

◆ Garnet Health.

Gems

Exceptional
Lives Here.



NEW YEAR.
NEW CHAPTER.
NEW PRESIDENT
& CEO.

**Alfred E.
Pilon, Jr.**

Learn more on page 3

Quality and Patient Safety Corner

How Our Culture of Safety Survey Helps Us

Our annual Culture of Safety Survey helps us understand our patient safety culture. Post-survey results reveal our organization's cultural strengths and priorities as perceived by staff, leaders and providers. This information helps us celebrate the positives as well as develop goals and action plans that will best facilitate culture change where necessary.

The great news is that the top survey strength was "teamwork." This was no surprise, as we are known for coming together to meet challenges, no matter what they are. Our survey's top area for improvement was "staffing and work pace." Given our current work environment, which includes surging cases and ongoing challenges with COVID, this was not unexpected.

Unit-based survey results are being shared with leaders. If you have not seen your unit's results, please ask your leader to share them with you.

Thank you to all who participated.

Teamwork at Its Best

On Tuesday, November 16, armed guard Kevin Moore brought a wheelchair out to the ED parking lot to assist a new patient who needed help getting to the ED waiting area. Once the patient was transferred to the wheelchair, he began to have a seizure and stopped breathing. The patient lost control of his legs, which interfered with the wheelchair transport. Kevin acted quickly by picking up the patient and carrying him into the ED. The ED response team, including Shawna Mayer, ED tech (initiated chest compressions); Dr. Meigh (first on the scene); Nadine Howland, RN; Surjeet Kaur, ED tech; Jackie Wilty, RN; Matt Mulzac, ED director; and Herb Epps, security officer, immediately began CPR until the stretcher arrived. The patient was stabilized and was eventually admitted to ICU. The actions of Kevin and the ED staff saved this patient's life.

For information on quality and patient safety, contact Vice President, Quality/Patient Safety Officer Mary Ellen Crittenden at mcrittenden@garnethealth.org.

Stay Up to Date on the Latest COVID-19 Prevention Measures

With the recent increase in COVID-19 infections across the state and locally, as well as a rise in COVID-19 patient admissions at our inpatient facilities, please remember that it is everyone's responsibility to stay informed on our latest prevention measures. 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 garnethealth.org/coronavirus.



Welcoming Our New President and CEO

As we begin a new year, Garnet Health is excited to start a new chapter in our health system, as we welcome Alfred E. Pilong Jr. as our new president and CEO.

Al is a seasoned healthcare executive who began his career as a pharmacist. He received his Bachelor of Science from Rutgers University College of Pharmacy, his Master of Divinity from Alliance Theological Seminary and his Master of Business Administration from Saint Joseph's University. He is board certified in healthcare management and is a fellow of the American College of Healthcare Executives.

Al most recently served as CEO of Novant Health UVA Health System in Warrenton, Virginia, now known as UVA Community Health. Under his leadership, the multihospital health system achieved accolades that include a Leapfrog Hospital Safety Grade of "A" for all acute care facilities, as well as national recognition for clinical quality in stroke, hip and knee replacement, heart failure, bariatrics, obstetrics and cancer services.

"I couldn't be more excited and humbled to have been selected for this leadership opportunity. I feel privileged to be joining an organization with such a strong reputation for clinical quality and care. I look forward to engaging with the Garnet Health team in the service of our communities," stated Al.

Al says he looks forward to getting to know everyone at Garnet Health as he starts his new role. "The big thing for me is to start by doing a lot of listening and learning. I want to get to know the team and spend time with the medical staff to better understand the health system's values—and

use that knowledge so I'm prepared to help continue Garnet Health's success."

Born February 28 and one of nine children, Al was raised in southern New Jersey (about 20 minutes outside of Philadelphia) and is a devoted Philadelphia sports fan. Al met his wife of 37 years, Lori, when she moved across the street from him in fourth grade. Lori is a music and drama teacher. They have three children: CJ, 31, is engaged and lives in Richmond, Virginia. Lindsay, 28, is married and also lives in Richmond. Cherith, 22, is engaged and lives in Grand Rapids, Michigan. Both weddings are planned for 2022.

No stranger to New York, Al attended grad school in Nyack and loves the Hudson Valley's geography and beauty. Aside from the area, Al said what drew him to Garnet Health was its strength as an independent health system, its excellent reputation and its history of accomplishments. Rural healthcare, our attractive service area, our large market share and Garnet Health's leadership were also very impressive.

As an avid reader, Al believes in lifelong learning and growing. He is deeply rooted in his faith and loves a challenge. He likes to stay active and enjoys boating and working out. He's also a recreational golfer and enjoys music and the arts.

He and Lori bought a home in Goshen.

We welcome Al to the Garnet Health family and look forward to his leadership as we continue to uphold the tradition of caring for and improving the health of our community.



Al and Lori



Al's family



Al is a Phillies fan

Garnet Health Medical Center – Catskills Recognized with HANYS 2021 Pinnacle Award

Garnet Health Medical Center – Catskills is a recent recipient of the Healthcare Association of New York State’s (HANYS) 2021 Pinnacle Award for Quality and Patient Safety for its multitiered COVID-19 surge response.

The Pinnacle Award for Quality and Patient Safety recognizes and encourages broad dissemination of successful quality improvement and innovative patient safety initiatives in four categories, based on organization size and type. Award honorees are members of HANYS’ Commitment to Excellence, a statewide program designed to recognize HANYS’ member commitment and ongoing efforts to improve quality and patient safety. Garnet Health Medical Center – Catskills is one of only four 2021 honorees for this prestigious award in New York state.

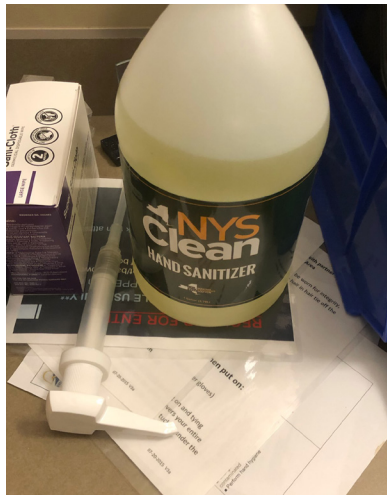
In March 2020, when COVID-19 first peaked in New York City, Garnet Health Medical Center – Catskills encountered surging volumes of patients with the virus. In the first two weeks of April 2020, cases in Sullivan County were the highest per capita of anywhere in the United States. Focused on patient and staff safety as well as the continual use of quality improvement methods, Garnet Health Medical Center – Catskills rose to the challenge by creating a rapidly evolving response plan to the global pandemic.

At the peak of the pandemic, the hospital increased acute care capacity by 125%, with 72% of that capacity occupied by COVID-19 patients. Despite the significant surge, the hospital maintained high-quality outcomes for patients and a notably low rate of infection among staff, all while improving the culture of safety and staff engagement measures.

“The work of our staff during the COVID-19 surge at Garnet Health Medical Center – Catskills was both impeccable and impressive,” said Chief Executive Officer Jonathan Schiller. “This award is a testament to their unwavering dedication to the health and safety of our community.”

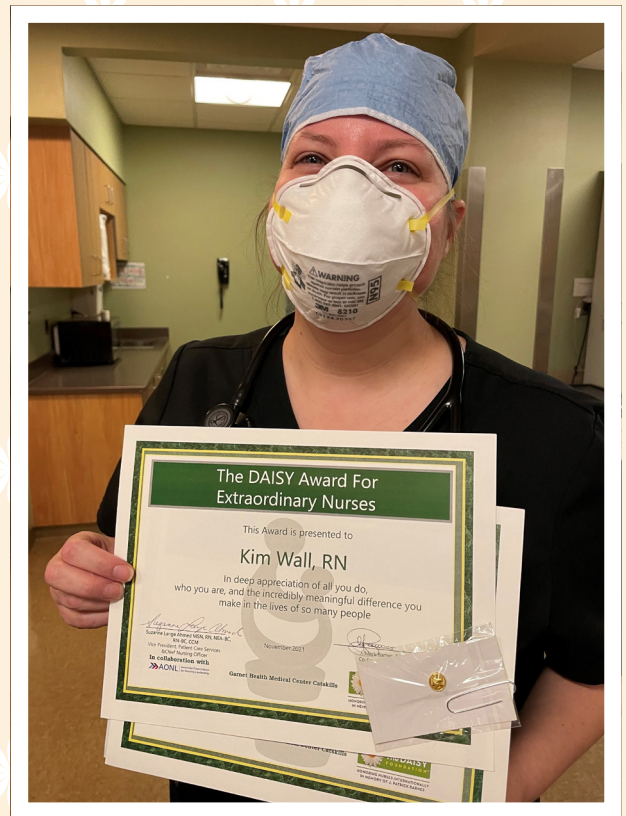
To view the A Surge Like No Other—How a Sole Community Provider Overcame All Odds video, which featured Garnet Health Medical Center – Catskills’ COVID-19 surge response, visit <https://youtu.be/CyNe-Gs488E>.





Catskills Honors Exceptional Nurse with DAISY Award

Garnet Health Medical Center – Catskills presented their DAISY Award for Extraordinary Nurses to **Kim Wall, RN**, for the exceptional care and compassion she provided to the family of a patient. The nomination stated, “I’ll never forget the kindness she showed me. The respect she had was amazing. Kim, thank you for your compassion.” Shoutout and congratulations to Kim for earning this honor!



Emergency Department Registered Nurse Kim Wall

Nominees for the GHMC-C November 2021 DAISY Award:

Deb Benjamin
Matt Berger
Jessica Botbyl
Laura Brielman
Brian Casta
Joanne Cerniglia
Marissa Diescher
Heather Duda

Robert Fairfield
Evangelina Fitzpatrick
Laci Halloran
Matt Halloran
Tony Izzo
Stephanie Johannes
Marlene Josephs
Emilie Keesler

Linda Kelly
Danielle Long
Heather Maxwell
Neal Meddaugh
Hailey Meffert
Christina Miller
Brenda Nieves
Kim Patten

Katie Rodrigues
Kim Saul
Amy Senkiew
Danielle Viola
Samantha Vityuk
Andrea Whitehead

The DAISY Award is an international award program that honors extraordinary nurses.
Garnet Health Medical Center – Catskills nominations can be emailed to DaisyCatskills@garnethealth.org.
Garnet Health Medical Center also accepts DAISY Award nominations at daisyaward@garnethealth.org.

Progressive Care Unit Reduces Readmissions of Chronic Heart Failure Patients

As part of an ongoing nursing research project, the Progressive Care Unit at Garnet Health Medical Center has reduced readmissions of chronic heart failure patients by 4% during the implementation phase.

Thanks to the efforts of a specialized nurse-led team, including Registered Nurse Champion Monique Caban, Nurse Director Nancy Folino, Pharmacist Madeline Ciccone and Nurse Practitioner Christina Hahn, additional education is provided to bedside nurses and chronic heart failure patients upon discharge. Patients receive regular follow-up care and utilize after-care education booklets to track their progress. As a result of this proactive initiative, patient readmissions continue to decrease. Thank you to all who are working so hard on this initiative. Your determination is admirable.



BEE AWARDS



Buzzworthy: Compassion Takes Flight

Megan Heckman, Garnet Health Medical Center Registered Nurse, 5 South, was named October 2021 Employee of the Month and received our BEE Award.

Megan goes out of the way to make her patients feel at home during their hospital visits. Recently, she added a little special something that made a very big impression on her patient—she placed a chocolate on a patient’s pillow after freshening up the bed. On other occasions, Megan goes the extra mile to assist other departments when she can, even if it means taking trips to the storage room to secure necessary supplies for treatment or working after her normal shift to complete tasks. No matter what the situation, she is always friendly and ready to help. We thank you for your tremendous compassion and dedication, Megan. You are special to us and our patients!



Greg O’Gorman, Garnet Health Medical Center Head Chef, was named the November 2021 Employee of the Month. Greg was selected for his calm and outstanding problem-solving demeanor on a daily basis and in times of crisis. Recently, his willingness to do “whatever it takes to get the job done” has been unprecedented, as he puts patients, staff and colleagues ahead of himself. Thank you, Greg, for all you do! You’re a true gem!

At the time of publication, Garnet Health Medical Center – Catskills’ October and November Employee of the Month celebrations had not yet been held.

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.



Leading the Way

Christine Goodhart has been promoted to Vice President of Human Resources Operations for Garnet Health. In this role, Christine has oversight of all daily operations in the Human Resources and Payroll departments for the health system. She joined Garnet Health in 2009 and most recently held the position of Senior Administrator in Human Resources. Christine can be reached at cgoodhart@garnethealth.org.

Theresa Dering has joined the organization as Administrative Director of Laboratory Services for Garnet Health. In her new role, Theresa has oversight of all laboratory services for Garnet Health Medical Center and Garnet Health Medical Center – Catskills, including operations, planning for future expansion of services and cross-system alignment of practices. She was previously Administrator of Laboratory Services at St. John's Riverside Hospital in Yonkers, New York. Theresa can be reached at tdering@garnethealth.org.



Dana Hendrickson has been promoted to Administrator of Clinical Applications for Garnet Health. In her new role, Dana develops operations, medical affairs and information services to support Epic, the system's electronic health record system. She also oversees the Epic clinical application teams for both inpatient and outpatient care and the laboratory and Epic system training teams. Dana joined the organization in 2001 and was previously Director of Epic Ambulatory. Dana can be reached at dhendrickson@garnethealth.org.

Kathleen Pagani, PHR, SHRM-CP has been promoted to system-level Human Resources Administrator. In her new role, Kathleen oversees all employee and labor relations across the system, including continued oversight of Human Resources Operations for Garnet Health Doctors. She joined the organization in 2001 and was previously Human Resources Administrator for Garnet Health Medical Center and Garnet Health Doctors. Kathleen can be reached at kpagani@garnethealth.org.



Nelson Sit has been promoted to Manager of Emergency Management for Garnet Health. In his new role, Nelson oversees emergency management training for the system. He is also Garnet Health's liaison to outside healthcare agencies, including the Greater New York Health Association, Healthcare Association of New York State, New York State Department of Health and Health Emergency Preparedness Coalition. Nelson joined the organization in 2016 and was previously a Lead Armed Security Officer. He can be reached at nsit@garnethealth.org.

Yesenia Ramos, MS, PHR, SHRM-CP has been promoted to Director of Human Resources Operations for Garnet Health Medical Center. In her new role, Yesenia oversees Human Resources Business Partners, Human Resources Associates and Human Resources Information Systems. She joined the organization in 2015 as a Human Resources Business Partner and was previously Manager of Human Resources Operations. Yesenia can be reached at yramos@garnethealth.org.



Congratulations

Garnet Health Doctors has received the National Committee for Quality Assurance's (NCQA) New York State Patient-Centered Medical Home (NYSPCMH) recertification for using evidence-based, patient-centered processes that focus on highly coordinated care and long-term patient relationships. Congratulations to our pediatric and primary care practice teams and providers!

We also congratulate the **Physical Rehabilitation Unit at Garnet Health Medical Center** for providing 30 years of service to our patients—and well as **Dr. Vincent Gulfo, MD**, who has been its Medical Director since 1991.

The unit opened at the Horton Campus in October 1991 and has continued to offer acute rehabilitation services to patients and support their families for many years. Among those who celebrated the department's long-time success were staff and several volunteers, who are also past patients, who assist with patient activities and support.

The Rehabilitation team includes physicians, nurses, nursing assistants and unit coordinators, a neuropsychologist, case managers, speech language pathologists, physical therapists and assistants, occupational therapists and assistants, a referral specialist, support personnel and volunteers. We thank you all for helping our patients recover and adjust to changes in their lives.



Shining a Light on Lung Cancer

Congratulations to all staff who participated in our Shine a Light on Lung Cancer event. Shine a Light on Lung Cancer is the largest national lung cancer awareness program and aims to educate, connect and celebrate lung cancer communities while raising awareness about the disease. Special thanks to Service/Product Line Senior Administrator, Oncology, Regina Toomey Bueno; Lung Cancer Navigator and Manager, Navigation Services, Jayne O'Malley; and Manager of Pulmonary Rehabilitation, Elyse Carroll for coordinating our event to help raise awareness and support for our local lung cancer community.



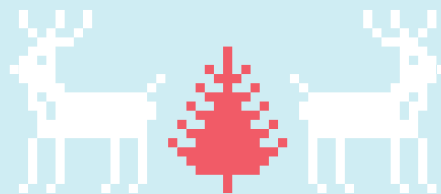
SEASON OF GIVING



The Oncology and Infusion departments at Garnet Health Medical Center – Catskills were recipients of a very generous donation from the Sullivan County Cancer Awareness Pageant: nonperishable food items, as well as blankets, socks and more! Ms. Kristin Young and the pageant committee worked with the local Peck's Supermarkets to collect these items. Our Oncology and Infusion teams gifted patients with these supplies over the holiday season! Thank you to our staff for your thoughtfulness.



Staff at Garnet Health Medical Center – Catskills generously donated a total of six boxes full of toys plus a bike, which were given as gifts to local children in our community! A special shoutout to Ashley Miller DNP, RN/Clinical Director Medical-Surgical/Telemetry, and Douglas Finkle, EVS Manager, for facilitating this incredible initiative!





Our Catskills campus shows an incredible amount of generosity year-round, but especially during the holiday season! Staff and leaders adopted 25 children within our local community, through a partnership with the Town of Wallkill Boys & Girls Club to fulfill holiday gift wish lists. Thank you for going above and beyond to provide for members in our community and make their holiday season merry and bright!



Garnet Health Medical Center graciously provided gifts to approximately 70 families in the community, thanks to the support and generosity of staff and through its community support initiative, also known as Beyond the Walls of 707 (in reference to the hospital's address).



Garnet Health Doctors leadership made their way to all office locations throughout Orange and Sullivan counties, bringing good tidings, cheer and huge thanks to our hardworking staff members! From our family to yours, we wish you a healthy and happy new year!



2022 WSUL Heart-A-Thon

Friday, February 11

6 a.m. to 6 p.m.

Resorts World Catskills

Monticello, NY



To make a donation, visit

<https://www.givegab.com/campaigns/44th-annual-98-3-wsul-heart-a-thon>

Human Resources Office Relocation

The Human Resources Office at Garnet Health Medical Center – Catskills has relocated to Suite 115 at 75 Crystal Run Road, in Middletown. In addition, a Human Resources Swing Office is located in the Administration Suite, in the Ambulatory Services Building in Harris. The Catskills Human Resources staff are:

Eileen Kammerer: 333-7207; ekammerer@garnethealth.org

Natasha Mele: 333-7154; nmele@garnethealth.org

Ariella Yoli: 333-7163; ayoli@garnethealth.org

Ugly Sweater Contest Winners

To kick off the holiday season, Garnet Health employees celebrated with an Ugly Sweater Contest!

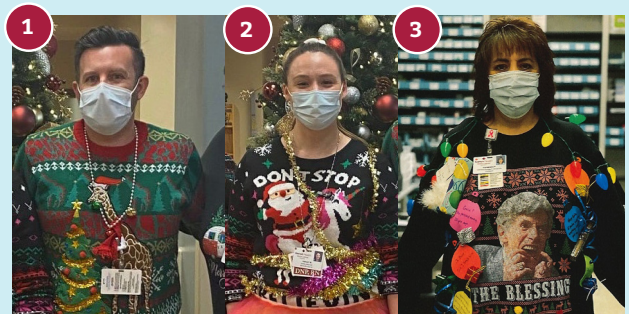
The winners from Garnet Health Medical Center:

1. First place—Robin Liotard, LPN, Garnet Health Doctors
2. Second place—Corinne Montanez, Nutrition and Food Services
3. Third place—Tara Vollano, Information Technology



The winners from Garnet Health Medical Center – Catskills:

1. First place—Doug Finkle, Environmental Services
 2. Second place—Ashley Miller, CD, Med-Surg
 3. Third place—Nan Rogan, Pharmacy
- Spirit Award—Pharmacy



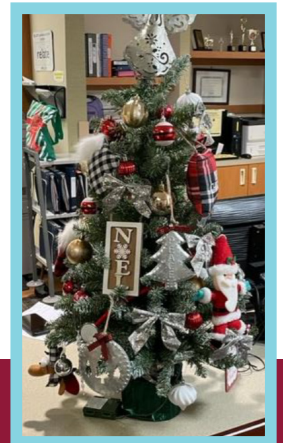
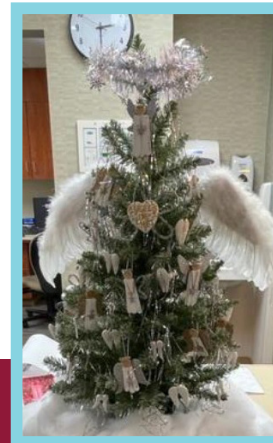
Catskills Takes the Gold for Best IT Cubicle Decorating Contest

Congratulations to the IT team at Garnet Health Medical Center – Catskills for winning this year's Cubicle Decorating Contest. The winning cubicle was appropriately named "Christmas in the Catskills—IT Workshop." Nice job!



Garnet Health's Christmas Tree Decorating Contest Winners

Congratulations to 5 East at Garnet Health Medical Center – Catskills and the Physical Rehabilitation Department at Garnet Health Medical Center for winning this year's Christmas Tree Decorating Contest—and for making spirits bright. Your trees were truly inspiring!



Gems Newsletter

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

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