

# Gems

Exceptional  
Lives Here.



## Expanding Our Operation

Cutting the ribbon on a new hybrid  
cardiothoracic surgical suite

# Garnet Health 2024 New Quality Framework and Goals

We are currently drafting the 2024 Garnet Health Performance Improvement, Quality and Patient Safety Plan. Our plan is based on an analytic framework introduced by the Institute of Medicine that includes the following six aims for improving healthcare:

**Safe:** Avoiding harm to patients from the care that is intended to help them.

- Goal to achieve zero preventable harm utilizing our Harm Index- Total Harms. We will also track safety indicators in key areas such as maternal health and behavioral health, and other core inpatient care processes and safety in other settings of care.
- To evaluate incident reporting trends to identify and address safety issues.
- Other safety focuses include improving culture safety climate utilizing high reliability principles, and meet regulatory and accreditation standards.

**Effective:** Providing services based on scientific knowledge to all who could benefit and refraining from providing services to those not likely to benefit.

- Goal to review appropriate care based on evidence-based guidelines in priority care processes.

**Patient-centered:** Providing care that is respectful of and responsive to individual patient preferences, needs, and values, and ensuring that patient values guides all clinical decisions.

- We will review complaints and grievance trends in patient experience where “respectful” patient care is not meeting standards.

**Timely:** Reducing waits and sometimes harmful delays for both those who receive and those who give care.

- To measure patient flow, timeliness and transitions of care for improvement priorities.

**Efficient:** Avoiding waste, including waste of equipment, supplies, ideas, and energy.

- Continue Care Clarity initiatives to reduce barriers in care, and improve care coordination amongst healthcare team members.

**Equitable:** Providing care that does not vary in quality because of personal characteristics such as gender, ethnicity, geographic location, and socioeconomic status.

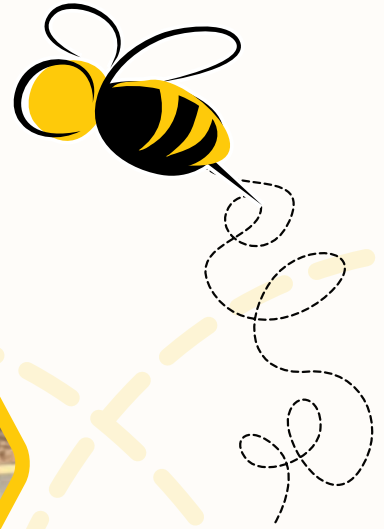
- To screen patients for presence of socioeconomic factors and provide resources to address.
- To assess for variations in care outcomes for vulnerable patient populations.

We are also implementing a number of changes to our Quality Management System based on recent CMS regulatory guidance. Reports to our Quality Oversight Committee and governing body now include more comprehensive information and data, and will cover all care settings. A Quality Report will now be updated monthly to include key information categorized by the above quality domains. We hope that implementation of the new framework and improvements to the Quality Management System will further strengthen our commitment to provide an exceptional patient care experience.

If you have questions please email Mary Ellen Crittenden at [mcrittenden@garnethealth.org](mailto:mcrittenden@garnethealth.org).

## Garnet Health Celebrates October Employees of the Month

# BEE AWARDS



### **Francesca “Fran” Ellert** Director, Food & Nutrition Department Garnet Health Medical Center – Catskills

As Food and Nutrition Director, Fran has the ability to understand and recognize different ways to motivate and encourage people. One of her biggest attributes is that she recognizes staff for a job well done. When Fran knows the day is a challenging one, she will set out candy dishes or plan a quick thank you party. Sending thoughtful thank you notes is also part of her leadership style. It truly brightens spirits and it reminds team members of their value. Fran was the driving force for the cafeteria and food and nutrition office renovations at the Harris campus. Each day of this process presented obstacle after obstacle. Fran just smiled, found a work-around, forged ahead and helped to bring the project to completion, never losing sight of the department’s goals.

Working with Fran provides staff experiences that they need to grow. She is always available, even on her days off. I have worked with many directors and she is truly the one that makes a difference. She isn't afraid to get in the trenches with the staff and she brings exciting new ideas and concepts to our department. Fran makes a difference in our lives and in the department. She is our hero, she is our strength, she is our leader. Fran is exceptional every day!

Fran, thank you for being an exceptional leader! Your kindness, compassion and caring way make a big difference to your team which in turn helps to foster exceptional service to our patients, their families and friends. Congratulations!



### **Coralis Mendoza** Nursing Assistant, Surgical Services Garnet Health Medical Center

Recently, an elderly patient was having surgery, which took longer than expected. Her very elderly husband was waiting for her in the waiting room. He was unsteady even with a cane. It was an extremely busy day but we all kept an eye on him. However, Coralis did more than just watch out for him. She made sure he ate, hydrated, helped him to the bathroom, and made sure he was comfortable with warm blankets, for our entire 8-hour shift. She cared for him in addition to her other responsibilities.

When the patient was in recovery, she explained how her husband has Parkinson’s and his medications were locked in his car. Coralis went out to the car for him to retrieve his medications, all without being asked or giving it a second thought.

If this was a one-time occurrence, we would not be writing this nomination. Acts of caring and kindness are a DAILY occurrence with Coralis. We have seen her go above and beyond for every patient, every time. She embodies the true spirit of a caregiver and so deserves this BEE award. We need more of her!

Coralis, thank you for being an outstanding role model for care and compassion, not only to our patients but to their family members. We are certain your acts of kindness will be remembered for a very long time. Congratulations!

**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



Joe Barry, Garnet Health Urgent Care Radiology Technician and Medical Assistant was recently awarded a Good Catch Award for his attention to patient care. Back row from left are Pavel Cruz, FNP, Garnet Health Urgent Care; Deb Martin, Garnet Health Urgent Care Practice Administrator; Good Catch Recipient Joe Barry, Garnet Health Urgent Care Radiology Tech/Medical Assistant; Jason King, Garnet Health Doctors Primary Care Practice Administrator; Jerry Dunlavey, Garnet Health Medical Center-Catskills CEO. Front row from left Heather Roth, LPN, Garnet Health Urgent Care; Raquel Ortiz, Garnet Health Doctors Vice President of Operations.

A Good Catch occurs when someone's corrective action and/or timely intervention prevents an incident or medical error. The Patient Safety Subcommittee selects winners from among those nominated. For more information about the Good Catch Award, email Vice President and Quality/Patient Safety Officer Mary Ellen Crittenden at [mcrittenden@garnethealth.org](mailto:mcrittenden@garnethealth.org).

## Garnet Health Medical Center Attains Quality Designation for Its Nationally Accredited Bariatric Surgery Program

Congratulations are in order! Garnet Health Medical Center's nationally accredited Bariatric Surgery Program has received a Surgical Quality Partner designation under the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP), a joint quality program of the American College of Surgeons (ACS) and the American Society for Metabolic and Bariatric Surgery (ASMBS).

MBSAQIP is a comprehensive, nationwide surgical quality program aimed at ensuring the safe and effective performance of metabolic and bariatric surgery. Surgical outcomes focus on weight loss and the treatment of obesity-related diseases, including diabetes and sleep apnea. This national designation recognizes our bariatric team for their high-quality care and the exemplary experience they provide. It also reflects their proven record of adhering to the most rigorous standards in surgical quality, which enables them to minimize complications, improve outcomes and save lives.

As an MBSAQIP-accredited hospital, Garnet Health Medical Center also becomes an ACS Surgical Quality Partner, signifying the hospital's dedication to consistently improving procedures and approaches, while maintaining a critical eye on process at every step.

# Grand Re-Opening of the Woodlin Café

Recently, Garnet Health Medical Center – Catskills' Harris Campus had a great time celebrating the grand re-opening of their cafeteria, The Woodlin Café. The celebration included a ribbon cutting and the Food and Nutrition staff showcased their talents by providing an array of delicious food.

The cafeteria was recently remodeled to include fresh paint, new flooring, new cabinets, a new deli case and updated furniture. The kitchen was equipped with a new grill, stove, refrigeration unit, and steamer so the cooks could produce a healthier, better quality product. Additionally, the Food and Nutrition offices were updated.



## Covid Announcement

In light of recent increases in COVID-19 community transmission, inpatient COVID-19 patient capacity, and employee COVID-19 positivity rates, Infection Control & Employee Health strongly recommend that all staff consider wearing a surgical mask while at work. This is especially important for those staff that have direct patient contact and/or are in frequent, close proximity (within 6ft) of other staff members. In addition to masking, hand hygiene compliance is very important to help keep yourself, your co-workers, and your patients safe. Be sure to wash/sanitize your hands frequently.

**We ask that all staff closely monitor themselves for signs and symptoms consistent with COVID-19 or other respiratory illness. If you feel unwell, do not report to work. Instead, call your supervisor/leader and contact Employee Health to be assessed.**

**Stay well!**

# Welcoming a New Friend

To honor Girl Scouts' founder Juliette Gordon Low, who was born October 31, 1860, the Sullivan County community Girl Scout Troop donated a special gift basket to Lennox Taylor, the first baby born on October 31, 2023, at Garnet Health Medical Center – Catskills. Lennox weighed 6 pounds, 14 ounces, and was 20 inches long. The gift basket was filled with adorable baby gear, diapers and wipes, as well as a gift certificate for a studio session with Jill C Smith Photography and Girl Scout cookies for the new parents.

Not only is the troop recognizing their founder, but they are also learning about community spirit and support. We were happy to accept this generous gift on behalf of the Taylor family and we look forward to the Girl Scouts' future endeavors in the community. Baby Lennox and her parents are doing well and are so happy with the generosity of this Girl Scout troop!

For more information on ways to support Garnet Health Medical Center – Catskills, please visit [garnethealth.org/giving/foundation-catskills](https://garnethealth.org/giving/foundation-catskills) or call (845) 333-8958.



# Cardiothoracic Services Expand

## A second operating room provides more lifesaving capacity to care for patients experiencing cardiac-related issues.

Garnet Health Medical Center recently cut the ribbon on a new hybrid surgical suite. The state-of-the-art OR is equipped with the most advanced medical-imaging technology, which allows surgeons and interventional cardiologists greater flexibility to orchestrate and perform open, minimally invasive and catheter-based cardiac procedures. This allows for the safest, least invasive and most effective surgical procedures—leading to the best outcomes for patients.

The opening of this second cardiac operating room offers Garnet Health Medical Center more capacity to care for area patients, and the hybrid operating room takes us to the next level in providing the most advanced care available anywhere. The suite's infrastructure includes a control room and is designed for performance, flexibility and reliability.

Thank you to everyone who helped make the hybrid operating room a reality! Special thanks to Kathy and Don Frommer, donors of the Peter Frommer, M.D. Heart Center, and Madeline Spagnoli, donor to the Spagnoli Family Cancer Center for joining in our celebration.

## Procedures performed by Garnet Health's Cardiothoracic Surgeons include:

- 
- Coronary artery bypass grafting
  - Aortic valve replacement
  - Mitral valve replacement
  - Mitral valve repair
  - Thoracic aortic aneurysm repair
  - Maze procedure for atrial fibrillation
  - Left atrial appendage ligation
  - Heart tumor resection
  - Transcatheter aortic valve replacement
  - Transcatheter treatment of arterial and venous disorders

**More procedures to be added in 2024!**



# Out and About

Recently, Garnet Health representatives were out and about supporting our fellow community healthcare organization, Cornerstone Family Healthcare. Front row, from left: Teresa Schiller and Garnet Health President and CEO Jonathan Schiller. Back row, from left: Matt Mencher; Garnet Health Director of Strategic Planning and Community Relations Moira Mencher; Garnet Health Administrator of Marketing and Corporate Communications Marcy Manheim; Garnet Health Physician Liaison Jessie Moore and Greg Moore.



On November 2, Jessie Moore, DrPH, MPH, CHES, facilitated a workshop on postpartum contraceptive methods to the Bunch of Babies New Parent Support Group. This was a great opportunity for new moms to discuss conception options while also having their questions answered.



Garnet Health Doctors' Internal Medicine provider Sunaina Dias, DO, and Moira Mencher, Director of Strategic Planning and Community Relations, participated in the first Family Wellness Fair hosted by The People for Social Justice and Orange County PRIDE on October 28.



In collaboration with Orange Ulster BOCES, Garnet Health's Physician Liaison Jessie Moore, DrPH, MPH, CHES; Shantie Harkisoon, MD; and Community Health Clinician Emily Rynd, RN, facilitated a full-day workshop on November 7 for the Regional School Conference day training. The training was specific for school nurses and included presentations from Garnet Health Doctors' family practice provider and residency director Shantie Harkisoon, MD; Garnet Health Family Medicine Chief Resident Chenhan Mike Tsai, DO, PGY-3; Cornell Cooperative Extension; Catholic Charities; and Planned Parenthood of Greater New York.



Leadership Orange recently hosted a Health and Human Services session for the Class of 2024. Moira Mencher, Director of Strategic Planning and Community Relations, participated in a discussion titled Healthcare in 2023: Navigating Healthcare Business in the Modern Landscape. Representatives from the Orange County Department of Health and Cornerstone Family Healthcare were also part of the discussion.



Garnet Health's Community Health Department held a Know Your Numbers screening event at the Chester Senior Center in conjunction with Garnet Health Doctors. Dawnette Urcuyo, MD, Primary Care, Garnet Health Doctors Monroe location, and Family Practice Resident Kevin Yohannan, DO, PGY-3, were on hand to support the event. The Know Your Numbers program is a free mobile service that helps people determine their risk of heart disease and alerts them to signs of a stroke. For more information, email [erynd@garnethealth.org](mailto:erynd@garnethealth.org).



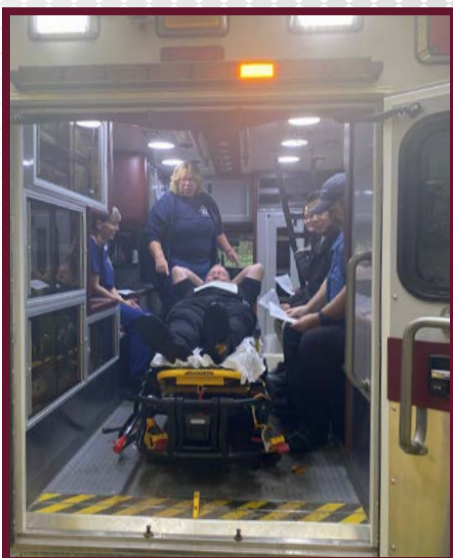


# Garnet Health Medical Center – Catskills Unveils a Newly Renovated Medical Staff Office and Lounge

A recent gathering celebrated the newly renovated Medical Staff Office at Garnet Health Medical Center – Catskills, Harris Campus. Before the ribbon was cut, CEO Jerry Dunlavey thanked the many people who helped construct the remodeled spaces where our medical staff will feel more comfortable and productive. CMO Leroy Cordero Floyd, MD, expressed his gratitude for those who helped make this longtime vision a reality. He gave a special acknowledgement to Garnet Health’s Director of Medical Staff Services Michelle Montalvo and the entire medical staff team for keeping the office running smoothly while under construction.

The project could not have been undertaken without the generosity of both the Garnet Health Medical Center – Catskills’ Medical Board and Garnet Health Foundation – Catskills, which provided funding for the renovations. We are sincerely grateful for their generosity.

Special thanks to Kevin Hosking, Tim Paffenroth and the Facilities Team, Evelyn Gennodie, Jane Dever, and Environmental Services for all their time and hard work on the project.



## Garnet Health Medical Center – Catskills

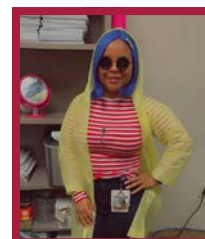
On October 11 and 18, Garnet Health Medical Center – Catskills conducted MCI drills on the Callicoon and Harris campuses, respectively, with the help of our outside partners. Sullivan County EMS and Sullivan BOCES Medical students assisted in the drill on the Harris Campus. The drill went very well, and our ED nurses, doctors and staff did a fantastic job handling the mock patients.

# Halloween Fun and Break Room Decorating Contest

Huge thanks to all who took part in this year's Halloween fun! Your creativity, spirit and participation were much appreciated, and the results were awesome to see. Congratulations to the following departments for earning bragging rights as a **2023 Halloween Breakroom Decorating Winner**:



- Accounts Payable, Finance and Purchasing Department at Garnet Health Medical Center
- Laboratory Department at Garnet Health Medical Center – Catskills
- Administration Department at Garnet Health Doctors







Beyond Our Walls: Community

# THANKSGIVING FOOD DRIVE

Feeds Many in Need

As we maintain our continuum of care outside our hospital, the Beyond Our Walls initiative is celebrating the season of giving by providing more than 150 families in Orange and Sullivan counties with Thanksgiving dinner baskets or ShopRite gift cards to purchase all the ingredients for a Thanksgiving meal.

**Huge thanks to all the departments and individuals who donated to this effort!**



Garnet Health Medical Center – Catskills, Harris and Callicoon campuses, provided Thanksgiving Day meals to more than 20 families.



Garnet Health Medical Center provided more than 130 family meals to those in need.



We are grateful for the voluntary support of our Touro College PA students class of 2025, who took time away from their studies to help our efforts!

### Thank you to members of the Beyond Our Walls committee:

- April Alvarado
- Megan Besaw
- Chris Costello
- Mary Ellen Crittenden
- Colleen Gonzalez
- Nick Heitzmann
- Maggie Jean-Francois
- Maureen Roche

### Special thanks to those who helped pull the food drive together:

- Shelley Ariosto
- Deacon Peter
- Toni Duncan
- Garnet Health Couriers
- Arlene Gonzalez
- Jodi Goodman
- Guest Services
- Dana Mallory
- Keri Mele
- Daylin Salas
- Nicole Smalls
- Security Department
- Volunteer Services

# WELCOME

Recently, Garnet Health leaders welcomed Senator James Skoufis and staff to tour the emergency room at Garnet Health Medical Center. The visit also provided an opportunity to advocate for funding and support for the much-needed ED expansion.



## IT Offers Wellness Opportunities for Team Members

The IT Engagement Committee looks for innovative ways to engage their employees. One way they've offered is to incorporate wellness sessions which allows employees to take a mental break, re-group, and come back energized.

Imagery and visualization sessions has been a successful idea that many have voluntarily participated in. In addition to clinical certifications, IT team member Jennifer Lebron, MSN, BS, RN-BC, holds eight alternative therapy certifications and leads team members through guided meditation sessions with sound tools. For remote team members, Jennifer offers virtual sessions. These sessions create a space for mindfulness, connecting the mind, body and spirit and a wellness topic is incorporated. Participants have described this time as a mental sanctuary and useful in positive mindset shifts. It empowers the employees to take a breath and return to work equipped with practical skills to navigate any situation that presents itself.



# Garnet Health Honors our Veterans

On November 9 and 10, Garnet Health held ceremonies honoring those who serve and have served in the armed forces. Thank you to all those who fought and continue to fight and protect our country. A special thank you goes out to veterans who are members of our hospital family. We are free because of the brave.



**Go, Teresa!**

First-time marathon runner Teresa Stanton-Sellers, MLS (ASCP), participated in the NYC Marathon on November 5, finishing with a time of 4 hours, 53 minutes and 28 seconds. Teresa works in the Microbiology Department at Garnet Health Medical Center and ran for the Leukemia and Lymphoma Society. Congratulations, Teresa!

## 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. For more information, call (845) 333-2705.

## December Vendor Dates

Want to do some shopping and some good at the same time? Throughout November, we're welcoming vendors to our lobby market. A percentage of vendor sales will support the Garnet Health Medical Center Auxiliary, a group of community volunteers dedicated to enhancing patient programs and services at the hospital. All vendors will be located in the lobby of the ground-floor level unless otherwise noted.

- |  |  |
|--|--|
| <b>1 Lisa Anderson Designs</b>   | <b>11 Arlene's Hair Accessories</b><br>Café @ Pavilion,<br>75 Crystal Run Road |
| <b>2 Krafty Kandles</b>  | <b>12 Teddie's Jewelry</b>   |
| <b>3 Tupperware</b>  | <b>13 Dana's Funny Doggies</b>   |
| <b>4 Arlene's Hair Accessories</b>                                     | <b>14 Mostly Silver</b>  |
| <b>5 John's Jewelry Box</b>  | <b>15 Eleanor Jewelers</b>   |
| <b>6 Kid's Stuff</b><br>Café @ Pavilion,<br>75 Crystal Run Road        | <b>16 Simple Treasures</b>   |
| <b>7 Bags by John</b>  | <b>17 Your Nutz</b>  |
| <b>8 John's Jewelry Box</b><br>Café @ Pavilion,<br>75 Crystal Run Road | <b>18 D &amp; D Jewelry</b>  |
| <b>9 Mary Kay</b>  |  |
| <b>10 Save on Sweats</b>   |  |

## Support Groups

Support groups allow individuals to collaborate in developing strength and emotional resilience to help improve well-being. Garnet Health offers several support opportunities. Visit [garnethealth.org/supportgroups](http://garnethealth.org/supportgroups) for more information.

## Wellness Word of the Month

# SHARE

**A part or portion of a larger amount which is divided among a number of people, or to which a number of people contribute.**

*“Love only grows by sharing. You can only have more for yourself by giving it away to others.”* —Brian Tracy

To share is more of a natural instinct that you might think. Early settlers and our ancestors worked together to share resources, time and knowledge. Think of how giving our forefathers were to share their crops to feed their communities, their time and labor to create shelter, their rituals to strengthen bonds. And whether good or bad, social media was built on sharing. The ability for people to share their emotions, thoughts, ideas, and experiences has made social media a phenomenon.

When done for good, sharing spreads joy bringing positive energy. It builds and strengthens relationships promoting trust between people. Trust leads to happiness and security.

### Here are some tips on how to share:

- Plan to share your morning time with loved ones.
- Make time with loved ones fun by having a surprise breakfast menu or planning a weekend getaway.
- Start your day by sharing thoughts with your partner or children. Discuss positive topics. Plan a project that involves sharing responsibilities.
- Share your responsibilities at work to make it effective, efficient and positive.
- Encourage group luncheons at work, sit together with your colleagues and share pleasant conversation or emotional support.
- By sharing and caring, you portray a great example for those around you.
- Provide positive re-enforcement and praise to your children when they share their food or toys.
- The most precious thing to share is your time. Call a friend and go shopping, watching a movie or just talk. Spending time together strengthens friendships.
- Be mindful of what is happening in the world. There are many who are sad. Share goods, food, clothing with those who are in need. Your gift of sharing brings them joy.

I encourage you to consider sharing good with others. Whether you give a smile or your time, whether you perform an act of kindness or do a good deed, sharing the good is important for a community and much needed during the holiday season. Happy holidays to everyone!

**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. She is enthusiastic about sharing tips about our health and wellness.



## Are You a Patient of Any Garnet Health Service?

As ambassadors of our health system, we should share our Garnet Health experiences with the community. We have a lot to be proud of! If you're comfortable doing so, please visit [garnethealth.org/locations](https://garnethealth.org/locations) (or scan the QR code), select the location you visited and click on the "**Review Us on Google**" button after you complete your patient visit.

## December Recognition Days

Diversity and inclusivity make our community healthier, and having staff and providers with diverse backgrounds help us provide better care to every individual we see. 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. In recognition of all who make us the special health care system we are, please join us in acknowledging and celebrating the following and those for whom these dates may have special meaning.

- DECEMBER 1:** **Rosa Parks Day:** A day that promotes civil rights and equal rights for all in honor of Rosa Parks, the famed civil rights activist.
- DECEMBER 2:** **International Day for the Abolition of Slavery:** On this day in 1949, the General Assembly of the United Nations adopted the Convention for the Suppression of the Traffic in Persons and the Exploitation of the Prostitution of Others. This day is dedicated to ending modern forms of slavery, such as sexual exploitation, human trafficking and the most heinous kinds of child labor.
- DECEMBER 3:** **International Day of Persons with Disabilities:** The spirit of the day is to ensure that all people in the world have equal opportunities for work, play, health and success, no matter their disability.
- DECEMBER 6:** **National Day of Remembrance and Action on Violence Against Women:** This recognition is meant to honor, commemorate and memorialize those who face discrimination and stigma across the nation.
- DECEMBER 7-15:** **Hanukkah:** Also called the Festival of Lights, Hanukkah incorporates eight days of festivities that celebrate the rededication of the second Jewish temple in Jerusalem.
- DECEMBER 10:** **Human Rights Day:** A remembrance of the day the General Assembly of the UN adopted the Universal Declaration of Human Rights in 1948, a proclamation that has inspired countries and people alike to recognize every person's right to life, liberty, property and the pursuit of happiness.
- DECEMBER 16-24:** **Las Posadas:** A religious festival traditionally held in Mexico and parts of Latin America, Las Posadas is an important part of the Christmas festivities that incorporates nine nights of celebration. Before each gathering, guests form a procession to mark Mary and Joseph's search for an inn on the night of Jesus's birth.
- DECEMBER 25:** **Christmas Day:** Christians celebrate this day as the anniversary of the birth of Jesus of Nazareth, a spiritual leader whose teachings form the basis of their religion.