

◆ Garnet Health.

Gems

Exceptional
Lives Here.



20 Years of Gratitude

Garnet Health Foundation – Catskills
Honored Fran Justus at the
44th Annual Golf Tournament.

Hospitals Need to Focus on Patient Safety

Quality Corner

The Center for Medicare & Medicaid Services (CMS) recently revised the State Operations Manual (regulations hospitals must follow) to include updated guidelines for Quality Assurance and the Performance Improvement Program (QAPI). CMS released the guidelines in response to studies showing that many patients experienced harmful events during their hospitalization and that a large percentage of these events were preventable. Hospitals are expected to demonstrate a comprehensive data-driven QAPI program with emphasis on patient safety. A few highlights of the new guidelines include:

- Hospital leadership and governing body must play an integral role in advancing quality improvement throughout the hospital.
- QAPI program must collect, analyze and improve performance data for the entire scope of care and services rendered, including contracted services.
- QAPI data must demonstrate sustained compliance and measurable improvements in service-specific functions.
- Preventable harm events must be identified, and meaningful steps must be implemented to prevent or reduce recurrences.

All staff members are responsible and play a key role in Garnet Health's program. QAPI depends on each person to identify opportunities to improve, address gaps in systems or processes, develop a corrective action plan, and continue to monitor effectiveness of improvement. The Quality Team will conduct a gap analysis of the new CMS guidelines to identify ways that we can improve our QAPI program. Findings will be shared with staff for input, and then incorporated into the 2024 Quality and Safety program.

For more information, email Mary Ellen Crittenden at mcrittenden@garnethealth.org.

JULY TEAM BEE AWARDS



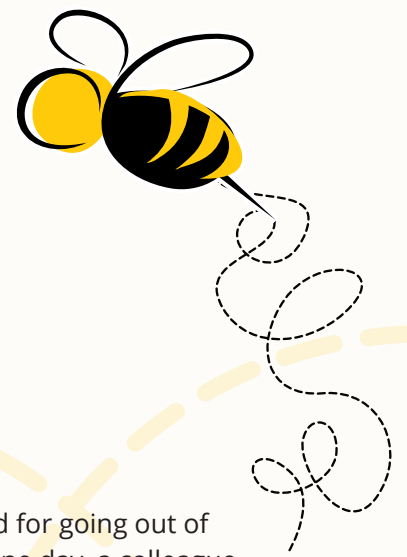
Rebecca Atkins, MA, and Deanna Calabrese, LPN Garnet Health Doctors Primary Care, Callicoon

Rebecca and Deanna go above and beyond to help anyone in need, whether it's a colleague or patient. Recently, they helped cover a huge workload over a two-day stretch and three locations, when primary care was short-staffed and staffed with only three clinical team members. As the work piled up, patients grew less patient with wait times. To see Rebecca and Deanna extend themselves while still maintaining their own responsibilities was unbelievable to witness! They show up to work every day with a positive attitude and a smile on their face. They are truly exceptional employees, and we are very lucky to have them on this team!

Thank you, Rebecca and Deanna, for being such awesome team members and for caring for our patients and your colleagues in such a remarkable way. You do make a difference every day.



BEE AWARDS



Vincent Corsello, Courier
Garnet Health Medical Center – Catskills

Vincent's nominator recognized him for his friendliness and for going out of his way to take care of courier needs in a timely manner. One day, a colleague asked Vincent if he could deliver a package to Middletown. Unfortunately, he replied, he was not scheduled to make a run to the Middletown campus that day. The colleague thanked him, assuming it was the end of the conversation. However, a short time later, another team courier visiting the colleague's office told them Vincent had mentioned that a package needed to be delivered to Middletown, and he was there to accommodate the request. The colleague was pleasantly surprised that Vincent had arranged the delivery on their behalf. His nomination further read, "Vincent always assists anyone he encounters. He is very friendly and kind, and is great to work with!"

Thank you, Vincent, for being a great team player and a pleasure to work with!



Prame Singh, Guest Services Associate
Garnet Health Medical Center

On a 90-degree June day, a patient arrived at the Middletown campus with her 8-month-old baby to pick up imaging records. She was quickly assisted by a front-desk associate and was on her way. But after she placed her baby in the car seat and shut the door, her key fob malfunctioned and locked the child in the car—along with the keys. It was a parent's worst nightmare. Her baby was trapped in a hot car with the windows rolled up. She ran inside, frantically explaining to Security what happened and pleading for help. Prame heard the woman and quickly tried to help. While trying to pry her car door open, he simultaneously made phone calls to police and security, as well as keep the mother calm. When an emergency breaking tool arrived, he volunteered to break a window; but after many attempts, it did not work. Fortunately, a bystander had a different tool in his car, which he used to successfully break into the car. Prame stayed to clean the glass from the seat and floor while the mom comforted her baby.

Thank you, Prame, for springing into action to help save a child. As the nomination read, "You have helped restore faith in humanity."

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

Good Catch Award

Congratulations to Christine Minton for her recent Good Catch!

A Good Catch occurs when someone's corrective action and/or timely intervention prevents an incident or medical error. The Patient Safety Subcommittee judges the nominees. For more information about the Good Catch Award, email Vice President, Quality/Patient Safety Officer Mary Ellen Crittenden at mcrittenden@garnethealth.org.



Pictured, from left: Jerry Dunlavey, Garnet Health Medical Center – Catskills CEO; Christine Minton, Garnet Health Medical Staff Services Manager; and Michele Montalvo, Garnet Health Director of Medical Staff Services.

Garnet Health Medical Center Celebrates Nursing Certifications

The following nurses received board certification in their respective specialties:

Stacy Bonner, CNOR
(Certified OR Nurse)

Alicia Erler, CEN
(Certified Emergency Nurse)

Allison Feimer, CCRN
(Critical Care Registered Nurse)

Stephanie Gliedman, CEN
(Certified Emergency Nurse)

Shenae Josephs, CNOR
(Certified OR Nurse)

Dana Kearns, CWOCN
(Certified Wound, Ostomy, Contingence Nurse)

Angela Letterese, CDN
(Certified Dialysis Nurse)

Hannah Loderhose, CWOCN
(Certified Wound, Ostomy, Contingence Nurse)

Jenna Napolitano, CEN
(Certified Emergency Nurse)

Elaine Quiambao, CDN
(Certified Dialysis Nurse)

Shanita Reynolds, NPd-BC
(Certified in Nursing Professional Development)

Syndee Soriano, CDN
(Certified Dialysis Nurse)



Alicia Erler, Stephanie Gliedman and Jenna Napolitano, CEN



Allison Feimer, CCRN



Angela Letterese and Elaine Quiambao, CDN



Dana Kearns and Hannah Loderhose, CWOCN



Shanita Reynolds, NPd BC



Shenae Josephs, CNOR



Stacy Bonner, CNOR



Syndee Soriano, CDN

Nurses who hold a certification in their specialty area have made the commitment to lifelong learning and patient advocacy. If you are interested in earning a nursing certification, please reach out to Nancy Folino at nfolino@garnethealth.org.

Graduate Medical Education's Annual Research Poster Competition

Garnet Health's Annual Research Poster Competition showcases the scholarly activities of our residents and their supervising physicians. The competition is important because it highlights Garnet Health's effectiveness in developing an innovative and collaborative environment that advances the residents' scholarly approach to patient care. Physicians-in-training must gain the ability to think critically, evaluate the literature, appropriately assimilate new knowledge and practice lifelong learning. This is demonstrated through writing case reports, clinical research and quality improvement/patient safety projects. The Graduate Medical Education Program provides a clinical-learning environment that enables residents to master both the art and science of medicine through scholarly activities over the course of their training.

The following case reports received awards from the judges:

First Place

Importance of Independent Review of Non-Dedicated Cardiac CTA Imaging Correlated with Cardiac Catheterizations in the Setting of Chest Pain

Komail Jafri, OMS-III; Shubhankar Anand, OMS-IV; Christina Hahn FNP-BC; Emmanuel Nketiah, MD

Second Place

A Rare Case of a Closed Loop Small Bowel Obstruction Secondary to Omental Adhesion to Abdominal Aortic Aneurysm Sac

Christie Catterson, DO; Heather Cirotta, MD; Yasmine Hemida, OMS-III; Douglas James, MD

Third Place

Milk-Alkali Induced Pancreatitis Secondary to Excessive Consumption of Antacids

Johnna M. Caputo OMS-III; Hamid Jafri, MD; Ajith Saju, DO; Jaewon Yoo, MD

The following research projects were awarded by the judges:

First Place

Efficacy of Osteopathic Manipulative Therapy Techniques in the Treatment of Common Musculoskeletal Disorders

Ashley Covatto, DO and Castro-Nunez, DO

Second Place

COVID in Pregnancy: Evaluating Maternal and Neonatal Outcomes

Alexa Walsh, OMS-IV; Christine Hartl, OMS-III; Juliette Ferdschneider, OMS-III; Lezode Kipoliongo, MD

Third Place

Utility of The CRASH Score to Predict Unplanned ICU Admissions of Trauma Patients at a Rural level II Trauma Center

Gupreet Singh, DO; H. Harvak Hajebian, MD; Mohamed Ismael, MD; Levi J. White, MD; G. Wayne Cox, DO; Johnna M. Caputo, OMS-III; Samuel R. Briggs, OMS-III

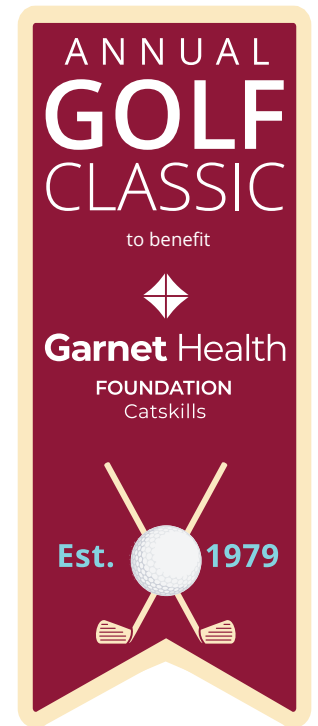


Garnet Health Medical Center – Catskills

44th Annual Golf Classic to Benefit Patient Experience Fund a Huge Success

Garnet Health Foundation – Catskills thanks all who supported the **Garnet Health Medical Center – Catskills’ 44th Annual Golf Classic** on July 19, 2023, held at Tarry Brae Golf Course, South Fallsburg, NY. A special shout-out to our premier sponsor, Garnet Health Medical Center – Catskills Medical Board. The event welcomed 119 golfers.

All proceeds benefit the Patient Experience fund at **Garnet Health Medical Center – Catskills**. Through fundraising, the Patient Experience program is creating a sustainable fund to help patients and their families at a vulnerable time. The fund intends to reduce the stress related to fulfilling basic needs, contributing to overall healing and wellness. We are grateful to the many event volunteers, participants and sponsors, as well as the Sullivan County community for helping to make the event a success! For more information or to donate, please contact the Foundation Office at (845) 333-8962 or visit garnethealth.org/pefund.



Congratulations to the Raffle Prize Winners!

- Resorts World Catskills:* Rossella Loguercio, GHMC-C
- Forestburgh Playhouse Main Stage:* Amy Russell Parliman, GHMC
- Monticello Professional Car Wash:* Sean Cooper, Event Participant
- River Adventure:* Regina Toomey Bueno, GHMC-C
- The Eldred Preserve:* Dr. Philip Massengill, Event Participant
- Peace, Love & Sweets:* Christine Goodhart, GH
- Golf of Sullivan County:* Kevin Paffenroth, GHMC
- Forestburg Playhouse Family Pack:* Terry Saturno, Event Participant

Please contact dschultz@garnethealth.org to collect your raffle prize.

On the cover: Jerry Dunlavey, Garnet Health Medical Center - Catskills' CEO is pictured with Fran Justus, Executive Assistant who was honored at the Garnet Health Medical Center – Catskills Golf Tournament with the 2023 Gratitude Award in recognition of her 20 years of volunteer service and stewardship to Garnet Health Foundation – Catskills.



Have You Registered for the August 4 Sporting Clays Tournament?

Garnet Health Foundation will host a Sporting Clay Tournament the morning of Friday, August 4, 2023, at Mid-Hudson Sporting Clays in New Paltz, NY. Cost is \$250 per individual shooter and includes 100 clays, a golf cart, shells and lunch. Gun rentals are available. To register, visit garnethealth.org/sportingclays.

The tournament will benefit the **Every Minute Counts** capital campaign to expand and renovate the Emergency Department at Garnet Health Medical Center. **To learn more, visit garnethealth.org/everyminutecounts.**



The 32nd Annual Golf Classic will take place on Monday, September 18, 2023, at two locations:

The Golf Club at Mansion Ridge in Monroe, NY, and The Tuxedo Club – Golf Clubhouse in Tuxedo Park, NY.

Registration:

Mansion Ridge – 9:30 a.m.

Tuxedo Club – 10:00 a.m.

Cocktails and dinner will be served at 5:00 p.m. in the main clubhouse of the Tuxedo Club. Proper attire preferred. For more information, please contact the Garnet Health Foundation at (845) 333-2333 or visit garnethealthclassic.org.

The Famous Basket Raffles are Back and On Sale Now!

They're back! Get your basket raffle tickets today! Eight baskets are filled with amazing prizes, including gift certificates, hot-air balloon rides, Apple products, a golf experience and more. Tickets are only \$2 each!

And, the limited raffle is back, too! Each limited raffle ticket is \$50 for your chance to win a \$5,000 first-place prize, a \$2,500 second-place prize or a \$1,000 third-place prize. Only 500 tickets will be sold!

Visit garnethealthclassic.org to purchase your raffles tickets or use the QR Code below! It's easy and convenient to enter! All proceeds from the golf tournament and basket raffles benefit the Every Minute Counts fundraising campaign.





Connect with the Community at Your Local Farmers Market!

Interested in engaging with the community and presenting the benefits of your service line to market attendees? Sign up to attend a market today!

A list of locations and dates can be found below. For more information, contact Emily Rynd at erynd@garnethealth.org.

Garnet Health Medical Center – Catskills Harris Campus First Friday of Every Month, 11:30 a.m. – 1:30 p.m.

Monticello Thursdays, 10:00 a.m.–1:00 p.m.

Middletown Saturdays, 8:00 a.m.–1:00 p.m.

Port Jervis Saturdays, 10:00 a.m.–1:00 p.m.



Save the Date

Bunch of Babies in the Garden
August 3, 2023
9:30 a.m.–11:30 a.m.
Garnet Health Medical Center’s Healing Garden

Caring for a child takes a village—come join our village to help navigate the challenges of parenting with support of the community. Mothers, healthcare professionals and community organizations have been invited. There will be educational and learning opportunities for all attending, including screening opportunities, fun raffles for new families, and much more! For more information or to register, please visit garnethealth.org/events. Please direct all questions to Stephanie Sosnowski at ssosnowski@garnethealth.org.

Garnet Health
sponsored by
Garnet Health FOUNDATION

Food Farmacy

The Garnet Health Food Farmacy has received an **abundance of donations** and we are so grateful for our staff’s dedication to providing food security for inpatients in need of food upon discharge from any of our hospitals.

As we keep good health in mind, we are in need of the following items:

- Brown Rice
- Canned Chicken
- Canned Green Beans (No salt added)
- Canned Green Peas (No salt added)
- Canned Peaches (No sugar added)
- Canned Pears (No sugar added)
- Canned Tuna
- Low Sodium Chicken and Rice Soup
- Low Sodium Chicken Noodle Soup
- Low Sodium Soup
- Plain Rice Cakes
- Pretzels
- Raisins
- Whole Grain Cereal
- Whole Grain Crackers
- Whole Wheat Pasta

Donation Locations:
Garnet Health Medical Center: Nursing Lounges and Administration.
Garnet Health Medical Center – Catskills, Harris Campus: Jodi Goodman’s Community Service Office.
Garnet Health Medical Center – Catskills, Callicoon Campus: Please call Maureen Donnelly at (845) 333-6807 if you have a donation.

Note: Once donation location boxes are full, please contact **Maureen Roche** to arrange a pick-up.

For more information, please contact: **Maureen Roche** at mroche1@garnethealth.org.

Community Outreach Prevention and Education

Diabetes Prevention Program

Are you at risk for diabetes? Garnet Health offers a free, scientifically proven and effective lifestyle program that can help prevent Type 2 diabetes. The program is available in person or hybrid in English and Spanish. For more information, call (845) 333-2705.

Support Groups

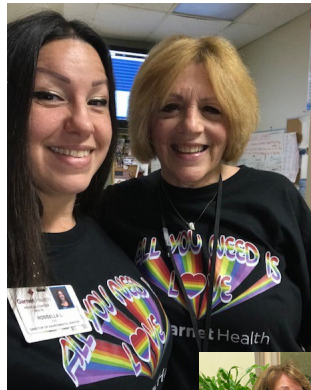
Support groups offer individuals strength, collaboration and emotional resilience to help improve well-being. Garnet Health offers several support opportunities. For more information, visit garnethealth.org/supportgroups.

Garnet Health Celebrated Pride Month

The LGBTQIA+ Teams from Middletown and Harris celebrated PRIDE Day on June 28 by sponsoring a table where staff could learn more about our team and join in the celebration. They distributed articles about the importance of inclusive healthcare and raffled off PRIDE lotions and candles to employees who visited the table. Garnet Health's LGBTQIA+ committee is a multidisciplinary team whose mission is to address issues that impact the quality and safety of the care provided to LGBTQIA+ patients and employees. We were happy to see so many staff celebrate Pride Month!



GHMC BHU team, from left: Briana Roman, Thelma Outlaw, Tecolia Robinson, Daniel Conroy, Verna L'Heureux, Alexandra Moundroukas, Donna Frank



Rosella Loguercio and Fran Justus



Nicole Zsebezhay and Victoria Tyles



Carol Ferguson



GHMC Lab team, from left: Marie Lavoile, Reah Samaroo, Tim Shoeman, Cathy Ganz, Janice Stolzenberg, Jo-Ann Florida

Garnet Health Represents at the Lung Force Walk

Garnet Health Medical Center was a proud participant of the June 17 Lung Force Walk! Our team raised more than \$1,000 to help support a world free of lung cancer and disease. Lung Force is an annual fundraiser and educational event that raises awareness and helps support research for lung cancer and other lung diseases, such as COPD and asthma.

To learn more, visit lung.org.



From left: Regina Bueno, Administrator Oncology Services; Jayne O'Malley, Manager Navigation Services and Lung Navigator; Rachel Ruf, Manager, Respiratory Therapy and Pulmonary Rehab; LeTanya Taylor, Manager Respiratory Therapy; and Maria Guerrier, Respiratory Therapist

Mary Kay Self-Care Donation

Garnet Health Medical Center – Catskills' Oncology and Infusion Center recently received the gift of self-care packages filled with Mary Kay® lotions and products from Bernadette Hofsommer. We are so grateful to Bernadette for her compassion in assisting individuals through their cancer journey. This gift of support will help bring comfort to our patients as well as reduce their stress during treatment sessions. To make a donation in support of Garnet Health Medical Center – Catskills, please visit garnethealth.org/giving/foundation-catskills.



From left: Mary O'Shea-Siegel, RN, OCN; Tammy LaGattuta, RN; Bernadette Hofsommer, Community Member; and Katherine Menges, RN, OCN

Wellness Word of the Month

Hope

“Hope is being able to see that there is light despite all of the darkness.” — Desmond Tutu

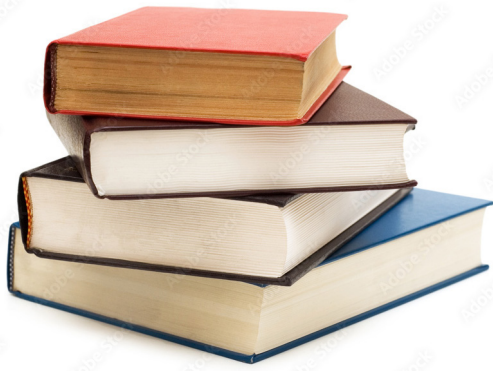
Hope is defined as a feeling of expectation and desire for a certain thing to happen. During times of adversity, hope helps build our resilience and promotes positive things in life. It helps us to get through hardships and look toward the future. The key to being hopeful is to be consistent in striving for positivity.

Here are some tips on how to be hopeful:

- Say positive affirmations. Be proud of who you are.
- Start your day with upbeat music while enjoying a delicious and healthy breakfast.
- Wish everyone a “good morning” with a smile when you start your day.
- Forgive people who tried to hurt you. This will help you achieve inner peace as you let go of any negativity.
- Read a book about someone you find inspiring. Stay motivated toward achieving your goals.
- Offer your time to colleagues or a friend who is working through a hardship. Plan an outing like a lunch or coffee with them to show you care.
- Surround yourself with people who are positive and who treat you and others well. These people spread good energy.
- Sign up for a community charity event. Helping people will give you a sense of purpose.
- Avoid negative talk at work and try to start positive conversations instead. This will keep your mind healthy and hopeful.
- Stay focused on factual information and avoid speculation and gossip.
- Exercise, meditate and take walks in nature. This promotes a healthy lifestyle and keeps your mind positive.
- Never give up, despite any number of disappointing and discouraging events in your life. Remember that every day is a new day. Be sure to start each day with a fresh and positive attitude.

Being hopeful helps us to remain healthy in mind, body and spirit. Practicing hopefulness will improve your quality of life and keep you focused on the goals ahead.

Anjana Poonthota, MD, MPH, FAAP, is Medical Director, Garnet Health Women’s and Children’s Services Program and Pediatrics, and Director of Wellness, Garnet Health.



Got Books? Donate Them!

The Garnet Health Foundation is launching a book-lending library located in the Foundation office, Middletown Campus. All book donations are welcome and can be delivered to the Foundation office, located on the second floor in the GHMC administration building. Questions? Please call ext. 2369 or email pyosh@garnethealth.org.

Diversity, Equity and Inclusion— August 2023 Recognition Days



Garnet Health is committed to being an inclusive organization that supports growth and innovation by providing an environment where employees, patients and visitors feel they belong. We also recognize that more diverse backgrounds among our staff and providers contributes to better patient care. Please help share in acknowledging the following national and or worldwide recognitions.

- August 7** Purple Heart Day: We thank those who have survived wars of the past, and present and commemorate those who have died fighting those wars.
- August 9** International Day of the World's Indigenous People celebrates the cultures and raises awareness of the needs of these population groups.
- August 19** Al-Hijri marks the start of the New Year in the Muslim faith.
- August 21** Ninoy Aquino Day: Created in 2004, this day commemorates the life, legacy and sacrifice of Senator Benigno 'Ninoy' Aquino Jr., who fought for the independence and democracy of the Philippines and became a martyr.
- August 26** Women's Equality Day commemorates women in America gaining the right to vote in 1920.

Garnet Health Medical Center August Auxiliary Vendor Sales

Vendors are located in the lobby of the ground-floor level unless otherwise noted.

8/14 – Your Nutz

8/16 – Cedar Hill Botanicals
Café @ Pavilion, 75 Crystal Run Road

8/21 – Arlene's Hair Accessories

8/23 – Teddies Jewelry
Café @ Pavilion, 75 Crystal Run Road

8/25 – Mostly Silver

8/28 – Sew EZ Creations

A percentage of vendor sales support the Garnet Health Medical Center Auxiliary, a group of community volunteers dedicated to enhancing programs and services.

Gems Newsletter

Produced by Garnet Health Marketing & Corporate Communications.
For more information, email mmanheim@garnethealth.org or call (845) 333-2391.

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