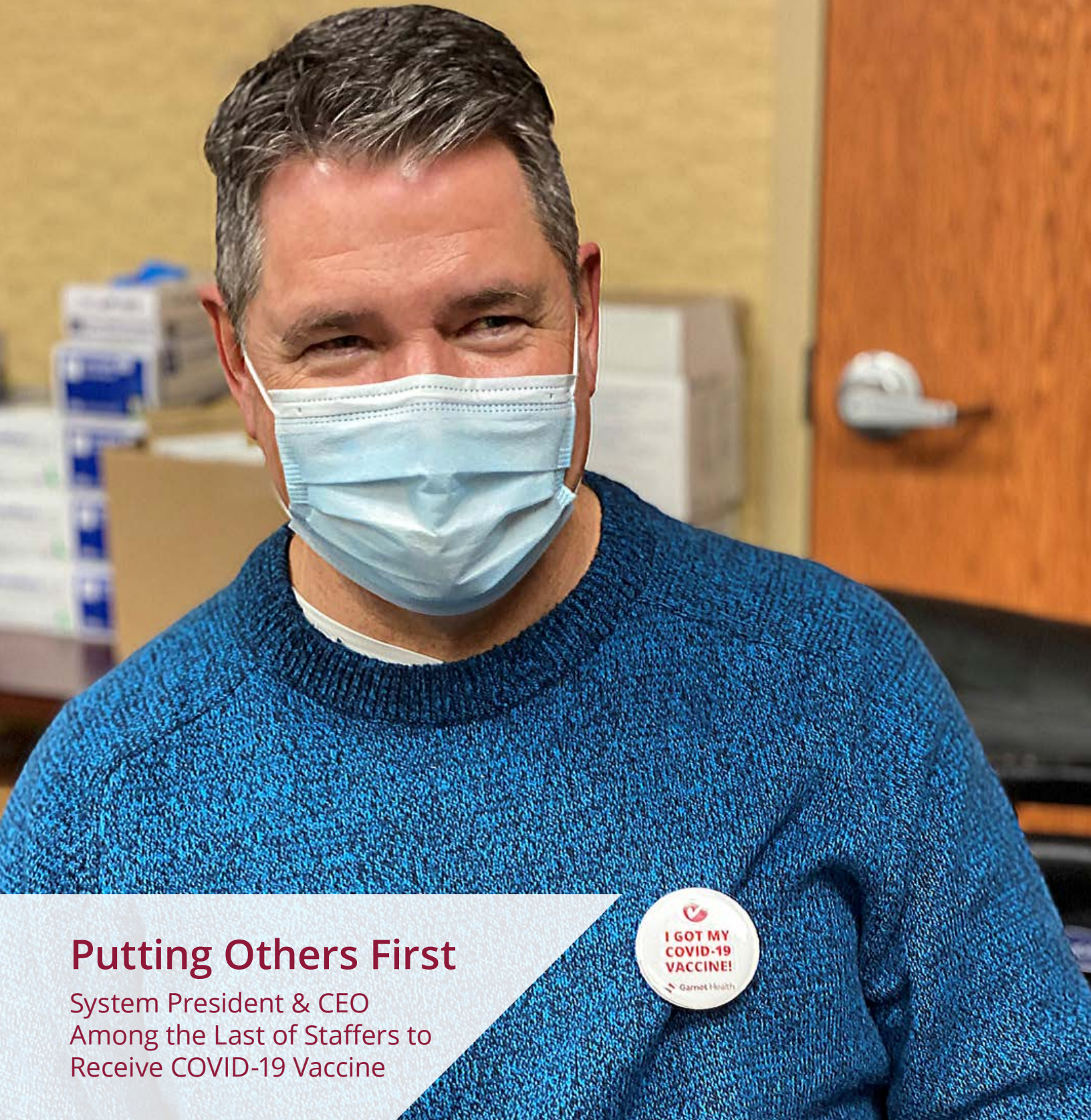


# Gems

Exceptional  
Lives Here.



## Putting Others First

System President & CEO  
Among the Last of Staffers to  
Receive COVID-19 Vaccine





## COVID-19 Vaccine Update

We commend our frontline heroes for continuing to go above and beyond to provide the highest level of care and for their work in the vaccination centers at Garnet Health.

We are looking forward to vaccinating even more staff and eligible community members once we receive more vaccines from New York State.

Meanwhile, please share with your friends and family that they can visit the New York State vaccination website at [ny.gov/vaccine](https://ny.gov/vaccine) or call 1-833-697-4829 to find out if they are eligible.

Please continue to maintain best-practice infection-control protocols at work and at home. Wear your mask properly, social distance, wash your hands and stay home if you're ill.



### On the Cover

Garnet Health President & CEO Scott Batulis, a COVID-19 survivor, waited for other staff members who had requested a vaccination to receive it before getting his own. He stresses the importance of being vaccinated and urges all to do so.

### 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 ext. 8888. Organizational information can always be found on the Intranet under "COVID 19 information" and via the weekly all user COVID 19 briefing emails.



## 3 North PCU Receives Award for Excellence

The 3 North Progressive Care Unit at Garnet Health Medical Center has received the American Association of Critical Care Nurses' (AACN) silver level Beacon Award for Excellence.

This significant milestone means we continue on the path to exceptional patient care and healthy work environments. The award recognizes healthcare providers who successfully improve patient outcomes and align practices with AACN's Healthy Work Environment Standards.

The silver level Beacon Award for Excellence earned by Progressive Care Units nationwide signifies an effective approach to policies, procedures and processes that includes engagement of staff and key stakeholders. The unit has evaluation and improvement strategies in place and good performance measures when compared to relevant benchmarks.

We are extremely proud of this fantastic accomplishment and congratulate our colleagues on 3 North.

For more information, reach out to Nancy Folino, 3 North Nurse Director, at [nfolino@garnethealth.org](mailto:nfolino@garnethealth.org).





From left to right: Suzanne Geraci, RN, Stroke Program Coordinator, Garnet Health Medical Center; Angel Angeles, RN, Administrator ICU PCU And Dialysis, Garnet Health Medical Center; Gerard Galarneau, MD, MMM, President, Garnet Health Doctors; Brian Tew, Chief Executive Officer, Garnet Health Medical Center; Don Beeler, Board Chairman, Garnet Health; Darci Ferry, Nurse Manager of the Stroke Unit, Garnet Health Medical Center; Kavneet Kaur, MD, Neurology Services Medical Director, Garnet Health Doctors and Stroke Program Medical Director, Garnet Health; and Lisa Oldham, Chief Nursing Officer / Vice President Patient Care Services, Garnet Health Medical Center.

## Primary Stroke Center Certification

Garnet Health Medical Center has received certification as a Primary Stroke Center from Det Norske Veritas Germanischer Lloyd (DNV GL) Healthcare.

“This certification lets our community know we have the resources and commitment to provide the best possible stroke care,” said Kavneet Kaur, MD, MPH, Medical Director, Neurology Services, Garnet Health Doctors; Medical Director, Stroke Program, Garnet Health. “It’s a combination of the right equipment, personnel and training to quickly assess and treat strokes. This includes the ability to efficiently transfer patients in the rare instances they require treatment beyond our capabilities. Achieving certification validates all the effort we have put into this program and to ensuring the health and safety of our patients.”

The DNV GL Healthcare Primary Stroke Center Certification is based on standards set forth by the Brain Attack Coalition and the American Stroke Association, and affirms that Garnet Health Medical Center addresses the full spectrum of stroke care – diagnosis, treatment, rehabilitation and education – and establishes clear metrics to evaluate outcomes.

For more information about stroke care at Garnet Health Medical Center, visit [garnethealth.org/stroke](http://garnethealth.org/stroke).



# Outpatient Behavioral Health Services Now Offered at Garnet Health Medical Center - Catskills



Michael Bliss, DO

We are pleased to announce the opening of Garnet Health Doctors – Outpatient Behavioral Health at Garnet Health Medical Center - Catskills, located in the Ambulatory Services Building.

Services include medication and therapy services for adult patients. Office hours are from 8:30 a.m. to 4:30 p.m. Monday through Friday.

Referrals for Michael Bliss, DO, a Garnet Health psychiatrist, are only for Garnet Health Doctors' patients at this time.

Dr. Bliss obtained his medical degree from the Edward Via Virginia College of Osteopathic Medicine in Blacksburg, VA. He completed his Residency in Psychiatry at SUNY Upstate Medical University in Syracuse.

For more information or to make an appointment, call (845) 791-7825.

## Dr. Singh Donates

During the holiday season, the Garnet Health Foundation and the Garnet Health Foundation - Catskills joined forces to offer employees a chance to donate in honor or memory of a friend, family member or colleague and send a holiday card designed with photography by **Paramjeet Singh, MD**, of Garnet Health Doctors, at right.

To make a gift to our Foundations, visit [garnethealth.org/giving](http://garnethealth.org/giving) or [garnethealth.org/donate-catskills](http://garnethealth.org/donate-catskills)

Thank you for your support!



Dr. Singh, Garnet Health Doctors surgeon and wild-bird photographer.



## What's All the Buzz About?

The BEE Awards have taken flight at Garnet Health Medical Center - Catskills, making this buzzworthy honor a system-wide opportunity! Now we get to see even more do-gooders doing good!

Know someone who goes above and beyond each and every day at any location? Submit a BEE Award nomination for consideration!

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.

Additionally, the team BEE Award is presented to a group, team or Department, on a quarterly basis, that consistently demonstrates excellence by going above the expectations of their job and in their interactions with their colleagues, patients, families and the community.

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



**THE BEE  
AWARD**

## Good Catches Mean Great Care



Patrick Callan, Anthony Gorlachov, Ricky Maldonado, Greg Mills and Leticia Spoor from Garnet Health Medical Center received Good Catch Awards for their proactive patient care. A Good Catch occurs when corrective action and/or timely intervention prevents an incident or medical error. For more information about the Good Catch Award or to make a nomination, visit the intranet homepage and click the Good Catch section under "Feedback".

## Striving for ZERO HARM on our High-Reliability Journey

By Mary Ellen Crittenden, RN, MS, CPHQ, CPPS, CPEP  
Vice President, Quality / Patient Safety Officer

Our health system has been on a journey to reduce patient harm for a number of years. Each year, thanks to dedicated caregivers and providers, we have been successful in incrementally decreasing the number of harms. Our goal is zero harm.

Dr. Thomas H. Lee, Chief Medical Officer at Press Ganey, describes the concept of zero harm as a powerful inquiry into what “good” is in healthcare and how organizations can achieve it. He notes how rules and protocols are needed in healthcare, but are not enough, and that highly reliable healthcare organizations need a strong safety culture. The use of rituals can help ensure clinicians’ behaviors are at their best when needed for patient or clinical team encounters. For example, the use of the surgical checklist requires everyone to pause and introduce themselves. Doing this helps affirm that every surgical team member is important, which will help them feel more comfortable in speaking up, and likely prevent errors. This is done well when the safety culture is strong.

“Perfection is not attainable, but if we chase perfection we can catch excellence...”

- Famed football coach  
Vince Lombardi

High-reliability organizations (HRO) utilize the following principles as a foundation:

- **Preoccupation with Failure:** Always address any process failures; everyone is always looking for real or potential process failures and reports them so they can be resolved.
- **Reluctance to Simplify:** HROs do not explain away problems; instead, they conduct root-cause analysis to identify the real reason for the problem; a willingness to challenge long-held beliefs.
- **Commitment to Resilience:** Able to anticipate errors in changing conditions and manage the unexpected quickly.
- **Deference to Expertise:** Front-line workers have the expertise and knowledge to respond to problems; seek their expertise rather than authority.
- **Sensitivity to Operations:** Understands that front-line staff are closer to the work and therefore better able to see and understand problems or risk; staff concerns are taken seriously and addressed.

Commit to zero harm for patients! A toolbox of skills that will promote safe behaviors, teamwork and communication, and improve processes to reduce risk of errors include:

- **Operate as a Team:** Brief, execute, debrief.
- **Attention on Task:** Utilize a self-checking tool, STAR: Stop, Think, Act, Review (slow down); add intention to safety-critical tasks.
- **Communicate Clearly/Improve Handoffs:** SBAR (Situation, Background, Assessment, Recommendation); ask clarifying questions; phonetic and numeric clarification.
- **Cross-Check Monitoring:** Nurse observes provider inserting a central line so all appropriate steps are taken to ensure sterility.
- **Have a Questioning Attitude:** Validate and Verify: an internal check to validate if a situation looks right or not; if not, the individual verifies a second source, i.e. policy, reference or other team member.
- **Speak Up for Safety:** Escalate; CUS (I’m Concerned, I’m Uncomfortable, Stop).
- **Local Learning Systems:** Tiered safety huddle; team meets at a safety huddle board to review data and process improvement.

High reliability takes a commitment and is an ongoing journey. Interested in becoming a “Super Safety Hero”?  
Email [mcrittenden@garnethealth.org](mailto:mcrittenden@garnethealth.org).

# Preparing For Our Magnet Site Visit

This is an exciting time for our Nursing Staff! Garnet Health Medical Center will be hosting a Magnet site visit in February. Our Magnet Champions will be key in these visits, helping virtually escort our Magnet Appraisers through the hospital. As the appraisers move through the hospital, each unit needs to be prepared to speak about its participation in the Professional Practice Model, as well as the stories that the nursing staff has provided to Magnet conveying our amazing patient care.

Patients, family members, staff and interested parties who would like to provide comments are encouraged to do so. Anyone may send comments via email and direct mail. All comments received by phone must be followed up in writing to the Magnet Program Office.

If you have comments, they must be received by the Magnet Program Office by February 7, 2021. All comments are CONFIDENTIAL and are not shared with the healthcare organization. Comments may be anonymous, but they must be sent in writing to the Magnet Program Office:

American Nurses Credentialing Center (ANCC)  
Magnet Recognition Program Office  
8515 Georgia Ave., Suite 400  
Silver Spring, MD 20910-3492  
magnet@ana.org  
(866) 588-3301 (toll free)

If you have any questions about Magnet or the upcoming survey, contact Garnet Health Medical Center Magnet Program Director Dionne Johnson at [djohnson@garnethealth.org](mailto:djohnson@garnethealth.org).



## February 4 is World Cancer Day

It takes the proverbial 21 days to create a positive habit. So, for 2021, whether you're committing to improving your personal health, supporting someone you love who has cancer, educating yourself about cancer, speaking out against cancer or making history by helping to eliminate cervical cancer, sign up for one of the five challenges.

Please join us on February 4 in one of the 21 Day Challenges and stop by our education table in the Garnet Health Medical Center conference center lobby from 11:00 a.m. - 1:00 p.m.

Click the link for more information and/or to join:  
[www.worldcancerday.org/21DayChallenge](http://www.worldcancerday.org/21DayChallenge)





# System Signage Taking Shape



Garnet Health's signage installation is moving right along. Check out the Garnet Health Doctors' Monticello office's new exterior and interior signs. More to come! Stay tuned!

The external building signs are similar to what will be installed on the outward-facing sides of our hospitals and office locations.



This registration desk sign is similar to what will be installed in our Garnet Health Medical Center Outpatient Building (Urgent Care area, 3rd floor registration desk and 4th floor registration desk).



The exterior signage at our Monticello location looks great and is nicely lit at night.

## Parking Update - Where to Park and Why?

As we continue our Parking Garage and Emergency Department expansion project, all employees at Garnet Health Medical Center should be parking only in authorized spots. Parking alongside the curb or "end caps" is dangerous and may also prevent snow removal. Also, please avoid parking in the volunteer spots in the Conference Center lot.

For convenience, additional parking spots have been added to the last row of Lot A, across from the Main Entrance. These have been striped orange for employees. More parking can also be found at 200 Midway Park Drive, also striped orange, and at the maintenance lot (H).

The newly completed helipad, below, as part of our parking garage and Emergency Department expansion project.



# The Reason for the Season

More than 20 Garnet Health Medical Center employees and 45 departments demonstrated their commitment to the community we serve by fulfilling the wish lists of over 100 children during the holiday season.

Special thanks to our department ambassadors and courier services, the Beyond the Walls of 707 Committee: Co-chairs Philip Deleon and Michelle Ferguson, Jessica Gerlach, Betty Koshy, Catia Pereira-Gentile and Maureen Roche.

At Garnet Health Medical Center - Catskills, Ashley Miller, RN, Clinical Director 2 West/5 East, Doug Finkle, Environmental Services Operations Manager and Rossella Loguercio, Environmental Services Director, were instrumental in collecting six boxes of toys for the Toys for Tots program.



## Community Donations to Our Patients



Local Mary Kay representative Bami and her generous customers donated 100 make up kits to Garnet Health Medical Center healthcare workers.



Thank you to the Francis J. Feeley Charitable Fund for its "12 Days of Giving." We are so grateful for the wonderful gifts for our pediatric patients to enjoy.



Thank you to the Spread the Joy Foundation for its donation of 50 toy filled stockings for Garnet Health Medical Center's Children's Emergency Department. Sharon Vanduser, Emergency Department employee, helped distribute the stockings to our patients.

# Annual Ugly Holiday Sweater Contest Winners

Employees across our health system showed up and really got in the holiday spirit!  
We can't get over our employees who so festively shared their ugly sweaters.

## Garnet Health Medical Center



First place: Roseanne Pappagallo,  
Information Technology



Second place: Simone Higdon  
and Sonya Pierre, Nutrition &  
Food Services



Third place: Megan Raab,  
Case Management

## Garnet Health Medical Center - Catskills



First place: Jessica Picard,  
Skilled Nursing Unit



Second place: Doug Finkle,  
Food Service



Third place: Amy Russell Parliman,  
Radiology

Additionally, Garnet Health Medical Center - Catskills created a Team Spirit Award, which was earned by the Credit and Collections Department.

Congrats to Marilyn Houghtaling,  
Stefanie Kellam and Romena Bigio.



# Save the Date

## 2021 Heart-a-thon Goes Virtual

Please help us have a successful virtual Heart-a-thon on February 19! All proceeds will benefit our Cardio Pulmonary Department. Please contact Jodi Goodman, Director of Patient Experience, at 397-3508 or [jgoodman@garnethealth.org](mailto:jgoodman@garnethealth.org) to help sell hearts, buy a heart(s) or make a pledge in honor or in memory of a loved one. Learn more at [bit.ly/3qV3R2n](https://bit.ly/3qV3R2n). Pledges will be read live on the air on 98.3 WSUL Radio on February 19.

With a donation of \$35, you will receive a Heart-a-thon T-shirt to be worn on Friday, Feb. 5, Feb. 12 and Feb 19. Please see Jodi Goodman to order your shirt.

(Please make checks payable to CFOS Bold Gold Media Fund.)

## National Wear Red Day

**February 5, 2021**

Sport your best red to support heart and stroke awareness.

## Free Heart Health and Self-Care Seminar

Offered by Garnet Health's Community Health Department

February 24, 2021  
5:30 p.m. - 6:30 p.m.

According to the Centers for Disease Control and Prevention, about 655,000 Americans die each year from cardiovascular diseases. These deaths can be prevented, and Garnet Health can help.

Caring for your heart is key to a long and healthy life. Please join us and our clinician panelists, Emmanuel Nketiah, MD, and Christina Hahn, FNP, as we answer questions about safeguarding your heart health.

Please visit this URL to join:

[garnethealth.zoom.us/j/82124783992](https://garnethealth.zoom.us/j/82124783992)

YouTube link:

[youtube.com/channel/UCr\\_izpzgj3tVRE9Ua3o5H2Q](https://youtube.com/channel/UCr_izpzgj3tVRE9Ua3o5H2Q)

## Tri-County Heart Walk

Garnet Health is a proud sponsor of the American Heart Association's Tri-County Heart Walk, which will be a virtual experience this year due to the pandemic. Congratulations to Director of Employee Health Chris Costello, who is this year's event chair.

We are looking to represent our hospital with an outstanding showing, so if you are interested in being a team captain, please log into [Tricountyheartwalk.org](https://Tricountyheartwalk.org) and click on Garnet Health to join or create a team. Since this year's event is digital, you can also invite family and friends who are not local to join you. For more information, contact Chris or Wellness Coordinator Rebecca Forget in Occupational Health at 333-2060 or 794-3300, ext. 2073.

Live Well, Be Well

## Baby New Year

Garnet Health Medical Center - Catskills delivered Sullivan County's first bundle of joy on New Year's Day. Little Sawyer Stagl graced the world with her presence at 6:05 p.m. She weighed 7 pounds and 6.6 ounces and is the daughter of proud parents Brittany Rossi and Richard Stagl of Kenoza Lake.



## Gems Newsletter

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

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