

# STETHOSCOOP

Join the

CAUSE

AND SUPPORT  
**LOCAL BREAST  
CANCER PATIENTS!**





# COOPER® TRACKS

AT  SHANNON  
HEALTH CLUB

## Keeping Your Health ON TRACK

The Shannon Health Club has recently launched a new program in partnership with renowned Cooper Wellness Strategies™, a Cooper Aerobics company, to help individuals manage chronic health conditions. Cooper® Tracks is an exercise and educational program designed to guide and support individuals through exercising, increasing confidence and developing habits to live healthier lives by managing their chronic disease and improving their immune health. The fitness classes were created to help patients who have finished physical rehabilitation, cancer treatment, diabetes education or other rehabilitation programs transition into a medically-based health club setting environment more easily.

Created by Cooper Aerobics in Dallas, this program is comprised of multiple different health “tracks,” including:

- Cardiovascular
- Diabetes (Type 1, 2 and pre-diabetic)
- Cancer
- Arthritis
- Immunity and Reconditioning

Each Cooper Tracks program lasts eight weeks, with classes held twice per week,

for a total of 16 classes. Hour-long classes include 30 to 40 minutes of cardio activity and 15 minutes of strength training along with group education. Additionally, participants will have access to:

- Individualized exercise in a group setting
- Comprehensive health education on topics such as chronic disease, nutrition, healthy lifestyles and stress management
- Health assessments prior to and upon completion of the program (both will be sent to referring physician)
- Social support and accountability
- Exercise tracking tools

Shannon Health Club is one of the first fitness facilities in the nation to partner with Cooper Wellness Strategies to implement Cooper Tracks. Each track will have its own certified instructor/trainer who has completed specialized training before teaching the classes.

“Our Cooper Tracks Instructors are excited to offer members in our community, who want to take charge of their health, a safe and effective individualized exercise program in a group setting,” Janet Charlesworth, Shannon

Health Club Director, said. “For months now, we have been working with Cooper Wellness Strategies™ to prepare and launch this new exercise and lifestyle modification program in an effort to improve the quality and quantity of people’s lives.”

Education is a strong component of each track. After each class, participants receive instructions on assignments and exercises to complete prior to their next class session. Participant manuals with all the required materials are provided upon starting the program.

“Our goal in bringing Cooper® Tracks to the Shannon Health Club is to help meet the chronic disease management needs of our community and provide a proven program that safely transitions patients into a health club setting,” Charlesworth said. “We want participants to apply this education and fitness training as they continue on their journey to good health. Having a solid exercise and health foundation is key in preventing hospital readmissions.”

**Start your fitness journey today!**

**Call Desi Acosta, Program Manager at Shannon Health Club, at 325-947-2582.**

You can also email Desi at [DesireeLujan@ShannonHealth.org](mailto:DesireeLujan@ShannonHealth.org) or visit [ShannonHealthClub.com](http://ShannonHealthClub.com).

# Join the

# CAUSE



AND SUPPORT **LOCAL BREAST CANCER PATIENTS!**

Join us as we provide education for our community for the detection and prevention of breast cancer and raise critical funds to help support patient needs. All proceeds help support local patients in their battle against this disease with the latest advancements in detection and treatment offered here in our community.

**Registration is open - sign up today!**



## Tee Off for Ta-Tas Golf Tournament

**Monday, September 27 at the San Angelo Country Club**

Four-person scramble: \$125 per player

Registration and lunch: 11 am

Shotgun start: 1 pm

Tee off for a great cause! Player's fee includes golf, a special player's gift, lunch and complimentary snacks and drinks on the course. Proceeds from this tournament benefit patient support programs at the Shannon Oncology Center and Cancer Empowerment & Resource Center at Shannon.

**Sign up to play! Call 325-657-8343.**



## Shannon Pink Ribbon Run

**Saturday, October 2**

1 Mile \$15 | 5K: \$20 | 10K: \$25

This is the 14th anniversary of the Shannon Pink Ribbon Run! Due to the continuous rise in COVID-19 cases in our community and in an effort to celebrate our survivors safely, we are transitioning this year's Pink Ribbon Run to a virtual event. All participants will receive a Pink Ribbon Run t-shirt and swag bag. Everyone who registers will be entered in a drawing for various prizes including Academy gift cards and merchandise from local merchants. Survivors participate at no cost.

**To register visit [www.ShannonHealth.com/PinkRibbonRun](http://www.ShannonHealth.com/PinkRibbonRun) or call 325-657-8343.**



# RAM JAM WITH SHANNON FAM!

Join us in the fun as we host a tailgate at each ASU home football game next to the LeGrand Center.

- Saturday, September 18 at 6 pm: Midwestern State
- Saturday, October 2 at 6 pm: Western New Mexico
- Saturday, October 16 at 6 pm: UT Permian Basin **\*\*HOMECOMING\*\***
- Saturday, October 23 at 6 pm: Simon Fraser **\*\*FAMILY DAY\*\***
- Saturday, November 6 at 6 pm: Texas A&M Commerce **\*\*MILITARY APPRECIATION\*\***

## WE NEED VOLUNTEERS!

Volunteers are needed for:

- Food preparation the night before game days

- Set up and break down of the trailer
- Assisting the pit master
- Serving food and beverages
- Coordinating giveaway items
- Cheerleading and conversing with patrons

Each volunteer can work within a flexible shift and will be provided with all-you-can-eat/drink food and water. **If you are interested in helping, contact Larry Lambert at [LarryLambert@ShannonHealth.org](mailto:LarryLambert@ShannonHealth.org) or 325-657-5055.**

# Congratulations!

Shannon Medical Center recently received four awards from the American Heart Association for exceptional heart and stroke care. This is the fifth consecutive year Shannon has received the heart attack and heart failure awards, and the seventh consecutive year receiving the stroke award. These recognitions include:



*Thank you to our cardiac team for your hard work in providing exceptional heart and stroke care for our family, friends and neighbors.*

# ASSOCIATE Accomplishments

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

## DAISY AWARD



**Jordan Dunn**  
5 South  
March Winner



**Jhoanne Lima**  
6 North  
June Winner



**Terri Crowley**  
ED-South  
June Winner



**Charlotte Tate**  
4 North  
July Winner



**Kelli Gandy**  
6 North  
July Winner



**Daisy Team Award**  
Cardiac Cath Lab  
July Winner

## CLOVER AWARD



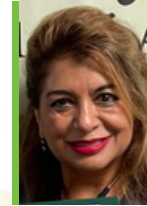
**Christina Skinner**  
Family Practice  
June Winner



**Maggie Orozco**  
5 South  
June Winner



**Mallory Rauker**  
4 North  
July Winner



**Edna Gomez**  
Geriatric  
Medicine  
July Winner

## GEM AWARD



**Dolores Perez**  
HIM  
June Winner



**Lucia Martinez,  
Cayce Hight, &  
Julia Wallace**  
EVS  
June Winner



**Dennis Standard &  
Will Cabral**  
Radiology  
July Winner



**James Turner -  
Comm Center &  
Shawn Lindsay -  
Security**  
July Winner



*Congratulations*  
**SHANNON**  
**AIRMED**

The Shannon AirMed teams received their Commission on Accreditation of Medical Transport Systems (CAMTS) designation.

*Congratulations and thanks for being exceptional!*

*Thank you all for your  
exceptional work!*



# advancing 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. In its second year, this year's competition started with almost 18 LEAN projects that were evaluated at quarterly Kaizen Fairs. The second annual Game Changer contest featured the top five projects designed by Associates using LEAN principles to make hospital or clinic procedures more efficient and effective by reducing waste. Each Associate conducted research, created and implemented plans for change and presented their findings and outcomes in a LEAN presentation in front of their managers and ELT members.

"Because of COVID guidelines and restrictions, the participants had many obstacles to overcome with their LEAN projects this year," Steven Short, Director of Innovation, said. "I am proud of the way all Associates participating overcame their challenges in order to drive innovation and make an impact throughout their departments, as well as other departments within the Shannon system."

This year's Game Changer contestants and projects included:

- Lisa Rowan, Skilled Nursing: Skilled Nursing Staffing Matrix
- Ivy Compton and Bailey Gray, Business Office: Claim Edits
- Keith Lindsey, IT: Paragon Med Records Access
- Peter Kiganya, Urgent Care: Urgent Care Supply Usage
- Rachel Salazar, Imaging Center: Breast Imaging Orders

Lisa's goal in starting her LEAN project was to efficiently adjust the Shannon Skilled Nursing staffing matrix in order to provide "five-star quality care to more patients". She aimed to fix the issue of SNF not meeting their staffing budget by increasing bed availability, while also decreasing avoidable days for acute care. She also found ways to decrease expenses, saving Shannon \$185,000 from the beginning of October 2019 until May of 2021.

Ivy and Bailey found that there was an average 20-day lag when correcting errors on a claim in the Registration Claim Edit Work queues, which prevented these claims from filing to patients' insurances and causing more work for the Business Office Associates to correct these errors. Through staff training and education, as well as system changes, they were able to significantly cut down lag days to 7, saving Associates many hours of wasted time.

Keith realized an issue with a large portion of the master patient index that remained solely in Paragon, which was scheduled to be shut down, thus making this information permanently unavailable. Through months of research and education, he was able to work with HIM to save 370,000 patients' data and store it on Shannon Links, where HIM and nursing staff were able to access it and load it into Epic. This saved countless hours of time for all staff involved, as well as licensing fees for using Paragon.

Peter wanted to create a standardized method of supply inventory orders in order to cut down on waste. He noticed there were duplicates of many supplies being ordered for Urgent Cares due to the lack of communication and system of tracking materials. He worked with

Associates to store their supplies in a more efficient, central location and established a tracking process and PAR levels. Through evaluating trends and organizing inventory, Peter's new method will save Shannon's Urgent Cares thousands of dollars' worth of supplies.

Rachel noticed a high volume of incorrect orders were being received by Imaging Center staff. This was due to clinical staff placing orders without having the knowledge of which exams were necessary and which were not. A guideline of gathering patient information was created and forwarded to practice managers to share with staff. Between both clinical and Imaging Center staff hours, over \$4,300 was saved from 2019 to 2021 with the new guidelines in place.

After all projects were presented, first place was awarded to Ivy Compton and Bailey Gray with a prize of \$5,000. Second place was given to Lisa Rowan, with a prize of \$3,000, and third place was given to Peter Kiganya with a prize of \$2,000. Keith Lindsey and Rachel Salazar were awarded \$1,000 for the hard work and successful implementation of their projects.

"These Associates have taken our mission very seriously," Short said. "The more time and money we save, the more we can help our patients and the community."

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.



# SHANNON CLINIC WELCOMES

## OUR NEWEST PROVIDERS



**BENJAMIN  
ASHWORTH, MD**

PAIN MANAGEMENT

Dr. Ashworth received bachelor's degrees in general science and industrial technologies from Middle Tennessee State University in Murfreesboro, Tennessee. He then received his medical degree from American University of the Caribbean School of Medicine in Miami, Florida. He completed both his anesthesiology residency and interventional pain management fellowship at Texas Tech University Health Sciences Center in Lubbock.

Dr. Ashworth is accepting patients at his office located at Shannon Clinic Beauregard, 120 E. Beauregard.

**For more information or to schedule an appointment, please call 325-747-2247.**



**KRISTEN  
OWEN, FNP-C**

ELECTROPHYSIOLOGY

Kristen received her associate's degree in nursing from Angelo State University, and her bachelor's and master's degrees in nursing at Chamberlain University in Downers Grove, Illinois. She is board certified as a Family Nurse Practitioner by the American Academy of Nurse Practitioners. She has more than 10 years of experience in acute patient care at Shannon Medical Center.

Kristen joins the practice of Dr. Willibaldo Ojeda, MD, Cardiac Electrophysiology. His office is located at Shannon Clinic Magdalen, 102 N. Magdalen.

**For more information or to schedule an appointment, please call 325-481-2281.**



**JAKALYN "JJ"  
GOSSETT SCHERR, PA-C**

ACCESS CLINIC  
(FAMILY PRACTICE)

JJ received her bachelor degree from Texas A&M University in College Station. She completed a master's degree in nutrition sciences from Baylor University in Waco and a master's degree in physician assistant studies from UT Health San Antonio (UTHSCSA).

JJ joins the practice of Dr. Jason Pizzola, MD, Family Practice. His office is located at the Shannon Access Clinic, 120 E. Beauregard.

**For more information or to schedule an appointment, please call 325-481-2191.**



**SONIA CASTRO, MSN,  
APRN, FNP-C**

OZONA CLINIC  
(FAMILY PRACTICE)

A native of Sonora, Texas, Sonia completed her bachelor's and master's degrees in nursing from Angelo State University. She comes to Shannon from Lillian Hudspeth Memorial Hospital, where she provided acute and emergency care and also served in clinical leadership roles. She is board certified by the American Academy of Nurse Practitioners.

Sonia joins the practice of Dr. Marcus Sims, DO, Family Practice. His office is located at the Shannon Clinic Ozona, 104 North Avenue H, Ozona, Texas.

**For more information or to schedule an appointment, please call 325-392-3788.**



## SHANNON CARE AT HOME

Shannon Home Health is now offering an in-home assistance program to support patients with personal needs and help them maintain daily activities of life. Shannon Care at Home is a private pay, personal assistant service that can help with:

- Bathing, dressing and grooming
- Meal preparation
- Medication reminders
- Light housekeeping
- Assisting with ambulation
- Respite care to provide a break for family caregivers

"Shannon Home Health has always strived to improve the quality of care by using evidence-based practices and systems to promote the best patient outcomes," Casie Feathers, Director of Shannon Home Health, said. "The Care at Home Program furthers our mission to provide a helpful support system for the San Angelo community."

Upon request, Shannon Home Health will schedule a time to visit the home and do an evaluation on the individual needs of the client. A program coordinator, along with a registered nurse, will talk with the client and their care giver to set goals and expectations for care. This assessment is provided at no charge to the client or their family.

"We want to help give support in activities of daily living," Feathers said. "This in-home assistance can provide much-needed help to those in need, as well as their family members. We aim to make a difference by giving the best possible care to every client who requests our help."

A physician referral is not required to set up and evaluation. Currently, this service is available within San Angelo, and no overnight services are being offered at this time.

**The Shannon Home Health Services office is open Monday through Friday from 8 a.m. to 5 p.m. For more information or to schedule an evaluation, call 325-659-7480 or the toll-free number, 1-888-657-5202.**


**VOLUNTEER**  
*Spotlight*

**SHIRLEY KENNEDY**

Shirley Kennedy is a super volunteer, working every day at Shannon South in the surgery waiting room. She became a volunteer in 1982 and has since worked in the Gift Shop, ICU, South Information, and served as President of the Volunteers.

Shirley was raised in Cotulla, where her mother was a school teacher. After graduating, she went to the University of Houston for 2 years before going to lab school at Baptist Memorial Hospital in San Antonio. She met her husband Glen there, who was from San Angelo.

Shirley and Glen married in 1955. They lived in Alpine before he was commissioned and went to Ft. Sam in San Antonio, where their one and only son was born. Glen served 20 years, including two tours in Vietnam. They were also stationed at Tacoma, Washington, Germany, and Walter Reed in Washington, D.C. He was in the motor pool and ran hospitals. Glen retired in 1979, and he and Shirley moved back to San Angelo.

Glen passed away in 2004. Shirley is blessed with her son and daughter-in-law, 6 grandchildren, and 13 great-grandchildren, including a set of triplets.

# EVENTS CALENDAR

## Local Partners Raise Funds for Children's Miracle Network at Shannon

### OCTOBER 1 - 16 CMN Tres Amigos Campaign

Tres Amigos Convenience Stores will be asking customers to purchase a \$1 Miracle Balloon to raise funds for Shannon Medical Center, a member of the Children's Miracle Network Hospitals charity. Tres Amigos Convenience Store in San Angelo is located at 1801 College Hills Blvd. Other store locations are in Christoval, Sterling City, Eden, Water Valley, Menard, and Sonora. For more information, call 325-481-6160.

### OCTOBER 28 Miracle Treat Day

Dairy Queen® will host its annual "Miracle Treat Day" to benefit Children's Miracle Network Hospitals. During Miracle Treat Day, Dairy Queen San Angelo on Sherwood Way and Knickerbocker will donate \$1 from every Blizzard® sold to Children's Miracle Network. Watch for information on how to order your Blizzard for delivery at Shannon.

### THROUGH OCTOBER 31 Spirit of Children

Now through October 31, Spirit Halloween in San Angelo will be selling Spirit of Children icons and bracelets, with 100% of every donation going directly toward CMN to help the kids treated at Shannon. The Spirit Halloween store is located in the former Bealls department store location in Sunset Mall. For more information, call 325-481-6160.


**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.*