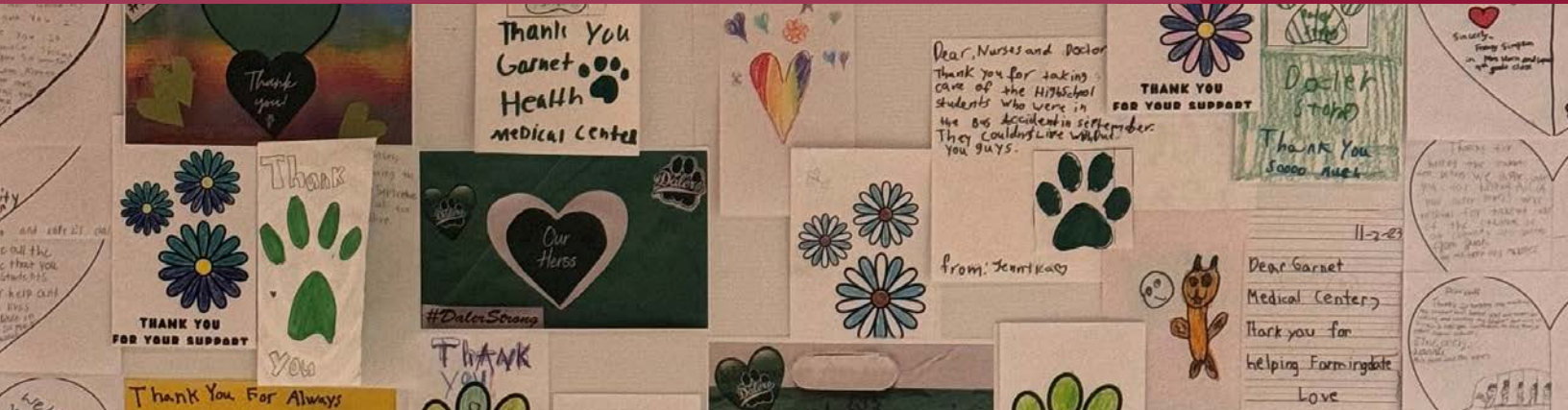


◆ Garnet Health.

Gems

Exceptional Lives Here.



A heaping helping of gratitude.

Farmingdale School District youngsters honor our heroes.






2024 Performance Improvement, Quality and Patient Safety

The purpose of Garnet Health System’s Performance Improvement, Quality and Patient Safety plan is to eliminate risk and variability in care by fostering, developing and maintaining a culture of safety and continuous improvement throughout the system. The Quality Management System was established to coordinate effective mechanisms through which the quality and appropriateness of patient care services are objectively and systematically measured, monitored, analyzed and continually improved with the goal of producing positive health outcomes and reducing risks for patients.

In these challenging times, it’s more important than ever for us to begin the year with a new focus and commitment to our patients. Annually, we update the three-year glide path to establish our quality and safety priorities and to sharpen focus so we can be successful in meeting our goals.

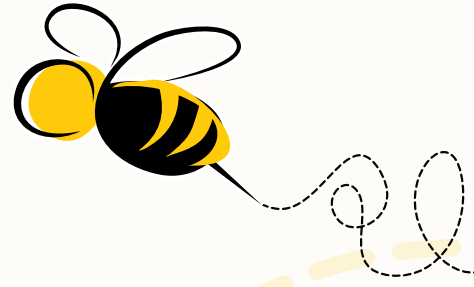
Garnet Health Three-Year Quality Safety Glide Path:

| | 2024 | 2025 | 2026 |
|--|--|---|--|
| Improve Quality & Health Outcomes Achieve Zero Preventable Harm | Harm Index & Watch List/ Focus: Hospital Acquired infections, Falls, Patient Assessment/ Escalation HRO/ Just Culture Training | Stay the Course  | |
| | High Reliability Model of Care: Patient Experience, Readmissions, LOS Focus- High Impact Areas: , Maternal Health, Behavioral Health Focus- High Risk Processes: CT Surgery/ Interventional Advance Health Equity, Reduce Workplace Violence | Ongoing  | |
| Comply with Regulatory & Accreditation Standards | DNV Annual Survey GHMC DNV 3 Year Accreditation Survey GHMC-C Maintain System-wide ISO 9001 Designation | DNV – Ongoing Accreditation Maintain System-wide ISO 9001 Designation | DNV – Ongoing Accreditation Maintain System-wide ISO 9001 Designation |
| | DNV Palliative Care Re-Certification GHMC DNV Primary Stroke Center Re-Certification ACOS Trauma Re-designation GHMC | DNV Infection Prevention Certification GHMC DNV Cardiac Center of Excellence GHMC | DNV Comprehensive Stroke Center Certification GHMC CARF Re-accreditation Rehab GHMC |
| Achieve Awards & Recognition | Healthgrades Best 250 Hospitals GHMC | Healthgrades Best 250 Hospitals GHMC | Healthgrades Best 250 Hospitals GHMC |
| Achieve High Ratings/ Optimize Reimbursement | P4P CMS/ Commercial Quality Programs Transition to Digital Quality Measures Promote Interoperability | Ongoing  | |

Our highest priority is to keep our patients safe. As a system, we have improved patient safety year after year and will continue to focus on reducing patient harm. We utilize a high-reliability model of care as we implement new programs and improve existing services. Achieving successful accreditation is an ongoing priority each year. DNV, our accreditation body, conducts an annual survey of all our hospital sites to ensure we are following regulatory requirements. It utilizes risk-based thinking to ensure a culture of continual improvement.

At Garnet Health, we are setting a high bar to improve patient outcomes. We are streamlining approaches to data collection and reporting so that we can leverage clinical information for performance improvement and learning. Our goal is to provide consistent excellence, achieve recognition for our specialty programs and function as a high-performing community health system. For more information, please contact mcrittenden@garnethealth.org.

BEE AWARDS



Beth Brodeur
Clinical Director, OR & Sterile Processing,
Garnet Health Medical Center – Catskills

Beth Brodeur is willing to help out whenever and wherever she's needed. She goes out of her way to make new employees feel welcome, answering questions and helping them to forge connections. She goes above and beyond to research information needed to successfully complete jobs and has a great rapport with colleagues. A visible and approachable leader, Beth is very personable and always prioritizes patients' needs.

Her nomination states, "In my opinion, Beth is a role model for others because she is the best example of how a true leader should be." Thank you, Beth, for your outstanding leadership. You make a big difference with staff and patients, and we appreciate all that you do! Congratulations!



Alisha Lopez, RN
Nurse Manager, Emergency Services,
Garnet Health Medical Center

A RN in the ED at Garnet Health Medical Center, Alisha earned Employee of the Month recognition for helping a patient through a mental health crisis.

When the patient's mother was unsuccessful in getting her son to accept help, Alisha jumped in. She de-escalated the patient and got him into the Access Center. She also assisted the mother by sitting with her and listening and offering compassion that made her feel comfortable, heard and understood. "I am acknowledging Ms. Lopez because she had that sense of urgency for my son [that I did] and I will forever be grateful," the nomination read. "Alisha clearly defines what it means to be an empathetic and caring nurse while her attention to detail goes above and beyond."

Alisha, thank you for your care, compassion, kindness and expertise. You made a positive impact on a family in need. Congratulations!

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

Attention to patient care is catching!

Five outstanding Garnet Health team members were honored with Good Catch awards:



Garnet Health Medical Center – Catskills
Grace Rivera, HIM Coordinator

From left: Josephine "Josie" Gonzalez, HIM Specialist; Grace Rivera, Good Catch honoree; and Jerry Dunlavey, CEO.



Garnet Health Medical Center – Catskills **Kristine Conologue, Outpatient Rehab**

From left: Jerry Dunlavey, CEO; Kristine Conologue, Senior PT and Good Catch honoree; Michael Parrinello, OT; and Daniel Malin, PT.



Garnet Health Medical Center **Jose Mendoza, MRI Tech**

From left: Robert Davis, Director of Diagnostic Imaging; Amy Russell Paliman, Manager of Diagnostic Imaging; Jose Mendoza, Good Catch honoree; and Jonathan Schiller, President & CEO.



Garnet Health Medical Center **Joseph Lieberman, Security Officer**

Pictured from left: Jonathan Schiller, President & CEO; Joseph Lieberman, Good Catch honoree; Gregg Hough, Director of Security; Joyce Timko, Vice President Clinical Support Services; Greg Mills, Manager of Security; and John Politoski, Courier Supervisor.



Garnet Health Medical Center **Jelaine Evangelista, RN**

From left: Jonathan Schiller, President & CEO; Renee Gerstner, RN; Jelaine Evangelista, RN, Good Catch honoree; Lisa Michalczuk, RN, Senior Nurse Director 6 North/6 South; and Sarah Lazar, Unit Coordinating Clerk.

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

You gave our kids back to us

Farmingdale School District expresses its gratitude.

There's always something special about getting a child's handwritten thank you note. So when we received four boxes of notes like the ones posted on this month's GEMS cover, it truly made our day.

On September 21, 2023, a bus on its way to band camp experienced a tragic accident as it passed through the Hudson Valley. Many of the riders – students from the Farmingdale School District – were treated at Garnet Health Medical Center.

On Monday, December 11, the leadership of the Farmingdale School District paid Garnet Health Medical Center a visit to thank the staff for the outstanding care that was provided to their students. Farmingdale Superintendent Paul Defendini, Woodward Parkway Elementary School RN Joanne Kelly and Farmingdale High School Principal Jed Herman shared with staff the events that unfolded that terrible day.

With heartfelt emotion, they stood in front of our employees and thanked them for the care and compassion their students, staff and parents received at Garnet Health Medical Center after the accident. While their community and district family continue to heal, they are forever grateful for the care they received. Along with their gratitude --and hugs -- they presented 4 boxes of thank you letters addressed to Garnet Health Medical Center staff which are currently being displayed in the conference center lobby for all to read.



"You gave our kids back to us, and I know that it might be part of the routine in the course of your business, or you may think of it as you just wake up in the morning and set your alarm, and you come to work and you do your job, but I'm telling you that you are heroes in our eyes, and we're forever thankful for what you did for us, and we just wanted to come here to tell you that."

– Paul Defendini, Farmingdale School District Superintendent

Urgent Care Provider Treats a Record 60 Patients in a Single Shift

Urgent Care provider Amrita Mangar, PA-C, is pictured smiling after treating a record number of patients in our Goshen Urgent Care location during her 12-hour shift on Monday, November 20. Amrita saw 60 patients, setting a record for an individual provider in our Urgent Care.

We'd be remiss if we didn't thank the great team that supported her: Arlene Rosario, LPN; Terrin Buchanan, LPN; and Ebony Royal-Banks, MA.



Most Wired for the 7th Consecutive Year

Garnet Health Medical Center and Garnet Health Medical Center – Catskills have earned the 2023 College of Healthcare Information Management Executives (CHIME) Digital Health Most Wired recognition for a seventh time. The achievement was received in the “acute” survey selection.

The Most Wired program conducts an annual survey to assess how effectively healthcare organizations apply core and advanced technologies to their clinical and business programs to improve health and care in their communities.

Among the more than 55,000 facilities represented, Garnet Health ranked above peers in categories like analytics and data management, population health, infrastructure, and patient engagement. The survey assessed the adoption, integration and impact of technologies in healthcare organizations at all phases of development.

Congratulations to our IT department for all its hard work and dedication.



United Way of Sullivan County Donates to Garnet Health – Catskills Food Farmacy

Garnet Health Medical Center – Catskills' Food Farmacy program was the beneficiary of a \$500 check presented by Julian Dawson, Chief Professional Officer, United Way of Sullivan County.

Garnet Health's Food Farmacy program benefits patients who have screened for food insecurity, providing three days' worth of free food to inpatients upon discharge. Providing nutritious food to discharged inpatients in need helps them to recover.

We are grateful for the support that United Way of Sullivan County has provided with this donation.

Pictured from left: Eileen Ernst, Volunteer; Suzanne Lange Ahmed, Chief Nursing Officer; Moira Mencher, Garnet Health Director of Strategic Planning & Community Health; Jerry Dunlavey, Garnet Health Medical Center-Catskills CEO; Jodi Goodman, Garnet Health Medical Center – Catskills Director of Patient Experience; and Julian Dawson, United Way of Sullivan County Chief Professional Officer.

Congressman Marc Molinaro Welcomed

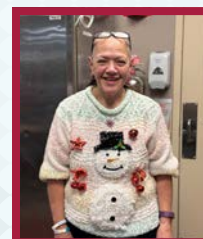
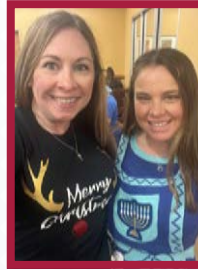


Garnet Health Medical Center – Catskills recently welcomed a visit from U.S. Representative Marc Molinaro, who represents New York's 19th Congressional District. Our current successes and challenges were discussed as well as our vision for the future which includes plans for a replacement hospital.

Pictured from left: Marcy Manheim, Administrator Marketing and Corporate Communications; Suzanne Lange Ahmed, Garnet Health – Catskills CNO & VP of Patient Care; David Smith, VP of Marketing & Strategic Planning; Marc Molinaro, US Representative for New York's 19th Congressional District; Jerry Dunlavey, Garnet Health – Catskills CEO; Jonathan Schiller, Garnet Health President & CEO; and Leroy Cordero Floyd, MD, Garnet Health – Catskills CMO.

Food, Fun and Good Cheer at the Holiday Luncheons!

The month of December was filled with fun, food and good cheer! Our holiday staff luncheons were once again hosted by our amazing Food and Nutrition Services team, which prepared and cooked a wonderful menu of delicious food. Thank you to everyone who put on their ugly sweaters and joined the party!





Beyond the Walls: Holiday Cheer 2023 Provides for Families in Our Community

As we maintain our continuum of care outside our hospital, the *Beyond Our Walls* initiative celebrated the season of giving by providing gifts to more than **93 families** (approximately 268 individuals) in need throughout Orange and Sullivan counties.

Huge thanks to all the departments and individuals who donated to this wonderful effort!

**Thank you to the Garnet Health
Holiday Cheer Committee for
organizing and coordinating
this massive effort:**

- April Alvarado
- Megan Besaw
- Chris Costello
- Mary Ellen Crittenden
- Maria Devaney
- Colleen Gonzalez
- Jodi Goodman
- Nick Heitzmann
- Maggie Jean-Francois
- Maureen Roche



Special thanks to Lynn Darrigo, Father Simon, Daylin Salas, and the Security Department and couriers for all your help and assistance!

Holiday Happenings

From the display of ugly sweaters to the many activities sponsored by Garnet Health Foundation and Garnet Health Foundation – Catskills, it was a Festival of Gratitude this past holiday season. Staff and patients enjoyed live music, a toy giveaway and a delightful visit from Santa and Mrs. Claus at both the Middletown and Harris campuses. Here are scenes from the season!



Fall 2023 DAISY Award Presented to Carla Mohan, RN

Congratulations to Carla Mohan, RN, for her recent honor as Garnet Health Medical Center – Catskills' Fall 2023 DAISY Award recipient.

"I was admitted to the hospital on my wedding night," a patient wrote of her experience, praising Carla for going above and beyond. "The staff was kind enough to grant an exception to have my husband stay the night with me. When we arrived in my room, someone had written 'Congratulations' in huge letters on my whiteboard, and there were two towel swans kissing on the bed."



Carla not only tried to make a wedding night as special as it could be in a hospital, but she was praised for being "a shining star and a light of positivity in a difficult and painful time." The patient credited Carla with always making the "right calls" with her pain medication and stated how grateful she was to be placed in Carla's care. The nomination concluded, "We're so glad we chose this hospital over others in the area, because every single staff member was so incredible and Carla really stood out!"

Carla, thank you for your expert care and your kind and thoughtful way. You truly made a difference for this patient!

Carla was chosen from 84 nominees for the Fall 2023 DAISY award, but others also stood out. Congratulations to Deb Benjamin, Brian Casta, Jodi Galvin, Stephanie Johannes, Kelsey Rourke, Brenton Smith and Kim Wall, all of whom received five or more DAISY nominations and who were honored with a special pin.



DAISY nominations can be made via the drop boxes in the lobbies or the QR codes on posters around the hospital. Garnet Health Medical Center – Catskills' next DAISY presentation will be in May 2024.

About the DAISY Foundation

The not-for-profit DAISY Foundation was established by family members in memory of J. Patrick Barnes, who died at age 33 from complications of idiopathic thrombocytopenic purpura (ITP). The care Patrick and his family received from nurses while he was ill inspired this unique means of thanking nurses for making a profound difference in the lives of their patients and patient families.

Honorees receive a certificate of commemoration, a hand-carved sculpture called A Healer's Touch and Cinnabon® cinnamon rolls—one of Patrick's favorite treats.

Compliance Week

In November, Garnet Health celebrated National Compliance week with a campfire theme, fun and prizes. Thank you to all who participated in the crossword puzzle contest, the "create your own meme" competition, and to those who nominated compliance stars!

Compliance is everyone's responsibility. If you have a corporate compliance concern, you can report it anonymously by calling (845)333-HERO (4376) or by visiting hotline-services.com.



Out and About



Garnet Health's Community Health Clinician Emily Rynd, RN; Director of Strategic Planning & Community Relations Moira Mencher, recently provided free Know Your Numbers health and wellness screenings at the Orange County Employee Wellness Fair!



Garnet Health Medical Center – Catskills was represented at the Sullivan County Visitor Association's Annual Event held at Bethel Woods on December 6. Pictured from left: Moira Mencher, Garnet Health's Director of Strategic Planning & Community Relations; Jerry Dunlavy, Garnet Health Medical Center - Catskills' CEO; and Suzanne Lange Ahmed, Garnet Health Medical Center - Catskills' Chief Nursing Officer and VP of Patient Care.

Leading the Way



Justine Geisler, MSN, MHA, NE-BC, CMSRN, has been promoted to Nursing Administrator of Clinical Operations. She has been in the interim role since August 2022. Justine will continue to have oversight of Nursing Clinical Operations, CDA/2 West, the Staffing Office, Nursing Supervisors, Patient Flow and the Med Surg Float Pool.

Justine began her career as a Nursing Assistant at the Arden Hill Campus in 1996 and became a Registered Nurse in 1998. Her previous leadership roles include Bone & Joint Center Clinical Coordinator, 5 South Nursing Unit Director and Clinical Decision Area Nursing Director. Justine has been integral in many performance-improvement projects during our Magnet journey and she led the Nursing Professional Development Committee for several years. She was also essential in spearheading our current process of Tiered Huddle Calls for improved Bi-Directional Communication.

Justine can be reached at jgeisler@garnethealth.org.



Miguel Rodrigues, Director of Emergency Management, Safety Officer and Incident Commander for Garnet Health was promoted to Administrator, Emergency Preparedness and Property Management. In this role, Miguel will continue his current work and will assume responsibility for the system's real estate portfolio, including all of our leased properties and our Healing Environment strategy. Since 2019, Miguel has served as the Incident Commander for the system leading the organization through emergency situations including captaining the COVID-19 global pandemic command center. His leadership has integrated Emergency Management across the system.

Miguel can be reached at mrodrigues@garnethealth.org.

DECON Training and Readiness

In November, employees from Garnet Health – Catskills' Harris and Callicoon campuses completed decontamination (DECON) training. Nurses, techs, security and emergency management personnel were among the staff that participated. The training was conducted by the Emergency Management Team at Northwell Health.



HOLIDAY BREAKROOM

Decorating Contest

And the winners are...



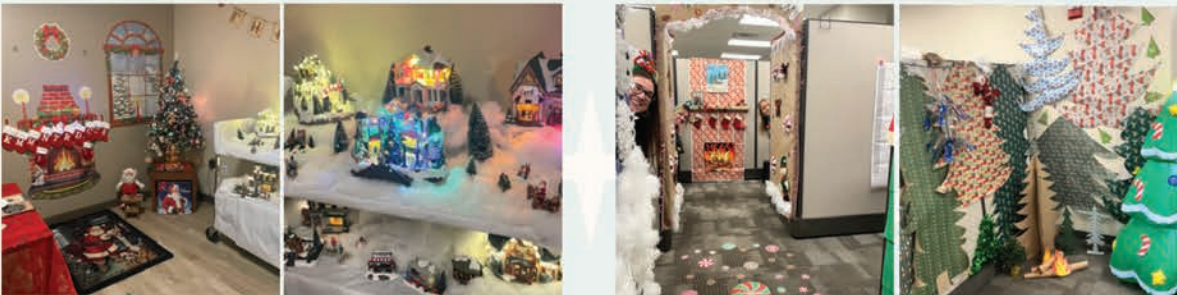
LABORATORY

Garnet Health Medical Center - Catskills



OPERATING ROOM

Garnet Health Medical Center



QUALITY
Pavilion

TIE!

HUMAN RESOURCES
Pavilion



COVID-19 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 recommends that all staff consider wearing a surgical mask while at work. This is especially important for those who have direct patient contact and/or are in frequent, close proximity (within 6 ft) of other staff members. In addition to masking, hand-hygiene compliance is very important to help keep yourself, your co workers 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!

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.

January Vendor Dates

Want to do some shopping and some good at the same time? Throughout January, 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.

- | | |
|-------------------------------------|------------------------------|
| 4 Shakely | 16 Mary Kay Cosmetics |
| 9 Your Nutz | 17 John's Jewelry Box |
| 11 Save on Sweats | 18 Simple Treasures |
| 12 Arlene's Hair Accessories | 30 Your Nutz |

Support Groups

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

**Bereavement Support Group at
Garnet Health Medical Center – Catskills
with Pastor Chris**

3RD WEDNESDAY OF EVERY MONTH

12:00 p.m. – 1:00 p.m. | 5th Floor Chapel

Wellness Word of the Month

Authentic

(adj.) of undisputed origin; genuine. Being exactly who you are without any qualification or apology: true to your own personality, spirit and character. To be wholly yourself.

"The privilege of a lifetime is to become who you truly are." — Carl Gustav Jung

Being true to yourself and displaying your true self brings out the best in you. Being authentic instills a sense of trust because what you say and do are a reflection of how you really think and feel. Authentic people stay true to their own needs and standards rather than adhering to values that society, friends and family may seek to impose upon them.

Here are some tips on how to be **authentic** in everyday life:

- Ask yourself what is it that you truly want.
- Start your day with passion in your heart.
- Be true to yourself and do the work you want to do.
- If you feel the conversations around you are unpleasant, politely exclude yourself from them.
- When you are pressured to state your opinion, feel free to say no if it makes you feel uncomfortable.
- Your morals, ethics, beliefs and values may be different from those of others. Be true to yourself and identify what makes you truly happy.
- Surround yourself with people who bring out the best in you.
- Be the best you can be and always do your best.
- Your children and loved ones admire you. So when they see your authenticity, it creates a good example for them to follow.

I encourage you to start your new year by being your authentic self. Know and understand who you are and do your best to portray your authenticity. I wish you all a happy 2024!

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! At the conclusion of your patient visit, 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.

January Recognition Days

Diversity and inclusivity make our community healthier, and having staff and providers with diverse backgrounds helps 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 healthcare system we are, please join us in acknowledging and celebrating the following and those for whom these dates may have special meaning.

JANUARY 1:

Emancipation Proclamation

On this day in 1863, President Lincoln declared all individuals held in slavery to be free.

JANUARY 6:

Feast of the Epiphany is a Christian feast day that celebrates the star leading the three wise men to baby Jesus. The Feast of the Epiphany concludes the 12 days of Christmas and is the traditional end of the Christmas season.

JANUARY 13:

Korean American Day honors those of Korean descent and the contributions they have made. It commemorates the arrival of the first group of Koreans in the United States in 1903.

JANUARY 15:

Martin Luther King Jr. Day celebrates one of America's best-known civil rights activists.