

 Garnet Health.

Gems

Exceptional
Lives Here.



Enhancing efficiency and cutting time.
New lab technology offers speed and precision.

New Roche Chemistry Technology benefits patients.

One September 25, Garnet Health's laboratory department cut the ribbon on the new Roche Chemistry Technology at Garnet Health Medical Center in Middletown. This technology offers significant benefits to patients as it ensures accurate, reliable test results, leading to quicker diagnoses and more effective treatments. Lab staff benefit from streamlined workflows, enhanced efficiency, and user-friendly systems that reduce errors and improve overall productivity, ultimately leading to better patient care and outcomes. Over the next few months, the Roche Chemistry Technology will go live at Garnet Health Medical Center – Catskills Callicoon Campus. Congratulations to all who helped make the transition to the new technology a success.

Pictured on the cover:

Front row, pictured from left: Theresa Dering, Cathy Ganz, Jene Shafer, and Korie Hilsmann

Back row, pictured from left: Dominick DeVito, Joe Warren, Ginny Rizzo, Dr. Thomas Stockl, Jonathan Schiller, and Christen Radici

Quality Corner

Building a Culture of Safety and Transparency

Recently, DNV—an organization that helps healthcare operations deliver the best possible patient treatment and care—released their revised Collaborative Just Culture® standards and requirements, Revision 24-0. Collaborative Just Culture offers an evidence-based framework for building a culture of safety in hospitals and other high-risk industries.

Many hospitals, including Garnet Health, are working toward high reliability and a Just Culture in order to achieve optimal patient outcomes and safety. Just Culture is an aspirational philosophy used to respond to the human behavior component of patient safety events and is intended to provide both fairness and accountability. The Just Culture algorithm tool has provided human resources and leaders a means to address behaviors, but it's not consistently utilized and is open to interpretation.

DNV's new standards and certification support a "Collaborative Just Culture," which is a structured program to help healthcare providers achieve high reliability. The program utilizes evidence-based standards; requires documentation, monitoring and measurement; and is independently audited by DNV. The new certification program aligns with the ISO: 9001 standards and the Quality Management System framework. Instead of focusing on adverse events alone, the program emphasizes prevention of events through identification of risk and management of the associated systems and people. Staff and leaders are educated and supported to report risk issues and behaviors before they result in negative patient outcomes. A collaborative triad model is also required, which includes the department leader, human resources, and quality and risk representatives to unanimously determine the appropriate response to adverse events and at-risk behaviors.

Please look for future education sessions on the new DNV Collaborative Just Culture certification. Garnet Health leaders will be reviewing the standards to assess our current processes and potential opportunities to enhance high reliability and a culture of safety. If you would like more information, please contact mcrittenden@garnethealth.org.

Chris Costello, RN, MSN, COHN-S, has accepted the role of Nursing Service Administrator for Medical-Surgical and Dialysis Services at Garnet Health Medical Center. With more than 30 years of healthcare experience, Chris has made significant contributions across the system in various roles, including as a registered nurse, in nursing administration and as an interim nursing director overseeing multiple units and service lines.



Chris has dedicated the last decade to the Occupational Health department, where he led our organization's Vaccine Clinic during the COVID-19 pandemic. In addition, Chris serves as a valued mentor for the Community Health Committee as Nurse Leader Advisor, championing key initiatives focused on wellness, food insecurity and social determinants of health throughout the organization.

Along with a wealth of clinical expertise and strong leadership skills, Chris has earned prestigious honors, such as Garnet Health Medical Center Employee of the Year (2021) and 1199 Nurse Leader of Distinction (2011). He holds a master's degree and is a Certified Occupational Health Nurse Specialist through the American Board of Occupational Health Services.

Nicole Sewell, Garnet Health Medical Center Chief Nursing Officer and Vice President of Patient Care, was recognized this past spring at the 2024 SUNY Orange Foundation Women in STEM Leadership Awards.



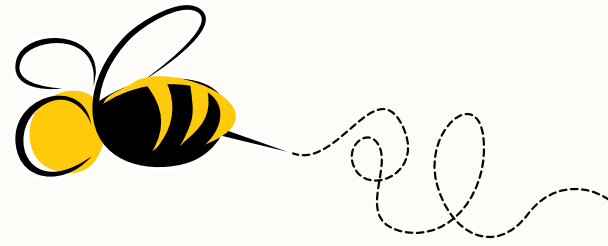
The event spotlighted four female SUNY Orange alumni who have achieved incredible success in their respective fields.

Congratulations on this amazing achievement, Nicole! Your hard work and dedication do not go unnoticed.



Garnet Health Celebrates August Employees of the

BEE AWARDS



Ruth Lewis

Unit Clerk, Nursing Float, Garnet Health Medical Center

Ruth consistently radiates kindness and positivity, all while going above and beyond to support both staff and patients. Her willingness to lend a hand, always with a smile, sets her apart.

Recently, when patient transport was delayed and a patient's family was rushing to pick up medications before the pharmacy closed, Ruth didn't hesitate to step in. She personally transported the patient to the main lobby, allowing the family to focus on getting the necessary prescriptions. Thanks to Ruth's initiative, the patient was discharged smoothly and went home fully prepared, medications in hand.

"Ruth gets along with everyone and always maintains a positive attitude," her nomination read. "She is an exceptional role model for the clerks."

Thank you, Ruth, for your unwavering compassion and for the support you invariably provide, ensuring that every patient's experience is as seamless and positive as possible.



Jessica Angus

RN, Behavioral Health Unit, Garnet Health Medical Center – Catskills

With unwavering compassion and relentless advocacy, Jessica is a true champion for her behavioral health patients. She consistently takes the initiative to ensure her patients receive both the medical and mental health outpatient services they need for lasting success after discharge. Unafraid to stand up for her patients, Jessica is a powerful voice advocating for the best care.

In one instance, while reviewing a patient nearing discharge, Jessica noticed several critical gaps: a necessary appointment with a specialist hadn't been scheduled, the patient didn't have a prescribed glucometer and test strips for blood sugar management, and they lacked access to therapy services. Rather than allowing the discharge to proceed, Jessica immediately canceled it and contacted the patient's insurance company to arrange for a specialist covered under the plan. She secured the glucometer and test strips and also booked outpatient therapy services. She even organized medical transportation to ensure the patient could make future appointments.

As Jessica's nomination stated, "Jessica deserves recognition for her continuous advocacy and empathy for those who are exceptionally vulnerable due to their mental health needs."

Thank you, Jessica, for your extraordinary care, compassion and dedication to ensuring your patients thrive.

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.

Out & About



Garnet Health Medical Center – Catskills' Wound Healing and Hyperbaric Center recently participated in the Sullivan County Department of Public Health Fest in Liberty. Pictured are Angelika Harrison, Program Director, and Nicole Hillard, RN.



Garnet Health Medical Center showed up in a major way for the American Cancer Society's Making Strides Against Breast Cancer Walk Kickoff Breakfast. Pictured from left: Jessie Moore, Stephanie Bonanno, Joyce Timpko, Jessica Gerlach, 10-year survivor Amy Russell-Parliman and Moira Mencher.

Making Strides Against Breast Cancer Walk | Sunday, October 20

Woodbury Common Premium Outlets | 7:30 a.m. to 12:00 p.m.

It's not too late to join or start a team. Contact Jessica Gerlach at x1133 or jgerlach@garnethealth.org. Dress-down days are every Friday in October, with the purchase of the 2024 pink shirt. Stop by our GHMC tent to get your registered walker gift and more!



Good Catch and Great Save Awards

Congratulations to Colleen Fredenburg, Lab Supervisor, for her recent Good Catch. Colleen came to the aid of a person who seemed very lost. Upon investigating the situation, she found out the patient had dementia and was on-site for a doctor's appointment. Colleen reached out to the medical group and helped the patient get to where they needed to go.

Thank you for caring so much, Colleen!

A Good Catch occurs when someone's corrective action and/or timely intervention prevents an incident or medical error.

A Great Save happens when someone takes immediate action to keep a patient safe during an event.

The Patient Safety Subcommittee judges the nominations. For more information about these awards, email Mary Ellen Crittenden at mcrittenden@garnethealth.org.

Flu Season Is Upon Us

Vaccinations are available!

Occupational Health will be giving FREE flu shots:

- **Middletown Campus,**
Occupational Health Office
Monday to Friday,
7:00 a.m. to 4:30 p.m.
(no appointment needed)
- **Harris Campus,**
Occupational Health Office
Most Mondays, Wednesdays and
Fridays, 8:00 a.m. to 3:00 p.m.
(no appointment needed)



The New York State Department of Health (NYSDOH) requires that all clinical and nonclinical healthcare workers either receive an influenza vaccination (flu shot) or wear a surgical or procedure mask for the entire flu season. The start and end dates for flu season are determined by the NYSDOH.

By Friday, November 15, 2024, Occupational Health must:

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

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

The 2024-2025 Influenza Vaccine Consent Form, Declination Form and Vaccine Information Sheet are available on the hospital intranet site, 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 for your cooperation with this NYSDOH mandate.

Diversity, Equity and Inclusion October 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 more diverse backgrounds among our staff and providers contribute to better patient care. Please join us in acknowledging the following national and/or worldwide recognitions:

October 2-4

Rosh Hashanah

the Jewish new year, is a time for reflection in the Jewish faith.

October 10

World Mental Health Day

seeks to raise awareness and mobilize efforts in support of mental health.

October 17

Spirit Day supports LGBTQ+ youth and encourages speaking out against bullying. Wear purple to demonstrate your support.

October 28

National Immigrants Day celebrates the long history of welcoming immigrants from around the world.

October 1-31

Global Diversity Awareness Month

aims to promote knowledge of and respect for various cultures.

October 1-31

National Disability Employment Awareness Month

advocates for people with disabilities and their inclusion in the workforce.

October 14

Indigenous Peoples Day

(United States), also known as Columbus Day, honors the indigenous people of North America.

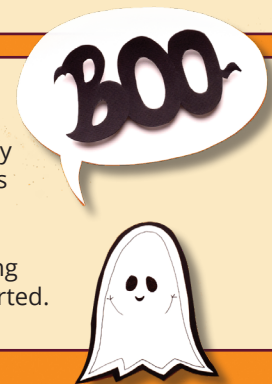
October 17

Kati Bihu

is an Indian cultural holiday celebrating prosperity and hope for a brighter future.

October 31

All Hallows' Eve, internationally known as Halloween, recognizes Allhallowtide, the time in the liturgical year dedicated to remembering the dead, including saints, martyrs and all the departed.



Wellness Word of the Month for October:

BOUNDARIES

Boundaries are rules or limits that people set to protect their well-being and security in their relationships.

“Love yourself enough to set boundaries. Your time and energy are precious, and you get to decide how you use it. You teach people how to treat you by deciding what you will and won’t accept.”

—Anna Taylor

Setting boundaries in relationships, whether personal or professional, is essential for maintaining mutual respect, emotional well-being and healthy communication. Boundaries can be physical, mental or emotional parameters put forth to define personal limits and expectations, allowing individuals to express their needs and protect their own space, time and energy. Boundaries prevent misunderstandings and resentment by promoting open dialogue about what is acceptable or uncomfortable. By establishing clear boundaries, both parties can foster trust and strengthen their connection, as well as ensure a balanced, supportive relationship that respects each person’s individuality.

Here are some tips on how to set healthy boundaries:

- At the beginning of your day, plan your time and how you wish to spend it.
- Clearly and respectfully tell your partner or family when you’re available and make them aware of expectations.
- Don’t be vague. People assume things when you are not clear.
- Learn to politely say no if you are not capable of handling a task or situation.
- In friendships and relationships, specify the limitations of emotional and personal space and what your availability is.
- Always avoid anger or emotional distress while specifying boundaries.
- If conversations at work or at home make you feel uncomfortable, clearly express that you are not able to participate in such discussions.

It’s up to you to create healthy boundaries.

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.

2024 Annual Education Deadline Is Days Away

Deadline to complete is October 15, 2024.

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

Garnet Health Medical Center

October Auxiliary Vendor Sales

October Vendor Dates

Want to do some shopping and some good at the same time? Throughout October, we're welcoming vendors to showcase their merchandise. 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.

- 10/1 AT&T
- 10/2 AT&T
- 10/3 Magnolia Label Designs
- 10/4 A Stylish Bling
- 10/7 Arlene's Hair Design
- 10/8 Your Nutz
- 10/9 Teddies Jewelry
- 10/10 John's Jewelry Box
- 10/11 Mary Kay Cosmetics
- 10/14 Le Charme
- 10/16 Bitachon Sheets, etc.
- 10/17 Le Charme
- 10/18 J's Divine Jewelzz
- 10/22 Your Nutz
- 10/23 Silver Dollar Boutique
- 10/28 Joint 2 Jewelers
- 10/29 J.M. Stern Sports
- 10/30 Personally Yours
- 10/31 Sew EZ Creations

 **Garnet Health**
MEDICAL CENTER
Catskills

Last Farmers Market of the Season

Garnet Health Medical Center – Catskills, in collaboration with Sullivan Fresh, will host the last farmers market of the season. Shop for farm fresh fruits, vegetables, meats, dairy and eggs! Various programs and payment options are available.



Oct 4, 2024
11:00 a.m.–1:00 p.m.

**Garnet Health Medical Center – Catskills,
Harris Campus (Parking lot near main entrance.)**

Garnet Health

Upcoming Things to Know

Meet with Employee Assistance Program Reps

Garnet Health Medical Center, Conference Center Lobby

October 15, 2024,
from 11:30 a.m. to 1:00 p.m.

Gems Newsletter

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

garnethealth.org