

# Garnet Health Gems

Exceptional  
Lives Here.

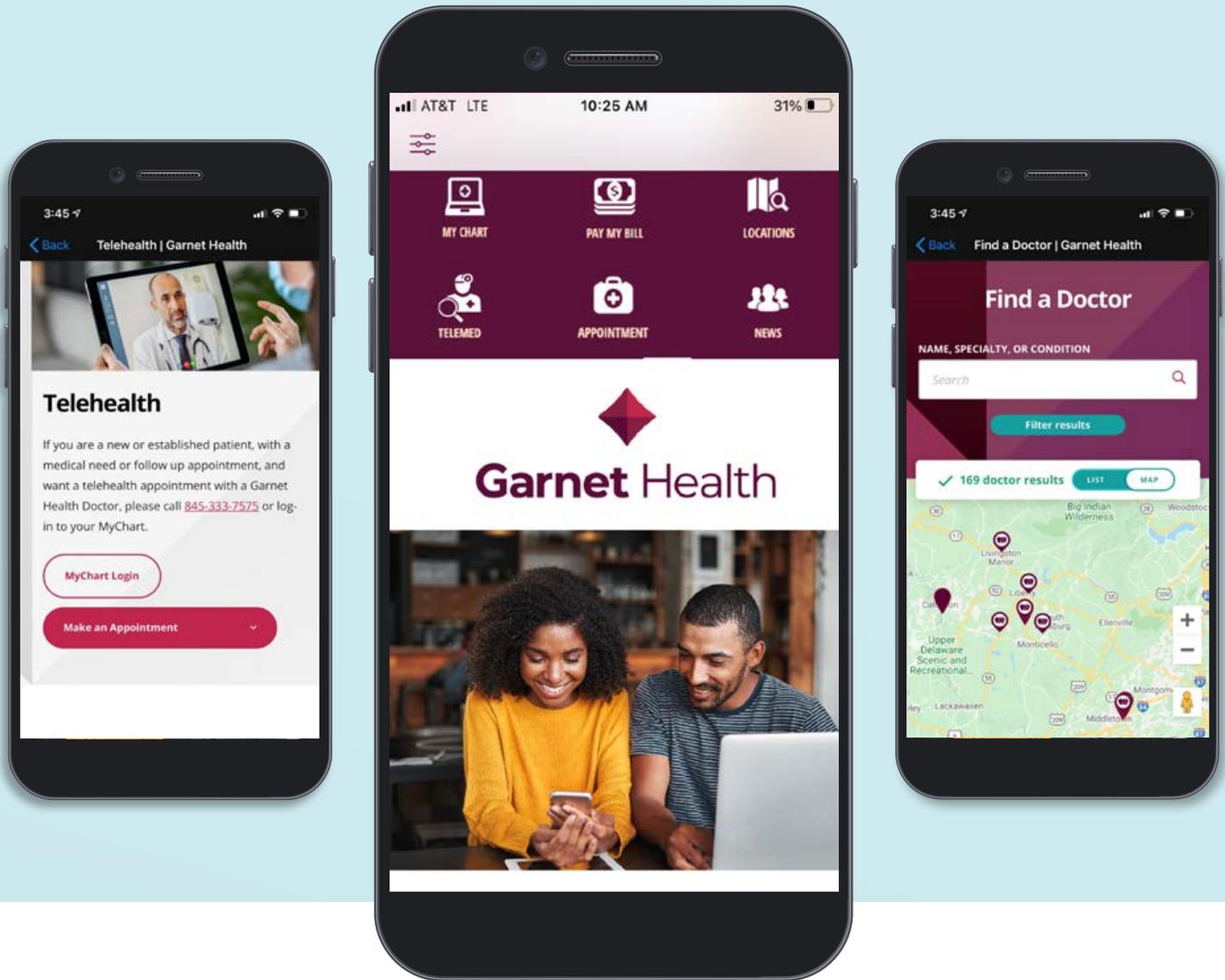
## There's An App for ~~That~~

Learn more on page 2

Us



Jake Muller,  
Garnet Health Web Design Specialist



# Garnet Health Gets an App

Garnet Health's digital innovations continuously improve our brand and provide easier navigation of our services for patients. Now, after several months of development, we're proud to launch our very own mobile app.

"The strategy behind the Garnet Health app really focuses on how we can improve the healthcare experience," said Garnet Health Web Design Specialist Jake Muller.

The app can be accessed via the App store on Apple devices and via Google Play for Androids. Features include:

- Access to MyChart health information resources
- MyChart notifications
- Find a doctor, location or service
- Instant driving directions
- Online scheduling with Garnet Health Doctors
- Online bill pay
- News and information
- And more

There's no doubt that smartphones have become a necessity in many lives. We strive to play a more essential role in our patients' and staff members' health – and what better way than via their phones.

The app project began with a prototype built by Jake, who then conducted beta testing to see whether the app was helpful. The consensus was yes.

While the Garnet Health app centers around our electronic-health-record patient portal, MyChart, it also has been customized to differentiate our system brand from others. It does so by tying in new functionalities such as scheduling appointments online and engaging visitors vto make it easier for them to become patients. It also extends beyond MyChart by including general health and well-being resources that are accessed by pulling information from our new website, such as the news and blog section.

App development is no easy process. It's ongoing and requires maintenance, refining and adding new features on a regular basis to keep visitors informed and engaged. We congratulate Jake and the Information Technology team for all the hard work and dedication put forth to create this very useful healthcare tool.

For more information, contact Jake at [jmuller@garnethealth.org](mailto:jmuller@garnethealth.org).

### Download the Garnet Health app!

1. Open your camera app
2. Focus the camera on the QR code by gently tapping the code
3. Click the link that hows up at the top of your screen



“Often through the development process, timelines can be strict and stressful. Keeping a clear head and smile has been the most important part for me. Also, working with a great team and leadership made this possible. Countless hours went into this project and I am truly grateful for the experience.”

Jake Muller, Garnet Health  
Web Design Specialist





Front row from left to right: Christina Caravello, RN, BSN, Nurse Director of Hemodialysis; Angel Angeles, RN, BSN, Administrator of Critical Care and Hemodialysis; Maricris Etnel, RN; Tracy Gannon, RN; and Maribelle Bulayo, RN.

Back row from left to right: Arlisa Reid, CCHT; Clarissa Baquero, RN; Leonardo Lopez-Valenzuela, RN; Megan Besaw, RN; Simone Clarke, CCHT; and Dr. Tal Ronen, Medical Director of Hemodialysis.

## Garnet Health Medical Center Enhances Inpatient Dialysis Services

Garnet Health Medical Center has enhanced inpatient dialysis services with its own specially-trained staff.

Dialysis is a treatment that does the work of healthy kidneys when the kidneys have stopped functioning properly, and is typically recommended for people with advanced kidney disease.

Garnet Health Medical Center offers inpatient dialysis in a dedicated five-bed treatment area on its third floor. Treatment is also provided directly at the patient's bedside in the critical care environment when appropriate.

Certified dialysis technicians and qualified dialysis registered nurses provide dialysis treatments to hospitalized patients from 7:00 a.m. to 7:00 p.m., Monday through Saturday. A dialysis registered nurse is on call seven days a week, 24 hours a day for dialysis treatment outside of normal operating hours.

Prior to this transition, Garnet Health Medical Center maintained a contract with a third-party kidney-care provider.

### What you should know about dialysis treatment

Dialysis keeps the body in balance when the kidneys no longer can. The main functions of dialysis are to:

- Remove excess waste, salt and water from the body to prevent unhealthy buildup.
- Keep certain chemicals such as potassium, sodium and bicarbonate at safe levels in the blood.
- Help control blood pressure.
- Life expectancy on dialysis can vary depending on other medical conditions. Many patients live well on dialysis for 20 or 30 years.
- Many patients live normal lives while on dialysis and often feel better after treatment because dialysis helps reduce issues caused by kidney failure.

For more information about dialysis services, contact Nurse Director of Hemodialysis Christina Caravello, RN, BSN, at [ccaravello@garnethealth.org](mailto:ccaravello@garnethealth.org).

“Enhancing our dialysis program for hospitalized patients is an important step,” said Nurse Director of Hemodialysis **Christina Caravello**. “Dedicated and specialized staff allows us to enhance quality of care for our inpatients.”



From left to right: Garnet Health Vice President of Real Estate Development & Facilities Management Samuel Paglianite; Garnet Health Medical Center CEO Brian Tew; Garnet Health Chief Human Resources Officer Joanne Huber-Sturans; Garnet Health Medical Center Chief Medical Officer Jim Oxley, DO; Garnet Health Chief Financial Officer James Grigg; Garnet Health President & CEO Scott Batulis; Garnet Health Medical Center Interim Vice President of Nursing Debora Snyder; and Garnet Health Foundation President William Dauster.

## Groundbreaking Ceremony Held for New Parking Garage

Garnet Health Medical Center held a groundbreaking ceremony for its new parking garage on April 7. The 600+ space employee parking garage is being constructed adjacent to the Emergency Department (ED) and is expected to be completed in 2022.

The socially-distanced event commemorated a key phase of construction on the Emergency Department expansion project. Already complete is the relocation and installation of a new helipad. Once the entire expansion project is finished, the ED, which currently has 51 treatment bays, will double in size. Construction is expected to be completed in 2024.

The event also marked the opening of the \$7 million Every Minute Counts Capital Campaign to the public sector. The campaign, which has already raised \$3 million, will benefit the expansion project and emergency care at Garnet Health Medical Center.

For more information on the new parking garage and the ED expansion project or to make a donation, visit [garnethealth.org/everyminutecounts](https://garnethealth.org/everyminutecounts).

"This employee parking garage is an important endeavor as it supports the expansion of services we provide to our community," said Garnet Health Board of Directors Chair **Don Beeler**. "By creating new parking spaces for our employees, we will free up parking for our patients and visitors who come to Garnet Health Medical Center and Garnet Health Doctors."

# Congratulations



Suzanne Lange-Ahmed

**Suzanne Lange-Ahmed, MSN, RN, NEA-BC, RN-BC, CCM**, has been appointed as Chief Nursing Officer and Vice President of Patient Care Services at Garnet Health Medical Center - Catskills. Suzanne has held this position on an interim basis since December 2020, and has been with our organization for 28 years. Suzanne can be reached at [slange@garnethealth.org](mailto:slange@garnethealth.org).

**Debora Snyder, MSN, RN, NEA-BC, CEN**, has been appointed to Interim Chief Nursing Officer and Vice President of Patient Care Services at Garnet Health Medical Center. Deb holds several certifications from the American Nurses Credentialing Center (ANCC) Nurse Executive Advanced – Board-certified (NEA-BC) and by the Emergency Nurse Association (ENA) Certified Emergency Nurse (CEN). Deb can be reached at [dsnyder@garnethealth.org](mailto:dsnyder@garnethealth.org).



Debora Snyder

We welcome **Scott Franza, RN**, to the position of Manager of Emergency Services at Garnet Health Medical Center - Catskills. In this role, Scott collaborates with all hospital departments to manage the clinical operations of the Emergency Department.

Scott has over eight years of experience in Emergency Medicine. Prior to joining Garnet Health Medical Center - Catskills, he served as Clinical Supervisor of the Emergency Department at Garnet Health Medical Center and as a House Supervisor for St. Anthony's Community Hospital in Warwick. Scott can be reached at [sfranza@garnethealth.org](mailto:sfranza@garnethealth.org).



Scott Franza, RN

**Kim Gevaras** has joined Garnet Health Doctors as Director of Clinical Quality and Informatics. Kim has been part of the Garnet Health family since 2009, when she began working as a Registered Nurse. Kim can be reached at [kgevaras@garnethealth.org](mailto:kgevaras@garnethealth.org).

**Shantie Harkisoon, MD, FAAFP**, Garnet Health Doctors Family Medicine Program Director, received a Gold 2021 Program Director Recognition Award from the Association of Family Medicine Residency Directors. The award recognizes the achievements of program directors in light of their unique roles, responsibilities and challenges. Gold awards recognize a director's accomplishments with scholarly activity, peer development, professional development and recognition and service to family medicine organizations, among other attributes. Dr. Harkisoon can be reached at [sharkisoon@garnethealth.org](mailto:sharkisoon@garnethealth.org).



Kim Gevaras

**Irene Maloney, FNP-BC**, of the Palliative Care team at Garnet Health Medical Center has been Board-certified in Palliative Care. Irene can be reached at [imaloney@garnethealth.org](mailto:imaloney@garnethealth.org).

**Garnet Health Medical Center's Diabetes Prevention Program (DPP)** has earned a full two-year recognition from the Centers for Disease Control (CDC). Full recognition is reserved for programs that have effectively delivered a quality, evidence-based program that meets all of the CDC standards. The goal of this program is to move someone who is "prediabetes" away from becoming a "Type 2 diabetic". For more information, contact Shelly DeHaan, Director of the Dunkelman Diabetes Center and Nutrition Counseling Services, at [sdehaan@garnethealth.org](mailto:sdehaan@garnethealth.org).

# In The News

3M  
MEN AT WORK

## Alexander Joseph Kiss II

By making lists and preparing food by how long it takes to cook.

What advice do you have for someone entering your field? Be prepared to work a lot of hours and days. It's a lot of hard work but if you love the field, you will be able to push through and succeed.

Who inspires you? My mother and grandmother. Two strong women who always worked hard and showed me how to get through life.

Favorite movie or TV Show: Movie — Goodfellas, TV Show — Archer.

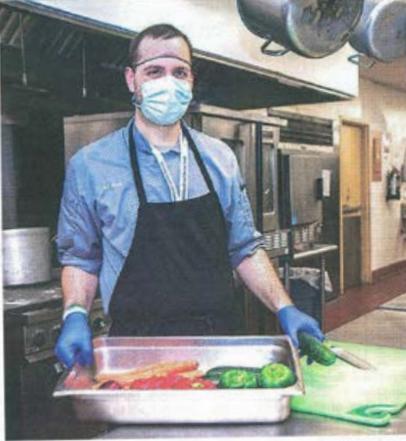
Favorite actor or actress: Robert De Niro.

How do you spend your spare time? Shopping and hanging out with my girlfriend.

Favorite vacation spot: Tucson, Arizona.

Family: Mother and sisters.

If you could have any other job what would it be? Stand-up comedian.



CONTRIBUTED PHOTO

Congratulations Alex Kiss, First Cook at Garnet Health Medical Center - Catskills, for being nominated and selected as one of the *Sullivan County Democrat's* 2021 Men at Work. Alex appeared in the March 23 issue. Check out his story by visiting [issuu.com/scdemocrat/docs/men\\_at\\_work\\_2021](https://www.scdemocrat.com/docs/men_at_work_2021)

Thank you to the *Sullivan County Democrat* for featuring Garnet Health Medical Center - Catskills in its 911 special section, "A Look Inside Emergency Services," highlighting our past year caring for our community during the COVID-19 pandemic. The interview appeared in the March 26 issue. Check out the story online by visiting [issuu.com/scdemocrat/docs/911\\_tab\\_2021/32](https://www.scdemocrat.com/docs/911_tab_2021/32)

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SULLIVAN COUNTY DEMOCRAT  
MARCH 2021

## Inside Emergency Rooms

How local hospitals survived and thrived during the COVID-19 pandemic

By Isabel Braverman

Garnet Health Medical Center - Catskills had prepared to deal with infectious disease pandemics for many years. But they—and nobody else—knew what to expect when the coronavirus pandemic took over the world.

On March 13, 2020 Garnet Health Medical Center - Catskills put up a triage tent outside of their emergency department, thinking that it would be up for only a couple weeks.

Little did they know that by the summertime they would be renovating the tent to make it a more permanent structure, adding flooring and heating and air conditioning.

"As prepared as we were it was still a little bit of a surprise in how crazy the world got," said Bolland "Bojo," Bojo, Vice President, Garnet Health Medical Center - Catskills, Grover Hermann Division and Special Projects. "But I think the preparedness that we had set the stage to go into this eyes wide open and being able to jump into action very quickly."

Bojo said as a healthcare organization they have been planning for years to handle pandemic and infectious disease situations, including holding drills and having policies in place.

Dr. Stanley Skonieczki, Medical Director of Wayne Memorial Emergency Department in Honesdale, Pa., said the emergency department is actually the safest place in the hospital due to the ventilation and filtration system.

They have two negative pressure rooms where they put patients who come in and test positive for coronavirus.

"We pretty much assume that everybody has it," Skonieczki said. "We've seen many patients that came in for other reasons and had



PHOTO BY GABRIEL BRAVERMAN

Staff at Garnet Health Medical Center - Catskills are pictured in April when county EMS staff held a parade to honor them.

to be admitted for something else and we would swap them for COVID and they would be positive."

Charles Lee Miller, Clinical Director for Emergency Services for Garnet Health Medical Center - Catskills, said he predicted in mid-February that the virus was already in the community and would impact us. But he thought it would be a couple weeks of disruption.

"I never envisioned it would be a world-changing thing like it has been," he said.

Indeed, as we all know now the

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## It's a wrap! Auto body kids get artsy with cars and tourist center

BY KATHY DALEY

Auto Body and Collision Repair program in Fleischman Hall kept on chugging throughout the pandemic. This is an essential business, said teacher Paul Miller. "Auto body never stopped a beat."

That's a good thing because the pandemic hit in March and Middleburgh needed Miller's students. Logos on the hospital vehicles had to be changed from "Catskill Regional Medical Center" to "Garnet Health Medical Center" in Harts and Middleburgh.

Since the auto program still in vinyl wrapping - the practice of applying large sheets of adhesive-backed vinyl that fits to individual panels of a car, van or truck, thus concealing the look of the vehicle.

"For a lot of the kids, it was a new experience," said Miller. "It takes patience. They have to get used to how the material responds. But they quickly get it and it's a fun job." Within weeks, they are the boys of their shop.

In 2021, students introduced a van that helped disabled veterans ride to health appointments. The van is called "The Care Van." Some "Care Van" projects are being done with the help of the Sullivan County Veterans Center. Miller's students also wrapped a Corvete as a tribute car for a veteran's family.

This year, students and teachers worked with professional artists at Garnet Health to come up with the artwork needed for the side of the hospital vehicles. That design was then moved into the computer program in Miller's classroom. Students took photos of the four vehicles, which were then used as a kind of canvas on which the artwork was overlaid.

By using a laser and a ball pen by night, the art was made to be as close as possible to the original. The cars with my uncle after the cars had been wrapped. One was a security car and the others were courier vehicles that run between Harts and Middleburgh.

"The students did a great job of it," Miller said. "I'm sure you'll be proud to see the work they did on the cars with my uncle after the cars had been wrapped. One was a security car and the others were courier vehicles that run between Harts and Middleburgh."

"I do our work at my house," Miller said. "I've painted a few cars with automotive paint. By what I know in it."

"I like doing the wrap," added student Cody Dwyer, a senior from St. Albans. "It's fun because you have to be precise because the wrap might stretch too much. It takes time and patience."

Miller mentioned another project that required students using photo details of real vehicles to use on the new mobile classrooms that serve students whose home or geographic locations do not have access to high-speed internet.

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PHOTO BY GABRIEL BRAVERMAN

Students, Cath Miller, right, and Audrey Meyer-Barrin in the Auto Body and Collision Repair program work on vinyl wrapping a hospital van for Garnet Health Medical Center.

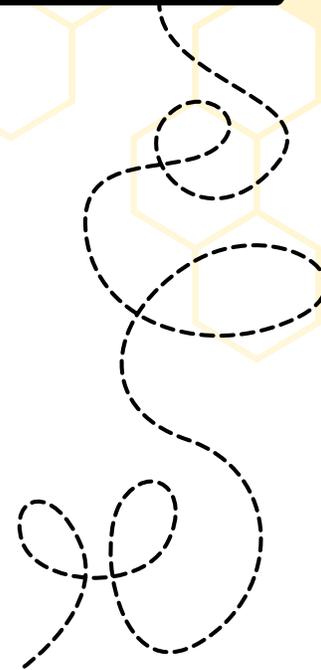
On April 6, the *Sullivan County Democrat* featured an article on how Sullivan County BOCES students and teachers worked with Garnet Health to rebrand hospital vehicles. We were happy to provide an opportunity for students to gain knowledge and experience in their automotive class by designing and wrapping our vehicles.



# Brimming with Buzz

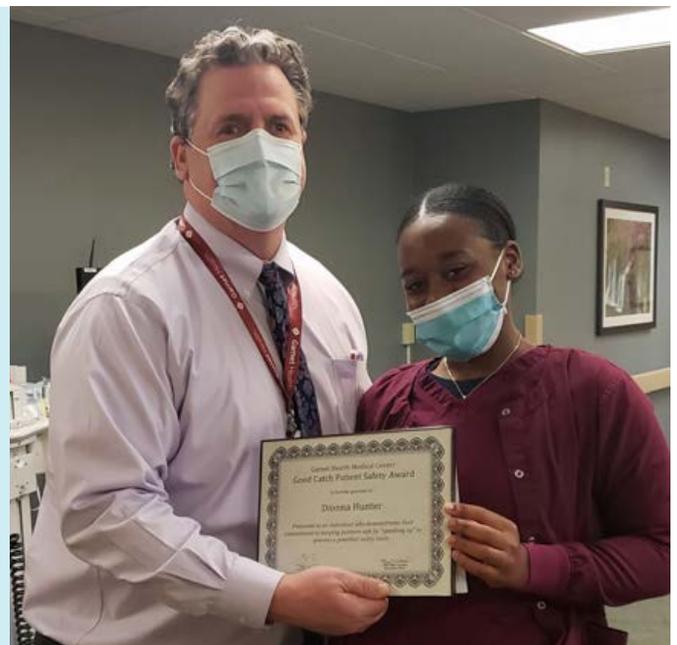


Congratulations to **Kimberli Beam**, Nursing Assistant, 2 North, our February 2021 BEE Award Winner at Garnet Health Medical Center. Kimberli is no stranger to the BEE award, but this time, she certainly outdid herself. She was nominated and recognized for her kind and thoughtful actions that went beyond the scope of her job: bringing gifts in for her patients. Whether a Valentine's Day heart or a beautiful winter scene, this is Kimberli's way of spreading love and encouragement. Way to go, Kimberli. You are awesome!



## Good Catch Award

**Dionna Hunter**, 3 South Nursing Assistant at Garnet Health Medical Center, received a Good Catch Award for her 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".





# This 'Magnet' Moment

Garnet Health Medical Center has once again earned prestigious Magnet® recognition from the American Nurses Credentialing Center (ANCC).

The Magnet Recognition Program® recognizes healthcare organizations for quality patient care, nursing excellence and innovations in professional nursing practice. Developed by ANCC, Magnet is the leading source of successful nursing practices and strategies worldwide. More than 500 hospitals worldwide have earned the Magnet designation.

Congratulations to all of our Magnet Champions and writers who worked diligently to help us gain Magnet re-designation for the next four years. We are so proud of all of you! Check out our Facebook page to see more of the festivities.

Celebrate National Nurses Week May 6-12

## Garnet Health System Achieves DNV Accreditation

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

Garnet Health recently had its annual Det Norske Veritas (DNV) accreditation survey. DNV ensures the organization is in compliance with accreditation standards, including the Medicare Conditions of Participation. DNV also evaluates our implementation of an effective Quality Management System and our management of processes in accordance with ISO 9001 requirements. DNV reviews our processes for consistency, best outcomes and our focus on risk-based thinking to optimize patient safety.

The outcome was a successful survey for Garnet Health Medical Center and Garnet Health Medical Center - Catskills, including the Grover M. Hermann Hospital in Callicoon. System-level ISO 9001 certification was also achieved for all three hospitals!

A team of surveyors visited clinical areas across Garnet Health, conducting staff interviews, medical-record reviews and “environment of care” building tours. The theme throughout the survey focused on infection control and safety. Surveyors conducted



numerous system tracers on topics including medication management, respiratory and laboratory services, medical staff, human resources, emergency operations plan and more. Surveyors were impressed with staff, recognizing members’ passion and commitment to go above and beyond to provide exceptional care. The surveyors spoke about our healing environment and complimented all who help to make that happen.

Surveyors recognized noteworthy efforts, including what they consider to be best practices, in a number of areas. This includes the COVID-19 response and plan by the entire healthcare team and support areas, vaccine centers demonstrating commitment to our community, infection control, pharmacy processes and the Beyond the Walls program. Surveyors were impressed with our overall commitment to our patients and community and our culture of operational excellence.

Congratulations to all on a successful DNV-ISO survey! For information on quality and patient safety, contact Mary Ellen at [mcrittenden@garnethealth.org](mailto:mcrittenden@garnethealth.org).

## Creatively Generous

Thank you to local artist Hassina Brodie for the donation of her beautiful artwork to our Harris Campus. Hassina was inspired to show her gratitude to our healthcare staff for their efforts during the pandemic.

“The pandemic affected every corner of the world and especially the people who are treating the COVID-19 patients,” Hassina shared. “Nurses and essential workers have sacrificed their families and their lives. These are some of the reasons I was moved to create this art.”





## Volunteer Spotlight

“Three very kind women volunteers working the registration area by the Garnet Health Medical Center vaccination center stepped up to organize a patient’s transportation needs and help both myself and the patient. Catherine F. not only walked him back to the first floor all the way to the outpatient building, but then walked him to his vehicle as he was tired from his long visit and long walk. They chatted and as she put it “he really wanted someone to talk to.” What an exceptional example she set. She went out of her way for me and the patient and represented the hospital in the best light. He sees how much we care.”

*Elyse Carroll, Manager of Pulmonary Rehabilitation,  
Garnet Health Medical Center.*

# Celebrating Our Volunteers

Our volunteers reassure us with their words, smiles and actions. Their invaluable gifts of time, dedication and compassion brighten the worlds of others and makes an unforgettable difference in ours.

Thank you to all of our volunteers for graciously giving from the heart! During National Volunteer Week, and every week, we appreciate your unwavering commitment to wellness!

## Volunteer Spotlight

“Our volunteer, Pastor Chris, assists staff in the vaccination center, escorting and prepping areas for each individual, and just spreads great joy in the center. He makes himself available for patients and their families and extends his offerings to staff for anyone in need of counseling. He is always busy going beyond the spiritual call and is just an amazing team member for all.”

*Jodi Goodman, Director of Patient Experience,  
Garnet Health Medical Center - Catskills.*



## American Lung Association Freedom from Smoking Workshop

June 1, 2021 (seven-week workshop) | 5:00 to 6:30 p.m.

Register at [garnethealth.org/events](https://garnethealth.org/events)

Participation fee is \$25

For more information, email [breathingbetter@garnethealth.org](mailto:breathingbetter@garnethealth.org)



## Thank You

Thank you so much to the **Liberty Rotary Club** for hosting a BBQ lunch for the Vaccination Center team in support of the vaccine clinic efforts at Garnet Health Medical Center - Catskills.

Your generosity fuels us as we continue to vaccinate our community to end this pandemic.

## May is Mental Health Awareness month

Virtual Self-Care Forum – Physical, Emotional and Mental Health

From the perspective of a multi-professional team: Addressing the stigma of physical, emotional and mental health.

May 19, 2021 | 7:00 p.m. to 8:00 p.m.

To register, visit [garnethealth.org/events](https://garnethealth.org/events)

For more information, contact Moira Mencher at [mmencher@garnethealth.org](mailto:mmencher@garnethealth.org)



## Please Consider Getting Vaccinated

If you haven't already received your COVID-19 vaccine, please consider receiving one. Our Employee Health staff stands ready to provide you with factual information and answer any questions you may have. And, while there is still ongoing research, the CDC recommends vaccinating pregnant women who work in healthcare.

We need to remain diligent. Please be sure you are masking properly (covering nose, mouth and chin), remaining socially distant and practicing frequent and thorough hand hygiene. For more information on how to schedule your vaccination, visit [garnethealth.org/coronavirus](https://garnethealth.org/coronavirus)

**Next Issue: Garnet Health Doctors opens its new office in Goshen on May 10, 2021.**

## 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.