

March 2021

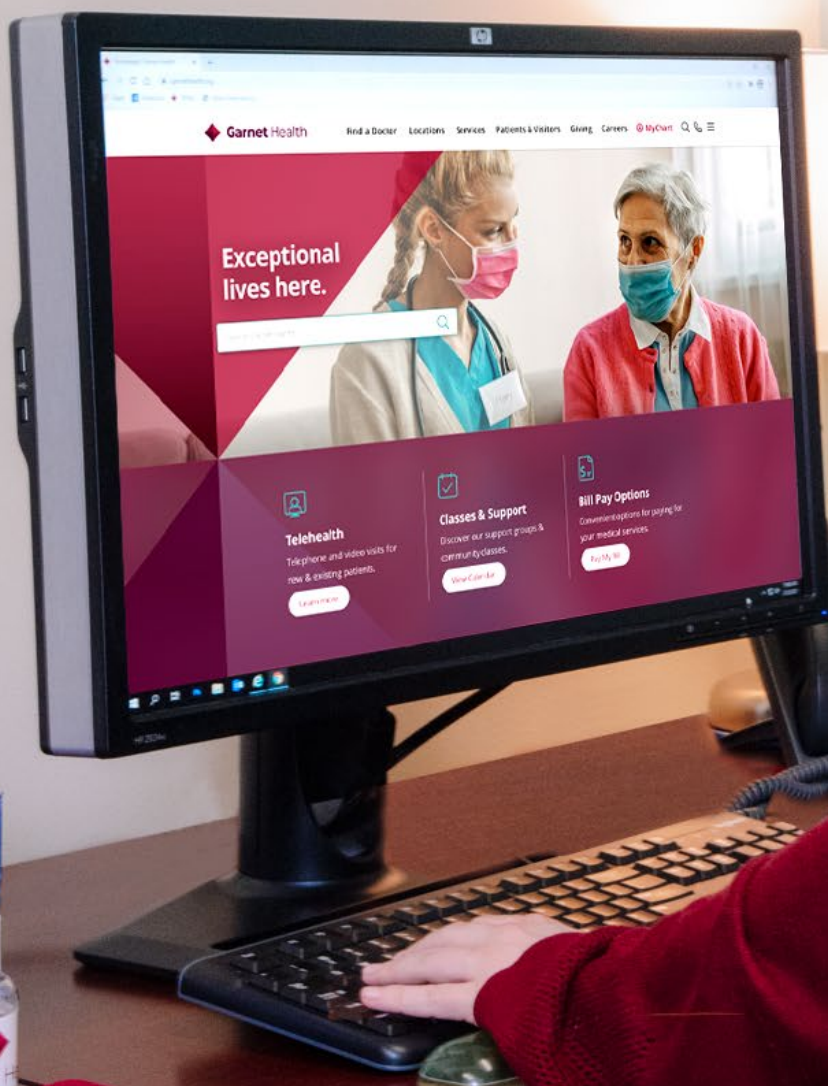
Garnet Health Gems

Exceptional
Lives Here.

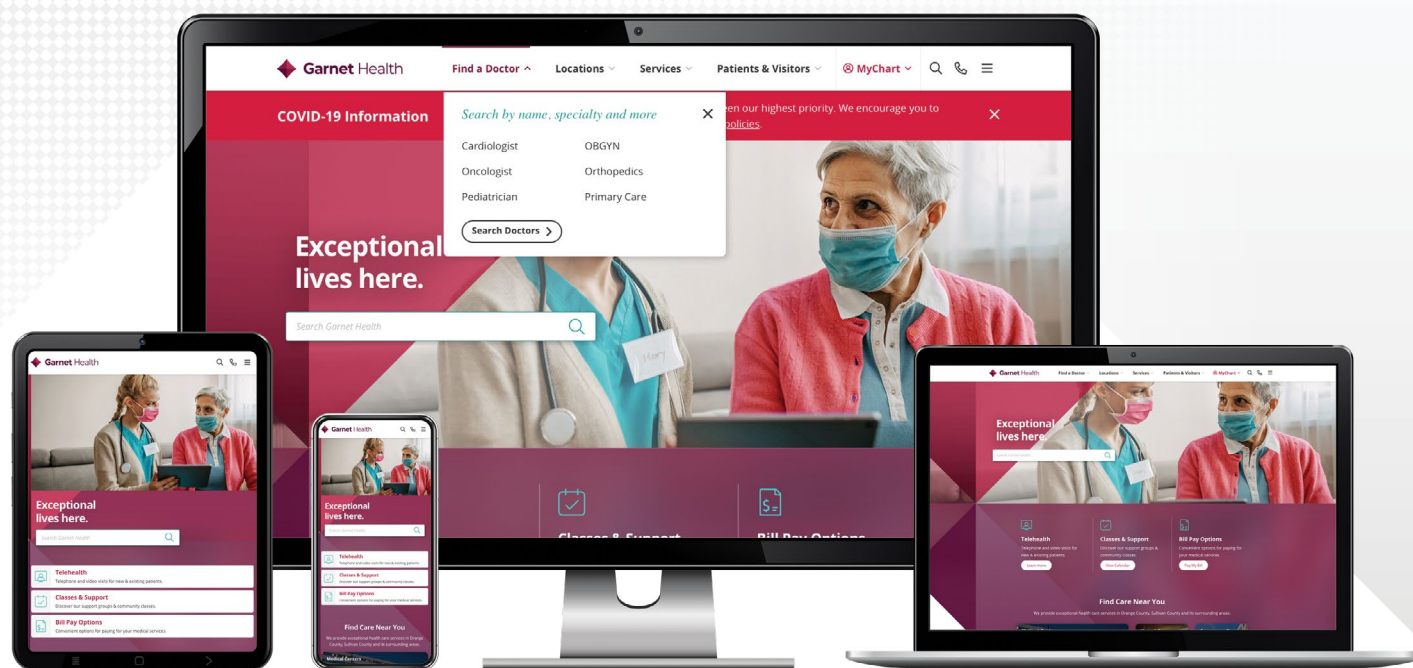
Our Digital Doorway

New Website Launches
with More Features

Learn more on pages 2 and 3



Victoria Lange,
Digital & Social Media Marketing Specialist
at Garnet Health



An Inside Look at Garnet Health's New Website

Our journey began just over a year ago when our system's rebranding and digital strategy called for a more robust, next-generation website. Garnet Health is proud and excited to have launched garnethealth.org – a website that unites all of our entities and is friendly for all users.

"The new website is the result of extensive research and testing, and we appreciate the contributions of so many across Garnet Health who helped push this imperative project across the finish line," said David Smith, Garnet Health Vice President of Marketing and Strategic Planning.

The new website provides information about Garnet Health Medical Center, Garnet Health Medical Center - Catskills, Garnet Health Doctors, Garnet Health Urgent Care, Garnet Health Foundation and Garnet Health Foundation - Catskills.

In line with the system's patient-first approach, the website connects our community to the numerous and comprehensive services we offer – and provides a seamless experience for users. With advanced capabilities, the new site's purpose is to be a useful resource and tool to our patients, employees and community members. It features a robust database of our practicing providers with online scheduling, as well as a service/location finder, community health class and event finder with online registration, a standout blog/news section and so much more.

Through intuitive navigation, the site also offers:

- An efficient search tool to find information and services.
- An enhanced Find-a-Doctor feature.
- Updated content so users can discover and learn about Garnet Health more easily during online searches.
- A sophisticated design providing advanced functionality and display on all devices, particularly smartphones and tablets.
- A content-hub reference center providing illnesses' causes and treatments, enabling the community to make even more informed healthcare decisions.
- Online bill payment.
- Access to electronic medical records via MyChart.

For employees, the website offers easy access to our system's latest news, job listings and employee portal. Patients also have easy access to MyChart, giving opportunities and the find-a-doctor service.

"The unification of our two existing websites was a huge undertaking," said Victoria Lange, Garnet Health Digital & Social Media Marketing Specialist, who, along with a dedicated team, developed and designed the new garnethealth.org.

She reminds us that our new website is a living and breathing project. It was built to grow and evolve with us, so you are encouraged to browse and discover the site. For more information or to submit feedback, contact vlange@garnethealth.org.



"Our ultimate goal was to create something beautiful and user-friendly, and to capture the Garnet Health brand while preserving as much information and culture of our legacy websites."

Victoria Lange, Garnet Health Digital & Social Media Marketing Specialist

There's an App for that!

There sure is. The official launch of our Garnet Health App is coming soon. Watch for an announcement from our expert IT team.

Honored for Outstanding Care

We're always excited to spotlight staff who make a difference! Garnet Health Medical Center - Catskills recently announced employees who received 2020 fourth-quarter Outstanding Care Awards for their dedication, compassion and ability to overcome challenges, ensuring the delivery of exceptional healthcare. Employees who receive Outstanding Care Awards at Garnet Health Medical Center - Catskills, Harris and Callicoon campuses, are selected in three categories: Inpatient Service, Outpatient Service and Support Services. Congratulations to:

Employee of the Year Sergio Dealmeida

Sergio Dealmeida, Rehabilitation Services (with award), was selected as Garnet Health Medical Center - Catskills' 2020 Employee of the Year for always going above and beyond the call of duty at our Harris campus. He is very efficient and is always seen walking patients to where they need to go.



Garnet Health Medical Center - Catskills, Harris Division

Grace Rivera, Health Information Management, Support Services category, extends herself to offer assistance outside of her regular duties. She has become a go-to team member, especially regarding the MyChart patient portal.

Regina Hooks, Patient Access, Outpatient Services category, is known for her positivity, for making herself available and helping others feel heard.

Olivia Spadaro, RN, Inpatient Services category, is known by her patients as a great nurse who goes above and beyond with the care she provides. Her colleagues recognize her as a team player they can depend on.

The **Skilled Nursing Unit team** was presented with the 2020 fourth-quarter Team Award for being exceptional with care, compassion, creativity and spirit through the pandemic and in challenging times.

Garnet Health Medical Center - Catskills, Callicoon Division

Yvonne Dirig, RN, Inpatient Services category, shows initiative and goes above and beyond for patients. She is a reliable charge nurse and helps where needed.

Maryann Eldred, Food Services Department, Support Services category, takes time to speak with our patients and goes above and beyond to better understand dietary requests. She does everything she can to ensure both patients and staff are satisfied.



Skilled Nursing Unit Team



Being Exceptional Every time (BEE) Award

Garnet Health Medical Center - Catskills

Congratulations to **Maryann Eldred**, from the Food Services Department, who is our very first Garnet Health Medical Center - Catskills BEE Award winner. Maryann was selected as the January BEE Award recipient for spending extra time with patients and for going above and beyond by discussing their dietary requests. She makes sure both patients and staff are satisfied. Thank you, Maryann. Great job!



Lisa Ryman

Congratulations to **Lisa Ryman**, from the CT/Radiology Department. She is our February BEE Award winner. Lisa was selected for going above and beyond to provide exceptional care to a patient. She made sure that an important exam was completed on time and that the patient felt comfortable. Way to go, Lisa!

The Employee of the Month BEE Award recognizes and celebrates any member of our Garnet Health family who demonstrates excellence in interactions with colleagues, patients, families and the community. Please note: The BEE Award now takes the place of the Outstanding Care Award at our Catskills campuses.

Garnet Health Medical Center



Dyamondasya Gaither

Congratulations to our January BEE Winner Award recipient, **Dyamondasya Gaither**, from the Food & Nutrition Services Department.

On her rounds delivering meals to patients, Dyamondasya met a patient who was alone and in need of support, care and compassion. Dyamondasya visited the patient when her schedule allowed, used her lunch break to sit with the patient, and

went as far as coming in early before her shift the next day, on her own time, to check in with the patient. Thank you, Dyamondasya. You are super!

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

The Race to Vaccinate



Our healthcare heroes continue to work hard to vaccinate our community. Garnet Health has administered over 20,000 vaccines and we will continue to open additional appointments as we receive more vaccine. Please remain vigilant by properly wearing PPE, adhering to social-distancing guidelines and practicing good hand hygiene. Here are recent photos showing dedicated staff members and happy vaccine recipients.

Pictured above: Garnet Health Doctors and Garnet Health Medical Center - Catskills teamed up with New York State and Monticello Raceway (a member of Resorts World Catskills) to host a pop-up COVID-19 vaccination clinic in Sullivan County on Friday, March 12.

To see if you qualify for the vaccine based on New York State guidelines and to schedule an appointment, visit mychart.garnethealth.org/GH/covid19



I received my vaccine this morning and I would like to say thank you to all of your staff for doing such a wonderful job. Everything was very well organized and the process went very smooth and quickly.

Follow
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Positive feedback from
the community. Nice Job!

Congratulations to Us!

Garnet Health Medical Center - Catskills won the *River Reporter's* Reader's Choice Award for Best Hospital / Medical Facility and Grover M. Hermann Hospital won for Best Emergency Room Services. Also, Dr. Darshan Trivedi of Garnet Health Doctors won Best Pediatrician. Congratulations to all for these distinguished honors.

To see more, visit
riverreporter.com/stories/best-of-2020,41912

RIVER REPORTER



The 43rd Annual WSUL 98.3 Heart-A-Thon, benefitting Garnet Health Medical Center - Catskills, raised \$93,446. The proceeds will be used to purchase a portable echo cardio machine for the Cardiology Department. Congratulations and thank you to all who contributed! It's not too late to donate. For more information, visit garnethealth.org/heart-a-thon



Heart-A-Thon raises over \$93K

Global pandemic? No problem. Despite new challenges, the 43rd Annual WSUL 98.3 Heart-A-Thon raised a total of \$93,446 for Garnet Health Medical Center - Catskills. Pictured are the members of the Heart-A-Thon Committee. Monies will be used to purchase a portable echo cardio machine. "What you get when you combine the power of a local community radio station, a committee of amazing leaders, generous sponsors and a community with a lot of heart, is over \$93,000 to buy life saving equipment for the local hospital," Bold Gold Media NY Region General Manager and Director of Sales Dawn Ciorciari said. "To my staff, the committee, the sponsors, and all the donors large and small, thank you."



Certified Nurses Day

Garnet Health celebrated Certified Nurses Day on March 19 by honoring our Board- certified nurses. This year, over 500 nurses throughout our system were recognized for their professionalism, leadership and commitment to excellence in patient care.

Board certification of nurses plays an increasingly important role; it assures high standards of care for patients and their loved ones. While a registered nurse license enables general nursing practice, the requirements to be certified requires extensive education, as well as a strong, personal commitment to excellence.

Garnet Health encourages national Board certification for all its nurses. Board certification recognizes nurses who have gone beyond the registered nursing license and passed the Board certification exam. We congratulate our Board-certified nurses for their dedication and commitment to higher education.

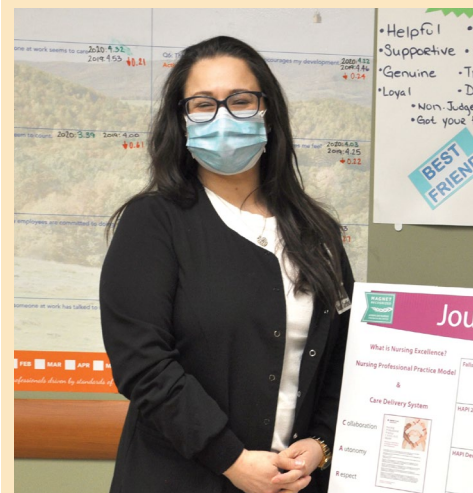
New Location for All In-house AHA Training Programs

Effective Monday, March 29, all American Heart Association programs (BLS, ACLS and PALS) will be taught at our new location, 420 East Main Street, Middletown, NY, the site of the former Horton Family Program.

Please park in the back lot and use the back entrance. Once inside, follow the signage to the appropriate room.

Please contact Community BLS Education Coordinator Greg Fean with any questions at gfean@garnethealth.org or (845) 333 2157.

Please share this information with all your coworkers.





Garnet Health Medical Center's Magnet Re-Designation Survey

The American Nurses Credentialing Center (ANCC) Magnet Recognition Program is one of the highest accreditations for nursing excellence.

In accordance with the program, Garnet Health Medical Center hosted its quadrennial Magnet re-designation virtual site-visit survey from February 17 to 19.

The technology-focused virtual survey was led by Magnet Program Director Dionne Johnson, MSN, RN, and required planning and organization. Included in the process were executive leadership, nursing leaders, the information technology department, direct-care staff and most of all, our Magnet Champions. Magnet Champions are a team of direct-care nursing staff members who are transformational leaders in the Magnet designation and re-designation process.

The survey entailed three virtual ANCC Magnet appraisers, paired with three Garnet Health Medical Center survey facilitators: Magnet Champion Chair Melissa Wixon, MSN, RN, CMSRN; Magnet Champion Secretary Belinda Ong, BS, RN, CMSRN; and Maureen Donnelly, MSN, RN, NEA-BC, RN-BC.

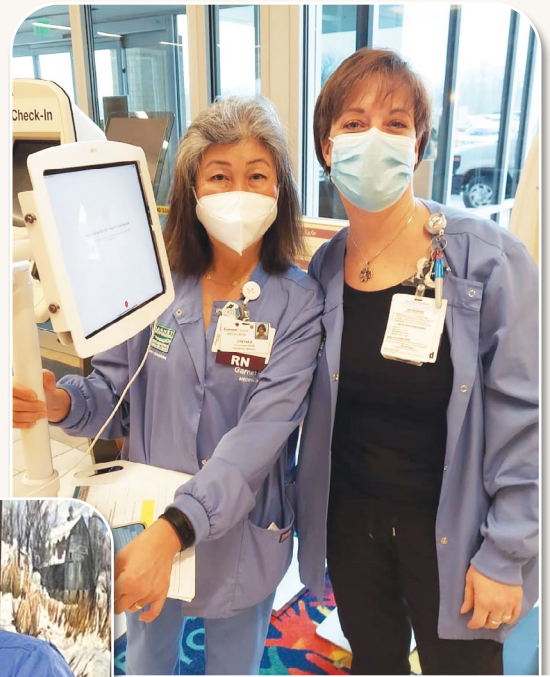
These facilitators utilized a command center and advanced technology to connect groups of Magnet Champions representing specific areas to assist the appraisers with interviewing direct-care staff, leaders and to tour onsite and offsite Garnet Health Medical Center facilities.

After survey completion, the appraisers invited Garnet Health President and Chief Executive Officer Scott Batulis, Garnet Health Medical Center Chief Executive Officer Brian Tew and Garnet Health Medical Center Chief Nursing Officer Lisa Oldham to meet virtually in the Boardroom, where they praised the Magnet Champions. The appraisers suggested our organization author an article on how to conduct a successful Magnet re-designation virtual-survey visit. Post-survey, the appraisers sent each Magnet Champions a word of thanks. Survey results are expected later this spring.

For more information on our Magnet re-designation, contact Dionne at djohnson5@garnethealth.org

"Over the course of three days, several hundred nurses, leaders and members of our inter-professional teams shared data and stories of why we deserve of Magnet re-designation during our virtual survey."

Lisa Oldham, Chief Nursing Officer and Vice President of Patient Care Services at Garnet Health Medical Center



Magnet Moments 2021



Patient Testimonial



Dear Dr. Floyd,

I wanted to thank you and your team for the outstanding care you provided my brother-in-law, Steven, between late December 2020 and early January 2021. Dr. Alicia Wilson, in particular, was both extremely professional and kind.

I visited two days after Steven was admitted in dire circumstances. Dr. Wilson took the time to meet with me, explained to me the team decision to balance the risks of a colostomy versus his ability to survive extensive surgery.

On New Year's Eve, Dr. Wilson asked me to come and cheer for Steven as he woke up from surgery. She even helped me with the words when I could not find them. After a few days, she and her team arranged Steven's transfer to Westchester Medical Center, as his re-occurring health issues necessitated more specialized care.

Steven is on his next journey, between Tarrytown Hall Care Center and Westchester Medical Center. He would not have survived without the expertise and dedication of your team, and in particular, Dr. Alicia Wilson.

I hope for you, Dr. Wilson and everyone else at Garnet, that the difficult COVID-19 situation will pass soon, and I wish all of you much success going forward.

Kind regards,
Anne Saint-Pierre
New York, NY

Quality and Patient Safety Corner

For Patient Safety Awareness Week (March 10-16), we reflected on how we can increase awareness about quality and patient safety and culture by engaging our staff. We also celebrated the harm we avoid and the lives we save. During this week, many important quality and patient-safety discussions occurred and inspired action to improve the quality and safety of our healthcare system for our patients and employees.



Actions for Developing a Stronger Culture of Safety

Strong leadership is needed for a patient-safety program to be successful. Leaders must make patient safety a priority and consistently communicate this message through words and actions. All staff should feel safe speaking up and feel that their voice is valued. Leaders should foster trust with timely feedback. When mistakes and errors occur, leaders should use those experiences to promote learning and performance improvement. Education and training should be provided and encouraged on a wide variety of patient-safety topics for staff and physicians in all disciplines and settings.

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

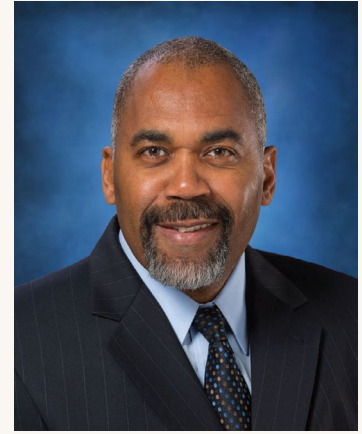
Garnet Health's New Board of Directors Member

We are pleased to announce that Frederick A. Watson has joined the Garnet Health Board of Directors.

He is the founder of Three Cities Management LLC and Watson Services, Inc. He has more than 35 years of highly diversified and successful food service management experience with a wide range of clients including the United States Military Academy Cadet Mess Hall at West Point, the Army National Guard Professional Education Center at Camp Joseph T. Robinson and the United States Coast Guard.

He received his Master's Degree in Food Service Administration from New York University and his Bachelor's Degree in Dietetics and Institutional Management from Virginia State University. He is a graduate of the Advanced Minority Business Executive Program and the Minority Business Executive Program from the Amos Tuck School at Dartmouth College. In addition, he served as an Adjunct Professor at Long Island University, C.W. Post Campus, where he taught Food Service Management II to dietetic students.

Mr. Watson currently serves as the Chairman of the Board for the Orange County Community College Board of Trustees, a voting member of New York Community College Trustees and as a member of the Board of Directors for the Boys and Girls Club of Newburgh, Inc.



Frederick A. Watson



Second Wave of Signage

Garnet Health's new signage installation continues, and there's more to come!

External building signs were recently installed on the outward-facing sides of our Middletown campus, and will soon be installed at our Harris location.

Garnet Health Doctors signage stands out beautifully.

Exterior building signage will be visible from Route 17 and Interstate 84 both day and night.



Outpatient Rehabilitation Center Relocates

Our Outpatient Physical Rehabilitation Center, which includes physical, speech and occupational therapy, as well as special services including cancer rehabilitation and vestibular and lymphedema therapy, has successfully relocated. It is now located at 75 Crystal Run Road, Suite 110. All contact numbers and email addresses are the same.

Led by Dr. Vincent Gulfo, Garnet Health Medical Center's Medical Director of Rehabilitation Medicine, we thank our experienced and compassionate staff of therapists for their time and dedication to this transition.

Additionally, we thank the Facilities, Information Technology and Marketing & Corporate Communications teams, as well as Planning & Grants Associate Royce Pilkington, for helping make the relocation possible.

For more information on Outpatient Physical Rehabilitation services, contact Debbie Glebocki, Director of Outpatient Rehabilitation, at dglebocki@garnethealth.org or visit garnethealth.org/outpatient-rehab.

**VOLUNTEER APPRECIATION
WEEK IS APRIL 18-24**

Remember to show your appreciation to our Garnet Health volunteers, who, despite the pandemic, contributed nearly 12,000 hours of service in 2020.

Warrior Kids Program is Back in Action

Garnet Health's Warriors Kids Program returned to the community, specifically Fallsburg Central School District in January as a pilot hybrid program. More than 200 fifth and sixth graders participated for four weeks, three days a week.

With the arrival of the pandemic and remote learning in March 2020, the in-person fitness program was temporarily put on hold.

"Because the program focuses on nutrition and rigorous exercise, we revived it at a time of great need for school children," said Moira Mencher, MBA, Garnet Health Manager of Physician Relations & Community Health. "We also added a mental health component to promote emotional well-being."

Benjamin Cosor Elementary School's physical education teacher, Vanessa Marsilio, led the students from a virtual classroom. Cornell Cooperative Extension Nutritionist Bee Moser and Warriors' Program physical trainer, Damola Akinyemi, performed the healthy foods and exercise elements from their homes.



From left to right: Vanessa Marsilio, Physical Education Teacher at Benjamin Corso Elementary School and Moira Mencher, MBA, Garnet Health Manager of Community Health and Physician Relations.

Warrior Kids is a program in conjunction with Cornell Cooperative Extension, Eat Smart NY, SNAP-Ed and Ayo Fitness. The program uses the 5-2-1-Almost None formula for being a healthy kid: Eat 5 or more servings of fruits and vegetables per day; no more than 2 hours of screen time per day; get at least 1 hour of physical activity per day and almost no sugary beverages. For more information on the program and other Garnet Health community initiatives, contact Moira at mmencher@garnethealth.org, or for more information on Community Health initiatives, visit garnethealth.org/communityhealth.

A Tasty Thank You!

The Town of Wallkill Boys & Girls Club donated a pie in celebration of National Pi Day (3.14) to Garnet Health's Community Health Department as a thank you for its support through the years!

From left to right: Moira Mencher, MBA, Garnet Health Manager of Community Health and Physician Relations and Lori Rivenburgh, Executive Director, Wallkill Boys & Girls Club.



Save the Date

2021 Tri-County Heart Walk Digital Experience
Monday, April 26 through Saturday, May 1
To register, visit TriCountyHeartWalk.org



Employees Dress in Blue

On March 5, Garnet Health staff participated in Dress in Blue Day in collaboration with the Colorectal Cancer Alliance. Wearing blue brings awareness to colorectal cancer, supports the mission to end the disease and honors all who are impacted by it.

In Memoriam

We mourn the passing of Hope Morin, Radiology X-Ray technologist at Garnet Health Medical Center - Catskills for 16 years.

Hope was a passionate person filled with love for her family and patients, and committed to her profession. In addition, Hope loved her job working as an educator for her student X-ray technologists. Her colleagues throughout the organization will never forget how she was always filled with life, love and laughter. She will be greatly missed.

Gems Newsletter

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