



2021-22 SUMMARY

SHANNON COPA UPDATE

EXPANDING ACCESS TO CARE



- Welcomed 34 new providers to the Concho Valley which included surgeons, primary care physicians and specialists to the medical staff. Shannon has 350+ physicians and advanced practice specialists, 40+ medical specialties.
- Launched Cooper Cardiovascular Track to help individuals manage chronic health conditions.
- Open the expanded Shannon Neuro Rehabilitation Facility.
- Added AirMed 2 fixed wing aircraft which allows for travel over greater distances and can transport patients from all 25 counties Shannon serves.
- Expanded partnership with Cook Children's Medical Center to provide specialists for the neonatal services program.
- Expanded local transfer ambulance services for patients.
- Opened Shannon Rehabilitation Hospital, expanding beds for specialized inpatient rehab care.
- Began Downtown Campus Expansion Project including new comprehensive Cancer Center.
- Expanded outpatient mental health services.
- Recruited region's first board-certified hand surgeon.

ADVANCING INNOVATION & TECHNOLOGY



- Launched "Epic Connect" to provide access to electronic medical records systems to independent providers and healthcare organizations across the region.
 - The first clinic to utilize Epic Connect, was La Esperanza FQHC Clinic which provides quality primary and preventative health and dental care services to underserved communities.
- Added 3T MRI which is used to make images of the brain, the spine, the soft tissue of joints, and the inside of bones and blood vessels.
- Added Ion Robotic System to advance lung care.
- Growth in Virtual Health capabilities:
 - Tele-ICU and Tele-Infectious Disease
 - Virtual Classes and Therapy Sessions available through Neuro Therapy
 - Cardiac Rehab and Health Club programs
 - Epic Bedside program; Home Monitoring tools
 - Virtual Health Clinic in rural locations: Ozona for evenings and weekends
- Invested in new technology at South Campus, including replacing a 21+ year-old MRI unit.
- Completed 5,000 procedures with da Vinci robot.
- Enhanced imaging for diagnosis of prostate cancer.

QUALITY OF CARE




- Joined Mayo Clinic Care Network which provides special access to Mayo Clinic's knowledge and expertise for providers across Shannon.
- Received the American College of Cardiology's NCDR Chest Pain — MI Registry Platinum Performance Achievement Award.
- Reduced out-of-network charges and providers to streamline care and remove excess cost for patients.
- Received Center of Excellence certification for Robotic Surgery from the Surgical Review Corporation as 1 of 9 sites in Texas. This certification recognizes the commitment and high standard of delivery of quality patient care and safety.
- Launched Clinical Research Program.

COVID-19 RESPONSE




- Selected as a HUB for COVID-19 Vaccine; Coordinated multiple vaccine clinics reaching populations throughout the community and region.
- Established multiple Drive-Thru testing sites.
- Served as healthcare lead for the region.

CARE FOR OUR
COMMUNITY &
COMMUNITY
PARTNERSHIPS



- The 22nd Annual Shannon Sporting Clay Shoot raised more than \$120,000 to benefit several patient care programs.
- Expanded the partnership with Laura W. Bush Institute for Women’s Health to provide education and outreach to underserved populations within the community.
- New outpatient pharmacy with expanded services including durable medical equipment, pill packaging and an in-house virtual care clinic.
- Added valet parking for hospital patients and guests at Downtown Hospital.
- Partnered with Safe Kids Worldwide to continue the San Angelo Safe Kids Coalition.

INVESTING IN
ASSOCIATES &
FUTURE HEALTH
PROFESSIONALS



- Started internship program for students who are nearing graduation from the Howard College Radiology and Respiratory Therapy and Surgical Tech programs.
- Created an in-house certified nursing assistant (CNA) training program for prospective employees and current team members.
- Implemented Shannon Child Development Center to support the needs of Shannon employees and their families.
- Established the Margaret Shannon Scholarship Program to support those interested in pursuing a career in healthcare and to help provide for the future needs for the region.
- Relunched the Care Coordination Program in partnership with Angelo State University.
- Created Nurse Intern Program and Nurse Mentor Program.

COMING SOON



Downtown Campus Expansion

- Shannon Cancer Center – opening in April
- Expand the Women’s & Children’s Hospital by adding an observation unit, 4 labor & delivery rooms, 2 operating rooms, 10 patient rooms– will be complete in Fall 2023.
- Expand Medical Center West by adding parking on two levels and expanding the ICU and adding 28 patient rooms – will be complete in Summer 2024.
- Expand Medical Center East by expanding the emergency department, adding 4th Cardiac Cath Lab and additional OR and office space – In planning phase.

South Campus Expansion

- Expand size and department of Wound Care & Hyperbaric Service – starting early 2023.
- Expand outpatient imaging services 3T MRI, CT beginning in 2022 and continuing into 2024.
- Relocate the Skilled Nursing Facility to the South Campus and renovated the new location – renovate 2nd floor and relocate this service to South Campus – 2025.


ABOUT SHANNON

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.

VISION:


To be the trusted healthcare leader in West Texas.




25
COUNTIES
SERVED




26
SHANNON
LOCATIONS




40
SPECIALTIES




350
PROVIDERS




3,830
EMPLOYEES




60,707
ER VISITS




80,777
URGENT CARE
VISITS



624,311
CLINIC VISITS
22,476
VIRTUAL VISITS



22,273
HOSPITAL
ADMISSIONS &
OBSERVATIONS



\$170
MILLION
UNCOMPENSATED
CARE