

OCTOBER 2023

 Garnet Health.

Gems

Exceptional
Lives Here.



Making Strides
for Breast Cancer.



Teamwork + High Reliability = Culture of Safety

In May, many of us at Garnet Health participated in the annual Culture of Safety Survey, which helps us understand the current state of our patient-safety culture. The report reveals cultural strengths and priorities as perceived by staff, leaders and providers, allowing us to develop goals and implement actions that will best facilitate changes to our working culture in needed areas.

The survey revealed teamwork and communication as our greatest strengths. This was not surprising, as our organization is known for coming together to meet challenges, no matter what they are. When staff members collaborate, we can improve patient outcomes, prevent medical errors and improve the patient experience.

All staff and providers have a responsibility to keep patients safe. It's recognized that teamwork, communication and culture are key to creating safer, error-free systems. We must continuously learn to identify factors contributing to safety defects and about the science of safety so that we improve. Establishing a positive safety culture and a commitment to zero patient harm is foundational to our journey toward high reliability and operational excellence.

Healthcare Quality Week

Held annually on the third week of October, Healthcare Quality Week is dedicated to recognizing and celebrating the contribution of healthcare quality experts within our organization. At this time, we acknowledge progress made by quality professionals toward improving patient outcomes and safety. We would like to thank the quality team for its dedication, passion and relentless pursuit of excellence for our patients.

Please reach out and thank the members of our Garnet Health Quality Team:

Vicki Basilio, RN Nurse Reviewer

Kyra Carr, RN Nurse Reviewer

Rosemarie Corigliano, RN Nurse Reviewer

Mary Ellen Crittenden, VP Quality/ Patient Safety Officer

Tina DeSmedt-Wells, RN Nurse Reviewer

Ciara Fennell, Quality Services Coordinator

Linda King, RN Nurse Reviewer

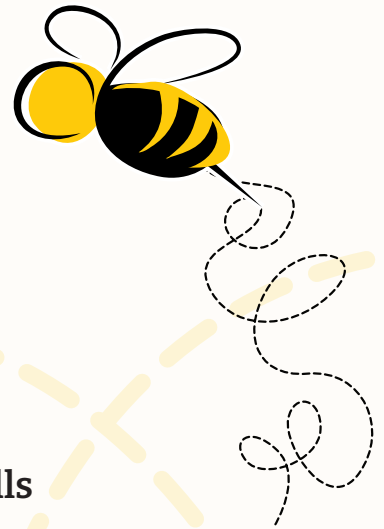
Desiree Laguna-Vega, Director of Quality

Michele Morgiewicz, Perinatal Safety Manager

Susanne Neenan, Nursing Quality Improvement Coordinator

Catia Pereira-Gentile, Quality Operations Manager

BEE AWARDS



Alexis York
Nursing Assistant, 5 East
Garnet Health Medical Center – Catskills

There's an old adage that people don't necessarily remember what you say, they remember how you made them feel. It's a saying that certainly applies to Alexis York. Her nomination, which came from a patient, praised Alexis' wonderful bedside manner and explained how they "began looking forward to when Alexis would be visiting" because of their great conversations and how personable, kind and fun she was. "Alexis went above and beyond and took extra care of me well above taking my vitals," the nomination read. "She got my no-blood-clot leg massagers back on and helped me dress after surgery when I had a very little ability. ...I definitely felt much better much more quickly with Alexis' upbeat, positive visits."

Congratulations, Alexis! What a difference you made in this patient's experience. Thank you for delivering fantastic patient care with kindness and positivity.



Jennifer Rotundo
Surgical Tech, Surgical Services
Garnet Health Medical Center

Labor and delivery recently had a patient who was extremely nervous for her preterm cesarian section and spinal anesthetic. She was anxious and verbally expressed concerns to surgical tech Jennifer Rotundo, who knew just what to do.

Jennifer calmly looked her in the eyes and softly spoke a few inspirational words. Those timely positive words of reassurance immediately calmed and relaxed the patient. It was a perfect example of empathy and compassion during exceptional patient care.

Patient interactions with Jennifer are phenomenal. Colleague interactions are excellent. She provides excellent customer service to patients, colleagues and supporting department personnel. She is very knowledgeable, is always prepared and goes the extra mile to help others, recognizing the need for her help before even being asked.

Jennifer is timely, efficient, competent, empathetic and compassionate. She leads by example, has excellent communication skills, and comes to work with a positive and supportive attitude.

Congratulations, Jennifer! Your calm and inspiring manner adds that extra special touch to your outstanding patient care. Thank you!

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.

Good Catch Award



Congratulations to Timothy Lang, Garnet Health Medical Center Security Officer, for his recent Good Catch Award. From left: Devaki Girdhari, Security Officer; John Politoski, Courier Supervisor; Gregg Hough, Security Director; Timothy, Award Recipient; Jonathan Schiller, President & CEO; and Joyce Timko, Vice President of Clinical Support Services



Kudos to Dawn Picard, Garnet Health Medical Center Pharmacy Technician, for her Good Catch Award. From left: Nicole Sewell, CNO; Mary Ellen Crittenden, VP Quality/Patient Safety; Maria Russo, Director of Pharmacy; Rose Baczewski, Chief Clinical Officer; and Jonathan Schiller, President & CEO

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

Congratulations , Dr. Poonthota

Anjana Poonthota, MD, Garnet Health Doctors Pediatric Hospitalist, has been appointed to the Board of Health of Orange County by the Orange County Legislature. "We at the Department of Health look forward to working with Dr. Poonthota and are eager to learn from her broad expertise and years of experience serving the Orange County community," said Orange County Department of Health Commissioner Alicia Pointer, DO, MPH, FAAP.

Dr. Poonthota serves as Garnet Health's Chair, Department of Pediatrics; Medical Director, Women and Children's Services; Director, Employee Wellness; and Chair, Resident Wellness.

Dr. Poonthota received her medical degree from Guntur Medical College, NTR University of Health Services in India, and completed her pediatrics residency at Albany Medical Center in Albany, NY. She also holds master's degrees in public health from the School of Public Health, SUNY Albany, and in business administration from the University of Massachusetts in Amherst, MA.



Trauma Recognition

Douglas James, MD, and the Trauma Department recently honored ED Resident Michael Mascola, DO, with a certificate of recognition for lifesaving interventions he provided to a trauma patient when responding to a Code Blue in the OR. Thank you, Dr. Mascola, for your service and dedication to our patients!

From left: Annemarie Villarraga, Trauma PA; Erin Raponi, Trauma Manager; Sherrill Griffin, Trauma Coordinator; Amanda Lewis, Trauma Program Director; Michael Mascola, DO, ED Resident; and Douglas James, MD, Trauma Medical Director



Residents Attend Emergency Physicians' Assembly

With support from the Garnet Health Foundation and the Department of Graduate Medical Education, seven residents and several faculty members from the Emergency Medicine residency program recently attended the American College of Emergency Physicians' 2023 Scientific Assembly in Philadelphia, PA, the premier emergency medicine educational and technological event of the year.

Residents were able to attend many lectures and participate in hands-on labs. In addition to these learning opportunities, Trent Williams, DO, won second place in Case-Con: The Emergency Medicine Residents' Association Research Presentation Competition, with his poster **Ocular Ischemic Syndrome and ACS: Presentations May Vary, Acuity Should Not**. His win deserves a huge shoutout.

Special thanks to our EM Residency leadership: Dulaya Santikul, DO, FCOEP, Program Director, Emergency Medicine, and Rose Anna Roantree, DO, FCOEP, Associate Program Director, Emergency Medicine Residency, for providing an excellent learning opportunity for our residents.



Javid Afghani, DO, third-year EM resident, participates in the ENT lab.



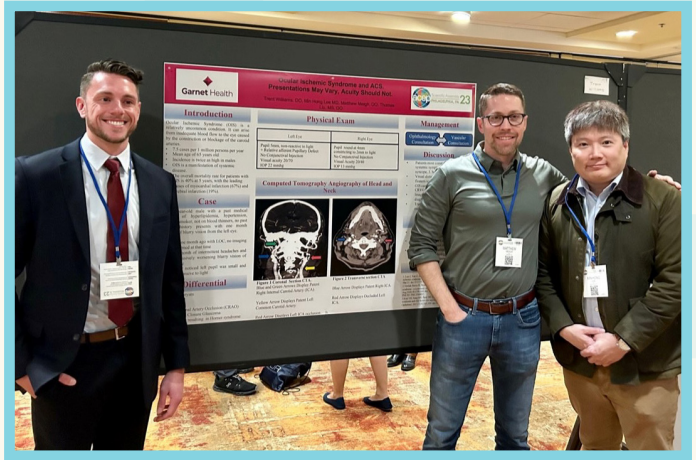
Laryn Cura, MD, third-year EM resident, participates in the ENT lab.



Michael Mascola, DO, PGY-3 (left) and Trent Williams, DO, PGY-3, at the transvenous pacemaker lab.



EM residents attending the conference, from left: Michael Mascola, DO, PGY-3; Trent Williams, DO, PGY-3; Nontapoth "X" Wongkittikorn, DO, PGY-2; Laryn Cura, MD, PGY-3; Colin O'Donnell, MD, PGY-2; Javid Afghani, DO, PGY-3; and Min-Hong Lee, MD, PhD, PGY-1.



Trent Williams, DO, standing alongside his winning poster with coauthors Dr. Matthew Meigh, DO, Chair of Emergency Medicine; and Dr. Min-Hong Lee, MD, PhD, a first-year EM resident.

GARNET HEALTH STEPS OUT AT AMERICAN CANCER SOCIETY'S MAKING STRIDES WALK



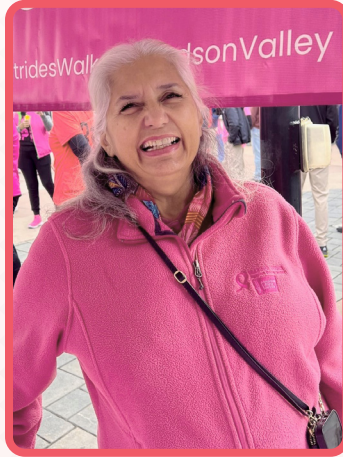
Garnet Health was the flagship sponsor for the American Cancer Society's Making Strides for Breast Cancer Walk, held on October 15 at the Woodbury Commons. We were proud to see so many hospital family members who are survivors or who walked in memory or support of those they know and love.



On the cover:

Front row, from left: Marcy Manheim, Marketing & Corporate Communications Administrator; Lisa Shand, RN, Ray Moody, MD Breast Center; McKenna Gerlach, Guest Promotional Table Helper; Jessica Gerlach, Ray Moody, MD Breast Center Manager & Clinical Trials

Back row, from left: Sara Sargente, RN, GHMC 2 North Nursing Director; Maryann Kubik, Survivor and GH Payroll Analyst; Paula Pope, RN, Survivor and Ray Moody, MD, Breast Center Navigator; Regina Toomey Bueno, Survivor and GH Oncology Senior Administrator





THANKSGIVING FOOD DRIVE

PRESENTED BY BEYOND OUR WALLS

As we maintain the continuum of care outside our hospital, Beyond Our Walls is celebrating the season of giving by providing patients, community members and Garnet Health employees who are in need with Thanksgiving dinner baskets or ShopRite gift cards.



The grocery list for this community Thanksgiving food drive will be emailed to all employees.

If you or your department are interested in participating, or someone you know is in need, please contact:

Callicoon Campus

Toni Duncan
845-333-8247

aduncan@garnethealth.org

Harris Campus

Jodi Goodman
845-333-8785

jgoodman@garnethealth.org

Middletown Campus

Colleen Gonzalez
845-333-1031

cgonzalez@garnethealth.org

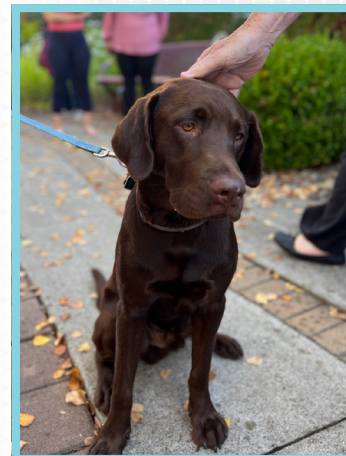
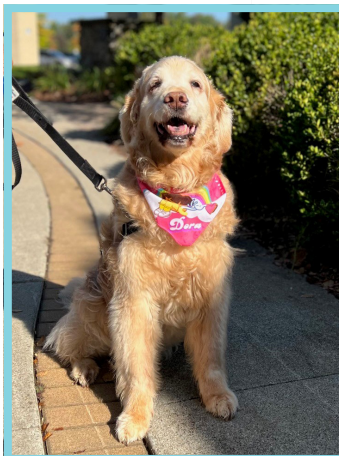
Thank you for your generosity!

Blessing of the Animals

On October 4, Garnet Health Medical Center's Volunteer Department hosted a Blessing of the Animals and invited our pet therapy volunteers. The date honors Saint Francis of Assisi, the patron saint of animals and the environment.

Pets and their owners/handlers were blessed with holy water after a brief service. We also welcomed staff to partake in the ceremony. It was a day to give thanks for the joy pets bring to our lives.

We are extremely grateful to our pet therapy volunteers who help bring a sense of calm and healing to our patients.

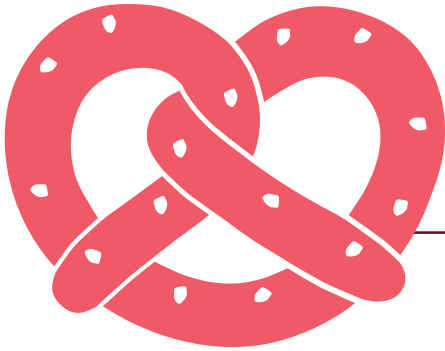


Celebrating Oktoberfest

On October 12, 2023, the Woodland Wildings Café offered Oktoberfest recipes to commemorate Volksfest, a traditional German festival celebrating community, friendship, music and culture. Savory and hearty traditional fare was featured for all to enjoy, and our very own Executive Chef Jacqueline Palmer (Chef Jax) added to the fun with traditional Bavarian attire.



Jacqueline Palmer, Executive Chef
and Francesca Ellert, Director,
Nutrition & Food Service



Garnet Health Medical Center – Catskills

Many Helped to Raise Funds for Ride 2 Survive

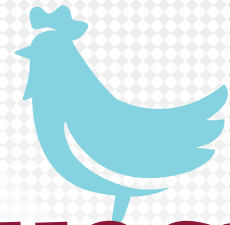


Glorianne Ellison, Ride 2 Survive board member (left), and Garnet Health's Romena Bigio, who recently shared funds raised for the nonprofit. Not pictured: Stefanie Kellam. Both Regina and Stefanie work in Credit and Collections at the Harris Campus.

Ride 2 Survive-Sullivan County, Inc. is a community-based volunteer organization whose mission is to assist Sullivan County residents suffering with cancer. It provides help with transportation expenses for those who have received a diagnosis of cancer or of premalignant conditions and who are receiving treatment locally under the care of an oncologist. Many Garnet Health patients are able to use the free Ride 2 Survive program to and from their treatments and appointments.

Staff members donated money and beautiful baskets that were raffled off at the annual dinner dance held September 30, 2023. Some patients even donated their loose change to help the cause. Thank you to all who donated and/or attended the event to raise money for this very worthy organization.

Out & About at the



Bountiful Harvest Celebration 2023

The 8th Annual Bountiful Harvest Celebration fundraiser at Cornell Cooperative Extension's Education Center & 4-H Park took place on September 29, 2023. The autumn evening was filled with hayrides, a sumptuous farm-to-table dinner prepared with locally sourced favorites. And the highlight event: a celebrity cow-milking contest featuring Garnet Health's Board of Directors member Bonnie Orr. All proceeds supported the continued development of the Education Center & 4-H Park located at 300 Finchville Turnpike, Otisville, NY. From July through October, Garnet Health partners with Cornell Cooperative Extension to host local farmers' markets so our community has access to nutritious and farm-fresh food.



Jessie Moore, Physician Liaison (left), is pictured with Theresa Schiller and Jonathan Schiller, Garnet Health President & CEO.

Bonnie Orr, Garnet Health Board of Directors member, was a celebrity cow-milking contestant.





Covid Announcement

In light of recent increases in COVID-19 community transmission, inpatient COVID-19 patient capacity and employee COVID-19 positivity rates, Infection Control & Employee Health strongly recommend that all staff consider wearing a surgical mask while at work. This is especially important for those staff who have direct patient contact and/or are in frequent close proximity (within 6 feet) of other staff members. In addition to masking, hand-hygiene compliance is very important to help keep yourself, your coworkers and your patients safe. Be sure to wash/sanitize your hands frequently.

We ask that all staff closely monitor themselves for signs and symptoms consistent with COVID-19 or other respiratory illness. If you feel unwell, do not report to work. Instead, call your supervisor/leader and contact Employee Health to be assessed.

Stay well!

Flu Season Is Upon Us!

Vaccinations are available!

New York State Department of Health (NYSDOH) requires all healthcare workers (clinical and nonclinical) to either receive an influenza vaccination (flu shot) or wear a surgical or procedure mask for the entire flu season.

The flu season's start and end dates are determined by the NYSDOH.

By **FRIDAY, November 17, 2023, Occupational Health must either:**

1. Administer your flu shot.
2. Receive formal documentation that you received your flu shot.
3. Receive your signed declination for a flu shot.

As in years past, because this is a NYSDOH mandate, failure to comply will result in disciplinary action up to and including termination, per system policy.

Occupational Health will be giving **FREE** flu shots:

- At the Middletown Campus, Occupational Health Office | Monday through Friday, 7:00 a.m. - 4:30 p.m.
- At the Harris Campus, Occupational Health Office | Most Mondays, Wednesdays and Fridays, 8:00 a.m. - 3:00 p.m.

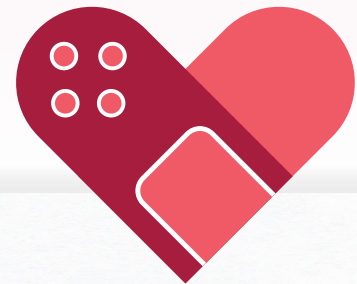
Dates and times for vaccination clinics and offsite location visits will be announced soon. Occupational Health will also be rounding to all areas throughout the vaccination period.

The 2023-2024 Influenza Vaccine Consent Form, the Declination Form and the Vaccine Information Sheet are available on the hospital Intranet under Occupational Health.

If you have special needs, please contact Occupational Health at 333-2060 to schedule a special appointment or to obtain any additional information.

Thank you in advance for your cooperation with this NYSDOH mandate.

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



Hitting the High Notes

A patient letter that made our day

"I came to the ER here with what ended up being appendicitis. The ER was rather quiet that night, and every single nurse in the ER was so kind and helpful. Everyone there made us feel so comfortable and happy despite being in the ER. When I got admitted and transferred upstairs, I was welcomed by the kindest nurses who went above and beyond in so many ways for me. Carla was truly a bright light during this unfortunate time for me. I had many other incredible nurses on this floor (every single one!), but she stood out. Alexis was the best CNA

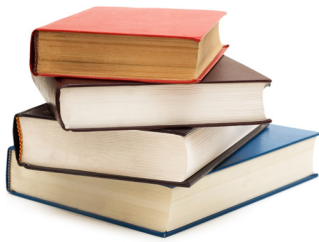
I ever could've hoped to have taking my vitals as frequently as I had to have them done. I always looked forward to her coming in because we'd always laugh and smile, even right after my surgery when I was really not in the mood to be happy. My surgeon Dr. Elsabrout was also amazing, as was the entire anesthesia and surgery team. I cannot recommend this hospital enough, at least for an appendectomy. It was a really lovely experience despite all of the inherently awful things about needing surgery."



After 45 years, Eileen Lake Celebrates a Happy Retirement

It's hard to think of Garnet Health without Eileen Lake. For 45 years, Eileen's commitment and dedication has played a huge part in shaping the IT department, and we will be forever grateful for all she has contributed. Her journey dates back to when the IT department—now 70 employees strong—was just a team of 10.

Wishing you all the best in your retirement, Eileen!



Got Books? Donate Them!

The Garnet Health Foundation is launching a book-lending library located in the Foundation office, Middletown Campus. All book donations are welcome and can be delivered to the Foundation office, located on the second Floor in the GHMC administration building. Questions? Please call ext. 2369 or email pyosh@garnethealth.org.

Diabetes Prevention Program

Are you at risk for diabetes? Garnet Health offers a free, scientifically proven and effective lifestyle program that can help prevent Type 2 diabetes. The program is available in person or hybrid. For more information call (845) 333-2705.

Support Groups

Support groups offer individuals strength, collaboration and emotional resilience to help improve well-being. Garnet Health offers several support opportunities. Visit garnethealth.org/supportgroups for more information.



November Vendor Dates

Want to do some shopping and some good at the same time? Throughout November, we're welcoming vendors to our lobby market. 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.

- | | |
|---|------------------------------|
| 1 JM Sterns Sport | 16 Coats for Less |
| 3 Arlene's Hair Accessories | 21 Mary Kay |
| 6 Your Nutz | 22 Krafty Kandles |
| 7 Simple Treasures | 27 Your Nutz |
| 8 Mostly Silver | 28 Simple Treasures |
| 9 Arlene's Hair Accessories
Café @ Pavilion,
75 Crystal Run Road | 29 John's Jewlery Box |
| 10 Lisa Anderson Designs | 30 Sew EZ Creations |
| 13 Moji Life | |
| 14 Save on Sweats | |



Wellness Word of the Month

REJUVENATE

To revitalize or give new energy or vigor to something.

“We must always change, renew, rejuvenate ourselves; otherwise, we harden.” —Johann Wolfgang von Goethe

We all know what it means to renovate a house. You rejuvenate the exterior by painting or landscaping. Adding children, pets and traditions might bring new life to the inside.

At times, humans need to be rejuvenated too. Life gets us down. It challenges and wears on us. Renewing your mental, emotional and physical energy will help to keep your mind calm and fuel your positivity.

Here are some tips to help rejuvenate yourself:

- As soon as you wake up, drink a full glass of water.
- Avoid turning on the TV news. Instead, play a great upbeat tune to jump start your day.
- Cheer up your mood by picking something colorful in your closet to wear.
- Stop at a café and get a nice custom coffee to break the routine of drinking the same coffee every day.
- Plan your day and organize. Make sure you schedule breaks throughout your day.
- Reach out to a work friend and plan to take a walk outside during your break.
- Plan an evening after work with your loved ones.
- Find a gym or fitness partner. Plan workouts and set goals.
- Avoid spending too much time on social media. Instead, check out some vacation spots. You can even plan a vacation to relax and rejuvenate.
- Decorate your space to refresh its look and allow for meditation and reflection.
- Find a hobby that keeps you energized. Painting, knitting, carving and cooking are all creative activities that bring a smile.
- Have a home-cooking, music and/or dance party with your close family and friends. Laughter is great medicine and recharges everyone.
- Remember to get enough sleep and to maintain a healthy and nutritious meal plan.
- Be sure to schedule self-care time to help you relax and release stress.

Make time to regenerate yourself. Be mindful of the things you need to do to refresh and restore the interior and exterior you.

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.



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! If you're 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 after you complete your patient visit.

November Recognition Days

Diversity and inclusivity make our community healthier, and having staff and providers with diverse backgrounds help us provide better care to every individual we see. 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. In recognition of all who make us the special health care system we are, please join us in acknowledging and celebrating the following and those for whom these dates may have special meaning.

- NOVEMBER 2:** **Día de los Muertos:** On this day, it is believed that the souls of the dead return to visit their living family members. The Mexican culture celebrates this day by visiting the graves of deceased loved ones and setting up altars with their favorite food, drink and photos.
- NOVEMBER 11:** **Veterans Day:** A tribute to military veterans who have served in the U.S. Armed Forces.
- NOVEMBER 12:** **Diwali:** A celebration in the Hindu faith in which they praise their diverse set of deities.
- NOVEMBER 20:** **Transgender Day of Remembrance:** This recognition is meant to honor, commemorate and memorialize those who face discrimination and stigma across the nation.
- NOVEMBER 23:** **Thanksgiving Day:** A nonsectarian day of celebration of those we cherish, whether it be family or friends.
- NOVEMBER 25:** **International Day for Elimination of Violence Against Women:** In December 1999, the United Nations General Assembly designated this day as the beginning of 16 days of remembrance and activism, culminating in International Human Rights Day.