

 Garnet Health.

Gems

Exceptional
Lives Here.



 42 for '24

Congratulations to our 42 Resident Graduates

Grand Central Station: Quality, Safety and Enhanced Patient Experience

On June 4, **Grand Central Station went live**, centralizing inpatient progression throughout the system and helping us ensure appropriate care in a timely manner. Grand Central Station will transform the care we deliver, providing a total-system approach to quality, safety and an exceptional patient experience. Our Grand Central Station hub is one of many steps the organization has taken as part of its Care Clarity initiative that was initiated in January 2023.

The overarching goal of the Care Clarity initiative is optimizing quality, safety and the patient experience. The program ensures that patients receive the right care at the right time. Improving patient progression and efficiency has an impact on patient outcomes through improved care delivery, with earlier diagnoses and treatment. To improve the patient experience, we are focusing on the patient's needs and what matters most to them: healing and returning home. Patient safety improves through a focused team collaboration, which can lead to less time in the hospital, thus reducing the risk of hospital-acquired conditions.

Garnet Health is changing culture through Care Clarity with implementation of a daily focus on every patient through morning SNAP Huddles, Escalation Huddles and Leader Operational Rounding. SNAP huddles are designed to identify patients' needs and care plans, and Escalation Huddles remove care barriers. The care team is able to work more collaboratively, which benefits patients through quicker hospital stays before they return home.

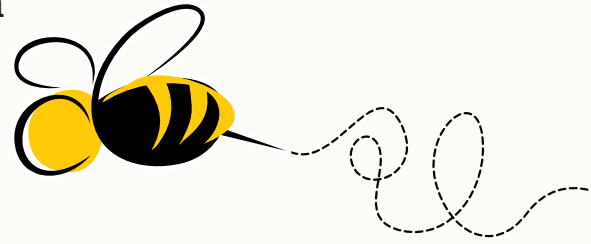
Congratulations to all those (and there were many) who made Grand Central Station possible!

On June 12, 2024, several employees joined a ribbon-cutting ceremony to celebrate the system's brand-new hospital operations center, Grand Central Station, designed to better coordinate the care of our inpatient services—from admission to discharge.



Garnet Health Celebrates May Employees of the Month

BEE AWARDS



Enrique "Rick" Rodriguez **Courier, Courier Services, Garnet Health Medical Center**

Rick is flexible—always willing to go out of his way or make changes to his schedule—to get things done. He is the go-to guy for the two Beyond the Walls holiday community collection initiatives, delivering goods to two organizations that don't have transportation to pick up donations, as well as bringing such necessities as coats, socks, hygiene items and housewares to our neighbors in need. Rick's nomination read, "Rick is one of the kindest, most diligent and hardest-working people I know at Garnet Health."

For Rick, service to others seems to be a lifelong calling, and he demonstrates it every day through his work and his interactions with colleagues. While Rick's work rarely brings him into direct contact with patients, he still finds ways to help them.

Rick has played an important part in the success of our Food Farmacy onsite pantry, which opened in May 2023. Rick transports donated items from the Harris and Middletown campuses to the Food Farmacy and has coordinated the pick-up and delivery of more than 5,000 pounds of food donated by the Regional Food Bank. He has brought hundreds of finished bags to the Middletown and Harris campuses, where they were distributed to patients in need, and he always does this with a smile. Rick has been instrumental in growing the Food Farmacy, and his ongoing support is invaluable.

Thank you, Rick, for helping so many of our patients receive what they need to help them recover after discharge. You really make a difference!



Myrantz Assade **RN, Emergency Department, Garnet Health Medical Center – Catskills**

Myrantz is a humble nurse who never hesitates to help his team or patients. He inspires others to excel in patient care and fosters positive interactions among peers.

Myrantz frequently serves as the charge nurse during his shifts, ensuring a smooth flow and transition of patients in the ED. He educates staff and offers help wherever it is needed, and he is reliable and consistently demonstrates strong teamwork. The standard of care Myrantz provides is exceptional, and he is a pleasure to work with.

Recently, on several occasions, Myrantz went to other units to assist with emergent situations, significantly improving patient outcomes. One of his grateful colleagues tells this story: "When I needed the level I rapid infuser for a labor and delivery patient requiring a mass transfusion, Myrantz immediately offered his help. His involvement was crucial

in starting and continuing the MTP from the unit into the OR. Without Myrantz's help, the patient's outcome would likely have been poor. Thanks to his efforts, she is now home with her baby and family."

Myrantz, thank you for all you do in providing an excellent patient experience and for being an extraordinary team member.



Team Award **Environmental Services, Garnet Health Medical Center – Catskills**

Garnet Health Medical Center – Catskills' Environmental Services team is exceptional in interacting with staff, patients and visitors. The team's dedication is evident in the consistent increase in Patient Room Cleanliness scores it has received over the past four quarters, where performance has been well above target.

These scores represent the hard work, positive patient interactions and teamwork exhibited daily. Additionally, the team is quick to respond to requests. Recently, there were several BHU projects that required a significant amount of planning and extra cleaning, which required staff to come in early and stay late. The team did what needed to be done, willingly and with a smile.

The team's outstanding efforts during our annual rolling stock cleaning service also shines a spotlight on their dedication. We had several employees work extra hours to help transport equipment that needed service. This effort spans 10 days and covers the entire facility. This feat can only be accomplished with tremendous planning and teamwork, and the group did it effortlessly.

The team's nomination read, "Garnet Health – Catskills' EVS department deserves to be recognized for how well they work as a team to help out in any way they are asked. From flood remediations to moving furniture, and everything in between, they often end a task with the question, 'Is there anything else I can do for you before I leave?'"

This team illustrates our mission, vision and values every day by helping to create an impeccable healing environment. Huge thanks to the Garnet Health – Catskills EVS team for always showing up and doing what it takes to care for our patients and one another. We appreciate you tremendously!

The Employee of the Month program is also known as the Being Exceptional Every day (BEE) Award—and Being Exceptional Every day takes dedication, loyalty and commitment. To nominate an employee, physician, volunteer or team/department, visit the intranet page, scroll down and click on the BEE Award icon.

Congratulations!



Congratulations go out to **Garnet Health Medical Center's Clinical Decision Area (CDA) team** for the highest utilization of the discharge lounge in May. Use of the discharge lounge, when appropriate, helps enhance patient flow, thereby improving patient experience for those waiting for a bed. Pamela Murphy, MD, Garnet Health's Chief Medical Officer, awarded the team with a pizza party and a trophy.



Congratulations are also in order for **Garnet Health Medical Center's 5 North team** for the highest utilization of alcoves in May. Use of alcoves, when appropriate, helps enhance patient flow for those waiting to arrive on unit. Pamela Murphy, MD, Garnet Health's Chief Medical Officer, awarded the team with a pizza party and a trophy.



Congratulations to our **2024 pharmacy resident graduate, Chris DiPede, PharmD**, who is completing his PGY-1 residency program and moving on to complete a PGY-2 in Critical Care. Garnet Health Medical Center PGY-1 Pharmacy Residency Program is a one-year post-graduate program that allows pharmacists to continue their training and become skilled in diverse patient care, practice management, leadership and education. Pharmacists who complete a PGY-1 residency are able to provide excellent patient care, seek board certification in pharmacotherapy (BCPS), and pursue advanced education and training.

Preceptor of the Month

Erika Marerro
RN, 3 North,
Garnet Health
Medical Center



Congratulations to Erika Marerro for being selected as May preceptor of the month. Her nomination read, "Erika's support, encouragement, enthusiasm for teaching and comforting nature make her an outstanding candidate for nomination. She embodies the qualities of an exceptional mentor in the nursing field. As a new grad nurse, she eased my never-ending anxiety and provided me with the necessary skills to create a solid foundation in my nursing practice."

Moira Mencher, Garnet Health's Director of Strategic Planning and Community Relations, and **Samuel Abourbih**, Garnet Health Doctors Urologist and Garnet Health Department Chair for Urology, were among the attendees at the Inspire Foundation Golf Outing at West Hills Country Club. Inspire provides a wide array of rehabilitative, educational and disability support services for individuals in need. Moira currently serves as an Inspire board member.



Out & About

Garnet Health joined forces with the Sullivan County Department of Public Health to provide blood-pressure screenings at the ShopRite in Liberty on May 17. We will collaborate again and provide additional outreach at the ShopRite in Monticello on Fridays. **Emily Rynd**, RN, Community Health is pictured with Patricia Pelletier, MEd, Public Health Educator/Rural Health Network Coordinator, Sullivan County Department of Public Health.



Good Catch and Great Save Awards

A Good Catch occurs when someone's corrective action and/or timely intervention prevents an incident or medical error. The Patient Safety Subcommittee judges the nominees. For more information email Vice President, Quality/Patient Safety Officer Mary Ellen Crittenden at mcrittenden@garnethealth.org.



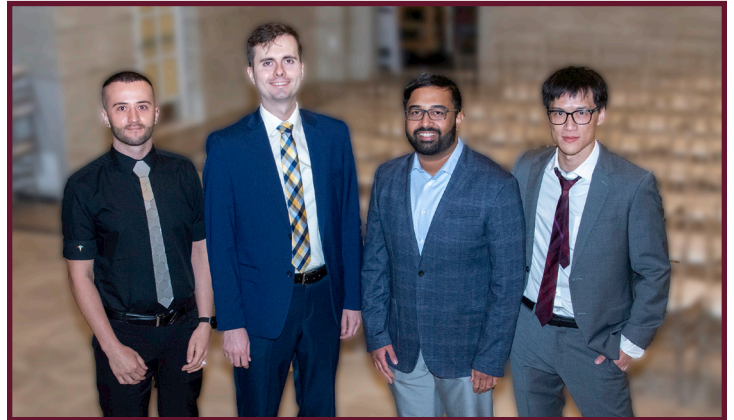
Christina Masseria, BSN, RN, 2 South received a Great Save Award for her great work in caring for a patient who had a deteriorating condition. Because of Christina's effective communication and persistence in reaching out with concerns, residents arrived at the patient's bedside and determined the patient was bleeding. The patient returned to the OR that night for emergent care. Christina's diligence, astuteness and relentless communication saved this patient's life. **Thank you, Christina, for caring so much!**

Congratulations to our 2024 Graduate Residents

Graduations celebrate endings, but they are also beginnings. In the case of our residents, they mark the end of a rewarding chapter in their training and the beginning of great careers about to blossom. It's with great pride that we bid a fond farewell to the 42 Garnet Health Medical Center residents who graduated on June 14, 2024, at Villa Venezia in Middletown, NY. We have appreciated the opportunity to be a part of your residency journey and we wish you the best for future success. Wherever you go next, we know you'll make us proud. **Congratulations!**



Emergency Medicine Graduates



Family Medicine Graduates



General Surgery Graduates



Internal Medicine Graduates



Psychiatry Graduates



Transitional Year Graduates

2024 Graduates



Garnet Health Medical Education Staff



Garnet Health Leadership

We also wish to acknowledge our incredible Graduate Medical Education staff and faculty for all their commitment and dedication to the program. And many thanks to our keynote speaker, Gustave J. Scacco, Chief Executive Officer and Chief Investment Officer, Hudson Valley Investment Advisors, Inc., who addressed the 2024 graduating class.



Garnet Health Board Chair Ginny Rizzo and Keynote Speaker Gustave Scacco

Javaid Afghani, DO
Monis Ahsan, MD
Sweta Banda, DO
Trystan Blake, DO
Erica Brown, MD
Shawn Connolly, DO
Gregory "Wayne" Cox, DO
Laryn Cura, MD
Alexandra DePastene, MD
Ernesto Enrique, DO
Nicole Fernandez, DO
Sara Gabere, MD
Ryan Hebel, MD
Mohammed Ismael, DO
Hamid Ali Jafri, MD
Maha Jangda, MD
Czariavna Javed, MD
Marie Jean, MD
Kevin Joseph, DO
Yuliya Levkiavska, MD
Kenneth Lumbrazo Jr., MD
Mary Mahoney, MD
Sarah Manzoor, MD
Leslie Mark, MD
Michael Mascola, DO
Shannon Monro, DO
Hakim-Muta Muhammad, MD
Ross O'Hagan, MD
Jeffrey Eric Penny II, MD
Allison Randolph, MD
Kelly Cahill Riestenberg, MD
Syeda Rizvi, MD
Farah Sahibzada, DO
Anju Sanchala, DO
Antonio Santana, DO
Sheena Sharpe, DO
Devika Soin, DO
Michael Sposito, MD
Kliment Todosov, MD
Chenhan Mike Tsai, DO
Trent Williams, DO
Kevin Yohannan, DO

Garnet Health Doctors in Callicoon Receives Equipment Donation

Garnet Health Doctors, located on the lower level of Garnet Health Medical Center – Catskills' Grover M. Hermann Hospital in Callicoon, proudly unveiled its new power-lift examination table. The transition from a stationary exam table to a safer, easily adjustable and more efficient power table will benefit both patients and clinical staff.

This improvement was made possible by the generous support of the community through various fundraising initiatives held by the Grover M. Hermann Auxiliary, whose mission is to raise money to enhance the patient experience through services provided on the hospital's campus. The Auxiliary's goal is to procure two more power-lift examination tables in the future.

If you would like to donate to Garnet Health Foundation – Catskills, visit garnethealth.org/giving/foundation-catskills.



Shown back row from left: Destiny Arroyo, Medical Assistant; Peggy Richardson, Auxiliary President; Jason King, Practice Manager; Christina Wood, FNP; Deanna Calabrese, LPN, and Tess McBeath, Auxiliary Vice President. Seated is Gina Napolitano, Receptionist.

2024 Annual Education Is NOW OPEN

Deadline to complete is **October 15, 2024**.

Any employee hired AFTER January 1, 2024, is exempt. Please refer to policy #SM-002-0060 regarding failure to complete.



Your primary care is our top priority.

Garnet Health Doctors Primary Care providers offer expert care to keep you on top of your health. Most importantly, they partner with you to ensure your voice is a priority.

Our Services Include:

- ◆ Adult Internal Medicine (18+)
- ◆ Family Medicine (All ages)
- ◆ Women’s and Pediatric Care
- ◆ Diagnostic Services
- ◆ Screenings & more!

Locations



Offers Family Medicine



UC Urgent Care Available



Offers Women’s Health

Callicoon:

8881 State Route 97
Callicoon, NY 12742
845-333-6860



Goshen:

102 Clowes Ave
Goshen, NY 10924
845-333-7200



Livingston Manor:

36 Pearl Street
Livingston Manor, NY 12758
845-333-6555



Middletown:

707 East Main Street
Middletown, NY 10940
845-333-7575



Monroe:

475 New York 17M
Monroe, NY 10950
845-333-7830



Monticello:

38 Concord Road
Monticello, NY 12701
845-333-6500



Looking for a
primary care provider?



Scan the QR code
for more details!



Accepting Sharps Disposals

Garnet Health Medical Center - Catskills is providing used sharps disposal for community members, free of charge. Used sharps must be properly placed in puncture-proof containers, such as sharps containers, laundry- detergent bottles or bleach bottles. Screw-on caps are to be tightly secured, and bottles are to be marked with "Contains Sharps."

Drop-offs will be accepted from **8:00 a.m. to 8:00 p.m., seven days a week**, at:

**68 Harris Bushville Road
Harris, NY 12742**

No appointment is required. Questions? Call (845) 333-8870.



Farmers Market

Garnet Health Medical Center-Catskills, in collaboration with Sullivan Fresh, is excited to announce another summer of Farmers Markets!

On the **first Friday of every month**, from **July 5–October 4**, you can shop for farm-fresh fruits, vegetables, meats, dairy and eggs!

Various programs and payment options are available.



First Market of the Season

July 5, 2024

11:00 a.m. – 1:00 p.m.

Garnet Health Medical Center-Catskills,
Harris Campus

Parking lot near main entrance.



- Cash
- Credit/Debit
- SNAP/EBT
- Double Up Food Bucks
- Fresh Connect Checks
- Senior FMNP Checks
- Sullivan Fresh Bucks
- Farmer's Market Nutrition Checks (FMNP)

Emergency Residency Program Presents at National Conference

The Emergency Medicine Residency was proud to have three residents and four Touro medical students present at the 2024 ACOEP National Conference, with Kacper Bury OMS III taking third place. Vincent Cintriniti OMS III, Kacper Bury OMS III, Leah Donnaten OMS III (not pictured), Gabrielle Vanier OMS III (not pictured), Dr. Brenton Marshall, Dr. Halaa Babar and Dr. Michael Sinclair competed in a poster competition against residency programs across the nation. Congratulations go out to all, including mentors Dr. Dulaya Santikul, Dr. Rose Anna Roantree, Dr. Thomas Liu, Dr. Matthew Meigh, Dr. George-Varghese and Dr. Christian Spano. Special thanks to Garnet Health Foundation for its support of the residency's scholarly activity.



EMS Appreciation

Garnet Health celebrated our EMS partners during National EMS Week, May 19–25. While we thank and appreciate EMS and all they do for our community each day, EMS Week is an opportunity for us to express and show our appreciation. Pictured are staff from Garnet Health Medical Center – Catskills with a few members of the EMS community.

Are You a Patient of Any Garnet Health Service?

As ambassadors of our health system, we should share our Garnet Health experiences with the community. We have a lot to be proud of! Upon conclusion of your patient visit, if you are comfortable doing so, please visit garnethealth.org/locations (or scan the QR code), select the location you visited and click on the "Review Us on Google" button!



Scan the QR code.

10th Annual Residency and Student Poster Contest

The medical education program recently held its 10th Annual Poster contest. This research project highlights resident and student cases, further establishing Garnet Health Medical Center as a growing academic center. Many thanks to the 49 participants and 14 judges who made this year's event a success, and special congratulations to the winners.

RESIDENCY RESEARCH PROJECT



1st Place

Allison Randolph

Assessing Pain Control by Oral Acetaminophen versus IV Acetaminophen with Co-current Multimodal Pain Management in Gastrointestinal Surgical Patient Populations.



2nd Place

Alexander Lee

Diagnostic Trends After 7 Years of Lung Cancer Screening in a Community Hospital: Is Socioeconomic Status Really the Issue?



3rd Place

Sara Gabere

Violence Reduction in Patients with Comorbid Substance Use Disorder and Severe Mental Illness.

MEDICAL STUDENT CASE REPORTS

1st Place

Lovingly Ocampo

Sigmoid Volvulus in the Setting of Type 4 Hiatal Hernia, an Uncommon Presentation.

2nd Place

Samantha Dion

A Case of Systemic AA Amyloidosis with Confirmed Stomach, Duodenum, and Kidney Involvement.

3rd Place

Natasha Nazir

A Rare Case of Distant Metastases in the Setting of Laryngeal Carcinoma: Case Report .

Medical Staff Biannual Meeting

Recently, the medical staff from Garnet Health Medical Center – Catskills and Garnet Health Medical Center held their biannual meeting. Hosted by the Medical Executive Committee, the meeting brought together 100 medical staff members to meet and build relationships with one another. Meeting topics included patient care, new program launches, financial updates, future organizational plans and more.



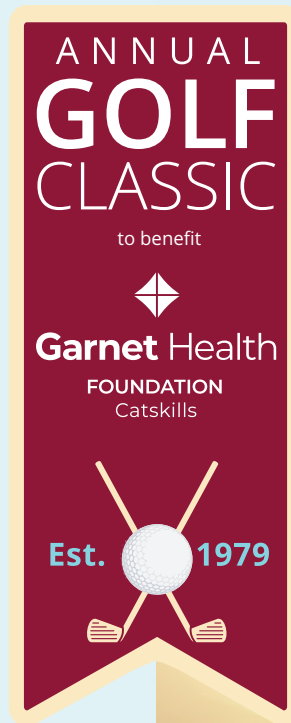
45th Annual Golf Classic

to benefit Healing Environment Fund at Garnet Health Medical Center – Catskills

Wednesday, July 17, 2024
Tarry Brae Golf Course

We are excited to announce the **Garnet Health Medical Center – Catskills 45th Annual Golf Classic** is scheduled for Wednesday, July 17, 2024, at the Tarry Brae Golf Course, South Fallsburg.

All proceeds raised at this event will benefit the Healing Environment Fund at **Garnet Health Medical Center – Catskills**. The role of a healing environment is to accelerate recovery by evoking feelings of serenity and calm, and by creating a supportive space for healing to occur. By focusing on the relationships we develop with our patients, we achieve measurable success in the quality of care and promote a sense of well-being. The Healing Environment Fund is our way of constructing and maintaining the physical-care setting to uphold our mission to improve the health of our community by providing exceptional healthcare.



Garnet Health's 2024 Employee Holiday Dinner Dance Friday, December 13, 2024

Resorts World – Catskills, Monticello

Cocktail Hour: **6:30 p.m.**

Buffet Dinner: **7:30 p.m.**

Music by Beyond the Beat Entertainment

**Save the date! More information
to come as we get closer!**

Meet with Employee Assistance Program Representatives

Garnet Health's Employee Assistance Program (EAP) is a free support and resources service offered to employees 24/7. It can help with counseling services, elder and childcare, legal and financial issues, and well-being. Learn more and meet program representatives at Garnet Health Medical Center, Conference Center Lobby, on **July 17, 2024, from 11:30 a.m. to 1:00 p.m.**

To speak with an EAP, please call (800) 999-7222, or visit anthemEAP.com and use Garnet Health login.

July Is National Minority Mental Health Awareness Month

July brings awareness to the unique challenges that racial and ethnic minorities face when it comes to mental illness. Obstacles for many include a lack of health insurance, less access to treatment and reluctance to pursue care due to stigma. In 2020, fewer than one in two African American adults in the United States with mental health issues received care. In 2018, Asian Americans were 60% less likely to receive mental health treatment than non-Hispanic Whites. And mental illness can affect women of all races and ethnicities.

July 7 – July 8

The Hajj. This is the annual pilgrimage to Mecca that all Muslims who are able must take at least once in their life.

July 19

Hijri New Year. This day marks the start of the Islamic New Year.

July 25

Guanacaste, Costa Rica (Independence Day). On July 25, 1824, Costa Rica claimed its independence and ended a civil war against Nicaragua. Guanacaste commemorates this milestone.

July 26

National Disability Independence Day. This day commemorates the signing of the Americans with Disabilities Act (ADA) into law in 1990 and celebrates progress made in ensuring that equal opportunities, access and inclusion exist in employment and public spaces for all.

Sullivan County BOCES Students Give Back to Garnet Health Medical Center – Catskills

Construction and Agricultural students from Sullivan County BOCES have volunteered to complete several projects on the Harris Campus. Projects to be completed include the replacement of the gazebo roof, renovation of the Woodland Wildlings landscape area and installation of a large patio outside of the cafeteria.

This is a great example of the value of our community partnerships. Many thanks to these hardworking students for the donation of their talents and time.



Garnet Health Medical Center

Welcomes Nursing Volunteers

Garnet Health Medical Center's Summer Intern Nursing Assistant Program is an exciting program that has been specially designed to provide current nursing students with a chance to gain hands-on experience in a hospital setting.

Participation in this program contributes to both personal and professional development. It not only allows students to work alongside healthcare professionals but also equips them with the confidence and skills necessary to excel in patient care beyond their regular clinical hours. By being part of the Summer Intern Nursing Assistant Program at Garnet Health, students have the opportunity to put themselves ahead of their peers and make a meaningful impact in the lives of patients.



Participants for 2024:

Andrea Devers
Sabrina Giler
Dylan Grammas
Jade Gwin
Rhianna Hamilton
Vanessa Hoyos
Rachel Jones
Catherine Lawrence
Anthony Lukan
Jessica Malota
Allison Mayo
Hailey Nop
Ocepha Norde
Grace Palczewski
Anna Schorno
Malaika Shepard
Gabriella Sullivan
Krystie Villacres
Alexys Young

Word of the Month

Courteous

A respect for and consideration of others.

“Nothing is gained by not being kind and courteous.”

—Neal Adams

Being courteous means exhibiting polite and considerate behavior toward others. It involves showing respect, kindness and good manners in your interactions. Courtesy can be demonstrated through actions, words and even body language. Here are some ways to show courtesy:

- Show basic manners, like expressing gratitude with phrases like “please” and “thank you.”
- Communicate politely. This can resolve conflict or any problems.
- Listen to understand another’s perspective.
- Maintain good posture and promote positive body language by having a pleasant expression or a smile on your face during conversations.
- Make eye contact and engage in conversation.
- Avoid an arrogant tone while speaking to someone.
- Avoid inflammatory emails and text messages.
- Hold a door open for someone behind you. Offer help if they are carrying heavy objects.

Courteousness is a way for leaders to demonstrate they are unbiased where staff are concerned. Treating everyone with respect helps mitigate any negative circumstances. When your team members or loved ones notice your courteousness, they will follow the same path. Let’s all set the example by showing respect and exhibiting polite behavior to everyone who crosses our path. This will help us build great teamwork and will make life happier.

Anjana Poonthota MD, MPH, FAAP, is Medical Director, Garnet Health Women’s and Children’s Services Program and Pediatrics, and Director of Wellness, Garnet Health. She is enthusiastic about sharing tips about our health and wellness.

Garnet Health Medical Center July Auxiliary Vendor Sales

July Vendor Dates

Want to do some shopping and some good at the same time? Throughout July, we’re welcoming vendors to showcase their merchandise for sale. A percentage of vendor sales will support the Garnet Health Medical Center Auxiliary, a group of community volunteers dedicated to enhancing patient programs and services at the hospital. All vendors will be located in the lobby of the ground-floor level unless otherwise noted.

- 7/8 A Stylish Bling**
- 7/12 Arlene’s Hair Accessories**
- 7/15 Your Nutz**
- 7/19 Teddies Jewelry**
- 7/22 Mary Kay Cosmetics**
- 7/26 John’s Jewelry Box**
- 7/29 AT and T**

Gems Newsletter

Produced by Garnet Health Marketing & Corporate Communications.
For more information, email mmanheim@garnethealth.org or call (845) 333-2391.

garnethealth.org