

# STETHOSCOOP

*Compassion and  
Courage*

Be Strong and  
Courageous. Do not  
be afraid, do not  
be discouraged, for  
the Lord your God  
will be with you  
wherever you go.  
Joshua 1:9

# Compassion and COURAGE

*Providing care on the COVID-19 Unit.*

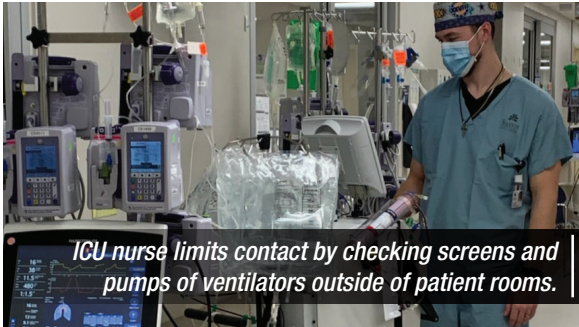
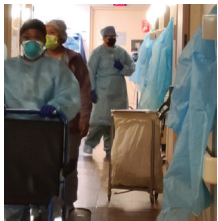


*Home Health nurse preparing to admit a patient for COVID-19 treatment at home.*

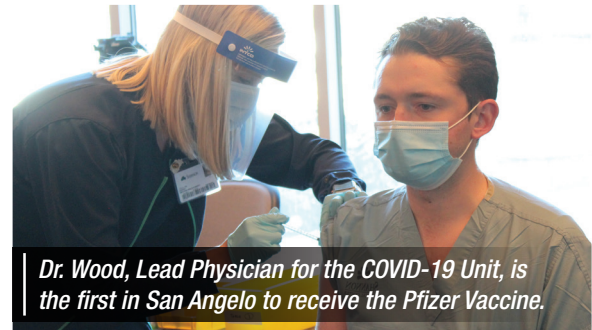


For more than 10 months, our Shannon Providers and Associates have courageously faced the COVID-19 pandemic. It has affected each one of us and how we provide services and care for our patients. It has been a collective effort from everyone within our organization. Our Shannon family has worked together with amazing teamwork and creativity to help ensure the safety and health of all.

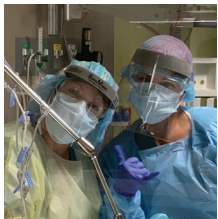
Thank you to all of you for the heroic efforts in caring for our patients, their loved ones and each other.



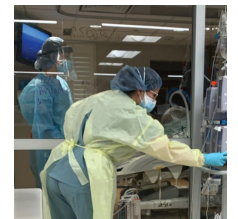
*ICU nurse limits contact by checking screens and pumps of ventilators outside of patient rooms.*



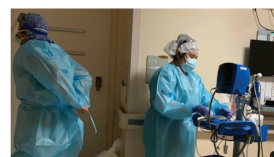
*Dr. Wood, Lead Physician for the COVID-19 Unit, is the first in San Angelo to receive the Pfizer Vaccine.*



# Thank You!



*Nurses continuing to smile and spread positivity to their patients.*



*Nurses suit up in full COVID-19 PPE to enter into patient rooms.*

# Measuring Up!



## Shannon Weight Loss Center receives distinction for exceptional outcomes.

The Shannon Weight Loss Center is now a BlueCross BlueShield of Texas Blue Distinction® Center+ for Bariatric Surgery. The Blue Distinction® Centers program nationally recognizes centers that complete evidence-based thresholds for clinical quality and care. The centers recognized by this distinction demonstrate their commitment to better overall outcomes for the bariatric surgery patients they care for by offering a wide range of both inpatient and outpatient services.

The Blue Distinction® Centers for Bariatric Surgery program provides a full-range of bariatric surgery care, including surgical care, post-operative care, outpatient follow-up care, and patient education.

To receive a Blue Distinction® Center+ for Bariatric Surgery designation, a healthcare facility must demonstrate success in meeting patient safety measures as well as bariatric-specific quality measures. The Shannon Weight Loss Center met these measures for their complication and readmission rate for laparoscopic procedures in sleeve gastrectomy.

The facility also met the requirements of being nationally accredited, both at a bariatric program-specific level and demonstrated cost efficiency compared to its peers. Facilities designated as Blue Distinction® Centers+ for Bariatric Surgery are, on average, 20 percent more cost-efficient in an episode of care compared to other facilities.

“Being recognized by this distinction, as well as the MBSAQIP accreditation we received last year, is such an honor and truly speaks to all the hard work our team and patients have put into this program,” Kenneth Jastrow III, MD, FACS, Shannon General Surgery, said. “It really is a joint effort of patient and provider that we are able to receive these prestigious designations for our center.”

During the last two years, results for the Shannon Weight Loss Center Bariatric Surgery program include:

- A 0% mortality rate since program inception
- A 0% reoperation rate in 2019
- A 0% occurrence of serious events in 2019
- All measures exceed MBSAQIP expectations for safe outcomes
- BMI reduction at six months is averaged at 55%, while the national average is 41%.
- Hypertension medication reduction and/or elimination for patients: 47.4% at 1 year
- Diabetic medication reduction and/or elimination for patients: 71.5% at 1 year

“The multi-disciplinary design of our center differentiates us from those of other programs due to our process which highly involves the patients from start to finish,” Karen Hancock, BSN, RN, Bariatric Coordinator/MBSCR, Shannon Medical Center, said. “We do as much as we can to set the patient up for success with each aspect of our program.”

Before having surgery, patients in the program are provided a personalized pre-operative clearance plan. They must undergo psychiatric evaluations to prepare mentally for their journey, as well as receive nutritional counseling and educational materials to help them continue the weight loss process after surgery. All pre-operative care is available through Shannon providers.

After surgery is completed, the patient plays a crucial role in continuing a successful

outcome. They are responsible for adhering to the diet and exercise program designed by their nutritionist. A bariatric manual of all pre- and post-operative care, dietary plans, medications, exercise and food to avoid are provided at the beginning of each patient’s journey.

“We also have bariatric seminars and a support group that meets regularly,” Hancock said.

“All of these aspects have really pushed our program over the top, as we have seen with so many of our patients’ success stories. To date, we have completed 271 bariatric procedures since 2016. It is incredible to see so many lives positively changed.”

“Some hospitals will complete a surgery and just let you go to fend for yourself,” Jastrow said. “At the Shannon Weight Loss Center, we do anything we can to help, but also hold our patients accountable after surgery. This program truly has changed the lives of so many already, and we hope to continue this with the help of the Blue Distinction®.”

Each facility must periodically reapply for Blue Distinction®; The Shannon Weight Loss Center will hold this distinction until 2023.

**For more information on the Shannon Weight Loss Center or bariatric surgery, please call the program coordinator at 325-657-5146 or visit [ShannonHealth.com/weight-loss](https://ShannonHealth.com/weight-loss).**

To join the online support group on Facebook or on monthly Zoom meetings, email [KarenHancock@shannonhealth.org](mailto:KarenHancock@shannonhealth.org).



**BlueCross BlueShield of Texas**

Designated  
**BlueDistinction®**  
Center +  
Bariatric Surgery

# SHANNON Service Awards

2021



## 5 YEARS

Alexandra Aguilar, Laboratory  
Dr. James Alaly, Neurology  
Delfina Amaya, 4 South  
Amiee Anderson, Urgent Care  
Raul Arebaldo, 5 North  
Conner Armstrong, 5 South  
Rae Lynn Arredondo,  
Cardiopulmonary  
Lance Ayers, Physical Therapy  
Tina Barber, Registration  
Noemi Barton, PACU  
Maria Beck, Access Clinic  
Kassi Bird, Urgent Care  
Ty Black, IT  
Andrea Boatright, Facility Safety  
Ashley Bonilla, Laboratory  
Pam Bradshaw, Administration  
Amanda Brake, EMR/Laboratory  
Carissa Breznak, ICU  
Ashley Briones, Labor and Delivery  
Rachel Brown, Surgical Services  
Kristen Brzymialkiewicz,  
Central Supply  
Sarah Calvert, Surgery  
Deanie Cardenas, Medical Records  
Leslie Cardona, ICU  
Justin Carrell, IT  
Jesse Carrillo, FNS  
Victoria Castaneda, Laboratory  
Elina Castillo, PAR  
Lacee Coffee, Urgent Care  
Lauren Cook, Labor and Delivery  
April Corley, Gastroenterology  
Sissy Corley, PAR  
Dr. Rebecca Crenshaw, Neurology  
Terri Crowley, Emergency Department  
Dr. Kathleen Cubine, Urgent Care  
Jennifer Cuellar, Facility Safety  
Jeana Culpepper, Laboratory  
Brianna Dailey, Pediatrics  
Seth Dean, ICU  
Matthew DeHoyos, Urgent Care  
Dr. Ashley De La Cerda, Dermatology  
Teresa Denton, Allergy/Rheumatology  
Oneida Diaz, Home Health  
Heather Dorris, Internal Medicine  
Yvette Duarte, HIM  
Rose Duron, Gastroenterology  
Dana Dyer, Pediatrics  
Angela Eaton, Family Practice  
Gary Eaton, ICU  
Sandra Eaton, Staff Development  
Elisa Eoff, Shannon Health Club

Candace Esquivel, Medical Records  
Edalia Favila, Family Practice  
Shelby Feathers, ICU  
Rachael Fernandez, Family Practice  
Erin Ferrara, Wound Care  
Kelly Field, Admitting  
Romelia Fierro, Ozona Clinic  
Travis Fischer, Radiology  
Christopher Forshee, Pharmacy  
Devin Foster, Health and Wellness  
Manuel Frausto, IT  
Cayla Freeman, Business Office  
Maritza Galindo, 4 South  
Melory Galindo, Ozona Clinic  
Blasa Galvan, Surgery  
Kristen Gamble, Case Management  
Kelli Gandy, SNF  
Samantha Garces, Urgent Care  
Amy Garcia, ICU  
Louis Garcia, Case Management  
Norma Garcia, Radiology  
Mayra Garcia Rodriguez,  
Acute Stroke Unit  
Angela Garner, Progressive Care Unit  
Mrya Garza, Pediatrics  
Michelle Gerhart, Med/Surg/Tele Unit  
Brayla Gesch, NICU  
Cherise Gilbert, Urgent Care  
Cassandra Glaze, Cardiopulmonary  
Veronica Gomez, Laboratory  
Mikah Gonzales, PAR  
Daniela Gonzalez Perez, Nephrology  
Kelsey Gore, Labor and Delivery  
Dr. Anna Goritsas, Hospitalist  
Bailey Gray, Business Office  
Dr. Eric Greeson, Dermatology  
Joyce Grey-Weatherby, HIM  
Valerie Guzman, Registration  
Megan Halfmann, Physical Therapy  
Melissa Hallman, Business Office  
Crystal Hand, Occupational Therapy  
Toyha Harper, General Surgery  
Jesseca Heinatz, 4 South  
Janet Henson, Recovery Room  
Alice Hernandez, Surgical Services  
Veronica Hernandez, 6 North  
Mark Herrera, IT  
Marvin Hill, Anesthesia  
Amy Hoffman, Urgent Care  
Kristina Honnoll, BHC  
Dr. Levi Hubble, Gastroenterology  
Pauline James, Anesthesia  
Priscilla Jaques, Medical Records  
Barbara Johnson, Neurology - Rehab

Gene Jones, Laboratory  
Sherrie Jones, Family Practice  
Tiffany Jones, Pharmacy  
Vanessa Justiss, Laboratory  
Katherine Kidd, Pharmacy  
Patricia Kielpinski, Radiology  
Nina Kimbrell, Urgent Care  
Dr. Kelly Koenig,  
Emergency Department  
Kristi Large, Allergy  
Candice Legg, OBGYN  
Ratha Lelek, Pharmacy  
Sasha Leon, Business Office  
Jennifer Lewis, Urgent Care  
Keith Lindsey, IT  
Ada Lizama, Dermatology  
Lorenzo Luckie, Histology  
Meghan Ludwig, Cath Lab  
Heather Mase, 4 South  
Terry Mastellos, Urgent Care  
Kathleen McBurnie, ICU  
Michelle McGonagill,  
Shannon Health Club  
Shelby McIntyre, ICU  
Jennifer Medrano, Urgent Care  
Augustine Mendoza, Pharmacy  
Shelly Mettlen, Resource Center  
Erin Michalewicz, Dermatology  
Sandra Michulka, Neurosurgery  
Roxann Miller, Pediatrics  
Mary Mitchell, Progressive Care Unit  
Regina Montez, HIM  
Enrique Munoz, IT  
Jennifer Nava, Radiology  
Tam Ngo, Business Office  
Dr. Abigail Nisan, Hospitalist  
Christian O'Rourke, Registry  
Mary Palos, Care Coordination  
Sheila Patterson, Gastroenterology  
Dena Perez, Telemetry  
Nyssah Perrine, Psychiatry  
Rina Pino, 4 North  
Terri Pittman, Urgent Care  
Kathy Powell, Patient Care Services  
Ian Rae, Surgical Services  
Kristin Ramirez,  
Occupational Medicine  
Mary Ramirez, Endoscopy  
Alejandro Recendiz, ICU  
Patti Recendiz, Pediatrics  
Jennifer Reyes, Dermatology  
Dr. Chadi Richeh, Endocrinology  
Dr. Wael Richeh, Neurology  
Alexandra Rico, EKG

Jessica Robles, Rheumatology  
Carla Rodriguez, EVS  
Kandyse Rodriguez, Admitting  
Martha Rodriguez, Accounting  
Rosalba Roman, Laboratory  
Blas Rosales, 4 North  
Agatha Ruiz, Radiology  
Misty Ruiz, Business Office  
Mary Rusche, Quality Assurance  
Ann Sabordo, Laboratory  
Olga Salas, Cardiopulmonary  
Isabelle Salazar, Gastroenterology  
Ricardo Salgado, FNS  
Maria Samaniego, Surgical Services  
Hannah Sanchez, Cardiopulmonary  
Maria Sanchez, 4 South  
Cyndi Saucedo, Pediatrics  
Valerie Schmidt, Neurology  
Sterling Shelton,  
Emergency Department  
Jordan Smith, OBGYN  
Paige Smith, 5 North  
Ashley Snook, Urgent Care  
Veronica Soto, Business Office  
Trish Spatz, Quality Resources  
Julie Stauning, 6 North  
David Swan, Telemetry  
Garry Syler, Facility Safety  
Dr. Kenneth Taylor, Radiology  
Amanda Trevino, Neurosurgery  
Dawn Trevino, Nursing  
Alissa Ussery, ICU  
Dixie Van Tine, Wound Care  
Stephen Vargas, Registry  
Dr. Aleksandra Vidacic, Hospitalist  
Javier Villeda, Emergency Department  
Cassi Walden, Nursery  
Elizabeth Ward, Acute Stroke Unit  
Lauren Webster, Pediatrics  
Leah West, Nursery  
Ashly White, OBGYN  
Patricia Winkler, Family Practice  
Michael Young, Radiology  
Maria Zamarripa, FNS  
Jesus-Asuncion Zapata, EVS  
Paula Zaragoza, Registry

## 10 YEARS

Elizabeth Aguirre, Surgery  
Gabriel Alvarado, Radiology  
Dr. Alejandra Ayestaran, Pediatrics  
Elizabeth Bailey, Staff Development  
Dr. Lindy Bankes, Psychiatry  
Cynthia Bass, OBGYN

Katrina Borom, Administration  
Maria Cadena, FNS  
Dr. Emir Campanini, Pediatrics  
Cynthia Cantu,  
Women's Imaging Center  
Nicole Clark, Surgery  
Cora Compton, Orthopedics  
Julie Cruz, Business Office  
Frances Fant, Family Practice  
Vanessa Flores, EKG  
Wanda Franke, Nephrology  
Victoria Gaston, Psychiatry  
Edna Gomez, Nursing  
Cynthia Gonzales, Case Management  
Teresa Goode, Acute Stroke Unit  
Dr. Edward Grimes, Optometry  
Norma Guerrero,  
Patient Care Services  
Colin Harlow, Engineering  
Audra Hassell, Business Office  
Olivia Haynes, Care Coordination  
Blanca Hernandez, Business Office  
Jennifer Herrera, Case Management  
Melissa Hogg, Cardiology  
Vicky Howell,  
Supportive Health Services  
Zackary Huckaby, Cath Lab  
William Huffman, Cardiopulmonary  
Teresa Jeter, Gastroenterology  
David Juarez, EVS  
Kevin Justiss, Laboratory  
Carmen Kennemer, Medical Records  
Lori Knutson, 4 North  
Dr. Clint Lasiter, Otolaryngology  
Chelsie Lee, OBGYN  
Jacqueline Llanas, Emergency Room  
Erin Lowery, Surgery  
Manuel Lozano, Operating Room  
Candace Luna, Ozona Clinic  
Rebecca Lynn, FNS  
Andrew Mallin, Facility Safety  
Jay Marrs, Radiology  
Carmen Martinez, ASU Student Clinic  
Erinn Martinez, Cardiopulmonary  
Veronica Martinez, Same Day Surgery  
Karen McCain, Surgery  
Laura Moccia, HIM  
Taylor Moeller-Cunningham,  
Business Office  
Shawnda Molesky, Access Clinic  
Holly Montelongo, Accounting  
Edna Morales, PAR  
Dora Munoz, HIV Clinic  
Mondonna Namy-Pierce,  
Acute Stroke Unit  
Dr. David Nichols, Wound Care  
Guadalupe Ortiz, EVS  
Donna Palmer, Physical Therapy  
Casey Poe, Cardiopulmonary  
D'Lynn Price, Pulmonary Rehab  
Florinda Reyna, Recovery Unit  
Manuel Rodriguez, Quality Resources  
Teri Rose, Float Pool

Shelby Ruebush, 5 South  
Kara Samaniego, Cardiopulmonary  
Brenda Sanchez, Urgent Care  
Heather Santellano,  
Shannon Clinic South  
Megan Savala, Care Coordination  
Lucy Serrano, AirMed  
Linda Smith, IT  
Nancy Smith, Nephrology  
Sylvia Sosa, Reception  
Cindy Stokes, OBGYN  
Erin Stokes, Same Day Surgery  
Fernando Tapia, Radiology  
Juan Tapia, Engineering  
Benjamin Tate, Cardiopulmonary  
Noreen Thompson, Business Office  
Mercedes Torres, Pediatrics  
Dawn Tovar, Med/Surg/Tele Unit  
Natalie Tovar, Radiology  
Carlota Villareal, Telemetry  
Jill Vineyard, Reimbursement  
Dr. Caleb Vosburg, Orthopedic Surgery  
Yolanda Zapata, 5 North

## 15 YEARS

Melissa Barnes, Emergency Room  
Cynthia Barrera, Laboratory  
Roge Bates, Pharmacy  
David Clendennen, 4 North  
Craig Dehnel, Cath Lab  
David Draper, Cath Lab  
Diana Elrod, HIM  
Patricia Estrada, BHC  
Casie Feathers, Physical Therapy  
Jose Garcia, Radiology  
Linda Garcia, Same Day Surgery  
Rene Garcia, IT  
Lori Guerra, Skilled Nursing  
Dara Guthrie, OBGYN  
West Herbert, Radiology  
Shelly Hernandez, Human Resources  
Jamie King, Cath Lab  
Marcus Lee, Radiology  
Leslie Loyd, BHC  
Angela Lucio, 5 South  
Danette Luman, Respiratory Therapy  
Sabine Maass, HIM  
Lynn Marshall-Doss, Surgery  
Jennifer Martin, ICU  
Ruben Montemayor,  
Nursing Administration  
Michael Morales, 4 North  
Sandra Morales, Care Coordination  
Matthew Myers, Radiology  
Dr. Gary Nussey, Geriatric Medicine  
Dorothy Ochoa, Surgery  
Johnnie Peevy, Registry  
Tammy Proctor, OBGYN  
Kimmie Ray, Emergency Room  
Henry Reinhardt, BHC  
Titus Reyes, Physical Therapy  
Zack Ringo, Emergency Room  
Bobby Rodriguez, Engineering

Monica Rodriguez, Surgery  
Sylvia Rogers, OBGYN  
Isaac Saldivar, Surgery  
Sally Sanchez, EVS  
Belinda Sellers, NICU  
Brad Stevens, Pediatrics  
James Taylor, Radiology  
Noe Valdez, Engineering  
Rebecca Watson, BHC  
Dr. William Whitehead,  
General Surgery

## 20 YEARS

Gloria Ayala, Rehab Unit  
Daina Barnhill, MRI Imaging  
Margaret Benson, HIM  
Marina Cantu, ICU  
Juanita Centeno, Business Office  
Kathe Conner, ASU Student Clinic  
Michele Elvena, Anesthesia  
Daphne Estrada, ICU  
Sheila Fox, Labor and Delivery  
Houston Franke, Facility Safety  
Gerabeth Garcia, Cardiac Rehab  
Olga Garcia, Geriatric Medicine  
Sylvia Garfias, Rehab Unit  
Margarita Garza, FNS  
Marti Gibson, Pharmacy  
Lea Ann Gregory, Float Pool  
Felix Guanajuato, Urgent Care  
Joel Herrera, Data Processing  
Jennifer Hoelscher, Pharmacy  
Amy Hollenbeck, Endoscopy  
Maria Huichapa, Recovery Room  
William Linton, Respiratory Therapy  
Lori Looka, Pediatrics  
Steve Palmer, EVS  
Emilio Puente, Radiology  
Maria Ramirez, ENT  
Irma Reyes, 5 North  
Pricilla Rocha, 6 North  
Dalhia Rodriguez, Admitting  
Jose Rodriguez, Radiology  
Monaly Ruiz, Pharmacy  
Rob Sarbach, Skilled Nursing  
Gayle Sharpsteen, RMO  
Diedre Smith, Business Office  
Lyndy Stone, Marketing  
Lynn Taylor, Business Office

## 25 YEARS

Sabre Abbott, Business Office  
Trish Aldridge, Accounting  
Christy Allen, OBGYN  
Dr. Carl Anderton, Internal Medicine  
Janie Beltran, Urgent Care  
Teresa Briley, Internal Medicine  
Dr. John Cargile, General Surgery  
Melvin Deans, Respiratory Therapy  
Julie Elliott, EKG  
Sheldon Gilley, Engineering  
Laura Harris, Cardiopulmonary

Dr. Roberta Hinshaw,  
Internal Medicine  
Susan Hinton, Surgery  
Jamilyn Hunt, Skilled Nursing  
Enequina Jiminez, Surgery  
Paula Lange, Materials Management  
Linda Norris, Endoscopy  
Enrique Ortiz, Emergency Room  
Debra Phillips, Hospital Medicine  
Cynthia Ramirez, Neurosurgery  
Kirk Rotschafer, FNS  
Yolanda Sanchez, Switchboard  
Amy Schwartz, Surgery  
Erin Sustek, NICU  
Nikki Young, Case Management

## 30 YEARS

Pablo Barrientos, FNS  
Darla Bishop, Administration  
Deborah Board, HIM  
Debby Donowho, Physical Therapy  
Patricia Gutierrez, Operating Room  
Dr. Ty Hughston, Internal Medicine  
Maria Jara, Pediatrics  
Melinda Lambert, Accounting  
Elaine Meeks, Laboratory  
Tammy Neighbors, Endoscopy  
Maria Perez, Medical Records  
Sandra Perez, Emergency Room  
Judy Phelps, Dermatology  
Suzi Reynolds, Development  
Patty Schniers, Business Office  
Dr. Doug Schultz, Clinic Administration  
Monica Strebeck, Cardiopulmonary  
Dr. Karl Wehner, Pediatrics

## 35 YEARS

Connie Dodson, Business Office  
Michelle Grelle, Ophthalmology  
Maribel Rios, Ancillary Services  
Jeffrey Rollwitz, Pharmacy  
Nestor Rosales, Engineering  
Tammy Trevino, Cath Lab

## 40 YEARS

Karnella Beasley, Urgent Care  
Joe Carrillo, Materials Management  
Cynthia Hamrick, Rehab Unit  
Deborah Harris,  
Nursing Administration  
Sylvia Hernandez, ICU  
Leticia Rangel Esquivel, EVS  
Magdalena Roman, EVS  
Erlinda Salazar, Sterile Processing  
Elizabeth Torres, Quality Resource

## 45 YEARS

Debra Stewart, IT  
Janet White, Quality Resources

*Thank you  
for your service!*

# Associate Accomplishments

## DAISY AWARD



**Sarah Gauna**  
4 South

Sarah was nominated by a patient who said: "Sarah checks on me to make sure I am not in need of anything. She keeps up with my output

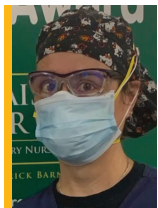
and stays on top of any tests I need done. She is very attentive and helped ease my concerns. Thank you to Sarah and all of my nurses for going above and beyond with my care. You have all been patient while answering my questions and making sure my pain levels are low and that I have medication to relax for procedures due to my PTSD." **Congratulations, Sarah!**



**Megan Blane**  
Women's Health

Megan was nominated by a patient who said: "I was having a horrible, emotional day facing the possibility of both my infant and myself dying in

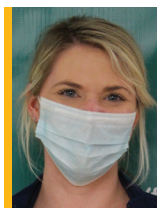
an emergency C-section. Megan was always attentive to my needs and addressed my pain every time. She is so sweet, does her rounds right on time and answers call lights often herself! What a wonderful experience. She helped make sure I had outstanding care! Whenever I was not allowed visitors, Megan kept me comforted in my time of need. I thank God for that! If I needed anything, she was on top of it." **Congratulations, Megan!**



**Renee McColgan**  
Emergency Room

Renee was nominated by a patient's family who said: "Renee was my daughter's nurse in the ER on an extremely busy day when

the lobby was full. She took her time with my daughter, showed her a lot of compassion, and was calm when my daughter got teary about being there. I appreciate her answering all her questions with patience and a smile. On a day the ER was packed, Renee made it seem like she was her number one priority. Thank you! Great job!" **Congratulations, Renee!**



**Melissa Halliday**  
4 South

Melissa was nominated by a patient who said: "As a nurse of 38 years, I can confidently say Melissa's compassion and concern was outstanding. She

shortened my stay by contacting my physician for test results to receive additional ABX. Even more, before she left her shift she came to administer it. This assured my medications would not be delayed by shift change. What an awesome job she does! She is a great addition to the Shannon family. Her dedication and compassion really shine!"

**Congratulations, Melissa!**



**Shanda Halfmann**  
Labor & Delivery

Shanda was nominated by patient who said: "Shanda was very attentive; she noticed something was off when my baby's heart rate dropped. She

quickly switched into action to protect my baby by holding the umbilical cord until I was rushed for emergency C-section. She even jumped on the bed and rode with me into surgery, still holding the cord. During the C-section, she held my hand and assured me that my baby was doing great. I was in panic mode and she helped calm me down. I was very impressed and in total comfort knowing the team knew what they were doing." **Congratulations, Shanda!**



**Danielle Rose**  
5 South

Danielle was nominated by a patient who said: "Danielle gave exceptional care during my stay on 5 South. She was so kind and prompt to respond if and when I ever needed anything. She made me feel safe and genuinely cared for. I knew she was busy because her Vocera would always go off when she was in my room, but I always felt like I was her top priority. She thought of things I might need before I knew I needed them and was all around a wonderful nurse."

**Congratulations, Danielle!**



**Courtney Frank**  
Shannon South PCU

Courtney was nominated by a patient who said: "Courtney Frank has an exceptional bedside manner—every patient should get to experience this. When my mom was in the hospital, Courtney not only took great care of her, but also took great care of me. She answered questions in a way that we could understand. I think that Courtney more than deserves this award."

**Congratulations, Courtney!**



**Christa Cummings**  
5 South

Christa was nominated by a patient who said: "I never felt neglected or overlooked during my recovery. Christa was always there to look after

me and address my concerns and needs. She was an incredible angel to my wife during the stressful times. She is a wonderful nurse who explains everything she is doing. You can tell Christa loves her job and wants to make sure her patients are comfortable. She is much appreciated!" **Congratulations, Christa!**

## CLOVER AWARD



**Raina Parsons**  
4 South

Raina was nominated by a patient's family member who said: "Throughout the week I was in the room with my mom, Raina was amazing and always

in a good mood. Any time my mom needed something, she never made us feel like we were putting her out. My favorite thing about Raina is her sense of humor. She's very easy to talk to; she let me know how things would work with my mom's procedures and explained how I could be of help to her. This is the best floor I've ever been on, and nurses like Raina make us feel welcome." **Congratulations, Raina!**

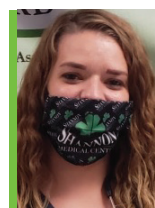


**Thomas Huynh**  
6 North

Thomas was nominated by a patient's family who said: "I wanted to say a few nice words about the young man that helped our dad so much.

I am truly grateful for Thomas watching over my dad during his stay. He spoke with him, gave amazing advice and told him stories to make him more comfortable. It's truly exciting to watch such dedication of care for the well-being of his patients. We definitely need more people like him. God bless you, Thomas.

**Congratulations, Thomas!**

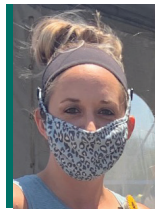


**Ricky Wheeler**  
ASU Student Clinic

Ricky was nominated by a member of Administration who said: "Ricky has been working the drive-thru testing site. We have a process in place to request a rapid test for a health care worker.

# Shments

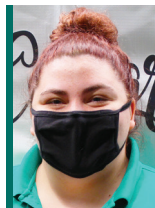
## GEM AWARD



### Cherise Ventura Urgent Care

Cherise was nominated by an Associate who said: "Cherise has done a phenomenal job managing the remote COVID site! Her flexibility and

willingness to do whatever she can to help on a daily basis is not only refreshing, but motivating. She never bats an eye when thrown curve balls and maintains a calm demeanor when under pressure. I am so very proud to work with Cherise and excited to see her leadership skills grow. She's got big things ahead of her!" **Thank you for being exceptional, Cherise!**



### Suzannah Sanders ED Registration

Suzannah was nominated by an Associate who said: "Recently, we were having a hard Monday in the ER due to being short a secretary, tech

and a nurse. We were running around like mad men and women trying to get everything done. Suzannah not only did her job, she also helped by performing some secretary duties whenever I was unable to be at the desk. She made multiple calls for admitting Physicians, as well as answered the many calls we were receiving. I would've never been able to step away from the desk had she not been so helpful. Suzannah is not only efficient and friendly, but is more than willing to do any job that she can help with. We could not do it without her and the rest of the ED Registration Associates!"

**Congratulations, Suzannah!**



### Debbie Stewart IT

Debbie was nominated by an Associate who said: "Debbie not only takes care of all the members of our department, but she also maintains the

books for IT and EMR down to the penny. She is the primary contact for everything from post-it notes and Tylenol to contract addendums signed 20 years ago sent over fax. There are few people I admire more than Debbie and fewer people that could possibly do the amount of work she does with such detail. She genuinely cares about her work and how it affects the facility and shines as an example for others." **Congratulations, Debbie!**



### Aaron Leech & Will Gill IT

Aaron and Will were nominated by an Associate who said: "These men routinely go above and beyond the call of duty. They were both

particularly instrumental in working through the issues brought on by a recent storm. Aaron and Will worked most of the night and through the next day to restore connectivity throughout the organization." **Congratulations, Aaron & Will!**



### Bethany Bradley ED

Bethany was nominated by multiple Associates who said: "Bethany has only been in the ED for a short period of time but has already made a huge

difference. She works extremely hard and goes above and beyond. This past weekend, she stayed two extra hours helping with consults, COS reports, helping get psych patients placed, and helping assess other social work issues. I think Bethany is an amazing addition to the ED and I don't know how we'd function without her. She has the perfect way of talking with psych patients." **Congratulations, Bethany!**



### Rachael Salazar Imaging Center

Rachael was nominated by Associated who said: "We would like to thank our supervisor Rachael for always thinking of her employees

during the COVID-19 pandemic. She made sure every position was covered during our limited working hours and that her employees were not overwhelmed. We couldn't ask for anyone else to fill her shoes with all she is tasked to do. Rachael wears many hats and each task she works on she does well. She deserves recognition for all the hard work she puts in for us. We love her!" **Congratulations, Rachael!**

## Congratulations!

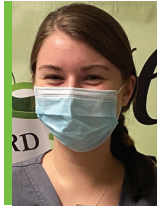


James Vretis, MD, has been accepted as a Fellow of the Academy of Emergency Medical Services (FAEMS)! FAEMS is recognition for being board certified in EMS and making contributions

to the subspecialty on a state and/or national level. **Congratulations, Dr. Vretis! Thank you for being exceptional!**

On days she is working, she responds immediately to the request, calls the worker to get them scheduled, and ensures the process flows rapidly and smoothly. I know this is a team effort, but you can tell she is doing everything she can to make sure the process keeps moving. Her positive attitude is amazing."

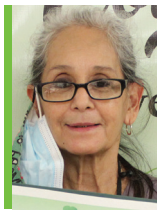
**Congratulations, Ricky!**



### Desiree Bell Behavioral Health Center

Desiree was nominated by a patient who said "This young woman has made immediate impacts on my attitude and mood in her daily routines.

I have only been here a short time, but I have already seen how much compassion she has with all her patients. This entire unit works effectively and has a positive impact on their patients. Desiree is amazing and such a sweetheart." **Congratulations, Desiree!**



### Olga Lopez 4 South

Olga was nominated by a patient who said: "Olga has the sweetest spirit. She went above and beyond to see the patient's needs were met. This

kindness extended to the family members as well. She was quick and efficient, wasting absolutely no time. She was quick to respond when called and proactive in anticipating our needs. She prayed over every single reading that she took, whether it was blood pressure, temperature, etc. She was kind, compassionate, and fully supportive of hospital and staff. She loved her job and was grateful for the opportunity to serve her fellow man. People like Olga make Shannon one of the best."

**Congratulations, Olga!**



### Ty Pickens Float - 6 South

Ty was nominated by a patient who said: "I wanted to thank Ty for being such a special CNA. She cares for others and loves what she does. Ty never came

in my room without a smile. She explained what she was going to do and made sure I had what I needed before she went out. I know I'm not the only one on this floor, but when she came in here you would have thought I was. That sure makes you feel good, knowing you have a CNA that isn't in a hurry or just getting a job done. Keep doing great work Ty, and thank you Shannon Medical Center for a great CNA!"

**Congratulations, Ty!**



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# KIXY 94.7 FM CARES FOR KIDS! RADIETHON

## February 25-27, 2021

The Radiothon broadcasts LIVE on 94.7 KIXY FM. Radio personalities Jay Michaels and Rick Andrews, along with Miracle Mom Delaine Hale, will highlight stories of children in the Concho Valley who have been treated at Shannon. During the three day event, the 2021 Miracle Kids will be introduced and listeners will hear updates on past Miracle Kids. The outstanding medical staff at Shannon, the ones that make the miracles happen, will be on air to discuss care for kids, and explain more about needed items on the 2021 CMN Wish List.

**For more information call 325-481-6160.**



**STETHOSCOOP**  
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### Our Mission

*Founded on a legacy of caring,  
Shannon is a locally owned  
healthcare system dedicated to  
providing exceptional healthcare for  
our family, friends and neighbors.*