagus is caused by chronic inflammation and repeated exposure to stomach acid that affects the tissue lining in the esophagus.

How it works: C2 Cryoballoon treatment gets rid of unhealthy, diseased or damaged tissue by freezing it away by spraying cold nitrous oxide into the balloon to reach the affected area. C2 Cryoballoon treatment has less side effects, provides better outcomes, patients report less pain after the treatment and it removes unhealthy cells without damaging healthy tissue.

“I am happy that we are able to bring this technology to El Paso,” said Jacob Cintron, President & CEO. “Our community will no longer have to travel to other cities, such as San Antonio or Houston for this procedure as they can now remain here with their loved ones and friends.”

With the addition of this new technology, UMC’s Center for Diagnostic & Advanced Endoscopy now has the entire spectrum of options available to treat the various severities and types of Barrett’s Esophagus. Dr. Antonio Mendoza-Ladd, a Texas Tech physician working at UMC, works on cases using the C2 Cryoballoon technology.

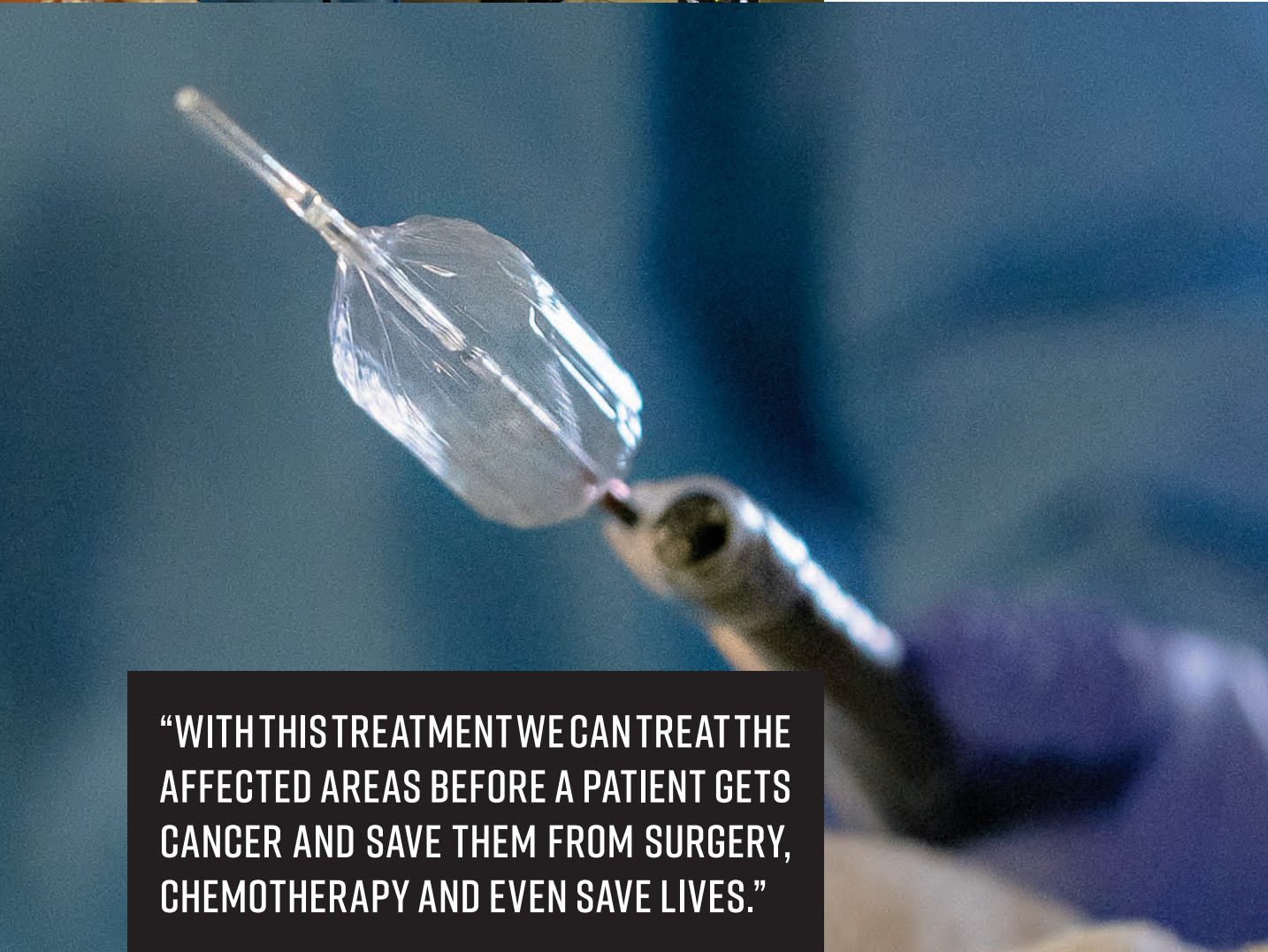
UMC patient, 87-year-old, Ralph McCurdy was diagnosed with Barrett’s Esophagus via an endoscopy procedure and his doctor referred him to UMC. As Dr. Mendoza-Ladd explains, “this is important for our community so we are able to treat patients like Mr. McCurdy before the condition develops to a more severe stage. With this surgical procedure we can treat the affected areas before a patient gets cancer and save them from surgery, chemotherapy and even save lives.”





Through fund raising efforts from UMC's Foundation, the Center for Diagnostic & Advanced Endoscopy acquired the NvisionVLE Imaging System. This technology utilizes Optical Coherence Tomography to provide high resolution, cross-sectional images of the esophagus in real-time. The Nvision VLE Imaging System enables physicians to view esophageal disease and structures that are not evident with conventional imaging modalities. The system is more efficient at targeting biopsies, planning treatments and it provides physicians a more accurate diagnosis of the progression of esophageal disease.

Antonio Mendoza-Ladd uses the Nvision VLE Imaging System and the C2Cryoballoon for treatment on a patient.



“WITH THIS TREATMENT WE CAN TREAT THE AFFECTED AREAS BEFORE A PATIENT GETS CANCER AND SAVE THEM FROM SURGERY, CHEMOTHERAPY AND EVEN SAVE LIVES.”

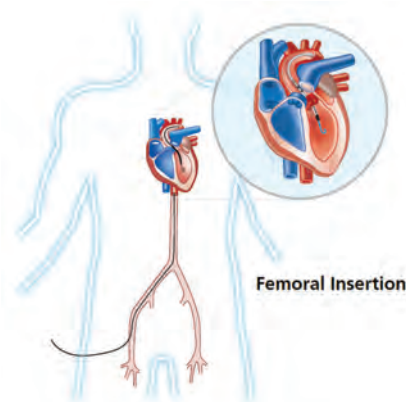
PATIENT CARE INNOVATION

UMC is looking beyond traditional cardiology surgery procedures and establishing programs focused on catheter-based treatments for coronary interventions.

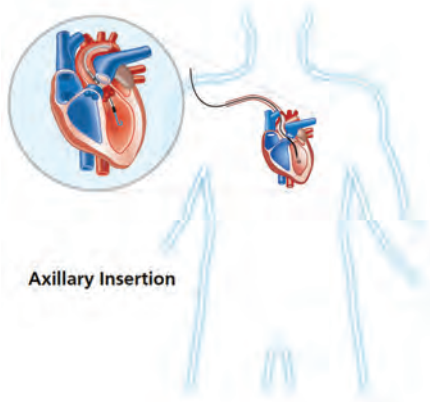
Heat care in El Paso reached new heights in 2018, particularly at UMC, when interventional cardiologists performed a cardiac procedure with the Impella; a special heart pump utilized for high risk coronary procedures and treatment of heart patients.

UMC's structural heart program was launched in 2018 by our interventional cardiologists. Also, UMC's iLab, with some of the most advanced equipment in the region, became the second hospital in the city to utilize a new catheter on the market, developed specifically for treating critical limb ischemia (a condition when there is a lack of blood, caused by partial or total blockage of an artery) the beginning of a new limb salvage program here at UMC.

The practice of interventional cardiology will continue to evolve in the next several decades. Recognizing the future growth and complexity of these emerging fields, UMC is doing everything possible to ensure the highest level of cardiac care expertise is accessible to all patients who need it.



The diagram to the right illustrates the possible insertion points of the Impella Heart Pump.





IN MAY 2018, UMC'S INTERVENTIONAL CARDIOLOGISTS PERFORMED A CARDIAC PROCEDURE WITH THE IMPELLA; A PERCUTANEOUS HEART PUMP UTILIZED FOR HIGH RISK PERCUTANEOUS CORONARY INTERVENTIONS AND TREATMENT OF CARDIOGENIC SHOCK PATIENTS.

OUTPATIENT CLINICS

The clinics were able to increase access to care with added specialty services such as Gastroenterology. FY19 will see continued growth of specialties in OBGYN, Dermatology, Infectious Diseases, and Cardiology.

- The clinics were able to service 130,785 visits in FY18 which is 20.9% higher than FY17 and 43.5% higher than FY16.
- We exceeded the Fabens clinic budgeted visits for FY18 by 1,800 visits which was 6.4% higher than was projected, the East clinic exceeded their budgeted visits for FY18 by 8,634 which equaled 39% higher than forecasted.
- Several of the clinics exceeded the DSRIP Customer Service threshold which was celebrated with an employee recognition.
- We successfully transitioned the Women’s Health Services into the Primary Care service lines.
- We incorporated the Women and Teen Centers within the clinics.
- One year anniversaries for the East and West clinics were celebrated with the community.
- The clinics successfully recruited and hired a new Administrative Director who brings experience, a large knowledge base, and strong leadership.



Marissa Flores, MD examines a patient at UMC Fabens. Outpatient visits increased in FY18 at UMC’s Outpatient clinic by over 20 percent from FY17.

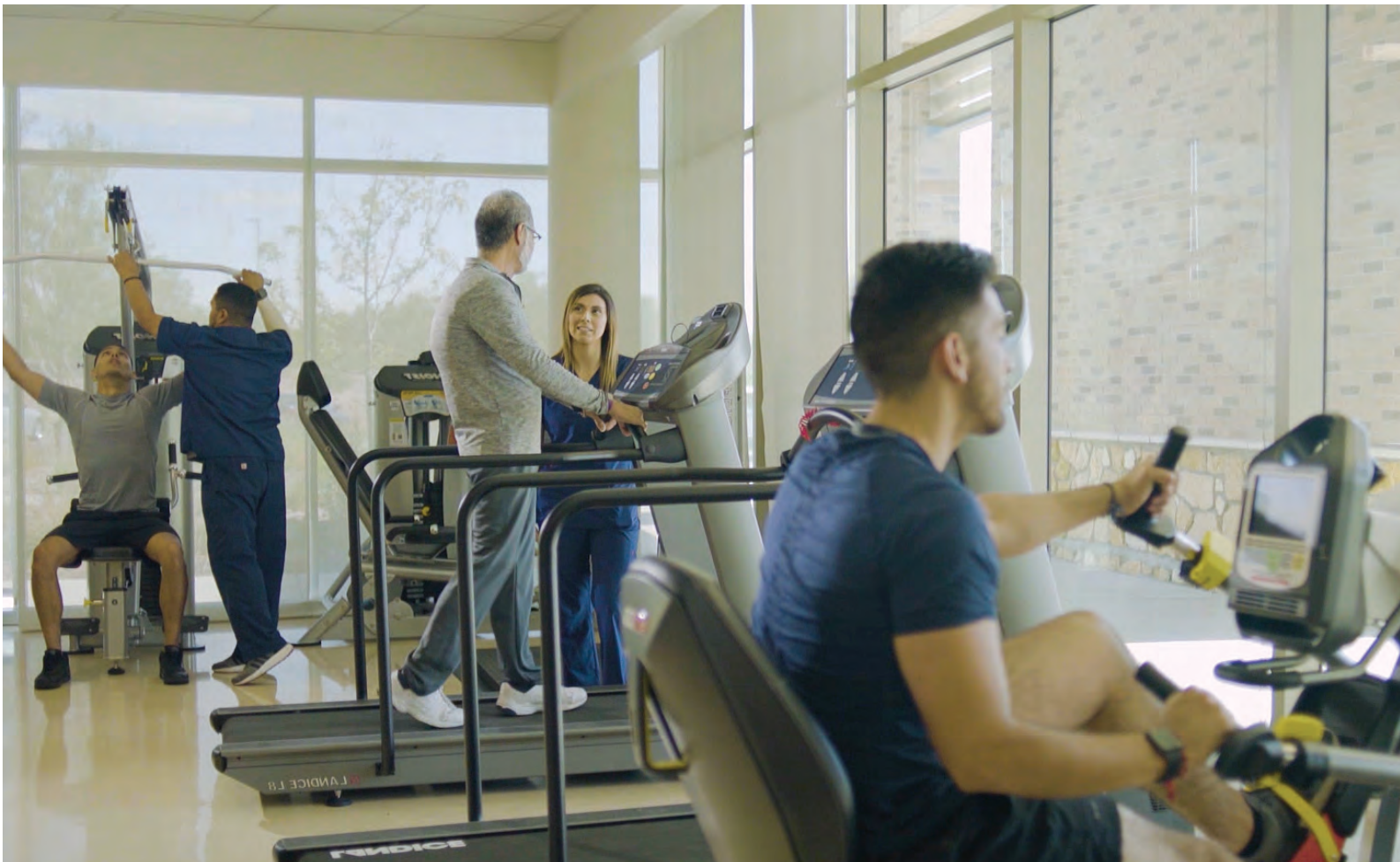
UMC’s East and West Outpatient clinics celebrated their first year in operation with concurrent celebrations on July 28. The entire community was invited to the celebration with birthday cake, a health fair and “Meet The Doc” sessions.



From top down and left to right: Lorena Natividad, Claudia Gerardo, Claudia Mercado, Annette Gomez, Ismael Rodriguez MD, Kim Martin, Blanca Ornelas-Delgado and Maria Zampini. Carmela Morales MD, Kim Martin and Ismael Rodriguez MD.

REHAB

UMC's Rehabilitation teams continued to grow patient volumes in 2018. At the UMC West Clinic, patient volumes reached 5,342 visits. Rehabilitation Services overall had an increase in visits compared to forecasts. In addition to providing high quality patient care, Rehab Services works closely with many departments to assist in the training of employees, medical students, nurses and residents.



AFFILIATIONS PROGRAM

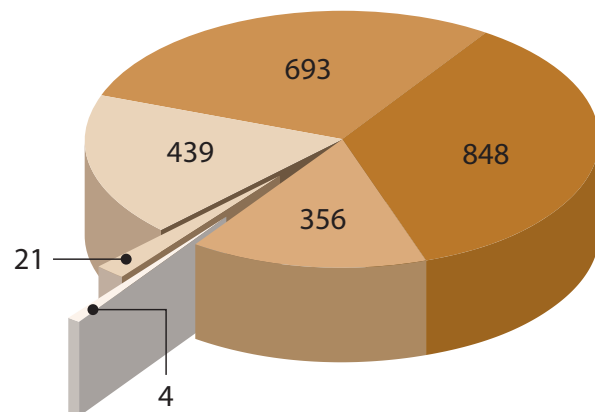
Educating our future healthcare providers is a priority for UMC. That is why our Affiliations Program continued to be so active in 2018. UMC's Student Affiliations Program works within the community to promote educational initiatives for local students to create a pipeline into healthcare professions.



In addition to the 2,400 students already in affiliated programs; this year the UTEP School of Pharmacy, UTEP College of Engineering and the UTEP College of Business Administration - Healthcare Management students started their educational experience at UMC and El Paso Health. These programs will expand the options for students and provide them with additional educational opportunities within the El Paso County Hospital District.

As part of our community research, this past year, we participated in three JobCon events and reached over 2,200 high school students.

Our student preceptors in the areas of nursing and allied health dedicated over 100,000 volunteer hours in developing our next generation of health care professionals. We support educational opportunities at every level, developing and recruiting future Associates.



FY18 Student Affiliations

- 439: Medical Students
- 693: Nursing (Graduate and Undergraduate)
- 848: Allied Health Programs
- 356: High School Students
- 21: Shadowing Program
- 4: Others

There were three JobCons held this year with over 2,000 ninth and tenth grade students attending. UMC's Affiliations works within the community to promote educational initiatives for local students and to create a pipeline for those interested in the health care professions.

MEDICAL STAFF SERVICES

UMC’s Medical Staff Services Department is often the first point of contact for incoming physicians and allied health providers seeking to obtain clinical privileges.

In 2018, this department moved many initiatives to include amendments and updates to UMC’s Medical Staff Bylaws/Rules & Regulations. In addition, they created and implemented a “physician portal,” to disseminate educational and regulatory information to providers. Also implemented were quarterly Lunch & Learn workshops for our physicians, offering them continuing medical education credits. This department continues to honor our physicians and host themed events showcasing their years of service, the induction of new medical staff officers and the addition of new providers to UMC’s family. They are the behind the scenes guardians of care for UMC by ensuring we have physicians with current credentials and qualifications necessary for providing quality healthcare at UMC.



Left to right: Claudia Almeida, Kathleen McAlarney, Yvonne Acosta, David Rayas, Judy Richey and Hilda Armendariz

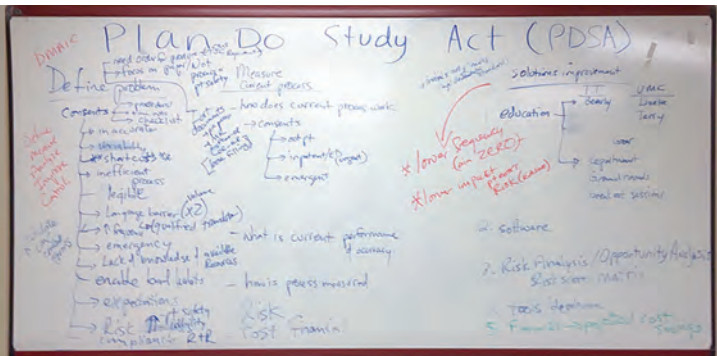
Medical Staff Services implemented quarterly physician Lunch & Learn workshops for physicians, offering them continuing medical education credits.



RISK MANAGEMENT

UMC’s Risk Management Team was successful in implementing a major initiative aimed at bringing uniformity while streamlining patient informed consent processes.

While working closely with our Texas Tech partners to bring this project to fruition we implemented our first Informed Consent Software. This software program will be used in all our neighborhood community clinics as well as at the main hospital. We provided extensive training on this software program to all our Texas Tech, UMC and private physician/allied health partners. Risk Management was also instrumental in bringing in our clinical partner, El Paso Children’s Hospital to endorse and implement this software within their organization. Dr. Veronica Greer served as our physician champion for this important project. At UMC, service and care for our patients is not only a healthcare provider solution, it is also a technological solution that includes constant improvement toward faster, more efficient care.



Dr. Veronica Greer served as physician champion for an initiative to standardize and streamline patient informed consent processes at UMC, Texas Tech and El Paso Children’s Hospital.

Terry Sanchez
Risk Management Manager



ENGINEERING

Formidable proactive participation in Engineering-related documentation and in Environment of Care provisions, significantly contributed to our recent success in our Joint Commission survey.

Our stellar documentation review by the Joint Commission was no coincidence. All Associates in the Engineering Dept. did their part; two examples are Marco Paz and Roberto Valadez. They attained recognition from The American Hospital Association as Certified Healthcare Facility Managers. This strengthened and prepared them to work with the rest of the department to better prepare for our inspection. This certification is only held by 5 individuals in all of the El Paso/ Las Cruces Healthcare Facilities.

UMC Engineering was recognized by El Paso Water Utilities (EPWU) with the prestigious Water pretreatment Excellence Award for 2018. The award reflects our continued commitment to excellence in regards to our community as it allows EPWU to ensure that treated waste water is going to be used in the best possible manner for the people of El Paso.



UMC'S MARCO PAZ AND ROBERTO VALADEZ ARE TWO OF ONLY FIVE CERTIFIED HEALTHCARE FACILITY MANAGERS IN THE REGION.

WOMEN AND TEEN CENTERS

Fiscal year 2018 saw the opening of five women and teen centers at UMC's Annex, East clinic, West clinic, Fabens clinic and Ysleta clinic.

Our first teen center opened February 2018 and all other sites were open to the public by April 2018. This program supports all women in reproductive age to help them with the process when they think they may be pregnant.



Rebecca Mendoza goes over a planning tool with a patient.

Maria Herrera is an example of great customer service. Her clients come from different parts of the city to visit her at Ysleta to complete their insurance applications and obtain UMC's services guidance.



LABOR & DELIVERY

February 2018 development of High Risk Maternal Transport Team and August 2018 Survey for Level IV Maternal Care Designation and application to Texas Department of Health Services for indicated designation.

The maternal level of care designation rules were adopted in the Texas Legislature in 2018 created new maternal levels of care, from I to IV, with IV being the highest level of care to be provided for a high-risk pregnancy client. UMC staff are showing they have the skill and experience to meet the standards of care for the highest level of care.

From left to right: Claudia Gonzalez, Gloria Delgado, Estrella Vega, Martha Rios, Leslie Pierce, Alicia Atilano, Juana Villagran, and Lorena Cuellar



NURSERY

On Feb. 8, 2018 Well Baby nursery received Level I Neonatal Facility Designation by Texas Department of State Health Services.

During the 83rd Legislative session for Texas, a new designation, the Hospital Level of Care Designation for Neonatal and Maternal Care, was adopted. These new neonatal level of care designation rules helped develop higher standards of infant care while also developing a new eligibility requirement for Medicaid reimbursement.



Loretta Manriquez, Lactation Consultant, provides support for us to continue as a baby-friendly hospital, which had a big influence in our designation



LEVEL I TRAUMA

From encouraging youths to stay away from drugs and alcohol, to preparing people for traumatic injury with tourniquet application training, this department is reducing the amount of injuries and potential deaths due to accidents and substance abuse.

One of the more proactive care departments in UMC is our Trauma Services Department. Some of the highlights for this department included:

- Grants received, funding programs on the topics of water safety and child passenger safety.
- Community strategies focused on three prevention priority topics: underage drinking, marijuana prevention, and prescription drug abuse/misuse prevention.
- Stop the Bleed Training to 1,299 UMC and El Paso Community Members.
- Six billboards, three English and three Spanish, were strategically placed in zones the El Paso Police Department crime map prioritized as areas most impacted by crimes attributed to illicit drugs & gang violence.
- This is the second year the Rio Grande Safe Communities Coalition has partnered with the El Paso Police Department Gang Unit to conduct this community policing campaign to advocate for residents to take an active role in community safety & to demonstrate welcomed support of EPPD to proactively address crime prevention and suppression.

For more than 100 years, UMC has been working to heal the injuries suffered by El Pasoans. UMC's Trauma Services Department will work hard to keep more of those injuries from occurring in the next 100 years.



Kathlyn Sanchez, Trauma Services coordinator demonstrates the proper application of a tourniquet on Maria Delgado during a Stop The Bleed training.

PHARMACY DEPARTMENT

Pills, sprays, ointments, and thousands of other medications are typical of pharmacies, however the inpatient and outpatient pharmacies at UMC’s main campus and community clinics dispensed enough medication in 2018 to serve a small city, all by themselves.

The Joint Commission’s 2018 survey was very complimentary of our pharmacy and noted its Antimicrobial Stewardship Program and the Home Infusion Therapy programs. The coordination between the two programs significantly benefits the patients and hospital. The Home Infusion Therapy Service is offered to patients that have no insurance and need long term Intravenous therapy. Without this service, most of these patients would remain in the hospital. The pharmacy oversees and coordinates this program and serves an average of 25 patients at all times.

Being able to provide this service means that these 25 patients can be home with their loved ones and those 25 beds are available for other patients. The Antimicrobial Stewardship Program was surveyed for the first time this year and focuses the entire hospital on appropriate use of anti-infective drugs.

While other hospitals and drugstore pharmacies continue to serve El Paso, UMC’s pharmacy services are far-reaching, complex and always looking for ways to better serve El Paso’s patients.

Priscilla Perez hands a prescription to a patient at UMC East’s outpatient pharmacy.



WEST TEXAS REGIONAL POISON CENTER

There's a reason why our region looks to UMC's West Texas Regional Poison Center for help when there has been a suspected poisoning or bug bite: They know how to help and save lives.

The poison center was once again fully accredited as a regional poison center, marking 21 years of exemplary accreditation and service.

Every year, the center handles tens of thousands of calls from throughout the region and State regarding poisonings, insect bites and other toxic events affecting patients. One such situation included the Arizona Bark Scorpion – its venom is a potent neurotoxin that immobilizes its prey. In humans, it may cause immediate stinging & burning at the site, severe pain, loss of muscle control, vomiting, roving or abnormal eye movements, slurred speech, respiratory distress, excessive salivation, frothing at the mouth, and airway obstruction.

This Spring, our Poison Center team responded to a call about a scorpion sting in which the patient had a very severe reaction not normally expected with the various scorpions found in the Chihuahuan Desert. The team immediately responded and in addition to helping the affected patient, potentially saved many others in the affected neighborhood from being stung.

Fortunately, our poison center's specially trained and bilingual staff of nurses and pharmacists is available 24/7 at 1-800-222-1222 to help answer questions regarding any bite or sting in order to guide the patient and their caregivers to the most appropriate treatment – at home, in the doctor's office, or in any hospital emergency room.



ARIZONA BARK SCORPIONS
CAN GLOW GREEN WHEN
SEEN UNDER UV LIGHTING

CENTER FOR DIAGNOSTIC & ADVANCED ENDOSCOPY

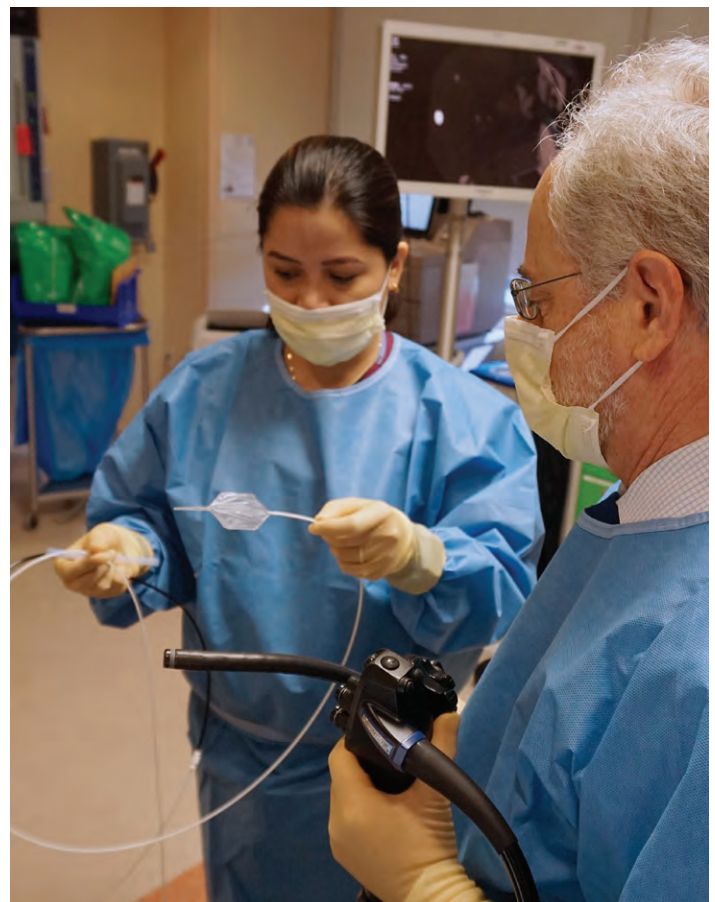
One of the most exciting areas of innovation and excellence at UMC is the Center for Diagnostic & Advanced Endoscopy. Every year, this department serves thousands of patients and contributes to the saving of many lives through early diagnosis of serious illnesses, such as colon cancer.

Our staff was recognized with the Excellence in Professionalism Award 2018 from the American Board of Certification for Gastroenterology Nurses.

This award is given to facilities where 50% or greater of the nurses are certified in gastroenterology. Currently we have eight nurses certified in gastroenterology.

We are collaborating with Texas Tech in the participation of the Phase II Trial Evaluating the safety of intratumoral injection of nanopac in subjects with locally advanced pancreatic adenocarcinoma. In this study, we are injecting Paclitaxel, a chemotherapy agent, directly into a pancreatic tumor. The objective of the study is to evaluate the safety and tolerability of NanoPac injected directly into pancreatic cancer by endoscopic ultrasound-guided injection.

UMC is 1 of 5 hospitals included in this nationwide study. The Endoscopy team developed a protocol for the safe handling of chemotherapy during the guided injection of NanoPac. The protocol was a joint collaboration between Advanced Endoscopy nurses, pharmacy department, materials waste management, and the physician performing the procedure, Dr. A. Mendoza-Ladd. Our first patient received NanoPac injection in August 2018. Through innovation and adherence to a standard of excellence, UMC's Center for Diagnostic & Advanced Endoscopy reached higher standards of care for El Paso in 2018.



Top picture: Lourdes Naval and Marc Zuckerman MD
 Bottom picture: Cesar Garcia MD and Ceci Martinez-Galindo

ULTRASOUND DEPARTMENT / RADIOLOGY

Our Radiology Department is a cornerstone to the success of our hospital during 2018. UMC became an accredited Level I Stroke Center in March. An important factor in the accreditation process was the ability to order and complete Transcranial Doppler Studies on a 24/7 basis.

The collaboration between UMC and Texas Tech University Health Sciences Center proved to be crucial to the success of the Ultrasound and Radiology department in 2018. Working with Texas Tech, ordering physicians built trust and improved communication with our sonographers.

The Nuclear Medicine Department partnered with Texas Tech by presenting both an oral presentation and a poster for the national conference. UMC was represented by Kenneth Dominguez R.T. (R)(N) during the oral poster review.

Meeting all State radiology requirements proved beneficial to the clinics.

The Ultrasound Department began collaboration with Neurology in 2017. A lead sonographer and two lead Neurology Physicians ensured 100 percent compliance with the new requirements of all staff by March 2018. UMC's Radiology team ranks as the most skilled and able to make great strides for El Paso's patients in need of superior healthcare.

Brooke Lockridge performs an ultrasound on a patient.



ASSOCIATE TESTIMONIAL

Iliana Fernandez, RPFT

"Is the best in providing excellent customer service. Even the most difficult patients that roar like a lion in some cases, become a lamb in per presence. She has the skill to make patients feel comfortable and highly important. If you ever get a chance to see her do a PFT test, you will be highly impressed, and her teaching skills are even more amazing and how easy she explains what she does for the patients during the test session."

-Raul Jara, BS, RRT
Director of Respiratory Care & Neurodiagnostic Services



PATIENT TESTIMONIAL



August 4, 2018

University Medical Center
 4815 Alameda Ave
 El Paso, TX 79905-2705

To Whom It May Concern,

I would like to offer my sincere thanks and gratitude to the wonderful staff of the University Medical Center in El Paso, TX starting with the emergency room staff, the Rapid Response Team, MRI gentleman, TEE staff and the all the doctors and nurses who gave great care to my mom [redacted] all the way down to the friendly cleaning staff who would come even when it wasn't on their schedule.

I wish I could remember all the names but the ones that stood out and took gentle patient care and made my mom smile were Perla, Rafael, Hector, Lupe, and Anna.

My mom was there from Sunday, July 29 – Friday, August 3rd. Melissa the social worker did a nice job of keeping us informed of our options and transfer of her long-term stay at another facility.

God Bless You all for the wonderful work you do to help keep people alive, preserve their dignity and quality of health during their stay.

Sincerely,

Rebeca Rivera
 A Grateful Daughter





The year was full of exciting Associate activities! The Rewards and Recognition Committee coordinated fun and entertaining hospital events. Associates put their creativity and craftsmanship to work with our annual pumpkin carving and Halloween costume contests, we walked among the animals with UMC's Day At The Zoo and celebrated all of our "Big Deal" Associates at our hospital week celebration.





EL PASO CHILDREN'S HOSPITAL

2018 Vital Statistics at a Glance:

Pediatric Beds: 122

Employees: 600

Credential Physicians: Over 300

Pediatric Sub-Specialists: Over 40

Avg. Daily Census: 55.5

Patient Days: 20,241

Inpatient Cases: 906

Inpatient Admissions: 3,599

Outpatient Cases: 2,387

Emergency Department Visits: 21,769

Radiology Procedures: 29,805

Inpatient:

Hematology/Oncology Admissions: 585

Lab Tests: 107,029

Rehab Services: 3,928

Respiratory Tests: 92,363

Pharmacy Doses: 375,863

Operations and Procedures: 3,293

Outpatient:

Hematology/Oncology Clinic Visits: 6,856

Lab Test: 213,471

Rehab Visits: 7,358

Respiratory Treatments: 96,303

Operational Success Stories:

- El Paso Children's Hospital Receives \$1 Million Dollar Gift to Endowment Fund and name Level IV NICU for Laura and Pat Gordon and Family
- Launch of El Paso Children's Physician Specialists with Dr. Spurbeck
- Partee for a Purpose first of its kind in El Paso raising over \$300,000
- Wall of Heroes – first hospital to have pediatric donor wall in El Paso
- New website and marketing launched

Accreditations:

- The Joint Commission Hospital Accreditation occurred October 2017 (granted for 3 years)
- The College of American Pathologists (CAP) occurred June 2018 (granted for 2 years)
- The Joint Commission Accreditation Blood Gas Lab occurred September 2018 (granted for 2 years)
- The prestigious American Diabetes Association Education Recognition Certificate for quality diabetes self-management education and support services was awarded on June 2018 to the ZACHARY BOWLING PEDIATRIC OUTPATIENT DIABETES EDUCATION SERVICES at EL PASO CHILDREN'S HOSPITAL. This certificate assures that the education services meet the National Standards for Diabetes Self-Management Education and Support.



UMC FOUNDATION

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. The Foundation provides funds for medical equipment, program support and family care grants to improve patient care.

Some highlights include:

Monthly El Paso Health Car Seat Safety Inspections at UMC's Outpatient Clinics

Sobreviviendo El Cancer Grants

\$5,000 from the Rio Grande Cancer Foundation

\$20,000 from the Moleen Foundation

\$20,000 from the Blue Bell Foundation

Equipment Funded

Echosense Fibroscan - \$123,375

Belmont Rapid Infusers - \$91,950





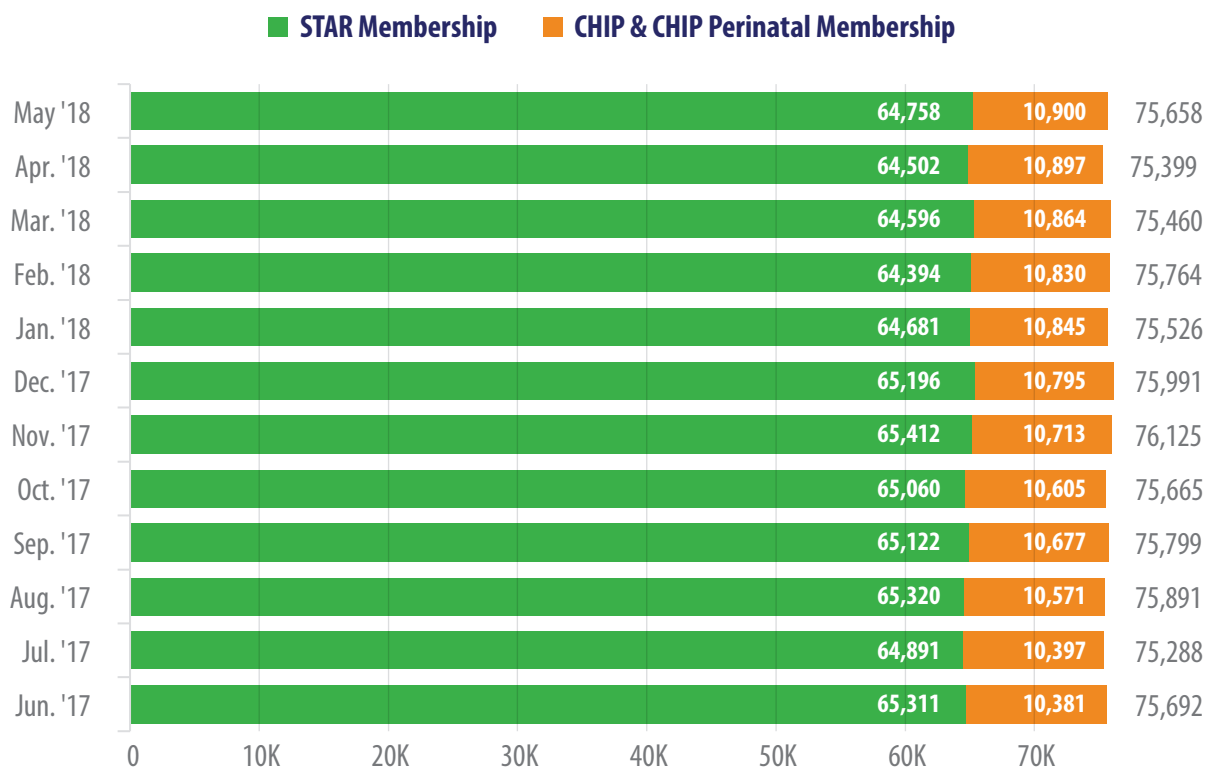
THROUGH CORPORATE, INDIVIDUAL AND PRIVATE FOUNDATION GRANTS, THE UMC FOUNDATION'S SOBREVIVIENDO EL CANCER PROGRAM HELPS CANCER PATIENTS THROUGH THEIR CARE REGIMEN'S FINANCIAL AND EMOTIONAL IMPACT.

Jeremiah Davis an RN at UMC's Infusion Center provides a daily treatment to a patient.

EL PASO HEALTH

El Paso Health 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.

El Paso Health Total Membership by Health Plan



El Paso remains the leader in providing access to Medicaid programs for El Pasoans.



BACK TO SCHOOL LWU

- Over 3,000 attendees
- Event was managed by El Paso Health staff and their families
- Over 40 local community partners provided health screenings, school supplies and health information
- Provided 200 Food Pantry bags
- Featured face painting, games and more



El Paso Health

HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.

The best in SERVICE, TEAMWORK, ACCOUNTABILITY, RESPECT and SAFETY

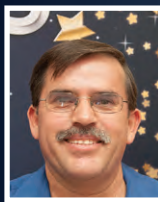
UMC STARS



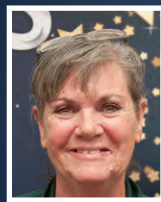
1ST QUARTER 2018



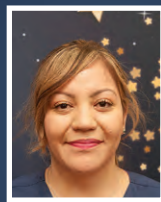
Ana Aguirre



Jose Caldera



Sharon Hoobler

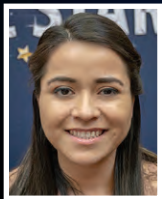


Cathy Huerta

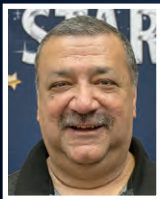


Angel Valtierra

2ND QUARTER 2018



Erika Alca



Osvaldo Alvarez



Linda Berry



Javier Flores



Jeremy Ramirez

Every quarter, UMC recognizes its Shining S.T.A.R.S. Associates, those who go above and beyond their duties and exemplify excellence in Service, Teamwork, Accountability, Respect and Safety.

3RD QUARTER 2018



Linda Aguilar



Art Flores



Daniel Martinez



Rita Martinez

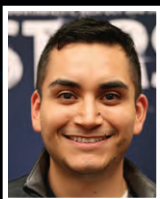


Jesus Rios

4TH QUARTER 2018



Juanita Gavilanes



Kevin Guerrero



Christopher Hooten



Jocelyn Medina



PATRICIA PEREZ
- LICENSED NURSING ASSISTANT
- MEDICAL UNIT

Patricia Perez

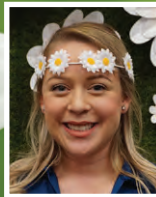
2018 DAISY AWARDS

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.

JAN. '18



Dayna Valdez
RN, BSN

FEB. '18



Estrella Vega
RN, BSN

MAR. '18



Johanna Gallardo
RN, BSN

APR. '18



Lydia Dominguez
RN

MAY '18



Jeremae Fajardo
RN, BSN, CVN

JUN. '18



Claudia Mendoza
RN, BSN

JUL. '18



Claudia Mendoza
RN, BSN

AUG. '18



Estrellita Hernandez
RN, BSN

SEP. '18



Jaqueline Mauer
RN, BSN

OCT. '18



Raquel Garibay
RN, BSN

NOV. '18



Hugo Corral
RN, BSN

DEC. '18



Ivan Torres
RN, BSN

VOLUNTEER SERVICES

Volunteers are an integral part of UMC. Whether it be greeting a visitor, putting up holiday decorations, or assisting within a department, Volunteers are a valuable resource!

Last year a combination of 22,561 hours were volunteered at UMC and is equivalent to \$482,616.74 in donated time!

Adult	11,640 hours
Junior	7,077 hours
Pastoral Care	3,590 hours
Pet Therapy Program	84 hours
UMC Employee.....	169 hours

Adult Volunteer hours increased by 725.03 hours this year, the Junior Volunteer hours increased by 32 hours this year and Pastoral Volunteer hours had an increase of 27 hours.



There was some Volunteers that went above and beyond to make a difference in a patient's or Associate's life. Pictured are some of our Volunteers at our Volunteer Awards Luncheon.



The total Junior Volunteer hours increased by 32 hours this year.



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MEDICAL CENTER
OF EL PASO

UMCELPASO.ORG