A Salute to SOUTHWEST MEDICAL

“I wanted to prevent people from getting sick. I believe it’s important to make the whole person better, rather than just the disease.”

UMC’s Health Point is now Southwest Medical, Lubbock’s hub for women and children (and families) to receive multiple facets of health care in one place.

The facility includes family practice, pediatrics, dermatology, allergists, a lab, X-ray and MRI, and will soon also have mammography, CT, and ultrasound.

Dr. Carla Soler, a Family Practice doctor at Southwest Medical, described the clinic as a one stop shop for care. She said rather than outsourcing and referring patients to other clinics, Southwest Medical has many tools to allow patients to have everything they need there.

“We are different from other UMC Physician clinics because we do not have urgent care,” said Dr. Soler. “Here you have a primary care physician who sees you on a regular basis and knows you and can coordinate care with other specialists.”

Although the clinic is marketed as a Women and Children’s health clinic, it is not necessarily limited to women and children. Dr. Soler said she often begins to see husbands of established patients as well as geriatric patients.

When asked why she does what she does, Dr. Soler responded: “I chose family medicine because I wanted to prevent people from getting sick. I believe it’s important to make the whole person better, rather than just treating the disease.”

She, and the rest of the staff at Southwest Medical, has a genuine commitment in the care provided to patients.

Dr. Soler, along with many others at UMC, also has a military background. After doing a residency with the Navy, she served in Okinawa, Japan for three years as a staff physician; then one year as Senior Medical Officer for the USS Bonhomme Richard. Aside from treating fellow Navy members, she did screenings for those on board with depression or thoughts of suicide and did referrals when necessary.

In this month that we celebrate our nation’s independence, don’t forget to thank your peers for serving our country. We are the Land of the Free because of the Brave, after all.
**WHY it MATTERS**

Earlier this spring, we revisited Service is our Passion – its beginning and its purpose at UMC. More than the name of our culture, Service is our Passion sets UMC apart. The truth is, you have supported our culture and established UMC as the provider of choice and employer of choice. As a result, we have never served more patients than we do now. With that volume, we have challenges as well, including patient flow, staffing, quality measures, and expenses. So, why does SIOP matter? Because a strong foundation – our SIOP culture – enables us to meet the challenges and still put our patients first.

Do you know the “Why” of your department? I’m not referring to what you do (cook meals, stock shelves, bill accounts, sterilize instruments, etc.). Instead, I’m referring to the purpose of your work and how it supports SIOP. If you don’t know, ask. Take time to figure it out. A challenge for you – find (or re-discover) meaning in your work, by connecting your very important role to our culture of SIOP.

Thank you very, very much for your contribution.

– Mark Funderburk

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**MOP II Update**

The addition of MOP II is well underway and going great! The first floor is set to be finished this month and open in August—it will be ready for business before we know it.

In case you didn’t know yet, MOP II will feature four new clinics: the Diabetes Center, the Pediatric Clinic, the Pain Clinic and the Urgent Care Center. All will serve patients in a stronger capacity than before.

The diabetic community will be educated in a way that will help them take charge of their disease and limit hospital stays through the Diabetes Center. The Pediatric Clinic will be a hub for the community’s little ones to access quality healthcare and improve health outcomes for them. Patients will be given the care needed to live a full life, free of pain at the Pain Clinic. Last, but definitely not least, the Urgent Care Center will serve to take pressure off of the Emergency Center. Patients who come to the Emergency Center with minor ailments such as the cold, flu, or a sprain can take a shuttle to be treated quickly at the Urgent Care Center.

“The building of MOP II is important to the hospital and to the community. The clinics at MOP II will mean more money is available to the hospital to expand our services, which means we can offer more services to the community and meet their healthcare needs,” said Jim Johnson, Senior Vice President.

The MOP II will provide more space for doctors, such as UMC Physicians and TTUHSC doctors. This means that those physicians can expand their services by adding more tools and technology in the space provided.

UMC looks forward to serving even more of West Texas and New Mexico in a greater capacity than before.

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**A Call for SAFETY**

Everyone in the South Plains remembers Winter Storm Goliath that took place this past December. This storm left its mark with snow whipped wind gusts of up to 80 miles per hour, and it did not spare our roads. Because of this, one of the major problems we had in the duration of the storm, and its aftermath, was getting our staff to and from the hospital.

As a result of this experience, we decided to develop a list of our own staff and their spouses, with vehicles with four-wheel drive or capabilities of driving in harsh conditions, who would be willing to help out in another similar event. This effort would then be coordinated from the hospital so we would know who was picking up whom, and when, and thus reduce the risk of something unfortunate happening. This would provide some level of comfort and security to our staff.

We are asking for anyone who has a vehicle that can travel in severe winter conditions and is willing to help, to send your name, address, and phone number to UMC Senior VP and Safety Officer, Jim Johnson, so he can create a list of people to call. We appreciate your willingness to help ensure you and your peers are safe during times that harsh weather occur.

Help UMC employees this winter, contact Jim Johnson:

jim.johnson@umchealthsystem.com
806.775.8516
There are plenty of ways to protect from the damaging effects of the sun’s UV rays:

- **Cover up!** Wear clothing to cover as much skin as possible when out in the sun. You can also buy clothes with UV/SPF protection at sporting goods stores, outdoors stores, and even some department stores.
- **Put a hat on.** The bigger the brim, the better.
- **Protect the eyes.** Wear sunglasses with 100 percent UV protection. Not all sunglasses automatically have this, so check the label before you buy them.
- **Fight with the amount that’s right.** According to the National Council on Skin Cancer Prevention, most people only apply 25-50 percent of the recommended amount of sunscreen. Apply about one ounce of sunscreen with at least SPF 15 every two hours.
- **Last, but not least,** eating fruits and vegetables packed with antioxidants can help strengthen your body’s natural defenses against UV rays. These include (but are not limited to): berries, oranges, prunes, kale, spinach, broccoli, Brussels sprouts and red peppers.

**UV SUMMER SAFETY**

Most people only apply 25-50% of the recommended amount of sunscreen. Apply about 1 oz with at least SPF 15 every 2 hours.

**Enlighten yourself with these UV facts:**

- The sun emits radiation known as UV-A and UV-B rays. Both types can damage your eyes and skin.
- UV-B rays have shorter wavelengths that reach the outer layer of skin; UV-A rays have longer wavelengths that can reach the middle layer of skin.
- UV levels are highest not only in the summer, but also around noon on any clear, sunny day.
- UV rays can penetrate and change the structure of skin cells.
- Overexposure to UV radiation has both short-term effects, such as sunburn, and long-term effects, such as skin cancer.
- About 90 percent of non-melanoma skin cancers are associated with exposure to UV rays. This means it’s largely preventable.
- Overexposure to UV radiation can cause eye damage and cataracts, skin aging/leathering, skin growths, and suppression of the immune system.
Our own Food and Nutrition Department takes pride in being the number one Aramark account in the nation for food services. With 11 perfect health inspections in a row and an average of 94% in patient satisfaction over the last 4 years, they bring many advances to provide healthy options, variety, and service within our cafeteria. The café has implemented several items based on the feedback received through the Employee Satisfaction Survey.

They have increased awareness of healthier options served within the café by adding “leaves” at each station which will help identify healthier food items. For example: low fat, and steamed/no butter, made with whole grains. They also communicate these healthy items through weekly Intranet blasts sent out every Monday which includes the ‘Dietitian’s Pick of the Day.’ These are healthy meals offered in the café each day that week, along with where they can be found. In case you miss the blast, the Dietitian’s Pick of the Day is now also featured at the café’s entrance.

In addition, the Food and Nutrition department has added several grab and go items throughout the café and coolers to not only to add variety, but also to make your decision efficient and convenient.

Next time you head to the cafeteria for something to munch on, be sure to thank the Food and Nutrition staff for all they do!

At UMC, the wellbeing of our employees is just as important as the wellbeing of our patients. This is why the UMC Wellness Program is in place for all part-time and full-time benefitted employees.

We know that good health is created by more than the foods we eat or the number of steps we walk each day. In order to truly thrive in both our personal and professional lives, we need to embrace all elements of wellbeing: career, social, financial, physical and community. Our Wellness Program, and the Wellness Portal that gives you access to it, is here to give employees the tools needed to live a healthy life—with a balance of all of these elements.

Those wanting to participate MUST complete a health assessment. This is a 10-15 minute online questionnaire that covers a variety of health topics which will determine your health age. The results of this assessment will identify habits, such as stretching or drinking water, you can work on to improve your health age. A traffic light approach is used in doing this. Habits you are great with are in the green zone, habits you are okay with but could improve are in the yellow zone, and things you need to improve are in the red zone. This helps you identify challenges within the portal that can help you improve your health age.

This program utilizes a point system in order to track progress and to reward those working toward wellness goals. For example, 250 points is awarded for completing the required health assessment, and a personal challenge based on improving bad habits is 50. Each month there is a drawing for prizes, such as meal vouchers in the café, for those who meet the required amount of points for the month.

The ‘University’ section is a unique feature. It is a section in which members can learn about a variety of health topics through videos and quizzes based on information in the video—and an opportunity for more points! Topics range from chronic pain to stress management to heart disease.

Registration for the Wellness Program can be done from any computer or cell phone through the internet browser (Internet Explorer, Google Chrome, etc.), or from the UMC Intranet. Take note that your browser has to be up-to-date to access the portal.

The Wellness Portal is an opportunity to take part in a community that is striving to live well.

Questions and feedback are always welcome at support@healthsource-solutions.com.

WELLNESS Catered to You

Our Wellness Program is here to give employees the tools needed to live a healthy lifestyle.

FOOD & NUTRITION, Serving You

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They are also focused on ensuring that the café services are providing a variety of high quality, fresh, and healthy selections to those working night shifts at UMC.

Next time you head to the cafeteria for something to munch on, be sure to thank the Food and Nutrition staff for all they do!
July
Cheryl Luttrell, RN, BSN, CCRN

Cheryl leaves her coworkers in awe of how compassionate she is towards her patients and their families. The most recent example of this is when she came in on her day off to surprise a patient’s wife with a nail technician at the hospital.

July
Anurag Singh, MD

Dr. Singh is an amazing doctor! His skill, courtesy and attention is much appreciated. Thanks for being a great example of Service is Our Passion.

June
Edward Daniele, MD

Dr. Daniele has shown repeatedly that his patient care is of high quality. He went so far as to perform a non-emergent procedure on a patient--while on another service--when the on-call resident was unavailable.

The Guardian Angel Program

For the dedicated caregivers at UMC, serving patients is more than a job – it’s a calling.

With the Guardian Angel program, patients can honor that calling through a charitable gift to the UMC Foundation recognizing the caregiver who made a difference during their stay. Donations help provide the specialized equipment and support that saves lives. The most recent Guardian Angel recipients are:

J.T. and Margaret Talkington (Supportive Care Unit staff)

Les Littlefield
Kaiya Lilly
Amanda Venable
Randy Fleming
Letters of Legacy are letters received by UMC administrators highlighting the tremendous work done by UMC staff. If you have received such a letter and would like to submit it for nomination, please forward to Chris Duncan.

I want to thank you for a fine service during my hospital stay. I had a fall in my first grade classroom one Wednesday morning. I broke my shoulder in three places and had to have partial replacement. I was driven by ambulance to UMC. After an evaluation with x-rays, I was assigned to the family care unit. Dr. Ferguson performed surgery the next day.

Rose, my evening nurse was absolutely outstanding. She left nothing undone. She did all things without being asked. There was never a need I had, that I had to ask her for. During my recovery, she allowed me to take over my personal care and explained all. She treated me with respect. She is truly a role model for all nurses.

While Rose was in my room doing medication, she would wash my tray, take any dishes to the trash, and she always emptied the container in the toilet seat. She wiped any spilled urine. Before she left the room, she always asked me if there was anything else when departing. My room was kept extremely neat and tidy by her. Anything I mentioned, she took care of immediately. She never argued or gave excuses as to why she couldn’t do something.

I was not an easy patient. Rose dealt with vomit and crying in pain. She helped me deal with everything in a positive and dignified way. I was never made to feel guilty for needing help, or disliked in anyway. I always felt very welcome and safe in the hospital.

Rose also made suggestions to me about my care as I improved, which greatly helped. She is a remarkable, totally awesome nurse. I would like to say good job to a wonderful staff that took care of me. Thank you UMC.