

◆ Garnet Health.
Gems

Exceptional
Lives Here.



William Gotsis, MD



Vincent Gulfo, MD



Tejas Parikh, MD



Gary Silverman, MD

**Extraordinary
Doctors.
An Extraordinary
Honor.**

Celebrating our 2023
Physician Award winners.



Deborah Spencer, MD



Phone Win, MD

Extraordinary Doctors Earn Our 2023 Physician Awards

Every year, the Medical Executive Committee of each Garnet Health hospital honors physicians who go above and beyond with Physician Awards. On December 4, the 2023 Physician Awards took place during the monthly Board of Directors meeting.

Honorees were selected based on their commitment to our patients and community. Phillip Massengill, MD, Garnet Health Board of Directors Chair, recognized physicians who were honored as standing out in their respective fields.

We congratulate Garnet Health's 2023 Physician Award honorees and thank them for all they have done to provide exceptional healthcare for our patients.

GARNET HEALTH MEDICAL CENTER 2023 LIFETIME AWARDS



Vincent Gulfo, MD, Rehabilitation Medicine

Dr. Gulfo joined the medical staff in 1999 and has gone above and beyond for patients ever since, often as the only physician providing coverage on the rehab unit. With over 33 years of service to our community, he is well-liked and respected by staff and patients alike. Providing care that goes beyond a patient's rehabilitation needs, Dr. Gulfo understands the intricacies of documentation and is dedicated to providing all patients with the care they deserve.



Deborah Spencer, MD, Obstetrics and Gynecology

Dr. Spencer joined the medical staff in 1996 and has delivered more than 3,000 babies through her years as an exceptional physician. With a career spanning more than 33 years of providing quality OB/GYN care to women in our community, Dr. Spencer has delivered joy to her patients with exceptional grace and compassion.

GARNET HEALTH MEDICAL CENTER 2023 LEADERSHIP AWARDS



William Gotsis, MD, Interventional Cardiology

Having joined the medical staff in 1996, Dr. Gotsis has provided expert cardiac interventional care to more than 7,000 patients, many in their greatest hour of need, and has cared for almost 500 patients since the start of interventions for acute myocardial infarctions (MI). In his decades of service, he has worked diligently to help establish and increase performance outcomes in our cardiac cath lab, making it one of the best in the region. A physician who never says no and is always available for patients and staff, Dr. Gotsis has also demonstrated his leadership by assisting and supporting new providers over the years.



Gary Silverman, MD, Interventional Cardiology

Dr. Silverman joined the medical staff in 1999 and has since performed more than 5,000 cardiac catheterizations and cared for 450 patients since the start of interventions for acute MIs. Known as the "GQ" of cardiac interventionalists, Dr. Silverman is notable for both his professionalism and his poise. He is the first to provide guidance, assistance and education to the staff, has been integral to provider orientation, and is supportive of every member of the team.

Together, the team of Dr. Gotsis and Dr. Silverman has lead Garnet Health Medical Center to a new level of cardiac care in the Hudson Valley.



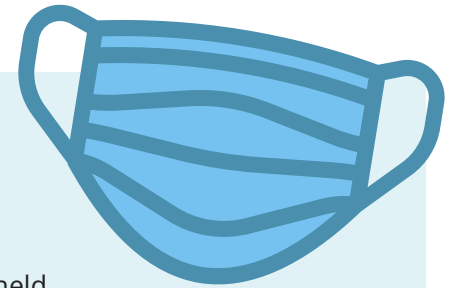
Phone Win, MD, Psychiatry

Since joining the medical staff in 2001, Dr. Win has exhibited exceptional dedication to patient care. He is actively involved in medical-staff developments and resident growth. His dedication and talent have played a key role in furthering psychiatry care for our patients.



Tejas Parikh, MD, Radiology

Dr. Parikh joined the medical staff in 2006 and has been an active leader in the development of the radiology department. With exemplary professionalism, Dr. Parikh's leadership has been integral to orienting new providers and offering them guidance, assistance and education.



Mask Mandate Has Been Reinstated

We are experiencing a significant increase in respiratory illnesses in our community, resulting in a surge of COVID, flu and RSV cases in our hospitals, urgent-care locations and doctors' offices. For the health and safety of our staff and patients, it was necessary to reinstate **mandatory masking effective Friday, January 19, 2024**, for all clinical and nonclinical employees, privileged providers, volunteers, contractors, and clergy.

Patients presenting for an appointment, test or procedure will be encouraged to wear a mask. Visitors will also be encouraged to mask for their safety and the safety of the patient they are visiting. However, visitors for patients with isolation precautions will require extensive personal protective equipment.

Upon entering any Garnet Health building, surgical masks will be made available to all employees, visitors and patients who need and request them.

All clinical and nonclinical employees, privileged providers, volunteers, contractors, and clergy are required to mask prior to entering any Garnet Health building. Masks must be worn at all times, with the exception of breaks, meals and while alone in a private office.

Additionally:

- If gathering for a celebration in any Garnet Health building, all attendees must wear a mask.

- Meetings should be held virtually, if possible. Any in person meeting requires all attendees to be masked.
- The number of people in break rooms should be limited. Everyone must adhere to social distancing during meal breaks.
- Please remember to practice good hand hygiene at all times.

If you have not already received your COVID or flu vaccine, please consider doing so if supported by your provider. Please send proof of vaccination to Employee Health at employeehealth@garnethealth.org or fax to (845) 333-2063.

If you are feeling ill, are symptomatic or believe you have been exposed to COVID, flu or RSV, call Occupational Health for guidance before reporting to work.

Caring for our patients and the well-being of our staff is our top priority. It has been proven that masking helps prevent the spread of respiratory illnesses and other communicable diseases, and it aids in protecting you, your loved ones and your patients.

We will continue to monitor the prevalence of respiratory illness in our community and will communicate further when the infection rates fall below the moderate level, allowing us to lift this mandate. Until then, thank you for helping to keep yourself, patients, families and staff safe.

Accreditation is Important

The importance of accreditation in healthcare cannot be overstated. It serves as an external review of the organization, showing we meet industry standards and best practices. For our organization to achieve accreditation, we must prove compliance with the standards set forth by DNV, our accrediting body. The process involves a rigorous review where industry experts survey the organization's structures and policies.

It is important to know that accreditation in healthcare is not just about status. The accreditation process helps to streamline operations, improve the quality of care, and build trust with patients and the community. It also aids in maintaining compliance with healthcare laws and regulations, as well as keeping up to date with industry standards.

Preparing for accreditation is a long and intensive process. At the start of each year, the Garnet Health Quality Department collaborates with areas across the organization to get ready for their yearly accreditation survey with DNV. To prepare for accreditation, Quality does a comprehensive assessment of processes, policies, procedures and anything else related to accreditation standards. This allows us to identify any areas where gaps in compliance exist. Preparation includes collaborating with administrators and leaders to update policies, procedures and training materials. Additionally, internal audits and reviews help us toward remaining in a state of continual compliance.

Another large part of accreditation preparedness includes interaction with and education of frontline staff. Staff can expect to interact with the Quality Department, administrators and leaders regarding feedback and teaching for policy/procedure updates, data concerning departmental performance improvement projects and activities, maintaining environmental compliance, and suggestions on how to best showcase the amazing work being done throughout the hospital.

Ultimately, the goal of obtaining and maintaining accreditation is to strengthen the organization and prove that we provide high-quality care. With the new year upon us, accreditation preparedness has already begun. Unannounced mock surveys are taking place across the organization, internal audit data is being reviewed, 2024 performance-improvement projects are beginning and much more. We look forward to collaborating with you in this effort. For more information on accreditation preparedness, please reach out to the Quality Department at qualityimprovement@garnethealth.org.

Leading the Way



Naomi Alvarez has joined Garnet Health Doctors as Director of Business Intelligence and Revenue Integrity. Naomi previously held the position of Garnet Health's Compliance Coordinator.

Naomi has more than 11 years of healthcare leadership, including preparing and overseeing budgets and operations for an Article 28 facility.

In her new role, Naomi will be responsible for the ongoing fiscal operations of Garnet Health Doctors, with a primary focus on budget preparation, proformas and the management of key financial performance indicators across the medical group and urgent care services.

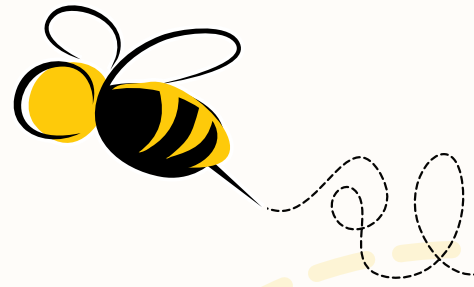
Naomi can be reached at nalvarez@garnethealth.org.

GARNET HEALTH DOCTORS Primary Care Does It Again!

Congratulations to Garnet Health Doctors Primary Care practices that have, once again, received NYS-Patient Centered Medical Home (PCMH) recognition from the National Committee for Quality Assurance (NCQA). This ongoing recognition affirms Garnet Health Doctors' commitment to providing safe, high-quality, patient-centric care.

Garnet Health Celebrates December Employees of the Month

BEE AWARDS



Donna DeStefano

**Director, Diagnostic Imaging,
Garnet Health Medical Center – Catskills**

Donna earned December Employee of the Month for acting quickly to ensure that a team member arrived safely to their destination amid an unexpected family emergency.

Thank you, Donna, for your compassion and care for others. You make a difference!



Tina Tyner

**Food Service Worker, Nutrition & Food Service,
Garnet Health Medical Center**

Early in December, while serving patients on the Mother Baby unit, Tina entered a room of a patient who had her toddler in the room with her. The child was happy to tell Tina that, "Mommy just had a baby, but we don't have a crib for her when she comes home." Tina could not let this go. She started making calls to her co-workers and friends, seeing if anyone had a crib. Tina then searched Facebook Marketplace and found someone gifting a bassinet. But Tina was not the first to inquire about the bassinet, so she persevered and private messaged the lady and explained the story. Her efforts paid off, as the lady gifted Tina the bassinet. Tina presented this gift to the patient just before discharge.

Previous to this, another patient in Mother Baby connected with Tina. She confided that she and her children were in desperate need of clothing and essentials. Tina rallied her troops, and soon after, she had boxes and bags full of clothes and toiletries, which she personally delivered to the patients home after discharge.

These are just two of the many examples that illustrate how Tina goes above and beyond.

Congratulations on your well-deserved honor, Tina. Your kindness and selflessness have made a difference with our patients, both during their stay and beyond. 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.



GARNET HEALTH MEDICAL CENTER – CATSKILLS

Liberty Elks Donate Long-Stem Roses to Patients

Just before Christmas, Liberty Elks gifted Garnet Health Medical Center – Catskills, Harris Campus with 12-dozen long-stem roses in individual vases to hand out to our patients. This beautiful gesture was very well-received. Thank you, Liberty Elks!

GARNET HEALTH

Thank a Resident Day – February 23, 2024



Thank a Resident Day is a national celebration designed to show gratitude and appreciation for residents and the integral part they play on healthcare teams. It occurs on the last Friday of February each year.

Our residents are a dedicated and caring team of amazing physicians who work tirelessly to provide great patient care throughout their training. Their work impacts not only the patients they see in a day, but also the thousands they will help throughout their careers.

On February 23, 2024, please be sure to take a moment to personally thank a resident. A sincere and heartfelt thank you can have more of an impact than you might think.

Garnet Health Medical Center – Catching Up With Our DAISY Awards



Pictured from left: *Nicole Sewell, Garnet Health Medical Center CNO; Robin Brennan, RN, Garnet Health Medical Center Administrator of Emergency Service; Ashley Gulla, RN, DAISY honoree; and Andrew Myles, Garnet Health Medical Center Director of Emergency Services.*

Congratulations to Garnet Health Medical Center's April 2023 DAISY Award winner Ashley Gulla, RN, of the Emergency Department. Ashley was chosen because of the exceptional way she treats both patients and coworkers.

Her nomination speaks to the positive impact she made on a patient who remembers how Ashley treated her, and it goes on to talk about how supportive Ashley is as a team member. The nomination reads, "I have witnessed Ashley grow from a wonderful yet shy new grad RN to a more seasoned nurse who advocates for her patients every step of the way. She is kind, confident, capable and determined, which are absolutely amazing qualities for a nurse who doesn't have years and years of experience. Ashley showcases everything that a nurse should be."

Congratulations, Ashley, on this very well-deserved honor! You make a difference every day!



Kudos to Garnet Health Medical Center's October 2023 DAISY Award winner Agnes Marvulli, RN, of Labor & Delivery. Agnes was selected because of the exceptional care and compassion she provides to her patients.

Agnes received a nomination from a patient who is also a fellow nurse. The nomination outlines how Agnes went above and beyond on two separate occasions. Agnes ensured the comfort of the patient and made sure the birth plan was followed as closely as possible. She encouraged and motivated the patient and, most importantly, never

left her side. Agnes was instrumental in helping to progress the patient's labor when it stalled. She advocated for all the patient's needs and gave the patient peace of mind. Agnes' nomination read, "Agnes deserves all the recognition in the world for portraying what it truly means to be an outstanding nurse. I am forever grateful for all that she has done for my family, and especially for helping bring two of my biggest blessings into the world."

Congratulations, Agnes! You truly make a positive impact on our patients, and we are so proud to have you on our team!

About the DAISY Foundation

The not-for-profit DAISY Foundation was established by family members in memory of J. Patrick Barnes. Patrick died at the age of 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.

February Vendor Dates

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

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|-----------|----------------------------------|-----------|-------------------------------|
| 1 | Mostly Silver | 12 | Joint 2 Jewelers |
| 2 | John's Jewelry Box | 13 | Eleanor Jewelers |
| 5 | Arlene's Hair Accessories | 14 | Krafty Kandles |
| 6 | Mary Kay Cosmetics | 15 | Simple Treasures |
| 7 | Teddies Jewelry | 16 | Silver Dollar Boutique |
| 9 | Lisa Anderson Designs | 20 | Your Nutz |
| 12 | Teddies Jewelry | | |
- 75 Crystal Run Road Cafe

Wellness Word of the Month

Diligence

care or persistence in performing duties; thorough attention to a matter

"Continuous effort — not strength or intelligence — is the key to unlocking our potential." — Winston Churchill

Diligence is an important ingredient for success in life. By being careful, thorough and persistent, we can get through life's hardships and mitigate risks. Diligence guides us toward making good decisions.

Here are some tips on how to be diligent:

- Always have a goal, plan, action and/or approach to whatever you would like to achieve.
- Set a consistent routine to make sure you work through and reach your goals.
- Time management is key. Organize your time and follow a consistent routine.
- Start your day with a positive outlook and be prepared to own your day.
- Make a list of tangible goals and don't overwhelm yourself.
- Time is precious. Avoid spending it in negativity. Once a moment is spent, you'll never get it back.
- Having a persistent approach and working hard will bring good results.
- Don't get disappointed with setbacks and challenges. Treat every negative experience and hurdle as a learning experience.
- Be inspired by hardworking people.
- Surround yourself with people who challenge you and help you progress.

Diligence breeds success. Practicing diligence in your personal and professional life will help you achieve your goals and make you an ideal example for others.

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.

Help Support the 46th Annual WSUL Heart-A-Thon

Garnet Health Medical Center – Catskills benefits from funds raised.

When: February 16, 2024

Where: Resorts World Catskills Epicenter

How: Consider purchasing a tee-shirt, pledge card or heart card in memory or in honor of a loved one.

Contact Jodi Goodman at jgoodman@garnethealth.org or Dina Norman at dnorman@garnethealth.org

February Recognition Days

February is Black History Month, chosen primarily because the second week of the month coincides with the birthdays of both **Abraham Lincoln** and **Frederick Douglass**. Abraham Lincoln ended slavery in the United States through the Emancipation Proclamation, and Frederick Douglass, a former slave, was a prominent leader in the abolitionist movement, which fought to end slavery.

FEBRUARY 14: **Ash Wednesday:** A day of prayer and fasting that begins the Christian season of Lent.

FEBRUARY 15: **Nirvana Day:** An annual festival that remembers the death of the Buddha after reaching nirvana; also called parinirvana.

FEBRUARY 19: **Presidents Day:** First established to recognize George Washington, the nation's first president, it has become a federal holiday designed to honor all U.S. presidents.

Gems Newsletter

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For more information, email mmanheim@garnethealth.org or call (845) 333-2391.

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