



“WE’RE ON TRACK”

CONGRATS TO OUR *March & April* TRACK STARS

Each Track Star received a balloon bouquet, movie passes, and a small token.



Sarah Vasquez from CBO

Sarah goes above and beyond! She has a great attitude, even though the job she has to do isn't always pleasant. She speaks so kindly to patients over the phone regarding their bill. During a time when others would grow frustrated, Sarah is great at being patient. – *Employee*



Trish Lopez from UMC KingsPark Urgent Care

Trish is so kind! When I saw her she was thorough in assessing me, and she was very helpful, taking the time to explain medication. Her smile really makes a difference! – *Patient*



Bethany Alanis from UMC Northwest Pediatrics

Bethany displays teamwork in the best way. Recently, Northwest Pediatrics moved to a new location with extended hours. During this transition, we have been short a nurse. Bethany has really stepped up to the plate in our time of need! She has willingly worked extra hours without complaint, and we are so grateful for her servant's heart. UMCP is very fortunate to have such an awesome employee! – *Employee*



STAR PROVIDER

Brian Carreon, MD from Orchard Park Family Medicine & Shallowater Clinic

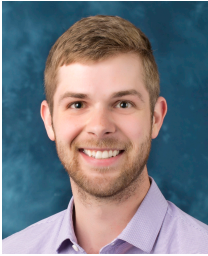
Dr. Carreon is such a caring and friendly physician! You can tell he really cares about every single person that walks through his clinic doors. He even calls to check in on patients, sometimes.

– *Patient*



OUR VISION

The best place to work and the best place to receive healthcare



Braden Cook from UMC Orchard Park Family Medicine

Braden is always very positive and kind toward everyone he comes in contact with. He is constantly spreading happiness throughout the entire clinic, and he is always willing to help. He is a great person to work with.
– Employee



Diane Osborne from UMC Diabetes Center

No matter who you are, Diane is always there with a listening ear, a willingness to help and a generous heart. She always goes the extra mile with both co-workers and patients. Diane is what makes the Diabetes Center the best place to work and the best place to receive healthcare. – *Employee*



Tammy Dopp from CBO

When fellow co-workers are struggling with working claims, Tammy is there to help. She goes out of her way to make sure we understand the process. Tammy is never afraid to go above and beyond, and she is a great example of the type of person and employee to strive to be. – *Employee*



STAR PROVIDER

Ron Caporale, FNP-C from UMC Express Care Clinic (50th & Ave Q)

Ron is a wonderful provider. He takes the time to truly listen to what is going on with patients. He is never in a rush, explaining causes of illness and prevention steps. He is always thorough and shows he cares. He is a really nice doctor, he asked how I was feeling. He knew how to make me better. – *Patient*



STAR PROVIDER

Johnny Vuelvas, MD from UMC Freedom Clinic

Dr. Vuelvas is great with children. He always puts a smile on the kids' faces and makes every patient feel important when they come in for a visit. We need more doctors like him.
– *Patient's Family Member*



UMC COMPLIANCE



HOTLINE

UMC Compliance Hotline

888-329-6445

Use this hotline to report potential wrongdoing at PNS.

Your confidentiality is secure.

Meet Pediatrician *M. Beth Hart, MD*

Dr. Beth Hart is a pediatrician at UMC Northwest Pediatrics caring for newborns to 18 year olds. She cares for newborns in the hospital and especially enjoys working with and educating the new mothers while in the hospital and through the infant's follow-up visits.

Dr. Hart grew up in the military and has lived in Japan, Germany, South Korea and Iceland. She completed her undergraduate studies at the University of Texas receiving a degree in Russian Studies. She served in the United States Air Force (USAF) as an Intelligence Officer with the rank of Captain.

After serving in the USAF she made the decision to go down a new career path. She attended medical school at Texas Tech University Health Sciences Center and served her pediatric residency at Arkansas Children's Hospital in Little Rock – the sixth largest children's hospital in the country. She is Board Certified by the American Board of Pediatrics.

Dr. Hart has an 11-year old son Nickolas whom she adopted as an infant. She and Nickolas have been spending the majority of their time lately training their new German Shepherd puppy. Dr. Hart also enjoys working on her house. In addition, Dr. Hart knows sign language.

Dr. Hart accepts most major insurances and Medicaid.



Dr. Beth Hart, *Pediatrician*

Meet Zakri Redding, CPNP-PC *Pediatric Nurse Practitioner*



Zakri Redding, CPNP-PC
Pediatric Nurse Practitioner

Zakri is a Pediatric Nurse Practitioner. His patient population is birth through high school. He is originally from Garland Texas, but moved to Lubbock in 2007 to go to Texas Tech. Zakri went through Covenant's nursing program then continued on with his Bachelors and Masters through Texas Tech.

Zakri started working at UMC in 2008 as a Health Unit Coordinator in the Neonatal intensive care unit and the Pediatric Intensive Care Unit (PICU). It was during this time that he realized his desire to take care of patients at the bedside and transitioned from Pre-Medicine to Nursing. When he graduated from nursing school, he chose to work as a nurse in the PICU.

Zakri and his wife Rachel have two children, Sophie (4) and Johnny (2), but are also foster parents through the Children's Home of Lubbock. When not working Zakri enjoys spending time with his family, playing basketball, being outdoors and woodworking. Zakri and Rachel started dating their sophomore year of high school and then got married their sophomore year of college at Tech. Rachel is also a registered nurse having worked in the Pediatric ICU at Covenant Hospital before staying at home with their children.

Zakri is an active member at Redeemer Church and he and his wife lead a married couples small group on Tuesday nights.

Zakri chose pediatric health care because children are so vulnerable. He thinks that his background in nursing and intensive care has helped him to connect with families better. Zakri believes in treating the whole person; physically, mentally, and spiritually. Zakri chose primary care instead of acute care because he enjoys connecting with families and being available in times of need. He hopes to be able see several patients from birth through graduation of high school.

Zakri's practice is located at UMC Northwest Pediatrics. He works with Dr. Esther Johnson, his supervising physician, and Dr. Beth Hart. He is currently taking new pediatric patients of any age. To schedule an appointment, call 806.761.0536.



**NORTHWEST
PEDIATRICS**
UMC HEALTH SYSTEM

UMC Northwest Pediatrics was created as a Network Access Improvement Program (NAIP) initiative to establish a new pediatric clinic in Northwest Lubbock – an area that is underserved from a pediatric clinic perspective – that would provide open access regardless of coverage including unfunded patients. The goal is to decrease the number of Emergency Center visits and increase the overall health of the pediatric population by providing easy access to immunizations and well visits.

Pediatricians Esther Johnson MD and Beth Hart MD and Pediatric Nurse Practitioner Zakri Redding provide care to the children ranging from newborn to 18 years of age. Acute care, well checks, vaccinations and immunizations are offered Monday through Saturday. Sundays are reserved for acute care. Christa Castilleja is the Practice Manager. There is a lab onsite.

The clinic is located at 418 Frankford Avenue and is open seven days a week. The extended hours make it more convenient for parents to bring their children in when it works for their schedule: Mondays – Fridays 8am – 8pm, Saturdays 9am – 5pm, and Sundays 1 – 5pm. You may schedule an appointment by calling 806.761-0536. Walk-in patients are also welcomed. Wait from home is available.

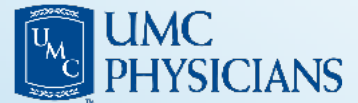
ANNUAL EMPLOYEE & FAMILY PICNIC

August 11th at Joyland Amusement Park

The Wide World of Sports is the theme for this year's Annual Employee and Family Picnic which will be held on Friday, August 11th from 5pm-10pm at Joyland Amusement Park. Tickets will be on sale July 1st – July 21st. Every employee will receive three tickets. Each additional ticket will be \$11.00. All tickets must be purchased in advance. No tickets will be sold at the door. All free tickets

must be requested in advance as well. There will be many activities for the whole family prior to the park opening at 7pm and several door prizes!

Picnic T-shirts are on sale now through June 15th for \$7 each sizes up to XL or for sizes 2x-3x \$8.00 each. Please sign up with your department or clinic to make sure you get a shirt. They can be worn on Fridays in July.



IMPORTANT NUMBERS

Corporate	761-0333
CBO	761-0334
IT Dept.	761-0336
Referral	761-0335
Compliance	761-0318
Accounting	761-0333

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@umcpns

Announcements

- **Congratulations to UMC Milwaukee Clinic** for receiving the Water Smart Award for the Winter of 2017 from the Lubbock Chamber of Commerce. The Lubbock Chamber of commerce recognized members who have implemented water-saving measures, according to the chamber vice president of communications and public relations Tammi Boozer. "Some of the water-saving methods that UMC Milwaukee Family uses is water-saving fixtures and landscaping," said Boozer, "which includes low-water, native plants and zeroscaping." - Excerpt from Lubbock Avalanche-Journal
- The **Garza County Health Care Clinic** played basketball against the Post Special Olympics Team on Friday April 28th at 6:00 PM in the High School Arena. All proceeds from the game went to the Post Special Olympics team to help with the cost of their travel to Dallas to compete. Garza County nurse Melissa Curtis' son, Javen, is on the Special Olympics team.
- **Dr. Robert Bisbee** received the Gold Star Award from Lubbock-Crosby-Garza County Medical Society's Board President, Dr. Davor Vugrin, who recognized physicians in our community that go above and beyond for patient care.
- Recently the **UMC Diabetes Center** achieved Bridges to Excellence status. Operations Director Barbara Condren said "It's a prestigious recognition program for meeting 14 difficult measures for diabetics- whether insured or not. The goal is to get diabetic patients involved and accountable for their own healthcare, improve outcomes, and reduce hospital admissions due to the multitude of diabetic manifestations. Pay for performances bonuses are generated."
- **Thomas Kent**, Director of Revenue Cycle Management, received a commendation from the Office of the Assistant Secretary of Defense for Reserve Affairs thanking UMCP and the CBO for being a friendly place to work for military personnel. Army Texas National Guard Specialist E4 Heather Fitzwater works on the Care/Caid Follow-up team.
- Be sure to look for information on our **Annual Employee and Family Picnic** in this issue.
- From the **UMCP Volunteer Program – We Make a Difference**, a shout out for all those who participated in Project-in-a Box: The Texas Boys Ranch Blanket Project. Departments participating were Accounting, TeamChoice, I-27, Referral Center, LakeRidge, Operations, Credentialing & Enrollment, Performance Improvement, Southwest GI and UMC Diabetes. Many thanks for the beautiful blankets for these precious children.
- **UMC Northwest Pediatrics** recently participated in Red Nose Day which raises money and awareness for children living in poverty. All staff members wore the red noses and they received some smiles from their patients and family members while raising awareness to support children.



UMC Northwest Pediatrics participating in Red Nose Day