



Welcome!

2021-2022
Combined Q2 & Q3
Silver Star and Clinic Awards

6/28/22



Silver Stars



Cancer Center

Carissia Calvo–Strube, M.D

presented this **Silver Star Award** for excellent service to patients and colleagues.



Surgical Oncology

Valerie Bustamante, RN

presented this **Silver Star Award** for excellent service to patients and colleagues.



Cancer Center

Marco Alanis, RN

presented this **Silver Star Award** for excellent service to patients and colleagues.



Cancer Center

Benita Atenco

Scheduler Lead

presented this **Silver Star Award** for excellent service to patients and colleagues.

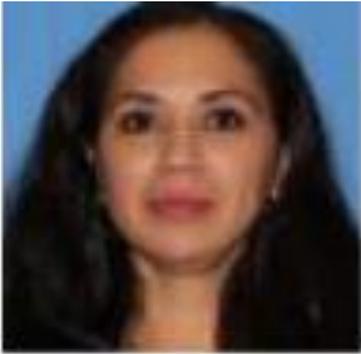


Cancer Center

Matilda Solis

Patient Relations Representative

presented this **Silver Star Award** for excellent service to patients and colleagues.



Cancer Center

Ashley R. Borrego

Scheduler- Intermediate

presented this **Silver Star Award** for excellent service to patients and colleagues.



Orthopedics

Katherine Bartush, MD

presented this **Silver Star Award** for excellent service to patients and colleagues.



Vascular Surgery

Tiffany Darlene Rodriguez, RN

presented this **Silver Star Award** for excellent service to patients and colleagues.



OBGYN

Georgia McCann, MD

presented this **Silver Star Award** for excellent service to patients and colleagues.



Hill Country Orthopedics

Amy Summerlin

Medical Assistant- Intermediate

presented this **Silver Star Award** for excellent service to patients and colleagues.



Otolaryngology Head and Neck Surgery

Sydney Henderson

Medical Assistant- Intermediate

presented this **Silver Star Award** for excellent service to patients and colleagues.



Otolaryngology Head and Neck Surgery

Ivan Mauricio

Medical Assistant- Lead

presented this **Silver Star Award** for excellent service to patients and colleagues.



Orthopedics

Rachelle Fitzpatrick

Orthopedic Technician

presented this **Silver Star Award** for excellent service to patients and colleagues.



Vascular Surgery

Nicole Molina

Benefits Coordinator- Lead

presented this **Silver Star Award** for excellent service to patients and colleagues.



Vascular Surgery

Norma Garza

Manager Finance and Administration

presented this **Silver Star Award** for excellent service to patients and colleagues.



Access Center- Ortho/Podiatry

Kristyn De Leon

Patient Access Representative- Intermediate

presented this **Silver Star Award** for excellent service to patients and colleagues.



Access Center

Vanessa Martinez

Patient Access Representative- Intermediate

presented this **Silver Star Award** for excellent service to patients and colleagues.



Access Center

Dulce Villarreal

Patient Access Representative-Lead

presented this **Silver Star Award** for excellent service to patients and colleagues.



Pathology

Destiny Cantu

Medical Assistant-Associate

presented this **Silver Star Award** for excellent service to patients and colleagues.



Vascular Surgery

Nancy Cerda

Benefits Coordinator- Intermediate

presented this **Silver Star Award** for excellent service to patients and colleagues.



Radiology

Marleen Ornelas

Medical Office Receptionist- Intermediate
presented this **Silver Star Award** for excellent service to
patients and colleagues.



Pediatric Heart Center

Angelica Garcia

Benefit Coordinator –Intermediate

presented this **Silver Star Award** for excellent service to patients and colleagues.



Psychiatry and Behavioral Sciences

Vernell Johnson

Caseworker

presented this **Silver Star Award** for excellent service to patients and colleagues.



Geriatric & Supportive Care Clinic

Cynthia Parker

Community Health Worker

presented this **Silver Star Award** for excellent service to patients and colleagues.



UTHP Admin Insurance Follow-Up

Michelle Renteria

Medical Office Billing Clerk- Intermediate
presented this **Silver Star Award** for excellent service to
patients and colleagues.



Orthopedics

Monique Berlynn Garcia

Medical Assistant-Intermediate

presented this **Silver Star Award** for excellent service to patients and colleagues.



Radiology

Carolyn Williams

Benefits Coordinator- Intermediate

presented this **Silver Star Award** for excellent service to patients and colleagues.



OBGYN

Kitty Henricksen, RDMS

Ultrasound Technologist-Lead

presented this **Silver Star Award** for excellent service to patients and colleagues.



Hill Country Orthopedics

Ruben Cantu

Medical Office Receptionist- Intermediate

presented this **Silver Star Award** for excellent service to patients and colleagues.



Pulmonary

Heather Partida

Medical Assistant- Lead

presented this **Silver Star Award** for excellent service to patients and colleagues.



Pulmonary

Melinda Cortez

Medical Assistant- Intermediate

presented this **Silver Star Award** for excellent service to patients and colleagues.



Medicine Specialty

Marisa Alacron

Medical Office Receptionist -Intermediate

presented this **Silver Star Award** for excellent service to patients and colleagues.



Pulmonary

Jesus Hernandez

Medical Assistant-Intermediate

presented this **Silver Star Award** for excellent service to patients and colleagues.



Ophthalmology

Adriana Flores

Medical Office Receptionist- Intermediate

presented this **Silver Star Award** for excellent service to patients and colleagues.



Urology

Melissa Sanchez

Medical Assistant-Intermediate

presented this **Silver Star Award** for excellent service to patients and colleagues.



Vascular

Alice Molina

Medical Assistant-Intermediate

presented this **Silver Star Award** for excellent service to patients and colleagues.



Team Awards





Team Nomination

Otolaryngology Head and Neck
Surgery

Sharon Guerrero- Scheduler-Intermediate
Sandy Martinez Benefits Coordinator
Daniela Victorino- Audiology Tech-Intermediate

presented this **Silver Star Award** for excellent
service to patients and colleagues.



Team Nomination

Westover Hills Primary Care

Clinical Staff

Mary Cuellar

Nancy Dahlin

Brandon Gill

Stephanie Gutierrez

Marbel Jimenez Mayorquin

Darline Martinez

Alexandra Rodriguez

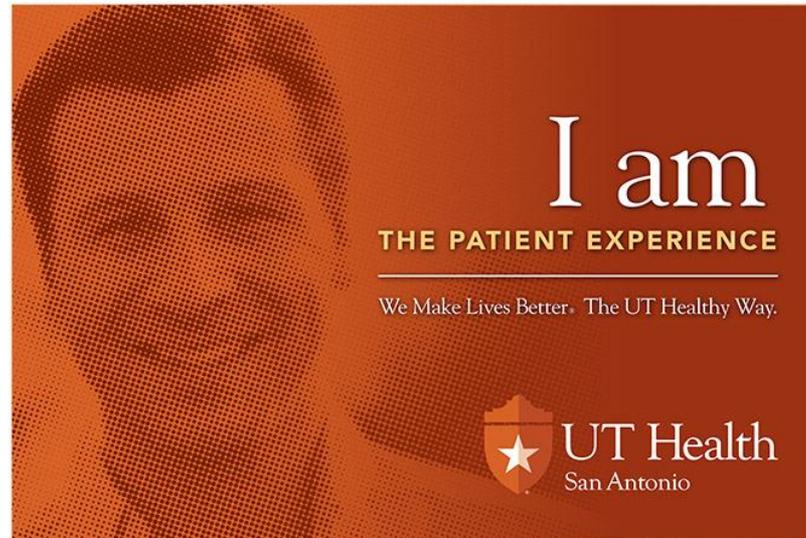
Heather Sinclair

Holly Ann Smith

Sarah Subirias

Travis Strong of IMS





Patient Experience 2nd Quarter - High Five Practice Champion Awards



The sum of all **interactions**, shaped by an organization's **culture**, that influence patient **perceptions** across the **continuum** of care.



UT Health Physicians

recognizes

Primary Care Center

at De Zavala

as a

Patient Experience High Five Practice Champion

**“Likelihood of Recommending Provider’s Office”
Patient Score of 96.05**

for the 2nd quarter of the 2021-2022 fiscal year



UT Health Physicians

recognizes

Dermatology
at the Mays Cancer Center

as a

Patient Experience High Five Practice Champion

**“Likelihood of Recommending Provider’s Office”
Patient Score of 96.06**

for the 2nd quarter of the 2021-2022 fiscal year



UT Health Physicians

recognizes

Cariño Home Visits

at Geriatrics & Supportive Care

as a

Patient Experience High Five Practice Champion

**“Likelihood of Recommending Provider’s Office”
Patient Score of 96.25**

for the 2nd quarter of the 2021-2022 fiscal year



UT Health Physicians

recognizes

Radiation Oncology

at the Mays Cancer Center

as a

Patient Experience High Five Practice Champion

**“Likelihood of Recommending Provider’s Office”
Patient Score of 96.3**

for the 2nd quarter of the 2021-2022 fiscal year



UT Health Physicians

recognizes

Rehabilitation Medicine

at the Medical Arts & Research Center

as a

Patient Experience High Five Practice Champion

**“Likelihood of Recommending Provider’s Office”
Patient Score of 96.34**

for the 2nd quarter of the 2021-2022 fiscal year



UT Health Physicians

recognizes

Otolaryngology

at the Medical Arts & Research Center

as a

Patient Experience High Five Practice Champion

**“Likelihood of Recommending Provider’s Office”
Patient Score of 96.35**

for the 2nd quarter of the 2021-2022 fiscal year



UT Health Physicians

recognizes

Cardiothoracic Surgery

at the Medical Arts & Research Center

as a

Patient Experience High Five Practice Champion

**“Likelihood of Recommending Provider’s Office”
Patient Score of 96.38**

for the 2nd quarter of the 2021-2022 fiscal year



UT Health Physicians

recognizes

Urschel 4th Floor

at the Mays Cancer Center

as a

Patient Experience High Five Practice Champion

**“Likelihood of Recommending Provider’s Office”
Patient Score of 96.98**

for the 2nd quarter of the 2021-2022 fiscal year



UT Health Physicians

recognizes

Cardiology

at Hill Country

as a

Patient Experience High Five Practice Champion

**“Likelihood of Recommending Provider’s Office”
Patient Score of 97.97**

for the 2nd quarter of the 2021-2022 fiscal year



UT Health Physicians

recognizes

Vascular Surgery

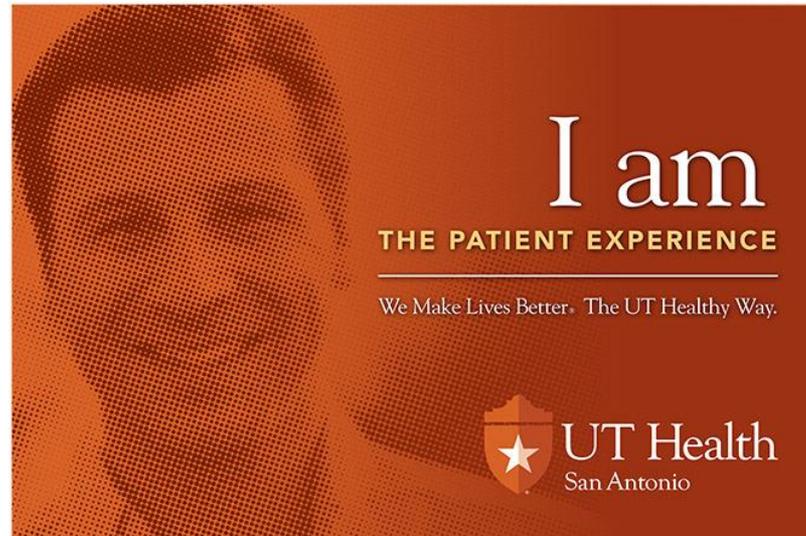
at Westover Hills

as a

Patient Experience High Five Practice Champion

**“Likelihood of Recommending Provider’s Office”
Patient Score of 98.03**

for the 2nd quarter of the 2021-2022 fiscal year



2nd Quarter Patient Experience Practice Champions



UT Health Physicians

recognizes

Specialties

at Westover Hills

as the

Patient Experience Practice Champion

“Likelihood of Recommending Provider’s Office”

Patient Score of 99.32

for the 2nd quarter of the 2021-2022 fiscal year



UT Health Physicians

recognizes

Diabetes Medicine

at the Medical Arts & Research Center

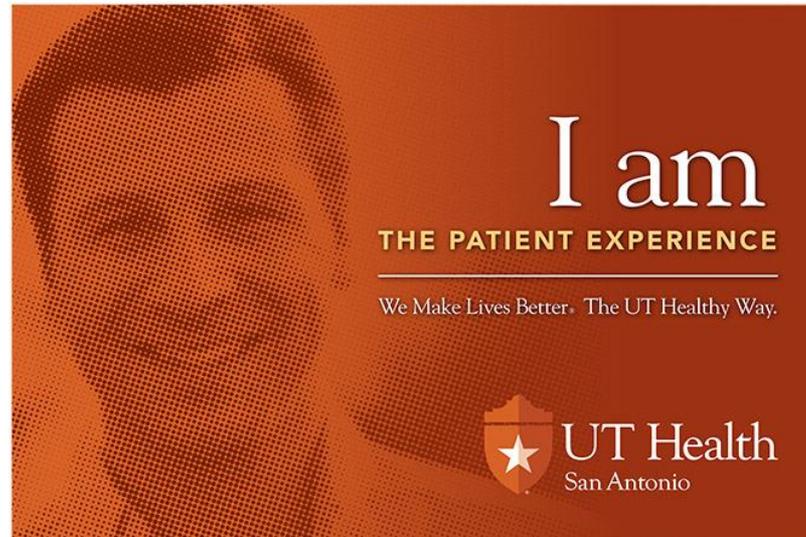
as the

Patient Experience Practice Champion

“Likelihood of Recommending Provider’s Office”

Patient Score of 99.32

for the 2nd quarter of the 2021-2022 fiscal year



Patient Experience 3rd Quarter - High Five Practice Champion Awards



UT Health Physicians

recognizes

Nephrology

at the Medical Arts & Research Center

as a

Patient Experience High Five Practice Champion

**“Likelihood of Recommending Provider’s Office”
Patient Score of 95.71**

for the 3rd quarter of the 2021-2022 fiscal year



UT Health Physicians

recognizes

Radiation Oncology

at the Mays Cancer Center

as a

Patient Experience High Five Practice Champion

**“Likelihood of Recommending Provider’s Office”
Patient Score of 96.17**

for the 3rd quarter of the 2021-2022 fiscal year



UT Health Physicians

recognizes

Primary Care

at De Zavala

as a

Patient Experience High Five Practice Champion

**“Likelihood of Recommending Provider’s Office”
Patient Score of 96.19**

for the 3rd quarter of the 2021-2022 fiscal year



UT Health Physicians

recognizes

Surgical Oncology

at the Mays Cancer Center

as a

Patient Experience High Five Practice Champion

**“Likelihood of Recommending Provider’s Office”
Patient Score of 96.33**

for the 3rd quarter of the 2021-2022 fiscal year



UT Health Physicians

recognizes

Primary Care Center

at the Medical Arts & Research Center

as a

Patient Experience High Five Practice Champion

**“Likelihood of Recommending Provider’s Office”
Patient Score of 96.34**

for the 3rd quarter of the 2021-2022 fiscal year



UT Health Physicians

recognizes

General Pediatrics

at Santa Rosa Northwest

as a

Patient Experience High Five Practice Champion

**“Likelihood of Recommending Provider’s Office”
Patient Score of 96.67**

for the 3rd quarter of the 2021-2022 fiscal year



UT Health Physicians

recognizes

Cardiology

at Hill Country

as a

Patient Experience High Five Practice Champion

**“Likelihood of Recommending Provider’s Office”
Patient Score of 96.73**

for the 3rd quarter of the 2021-2022 fiscal year



UT Health Physicians

recognizes

Primary Care Center

at Shavano Park

as a

Patient Experience High Five Practice Champion

**“Likelihood of Recommending Provider’s Office”
Patient Score of 96.86**

for the 3rd quarter of the 2021-2022 fiscal year



UT Health Physicians

recognizes

Vascular Surgery

at Westover Hills

as a

Patient Experience High Five Practice Champion

**“Likelihood of Recommending Provider’s Office”
Patient Score of 96.95**

for the 3rd quarter of the 2021-2022 fiscal year



UT Health Physicians

recognizes

Diabetes Medicine

at the Medical Arts & Research Center

as a

Patient Experience High Five Practice Champion

**“Likelihood of Recommending Provider’s Office”
Patient Score of 97.17**

for the 3rd quarter of the 2021-2022 fiscal year



UT Health Physicians

recognizes

Cardiothoracic Surgery

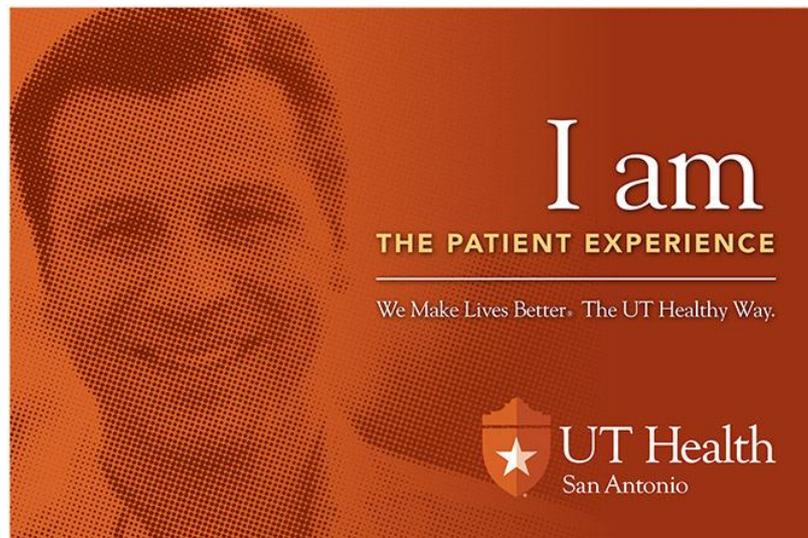
at the Medical Arts & Research Center

as a

Patient Experience High Five Practice Champion

**“Likelihood of Recommending Provider’s Office”
Patient Score of 97.41**

for the 3rd quarter of the 2021-2022 fiscal year



3rd Quarter Patient Experience Practice Champions



UT Health Physicians

recognizes

Endocrinology

at the Medical Arts & Research Center

as the

Patient Experience Practice Champion

“Likelihood of Recommending Provider’s Office”

Patient Score of 98.1

for the 3rd quarter of the 2021-2022 fiscal year



Closing Remarks