Marcellars Sanchez: 50 years of service
Tee Off for Ta-Tas
The Tee Off for Ta-Tas Golf Tournament and Bra Drop continued to be a hit for the fifth consecutive year! **120 golfers** participated in the tournament at Bentwood Country Club and all proceeds benefit patient programs at the Shannon Oncology Center. Special thanks to title sponsor Decker Custom Homes and to Bentwood Country Club for their support.

Pink Ribbon Run
Beautiful weather and an awesome crowd helped make the Seventh Annual Shannon Pink Ribbon Run a lot of fun. **More than 1,000 walkers and runners** showed up to support a great, local cause. Thank you to all of the volunteers, participants and staff for making the Pink Ribbon Run a continual success! See you next year!

pink pARTy!
There were **more than 400 partygoers** present at the San Angelo Museum of Fine Arts for the first pink pARTy! Held in conjunction with the Downtown San Angelo Art Walk, the party gave attendees a chance to browse professional portraits of local breast cancer survivors and read their survival journeys. Shannon experts were present to provide educational material while everyone enjoyed drinks and hors d’oeuvres provided by the Shannon Food & Nutrition Team. Thank you to all of the volunteers, the survivors and their families who helped make this evening fun for everyone!

Cookies & Milk with Santa
**Friday, December 12 from 6-8:30 pm**
**Saturday, December 13 from 10 am-2 pm**
Shannon Women’s & Children’s Hospital Conference Room

Cookies & Milk with Santa is an annual event hosted by Children’s Miracle Network volunteers that gives area families a unique opportunity to spend some time with Santa & receive a special souvenir photo while enjoying cookies & milk.

Tickets are $10 per child (includes one digital photo, cookies & milk)

Call (325) 481-6160 for ticket info or other questions.
Shannon Expands Facilities

Shannon Medical Center and Shannon Clinic announced six expansion projects to update facilities and provide additional space to serve the growing number of patients in the Concho Valley. Totaling $45 million, the projects will be funded by the Shannon Trust and will be completed over the next five years. Below is a summary of each project.

**Multi-story Medical Office Building**
- Located near Shannon Medical Center on Harris Street
- Will include 80,000 square feet of space along with new parking lot on north side of building
- First floor: ancillary services, such as lab and radiology, Urgent Care downtown
- Second and third floors: Shannon Clinic provider offices, consolidated specialties
- Fourth floor: (pending approval) Dedicated meeting space and conference rooms
- Estimated completion: Early 2017
- Project total: $23.8 million

**Shannon Ambulatory Surgery Center & Southwest Clinic on Sunset**
- Two gastroenterology providers will be added over the next two years
- Surgery Center: 3,800 square foot addition for patient procedure, prep and recovery space
- Southwest Clinic: 1,800 square foot addition for office space for GI physicians
- Estimated completion: August 2015
- Project total: $3.5 million

**Rehab Unit relocation to St. John’s Campus**
- Construction underway on third floor will total 13,000 square feet of space
- The move will create 14 additional acute care beds at the main hospital
- Estimated completion: Early 2015

**Shannon Urgent Care West**
- Fourth urgent care location at corner at Sherwood Way & Sunset Drive (Former Big 5 Sporting Goods building)
- 6,500 square foot space will include nine exam rooms, onsite x-ray and lab
- Open seven days a week from 7 a.m. to 10 p.m.
- Staffed with two providers, including at least one physician, at all times
- Estimated completion: Early 2015

**Facility Modernization**
- Upgrades planned at Shannon Medical Center and Shannon Clinic
- Project includes: patient room, lobby and waiting area modernization, infrastructure enhancement, Main Clinic renovation of all three floors
- Improved way-finding system will be implemented throughout the organization
- Estimated completion: Five years
- Project total: $14 million

“The vision of John and Margaret Shannon was to provide a healthcare entity dedicated to serving the people of West Texas, which they loved so much,” said Len Mertz, Chair of the Shannon Trust. “Through the past 82 years, Shannon continues to live that mission, growing so that it is a premier healthcare system that can provide exceptional care here in West Texas. We are excited to see that capacity grow further with the addition of these new projects.”
**Daisy Award**

Jamie Barajas, RN, ICU, received the April Daisy Award. Jamie was nominated by a patient’s family member who said: “Jamie has gone far above and beyond to take care of my husband including staying beyond the end of her shift to give him a good bath and a clean bed. She was unfailingly courteous, kind and was always patient when answering questions. We love her. Everyone in the ICU did a commendable job. Thank you.” Great job, Jamie!

Thomas Rodriguez, RN, Emergency Department, received the May Daisy Award. Thomas was nominated by a patient’s family member who said: “I received a 2 a.m. call that my son was being taken to the emergency room because he was in an accident. As a mom, my emotions were running high. All the emergency personnel did a great job, but Thomas really stood out. He kept checking on my son and me, he answered a lot of questions and had other patients, but he never hesitated. As a mom it is nice to know Shannon has someone like him looking out for the patients and their family members. He does a wonderful job taking care of people who are going through an emotional and scary time.” Congratulations, Thomas!

Becky Clark, LVN, SS, received the June Daisy Award. She was nominated by family members of several patients who said: “Becky showed extreme compassion and accommodated all the patient’s needs and requests during hip replacement recovery. She was also attentive to the patient’s two overnight visitors and provided them with cots, blankets and pillows. She exemplified professionalism in her observation and care.” “Becky answered all questions and never made you feel put out for asking them. She had a positive attitude, patience and limitless compassion for the patient and their family members.” Congratulations, Becky!

**GEM Award**

Skylar McWright received the July GEM Award from Shannon Clinic. She works in Registration in the Main Clinic. A patient who was scheduled to have a procedure at the hospital was dropped off at the clinic instead. The patient was wheelchair-bound and Skylar took her over to the hospital so she would be on-time for her procedure. Thank you, Skylar!

Elaine Meeks received the August GEM Award from Shannon Clinic. She works in the Lab in the Main Clinic. An elderly patient in a walker had come out of the elevator, on the basement level, looking for a doctor on the second floor. It was explained to her that she was in the basement. The patient turned to go back to the elevator and Elaine came out of the lab area and said “hello” to the patient. The patient said hello, but you could tell she was flustered. Elaine noticed this and kept talking to the patient until the elevator arrived. The patient, who was new to town, told Elaine she had made her day better. Even though her clinic visit started bad, Elaine was able to show that she, as well as the employees at the clinic, care about our patients. Thank you, Elaine!

Gail Longo received the September GEM Award from Shannon Clinic. She works in the Main Clinic. A patient came in and explained her dad had to see his doctor, but they didn’t have gas to get back to Ballinger. Gail gave $5 to the patient to help out. Thank you, Gail!

**Congratulations to...**

Shannonstories.com received a Web Health Merit Award from the Health Information Resource Center. The award honors the best in digital health resources.

Gopimohan Das, MD, Hospitalist, received his board certification from the American Board of Internal Medicine. Dr. Das earned his medical degree from the University of Pretoria in Pretoria, South Africa. He then completed his internship at Groote Schuur Hospital and Red Cross Children’s Hospital in Cape Town, South Africa, and his internal medicine residency at Medstar Franklin Square Medical Center in Baltimore, Maryland. As a hospitalist, he specializes in treating patients in the hospital setting.

The Shannon Diabetes Management Program received certification as an accredited program with the American Association of Diabetes Education (AADE). The AADE accreditation demonstrates the program’s commitment to the field of diabetes education by putting forth the time and effort necessary to become certified as an accredited program. The program has been operating for 20 years and was previously accredited by the American Diabetes Association. Diabetes self-management education is a process led by a diabetes educator that helps people with prediabetes or diabetes learn how to self-manage their condition. The goal is to arm each person with the necessary knowledge and confidence to make informed decisions about their diabetes. Accreditation ensures that each program meets the National Standards for Diabetes Self-Management Education and Support.

The Shannon Clinic Sweetwater Laboratory has met all criteria for Laboratory Accreditation by Commission on Office Laboratory Accreditation (COLA), a national healthcare accreditation organization. Accreditation is given only to laboratories that apply rigid standards of quality in day-to-day operations, demonstrate continued accuracy in the performance of proficiency testing, and pass a rigorous on-site laboratory survey. The Shannon Clinic Sweetwater Lab has earned COLA accreditation as a result of a long-term commitment to provide quality service to patients.

After 26 years of service and almost six years as Board President, Dr. Zeitler served on the Texas Medical Board. Dr. Zeitler served on one of the Medical Board’s District Review Committees from 1988 until his appointment to the full Medical Board. During his tenure with the Board, Dr. Zeitler had been appointed by three different governors.

At the Medical Board’s August 2014 meeting, Dr. Zeitler was honored for his many years of dedicated service to the state of Texas. Dr. Zeitler plans on spending more time working with pre-med students at Angelo State University where he is a course director for the Shannon Care Coordination health coaching program focused on assisting at-risk patients.
Shannon Clinic Welcomes New Urgent Care Providers

Danilo Cruz, MD, Urgent Care North
After earning his bachelor’s degree from the University of the City of Manila, Dr. Cruz earned his medical degree from the University of the Philippines in Manila, Philippines. He completed his internal medicine residency at the State University of New York in Brooklyn, New York, followed by a fellowship in geriatrics at the University of Texas Medical Branch at Galveston.

Dr. Cruz is board certified by the American Board of Internal Medicine in internal medicine and geriatrics. He joins Shannon Clinic Urgent Care North after working as an emergency physician in Arkansas. The clinic, located at 2626 N. Bryant, is open seven days a week from 7 a.m. to 8 p.m.

Kristen Kozma, DO, Urgent Care South
Dr. Kozma received her bachelor’s degree from Kalamazoo College in Kalamazoo, Michigan. She then earned her medical degree from the University of Osteopathic Medicine and Health Sciences in Des Moines, Iowa. She completed her family practice residency at Michigan State University in Detroit, Michigan.

Dr. Kozma is board certified in family practice and osteopathic manipulative treatment by the American Osteopathic Board of Family Physicians. She joins Shannon Clinic Urgent Care South from private practice in Midland. The clinic, located at 3502 Knickerbocker, is open seven days a week from 7 a.m. to 10 p.m.

Robert Lejawa, DO, Urgent Care North
After receiving his bachelor’s degree from the University of Illinois at Chicago, Dr. Lejawa earned his medical degree from Des Moines University Osteopathic Medical School in Des Moines, Iowa. He completed his residency training at Carl R. Darnall Army Medical Center in Fort Hood, Texas. He was deployed to Iraq as a flight surgeon from April 2009-2010.

Dr. Lejawa is board certified in family medicine. He will provide weekend care at Shannon Clinic Urgent Care North. Located at 2626 N. Bryant, the clinic is open seven days a week from 7 a.m. to 8 p.m.

To check current wait times and learn about Call Ahead Care, visit www.shannonhealth.com.

CIHQ Accreditation

Shannon Medical Center was awarded full accreditation by the Center for Improvement in Healthcare Quality (CIHQ). The hospital received the accreditation after a rigorous, unannounced on-site survey in which a team of CIHQ expert surveyors evaluated Shannon for compliance to standards specifically designed to assure hospitals provide safe quality of care to the communities they serve.

“Every Shannon Associate works tirelessly to ensure our patients receive top-notch, exceptional care,” says Bryan Horner, Shannon Medical Center CEO and President. “The accreditations from CIHQ further solidify our commitment to quality care for our family, friends and neighbors.”

In addition to a full accreditation, Shannon also received specialized accreditations for hip and knee surgery and primary stroke center.

The Orthopedic Center at Shannon Medical Center is a newly-renovated 10-bed dedicated unit designed to serve orthopedic patients and facilitate recovery. It is staffed by specially-trained nursing staff with advanced skill in orthopedic care and also features an interdisciplinary team to address all aspects of orthopedic recovery including physical therapy, nutrition, pharmacy, respiratory services and case management.

As a Primary Stroke Center, Shannon is equipped with an integrated emergency response team, stroke-trained neurosurgeons, neurologist, and nursing staff, thrombolytic therapy (tPA), a Stroke Unit with an acute stroke program coordinator, inpatient and outpatient rehabilitation, CAT scan and MRI diagnostic testing, home health care and social services.

“Both our Orthopedic Center and Primary Stroke Center provide patients with the most advanced technology and surgical procedures as well as a comfortable environment for recovery,” Horner says.

Established in 1999, CIHQ is a private organization dedicated to helping hospitals improve the quality of care rendered in their communities. CIHQ is approved by the Center for Medicare Services (CMS) to deem hospitals as meeting federal Conditions of Participation in Medicare.
Marcellars Sanchez: 50 years... and counting.

Every weekday at 6:20 a.m. Marcellars Sanchez begins his more than two-mile walk to the Shannon Materials Management Department. He arrives on-time each day at 7 a.m. and works until 4 p.m.

In September, the 84-year-old celebrated his golden anniversary working for Shannon—with no plans to retire in sight.

“He has never called in sick and he never leaves early,” says Kim Schaefer, Materials Management buyer. “We will take turns picking him up and taking him home when the weather is bad, but he usually walks each day. He is an inspirational man.”

Marcellars spent four years in the Air Force before he returned to his hometown of San Angelo to be a caretaker for his handicapped mother. He has held four jobs throughout his 50 years of employment at the hospital. He started as a porter for environmental services. After two years, he moved to physical medicine where he helped patients exercise and learn how to walk with crutches for six years. He spent the next decade in the surgery department as a porter before moving to his current department.

As a stock clerk, Marcellars fills orders for all but 13 Shannon departments. He pulls the electronic orders from the computer, arranges all the supplies for the order and sets it up for delivery. The materials management warehouse is organized similar to a grocery store—each item has its dedicated aisle and shelf. Marcellars knows exactly where each item is located which makes him very efficient.

“He has seen a lot of changes throughout his 50 years working for the hospital,” says Carolyn Tegeler, Materials Management director. “He is a humble man and is very dependable and loyal. Working with him is a pleasure and he is very proud to work for Shannon.”

Marcellars recalls all the changes he has seen over the last 50 years. He remembers before computers when each unit would handwrite their orders and he would go pick up the order sheet and then fill the order. He laughed, recalling cold bed pans and how the nurse would have to crank the bed up and down for the patient before electric beds came onto the scene. He says the biggest difference, outside of technology, is now everything is disposable.

“I remember we would have to sterilize everything,” he says. “Surgical gloves would have to be washed and now they are one-use.”

Marcellars admits he has little to do with the computer outside of his job, but he has been through three computer conversion in the last 12 years. He just takes the changes in stride and continues to do his part.

“Every department I’ve been in, the people have been nice and easy to work with,” says Marcellars. “As long as I can do my job and keep helping, then I’m going to keep coming to work. It’s the people that keep me coming back.”
The Dish:
Food & Nutrition News

The Shannon Sandwich Shop has successful launch!
With the addition of fresh made-to-order sandwiches, sales have been great. Shannon FNS Associates Nancy Allen and Amanda Sandoval work together to build more than 400 sandwiches each week for customers in Starbucks and the Café. They prepare fresh sandwiches with a wide range of toppings that include: lettuce, tomatoes, pickles, onions, squash, zucchini, red and green peppers, jalapeños, olives, and spinach. Several breads and dressings are also readily available for customers. Fresh is the key ingredient in each sandwich.
The Sandwich Shop is located in the Starbucks area on the second floor of the main campus. Stop by and get your sandwich from 11 a.m. to 2 p.m. Monday through Thursday.
Koru Juice is open in the Starbucks area on the second floor Monday through Friday from 7 a.m. to 3 p.m. and 6 p.m. to 9 p.m. Check out their daily specials!

2015 Benefits Update: Important Dates

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nov. 3-21</td>
<td>Monday-Friday, 6-9 am</td>
<td>Wellness Screenings</td>
<td>Former Blood Bank Building, 224 E. Harris St.</td>
</tr>
<tr>
<td>Nov. 3-20</td>
<td>8 am-5 pm</td>
<td>Annual Open Enrollment- Call Center or Online</td>
<td>SMC: Call 855-874-0431 OR visit <a href="http://www.benefitsgo.com/shannon">www.benefitsgo.com/shannon</a> SC: Online payroll self-serve: <a href="http://www.benefitsgo.com/shannon">www.benefitsgo.com/shannon</a></td>
</tr>
<tr>
<td>Nov. 19</td>
<td>7 am-5 pm</td>
<td>401K one-on-one meeting with Milliman</td>
<td>Shannon Business Office, 206 N. Main</td>
</tr>
<tr>
<td>Nov. 20</td>
<td>8 am-6 pm</td>
<td>401K one-on-one meeting with Milliman</td>
<td>Shannon Business Office, 206 N. Main</td>
</tr>
<tr>
<td>Nov. 21</td>
<td>7 am-2 pm</td>
<td>401K one-on-one meeting with Milliman</td>
<td>Shannon Business Office, 206 N. Main</td>
</tr>
<tr>
<td>Nov. 21</td>
<td></td>
<td>Last day to complete Wellness Screening</td>
<td>PCP Office</td>
</tr>
<tr>
<td>Nov. 30</td>
<td></td>
<td>Last day to complete your annual visit with a PCP provider for 2015 credit (This is separate from Wellness Screenings.)</td>
<td>PCP Office</td>
</tr>
</tbody>
</table>
| Nov. 30  |                    | Last day to complete any blood work with a PCP for the Wellness Screening.  
Note: If you have blood work completed by your PCP, you must turn in your results to Shannon Health & Wellness Dept.  
Questions: (325) 657-8231 | PCP Office                                         |

Shannon Associates should receive their information packets via department delivery.
Volunteer Spotlight

David & Phyllis Crews are both dedicated Shannon Volunteers who serve as the first smiling faces greeting people as they enter the first floor lobby. They are not only gracious, but can find any information visitors and patients may need.

David served as the first Shannon Volunteer male president in 2000-2001. During his term, with the assistance of a new Director of Volunteer Services Cheridan Lyons, the first vendor sale was held in front of the gift shop! He has been a volunteer for 16 ½ years and is known and loved by everyone.

Phyllis became a volunteer following her retirement from both Shannon Medical Center and Shannon Clinic in 2005. She has served as Service Head at the Memorial Front Desk since soon after becoming a volunteer. She resigned this position earlier this year, but she continues to work there. Phyllis has been a volunteer for 9 ½ years.

David and Phyllis married in 1961 soon after David returned from serving in the Marine Corps. They lived in Midland for three years before returning to San Angelo. They have two daughters, six grandchildren and two great grandchildren whom they really enjoy.

Events

Nov. 6: Survivor Sisters Breast Cancer Support Group, 5:30 pm, Cancer Empowerment & Resource Center at Shannon, 102 N. Magdalen. For more info, call (325) 481-2065.

Nov. 13: Healthbeat Live! Diabetes: Cause & Effect, join Rudy Haddad, MD, Interventional Cardiologist, and Beth Eddington, RPh, Shannon Assistant Pharmacy Director, at 6 pm in the Shannon Women’s & Children’s Conference Room, 201 E. Harris. To RSVP or for more info, call (325) 657-5064.

Nov. 20: SMASH, 2:30-3:30 pm on the Concourse & at Frank’s Café.

Nov. 27: Happy Thanksgiving!

Dec. 2: Concho Valley Kidney Support Group, 7-8 pm, Legacy Meeting area, 2nd floor, 120 E. Harris. For more info, call (325) 212-3493.

Dec. 4: Survivor Sisters Breast Cancer Support Group, 5:30 pm, Cancer Empowerment & Resource Center at Shannon, 102 N. Magdalen. For more info, call (325) 481-2065.

Dec. 7: White Rose Bereavement Candelight Ceremony, 6 pm, Baby’s Rose Garden at Shannon Women’s & Children’s Hospital. For more info, please call Cindy Rogerson (325) 481-6332.

Dec. 8: Lunch on the Run, 11 am-2 pm, Rio Concho Catering, 4132 Sunset Drive. $10 drive-thru lunch includes lasagna, Italian green beans, roasted potatoes, cookie & bottled water. All proceeds benefit Children’s Miracle Network. To pre-order a lunch, please call (325) 481-6160.

Dec. 12 & 13: Children’s Miracle Network Cookies & Milk with Santa, Friday, Dec. 12, 6-8:30 pm and Saturday, Dec. 12, 10 am-2 pm in the Shannon Women’s & Children’s Conference Room, 201 E. Harris. Tickets are $10 and are available in the Children’s Miracle Network office. Please call (325) 481-6160 for more info.

Dec. 17: Main Campus Associate Christmas Meal
Dec. 18: St. John’s Campus Associate Christmas Meal
Dec. 25: Merry Christmas!

Volunteer Events

Nov. 8: Board Retreat, First Baptist Lake House
Nov. 13-14: Alters Jewelry Sale
Nov. 20: Decorate Hospital for Christmas
Nov. 25: Bake Sale
Nov. 27-28: Thanksgiving Holiday
Dec. 3: Christmas Party
Dec. 5-7: Christmas at Ft. Concho
Dec. 19 & 22: Blood Drive

2014-15 SMC Volunteer Board
Historian: Connie Rogers
Recording Secretary: Bitsy Durham
V.P. Hospital Services: Gail Moore
Treasurer: Barbara Wright
Corresponding Secretary: Bonnie Hooker
President Elect: Judy Waddell
V.P. Community Relations: Dot Harrod
TAHV Board Member: Sue Bramhall
President: Erlinda Cline
Parliamentarian: Sue Wallace

Shannon Medical Center
Board of Directors
Oran H. Berry, III
Mike Boyd
Steve Cecil
Joe Henderson
Bryan Horner
Andrew Humen, MD
Jim Johnson
Len P. Mertz
Virginia Noelke, PhD
Mike Oliphant
Joanne Rice
Michelle Snuggs, MD
Pam Talley
Angela Williams

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