Garnet Health.

Exceptional Lives Here.



Structural Heart Services:

Shorter Recovery Times, Life-Changing Outcomes



983WSUL HEART-A-THON

47th Annual

Heart-A-Thon

Prevention. Education. Treatment.

1 T-SHIRTS

Garnet Health Medical Center Catskills is a chosen beneficiary for the <u>98.3 WSUL</u> 47th Annual Heart-A-Thon happening on February 21 at Resorts World Catskills!

Benefits raised will go toward the treatment, education and prevention of heart disease in Sullivan County.

A portion of this year's proceeds will support the funding of **telemonitor transmitters**, a **central monitoring system and bedside monitors**.

In support of the event, Garnet Health will be selling T-shirts, pledge cards and heart cards.

All proceeds will support the Heart-A-Thon.



To make a purchase, please contact your campus rep. Cash or PayPal accepted.

Garnet Health Medical Center - Catskills

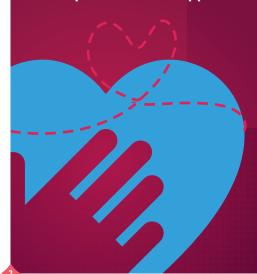
Jodi Goodman | (845) 333-8785 | jgoodman@garnethealth.org

Garnet Health Medical Center

Catia Pereira-Gentile | (845) 333-1214 | cgentile@garnethealth.org

Dina Norman | (845) 333-1620 | dnorman@garnethealth.org

NOTE: For PayPal payments, please inquire with your campus representative for purchase instructions.



Hour of Honor

From noon to 1:00 p.m., we will be dedicating our airtime to honor Laura Moos, a longtime hospital family member who passed away in 2024.

Laura's husband and daughter will be joining us as we honor her.

ON THE COVER

Mahesh Madhavan, MD, Interventional Cardiologist, and Patricia Watson, TAVR patient.



A Spotlight on Structural Heart Services at Garnet Health

Garnet Health Medical Center's Peter Frommer, M.D. Heart Center delivers advanced, minimally invasive treatments for complex heart conditions, like the renowned Transcatheter Aortic Valve Replacement (TAVR) procedure. Designed to replace a narrowed aortic valve without open-heart surgery, TAVR offers shorter recovery times and life-changing outcomes. Since July 2024, Garnet Health has partnered with Columbia University Irving Medical Center to ensure that patients receive expert structural heart care right here in our community.



Scan the QR code to see Patricia's video testimonial.



Patricia Watson: One of Our First TAVR Success Stories

An active resident of Delaware County, Patricia found her life slowing down due to severe aortic stenosis. Referred to Garnet Health, she underwent the TAVR procedure performed by Interventional Cardiologist Mahesh Madhavan, MD. Using a catheter-based approach, the doctor

successfully replaced Patricia's failing aortic valve. From start to finish, Patricia was cared for by a team of compassionate individuals who have specialized training in caring for cardiac patients. From the navigators who guided her every step of the way to the OR staff who assisted Dr. Madhavan to the post-procedure care in CTICU, Patricia's journey was a team effort.

"I was very impressed with the whole team from the beginning," Patricia says. "The doctors were confident and answered all my questions." Because Garnet Health is dedicated to serving patients close to home, Patricia avoided the stress of traveling to New York City for treatment and regained her active lifestyle. "Thanks to Garnet Health, I got my life back," she shares.

At Garnet Health, we are proud to provide local access to cutting-edge heart care procedures like TAVR, allowing patients like Patricia to stay close to their families while receiving lifesaving treatment.

Garnet Health offers a wide range of outpatient and diagnostic services, as well as treatments, procedures and surgeries to address cardiac disease, including cardiothoracic surgery (open-heart surgery), angioplasty, cardiac device placement, interventional cardiology, cardiac rehabilitation, vascular surgery and more.



Celebrates December Employees of the Month

BEEAWARDS



Stefanie Alexander RN, NICU, Garnet Health Medical Center

While ice skating with her kids on her day off, Stefanie, a dedicated NICU nurse, received an urgent call about the delivery of 27-week twins. With only one

fully trained NICU nurse and limited staff on-site, the situation was critical. Without hesitation, Stefanie dropped everything and rushed to the hospital, arriving just in time for the delivery. She immediately took charge, providing expert care to the premature twins while mentoring newer nurses throughout the process. Stefanie even stayed after her shift to ensure that the babies were safely transported to a higher-level care facility.

Stefanie's swift response, leadership and compassion made all the difference that day. Her deep knowledge and dedication ensure that our NICU staff is well-trained and prepared for any situation. When Stefanie is on duty, there's a reassuring sense of confidence that our NICU is in the best hands. Thank you, Stefanie, for all you do to care for our tiniest patients and their parents.

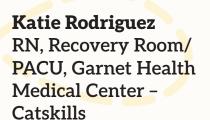
Fourth Quarter Team Award, Garnet Health Medical Center

Arianna Masterson, RN, and Joshua Delgado, NA

A year ago, a 2-month-old patient was admitted to 5 West, and the Garnet Health team was nothing short of extraordinary. The first-time mom arrived overwhelmed, scared and in tears, but the kindness, empathy and patience of the 5 West staff made all the difference. Arianna Masterson, RN, went above and beyond, stepping in during the shift change to support both mom and infant. Her advocacy—including involving lactation support on a Friday night—saved their breastfeeding journey. Joshua Delgado, NA, showed unmatched kindness and patience, bringing positivity and practical help during a difficult time. Thanks to the incredible 5 West team, what could have been a traumatic experience became one of care, compassion and hope. A year later, the patient is a happy little girl, and the family remains deeply grateful for Garnet Health's remarkable "village."

Thank you, 5 West, for making a difference!

5 West Team

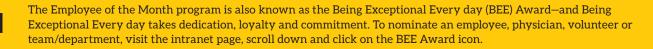


Demonstrating her unwavering commitment to patient care, Katie recently accompanied a patient who was facing a concerning finding during diagnostic testing to an outpatient appointment. Katie provided vital education, reassurance and a calming presence, sitting with the patient when he had no one else. This act of extraordinary kindness and professionalism did not go unnoticed by her team, who recognized it as a testament to Katie's exceptional dedication.

Katie exemplifies a spirit of compassion and dedication every day, always going above and beyond to ensure that her patients feel comforted, supported and understood during their most vulnerable moments. Whether volunteering to help a patient or offering assistance to a colleague, Katie's genuine love for what she does shines through. Her infectious smile and positive aura light up every room, uplifting and inspiring those around her. Her remarkable impact on both patients and colleagues is a true testament to her dedication. Thank you, Katie, for everything you do to support our patients and your team!







Congratulations

Congratulations to the **Garnet Health Medical Center Stroke Team** on a successful DNV Stroke Certification December survey.

The survey covered key aspects of the program, including data- and performance- improvement initiatives, document and chart reviews, clinical unit visits, and an in-depth review of organizational workflows and throughput at Grand Central Station.

The surveyor praised the stroke team's exceptional work and outstanding patient outcomes. They will highlight many of our best practices in future surveys with other organizations.

Kudos to Dr. Meigh, Becky Orman, Jemima Debras, and all leaders and staff contributing to stroke care, as well as HR, Medical Staff Teams, and Quality for supporting the survey.

Big shoutout to Garnet Health Doctors Primary Care for earning New York State Patient-Centered Medical Home recognition from the National Committee for Quality Assurance once again across all six practices. This means that the key elements to Patient-Centered Medical Home are being met by Garnet Health Doctors and that they continue to provide safe, high-quality, patient-centric care. Thank you to all primary care staff for your unwavering commitment and the hard work you bring to the patient experience!

What an honor! Garnet Health's Chief Medical Officer Pamela Murphy, MD, recently received the prestigious Doctor Chandler Award, presented by the New York State Troopers Police Benevolent Association at a dinner in Manhattan, NY.

Dr. Murphy was honored for her outstanding medical expertise, dedication to New York State Troopers and their families, and "for demonstrating a persistent willingness to protect those who protect the people of New York." Congratulations, Dr. Murphy.





Good Catch and Great Save Awards

Garnet Health Medical Center

M'lissa Dick's quick thinking and dedication to patient care earned her a well-deserved Good Catch when she encountered a patient outside of work who had been missing critical treatments. This patient's absence had deeply concerned the Infusion team, who'd been unable to contact him and knew his health was at risk. Without hesitation, M'lissa extended her kindness and brought the patient to our department, where we were able to complete an essential final procedure. Her selfless assistance undoubtedly made a significant impact on the patient's health and well-being, and the patient expressed heartfelt gratitude for her unwavering support.

Thank you, M'lissa, for going above and beyond to escort this patient from a local establishment back to outpatient infusion for necessary treatment.

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's immediate action keeps a patient safe during an event.

The Patient Safety Subcommittee judges the nominees. For more information about the Good Catch Award, email Vice President, Quality/Patient Safety Officer Mary Ellen Crittenden at mcrittenden@garnethealth.org.



Welcome New York State Commissioner of Health

On January 15, 2025, we had the honor of welcoming New York State Commissioner of Health, James McDonald, MD, MPH, to Garnet Health. Commissioner McDonald, accompanied by several members of his team, joined Garnet Health leadership at our Middletown campus for a tour of key areas. This visit provided an opportunity for the Commissioner to gain firsthand insight into the exceptional care we deliver to our community. We sincerely thank Commissioner McDonald for taking the time to visit and get to know us.



National
Thank a
Resident Day
is February 28, 2025

Thank a Resident Day, held annually on the last Friday of February, is a national day to show gratitude and appreciation for residents and the integral part they play on our healthcare team.

Our residents are an extraordinary group of dedicated physicians who work tirelessly to deliver exceptional patient care while honing their skills. Every day, they not only care for the patients before them but also prepare to help the thousands they will treat throughout their careers.

A sincere and heartfelt thank you can have more of an impact than you even know. On February 28, 2025, please be sure to take a moment to personally thank a resident!

Food Farmacy 2024 Recap

2024 was an outstanding year for the **Food Farmacy**, Garnet Health's in-house food pantry for patients who screen food insecure. The year was marked by impactful initiatives and partnerships that supported our patients and community. In total, we provided 358 food bags throughout the organization.

We celebrated:

- Our new partnership with the Food Bank of Northeastern NY
 - o Together, we launched a valuable collaboration that enhanced our ability to serve patients in need of food upon discharge.
- Collecting 14,596 lbs. of food, hygiene products and paper goods valued at \$15,148
- Gift card distributions to some units, which provided milk and eggs from Stewart's
- Pop-up pantries operated by our summer interns in Community Health
- Expanding our reach to include outpatients in areas such as the cancer center, emergency room and breast center
- New shelf-stable meals from Hope Kitchen, which supports the Food Is Medicine Program through the Food Bank of Northeastern NY

The Food Farmacy's accomplishments in 2024 underscore Garnet Health's commitment to addressing food insecurity and providing meaningful support to our patients. Here's to continued growth and impact in 2025!



Quality Corner 2025 Performance Improvement, Quality and Patient-Safety Plan

Garnet Health System's plan is designed to foster, develop and maintain a culture of safety and continuous improvement throughout the system. The Quality Management System aims to coordinate effective mechanisms for objectively and systematically measuring, monitoring, analyzing and improving the quality and appropriateness of patient care services. With a goal to produce positive health outcomes and reduce risks for patients, the plan focuses on designing, providing and continuously improving key processes to eliminate risk and variability in care.

Annually, we update the three-year glide path to define quality and safety priorities and to sharpen our focus, ensuring success in meeting organizational goals. In these challenging times, it's even more crucial to start the year with a renewed focus and commitment to our patients.

Garnet Health 3-Year Quality Safety Glide Path:

	2025	2026	2027
Improve Quality & Health Outcomes Achieve Zero Preventable Harm	Harm Index & Watch List/ Focus: Hospital Acquired Infections, Patient Identification, DI Misreads, Medication Reconciliation HRO/ Just Culture Training	Stay the Course	
	High-Reliability Model of Care: Patient Experience, Readmissions, LOS Focus—High-Impact Areas: Maternal Health, Behavioral Health, Emergency Medicine, Diabetes Care, Sepsis Focus—High-Risk Processes: CT Surgery / Interventional Advance Health Equity, Reduce Workplace Violence, Age-Friendly Care	Ongoing	
Comply with Regulatory & Accreditation Standards	DNV Annual Survey Maintain Systemwide ISO 9001 Designation	DNV—Ongoing Accreditation Maintain Systemwide ISO 9001 Designation	DNV—Ongoing Accreditation Maintain Systemwide ISO 9001 Designation
	DNV Primary Stroke Center Recertification ACOS Trauma Redesignation GHMC	DNV Primary Stroke Center Recertification CARF Reaccreditation Rehab GHMC DNV Cardiac Center of Excellence GHMC	DNV Primary Stroke Center Recertification
Achieve Awards & Recognition	Top CMS Star Rating Leapfrog Grade A	Top CMS Star Rating Leapfrog Grade A	Top CMS Star Rating Leapfrog Grade A
Achieve High Ratings / Optimize Reimbursement / Technology	P4P CMS / Commercial Quality Programs Transition to Digital / Hybrid Quality Measures Promote Interoperability Telemedicine	Ong	oing

Keeping patients safe is our top priority. Year after year, we've made significant strides in patient safety and remain dedicated to reducing patient harm. Following a high-reliability model of care, we are introducing new programs and enhancing existing services to deliver even better outcomes.

Achieving successful accreditation is an ongoing priority each year. DNV, our accreditation body, conducts surveys across all our hospital sites to ensure that we meet regulatory requirements and foster a culture of continuous improvement through risk-based thinking.

Garnet Health sets the bar high to meet external standards, as a means to align strategic goals 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.



Wrapping Up Holiday Happenings Thank You to Our

Community

Thank you to the Rotary Club of Monticello for spreading the festive spirit at Garnet Health Medical Center – Catskills, Harris Campus, on December 18. From caroling to cookies, our patients and staff were greeted with exceptional holiday cheer! We appreciate your commitment to the community.





friends—Santa, The Grinch and Snoopy—to distribute toys to our youngest patients and visitors while meeting and greeting others. We'd like to extend a huge shoutout to them for their dedication and commitment to our community, as well as sharing their generosity with our patients and visitors. Thank you, Town of Wallkill PBA.



Pictured are those who attended the lighting of the menorah and Kwanzaa kinara at Garnet Health Medical Center – Catskills on December 30. Dr. Peter Chester, President of Landfield Avenue Synagogue, and Lori Orestano-James, Board of Directors Secretary of the Landfield Avenue Synagogue, led the menorah lighting, which is done each night during the eight days of Hanukkah to commemorate faith and resilience. The Kwanzaa kinara was also lit. It holds seven

candles, each representing one of the Seven Principles, celebrating African heritage, culture and community. Both lightings honored traditions that illuminate the values of unity and perseverance.



Liberty Elks donated dozens of roses to give to patients and staff as a special holiday gift.

Pictured is Joyce Timko, Garnet Health VP, Clinical Support Services.





Garnet Health

Leading the Way



Jane Giganti, MSN, NPD-BC, CNL, CCRN, has been promoted to Administrator of Nursing Professional Excellence & Organizational Development & Learning.

Jane began her career in 2000 as a RN in the ICU at Arden Hill Hospital. She later transitioned to the Nursing Professional Development department as a critical care educator, where she made significant contributions. She helped establish the Medical Emergency Response Team (MERT), collaborated on the ICU Early Mobility Project featured in the *Society of Critical Care Medicine Journal* and implemented evidence-based tools for delirium screening. Additionally, Jane led the Critical Care Fellowship program and presented at the New Jersey AACN Critical Care Conference.

From 2018 to 2022, Jane advanced her career at Nuvance Health System, where she developed an ECMO training program and introduced initiatives to enhance cardiothoracic patient care. Upon

returning to Garnet Health Medical Center in 2022, she brought expertise in high-acuity nursing and cardiothoracic care. Jane developed a comprehensive training program for CTICU nurses, including TAVR training, and continues to lead such key initiatives as MERT, the Organ Donation Council and Shared Governance.

Jane is board-certified in Critical Care Nursing, Nursing Professional Development and as a Clinical Nurse Leader. Her leadership will focus on program development, education and interdisciplinary collaboration across the system. Recognized as a 2016 *Hudson Valley* magazine Excellence in Nursing finalist, and an 1199 Nurse Leader of Distinction nominee, Jane's unwavering commitment to evidence-based care and professional excellence makes her an invaluable asset to Garnet Health. Jane can be reached at jgiganti@garnethealth.org.

Lashay Houston, BSN, RN, CMSRN, CCRN, has been promoted to the role of Nurse Unit Director for Critical Care, overseeing the Medical Intensive Care Unit (MICU) and Surgical Intensive Care Unit (SICU).

Lashay joined Garnet Health Medical Center in 2018 as a staff nurse in the MICU. In 2022, she advanced to the role of Administrative Director of Nursing for the night shift, followed by her promotion to Nursing Director of the 3 North Progressive Care Unit/Step-Down Unit.

In her new role, Lashay will manage daily operations, performance improvement initiatives, financial oversight, and patient and staff satisfaction. Known for her exceptional leadership and commitment to excellence, she has also dedicated many years to educating future nurses as an instructor at SUNY Orange. Her clinical expertise in critical care will be invaluable in this position. Lashay is on track to

complete her MSN from Capella University in December 2025. Lashay can be reached at lhouston@garnethealth.org.





Jennifer Malinchak, RN, has been promoted to Manager of Occupational Health & Wellness for Garnet Health System.

Offering a wealth of experience and dedication, Jennifer began her career at Garnet Health in 2008 as a Registered Nurse and later served from 2009 to 2014 with Hospice of Orange and Sullivan counties. In 2019, she joined the Occupational Health & Wellness department, where she consistently demonstrated exceptional patient care and leadership in nursing.

Jennifer holds a Bachelor of Science in Public Health from Rutgers University, a Bachelor of Science in Nursing from Chamberlain University and an Associate of Science in Nursing from SUNY Orange. A certified practitioner and member of the National Acupuncture Detoxification Association (NADA),

Jennifer is also currently earning her Reiki certification. Her involvement with the American Holistic Nurses Association further reflects her commitment to holistic and integrative health practices. Jennifer can be reached at <a href="mailto:jma

Out & About

The first Sullivan County Chamber of Commerce Networking Breakfast of 2025 took place on January 10 at Heinle's General Store in Cochecton, NY. Moira Mencher, Garnet Health's Director of Planning and Community Relations, represented. She is pictured with Dr. Jessie Moore, Public Health Director for Sullivan County's Department of Public Health.



Diversity, Equity and Inclusion

February 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 recognition.

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**. Lincoln was instrumental in the emancipation of enslaved people, while Douglass, a former slave, became a prominent abolitionist leader and advocate for ending slavery.

February 15

Nirvana Day — An annual festival commemorating the Buddha's death and his attainment of nirvana, also known as Parinirvana.

February 17

Presidents Day — A federal holiday officially known as Washington's Birthday, celebrating the legacy of our nation's first president.

February 26

Maha Shivaratri — A major Hindu festival celebrating Lord Shiva



Upcoming Things to Know

Employee Assistance Program (EAP) Representative

Garnet Health Medical Center Conference Center Lobby

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

February 3 March 3 April 7

New York Life Representative

Garnet Health Medical Center Conference Center Lobby

11:00 a.m.-2:00 p.m.

February 19 March 25







When

Wednesday March 19, 2025

Events

Board Certification Information, Human Resources and 1199

Conference Center Lobby, Ground Floor 7:00 a.m.–4:00 p.m.

Degree Information

A variety of colleges will be present

Conference Rooms 1-3, Ground Floor 9:00 a.m.-4:00 p.m.



Shared Governance Nursing Congress Officers & Advisors; Nursing Professional Development Department; and the Shared Governance Committees: Nursing Professional Excellence, Interdisciplinary Community, Interdisciplinary Safety and Nursing Unit Coordinators

SHARPS Disposal



Garnet Health Medical Center — **Catskills, Harris Campus** is accepting **used sharps** for disposal, free of charge.

Used sharps must be properly placed in **puncture proof containers** such as sharps containers, laundry detergent bottles or bleach bottles. Screw-on caps are to be tightly secured, and bottles are to be marked with **"Contains Sharps."**

Drop-offs will be accepted from **8:00 a.m. to 8:00 p.m.,** seven days a week.

No appointment required.

Garnet Health

MEDICAL CENTER

Drop-off Location

68 Harris-Bushville Road Harris, NY 12742 (845) 333-8870

Enter main lobby and report to security.



WORD OF THE MONTH FOR FEBRUARY: HUMBLE

The quiet strength that lets actions speak louder than words.

"Being humble means recognizing that we are not on earth to see how important we can become, but to see how much difference we can make in the lives of others." —Gordon B. Hinckley

Humble is defined as having or showing a modest or low estimate of one's own importance. Being humble, or having humility, is about maintaining a modest view of your own importance and understanding that personal growth is a lifelong journey. It involves appreciating others' contributions, listening with an open mind, and acknowledging mistakes or limitations. Embracing humility fosters genuine connections, builds trust, and creates an atmosphere where collaboration and mutual respect can flourish. Being humble is a crucial quality because it keeps us grounded, opens the door to learning from others and ensures that success is shared rather than self-focused. Ultimately, this leads to stronger relationships and a more meaningful impact.

Here are some tips on being humble:

- Try to put others' needs before your own.
- Listen to people. Try to understand their difficulties.
- Offer help in support of someone else's happiness.
- Acknowledge your own weaknesses and strengths. This helps you be a better person.
- Recognize the hard work and skills of your co-workers.
- Practice gratitude. Be thankful for everything in life.
- Own your mistakes and learn from them.
- Always ask for feedback, whether positive or negative. It will help you grow and learn.

By embracing these practices, you can cultivate humility, foster deeper connections with others and continue growing into the best version of yourself.

Anjana Poonthota MD, MBA, 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 February Auxiliary Vendor Sales

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

February Vendor Dates

2/3	Teddies Jewelry-Pavilion	2/12	Teddies Jewelry
2/4	A Stylish Bling	2/13	Simple Treasures
2/5	Mary Kay Cosmetics	2/17	J's Divine Jewelzz
2/6	Eleanor Jewelers	2/26	Silver Dollar Boutiqu
2/7	Lisa Anderson Designs	2/27	John's Jewelry Box
2/10	Arlene's Hair Accessories	2/28	D & D Jewelry
2/11	Joint 2 Jewelers		