



# 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

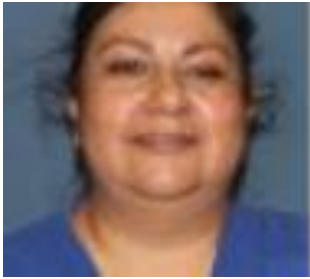
# Heather Partida

---

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

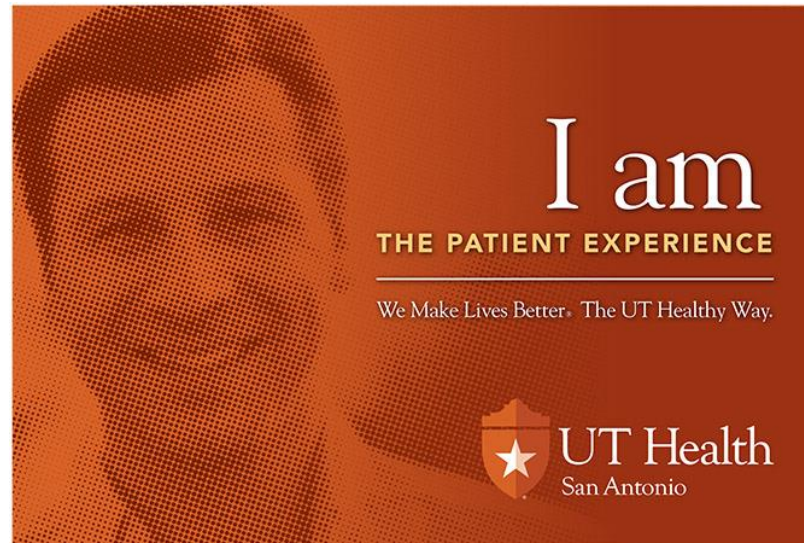
Heather Sinclair

Holly Ann Smith

Sarah Subirias

**Travis Strong of IMS**





# **Patient Experience 2<sup>nd</sup> 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 2<sup>nd</sup> 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 2<sup>nd</sup> 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 2<sup>nd</sup> 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 2<sup>nd</sup> 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 2<sup>nd</sup> 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 2<sup>nd</sup> 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 2<sup>nd</sup> quarter of the 2021-2022 fiscal year



UT Health Physicians

recognizes

**Urschel 4<sup>th</sup> 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 2<sup>nd</sup> 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 2<sup>nd</sup> 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 2<sup>nd</sup> quarter of the 2021-2022 fiscal year



# **2<sup>nd</sup> 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 2<sup>nd</sup> quarter of the 2021-2022 fiscal year



UT Health Physicians  
recognizes

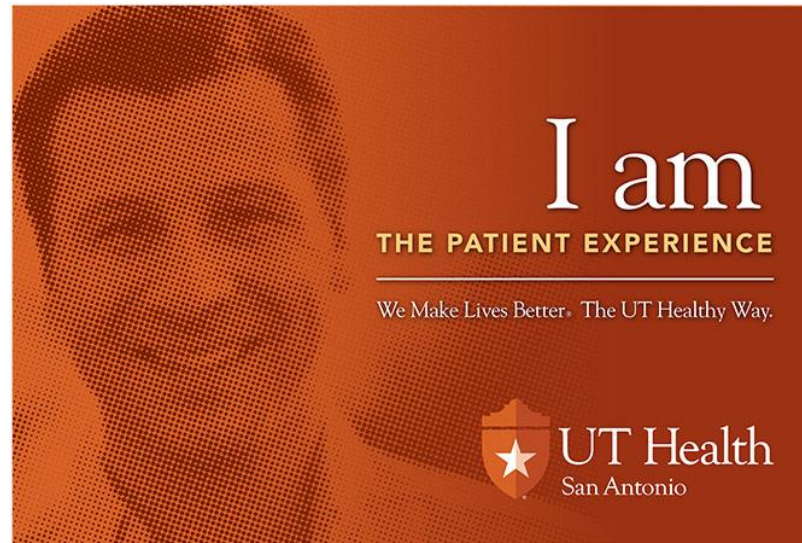
**Diabetes Medicine**  
at the Medical Arts & Research Center  
as the

**Patient Experience Practice Champion**

**“Likelihood of Recommending Provider’s Office”  
Patient Score of 99.32**

for the 2<sup>nd</sup> quarter of the 2021-2022 fiscal year





# **Patient Experience 3<sup>rd</sup> 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 3<sup>rd</sup> 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 3<sup>rd</sup> 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 3<sup>rd</sup> 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 3<sup>rd</sup> 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 3<sup>rd</sup> 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 3<sup>rd</sup> 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 3<sup>rd</sup> 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 3<sup>rd</sup> 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 3<sup>rd</sup> 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 3<sup>rd</sup> quarter of the 2021-2022 fiscal year



UT Health Physicians

recognizes

**Cardiothoracic Surgery**

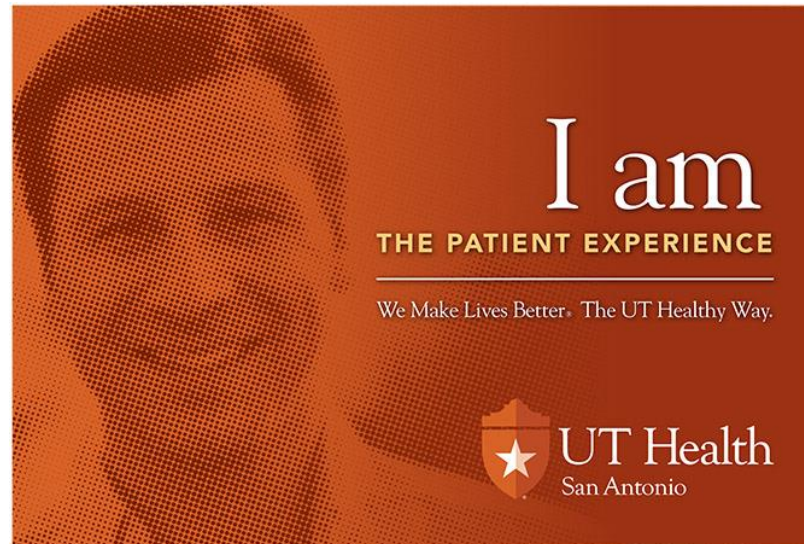
at the Medical Arts & Research Center

as a

**Patient Experience High Five Practice Champion**

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

for the 3<sup>rd</sup> quarter of the 2021-2022 fiscal year



# **3<sup>rd</sup> 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 3<sup>rd</sup> quarter of the 2021-2022 fiscal year



# Closing Remarks