



## 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



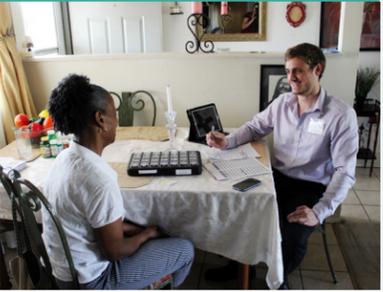
- Selected as a HUB for COVID-19 Vaccine; Coordinated multiple vaccine clinics reaching populations throughout the community and region.
- Established multiple Drive-Thru testing sites.
- Served as healthcare lead for the region.

## 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.

