



**El Paso**  
**Children's**  
HOSPITAL  
Annual Report → Fiscal Year 2025



**Launching  
Bright  
Futures**  
Right here at home.

**Camilla**  
Age 5



# Our Story

For 13 years, El Paso Children's Hospital has been helping young patients reach new heights of hope and healing. As the region's only dedicated children's hospital, it launched a new era of pediatric care – bringing world-class specialists, advanced technology, and compassionate support close to home for families across the Borderplex. No longer do parents have to travel hundreds of miles for expert care; excellence now lives right here, delivered by physicians, nurses, and staff who treat every child like their own.

Beyond hospital walls, El Paso Children's Hospital extends its mission into the community – through outreach, education, and partnerships that uplift the health and well-being of all children. Every milestone achieved, every life touched, is a reminder that care can take flight when rooted in compassion and community. Together, El Paso Children's Hospital continues to elevate pediatric care – empowering young patients to heal, grow, and soar right here at home.





# El Paso Children's HOSPITAL

**Camilla**  
Age 5



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# Guiding the Flight Plan: The Leaders

As we look back on another historic year, we are proud to say we are taking flight together. The past year has seen tremendous growth – expanding our programs, enhancing our facilities and adding new specialties. Proudly, we remained profitable for our fifth consecutive year.

The milestones we have achieved will propel us forward, demonstrating what is possible when vision, dedication, and a strong culture come together, so children and families in El Paso will no longer need to leave home for advanced care.

Our accomplishments from the past year are not just an endpoint, they are a runway for our future. The strength of our community, families, donors, partners, and neighbors provides the lift beneath us.

Our new Epilepsy Monitoring Unit enabled children to get care locally that they once had to travel hundreds of miles to receive. Additionally, successful fundraising events and major donors help us sustain programs, including the Healing Arts program, our Child Life program, and outpatient diabetes education.

Our partnerships enable us to chart bold new paths. The collaboration and support of University Medical Center of El Paso, El Paso Health, and Texas Tech Health El Paso help us build a healthier future for the region and for the families we have the honor of serving. Together, we form a district of care that is greater than the sum of its parts.

Our physicians, nurses, learners, staff, volunteers, donors, and leaders work selflessly to chart a path toward a brighter future for El Paso Children's Hospital. We have welcomed new sub-specialties in neurology, nephrology, cardiology and genetics. We have expanded access to rural areas with our urgent care centers and our mobile clinic. We have created new pathways of excellence for young nurses and held our first heart conference.

As we look ahead, we know our foundation is strong and we are taking flight to new heights as we continue to grow, connect, and partner in new ways to ensure every child who needs care can receive it at El Paso Children's Hospital.

Thank you for being a part of this journey.



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





## Executive Team



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



**John Runkles**  
Chief Operating Officer



**Roxanne Weisendanger**  
Chief Nursing Officer



**Omar Garza**  
Chief Financial Officer



**Terri K. Jordan**  
Chief Administrative Officer



**Laurel Huston**  
Chief Legal Officer

## Governing Board



**Steve Anderson**  
Board Chair



**Elsa Borrego**  
Board Vice Chair



**J. Steve DeGroat**  
Secretary



**Lisa Budtke**



**Jose F. Cardenas**



**Cindy Fields**



**Pat Gordon**



**Isela Ibarra, MD**



**F. James Volk**



# Physician Leadership

# Medical Executive Committee



**Jeffrey Schuster, MD**  
*Chief Medical Officer*



**Ricardo Reyna, MD**  
*Chief of Staff*



**Ittay Moreno, MD**  
*Past Chief of Staff*



**David Yates, DMD, MD**  
*Chief of Staff Elect*



**Roberto Canales, MD**  
*Chief Clinical Officer*



**Daniel Bustamante, MD**  
*Medical Staff Secretary/  
Credentials Chair*



**Sadhana Chheda, MD**  
*Chair of Hospital Quality*



**Vincent Burke, DMD, MD**  
*Chief of Oral and Maxillofacial  
Surgery*



**Endy Dominguez, MD**  
*Chief of Pediatrics*



**Rodolfo Fierro-Stevens, MD**  
*Chief of Neuroscience*



**Chetan Moorthy, MD**  
*Chief of Diagnostic &  
Interventional Medicine*



**Sarah Walker, MD**  
*Chief of Surgery*





## Doctor of the Year

### Ziyad Makoshi, MD

#### *Pediatric Neurosurgery*

Since joining El Paso Children's Hospital in 2023, Dr. Ziyad Makoshi has elevated pediatric neurosurgical care across the Borderland. As the region's only Pediatric Neurosurgeon, Vice Chief of the Neuroscience Department, and Neurosurgery Medical Director, he has driven advanced innovation, strengthened specialized care, and enhanced patient outcomes through compassion and expertise.

This year, Dr. Makoshi led the establishment of El Paso Children's Hospital's first Epilepsy Monitoring Unit – bringing state-of-the-art epilepsy diagnostics and treatment to families in the region for the very first time. He honors the legacy of the late Dr. David Jimenez through minimally invasive endoscopic craniostomy surgery while shaping the future of global neurosurgical practice through pioneering research conducted at El Paso Children's Hospital.

Dr. Makoshi's clinical excellence, visionary leadership, and commitment to advancing pediatric neurosurgery are transforming care for children in our community and beyond.



## Finalists

### Daniel Bustamante, MD

#### *Pathology*

Since joining El Paso Children's Hospital in 2016, Dr. Daniel Bustamante has been a dedicated leader in pathology, known for both innovation and compassion. He has championed patient-comfort initiatives – introducing Pain Ease Spray for children undergoing blood draws – and strengthened quality through a successful CAP inspection. Colleagues praise his warm, joyful spirit and commitment to El Paso Children's Hospital's mission, making him a valued physician and advocate for every child he serves.

### Taj Muhammad Khan, MD

#### *Pediatric Intensive Care Unit (PICU)*

Dr. Taj M. Khan, Medical Director of the PICU, is recognized for his steady leadership and unwavering dedication to critically ill children. During a major staffing transition, he ensured seamless, high-quality care while strengthening team stability and morale. Known for leading by example and supporting medical education, Dr. Khan continues to elevate critical care excellence and foster collaboration across the Hospital.



# Camilla's Comeback: A Journey of Faith, Family, and Resilience

When 5-year-old Camilla set out to the park one January afternoon with her older sister and father, no one could have imagined how much her life would change that day.

What began as a carefree ride on a new go-kart quickly turned into every parent's nightmare. The vehicle tipped over – leaving her unconscious at the scene.

Her mother, Joanne, remembers the day vividly.

"My husband called 911 right away, and I ran from home to the park. She was not moving, and I did not know if she was breathing. Everything just stopped."



## Emergency Care at El Paso Children's Hospital

Camilla was rushed to El Paso Children's Hospital, where the trauma and neurosurgery teams immediately took action. Under the care of Dr. Makoshi and the Pediatric Intensive Care Unit (PICU) team, her condition was stabilized, and the swelling in her brain was carefully monitored.

"They told us the swelling could get worse. Every minute mattered," Joanne recalls, "but the doctors and nurses were so calm. They walked us through every step, every test, every number on the screen."

## A Time to Wait and Time to Heal

For several weeks, Camilla remained in the PICU as her care team tracked her intracranial pressure around the clock. While surgery was not necessary



to relieve the pressure, the care was complex and critical. She eventually underwent a delicate surgery to repair the complex fractures in her face and head.

“Putting our faith in God and in Dr. Makoshi was all we could do,” Joanne says. “He was patient and kind – he made us believe she would come back to us.”

After nearly two months in the hospital and constant reassurance that Camilla would be fine after necessary healing, Camilla was stable enough to transfer to an inpatient rehabilitation center in San Antonio. There, she began the process of relearning basic skills – speaking, walking, and regaining her coordination.

## Relearning the Basics

“At first, she could only say random words,” Joanne explains. “She did not walk for a long time. But every tiny improvement felt like a miracle.”

Soon, Camilla and her family were back home in El Paso, where she continued outpatient therapy several times a week. She continued to gain strength and was back to school much sooner than the family expected.

“Her therapists and doctors here picked up right where we left off,” Joanne says. “They knew her story. They cared about her progress.”

## Stronger than Ever

Today, Camilla is in school, laughing with friends and playing with her sister, Ally. She still attends therapy, but her recovery has surpassed every expectation.

“When I look at her now, it is hard to believe how far she has come,” Joanne says. “We are forever grateful to El Paso Children’s Hospital for saving our daughter – and for giving her the chance to be herself again.”



# The Next Horizon – Growth



**Ezekiel**  
Age 5

El Paso Children's Hospital continued to gain altitude in 2025, driven by a clear operational focus on growth, recruitment, and advancing specialized care. The organization reinforced its identity as the region's trusted pediatric specialty hospital – one designed to keep children and families close to home for care once only available elsewhere.

That trust marks a shift from the past, built on quality outcomes, communication, and a unified mission – to provide world-class pediatric care without families ever needing to leave El Paso.

**“We are no longer defined by the challenges of the past – we are recognized for the trust we have earned.”**

**-John Runkles, COO**

# Statistical Overview for Fiscal Year 2025



**148** Licensed Beds

**82** Average Daily  
Census

**29,955** Patient Days

**4,315** Inpatient Admissions

**107,570** Outpatient Clinic  
Visits

**27,763** Emergency Department  
Visits

**13,494** Urgent Care Visits

**5,601** Surgical and  
Procedural Cases



**Ezekiel**  
Age 5

## El Paso Children's Urgent Care

For El Paso Children's Hospital, urgent care is not just about convenience. It is about creating a connected, compassionate, and comprehensive system of care that ensures all of our children are getting the right level of care at the right time and in the right place.

**There are zero barriers to growth.**

From the launch of our first urgent care center in Far East El Paso to the opening of our second in the Eastlake community, which served more than ten patients a day within the first month of opening, families now have greater access than ever to immediate pediatric services.

Each center is designed with the same welcoming layout and familiar features, so children and parents feel at ease no matter which location they visit.

Our urgent care centers are more than standalone facilities – they are entry points into the full spectrum of care at El Paso Children's Hospital. Integrated medical records allow providers to coordinate with specialists instantly.

A child seen for a fracture in our urgent care centers can be directly connected to our orthopedic surgeons and other specialists.

**UCC Combined Volume  
(Both Locations)**

**13,494**

**families received fast, quality care  
close to home.**

# El Paso Children's Multispecialty Center

When the doors of the new El Paso Children's Multispecialty Center (MSC) opened in April 2024, we recognized the opportunity to address the comprehensive needs of every child. We expected rapid growth of services. We did not expect explosive growth that has led to the expansion of the entire 35,000 square foot facility.

We have expanded specialties, including Nephrology; Orthopedics; Gastroenterology; Hearing Loss; Allergy; and Genetics. Each one represents another way we can care for children closer to home.

**Every new service we open is another way to keep families here at home – that is our north star.**

The new Genetics program includes genetic testing, counseling and a broader research component to the services we offer. Testing can often help answer the “why” behind a child's condition and help determine the likelihood that other children within the family may also be affected by the condition.

We are also proud of our multidisciplinary clinics at the El Paso Children's Multispecialty Center. Our clinics now total more than 15, bringing specialists together to evaluate complex conditions in a single coordinated visit, eliminating the need for multiple visits. Programs like Cranial Facial, Vascular Anomalies, Spina Bifida, Concussion, and Kidney Transplant Clinics are setting new standards of convenience and quality for families. This year, our Cranial Facial team even received the prestigious Federación Mexicana de Asociaciones Privadas (FEMAP\_ Foundation award for their cross-border work with children from Juárez – a powerful example of how partnerships extend beyond borders.

**In less than a year, we have already expanded an entire 35,000-square-foot facility.**

**It is incredible to see how quickly our services have taken off.**

# Multidisciplinary Clinics

## Aerodigestive

Coordinated care for complex airway, lung, and digestive disorders.

## Cystic Fibrosis

Support for lung, digestive, and nutritional needs in children with cystic fibrosis.

## Bowel Management

Personalized treatment for chronic constipation and fecal incontinence.

## Epilepsy

Advanced seizure monitoring, diagnosis, and treatment, including surgery when needed.

## Brachial Plexus

Comprehensive care for nerve injuries affecting arm and hand movement.

## Concussion

Specialized evaluation and treatment for concussion and post-concussive symptoms.

## Cranial Facial

Advanced surgical and developmental care for complex craniofacial conditions.





## Hearing Loss

Comprehensive evaluation and treatment, from hearing aids to cochlear implants.

## Scoliosis

Customized care for spinal curvature, including monitoring, bracing, and surgery.



## Lipid

Management of high cholesterol and lipid disorders to reduce long-term health risks.

## Spina Bifida

Multidisciplinary care supporting mobility, bladder and bowel needs, and development.

## Plagiocephaly

Evaluation and treatment for infant head-shape differences and neck concerns.

## Vascular Anomalies

Diagnosis and treatment for complex blood and lymphatic vessel conditions.



**Camilla**  
Age 5



# Pediatric Cardiology

The vision for Pediatric Cardiology has always been rooted in the commitment that no child should have to leave El Paso to receive lifesaving heart care. In just the past two years, that vision has begun to take shape – transforming how families across the region experience pediatric cardiac care.

One of the most powerful changes has been the introduction of multidisciplinary clinics, where pediatric specialists, such as cardiologists, geneticists, respiratory specialists, gastroenterologists, and others meet with patients and families under one roof. A new pod in the El Paso Children's Multispecialty Center dedicated to cardiac services is being built out, creating more space for advanced procedures and specialized clinics.

Looking ahead, the Hospital now has the capability of a pediatric Extracorporeal Membrane Oxygenation (ECMO) program. This highly advanced life support system can sustain children during severe heart or lung failure. This service is a significant milestone, as patients currently have to travel to receive this care.

The drive to grow cardiac surgery is deeply personal for the team. In the past, children who needed something as routine as a pacemaker had to travel across Texas for a procedure that could have been done in a day. Today, the Hospital is determined to keep even the most complex cases here at home.



**Every child deserves care here, in their community, surrounded by family support.**

## Fetal Cardiology Volume

**163** Providing specialized heart monitoring for our tiniest patients before they are even born.



**Ezekiel**  
Age 5

## Project ADAM

Another initiative close to our hearts – literally – is Project ADAM, a national program that establishes lifesaving Automated External Defibrillator (AED) access and emergency readiness in schools. As our Chief Nursing Officer, Roxanne Weisendanger, explained, “Project ADAM is a framework for a robust program of AEDs in schools. Our goal is that every single school in our region – public, private, charter – becomes heart safe.”

**When a parent sees that ‘heart safe’ banner in their school, they know we have done the work to protect their child.**

Through Project ADAM, we are partnering with districts across El Paso and surrounding counties, ensuring not only that AEDs are available, but also that school staff are trained, emergency protocols are standardized, and EMS partners are integrated into drills.

**Project ADAM<sup>®</sup>**  
SAVES LIVES

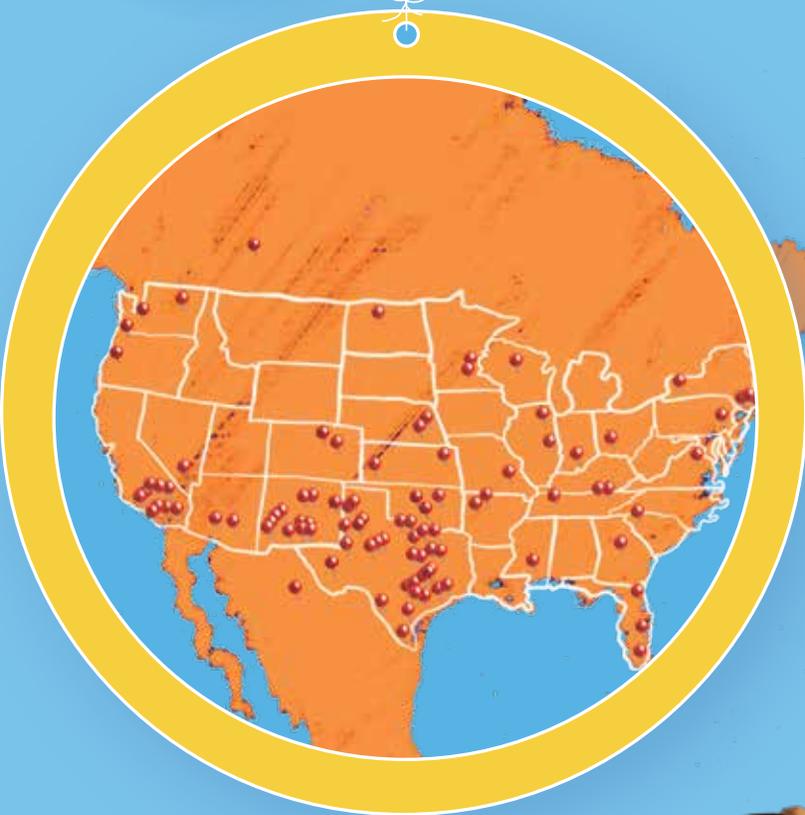
## Pediatric Mobile Medical Clinic

This was a year of taking off into new territory. A pediatric mobile clinic extends care, expands cardiac services, and partners with schools to protect young hearts.

El Paso Children’s Hospital was honored to receive \$595,000 for a new Pediatric Mobile Medical Clinic, funded through the support of Congresswoman Veronica Escobar. This investment allows us to bring both basic and specialty pediatric care directly into outlying and underserved areas – strengthening access, expanding community partnerships, and ensuring more children receive the care they deserve.



# Look at Our Impact...



**Ezekiel**  
Age 5



# Around the World!



# Ezekiel's Story: A Miracle Close to Home

When Estrella first held her baby boy after five long months in the Neonatal Intensive Care Unit (NICU), she thought the most challenging part was over. Ezekiel had survived a premature birth, five months of uncertainty, and a long list of medical interventions. But as she soon discovered, their journey was only beginning.



"We came home when he was five months old," Estrella said. "He was on oxygen, a feeding tube, and so many medications. I was scared, but mostly, I was just grateful he was alive."

At first, Ezekiel's family did not know where to turn. Their son had been diagnosed with a rare condition that left one of his pulmonary veins completely clotted – a diagnosis that required multiple specialists and round-the-clock care. Their pediatrician connected them with the specialists at El Paso Children's Hospital to help coordinate Ezekiel's care.

## Team Care that is Coordinated and Compassionate

"They did the most amazing thing," she said. "They brought everyone – cardiologists, surgeons, therapists – together on the same day so everyone could see what was happening with Ezekiel. It made us feel like we finally had a plan."



That first multidisciplinary meeting marked a turning point. Each specialist played a role, each visit felt connected, and each small milestone felt like a victory earned through teamwork and faith.

## More Challenges Ahead

Then, just as life began to feel normal, an accident revealed a new challenge.

"He was cooking with my mom and fell off the counter. At first, everything seemed fine," Estrella recalled. "The next morning, something did not seem right, so we went for a scan. That is when they found something they needed to treat right away."

The fall led doctors to discover a serious cranial issue that required immediate surgery. Ezekiel had Craniosynostosis, a condition that was present at birth but not identified until this accident. Craniosynostosis causes one or more of the joints between the bones of a baby's skull to close too early, before the brain is fully formed.

The young family once again faced another major procedure and stretch of uncertainty. But this time, they were home and surrounded by a team that cared for Ezekiel as one of their own.

"They told us exactly what was wrong and what needed to happen. It was terrifying, but also comforting. We knew he was in good hands."

### **A Future of Hope and Love**

Today, Ezekiel is five years old and thriving. His doctors continue to monitor him closely, but he no longer requires daily interventions. He is full of personality, confidence, and life – proof, his mother says, "that miracles grow stronger with love and community."

"My hope is that Ezekiel keeps believing in who he is and never forgets how strong he has always been."



# Outreach United in Flight – Community



## Our Community Impact in 2025

The community impact of El Paso Children's Hospital is seen in the alignment of strategy, recruitment, and physician leadership. Together, these efforts ensure children in the Borderplex and surrounding areas receive world-class care without having to leave home.

**Serenity**  
Age 9

## World-Class Care in El Paso

El Paso Children's Hospital is proud to be a part of a unique community partnership within the El Paso County Hospital District, working with University Medical Center of El Paso and Texas Tech Health El Paso. We each bring strengths that, when combined, create world-class care in El Paso County and beyond.

With the El Paso County Hospital District and University Medical Center of El Paso, we have automated

data collection and reporting, moving from manual spreadsheets into streamlined dashboards. This has helped us improve readmission rates and reduce length of stay.

While each organization serves its own role in our community, our mission is similar – to build a better future for El Paso and the surrounding communities.

## Business Development & Physician Relations

The Business Development team planned and predicted the growing need for inpatient epilepsy care, with the same story unfolding in Cardiology. To meet that need, we added a new pediatric cardiologist and hosted our first-ever Heart Conference.

**Our program is not about basic care – it is about complex care, reducing out-migration, and giving families hope right here in our community.**

This event brought together specialists from El Paso and The University of Texas at Austin Dell Medical School to collaborate on advanced pediatric cardiology care. It was a clear sign that our heart program is gaining altitude.

Strategic growth does not happen in isolation. It happens through partnerships – with Texas Tech Health El Paso, University Medical Center of El Paso, our military community, school districts, and with local businesses. These collaborations help us launch programs that no single institution could build alone.

Every day, the careful strategy we map on paper translates into lives changed. That is what gives our work strength and purpose. And it is why El Paso Children's Hospital is poised for continued takeoff – expanding our reach, deepening our partnerships, and lifting the children of our region to brighter futures.

**Each new physician adds lift to our mission – specialties that once required travel are now thriving right here in El Paso.**

# Child Life Program

Our Child Life Program brings comfort to our patients, who are often scared and nervous. Our trained staff provide care to patients, but they also assist their siblings and families in coping with the stressors of having a sick family member. This unique program, funded entirely through community support, focuses on helping children cope with hospitalization in ways that are meaningful to them using play, creativity and connection.

Over the past year, our Child Life Specialists organized milestone events and hospital-wide holiday celebrations, including the much-anticipated Halloween parade, Día de los Niños Celebration, and special visits from community partners and local sports teams. The Child Life Team also expanded therapeutic play and art programs, helping children express emotions and reduce fear during treatment. At El Paso Children's Hospital, Child Life ensures healing beyond medicine.



**Serenity**  
Age 9



## El Paso Children's HOSPITAL FOUNDATION

The El Paso Children's Hospital Foundation fuels the programs, services, and innovations that keep children's healthcare soaring in our community. We are able to keep 100% of donations to directly support patients and families local.

Last year, the Foundation began the growth of our cardiac services. In building this program, we are not only saving lives but also saving families from the burden of leaving their support system behind. The Foundation also helped expand specialties, funding more than \$1.9 million in equipment and services in just one year, from state-of-the-art imaging technology to fetal echocardiogram equipment. The Foundation's role may be behind the scenes, but the impact is woven into every corner of the Hospital.

**We do not just raise money – we raise hope, we raise awareness, and we raise the bar for pediatric care in El Paso.**

## Compassion in Action

Beyond equipment, the El Paso Children's Hospital Foundation supports essentials that ease families' burdens. Compassionate Care is a program that helps pay rent, utilities, clothing, and airfare so loved ones can be at their child's side during treatment. The Foundation has also invested in Healing Arts, Child Life services, and community outings – reminding us that joy is part of the healing journey.

**\$2.1M** Total Revenue Raised

**\$1.8M** in Total Contributions to El Paso Children's Hospital

### Key Contributions

#### Clinical & Diagnostic

**Equipment:** EOS Imaging System, Echocardiograms, Cinema Vision Goggles, KIND VR, Thor Photo Modulation, Durable Medical Equipment

**Patient Care & Support:** Child Life Specialists, Compassionate Care, Surgeries, Patient Assistance

**Patient Comfort & Engagement:** GetWellNetwork, Toys & Books, Art Supplies, PPE, Fidget Spinners

### 3 Patient-Centered Programs and Services

*(Funded or Partially Funded)*

Healing Arts, Child Life Specialists, and Empower Program

**265K** in Grants  
Hyundai Hope on Wheels Impact Grant, ACE Foundation, RAIZ Foundation, Sunflower Bank, St. Baldrick's Foundation, Paso Del Norte Health Foundation, Becton Dickinson Foundation, and others.



**Serenity**  
Age 9



# Serenity's Story: Thriving with Strength and Support

When Serenity was just five years old, her family's world changed overnight. What began as a seemingly simple urinary tract infection (UTI) quickly revealed itself to be something far more serious.

"It was pretty scary," recalls her aunt, Crystal. "We thought she just had a basic UTI because she was hurting when she went to the bathroom. We took her to a night clinic, and they sent us straight to the hospital. That is when they told us she had Type 1 Diabetes and that she could have gone into a coma."

The diagnosis was overwhelming. "It was terrifying. It is something we were not expecting to hear," Crystal said. "She was only a little kid in the hospital, and we were just

trying to distract her, to make her feel safe, to keep her from being scared or confused."

## A Family's Commitment and a Team's Compassion

Since that day, Serenity's care has been a team effort – both at home and at El Paso Children's Hospital. With the loss of her mother, Serenity's extended family stepped in to raise her, and together they have learned to manage the daily complexities of her condition.

"The team at El Paso Children's Hospital has been really supportive," Crystal explains. "If we ever have questions, we can always call or stop by. They have helped us so much. Teaching us how to use her monitor, showing us how to calculate carbs, and providing us with charts to make things easier on a day-to-day basis. They even showed us apps where we can track her numbers and doses. It has made everything so much more manageable."

The support goes beyond medical care. Her care team checks in frequently – sometimes every few weeks.



“They are always checking, always helping. It is good to know they are there,” Crystal said.

### **Finding Joy, Confidence, and Community**

For Serenity, what began as a frightening diagnosis has evolved into a journey of empowerment. “She is 11 now, but because of El Paso Children’s Hospital, she does not feel alone with her diabetes,” Crystal said. “They have programs and events that bring kids together so they can see there are others just like them.”

Those gatherings have given Serenity confidence and a sense of connection.”

### **Words of Encouragement and Gratitude**

For families beginning this journey, Crystal believes that “the team at El Paso Children’s Hospital is amazing – they make sure you know you are not alone and teach you everything you need to care for your child. They even have therapists if your child needs someone to talk to, because sometimes they need to hear it from someone other than family.”





## Children's Miracle Network

El Paso Children's Hospital is one of only 170 Children's Miracle Network Hospitals nationwide, and the only one serving our region. This past year, the Children's Miracle Network at El Paso Children's Hospital saw community generosity grow. The Pro Radio Radiothon doubled its first-year impact, our Costco partnership achieved a 72% increase, and Fox Auto Team and Peter Piper Pizza embraced our balloon campaign as new partners.

Children's Miracle Network also holds events throughout the year, but none more special than the celebration day held at La Nube Children's Museum – when former patients and families are reunited to play and laugh outside the hospital walls. This year's event was sponsored by Extra Life, a groundbreaking fundraising program under the Children's Miracle Network Hospitals that connects gamers, live streamers, content creators, and local businesses to turn play into purpose.

**Every dollar raised, every balloon purchased, and every partnership formed is critical for families who otherwise might need to travel hundreds of miles for care.**



## Total Amount Raised

### Children's Miracle Network

**\$830,000+**

Preliminary

### Program and Equipment Funding

#### Cinemavision Goggles

**\$78,000**

#### Ultrasound Fetal Echocardiogram

Partially funded, total cost **\$210,055**

#### EOS Imaging System

**\$850,000** (Total Cost, Partially Funded)

#### Child Life Program:

**\$190,851** (Partial Funding)

#### GetWellNetwork

**\$139,971**

## Community Engagement

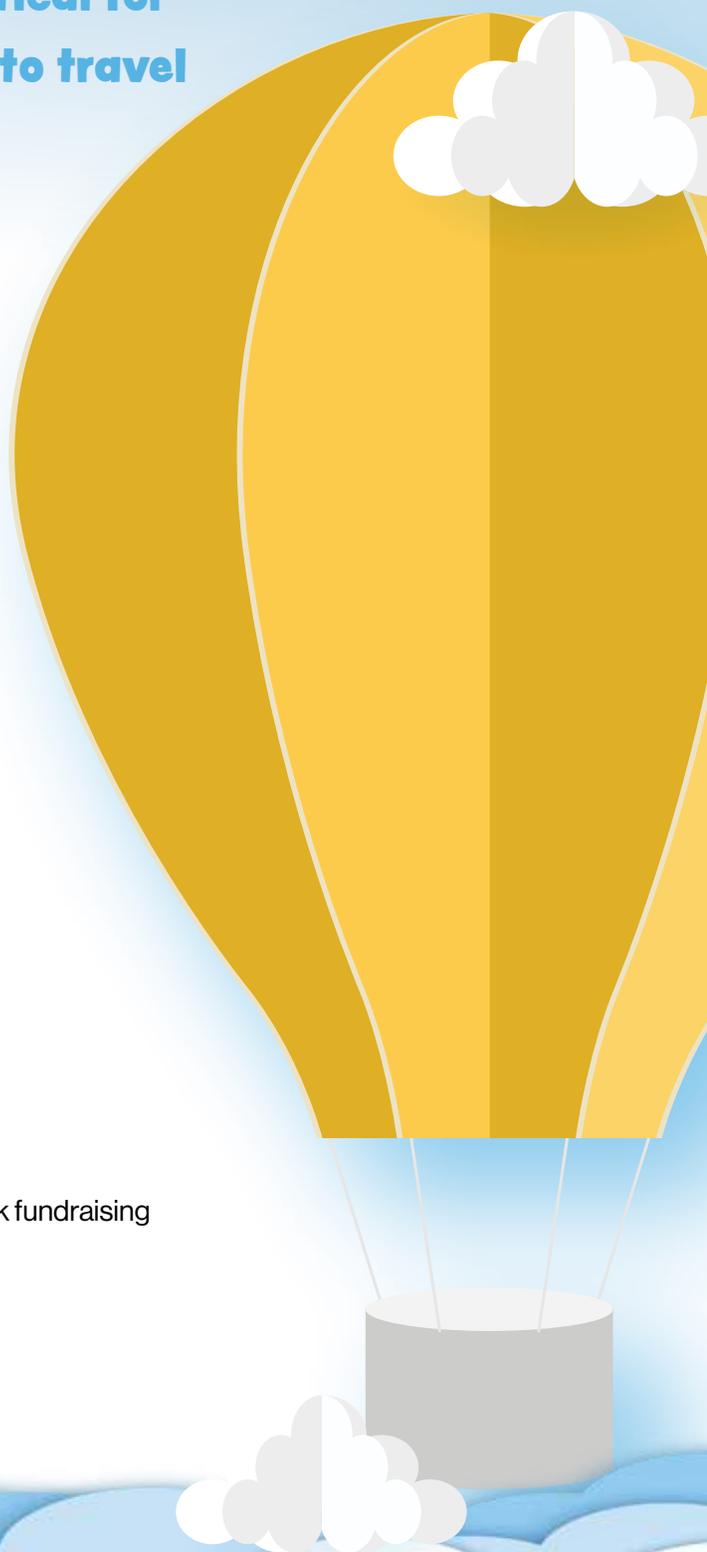
New local organizations participated in Children's Miracle Network fundraising efforts this year.

#### Three NEW partners:

**Angry Crab Shack**

**Dillard's**

**Ollie's**





# Hope Takes Flight

From uncertainty to remarkable recovery, one child's diagnosis reminds us that every journey begins with hope.



## A Joyful Beginning

Xander was born full-term and healthy. His parents, Cassandra and Richard, remember those early days as pure bliss – an easy pregnancy, a smooth delivery, and a perfectly healthy baby.

“He was the most perfect baby,” Cassandra recalls. “Everything went so smoothly, and our family just adored him from the moment we brought him home.”



## The First Signs of Trouble

When Xander was just five months old, while in the care of his grandmother, he began twitching on one

side of his body. Cassandra and Richard rushed home to find paramedics already there.

“He had oxygen on, and I just broke down crying,” Cassandra remembers. “They told me he had a seizure.”



Doctors initially reassured the family that some infants experience febrile seizures, which are typically harmless and short-lived. But as the episodes continued, tests were ordered, including a genetic swab.

When the results came back, the family learned Xander had Dravet Syndrome, a rare and severe form of epilepsy affecting roughly 1 in 15,000 children.

## A Rare and Relentless Diagnosis

Dravet Syndrome meant Xander would face daily seizures, medication challenges, and significant developmental hurdles. It also carried a frightening risk of Sudden Unexpected Death in Epilepsy (SUDEP).

“Knowing there was a 25% chance every time he went to sleep that he might not wake up – it is





**Being named a Miracle Family for 2025 by the Children's Miracle Network is an incredible honor for us. It means that our journey, our struggles and most importantly of all, Xander's strength and courage are being seen and shared to bring hope to others. Through it all, the Children's Miracle Network has reminded us that we are never alone. We are honored to share our story and stand as a symbol of the miracles that can grow during the most difficult diagnoses.**

**- Xander's Family**

something no parent should ever have to feel," Richard said quietly.

Despite the fear, the family found hope with El Paso Children's Hospital and Pediatric Neurosurgeon, Dr. Ziyad Makoshi, whose expertise and compassion guided them through the darkest days.

"Every seizure he has, we have it with him," Cassandra says tearfully. "When he cannot breathe, we cannot breathe. We wish we could take it away but he will never face it alone."

### **Innovative Care and Lifesaving Support**

To help reduce the frequency and severity of Xander's seizures, Dr. Makoshi implanted a Vagus Nerve Stimulator, a small battery-powered device placed in his chest that sends electrical impulses to the brain.

"That device changed everything," Cassandra says. "It lowered his risk of SUDEP and helped stabilize him."

The El Paso Children's Hospital's Epilepsy Monitoring Unit on the 8th floor provided ongoing evaluation and individualized care, allowing the team to track Xander's seizures and fine-tune his treatment.

### **A Warrior's Spirit**

Now approaching his third birthday, Xander continues to amaze everyone around him. He is relearning to walk, regaining balance and confidence.

"He is proving that his body is strong and capable," Richard says proudly. "He is doing everything all over again – and he is doing it with joy."

Between hospital stays and therapies, Xander lives a full life – swimming, visiting the zoo, and even taking his first airplane ride. His parents call him their little warrior.

"He has faced more challenges in his short life than most people ever will," his parents say. "But he still smiles through it all."



# Culture That Lifts Us Higher – Partnership



**Melannie**  
Age 15

The culture at El Paso Children's Hospital is the heart that enables the mission to carry on. Every team member plays a role in shaping the environment where excellence thrives and children receive the safest, most compassionate care possible. Together, we have built a culture that truly lifts us higher.

# Human Resources

With more than 1,100 employees, the job of Human Resources is to align people, progress, and mission. Onboarding and orientation programs teach new hires the resources available to them and the mission of El Paso Children's Hospital. Quarterly employee forums give staff direct access to leadership, offering updates on strategic goals and growth. Monthly employee appreciation events are held to celebrate our staff and the impact they make every day.

Human Resources' responsibility does not end with recruitment, retention is just as important at El Paso Children's Hospital. With strong benefits such as profit sharing, PTO buyback, continuing education opportunities, and Caring for Our Own – a program that provides financial assistance when needed – employees feel valued.



# Volunteers

Our Volunteers are where our community meets our culture. With more than **115 active volunteers** donating more than **7,000 hours of service last year**, their impact is profound. From bedside activities like reading, tutoring, and providing comfort, to helping host major hospital events, our volunteers are essential to our success.

The Volunteer Program has more than tripled in size over the past seven years. The commitment of El Paso Children's Hospital volunteers demonstrates that healing is not only about medicine – it is also about presence and generosity.



## Medical Staff

In the past year, the Medical Staff grew to 468 credentialed providers, strengthening our ability to care for increasingly complex patients.

We also expanded our role as a teaching hospital, hosting more residents through Texas Tech Health El Paso's new Oral Maxillofacial Surgery Residency Program. These residents complete rotations at our Hospital, gaining hands-on training in pediatric care.

**468**

**Community  
Credentialed  
Providers**

## Education

By investing in learning and development, we empower every team member, whether they are at the bedside or behind the scenes, to grow in skill and confidence.

### Nursing Internship

Our Nurse Internship Program provides nursing graduates with the guidance and mentoring they need to grow into confident and skilled caregivers – from the very start of their employment. The New Hire Campfire is a unique peer-support program where nurses gather six months into their role to share experiences and challenges in a supportive environment. These initiatives enhance clinical skills and create a culture of teamwork. In our pursuit of the Pathway to Excellence designation, we engage nurses at every level to feel respected and connected.

### Residents

Each year, more than 100 residents rotate through our hospital, including pediatric residents from Texas Tech Health El Paso, family medicine residents from Transmountain, and subspecialty trainees. To support them, El Paso Children's Hospital has developed dedicated resident lounges, orientations, and recognition programs. We are proud to be a part of training the next generation of physicians.

### Specialty Conferences

Our expertise stands out on both the national and international stage through our participation in specialty conferences, from presenting nursing initiatives at the American Organization for Nursing Leadership to hosting the Craniofacial and Cleft Palate Symposium, which brought international leaders in the service to El Paso.

Our participation in these conferences allows us to exchange knowledge and best practices, while showcasing the advanced care we provide here at El Paso Children's Hospital.

# Quality & Patient Safety

This past year, our Quality and Patient Safety department launched data-driven systems to track quality measures and strengthen our culture of learning, with a single goal: zero harm. By improving our data infrastructure, we moved away from manual audits to automated dashboards that provide real-time insight into everything from IV fluid shortages to medication scanning compliance.

**Quality & Patient Safety are the foundation of the Hospital “backbone.”**

We now approach every clinical insight as an opportunity to grow and elevate the care we provide. Thanks to the past year’s Quality and Patient Safety initiatives, these advancements are built to last — well beyond individual projects or survey cycles.

**Patient safety is everyone’s job – and together, we have made it part of our daily rhythm.**

**Melannie**  
Age 15

# Infection Control & Employee Health

Over the past year, the success of our bundle compliance programs was a milestone accomplishment. Every day, across the Hospital, our teams check and double-check more than 15 different elements on devices like central lines, foley catheters, and ventilators.

Other key education opportunities included an education escape room focused on teaching sepsis protocol. The escape room was so innovative that it was featured at the Texas Organization of Nurse Leaders conference. Then, during the statewide and regional measles outbreak, our team mobilized rapidly with drive-through testing and school and YMCA webinars, drawing on lessons learned during COVID-19 pandemic.

Technology has also changed the face of infection prevention. Hand hygiene is the first line of defense against infection. After two years of planning, we now have a system that uses staff badges and sensors to monitor hand hygiene 24/7. We understand that our job is to not just heal but to also make sure that our employees and staff remain safe from infection while in our care.



# Leadership Award Recipients



Thank you to all the honorees for their commitment to El Paso Children's Hospital!



**Renee Armendariz**  
*Radiology*

Employee of the Year



**Maria Diaz**  
*Case Management*

Impact Award



**Kevin Lambeth**  
*Pharmacy*

Emerging Leader



**Mayra Chacon**  
*Pediatric Intensive Care Unit*

Daisy Leader of the Year



**Alejandra Valdespino**  
*Hematology Oncology*

Leadership Award



**Melannie**  
Age 15



## Daisy Award Recipients



**Talitha Juarez, RN**  
Pediatrics  
January 2025



**Monserrat Frossard, RN**  
Emergency Department  
February 2025



**Mary Cardenas, RN**  
Pediatrics  
March 2025



**Viviana Martinez, RN**  
Emergency Department  
April 2025



**Francisco Aguirre, RN**  
Float Pool  
May 2025



**Eduvina Mota, RN**  
Pediatric Diabetes Education  
June 2025



**Diana Sanchez, RN**  
Emergency Department  
July 2025



**Arlene Astorga, RN**  
Pediatric Intensive Care Unit  
August 2025



**Maddie Garcia, RN**  
Pediatrics  
September 2025



FOR EXTRAORDINARY NURSES  
HONORING NURSES INTERNATIONALLY  
IN MEMORY OF J. PATRICK BARNES



# Employee of the Month Recipients



**Jackie Moreno**  
ECHO Technician  
January 2025



**Marisela Gomez**  
Occupational Therapist  
February 2025



**Esmeralda Hernandez**  
Respiratory Supervisor  
March 2025



**Brenda Hurley**  
Pharmacy Technician  
April 2025



**Michelle Ross**  
Patient Care Technician  
May 2025



**Kendra Garza**  
NICU Office Specialist  
June 2025



**Frances Dominguez**  
Radiology Office Coordinator  
July 2025



**Rafaela Abascal**  
Medical Staff Coordinator  
August 2025



**Alexis Gallegos**  
Radiology Technician  
September 2025

THIS IS  WHAT AN  
**AWESOME**  
Employee   
of the  
Month   
LOOKS LIKE





# Melannie's Story: Premature Beginnings to a Quinceañera Celebration

When Adriana looks at her daughter Melannie today – smiling, independent, and preparing to celebrate her Quinceañera – she still marvels at how far they have come.

Born prematurely at 34 weeks, Melannie's medical journey began immediately. "Everything started from birth," Adriana recalls. "We spent months doing testing to find out what was wrong. She had trouble feeding, and we just kept trying to get answers." Those early days were filled with uncertainty and hospital stays far from home.



## Care Close to Home

After spending five months in Houston, Adriana made a pivotal decision. "I told the doctors, whenever Melannie needed to go back to the hospital, I wanted it to be at El Paso Children's Hospital. I wanted her to be close to family. That is where our journey really began."

From the very first visit, Adriana knew they had found the right place. "The doctors and nurses at El Paso Children's Hospital took such great care of her," she says. "They explained everything, checked on her constantly, and even helped us get home health care so I didn't have to worry about a thing."



Since 2011, Melannie has had more than 200 visits to El Paso Children's Hospital, working with the whole multidisciplinary team. "It is like our second home," Adriana says warmly. "They care for her medically, but also emotionally. The love and dedication they show make all the difference. They are like family to us."

### **Caring for Her Like Family**

That family-like care has been essential for a child once called a "miracle." Doctors did not think Melannie would live past her first birthday. "But look at her now," Adriana says proudly. "She is a warrior. She is strong, smart, and full of life. She surprises everyone who meets her."

Melannie continues to inspire the people around her, including her care team, through her humor, determination, and warmth. Now, as Melannie prepares to celebrate her Quinceañera surrounded by nearly 200 friends and family members, her mother cannot help but reflect on the miracle before her.

"When they told me she might not live a year, I refused to give up," Adriana says. "I wanted her to have a normal life, to dream, to be happy – and now she is living it."



# To Infinity & Beyond... Services That Help Kids Fly High



**Julius**  
Age 5



# The Woody and Gayle Hunt Family Pediatric Intensive Care Unit

In the Pediatric Intensive Care Unit (PICU) at El Paso Children's Hospital, the past year has seen the launch of new initiatives, the strengthening of team culture and the advancement of our reputation in pediatric critical care.

One of the most impactful projects was the introduction of ultrasound-guided IV insertion, a program born from direct family feedback. Parents shared the pain of watching their children endure multiple needle sticks, and the PICU team responded. Not only has this impacted the care on the PICU, but it has also been felt throughout the Hospital. Today, 29 nurses across departments are trained in ultrasound-guided IV with several now being able to do guided midline and Peripherally Inserted Central Catheter (PICC) line insertions. This brings care to the bedside, eliminating unnecessary trips to the operating room and reducing bloodstream infections.

Beyond innovation, the PICU has focused on reducing nursing turnover through peer-based hiring, strong onboarding and a culture of support. Already, 10% of PICU nurses hold critical care certifications with a goal of 20% by the end of the year.

The PICU team also plays a key role in expanding the hospital's cardiac program, building new protocols and quality bundles to care for children with complex heart conditions. Within just a year, the team achieved 100% compliance with strict care standards in cardiac care. The PICU's commitment to growth and excellence is fueling the team's pursuit of the prestigious Beacon Award for Excellence, which they will submit by the end of the year.

**What began as a single ultrasound machine quickly grew into a hospital-wide program that reduced pokes, shortened central line use, and gave children a better experience.**



**PICU Volume**

**835**

**critically ill children received expert, life-saving care.**



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

The Neonatal Intensive Care Unit (NICU) cares for the most vulnerable babies. The NICU team has spent the last year focusing on professional growth and adopting new technology. More than 15% of our NICU nurses now hold advanced certification in neonatal care, and another group is already training to receive the certification.

New technology has also expanded the team's capability, including a video laryngoscope designed for "micro-preemies" and a lumbar puncture holder device to perform lumbar punctures with greater comfort and precision. This technology expanded our ability to care for babies 300 grams or smaller.

**From fragile micro-preemies to thriving toddlers, every baby who leaves our NICU carries a story of hope, skill, and relentless dedication.**

Some of the most inspiring stories come from our patients. One of the year's most remarkable success stories involved a 21-week and five-day-old baby born at just 350 grams. Through a combination of advanced technology,

## NICU Volume

# 548

newborns supported by advanced, compassionate neonatal care.

# 90

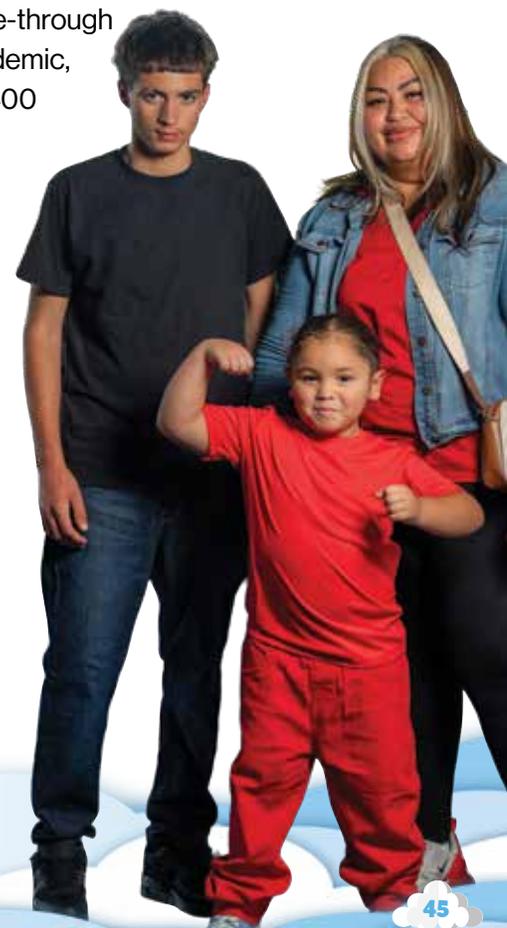
fragile newborns received intermediate-level support on their road home.

**With more certified nurses and cutting-edge technology, our NICU is proving that extraordinary outcomes are possible right here in El Paso.**

highly skilled nurses, and seamless collaboration across specialties, this baby was discharged after an extended stay without any developmental delays.

The NICU also nurtures community connection through our annual NICU reunion, Trunk or Treat. Each year, babies born at 32 weeks or earlier are invited back with their families to reconnect with the nurses and doctors who once cared for them. What began as a small drive-through event during the pandemic, has grown to nearly 400 families. For families, it is a celebration of resilience and for staff it is a reminder of the lives with whom they forever touch their work.

**Julius**  
Age 5



# Critical Care Transport Team



For children in crisis, every minute counts. The Critical Care Transport Team at El Paso Children's Hospital gives children across West Texas and Southern New Mexico access to specialized care when and where they need it most.

**With over 1,000 transports this year, our team is a lifeline bringing advanced care to children across the region.**

In the last year, transport volume surged, with the team completing over 1,000 transports. This growth signifies the community's trust in El Paso Children's Hospital.

**1,154  
Total  
Transports**

**144 PICU Transports  
84 NICU Transports**

Bringing children safely into our care more than 1,100 times

To meet this rising demand, the program added a second specialty ambulance nicknamed the "Jet" to join the original "Rocket". Now, we have dual-team coverage, so no call goes unanswered.

The "Jet" features a UV sanitation system that disinfects the entire vehicle between transports, for the highest infection prevention standards. In addition, stretchers are equipped with crash-tested securement devices to lock monitors, pumps and ventilators safely in place during transport. El Paso Children's Hospital is the first in the area to implement this level of protection for patients and staff determine the quality of a child's care.



# The James A. Buddy Davidson Charitable Foundation General Pediatric Floor

The James A. Buddy Davidson Charitable Foundation General Pediatric Floor is a 25-bed unit designed to bring together extraordinary bedside care with compassion. The community outreach that has been a cornerstone of progress over the last year is reflected in the overall growth of our services, welcoming nearly 2,500 patients in the first three quarters of the year. With the expansion of the 8th floor, we have added capacity, and families feel that they are getting more timely care with fewer delays.

Quality care remains a focus, with staff meetings serving as mini-learning sessions. With a focus on basics and vigilance for infection prevention, there have been no central-line or catheter-associated infections reported in 2025.

**General Pediatrics Volume  
1,452 everyday visits that  
keep our community's  
kids healthy.**

# Southwest University Pediatric Blood and Cancer Center

When you walk into the Southwest University Pediatric Blood and Cancer Center at El Paso Children's Hospital, you feel it immediately – focus, compassion, and an unshakeable belief in possibility.

Among the most transformative initiatives this year was participation in the blinatumomab home-infusion study. Instead of spending weeks in the hospital, children can receive chemotherapy at home through a small, portable pump. The impact is profound – bedtime routines stay intact, siblings stay close, and childhood moments happen where they belong – at home.

Our oncology team also completed two major quality initiatives that strengthened safety, accuracy, and trust. The first was ensuring that every treatment roadmap under the Children's Oncology Group (COG) was documented with 100% accuracy. In August, the program received extraordinary feedback during its COG audit. This result places El Paso Children's Hospital among the most reliable pediatric oncology programs in the region.

The second initiative was the implementation of an enhanced, two-step medication reconciliation process. Because many children receive treatment multiple times a week, the team created a system in which both nurse and physician verify medication lists at every single visit. The change has already prevented potential errors and given families greater peace of mind.

Innovation continued with the introduction of photobiomodulation therapy, a light-based treatment that reduces painful mouth sores caused by chemotherapy. Early results indicate that children are recovering faster, eating more comfortably, and avoiding prolonged hospitalization.

Today, some families must still leave the region for bone marrow transplants or radiation therapy – an emotional and financial strain that can disrupt life for months. The team's long-term vision is bold. No child in El Paso should ever have to travel to receive cancer care.

**Every day, our mission is simple. Give every child and family the very best care possible – right here at home.**



## Hematology Oncology Unit Volume

**501** children received specialized cancer and blood-disorder care with hope at the center.



**Julius**  
Age 5



## Julius' Journey: Strength in Every Small Step

When Evella's son Julius was born, she knew something was not quite right.

"Right away, we could tell he was not moving his arm like he should. It was scary – you want your baby to be able to do all the normal things, and we did not know what his future would look like."



Julius was diagnosed with a Brachial Plexus injury, a condition that occurs when the network of nerves near the shoulder is damaged during childbirth. His care team at El Paso Children's Hospital quickly became a source of hope and expertise for the young family.

"When we met Board Certified Plastic and Hand Surgeon, Dr. Shawn Diamond, and the team, they made us feel better right away. They explained what was happening and gave us a plan. We started therapy, and when it was time for surgery, we were ready."

### **A Coordinated Approach to Healing**

From his earliest days, Julius benefited from the collaborative care model at El Paso Children's Hospital, where surgical, therapy, and social work teams meet regularly to coordinate treatment and support for patients and their families.

"It helps so much that everyone talks to each other," Evella explained. "The doctors, therapists, and social workers all worked together and helped me understand what to expect."





After surgery, Julius began therapy to rebuild strength and mobility. His mom says the therapists have become like family.

“They have been one of the main keys in his recovery. They make him stronger, encourage him, and remind him he can do it.”

### **A Joyful, Determined Little Boy**

Now at the age of five, Julius is thriving. He loves his therapy sessions, where he gets to play games and work on new movements.

“His favorite part is being active – doing exercises and playing,” Evella said. “He is always happy when he is there. The therapists love him too.”

Each milestone brings new pride and gratitude.

“Life is great now,” Evella shared. “He is strong, playful, and doing everything a normal little boy should. I am so thankful for what El Paso Children’s Hospital has done for us.”



# Pediatric Intermediate Care Unit

When the Intermediate Care Unit (IMCU) opened its doors, it immediately reshaped the flow of care across El Paso Children's Hospital. With 16 pediatric beds, including 10 intermediate care beds, the facility meets the needs of children who require more than general pediatric care but do not need the highest level of intensive support.

**Every nurse in the IMCU has critical care training—our families know their children are in expert hands.**

Family-centered care is a top priority for our team. With three family sleep rooms, a dedicated playroom featuring an interactive healing wall, and space designed for extended stays, children and parents alike find comfort and support during extended hospitalizations.

These additions promote movement, recovery, and the reassurance that families never face these challenges alone.

The most immediate impact the IMCU had on care was eliminating the wait for beds in the Emergency Department. Since its opening, patients now move quickly from the Emergency Department, freeing those resources to care for other emergency cases. In the first year, the IMCU averaged 700 admissions per quarter.

## IMCU Volume

**791** patients received the focused care they needed to stabilize and heal.

# Epilepsy Monitoring Unit

The Epilepsy Monitoring Unit (EMU) opened in October of last year, and it quickly became a centerpiece of neurological growth. More than 50 patients have been evaluated, positioning the hospital toward national accreditation and a Level 3 designation, with Level 4 on the horizon. The EMU has also celebrated deeply personal victories.

One of the most complex cases this year involved a child who underwent stereo-electroencephalography (sEEG) under the direction of neurosurgeon Dr. Makoshi. Electrodes were placed directly into the brain to pinpoint seizure activity, allowing the team to map precisely where seizures originated. The child remained in the EMU for

nearly a week while monitoring confirmed the treatment plan. This was the first pediatric case of its kind at El Paso Children's Hospital, and it signals a future for advanced neurosurgical epilepsy care in the region.

Looking ahead, the EMU team is preparing for formal accreditation in 2026 to bring the highest national standards to epilepsy care right here in El Paso.

**In just one year, our EMU has taken off – proof of how strategic investment translates directly into patient impact.**

# Emergency Department

As the region's only dedicated pediatric Emergency Department, our team cared for nearly 28,000 patients while advancing new protocols, expanding community partnerships, and leading statewide stroke care protocol. These initiatives have led to faster access to care, better patient outcomes and deeper trust between the community and El Paso Children's Hospital.

**We reduced arrival-to-provider times, reduced left-without-being-seen rates to under 1%, and gave families quicker, safer access to care.** ✦

Until recently, stroke was rarely considered in children, and standard protocols did not exist statewide. One of the year's most significant accomplishments, El Paso Children's Hospital became the first hospital in Texas to enter pediatric stroke care data into the state registry.

This year, the Emergency Department continued participation in the National Pediatric Readiness Quality Initiative, a national benchmarking program that measures how well hospitals deliver pediatric-specific emergency care. El Paso Children's Hospital consistently exceeded national averages in many categories, including pain assessment, reassessment of vital signs, and medication dosing.

For the first time, our team was formally integrated into regional mass casualty planning alongside University Medical Center of El Paso. Now, during large-scale events, children's needs are prioritized from the start, with nurses embedded in regional command centers.

These collaborations mean that children across the city receive safer, faster, and more coordinated care – long before they enter our doors.

## Emergency Department Volume

# 27,763

**Nearly 28,000 families trusted us in their most urgent moments.**

✦ **From leading Texas' first pediatric stroke protocols to building stronger EMS partnerships, our Emergency Department is raising the standard of emergency care for children.**



**Camilla**  
Age 5

# Perioperative Services

In the past year, surgical services at El Paso Children's Hospital have seen remarkable growth, fueled by the expansion of the specialty providers at the El Paso Children's Multispecialty Center and the rise in surgical demand. Today, we operate four operating rooms and one endoscopy suite at full capacity to meet the regional need.

**Every investment we make today is propelling us toward tomorrow's possibilities.**

The Robotic Surgical Assistant (ROSA) and NeuroBlate system are helping transform epilepsy and neurosurgery care. The MRI-guided systems result in smaller incisions, quicker recovery and greater accuracy for brain tumors and epilepsy surgical cases. Behind the technology are teams of highly trained nurses, anesthesiologists, and surgical staff, whose skill and compassion guide every procedure. With volumes increasing year over year, the team has proven its ability to adapt, innovate, and keep children at the center of every decision.

Future plans include the development of a hybrid operating room to enable surgeons to combine open and minimally invasive procedures in a single space. As more pediatric specialists join us, we hope to add an ambulatory surgery center to move less-complex cases outside of the traditional hospital operating room.

**With the addition of the Robotic Surgical Assistant (ROSA) and NeuroBlate laser therapy, children in El Paso now have access to neurosurgical innovations previously unavailable in the region.**

**All Surgical Volume**  
**4,637**

**From routine procedures to complex surgeries, each one delivered with precision and compassion.**

**Endoscopy Volume**  
**691**

**Nearly 700 minimally invasive procedures helping diagnose and treat kids safely.**



**Julius**  
Age 5

# Pediatric Interventional Imaging Services

Pediatric Interventional Imaging Services accelerated access, added first-in-the-region technology, and built seamless pathways so families could get a diagnosis sooner, without leaving the area.

**From 49,000 to 54,000 studies in a year – and MRI now seven days a week – our promise is faster answers without leaving El Paso.**

Last year, Pediatric Interventional Imaging Services at El Paso Children's Hospital saw a growth of more than 5,000 patients, and staff expanded from 39 to 55 to support that growth. We began offering MRIs 7 days a week to shorten wait times for our patients. Through support from our Foundation, we added a new Echo Machine in the El Paso Children's Multispecialty Center and partnered with Texas Tech Health El Paso so high-risk pregnancies needing a fetal echo exam could be coordinated during same-visit appointments at this location.

The El Paso Children's Hospital Foundation also helped fund an EOS system to complement our orthopedic services. When X-rays or CT scans are needed but the radiation exposure to a small child is a concern, the EOS system provides a low-dose scan. EOS provides a life-size picture of the patient's complete skeleton to view all areas of the body from multiple angles, allowing our physicians to diagnose orthopedic conditions more accurately.

As El Paso Children's Hospital grows, imaging and cardiac services grow in lock step.

**With daily fetal echo, first-in-the-region EOS spine imaging, and MRI-guided laser therapy, kids here get big-city diagnostics at home.**

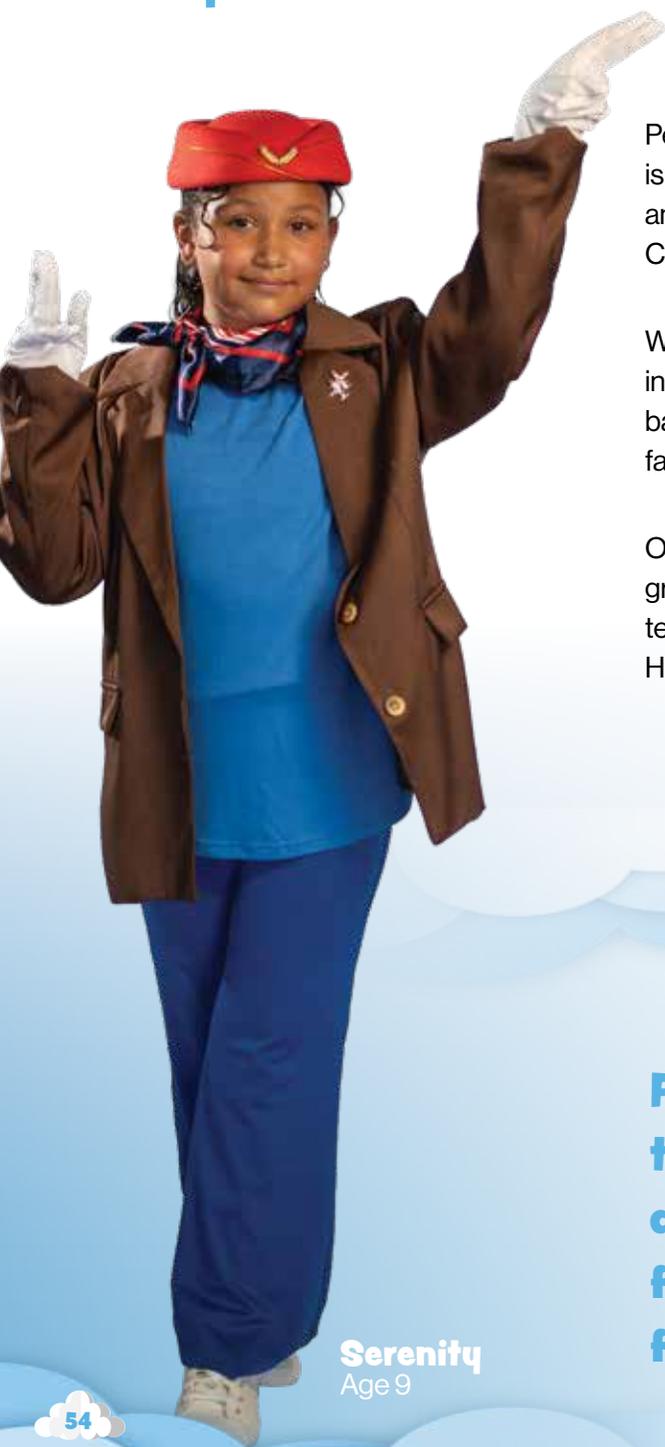
## Outpatient Radiology Volume at El Paso Children's Multispecialty Center

**4,868**

Close to 5,000 imaging studies helping guide precise pediatric care

# Pediatric Lab Services

**Families know our lab team by name, because to them, we are more than phlebotomists – we are part of their journey.** ✈️



Pediatric Lab Services may not always be seen, but the work they do is felt in every corner of the Hospital – from drawing blood with care and compassion to performing tests that are only available at El Paso Children's Hospital.

We are the only lab in the region offering sweat chloride testing, critical in diagnosing Cystic Fibrosis. The lab also offers H. Pylori testing for a bacterial infection often found in our population. These services keep families from traveling long distances for testing.

Over the past two years, Pediatric Lab Services has experienced steady growth, both in the number of services provided and in the complexity of testing performed. The addition of new diagnostic capabilities reflects the Hospital's commitment to comprehensive, child-centered care.

**From Cystic Fibrosis sweat testing ✈️ to H. pylori diagnostics, we bring advanced testing close to home, so families do not have to leave El Paso for answers.**

**Serenity**  
Age 9

# Department of Developmental & Rehabilitative Services

When a child is ill or battling a chronic disease, the Department of Developmental and Rehabilitative Services helps support the children so they can regain their quality of life. The Department supports inpatients after they are discharged from the hospital.

**From the NICU to outpatient follow-up, nearly 10,700 inpatient therapy visits kept children progressing – so families could focus on going home.**

When a patient is first born, our therapists focus on feeding and efficient nutrition. Across critical care, the focus could be about maintaining strength or addressing communication and swallowing. Then, as an outpatient, the goal is to maximize function and regain as much independence as possible.

The department is an anchor in El Paso Children's Multispecialty Center (MSC), along with Cranial Facial, Spina Bifida, Brachial Plexus, CysticFibrosis, Aerodigestive, and Hearing Loss.

**With the region's only pediatric vestibular chair and expanding audiology at the MSC, kids with hearing and balance needs get precise answers close to home.**

At these visits, therapists evaluate function, fit equipment, set goals, and coordinate with surgeons and subspecialists so families leave with one plan – not five.

Last year, the Hospital added a second sound booth at the MSC. The space is now being reconfigured into two independent booths, with a plan to staff two audiologists at the MSC and one on the main campus, reducing wait times and bringing testing closer to specialty clinics.

Pediatric Rehabilitation demand is rising alongside the Hospital's subspecialty growth. Whether a child needs to swallow safely, sit without dizziness, hear a parent's voice more clearly, or return to school and play, the department's therapists chart the course and fly alongside – until that child is ready to soar.

## Outpatient Rehabilitation Volume

# 6,273

**Thousands of steps, stretches, and victories toward stronger futures.**

## Audiology Volume

# 1,538

**Over 1,500 moments where sound – and connection – was restored.**

# Zachary Bowling Pediatric Outpatient Diabetes Education Services

The Outpatient Diabetes Education services at El Paso Children's Hospital help families chart a clear and confident path from diagnosis to daily life. This past year, the team expanded access, deepened education, and built community partnerships so children with diabetes and those at risk can thrive close to home.

With the opening of the El Paso Children's Multispecialty Center, three outpatient dietitians support clinic days and see one-on-one referrals from community pediatricians. Beyond diabetes, families can now access expert counseling for multiple food allergies, poor weight gain, celiac disease, and other pediatric nutrition needs – completing the circle of care from inpatient to outpatient.

We remain the region's hub for Type 1 diabetes education. As kids grow through puberty, play sports, or start using new technology, educators help families fine-tune insulin pump settings and continuous glucose monitors. The team also supports very young children who are newly diagnosed, where frequent grazing and carb counting can be especially challenging.

All three diabetes educators are Certified Diabetes Care and Education Specialists and all are bilingual, ensuring coaching and resources are accessible to all families.

In partnership with the Lions Club and El Paso Community College Culinary Arts, we hold live and virtual cooking classes. Families receive ingredient kits and recipe booklets with carb counts before the class, and pre-recorded prep videos and a live class to help kids and parents learn together.

This year marked the 10th Annual Pediatric Diabetes Conference, designed primarily for school nurses. Community nurses earned Continuing Education hours and met the care team they will coordinate with during the school year. The team even provided age-appropriate classroom talks so classmates understand pumps and why a friend can "count carbs and still eat cake" – with the correct insulin.

## Diabetes Program Volume

Tziel<sup>\*</sup>:

**500**

patients nationwide, with

**7** right here at home.

Since opening, we have supported over 750 children – where 80% of new diagnoses are Type 1.

\*Tziel delays the onset of stage-3 Type 1 Diabetes in high-risk patients ages 8+.

# Case Management

When a hospital stay disrupts a family's life, Case Management at El Paso Children's Hospital builds the safest, fastest path back home. Led by a team with deep pediatric experience, the department connects bedside care with real-world support so children can heal where they belong. Over the past year, Case Management worked shoulder-to-shoulder with Quality, Nursing Education, Patient Safety, Patient Access, and physicians to strengthen throughput and handoffs across all units. Because of this work, length of stay decreased year over year, and unplanned readmissions also declined.

Recognizing that recovery hinges on more than medicine, the team helped launch a system-wide screen-and-respond approach to social determinants of health. After a patient is screened, the families receive a comprehensive, easy-to-use resource folder that includes mental health referrals and up-to-date food pantry listings for the region.

When a family needs help, Case Management mobilizes community resources – often in partnership with the El Paso Children's Hospital Foundation. In the past year, the Foundation helped families secure resources, including car seats, baby essentials, bus passes, taxi credits, and Uber ride support for clinic visits and pharmacy trips, prescription co-pay assistance, and durable medical equipment for home care.

Case managers coach families through insurance, transportation, and equipment. They explain discharge steps and follow-up to ensure that medications, appointments, and home supports are truly in place. That is how length-of-stay comes down, how readmissions go down – and how anxiety comes down, too.



**We reduced length of stay and readmissions by pairing high-quality bedside care with real-world support – food, transport, equipment, and follow-up.**

**Melannie**  
Age 15





# 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.



**Ezekiel**  
Age 5



## 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.

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.



## 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.



## Pathway to Excellence Designation

El Paso Children's Hospital earned the Pathway to Excellence® designation on May 21, 2025 – recognizing our commitment to creating an exceptional nursing environment grounded in quality, safety, and collaboration. Our nursing survey results were overwhelmingly positive, with the majority of responses in the 80–90%+ agreement range, reflecting a workplace where nurses feel supported, empowered, and engaged. As a Pathway-designated organization, El Paso Children's Hospital fosters shared governance, elevates the nursing voice, and invests in professional growth. This achievement affirms that our nurses help set the standard for excellence – locally and among the best in the world."



# El Paso Children's HOSPITAL



**elpasochildrens.org**  
**915-298-5444**  
**4845 Alameda Ave.**  
**El Paso, Texas 79905**

**A special thank-you to Alan and Patty Russell for generously opening their hangar (and their hearts) to El Paso Children's Hospital. Your beautiful planes took our annual report to new heights – literally!**