

## V. Attachments

Reference	Description	Page
Attachment 1a	Annual Public Hearing Written Comments	A-001
Attachment 1b	Annual Public Hearing Presentation	A-003
Attachment 1c	Shannon Responses to Hearing Comments	A-093

Reference	Description
Attachment 1a	Annual Public Hearing Written Comments

**[This Attachment contains proprietary, competitively sensitive information redacted from the public version]**

**FILED UNDER SEAL**




*PROPRIETARY & CONFIDENTIAL  
WITHHELD FROM PUBLIC DISCLOSURE  
FOR AGENCY USE ONLY*

Reference	Description
Attachment 1b	Annual Public Hearing Presentation



# Shannon Annual Update





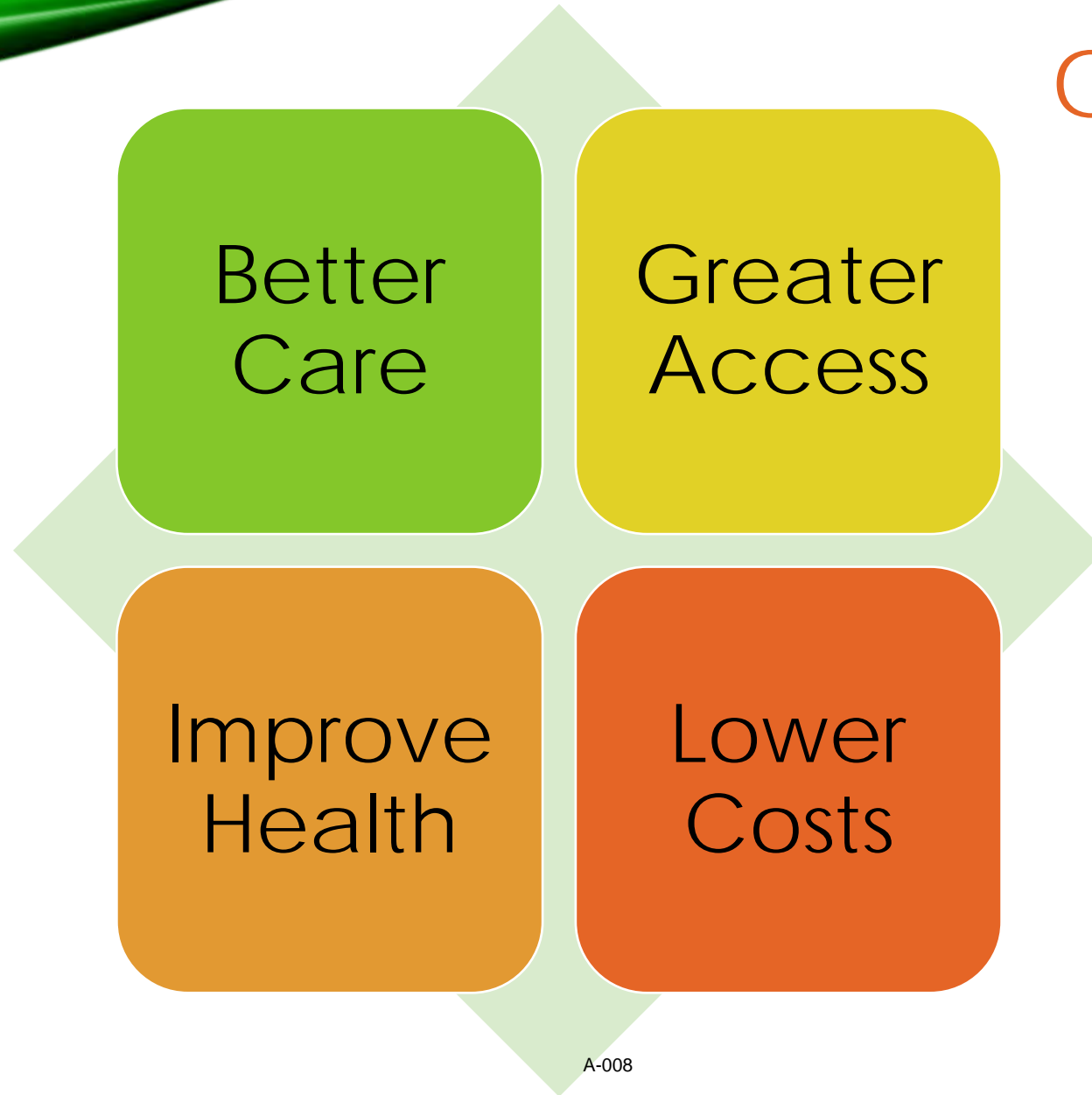
thank  
YOU:-)

---




Honor & Privilege  
to serve & care for the  
people of this region

# OUR FOCUS










Short Term  
"Looking down  
the road"



Short Term  
"Looking down  
the road"

Long Term  
"Looking over  
the horizon"



# TOP HEALTHCARE SYSTEMS IN THE COUNTRY



A-0012

# RECOGNITION

# Congratulations



Shannon Medical Center recently received three awards from the American Heart Association for exceptional heart and stroke care. This is the sixth consecutive year Shannon has received the heart attack and heart failure awards, and the eighth consecutive year receiving the stroke award.

*Thank you for all you do!*





# CHARITY CARE



A-0016



A pair of hands is shown from a top-down perspective, cupping a bright red heart. The hands are resting on a dark brown wooden surface. To the right, a black stethoscope is partially visible. A large, light gray arrow-shaped graphic points from the left towards the right, containing two dark gray callout boxes with white and yellow text.

Pre COPA  
Charity  
\$33M

Post COPA  
Charity  
\$40M

Pre COPA  
Charity  
\$33M

Post COPA  
Charity  
\$40M

SACMC  
provided \$3M



The background features abstract, flowing waves in shades of green and orange. The top edge shows a bright green wave transitioning into a yellow-orange wave. The bottom edge shows a green wave on the left and a yellow-orange wave on the right, with a pinkish-red wave visible underneath. The text is centered in the white space between these waves.

# PARTNERSHIPS WITH SCHOOLS



**HOWARD COLLEGE**  
— MAKING DREAMS REAL —



The background features abstract, flowing waves in shades of green and orange. The top edge shows a bright green wave transitioning into a yellow and orange wave. The bottom edge shows a green wave on the left and an orange wave on the right, with a yellow wave in between. The overall effect is dynamic and modern.

# PARTNERSHIPS WITH ORGANIZATIONS

# SHANNON

→ EMERGENCY

→ Hospital Entrance

↑ Wound Care Clinic

→ Visitor Parking

↑ Williams  
Family Center

↑ Day Surgery

→ Vaccination  
Clinic





A-0023

A healthcare professional in teal scrubs is smiling and holding the hand of an elderly patient lying in a hospital bed. The patient is wearing a blue hospital gown and is looking towards the professional. The background is a bright, clinical setting with a window and medical equipment.

PARTNERED WITH WEST TEXAS REHAB  
ON INPATIENT HOSPICE UNIT



# PEOPLE







Pre COPA  
Employees

3,972

Post COPA  
Employees

3,994

The background features abstract, flowing waves in shades of green and orange. The top edge shows a bright green wave, while the bottom edge features a complex pattern of overlapping waves in various shades of green, yellow, and orange, creating a sense of movement and depth.

# ADDED CHILDCARE SERVICES





A-0029





# ADDED SHANNON CHILDCARE SERVICES IN FY22



A-0030





# STARTED MARGARET SHANNON SCHOLARSHIP FUNDS

28





The background features abstract, flowing, ribbon-like shapes in shades of green and orange, set against a white background. The green shapes are on the left and bottom-left, while the orange shapes are on the right and bottom-right. The text is centered in the white space.

# GROWTH & ACCESS

GOALS



GROWTH – 19 NEW 2022  
PHYSICIANS

19



GROWTH – 15 NEW 2022 APPS

15





# GROWTH – TOTAL PROVIDERS

34

The background features abstract, flowing waves in shades of green and orange. The top edge has a bright green wave, while the bottom edge has a yellow-to-orange wave. The text is centered in the white space between these waves.

# RECRUITMENT TODAY & TOMORROW



Start FY22

11

Start FY23

24



2



# GROWTH & ACCESS

## PHYSICIANS RECRUITING



Specialty	Number Needed
Allergy/Immunology	1
Anesthesia	2+
Dermatology	1
Emergency Medicine	2+
Family Practice	1
Gastroenterology	1
Hospitalist	2+
Infectious Disease	1
Internal Medicine	1
Neonatology	1
Nephrology	1
Neurology	1
OB/Gyn	1
Orthopedics	1
Palliative Care	1
Pathology	1
Pulmonology/Critical Care	1
Rheumatology	1
Urgent Care (North) (West)	2
Urology	1
TOTAL	24+

# GROWTH & ACCESS

## APP RECRUITMENT



12+

Actively  
Recruiting

# GROWTH & ACCESS

## APPS RECRUITING



Specialty	Number Needed
Cardiology	1
CRNA (General )	2+
CRNA (OB) Downtown	2
Family Practice	2
Gastroenterology	1
Neonatal	1
Pain Management	1
Pediatrics (South)	1
Surgery	1
<b>TOTAL</b>	<b>12+</b>





A-0045

# INPATIENT REHAB









Pre COPA  
Rehab Beds

14

Post COPA  
Rehab Beds

40



The background features abstract, flowing waves in shades of green and orange. The top edge has a bright green wave, while the bottom edge has a prominent orange wave. The text is centered in the white space between these waves.

# EXPANDED OUTPATIENT NEUROREHAB

# SHANNON

→ EMERGENCY

→ Hospital Entrance

↑ Wound Care Clinic

→ Visitor Parking

↑ Williams  
Family Center

↑ Day Surgery

→ Vaccination  
Clinic



A-0051

The background features abstract, flowing waves in shades of green and orange. The top edge shows a bright green wave transitioning into a yellow-orange wave. The bottom edge shows a green wave on the left and a yellow-orange wave on the right, with a pinkish-red wave visible in the lower right corner. The text is centered in the white space between these waves.

# ADDED CLINICAL RESEARCH PROGRAM





A-0053



# OUT-OF-NETWORK TO IN-NETWORK SERVICES



A-0055





A-0056

The background features abstract, flowing waves in shades of green and orange. The top edge has a bright green wave, while the bottom edge has a large orange wave. The text is centered in the white space between these waves.

# EXPANDED TELEHEALTH SERVICES











A-0060

The background features abstract, flowing waves in shades of green and orange. The top edge is dominated by a bright green wave that transitions into a yellow and orange wave. The bottom edge shows a similar pattern with green and orange waves. The central area is white, providing a clear space for the text.

# EXPANDED OUTPATIENT DIALYSIS SERVICES





 **FRESENIUS  
KIDNEY CARE**  
3417

# ADDED 3T MRI

# 3T MRI



A-0064



The background features abstract, flowing waves in shades of green and orange. The top edge has a bright green wave, while the bottom edge has a large orange wave. The text is centered in the white space between these waves.

# IMPLEMENTED COOPER TRACKS PROGRAMS





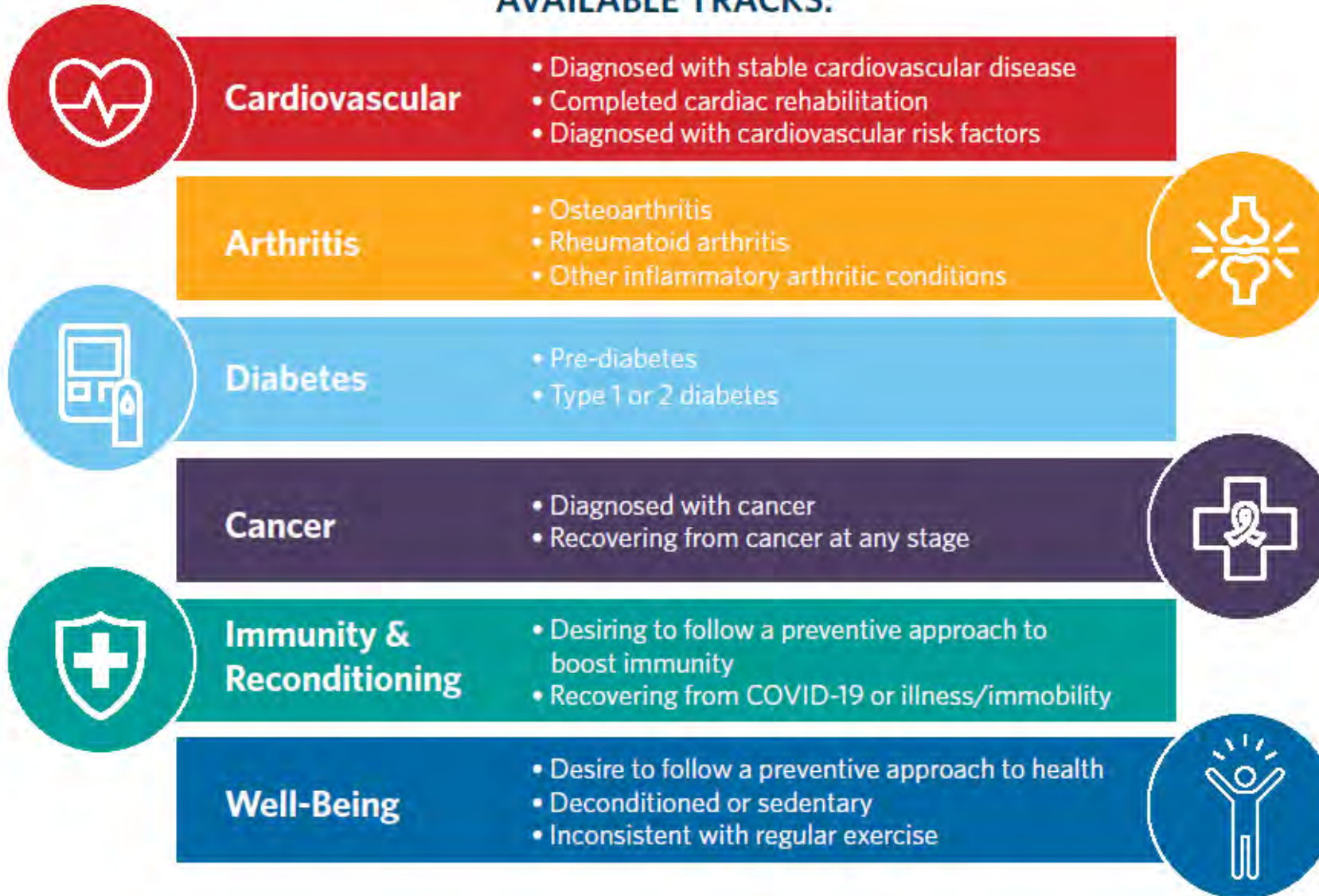
# SHANNON HEALTH CLUB

RESERVED  
PARKING  


A-0066



## AVAILABLE TRACKS:





# Well MOMS



Shannon Well Moms is an exercise program just for moms from 6 weeks to 6 months after delivery. The classes provide new moms a safe environment to exercise together, improve fitness, make friends, and find support.

## The 8-week exercise program features:

- Group exercise classes held every Tuesday & Thursday from 11am - Noon.
- Classes taught by moms who are certified Group Exercise Instructors.
- 45-minute class sessions with additional time for moms to connect and gain social support from one another.
- 16 class sessions featuring a variety of cardio, strength, and flexibility exercises.
- Adaptable to all fitness levels.
- Option to bring your baby to class with you. Some classes will involve exercises with your baby, however, if you attend class without your baby, exercise options will be provided using weights and medicine balls.

Shannon Well Moms participation can begin at 6-weeks postpartum. A medical clearance is required for all Well Moms participants. Your OB/GYN can submit the referral and medical clearance through Shannon's MyChart. Paper copies of the referral/medical clearance form are available at Shannon Health Club or online at [ShannonHealthClub.com](http://ShannonHealthClub.com).

**\$75 Health Club Members / \$140 Non-Members.**  
Participants must pre-pay before attending their first class.

For more information, contact Shannon Well Moms Program Coordinator, Kristina Mikeska, at 325-747-2593 or email [KristinaMikeska@ShannonHealth.org](mailto:KristinaMikeska@ShannonHealth.org).

## Free or Discounted Memberships

available at



Shannon Health Club participates in various health insurance programs that provide incentives to their members as they exercise and stay healthy. Below is a list of plans from our current partners.

## Free or Discounted Memberships Available Through These Health Insurance Programs



SilverSneakers is a **FREE** fitness benefit available through Tivity Health®. Many Medicare Advantage plans and select Medicare Supplement plans offer the Silver Sneakers benefit. If your health plan includes SilverSneakers, your membership is covered for free at Shannon Health Club. Go to [SilverSneakers.com/Check](http://SilverSneakers.com/Check) or call 1-866-456-3063, to see if you have the benefit and obtain your SilverSneakers ID number. **Plans included: Aetna & Humana.**



Renew Active & One Pass is a **FREE** fitness benefit available through Healthy Contributions. Eligible United Healthcare Medicare and AARP Medicare Supplement Insurance plans may receive a Shannon Health Club membership at no cost through Renew Active. To check eligibility, call United Healthcare at 1-888-887-5963. You may also verify eligibility by calling Healthy Contributions at 1-800-317-2739.



Active & Fit is a fully or partially subsidized program that health plans and employer groups provide to their employees or members. If it is fully subsidized, the health plan or company will cover the entire cost of the Shannon Health Club membership. If it's partially subsidized, then the employee or member has a fee that ranges between \$25 - \$200 annually. To verify eligibility, call 1-844-646-2746.



Prime is a fitness benefit provided by Tivity Health® which is designed for members 18+. Members receive a discounted gym benefit through their health plan or employer group. Call 877-238-6240, or the customer service number on the back of your insurance card to check eligibility and learn how to enroll.

For questions, call Shannon Health Club at 325-747-2582.



# EXPANDED URGENT CARE HOURS & ACCESS



**URGENT**

*care*

4 Locations





EXPANDING WOUND CARE  
& HYPERBARICS AT THE  
SOUTH CAMPUS "COMING  
SOON"

# SHANNON

→ EMERGENCY

→ Hospital Entrance

↑ Wound Care Clinic

→ Visitor Parking

↑ Williams  
Family Center

↑ Day Surgery

→ Vaccination  
Clinic

# Woundcare & Hyperbaric Services







EXPANDING SKILLED  
NURSING SERVICES AT THE  
SOUTH CAMPUS "COMING  
SOON"

# SHANNON

→ EMERGENCY

→ Hospital Entrance

↑ Wound Care Clinic

→ Visitor Parking

↑ Williams  
Family Center

↑ Day Surgery

→ Vaccination  
Clinic



A-0076





EXPANDING RADIOLOGY &  
IMAGING SERVICES AT THE  
SOUTH CAMPUS "COMING  
SOON"

# SHANNON

→ EMERGENCY

→ Hospital Entrance

↑ Wound Care Clinic

→ Visitor Parking

↑ Williams  
Family Center

↑ Day Surgery

→ Vaccination  
Clinic





The background features abstract, flowing waves in shades of green and orange. The top edge has a bright green wave, while the bottom edge has a wide orange wave. The text is centered in the white space between these waves.

# EXPANDING INFRASTRUCTURE FOR THE FUTURE



W&C EXPANSION



WEST EXPANSION



EAST EXPANSION



ONCOLOGY EXPANSION





# Cancer Center





# Adding PET CT











Includes:

- ✓ 3 Level Parking Garage – 140 spaces
- ✓ 3<sup>rd</sup> Floor ICU 20 Beds
- ✓ 4<sup>th</sup> Floor 28 Med/Surg Beds
- ✓ 5<sup>th</sup> Floor Shell
- ✓ 6<sup>th</sup> Floor Shell



Bawn Women's & Children's Center





Includes:

- ✓ 2<sup>nd</sup> Floor 1 Observation Unit
- ✓ 2<sup>nd</sup> Floor 4 Additional LDR Rooms
- ✓ 3<sup>rd</sup> Floor 2 Additional Operating Rooms
- ✓ 3<sup>rd</sup> Floor 10 Additional Patient Rooms







- Includes:
  - ✓ 1<sup>st</sup> Floor Additional ER Rooms
  - ✓ 2<sup>nd</sup> Floor TBD
  - ✓ 3<sup>rd</sup> Floor 5+ Operating Rooms
  - ✓ 4<sup>th</sup> Floor 1+ Cath Lab
  - ✓ 4 Level Parking Garage – 350 spaces
    - Helicopter Lands on Top






A-0091





A-0092



thank  
YOU:--)

---

Reference	Description
Attachment 1c	Shannon Responses to Hearing Comments



At Shannon, it is important to us that we collaborate with and listen to our community, as well as share how we are continually evolving, to enhance services and meet the needs of the people we serve. On September 14, 2022, our organization hosted a public meeting regarding its Certificate of Public Advantage (COPA). Shannon provided an overview of the many positive changes and new services since the integration of the South Campus. This meeting was open to anyone within the Shannon service area, and participants had the opportunity to share oral and written comments. There were approximately 15 attendees at the public forum. Shannon included a summary of the oral comments provided at the meeting. The PowerPoint presented by Shane Plymell, President and CEO, is also included.

Shannon has addressed the items presented in the public comments in the response below. In addition, this response will be shared on [www.CareforSanAngelo.com](http://www.CareforSanAngelo.com). All attendees that submitted oral and/or written comments and provided an email address will also receive a copy of the response by email.

### **Quality and Access to Care**

Shannon continues striving to preserve and expand access to high quality, community-based healthcare for west Texans. Shannon is a private, locally-owned non-profit health system. Through the support of The Shannon Trust, Shannon is able to maintain its commitment to patients without a hospital tax. The Shannon Trust is instrumental in providing funding to expand access, technology, and modernization of facilities. Shannon has several projects underway to enhance infrastructure and advance technology to continue to serve patients, such as implementing a full-time PET CT. Consistent capital expenditures indicate Shannon's additional post-Merger investment in its operations and community, with the goal of improving the overall patient experience and patient care.

Shannon tracks access to care data for primary care, specialty care, and ancillary services. The average number of new patient lead days is tracked by quarter. This data is reviewed by leadership and action plans are developed to decrease the number of lead days in some of the departments with the greatest opportunities. This data supports the need for recruiting providers to specific areas and developing processes to improve workflows that impact access.

Shannon has been CIHQ (Center for Improvement in Healthcare Quality) accredited since 2014. CIHQ is an accreditation organization approved by CMS to deem acute care hospitals as meeting Medicare Conditions of Participation.

To maintain needed neonatology services at Shannon facilities, Shannon entered into a partnership with Cook Children's Hospital to provide board-certified, full coverage neonatal services to the Concho Valley. Furthermore, Shannon has hired a board-certified Neonatologist, the first in the region, to provide full-time on-site neonatology services at Shannon.

Shannon is committed to caring for our patients' health and well-being, and that includes providing healthcare that is accessible and affordable. We know patients are increasingly more

interested in being well informed about their healthcare costs prior to and after they receive care in order to make financially reasoned decisions.

Healthcare costs can be complicated and depend on many factors including patients' individual insurance coverage, the circumstances of their medical care, and eligibility for financial assistance. On our website, [www.shannonhealth.com](http://www.shannonhealth.com), we provide an extensive list of the standard charges for each service we provide. In addition, we created the Shannon Price Estimator tool, which allows patients to obtain a projected cost of their specific healthcare needs based on service, procedure, and insurance provider.

## **Staffing**

As of the acquisition date in 2020, the total workforce combined between both entities was 3,709. As of June 30, 2022, there were a total of 3,951 employees across the Shannon system.

Staffing shortages are not unique to Shannon and the Shannon leadership continuously works to develop programming and benefits to meet the needs of the Shannon workforce. Additionally, short term travelers are contracted to help fill open positions and offset staffing needs. Hospitals throughout Texas and the U.S. are utilizing travel nursing staff to fill vacancies until core staff can be recruited.

To further support recruiting efforts and address staffing needs, Shannon has launched a scholarship program that will annually invest dollars to support future healthcare professionals. This program is available to local/regional students for these key positions: RN, LVN, CNA, MA, EMS, Surgery Tech, Respiratory Therapist, and Radiology Tech.