

# Gems

Exceptional  
Lives Here.

## Vaccinations Bring Hope

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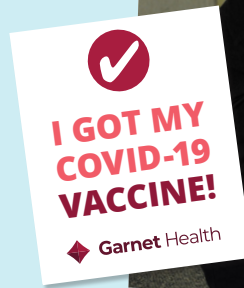




# COVID-19 Safety

COVID-19 remains a serious threat and vigilance is still critical. That's why social distancing, diligent hand hygiene and proper mask use (covering nose, mouth and chin) are mandatory in all Garnet Health facilities. We have done a great job caring for our community, but local cases continue to increase and we must always remember the risk is still present. Don't let your guard down. Stay masked! Stay socially distant! Perform hand hygiene frequently! And, please consider getting vaccinated.

Please see page 4 for more information and details regarding vaccinations.



Garnet Health Medical Center - Catskills' Registered Nurse, Jessica Botbyl, administered Vice President, Garnet Health Medical Center - Catskills, Grover Hermann Division and Special Projects, Rolland "Boomer" Bojo's, COVID-19 vaccination on December 22.

## Stay Informed

Please remember that it is your responsibility to stay informed. Please read your email, talk to your manager, listen to the all-user calls on Tuesdays and Fridays and read the practice alerts and COVID-19 briefings. Calls regarding urgent needs can be made 24/7 to the command center at extension 8888.

Organizational information can always be found on the Intranet under "COVID-19 information" and via the weekly all-user COVID-19 briefing emails.



## Help Spread the Word

At this time, Reiki cannot be performed on patients in isolation. Your assistance in sharing this information with our providers and residents is greatly appreciated. We are receiving many orders that cannot be fulfilled.

Judy Maloy, Caring Arts Modalities Coordinator, is available, however, to assist in helping staff relieve pressures and anxiety. She can be reached at [jmaloy1@garnethealth.org](mailto:jmaloy1@garnethealth.org) or 333-2259.

## Policy Reminder: Virtual Meetings Only

A friendly reminder to all staff that, in an effort to reduce internal exposure and spread of COVID-19, Garnet Health has implemented a "Virtual Meeting Only" policy.

Specifically, there is:

- No use of conference rooms.
- No meetings greater than 1-1 in private offices.
- No breakfast, lunch or dinner meetings.
- No small- or large-group celebrations.

Additionally:

- Scheduled/required simulation or hands-on training is limited to 10 people or less.
- Shift-to-shift handoffs, huddles or rounds in clinical areas are permitted but must be held in open spaces where mask use and social distancing can be maintained.
- Break rooms are to be used for breaks/meal periods (only) and room-capacity limits must be strictly enforced.
- Mask-wearing in all Garnet Health facilities will be strictly enforced in all areas at all times.

Leaders who do not have WebEx capabilities should reach out to Shawn Springer and Jared Crew at [sspringer@garnethealth.org](mailto:sspringer@garnethealth.org) or [jcrew@garnethealth.org](mailto:jcrew@garnethealth.org) for assistance.

For questions or concerns, please reach out to your supervisor.

## Patient Safety Corner

Garnet Health is committed to keeping our patients safe, making safety our No. 1 priority. Documenting patient-safety events and near-misses in the HARM Index and training leadership in high-reliability organizing (HRO) principles are among Garnet Health's key tactics to pursue one of healthcare's most ambitious goals: zero instances of preventable patient harm.

The Good Catch Patient Safety Award is presented to Garnet Health hospitals' staff members who demonstrate their commitment to keeping patients safe by speaking up to prevent potential harm.



### Good Catch Patient Safety Team Award goes to the Environmental Services Team!

Environmental Services (EVS) team members work behind the scenes every day to keep our patients and staff safe. They are unsung heroes who support our values by maintaining an impeccable healing environment. The team's continual efforts to keep a clean environment for everyone entering Garnet Health Medical Center ensures every touchable surface is cleaned to the highest standard.

The EVS Team is integral throughout our hospital. It manages room turnover to expedite safe and timely admissions. The team also supports reduction of hospital infections by utilizing ultraviolet and fogging technologies to disinfect patient rooms. In addition, it responds to emergency facility events, where team members work during the night so patient-care services are not disrupted.

# The Beginning of the End of the Pandemic: COVID-19 Vaccinations Start

It's a long-awaited, monumental time for Garnet Health as we have begun administering the COVID-19 vaccine, prioritizing staff in key clinical areas based on risk of COVID-19 exposure as determined by the New York State Department of Health.

As of December 29, more than 1,750 staff members received the vaccine.

Vaccinations started at Garnet Health Medical Center on December 16 after the hospital received a supply of the Pfizer vaccine. Frontline providers, including nurses and high-risk/exposure employees and some physicians in specific patient-care areas, are being screened and scheduled by department. Vaccination recipients are provided consent forms and education materials, and given an appointment time. Vaccinations occur in Conference Rooms 1, 2 and 3.

Garnet Health Medical Center - Catskills received the Moderna vaccine and began vaccinating staff on December 23. Vaccination stations are located in the Board Room at the Harris campus. Employees will be contacted by their department leaders to schedule a time for vaccination.

Garnet Health believes the availability of the COVID-19 vaccine marks an exciting time for our country and is confident that the vaccine is a safe and effective tool to controlling the pandemic that has impacted us all for so long. Our healthcare system encourages all front-line healthcare workers and community physicians and providers to receive the vaccine once readily available. Timing is being coordinated by New York State. Staff members considered to be at medium to low risk will be vaccinated in the near future and as we receive more doses.

When scheduled, it is extremely important to keep your appointment time so we don't waste vital doses of vaccine. Once vaccinated, you will be asked to wait



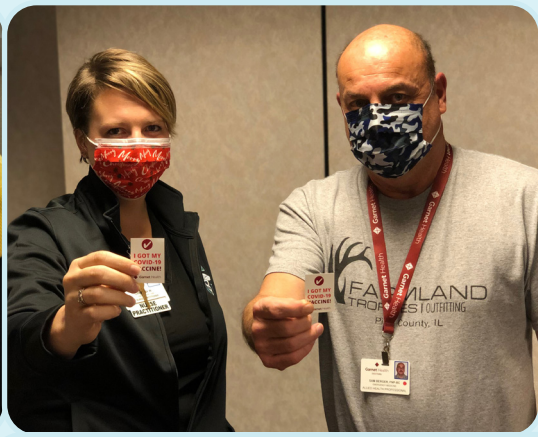
for a short observation period to ensure no allergic reactions. The COVID-19 vaccine requires two doses. When first vaccinated with the Pfizer vaccine, you will be given an appointment 21 days later for your second dose. For the Moderna vaccine, the second dose will be given 28 days later.

Mild to moderate side effects, including a sore arm, headache, fever and body aches, are possible, but they should subside in a few days. Side effects are signs that the vaccine is working to build immunity. They do not mean you have COVID-19. If you have concerns about post-vaccine symptoms, please call Occupational Health at (845) 333-2066.

Please also stay vigilant. Continue to properly wear masks, social-distance, practice proper hand hygiene, and maintain good health.

Your expertise, dedication and resilience have been inspiring throughout the COVID-19 pandemic. Thank you for all you've done for our patients and colleagues.







# Garnet Health Medical Center - Catskills Celebrates Outstanding Care

Employees who receive Outstanding Care Awards each quarter at Garnet Health Medical Center - Catskills' Harris and Callicoon campuses are selected in three categories: Inpatient Service, Outpatient Service and Support Services. Due to COVID-19-related delays in celebrating, we just recently had the opportunity to honor these outstanding employees for their dedication, compassion and ability to meet challenges ensuring the delivery of exceptional healthcare. We congratulate the following winners:

## Garnet Health Medical Center - Catskills, Harris Division

### First quarter

**Inpatient Services: Adelia Calkin, RN**, went beyond the call of duty to calm a patient who was upset. Adelia even prayed and asked another employee to sing.

**Outpatient Services: Heather Quinn**, Physical Therapist Assistant, encouraged her patients on their progress.

**Support Services: Jonathan Armstead**, Housekeeping Aide, provided kindness and willingness to help others with their needs.

### Second Quarter

**Inpatient Services: Maggie Ebeling, RN**, brought her uplifting spirit to bedside care while assisting co-workers.

**Outpatient Services: Jo Safian**, Nuclear Medicine Technician, took the initiative to teach COVID-19 patients how to use Zoom so they could communicate with their families and friends.

**Support Services: Jennifer Lansiquot**, Community Health Program Coordinator, championed the Zoom project and took the initiative to connect patients with their families as many times as possible.

### Third Quarter

**Inpatient Services: Emily Favaro, RN**, utilized her communication skills with employees and families. She recognized that, during these unprecedented times, being exceptionally empathetic is essential.

**Outpatient Services: Sergio Dealmeida**, Patient Representative, is always available to assist and escort patients and visitors. He is known for effective communication and kindness.

**Support Services: Maria Borrer**, Housekeeping Aide, makes sure that staff, patients and visitors stay safe by cleaning and sanitizing at her highest level.



From left to right: John Pawlowski, Director of Rehabilitation Services, and Heather Quinn, Physical Therapist.



## Garnet Health Medical Center - Catskills, Callicoon Division

### 1st Quarter

**Support Services: James Moss**, Facilities Technician, is always looking to help others and is a true team player.

### 2nd Quarter

**Support Services: Elizabeth Rodriguez**, Lead Patient Access Representative, has a friendly approach with great communication skills.

### 3rd Quarter

**Support Services: Kris Johannes**, Lead Lab Technologist, receives many comments about being kind, skilled and efficient.



From left to right: Moira Mencher, Garnet Health Manager of Physician Relations and Community Health, Jennifer Lansiquot, Community Health Program Coordinator, and Jonathan Schiller, Chief Executive Officer, Garnet Health Medical Center - Catskills.

From left to right: Douglas Finkle, Operations Manager for Environmental Services, Maria Borrero, Environmental Services Aide, and Rosella Loguercio, Director of Environmental Services.

## Outstanding Care Nurse Awards

**Nicole Larkin, RN**, is always a great team player. She is flexible with shifts and picked up many extra shifts during the height of the COVID-19 pandemic.

**Kerry Gladstone, RN**, stepped up to fill in when two positions were down during a shift. She's known for being pleasant to work with and receives positive comments from patients.

**Patrick Doer, RN**, is known for his eagerness to learn and flexibility to work when staff is limited in the Emergency Department.

# Congratulations

Congratulations to **Rolland “Boomer” Bojo, MSN, RN**, who has taken on a new role: Vice President, Garnet Health Medical Center - Catskills, Grover Hermann Division, and Special Projects.

Several significant Garnet Health Medical Center - Catskills projects are on the horizon, as are growth opportunities for our Grover Hermann Campus in Callicoon. These projects will benefit from Boomer’s unique skills, organizational familiarity, commitment to success and community-centered approach.

For eight years, Boomer has faithfully served our Harris and Callicoon campuses as an outstanding Chief Nursing Officer. His energy, knowledge and clinical acumen have been relied upon by many in our organization to help ensure we provide excellent clinical care to our community. Boomer’s leadership by example, including responding to codes and cleaning stretchers when needed, has earned him the respect of all of our colleagues.

Please join us in looking forward to Boomer’s accomplishments in his new role, which will continue to maximize his energy, knowledge and clinical acumen. They will add to what has been incredible service on behalf of our patients, colleagues and community.



## Magnet Nurse of the Year Nominated



**Melissa Beck, BSN, RN, CMSRN**, has been nominated as Garnet Health Medical Center’s Magnet Nurse of the Year for the American Nurses Credentialing Center (ANCC) 2020 National Magnet Nurse of the Year Program.

Melissa is a long-time member of Garnet Health Medical Center’s Shared Governance Committee and took over as Chairperson this year. She shows all the qualities of a true Magnet nurse and is driven by her dedication to provide excellent patient care through her research, utilizing evidence-based practices.

The ANCC invites all Magnet organizations to nominate nurses who demonstrate the Magnet Model Components: Transformational Leadership, Structural Empowerment, Exemplary Professional Practice, New Knowledge, Innovations & Improvements and Empirical Outcomes.

Best of luck, Melissa!



# In the News

Congratulations to Elena Byrd, Nursing Administration Unit Management Supervisor, Garnet Health Medical Center - Catskills for being nominated and selected as one of the *Sullivan County Democrat's* Professional Women & Women in Business for 2020. Elena appeared in the November 17 issue.

BY CAROL MONTANA

**Age:** 48  
**Place of employment:** Garnet Health Medical Center - Catskills  
**Current title and duties:** Unit Management Supervisor, Nursing Administration - Primarily responsible for the Nursing Division Unit coordinators, daily staffing of the Nursing Division employees, i.e. RNs, Nursing Assistants, Techs, Unit Coordinators, etc., along with the payroll functions for the Nursing Division employees, processing payroll, ensuring that the time and attendance system is used accurately and in line with contract language and hospital policies.  
**Years of experience:** 17  
**Why did you choose this career?:** I always felt there is a reason for everything that happens in our lives. I am originally from Brooklyn and moved here with my family 20 years ago. I started working at the hospital in 2003 as a food service worker and from there I have worked my way up into our Nursing Administration Department as a Unit Management Super-

visor, I have been in this department for over 14 years and I have no regrets. I love my job and those that know me are probably saying "yeah right Elena how many times have you said you hate your job," but that's only when I am having a moment - LOL, I would not trade it for anything in the world.  
**Favorite part of your job:** Interacting with our staff, which to me is more like my family - being surrounded by such wonderful people, nurses, nursing assistants, and our Leadership Team, such hard working people, caring, loving, so supportive and understanding. We laugh together, cry together and argue with each other, but always kiss and make up as if we never argued - just like a family.  
**Most challenging part of your job:** Definitely staffing and scheduling. Our first priority is to make sure we have appropriate staffing on our medical units to safely and appropriately care for our patients. Sometimes, unfortunately, we can't always approve certain requests, or we have to mandate staff to work longer than

they expected. It's not easy and the staff is not always happy. But at the end of the day we all understand and our organization, and the reason why we are here and our purpose.  
**Favorite on-the-job moment, customer or memory:** I have many, and this might sound crazy, but I feel my favorite on-the-job moment has been working through this pandemic - feeling scared but also proud, feeling nervous, confused but proud - feeling worried but proud. Proud to be essential, watching our staff and our community come together in such a horrific and confusing time. Being a part of that has changed my life. This is a very emotional time in my life, but I am so grateful to be doing what I do, and this is a memory I will never forget and always cherish.  
**Education:** Mabel Dean Bacon, Vocational High School, Manhattan NY.  
**Professional certifications:** Completion of Leadership Academy, Certificate of Appreciation Outstanding Care Award, Employee of the Year.

**Favorite movie:** Pretty in Pink  
**Favorite actor/and or actress:** Angela Bassett  
**How do you spend your spare time:** Cooking, helping out in our family restaurant - Main St. Eatery - every once in a while, spending time with all my family and friends, getting together, BBQs, etc.  
**Favorite vacation spot:** Matthews, NC with my in-laws, they are such beautiful people and have a beautiful home. I love to see the excitement in my husband's and my boys' eyes when they are able to visit that other side of our family. I just wish we were able to visit more often.  
**Family:** Married to my wonderful husband for 21 years. We have two beautiful strong boys 19 and 11 years old.  
**Civic or volunteer affiliations:** Registered Voter  
**Dream job:** Never really had one, as long as I am able to always provide and take care of my family I am satisfied. I guess if I had to pick a dream job it would be, being a mother - that's a job in itself, so I guess I am one of the lucky ones to have my dream job.

## ◆ Garnet Health MEDICAL CENTER Catskills Congratulations Elena Byrd

Nursing Administration Unit Management Supervisor  
 Garnet Health Medical Center - Catskills

Congratulations to Elena Byrd for being recognized as one of the *Sullivan County Democrat's* Professional Women & Women in Business for 2020. Garnet Health is proud to have Elena as a member of our team, working to keep our community safe and healthy. We celebrate her contributions to our staff and patients, and admire her commitment to providing exceptional experiences in the workplace.

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

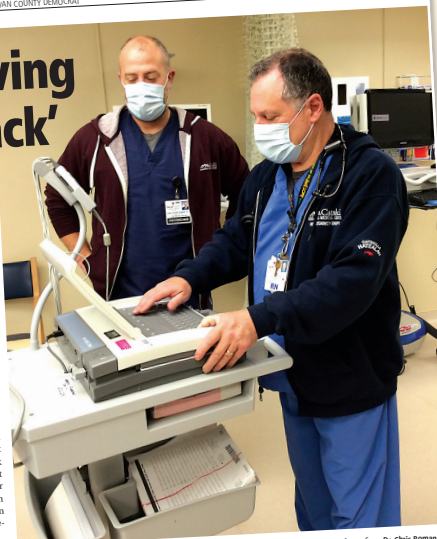


## 'I may be having a heart attack'

STORY AND PHOTO BY JIM KAYTON



There wasn't anything unusual about the start of the day that death came knocking. Morning meds, a quick peck of a kiss for Barbara, my wife, then to the exercise room. Tools for longevity.  
 This was the morning routine for this 73-year-old, just trying to maintain fitness, break a good sweat over 40 minutes. Since selling the Callicoon Theater two years ago, the goal was to remain fit. Healthy.  
 Leg lifts, curls, wide bar pull downs. ACH! An incredible knife-like pain between the shoulder blades took my breath away and doubled me over. A cold sweat, unable to take more than staccato breaths. On the pain scale of 1 to 10, this was a 12!  
 "I may be having a heart attack," I said to Barbara as we piled into the car. Barbara doesn't drive fast, but this morning she set speed records on the 13 miles over back roads and Route 97 to Callicoon and Garnet Health Medical Center - Catskills Grover M. Hermann Hospital's Emergency Room entrance, where before pushing the button for the automatic doors I had the wherewithal to don a mask.  
 At Grover Hermann, the morning brought with it the usual routines for Dr. Christopher Roman and Registered Nurse Tom Candela. Tom wasn't new to emergency rooms, having spent 27 years in emergency medicine since earning his Bachelor of Science in Nursing degree from New Jersey City University in Jersey City, NJ. Time since had been spent in Level 1 trauma centers at metropolitan hospitals in Newark, New Jer-



sey and at community hospitals like Grover Hermann, receiving patients in various stages of damage from gunshot wounds, auto accidents and countless other tragedies.  
 All that experience had molded Tom's soft, level-voiced demeanor to be amiable and reassuring, yet professionally in control. Working 12-hour shifts (ER doctors work 24-hour shifts), Tom sees a good number of the nearly 300 patients that pass through Grover Hermann's emergency room doors each month, or some 3,100 a year.  
 "Tom met me at the automatic doors. 'I Tom met me at the automatic doors,' I repeated, anxious, scared. He led me in, helped me onto a gurney, asked me a slew of questions. 'When did you notice the pain?' 'On

Dr. Chris Roman, D.O. (left) and Tom Candela, RN, at Grover Hermann's Emergency Room

Congratulations to Dr. Christopher Roman and Registered Nurse Tom Candela at Garnet Health Medical Center - Catskills' Grover M. Hermann Hospital for being featured in the Health and Wellness section of the *Sullivan County Democrat* in November. Both were included in an article about saving former patient Jim Kayton's life.

Congratulations to Debbie O'Malley, RISE Program Manager, Garnet Health Medical Center - Catskills, who was recently honored at the 2020 FEARLESS A Night of Hope (virtual) Gala. She received the Family Justice Center Award for her dedication to the community through her work with the RISE Program. Debbie, a Licensed Mental Health Counselor, has been deeply committed to the RISE Program for 10 years. RISE supports children and adults who are victims of sexual violence by providing counseling, advocacy and accompaniment services to the emergency department, police station and court appearances.



## Buzzworthy: Humor and Compassion Take Flight



Dina Kamrowski, RN, (in blue) with fellow team members and BEE Committee members.

The 2 West Unit / Clinical Decision Area was selected as the 3rd Quarter 2020 Team BEE Award Winner in recognition of providing an exceptional patient-care experience.

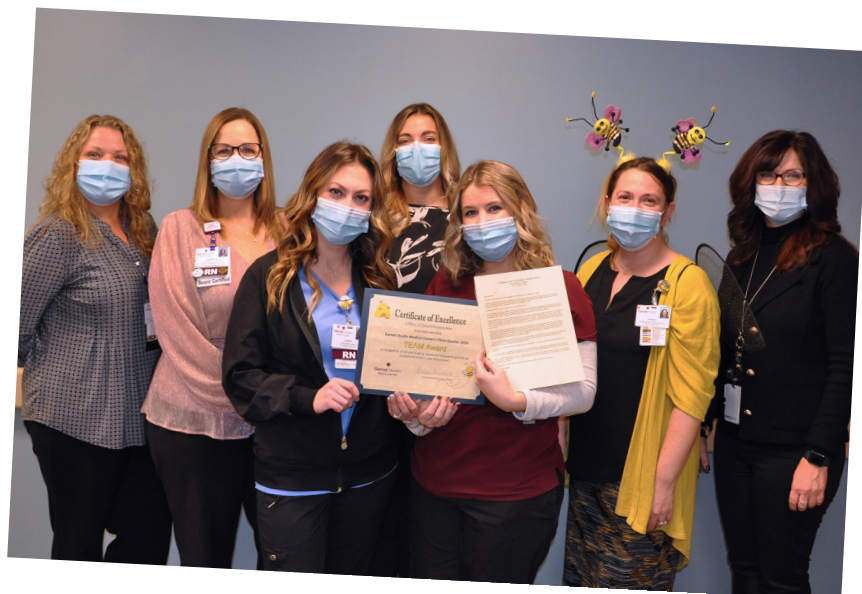
"It was your friendly, loving nurses and techs who came in every day to take my vitals, dispense my meds, and while there, allowed me to share some stories of my life and express to them how I felt. It was their attentiveness and loving, warm professional mannerisms that helped me get through," said the former patient in his nomination.

To nominate an employee, physician, volunteer or team/department, visit the intranet page, scroll down and click on the BEE Award icon.

Congratulations to **Registered Nurse Dina Kamrowski**, the October 2020 Employee of the Month at Garnet Health Medical Center. Dina went above and beyond for patients in the Ray W. Moody, M.D. Breast Center by explaining the details of a breast biopsy procedure. She even held their hands, provided aromatherapy and inspired laughter to provide the most comfortable experience.

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. Awesome job, Dina! Your caring and empathetic attitude is admirable!

The quarterly team Being Exceptional Every day (BEE) Award is presented to a group, team or department that consistently demonstrates excellence that goes above the expectations of their job and in their interactions with their colleagues, patients, families and the community.



2 West/Clinical Decision Area Team.



# New Garnet Health Associate Medical Directors



**Samer El Zarif, MD**, has been promoted to Associate Medical Director for Pulmonary, Critical Care and Sleep Medicine Services.

In his new role, Dr. El Zarif works with Aamir Gilani, MD, FCCP, MPH, Medical Director of Pulmonary, Critical Care Services, to oversee physicians,

physician assistants, nurse practitioners, residents and medical students within the Department of Pulmonary, Critical Care and Sleep Medicine. Dr. El Zarif leads the development of sleep-medicine programs at Garnet Health Medical Center and Garnet Health Medical Center - Catskills.

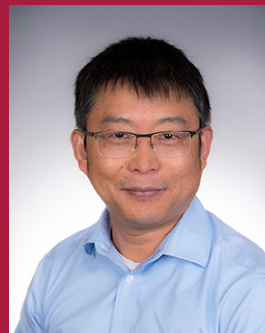
Dr. El Zarif helped establish the Pulmonary, Critical Care and Sleep Medicine Department at Garnet Health Doctors. He was chosen as a Top Doctor in both 2019 and 2020 by the physician-led Castle Connolly research team after nomination by his peers. Dr. El Zarif also serves as an Adjunct Clinical Assistant Professor of Pulmonology and Critical Care for Touro College of Osteopathic Medicine's Department of Primary Care.

Dr. El Zarif joined Garnet Health Doctors in 2015 as a Board-certified Sleep Medicine physician.

He holds Board certifications in Internal, Pulmonary, Critical Care and Sleep Medicine. He received his medical degree from the University of Balamand in Koura, Lebanon, and completed his Residency at Staten Island University Hospital, in Staten Island, NY. He completed a Fellowship in Pulmonary and Critical Care Medicine at the University of South Alabama in Mobile, AL, and a Fellowship in Sleep Medicine at the Cleveland Clinic in Cleveland, OH.

Dr. El Zarif is a member of the American College of Chest Physicians, American Thoracic Society, American Academy of Sleep Medicine and the Sleep Research Society.

Dr. El Zarif can be contacted at [selzarif@garnethealth.org](mailto:selzarif@garnethealth.org).



**Chujun Yuan, MD, PhD**, has been appointed Associate Medical Director of Behavioral Health for Garnet Health Doctors.

Dr. Yuan oversees the operations of inpatient Behavioral Health Units at Garnet Health Medical Center and Garnet Health Medical

Center - Catskills. He works on the integration of emergency room and inpatient care of patients needing behavioral health support across the Garnet Health system.

Dr. Yuan joined Garnet Health Doctors in July 2018. As a psychiatrist, he specializes in the diagnosis and treatment of eating disorders, depression, mood and anxiety disorders, Attention-Deficit Hyperactivity Disorder and PostTraumatic Stress Disorder, as well as addiction therapy.

Dr. Yuan earned his Doctorate Degree in Biochemistry and Biophysics from the University of Rochester School of Medicine and Dentistry in Rochester, NY. He obtained a Masters of Science Degree from the National University of Singapore in Singapore and a Masters of Medicine Degree in Pathophysiology from the Chinese Academy of Medical Sciences and Peking Union Medical College, both in Beijing, China. Dr. Yuan received his Medical Degree from Qingdao Medical College in Shandong, China, and completed his Residency at Nassau University Medical Center's Department of Psychiatry and Behavioral Sciences in East Meadow, NY, where he served as Chief Resident of Academics and Research. Dr. Yuan also completed his internship at Nassau University Medical Center. He is a member of the American Psychiatry Association and the Association of Chinese American Physicians.

Dr. Yuan can be contacted at [c Yuan@garnethealth.org](mailto:c Yuan@garnethealth.org).

# Garnet Health Foundation - Catskills Welcomes New Board Member

We welcome Susan Horton as the newest board member of the Garnet Health Foundation - Catskills. Susan has extensive experience in the finance and education fields.

Currently, she is a practicing Certified Public Accountant and owner of Horton Malone Architects, DPC in Wurtsboro, NY. During her 13-year tenure at Sullivan County Community College, she held the position of Chief Financial Officer.

Susan serves on the Sullivan County BOCES Board of Education, where she is a member of the Audit Committee. She is also a representative of the New York State School Boards Association.

Additional civic and volunteer service includes the Sullivan County School Boards Association, where she was appointed President and Treasurer; Director roles with the Sullivan County Partnership for Economic Development and the Sullivan County Chamber of Commerce; and service with several other county and community-wide organizations. Susan resides in Sullivan County.



Susan Horton

## In Memory of Donna Gennarelli



Donna Gennarelli

We are deeply saddened by the passing of Donna Gennarelli. She worked in the Case Management Department at Garnet Health Medical Center and was an exemplary registered nurse, case manager, mentor, co-worker, friend and family member.

To honor your requests and wishes, the Garnet Health Foundation has created a Memorial Page in honor of Donna. Please use the link below to make a donation.

[www.justgiving.com/campaign/donnagennarelli](http://www.justgiving.com/campaign/donnagennarelli)

As well as being a long-standing, exemplary registered nurse and case manager, Donna was a true friend to many of us. She was kind, loving, giving and honest. She taught people to live in the moment. Donna will be greatly missed.





## Committed to Our Community

This year, there are as many as 54 million families in America dealing with food insecurity. They include our friends, colleagues, neighbors and children. Garnet Health Medical Center employees collectively have demonstrated their commitment to the community by maintaining the continuum of care beyond the walls of our medical center.

They donated 45 Thanksgiving dinner baskets packed with all the trimmings, 35 \$150+ ShopRite gift cards and two \$150 Boston Market gift cards to Catholic Charities of Orange, Sullivan and Ulster, Cornerstone Family Healthcare, Fearless!

Hudson Valley Inc., Harmony Christian School, the Middletown school district, Mid-Hudson Migrant Education Program (SUNY), Orange County Department of Social Services, Relatives as Parents Program (RAPP) through Cornell University Cooperative Extension, the Salvation Army of Middletown and Garnet Health Medical Center patients, employees and volunteers in need. Because of their generosity, 82 families had dinner on Thanksgiving day.

Thank you for your generosity!

## Appreciation from a Patient

Garnet Health's strong culture of compassion improves the quality of care we provide. Compassion is the foundation of good medical care. It addresses a patient's need for human connections and relationships. A recent patient wrote a thank-you letter to the Wound Care team at Garnet Health Medical Center - Catskills, sharing her gratitude for the care and compassion she benefited from during her treatment.

Dear Mr. Schiller:

In life, most folks are quick to make formal complaints but oftentimes slow to take time to put in writing compliments. I am here to tout the incredible care I have been receiving from the Wound Care Center at your medical center.

First, a little background. I have had a weekend home in the Catskills since 1983 but only recently relocated here. My former doctor network was either in Manhattan or at Upstate Medical in Syracuse. Locally, many city folks have a poor image of the medical care in Sullivan County. A recent hospitalization brought me to Harris for an emergency situation and I truly cannot say enough positive things about the experience. I received some of the best care that I have ever received! But the greatest outcome was being introduced to the Wound Care Center.

I have been receiving treatment for a chronic leg wound for over ten years at Upstate. It has dramatically altered the quality of my life. I have grown to live with the daily challenges it presents (pain, no swimming, expensive wound dressings, regular infections, inability to wear a dress, etc.) It has not really improved in a decade. Until now....

There are not enough words I can say to tell you how grateful I am for the care Cathleen Patane has given me over the past several weeks. I have gone from the mere maintenance of a chronic health issue to nearly healing the condition! She is an amazing healer. She was determined to see the wound heal and she has gotten me nearly to the finish line. But not only is she a great healer of the body, her kindness and compassion are unsurpassed. She is a huge tribute to your organization.

But it does not stop with Cathleen....I want to give a shout, and a hug (when we are able to do so!) to the following staff: Jennifer Johnston, Lauren Lall, Arianne Lindsey, Susan Noren and Chrissy Feruson. Each one of these women has always shown true kindness and care for me. I have never felt like "just another patient." In their various capacities, they have made me feel welcome and safe. I look forward to speaking to them on my visits!

So with big gratitude, I compliment you on a fine staff and I hope all of your departments can live up to this superior standard.

Very truly yours,  
Margaret Maus

## A New Good Catch Patient Safety Team Award Winner is announced!

The team's response to COVID-19 this year continues to go above and beyond to ensure safety of patients and staff. The team mobilized a high-level disinfection team to enhance our cleaning and sanitizing practices throughout the entire system including all off-site locations. These enhancements included all frequently touched surfaces, inpatient units, outpatient exam rooms and all public areas and waiting rooms, such as restrooms, corridors, elevators and entrances.

The team added hand-sanitizing stations throughout the hospital and system facilities in key public areas and entrances. In conjunction with inpatient care, the team developed a unit-turnover plan and checklist in response to the conversion of COVID + units back to pre-COVID status. In response to cleaning and paper product shortages, EVS leaders identified alternative options. The team brought in additional UV-C light systems as an added layer of disinfection. Overall, the team has elevated its work to an even higher standard, including training in specialized isolation and cleaning procedures.

The entire EVS leadership team worked tirelessly to support EVS workers throughout the pandemic. Leaders include Joe Adonnino, Lysha Arroyo, Brenda Fondeur, Sarai Lopez, Mike Caban and Matt Boddie. It is because of actions taken every day by our dedicated EVS team members that Garnet Health continues to be a leader in patient safety. Congratulations to Joe Adonnino and his devoted team!

## Coat Drive Provides Warmth to Many



On behalf of the Wallkill East Rotary, the Garnet Health Foundation collected over 74 winter coats recently. The coats benefitted numerous community members in Orange County. All items were new or gently used. For more information on how to donate, visit [garnethealth.org/foundation](http://garnethealth.org/foundation).

## Employee Parking Lot Closure

Garnet Health Medical Center's Employee Parking Lot D is now closed for construction of the new parking garage. This project will continue throughout the next year. Employees and contractors will park in the remaining employee parking designated areas and should allow for additional time to find parking. All VPs and Administrators are requested to park in Lot H (Maintenance Lot) or at 200 Midway Park Drive until completion of construction. If you have questions, please speak with your supervisor.



# More Than Meditation: How Mindfulness Improves Your Life

By Joseph Chavez Carey, MD  
Primary Care Medical Director, Garnet Health Doctors



Joseph Chavez Carey, MD

When we think of staying healthy, images of working out and eating right come to mind for most people. However, keeping mentally fit is just as important as keeping physically fit – which is where mindful meditation comes in. Although this practice may be unknown to some, meditation is a simple, free way to bring some tremendous benefits to

your life. Taking a moment to quiet the mind and live in the present can help you in many ways.

In today's busy world, it can be harder than ever to unplug and decompress. With the rise of technology and social media, we have seen an increase in mental-health issues such as anxiety and depression. Mindfulness is a fantastic way to reduce not only stress, but to help cope with and decrease the negative effects of these issues, which can harm your health. Simultaneously, individuals practicing mindful meditation report a boost in their happiness and overall gratitude, which leads to a better quality of life and outlook.

Interestingly enough, the benefits of mindful meditation extend far beyond the brain. Numerous studies have shown that people who meditate may also experience lower blood pressure, a boost in immune function, more restful sleep and other benefits. These holistic benefits help make meditation a growing trend for healthcare professionals and patients alike.

The best part about mindful meditation is that there's no wrong way to do it. With so many varieties of meditation, you can easily find one that fits your lifestyle. There is walking meditation, guided meditation, body-scan meditation, and more. However you choose to practice, the intention is important, and benefits will emerge immediately and over time.

## Visit Notes

# Available At Your Fingertips



Need a recap of your last appointment? Or of a loved one's diagnosis or treatment if you're a caretaker? Visit Notes allow you to review your visit in detail, taking communication and transparency to the next level.

If you or someone you love is a patient of Garnet Health Doctors and have a MyChart account, you can now see your providers' Visit Notes (also known as OpenNotes) from recent visits.

MyChart is an electronic patient portal that organizes all of your medical records for you and gives you convenient access, any time of day, to receive test results, schedule appointments or Telehealth visits, request prescription refills and see information provided to you by your physician during your recent visits.

### How to access Visit Notes in MyChart

Once logged into your MyChart account, navigate to "Visits," then scroll down to "Appointments and Visits" and click "View notes" after the date of the appointment you want to review. It's that easy.

To sign up for MyChart, call the MyChart Help Desk at (845) 333-2345 or email [mychart@garnethealth.org](mailto:mychart@garnethealth.org).

For more information on Visit Notes, and to view its benefits, visit [garnethealth.org/notes](http://garnethealth.org/notes).

Please tell your patients about Visit Notes in MyChart.

## Holiday Hours

Garnet Health Doctors Urgent Care holiday hours for our Monticello and Middletown locations are as follows:

Thursday, December 31	New Year's Eve	8:00 a.m. to 4:00 p.m.
Friday, January 1	New Year's Day	8:00 a.m. to 6:00 p.m.

As always, our hospitals are open 24/7/365.

## Looking for a Challenge?

See how many of these words you can find inside of this issue of *Gems*.

- Knowledge
- Wellness
- Generosity
- Exceptional
- Focused

## Food for Thought: Try these brain boosters

Did you know there are foods that can increase your cognitive abilities, such as focus, memory, problem-solving skills and learning?

Here are a few brain-boosting foods to keep you sharp, focused and on point.

**Beets:** These beautiful root vegetables have tremendous brain-boosting potential because of the natural nitrates they contain. Some studies show that these nitrates increase blood flow to the brain, enhancing mental performance. Try roasting beets (you lose fewer nutrients this way than by boiling) and drizzle them with some extra virgin olive oil, Icelandic flake salt and fresh ground pepper.

**Almonds:** Nutritional powerhouses, almonds are high in Vitamin E, heart-healthy mono-unsaturated fats, fiber and protein. Vitamin E has been shown to help reduce the risk of cognitive impairment and potentially even the decline caused by Alzheimer's.

**Celery:** Fibrous, crunchy celery is a great source of luteolin, a plant compound that might lower rates of age-related memory loss. Luteolin calms inflammation and prevents degeneration by inhibiting inflammatory cytokines in the brain.

**Dark chocolate:** The key is choosing quality chocolate that has 70% or more cacao content. The flavonols in dark chocolate improve blood-vessel function, and thus increase brain blood flow. This can enhance memory, cognitive function and alertness. Dark chocolate also boasts brain-stimulating caffeine and theobromine, which can help with short-term cognitive functioning



## Gems Newsletter

Produced by Garnet Health Marketing & Corporate Communications.  
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