



TO OUR COMMUNITY

As the premier academic healthcare system in the Paso del Norte region, the El Paso County Hospital District ensures access to high quality healthcare services that improve the health and well-being of residents throughout the borderland. 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. Throughout 2019, the El Paso County Hospital District served the Borderland with excellence, pride and compassion. Whether it was through our response to the mass shooting on Aug. 3rd or through constant communication and partnership that pulled our District ever closer, making us more effective and efficient.



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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Ricardo A. Samaniego, County Judge



Carlos Leon, Commissioner Precinct 1



David Stout, Commissioner Precinct 2

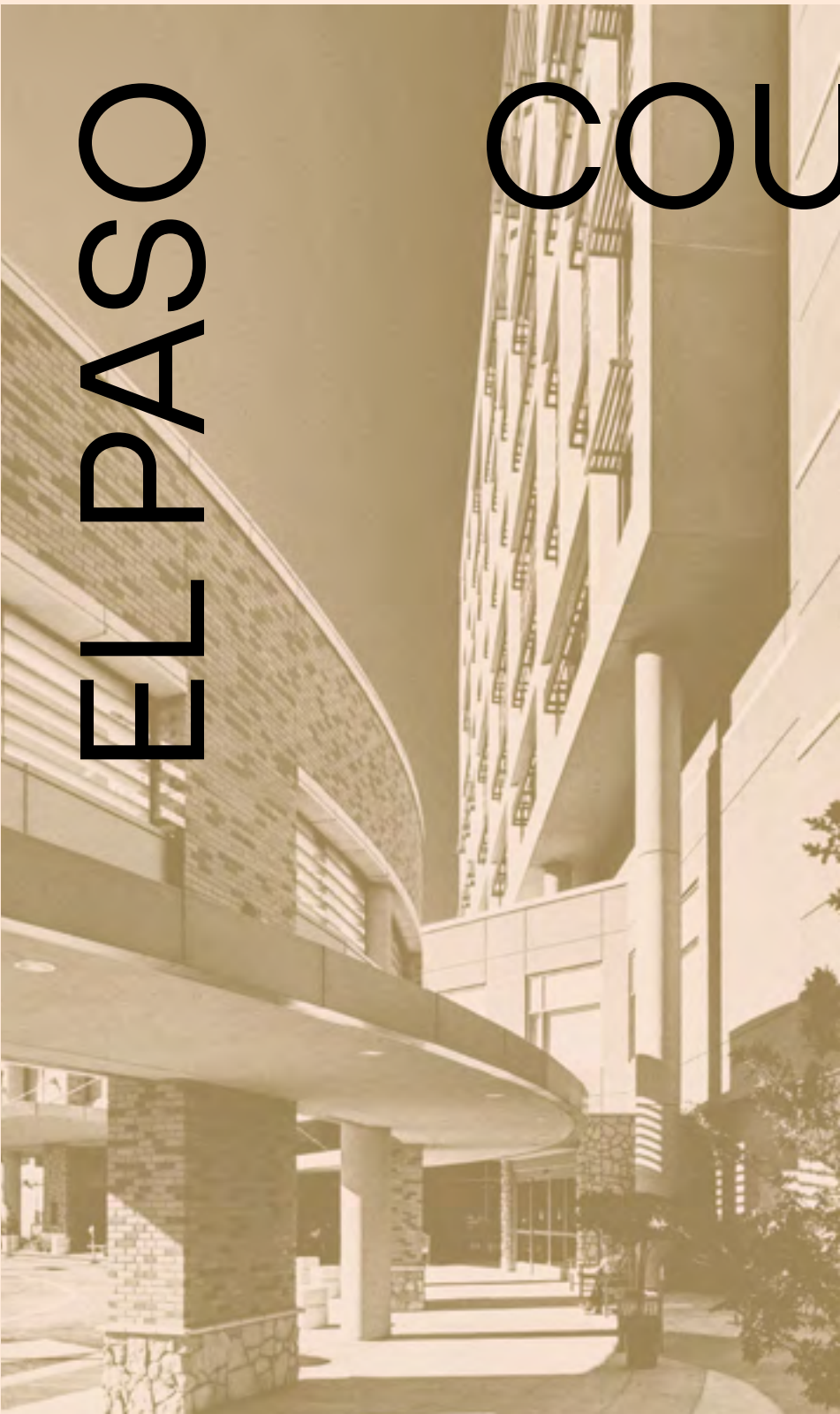


Vincent Perez, Commissioner Precinct 3



Carl L. Robinson, Commissioner Precinct 4

El Paso County Commissioners



EL PASO

COUNTY

HOSPITAL

DISTRICT

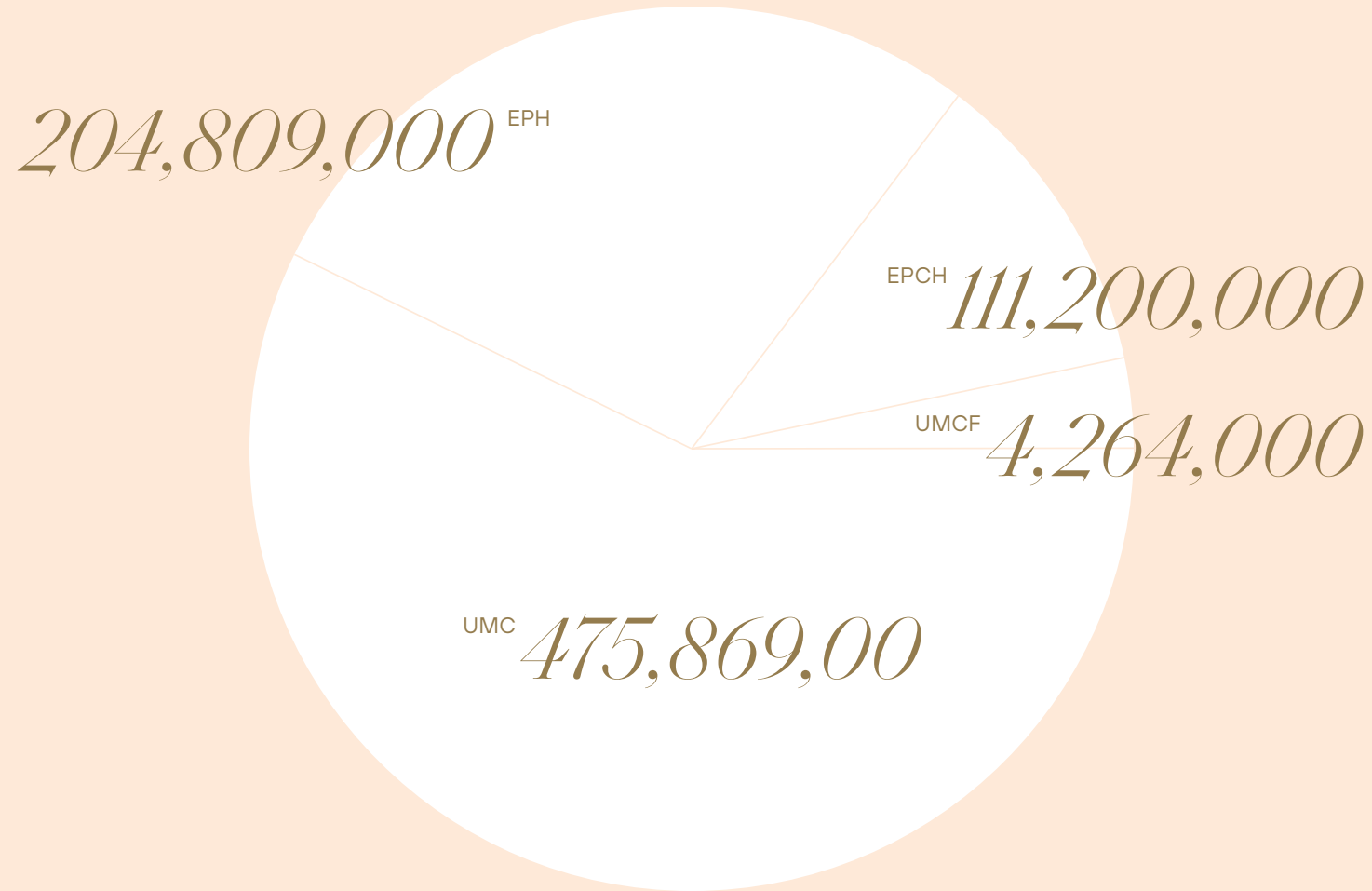


Vitals

- 10 Outpatient Clinics
- 476 Licensed Beds
- 747 Licensed Physicians
- 3,575 Employees
- 19,761 Admissions Annually
- 11,678 Surgical Procedures
- 4 million+ Inpatient Prescription Doses
- 1,916,933 Lab Tests
- 63,095 Rehab Visits
- 89,577 ER Visits Annually
- 892,282 Outpatient Visits

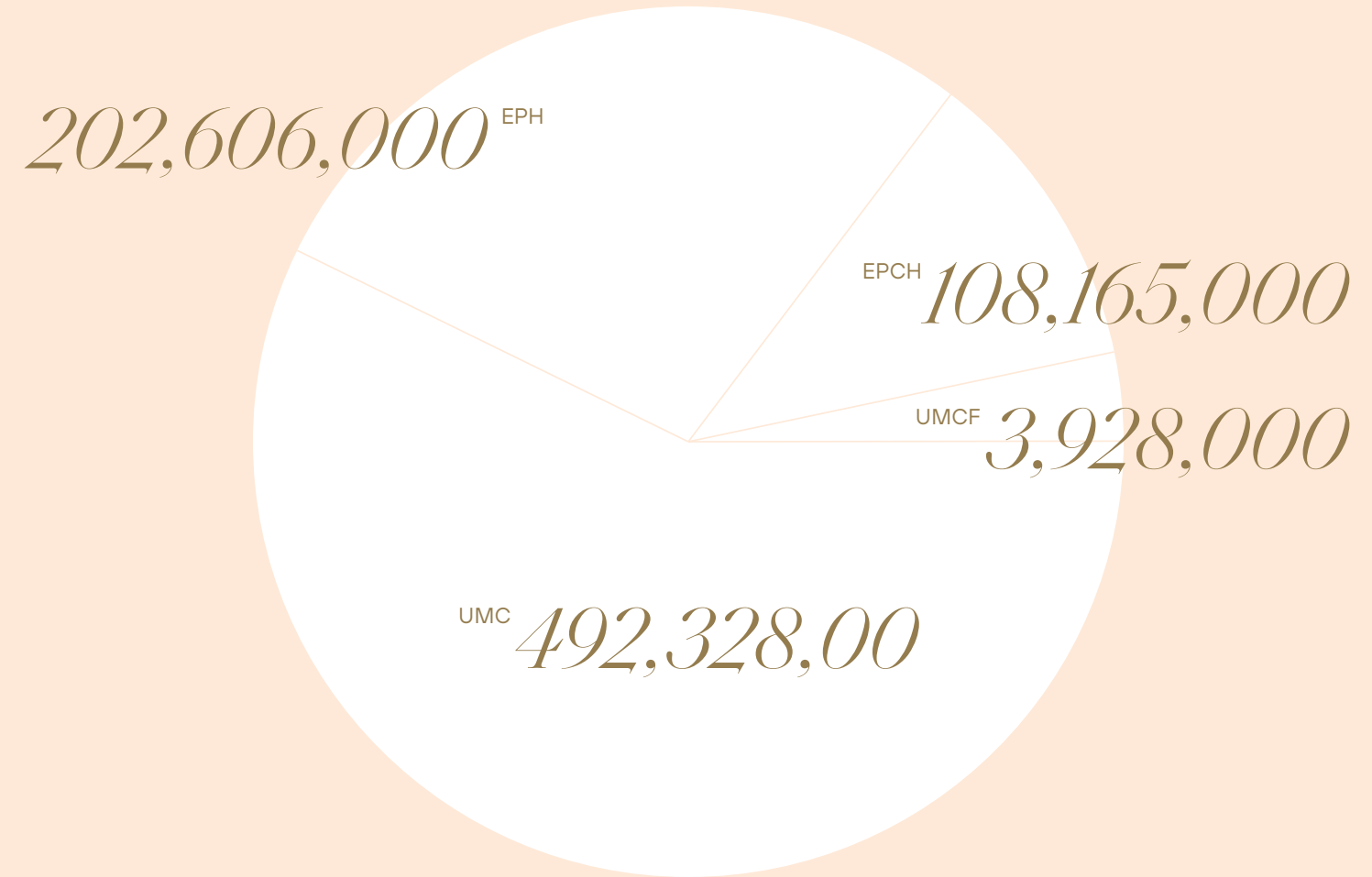
Financial

Summary



TOTAL REVENUE FY'19
\$796,142,000

Fiscal 2019 was a year that saw tremendous growth and opportunity for the El Paso County Hospital District.



TOTAL EXPENSES FY'19
\$807,027,000

Admissions growth at University Medical Center of El Paso climbed 12.1 percent from 2018. Our average daily census jumped 12 percent from 2018, while surgery cases increased 15 percent from 2018.

This is primarily attributable to our community reaching out to our hospital when they have many options available. This has substantially increased our overall strength in the El Paso market.

UNIVERSITY

MEDICAL

CENTER



Vitals

- 9 Outpatient Clinics
- 354 Licensed Beds
- 479 Licensed Physicians
- 2,900+ Employees
- 15,726 Admissions Annually
- 2,718 Births
- 8,050 Surgical Procedures
- 705,000 Outpatient Prescriptions
- 3.5 Million Inpatient Prescription Doses
- 1,675,00 Lab Tests
- 55,980 Rehab Visits
- 64,397 ER Visits Annually
- 3,122 Trauma Admissions
- 885,230 Outpatient Visits
- 200,045 Imaging Procedures
- \$263 Million Net Patient Revenues

A Message From The UMC Board Chair.



Most Americans, in cities around the country, share a common need for high-quality healthcare. During 2019, our Board of Managers sought to ensure that El Pasoans have access to the highest level of healthcare available, made possible by approving new programs, building new facilities and supporting the leadership team's initiatives at University Medical Center of El Paso.

There was once a time when hospitals had similar levels of expertise and facilities were generally the same, regardless of where you were treated. Those days are gone. Today, healthcare must be fiscally sound while always striving to acquire the best equipment, highest national designations and most advanced specialization of physicians.

This year proved to be a time when UMC not only attained the highest levels of designation and expertise in our city, but showed the nation that El Paso is home to a regional beacon of healthcare excellence. It was heartening to see

Jacob Cintron, UMC President & CEO, directing operations from the very first moments following the notification of mass casualties. UMC's Scherr-Legate Level 1 Trauma Center proved exactly why it earned that level of designation on a day that called for the best doctors, nurses, techs and other staff to respond, putting their expertise and experience to work, saving lives while using the most advanced equipment in our city.

UMC, along with its partners at El Paso Children's Hospital and Texas Tech University Health Sciences Center El Paso, did not waver and did not falter.

They proved that sound leadership, expert and specialized physicians and nurses, equipped with the best resources, along with ongoing training have forged an example of healthcare excellence that sets the example for other cities and hospitals to follow for years to come.

Thank you, to everyone at UMC, for always being ready. On behalf of our Board of Managers and our City of El Paso, in 2019 you made us proud.

– Henry Gallardo
Chair, UMC Board of Managers



James Stephen Degroat, Vice Chair



Joy Martinez, Board Secretary



Carmen Arrieta-Candelaria, Member



Iliana Holguin, Member



Jim Volk, Member



Miguel Fernandez, Jr., 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.

UMC Board of Managers



A Message From The President & CEO.



When most of our hospital left for home at the end of the day on Aug. 2, we began what we thought would be another peaceful El Paso weekend. The next morning however, will be remembered by our entire city, quite likely, for the rest of our lives. Our physicians, nurses, techs and all other Associates of our hospital responded to the tragedy of Aug. 3 with professionalism, a sense of urgency and a level of excellence that proved their ability and high level of training. They are the best our city has in healthcare.

I shared these comments with our hospital shortly after the tragedy, and I am so grateful that our hospital has such a high level of compassionate, professional and dedicated healthcare providers and support staff. Our partnership with Texas Tech Physicians of El Paso, El Paso Children's Hospital, and El Paso Health

was seamless. On that day, Aug. 3, we had one mission, to provide the very best care to everyone impacted by this tragedy. While this annual report will provide a snapshot of some of our services while providing our community a look at our growth, this year will forever be remembered as the year that our

community, our hospital, our Associates remained strong and resolute in the hours and months following that August morning.

Across our District, this is a year that we can all be proud of. Our level of care and quality is second to none in our city. It is something to reflect on with pride. It is not difficult to imagine the high level of pride I have leading our hospital, and the great people we have here.

– Jacob Cintron
UMC President & CEO



Maria Zampini, Chief Operating Officer



Lorena Navedo, Chief Admin. Officer



Michael Nuñez, Chief Financial Officer



Cathy Gibson, Chief Compliance Officer



Omar Villa, Chief Legal Officer



Ray Davis, Chief Information Officer



Joel Hendryx, Chief Medical Officer



Jon Law, Chief Strategic Officer



Roxanne Weisendanger, Interim CNO

UMC

Senior
Leadership Team

Electrophysiology Lab: The UMC Heart Rhythm Clinic



In 2019, UMC and El Paso welcomed the most advanced cardiac electrophysiology lab in the region, known as the UMC Heart Rhythm Clinic.

El Paso County Hospital District

Advancements In Care: Heart Rhythm Clinic

Our Heart Rhythm Clinic provides state-of-the-art heart rhythm management services including advanced catheter ablations of atrial fibrillation and ventricular tachycardias to cardiac device implantation and management of defibrillators and pacemakers.

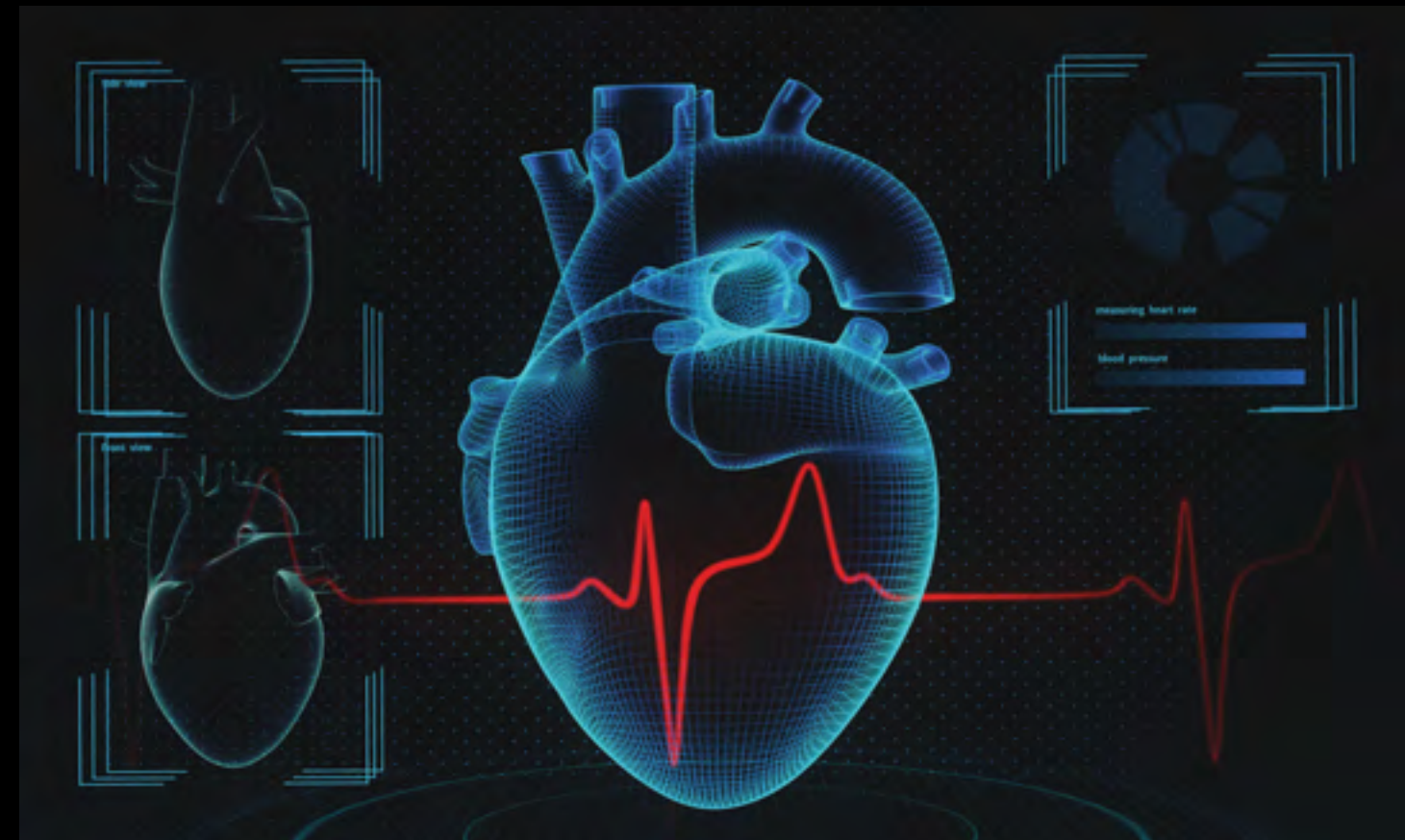
Both Dr. Zainul Abedin and his son

Dr. Moeen Abedin, with 40 years of combined experience, believe in a multi-disciplinary approach to achieve the best patient outcomes.

Throughout our lives, our hearts beat to their own rhythm. When our hearts beat out of rhythm, serious complications can occur, in young and old alike.

In El Paso, there's now a place that helps you keep the beat, every time.

The future of heart care has arrived with state of the art advanced technology and specialized cardiac physicians at UMC.



Information Technology Upgrade



Imaging Department

...our Radiology Department was again a pillar in the hospital's continued technological advancement...

In 2019, our Radiology Department was again a pillar in the hospital's continued technological advancement throughout the region and healthcare industry. In order to ensure hospital staff were well trained and in pace with advanced equipment at the hospital,

the Radiology Department started a new educational program for all Associates, to provide free training required to renew medical licenses and certifications while ensuring greater efficiencies for imaging and overall Radiology patients.



UMC Imaging oversees multiple functions and areas of expertise.

On June 1, UMC implemented nine new systems with major enhancements to other systems.

2019 IT ENHANCEMENTS

A new Registration System

A new Ambulatory System

A new Scheduling System

A new Case Management System

A new OB system

A new Document Imaging System

A new Radiology System

A new Patient Accounting System

Ultrasound Expertise Advancements



Each UMC Main Campus Sonographer completed the Advanced Teaching and Assessment in Clinical Simulation training through Texas Tech University Health Sciences Center El Paso.

The MRI department expanded its services to provide around-the-clock coverage. This allows the physicians to have faster access to MRI services in order to provide more focused diagnosis. It also allows patients to get an MRI appointment faster than before.

Mammography



Another advancement included the implementation of the Savi Sonar Seed. This is significant to the community because UMC is the only Breast Imaging Center in El Paso that uses the Seed for procedures. The physician and the patient benefit because each patient is prepped ahead of time for the procedure, so delays are minimized or eliminated entirely.

The Seed can be placed in the patient days or months before the actual procedure. Patients do not have to sit in the operating room with the traditional wire in their breasts.

CT (CAT Scan) Department



The CT department began using specialized equipment that allowed advanced brain scanning to show which areas of the brain are adequately supplied with blood.

CT (CAT scan) department installed a brand new Siemens CT Edge. Along with the new CT unit, the hospital also began performing CT Guided Cryoablation Therapy. The procedure is a less invasive surgery for many tumors (Kidney, Bone, Liver, Breast, etc.) which can be performed on an outpatient basis. This provides patients with fewer post-surgical complications and better outcomes.

Viz.ai is a data-driven artificial intelligence system that was implemented in 2019, which automatically detects large vessel occlusions (blockages) and synchronizes care by alerting doctors early.

This advanced system provides very fast results to physicians for patients undergoing a stroke. This decreases the time it takes to identify if and where a stroke is happening, providing faster care and potentially more saved brain tissue.



Clinical Laboratory



During 2019, the lab underwent a CAP Survey. This is an inspection of our ability to conduct laboratory services from the College of American Pathologists. The inspection was highly successful. This was soon followed by the lab acquiring more of the latest and greatest in Microbiology technology. This adds to the current high level of equipment and expertise in the department.

CAP (College of American Pathologists) is the gold standard when it comes to laboratory accreditation. Being CAP accredited signifies that the laboratory has met strict standards in patient lab safety and quality.

The acquisition of the Bruker MALDI-TOF (Matrix Assisted Laser Desorption/Ionization-Time of Flight) Biotyper has the capacity of identifying an organism within two minutes. This is a great tool that allows physicians to modify or even discontinue antimicrobial treatment on patients.

The Phoenix M50 for Antimicrobial susceptibility testing has the ability to confirm Multi Drug Resistant Organisms, which are emerging in our community, within 16 to 18 hours of testing. This eliminates the need to forward to Reference lab for confirmation, as was done in the past. New blood culture instrument, BACTEC FX, will allow us to save money on biohazard waste since we will be using plastic instead of glass bottles. This has the potential to significantly minimize hospital length stay.

Hundreds of thousands of tests take place every year at the Clinical Laboratory. UMC's laboratory is the lead laboratory in healthcare in El Paso...

University Medical Center of El Paso's Clinical Laboratory is what some would consider the heartbeat of healthcare in the hospital. Decisions by physicians and staff are based on results from the Clinical Laboratory. UMC's laboratory is the lead laboratory in healthcare in El Paso, with

some of the most advance equipment and procedures in the industry. Hundreds of thousands of tests take place every year at the Clinical Laboratory. Other hospitals and physicians in El Paso rely on our lab for fast, accurate tests for their patients, as well.

Rehabilitative Services



University Medical Center of El Paso's Rehabilitative Services Department provides physical therapy, occupational therapy, and speech-language pathology services to patients with impaired mobility, communication, or difficulty doing daily activities. The department also works with

disabled individuals to help them attain maximum function and independence. Our team of experienced, licensed therapists is dedicated to providing high quality, comprehensive rehabilitation to both inpatients and outpatients

with a variety of diagnoses. We offer rehabilitation for patients suffering from traumatic injuries; orthopedic and neurological conditions; hand injuries; wounds and burns; work-related injuries; sports injuries and many other conditions.

During 2019, the Rehab Dept. was active in the El Paso Community, working closely with local sports teams, schools and clinics.

Also during the year, Rehab staff continued advancements in their knowledge base, with increased education and certifications: Certified Wound Therapists, Wound Care Certified, Stroke Certified Therapist.



UMC Rehab Services are located throughout El Paso:

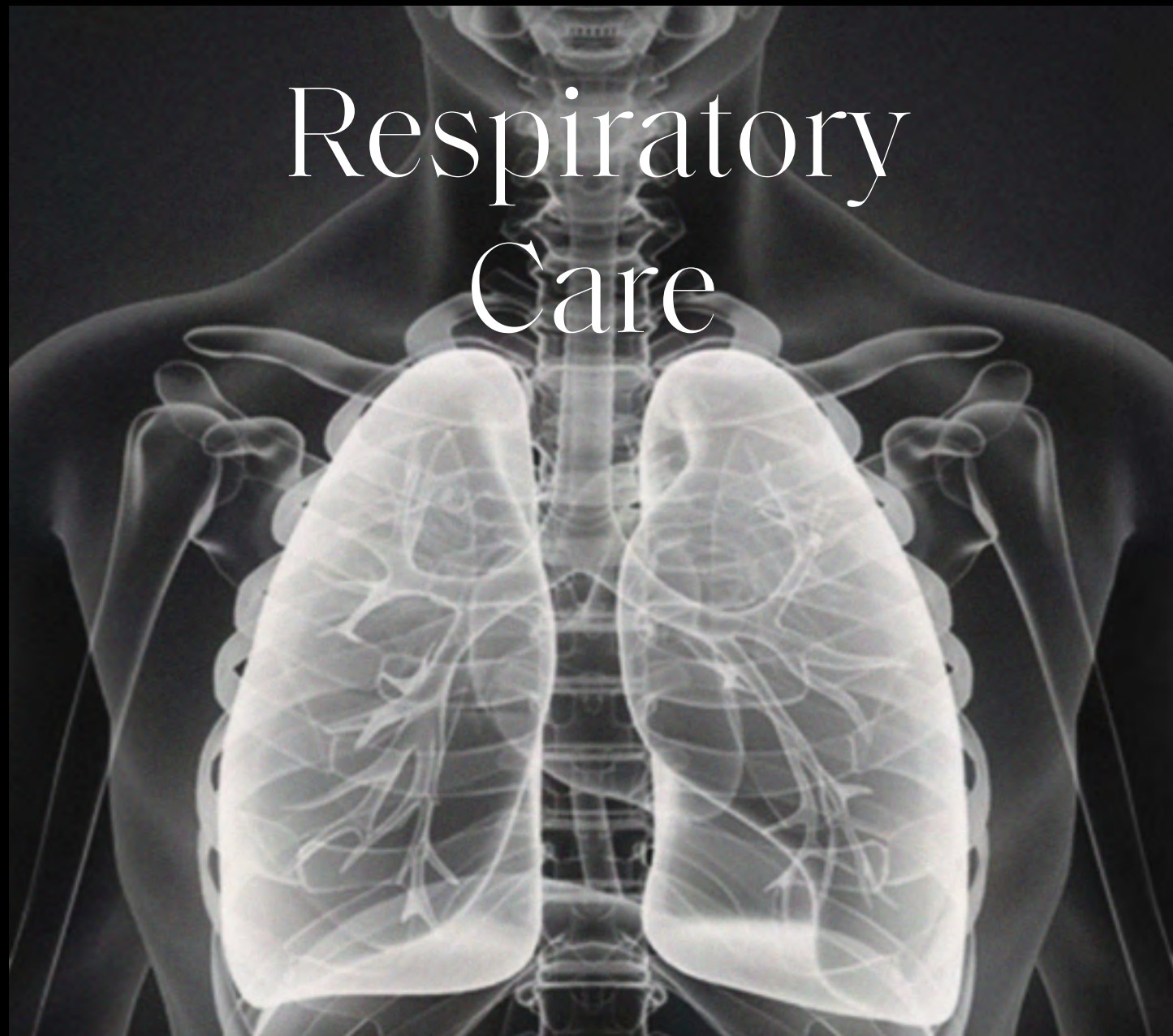
University Medical Center

UMC - Northeast

UMC - West

UMC - Rehab Eastside

Respiratory Care



Respiratory Care Services at University Medical Center of El Paso are provided to patients of all ages groups and are available 24 hours per day, seven days per week. These services are provided in multiple patient care settings, including critical care, delivery room, emergency department, inpatient, outpatient and

diagnostic lab settings. Respiratory Care is specifically focused on the assessment, treatment, management, control, diagnostic evaluation, education, and care of patients with deficiencies and abnormalities of the cardiopulmonary system, using many advanced therapies.

During 2019, more Respiratory Therapists have become ACCS (Adult Critical Care Specialist) certified.



During 2019 more Respiratory Therapists have become ACCS (Adult Critical Care Specialist) certified.

This signifies advanced knowledge and skills regarding the adult critical care setting.

The department is working to become the first and only department in the city with all certified staff.

Our respiratory blood gas lab had a visit from The Joint Commission who stated the Respiratory department is "well organized and records are exceptional."

The respiratory department was granted access for Supervisors to complete operating room rotations. They learned how to successfully intubate and place laryngeal mask airways (LMA's). This is important so, if and when the opportunity arises and anesthesia is not readily available in an emergency situation, supervisors will be able to take control and guide a successful outcome.

Affiliations Program



UMC's Affiliations Program partnered with over 50 local, regional and national educational institutions to provide students with the clinical rotations they need to complete their studies and graduate. This year, UMC and El Paso Health associates provided over 120,000 training hours to over 2,500 students.

An Educational Fair was extended to UMC and EPCH associates encouraging professional growth to show we care about their personal and professional progress and their future. Educational Fair representatives were present from the following programs. Texas Tech Medical school, nursing programs from El Paso and New Mexico, UTEP School of Pharmacy, allied health programs and UTEP's Business Management and Engineering Programs.

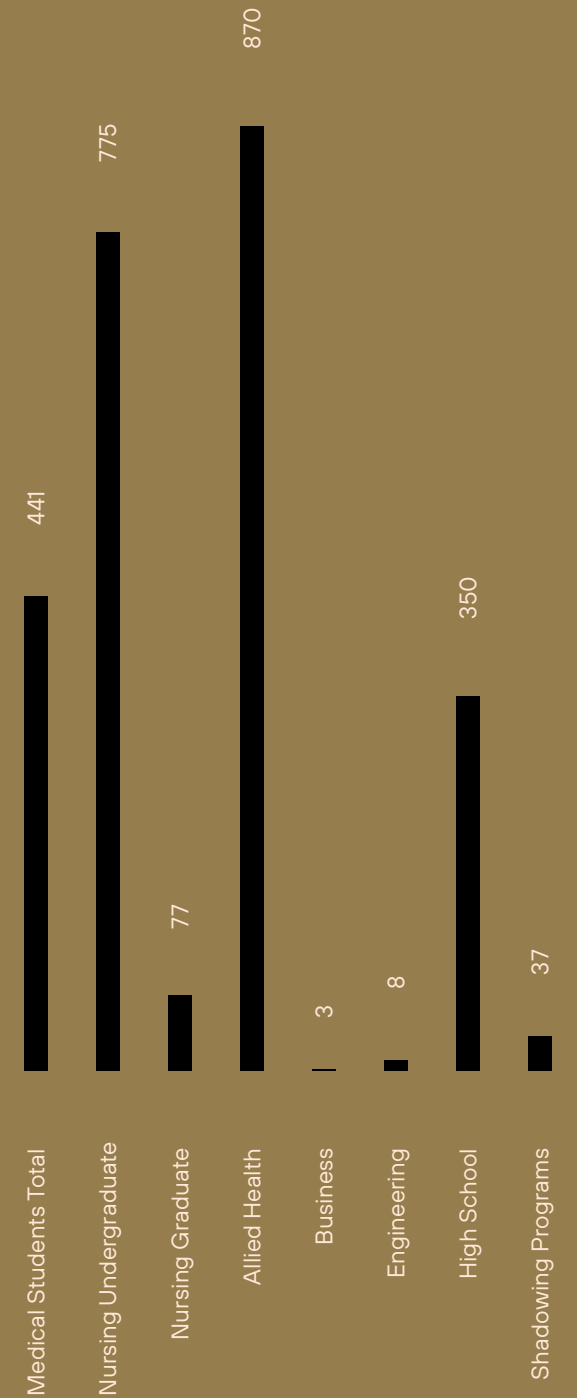
EXAMPLES OF SOME OF OUR COMMUNITY OUTREACH TO DEVELOP A HEALTHCARE PIPELINE

Tours were given to local High School Students to expose them to the different healthcare careers.

UMC participates in the Texas Tech Medventures for Your Future Conference for 6th 7th & 8th graders to develop curiosity of the Healthcare careers. This annual conference draws over 850 parents and students.

FY 19 STUDENT COUNT

Texas Tech Health Sciences Center
Paul L. Foster School of Medicine



Labor & Delivery And Mother-Baby



UMC's Women's Services was designated by the State of Texas Department of Health Services as the recipient of a Level 4 designation for its maternal care, the highest possible rating from the Texas Department of State Health Services.

No other hospital in El Paso is as highly rated.

"This is a milestone for UMC and the many mothers and families in our region who can rely on us for the highest level of care when a newborn arrives," said Jacob Cintron, President & CEO. "Our facilities and amenities for new mothers are second to none, along with the exceptional expertise of our partner physicians from Texas Tech University Health Sciences Center El Paso."

El Paso and UMC received another first: A Level 4 designation for maternal services. There are only five hospitals in the state with this recognition, with University Medical Center of El Paso being one of the five.



A Level IV Maternal Care designation gives certification that UMC has the critical care expertise, physicians, training and equipment able to meet stringent state guidelines for new and expectant mothers. Healthcare providers throughout the region, for the first time, have access to a Level IV Maternal Care hospital.

The Level IV designation requires that the hospital be prepared to care for the most complex patients. This means being ready for high-risk situations with expertise, preparedness and facility coordination of high-risk patients, said Sireesha Reddy, M.D., professor and chair of Texas Tech University Health Sciences Center El Paso's department of obstetrics and gynecology.

As a partner in care with El Paso Children's Hospital (EPCH), mothers delivering at UMC also have immediate access to the EPCH and its Level IV Neonatal Intensive Care unit, yet another layer of high-level care and reassurance for expectant mothers.



Women & Teen Centers



This program supports all women of reproductive age to help them ease the process when they suspect they may be pregnant. We provide free pregnancy tests. As soon as a woman identifies that she is pregnant, we can assist them to apply for support programs, counseling and schedule their first prenatal visit with the OB of their choice from our available panel of highly rated physicians.

Currently, UMC has five Women and Teen centers (other four located at UMC's East Clinic, West Clinic, Fabens and Ysleta Clinic). Total deliveries FY19 261 and 35 Neonatal Intensive Care Unit babies transferred to our partner in care, El Paso Children's Hospital.

Women and teens throughout El Paso have more access to care with the opening of the newest Women and Teen Center located at 9533 Dyer.

August 3rd



The teams at University Medical Center, El Paso Children's, Texas Tech Physicians of El Paso and El Paso Health responded to the situation in an exemplary manner that demonstrated leadership and commitment at all levels.

As soon as the alert was sent, many dozens of UMC and El Paso Children's Hospital employees, as well as Texas Tech Physicians, arrived at the hospital to assist staff already receiving patients from the shooting.

The eyes of the country were suddenly on El Paso as well as the El Paso County Hospital District. In all, UMC received 15 patients from the shooting, and El Paso Children's Hospital provided care and treatment to two children, ages 2 months and 9 years old.

Interviews were conducted with media from around the globe, as far away as Norway and BBC London.

Other coverage, both print and broadcast, included national cable and broadcast television and radio news organizations in the U.S., Canada, Mexico, Great Britain, Australia, and Norway, among many others.



Celebrities and politicians locally and nationally visited UMC to lend support to shooting victims and staff, bringing a message of a nation supporting their healing. Shown here, Edward James Olmos and George Lopez are escorted by UMC's Eric Johansen, Emergency Department director. Other visitors included singer Vikki Carr as well as former Congresswoman Gabby Giffords, who survived an assassination attempt by a lone gunman in Arizona.



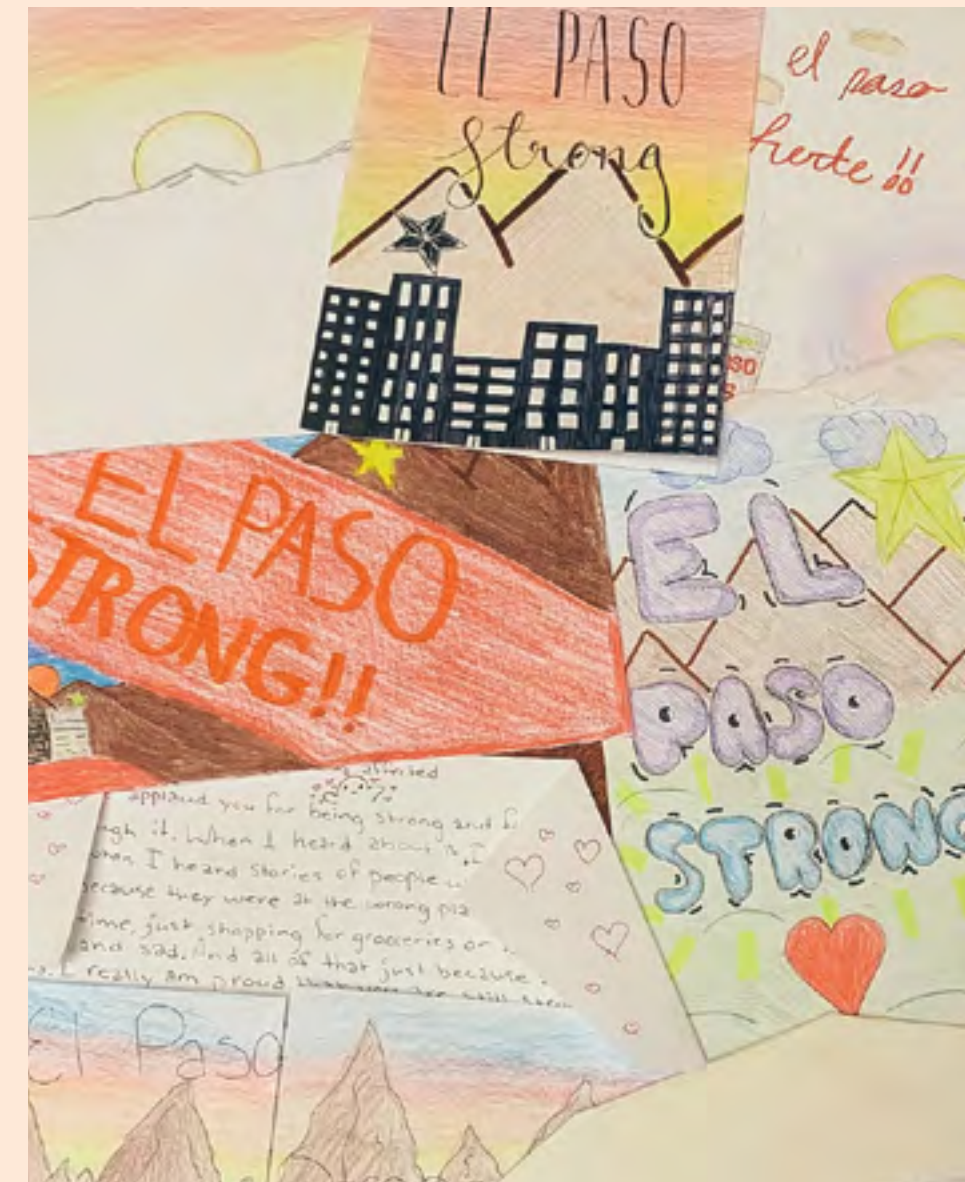
Two banners, one from television KHOU in Houston, at left, the other from Metropolitan Methodist Hospital in San Antonio, at right, were presented to the many members of our team who are helping patients overcome their injuries from Aug. 3

UMC received a total of ten similar banners and posters signed with well wishes from hospitals and communities all over the country.

EPCH Quickly Partnered With UMC in Care Aug. 3

On Aug. 3, the El Paso Children's Hospital team was activated for immediate support related to the mass shooting. EPCH was ready, working alongside support teams and administration at UMC. EPCH treated two pediatric patients affected by the shooting, both discharged within two days.

Community/staff and physicians came together to help everyone during this event donating food and well wishes to all. EPCH and UMC continued to receive communication and well wishes from other hospitals around the country.



One of the banners received came all the way from Christchurch, New Zealand –the location of another mass shooting.

As new mass shootings occurred in the aftermath of Aug. 3, UMC Associates signed banners that were sent to those communities in Odessa, Texas, as well as Dayton, Ohio.



Pharmacy Inpatient & Outpatient Services

In 2019, UMC began a new Pharmacy Post Graduate Year One Residency Program that became fully accredited by the American Society of Health-System Pharmacists.



University Medical Center of El Paso's Pharmacy Inpatient and Outpatient Services are responsible for serving thousands of patients throughout the UMC system and El Paso community. In 2019, UMC began a new Pharmacy Post Graduate Year One Residency Program that became fully accredited by the American Society of Health System Pharmacists. This is in cooperation with the UTEP School of Pharmacy.

The Pharmacy Department has also developed several rotations for UTEP Pharmacy School Students with every second year student rotating through the UMC Emergency Department helping with documentation of patient's medication history.

The ASHP Accreditation was approved Aug. 11, 2019 by the ASHP Commission on Credentialing. The accredited Residency Program will allow us to develop better and more focused Pharmacy Clinical Services, in the areas of Emergency Department, Intensive Care Unit, and Oncology Services.

Other highlights include: Seven retail pharmacy locations throughout El Paso County. The prescription volume increased by 7.9% to 705,667 total prescriptions filled in FY19. These pharmacies focused on maintaining a 5-star rating with CMS Medicare Program. These pharmacies also increased their net profit by 24% to \$7,658,000. Maintaining a 5-star rating

with CMS requires daily focus on Medication Therapy Management (MTM) and adherence for the patient in all our pharmacies. Monitoring of our patient Medication Therapy helps prevent adverse events with their medication therapy and ensures the therapy meets nationally recognized treatment for their disease.

Quality Management -Ensuring A Higher Level of Patient Care



In 2019, UMC's Quality Management Department ensured a first-time designation of a LeapFrog Grade of "A".

The LeapFrog "A" is based on measures that include patient satisfaction, patient safety, and overall quality performance. We are also the only public hospital in Texas that received a hospital grade of "A".

The American College of Surgeons National Surgical Quality Improvement Program awarded University Medical Center "Meritorious" status.

NSQIP "Meritorious" status with regard to their composite quality score in both the All Cases and High Risk categories in the outcome areas of: Mortality, Cardiac,

Respiratory (pneumonia), Unplanned Intubation, Ventilator > 48 hours, Renal Failure, SSI, and UTI for the Performance.

Medical/Oncology

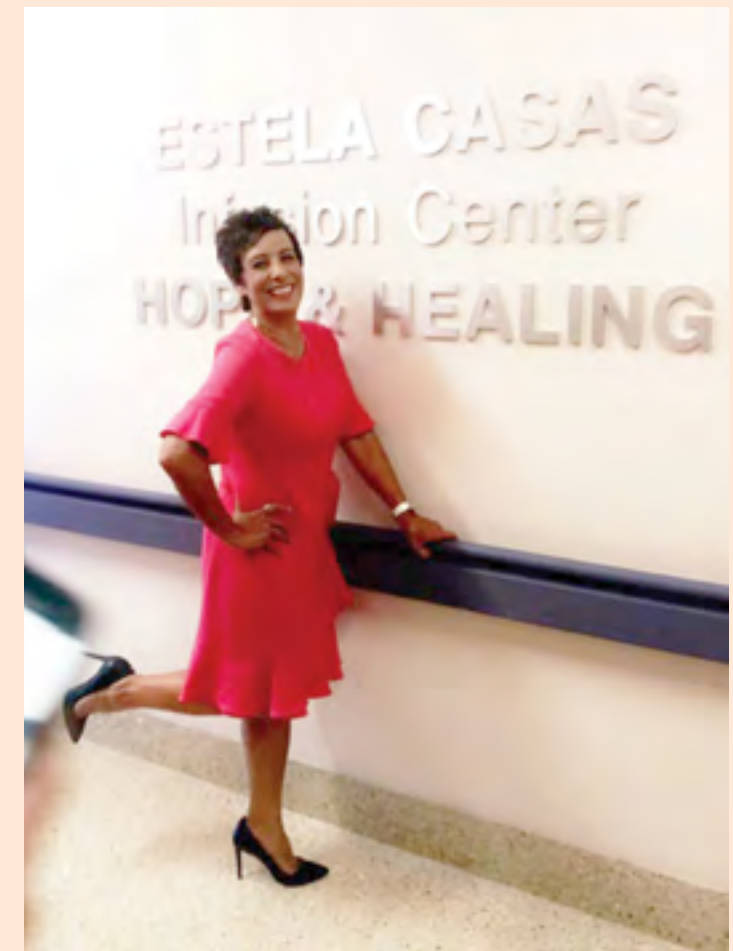


Patients battling cancer have a much stronger and able ally in the UMC Medical Oncology Department.

During 2019, the Department's Infusion Center was renamed "The Estela Casas Infusion Center For Hope & Healing," after a major infusion of support from one of El Paso's strongest warriors against cancer, Estela Casas. She ensured the center and the patients who receive treatment there benefit from hundreds of thousands of dollars in donations to help them offset costs of care and related expenses.

The gift will help support the Sobreviviendo el Cancer/Surviving Cancer Program to aid breast cancer patients. This program provides short-term financial support to help families who are under-insured and have exhausted all funding options, to continue their fight against this deadly disease.

The Estela Casas Infusion Center for Hope & Healing



Her gift will benefit families as well, as it will go to help their loved ones succeed in defeating this disease, increasing their chances of an outcome for a better, healthier life."

"The generosity of Estela's gift to UMC can only be measured in the help and relief it will bring to many women fighting breast cancer."

— Jacob Cintron,
UMC President & CEO.

"This is money raised by the community and for the community. We don't pretend to solve these family financial problems because it is very costly to fight this disease, but this money is given with love and hope so women and their families can feel the support and love that me and my family felt during my journey. It's our way of helping our people heal," said Estela Casas.

UMC Honored with Innovation Award from the El Paso Chamber of Commerce.



Patient Insight

To: UMC

I could not resist sending a message about my mom's care yesterday at your Hospital!

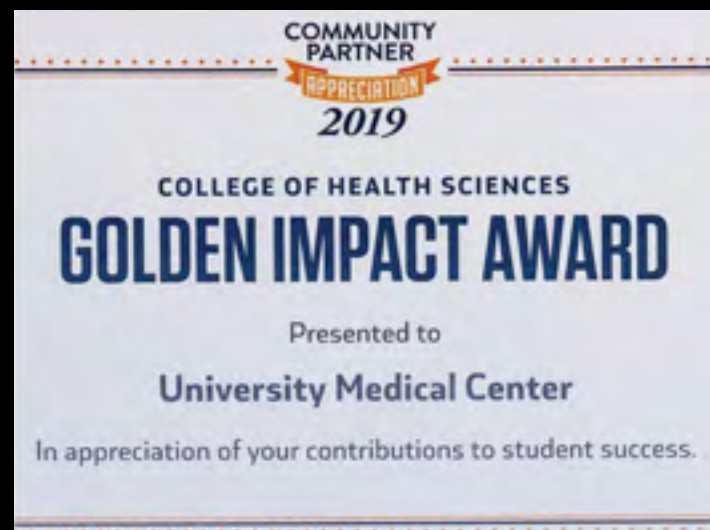
I have taken my mom to hospitals from Alamogordo to Las Cruces and to Albuquerque, and have never seen such professional, dedicated caring staff in our lives! The thoroughness was so impressive we felt like you really cared about her needs and that was at every stop in our in-processing! It was refreshing to know a medical institution really cares about the patient like you all, from the registration desk in the morning on the first floor, to the pre-op, the nurses station at endoscopy and at recovery!

My mom and I felt like family at this facility from the start of our morning to the afternoon when she was released to go home. From the bottom of our heart we are so elated and happy you were the hospital that took care of us! You will be highly recommended to everyone we know and anyone that asks about your facility!

We want to wish each and every member that had anything to do with my mom's care a heart felt and grateful Thank You! God bless you all at this facility and may your care continue for every patient and God protect each and every one of you!



The American Heart Association recognizes UMC for commitment to quality stroke care.



The University of Texas at El Paso honors UMC with Golden Impact Award.

EL PASO

Vitals



CHILDREN'S

HOSPITAL



AT A GLANCE

- 122 Pediatric Beds
- 675 Employees
- 268 Credentialed Physicians
- 42 Pediatric Sub-Specialists
- 62.1 Average Daily Census
- 22,682 Patient Days
- 1,052 Inpatient Cases
- 4,035 Inpatient Admissions
- 2,576 Outpatient Cases
- 25,180 ED Visits
- 34,816 Radiology Procedures

INPATIENT

- 653 Hem/One Admissions
- 117,284 Lab Tests
- 3,901 Rehab Services
- 159,036 Respiratory Tests
- 464,834 Pharmacy Doses
- 3,628 Operations and Procedures

OUTPATIENT

- 7,052 Hem/One Clinic Visits
- 124,649 Lab Tests
- 3,214 Rehab Visits
- 4,516 Respiratory Treatments



Cindy Stout



John Runkles, Chief Operating Officer



Melissa Campa, Chief Financial Officer



Ranae Thompson, Chief Nursing Officer



Laurel Hutson, Chief Legal Officer

President
& CEO

EPCH
Leadership

El Paso Children's Hospital provides tertiary services to the most vulnerable patients requiring complex care in a 350-mile radius of the Hospital. The service area includes: two countries, three states, three metropolitan cities and over eleven counties in Texas and Southern New Mexico.

In response to the region having a higher maternal mortality and pediatric mortality rate than the state and the nation, El Paso Children's Hospital remains focused on delivering the most acute care in the region for the smallest of babies by maintaining a Level IV NICU Designation by the State of Texas.

In response to meeting the needs of the pediatric community, several physicians were recruited into the Hospital's medical staff including a pediatric neurosurgeon, pediatric pulmonologist, pediatric surgeon and several pediatric hospitalists and intensivists. Some of the strategic objectives EPCH has achieved includes: launching an outpatient Cranial and Facial Clinic, achieving level IV NICU designation, opening the Zachary Bowling Pediatric Outpatient Diabetes Education Services at El Paso Children's Hospital and the re-introduction of the Therapeutic Arts Program, designed to provide rehabilitation through art and holistic healing through art therapy.

Additionally, reducing the number of patients required to leave the region for treatment of childhood cancers is another goal of EPCH. Our certified Children's Oncology Group provides the highest level of care for those in need of cancer treatment by providing oncology patients access to clinical trials and treatment protocols found at top tier children's hospitals. The impact to the community is significant, as a reduction of over 85% of patients having to leave their homes to receive treatment at larger institutions, can receive the same level of care since we opened in 2012. Young patients involved in a trauma also have access to expert trauma teams at University Medical Center, (the region's only dedicated Level 1 Trauma Center), and EPCH who are dedicated to pediatric surgical and critical care.



Another community benefit provided by El Paso Children's Hospital is in the elevated quality and scope of medical care in the region. EPCH serves as a training site for the next generation of pediatric physicians, skilled nurses and ancillary support staff, and provides research opportunities leading to advancements in treatments and technologies.

EPCH strives to improve the lives and outcomes for children and families needing health care and treatment. To accomplish this, EPCH collaborates with several non-profit agencies, local community groups and children's charities each year. Our relationship with these entities is an important part of improving health outcomes for children across our region by supporting education, advocacy and promotion of partner events and initiatives.

In 2019 alone, EPCH provided close to \$25,000 in sponsorships and countless hours of community engagement by hospital staff, bringing awareness to a multitude of health topics affecting children in the region. Some of those include participating in walks and community events like March of Dimes, Walk for Wishes, Braden About, Splash & Dash, Autism, Walk a Mile, Ronald McDonald and Candlelighters Walk for Hope. In addition this year we hosted the first ever Level IV NICU reunion where over 100 families joined us for a celebration in partnership with our Texas Tech Physicians of El Paso. This year we also hosted the first ever therapeutic arts exhibit which featured over 200 pieces of art created by patients and families of the Hematology/Oncology unit.

El Paso Children's Hospital



Pediatric Diabetes Education

Since opening in March 27 of 2018, the Zachary Bowling Pediatric Outpatient Diabetes Education Services (ZBPODEs) at El Paso Children's Hospital has provided Diabetes Self-Management Education & Support (DSMES) and Medical Nutrition Therapy (MNT) to over 200 children with diabetes, many with multiple visits. The Zachary Bowling Pediatric Outpatient Diabetes Education Services at El Paso Children's Hospital is Recognized by the American Diabetes Association for Quality Diabetes Self-Management Education and Support. It is the only pediatric outpatient diabetes education services in El Paso and the 350-mile surrounding area that is Recognized by the American Diabetes Association.

Through a generous donation, El Paso Children's Hospital is able to offer Zach Packs to newly diagnosed patients with diabetes that are unfunded and have no means to obtain their diabetes supplies. El Paso Children's Hospital is the only hospital in the region that provides pediatric diabetes education by Certified Diabetes Educators that exclusively work with children with diabetes. El Paso Children's Hospital's Certified Diabetes Educators are Certified Insulin Pump trainers and Certified Continuous Glucose Monitor trainers; they are up-to-date on the newest technology available for children with diabetes.



The Pediatric Diabetes Education Services at El Paso Children's Hospital hosts an annual Pediatric Diabetes Conference for community healthcare professionals and school nurses. The Certified Diabetes Educators at El Paso Children's Hospital serve as medical staff at summer camps for children with diabetes; Camp Lydia Mann (day camp) held in El Paso and

Camp 180 held at Fort Lone Tree Camp in Capitan, NM (near Ruidoso, NM). In-services to school employees throughout the region are provided by the Certified Diabetes Educators at El Paso Children's Hospital to teach the school employees how to safely take care of children with diabetes.

Dr. David Jimenez



Dr. David F. Jimenez, doubly Board Certified Pediatric and Adult Neurosurgeon joined the El Paso Children's Hospital team, June 2019. Dr. Jimenez is internationally recognized for developing the Endoscopic-Assisted Craniectomy more than two decades ago and has been honored by America's Top Doctors, Best Doctors in America, among many others. Dr. Jimenez'

list of medical honors and awards is quite extensive, reflecting his lifetime work as a thought leader, sought-after lecturer, well-funded researcher and prolific writer. He dedicates his career to the training of the next generation of neurosurgeons and has been caring for families locally and from around the world for more than 30 years!

Pediatric Surgery

El Paso Children's Physician Specialists is leading the way in pediatric surgical care, bringing together a multidisciplinary team of surgeons and specialists from the region to coordinate the best possible care for our most vulnerable patients.

El Paso Children's Physician Specialists are the newest extension of El Paso Children's Hospital, designed to enhance the access of pediatric care in El Paso!

From general surgery to the most complex and pediatric neurosurgical interventions, our highly skilled specialists and sub-specialists offer a unique range of specialized procedures.

With the addition of two general surgeons our specialist group is the largest with access to three general surgeons for El Paso Children's Hospital.



C.A.R.E.S. Clinic



In August of 2019 we rebranded our child abuse service team to effectively communicate the mission and vision of this program. The C.A.R.E.S. Clinic at El Paso Children's Hospital gives children a voice and empowers families to stop abuse and have a resource to turn to. When child abuse is uncovered, it can be a highly stressful time. You may wonder where to turn and how best to intercede on your child's behalf. Our C.A.R.E.S. Clinic (Child Abuse Research and Advocacy) is here to help you organize the right care and stand by your side as you face the journey ahead.

Emergency Department

We specialize in meeting the unique needs of children and families during medical emergencies. We are dedicated to caring for babies, children, teens and young adults, providing complete, coordinated care for your child in one location. All of our doctors have extensive experience providing state-of-the-art emergency care especially for young patients. A lead doctor, called an attending doctor, is in our Emergency Department 24 hours a day, every day. We offer round-the-clock access to experts in more than 40 pediatric specialties and to the full facilities of our hospital.



Our team recognizes how stressful illness or injury can be – not only to your child, but also to your family. You know your child best, so we will include you as we assess and treat your child.

EL PASO



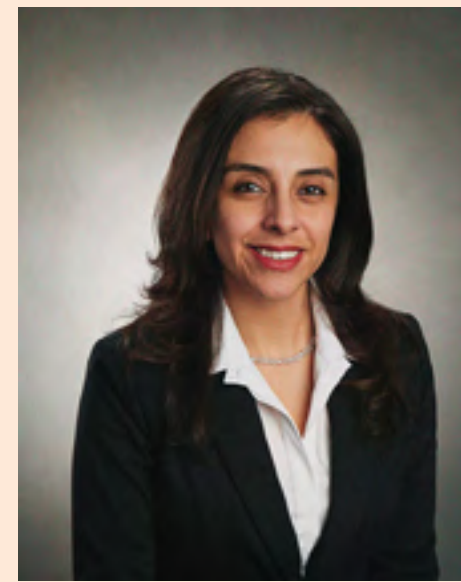
HEALTH

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 advance and strengthen the delivery of healthcare.



Frank Dominguez

President
& CEO



Janel Lujan, Chief Operating Officer



Sharon Perkins, CIO & HIPPA Security Officer



David M. Palafox, M.D. Medical Director



Gustavo Gonzalez, CPA
Chief Financial Officer



Rocio Chavez, Chief Compliance Officer

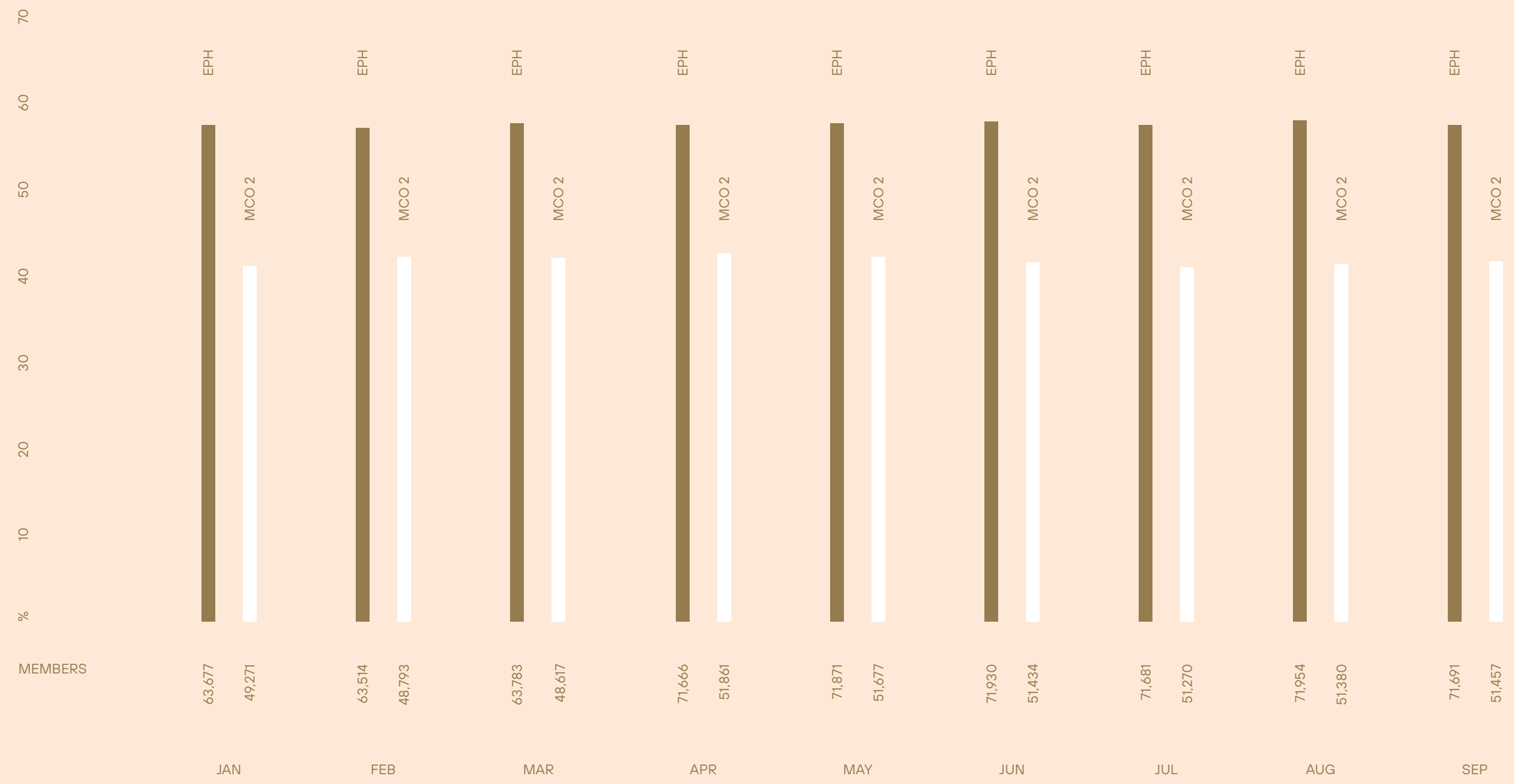


Mario Flores, Senior Director
of STAR+Plus Operations

El Paso Health
Leadership

STAR & CHIP Membership

Jan 2019 – Sept 2019



Mobile Health & Wellness Unit



Improving Access to Care

- In partnership with local provider.
- Rural city area with limited resources.

Delivering Healthcare to Underserved Areas

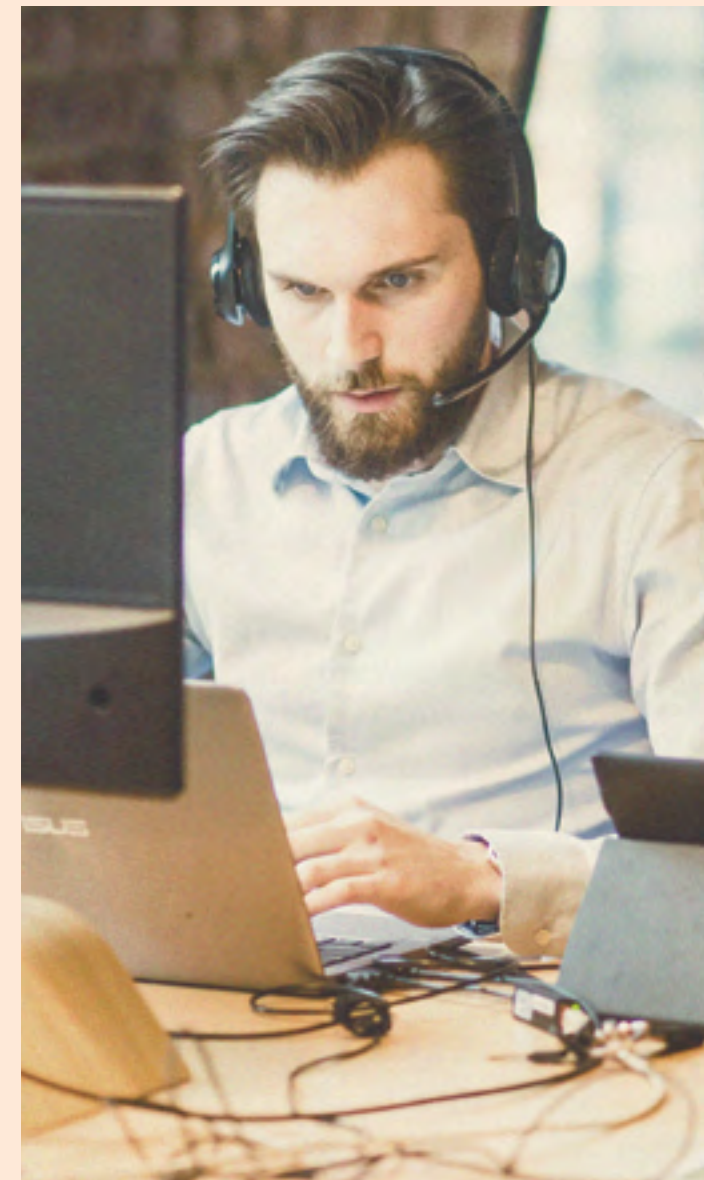
- After hours medical services.
- Reduce PPV and PPA.
- Local Community Center and Community Health Worker Partnership

Promote Member Empowerment

- Preventive health education and outreach.

ACTIVATED MAY 2019

Health Information Exchange Pilot



Exchange of Synchronized Health Information

Provider Community Engagement and Outreach

Prompt Interventions Through Real-Time Data

- Daily ER and inpatient data reports.

Enhances Integrated Care Coordination Including Social Determinants of Health

- One platform for all member information.
- Real-time data for CM/DM person-centered care plans.



LAUNCHED SEPTEMBER 2019

View and print a temporary ID

View wellness information

View eligibility information

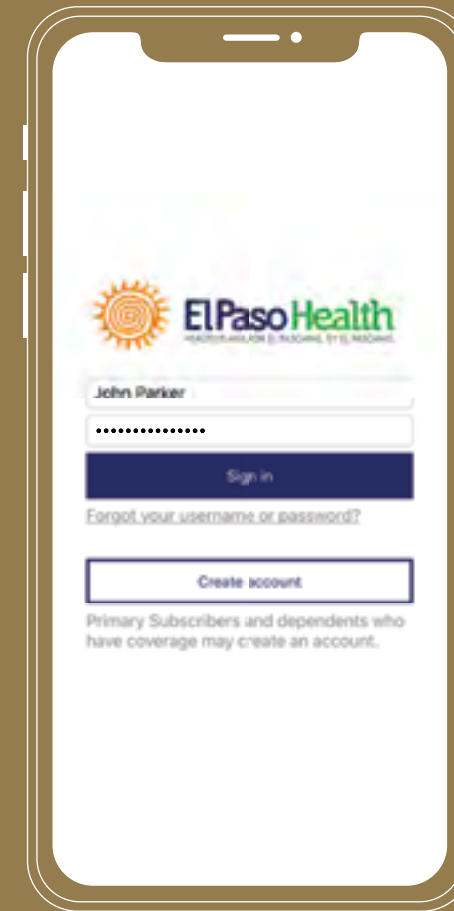
View authorizations

Find a Provider

Ask a Question

Request a PCP change

Frequently Asked Questions





UMC

FOUNDATIONS

& EPCH



Leslie Lujan

Interim
Director

The University Medical Center Foundation and the El Paso Children's Hospital Foundation are the designated charitable organizations for supporting hospitals in the El Paso County Hospital District. The Foundations provide funds for medical equipment, program support and family care grants to improve patient care.

EQUIPMENT

\$	112,000	Rapid Infusers
\$	72,244	Angiodynamics Bimm Ultra
\$	9,145	Avoximeter
\$	123,376	Echosens Fibroscan
\$	4,289	Glidescope Video Larynx Go Scope
\$	6,439	Accuvein
\$	4,800	Auto Pill Counter
\$	24,769	Olympus Microscope
\$	7,998	Electrostatic Machine Systems
\$	4,143	Bariatric Shuttle Wheelchair
\$	3,840	Staxi Wheelchair
\$	7,120	Keep Moving Equipment
\$	380,163	Total

GRANTS

\$	6,020	Seymour Foundation
\$	5,000	Shiloff Foundation
\$	7,500	Rio Grande Cancer Foundation
\$	5,000	McKee Foundation
\$	607,079	Nurse Family Partnership Education
\$	145,310	Crump Foundation
\$	40,000	Coldwell Foundation
\$	1,500	Sundt Foundation
\$	16,000	Stern Foundation
\$	833,409	Total

"UMC wants to be a leading academic institution like Mayo Clinic. The Foundation is helping us. I am very grateful to The Foundation to get this 'top of the line' Olympus Microscope to help patients and consultants. This microscope is exactly what I wanted."

– Attilio Orazi, M.D., Medical Director,
University Medical Center Laboratories

NAMING RIGHTS

Estela Casas Infusion Center
for Hope & Healing

Sobreviviendo El Cancer/Surviving Cancer



In FY19, 941 patients were served through the Sobreviviendo el Cancer/ Surviving Cancer Program. The program, fully funded by University Medical Center Foundation, was implemented in 2009. The Program was designed to ensure low-income, indigent and underserved patients have access to cancer treatment and support that includes co-pays for medication, office visits, medical supplies, direct medical equipment, transportation and more.

UMC Foundation's Car Seat Safety Program Funded by El Paso Health



El Paso Health Car Seat Safety Program holds monthly clinics where certified Child Passenger Safety Technicians (CPST) evaluate the child's car seat for safety and proper fit. If the car seat does not meet current safety guidelines or if it is an incorrect car seat for the child's age, height and weight, it is replaced with a new car seat, free of charge. The clinics also provide important car seat safety education to the family and instruct them on how to properly install their car seat.

- 451 Families attended clinics and received child passenger safety education.
- 798 Children were evaluated for safe travel by certified Child Passenger Safety Technicians.
- 660 Car seats were provided to children in order to improve safe travel.
- 24 Car seats were provided to patients at El Paso Children's Hospital. These patients did not have a safe car seat to travel home.
- 5 Car seats were provided to newborn patients at University Medical Center who did not have a safe car seat to travel home.

The mission of El Paso Children's Hospital Foundation is to provide support for El Paso Children's Hospital in its mission to provide compassionate, coordinated, family-centered care for children with a dedicated commitment to excellent patient outcomes, inclusive leadership and innovative pediatric research and education.

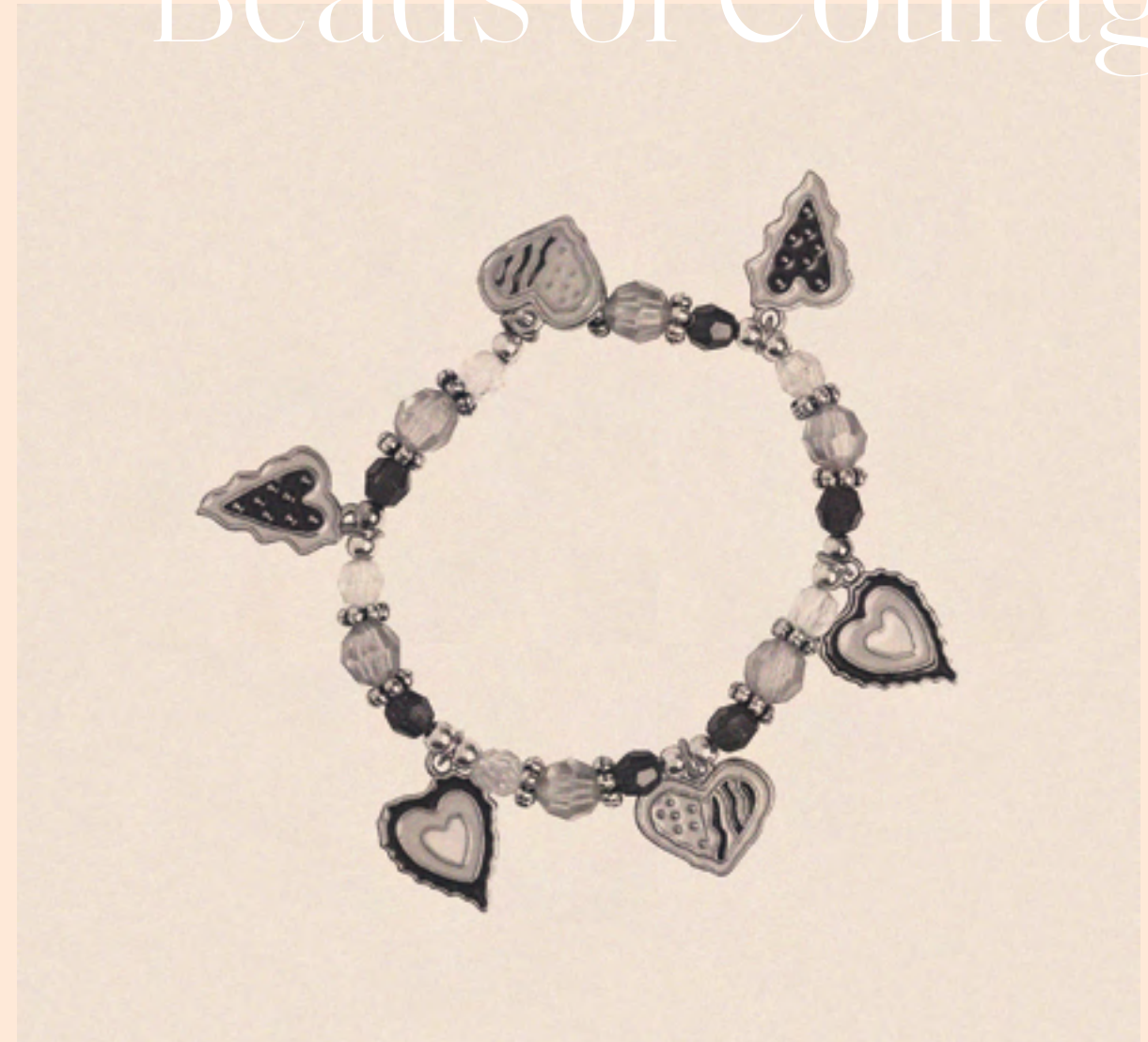


Therapeutic Arts Program



The Therapeutic Arts Program at El Paso Children's is entirely funded through designated grants and donor gifts. While all children can participate, the Therapeutic Arts Program is particularly beneficial to long term patients who may be in the hospital for months at a time, oncology patients or PICU patients recovering from traumatic accidents or complex surgeries.

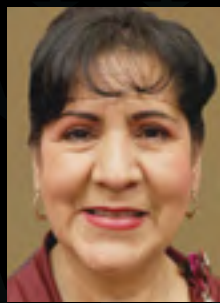
Child Life- Beads of Courage



Art in action, each Milagro Bead represents a step or medical procedure that tells the story of each patient's progress. Fully funded by the Foundation, each bead is uniquely selected and matched to the occasion. For children coping with serious and life-threatening illnesses, each bead tells a story of their survival.



Fabiola Lonngi



Leticia Gonzalez



Luis Loya

1ST QUARTER

3RD QUARTER



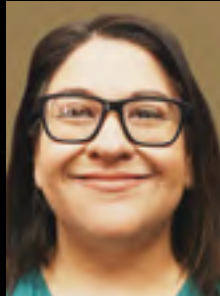
Guadalupe Vargas



Katia Paredes



Mary Licon



Melissa Flores



Nancy Carrillo



Nancy Castañeda

UMC

STARS

Alicia Cabral



Carolyn Williams



Amy Gay



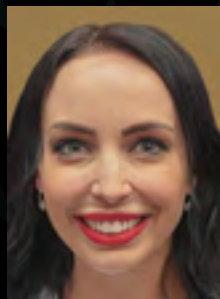
Eric Cisneros



Alex Carrillo,
Michael Kennedy,
Perla Castrillo, and
Randy Sanchez
(from left to right)



Jacqueline Mauer



Jose Alfredo Ruiz



Evon Bradley



Facundo Lugo



Yolanda Llamas



2ND QUARTER

4TH QUARTER

DAISY

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.

AWARDS

Jan



Estrella Macho
RN, BSN

Feb



Stephanie Lomuscio
RN, BSN

Mar



Maria Casas
RN, BSN

Apr



Liliana Willars
RN, BSN

May



Brandon Rodriguez
RN, BSN

Jun



Joshua Torres
RN, BSN

Aug



Alma Costa
RN, BSN

Sep



Lidia Camacho
RN, BSN

Oct



Maria Perez
RN, BSN

Oct



Jason Ortegon
RN, BSN

Nov



Maria Magana
RN

Dec



Marisela Rizo
RN



UMC Costume Contest Winner Monica Flores



Jacob Cintron & Cindy Stout Talk with Associates at Customer Appreciation Week Event



Mariachis Provide Musical Experience with Associates at Customer Appreciation Week Event



UMC/EPCH El Paso Strong Event



UMC Costume Contest with EPCH Contestants



EPCH Nurses enjoy pancake breakfast.



Nurse Appreciation Day



EPCH Team shows their pride.



Annual Power of Pink Event



UMC Family Day at The El Paso Zoo



Team UMC shows pride.



Basketball Contest Winners at UMC Annual March Madness Event



Enjoying Annual Hospital Week



El Paso Rhinos make stop at EPCH.



EPCH Team enjoys another fun event.



Annual Rehabilitation Services Celebration



Hospital (Appreciation) Week



UMC Annual Family Picnic