



2020 Annual Report



Destanie, Surgery Patient

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KAYLA

Emergency Department



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Message from Cindy Stout CEO



THE IMAGE OF A SUPERHERO IN 2020 LOOKS MUCH DIFFERENT THAN THAT OF YEARS PAST.

Superhuman strength has been shown to us with the dedication and spirit of our healthcare heroes. Everyone from our physicians to our nurses, health unit coordinators, certified nursing assistants, patient access, materials management and environmental services teams have all taken the shape of being SUPER human! The H.E.A.R.T. values of each employee have been displayed during this critical time, and I am honored to be part of such a brave and heroic team that has come together and continually stands strong for our community. El Paso Children's Hospital provides tertiary services to the most vulnerable patients requiring complex care within a 350 mile radius of the Hospital. The catchment area includes two countries, three states, three metropolitan cities and over 11 counties in Texas and

Southern New Mexico. One of the biggest storylines of 2020 is the pandemic of COVID-19. Across the world, we saw healthcare systems rocked to their core as a new virus slowly made its way to the entrance of El Paso Children's Hospital. The teams of both University Medical Center and El Paso Children's Hospital quickly jumped to action to ensure we were creating a safe environment for staff, physicians and patients. As the only dedicated not-for-profit children's hospital in El Paso, we continue to stand ready to provide the safe, quality care needed for the pediatric population. During this time, the El Paso community embraced the heroes of healthcare by honoring them with drive through parades and food donations.

Despite navigating through this time, many of the Hospital's strategic priorities came to fruition as we recruited several physicians including a pediatric neurosurgeon, pediatric pulmonologist, pediatric surgeon, and several pediatric hospitalists. In this report you will be given a glimpse of some of our major accomplishments in 2020. This has been a difficult year for our community, but I have seen our staff and physicians rise to the occasion and provide ways to celebrate the joys, both big and small. Our partnership with Texas Tech University Health Sciences Center El Paso continues to stay strong as we move towards building the future of pediatrics together.



...AND IT'S GONE!

TONY
General Surgery



THIS IS OUR HOSPITAL

1 Tony is used to swinging for the fences. A stout, bright little leaguer, he was rolling toward his 8th birthday when his parents noticed him limping. His coach noticed he was not his normal, speedy self around the bases.

One day after a game, tough little Tony fell to the ground crying in pain. That night, his parents rushed him to urgent care where they discovered a large growth on his right tibia (shin bone). It was benign, but continued to grow in spite of treatments. A rare opportunity to play baseball at the All-American Games was fast approaching, and yet Tony was struggling with nagging leg pain. Everyone decided enough was enough; it was time to try something different for "Tony the Tiger"!

The expert physicians at El Paso Children's Hospital scheduled Tony for an operation, on a mission to remove the tumor from his right leg. They understood how important it was for him to have a chance at playing in the Little League World Series. With the highest expertise available to all patients and the child-focused hospitality given to all families, the medical staff at El Paso Children's Hospital surrounded Tony's parents with compassion, information and care.

Thanks to El Paso Children's Hospital, Tony came out of surgery with a recovered leg, regained confidence and the will to always play hard!



Executive Team



Cindy Stout
Chief Executive Officer



John Runkles
Chief Operating Officer



Roxanne Weisendanger
Chief Nursing Officer



Melissa Campa
Chief Financial Officer



Laurel Huston
Chief Legal Officer



Jeffrey Schuster, M.D.
Chief Medical Officer



Roberto Canales, M.D.
Chief Clinical Officer



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



Board Members



Cindy Fields
Board Chairman



Patrick R. Gordon
Board Vice Chairman



Mica Short
Secretary



Steve Anderson



Jose F. Cardenas



J. Steve DeGroat



Miguel Fernandez

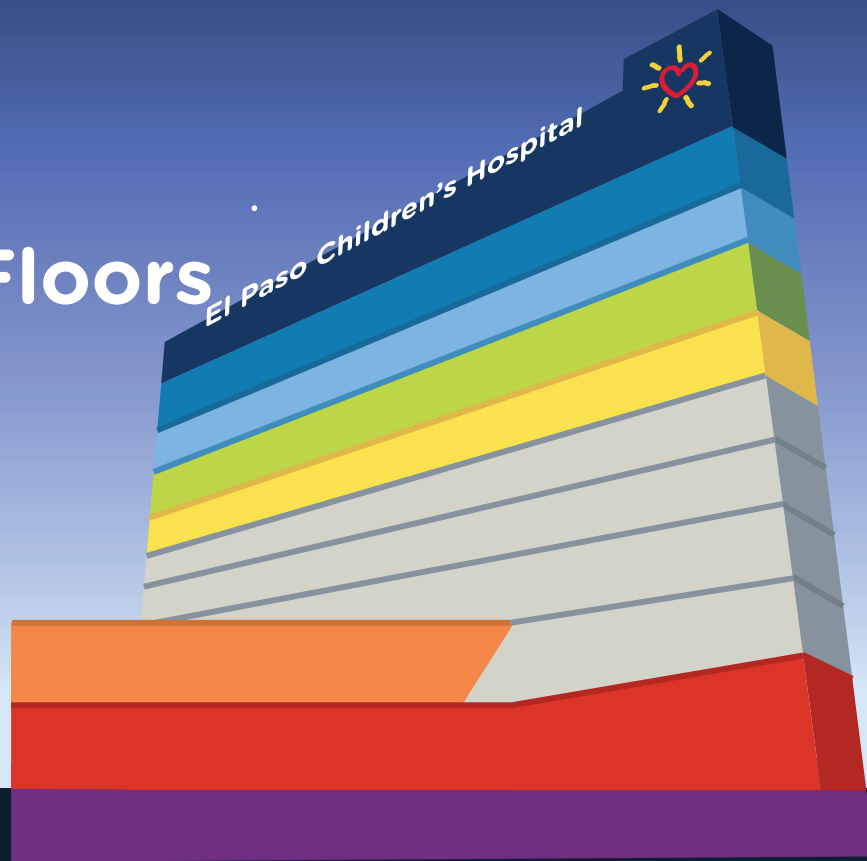


Isela Ibarra, M.D.



Amy Ross

Our Care Floors



10 The Woody & Gayle Hunt Family
Pediatric Intensive Care Unit
(22 beds)



9 The James A. "Buddy" Davidson
Charitable Foundation General
Pediatric Floor (26 beds)



8 Shelled (Future 26 beds)



7 Southwest University Pediatric
Blood and Cancer Center
(24 beds)



6 The Laura & Pat Gordon Family
Level IV NICU (50 beds)

5



4 UMC Women's Services

3



2 Pediatric Surgery/Operating
Rooms



- 1**
- Inpatient and Outpatient Pediatric Image, Cardiac Services
 - Lab
 - Zachary Bowling Pediatric Outpatient Diabetes Education Services
 - Registration
 - Emergency Department (10 private beds & 3 fast track bays)

Basement/



LL

- Pediatric Rehab Services
- Medical Records
- Inpatient Pharmacy
- Empower Program
- Administration
- HR, Compliance, Medical Staff, Quality, Infection Control and Education



Mission, Vision,

& H.E.A.R.T.

Our Mission

The Mission of El Paso Children’s Hospital (EPCH) is 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.

Our Vision

The Vision of El Paso Children’s Hospital is to enhance the lives of children from the greater El Paso area and surrounding region by providing a place of hope and healing through unmatched excellence in pediatric patient care, research and education.

Our Core Values

These core values reflect our passion for quality care and how we serve patients, families, employees, and our community.

HEALING ENVIRONMENT:

We create a unique and nurturing environment by fostering teamwork and shared decision making through the practice of family centered care, including age appropriate comfort measures.

EXCELLENCE:

We strive for excellence in quality, service, and leadership. We continuously learn and work to improve our skills, programs, and services.

ACCOUNTABILITY:

We are accountable to fulfill our mission of serving children and their families. Every role makes a difference.

RESPECT & DIGNITY

We honor and value the individuality, diversity, and contributions of our patients, families, and each other.

TRANSPARENCY:

We communicate by sharing and receiving information that is timely, instructive, and empowering.

Vitals

122



Beds

650+



Employees

300+



Credentialed
Physicians

40+



Subspecialists

At a Glance

October 2019 – September 2020 (numbers reflect six months of COVID-19 effects)

3,309



Surgical
Procedures

19,211



Emergency
Visits

1104



Inpatient
Admissions

2205



Outpatient
Cases



SINCE OPENING, WE HAVE BEEN ABLE TO SERVE OVER
150,000 unique patients

Giving back to the El Paso Community:

EL PASO CHILDREN'S HOSPITAL (EPCH) STRIVES TO IMPROVE THE LIVES AND OUTCOMES FOR CHILDREN AND FAMILIES NEEDING HEALTHCARE 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 2020 alone, EPCH provided close to \$25,000 in sponsorships and countless hours of community service by hospital staff to bring awareness to a multitude of health topics affecting children in the region. Some of these events



were held virtually due to the pandemic. In 2020 EPCH supported the Ronald McDonald House, community health fairs, March of Dimes, YMCA, Walk a Mile in Her Shoes, YWCA, Candlelighters of El Paso, Royal Run for Hope, KCOS Physician Show, El Paso Diabetes Association, and Lee & Beulah Moor Children's Home. In addition, we continued to develop virtual events to stay connected with our families and community. This year we held our fourth annual St. Baldrick's head shaving virtual event to bring awareness to childhood cancer. We also hosted our virtual NICU reunion.





Committed to Quality Care

INSPIRING A CULTURE OF EXCELLENCE IN NEUROSURGERY SUCCESS

When a child has a neurosurgical problem, the associated challenges can affect quality of life for the child and the entire family. To support affected families, Dr. David Jimenez joined the team in 2019, to provide the community with convenient medical and surgical care. We provide surgical treatment for diseases affecting the brain, spinal cord and nerves in infants, children and teens. We actively support our mission to provide the safest and highest quality care by implementing the use of advanced technology. Our patients benefit by undergoing safer, less invasive procedures and experience less time under general anesthesia. Cutting-edge technology, coupled with our specialized skill and training, ensure children receive exceptional neurosurgical care. Year after year, we have increased the total number of neurosurgical cases by 100%. This means that fewer patients leave El Paso and are able to receive world-renowned treatment close to home.

to Dr. Jimenez, it was a successful surgery. Dr. Jimenez removed the entire tumor. My baby girl spent two nights in the ICU with an excellent team of nurses (Michael, Christian, Courtney, Sarah, and many more) who took care of her with so much love. The doctors are the best. God bless you! There is no doubt that my daughter was in the best hands and I will forever thank Dr. Jimenez for taking care of my baby and treating my daughter as if she were his. She is now back to her normal self, smiling, baking, and playing with her sister and baby brother. Scarlett has recovered favorably and very quickly.

- Scarlett's Mom

MEET SCARLETT - Neurosurgery Patient

In 2020, Scarlett started to get headaches and nausea. At a second doctor's appointment, her doctor immediately ordered an MRI. Everything happened so fast. That day they told us that she had a brain tumor, and the next day she was in surgery. It was 11 long hours from when they took her in, until the end of the surgery. Thanks to God and



Cranial and Facial Clinic brings coordinated, multidisciplinary care to one location

SITTING AT THE EDGE OF WEST TEXAS, NEW MEXICO, AND MEXICO LIES A BEACON OF HOPE IN EL PASO, TEXAS - EL PASO CHILDREN'S HOSPITAL'S CRANIAL AND FACIAL SURGERY TEAM.

Located in the largest transnational city in the United States - EPCH is pioneering new frontiers and approaches to complex cranial and facial deformities, among them one of the most common is craniosynostosis. Craniosynostosis is the premature fusion of a child's skull, which restricts brain growth and may lead to severe cosmetic deformities, developmental delays, blindness, or even death.

The cranial and facial surgery team at El Paso Children's hospital is led by Dr. David Yates. This multidisciplinary team, nationally recognized and approved by the ACPA (American Cleft Palate-Craniofacial Association), consists of medical doctors, surgeons, nurses, physical therapists, case managers and more. All are dedicated to improving the lives of every single child that steps into the El Paso Children's Hospital. The cranial & facial clinic comprehensively treats complex cranial & facial deformities that range from common deformities like cleft lip and palate and craniosynostosis to rare syndromes like Parry Romberg, Pierre Robin, and craniofacial pathology. This multidisciplinary clinic allows all the experts from different specialties to simultaneously evaluate patients - eliminating the need to visit different locations/doctors' offices and truly provides convenient, comprehensive, and collaborative care. A child is the greatest gift a parent can ever receive. The staff and physicians see each patient as family. Being at the frontier of medical advancements allows El Paso Children's Hospital to continue to become the epicenter for the future treatment of children with cranial and facial deformities.

CFC VISITS



**numbers reflect six months of COVID-19 effects*

ANDREA



The sound of guitars, violins and trumpets gives little Andrea visions of a microphone and thousands of adoring fans! Her dream to become a mariachi singer was inspired by her mom. The sky's the limit for Andrea because of El Paso Children's Hospital. The Cranial and Facial team performed a critical surgery to her skull, relieving pressure on her brain, saving her eyesight and possibly her life! **TODAY, THE ONLY THING ON ANDREA'S MIND IS WHAT COLOR DRESS SHE WILL WEAR ON STAGE!**



Seeing the **Big** Picture

EQUIPMENT ADVANCEMENT FOR 2020

Over the past year, El Paso Children's Hospital (EPCH) was able to invest four million dollars in new equipment. The time is now to continue expanding complex pediatric care in West Texas. Our care must continue to meet the needs of our pediatric region. Some of the equipment that was purchased includes:

- *Additional equipment and instruments to accommodate complex neurosurgical cases and keep patients in El Paso.*
- *A new Orthoscan, which is a mini C-arm (imaging machine) that allows the surgeon to see bones in real time with the device emitting less radiation compared to the larger C-arm machines.*
- *New instruments and a navigation system for our Ear Nose and Throat (ENT) surgeons. This equipment allows the ENT surgeons to perform complex sinus surgery at EPCH. This is some of the best equipment available to pediatric ENT surgeons in the area.*
- *New cameras and laparoscopic instruments for general surgeons. We now use 4k technology to provide high definition that gives surgeons a better picture during laparoscopic surgery.*



- *Oral and Maxillofacial surgeons (OMFS) now use a Brumaba operating room table, which allows the surgeons to sit closer to the patients while working. OMFS surgeons now do more minimally invasive surgery using the navigation system allowing patients to return to normal activities sooner.*
- *Endoscopy has additional sterilization equipment. We also have additional scopes in various sizes to allow the pulmonologists to work on very tiny to adult-sized patients.*
- *New urology instruments to support Urologists in complex cases.*

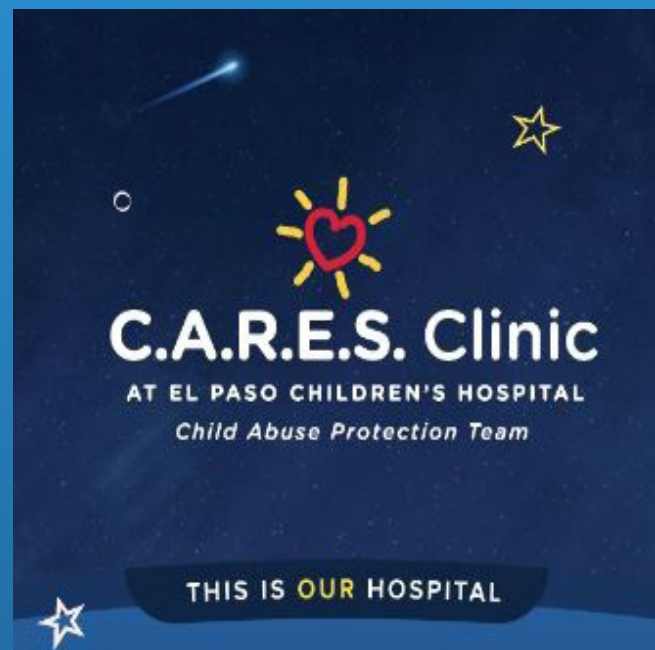
This equipment investment allows us to continue to provide the most advanced care to our pediatric population.

Expanding Space to Meet Patient Needs

In an effort to better serve the children of El Paso, Texas, and surrounding areas, the C.A.R.E.S. Clinic expanded to a new offsite location to provide a one-stop center to evaluate, treat and support victims of child abuse and neglect. Generous grants and donations received by the EPCH Foundation have allowed the Clinic's expansion to better serve the needs of the community in a larger space equipped with amenities that meet the highest standards for care. The C.A.R.E.S. Clinic has been in existence since 2012 through funding from the Texas Medical Child Abuse Resources and Education System (MEDCARES). The Clinic's treatment and services are developmentally, linguistically, and culturally appropriate designed with a child's needs, abilities and best interests in mind, intended to reduce the traumatic effects of child abuse and neglect.

In 2018, Texas Child Protective Services (CPS) reported 1,943 confirmed cases and 6,383 allegations of child abuse in El Paso County. In 2017, 172 children died from child abuse/neglect in the state of Texas, seven of which were from El Paso County. More children die from abuse in Texas than in any other state. This is a significant number for the El Paso community.

The C.A.R.E.S. Clinic collaborates with CPS, law enforcement, and local child abuse/advocacy stakeholders to provide comprehensive services to children who have been hurt physically and emotionally. This collaboration reduces the number of traumatic interventions for the child to help them and their family heal.



The C.A.R.E.S. Clinic services include:

- Comprehensive forensic medical evaluation and treatment of suspected child abuse, neglect and sexual assault in children under 18.
- Follow-up forensic medical examination and treatment for child victims of acute and chronic sexual and physical abuse.
- “3 in 30” Initiative, medical evaluation for children placed in foster care.
- Pediatric Sexual Assault Nurse Examiner (SANE) services.
- Forensic examination with photo documentation.
- Testing for Sexually Transmitted Diseases (STDs) to include HIV.
- Social services and crisis intervention.
- Processing of application for crime victims compensation.
- CPS case reviews.
- Law enforcement case reviews.
- Court testimony.
- Period of Purple Crying training.
- Referrals for long-term counseling and any other medical services for child victims.

A Look Back at COVID-19

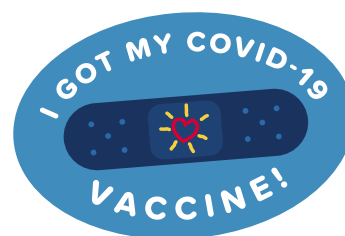
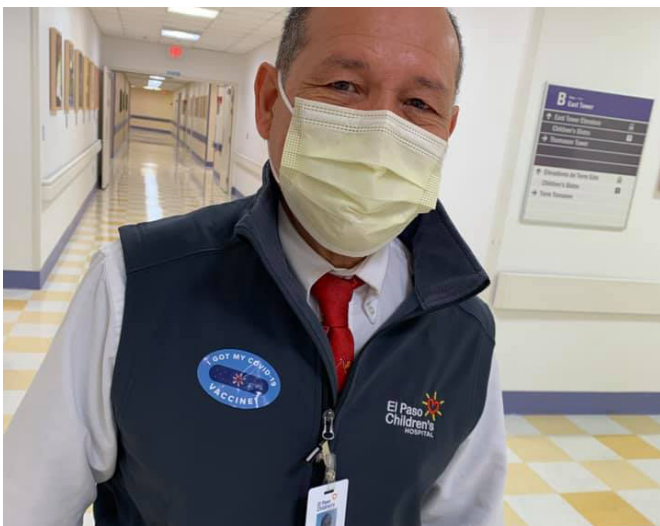
In the back of our minds we had the misguided hope that this virus would not make it to our doorstep, but on March 13, 2020, the first case of COVID-19 was reported in El Paso. We made immediate preparations to provide a safe environment for our patients, staff, and physicians, but no one imagined how COVID-19 would drastically impact the way we lived. Empty grocery shelves and PPE shortages; these were all real threats for everyone. Our team rose to the occasion to ensure our staff had the tools they needed to be ready to fight the most monumental fight of their lives. This disease was something out of a movie. The fear, the unknown, and the losses were all beyond anyone's imagination, and yet, the humanity and desire to survive prevailed in each of our staff members.

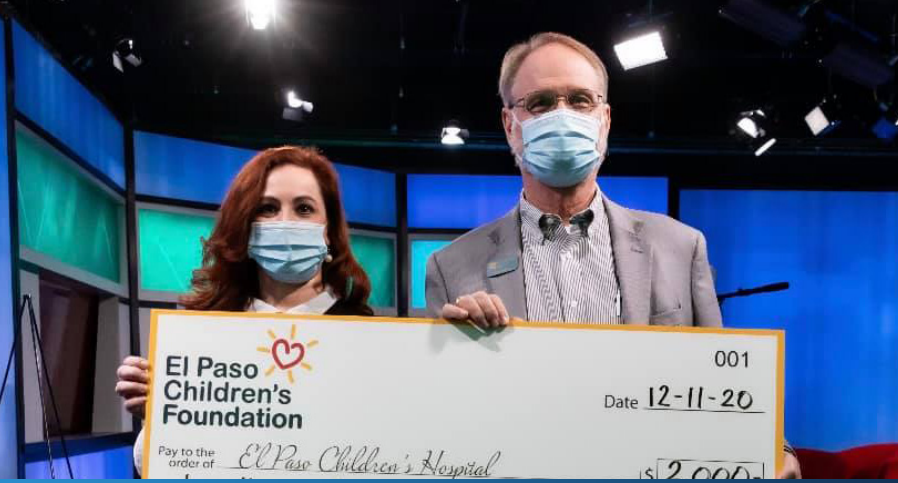
This is a never-ending race to continue to find solutions and to be innovative AS A TEAM.



From creating a working tool kit, to working on weekends, to making their own face shields, to partnering with local companies to provide masks for everyone, the infection control team and administration jumped headfirst into the deep waters of the COVID-19 battle.

Finally, there was a light at the end of the tunnel in December 2020, when we were able to start the vaccination process for our team. We continue to push through this new dynamic in healthcare. As many have said, this is not a sprint or a marathon; this is a never-ending race to continue to find solutions and to be innovative as a team. Together we will finish this race and find hope during a time no one ever expected to have to live through.





Giving During a Time of Great Need!

DURING A TIME WHEN THE WORLD FELT THE IMPACT OF COVID-19 THE MOST, EL PASO CHILDREN'S FOUNDATION CAME THROUGH LIKE A SHINING LIGHT. Due to the pandemic, we faced an unprecedented financial hardship, but our foundation was able to raise over \$1,112,469.00 of which \$323,924.34 came through the Children's Miracle Network (CMN). These dollars helped to purchase new equipment, provide critical PPE and bring in new programs; all to help hospital efforts and provide the best quality care close to home. The El Paso Children's Foundation worked on the front lines just as much as our staff and physicians did, constantly encouraging benefactors to donate generously to our hospital.

Just like the whole world, the foundation's team took to the virtual realm to share. They presented checks virtually, casted special unveilings and even hosted the annual CMN radiothon 100% online, which raised more than it ever had in years past. In more ways than one, the El Paso Children's Foundation played a huge part in the success of the hospital during one of the hardest years we had ever faced.



THANK YOU:



To donate to our Foundation please call **915-521-7229** or visit www.elpasochildrens.org/give



Victory Bells

IN 2020, WE CELEBRATED 13 PATIENTS, EACH ON THEIR OWN INDIVIDUAL JOURNEY, AND WATCHED THEM RING THEIR VICTORY BELL TO MARK THE END OF THEIR CANCER TREATMENT. As a Children's Oncology Group (COG) program, we provide the same treatment as big-name hospitals like Texas Children's Hospital, St. Jude's Children's Hospital, and many others. The year 2020 was a shock to so many, but our cancer patients had lived the quarantine life for years. As a cancer patient, these kids are considered to be immunocompromised, which means they are at a more severe risk of illness, even from a common cold. Most of these families already understand what it's like to live with limited exposure to family and friends, especially sick ones, what it's like to wear a mask, and keep social distance. Cancer is a word that can have a never-ending ripple effect, but to say that these are some of our toughest patients is an understatement. Each of the individual patients who rang the bell expelled a sigh of relief as they moved into the next stage of their care plan. It is never a journey that is over, but it is a journey that is met with the best experts in physician care and the best nurses and supporting staff.

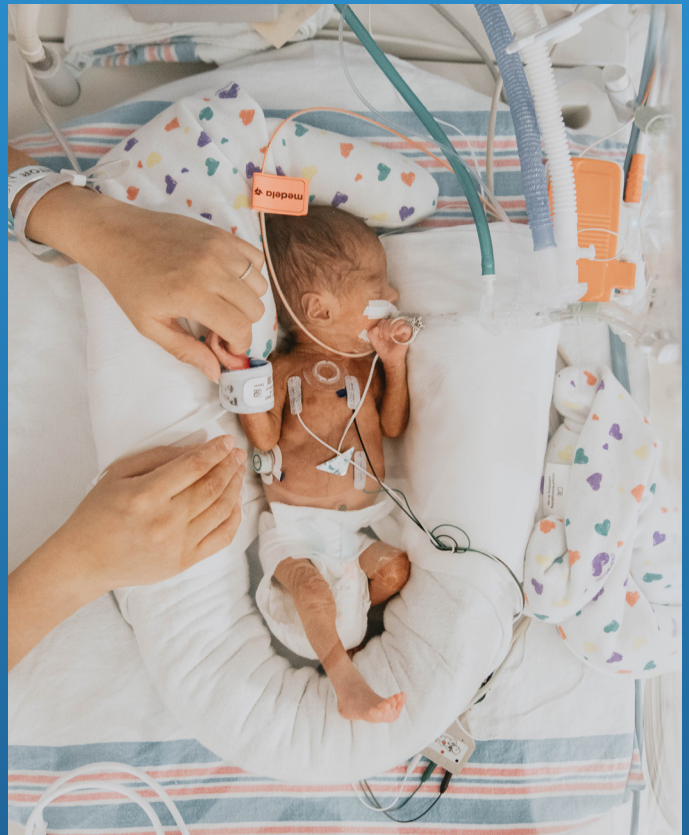


Fueling Innovation in Technology

Many can agree that the year 2020 was a lesson in the virtue of patience, as we were all tested with near-constant “Can you hear me now?” and “You’re on mute.” At EPCH, we know the importance of ensuring the best technology to care for our patients and to support our staff. From making iPads available to our patients and physicians, to setting up readily available Zoom accounts, to virtual visits and drive-by car parades, innovation was a part of every conversation.

However, it wasn’t just about being innovative, it was about remembering the importance of helping a child be a child. Our child life program played a huge part in making this an easy transition as they created unique patient interaction programs with virtual iPad communication, digital videos and virtual visits from characters.

In our LEVEL IV NICU, our parents benefited from our amazing NICVIEW cameras that allowed parents to share



a special link with family near and far to see the newest addition to the family.

For the safety of our patients, we purchased UVDI machines that allowed us to be more efficient in cleaning and disinfecting patient rooms in 5 minutes to increase turnover and ensure we provided the best care to our patients.

Being able to evolve is what allowed us to provide a safe, quality environment for our staff and physicians. Our diabetes team utilized our telehealth medicine that allowed them to provide lifesaving education to patients who need help in their journey with type 1 diabetes.

We are constantly improving our ways of communication and learning from other hospitals across the country and around the world as we move into the next chapter of technology and healthcare for pediatric patients.



The Power of Partnership

The story of health care in El Paso is a story of transformation throughout the decades. The power of partnerships help in building stronger strategic relations and alliances that empower the organizations to have a greater positive impact on the community.

In 1958, El Paso voters approved the creation of the El Paso County Hospital District and in 1961 construction was completed on the 300 bed Thomason Hospital tower. In 1999, the hospital district created El Paso Health which is a Texas-licensed Health Maintenance Organization (HMO) contracted with the Texas Health and Human Services Commission (THHSC). Then in 2007, voters approved bonds to construct an East Tower for the El Paso Children's Hospital. In 2009, Thomason Hospital changed the name of the hospital to University Medical Center of El Paso. The citizens created the El Paso County Hospital District (d/b/a University Medical Center of El Paso (UMC)) to ensure that quality healthcare services would be available to all county residents.

The hospital district includes University Medical Center of El Paso (UMC), El Paso Health, El Paso Children's Hospital (EPCH), UMC Foundation and EPCH Foundation. UMC is also the primary teaching institution for Texas Tech Health Science Center El Paso (TTUHSC). UMC is the only Level 1 Trauma Center and the only Comprehensive Stroke Center certified by The Joint Commission within a 270-mile radius. UMC is a safety net hospital providing medical care to all El Paso County residents regardless of their ability to pay.

El Paso Children's Hospital (EPCH) is one of only 250 hospitals across the country that specialize in pediatrics and one of eight members of the Children's Hospital Association of Texas (CHAT), and provides the highest level of pediatric care in West Texas. EPCH is a not-for-profit corporation whose purpose is to provide pediatric care services to the pediatric residents of El Paso and the surrounding region. El Paso Children's Hospital is the only separately licensed freestanding not-for-profit Children's Hospital providing exclusive pediatric health care. The relationship with TTUHSC – El Paso and community physicians, ensures that patients at El Paso Children's Hospital have access to the latest treatment methods and diagnostic service available from leading physicians in the field of pediatrics. El Paso Children's Hospital also maintains an affiliation with University Medical Center. This relationship allows our patients' access to the only Level 1 Trauma Center in a 350-mile radius of the hospital district, collaboration with maternal services and a wide range of access to other resources available to the hospital district.

Through these networks and our affiliated pediatricians, our hospital is impacting the health of more children than ever. Together we are coordinating care to create better experiences for patients and families as we work to create an epicenter of care for our pediatric population.





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