



# Welcome!

## 2021-2022 4th Quarter and End of Year Stars and Shields and Clinic Awards

9/27/22



# Silver Stars



Medical Oncology

# Josephine Taverna, MD

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



Radiation Oncology

# Magdalena “Maggie” Allahar

Radiation Therapist

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



Cancer Center

# Katie Harnden, RN

---

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



Cancer Center

# Gabriela Garcia

---

Medical Office Receptionist

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



# Cancer Center Team Awards



# Cancer Center | Central Pharmacy



**Pharmacist-** Lydia Herrera

**Pharmacy Manager -** Jennifer Suarez

**Pharmacy Technicians:**

Ruben Rodriguez

Erica Rodriguez

Gabriel Munoz

Inna Levario

Natalie Russell

Ruby Gonzalez

Valerie Teatom

Elva Rodriguez





## Cancer Center Dosimetry Team



Kevin "Nick" Nicol

Irma Corona

Jong-Han "Hank" Ho

Quang Dang



Human Resources

# Jessica Blum

---

HR Generalist- Senior

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



Otolaryngology: Head and Neck Surgery

# Daniela Victorino

---

Audiology Technician

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



Otolaryngology: Head and Neck Surgery

# Alba Garcia

---

Scheduler- Intermediate

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



Urology

Sydney Lenz, RN

---

Practice Manager

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.



Access Center

# Erica Loza

---

Patient Access Representative- Intermediate

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



Radiology

# Carlo Angeles

---

PET/CT Technologist

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



General Surgery and Bariatrics

# Veronica Rubio

---

Medical Assistant- Intermediate

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



General Surgery

# Yarisa Palencia

---

Medical Assistant- Intermediate

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



Bariatric Surgery

# Ana Trejo, RN

---

Nurse Supervisor

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



Plastic Surgery

# Maria Teresa Cuellar

---

Medical Assistant-Senior

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



General Surgery

# Chesali Rianne Perez

---

Scheduler-Intermediate

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



Radiology

# Molly Sarchet

---

MRI Technician

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



# 2021-2022 Gold Shields



Provider



Staff



Non-Clinical  
Support Staff



Team

2021-2022



# Provider Recipient



## Division of Gynecology and Oncology



**Georgia McCann, MD**

2021-2022



**Staff Recipient**





Division of Obstetrics and Gynecology



Kitty Henricksen, RDMS

Ultrasound Technologist- Lead



2021-2022



# **Non-Clinical Support Staff Recipient**



UTHP Admin Help Desk



# Blaine Taylor

IT Specialist



2021-2022



**Team Award Recipient**



# Cancer Center | Central Pharmacy



**Pharmacist-** Lydia Herrera

**Pharmacy Manager -** Jennifer Suarez

**Pharmacy Technicians:**

Ruben Rodriguez

Erica Rodriguez

Gabriel Munoz

Inna Levario

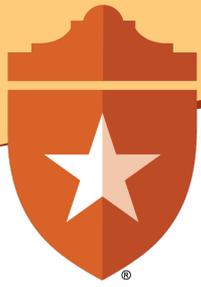
Natalie Russell

Ruby Gonzalez

Valerie Teatom

Elva Rodriguez



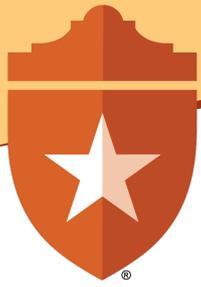


# Patient Experience

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



# **4th Quarter Patient Experience High Five Practice Champion Awards**



UT Health Physicians

recognizes

**Dermatology**

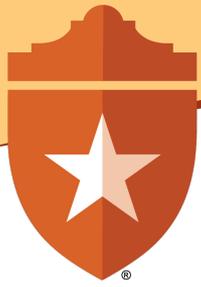
at Hill Country

as a

**Patient Experience High Five Practice Champion**

**“Likelihood of Recommending Provider’s Office”  
Patient Score of 95.77**

for the 4th quarter of the 2021-2022 fiscal year



UT Health Physicians

recognizes

**Primary Care Center**

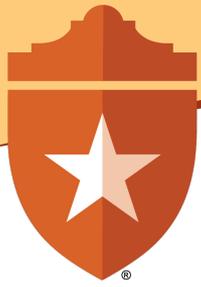
at the Medical Arts & Research Center

as a

**Patient Experience High Five Practice Champion**

**“Likelihood of Recommending Provider’s Office”  
Patient Score of 95.82**

for the 4th 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 95.83**

for the 4th quarter of the 2021-2022 fiscal year



UT Health Physicians

recognizes

**Urschel 4<sup>th</sup> Floor**

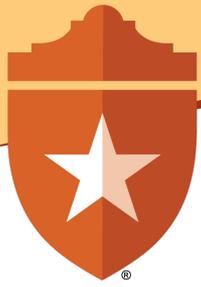
at the Mays Cancer Center

as a

**Patient Experience High Five Practice Champion**

**“Likelihood of Recommending Provider’s Office”  
Patient Score of 95.86**

for the 4th 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 95.99**

for the 4th 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 96.11**

Fiscal Year 2021-2022



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 96.22**

for the 4th 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 96.05**

for the 4th quarter of the 2021-2022 fiscal year



UT Health Physicians

recognizes

**Pediatric Hematology**

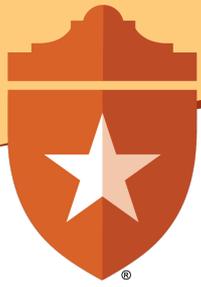
at Gateway

as a

**Patient Experience High Five Practice Champion**

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

for the 4th quarter of the 2021-2022 fiscal year



UT Health Physicians

recognizes

**Specialties**

at Westover Hills

as a

**Patient Experience High Five Practice Champion**

**“Likelihood of Recommending Provider’s Office”**

**Patient Score of 96.98**

for the 4th 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 97.2**

for the 4th quarter of the 2021-2022 fiscal year



UT Health Physicians

recognizes

**Maternal Fetal Medicine**

at Hill Country

as a

**Patient Experience High Five Practice Champion**

**“Likelihood of Recommending Provider’s Office”  
Patient Score of 97.73**

for the 4th quarter of the 2021-2022 fiscal year



UT Health Physicians

recognizes

**Rehabilitation Medicine**

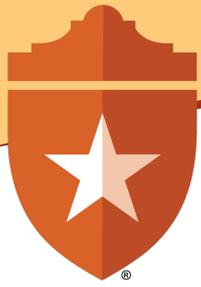
at the Medical Arts & Research Center

as a

**Patient Experience High Five Practice Champion**

**“Likelihood of Recommending Provider’s Office”  
Patient Score of 97.73**

for the 4th quarter of the 2021-2022 fiscal year



UT Health Physicians

recognizes

**Diabetes Medicine**

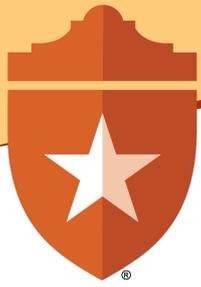
at the Medical Arts & Research Center

as a

**Patient Experience High Five Practice Champion**

**“Likelihood of Recommending Provider’s Office”  
Patient Score of 97.74**

for the 4th quarter of the 2021-2022 fiscal year



UT Health Physicians

recognizes

**Executive Health**

at the Medical Arts & Research Center

as a

**Patient Experience High Five Practice Champion**

**“Likelihood of Recommending Provider’s Office”  
Patient Score of 98.21**

for the 4th quarter of the 2021-2022 fiscal year



# 4th Quarter Patient Experience Practice Champion



UT Health Physicians

recognizes

**Pediatric Cardiology**

at the Atrium

as the

**Patient Experience Practice Champion**

**“Likelihood of Recommending Provider’s Office”**

**Patient Score of 99.21**

for the 4th quarter of the 2021-2022 fiscal year



# Closing Remarks