

Celebrating Models of Professionalism at UTMB



*A message for students, staff & faculty
from President John D. Stobo*



Dear UTMB Students, Staff and Faculty,

Another year has gone by, and with it comes another opportunity to share with you stories about some of our UTMB colleagues who demonstrate a strong commitment to their work and to the institution every day through their attitudes and actions. These individuals are just a few of the many exceptional faculty, staff and students who roll up their sleeves to help UTMB fulfill its promise of being here for the health of Texas.

Professionalism is key to UTMB's continued success and to its mission of health sciences education, research and patient care. When we put the needs and interests of others above our own through compassion, accountability, integrity and respect, everybody wins. The individuals and groups highlighted on these pages represent a cross-section of UTMB's very best. Their sensitivity and commitment to the many populations UTMB serves is a model of professionalism and an inspiration for us all.



I'd like to begin by recognizing one of Correctional Managed Care's (CMC) most dependable and recognizable figures, **Tony Williams**, director of clinical programs. Tony's dedication to CMC through his leadership of programs such as the Physically Handicapped Offender Program, Emergency Medical Services, Optometry Services, Dietary Services and Medical Records makes him an extremely valuable asset to UTMB's Correctional Managed Care program. His magnetic personality, genuineness, honesty and unending perseverance truly separate him as a remarkable individual. Tony is often considered the "go-to guy" for many CMC directors; given his exceptional communications skills and past relationships with numerous TDCJ senior officials he has a special ability to routinely accomplish the seemingly impossible. Tony is without question one of CMC's best examples of dedication, commitment and professionalism.

I next want to spotlight a colleague who consistently puts the needs of others first. **Karen Colarich-Hutchinson** is tireless when it comes to providing administrative support for UTMB's Planning and Management Operations offices. Her contributions can be as simple (and powerful) as having a kind and courteous word for everyone she meets. Karen also demonstrates her commitment to professionalism day in and day out through the personal initiative she takes, the positive relationships she develops, her innovative approach to coordinating schedules, her confidence in herself and her belief in others. Karen's manager tells us she's "the standard by which we could easily evaluate the professional behavior of others at UTMB." Terrific job, Karen.





Another employee who has a great attitude and who consistently puts others first is **Pep Valdes**, director of Internet and internal communications in UTMB's Office of University Advancement. Pep's contributions have benefited the institution in countless ways—from web branding and proactive communication about benefits changes to less visible but no less important advances in UTMB's Internet infrastructure. Pep is always the first person to advocate for teamwork and the last to take personal credit for the team's success. He never hesitates to pitch in to

help his colleagues in development, administration or alumni affairs—whether it's preparing for a site visit, a recognition event, or even setting up a new web site on short notice. In short, whatever the need or the challenge, Pep is always willing to roll up his sleeves for UTMB.

Another member of the UTMB community who sets a high standard for professional behavior is **Debbie Conley**. In her job as director of clinical consulting and employee relations, Debbie always takes the initiative to go above and beyond her daily duties in each and every encounter. She's accomplished at working constructively with managers and employees in very difficult situations, and she does so while preserving their respect, self-confidence and self-esteem. Debbie establishes constructive relationships with everyone she comes in contact with and the strength of those relationships contributes greatly to her overall effectiveness. To put it simply, Debbie leads by example.



It's not just individuals who are influencing UTMB in a positive way. Groups of employees and students also can have a powerful impact on the institutional culture and environment. One such group whose professional attitude permeates all areas of the campus is the **Organizational Development, Training and Recognition** team. During the last few years, these employees have designed and implemented some of the very best programs dedicated to increasing professionalism on campus. They have been instrumental in the creation and

continued success of Principles of Service, GEM and the new Values in Professionalism. This is a group that embodies and furthers the principles of professionalism.

Adrienne Mendoza, director of admitting, is another colleague whose recognition is well deserved. Most of Adrienne's daily activities involve financial and reimbursement issues, which may seem uninteresting to some, but in the grand scheme of things are critical to the patients and the university. Adrienne and her dedicated staff get involved in a wide range of projects that benefit patients, such as working to centralize outpatient registration and to improve emergency room flow. Adrienne's position enables her to work with many areas of the university, and she says she derives great satisfaction from assisting other departments any way she can. She credits her manager, Mike Hill, for providing her with the necessary guidance and flexibility to make it all possible. Great job, Adrienne.



Another group on the UTMB campus exemplifying professionalism is the **Experimental Pathology Graduate Student Organization (EPGSO)**, a student-run organization comprising Ph.D. and combined M.D.-Ph.D. students in the Experimental Pathology program. This group seeks to unite students by providing them with a unified voice for addressing student-related issues within the Department of Pathology and throughout campus. EPGSO members often assist with the recruitment of new students. Social events hosted by EPGSO foster and maintain student morale and facilitate student-faculty interactions. In addition, the organization sponsors monthly informal mixers to help students establish professional relationships with one another outside of the laboratory setting. EPGSO students also play an active role in community service projects, including holiday toy drives and blood donation campaigns. The EPGSO provides a framework for the support of budding professionals throughout their graduate careers.



There are many diverse groups here at UTMB, but our mission of helping others is singular—whether we’re working in the ER, the cafeteria, in an administrative office or in the classroom. The people and teams highlighted in this year’s brochure are just a few of the many individuals making significant contributions to the institution and to those we serve through their professional behavior. David Green, Elvira Martinez, Roxie Patterson and Mary West Johnson—all featured on our Professionalism Brochure front cover—and Adrienne Mendoza, Karen Colarich-Hutchison, Pep Valdes, Debbie Conley, Tony Williams, the Organizational Development, Training and Recognition Team and the Experimental Pathology Graduate Student Organization—like many others at UTMB—really are here for the health of Texas. Their approach to their work demonstrates the positive influence everyday actions can have on those around them.

Respectfully,

John D. Stobo, M.D.
President

Pictured on cover (clockwise): David Y. Green (Pediatric Administrative Office), Elvira “Vera” Martinez (Stark Diabetes Center, Department of Internal Medicine, Division of Endocrinology), Roxie Patterson (Logistics-Acquisition-Contracts), Mary West Johnson (Anesthesia OR Service)



