

# STETHOSCOOP



*Celebrating  
Excellence*

# Congratulations!

## 2021 LEGACY & GOLDEN SERVICE AWARD WINNERS

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.

This year's winners all played an integral part on our COVID-19 planning and response team. All of them have worked many extra hours around the clock to ensure we are able to care for our patients while also protecting the safety of everyone throughout the pandemic.



*Golden Service -  
Clinical*  
**KELLI HILL**  
Employee Health

*Golden Service -  
Clinical*  
**PEGGY CREEL**  
Infection Control

*Golden Service -  
Support Services*  
**CHERISE GILBERT**  
Asst. Practice Manager  
Urgent Care and  
Float Receptionist

*Legacy Award*  
**LUKE MARTIN**  
Materials Management



## SHANNON CLINIC WELCOMES

OUR NEWEST PROVIDER

### **KENDALL MILLER, DO** HOSPITALIST

Dr. Miller received his bachelor's degree from the University of Texas at Austin. He earned his master's degree at the University of North Texas (UNT) Health Science Center and received his medical degree at the UNT Texas College of Osteopathic Medicine in Fort Worth. He completed his residency in internal medicine at CarePoint Health: Bayonne Medical Center in Bayonne, New Jersey. He is board certified by the American Osteopathic Board of Internal Medicine.

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



# Bright Ideas

**LIGHT THE WAY FOR INNOVATIVE CHANGE.**



**A**lthough COVID has impacted the LEAN program this year, Associates have persevered and brought their bright ideas to life. Two Kaizen Fairs have produced 60 ongoing projects competing to be selected as the final participants to present their findings in the 2021 Game Changer Award ceremony.

“Things have been a little slower and harder to navigate this year,” Steven Short, Director of Innovation, said. “Because of the limitations COVID-19 has placed on everyone, we had to take things on a day-by-day basis for a while. Luckily, we have exceptional Associates who have worked through these setbacks to continue progress with their projects.”

The next Kaizen Fair is scheduled for March 25 and will feature presentations

from 30 different projects. In order to be eligible to be in the running for a 2021 Game Changer award, Associates must present their projects at one of these fairs.

“Kaizen Fairs are a great way for individuals to showcase their hard work and LEAN skills,” Short said. “They update leadership on the results of their projects and get to see what their peers have accomplished.”

The 2021 Game Changer Award presentation ceremony will take place in either May or June. Associates will present their LEAN projects to their managers and ELT, competing for cash prizes. Third place will receive \$2,000, second place will receive \$3,000 and first place will receive \$5,000.

“The Shannon Game Changer competition was designed to incentivize innovation and

celebrate success within the organization,” Short said. “We have seen so many amazing ideas come from this competition and are excited for the final results of this year’s projects. These Associates truly are making a difference for Shannon.”

## Share Your Bright Idea!

If you have an idea you would like to share, speak with your manager and go to the Think Lean tab on Shannon Links. Once submitted, your idea will be evaluated and you will be assigned a LEAN Coach to help assist you throughout the process. Ideas can be submitted at any time during the year.

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

## MEET THE 2021 CMN **Miracles**



### EMMA MCCLURE

was born premature and weighed 4 pounds 9 ounces. She spent a week in the Shannon NICU. At 9 months old, Emma’s mom noticed developmental delays and they were referred to a neurologist at Cook Children’s Hospital. Emma was diagnosed with Cerebral Palsy and type 1 Chiari Malformation. She wears leg braces and receives injections into her calf muscles to help

with the spasticity in her legs. With the combination of treatments, she is able to walk freely most of the time. She continues to receive therapy and follows up with her pediatrician regularly. Emma is now 4 years old and loves strawberry ice cream.



### PRESLI KEELE

was diagnosed with Supraventricular Tachycardia (arrhythmia) before she was born. Thanks to specialized cardiac monitors provided by Children’s Miracle Network, Dr. Podaralla and the NICU staff were able to prepare for her delivery. Once Presli was delivered, she was transferred to a Panda Warmer and the NICU team began to work to bring her heart rate down. After consulting with a

pediatric cardiologist at Methodist Children’s in San Antonio, Dr. Podaralla inserted a line in the vein of the umbilical cord in order to begin fluids and medicine. Presli was then transferred to Methodist Children’s for further treatment. Presli just celebrated her first birthday!

**To donate to Children’s Miracle Network at Shannon, go to [CMNSanAngelo.org](http://CMNSanAngelo.org).**

# ASSOCIATE Accomplishments

## DAISY AWARD



**Lance Holloway**  
Emergency Department

Lance was nominated by a patient who said: "I was brought in by ambulance with a dislocated hip and given pain meds. I was put in a room and immediately met my nurse, Lance; he was kind, compassionate, caring, happy and encouraging. He was my only friend, my guardian angel. I woke up and six people were trying to put my hip back in place. Lance held my hand throughout this process. I am thankful and blessed that he was working that night; it was a gift from God. Thanks for helping me feel less afraid and not feel like I was alone."

**Congratulations, Lance!**



**Carrie Pridemore**  
Women's Health

Carrie was nominated by a patient who said: "In March 2019, my son stayed in the NICU for several days, meaning his three-year-old sister couldn't meet him. She didn't understand why we were gone so much, and realized if we had a patient bracelet on, we weren't coming home. Carrie made a special bracelet just for her the first time seeing her new brother and answered her questions to where she could understand. Fast forward to 2020, I ended up having unexpected surgery, scheduled by Carrie. She made the entire process effortless for me. I have been so impressed with the ways she goes above and beyond for her patients!" **Congratulations, Carrie!**



**Alissa Ussery**  
ICU South

Alissa was nominated by a patient's family member who said: "Alissa helped my family navigate a tough ICU stay and coordinated with Administration to help my grandmother-in-law visit with her spouse of 67 years. Thank you, Alissa, for being such an advocate, especially during this time when most of us have to watch from outside the hospital. Thank you for being our eyes and ears!" **Congratulations, Alissa!**



**Taylor Cantrell**  
6 North

Taylor was nominated by a patient's family member who said: "After six weeks enduring surgery, four hospital stays, two SNF stays and one COVID stay, my dad passed away. Taylor, his amazing nurse, was with him when he passed. I am sad, but I am hopeful for the future, because we are being cared for by nurses who risk everything during this pandemic. The nurses and doctors around us, all of those in healthcare on the front lines, are my heroes. My life is forever changed because of Taylor's unbelievable kindness, I am able to face the days ahead knowing he did not die alone." **Congratulations, Taylor!**



**Destiny Simmons**  
ER South

Destiny was nominated by a patient who said: "I was in a motor vehicle accident. Destiny was the charge nurse and the PC was down but she knew my medical background. She kept me calm, talked to me and got another nurse to get my port in while she was putting in orders and getting meds. She has the most amazing bedside manner. Destiny must see hundreds of patients, yet can remember their information. She is professional, but you can tell she truly cares for her patients. Destiny runs her shifts like a well-oiled machine. They have awesome leadership and team work! For being a young nurse, she has core values, bedside manner and the professionalism of a veteran nurse." **Congratulations, Destiny!**



**Alexandria Quintana**  
5 South

Alexandria was nominated by a patient who said: "Alex was a great nurse. She was the most patient and caring nurse I had. She was attentive to my medical needs and very good explaining my condition. When I was hurting, she was supportive, professional and called the doctor when needed. She checked on me often and was very sincere in her duties and attitude. She let me rest when I was upset and was very understanding. Alex saw me at my worst and when I was feeling better, jokingly named me

Mr. Hulk. I laughed and appreciated her humor. She is a true gem." **Congratulations, Alexandria!**

## CLOVER AWARD



**Anna Montemayor**  
Surgical Services

Anna was nominated by an Associate who said: "Anna is very helpful, constantly staying late in order to help the surgeons with their responsibilities of caring for patients. She never complains or has any issues with assignments of patient care. Anna is a team leader for general surgery and works on a daily basis to ensure procedure tickets and equipment are updated in order to provide patients with the most recent plan of care. I am so thankful for Anna's willingness to provide for Shannon." **Congratulations, Anna!**



**Kylie Ortega**  
6 North

Kylie was nominated by an Associate who said: "Kylie is a great nurse assistant; her work ethic is amazing. She goes beyond what is asked of her and does an extraordinary job of it. She always checks with everyone to see if there is anything she can do before removing her PPE. Kylie is kind and gentle with patients, helpful with all staff, considerate, patient and amazing! She is eager to learn and tries to do anything she can to provide aide. She will make a great RN one day." **Congratulations, Kylie!**



**Patricia Boone**  
SC Allergy

Patricia was nominated by an Associate who said: "Today we had a patient that was a little hard of hearing. Patricia said she wanted to do whatever she could to make him feel comfortable. She came out and changed her mask to a face shield so he could see her lips to help him understand her better." **Congratulations, Patricia!**



**Cala Norris**  
4 South

Cala was nominated by a patient's family member who said: "Being a retired administrator, Cala impressed me as being noticeably caring

for both patient and family. She was kind, answered our calls promptly, efficient in her CNA duties and adhered to infection control procedures. All staff is critical to obtain exceptional patient care, and it starts with an extraordinary CNA." **Congratulations, Cala!**



**Lindsey Harlow**  
5 North

Lindsey was nominated by a patient who said: "Lindsey did a great job during my mother's stay in the hospital. She was very friendly, efficient,

professional and diligent. I wanted to thank her for her help with my mother. We wished she could have been there every day of her time here." **Congratulations, Lindsey!**



**Thabiti "T" Yahya**  
Materials Management

Thabiti was nominated by an Associate who said: "T" is a perfect example of what an exceptional employee at Shannon is. Beyond delivering

our supplies, he provides each and every one a warm greeting and a kind word. He is a shining example of professionalism and takes pride in all he does. Thank you, 'T', for going above and beyond in every task you take on! We appreciate all you do!" **Congratulations, "T"!**



**Chelsea Stroud**  
Nursing Admin.

Chelsea was nominated by an Associate who said: "Dr. Harvey had a homebound patient who needed to be tested for COVID-19 so his

caretaker could return to the home. The patient had no means of transportation available due to his exposure. Chelsea volunteered to go to the patient's home to collect a specimen for COVID-19." **Congratulations, Chelsea!**



**Katie Hill**  
Case Management

Katie was nominated by an Associate who said: "Katie does so much every day for her oncology patients. Recently, she worked tirelessly

for several hours to find a safe discharge plan for a patient on 4 South in order to help the patient and to free up a bed for patients holding in the ER. Katie does so much in the clinic and hospital; she assists with the Angel Fund and works to make sure her patients get their medications, as well as have transportation to their appointments and are able to afford their bills." **Congratulations, Katie!**



**Jessica Ayers**  
Physical Therapy

Jessica was nominated by an Associate who said: "Today a former patient, who participates in our community program, arrived at the clinic.

Jessica Ayers, his clinician, went to greet him and upon inquiry, learned that he drove to the facility because he needed help buttoning his shirt. His wife was not home to help him and he had a funeral to attend, so he asked Jess for help. This speaks to the type of relationship Jess has with her patients—genuine and sincere. This gentleman knew she cared for him professionally and personally, so he felt comfortable enough to seek her out in a time of need. I am proud to work alongside Jess and see the impact she has on her patients, both with their physical and emotional needs."

**Congratulations, Jessica!**



**Bambi Aker**  
Case Management

Bambi was nominated by an Associate who said: "Bambi is an excellent example of going the extra mile. She has been paramount in serving as

a liaison with COVID ICU patients' families and staff. Bambi works with palliative care patients to make sure they are comfortable and have all of their needs met. She works tirelessly, and sometimes stays after hours, to search for family members, schedule family meetings, make referrals for hospice agencies, etc. Bambi has a compassionate heart and deserves to be recognized." **Congratulations, Bambi!**

## GEM AWARD



### Engineering and Maintenance Department

The Engineering and Maintenance Department was nominated by Associates who said: "This team is always prompt to respond to our maintenance requests. They have made our patients more comfortable and our jobs a little more pleasant. They always go above and beyond what is asked of them and we are very grateful!" **Thank you for all you do!**

# Congratulations to the Nurse Residency Graduates of Cohort 5!

#### GRADUATES: Cohort 5

Mckensie Boyd, RN  
Taylor Chandler, BSN, RN  
Jessica De Hoyos, BSN, RN  
Jessica Foate, BSN, RN  
Alejija Garcia, BSN, RN  
Bianca Garcia, BSN, RN  
Cara Huelster, BSN, RN

Sterling Kirkham, RN  
Leeann Losoya, BSN, RN  
Jacqueline Lujan, BSN, RN  
Eilyn Mohr, BSN, RN  
Elisabeth Morton, BSN, RN  
Kriss Oliver, BSN, RN  
Beatrice Perez, BSN, RN  
Jacqueline L. Roloff, BSN, RN



Allison Patricia Spanton, BSN, RN  
Maria Sustaita-Rivera, BSN, RN  
Mandy Michelle Upton, BSN, RN

Disinfect and Protect  
COVID-19 Resources for  
Shannon Associates  
Cricoid Pressure  
Stethoscope Hygiene

#### EVIDENCE-BASED PRACTICE PROJECTS:

Exercise and Mental Health  
Safe Sleep Saves Lives



FALL PRECAUTIONS  
LOW RISK



FALL PRECAUTIONS  
MODERATE RISK



FALL PRECAUTIONS  
HIGH RISK

# Congratulations!

to Becky Fuentes,  
Associate Chief Nursing  
Officer, on receiving the  
HD Falls Program™  
Builder Award!

The HD Falls Program™ is a comprehensive, individualized falls management program created to reduce the risk of patient falls and injuries while being cared for in a hospital facility. Two years ago, Becky, along with Linda Smith and Connie Siefker, brought the HD Falls Program™ to Shannon Medical Center. Each nursing Associate is trained to use this method to predict which patients are at risk, as well as plan methods to prevent falls and injury. It is the most patient-specific fall plan that works with EPIC.

The Builder Award is given to a Project Leader that builds the HD Nursing Program into their organization's EMR program, exhibits strong communication skills to collaborate with different departments to help this program work smoothly within the facility, offers support to colleagues across the HD Nursing Collaborative, and demonstrates information on the best practices throughout implementation.

*Thank you, Becky, for taking initiative and leading our team to implement the HD Falls Program™ to help better care for our community!*



## WE'RE BACK!

Join us for the 21st Annual

# Shannon Sporting Clay Shoot April 17!

### JOIN US FOR THE FUN!

After a hiatus in 2020, Shannon is excited to host our annual Sporting Clay Shoot this month. After 20 very successful years, the event is still one of the largest charity shoots in Texas attracting more than 400 shooters and 1,000 spectators and volunteers. Along with cooler temperatures, this year's event will feature two shooting rotations on three different courses, silent and live auctions, amazing food and more. We will also have distancing measures and special precautions in place to maintain safety for all participants and volunteers.

Proceeds from this event will benefit programs at Shannon to enhance patient care, including: AirMed 1-regional outreach, Oncology Angel Fund, Patient Benevolence Fund, Care Coordination and the Nurse Education program.

You can sign up as a team or an individual. It is a non-registered shoot and all ages and shooting abilities welcome. All participants will receive breakfast and lunch, swag bag, beverages after shooting is completed, and a chance to win one of more than 30 prizes that include guns and \$750 Academy gift cards.

For more information, please call 325-657-8343 or visit [www.ShannonHealth.com](http://www.ShannonHealth.com).

#### *Help us make this year's Clay Shoot another success!*

Please consider volunteering to assist us on Friday, April 16 and/or Saturday, April 17. If you have never volunteered before or if you have been one of our many valued volunteers in the past, we are excited to work with you!

- Safety is our first consideration of volunteer trappers. You DO NOT have to have any knowledge of the sport or know what to do. We will train you!
- 4-5 hour minimum time increments are requested.
- Meals will be provided for all volunteers both days.
- Each volunteer will receive a T-shirt.
- Our volunteers have a great time!

The shoot continues to be the largest charity shoot in Texas, attracting more than 400 shooters from around the state and country, and more than 1,000 spectators and volunteers.

To sign up, please contact Sandra Morales at [SandraMorales@shannonhealth.org](mailto:SandraMorales@shannonhealth.org).

# Vaccine Volunteers



**Susan Schultz,**  
RN, ACNS, FNP



**James Rauterkus,**  
RN

**M**any of the Shannon Volunteers have helped at the COVID-19 vaccine clinic the past couple of months. Among these individuals are James Rauterkus and Susan Schultz, who also happen to be retired nurses for Shannon.

Their main responsibilities are to direct patients where they need to go, as well as monitor them for 15 minutes after they receive their shot. This is to ensure patient safety by making sure no side effects or reactions occur post-vaccine.

“Having us there helps keep the flow going between registration and the nursing stations,” Rauterkus said. “There are a lot of people that come through every day, and we make sure their experience is as smooth and safe as it can be.”

“This is a way we can help the regular staff out while they are tied up with their duties,” Schultz said. “We evaluate and assess the people who just received their vaccine for signs of a reaction and offer assistance, if needed. We’re also available to answer questions.”

Due to the COVID-19 pandemic, Shannon Volunteers have not been able to come to the hospital for their usual

duties most of the last year. Many have expressed how hard it was for them to stay at home, unable to serve the patients and Associates like they normally do.

“It had been many months since I was able to volunteer,” Rauterkus said. “I miss volunteering and being around everyone; I am so antsy for things to get back to normal. Being cooped up in the house has been so stressful, so when Cheridan called and asked me if I could help, I quickly said yes.”

“I wanted to help in any way I could,” Schultz said. “I am happy to help out in the vaccine clinic since it plays an important role in hopefully returning our community to normal.”

With their backgrounds and years of experience in the medical field, Susan and James have been of great help to the COVID vaccination nurses.

“For twelve years, I worked as a nurse practitioner in wound care, family practice and Shannon On Demand,” Schultz said. “I still have my nursing license, so I’m hoping my duties at the clinic have helped assist the current vaccine clinic nurses with their workload.”

“I’ve been doing this a long

time,” Rauterkus said. “I spent 21 years as a firefighter/paramedic, retired from the Fire Department and then served 21 years in the Shannon emergency room. I’ve kept my license as an RN, which has shown to be useful while working the vaccine clinic.”

Even through the hard times, Shannon Volunteers and Associates have proven to be resilient and compassionate. Their kindness shines through every task they take on, and our community is in great hands with them on board.



## COVID-19 VACCINE FACTS

- **It is SAFE**  
Approved and recommended by both FDA and CDC.
- **It is FREE**  
Administered by the federal government free of charge. No insurance? You are still eligible to receive the vaccine for free.
- **Protects you, your family, friends, and everyone around you!**

**Want more information?**  
Call Shannon's COVID Hotline at 844-674-2666.

## VOLUNTEER Spotlight



### VICKIE HALL

Vickie Hall was born and raised in Rotan. She moved to San Angelo and began working for GTE in 1967.

Her husband Jerry was just home from the Navy, and Vickie was working as an operator at GTE when they met. They married in March of 1968.

After working for GTE for 25 years, she worked for World Com for 10 years and the Tower Company for 13 years. She really enjoyed several aspects of each job. She traveled frequently for World Com and met so many interesting and nice people. She was in Atlanta on 9-11.

Jerry and Vickie have one son James (Jamie) and one beautiful 24-year-old granddaughter, Logan.

Vickie is an avid golfer. She has been involved with the San Angelo Stock Show and Rodeo and currently works with the calf scramble. She also is a member of the Glory Bound

Cloggers of San Angelo Cowboy Church, where she is a member.

Vickie became interested in volunteering after hearing David Crews and Ben Flores' talk about how much they enjoyed it. After retiring, she wanted to do something as well. She began volunteering at Shannon in December 2015 and has accomplished her desire working in Registration, Visitation and ICU. After being president elect, she now serves as president. She enjoys the people, her co-workers and seeing the response from patients and visitors she helps at the hospital.



### JUDY WADDELL

Judy Waddell is the smiling face you see when you enter Shannon Medical Center several Mondays each

month. She has been a volunteer for nine and a half years, serving as Service Head of the A.M. Front Desk. She has also served the Volunteers as President-elect, President, Parliamentarian and VP

of Community Services three times, where she facilitated blood drives and other community services.

Judy graduated from Ballinger High School in 1968 and immediately moved to San Angelo. She attended Angelo State College for two years. She worked 16 years at the Alta Loma Library and six years at the State School at Carlsbad, TX, working in a group home and Dayhab in the gym.

She and her husband, Scott, were married for 40 years. Sadly, he passed away 11 years ago. Judy has two daughters, a granddaughter, a

grandson and a great-granddaughter. She is a member of the San Angelo Cowboy Church, where she serves on the Care Team and Hospitality Team. Judy has volunteered at the soup kitchen for the last ten months.

Judy enjoys walking her two dogs, yard work, working out, reading and cooking. She stays busy and does it all with joy. Judy says the reason she volunteers is, "because we're all put here to do for others, and I definitely like to serve."



**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.*