

MAY 2022

 Garnet Health.

# Gems

Exceptional  
Lives Here.



# At last!

36 Residents Get Set to Graduate

# Garnet Health Medical Center – Catskills Emergency Department Recognized by the American College of Emergency Physicians

The GHMC-C ED was recently recognized by the American College of Emergency Physicians (ACEP) Emergency Quality Network (E-UAL) 2021 Honor Roll, which honored health systems for significant achievement in stroke or opioid use disorder treatment during the pandemic. GHMC-C was recognized on the Opioid Initiatives Honor Roll. Opioid metrics include treatment prescribed at discharge, treatment administered in the emergency department and take-home naloxone offered or prescribed.

GHMC-C is a leading member of the Sullivan County Opioid Task Force, which comprises various community agencies that meet regularly to share progress and identify areas of need. The group has been working to increase medication-assisted treatment (MAT) and to take away the stigma from the treatment, which uses medication and behavioral therapies to treat substance use disorders.



## Quality Corner

### The Principles of High Reliability

Garnet Health's mission to provide exceptional healthcare was evident to DNV surveyors, who observed many noteworthy efforts of our mission in action throughout last month's survey, with minimal negative findings across our three hospitals. Let's take this great news and use it to motivate us to commit to excellence every day by revisiting the principles of high reliability organizations (HROs):

- **Preoccupation with Failure:** Always address any process failure. Everyone is always looking for real or potential process failures. Report them so that they can be resolved.
- **Reluctance to Simplify:** HROs do not explain away problems. Instead, they conduct root-cause analysis to identify the real reason for the problem and are willing to challenge long-held beliefs.
- **Commitment to Resilience:** Ability to anticipate errors in changing conditions and manage the unexpected quickly.
- **Deference to Expertise:** Front-line staff have the expertise and knowledge to respond to problems. Seek their expertise rather than authority.
- **Sensitivity to Operations:** Front-line staff are closer to the work and therefore better able to see and understand problems or risks. Staff concerns are taken seriously and addressed.

Vigilance to the above principles will ensure that our patients receive the safest care possible. Interested in becoming a safety champion? Contact [mcrittenden@garnethealth.org](mailto:mcrittenden@garnethealth.org).

# Garnet Health Medical Center Residents Graduate on June 10!



For the first time since 2019, our residents will graduate at an in-person ceremony. On Friday, June 10, 2022, at 2 p.m., Garnet Health Medical Center will graduate 36 residents from six residency programs, at the Paramount Theatre in Middletown, New York. The 2022 graduating class is composed of:

- Six Emergency Medicine Residents**
- Two Family Medicine Residents**
- Five General Surgery Residents**
- 10 Internal Medicine Residents**
- 2 Psychiatry Residents**
- Eleven Transitional Year Residents**

Graduate Medical Education (GME) awards will be presented to faculty, residents, GME staff and members of the interdisciplinary team, as well as to the best rotation, while program-specific "Above and Beyond" awards will be presented to faculty and residents in each program. For more information or questions, please contact Veronika Jachimek at 333-1562 or [vjachimeck@garnethealth.org](mailto:vjachimeck@garnethealth.org).



Cover photo: These six residents showed up to have a little fun with our photographer, pre-festivities. Pictured left to right are Santroy Samuels, DO; Michael Grunstein, DO; Amit Mukherji, DO; Mihai Andrecu, MD; Ryan Kim, DO; and Jordan Brown, DO.



**While in-person attendance is by invitation-only the graduation ceremony will be available for viewing via Webex at <https://garnethealth.webex.com/join/vjachimek>. If you are unable to watch the graduation live, you can read about all our graduates and view their photos in next month's issue of *Gems*!**

## Subacute Rehab Program at GHMC-C Callicoon Campus



Garnet Health Medical Center – Catskills' Grover Hermann Hospital recently reopened its short-term subacute rehabilitation (SAR) program. Offering inpatient comprehensive care following a physically weakening illness or injury, the program helps to improve a patient's function, with the goal of helping them to return home. It also offers management of daily IV medication therapy and/or wound therapy.

For more information, contact Maureen Donnelly at [mdonnelly1@garnethealth.org](mailto:mdonnelly1@garnethealth.org).

# Celebrating EMS Week

During EMS Week, GHMC hosted a Trauma Overview lecture presented by Douglas James, MD, Garnet Health Doctors Trauma Surgeon, at the Orange County Emergency Services Center.

The event was a great success, with 45 people in attendance. In addition to the lecture, GHMC presented certificates of recognition to EMS providers. Special thanks go to Dr. James for providing an incredibly valuable and very organized presentation, and to Pamela Murphy, MD, GHMC Chief Medical Officer, for personally contributing to gifts for our EMS partners.



To recognize and thank community EMS partners, GHMC CMO Dr. Pamela Murphy visited a few EMS stations, including the LifeNet base at GHMC-C Harris Campus. GH Stroke Coordinator Rebecca Orman also stopped by the Mobile Life Station in Middletown.

## Rowley Family Birthing Center's NICU Skin-to-Skin Quality Improvement Project



Pictured left to right are Cindy Peck, Rene Fisher, Dr. Matthew Rainaldi, Stephanie Sosnowski, Jodi Palmer and Lisa Konopko.

Throughout our organization, many teams work on improvement projects to improve outcomes and or patient satisfaction. Recently, GHMC's Rowley Family Birthing Center launched an improvement project to help our tiniest patients with success!

The overwhelming body of evidence shows skin-to-skin (STS) contact after birth is best practice. STS not only calms and relaxes both mother and baby but regulates baby's body temperature, heart rate and breathing, all of which helps adaptation to life outside the womb. Matthew A. Rainaldi, MD, Attending Neonatologist and Assistant Professor of Pediatrics at New York Medical College, and Rene Fisher, BA, IBCLC, RLC, Lactation Services Coordinator, strongly believe that health outcomes and patient satisfaction in the NICU could be improved by increasing STS contact and breastfeeding.

After evaluating and overcoming some barriers, they created an STS team who reviewed education for parents. Dr. Rainaldi researched protocols to establish STS guidelines, and the team began a NICU EPIC flowsheet build so that data could be collected. The last steps were to in-service the NICU staff and go live.

The goal was to increase the number of instances of STS, the number of minutes the baby receives STS and the number of times the NICU RN evaluates for STS readiness. The team was excited to see all the clinical goal numbers start to increase, and they continue to climb! What has also increased is patient satisfaction.

For more information on this project, contact Rene at [rfisher@garnethealth.org](mailto:rfisher@garnethealth.org).

**Thank you  
to those who  
helped in some  
way with the  
STS initiative.**

*Rene Fisher*

*Dr. Matthew Rainaldi*

*Lisa Konopko*

*Stephanie Sosnowski*

*Dr. Anjana Poonthota*

*Kristin Walicki*

*Myrtle Robertson*

*Nicole Warner*

*Jodi Palmer*

*Cindy Peck*

*Veronica Rivera*

*Kathy Lucasee*

*Laura Hedgburg*

*Michelle Morgiewicz*

# New Garnet Health Board Chair

Phillip Massengill, MD, was recently elected Chair of the Garnet Health Board of Directors.



Dr. Massengill joined the Medical Staff at Garnet Health Medical Center's Horton Campus in 2006. He is a partner at ENT and Allergy Associates, LLP in Middletown, New York. After attending

Medical School at Boston University School of Medicine, Dr. Massengill performed his surgical internship at Walter Reed Army Medical Center in Washington, D.C. He went on to complete his residency in a combined training program with the Madigan Army Medical Center in Tacoma, Washington, and the University of Washington in Seattle,

Washington. He also served as Chief Resident at the Madigan Army Medical Center. Upon completion of his residency, Dr. Massengill was assigned to Fort Bragg, North Carolina, and subsequently deployed as the Battalion Surgeon for the 3/504 Parachute Infantry Regiment, 82nd Airborne Division in support of Operation Iraqi Freedom.

Dr. Massengill is board certified in Otolaryngology—Head and Neck Surgery and is a Fellow of both the American Academy of Otolaryngology—Head and Neck Surgery and the American College of Surgeons. He is a board member of the

New York State Society of Otolaryngologists and is a member of the Medical Society of Orange County, New York. Dr. Massengill has several published works, honors and military awards. He has served in several medical staff leadership positions, which include Chair, EENT Department, and Vice President and President of the Medical Staff at Garnet Health Medical Center. He was the recipient of the 2016 Physician Recognition Leadership Award.

**Congratulations, Dr. Massengill!**

## BEE AWARDS



Garnet Health Medical Center – Catskills names Rob Petramale, IT Site Manager, as its April Employee of the Month.



Rob is an invaluable resource every day! He is patient and “holds our hand” through any technical challenge. During the recent DNV survey, he was instrumental in addressing a computer issue during an important surveyor segment. Rob immediately came over when called upon to help correct the issue, and he didn’t leave until he was sure the issue was fixed. But, as always, that’s not where Rob stops. He makes sure he circles back afterward to ensure you have what you need and that the problem is sufficiently corrected. We don’t know what we’d do without him!

***Congratulations, Rob! You are appreciated more than you know!***

Garnet Health Medical Center announces Maria Laveglia, Lead Nutrition Call Center Liaison, as its April Employee of the Month.

Maria is Food and Nutrition’s call center superstar! She is the go-to person for all things related to patient services and make patients happy on a daily basis by going the extra mile. As the Call Center Liaison, she is the go-between of the culinary staff and service associates. When she sees patient notes come up, she makes it a point to act. She’s quick with a happy birthday message signed by staff and placed on a patient’s tray. She often learns about special occasions by talking to patients and their family members. For example, if she knows about an anniversary, she’ll send up dessert for two to the patient’s room. Maria’s personal one-on-one interactions with our patients make her the unsung hero of the call center.

***Maria, thank you for making our patients feel so special!***



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.

# Scenes from Nurses Week and Hospital Week

We celebrated our Garnet Health family during National Nurses Week (May 6–12) and National Hospital Week (May 8–14) with a series of fun activities, including luncheons and BBQs.



# Leading the Way



**Angela Lucchese, PharmD**, has joined the Pharmacy team as the Operations Manager at Garnet Health Medical Center. Angela has a BS in pharmacy from St. John's University and a PharmD from University of Florida. She comes to GHMC with over 20 years of experience in pharmacy leadership.

Prior to joining GHMC, Angela worked at New York Presbyterian Health System including NYP Lawrence Hospital, NYP Columbia University Irving Medical Center, NYP Weill Cornell Medical Center and NYP – Morgan Stanley – CHONYP. Angela has experience with daily oversight of pharmacy operations, including staffing and workflows, to improve the patient experience and outcomes. **Angela can be reached at [alucchese@garnethealth.org](mailto:alucchese@garnethealth.org).**

**Marcy Manheim, Director of Marketing & Corporate Communications**, has been named a Top Hospital Marketer for 2022 by DTC Perspectives, Inc. The Top Hospital Marketers of the Year Awards recognize extraordinary hospital marketers who are driving innovation; spearheading great creative; and working toward better branding for their hospital, health system or facility. The 2022 class was honored at an induction ceremony April 20, 2022, in Boston, Massachusetts.



Prior to joining Orange Regional Medical Center in 2003, Marcy worked for the *Times Herald-Record* in sales and sales management for 15 years. Marcy earned her MBA at West Chester University in West Chester, Pennsylvania, with a graduate certificate in entrepreneurship; a BA in business, management and economics with a concentration in marketing from SUNY Empire in Saratoga Springs, New York and an associate degree in Applied Science from Mercer County Community College in West Windsor, New Jersey. **Marcy can be reached at [mmanheim@garnethealth.org](mailto:mmanheim@garnethealth.org).**

## **NOURISH YOUR NEIGHBOR HEALTHY FOOD DRIVE COLLECTION**

The Garnet Health Nursing Department, Research Committees and Volunteer Services collaborated this year for the Annual Nourish Your Neighbor Healthy Food Drive during Nurses/Hospital Week. Food and personal care items were donated by Garnet Health employees. The goal was to give back and show support to community members.

**All items were provided to the Hudson Valley Food Bank for distribution.  
Thank you to everyone who participated!**



## **Hudson Valley Magazine's Nurse Excellence Awards**

*Hudson Valley Magazine* held its annual Nurse Excellence Award Ceremony on May 4, 2022.

GHMC nurses selected to attend the event were Pamela Pugliese, BSN, RN, CMSRN; Marina Carbone, BSN; Alexandra Monell, RN, BSN; and Soraya Urban-Bell, RN.

## **GME HAPPENINGS**

The Family Medicine Clinical Residency Team recently surprised Dr. Thomas with confetti and a cake to celebrate his recent nuptials. Dr. Thomas is a third-year resident of the program. Congratulations, Dr. Thomas!



**The transitional year residents recently ventured out for a wellness activity at a local paintball field.**



# SAVE THE DATES!

## **JUNETEENTH EVENT WITH THE NAACP**

**Saturday, June 18  
Broadway in Monticello  
Parade from 11:30 a.m. to 1:00 p.m. Family activities and vendors from 1:00 p.m. - 3:00 p.m.**

Garnet Health employees, family and friends are welcome to join this exciting event to commemorate and celebrate the federal holiday of Juneteenth! If you would like to attend, contact Domonique Byrd at [dbyrd@garnethealth.org](mailto:dbyrd@garnethealth.org).

## **DONOR RECOGNITION RECEPTION**

**June 23, 2022**

**The Barn at Villa Venezia,  
Middletown, New York**

We are pleased to announce the return of our annual Donor Recognition Reception, by invitation only, which is held as a thank-you to our donors. We are extremely grateful for their continued support of Garnet Health!

## **SPORTING CLAYS TOURNAMENT**

*A FUNDRAISER FOR ALL!*

**August 5, 2022**

**Mid-Hudson Sporting Clays,  
New Paltz, NY**

Save the date for our first Sporting Clays Tournament at Mid-Hudson Sporting Clays. Anyone, seasoned or beginner, will enjoy this exciting and fun sporting event that will benefit the Every Minute Counts Campaign, a fundraising effort for Garnet Health Medical Center Emergency Department's renovations and expansion.

**Stay tuned for registration information!**

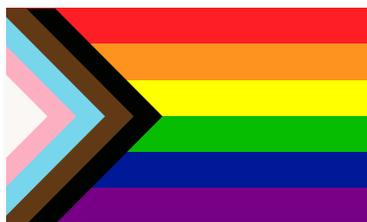
## **Mark Your Calendar for the GHMC-C Golf Tournament on July 13!**

Calling all golfers, beginners and pros! Join us for the Garnet Health Medical Center – Catskills 43rd Annual Golf Classic!

The Golf Classic is scheduled for Wednesday, July 13, 2022, at the Villa Roma Resort in Callicoon, New York. Visit [garnethealth.org/CatskillsGolfClassic](http://garnethealth.org/CatskillsGolfClassic) to learn more!

All proceeds will benefit the expansion of the Cardiac Rehabilitation Program at Garnet Health Medical Center – Catskills. This program is designed to improve a patient's overall cardiovascular health after a serious cardiac episode. Patients receive comprehensive, personalized care to help them recover, regain strength and mobility, reduce risk factors for future heart problems and ultimately restore quality of life.

If you don't golf, there are many other ways to support this worthy cause! Contact Deanna Schultz in the Garnet Health Foundation – Catskills Office at 845-333-8962 or [dschultz@garnethealth.org](mailto:dschultz@garnethealth.org) to discuss how you can support the cause.



## **June Is Pride Month!**

Pride month is an annual celebration of the LGBTQ community.

## **Let's Help Our Community!**

### **Take the Public Health Survey.**

There are two resident and consumer provider surveys being conducted by community agencies as part of a Community Health Assessment to evaluate the healthcare needs of the community. The results of the survey will be used to develop an improvement plan to address those needs. As employees of Garnet Health who live and work in this community, please consider sharing your opinion by completing the regional or Orange County public health surveys!

#### **Regional Survey:**

<https://tinyurl.com/hvscri>

#### **Orange County Survey:**

<https://www.surveymonkey.com/r/RNW3N37>

## **Gems Newsletter**

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

[garnethealth.org](http://garnethealth.org)