

# STETHOSCOOP

**Thank you for**

*Brightening*



**the lives of others!**

*Happy Healthcare Week!*

**MAY 8-14**



# Recognizing OUR TEAM

All individuals have been nominated by a patient, a patient's family or another Team Member for being exceptional and going above and beyond in their duties.

## DAISY AWARD



**Zack Abecrombie**  
**Behavioral Health Center**  
January Winner



**Priyanka Baral**  
**5 North**  
January Winner

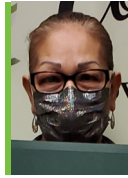


**Stephanie Wilkinson**  
**Orthopedics**  
February Winner



**Ricky Salvato**  
**5 South**  
February Winner

## CLOVER AWARD



**Yolanda Zapata**  
**5 North**  
January Winner



**Rosie Ruelas**  
**Urgent Care West**  
January Winner

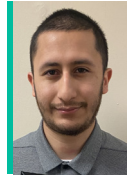


**Candace Francis**  
**Correctional Health**  
February Winner

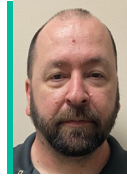
## GEM AWARD



**Mara Hernandez**  
**Patient Experience**  
December Winner



**Eli Adame**  
**IT**  
January Winner



**Jody Lancaster**  
**IT**  
January Winner



**Carlos Robledo**  
**Outpatient Pharmacy**  
January Winner



**Mark Mathews**  
**Cardio Services South**  
February Winner



**June Patterson**  
**FNS South**  
February Winner



**Becky Jones**  
**Accounting**  
February Winner

## SAFETY FIRST AWARD

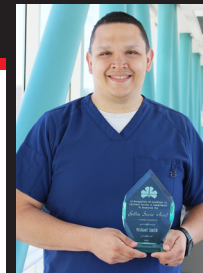


**Summer Gill**  
**Radiation Oncology**

Summer was nominated for the Safety First Award for preventing a patient from additional testing and unneeded radiation from repeated testing! She demonstrated the culture of safety by recognizing the patient had an imaging study that morning by an out-of-town provider that would have interfered with that day's ordered procedure. Summer let the team know, and it was rescheduled.

## SHANNON Service AWARDS 2022 and the winner is...

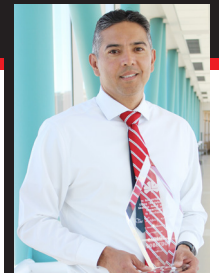
Each year, Shannon awards one Legacy Award and two Golden Service Awards—one in a clinical role and one in a support services role. The Legacy Award is the highest award given annually by Shannon. It recognizes innovative and forward-thinking work that helps the individual's department and the organization achieve Shannon's six pillars: Exceptional Service, Exceptional Quality, Exceptional Operations, Exceptional People, Exceptional Innovation and Exceptional Growth. The Golden Service Awards recognize Associates who demonstrates exceptional service to their customers, whether patients and their families, or other providers and Associates within the organization.



**Michael Smith**  
**Clinical Golden Service Award**  
4 South Unit Manager



**Holly Lopez**  
**Non-Clinical Golden Service Award**  
Assistant VP of Shannon Quality



**Carlos Robledo**  
**Legacy Award**  
Director of Shannon Outpatient Pharmacy



# The Hub!

## Connecting Shannon Team Members

Shannon is excited to introduce our new app—The Shannon Hub. This new tool, designed exclusively for Shannon Team Members and Providers, is a central place to find important announcements and updates, celebrate recognition and connect with our Team Members throughout the organization.

The Hub isn't just new technology; it is a program that reflects Shannon Values and spirit, using various, engaging tools to:

- Further define Shannon's Mission, Vision and ASPIRE Values by creating a work environment where all Team Members can thrive and feel appreciated for their hard work.
- Recognize each other's successes and those living the Shannon Values in their day-to-day work activities and interactions. New digital Golden Shamrocks may be given to employees who received these recognitions, which will be able to be saved and redeemed online for rewards.
- Socialize accomplishments by utilizing easy-to-navigate recognition and nomination portals to celebrate each other's successes and acts of service to our patients and each other. Additionally, there will be links to send eCards to congratulate fellow Team Members on important milestones, such as work anniversaries and birthdays.
- Communicate and interact both within and outside of departments through inter-organization and inter-department message boards.
- Effectively spread news and information to the organization in a quick, timely fashion, allowing Team Members to stay connected to updates happening within and outside of the organization. There will also be a calendar-style event board that will notify ways to get involved in Shannon and community activities.
- Centralize important and commonly used links, such as Kronos, cafeteria menus, webmail and more.

Shannon has a continued goal to support staff members throughout their day-to-day lives. This new hub will enable us to share recognition with those in and outside our own departments. It also features a



Well-Being area as an additional resource for helpful videos and articles regarding movement, nutrition personal finances and more.

For more information, visit [www.ShannonHealth.com/TheHub](http://www.ShannonHealth.com/TheHub).

### How to Sign Up:

To register your account, visit **"www.myshannonhub.com"** from a computer or smartphone and login via your network credentials single sign-on (SSO). After you register, you can quickly and easily access the program by visiting **"www.myshannonhub.com"**.

### Download the Connect+ App:

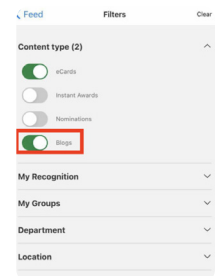
1. Head to the Apple App Store or Google Play Store and search for **"Connect+ Reward Gateway."** or scan the QR code.
2. Download the app and log in using your Shannon email address. You will be sent a short security code to verify your account. Enter the code and your program ID: **"myshannonhub.com"** and you will have full access to the app.



Feed



3. Once you download the app, you will see 3 horizontal lines in the upper-left hand corner. Click that icon and you will be taken to a new screen to customize the content type to toggle on the "Blogs" section.



# Connect+

# Thank you for *Brightening* the lives of others!

Because of your dedication to our mission and values, we are able to change lives together. In celebration of you and our values during Healthcare Week, we asked a few Team Members to share what each means to them.

*Thank you for Changing Lives Together!*



**Ashley Post**  
Shannon 5 North

## Accountability

"Accountability plays a huge role in nursing. It helps increase trust amongst patients, reduces fears, and helps us all increase our best performances. Working together as a team helps the patients feel as if we're all on one side with one end goal: to make the patient's day just a little bit brighter. Seeing the impact made on my patients is one of my biggest accomplishments. One of my favorite quotes related to this value states, 'a culture of accountability makes a good organization great and a great organization unstoppable.'"



**Shawn Lindsey**  
Shannon Security

## Safety

"Safety, to me, represents both the prevention and reduction of risks within the Shannon environment. Safety is also having clear policies, a strong leadership, and maintaining a personal standard with integrity to allow for the best level of care. The security of belongings, our health, and our families belongs with every choice each of us makes in our daily lives together."



**Faith Whorton**  
Shannon Clinic  
Gastroenterology

## Professionalism

"Professionalism means having and continually setting a standard of behavior—a behavior that extends to your coworkers and especially to our patients. It is a goal that I try to set daily by greeting my coworkers with a smile each morning and knowing my patients by name. I truly love my department, my role and working for Shannon."



**Paul Carillo**  
Shannon LEAN  
Projects

## Innovation

"Innovation is being open-minded and collaborative to implement new or improved ideas that add value for our patients, visitors and staff."



**Allie Matschek**  
Shannon Women's  
& Children's  
Pediatrics

## Respect

"Respect is a vital aspect of my daily work. Everyone deserves to be respected and valued. I strive to use this value in all interactions I make with patients, co-workers, and other members of the Shannon organization. As professionals, respect for ourselves and others should be a priority day in and day out. It is important to me to promote a positive attitude and environment—the key to obtaining this is respect."



**Dillion Ballard**  
Shannon  
Radiology

## Excellence

"Excellence is serving others while showing compassion and care to everyone around you and putting the patient's best interest first. I also believe excellence is using your gifts and working as a team to provide exceptional care! Having the patients leave your care knowing all their needs have been met is of the utmost importance and something we should all strive to do."



**Justin Morales**  
Shannon IT

### Perseverance

“To me, perseverance means having the courage and the will to keep pushing forward when things get rough. I’ve only been with Shannon for a little over a year, but I’ve witnessed many obstacles that the organization has faced. I have also witnessed the adaptation and evolution it has taken in order to overcome every obstacle. As an IT team, we are faced with new issues every day, which are not always a simple fix, but we persevere and find the solutions so that we can help keep the Shannon organization up and running.”



**Courtney Waren**  
Shannon Clinic  
Knickerbocker  
Pediatrics

### Resilience

“Being resilient means remaining aware of situations, emotional reactions and behavior of those around us. Pediatrics has many emotions, from happy first-time parents, to turning a frown upside down. Resilience, for me, is being able to cope with the ups and downs and bounce back from daily challenges.”



**Thabiti Yahya**  
Shannon  
Supply Chain  
Management

### Appreciation

“Appreciation is like oil to a machine and water to a plant: it helps us to work well and motivates us to grow. Appreciation is vital to our success.”



**Debbie Ayala Harris**  
Shannon Health  
Club

### Integrity

“Our Club is a special place; we are truly a family that depends on each other, and that includes always doing what is right for each other and our members. Whether it’s folding towels, answering the phone, or greeting members, I choose to operate with integrity, even if no one is around to witness my actions. My faith plays a huge role in my personal and professional life, specifically Galatians 5:22, and it is my goal to exude that with every interaction I have.”



**Richard Sepulveda**  
Shannon  
Engineering &  
Maintenance

### Service

“To me, service is about great hospitality – knowing that our patients and visitors are comfortable and assisted in a positive environment. Our employees go above and beyond to provide the best patient care. Providing good service is a choice, but we make it a priority. With as much as Shannon has grown, it’s clear that good service comes naturally to us. Service is voluntarily putting yourself in a vital role that provides necessary assistance to others.”



**Kelli Acker**  
Shannon  
Electronic  
Medical Records  
(EMR)

### Empathy

“Empathy in EMR looks differently than in other departments. Although we don’t provide direct patient care, we do work directly with the healthcare workers who do. EMR’s main task encompasses providing the best support we can to all Providers, nurses and support staff through Epic. As a result, these individuals can provide better support to their patients. Demonstrating empathy to our end-users allows us to provide top support. By working together with each department, we can all help Shannon provide the best healthcare to San Angelo and the surrounding areas.”

## INTRODUCING...TEAM MEMBERS!

The Shannon Employee in Action Committee recently voted to change our official term for our employees from Associate to Team Member. This new term was suggested as it is more inclusive of all members of our Shannon family. We are all one big team - almost 4,000 members strong - and every member plays a vital role in delivering our promise to our patients and guests. **Thank you for being part of Team Shannon!**



HAPPY NATIONAL

# Nurses

WEEK



Join us for a celebration in honor of nurses.

### Shannon Downtown Campus

**Night Shift Celebration:**  
Wednesday, May 11  
Midnight - 2 am

Shamrock Café  
(Shannon Cafeteria)

**Day Shift Celebration:**  
Wednesday, May 11  
11 am - 2 pm

Legacy 1 & 2  
Conference Rooms

**Don't forget to join us for the presentation of the Daisy Nurse Leader and Lifetime Achievement Awards!**

Wednesday, May 11 • Noon  
Downtown Campus Legacy 1 & 2 Conference Rooms

### Shannon South Campus

**Night Shift Celebration:**  
Tuesday, May 10  
6:30 am - 8 am

Shannon South Cafeteria

**Day Shift Celebration:**  
Tuesday, May 10  
11 am - 1 pm

Shannon South Cafeteria

### St. John's Campus

**Night Shift Celebration:**  
Thursday, May 12  
6:30 am - 8 am

Frank's Café

**Day Shift Celebration:**  
Thursday, May 12  
11 am - 1 pm

Frank's Café

### Shannon West Surgery Center

**Day Celebration:**  
Thursday, May 12  
7:30 am

Shannon West Surgery Center

**NURSES**   
**A VOICE TO LEAD**  
INVEST IN NURSING AND  
RESPECT RIGHTS TO  
SECURE GLOBAL HEALTH

 SHANNON

# SHANNON CLINIC WELCOMES

## OUR NEWEST PROVIDERS



**ROWENA BULLEN, APRN, FNP-C**  
EMERGENCY MEDICINE

Rowena received her Bachelor of Science in Nursing degree from Butuan Doctors College School of Nursing in Butuan City, Philippines, and her Master of Science in Nursing degree from Texas

Tech University Health Sciences Center in Lubbock. She is board certified by the American Academy of Nurse Practitioners.

Rowena comes to Shannon from Midland, where she has practiced more than 17 years in emergency medicine. For more information, please visit [www.ShannonHealth.com](http://www.ShannonHealth.com).



**GARY EATON, APRN, FNP-C**  
INTERNAL MEDICINE

Gary received his bachelor's and master's degrees from Angelo State University, where he also completed his Family Nurse Practitioner degree certification. He previously served as an ICU nurse

at Shannon and also serves as an Adjunct Clinical Instructor at ASU.

Gary joins the practice of Fernando Alcocer, MD, and Carolina Ojeda-Flores, MD, where he will be seeing patients within the inpatient setting. For more information, please visit [www.ShannonHealth.com](http://www.ShannonHealth.com).



**JANICE NEVINS, APRN, FNP-C**  
CARDIAC ELECTROPHYSIOLOGY

Janice received her Bachelor of Science in Nursing from Angelo State University and her Master of Science, Family Nurse Practitioner degree from Texas Tech University in Lubbock.

Janice joins the practice of Willibaldo Ojeda, MD, Electrophysiology and is located at Shannon Clinic Magdalen, 102 N. Magdalen. For more information, please call 325-481-2281.



**GAYLE SHARPSTEEN,**  
APRN, FNP-C

URGENT CARE

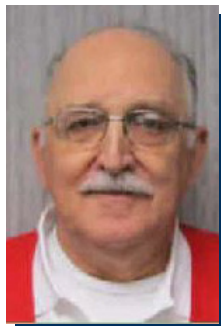
Gayle received her Bachelor of Science in Nursing and her Master of Science in Nursing, Family Nurse Practitioner degrees from Walden University in

Minneapolis, Minnesota. She is board certified by the American Academy of Nurse Practitioners.

Gayle has more than 20 years' experience providing acute patient care in the Concho Valley. She will providing care through our online Shannon On Demand service and at Urgent Care West, 4251 Sunset Dr. For more information, please visit [www.ShannonHealth.com](http://www.ShannonHealth.com).



## PAT SALADIN



Pat Saladin was born in Sault Ste. Marie, Michigan. When he was in 7th grade, he and his family moved to Illinois, where his dad was stationed at Scott Air Force Base. After three years, they moved to Riverside, California, then to Darmstadt, Germany. Pat graduated from Frankfurt America High School and then came to the states.

Pat joined the Air Force when he was 18 years old and served for 27 years. In October 1988, he joined the Civil Service and went to Chanute Air Force Base in Rantoul, Illinois. He came to San Angelo in March 1990 and retired in December 2008.

Pat married his first wife in 1960, and they were together 41 years. He married Patricia in 2001. Together, they have 7 children, 13 grandchildren and 10 great-grandchildren.

Pat began volunteering at the hospital in March 2013. He has worked at the Registration Desk and the Gift Shop. He is currently working 3 days a week in the Shannon South Gift Shop. Pat enjoys meeting the people from all areas. We know that everyone enjoys visiting with Pat, and we appreciate his service to Shannon.



Children's Miracle Network

# CELEBRATION TELETHON

 Watch **LIVE**  
on **KLST**
**JUNE 4**  
**6:30 PM - 10 PM**

The annual CMN Telethon provides the opportunity to recognize and thank our donors and partners while raising funds toward our annual wish list. Special segments will feature the 2022 Miracle Children and their stories.

For more information or to donate, call **325-657-8385** or donate online at **[www.cmnsanangelo.org](http://www.cmnsanangelo.org)**.



# Give today for a healthier tomorrow

**June 13-July 10**

Walmart customers and Sam's Club members can help "every child live better" by making a donation of \$1 or more at the local retailers to support Children's Miracle Network at Shannon. Customers and members can add a "Miracle Balloon" donation during checkout, with 100 percent of funds flowing directly to Shannon.


**STETHOSCOOP**

 is published by  
Shannon Medical Center

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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.*