



Welcome!

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

9/27/22



Silver Stars



UT Health
San Antonio



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

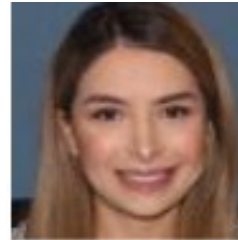
presented this **Silver Star Award** for excellent service to patients and colleagues.



Cancer Center Team Awards



Cancer Center | Central Pharmacy



Pharmacist- Lydia Herrera

Pharmacy Manager - Jennifer Suarez

Pharmacy Technicians:

Ruben Rodriguez

Erica Rodriguez

Gabriel Munoz

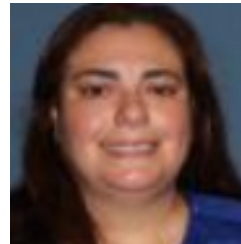
Inna Levario

Natalie Russell

Ruby Gonzalez

Valerie Teatom

Elva Rodriguez



UT Health
San Antonio



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.

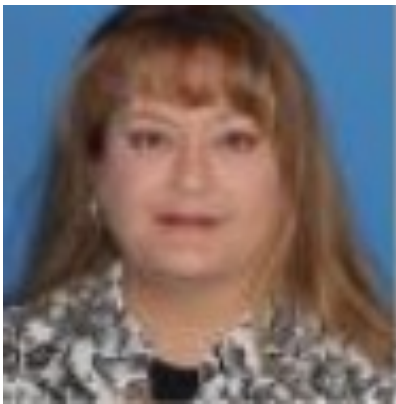


Urology

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.

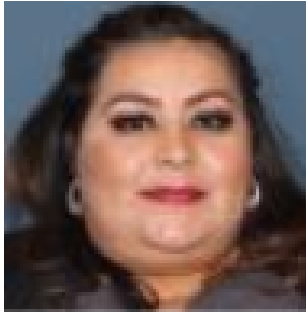


Radiology

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



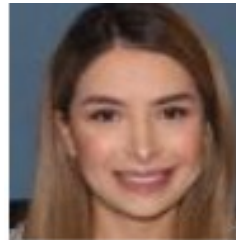
2021-2022



Team Award Recipient



Cancer Center | Central Pharmacy



Pharmacist- Lydia Herrera

Pharmacy Manager - Jennifer Suarez

Pharmacy Technicians:

Ruben Rodriguez

Erica Rodriguez

Gabriel Munoz

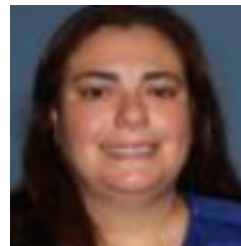
Inna Levario

Natalie Russell

Ruby Gonzalez

Valerie Teatom

Elva Rodriguez



UT Health
San Antonio



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 4th 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