

JANUARY 2023

 Garnet Health.

Gems

Exceptional
Lives Here.



WE HAVE HEART

Garnet Health's new cardiothoracic surgery program is up and running.

Quality Corner

2023 Performance Improvement, Quality and Patient-Safety Plan

The purpose of Garnet Health's Performance Improvement, Quality and Patient-Safety Plan is to foster, develop and maintain a culture of safety and continuous improvement throughout the system. Annually, the three-year glide path is updated to establish quality and safety priorities. The 2023 Top Quality Safety Focus Areas are:

Increased Reliability & Operational Excellence:

HARM Index: to commit to a strong safety culture that includes promotion of safe behaviors, teamwork and communication, and improve processes to reduce risk of errors.

Care Logistics Program: to change how we manage hospital capacity and flow, using a centralized command and control model.

Patient Experience: to redesign the survey process for better focus on improving the inpatient experience.

Readmissions: to partner with patients and families to ensure understanding of their illness and provide a safe discharge and transition to the next care setting.

Cardiothoracic Surgery Program: to ensure consistent, reliable care processes and optimal patient outcomes.

Health Equity: to reduce inequities in care access and treatment, so all patients can achieve their full health potential.

Accreditation Activities:

DNV Surveys: to achieve successful surveys and strengthen ISO 9001 compliance.

Trauma, CARF, DNV Certifications: to meet a higher standard in select programs demonstrating a commitment to excellence.

Awards & Recognitions:

Healthgrades & Magnet: to maintain ongoing Magnet designation and improve external agency ratings.

For more information, contact Mary Ellen Crittenden at mcrittenden@garnethealth.org.

Congratulations to Barbara Huber on 40 Years of Service!

Congratulations—and a big shout-out—to Barbara Huber, Hematology Lead Tech, on reaching 40 years of service at Garnet Health Medical Center – Catskills. Jerry Dunalvey, Garnet Health Interim President & CEO and Garnet Health Medical Center – Catskills COO, presented Barbara with a small token of appreciation. He also gave a short presentation to not only thank Barbara for her service, but to also share with the group some of the notable events that happened 40 years ago in the world. The most notable event was Barbara joining our team!



L to R: Timika Bruce, Tom Fink, Jodi Mantia, Jessica Crumm, Megan Burr, Joanne Shiu, Barbara Huber, Michael Joseph, Jerry Dunalvey, Maricris Candelario, Manpreet Kaur, William Engle

OPEN-HEART SURGERY PROGRAM HAS LAUNCHED



For years, Garnet Health has answered the call when hearts needed healing through its comprehensive and award-winning cardiac program. Now we offer an even higher level of care to Orange and Sullivan counties with our new cardiothoracic (CT) program through our partnership with NewYork-Presbyterian Hospital and Columbia University Irving Medical Center. Complex heart surgeries that our community previously needed to travel for are now available at Garnet Health Medical Center. Led by Michael Argenziano, MD, Medical Director of Cardiothoracic Surgery, our incredible CT team successfully treated its first patients in the brand-new, state-of-the-art operating room in January.



Stay tuned for more updates!

On the cover: Front row L - R: Ken Fung, Corinne Manger, Courtney Emanuel, Gina Orton, Sherry Armstrong
Back row L-R: Charles Meeke, LeGabriel Wallace, Jorge Molina



Garnet Health Medical Center – Catskills
Heather Grisales, Social Worker, Behavioral Health Unit

Heather exhibits passion, drive and dedication every day. She always manages to arrange safe and reasonable discharge plans, even when details become complex. For example, we recently had a patient who was ready for discharge. Unfortunately, he had no family to rely on post-discharge. It was up to Heather to tap her psychosocial resources and facilitate a safe discharge. She arranged for the patient be interviewed, accepted and transported to a long-term mental health facility for further treatment and safe housing. Heather is also a solid team player who often steps out of her designated role to help the workflow of the unit. She always has a smile on her face and is a breath of fresh air.

Thank you, Heather, for your outstanding work ethic and continual passion to care for our patients!



Garnet Health Medical Center
Nearco Rodriguez, FNP, Garnet Health Urgent Care

Nearco Rodriguez, FNP, is a new and wonderful addition to Garnet Health Urgent Care. Nearco is always polite and attentive. Due to the fast-paced nature of urgent care, many of us sometimes forget to slow down and apply a little extra TLC to patient care. Not Nearco. He was recently seen walking arm-in-arm with an elderly patient and carrying her purse. Even patients in our waiting room watched through the window as he escorted the patient to her friend who was waiting in her car. This selfless act demonstrates what a fine person and provider Nearco is. Actions like this cannot be studied. It's a gift.

Thank you, Nearco, for being such a fine example of care and compassion, and for leaving a positive and lasting impression on our patients.

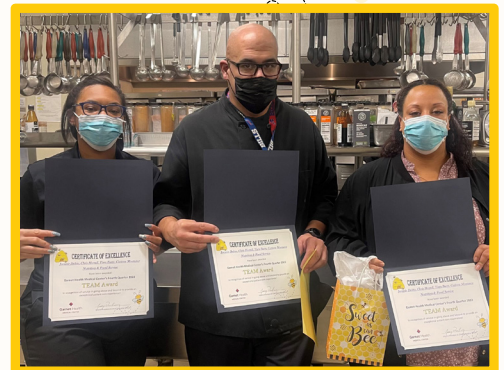
Garnet Health Medical Center 4th Quarter 2022 Team Bee Award
Jovanie Delrio, Chris Howell, Tiara Barry and Corinne Montanez,
Nutrition & Food Services

Jovanie Delrio, Chris Howell, Tiara Barry and Corinne Montanez are excellent employees, each in their own right. However, as a team, they are outstanding employees who exceed expectations. On November 30, all four assumed the role of hero in an attempt to save the life of their co-worker, Mark Kilcoin. Tiara came out of the employee entrance and saw Mark lying on the ground in the rain. When she realized Mark was nonresponsive, she ran back into the building to get help and call a code.

The first two co-workers Tiara encountered were Jovanie and Chris. Both men, along with Tiara and Corinne, ran outside to help Mark. They all tried desperately to help but he was nonresponsive to their voices and touch. They encouraged Mark to hang on as help was on the way.

Jovanie and Chris both checked for a pulse and realized it was faint. They attempted to turn Mark over with the hope it would help his breathing and continued giving him words of encouragement. They remained by his side in the rain, holding his hands until the Rapid Response Team (RRT) arrived.

Despite their attempts and the efforts of our clinical staff, Mark passed away at the place where he devoted 37 ½ years of his life. The heroic efforts of Chris, Jovanie, Tiara and Corinne should not be forgotten. They all should be recognized for their quick thinking and level of response to an emergency situation. Mark passed away surrounded by members of his Garnet Health family: Jovanie, Chris, Tiara and Corinne. He will forever be missed.



The Employee of the Month program is also known as the Being Exceptional Every day (BEE) Award—and Being Exceptional Everyday 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.

Garnet Health Medical Center Celebrates Newly Certified Nurses

We are excited to announce that Alexandriah Sabarese, RN, Stephanie Bianchi, RN, and Ashley Miller, RN, have all received board certification in their respective clinical specialties. Alexandriah is now certified in emergency nursing (CEN); Stephanie received her certification in critical care nursing (CCRN); and Ashley received her nurse executive (NE-BC) certification.

Nurses that hold a certification in their specialty area have made the commitment to lifelong learning and patient advocacy.



Alexandriah Sabarese with team members.



Stephanie Bianchi with colleagues.



Ashley Miller with nursing family.

For more information on becoming board certified, please contact Ashley Miller at amiller1@garnethealth.org.

Garnet Health Medical Center Celebrates a Daisy

Patrick Wilcox, RN, Same Day Surgery, is an exceptional nurse who embodies our mission statement. Often the evening-charge nurse, he is extremely knowledgeable, never shirks responsibility and, most importantly, provides compassionate and competent care for his patients. Patrick is always ready to advocate for his patients, whether it's calling the surgical resident for pain medication before a patient is discharged home or calling to have the patient stay overnight because they are not deemed safe to go home.

Once, Patrick was caring for a same-day-surgery patient who wanted to leave because she had children at home, but she wasn't able to stand or ambulate. Acting as her advocate, Patrick made multiple calls to different doctors to make sure that the patient could stay overnight until she was safe enough to go home. He also compassionately helped her understand that in order for her to safely take care of her children, she had to take care of herself first. His love for patient care is obvious, and we are extremely fortunate to have him on our team.

Thank you, Patrick, for your outstanding commitment to our patients!



Scenes from Compliance Week

Thank you for a great 2022 Compliance Week and for your adherence to compliance standards and the daily efforts to promote ethical behavior! The corporate compliance department greatly appreciates everyone who participated. Compliance is everyone's responsibility!



Vicky Fiedler



Health Information Management



Executive Assistants



Perioperative Services

Information Technology



Radiation Oncology

Garnet Health Foundation – Catskills Receives Donation



Garnet Health Foundation – Catskills recently received a generous financial contribution from the Calico Geese Quilters of Sullivan County/Cornell Cooperative Extension in support of the Patient Experience Fund program. The team of quilters donated the proceeds from the sale of their annual quilt project to help establish a comfort closet for our friends and neighbors in need while in our care at Garnet Health Medical Center – Catskills, Harris Campus.

Calico Geese Quilters member Catherine Dawkins said, “We hope that in this season of both cold and giving, the spirit of this donation will be well-used to give comfort—both physically and emotionally—to patients who find themselves in an uncomfortable position.”

For more information about the Calico Geese Quilters, please visit sullivanccc.org/home-family/calico-geese-quilting-guild.

To learn more about the Patient Experience Fund program, please visit garnethealth.org/giving or call (845) 333-8962.



L to R: Deanna Schultz, Manager of Development, GHF-C; Catherine Dawkins, President, Calico Geese Quilters of Sullivan County; Jodi Goodman, Director of Patient Experience, GHMC-C

Diversity, Equity and Inclusion February 2023 Recognition Days

Garnet Health is committed to being an inclusive organization that supports growth and innovation by providing an environment where employees, patients and visitors feel they belong. We also recognize that having more diverse backgrounds among our staff and providers contributes to better patient care. Please help share in acknowledging the following national and/or worldwide days of recognition.

February is Black History Month

February has been chosen as Black History month primarily because the second week of the month coincides with the birthdays of both Abraham Lincoln and Frederick Douglass. Abraham Lincoln, the United States' 16th president, was influential in the emancipation of slaves, and Fredrick Douglass, a former slave, was a prominent leader in the abolitionist movement, which fought to end slavery. For more information on this topic check out our blog at garnethealth.org/news/garnet-health-joins-you-celebration-black-history-month

February 15 Nirvana Day

An annual festival that remembers the death of the Buddha after reaching nirvana (also called Parinirvana).

February 20 Presidents' Day

A federal holiday, officially named Washington's Birthday, that is a celebration of our nation's first president.

February 22 Ash Wednesday

A day of prayer and fasting that begins the Christian season of Lent.

Garnet Health Food Farmacy Now Accepting Food Drive Donations

In Sullivan County, 11.5% of the population lives with food insecurity. That's 8,120 people. In Orange County, that number is 9.8% (39,328) people. Garnet Health has created the Food Farmacy to help inpatients who are in need of food upon discharge from any of our hospitals. We're stocking the shelves now in preparation for the program's launch in March.

Q: What is the Food Farmacy program?

A: The Food Farmacy program provides qualifying inpatients with canned and dry goods, as well as personal hygiene items, to take home upon discharge along with educational and resource information.

Q: How is the Food Farmacy stocked?

A: The Farmacy is stocked through the generosity of staff and other community organizations who can donate items.

Q: How do we determine if a patient is food insecure?

A: Food insecurity is determined through a series of questions within the patient's chart.

Q: Why should we send food home with our food-insecure patients?

A: Food is vital to the healing process and can be a major factor in keeping the patient from being readmitted. Additionally, it's our way to help make a positive impact on those who need food, especially after discharge.

Q: How much food will we be sending home with a patient who is food insecure?

A: We will package a three-day supply of food for the patient.

Q: How can I help?

A: You can help by donating canned and dry goods, as well as personal hygiene items, such as:

- Instant oatmeal/instant breakfast
- Bottled water
- Peanut butter
- Granola bars
- Pasta
- Pudding
- Minute rice
- Canned tuna fish
- Dried fruit
- Canned soup/chili
- Nuts
- Applesauce cups
- Canned veggies
- Personal-hygiene items (toilet paper, toothpaste, etc.)
- Canned fruit
- Canned beans
- Mac-and-cheese
- Anything that has shelf life and doesn't need to be refrigerated

Q: Where do I drop off my donations?

A: At Garnet Health Medical Center: Many nursing lounges have a donation box, as does Administration.

At Garnet Health Medical Center – Catskills, Harris Campus: Jodi Goodman's Community Service Office has a donation box.

At Garnet Health Medical Center – Catskills, Callicoon Campus:
Please call Maureen Donnelly at (845) 333-6807 if you have a donation.

Q: Who can I email for more information?

A: Moira Mencher at mmencher@garnethealth.org, or Nicole Dugan at dugan@garnethealth.org.

Wellness Word of the Month

FITNESS

/ˈfɪtnəs/ noun: the condition of being physically fit and healthy.

“Your mental and physical health are inseparable. You cannot work to strengthen one without having a positive effect on the other.” — Napoleon Hill

Physical and mental fitness are interlinked. Physical fitness indicates the BODY’s ability to physically function efficiently, effectively and without injury across a range of situations. Mental fitness indicates the MIND’s ability to function efficiently and effectively across a range of situations.

The body achieves what the mind believes! Believe in yourself that you can be physically and mentally fit. Exercise not only changes our bodies, but it also changes our mood and helps with mental well-being. Exercise stimulates the production of endorphins and keeps us happy. Here are some general fitness tips:

- Incorporate exercise into your daily routine for at least 20 minutes. Exercise keeps you active and also relaxes your mind. Push yourself harder on days that you don’t feel motivated.
- Track your daily calorie consumption.
- Choose healthy snacks that are high in protein and fiber and low in carbohydrates. Avoid processed foods.
- Drink 16 ounces of water when you wake up and drink plenty of water throughout the day.
- At work, try to take the stairs instead of the elevator.
- Go for a walk during your midday or afternoon break.
- Join a fitness center or local gym. Find a workout that suits your comfort level. It could be a fitness class, solo workout or a personal-training session.
- Avoid sitting around and screentime after work. Instead, take a walk or ride your bike.
- Journal each day. Count your affirmations. Meditate before bedtime. This all aids in mental fitness.
- Sleep is very important to staying fit. A good night’s rest will recharge you for the next morning.

Try your best to be consistent and motivated on your physical- and mental-fitness journey.

Please reach out to your provider for help and guidance if there are any underlying medical or psychological conditions that keep you from being as fit as possible.

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.

Jerry Dunlavey Co-hosted on Thunder 102

Garnet Health's Interim President & CEO and Chief Operating Officer for Garnet Health Medical Center – Catskills, Jerry Dunlavey recently tried out his co-hosting talents on Bold Gold's Thunder 102 alongside morning drive host, Paul Ciliberto. In addition to his duties of reporting the weather, Jerry updated the Sullivan County community on Garnet Health – Catskills' services and new providers who have come aboard to provide exceptional healthcare to the community. Jerry will be appearing once a month with Paul and the team at Thunder 102, where he will continue to talk about all the great things Garnet Health – Catskills is doing to provide quality healthcare to the residents in Sullivan County.



Pharmacy Elves

The Pharmacy Department at Garnet Health Medical Center – Catskills shared their holiday 2022 group photo donning their Pharmacy Elf sweaters.

In Memory



Mark Kilcoin, Food-Service Worker

Mark R. Kilcoin, 63, passed away suddenly on November 30 at Garnet Health Medical Center in Middletown, despite the heroic efforts of his co-workers and the physicians who tried to save him. He was surrounded by his colleagues with whom he

worked with for 37 ½ years and who cared about him. Mark was our “go-to guy” for everything having to do with patient services in the morning. He stocked and prepared inpatient beverages, brought in the bread order from the dock and started the dish machine — and he did so with the biggest smile on his face. Mark had nicknames for everyone in the kitchen, and that’s how he addressed you. He was always kind and always a gentleman. He is greatly missed.



Richard Wiggins, Pianist

Richard R. Wiggins, 89, passed away on January 16 at Garnet Health Medical Center in Middletown. He worked for CBS for more than 20 years. In his “retirement,” he worked as the pianist at Garnet Health Medical Center’s

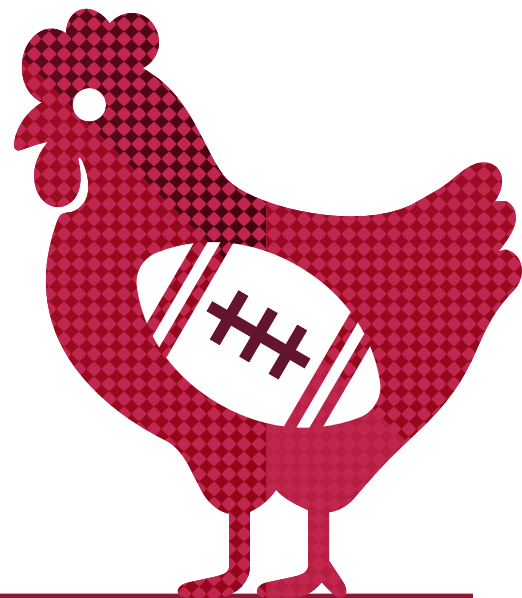
outpatient services building lobby in Middletown. An avid musician, he played for many clubs and delighted his fans at many special occasions and benefits with his jazz renditions. Many of us remember the beautiful sound of music that he created without reading a single note. Richard had a big presence, a wonderful smile, and the ability to stop people during their busy day to take a moment and just listen to his natural ability to tickle the ivories. He will be missed.

Order Your Super Bowl Wings JUMBO wings by the dozen for \$11.99

Wings are tossed in your choice of Buffalo, Korean BBQ, Sweet Chili or Plain sauce, and come with carrots, celery, and blue cheese or ranch dressing.

Order forms are located in the Middletown Campus Cafeteria.

Orders must be placed by Friday, February 10.



February Auxiliary Vendor Sales

Vendors are located in the lobby of the ground floor level unless otherwise noted.

- 2/1 Teddie's Jewelry**
- 2/2 Eleanor Jewelers**
- 2/3 Lisa Anderson Designs**
- 2/6 Arlene's Head Turners**
- 2/7 Your Nutz**
- 2/8 Mary Kay**
- 2/8 Teddies Jewelry**
Pavilion Cafe, 75 Crystal Run Road
- 2/9 John's Jewelry Box**
- 2/10 John's Jewelry Box**
Pavilion Cafe, 75 Crystal Run Road
- 2/10 Mostly Silver**
- 2/13 Krafty Kandles**
- 2/15 Trade Connections**
- 2/16 Trade Connections**
- 2/27 Your Nutz**
- 2/28 Simple Treasures**
Pavilion Cafe, 75 Crystal Run Road

A percentage of vendor sales supports the Garnet Health Medical Center Auxiliary, a group of community volunteers dedicated to enhancing programs and services.

Garnet Health Urgent Care Expands Hours

Urgent Care is now open seven days a week from 8:00 a.m. to 8:00 p.m. at our Middletown and Monticello locations.

Urgent Care in Goshen will operate Monday through Friday, 8:00 a.m. to 8:00 p.m.

Our Community Depends on Us!

As we start a new year, please take a moment to revisit our mission, vision and values and renew your commitment to uphold the valuable services we provide and how we deliver care.

Mission: Improve the health of our community by providing exceptional healthcare.

Vision: We are caring professionals driven by standards of excellence, who go above and beyond to provide an exceptional patient care experience.

Values:

- Patients and families first
- Respect and civility
- Honesty, integrity and transparency in action
- Operational excellence
- Teamwork, collaboration and communication
- Accountability
- An impeccable healing environment

Gems Newsletter

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

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