

OCTOBER 2024

 Garnet Health.

Gems

Exceptional
Lives Here.



IN THE SWING



33rd Annual Golf Classic scores big.

Pictured at the 33rd Annual Golf Classic on September 23, 2024, are, from left:
Jonathan Schiller, Garnet Health President and CEO;
William Dauster, Garnet Health Foundation President and Chief Philanthropy Officer;
and Phillip L. Massengill, MD, Garnet Health Board Member.

Quality Corner

Health Equity

At Garnet Health, we are committed to ensuring that quality healthcare is delivered in an inclusive, fair and just way to improve the health of our communities and patients. To do this, health equity must be at the center of our work; without equity, there cannot be quality. This is especially true for people and communities that have been historically marginalized and who are at a greater risk for conditions that negatively impact health. Health equity is achieved when no individual is kept from achieving their full health potential as a result of socially determined circumstances.

We know insufficient preparation in healthcare planning and delivery can exacerbate health disparities, so Garnet Health is honoring its commitment to health equity by embedding it into our strategic and quality planning, learning and training. As part of Garnet Health's equitable approach to healthcare, we strive for:

- Eliminating disparities in healthcare access, delivery and outcomes
- Operational decisions that combat ageism, racism, sexism, homophobia and xenophobia
- An unbiased organizational culture
- Cultural and linguistically appropriate services
- Care delivery devoid of biases and unconscious limitations

At Garnet Health, we have achieved many successes in our journey toward improving health equity. For example, our Food Farmacy initiative screens patients for potential food insecurities when they are admitted, then provides food from our very own pantry to those who need it when they are discharged. As we continue on the path toward health equity, we welcome innovative ideas that will aid in eliminating healthcare disparities throughout our communities. For more information about health equity, please reach out to the quality department at qualityimprovement@garnethealth.org.

“Professional Volunteer” Eileen Ernst Saluted for More Than 40 Years of Service



Eileen Ernst of Rock Hill became a volunteer at Garnet Health Medical Center – Catskills when her family moved to Sullivan County in November 1983. Working for what was then Community General Hospital of Sullivan County in Monticello, Eileen began a remarkable journey that has seen her in various roles, from assisting the information desk to managing the gift shop. She also quickly became a deeply dedicated member of the hospital's Auxiliary.

Eileen's unwavering commitment and flexibility made her a vital part of the hospital's volunteer force. Whether helping at the front desk, working in the Medical Board office, or assisting wherever needed, she made her presence felt. More than four decades later, she continues to volunteer at least two days a week, taking on office projects, assisting with registration and supporting fundraising efforts.

Known for her reliability and dedication, Eileen is always on call for the volunteer office. Her husband, Bob—Foundation President for Garnet Health – Catskills—may whisk her away to Florida for a couple of months each winter, but Eileen can hardly wait to return to the hospital she loves.

Eileen's impact extends beyond the hospital walls, as she also volunteers with the Sullivan County United Way and her beloved church, earning her the well-deserved title of “professional volunteer.”

We are deeply grateful for Eileen's decades of selfless dedication to the hospital and its staff. Her commitment, compassion and boundless energy have made an immeasurable difference to our community.

Garnet Health Celebrates August Employees of the Month

BEE

AWARDS



John Nowinski
**EMS Liaison, Trauma Injury Prevention
and Outreach Coordinator,**
Garnet Health Medical Center

John Nowinski, Garnet Health Medical Center's primary car seat specialist, was honored for his outstanding dedication and expertise. John assists Mother/Baby patients with car seat

safety at discharge and handles car seat installations by appointment in the Emergency Department. He consistently demonstrates professionalism, kindness and a wealth of knowledge, making him an asset to our team.

Recently, John was contacted to check a car seat in a patient's car just as his shift was ending. He promptly responded, even though it delayed him from leaving. Upon inspection, John noticed that the car seat, though brand-new, did not meet safety standards. Prioritizing the baby's safety, he obtained a replacement car seat from the Emergency Department and calmly explained the situation to the parents, ensuring they felt supported and understood throughout the process.

John consistently steps up whenever there's a need. His commitment to our patients and mission is truly commendable, and we are lucky to have him. Thank you, John, for keeping our littlest community members safe!

Antonia "Toni" Duncan
MSN, RN, Clinical Director,
Garnet Health Medical Center - Catskills

Toni is highly collaborative and professional with staff and leaders, adapting her role as needed during Code Gray events, which results in providing effective support during crisis situations. Whether establishing rapport with patients, assisting with clinical tasks or ensuring timely orders, she remains calm and versatile.



Recently, Toni responded to a Code Gray on BHU at the Harris Campus, where a patient was resistant to psychotropic medications. Working alongside the BHU Director, Toni used de-escalation skills and empathy to achieve tension reduction, without the need for emergency medication. She allowed the patient to express frustrations, while setting clear boundaries and explaining the importance of medication compliance with real-life examples. Toni's intervention showcased her dedication and effectiveness in crisis management.

Toni consistently provides exceptional support and is an invaluable colleague and mentor. She always puts the patient first. Thank you, Toni, for all you do to care for our patients!

Five Physicians Named Top Doctors

Each year, "Hudson Valley" magazine publishes Castle Connelly's Top Doctors in the Hudson Valley. Castle Connelly Top Doctors are peer-nominated and thoroughly vetted by their physician-led research team. These doctors are best-in-class healthcare providers, embodying excellence in clinical care as well as interpersonal skills.

Garnet Health Doctors is proud to announce the following physicians made the 2024 Top Doctors in the Hudson Valley list. Please join us in congratulating:



Joseph Chavez Carey, MD,
Family Medicine



Samar El Zarif, MD,
Pulmonary Disease



Raghuram Gorti, MD,
Vascular Surgery



Shanti Harkisoon, MD,
Family Medicine



Emmanuel Nketiah,
Cardiovascular Disease

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.

Four Special Nurses Earn DAISY Award.



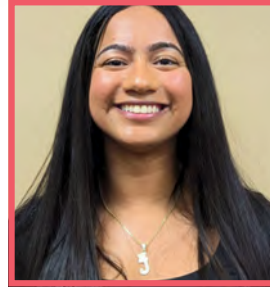
**Hazel Melendez, BSN, RN,
CDA/2W**

Always putting others before herself, Hazel embodies selflessness in every sense of the word. Her commitment to her patients is unparalleled—whether she's providing exceptional care or going the extra mile to

research medication coupons to help patients afford their prescriptions. Hazel consistently looks for ways to improve the lives of those she serves.

Her nomination beautifully captured her impact, reading, "I am lucky to know and work with someone like Hazel. ...I always know she'll have my back, and that her patients will receive exceptional care."

Thank you, Hazel, for your unwavering dedication and for always going above and beyond for our patients!



**Jelaine Evangelista, BSN, RN,
Labor and Delivery**

The birth of a child is always a nerve-wracking experience, and Jelaine recently provided what a first-time grandmother reported was an incredible experience. Jelaine was always present with

the family, anticipating their every need and ensuring everything was perfectly OK. The mother vividly remembered Jelaine's exceptional coaching, which helped her through the pain and anxiety of labor. Even after the family moved to another room, Jelaine continued to check in, making sure they were comfortable.

Her nomination summed it up beautifully: "I'll never forget Jelaine! It felt like we gained more than one new family member that day."

Jelaine's care is a powerful reminder of the impact an extraordinary nurse can have. Thank you, Jelaine, for your compassion and dedication!



Karen Huslinger, BSN, RN, 3 South

A week after being discharged, a patient returned to the hospital and was admitted to the same floor he had previously stayed on. Although the entire nursing team was respectful, courteous, understanding and hard-working, Karen stood out as truly exceptional in making a difficult time

easier to bear. She not only accommodated the patient's family, but also thoroughly answered all their questions and made sure the patient fully understood everything that was going on. Karen kept the patient's wife and daughters updated, all while maintaining a smile and positive attitude. The family reported the patient's experience was nothing short of exceptional.

Karen's empathy and beautiful bedside manner go beyond the basic duties of nursing, contributing in an extraordinary way to patient care. Her nomination read, "Karen should be the example for all new nurses! We need more like her."

Thank you, Karen, for your unwavering dedication and communication, and for setting such a high standard in patient care.



**Carolyn Conover, BSN, RN,
Emergency Department**

A patient at Garnet Health Medical Center's ED shared their experience after testing positive for COVID-19. Carolyn came into the picture after the patient had already experienced a long wait for further testing.

Although she was very busy, Carolyn took time to talk with the patient. After hearing about the long wait, she immediately looked into the situation and returned with an update, explaining that there were only two people ahead of the patient and the wait wouldn't be much longer.

Carolyn's cheerful and attentive approach not only expedited the process but also eased the patient's anxieties. After a long wait to see the doctor, having such a dedicated nurse made all the difference. Carolyn gave her full attention to the patient and made them feel cared for.

Thank you, Carolyn, for providing so much care and compassion to our patients!

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.



Acing It

33rd Annual Golf Classic Is a Winner

Tournament winners

FIRST FLIGHT:

Resorts World foursome

Tom Dolan

Phil Mattraciom

Nicky Warner

Candid Perez

SECOND FLIGHT:

Media Solstice

Patrick Mullen

Gus Steiger

Howie VanBuskirk

David Hoovler



A huge thank you from the Garnet Health Foundation to everyone who made this year's golf tournament an incredible success! On September 23, 220 golfers hit the greens at the long-awaited Monster Golf Course at Resorts World Catskills, their efforts supporting the "Every Minute Counts" campaign to expand Garnet Health Medical Center's Emergency Room. An impressive \$310,000 was raised through sponsorships, fees and raffles.

Braving cold and rain, golfers tee'd off in two flights, at 8:00 a.m. and 2:00 p.m. With the help of dedicated volunteers managing the busy schedule and meals, the day wrapped up with a reception and awards ceremony. Special thanks to our event sponsor, Resorts World Catskills, and our fairway sponsors. Garnet Health Foundation Chair Jason Giordano and President and CEO Jonathan Schiller expressed their gratitude, with Jonathan noting, "Events like this keep the dream alive for the 'Every Minute Counts' campaign."

Notable attendees included County Executive Steve Neuhaus, District Attorney David Hoovler and Dean Dr. Ken Stier of Touro College of Osteopathic Medicine.





Basket Raffle Winners



- #1 **OC GOLF** JOHN O'ROURKE
- #2 **RTIC COOLER** BRIAN LYNN
- #3 **IPAD** HEATHER KOMATZ, 2 NORTH
- #4 **RESORTS WORLD CATSKILLS** SHAUN KILLEEN
- #5 **APPLE PRODUCTS** JOSH WEINTRAUB
- #6 **FAMILY FUN** CHARLOTTE DURMA, UTILIZATION MANAGEMENT
- #7 **FAMILY PORTRAIT SESSION:** MAUREEN DESTEFANO, GARNET HEALTH AUXILIARY
- #8 **BEST OF THE HUDSON VALLEY:** JUDY FISCHETTI, GUEST SERVICES
- #9 **BLACKSTONE GRIDDLE** BILL DAUSTER, FOUNDATION PRESIDENT

Limited Raffle Winners

1ST PLACE
\$5,000 Lucy Ricardo, In-Patient Rehab

2ND PLACE
\$2,500 Will Scheuermann, Revenue Cycle

3RD PLACE
\$1,000 Christina Plate

Event Volunteers:

- | | |
|--------------------|------------------|
| Jay Anthony | Kathy Goulden |
| David Apps | Pam Hall |
| Pat Bracken | Aleta Lymon |
| Jacquie Budakowski | Cari McGinnis |
| Jane Dever | Teresa Schiller |
| Charlotte Durma | Heather Smernaos |
| Sabrina Fianza | Joyce Timko |

Good Catch and Great Save Awards



Garnet Health Medical Center – Catskills

Kaitlyn Van Dalen, a Lab Technician at the Harris Campus Lab, recently received a Good Catch award for being exceptionally diligent. Upon receiving a blood-bank order for a patient, Kaitlyn noticed the historical data showed another patient with the same last name and birth date, but a slightly different first name. Rather than assuming this was an input error, she investigated further and discovered that the entries were for identical twins, with one sibling's name differing from the other by just one letter. Awesome job, Kaitlyn!

Garnet Health Medical Center

Staci May, Patient Transporter, was recently given a Great Save award for her quick thinking in saving a patient. While transporting a patient who had suddenly felt lightheaded and not well, Staci found herself and the patient all alone in a long hallway near cardiology. She knew she was going to need help, so she quickly wheeled the patient into the Cardiology Department and loudly announced a call for rapid response. The cardiology staff ran to help just as the patient lost consciousness. Staci's quick action in seeking help from the closest department, where there were trained professionals to provide the care needed, prevented the patient from sustaining injury or further complications. Thank you for your quick action, Staci!



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.



FEMA Training Recently Held

Recently, Garnet Health held a FEMA Decon Training course to help staff throughout the system prepare for a chemical exposure Mass Casualty Incident. Another course will be offered in December. Look for more information or email mrodrigues@garnethealth.org

Garnet Health Leading the Way



Jorge Ortiz, MD, has joined Garnet Health Doctors Surgery Department and the Graduate Medical Education Program as the new General Surgery Residency Program Director.

Dr. Ortiz earned his medical degree from Albany Medical College, followed by a General Surgery residency at North Shore University Hospital. He further enhanced his expertise with a fellowship in Organ Transplantation at the University of Miami Medical Center, Jackson Memorial Hospital. Board certified in General Surgery, Dr. Ortiz brings a wealth of experience to our team.

Before joining Garnet Health Doctors, Dr. Ortiz served as a Transplant Surgeon at Erie County Medical Center and has a rich history of involvement in medical education. His dedication to academia is evident from his numerous publications and national presentations.



Out & About

Garnet Health made a strong showing at the Making Strides Against Breast Cancer Walk on Sunday, October 20th, at Woodbury Common Premium Outlets. Sporting all things pink, several staff members turned out to support the cause. Thank you to all who took strides to help during Breast Cancer Awareness Month!

CANCER CENTER



Garnet Health

Upcoming Things to Know

Meet with Employee Assistance Program Reps

Garnet Health Medical Center, Conference Center Lobby.

November 21, 2024, from 11:30 a.m. to 1:00 p.m.

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

November Recognition Days

Being inclusive means respecting the many traditions found in our richly diverse community. Garnet Health recognizes that this diversity benefits us all, and that having staff and providers from a variety of backgrounds contributes to better patient care. Because Garnet Health is committed to being an organization where employees, patients and visitors feel they belong, every month we shine a light on dates that have special significance to various members of our Garnet Health family. Please help share in acknowledging the following national and or worldwide recognitions.

October 31 - November 4

Diwali — a celebration in which believers of the Hindu faith praise a diverse set of deities.

November 1 - November 2

Día de los Muertos — a Mexican holiday celebrating the souls of the dead returning to visit their living family members. Many celebrate this day by visiting the graves of deceased loved ones and setting up altars with their favorite foods, drink and photos.



November 11

Veteran's Day

a tribute to military veterans who have served in the United States Armed Forces.

November 20

Transgender Day of Remembrance

— a day that honors, commemorates and memorializes those who face discrimination and stigma.

November 25

International Day for Elimination of Violence Against Women

— a day that marks the launch of the United Nations' UNiTE campaign, an initiative of 16 days of activism that concludes on International Human Rights Day (December 10).



November 28

Thanksgiving Day — a day on which Americans celebrate their blessings and those they love.



Pet Therapy Program Celebrates Blessing of the Animals

A Blessing of the Animals ceremony was held on October 2 for our pet therapy volunteers. This event serves as a meaningful way to honor and celebrate the special bond between our furry friends, patients and staff. It's also a time to recognize the important role therapy animals play in providing comfort, healing and companionship. The blessing symbolizes gratitude for the animals' contributions to the emotional and physical well-being of those they serve, while also fostering a sense of community and connection among program participants, caregivers and the therapy animals themselves.

Thank you to all volunteers involved in our Pet Therapy Program. You make a difference!



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.

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
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Thank you for your generosity!

WORD OF THE MONTH
FOR NOVEMBER:

HUMILITY

Humility is defined as a modest view of one's own importance; humbleness.

“Humility is not thinking less of yourself, it’s thinking of yourself less” — Rick Warren

Humility offers numerous benefits, both personally and socially. It fosters better relationships, as humble individuals are more approachable, empathetic and open to feedback, which builds trust and connection. Humility also enhances self-awareness, allowing people to recognize their strengths and weaknesses, which promotes personal growth and resilience. Humble individuals are not arrogant or defensive, making them less likely to engage in destructive behaviors and enabling them to handle challenges with a balanced perspective.

In professional and team settings, humility encourages collaboration because it helps people value others' contributions and ideas. This creates a positive work environment where creativity and innovation can thrive. Overall, humility leads to improved well-being, stronger relationships and greater personal and professional success.

Here are some tips for practicing humility:

- Start your day by being grateful. Having gratitude helps us to be humble.
- Every morning, we wake up to new opportunities. Embrace every new day.
- Always be conscientious and recognize your strengths and weaknesses.
- Accept your mistakes and own them. It is human to make mistakes, and they are beneficial only if we learn from them.
- Listen to others and their feelings. Put yourself in other people's shoes. It will help you understand them better.
- Show empathy to others who are going through difficult times.
- Be open to receiving feedback from others.
- Humility also involves being helpful to others. Try to reach out to colleagues, friends and loved ones to see how you can help them.
- When life brings challenges, be open to accepting them and adapting to them and remaining grounded.

Practicing humility will create a great work environment and a happier home. Wishing you a wonderful Thanksgiving!

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.

Garnet Health Medical Center

November Vendor Dates

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

11/1	Simple Treasures	11/18	Silver Dollar Boutique
11/4	Save on Sweats	11/19	Your Nuts
11/5	Your Nutz	11/20	Krafty Kandles
11/6	John's Jewelry Box	11/21	Coats for Less*
11/7	Scrubs Nyack	11/22	Dana's Funny Doggies
11/8	Scrubs Nyack	11/25	J's Divine Jewelzz
11/12	Arlene's Hair Accessories	11/27	A Stylish Bling
11/13	Mary Kay Cosmetics	11/29	J's Divine Jewelzz
11/14	Bitachon Sheets, etc.		
11/15	Med Shoes		*Conference Rooms 2&3

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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