

DECEMBER 2024

 Garnet Health.

Gems

Exceptional
Lives Here.



Caring. Healing. Inspiring.

Eight physicians honored at our 2024 Physician Awards Ceremony

Quality Corner

Counting down towards zero

Setting new standards in reducing harm

Zero Harm is a goal every medical organization should strive for, and one we have been actively working to achieve since 2015. Each year, thanks to dedicated caregivers and providers, we have enjoyed greater and greater success. As of late in 2024, Garnet Health hospitals had achieved a 50% reduction in harm events. Congratulations to the nurses, physicians and all who have worked together to register this outstanding achievement.

While this reduction is remarkable given the many challenges hospitals face each day, we're setting the bar even higher in 2025. As the legendary coach Vince Lombardi said, "Perfection is not attainable, but if we chase perfection, we can catch excellence." We're working to win for our patients.

In 2024, we have done much to improve quality and patient safety. We are proud to highlight the accomplishments of some of our dedicated teams:

- The Care Clarity team has been optimizing appropriate, timely patient care and throughput with SNAP and Escalation Huddles, Geographic Physician Staffing, Discharge Lounge and Operational Rounding. Acting as a central hub, Grand Central Station coordinates care from admission to discharge. Many clinical and non-clinical areas across the GH system have contributed to the success of this project.
- The GHMC Emergency Department recently earned accreditation for providing the highest standards of care for our elderly patients.
- The OB Units have enhanced protocols to recognize and manage maternal hemorrhage and hypertension, improving mother and baby outcomes.
- Many volunteers continue to support patients at end of life through the "No One Dies Alone" Program.
- The Patient Identification Taskforce is decreasing risk of patient ID errors through improved processes related to specimen labelling, telemetry monitoring strips and patient discharge summaries.
- The Security Team is working to protect patients and staff by implementing tiered rounding levels in areas with high-acuity patients and ensuring comprehensive screening for visitors.
- The Infection Prevention Team has collaborated with leaders and staff to reduce infections associated with central lines, foley catheters and surgical procedures.
- The Food Farmacy continues to grow and has linked with regional food banks and local chefs to further their efforts in helping food-insecure patients and families.

In 2025, we look forward to continuing to work on all of these initiatives as well as many other projects. We hope to achieve successful accreditation surveys and meet new regulatory quality reporting requirements. The new year is the perfect time to re-commit to a culture of continuous process improvement and strong safety culture, so that our patients are ensured high quality, exceptional care with optimal outcomes.

Garnet Health Celebrates November Employees of the Month

BEE AWARDS



M'lissa Dick
SRN, Outpatient Infusion,
Garnet Health Medical Center

It is with great pleasure that we recognize M'lissa, one of the most reliable and compassionate nurses you could ever hope to meet. Her ability to remain calm and composed in any situation are characteristic of her exceptional professionalism and dedication.

Recently, M'lissa went above and beyond when, outside of Garnet Health, she encountered a patient who had been missing critical treatments. This patient's absence had deeply concerned our team, as we knew his health was at risk and we had been unable to contact him. With both tact and determination, M'lissa was able to guide the patient back to our department, where caregivers were able to complete an essential final procedure. Her quick thinking undoubtedly made a significant impact on the patient's health and well-being, and he expressed heartfelt gratitude.

M'lissa embodies the true spirit of nursing and serves as an inspiring example of excellence in both her professional and personal life. Her kindness and attentiveness extend to everyone she encounters—patients and colleagues alike. Her dedication to helping others is second nature, and she demonstrates this every single day.

We are incredibly fortunate to have her on our team, and we thank her for all she does to make a difference!



Thomas Lynch
Patient Access Representative/Scheduler, Emergency
Department, Garnet Health Medical Center - Catskills

We are incredibly proud to highlight Thomas for his recent and exceptional performance in the ED. When he noticed a patient in distress, Thomas immediately took action, retrieving a wheelchair to transport the patient into the patient care area. His quick thinking and compassion made a significant impact, as the patient was later transferred for a cardiac event. Thomas also went above and beyond in another critical situation, assisting the triage nurse during a

patient's seizure episode, quickly alerting security and the charge nurse to ensure swift, effective care.

Thomas is a consistent team player, and his professionalism shines through in every interaction. He is always ready to lend a helping hand to his coworkers, especially new team members, guiding them through the complexities of the patient access and registration process. His kindness helps create a positive and supportive atmosphere in the workplace.

We are so proud to have you on the team, Thomas! Keep up the amazing work!

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.



Saluting Lifetimes of Leadership

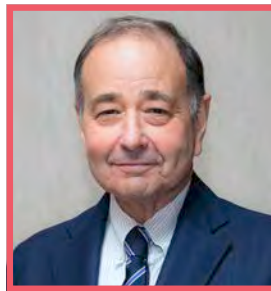
Garnet Health's 2024 Physician Award Honorees

Garnet Health Medical Center 2024 Lifetime Achievement Awards



**Leslie Green, MD,
Ophthalmology**

Since 1984, Dr. Leslie Green has exemplified unwavering dedication to her patients, particularly in pediatric ophthalmology. Her constant availability and compassionate care embody the qualities of a lifelong provider devoted to improving lives.



**Glen Green, MD,
Ophthalmology**

Dr. Glen Green has been a cornerstone of retinal care in the region since 1985, preserving the vision of countless patients. Known for his expertise and thoughtfulness, he brings joy to his office team with daily coffee and treats. His lifetime of service is a true gift to the Hudson Valley.



**Yoshvantria Patel, MD,
Gastroenterology**

Dr. Yoshvantria Patel has been the driving force behind Garnet Health's Endoscopy Suite. His commitment extends far beyond medicine, and his unmatched dedication has made a profound impact on our institution.

Doctors provide more than medical care. They are advocates and educators. They impact patients' lives in ways that go beyond diagnosing and treating illnesses. And some of the very best doctors have built Garnet Health into what it is today.

On December 12, during the holiday medical staff meeting, we had a chance to express our gratitude by honoring eight exceptional colleagues at our 2024 Physician Awards. They were selected by the Medical Executive Committee at each hospital, based on their commitment to our patients and our community, with each standing out in their respective field. Please join us in saluting Garnet Health's 2024 Physician Award honorees and in thanking them for all they have done to keep our community thriving.

Garnet Health Medical Center 2024 Leadership Awards



Christian Spano, MD,
Emergency Medicine

As chair of Emergency Medicine and director of the SIM Lab, Dr. Christian Spano shows extraordinary leadership and a passion for education. His calm and level-headed approach has earned the respect of staff and made him a guiding force in emergency care.



Joseph Racanelli, MD,
Radiology

For three decades, Dr. Joseph Racanelli has been a pillar of Garnet Health's Radiology department. He works tirelessly to ensure comprehensive diagnostic imaging services and has expanded his expertise across multiple modalities, showcasing unparalleled dedication to the hospital and its patients.

Garnet Health Medical Center - Catskills 2024 Leadership Achievement Award



Juan Goyzueta, MD,
Nephrology

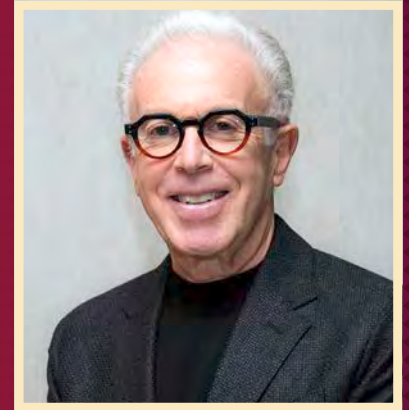
As the sole nephrologist serving Sullivan County, Dr. Juan Goyzueta demonstrates relentless commitment to his vulnerable patient population. His leadership, availability and empathy set a standard of excellence, providing critical acute care and steadfast support to both patients and staff.



Khin Maung Soe, MD,
Psychiatry

For over 30 years, Dr. Khin Maung Soe has provided compassionate psychiatric care, building deep connections with his patients. He demonstrates unmatched dedication and excellence, and his expertise in this vital specialty profoundly benefits the community.

Garnet Health Lifetime Achievement Award



Dr. Hal Teitelbaum's remarkable career spans more than four decades, during which he transformed healthcare in the Hudson Valley. From his humble beginnings in a dental office to leading one of the state's fastest growing multispecialty practices, Dr. Teitelbaum has helped revolutionize patient care. He founded a robust primary care network and expanded specialist coverage to unparalleled levels. Beyond medicine, Dr. Teitelbaum earned an MBA and a JD before becoming president and CEO. Now retired, he continues to excel as an accomplished bread baker and cyclist. His contributions to the field and community are truly extraordinary.



Making the

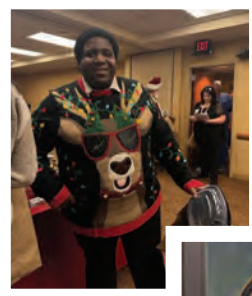




Season Bright

Our stars shine at our holiday staff luncheons.

December was a month of celebration, delicious food and festive cheer! Our holiday staff luncheons, hosted by the incredible Food and Nutrition Services team, featured delicious food, tasty treats and a visit from Santa. A huge thank you to all who wore their ugly sweaters and joined in the fun. Your festive spirit was great to see!



Good Catch and Great Save Awards



Good Catch — While caring for a patient who could not provide information about her medications due to her medical condition, Alia Cain, RN, BSN, realized there was no medication reconciliation done during admission. This meant the patient's home medications were not known, and any conditions she had were currently being left untreated.

Realizing the importance of prompt care, Alia sprang into action. In addition to persistently contacting the attending provider for medication orders, she used the Care Everywhere system to access the patient's current medication list from her primary care provider's notes. Alia completed the medication reconciliation, obtained orders from the covering provider and ensured the patient received her medications, leading to a safe discharge from the hospital.

Alia, we thank you for your commitment and appreciate your dedication!

Garnet Health Medical Center

Great Save — While caring for a newborn and mother, Sandra "Vanessa" Rosario, RN, BSN, examined the mother's chart. The woman's first child had Type 1 diabetes, but the mother had declined glucose testing during pregnancy, and the newborn had yet to undergo any blood-sugar checks — despite being 20 hours old. Acting swiftly, Vanessa consulted with the pediatrician, who ordered testing. The results showed the baby's blood sugar was critically low.

Thanks to Vanessa's quick actions, the baby received immediate glucose treatment and was later admitted to the NICU for more care. Vanessa's attentiveness and proactive approach likely prevented serious long-term complications for the baby. Her commitment to excellence and patient safety is an inspiration to us all and has earned her a Great Save Award. Thank you, Vanessa!



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.

Diversity, Equity and Inclusion

January 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 having diverse backgrounds among our staff and providers contributes to better patient care. Please join us in acknowledging the following national and/or worldwide recognitions.

January 1

Emancipation Proclamation - 1863, President Abraham Lincoln issued the Emancipation Proclamation, declaring that "all individuals held in slavery are, and henceforward shall 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 27

International Day of Commemoration in Memory of Victims of the Holocaust — is a United Nations holiday that remembers the approximately 6 million Jews murdered during World War II.

January 13

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

January 20

Martin Luther King Jr. Day — celebrates the best-known spokesperson for nonviolent activism in the Civil Rights Movement.

Out & About



Garnet Health representatives recently attended the Orange County Partnership's Annual Dinner, which recapped economic growth and development in 2024 and reported what 2025 has in store for Orange County.

From left: Mario Jimenez, Mid-Hudson Valley Federal Credit Union; Heather Bell, President Orange County Chamber; Jonathan Schiller, Garnet Health President and CEO; Moira Mencher, Garnet Health Director Strategic Planning and Community Relations; David Smith, Garnet Health Chief Planning Officer; and Marcy Manheim, Garnet Health Administrator Marketing and Corporate Communications.



Providers Take Time to Share in the Holiday Spirit

Garnet Health's Medical Executive Committee hosted a festive and well-attended holiday meeting, bringing together a remarkable number of providers to celebrate the season. The event offered an opportunity to reflect on the year's accomplishments, honor a few outstanding leaders and lifetime achievers, strengthen professional connections, and share in the holiday spirit. Thank you to all who joined and contributed to this wonderful gathering!



Leading the Way



Aamir Gilani, MD, MPH, FCCP, has been promoted to Associate Chief Medical Officer for Garnet Health Doctors and Garnet Health Urgent Care.

Dr. Gilani has been a valued member of Garnet Health since 2015, making a significant impact both clinically and administratively. Over the last four years, he has taken on several leadership roles, including serving as the Physician Advisory Council leader, Director of Medical and Surgical Specialties and Chair of Critical Care at Garnet Health Medical Center. Additionally, he has been the Director of the Pulmonary Rehab Program at Garnet Health Medical Center since 2018, where his contributions have been instrumental in advancing patient care.

In his new role, Dr. Gilani will assist in the organization and coordination of all services provided by Garnet Health Doctors physicians and advanced practice providers. He will work closely with Garnet Health Doctors Medical Directors to establish and achieve performance goals for individual providers and departments, while also managing quality and safety initiatives and accreditation activities across our outpatient practices. Dr. Gilani will continue his clinical practice as a pulmonary/critical care physician.

Dr. Gilani is board certified in critical care, internal medicine and pulmonary medicine. He earned his medical degree from Army Medical College in Rawalpindi, Pakistan, and completed a Master of Public Health in Health Policy and Outcomes Management at The Dartmouth Institute in New Hampshire.



Beyond the Walls: 2024 Giving Trees Provide for Children in Our Communities

With unwavering dedication to extending care beyond the walls of our hospital, our Beyond Our Walls holiday initiative truly embodied the spirit of giving this season. Throughout the system, we brought joy and hope to nearly 190 children across Orange and Sullivan Counties.

This incredible achievement was made possible by the generosity and compassion of our amazing staff. **A heartfelt thank you** to everyone who contributed to making this effort such a meaningful success! You are the heart of our mission!

Thank you to the Garnet Health 2024 Giving Tree Committee for organizing and coordinating this massive effort!

These photos only depict a sampling of what was collected for this year's 2024 Giving Tree initiative.

Committee Members

- Catia Pereira-Gentile
- April Alvarado
- Maureen Roche
- Lynn Darrigo
- Tess Costello
- Chris Costello
- Jasmine McKinney

Big Shout Out

- Couriers
- Sue Neenan
- Daylin Salas



HOLIDAY BREAKROOM DECORATING CONTEST WINNERS!

Campus	Location	Prize
Catskills	Credit & Collections Office	1st Place
Catskills	Recovery Room / PACU 2nd Floor	2nd Place
Catskills	Lab	3rd Place
Catskills	Rehab	Honorable Mention
Catskills	ADNs	Honorable Mention
Middletown	EVS / Patient Transport Ground Floor	Honorable Mention
Middletown	GH Doctors Admin Suite	3rd Place
Middletown	BHU 2 East	2nd Place
Middletown	Case Management	1st Place
Pavilion	Quality	2nd Place
Pavilion	HR	3rd Place
Pavilion	Finance & Purchasing	1st Place



OR HOLIDAY STORY



This year's GHMC OR theme, "The Grinch Who Stole the OR's Heart," celebrates Patrick, a beloved surgical tech who has been a part of the hospital for over 50 years and may be retiring soon. Inspired by his grumpy yet kind-hearted personality, the team created a collage featuring his photos, memorable quotes, and a special picture of him with the tree, which he loved.



Upcoming Things to Know

Employee Assistance Program (EAP) Representative

Garnet Health Medical Center,
Conference Center Lobby

11:30 a.m. to 1:00 p.m.

January 6 | February 3 | March 3

New York Life Representative

Garnet Health Medical Center,
Conference Center Lobby

11:30 a.m. to 2:00 p.m.

January 22 | February 19



A THANKSGIVING THANK YOU.

A huge shout-out to our incredible Food and Nutrition team for preparing a delicious and free Thanksgiving feast for everyone who worked on Thanksgiving Day! We also want to extend our heartfelt thanks to all staff members who cared for our patients on that day and to those who provide outstanding care every holiday. Your dedication and commitment are truly appreciated and never go unnoticed. Thank you for all you do!

Gems Newsletter

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

garnethealth.org