

# STETHOSCOOP



# Fantastic FEATS OF INNOVATION

# Fantastic FEATS



## OF INNOVATION

The Shannon Game Changer competition was designed to incentivize innovation and celebrate success within the organization, while providing a friendly competition in the process. The third annual Game Changer contest featured the top five projects from this year's Kaizen Fairs. Designed by Team Members using LEAN principles to make hospital or clinic processes more efficient and effective by reducing waste, each contestant conducted research, created and implemented plans for change, and presented their findings and outcomes in a LEAN presentation in front of their managers and Senior Leadership members.

"The participants in this year's Kaizen Fairs all brought excellent ideas to the table," Steven Short, Director of Innovation, said. "I am proud of all the Shannon Team Members for their hard work and effort to enact positive change in our organization."

### **This year's Game Changer contestants and projects included:**

- **ABBY HUGHES**  
**Inpatient Pharmacy:**  
**Anesthetic Narcotic Storage**  
**Box Standardization**

- **CECELIA CARRASCO**  
**EMR/Business Office:**  
**Referral Auto-Authorizations**
- **CHRISTY SCITERN**  
**Surgical Services:**  
**Main & South Operating Rooms**
- **LINDSY AHLERS**  
**5 South:**  
**Storage Rooms for 5 South**
- **SONJA DOMINGUEZ**  
**EVS/Laundry:**  
**Linen Cart Standardization**



*Abby*  
**HUGHES**

Abby's goal in starting her LEAN project was to standardize the narcotic boxes used daily by anesthesia providers. She noticed several boxes had different layouts and medication quantities, some of which were discarded at the end of the day. Abby met with anesthesia providers and came up with a plan to transition all of the boxes to a standardized format. Her efforts resulted in reducing the time it took

pharmacy techs and pharmacists to pack the boxes from 2-4 hours down to 1-2 hours, which equates to about \$20,000 in combined labor cost savings annually. Additionally, the costs of wasted inventory were reduced from \$15,088 to \$5,667.



*Cecelia*  
**CARRASCO**

Cecelia created her LEAN project after seeing a huge influx of referrals waiting for processing in work queues. In February of 2019, there were 1,429 total referrals in work queues, while in February of 2022, there were 41,314, a 2,791% increase. Cecelia began working to simplify the work flow of referrals and implemented rules in the system to auto-authorize referrals, enabling patients to be seen more quickly. This also reduced the time required to process each referral. In the span of five months, the number of referrals in the work queue decreased to 9,716, saving \$52,526 in labor costs. The total estimated savings for auto-authorization during this time period was \$738,854.



**Christy**  
**SCITERN**

Christy realized an issue with the amount of operating room storage being utilized for unused and outdated equipment at both the Downtown and South Campuses. This problem resulted in financial waste and lack of space. OR space costs about \$950 per square foot, so Christy began the process of finding third-party vendors to buy the old, excess equipment for use in healthcare facilities in third-world countries. Christy and her team removed 16,000 pounds of equipment. The salvage value was \$215,440.47, and she recovered over 625 square feet of OR space that can now be utilized more effectively.

Now, there are two clean, organized rooms that 5 South staff can quickly and efficiently utilize without moving heavy equipment and spending unnecessary time away from patient care. At the projects conclusion, Lindsay estimates saving about \$22,000 in just excess IV tubing supplies.

Following the presentations, the Senior Leadership Team deliberated to determine the top 3 winners.

***For the first time in the history of the Game Changer Award, the Senior Leaders decided to award the top prize of \$5,000 to all 5 finalists!***



**Sonja**  
**DOMINGUEZ**

Sonja began her project with a goal to standardize all the linen carts throughout the facility. Previously, linen carts were inconsistently stocked with gowns, sheets, towels, blankets, etc., causing issues for both nursing staff and patients. Sonja reported the Linen Department would receive phone calls all day from units requesting more linen, which averaged a cost of about \$5,500 per quarter in wasted labor costs. This averages out to more than \$22,000 a year. Sonja standardized all the carts by creating templates of how each one should be stocked. She educated her staff on the new processes and provided charts on each cart to remind them of the new workflow. So far, 4 North and 4 South have adopted this process, and Sonja is working with managers to implement this process system-wide.

“These projects were nothing short of fantastic,” Shane said. “Choosing only one winner out of all five of these individuals who have worked so hard and made such an impact this past year was impossible. We are honored to support our Team Members and reward them for all their hard work and dedication to the Shannon Team.”

**For more information on the LEAN program, email [StevenShort@shannonhealth.org](mailto:StevenShort@shannonhealth.org).**

**To submit an idea for a Game Changer project, go to the Think Lean tab on Shannon Links.**



**Lindsay**  
**AHLERS**

Lindsay also noticed an issue regarding storage space on 5 South. In its original condition, the supply room was disorganized and not functional for staff usage due to the overcrowding of supplies and equipment, which caused lengthy supply retrieval durations. Team Members had to move large amounts of equipment in order to retrieve needed supplies, which took about 5-7 minutes per trip, 10-15 trips per shift. Lindsay was able to sort and organize materials in the supply room and determined optimal supply and equipment levels to prevent overstocking. She also found an unused room that her team was able to use for storing the excess supplies.





# Recent and Upcoming Location Changes

## Shannon Clinic South 1 & 3



- Catherine Barnett, APRN, CNS, FNP, Family Practice, is now seeing patients at Shannon Clinic South 1.
- Shannon Family Practice Provider Peggy Burpee, DO is now seeing patients at Shannon Clinic South 3.

## Shannon Clinic South Medical Office Building



- Matthew Goldman, MD, Edward Grimes, OD, Daniel Lui, MD, and Jessica Sumrall, OD, have moved to Shannon Clinic South Medical Office Building.
- Dermatology Providers Ashley De La Cerda, MD, Eric Greeson, MD, and Steven Ritter, MD, have also moved to Shannon Clinic South Medical Office Building.

Shannon Pharmacy is excited to serve our customers in our

# NEW LOCATION



122 S. Oakes • 325.655.8191

Our new location features 3 drive-thru lanes, expanded over-the-counter products, a variety of durable medical equipment like braces, crutches, wheelchairs and other devices; and new pill packaging services.

**Come by and see us in our new home and receive a free gift!**



# SHANNON CLINIC WELCOMES



## OUR NEWEST PROVIDERS



**ANDY HALL, DO**  
HEMATOLOGY & ONCOLOGY

Dr. Hall received his bachelor's degree from Texas Woman's University in Denton and earned his medical degree from the University of North Texas Health Science Center, Texas College of Osteopathic Medicine in Fort

Worth. He completed his internal medicine residency and his hematology oncology fellowship at Baylor Scott and White Medical Center in Temple.

Dr. Hall is board certified by the American Board of Internal Medicine and Medical Oncology. He is accepting new patients at his office located at Shannon Clinic Magdalen, 102 N. Magdalen. For more information or to schedule an appointment, please call 325-747-2025.



**RANDHI PETERSON, MD**  
HOSPITALIST

Dr. Peterson received her medical school training and completed her internship at Kasturba Medical College in Manipal, Karnataka State, India. She completed her internal medicine residency at the University of Nevada School of Medicine in Las Vegas.

Dr. Peterson is board certified by the American Board of Internal Medicine. As a hospitalist, she specializes in treating patients in the hospital setting. For more information, visit [www.ShannonHealth.com](http://www.ShannonHealth.com).



**CAROLYN RILEY, MD**  
PEDIATRICS

Dr. Riley received her bachelor's degree from the University of Texas of the Permian Basin in Odessa. She earned her medical degree and completed her pediatric medicine residency at Texas Tech University Health

Sciences Center in Lubbock.

Dr. Riley is a member of the American Academy of Pediatrics and the Texas Pediatric Society. She is accepting patients at her office located at Shannon Clinic Pediatrics, 225 E. Beauregard. For more information or to schedule an appointment, please call 325-747-2287.



**JAMES KOPP, MD**  
URGENT CARE

Dr. Kopp received his bachelor's degree from the University of Texas in Austin and his medical degree from the University of Texas Health Sciences Center at San Antonio. He completed his residency through the Family

Practice Residency of the Brazos Valley in College Station. He is board certified by the American Board of Family Practice.

Dr. Kopp was the Chief of Medical Staff at Goodfellow Air Force Base and has more than 20 years' experience providing acute patient care in both military and civilian settings. He will be providing care at Urgent Care South, 3502 Knickerbocker Road. For more information, please call 325-747-2222 or visit [www.ShannonHealth.com](http://www.ShannonHealth.com).



**DARA GUTHRIE, APRN, FNP-C**  
NEPHROLOGY

Dara received her bachelor's degree in nursing from Angelo

State University. She earned her master's degree in Family Nurse Practitioner studies from the University of Texas at Arlington. She is a member of the American Academy of Nurse Practitioners.

Dara has over 18 years' experience providing care in a variety of specialties at Shannon. She is accepting patients at her office located at Shannon Clinic Harris, 220 E. Harris. For more information or to schedule an appointment, please call 325-747-2391.



**JESSIE HASH, APRN, FNP**  
INTERVENTIONAL  
CARDIOLOGY

Jessie received her bachelor's degree from Ashford University

in Clinton, Iowa. She earned her associate's degree in Nursing from Excelsior College in Albany, New York and her Family Nurse Practitioner degree from Wilkes University in Wilkes-Barre, Pennsylvania. She served in the U.S. Marine Corps and has provided acute patient care at Shannon over the last 9 years.

Jessie joins the practice of Rudy Haddad, MD, and is accepting patients at her office located at Shannon Clinic Magdalen, 102 N. Magdalen. For more information or to schedule an appointment, please call 325-747-2281.



**ALYSSA JANOUSEK, APRN, FNP-C**  
GENERAL SURGERY

Alyssa received her bachelor's degree in nursing from Tarleton

State University in Stephenville. She earned her master's degree in Family Nurse Practitioner studies from Chamberlain University in Addison, Illinois.

Alyssa joins the practice of David Hockridge, MD. She is accepting patients at her office located at Shannon Clinic Magdalen, 102 N. Magdalen. For more information or to schedule an appointment, please call 325-747-2344.



**Tuesday,  
Nov. 1  
thru Wednesday,  
Nov. 30**

# GIVE A LITTLE HELP A LOT

SHANNON ANNUAL FUND & UNITED WAY CAMPAIGN



United Way Concho Valley

The Shannon Annual Fund and United Way Campaign provides opportunities for our Team Members to give back to help fund programs that provide vital support for our patients and those in our community. Please consider donating during this time, even if it's a small amount. A little can go a long way to benefit Shannon programs, Team Members and patients!

The Annual Fund Helps benefit the following programs for Shannon and its patients:

## Children's Miracle Network

The Children's Miracle Network provides funds to purchase equipment and support programs needed to deliver the highest quality of care possible for children who utilize the services of Shannon Medical Center and Shannon Clinic. Our primary goal is to provide the services, equipment and training necessary so children and families can stay in San Angelo instead of traveling for treatment. 100% of the money raised by Children's Miracle Network at Shannon stays here and goes directly toward

our "Wish List" items to provide continued quality healthcare for the 15,000+ children treated at Shannon each year.

Funds donated during last year's Annual Fund purchased items from the 2022 CMN Wish List including bilirubin monitors, preemie car seats, and security bands.

## Employee Benevolence Fund

The Employee Benevolence Fund provides assistance to Shannon Team Members who meet criteria by providing financial help (on a limited basis) for items such as rent, utility bills, and other similar expenditures.

Last year, the Shannon Employee Benevolence Fund was able to assist a large number of Team Members who faced a financial hardship, such as loss of a spouse's employment, an uninsured automobile accident, fire or storm-damaged dwelling, or an illness or injury that left them unable to work for a period of time.

## Gus Eckhardt Lectureship/Trauma Symposium

The Gus Eckhardt Lectureship provides an annual symposium of superior medical continuing education for the medical caregivers of our community. Each year, the Gus Eckhardt Lectureship Series/Trauma Symposium brings notable speakers to San Angelo to update and inform the medical community about current and necessary trauma topics. Having this lecture in San Angelo provides an added benefit to the medical community, as they do not have to travel out of town for these continuing education hours.

Keep an eye out for more information on the 2023 Gus Eckhardt Lectureship/Trauma Symposium on April 1, 2023! Shannon Medical Center invites all physicians, physician assistants, nurse practitioners, nurses, EMTs and paramedics seeking to enhance their knowledge and skills in caring for and managing trauma patients to attend this one-day program.

## Nurse Education Fund/Shared Governance

The Nurse Education Fund provides education opportunities to all Shannon nursing staff members by bringing in speakers and offering scholarships to offset conference registration expenses.

With the funds donated during last year's Annual Fund, this program sent several Shannon Team Members to different conferences, workshops, and review courses. Nurses, techs and other staff from various departments, such as Cardiopulmonary, Surgical Services, 4 South, ICU, Emergency Department, Skilled Nursing, and Case Management, have been able to obtain nurse certifications because of these opportunities.

## Oncology Angel Fund

The Oncology Angel Fund provides assistance to Shannon oncology patients who meet criteria for indigency by providing short-term financial help for items such as medications not covered by insurance, accommodations for patients requiring overnight stay in San Angelo, and other similar expenditures related to oncology treatment.

This year, the Oncology Angel Fund helped with lodging for oncology patients for out-of-town appointments; assistance with travel expenses to get to oncology, chemo, or radiation appointments; providing Ensure for patients in need; assisting with utility bills; and assisting with costs of medications.

## Patient Benevolence Fund

The Patient Benevolence Fund provides assistance with designated out-of-pocket expenses to patients at discharge for return home and includes items like medications, DME, or other needs at the discretion of Case Management and/or Quality Resources.

With the funds donated through the previous Annual Fund, Shannon was able to fly family

members from other states to Texas to help care for their ailing loved ones. They have also paid for private caregiver services to help patients return to their homes, as well as medications, durable medical equipment, and multiple bus tickets/cab rides to get patients home. The Patient Benevolence Fund provides assistance to help families pay for fuel to accompany their children to specialty hospitals, and it provides lodging in hotels when patients have no safe and secure place to convalesce.

## Where Needed Most

This is a non-designated gift, added to the current year's budget. The funds are applied to the most needed area as determined by Senior Leadership.



Charitable Giving Contribution Forms will be delivered to your department/unit and distributed by your manager. Contribution Forms will be available the first week of November. Forms also include an option for giving to the local United Way. Team Members have the option to give to both organizations.

Anyone who completes a Contribution Form, whether a gift is given or not, will receive a FREE MEAL TICKET for the Shamrock Café Downtown, Frank's Café, or the Shannon South Café. A gift of any amount will make a difference! Forms are due December 3, 2022.

**Thank you for your gift and consideration! For more information, please call the Development Office at 325-747-6160 or email [KevinCastro@ShannonHealth.org](mailto:KevinCastro@ShannonHealth.org).**

## VOLUNTEER Spotlight



**Elicia Harper**

Elicia Harper was born in Wichita Falls and grew up in Abilene. She attended Abilene High School, met Cecil Harper while he attended Cisco Junior College, and married him after high school. Cecil surrendered to God's call to preach and then attended Hardin Simmons University and Southwestern Baptist Theological Seminary. Cecil and Elicia pastored several churches. Elicia received her LVN and worked in various departments in Stephenville, Bronte, De Leon and Breckenridge.

Cecil and Elicia moved to San Angelo in 2011 to be closer to family. Elicia was invited to become a Shannon Volunteer by Peggy Hembree and Sue Mansfield. As her ties were to hospital and service, she agreed and has enjoyed volunteering.

Cecil died unexpectedly in 2017. Elicia has a wonderful, large family of 4 children, 11 grandchildren, 11 great-grandchildren, sons-in-law and daughters-in-law. Family is very important to her.

She has a dining room sign that says "The Gathering Place," which is what she wants her home to be. One of her favorite Bible verses is Numbers 6:24-26: "The Lord bless you and keep you; the Lord make His face shine upon you, and be gracious to you; The Lord lift up His countenance upon you, and give you peace."

Elicia works at the Front Desk. We are so thankful for her kind and efficient service. She is a blessing to her co-workers, visitors and patients.



# EVENTS CALENDAR

## NOVEMBER 5

### Veterans Day Parade

#### 11 am in Downtown San Angelo

Shannon will have a float in the annual Veterans Day Parade. Join our community as we honor and celebrate those who have served. If you would like to volunteer to participate in this parade, please email Sherian Briley at [SherianBriley@ShannonHealth.org](mailto:SherianBriley@ShannonHealth.org).

## NOVEMBER 11

### Veterans Day Celebration

To recognize and honor our Team Members who have served and protected our country, we will be celebrating at the Shamrock Café, Frank's Café, and the Shannon South Café. Please join us in recognizing our Shannon Veterans.

## NOVEMBER 14-18

### Celebration Rounding

To say "thank you" to our Team Members, the Shannon Spirit Trailer will be serving breakfast at various locations. As this event gets closer, check the Pulse and the Hub for updates on locations and more details!



## DECEMBER 3

### Lights of Christmas Parade

#### 6 pm in Downtown San Angelo

Shannon will have a float in this year's Downtown Christmas Parade. If you would like to volunteer to help, please contact Sherian Briley at 325-747-8131 or email [SherianBriley@ShannonHealth.org](mailto:SherianBriley@ShannonHealth.org).

## DECEMBER 4

### White Rose Candlelight Ceremony

#### 6 PM at the NEW Baby's Rose Garden, Shannon Women's & Children's Hospital, 201 E. Harris Ave.

Join us for a ceremony honoring families who have experienced the loss of a

precious baby. A Tree of Remembrance will include an ornament for each child, and a candle will be lit for each baby represented. The new Baby's Rose Garden is located at the edge of the parking lot on the back side of the Women's and Children's Hospital, facing Beauregard. For more information, please call Robyn Tucker at 325-481-6332.

## DECEMBER 14-15

### Holiday Meal

Celebrating the Holidays with our Shannon family! Meals will be served at the St. John's and South Campuses on December 14 during lunch hours and from 12 am – 2 am. Meals will be served at the Downtown Campus on December 15 during lunch and dinner hours.



### Marketing Team

Jim Broome  
 Daisy Glaspie  
 Sabra Kuehner  
 Lyndy Stone  
 Kelcey Wells

### Shannon Medical Center Board of Directors

Trey Berry	Will Griffis	Mike Oliphant
Jay Boyd	Ross Harper, MD	Shane Plymell
Mario Castillo	Jeffrey McCormick	Martha Visney
Steve Cecil	Len P. Mertz	Ted Weatherford
Jason Felger, MD	Freddy Moore	

### 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.*