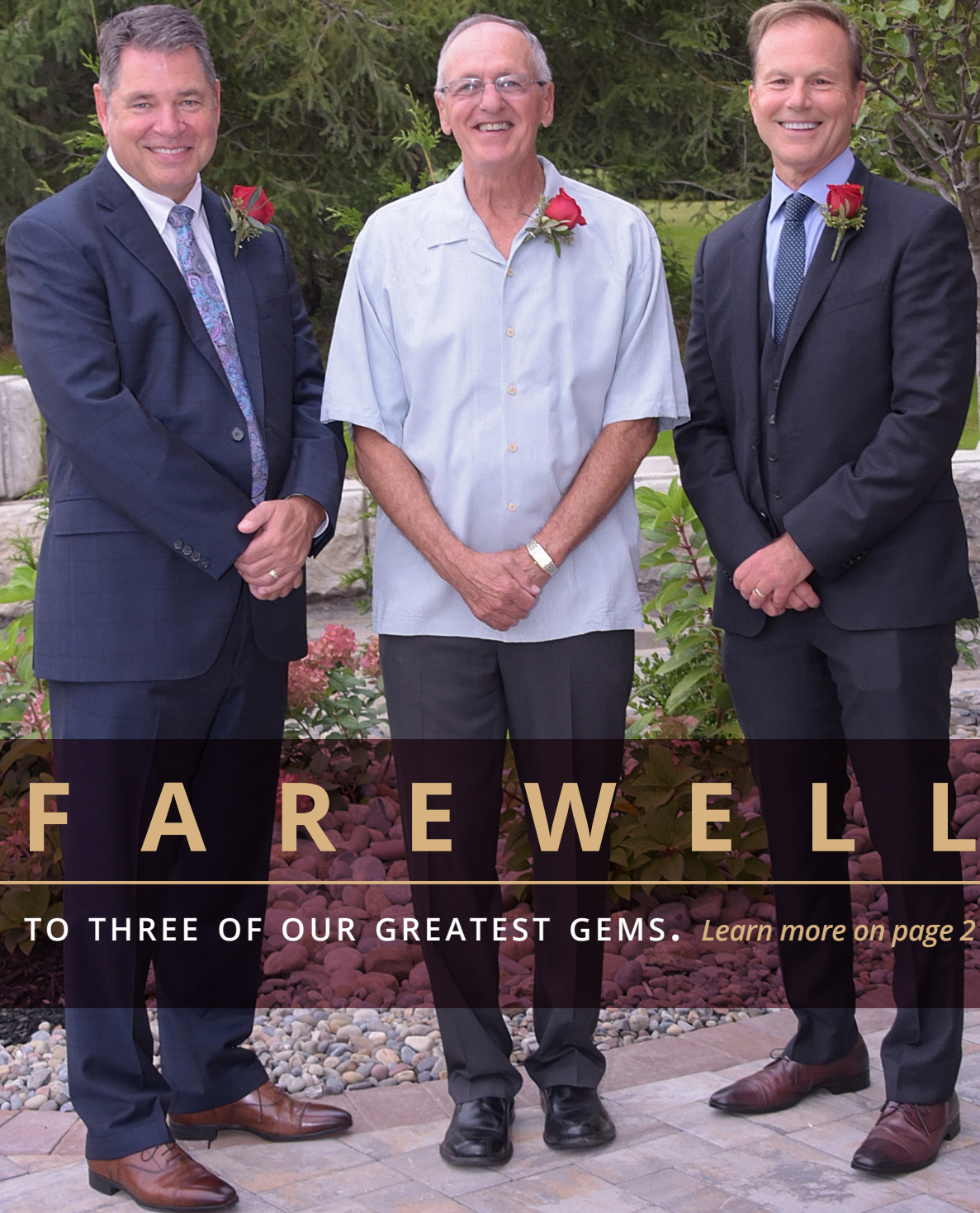


# Gems

Exceptional  
Lives Here.



F A R E W E L L

TO THREE OF OUR GREATEST GEMS. *Learn more on page 2*

T H R E E

# Notable Leaders

*Announce Their Retirement*

There is a bit of nostalgia at the end of any year. But as we come to the close of 2021, Garnet Health is looking back with even greater appreciation. It is with sadness and the highest regard that we say goodbye to three leaders who provided more than 75 years of cumulative service: Garnet Health President & Chief Executive Officer **Scott Batulis**; Garnet Health Medical Center Chief Medical Officer **James Oxley, DO**; and Garnet Health Vice President of Ancillary Services **Gene Bernieri**.

Throughout their tenure, Scott Batulis, Dr. Jim Oxley, and Gene Bernieri have helped to expand lifesaving healthcare services across Sullivan and Orange counties. Over the last 15 years, that has included everything from merging Catskill Regional Medical Center (now Garnet Health Medical Center – Catskills) into our health system, to constructing, at the time, the first new hospital in New York state in over 20 years, to creating a growing medical practice known today as Garnet Health Doctors, to leading our organization through a pandemic. Now it's time to say farewell. We thank Scott, Dr. Oxley and Gene for all they have done for our patients, staff and community.

In addition to the aforementioned successes, these men led and worked alongside many others to accomplish so much for our system, including:

- The smooth and successful move of staff and patients from Horton and Arden Hill hospitals into the new hospital at 707 East Main Street in Middletown 10 years ago.
- Bringing the first cardiac cath labs to Orange and Sullivan counties.
- Creating the Peter Frommer, MD, Heart Center, Bone & Joint Center, Bariatric Center of Excellence and two Stroke Center designations at the Harris and Middletown campuses.
- Expanding the outpatient healthcare services.
- Completing Garnet Health Medical Center – Catskills' ED expansions and renovations at both the Harris and Callicoon campuses.
- Creating the Graduate Medical Education Program.
- Establishing Level II Trauma designation and a Level II NICU.
- Constructing a 600+ employee parking garage.
- Starting a large ED expansion at the Middletown campus.
- Earning numerous recognitions, including one of the nation's 250 best hospitals three years in a row, a top 100 hospital for cardiac intervention, one of the world's most ethical organizations, one of the country's most beautiful hospitals and Most Wired honors, just to name a few.

As Garnet Health's president & CEO for more than 15 years, Scott has always been focused on providing exceptional healthcare services to our communities. Patients have always come first. As a visible leader, Scott made rounds daily, illustrating that connecting with staff is critical for understanding and communication. His incredible leadership through the pandemic further demonstrated his care and concern for all employees. Scott always led by example, upholding the highest ethical and moral values.

As chief medical officer for Garnet Health Medical Center, Dr. Jim Oxley's passion has always been to help those in need. Since starting his career with us in 1981 as a staff physician in the ED at Arden Hill Hospital, Dr. Oxley has brought both clinical expertise and leadership to our organization. In 2010, he was appointed to lead the medical staff in an executive leadership role. Since then, he has positively affected overall integration and coordination of medical care with physicians, provided medical expertise for the expansion and development of new services and quality initiatives, and partnered on quality initiatives.

Gene Bernieri joined the organization in 2002 as Administrator of diagnostic imaging for Orange Regional Medical Center. He was instrumental in upgrading service offerings as well as bringing in new technology to better serve our patients. Gene was actively involved and influential in equipping the new hospital with state-of-the-art technology, including robotic surgery. When he became Vice president of Ancillary Services, Gene expanded his leadership to include outpatient services as well as Food and nutrition services, pharmacy, laboratory, EVS and security system wide.

To Scott, Dr. Oxley and Gene, we are proud to have worked with you. We wish you the warmest wishes and best of luck in retirement. Thank you, again, for all you did for our patients, staff and community!



# BEE-ing EXTRAORDINARY

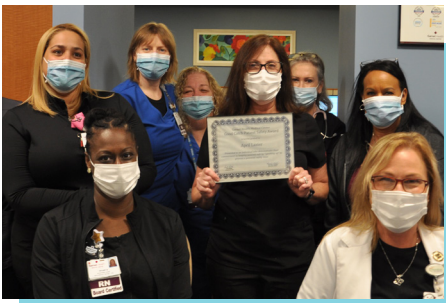


Congratulations to Infection Preventionist **Susan Thirkield**, the September 2021 Employee of the Month at Garnet Health Medical Center. Susan goes above and beyond to provide extra support to her co-workers and consistently reaches out to see if they need assistance. On many occasions, Susan works beyond her normal scheduled hours to finish mandatory reports and priority work within the Infectious Disease department. Thank you for your hard work, Susan. Your dedication is admirable and we appreciate your efforts!

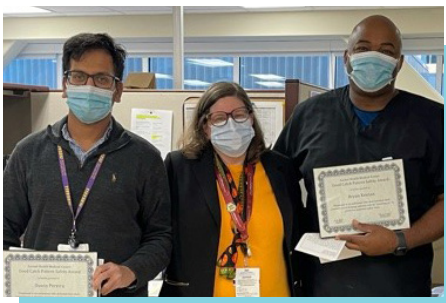
Congratulations to Behavioral Health Registered Nurse **Patricia Nowrouzi**, the September 2021 Employee of the Month at Garnet Health Medical Center – Catskills. Patricia goes above and beyond by showing compassion and continuously advocating for the best treatment of all her patients. She is passionate and deliberate with their care. Thank you for your support, Patricia. You are a true role model for others.



Garnet Health's BEE Award honors staff who choose to Be Exceptional Every day. To nominate an employee, physician, volunteer, team or department, visit the intranet homepage, scroll down and click on the BEE Award icon.



Garnet Health Medical Center Pharmacist **Oswin Pereira**, Pharmacy Technician Bryan Kenton and Pre-Surgical Testing Registered Nurse **April Lazier** received Good Catch Awards for their proactive patient care measures.



To make a Good Catch Award nomination, visit the Intranet homepage and click the Good Catch section under "Feedback." For information on quality and patient safety, contact Vice President, Quality/Patient Safety Officer Mary Ellen Crittenden at [mcrittenden@garnethealth.org](mailto:mcrittenden@garnethealth.org).



A Good Catch occurs when corrective action and/or timely intervention prevents an incident or medical error from occurring.

# Leading the Way



**Debra Beakes**, MSN, RN, NEA-BC, has been promoted to Vice President of Nursing at Garnet Health Medical Center. As Vice President of Nursing, Debra is responsible for leading, evaluating and directing all nursing staff and services. She oversees all aspects of the nursing department including: quality of care, recruitment, retention, training and development. Debra was previously Interim Vice President of Nursing and Administrator of Nursing Clinical Operations, where she oversaw clinical operations of nursing organization. Debra can be reached at [dbeakes@garnethealth.org](mailto:dbeakes@garnethealth.org).

**Eileen Kammerer** has been promoted to Manager of Employee and Labor Relations for Garnet Health Medical Center – Catskills. In this role, Eileen is responsible for all employee and labor issues, as well as Human Resources operations at the Harris and Callicoon campuses. This includes advising leadership on the administration and interpretation of union contracts, serving as a member of the union negotiations team, and coordinating union activities/meetings, including grievances, arbitrations and labor management meetings. She can be reached at [ekammerer@garnethealth.org](mailto:ekammerer@garnethealth.org).



**Trevor McGinley**, MD, has been appointed as Medical Director of the Garnet Health Medical Center – Catskills' Callicoon Campus. Over the past several years, in addition to providing patient care in our Emergency Department, Dr. McGinley has served as our Garnet Health Medical Center – Catskills Department Chair of Emergency Medicine and has also contributed significantly to several medical staff committees, including the Medical Executive Committee. Dr. McGinley will continue in his position as the Department Chair of Emergency Medicine. He completed his residency at Geisinger Health System and is Board-certified in Emergency Medicine by the American Board of Emergency Medicine. Dr. McGinley can be reached at [tmcginley@garnethealth.org](mailto:tmcginley@garnethealth.org).

**Pamela Murphy**, MD, has been appointed as Chief Medical Officer of Garnet Health Medical Center, effective January 2022. Dr. Murphy will replace Dr. James Oxley, who will retire in December. Dr. Murphy has been an Emergency Medicine physician in our community since 1993. She joined Garnet Health Medical Center in 2013 as an Emergency Medicine physician and has served as Physician Advisor and Vice President of Emergency Services and Observation Medicine for the past five years. She can be reached at [pmurphy@garnethealth.org](mailto:pmurphy@garnethealth.org).



**Raquel Rios-Ortiz** has been promoted to Vice President of Operations for Garnet Health Doctors. As Vice President of Operations, Raquel collaborates with leadership at all three Garnet Health hospitals to ensure coordination of efforts to improve quality and patient experience and safety. She is responsible for identifying and implementing best practice standards while working in partnership with physicians, management and staff to implement these standards in support of the achievement of Garnet Health Doctors and health system initiatives. Raquel can be reached at [rortiz2@garnethealth.org](mailto:rortiz2@garnethealth.org).

**Debora Snyder**, MSN, RN, NEA-BC, CEN, has been appointed as Chief Nursing Officer (CNO). Debora, who is also Vice President of Patient Care Services, has served as the Interim CNO for the past six months, and was previously Vice President of Nursing, where she was responsible for Emergency Services, Observation Care, Behavioral Health and Neuroscience. Her operational responsibilities now include Emergency Services, Observation Care, Medical-Surgical Division, Critical Care Division, Women's and Children's Services, Patient Experience, Guest Services, Pastoral Care, Nursing Professional Development, Nursing Clinical Operations and Nursing Magnet Designation. Debora can be reached at [dsnyder@garnethealth.org](mailto:dsnyder@garnethealth.org).



AMONG  
the  
Best



Once again, Garnet Health Medical Center has received prestigious recognition for patient safety and superior patient outcomes from Healthgrades. The Hospital has been named as one of the 100 best hospitals nationally for cardiac intervention and was recognized as a Five-Star Recipient for Treatment of Heart Attack for the fifth year in a row and as a Five-Star Recipient for Treatment of Heart Failure.

The Stroke Center is five-star-rated for Stroke care outcomes for the fourth year in a row. Additionally, Garnet Health Medical Center has been five-star-rated for Pneumonia for five years, Sepsis for four years, Respiratory failure for four years and Pulmonary Embolism outcomes for two years.

The Bariatric Surgery Program was recognized with the Bariatric Surgery Excellence Award™ for the sixth consecutive year — and has received five stars for Overall Bariatric Surgery seven years in a row.

Congratulations on receiving all for these amazing honors! Our commitment to providing exceptional patient care is illustrated by these significant Healthgrades recognitions.

# Another first!

## *Pre-approval granted for Orange County's first cardiac surgery program*

Garnet Health Medical Center has been granted New York State Department of Health conditional approval to expand cardiology services and to develop Orange County's first cardiac surgery program.

This represents a huge advancement in heart care for the region. In 2019 alone, 625 people had to travel out of Orange, Sullivan and southern Ulster counties for their cardiac surgery. Garnet Health's cardiac surgery program will enable our community to receive top-notch cardiac care while remaining closer to home, family and friends.

The cardiac surgery program at Garnet Health's Peter Frommer, M.D. Heart Center is slated to begin in the fourth quarter of 2022 and will be in affiliation with Columbia HeartSource and New York Presbyterian (NYP) Hospital/Columbia University Medical Center. Over the next year, we will construct two cardiac surgery operation rooms and a hybrid operating room, renovating almost 3,000 square feet of space on the first floor of Garnet Health Medical Center.

Surgical leadership of our cardiac surgery program will be provided by Site Director Michael Argenziano, MD, Chief of Adult Cardiac Surgery at NewYork-Presbyterian. NewYork-Presbyterian Hospital's cardiac surgery program is ranked #1 in the Northeast and #4 in the U.S. for cardiology and cardiac surgery by *U.S. News & World Report*.

With a strong history of providing advanced heart care, Garnet Health Medical Center was the first in Orange County to offer a diagnostic cardiac catheterization lab and the first to offer diagnostic, emergency and elective angioplasty.

This is a historic milestone. Thank you to everyone who has helped to advance cardiology services and, as always, thank you for all you do for the health of our community.

# National Recognition for Exceptional Emergency Care and Patient Experience

We are proud to share that Garnet Health Medical Center – Catskills’ Grover M. Hermann Hospital has, again, been nationally recognized with prestigious awards from Press Ganey for providing exceptional emergency care and better patient experience. Press Ganey is an independent organization that honors achievement in delivering reliable, safe, compassionate and high-quality care.



The 2021 Press Ganey Pinnacle of Excellence Award® was presented to Garnet Health Medical Center – Catskills’ Grover M. Hermann Hospital for Patient Experience and consistently high excellence in its Emergency Department Consumer Assessment of Healthcare Providers and Systems (CAHPS). This is the second time the hospital has earned this honor.

The 2021 Press Ganey Guardian of Excellence Award® for Patient Experience in the Emergency Department at Garnet Health Medical Center was presented to Catskills’ Grover M. Hermann Hospital. For the fourth straight year, the hospital reached the 95th percentile in the Emergency Department (CAHPS) during each of the year’s reporting periods. This means performance in the top 5% nationally.



## Going Green at Garnet Health Medical Center – Catskills

In an effort to improve employee and patient safety and the environment, the traditional parking lot bulbs in the Harris Campus parking lot were recently replaced with LED lights. This is beneficial for three reasons: LED lights reduce energy costs, reduce maintenance costs and provide increased lighting across our parking lots for added safety overall.

# Former COVID-19 Patient and His Family Offer Thanks for Great Care

Mr. Jose Marcano, Middletown resident and a former COVID-19 pneumonia patient, was thrilled to be discharged after more than 100 days of treatment at Garnet Health Medical Center.



He, along with his family, said a special thank-you to the staff, including everyone who cared for him on the Progressive Care Unit, Dr. Vincent Gulfo and the Physical Rehabilitation team.



Everyone in the ICU is so amazing. Thank you for never giving up on him. All the doctors and nurses are great, but I would like to specifically thank Dr. Gilani, nurses Jackie and Kat, and Kathy Bermo for the unwavering support and exemplary care.

*Mrs. Donna Marcano*



We appreciate Mr. Marcano's strength and courage, and commend the dedicated staff who helped him to recover. We wish Mr. Marcano continued health.

## EXPANSION PROJECT

# taking shape

The expansion and renovation of Garnet Health Medical Center's Emergency Department and Trauma Center is moving right along. Phase one — the installation of a new helipad — is now complete, and phase two — construction of a new parking garage — is in full swing and nearing completion. A special thank-you to the staff who work every day in our ED for their commitment to providing patients with emergency care, no matter what day of the week or time of day.







## There's Still Time to Get Your Flu Shot

Occupational Health provides flu shots to employees in Garnet Health Medical Center's Occupational Health office Monday through Friday, 7:00 a.m. to 4:30 p.m., and in the Garnet Health Medical Center – Catskills Occupational Health office Mondays from 7:00 a.m. to 3:00 p.m., and Wednesdays and Fridays from 7:00 a.m. to 3:00 p.m. For more information, call the Harris Campus office at 794-3300, ext. 2073, or the Middletown Campus office at 333-2060.

## In the Spirit of Support

On October 21, our employees dressed in purple and stood in solidarity with the LGBTQ+ community to honor Spirit Day. Spirit Day is an LGBTQ anti-bullying campaign in support of those who often face bullying and harassment because of their identities. The Garnet Health LGBTQ+ Resource team is a proud sponsor of this movement, putting forth teamwork to illustrate their efforts. Thank you!

To learn more, or to become a part of the Garnet Health LGBTQ+ Resource team, contact Patient Experience Administrator Ann Yacone DiAgostino, MSN, RN, CMSRN, NEA-BC, at 333-2085 or [adiagostino@ghvhs.org](mailto:adiagostino@ghvhs.org), or Director of Patient Experience Jodi Goodman at 397-3508 or [jgoodman@garenthealth.org](mailto:jgoodman@garenthealth.org).



## Veterans Day Tribute

In honor of Veterans Day, Garnet Health paid tribute to those who served and those who continue to serve our great county.

Thank you to all the men and women, including our employees, volunteers and community, who give of themselves so we all can enjoy our freedom!



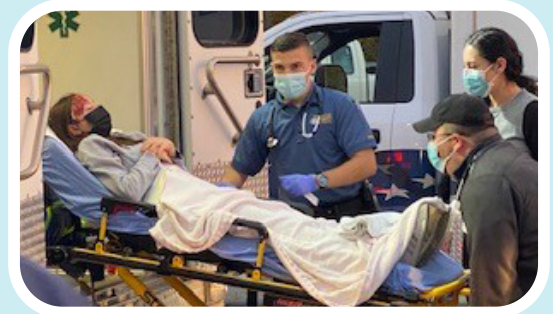
## MASS CASUALTY

# Incident Drill

Thank you to all of our community partners who participated in the recent Mass Casualty Incident (MCI) drill at Garnet Health Medical Center. Participants included Touro Medical College, Orange County Department of Emergency Medical Services, Town of Walkill Ambulance, Mobile Life Support Services, Kiryas Joel Volunteer Ambulance, Lenape Volunteer Ambulance, Woodbury Community Ambulance and Greenville Volunteer Ambulance.

Hospital MCI mini-drills can help improve staff knowledge of institutional mass casualty policy and procedures within the trauma and surgery departments. Hospital mass casualty response education and preparation is essential to saving lives.

For more information on drills, contact Miguel Rodrigues, Director of Emergency Management/Incident Commander, at [mrodrigues@garnethealth.org](mailto:mrodrigues@garnethealth.org)



## MAGNET-IFICENT

# Honors



At the recent American Nurses Association Magnet® and Pathway to Excellence Conference in Atlanta, Georgia, Garnet Health Medical Center nurses and staff were recognized for achieving Magnet Re-designation for a second time.

Conference accommodations were graciously funded by the Garnet Health Foundation.

The Magnet Recognition Program designates organizations worldwide for achieving nursing strategic goals to improve patient outcomes. This high honor for Nursing Excellence speaks to the dedication and commitment our staff provides patients. Kudos to our incredible team!



**Garnet Health Celebrates**  
**Halloween**

Our staff had fun this year showing off their costumes and pumpkins to celebrate Halloween. Thanks for sharing your enthusiasm, everyone!



# Free Employee & Family Walk-In COVID-19 BOOSTER ONLY Vaccination Clinic

Friday, December 3rd  
from 8:00 a.m. to 3:00 p.m.

Garnet Health Doctors will hold a free walk-in COVID-19 booster vaccination clinic at the Harris and Middletown Campuses. Pfizer, Moderna and Johnson & Johnson (J&J) booster vaccines will be available.

**Harris Campus**  
Ambulatory Services Building  
2nd floor, Board Room B  
68 Harris Bushville Road  
Harris, NY

**Middletown Campus**  
Outpatient Building  
3rd Floor, Conference Room B  
707 East Main Street  
Middletown, NY

\*Please be sure to bring your COVID Vaccination Card

Please also see the CDC's link for COVID-19 Vaccine Booster Information <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/booster-shot.html>

## The Gift of Giving

If you or your department would like to participate in fulfilling the holiday wishes of a patient or fellow employee and their family from Garnet Health Medical Center – Catskills during this holiday season, contact Director of Patient Experience Jodi Goodman at 794-3300 x3508 or [jgoodman@garnethealth.org](mailto:jgoodman@garnethealth.org) to register and receive a wish list. All gifts must be submitted to Jodi by December 18, 2021.



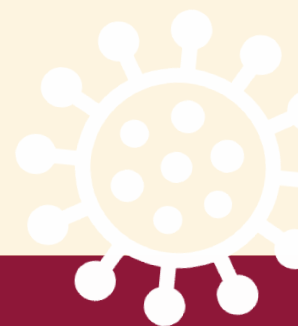
## Beyond the Walls of 707

The outpouring of generosity from staff displayed during the Thanksgiving “Beyond the Walls of 707” initiative was tremendous. Working with community partners, Garnet Health Medical Center was able to donate over 120 Thanksgiving dinner baskets to families in need. The baskets were filled with a complete Thanksgiving dinner and a \$25 gift card for the family to purchase an entrée of their choice. Beyond the Walls of 707 is not simply a way of extending our mission beyond the physical boundaries of our hospital but an opportunity for each of us to extend our kindness and compassion.

Thank you to all who participated to help make the holiday special for those less fortunate.

## Stay Connected to the latest COVID-19 information

Please remember, it is everyone’s responsibility to stay informed. Organizational information can always be found on the intranet under “COVID-19 Links.” Please also keep yourself familiar with our latest visitor guidelines and safety information by visiting [www.ormc.org/coronavirus](http://www.ormc.org/coronavirus).



## Gems Newsletter

Produced by Garnet Health Marketing & Corporate Communications.  
For more information, email Senior Specialist Lauren Kropf-Zuckerman  
at [lzuckerman@garnethealth.org](mailto:lzuckerman@garnethealth.org) or call 333-2363.

[garnethealth.org](http://garnethealth.org)