

ANNUAL REPORT FISCAL YEAR 2024

EL PASO'S NEXT GENERATION: READY TO LEAD

Jahziel
FUTURE TEACHER

Crisel
FUTURE CEO

Mia
FUTURE DOCTOR

Tadeo
FUTURE NURSE

Erik
FUTURE FIREFIGHTER



OUR STORY

The story of El Paso Children's Hospital (EPCH) is intrinsically tied to the El Paso community. As our population continues to grow, the need for exceptional healthcare for our most vulnerable children remains a priority. At EPCH, we are dedicated to elevating the standard of pediatric care every single day. Our commitment extends across all departments — whether it's enhancing our Pediatric Intensive Care Unit, advancing our Rehabilitation Services, improving Case Management, or expanding Community Outreach.

Our mission is clear: to provide outstanding pediatric care to every child who needs it. Achieving this requires a team of skilled professionals who combine expertise with compassion and vision. Our dedicated staff possesses both the technical abilities and the empathetic approach that instill confidence in patients and their families.

For more than a decade, we have offered El Paso families access to board-certified physicians, specialized clinics, and cutting-edge medical technology — all within their community. From treating a broken arm to performing emergency neonatal surgeries, our focus remains on delivering comprehensive care. In this year's report, we will highlight inspiring stories from patients who found hope and healing at EPCH during challenging times. It's clear that El Paso Children's Hospital holds a cherished place in the hearts of many in our community.





El Paso Children's HOSPITAL



Mia - 7 Years Old

Tadeo - 9 Years Old



**TOP HOSPITAL IN QUALITY &
BEST HOSPITAL IN THE CITY!**

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CEO MESSAGE

As we reflect on another remarkable year, El Paso Children's Hospital continues to stand as the primary and sole pediatric specialty hospital in our region, dedicated to providing exceptional care for the children who need it most. We are proud of our new tagline: "Created by El Pasoans for generations to come," which captures the essence of our commitment to this community.

Over the past year, we have seen significant growth and accomplishments that reinforce our dedication. We proudly opened and fully operationalized our new Multispecialty Center, a state-of-the-art facility that enhances collaboration among our dedicated physicians and specialists. Additionally, our expansion to the 8th floor has allowed us to increase our capacity and services, ensuring that we can meet the growing needs of our patients.

This year, we also expanded our diagnostic tools and added specialists focused on epilepsy care, enabling us to provide comprehensive services for children facing this challenging condition. Each of these milestones reflects our progress and our unwavering dedication to the health and well-being of our community's children.

We also want to extend our deepest gratitude to our invaluable partners—University Medical Center of El Paso (UMC), El Paso Health, and Texas Tech Health El Paso—whose collaboration and support make it possible for us to continue delivering exceptional pediatric care. Together, we are building a brighter, healthier future for the children of our community.

As we move forward, our mission remains clear: to prioritize the health of every child we serve. Since our opening, we have dramatically reduced the number of children needing to leave El Paso for specialized medical treatment by nearly 85 percent. As the only pediatric specialty hospital in the region, we are committed to ensuring that high-quality care is accessible right here in our community.

Thank you for your ongoing support as we continue to strive for excellence in pediatric healthcare, truly "created by El Pasoans for generations to come."



Cindy Stout,

DNP, RN, NEA, BC
President and CEO



THE LEADERS

Executive Team



**Cindy Stout,
DNP, RN, NEA, BC**
President and CEO



John Runkles
Chief Operating Officer



Roxanne Weisendanger
Chief Nursing Officer



Omar Garza
Chief Financial Officer



Laurel Huston
Chief Legal Officer

Governing Board



J. Steve DeGroat
Board Chairman



Steve Anderson
Board Vice Chairman



Elsa Borrego
Secretary



Jose F. Cardenas



Cindy Lyons Fields



Patrick Gordon



Isela Ibarra, MD



Amy Ross



F. James Volk

Physician Leadership



Jeffrey Schuster, MD
Chief Medical Officer



Roberto Canales, MD
Chief Clinical Officer

Medical Executive Committee



Ittay Moreno, MD
Chief of Staff



William Spurbeck, MD
Past Chief of Staff



Ricardo Reyna, MD
Chief of Staff Elect



David Yates, DMD, MD
Medical Staff Secretary/
Credentials Chair



Sadhana Chheda, MD
Chair of Hospital Quality



Marc Orlandi, MD
Chief of Anesthesia



Vernon Burke, DMD, MD
Chief of OMFS



Carlos Gutierrez, MD
Chief of Pediatrics



Rodolfo Fierro-Stevens, MD
Chief of Neuroscience



Chetan Moorthy, MD
Chief of Diagnostic &
Interventional Medicine



Shumyle Alam, MD
Chief of Surgery

HONORING OUR HEALERS' COMMUNITY IMPACT IN 2024

On National Doctor's Day, we honored and recognized all of our El Paso Children's Hospital physicians as "Doctor of the Year."

Dr. Ittay Moreno

- Casa por Cristo
- International Volunteer Headquarters
- Siguiendo los Pasos de Jesus
- Volunteers in Juárez & Guatemala

Dr. Ricardo Reyna

- Medventure for Your Future
- Special Olympics Texas Greater El Paso Area Athletes
- Lee Beulah Moor Children's Home

Dr. Violeta Radenovich

- LIGA International Flying Doctors of Mercy
- FEMAP

Dr. Daniel Bustamante

- Upward Sports Little League Basketball & Soccer
- Medical Laboratory Technology Program at Southwest University

Dr. Sadhana Chheda

- Center Against Sexual and Family Violence (CASFV)
- Court Appointed Special Advocates (CASA)
- EPCH and UMC Foundation Boards
- Texas Health and Human Services Perinatal Advisory Council, Vice Chair
- Texas Health and Human Services Perinatal Advisory Council, Vice Chair
- Governor's EMS
- Trauma Advisory Council

Dr. Shauna Goldman

- Lee Beulah Moor Children's Home
- Annual Operation Pumpkin Event

Dr. Shumyle Alam

- Lee Beulah Moor Children's Home
- Annual Operation Pumpkin Event

Dr. Alison Days

- Boy Scouts of America (BSA)

Dr. Lizbeth Holguin

- Embracing Smiles

Dr. Edgar Perales

- Texas Mission of Mercy (TMOM)

Dr. Yanitza Feliciano

- Le Leche League & Baby Cafe

Dr. Silvia Menendez

- EPCH Cleft and Craniofacial Team

Dr. Robert Wilson

- TeamSmile

Dr. David Yates

- FEMAP

Dr. Vernon Burke

- FEMAP

Dr. Natasha Furchtgott

- FEMAP

Dr. Jonathon Chiao

- FEMAP

Dr. Amanda Chiao, PhD

- FEMAP

Dr. Vicente Manuel

- FEMAP

Dr. Victor Aquino

- FEMAP

Dr. Shawn Diamond

- FEMAP

Dr. Jacob Heydemann

- FEMAP

Dr. Roberto Canales

- FEMAP

Dr. Steven Ross

- FEMAP

Dr. Hans Brockhoff

- FEMAP

Dr. Gil Gontre

- FEMAP

Dr. Kevin Bright

- FEMAP

Dr. Jarett Howe

- FEMAP

Dr. Marc Orlandi

- FEMAP

Dr. William Spurbeck

- FEMAP

Dr. Violeta Radenovich

- FEMAP

Dr. Reo Pugao

- FEMAP

Dr. Chetan Moorthy

- FEMAP



SERVICES



The Woody and Gayle Hunt Family Pediatric Intensive Care Unit

The Woody and Gayle Hunt Family Foundation has worked to enhance and strengthen the Borderplex region since 1987. Their investment in our pediatric intensive care unit allows us to care for trauma patients, children recovering from complex surgeries, and critically or chronically ill children. With 22 private rooms and 24/7/365 board-certified intensivists, we are the only hospital to cover the critical care needs of the children in the region.

Our Family

Many healthcare facilities rely on travel or contract clinicians from outside of El Paso to provide critical care to their patients. We pride ourselves on hiring and retaining people that live in the region. Most of our physicians and nurses not only live in El Paso but were born here and received their training here – El Paso is their home. The family we have created is invested in staying abreast of the best practices in critical care medicine and are dedicated to expanding our services so no one will need to travel for critical care. With our future expansion into cardiac care services, leaving the area for critical care will be a thing of the past.

Beyond Healing

Although our mission is the health and life of the child, in some cases, we understand there are insurmountable issues that even the most advanced medicine can't cure. Our team works closely with the Southwest Transplant Alliance and El Paso Hospice to meet the needs of the family when continued treatment isn't chosen. On the walls of EPCH we memorialize those children who have given the gift of life. Each October, we take time to honor children who died in infancy or during a pregnancy and allow families and the community to come together in remembrance.

“
Our staff can fall in love with a patient and their family. In some cases, you are watching and caring for someone you have known for years, especially our kids with complex, chronic diseases.
”
- Kristine Tejeda, RN, MSN, PICU Director


1,086
Critical Care Patients


121
Level One Pediatric Trauma Patients


130
Critical Transfers to PICU

Nursing Staff & Education

PICU Nursing Staff:
52
Nurses

Board-Certified Pediatric Intensivists:
100%

15
Nurses with Advanced Cardiac Training

Continuing Education:
500+
Hours



EPCH REMAINS THE **ONLY** HOSPITAL IN THE REGION ADMITTING LEVEL ONE PEDIATRIC TRAUMA PATIENTS

Critical Care

Working critical care for the most vulnerable group of children is a calling, and the Critical Care Transport team works every day so sick and injured children can get the level of care they need, whether it's in El Paso, Florida, or Pennsylvania. The nurses, respiratory therapists, and physicians on our Critical Care Transport Team are highly experienced in pediatric and neonatal care.

Our skilled team works in a mobile ICU unit on the ground and in the sky. Our nurses and respiratory therapists have different certifications in neonatal, critical, and neonatal respiratory care. Within 15 minutes, the team can be activated to transport a sick child anywhere they need to go to get the best possible care.

Critical Care Transport Team

**851**  Total transports

5% Of those transports were from out of hospitals

42 Neonatal


809 Pediatric

Team consists of:

6
Registered Nurses

+


6
Respiratory Therapists



*Specific certifications in neonatal, critical care and respiratory care consist of **TNCC, CNPT, ENPC, CCRN, BLS, PALS, ACLS, STABEL, NRP**

New Equipment:

2 NXTGEN transport isolettes, Aerosel, Technimount for both ground and flight.

797  Ground Transport

54  Flight Transport



The James A. “Buddy” Davidson Charitable Foundation General Pediatric Floor

The James A. “Buddy” Davidson Charitable Foundation pediatric floor has 26 private rooms dedicated to the medical and surgical recovery of children up to 18 years of age. This unit is one of our busiest units having more than 300 admissions during several months of the last fiscal year. This growth accelerated the addition of more general pediatric beds on our new eighth floor expansion.

A Short Stay and a Deep Connection

Some children may need a short stay after an illness, while others need more time to gain strength to continue healing at home. Because it is difficult for parents or families to be at the hospital around the clock, we often take the role of an extended family member. We find our nurses and support staff holding the child for a two-hour ‘contact nap’ or sitting with our child life specialists to focus on pain reduction and coping techniques that lessen the fear of a daunting hospital stay. Our families regularly stay connected after the child is discharged, which builds a relationship beyond our walls. Many of our nurses on the pediatric floor have been nominated by patient families to receive the prestigious Daisy Awards for going above and beyond while caring for our patients.

2,577

Total Admissions

60+

Full time equivalent (FTE's)

The general pediatric unit has stayed in contact with

81%

of patients after they left the hospital.



Crisel - 11 Years Old

“

A general pediatric floor in a hospital is designed to provide care to children with a variety of medical conditions. From acute care, to chronic diseases to surgical care, EPCH covers it all.

”

- Jorge Cardenas, BSN,RN, PEDS Director

Pediatric Intermediate Care Unit (IMCU)

Knowing our services would grow over time, in 2020 we began the designs for building out the vacant eighth floor to meet the healthcare needs of the children in the region and beyond. In October 2024, the eighth floor opened with 16 general pediatric hospital beds, 10 intermediate care unit beds, and two specialized epilepsy monitoring unit beds.

“

As envisioned by hospital leadership, community stakeholders and physicians, the plan was to incorporate the entirety of the floor to ease the capacity concerns of the ever-growing hospital.

”

- Karla Liliana Enriquez BSN, RN, Pediatric Intermediate Care and EMU Unit Director

Complex Care Close to Home - Pediatric Intermediate Care Unit (IMCU)

Adding a Pediatric Intermediate Care Unit (IMCU) allows us to provide better complex care for children who no longer need PICU or specialized care after surgery. Children who may have had complex surgery in another city can recover closer to home if a more extended hospital stay is needed. The new unit will also help children whose condition requires a longer hospital stay due to their dependence on medical technology to support respiratory, nutritional, or other needs. The space is designed for children and families with a longer hospital stay, allowing families and siblings to visit and feel comfortable.

Specialized Epilepsy Diagnosis and Treatment

Early and accurate diagnosis of epilepsy is essential for the management and treatment of epilepsy in children. The neurology and neurosurgery specialists at EPCH now have a unique Epilepsy Monitoring Unit (EMU) designed and equipped to care for patients admitted for evaluation, diagnosis, or treatment of seizure disorder. Children with seizure disorders are closely watched with continuous monitoring to diagnose epilepsy, unexplained seizures, or other brain-related episodes.

Tests done in the EMU can help the doctor identify what kind of brain condition the child may have and the exact type of seizure they are having.



Erik - 9 Years Old

“

Being raised here in El Paso, I know how important family is. During my training outside of El Paso it was disheartening to see how many patients couldn't receive basic epilepsy care. With the epilepsy program that El Paso Children's Hospital and Texas Tech Health El Paso are building, families are now able to stay home during their journey.

”

- Dr. Allie Melendez-Zaidi, M.D., Ph.D, Texas Tech Physicians of El Paso.

Southwest University Pediatric Blood and Cancer Center

When a child is battling cancer or a chronic blood disorder, they deserve a team dedicated to finding a cure. At EPCH, we also want them close to home so they don't have to travel while undergoing treatments, which can include daily visits for treatment. Our inpatient and outpatient interdisciplinary teams consist of hematology/oncologists, nurses, child life specialists, and social workers who work collaboratively to provide world-class care. The 24-bed inpatient unit at EPCH can be the home to children undergoing difficult and lengthy care plans, and our El Paso Children's Multispecialty Center makes outpatient treatment more comfortable and convenient.

Advancing Treatment For Childhood Cancer

Our membership in the Children's Oncology Group (COG), the world's largest organization exclusively devoted to childhood and adolescent cancer research, ensures our patients are receiving the most advanced and effective care designed to beat cancer. The COG unites more than 200 children's hospitals, universities, and 9,000 cancer specialists across the United States, Canada, Australia, New Zealand, and Europe in the fight against childhood cancer.

Innovation and Research

The treatment of cancer is constantly improving, and our team is dedicated to providing the most innovative treatments available. In 2024, working with our Endocrinology and Zachary Bowling Pediatric Outpatient Diabetes Education Services team, we were the third hospital in the nation to use a groundbreaking clinical trial that includes a 14-day IV infusion treatment intended to pause the onset of Type 1 diabetes. TZIELD, the first and only FDA-approved treatment to delay the full onset of Type 1 Diabetes for kids aged eight and older who meet specific criteria, gives the child more time to mature and our team time to create an advanced care plan. In addition, last year our innovative work with bone marrow aspirations was presented at the annual Society for Integrative Oncology (SIO) conference. The aspiration method we apply reduces headaches, infection rates, and is less painful than the traditional intervention.

“

“The day our patients ring the bell to mark the end of their treatment is truly special. It’s a celebration of their journey, bringing together family, staff, and physicians to honor their life beyond cancer. This moment reflects the exceptional care we provide, empowering each patient to embrace a future free from cancer treatment.

- Aley Valdespino, RN, BSN Pedi Hemonc Nursing Director

”

Community Partnerships Enhance Our Patient Experience

We understand cancer affects every part of a child's life and every member of the family. To aid in the journey, we created a support network to help the child and the family deal with all aspects of this disease. Our partnership with Candlelighters, an El Paso non-profit dedicated to supporting children with cancer, allows our patients to attend a week-long camp with their parents to experience a normal summer camp experience. Gold Out El Paso and the Make-A-Wish of North Texas are two vital partnerships also supporting our patients as they fight childhood cancer.

80+



New patients diagnosed

6,868



Outpatient visits to the Infusion Clinic

46



Pediatric patients in research trials, all in treatment studies

Of which, 3 TZIELD clinical trial to delay disease progression

Over 25 types of cancer treated

31



Active research trials

0



Central line infections

40+



Ring of the Bell's celebrated

The Ringing of the Bell at El Paso Children's Hospital celebrates the end of a patient's treatment and the beginning of a new chapter.



Member of the Children's Oncology Group (COG) since 2014

The Laura and Pat Gordon Family Level IV Neonatal Intensive Care Unit

El Paso business leaders and graduates of Texas Tech University School of Law, Laura and Pat Gordon, believe in giving back to their community, as evidenced by the Laura and Pat Gordon Family Neonatal Intensive Care Unit (NICU). EPCH has the most specialized Level IV NICU in the region, offering post-operative care from complex surgical procedures. We deliver exceptional, lifesaving care to premature and sick newborns. Our partnership with UMC allows our team to be with laboring mothers during high-risk deliveries, and our critical care transport team is ready to bring the newborn from UMC and other regional hospitals to EPCH's NICU for advanced neonatal care – from 22 weeks gestation to term births.

We treat many babies that likely would not have made it without our highly specialized care and team. As the most specialized Level IV NICU in the region, we consider ourselves privileged to care for the tiniest of warriors who get to go home with a bright future. We know how precious these lives are, and we truly all become family.

- Dr. Sanjeet Panda, MD, Texas Tech Physicians of El Paso

Coordinated, Comprehensive Care

When a child is born prematurely, they still have a lot of development to do before they can thrive. Our NICU has 50 bassinets, five single rooms, and two reverse isolation rooms. Our comprehensive care team includes 24/7/365 onsite neonatologists, certified lactation consultants, specialty-trained nursing staff, and supportive therapies, including respiratory, speech, and physical and child-life specialists.

Family-Centered Care

The culture in our borderland is unique because the extended family is often as important as the mother and father in caring for our children. We understand the love of the entire family helps heal a sick child. Our Nicview Webcam System allows families to see the newborn in the NICU from a computer or mobile device via a webcam, making it possible for aunts, uncles, grandparents, cousins and siblings to see the baby daily. The love and support from family with our high-quality care can help the child thrive and prepare them to return home.

683



**Total
Admissions**

450



**High-risk deliveries
transferred from UMC or
regional hospitals**

176



**Babies required post-
operative care**

Emergency Department

Children are not just small adults but unique individuals with specific medical needs. We provide comprehensive care for infants, children, and adolescents up to 18 years of age, 24/7/365. In the past year alone, the Emergency Department treated more than 27,000. This growth shows the continued need for specialized pediatric care in the area.



Mia - 7 Years Old

“

As the region’s only child specific emergency department, the education of our staff is the most important. They see everything in the ED, and they need to be prepared for everything – I can confidently say, our staff is ready.

”

- Naomi Bastardo,
BSN, RN, Emergency Department Director

Training and Certification Set Our Team Apart

Our expertise sets a standard for pediatric emergency care - a distinction that matters when every second counts. Many staff members have certifications, including ACLS, and trauma readiness, which is essential when treating the most critical cases. This commitment to continuous education and process improvement ensures that we remain at the forefront of pediatric emergency medicine, ready to meet the needs of our children with both advanced medical solutions and a deep understanding of pediatric care.

Innovation Improved Patient Care

Innovation is at the heart of improving patient outcomes. Nurses play a vital role in process improvement and are continuously developing new processes to improve our care. Sepsis is the leading cause of death in hospitalized children in the United States. Treatments that begin within the first 30 minutes of suspected sepsis improve outcomes of this potentially dangerous infection. Our nursing team has developed an automated system that alerts staff to potential sepsis when a patient arrives with a fever or develops one during their hospital stay, significantly improving patient outcomes.

27,800+

Patients Treated

100%

nurses certified in ACLS, PALS, ENPC, TNCC, NRP, and, STABLE.

47.5

minimum average for sepsis treatment initiation

+2%

increase in patient satisfaction scores; over 81% during peak months

- ☀ New pediatric stroke protocols
- ☀ Comfort and anxiety reduction initiatives.
- ☀ Plans to ensure rapid, specialized care in disaster situations.
- ☀ Specialized training included skills in pediatric stroke recognition, sepsis, intraosseous insertion, and more.

Perioperative Services

At EPCH, we offer unmatched surgical services to children in the region, with the most board-certified pediatric surgeons and anesthesiologists, pediatric-trained nurses, surgical technicians, certified sterile processing staff, environmental services workers, and more. In the last fiscal year, we exceeded our surgical volume goals, and our influence continues to extend globally, drawing patients worldwide seeking specialized surgeries like Endoscopic Craniosynostosis. Our team believes that every day is a great day at EPCH because we are helping children live the fullest life possible. We work in an environment where every child is special, and we understand our care can change lives.

Supportive, Healing Environment

This positive attitude and our commitment to support each other as we heal and care for children is what sets EPCH apart from other hospitals. When we bring a new surgical service to EPCH, the team and the leadership rally to make sure we have the most advanced equipment to perform the surgery in a minimally invasive and the safest way. We understand that new service and innovative surgeries are an investment – an investment in the lives of the children of El Paso.

“
Perioperative Services performed a record number of cases this past year. As the only hospital in the region solely dedicated to children supported by a team of highly skilled pediatric surgeons, anesthesiologists, and specialized staff.

- Jeannie Shah, MSN, RN, CNOR, RNFA,
 Associate Administrator

neurosurgeons navigate and map the brain during epilepsy surgeries and brain biopsies, a synaptic resectoscope robotic microscope to help our ENT surgeons guide instruments, and a state-of-the-art laser for vascular and urology procedures.

Quality and Healing

As an American College of Surgeons National Surgery Quality Improvement Program (ACS NSQIP) partner we are committed to improving patient care and quality. Our team reviews data to ensure our patients receive the least invasive procedure available in the

region and the lowest possible radiation exposure. From preadmission testing, anesthesia, surgery, and recovery, our team prepares our patient for admission to the general pediatric medical/surgical floor, PICU or NICU for further healing or are ready to be cared for at home.

Advanced Technology and Comprehensive Services

A healing environment alone isn't enough, we have the most advanced technology to perform general, orthopedic, neurosurgery, ophthalmology, urology, and ear, nose, and throat (ENT) surgery. Investments in the last few years include a Robotic Operating Surgical Assistant (ROSA) to help

Surgical Volume & Technology

4,629



OR Cases

966



Endoscopy Cases

18.92%



of neurosurgeries utilized ROSA and/or Synaptive

\$980,287



Investment In New Equipment

96%

of patients from El Paso

4%

from out of town

Quality Improvements

Formed SSI Task Force and optimized pre-surgery CHG bath procedures, reducing infection rates

Outpatient Imaging and Cardiac Services

Pediatric imaging is as unique as each child we treat. It requires specialized attention that is different from caring for adults. Our team understands those unique needs and our inpatient and outpatient imaging services provide the highest quality care, using the lowest possible radiation dosage. We understand that no parent wants to wait to know what is happening with their child’s health. We are dedicated to quickly getting results to families – within the day and when necessary, within the hour.

The Technology Used for Comfort and Precision

Asking a child to stay still for 20 minutes to two hours can seem like an eternity but having them remain still is essential for an accurate imaging scan. Our innovative video goggles and MRI-safe headphones allow patients as young as seven to watch movies during their scan, helping them stay calm and focused without anesthesia. The introduction of our MRI-compatible goggles has reduced our use of sedation nearly 40%.

“

We have the best turnaround time for tests. We understand the urgency for the parents of these young patients to get results and information.

-Kelli Banister, BS, RDMS, Radiology & Cardiac Imaging Director

”

Increased Access and Expanded Services

Our new urgent care facility in the East offers immediate imaging needs like X-rays and our El Paso Children’s Multispecialty Center provides a comprehensive range of services, including X-rays, EKGs, ultrasound, fluoroscopy, urodynamics, dedicated CT scans for craniofacial conditions, and more in a central El Paso location. Our continued investment in new technology and facilities in the last year signifies our commitment to accessibility, convenience, and state-of-the-art care.

Imaging Volume & Growth

56,737

total imaging procedures

Patient Experience & Innovation

MRI Goggles: Entertainment options, two-way communication, and noise reduction

40% sedation reduction,

Enabling faster intakes and recoveries

Specialized Imaging:
 Enabling MRI Urography, MRI Enterography, MRI Defecography, Tractography, Perfusion, Neuronavigation, Advanced Fetal Imaging intakes and recoveries

Regional Specialties

Congenital MRI Cardiac Imaging: Exclusive provider from Phoenix to San Antonio to Mexico City offering this specialty

Imaging Volume & Growth

X-Rays:	31,717	Interventional Radiology:	599
MRI	3,895	Ultrasound:	10,630
EKGs:	3,325	Echocardiograms:	2,707
CTs:	3,464	Nuclear Medicine:	400

Patient Experience & Innovation

- High-Level Disinfection Units (Ultrasound Probes)
- 2 GE AMX Portable X-Ray Units
- GE Echocardiography Machine for Fetal Echos
- Mini C-Arm Fluoroscopy Machine
- MRI Body Coil 18 Long
- I-Cat Panorex

Urgent Care & Multispecialty Center Volumes

Urgent Care Center: 990 imaging patients
Multispecialty Center: (7 months post-opening)

- X-Rays: 2,352
- Ultrasound: 621
- Echocardiograms: 595

Pediatric Laboratory Services

When a child needs laboratory tests, a parent wants to know they're in good, specialized hands. The Pediatric Lab team has equipment designed for children and a staff trained to handle the special needs of each child. We offer unique diagnostic tests, such as Sweat Chloride testing, to diagnose Cystic Fibrosis. We are accredited by the College of American Pathologists (CAP), the leading accreditation organization of pathology and laboratory medicine, ensuring we offer the highest quality services. We continue to add to our extensive menu of available tests as we work with our specialists

to advance diagnosing and caring for children with both common and rare diseases.

Most of our testing is performed locally, so the turnaround time of lab results is quick, and it is immediately recorded in the electronic medical record so patients can view it in our patient portal. With the addition of our lab at our El Paso Children's Multispecialty Center, we can offer testing to more people with a physician lab order in a convenient, easy-to-access location.

“Our lab is special, we understand kids. Our staff strives to provide our clinicians and surgeons the tools they need to guide their patients. The lab at El Paso Children's Hospital is designed and equipped to ensure quick results.”

- Dr. Daniel Bustamante, MD

Total Labs Performed:

214,119

CAP Accreditation:

- ☀ **May 2024;** valid through **June 2026**
- ☀ Continuous compliance ensured through **CAP Proficiency Testing**

Planned Expansion:

Chemistry, Immunology, and Specialized Coagulation testing capabilities

Patient Access & Efficiency Improvements:

New El Paso Children's Multispecialty Center Lab:

811 patients since opening in March 2024

47 new tests added to lab menu

Improved on-site same-day testing



Tadeo - 9 Years Old

Zachary Bowling Pediatric Outpatient Diabetes Education Service

Approximately 600 children in the region have Type 1 diabetes. If current trends continue for Type 2 diabetes, one in three children born today will have diabetes in their lifetime. As the only American Diabetes Association (ADA) recognized pediatric diabetes education program between Phoenix and Austin, we have a large need to fill in the El Paso area. Our certified diabetes care and education specialist team empowers children, adolescents, and families to manage diabetes and teaches them how to live healthy lives. In 2024, we cared for more than 300 children and opened our new El Paso Children’s Multispecialty Center, offering outpatient education in the heart of El Paso.

Giving The Underserved a Helping Hand

Through the generous gift of the Bowling family, we opened the Outpatient Diabetes Education Services and annually provide many newly diagnosed children with a Zach Pack. These packs are filled with the essential supplies needed to begin managing diabetes. The packs are named after Zachary Bowling, who was diagnosed with Type 1 diabetes as an adolescent.

Our Zach Packs help avoid early hospitalizations and complications that can follow the initial diagnosis. In fiscal year 2024, we handed out 8 packs to underserved families.

“The initial needs of a diabetes diagnosis can be financially overwhelming for a family that is already struggling. The Zack Pack program helps those kiddos that otherwise may have fallen through the cracks.

- Amanda Timmerman, MS, RD, CSP, CNSC, LD, Clinical Nutrition and Pediatric Diabetes Education Director

Teaching School Nurses to Provide Care

Each year we hold a diabetes education conference to educate school nurses on how to care for children and teens with diabetes. This is possible through a donation from the Eisenberg family and allows us to demonstrate how to use the new pumps many of the children wear to school every day and provide education on recent developments in diabetes management.

300+ patients served

Zachary Bowling Pediatric Diabetes Education:

- ☀ Only ADA-recognized pediatric diabetes education program within **250** miles
- ☀ HgbA1C levels in children with diabetes decreased by an average of **1.5** mmol/l

Type 1 Diabetes Statistics and Tziel Infusion:

Type 1 Diabetes in El Paso:

- ☀ **80%** of pediatric cases
- ☀ **1** new diagnosis weekly on average

Tziel Infusion Program:

- ☀ First in El Paso to offer Tziel
- ☀ Treatment to delay Stage 3 T1D onset
- ☀ Among **300** nationwide, EPCH treated (3) patients treated at EPCH

☀ Funding and Grants

\$25,000 Grant: Awarded by BCBS of Texas to support pediatric diabetes education



A special Halloween support group held at a local corn maze, allows kids to write frustrations about diabetes on the pumpkin and drop them from a crane.

Zachary Bowling Pediatric Outpatient Diabetes Education Service

Support Programs and Community Outreach

- ☀ **Zach Packs:** providing essential supplies to 8 unfunded, newly diagnosed diabetes patients.
- ☀ **UDCA Training:** Certified diabetes specialists train regional school staff
- ☀ **Hosted 85 school nurses and healthcare professionals at the Annual Pediatric Diabetes Conference**
- ☀ **Diabetes Pediatric Ambassador Program:** Support for newly diagnosed youth

A Place Where Being Special Feels Normal

We have a very active support group where kids can come together to learn and become friends. In addition, our El Paso Health Teaching Kitchen gives us a place to teach kids and their families healthy eating habits. In 2024, The Pediatric Diabetes Education Services at El Paso Children's Hospital held a live in-person and virtual cooking classes in partnership with the El Paso Downtown Lions Club and El Paso Community College Culinary Arts Program. Families from the Zachary Bowling Pediatric Outpatient Diabetes Education Services and Empower Program participated virtually and in-person. The El Paso Downtown Lions Club provided the necessary ingredients for the recipes for the families that registered for the class so they could cook at home along with Chef Johnathan Nickerson, Professor in the Culinary Arts department at El Paso Community College. Families picked up the ingredients and the written copies of the recipes at the Kelly Food Bank. Chef Johnathan Nickerson also prerecorded preparation videos for families to view prior to the live events.

Educational Initiatives

El Paso Health Teaching Kitchen:

- ☀ Partnership with El Paso Downtown Lions Club, EPCC Culinary Arts, El Pasoans Fighting Hunger, and Kelly Food Bank
- ☀ In-person and virtual options



Department of Developmental & Rehabilitative Services

When a child gets sick, hurt, or is undergoing complex medical treatments our team of highly trained specialists work together to help make the child achieve the maximum level of development, function, and independence.

Growing To Meet The Needs Of The Community

Our physical therapists, occupational therapists, speech-language pathology specialists, and audiologists are pediatric trained and embedded within multispecialty teams throughout EPCH, including the craniofacial clinic, cerebral palsy clinic, and cystic fibrosis clinic. Our team’s expanded role within each multidisciplinary team made it necessary to grow the department by more than 400 percent in the last year. As we recruit more specialists to the region, the need for more specialized rehabilitative services continues to grow. In the past two years, we have also focused on growing our audiology program. With an increasing number of cochlear implants and advanced treatments that can affect the development of the ear, our mission is to serve all pediatric audiology needs and intervene in treatment early when it is most effective.

Helping the Child Beyond the Hospital Bed

Our treatment often begins in the hospital or at birth, but we understand the needs of the child extend beyond their stay at our hospital. Our new outpatient Multispecialty Center is designed to meet the special needs of our patients at a convenient location. Our philosophy of treating the patient both in the hospital and when they return home is unique because we are continuously working directly with the physicians who provide care for the child while creating a seamless transition to life and treatment outside the hospital.

- ☀ **Inpatient Visits: 10,156**
- ☀ **Outpatient Rehab Visits: 6,510**
- ☀ **Outpatient Audiology Visits: 1,489**

New Additions to the Team

Staff expansion includes:

- ☀ **2** Certified Occupational Therapy Assistants
- ☀ **1** Licensed Physical Therapy Assistant
- ☀ **1** Speech-Language Pathologist
- ☀ **1** Occupational Therapist
- ☀ **1** Physical Therapist

Audiology Expansion

- ☀ **Added a 2nd location with a sound booth for comprehensive evaluations**

Participation in Multispecialty Clinics

Rehab and Audiology professionals collaborate in specialized clinics, including:

- ☀ Cranial and Facial
- ☀ Brachial Plexus Birth Injury
- ☀ Spina Bifida
- ☀ Aerodigestive
- ☀ Cystic Fibrosis

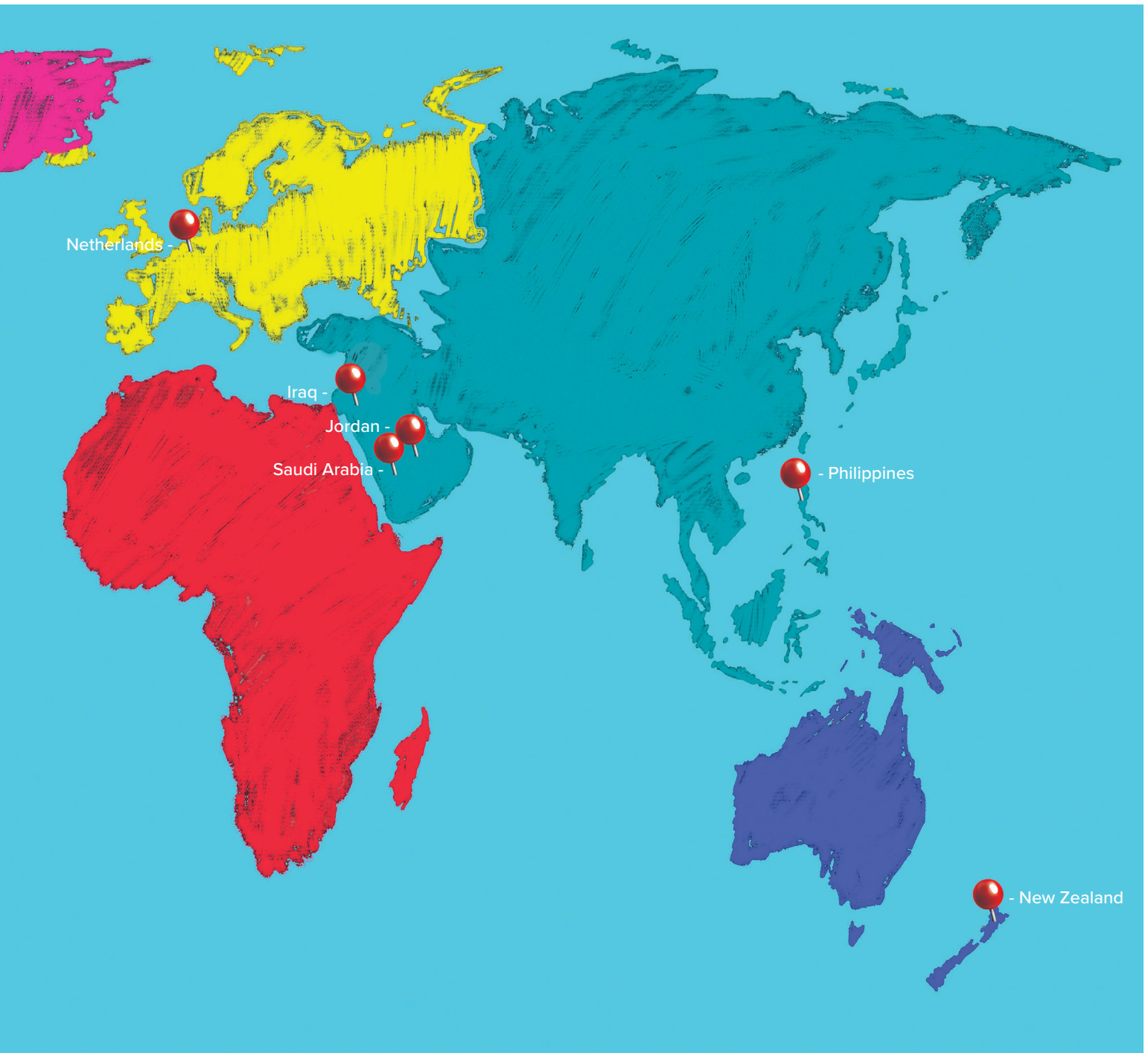
“When the hospital’s services grow, the rehab team grows. We work with all types of patients to help improve their quality of life and get them back to doing more things they love to do.”

- Olivia Hernandez, M.S., CCC-SLP, Developmental and Rehabilitative Services Director

EL PASO CHILDREN'S HOSPITAL *LOOK AT OUR PATIENT **IMPACT***



ALL AROUND THE WORLD



AT 12 WEEKS GESTATION, ANELY'S MOM WAS

UNSURE OF HER FUTURE

ANELY, 12 YEARS OLD



"I knew something was not normal with my baby 12 weeks into my pregnancy," said Wendy, Anely's mother.

Wendy didn't know exactly what was wrong with her baby until she was 7 months pregnant. She was told her daughter has Osteogenesis Imperfecta (brittle bone disease). Osteogenesis imperfecta (OI), is a connective tissue disease that makes your bones fragile and easily broken. It causes your body to make less collagen.

When Anely was born, she had countless fractures all over her body and her skull was not fully formed. Wendy had friends and family who had recommended she get care at El Paso Children's Hospital (EPCH). There are different types of OI, so initially the family believed she may outgrow the disease.

"People told us El Paso Children's Hospital had the best pediatric doctors in El Paso," said Wendy. "We immediately found an orthopedic surgeon and a few other specialists at El Paso Children's Hospital. All the doctors were focused on improving Anely's quality of life."

As Anely grew, the bone on her head grew and she began to grow. She spent the first few years in and out of the hospital. Spending days in the hospital receiving infusions to help her regain strength, doctors were still uncertain if Anely would ever walk.

Then, when Anely was two, the doctors diagnosed her with Hydrocephalus, which is the buildup of fluid in ventricles deep within the brain that puts pressure on the brain.

"With the fluid on her brain she needed another surgery," said Wendy. "This disease meant she needed to be on a ventilator all the time. Wherever Anely goes, the whole ventilator goes."



Now Anely has three specialists that coordinate her care and health. Anely and her family spent a lot of time at appointments with the doctors. When she was first diagnosed with Hydrocephalus she spent a week at EPCH almost every month.

“All of Anely’s doctors are very attentive,” Wendy said. “The doctors, nurses, therapists, respiratory and everyone we see is very attentive and provided for her very well. I have trust in the hospital and all the workers.”

Today, Anely enjoys a good quality of life and her mother says she is very happy. She doesn’t typically spend days in the hospital now, she still undergoes treatments every six months and to her doctor’s awe, she can walk with assistance from a walker.



Specialties & Services



AERODIGESTIVE CLINIC

Comprehensive care for children with complex airway and digestive disorders, treating conditions of the upper airway, lungs, and digestive tract



ALLERGY & IMMUNOLOGY

Provides education and treatment for allergies, asthma, and immune dysfunction disorders



BEHAVIORAL HEALTH

Treats conditions related to pediatric mental and behavioral health



BRACHIAL PLEXUS

Treats obstructed movement in the shoulders, arms, and hands



BOWEL MANAGEMENT

Host a weekly clinic for patients with bowel issues caused by spinal deformities, anorectal malformations, neurological conditions, or disabilities



CARDIOLOGY

Treats disorders of the heart and the blood vessels



C.A.R.E.S.

Provides medical services emotional support, education, and social work for the mistreatment of children



PECTUS/CHEST WALL MALFORMATION

Provides comprehensive care for patients with Pectus Excavatum, Pectus Carinatum, or other chest wall deformities



CRANIAL AND FACIAL

Treats children with facial, jaw, and skull abnormalities





CYSTIC FIBROSIS

Treats mucus caused problems in Spina Bifida the lungs, pancreas, and other organs



EAR, NOSE & THROAT, AUDIOLOGY

Treats conditions that concern the ear, nose, and throat



DERMATOLOGY

Treats diseases and problems of the skin, hair, and nails



GENERAL SURGERY

Treats various conditions through surgical procedures



NEUROSURGERY

Provides surgical treatment for brain, spinal cord, and nervous system conditions in children



EMPOWER PROGRAM

Provides personalized dietary plans for children with type 2 diabetes



SPINA BIFIDA

Treats spine and spinal cord organ birth defects



SCOLIOSIS

Treats kidney, urinary tract, congenital anomalies, and complex urological disorders



UROLOGY

Treats kidney, urinary tract, congenital anomalies, and complex urological disorders



GROWTH



El Paso Children's Multispecialty Center Ribbon Cutting & Grand Opening Ceremony, April 2024

Statistical Overview

STATISTICAL OVERVIEW FOR FISCAL YEAR 2024

BEDS:	AVERAGE DAILY CENSUS:	PATIENT DAYS:
122	73.4	26,873

INPATIENT ADMISSIONS:	OUTPATIENT VISITS:	ED VISITS:
4,219	93,228	27,917

SURGERY CASES:	ENDOSCOPY PROCEDURES:
4,629	1,006



Erik - 9 Years Old

El Paso Children's Urgent Care Center

El Paso Children's Urgent Care in the Far East

In June 2023, we opened the first El Paso Children's Urgent Care Centers as a less expensive alternative to emergency rooms for minor illnesses and injuries. Designed as a child-friendly, welcoming environment, the new El Paso Children's Urgent Care Center allows us to care for non-emergent needs. From treating common childhood illnesses and injuries, to providing vaccinations and diagnostic tests, we offer many urgent care services tailored to children. The new urgent care center is open seven days a week from 9 a.m. to 9 p.m.

“Providing services beyond the walls of El Paso Children's Hospital has been a focus for the last two years. We understand that providing care closer to where people live is convenient for the family and more efficient and effective for the child's overall care.

- John Runkles, Chief Operating Officer

El Paso Children's Multispecialty Center

Specialized Care Under One Roof — El Paso Children's Multispecialty Center

Opened in April of 2024, El Paso Children's Multispecialty Center brings together more than 30 specialties into a 35,000-square-foot facility. With 52 exam rooms, imaging, and a full-service laboratory, we are bringing needed services to a more convenient, more accessible location.

This location brings together the necessary diagnostic testing facilities and specialized care through multidisciplinary clinics to meet the comprehensive needs of every child. When a child is treated for Spina Bifida, Cystic Fibrosis, Vascular Formations, Brachial Plexus, or Cranial and Facial conditions, they require treatment from specialists across many different disciplines. By locating these specialists under one roof, patients can quickly go from appointment to appointment, and physicians can easily walk down the hall to discuss a patient's needs. We take the time to listen to concerns, answer questions, and involve parents in the decision-making process.



Crisel - 11 Years Old

Expanded Services | Cardiology and Cardiac Surgery

Children are at the heart of everything we do at EPCH. To keep cardiac care in El Paso for generations to come, we have begun to build the highest quality service line for the kids of El Paso. We believe treating a child's heart is more than just medical care - it also takes the love and support from nearby family. This partnership will be designed to ensure we provide the right level of cardiac care locally and only transport the most complex cases out of the region for treatment.

Focusing on Growth

Last year, more than 100 children were transferred out of El Paso for cardiac care. Our future partnership coupled with our recruiting efforts for skilled cardiology, cardiac surgery, and electrophysiology physicians will ensure future cardiac care can happen close to home. This growth includes partnering with maternal/fetal medicine physicians to detect heart defects before birth and creating a treatment plan well before the baby arrives.

This advanced approach allows the medical team and the family to plan for any intervention and care for the mother and child.

Bringing Care to The Underserved with Our Mobile Clinic

People in rural areas of El Paso have a difficult time getting the medical care they need. Our mobile clinic, made possible by funding from Congresswoman Veronica Escobar, is designed and dedicated to only treating pediatric patients. We can go to schools and communities to provide sports medicine screenings, physicals, electrocardiograms (EKGs), and other services children may otherwise not be able to access.



Erik - 9 Years Old

“As one of the original pediatric cardiologists in El Paso, I have often had to refer my patients out of town for complex cardiac treatments and surgical interventions. El Paso Children's Hospital is rising to the challenge by developing a pediatric cardiovascular service line that will provide vital cardiac services right here at home, ensuring that our young patients receive the care they need without leaving El Paso.”

- Dr. Jeffrey Schuster, MD
Pediatric Cardiology
Chief Medical Officer

Physician Relations & Business Development

Physician Recruitment

Aligning recruits with the hospital's needs involves evaluating patient outcomes, program development potential, and cultural fit. For example, the recruitment of an epileptologist who returned to her hometown of El Paso after completing her fellowship underscores our commitment to serving the community with local talent invested in its success.

Community Relations

Our partnerships with school districts, non-profits, military entities, and hospitals like FEMAP in Juárez, set us apart from the care within the community. From health fairs to advocacy, our community relations team connects residents to essential resources, reinforcing El Paso Children's Hospital as a trusted local healthcare leader.



Jahziel - 9 Years Old

Growth and Development

2025–2027 strategic plan sets the stage for expanding programs and services, clinical teams, and outreach.

- Notable milestones include successfully recruiting specialists in cardiology, epileptology, nephrology, and genetics.

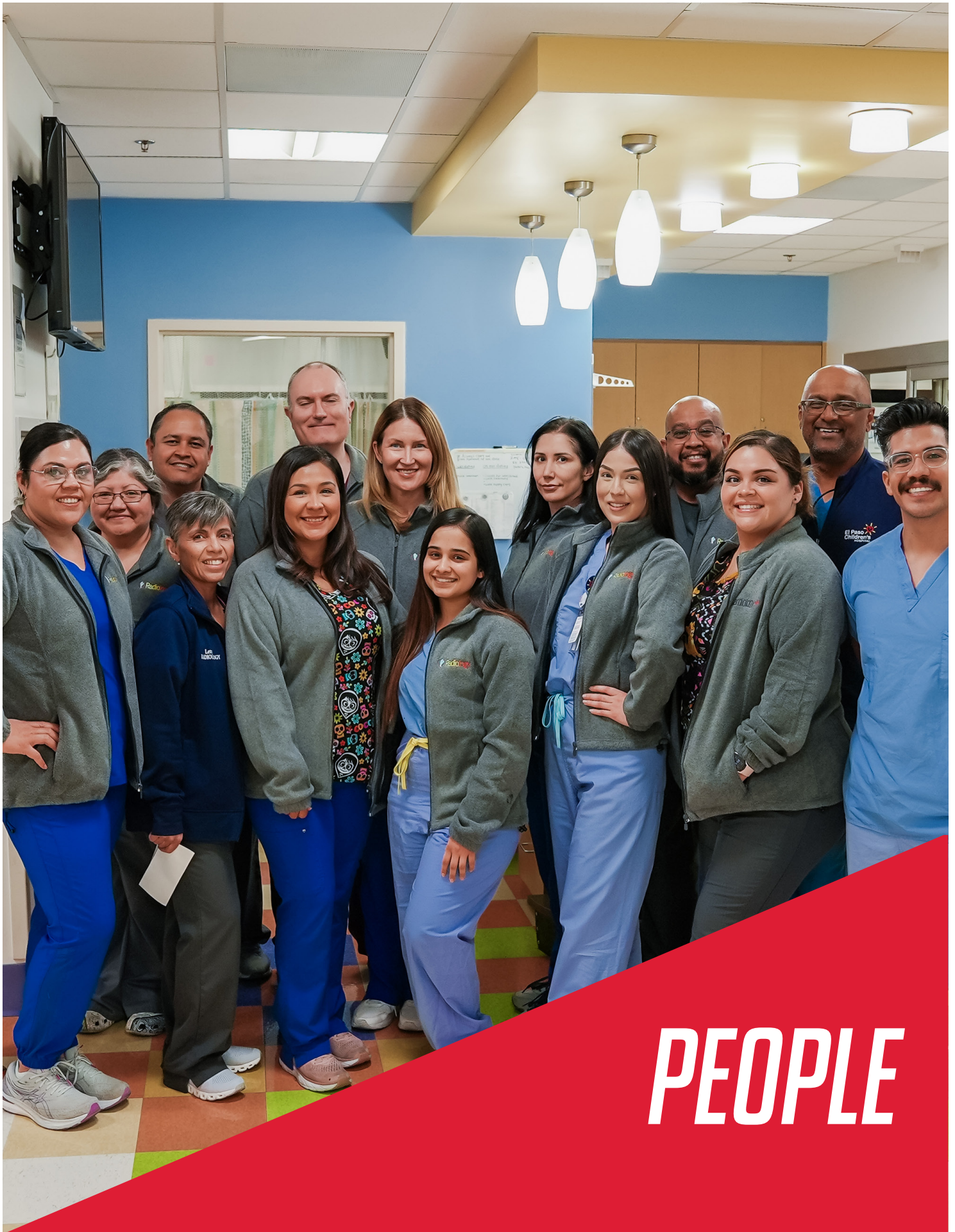
New Programs

Launched 3 multidisciplinary clinics:

- Bowel Management
- Chest Wall Malformation
- Aerodigestive Clinic

In October 2024, we opened our Epilepsy Monitoring Unit, reducing the need for families to travel for care. The greatest challenges have been balancing logistics, staffing, and resource allocation, but the outcomes have been transformative for local pediatric healthcare.





Human Resources

Human Resources is responsible for recruiting, onboarding, training, and managing our EPCH team from application to employment. Our team maintains positive relationships within departments and the organization. In the last year, they have planned and organized activities such as holiday meals, mascot parties, recognition events, parades, and a spirit week to celebrate National Hospital Week.

Human Resources also focuses on professional development and holds quarterly employee forums and a quarterly university meeting for leaders. But, like everything at EPCH, we choose a theme and help our team have fun while they learn. Last year, our employee engagement scores increased year over year, and our employee retention rate improved.

Medical Staff

Our medical staff at EPCH is a self-governing organization that is separate from the hospital, but reports to the hospital's Board of Directors. The medical staff office maintains complete and current credentialing files for all physicians and advanced practice providers who care for patients at EPCH. We coordinate member privileges, interpret bylaws and department regulations, initiate reports to governmental agencies when required, and research all new providers coming to work for EPCH.

Our medical staff office serves as a liaison between the medical staff and the hospital administration. Not only do they support the medical staff administratively, but they also help honor and celebrate their successes.

On National Doctor's Day, we honored and recognized all of our El Paso Children's Hospital Physicians as *Doctor of the Year*. We also recognize all of the medical staff's charitable work outside of the hospital walls.



CONGRATULATIONS TO THE FOLLOWING LEADERSHIP AWA



EMPLOYEE OF THE YEAR

.....


Adrian Rodriguez
Case Management



IMPACT AWARD

.....

Mercedes Rodriguez - Lemmo
Informatics



LEADERSHIP AWARD

.....

Elizabeth Carroll - Gonzalez
Medical Staff

2024 EL PASO CHILDREN'S HOSPITAL RD RECIPIENTS!



EMERGING LEADER

Karla Lilliana Enriquez
Pediatric Intensive Care Unit



DAISY LEADER OF THE YEAR

Naomi Bastardo
Emergency Department



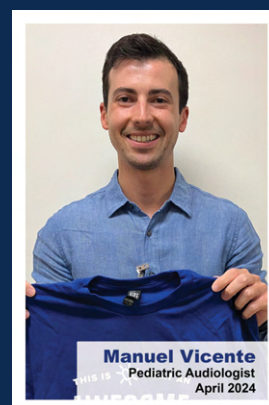
THANK YOU TO ALL THE
HONOREES FOR THEIR
COMMITMENT TO
EL PASO CHILDREN'S HOSPITAL!



OUR DAISY AWARD HONOREES



EMPLOYEE OF THE MONTH



OLAVIO NEVER LET HIS CANCER DIAGNOSIS TEST HIS FAITH

OLAVIO - 17 YEARS OLD



Olavio was 14 years old when he first got his cancer diagnosis. That diagnosis began a journey for Olavio and his entire family.

"I thought our world was going to come crashing down," said Carmen, Olavio's mother. "The whole family was scared and worried."

After the initial diagnosis, Olavio's doctors ordered tests to see how advanced the cancer was and let the family know the treatment options available for him. One of the options presented was removing the leg affected.

"I did not want to see Olavio lose his leg," Carmen said. "We began searching for the right doctor who could potentially

save Olavio's leg." The first doctor they saw was in Colorado. Carmen explained that the doctor there was young and didn't have the experience they wanted for Olavio's treatment. Luckily, that doctor referred them to a doctor in El Paso that had experience and felt would be a good fit for Olavio. They had their next appointment with Rajiv Rajani, M.D. an orthopedic oncology specialist at El Paso Children's Hospital (EPCH).

"The first treatment Dr. Rajani recommended was radiation," said Carmen. "The radiation was a painful experience for Olavio and unfortunately it didn't work. In fact, the cancer gained strength."

After the radiation treatment, Dr. Rajani explained that an amputation of the leg would give Olavio the best chance to beat cancer.

“As a mother, I was still worried about what that would mean for Olavio,” said Carmen. “I wanted him to be disease-free, but I also didn’t want him to lose his leg.”

She worried about Olavio’s future without a leg and was questioning why this was happening to them.

“Olavio told me everything was going to be fine,” Carmen said. “He preferred to lose a leg over losing his life. He said God has given him the strength to accept things.”

Olavio’s mother feels this strength comes from early in his life. Olavio has had several experiences that have brought him closer to God. Olavio’s birth was difficult, and his medical team needed to revive him immediately after he was born. Then at six years of age, he was crushed by a tractor and survived.

“Tomorrow isn’t promised,” said Olavio. “I am going to thank God and live each day to the fullest. I would rather lose just a leg than my life.”

Carmen is proud of her son. She believes he is inspirational

because he won’t let himself be defeated by anything,

“He has taught us to see life differently,” said Carmen. “We all go through problems – grief, death, divorces – losing people we love. He taught us to fight for survival. He taught us that life must continue no matter what the circumstances. Life is to be lived one day at a time, which is very powerful coming from someone so young.”

After the surgery, the family was expecting a long recovery. To their surprise, Olavio was discharged from the hospital in less than five days. His mother feels that his ability to put things into God’s hands is amazing. She commends his strength, willpower, and his faith.

“Olavio had trust in Dr. Rajani from the beginning,” she said. “He met other doctors he didn’t want to see again. From the moment he met Dr. Rajani, he knew we could trust him.”

She emphasized his experience, and his open communication gave them confidence in the surgery and recovery process.

“Dr. Rajani treated us like family,” Carmen said. “Olavio has survived three times. One cannot fight against God’s designs. He put us in the path of Dr. Rajani. God will always put the people who need to be there in your path.”



OUTREACH



Mia - 7 Years Old

Child Life

The hub of family-centered care, our Child Life Program helps infants, children, youth, and families cope with the stress and anxiety of illness, injury, trauma, disability, and loss. Our team uses interventions, including therapeutic play, distraction, and education, to reduce fear, uncertainty, and pain.

As a vital member of the multidisciplinary team, our Child Life specialists focus on enhancing a child's emotional, social, and cognitive growth. They also encourage parents to be actively involved in their child's care plan, giving special consideration to each child's family, culture, and stage of development.

Our Child Life team is now working on improving pain management procedures for children in the hospital by seeking a Child Kind Certification by Child Kind International. Currently, only 12 other children's hospitals have the certification.

This program is unique in the region and the only Child Life Program between Albuquerque, NM, and Lubbock, TX

- Nicole Boik, MS, CCLS Child Life Specialist

Education

Professional development can help staff stay abreast of advancements in healthcare technology and best practices, enhances job satisfaction, improves retention rates, and improves patient safety. Our team organizes impactful conferences and dozens of skill labs to teach staff the most advanced treatments and create

Supporting employee professional development is particularly important in healthcare, because further skills and knowledge are essential to providing better patient care. We teach excellence as a habit.

- Sherry Quintanilla, Professional and Organizational Development Director

consistent care throughout our facility. Due to the rapid growth of new specialty care services at EPCH, the team has had to develop highly specialized professional development content to train staff. We teach excellence as a habit, so all our patients receive the same high-level care. We also expanded that training and development to the community and have worked with school nurses and school nursing associations to help educate school nurses on best practices in pediatric care.

The last year was also spent planning for the August roll-out of the Cerner (now Oracle) optimization electronic health record system. This involved building a training network and programming to be prepared for activating the new Oracle product, which transforms our electronic health record for patients into a more comprehensive single source for all patient information.

Shared Governance

The special projects area in Nursing Administration is dedicated to advancing patient care through advancing the nursing practice. This past year, we began working on the Pathway to Excellence designation through the American Nurses Credentialing Center (ANCC). The Pathway to Excellence framework is based on six standards for creating a healthy workplace for all staff—shared decision-making leadership, safety, quality, well-being, and professional development. These standards impact employee turnover, job satisfaction, productivity, teamwork, nursing-sensitive quality indicators, safety events, and patient satisfaction. The final survey and designation determination will occur in the next fiscal year. Still, this year was a year of preparation, establishing the six standards and setting up programs that support those standards.

Another focus of this past year was developing nursing as a professional career and growth path. Although we hire many experienced nurses who serve as skilled mentors, we also hire many people who are new to nursing, need more guidance, and need to understand the different career paths available to nurses. The special projects team in nursing focuses on developing their skills and helping them build experience to grow as nurses.

A nurse's job is complex, and it can be more emotionally and technically difficult when you are dedicated to children. The goal is to create a healthy work environment for nurses to focus on caring for the children of our community for generations to come.

- Myrna Meraz,
MSN, RN, Nurse Manager Special Projects



Symposium, Continuing Medical Education and Nursing & Dietary Education

National and International Exposure to Our Care

Our Physician Relations team also works with physicians to coordinate being published nationally and speaking at international and national conferences. This exposure can bring new specialty cases from around the globe and build relationships with other pediatric specialists nationally. Our most complex cases often come from relationships built after publishing an article or presenting at a symposium.

- 💡 Our team hosted 16 continuing medical education events, including a regional symposium, participated in county-wide health events, and achieved over 3,000 physician engagements. These efforts position us as a leader in pediatric care and community health.
- 💡 Physician Relations and Exposure
- 💡 Our sponsorship of national events like the Cleft Symposium in Charlotte, NC, along with hosting the 3rd Annual Endoscopic Treatment for Craniosynostosis, underscores our commitment to advancing pediatric care. These initiatives enhance our hospital's reputation, attract complex cases, and foster global collaborations that elevate both patient care and professional development.



Jahziel - 9 Years Old

COLLABORATIVE IMPACT



El Paso Children's Hospital Foundation



This year, El Paso Children's Hospital Foundation is focused on "change kids' health, change the future." As a separate not-for-profit foundation, they are solely dedicated to the hospital, the community, and the families it serves. The Foundation assists EPCH in delivering the highest quality of care by supporting the education, resources, essential equipment, and care that make the hospital unique.

The outreach of the Foundation aims to inspire the community's passion for giving and matching their goodwill to the hospital's vision and needs. This is achieved through a partnership with Children's Miracle Network, major donor gifts, endowment funds, annual giving campaigns, events, and volunteerism. The Foundation team also writes national, state, regional, and local grants that support the hospital's strategic vision.

We are proud that every donation given to El Paso Children's Hospital Foundation stays local and helps in the healing of our kids.

- Abigail Tarango, PhD, Executive Director
of El Paso Children's Hospital Foundation

Your Dollar is Keeping Our Kids Healthy

The Foundation held many successful events, including El Paso Giving Day, Annual Signature Events, Art from the Heart and many more. These events and community partnerships with local organizations, school district clubs, and local companies help us educate, empower, and tell the stories of how community donations give back to the hospital and the families that come to the hospital. The Foundation provides continuous support to the Child Life Program which aims to reduce the stress and anxiety of illness and hospitalization.



Grants, Naming Rights, and Donations

☀️ **El Paso Children's Hospital Foundation contributed over**
\$2M
to support El Paso Children's Hospital

Volunteer Contributions this Year

- ☀️ **60** volunteers participated in events including Art from the Heart, El Paso Children's Hospital Celebration at the Zoo, and Noche Cubana.
- ☀️ Volunteers dedicated **265** hours

Foundation Programs Impact

Healing Arts Funding

The Healing Arts Program provides comfort, inspiration, and emotional support for children undergoing hospital treatment.

Child Life Program

This vital program ensures that children and their families receive compassionate, individualized care to meet their unique emotional, developmental, and social needs during hospitalization.

Compassionate Care

Compassionate Care Program provides financial assistance to purchase basic necessities due to injury or illness to include transportation assistance, lodging, medical supplies, medical equipment, clothing, toiletries, and medication.

Project C.A.R.E.

Project C.A.R.E. is committed to assisting patients in need of durable medical equipment. The program provides patients access to wheelchairs, shower chairs, walkers and a commode.



Children's Miracle Network



One of only 170 Children's Miracle Network Hospitals in North America

EPCH is the region's only Children's Miracle Network (CMN) hospital and one of 170 in North America. Through our collaboration with CMN, we can partner with socially responsible organizations that want to give back to the community – and every dollar stays right here in El Paso. Local organizations help us raise one dollar at a time. Each year, organizations throughout the city have a CMN fundraising effort. This year, we exceeded the previous year's fundraising efforts with companies such as Walmart, Costco, Love, Panda Express, Peter Piper Pizza, Food Lion, and many more. This year, we held a CMN Radiothon with partners ProRadio, allowing us to broadcast in English and Spanish.

Our mission is that every dollar stays local – every dollar that is donated stays with the services the donor intended.

- Alexa Velazquez, CMN Director at EPCH Foundation

To learn more about how you can give today, email giving@elpasochildrens.org or call (915) 521-7229.

Total Amount Raised

☀ Children's Miracle Network **\$823,604**

Program and Equipment Funding

☀ Child Life Program: **\$162, 507**

☀ Get Well Network: **\$49, 961**

☀ Monteris Neuroblate System: **\$145, 639 (Partial Funding)**

Strategic Partnerships

☀ Through Children's Miracle Network efforts, there are 40 business partners with more than 110 locations helping raise funds \$1 at a time

Community Engagement

☀ New local organizations participated in Children's Miracle Network fundraising efforts this year

- Three **NEW** partners: Pro Radio, Fox Auto team, Peter Piper Pizza



THE GROWTH OF EL PASO CHILDREN'S HOSPITAL MEANS

BELLA CAN GET CARE CLOSER TO HOME

BELLA - 11 YEARS OLD

Isabella (Bella) was given just one year to live, and this year, she celebrated her eleventh birthday.

The journey began on Mother's Day weekend when Bella was just two months old, and she had her first seizure.

"Mother's Day is still very emotional for me," says Araceli. That was the weekend it all began, but I am also thankful and celebrate every Mother's Day I have with all three of my girls."

Bella has a complex seizure disorder and developmental delay with an unknown cause. She was born perfectly healthy, but the first seizure was the start of a very long journey for Bella, her mom, dad, sisters, and the entire family. Bella is non-mobile and non-verbal and has many chronic health conditions that lead to a lack of control of her seizures, so having the experts from El Paso Children's Hospital nearby is important.

When Bella was first diagnosed, the family often had to travel to get the specialized care she needed. She has received care in four states from more than 17 different specialists.

"The older she gets, the harder it is for

us to travel," said Araceli. "We are fortunate that as Bella is growing, so is El Paso Children's Hospital. She now has almost every specialty she needs under one roof."

The new 8th Floor adds services vital to Bella's care

EPCH continues to grow, this October, they opened a new patient care unit on the previously vacant eighth floor. This expansion covers 24,000 feet with 16 general pediatric rooms, 10 intermediate care unit (IMCU) rooms including two specialized Epilepsy Monitoring Unit (EMU) rooms.



This will be the first of its kind in the region, filling a much-needed void in our community. El Paso Children's Hospital expects to care for over 250 pediatric seizure cases per year with this new floor.

Bella's mom is excited about adding intermediate care beds and the specialized unit together on the same floor. She said, "This new floor is so important to me. Right now, Bella spends a lot of time in the Pediatric Intensive Care Unit. Now, the IMCU and the EMU are next to each other."

The EMU will allow Bella to have her seizures monitored 24/7 so the physicians can diagnose the types of seizures she is having, allowing them to provide her with the appropriate care. The IMCU will give Bella the complex care she needs but is designed for longer-term stays, which is important as Bella often has longer stays at El Paso Children's Hospital, once as long as 27 days.

2024 Children's Network Miracle Child: Bella

Bella is El Paso Children's Hospital Miracle Child for the Annual Children's Miracle Network campaign in the El Paso area. Bella's mom is honored to represent El Paso Children's Hospital as an ambassador for 2024.

"At one point, I was a tender young mother trying to navigate this scary illness," she said. "I had to learn a lot about the care Bella needed, as did her sisters. I hope that by Bella being the 2024 Children's Miracle Network ambassador, we can educate and encourage other parents. There is hope."

More than just a medical team

"I no longer see the people at El Paso Children's Hospital as a medical team," said Araceli. "They are family." Because of the time Bella spends at El Paso Children's Hospital, her mother explained that the doctors, nurses, respiratory therapists, and pharmacists know what works and what doesn't work for Bella.



"It always makes me feel welcome and, most importantly, safe," she said. "They always go above and beyond, not just for Bella but for mom, dad, and her sisters. There have been moments when my heart is being shattered, yet everyone has such a caring touch; it changes everything."

Today, Bella is 11 years old, and her mom says she is a **"warrior."**

LOCAL, SPECIALIZED CARE CHANGED THE FUTURE FOR THE CAMPA FAMILY

JORGE - 17 YEARS OLD.



Jorge was born at 25 weeks gestation, 15 weeks before his parents were expecting him. After he was born, he spent a few weeks in the NICU, but he appeared to be healthy and growing as expected.

“After being released from the NICU, we went home and soon after, I could tell that his muscle tone didn’t seem normal,” said Rosario, Jorge’s mom. “His primary care doctor suggested physical therapy, but his physical therapist felt we should see a neurologist to give him a thorough exam.”

Jorge’s parents quickly got him to a neurologist, although, at the time, there was only one in El Paso. That appointment was 17 years ago. “The neurologist diagnosed him with

Cerebral Palsy and explained to us what Jorge’s future may look like,” said Rosario.

Life for Jorge and his family hasn’t been easy. He was later diagnosed with Epilepsy in addition to Cerebral Palsy. His parents, brother, and sister have learned to adapt to whatever situation may arise and sometimes getting the care he needed meant traveling a great distance. Some of the specialized care Jorge needed wasn’t available locally at the time. So, Jorge and his mom would have to travel, which meant leaving the rest of the family at home.

“Jorge never understood why his brother, sister, and dad couldn’t be at the hospital with us,” said Rosario. “All of us



have made sacrifices so that Jorge could get the care he needed.” However, that wasn’t the case with his most recent surgery at El Paso Children’s Hospital (EPCH). This time, Jorge could stay close to home, where his whole family was able to come together to help him through the surgery.

“During this hospital stay, we posted a picture on Facebook with Jorge, my daughter, son, and his grandma,” said Rosario. “Being able to have the care in El Paso, allowed people to visit, we didn’t just wait for phone calls from home.” Jorge has had several surgeries and treatments over the years to help improve his quality of life but specialists at EPCH felt he would be a good candidate for selective dorsal rhizotomy (SDR). SDR is a surgical procedure to permanently reduce spasticity (muscle tightness) common with Cerebral Palsy.

Rosario expressed her appreciation for the team approach at EPCH. She explained that when they went to the hospital for surgery, the doctors had a detailed plan. All of his doctors

worked together to ensure he got the best possible care and accommodated all of his needs.

“To have a team of doctors that can all care for him during one visit or appointment means a lot for a family like ours,” said Rosario. “It is a time saver, and it gives us the answers we are looking for and provides a clear treatment plan for the future.”

One key moment Jorge’s mother will never forget is that the doctors at EPCH treated Jorge with respect.

“Jorge and I appreciated that the doctors spoke directly to him,” Rosario said. “He is 17 now and he has something to say about what happens to him. They understood that, and he felt recognized and heard.”

The SDR surgery was a success, and Jorge’s family continues to work with all of Jorge’s specialists to make sure he lives his best possible life.



Patient Safety

Our Quality, Patient Safety, and Risk Management Department is dedicated to enhancing the quality of care and safeguarding patient, staff, and visitor safety.

By measuring our performance against government standards and other children's hospital metrics, we not only meet benchmarks for hospital-acquired infection, vaccination rates, depression, and food insecurity screenings but also set new ones. Our goal isn't merely to correct any issues but to prevent them. Our process-changes to control hospital-acquired infections have significantly improved our infection rates.

Through a multidisciplinary approach, our Performance Improvement Plan Process allows us to listen to our staff members about any quality or safety issue and create a plan to address it, so it won't happen again. Staff suggestions fuel our progress, turning their insights into action and concerns into plans for safer, more consistent care throughout the hospital. This year, EPCH was recognized as the Top Hospital in Quality among all local hospitals. Through comprehensive risk identification, innovative process improvements, and a culture of compassionate care, we're setting new benchmarks for quality healthcare in El Paso.



Jahziel - 9 Years Old

“Our journey to do zero harm to patients, staff, and visitors is driven by the compassion underlying all we do. Prioritizing patient safety isn't just a requirement—it's our moral compass guiding every decision, process, and innovation.”

- Alicia Fennell,
MHA, BSMH, CPhT, Administrative
Director of Quality Management

TOP HOSPITAL IN QUALITY RECOGNITION:

EPCH earned the title of Top Hospital in Quality by excelling in patient-centered care, implementing evidence-based protocols, and strengthening family engagement. These efforts boosted staff morale and patient trust, solidifying EPCH's reputation for safety and excellence.



***THANK YOU EL PASO FOR VOTING US
THE BEST HOSPITAL IN THE CITY!***



Jahziel - 9 Years Old



Infection Control & Employee Health

Infectious diseases that can be controlled or prevented are the focus of our infection control and employee health team. Hospital-acquired Sepsis is the leading cause of death in hospitalized children, and it is preventable. Blast—Blood Cultures, Labs/Lactate, Antibiotics, Saline, and Time can help treat sepsis early, when it is most treatable, and the outcomes are better. Other infectious diseases that can be controlled or prevented through immunizations are also a focus for the infection control and employee health team. Before the COVID-19 pandemic, El Paso was dealing with an outbreak of measles. Our team worked quickly to implement a program to minimize the threat of measles to our patients and staff. This preparation was useful when the COVID-19 pandemic hit the United States. Our infection control team leapt into action to help ensure staff and

patients' safety, using what they learned in the measles outbreak. EPCH had zero measles transmissions and only five COVID exposures within the staff.

Our infection control team members also serve on the Association of Infection Preventionists and Epidemiology (AIPE) Paso Del Norte, and our director serves as the local president. The chapter includes 35 members, and it started with only eight members a few years ago. The organization has members from various regional hospital systems, with representation from Las Cruces and other healthcare branches. This association provides a valuable platform for members to engage in discussions, analyze, and evaluate infection prevention initiatives and practices in the southwest region, highlighting our leadership in community health and infection prevention.

“When working with the most vulnerable population, sick and injured children, infection control and prevention are essential to prevent transmitting contagious and infectious diseases between patients and staff.”

- Jose Luis Salas, RN, BSN, BS, CIC, EH
Infection Control | EH | Sepsis Director



Erik - 9 Years Old

Accreditations, Designations, and Memberships

JOINT COMMISSION ACCREDITATION

Founded in 1951, The Joint Commission is the nation's oldest and largest standards-setting and accrediting body in health care. As an independent, not-for-profit organization, The Joint Commission seeks to continuously improve health care for the public, in collaboration with other stakeholders, by evaluating health care organizations and inspiring them to excel in providing safe and effective care of the highest quality and value.



CHILDREN'S HOSPITAL ASSOCIATION

Children's Hospital Association hospitals are essential providers, setting the standard for the highest quality pediatric care while training the next generation of pediatricians. The association champions policies, practices, and performance improvements that enable children's hospitals to better serve children and families. Priorities include areas of greatest impact: policy, quality and patient safety, and analytics to inform the decision making of clinicians, policymakers, payers, and providers.

CHILDREN'S ONCOLOGY GROUP

The Children's Oncology Group, a National Cancer Institute supported clinical trials group, is the world's largest organization devoted exclusively to childhood and adolescent cancer research. The Children's Oncology Group unites more than 10,000 experts in childhood cancer at more than 200 leading children's hospitals, universities, and cancer centers across North America, Australia, New Zealand, and Europe in the fight against childhood cancer.

Today, more than 90% of 16,000 children and adolescents diagnosed with cancer each year in the United States are cared for at Children's Oncology Group member institutions. Children's Oncology Group's unparalleled collaborative efforts provide the information and support needed to answer important clinical questions in the fight against cancer.



OUR PARTNERS

LEVEL IV NICU ADVANCED INTENSIVE CARE UNIT DESIGNATION BY THE TEXAS HEALTH AND HUMAN SERVICES

The State of Texas passed legislation requiring all NICUs to undergo a site visit to verify they meet the Neonatal Levels of Care classifications as defined in the Texas Administrative Code.

It is notable that the Texas Children's NICU is the first to be designated by the Texas Department of State Health Services as a level IV NICU. This is the highest level of care available for premature and critically-ill newborns.

A level IV NICU designation must meet all level III capabilities, plus have the ability to care for infants born earlier than 32 weeks gestation and weighing less than 1,500 grams, provide life support, perform advanced imaging including MRI and echocardiography, and provide a full range of respiratory support, among many other criteria.



TEXAS
Health and Human Services



COLLEGE OF AMERICAN PATHOLOGISTS

The Certified Analytics Professional certification is a trusted, independent verification of the critical technical expertise and related skills possessed by accomplished analytics and data science professionals, and valued by analytics-oriented organizations.

CLINICAL LABORATORY IMPROVEMENT AMENDMENTS

The Clinical Laboratory Improvement Amendments regulate laboratory testing and require clinical laboratories to be certified by the Center for Medicare and Medicaid Services before they can accept human samples for diagnostic testing.



AMERICAN COLLEGE OF RADIOLOGY ACCREDITATION

The American College of Radiology Accreditation helps assure your patients that you provide the highest level of image quality and safety by documenting that your facility meets requirements for equipment, medical personnel and quality assurance.





El Paso Children's HOSPITAL

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Check out our
website!



**ANNUAL REPORT
FISCAL YEAR 2024**

