

Gems

Exceptional
Lives Here.



Shelly DeHaan,
Director of Diabetes Education
at Garnet Health.

A Virtual Success

Learn more on
pages 2 and 3

Virtual Meetings Promote Diabetes Prevention

With the continued impact of COVID-19 on our local community, Garnet Health shifted its Diabetes Prevention Program (DPP) to a virtual format. Since doing so, the lifestyle-enhancement program has become very popular, more than doubling its participation in meetings.



"With the pandemic, there certainly was a need to move to virtual meetings," said Shelly DeHaan, Director of Diabetes Education at Garnet Health. "By incorporating distanced learning, Garnet Health continues to address and help patients overcome barriers."

As many as one in three U.S. adults could have diabetes by 2050 if current trends continue, according to an analysis from the Centers for Disease Control and Prevention (CDC).

Garnet Health began offering the free virtual meetings in September 2020. The first meeting cohort was offered on Mondays and quickly expanded to include a second cohort, now offered on Tuesdays. Each session is an hour and participants learn how to live a healthier lifestyle.

"We now have the advantage of learning more about the types of food being consumed because participants are able to show us right from their home environments," Shelly added.

Studies have shown that stay-at-home food orders during the COVID-19 pandemic have placed unusual strains on people with chronic disease. These individuals might be exercising less, stress-eating and experiencing heightened anxiety or depression.

The DPP is scientifically proven to help prevent or delay Type 2 diabetes. It is designed to teach individuals how to make better food choices, increase physical activity and provide helpful ways to cope with related issues and stress. Qualified participants work together to achieve their goals, under the guidance of our certified lifestyle coaches.

"According to the CDC, hospitalizations were six times higher and deaths 12 times higher for COVID-19 patients with reported underlying conditions, such as diabetes," Shelly said. "Now, more than ever, it is crucial to remain informed about how to best care for yourself."

One in three people qualify to participate in the DPP. Criteria for entry includes:

- A positive screening for prediabetes based on the CDC Prediabetes Screening Test
- Being at least age 18
- Being overweight (body-mass index ≥ 25 ; ≥ 23 if Asian)
- Having NO previous diagnosis of Type 1 or Type 2 diabetes
- Having a blood test result in the prediabetes range within the past year:
 - Hemoglobin A1C: 5.7%–6.4% or
 - Fasting plasma glucose: 100–125 mg/dL or
 - Two-hour plasma glucose (after a 75 gm glucose load): 140–199 mg/dL
- History of diagnosed gestational diabetes during a previous pregnancy

If you ignore prediabetes, your risk for type 2 diabetes goes up — type 2 diabetes increases your risk for serious health complications:



BLINDNESS



KIDNEY FAILURE



HEART DISEASE



STROKE



LOSS OF TOES, FEET, OR LEGS

To learn more about the Garnet Health Diabetes Prevention Program, call 333-2711 or visit garnethealth.org/preventdiabetes

Find more information on page 12 about our upcoming Diabetes Prevention Program starting on March 10.

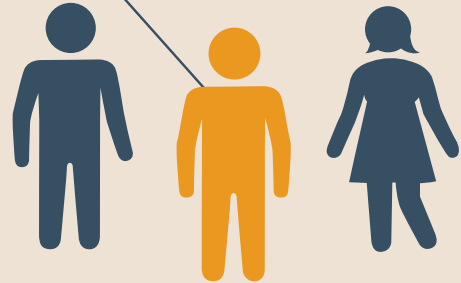
PREDIABETES

COULD IT BE YOU?

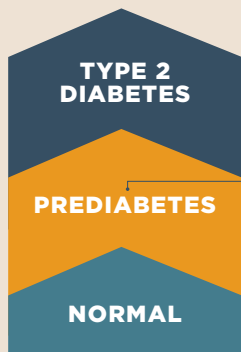
88
MILLION

88 million American adults — more than 1 in 3 — have prediabetes

1 IN 3



MORE THAN 8 IN 10 adults with prediabetes don't know they have it



With prediabetes, your blood sugar levels are higher than normal but not high enough yet to be diagnosed as type 2 diabetes

Prediabetes increases your risk of:



TYPE 2 DIABETES



HEART DISEASE



STROKE



If you have prediabetes, losing weight by:



EATING HEALTHY



BEING MORE ACTIVE



can cut your risk of getting type 2 diabetes in

HALF



REFERENCE

Centers for Disease Control and Prevention. National Diabetes Statistics Report, 2020. Atlanta, GA: Centers for Disease Control and Prevention, US Dept of Health and Human Services; 2020.

CDC's Division of Diabetes Translation works toward a world free of the devastation of diabetes.



U.S. Department of Health and Human Services
Centers for Disease Control and Prevention



Garnet Health Medical Center's Spagnoli Family Cancer Center Radiation Oncology staff with the VisionRT Tattoo and Mark-free Treatment Center Award for radiation treatments.

Spagnoli Family Cancer Center Recognized with VisionRT's Tattoo and Mark-free Award

The Spagnoli Family Cancer Center at Garnet Health Medical Center has been recognized by VisionRT with the Tattoo and Mark-free Treatment Center Award, for offering tattoo- and mark-free radiation treatments to patients with cancer.

The Tattoo and Mark-free Treatment Center Award recognizes the Spagnoli Family Cancer Center as being part of an exclusive but growing group of tattoo- and mark-free centers around the world. Using a technology known as Surface Guided Radiation Therapy (SGRT), a better treatment experience can be

delivered that offers our patients significant clinical and psychosocial benefits.

The AlignRT® SGRT technology, made by VisionRT, uses three-dimensional camera units to monitor a patient's skin surface in real time and compare it to the ideal position with no loss in accuracy when compared to tattoos and marks. The SGRT technology ensures that radiation is delivered only when a patient is correctly positioned, enhancing their safety and comfort. AlignRT® is non-invasive and completely non-contact, an increasingly important consideration for cancer patients, who often have weakened immune systems.

Traditional radiation therapy requires patients to receive small, often permanent tattoos on their skin in order to help the radiation therapist position them for treatment.

To learn more about Oncology services at Garnet Health Medical Center, visit garnethealth.org/oncology.

"We are extremely proud to have been honored with this award," said Senior Administrator of Oncology Services Regina Toomey Bueno. "Our patients appreciate that tattoos are not required for radiation at Garnet Health Medical Center. By using mark-free technology, we offer treatments that put our patients, their needs and their safety first."

We are the recipient of

America's 250 Best Hospitals™ 2021

Garnet Health MEDICAL CENTER

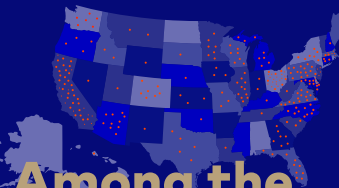


Three-Peat! Among America's 250 Best Hospitals 3 Years In a Row!

For the third year in a row, Garnet Health Medical Center has received the America's 250 Best Hospitals Award™ from Healthgrades®, the leading online resource for comprehensive physician and hospital information. We are the only hospital in Orange County to receive this honor for three consecutive years, and one of just 12 hospitals in New York to be a 2021 recipient.

We are proud to receive this honor from Healthgrades once again, and to be recognized for our focus on creating the best possible patient outcomes and experiences.

Congratulations to everyone who made this achievement possible!



Among the Best in the nation

★ ★ ★ ★ ★

The Healthgrades America's Best Hospitals™ achievements are based on an objective review of clinical outcomes across multiple conditions and procedures, analyzing the performance of nearly **4,500** hospitals nationwide. America's 250 Best Hospitals deliver better outcomes than **95%** of hospitals in the nation!



Outstanding patient care

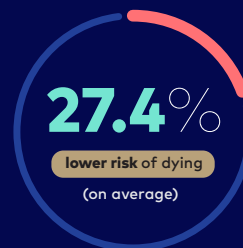
If all hospitals as a group performed similarly to hospitals achieving Healthgrades America's 250 Best Hospitals Award:

167,235 lives could potentially have been saved*

Superior outcomes

America's 250 Best Hospitals demonstrate superior outcomes across multiple conditions and procedures

Patients treated at an America's 250 Best Hospital have a



compared to patients at hospitals that did not receive the award*



Heart attack
21.7%
lower risk of dying



Stroke
30.3%
lower risk of dying



Heart failure
34.7%
lower risk of dying



Sepsis
26.5%
lower risk of dying

“ We are extremely proud to earn this achievement for three years in a row. Thank you to each and every one of you for making this distinction possible. ”

Brian Tew
Chief Executive Officer,
Garnet Health Medical Center

*Statistics are based on Healthgrades analysis of MedPAR data for years 2017 through 2019 and represent 3-year estimates for Medicare patients only. America's 250 Best Hospitals™ includes America's 50 and 100 Best Hospitals.

*For treatments across 19 rated conditions and procedures where mortality is the outcome.



Employee of the Year

Garnet Health Medical Center honors Chris Costello



Chris Costello, Director of Occupational Health at Garnet Health, has been named Garnet Health Medical Center's 2020 Employee of the Year. The Being Exceptional Every day (BEE) Employee Recognition Program acknowledges the outstanding performance of Garnet Health staff for its positive impact on the quality of patient-care services. At the end of each year, it awards one of the employees of the month with the Employee of the Year Award.

Chris has been employed with our organization for more than 15 years. Throughout his tenure, he has received numerous accolades for his customer service and for providing positive staff experiences. He is patient, kind, knowledgeable and is appreciated, especially for his work with employees throughout the COVID-19 pandemic.

"Chris is an exceptional employee," said Brian Tew, Garnet Health Medical Center CEO. "We commend and honor him for his professionalism and for being a positive example within the organization."

Chris received a check for \$1,500, a BEE gift basket and an Employee of the Year certificate. Congratulations, Chris! You make us proud.

True Healthcare Hero

On a separate occasion, and as a special request, Chris offered to administer a COVID-19 vaccine at car-side to a patient who is 102 years old. While this act was unique, and not a regular part of our vaccination program, we thank Chris again for his selflessness and commitment to the health of our community.

Congratulations



Kathleen Pagani has been promoted to Human Resources Administrator for Garnet Health Medical Center and Garnet Health Doctors. Before her promotion, she was instrumental in developing the Human Resources structure within Garnet Health Doctors.

In her new role, Kathleen maintains Human Resources oversight of Garnet Health Doctors and oversees employee and labor relations at Garnet Health Medical Center. Kathleen is nationally certified as a Human Resources professional by the Society for Human Resource Management and the Human Resources Certification Institute. She can be reached at kpagani@garnethealth.org.

Stepping Up

We thank **Suzanne Lange-Ahmed, MSN, RN-BC, CCM**, for graciously accepting the role of Interim Chief Nursing Officer at Garnet Health Medical Center - Catskills. Suzanne maintains clinical and patient-care standards. This includes ensuring that the patients are safe in the hospital and have access to the right medical care. She is also responsible for formulating and implementing new nursing strategies.

Suzanne has been with our organization for 28 years and previously served as Administrator of Nursing Operations and Care Management Services. She can be reached at slange@garnethealth.org.

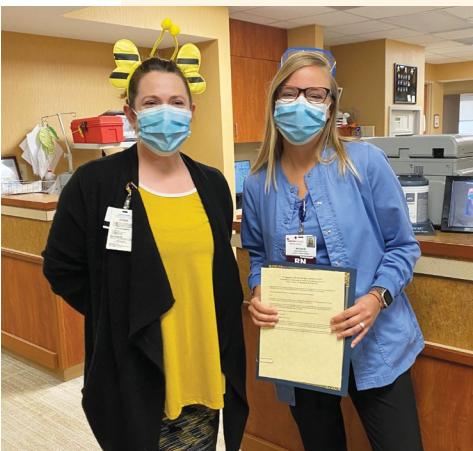


BEE Awards



Chris Costello, Director of Occupational Health at Garnet Health, was selected as our November 2020 Employee of the Month. Chris propelled our organization behind the scenes during the COVID-19 pandemic as he cared for us while we cared for our community! Thank you so much, Chris! You are very deserving of this award.

Congratulations to **Gabriel Morrow** of our Pastoral Care Department, who was selected as Garnet Health Medical Center's December 2020 Employee of the Month. Gabe's unwavering care, support and compassion for our patients and staff are admirable. He is always available when most needed and puts compassion into all that he does. Thank you Gabe for Being Exceptional Every day!



Meghan Murphy and **Doris Prudencio** (not pictured), 2 North Registered Nurses, earned Garnet Health Medical Center's 2020 4th Quarter Team BEE Award. The dynamic duo received praise from our cardiology department for their immediate, above-and-beyond assistance in caring for a patient. This exceptional show of teamwork is inspiring. Thank you Meghan and Doris!

Employee of the Month BEE Awards are given to Garnet Health staff who go above and beyond every day.

The quarterly team 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.

To nominate an employee, physician, volunteer, team or department at any of the Garnet Health locations, visit the intranet homepage, scroll down and click on the BEE Award icon.

Celebrate Certified Nurses Day on March 19, 2021.

2021 Quality Safety Priorities

Garnet Health creates an annual performance-improvement plan to establish quality and safety priorities to meet organization goals. Quality is our compass to ensure we provide safe, exceptional care to our patients. Here are a few of our 2021 priorities.

- **HARM Index:** Keeping our patients safe is our top priority. We will focus on ensuring patients achieve optimal outcomes specifically in the areas of preventing falls, infections and pressure ulcers.
- **Patient Experience:** We want to provide our patients an exceptional experience that includes compassion, empathy, emotional support, effective communication and partnering in care decisions.
- **Readmissions:** A hospital readmission is associated with unfavorable patient outcomes and increased healthcare costs. We want to better understand which patients are at highest risk of readmission, and do all we can to prevent it from happening.
- **DNV Accreditation:** DNV, our accreditation body, conducts an annual survey of all hospitals to ensure we are in compliance with the Medicare Conditions of Participation (CoPs). CoPs are intended to protect patient health and safety and ensure that high-quality care is provided to all patients. DNV also helps organizations think more proactively about maintaining a culture of safety, with focus on risk-based thinking and reduction of errors.
- **High Reliability Model of Care:** Our organization continues to grow its services to meet community needs. In 2021, we will focus on the Neuroscience Program, Cardiothoracic Surgery and insourcing our Dialysis services. Our focus on these programs will help us develop highly reliable processes to ensure the best experience and outcomes for our patients.
- **External Quality Recognition:** Garnet Health Medical Center plans to achieve Nursing Magnet re-designation status this year, and Garnet Health Medical Center - Catskills plans to attain the Pathways to Excellence designation, using a program that empowers nurses. Both designations demonstrate an organization's commitment to excellence in care. We also plan to review how we can improve other external agency ratings of our operations, such as Healthgrades®.
- **ISO 9001 Certification:** ISO certification demonstrates our commitment to quality, safety and patient-centered care. The Quality Management System is our framework to ensure a commitment to consistency, continuous process improvement and an exceptional patient experience.

For more information, please contact Mary Ellen Crittenden, RN, MS, CPHQ, CPPS, CPPE, Garnet Health Vice President, Quality / Patient Safety Officer, at mcrittenden@garnethealth.org.

Garnet Health Doctors Earns National Recognition for Patient-Centered Care



Garnet Health Doctors has received the National Committee for Quality Assurance’s (NCQA) Patient-Centered Medical Home (PCMH) recognition for using evidence-based, patient-centered processes that focus on coordinated care and long-term patient relationships.

“This recognition puts our medical group among a select few practices nationwide to be known for its ongoing commitment to advancing quality, patient-centered healthcare, and lets people know that we have the tools, systems and resources to provide patients with the right care at the right time,” said Gerard Galarneau, MD, MMM, President of Garnet Health Doctors.

Garnet Health Doctors’ Pediatrics practices in Liberty and Middletown and the Bethel Primary Care practice have received this prestigious distinction from the NCQA and are now certified as PCMHs. Certification is valid for one year.

These offices join Garnet Health Doctors’ Primary Care offices in Middletown and Monroe as well as Monticello, Callicoon and Livingston Manor.

Congratulations to everyone who made this happen!

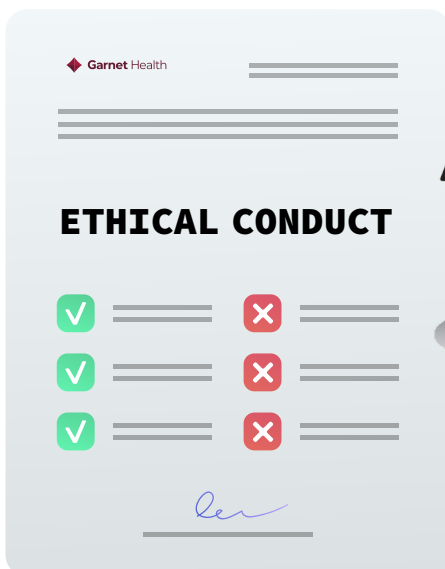
**Doctors' Day is
March 30, 2021.**



Ethical Responsibility Now Easier

Garnet Health’s Code of Ethical Conduct principles and Code of Ethical Conduct Summary have now been simplified so they are easier to remember in everyday workplace situations.

To locate the Code of Ethical Conduct, visit the intranet homepage and look for the Corporate Compliance icon. For more information, contact Trish Manna, Garnet Health Corporate Compliance Officer, at tmanna@garnethealth.org.



Visit Notes – Easily Accessible, Easy to Use

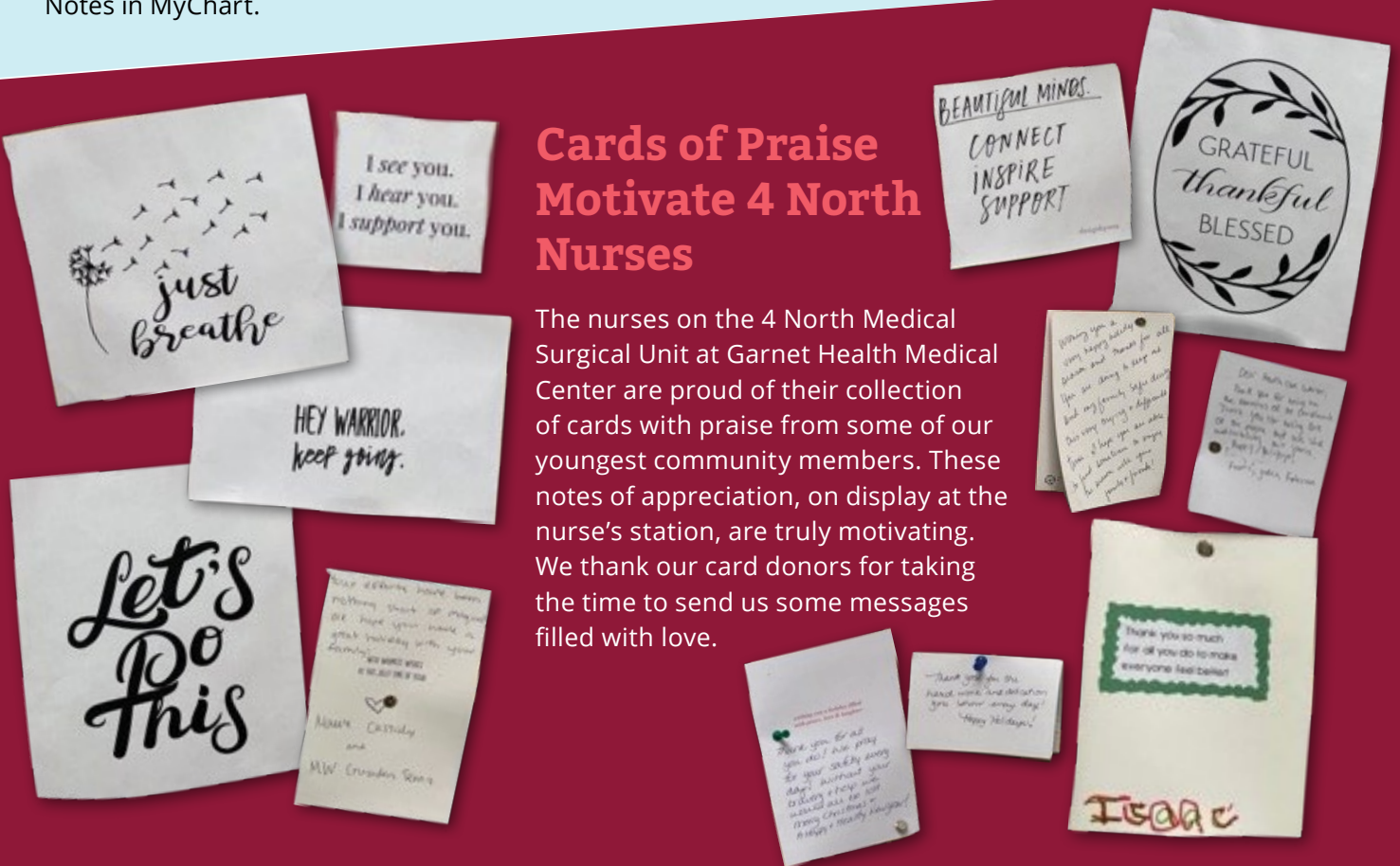
Want to review what happened at your last doctor’s appointment? Want to better understand a loved one’s diagnosis or treatment if you’re a caretaker? Visit Notes allow you to recap doctor visits in detail. If you or someone you love is a patient of Garnet Health Doctors and have a MyChart account, you can see your providers’ Visit Notes (also known as OpenNotes) from all recent visits.

MyChart is an electronic patient portal that organizes all of your medical records 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 333-2345 or email mychart@garnethealth.org. For more information on Visit Notes, and to view its benefits, visit garnethealth.org/notes. Please tell your patients about Visit Notes in MyChart.



Cards of Praise Motivate 4 North Nurses

The nurses on the 4 North Medical Surgical Unit at Garnet Health Medical Center are proud of their collection of cards with praise from some of our youngest community members. These notes of appreciation, on display at the nurse’s station, are truly motivating. We thank our card donors for taking the time to send us some messages filled with love.



Looking to Make a Difference?

Garnet Health's No One Dies Alone (NODA) volunteer program assures the presence of a compassionate volunteer who provides companionship to non-COVID-19 dying patients who would otherwise be alone. Compassionate companions provide a patient with a dignified death.

Here's how it works:

- Volunteers are trained.
- Doctors or nurse leaders would activate a NODA vigil.
- A group email would be sent to the NODA volunteer team stating the patient's name and room number.
- The volunteer states his/her availability to the group for the next 72 hours.
- The volunteer calls the unit before the shift to confirm services are still needed.
- The NODA volunteer wears a volunteer NODA identification badge.

If you are interested in this volunteer program or know of someone who is, contact Jodi Goodman, Director of Patient Experience at Garnet Health Medical Center - Catskills, at jgoodman@garnethealth.org, or Maureen Roche, Director of Volunteer Services at Garnet Health Medical Center, at mroche@garnethealth.org.

Stronger Password, Better Protection

Garnet Health staff who require a computer password change are now required to choose a longer and stronger password. The new requirements are:

- A minimum of 10 characters
- At least one letter
- At least one number
- At least one special symbol

This is an important step in better protecting our systems from hackers and malware, and can lengthen the time it can take for a hacker to crack your password. Thank you for all that you do to keep our Information Technology network and our patients safe!

For more information, contact Jacqui Budakowski, Garnet Health Information Security Officer and Director Ancillary Services, at jbudakowski@garnethealth.org.

Go Red for Women

Our cardiology staff was red y to spread awareness on Wear Red Day (February 5) for American Heart Month. #GoRed.

For information on Garnet Health's cardiology services, visit garnethealth.org/cardiovascular or garnethealth.org/catskills_cardio.



Save the Date

Virtual Diabetes Prevention Program
Wednesday, March 10, 2021
4:30 p.m.

Garnet Health is offering a free, scientifically-proven and effective lifestyle-enhancement program that can help prevent or delay Type 2 diabetes. This virtual program might be right for you if you're looking for help with weight loss, physical activity, healthy eating, stress management and preventing Type 2 diabetes.

The program lasts one year, with 16 sessions. Qualified participants will work together to achieve their goals, under the guidance of our certified lifestyle coaches. The program is proven to motivate and support people with pre-diabetes to make practical, real-life changes while decreasing the risk of developing Type 2 diabetes by more than half. To register or for more information, call 794-3300, ext. 2727.

Outpatient Physical Rehabilitation Center Relocates

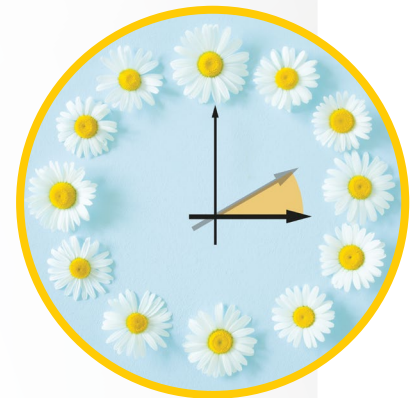
The Outpatient Physical Rehabilitation Center has relocated to 75 Crystal Run Road, Suite 110 in Middletown, NY.

With the move comes more space with a contemporary look and a comfortable feel. Additionally, a larger waiting room will allow for better social distancing, more private treatment areas and an expanded speech therapy suite.

For more information about the Garnet Health Medical Center Outpatient Physical Rehabilitation Center, call (845) 333-7300 or visit garnethealth.org/outpatient-rehab.

Spring Forward More Easily With the Help of Our Sleep Center

With Daylight Saving Time starting on March 14, we "spring forward." This means our period of daylight gets longer and our sleep might be a little disrupted. To learn about the effects and impacts of Daylight Saving Time, common sleeping problems and when to seek help, visit garnethealth.org/sleepcenter.



COVID-19 Safety

It is crucial that we remain vigilant when it comes to COVID-19. Please continue social distancing, diligent hand hygiene and proper mask use (covering nose, mouth and chin). All of these practices are mandatory in all Garnet Health facilities.

COVID-19 continues to put individuals at risk. Don't let your guard down. If you have not already, please consider getting vaccinated.

Gems Newsletter

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