



**TEXAS**  
Health and Human  
Services

**Texas Health and Human Services Commission**

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**Cecile Erwin Young**  
*Executive Commissioner*

September 29, 2023

Nancy Limas

[NLIMAS0704@GMAIL.COM](mailto:NLIMAS0704@GMAIL.COM)

RE: TX00471156/TULIP 451511  
El Paso Children's Hospital

Dear Nancy Limas:

Our department has completed the investigation of your complaint against El Paso Children's Hospital on September 19, 2023.

The purpose of the investigation was to determine if the healthcare facility was in compliance with applicable federal and state regulations. Our investigation included making an unannounced visit to visually inspect the facility, interviewing staff, reviewing medical records and the facility's operating policies and procedures.

Based on the results of the investigation El Paso Children's Hospital was found to not be in compliance with the applicable laws and rules over which our department has regulatory authority, resulting in deficiencies being cited for one or more federal or State regulations.

To request records under the Texas Public Information Act, you may submit a request in writing via email or mail. When making a request please include the complaint reference number TX00471156/TULIP 451511, your contact information, and what you are requesting.

Send your request to: [HealthFacilitiesOpenRecords@hhs.texas.gov](mailto:HealthFacilitiesOpenRecords@hhs.texas.gov), fax at 512-834-4514 or by mail to:

Health Facility Licensing/HHSC  
Health and Human Services Commission  
Mail Code 1868

PO Box 149347  
Austin, Texas 78714

We appreciate you bringing this matter to our attention. Our mission is to safeguard the citizens of Texas by ensuring that healthcare facilities comply with regulations, and consumer complaints help us in that endeavor.

Sincerely,

Susan Zimmerman  
Regional Director - Regions 1, 7, 9 & 10  
Texas Health and Human Services  
Health Care Regulation - Health Facility Compliance  
701 W. 51st Street  
Austin, Texas 78751