

STETHOSCOOP

EVENTS

events

July 3 & 19, August 7 & 16: Cancer Survivorship Classes, Noon to 1 p.m., Cancer Empowerment & Resource Center at Shannon. For more information call, (325) 657-5590.

Thursdays: Breastfeeding Community Gathering, 11 a.m. to noon in the Women's & Children's Family Room on the third floor of Shannon Women's & Children's Hospital, 201 E. Harris. For more information, call (325) 481-6326.

July 5: Cancer Warriors Men's Cancer Support Group, Survivor Sisters Breast Cancer Support Group, 5:30 p.m., Cancer Empowerment & Resource Center at Shannon, 102 N. Magdalen. For more information, call (325) 481-2065.

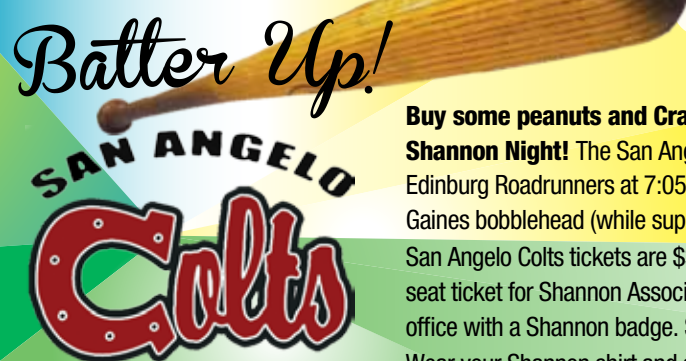
July 12: Laughter Therapy with Kathy Keaton, Noon-1 p.m., Stephens Central Library Community Room. Open to anyone wanting to gain more information about cancer care and treatment. No cost to attend. For more information, please call (325) 481-2230.

July 20 and 21: 13th Annual Shannon Sporting Clay Shoot, San Angelo Claybird Association. For more information, call (325) 657-8343.

July 26: Dairy Queen Miracle Treat Day benefiting Children's Miracle Network. Buy a Blizzard and help make miracles happen! For more information, call (325) 481-6160.

August 2: Cancer Warriors Men's Cancer Support Group, Survivor Sisters Breast Cancer Support Group, 5:30 p.m., Cancer Empowerment & Resource Center at Shannon, 102 N. Magdalen. For more information, call (325) 481-2065.

August 4: Shannon Night at the Colts, Foster Field, 7:05 p.m. vs. the Edinburg Roadrunners. Associates receive a \$3 discount on tickets. Tickets are available for purchase at the box office with a Shannon badge. *Wear your Shannon shirt!*



Buy some peanuts and Crackerjacks and root for your home team during Shannon Night! The San Angelo Colts take to Foster Field to face-off against the Edinburg Roadrunners at 7:05 p.m. Saturday, August 4. Fans will receive a Ronnie Gaines bobblehead (while supplies last).
San Angelo Colts tickets are \$3 off each regular price general admission or box seat ticket for Shannon Associates all season! Tickets may be purchased at the box office with a Shannon badge. Shannon is the official medical provider for the Colts. Wear your Shannon shirt and show your Shannon pride!

Volunteer Spotlight

Sue Blaylock Wallace has lived in San Angelo since 1962. She is the widow of David Wallace. She has two children and four grandchildren. Sue is a member of First Baptist Church.



A graduate of Eldorado High School, Sue enrolled at Howard County Junior College San Angelo Campus School of Nursing in 1984 at age 40. Following her graduation in 1985, she was employed by Baptist Memorial Geriatric Center and retired after 20 years as the LVN nurse and Outreach Coordinator.

Sue placed second runner-up at the Texas League of Vocational Nurses Convention in Waco in June 1995. She was voted District Council Woman for 1979-1981. Sue was a member of the St. John's Hospital Auxiliary and also served as president. She currently serves on the Hospice Board of San Angelo as well as on the Alcohol and Drug Abuse Council and is a wedding coordinator at First Baptist Church.

Sue works at the ICU and Registration desks. She is the corresponding secretary and upcoming president-elect. Her hobbies include collecting recipe books, baking and traveling.

VOLUNTEER EVENTS

- July 24:** Brown Bag Lunch, Legacy I
- July 3:** Board Meeting, Legacy I
- Aug. 1:** Board Meeting, Legacy I
- Aug. 9-10:** Masquerade \$5 Jewelry Sale, Legacy I & II



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.



Celebrating 10 Years of Miracles!

Common Signs and Symptoms of a Concussion from ImPACT

Signs observed

- Appears to be dazed or stunned
- Is confused about assignment
- Forgets plays
- Is unsure of game, score, or opponent
- Moves clumsily
- Answers questions slowly
- Loses consciousness (even temporarily)
- Shows behavior or personality change
- Forgets events prior to hit (retrograde amnesia)
- Forgets events after hit (anterograde amnesia)

Signs reported by athlete

- Headache
- Nausea
- Balance problems or dizziness
- Double or fuzzy vision
- Sensitivity to light or noise
- Feeling sluggish
- Feeling “foggy”
- Change in sleep pattern
- Concentration or memory problems

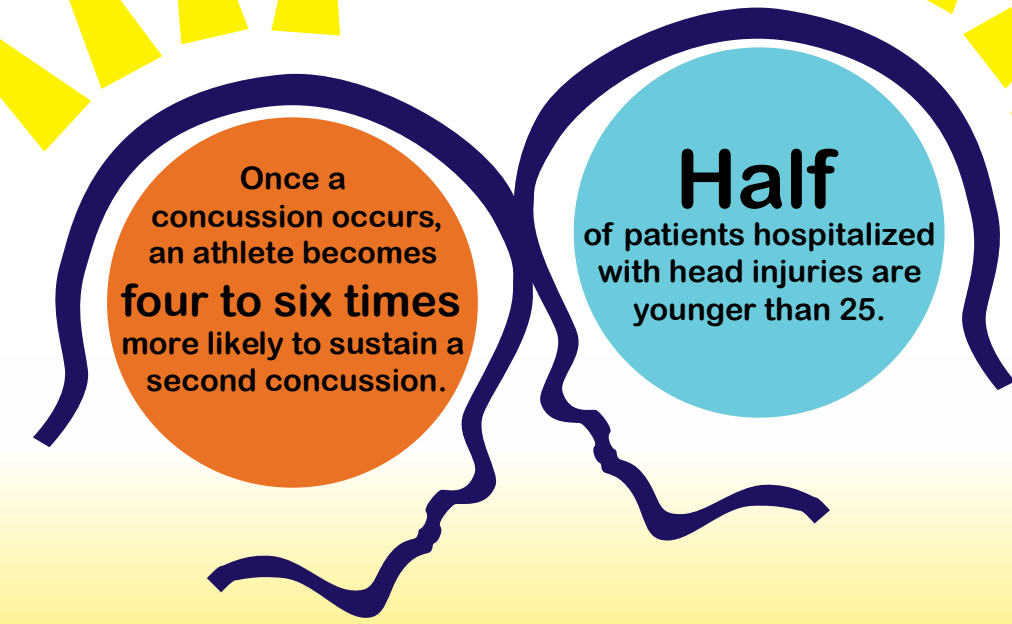
Post-Concussion Syndrome

Although the majority of athletes who experience a concussion are likely to recover, an unknown number of these individuals may experience chronic cognitive and neurobehavioral difficulties related to recurrent injury. Symptoms may include:

- Chronic headaches
- Fatigue
- Sleep difficulties
- Personality changes (e.g. increased irritability, emotionality)
- Sensitivity to light or noise
- Dizziness when standing quickly
- Deficits in short-term memory, problem solving and general academic functioning

This constellation of symptoms is referred to as “Post-Concussion Syndrome” and can be quite disabling for an athlete. In some cases, such difficulties can be permanent and disabling.

In addition to Post-Concussion Syndrome, suffering a second blow to the head while recovering from an initial concussion can have catastrophic consequences as in the case of “Second Impact Syndrome,” which has led to approximately 30-40 deaths over the past decade.



Shannon Concussion Clinic makes an ImPACT

The headlines covering concussions in athletes of all ages that made their way into the national spotlight over the last several years have yet to fade—and for good reason. Amidst the stories of professional athlete fatalities and young, high school athletes suffering lifelong damage linked to concussions, numerous research studies have surfaced showcasing the devastating and life-altering effects of untreated concussions.

The statistics are alarming. According to Healthcare Communication News, each year athletes suffer 1.6 to 3.8 million sports-related concussions and half of patients hospitalized with a head injury are less than 25 years old. However, the most difficult factor associated with a concussed athlete is fewer than 10 percent of concussions result in loss of consciousness, making the proper diagnosis difficult. In addition, suffering a second concussion while still having symptoms from the first can be lethal.

The subject made its way through the Texas Legislature in the form of House Bill 2038 and was put into effect immediately after approval. In summary, the bill is directed toward public schools and focuses on the prevention, treatment and oversight of concussions affecting public school students participating in interscholastic athletics.

Requirements stemming from the bill include establishing a concussion oversight team at each school ensuring continuation of concussion management with the addition of treatment for this medical condition. The concussion oversight team enforces “return to play” protocol and recommends treatment that is also implemented at home.

“Concussions have been managed for years, but now we need the treatment aspect to coexist with the management and on an individualized level,” Mark Duncan, LAT, Shannon Sports Medicine, said. “Students must be 100 percent recovered before we send them back into play or they could suffer severe damage.”

In order to help ensure the proper care and treatment is administered to San Angelo and West Texas student athletes, Shannon neurologists and the Sports Medicine department have implemented the Shannon Concussion Clinic and a universal treatment regimen for concussions among all Shannon providers. Each medical professional administering concussion treatment has received ImPACT (Immediate Post-Concussion Assessment and Cognitive Testing) certification. James Williams, M.D., a Shannon family practice physician and medical director of the Shannon Concussion Clinic, has been an ImPACT certified physician since 2006. Before joining Shannon in 2011, he served as the head team physician at Ripon College in Wisconsin and supervised the ImPACT testing program for seven rural school districts in Wisconsin.

Before school sports begin this fall, Shannon Sports Medicine will reach out to area student athletes to take the ImPACT test. The test, which takes approximately 20 minutes, measures multiple aspects of cognitive function in athletes including: attention span, working memory, sustained and selective attention time, response variability, non-verbal problem solving and reaction time. At the end of the test a “baseline” is reported.

If an athlete sustains a head injury, an ImPACT certified medical professional administers a follow-up and then compares the outcome to the baseline result. From there, a treatment plan is established on an individualized basis. The plan is then shared with the school district.

“We want to prevent the long-term effect of concussions and ensure the health of the student athletes in our area so they may go on to lead a bright future beyond the field or court,” Duncan said.

Shannon Sports Medicine provides on-site injury assessment when the team is present at sporting events. Parents wanting a concussion evaluation or treatment for their children can call the Concussion Clinic at (325) 658-5681 or (800) 458-8384.

associate ACCOMPLISHMENTS

Daisy Award

Cora Compton, RN, ER, is the March Daisy Award winner. She was nominated by a patient for the compassionate care she provided. Congratulations, Cora!



GEM Award

Shawnda Molesky was awarded the March GEM award from Shannon Clinic. She works at Urgent Care North. A woman brought her son into the clinic late one evening. After seeing the doctor, they left the clinic and began walking home. Shawnda offered them a ride. The mother was very appreciative and called the clinic the next day to thank her. Congratulations, Shawnda!



Ruth Ann Dickenson, RN, was awarded the April GEM award from Shannon Clinic. She works in Urology for Dr. McIver. An established patient of Dr. Flood’s had an urgent issue after-hours. Ruth Ann was still working and agreed to see the patient and resolved their problem. She went above and beyond by staying late to provide exceptional care to a patient. Great job, Ruth Ann!



Congratulations to...

Lupe Puente, RN, BSN, 5S Unit Manager, received her bachelor’s of nursing degree from Angelo State University in May. Congratulations, Lupe!



Daphne Estrada, RN, Staff Development, passed the national board oral exam required to earn the credential of Certified Medical Interpreter- Spanish. She is one of 22 CMI’s in the state. Congratulations, Daphne!



Ty Hughston, M.D., received the Lathem Physician Leadership Award in Hand Hygiene. Dr. Hughston is one of six physicians to receive the award. Recipients were recognized as dedicated leaders of change within their facilities who provide outstanding examples of excellence in leadership and hand hygiene to patients, visitors and staff members. Congratulations, Dr. Hughston!

Shannon’s Emergency Department continues to stay at the forefront of providing exceptional care through the implementation of T-System software.

This electronic medical records system, developed by two emergency physicians, is in use at more than 1,700 Emergency Departments across the country. T-System content supports high-quality patient care by helping deliver complete, standardized documentation, efficient workflow and optimal outcomes.

May 9 marked the T-System “go live” date for Shannon’s ER.

“The T-System software is exclusive to the ER,” Anne Stevens, RN, Emergency Department unit manager, said. “It’s considered a ‘best in breed’ product among the numerous electronic medical record systems designed for ER use.”

Patients’ information goes straight into T-System once they are registered and the information is then easily and quickly accessed by the ER staff. Physicians and nurses do all of their ordering and documentation through the system which then tabulates in-depth data and has the ability to run reports in a matter of seconds. “We’ve never had that capability before,” Stevens said. “We are able to document patient information in extreme detail with just a few clicks. This also helps reduce human error and increases the legibility of reports.”

A visible change since the system went live are the tracking boards mounted behind the central station in the ER. Flat screen monitors replaced the dry erase whiteboards and pull-tab charts that tracked patient progress by hand. Now, attending staff members know the status of the patient by the color displayed next to their name on the monitor. For example, different colors represent nursing, lab and radiology. A timer tracks how long it takes to fill each order.



STRIKING BACK AT CANCER

More than 1,300 participants and 116 teams raised \$261,200 at the 2012 Tom Green County Relay for Life. Shannon’s seven teams struck back at cancer by raising \$12,902.70. Thanks to all of our team members for your hard work in helping support a great cause!



WANTED: Volunteers
Contact Mollie at mollifleming@shannonhealth.org or call (325) 481-6407

The system also generates discharge instructions and in the case of admission, attending staff in other parts of the hospital can access the appropriate information from the system. Additionally, if a patient visits the ER more than once, their health history is stored and is easily accessible.

“Overall, the implementation of T-System will help us operate more efficiently,” Stevens said. “Everyone affected by the new software has been really great throughout the duration of the implementation and the first couple months of using the system, and I appreciate their hard work and patience. It has been a really smooth process.”





Precious Cargo

Arriving Daily at Shannon



Having a baby is an exciting journey. One full of hope, wonder and love. It's also a very personal experience.

In an effort to meet the expectations of patients and to provide moms with the best possible care on their journey, the OB/GYN department at Shannon Clinic along with the Women's & Children's Hospital recently implemented new delivery options and other amenities to help create a more personalized experience while in the hospital.

The ultimate goal is to help create that special, one-of-a-kind experience for each mother and baby.

"We were very interested in knowing what this specific population of customers wanted," said Staci Elizondo, RN, BSN, Nurse Manager for Women's Health and Mother-Baby program. "We already had many great birthing options here at Shannon, but it was apparent from our research that our customers did not know that. We heard very loud and clear that they wanted to be in charge of their birthing experience, they wanted to have choices and be included as part of the delivery team."

From the results of the research, the staff was able to focus efforts on developing an optional Shannon Birth Plan, or "Mommy Map," that highlights the services available. Policies and processes were adjusted to focus more on the needs and wants of the mom.

Some of these options for delivery include:

- Birthing balls
- Birthing mirrors
- Various pain management techniques
- Birthing bars
- Wireless monitoring that allows more flexibility within the room
- Ability to have more family present at delivery (if mom prefers)

Birthing Plans are available at the OB providers' offices. Concierge service is now available for those who need assistance in finding an obstetric provider by calling the New Beginnings line at (325) 481-2316.

Additional changes include Saturday appointments with OB providers, online childbirth classes, convenient "Stork" parking for expectant moms in labor, adjustments to streamline the registration process to be more customer-friendly and expanded food service options.

"Making mom as comfortable as possible during her stay is the main priority along with providing exceptional care for both mom and baby," said Elizondo."

The new ShannonBabies.com website provides information about Shannon services for expecting moms and also features a virtual tour of the Women's & Children's Hospital. Shannon offers five private birthing suites for labor, delivery and recovery. Mother and baby are treated together as one, and mom can decide how many and which people will be with her during labor. She can even have one person with her in the event of a Cesarean section.

Every expectant mother in the Concho Valley may make an appointment for a free consultation with the Shannon Babies educator, a specially-trained registered nurse who can answer questions about pregnancy and childbirth. During a consultation, patients will receive a guided tour of the Family Birth Center including the beautiful labor/delivery/recovery (LDR) suites designed with family in mind. Call (325) 657-5098 for a free consultation with the Shannon Babies educator.

Most importantly, Shannon is committed to providing the latest technology and most experienced, compassionate staff who go beyond expectations.

"We have always offered family-centered care at Shannon, but with these changes we have shifted our focus to the expectations of our patients, in regards to this special event in their lives, instead of what we believed they wanted or expected," Elizondo said.

To learn more about our providers and services please visit www.shannonbabies.com.

Shannon Welcomes Our New Providers



Idalia Alaniz, M.D., Urgent Care
Fluent in Spanish

Shannon Urgent Care South
3502 Knickerbocker | (325) 942-8611



Michael Bennington, M.D., Urgent Care

Board certified in family practice
Shannon Urgent Care South
3502 Knickerbocker | (325) 942-8611



Scott Hodge, M.D., Emergency Medicine

Board certified in emergency medicine
Shannon Medical Center
120 E. Harris | (325) 653-6741



Andrew Hume, M.D., Thoracic and Cardiovascular Surgery

Board certified in general surgery and thoracic and cardiovascular surgery
Shannon Regional Heart Center
102 N. Magdalen | (325) 481-2134



Peggy Johnson, D.O., Urgent Care

Board certified in family practice
Shannon Urgent Care South
3502 Knickerbocker | (325) 942-8611



Randy Martinez, D.O., Sports Medicine

Primary Care Sports Medicine Fellowship from the University of Oklahoma, Tulsa, Okla.
Fluent in Spanish
Shannon Orthopedics Center
4450 Sunset | (325) 481-2292



Jay Ornelas, M.D., OB/GYN

Fluent in Spanish
Shannon Clinic - Pediatrics and OB/GYN
225 E. Beaugard | (325) 481-2270



David Vance, M.D., Anesthesiology

Shannon Medical Center
120 E. Harris | (325) 653-6741



Sara Jackson-Vance, M.D., Emergency Medicine

Shannon Medical Center
120 E. Harris | (325) 653-6741



Hernan Zarate, M.D., Pulmonary Disease

Board certified in internal medicine and pulmonary disease
Fluent in Spanish
Shannon Clinic
120 E. Beaugard | (325) 481-2158

Individuals searching for a provider can call the patient access coordinator at (325) 481-2343, or visit www.shannonhealth.com. Someone is available to help match them with a provider which best meets their needs.

The balloon that keeps going up...

Children's Miracle Network celebrates ten years at Shannon

It started as a small televised fundraiser in 1983, and now the Children's Miracle Network has grown to be one of the country's leading children's charities.

The two simple goals put in place from the beginning remain the same today:

1. Help as many children as possible by raising funds for children's hospitals.
2. Keep funds in the community in which they were raised to help local children.



2005 Miracle Kids

already so I got to see how much it benefited the hospital. When I heard CMN was coming here I couldn't have been happier. I think I was one of the first people to sign up to help."



The Carr family with 2010 Miracle Kid Bryce at Stampede Game

through the Women's & Children's unit and I've seen all the plaques on pieces of equipment- on rocking chairs, on doors that say 'paid for by Children's Miracle Network.' During the first Radiothon we raised \$27,000 and we proudly are boasting a total of \$163,000 from our tenth event." Shannon's pediatricians and nursing staff play a huge role in CMN. Their talent and expertise, combined with the \$1.18 million in new equipment funded by CMN, have saved numerous local children and their families from making long trips to receive treatment at other facilities.



2011 Spirit Halloween Costume Party

In 2002, Shannon Medical Center officially became a CMN hospital, forever changing the lives of children in the Concho Valley. Several Shannon Associates, who have been a part of it all since the beginning, recall the journey of CMN and Shannon.

"It has been a long journey, but an exciting one," said Janette Dailey, RNC-NIC, MS-NI ADON, Administrative Director of Shannon Women's & Children's Hospital. "Previously all of the funds that were raised for Children's Miracle Network in our area didn't stay here, they were sent somewhere else. That was the great part about it- all the money we raised would stay here and take care of our kids, no matter where they were."

"I was overjoyed when I found out Children's Miracle Network was coming to Shannon," said Tammy Van Stockum, RN, Shannon Medical Center Nursery/NICU. "I started my nursing career at another children's hospital and they were a CMN hospital already so I got to see how much it benefited the hospital. When I heard CMN was coming here I couldn't have been happier. I think I was one of the first people to sign up to help."

"From the very beginning when Children's Miracle Network came onto the scene, I truly had never heard of the organization before," said Jay Michaels, Foster Communications VP/GM. "But, when I heard that every dime of every dollar would stay local, it wouldn't be shipped off and then maybe come back, but that it would stay local and it would specifically pay for equipment, training, new technology... I was blown away that an organization could have ever figured out how to do that to begin with."

Numerous local businesses have partnered with CMN for fundraising efforts. Each and every dollar has been and will always be greatly appreciated. Throughout the past ten years, more than \$3.4 million has been raised to help take care of local children.

"I was skeptical the first year, but after 10 years I've seen what it does," said Fred Key, Foster Communications President and CEO. "I've walked



2003 Miracle Kids Caulen Zeiters & Jacob Esposito



2011 Miracle Kids at the San Angelo Rodeo



2008 Volunteers at Rodeo Day



2004 Radiothon



2009 Miracle Kids at McAlisters



CMN's first donation from WalMart in 2002



2009 Miracle Kids at McAlisters

Dr. Wehner, 2006 Lock the Docs



2007 Cookies & Milk with Santa

"I think it's meant a lot for practicing pediatrics in a smaller town," said Dr. Karl Wehner, Shannon Clinic Pediatrician. "Pediatrics has changed greatly over the years. In the bigger cities, general practitioners now refer to specialists and you may lose touch with your patients. Here in a smaller town, we are 200 miles away from those kinds of resources. CMN has provided us with the training, the knowledge and the back-up support so that we're able to care for the children here. We're able to make the diagnosis; we're able to see them in the office; see them and take care of them in the hospital and at the same time allow them the comfort of being able to stay here in San Angelo instead of having to travel 200 miles every week, every other day to receive their care. It's been a tremendous boost having CMN."

"Children's Miracle Network funding the outpatient clinic has been an unimaginable bonus," said Holly White, RN, BSN, CPN, Shannon pediatric outpatient and chemotherapy nurse. "We are able to provide a happy environment, not a hospital one, for the kids to come in and get treatment and also for the families to be able to relate to each other. It's just been awesome to have them for the past ten years."

Hardworking staff, generous volunteers and outstanding support from the community have helped Children's Miracle Network and Shannon Medical Center's relationship blossom. The achievements of the last decade are great, but CMN aims to reach even larger goals. There will be other children and families who need help and CMN will be here to help them along their journey.



2010 Miracle Jeans Day

"Ten years later, it's the faces of the children who are still with us, some of them, and the faces of the kids who have lost their battle and left their legacy," Michaels said. "Ten years later, that's what does it for me. It's the lives that have been changed and the lives that have been saved."



In 10 Years...

- ★ \$3.4 Million Raised
- ★ 11 Counties Served
- ★ \$1.8 Million in new equipment
- ★ 55 Miracle Kids
- ★ 10 Radiothons
- ★ 10 Telethons
- ★ Countless hours from valuable volunteers and supporters

... and counting!

Thank you to all in the Concho Valley for 10 years of making a difference in the lives of our kids!

A total of \$442,961 was raised at the 10th annual Children's Miracle Network Telethon on June 2!

Special thanks to hosts David Wagner, Pachatta Pope and Jay Michaels and the more than 100 CMN volunteers and families that helped make this year's Telethon a huge success! Because of your support, CMN is able to continue to provide for the children of the Concho Valley.

