

NOVEMBER 2024

 Garnet Health.

Gems

Exceptional
Lives Here.



Dishing
out
love

Food Farmacy celebrates
Hope Kitchen's newest offering

More Hope for the Food Insecure.

Many hands do great work for Garnet Health's Food Farmacy program. Pictured on the cover are just a few of the many staff and volunteers who, along with Chef Doherty, make the Food Farmacy work for our patients and their families.

With food insecurity affecting millions of households across the United States, finding innovative solutions is a high priority. To help our food insecure neighbors, Garnet Health has partnered with Regional Food Bank Hudson Valley, which has been pivotal in sustaining our Food Farmacy Program. Now, thanks to Chef John Doherty, founder of Hope Kitchen, we're improving our offerings even further. Chef Doherty has created the next generation of ready-to-eat shelf-stable meals, three varieties of which have been added to Garnet Health's Food Farmacy inventory. These high-quality meals are flavorful, healthier and remain shelf-stable for up to 24 months.

As an early partner of the food bank's Food Is Medicine program, Garnet Health was given the privilege of hosting a press conference to highlight these new additions on October 18 at the Middletown campus. The event, attended by our CEO Jonathan Schiller and Director of Community Relations Moira Mencher, emphasized the continued growth of our relationship in helping food-insecure patients and their families, as well as demonstrating our ongoing commitment to serving our community.



John Doherty,
Hope Kitchen
Founder & Chef



Jonathan Schiller,
Garnet Health
President & CEO



Moira Mencher,
Garnet Health
Director of
Community
Relations

Quality Corner Care Clarity Improves Quality, Safety and Experience

As an organization, we want to provide quality, safe and efficient care for patients and families. Care Clarity helps us move closer to these goals, including decreasing patient harm, improving patient satisfaction and reducing readmissions.

Providing a framework to ensure that every patient receives exceptional care with a focus on collaboration across the healthcare team, the Care Clarity model includes the following processes designed to provide more efficient patient progression and improve the patient experience. It also helps us improve healthcare team engagement and financial stewardship.

- **SNAP Huddles.** SNAP stands for Status, Now, Action and Plan, steps that help align the healthcare team to ensure patients get efficient care and meet anticipated discharge times.
- **Tiered & Escalation Huddles** ensure communication is organized between healthcare team members and that barriers to care are addressed.
- **Early Patient Mobility** accelerates the recovery of patients, decreases patient safety events and reduces length of stay.
- **Grand Central Station.** This centralized command center utilizes real-time data that focuses on patient flow, aiding patients from admission to discharge.
- **Discharge Lounge** facilitates earlier discharges, opening beds on floors, improving patient flow and decompressing the Emergency Department.

We understand that the above processes require change and a commitment to work hard as a team. We appreciate your continued support to make Garnet Health the preferred and premier healthcare provider in our community. Improving the priority metrics will also benefit the external data and information shared to the public; improved ratings ensure that members of our community will continue to choose Garnet Health.

If you would like more information please contact mcrittenden@garnethealth.org.

BEE AWARDS



Annette Negron
Staffing Specialist, Nursing,
Garnet Health Medical Center

In challenging times, some individuals truly shine. Staffing Specialist Annette Negron has kept our Staffing Office running seamlessly amid unexpected vacancies and medical leaves. Annette stepped up to cover day, evening and night shifts; managed payroll updates; and skillfully handled complex staffing challenges to ensure patient care and safety.

Annette's calm demeanor, problem-solving abilities and dedication to Garnet Health's core values have inspired her team and ensured continuous support for both staff and patients. Always welcoming and professional, Annette keeps the department moving forward with accuracy, grace and positivity, even in high-pressure situations.

Thank you, Annette, for your exceptional commitment and leadership and for embodying the spirit of Garnet Health!



Grace Rivera,
Coordinator, Health Information Management,
Garnet Health Medical Center – Catskills

Grace is an exceptional team member who consistently goes above and beyond to support patients. Recently, she received heartfelt praise from a patient who called her a "hero" for resolving an ambulance billing issue. Collaborating with the billing team and the ambulance service, Grace's hard work ultimately helped the patient secure Medicare coverage for the bill. The patient expressed profound gratitude, thanking Grace for "walking the extra

mile" and "caring enough" to make a difference.

Known for her positive energy, Grace starts each day with a kid-friendly "dad" joke, which brings smiles to the faces of colleagues and patients alike. Her compassionate commitment is evident in her every interaction, reflecting her pride in helping the community.

Thank you, Grace, for making such a difference with our patients and your colleagues, and for positively representing Garnet Health!

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.



Garnet Health Honors our Veterans

Garnet Health held ceremonies on November 8 at the Harris Campus and on November 11 at the Middletown Campus to honor those who served in the armed forces. We are free because of the brave. Thank you to all those who fought and continue to fight to protect our country.

A special thank you to veterans who are members of our hospital family.



Congratulations, Megan Eggleton

Doctor of Physical Therapy | Callicoon PT Manager

Megan was recently recognized among the Business and Professional Women of 2024 by the Sullivan County Democrat.

Megan takes pride in helping patients recover close to home and values the chance to meet new people, learn about their stories and support them through their recovery journey. "Our rehab team truly cares," says Megan. "Our hospital is small, but we offer a wide range of services to our patients."

Growing up in the area, Megan has a deep connection to Callicoon and finds joy in serving her community. Thank you, Megan, for your passion and commitment. We're proud to have you on our team!



Garnet Health Medical Center - Catskills

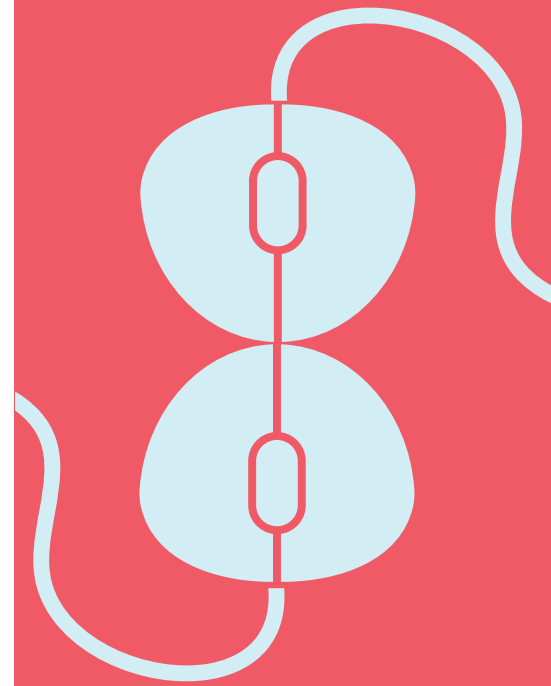
Wound Healing and Hyperbaric Center Receives Honors



Congratulations to Garnet Health Medical Center – Catskills Wound Healing and Hyperbaric Center for receiving the Wound Center of Excellence Award from RestorixHealth. Recipients of this award have demonstrated exceptional performance by meeting or exceeding clinical, operational, and patient-satisfaction benchmarks. Many thanks to the wound center staff for providing such high-quality patient care.

Free Community Breast Screening Event a Success

A huge thank you to our Community Health department and staff members who made Garnet Health's free Breast Screening event a success this past October. Supported by the Cancer Services program, the event was held to improve awareness of breast health and to provide free mammograms to qualified participants who were uninsured or underinsured.



Garnet Health Most Wired Recognition Eight Years in a Row

Garnet Health Medical Center and Garnet Health Medical Center – Catskills have earned the 2024 College of Healthcare Information Management Executives (CHIME) Digital Health Most Wired recognition for the eighth time.

The Most Wired program conducts an annual survey to assess how effectively healthcare organizations apply core and advanced technologies to their clinical and business programs to improve health and care in their communities.

We received recognition in the “acute” survey selection. Among the more than 48,000 facilities represented, Garnet Health ranked above peers in categories like analytics and data management, population health, infrastructure, and patient engagement. The survey assessed the adoption, integration and impact of technologies in healthcare organizations at all phases of development, from early stages to industry leading.

Congratulation to our IT department for all their hard work and dedication.

STRENGTHENING Emergency Readiness



Garnet Health Medical Center – Catskills Callicoon campus and Garnet Health Medical Center recently held practice Mass Casualty Incident Drills.

In these hands-on simulations, our clinical, security and facilities staff, along with medical students and community partners, are given an imaginary scenario to work through. In this case, the practice incident involved an overturned chemical-transport truck.

These drills are designed to increase our overall readiness, improve patient outcomes in disasters, and to ensure a faster and more organized response to real emergencies.

Thank you to all who participated!



Good Catch and Great Save Awards



Garnet Health Medical Center – Catskills

We are proud to recognize Dan Smith, Armed Security Guard at Garnet Health Medical Center – Catskills (pictured second from left), for his recent Good Catch in safely de-escalating an eloped psychiatric patient. Through his skilled approach, Dan built a therapeutic rapport with the patient, allowing for a safe return to the Behavioral Health Unit. Quickly responding to the code purple, Dan sat with the patient and reduced the level of tension, preventing a potentially harmful situation while demonstrating vigilance and a commitment to patient care.

Thank you, Dan, for your remarkable patience and exemplary de-escalation skills!

Garnet Health Medical Center

We are proud to announce that Shawna Mayer, ED Tech at Garnet Health Medical Center's Children's Emergency Department (pictured center), has been honored with a Great Save Award. Shawna identified a potentially severe injury to a young patient who had suffered an accident, requesting lab work that led to a trauma alert. Shawna's swift action resulted in a CT scan, which revealed a grade 3 kidney laceration. The patient was quickly transferred to Westchester Medical Center for specialized care.

Thank you, Shawna, for your keen sense of observation and timely response!



A Good Catch occurs when someone's corrective action and/or timely intervention prevents an incident or medical error.

A Great Save happens when someone takes immediate action to keep a patient safe during an event.

The Patient Safety Subcommittee judges the nominations. For more information about these awards, email Mary Ellen Crittenden at mcrittenden@garnethealth.org.

Garnet Health

Upcoming Things to Know

Meet with Employee Assistance Program Reps

Garnet Health Medical Center, Conference Center Lobby
January 6, 2025 — from 11:30 a.m. to 1:00 p.m.

Meet Your New York Life Representative

Garnet Health Medical Center Conference Center Lobby
January 22, 2025 — 11:00 am - 2:00 pm



**Best
Costumes**

Quality
Breakroom

PAVILION



**Best
Spooky
Ambiance**

Radiation
Oncology
Conference Room
MIDDLETOWN

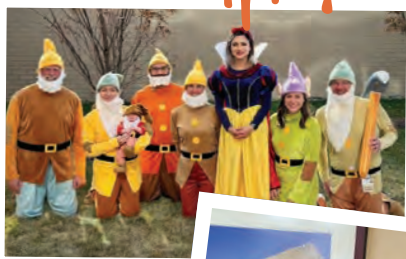


**Best
Costumes**

Diagnostic
Imaging
Breakroom

CATSKILL

A SPOOK-TACULAR HALLOWEEN



Huge thanks to all who took part in this year's Halloween fun! Your creativity, spirit and overall participation were so awesome — it's scary. Congratulations to the departments highlighted for earning bragging rights as 2024 Halloween winners.



**Best
Team Spirit**

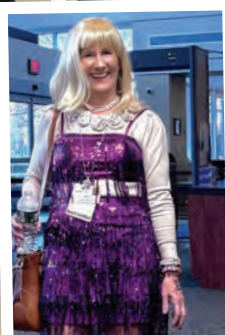
BHU Activity
Room/
Breakroom

MIDDLETOWN

**Best
Team Spirit**

Rehab
Services

CATSKILL



Best Decorations & Costumes

Purchasing/
Finance
Breakroom

PAVILION



Best Decorations

Lab
Breakroom

CATSKILL



Best Spooky Humor

OR Lounge

MIDDLETOWN



Best Halloween Fun

EVS

MIDDLETOWN



Best Overall Scare

Garnet Health
Doctors
Administration Suite

MIDDLETOWN



Christopher Thurtle
Garnet Health



Naomi Alvarez
Garnet Health Doctors

2024 Corporate Compliance & Ethics Week a Success

Corporate Compliance and Ethics Week was celebrated November 3-9. Thanks to all who participated in the fun and activities. **A special shout out to our 2024 Corporate Compliance Stars.**



Joanne Moss
Garnet Health Medical Center - Catskills

MK Mooney
Garnet Health Medical Center - Catskills



Karen Sherwood
Garnet Health Medical Center

Deidre Lockwood
Garnet Health Medical Center

Leading the Way



Magalie "Maggie" Jean-Francois, MSN/PHN, RN, CNN, has been promoted to the role of Nurse Director of Telemetry and Remote Video Monitoring Services at Garnet Health Medical Center. In addition to her new responsibilities, Maggie will continue overseeing Dialysis Services.

Maggie began her nursing career as an LPN at Putnam Valley Hospital Center in 2006 and has since held various leadership roles across nursing, occupational health and dialysis. She joined Garnet Health Medical Center in 2021 as Dialysis Manager and was a 2024 nominee for the 1199 Nurse of Distinction Award in the Nurse Leader category.

Maggie holds a master's degree in public health nursing, is certified in nephrology nursing and is an active member of our Shared Governance Community Committee. She also participates in Garnet Health's Food Insecurity Program and other community initiatives.

Maggie can be reached at mfrancois@garnethealth.org.



Maria Lasofsky, RN, CRRN, BSN has joined Garnet Health Medical Center as Nurse Director for Rehabilitation Services/4 East. Maria brings a wealth of expertise and dedication, having begun her career in 2008 as an Acute Rehabilitation RN. She has excelled in various leadership positions throughout her career, including her most recent role as Nurse Manager and Supervisor at Helen Hayes Rehabilitation Hospital, where she served from 2017 to 2024.

Maria holds a bachelor's degree in nursing and is a Certified Rehabilitation Registered Nurse (CRRN).

Maria can be reached at mlasofsky@garnethealth.org.

Welcome New Board Members



Jay Anthony, owner of Anthony Property Group, LLC, is a seasoned business and technology executive and community leader. As former vice president and CIO of QLT Consumer Lease Services, he managed IT infrastructure for a \$30 million residential telephone leasing business. Previously, Jay held leadership roles at AT&T/Lucent Technologies, including business planning director and district manager for IT, where he oversaw global initiatives. As past chair for Garnet Health Foundation Board of Trustees, he supported healthcare advancements through fundraising and advocacy.

Jay is actively engaged in various boards, including the Community Foundation of Orange and Sullivan and Independent Support Services, which focuses on supporting local charities and individuals with developmental disabilities. He has also contributed to educational initiatives as part of the SUNY Orange Bridges Program Advisory Board and served as board president of the Pine Bush Central School District. Recognized for his leadership, Jay has received multiple awards, including Garnet Health Foundation's Philanthropy Leadership Award and AT&T's Summit Award.



Russ Heyman is an independent insurance broker and the founder of Misner Benefits, LLC, a firm specializing in health- and welfare-benefit programs for companies throughout the Hudson Valley. He is licensed in New York, New Jersey, Pennsylvania and Florida. In his role with Misner Benefits, Russ has presented innovative solutions for cost-effective programs for his clients, including designing self-funded health plans. He received a Bachelor of Science in business administration from the State University of New York at Albany.

Russ currently serves on the board of directors of the Cooperative Federal Credit Union. He previously served on the SUNY Sullivan Board of Trustees in many roles, including a two-year term as chair, and was a member of the board of directors for New Hope Community, a not-for-profit agency serving the needs of individuals with intellectual and other developmental disabilities.

Out & About



Garnet Health recently helped celebrate the 25th anniversary of the Community Foundation of Orange and Sullivan, an organization that aims to improve quality of life by addressing community needs, fostering philanthropy and supporting charitable causes in the region. It also provides grants and scholarships to support local nonprofit organizations and individuals. Pictured left to right is Garnet Health's Marcy Manheim, Moira Mencher and Jessie Moore, along with Orange County executive Steve Neuhaus and Rich Rowley.

Garnet Health was recently invited to the Regional Food Bank Hudson Valley's Annual Dinner, which celebrated their partnerships with other community organizations who help feed those who are food insecure. Pictured are just a few of the staff members who have participated in establishing and operating Garnet Health's Food Farmacy Program. From left: Chris Costello, Moira Mencher, Maggie Jean-Francois, Maureen Roche and Jonathan Schiller.



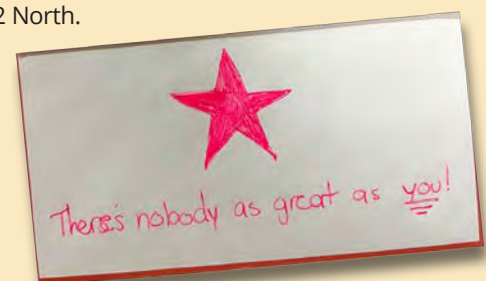
Garnet Health Medical Center Receives Handmade Cards

We are grateful for the thoughtfulness of the many Minisink Valley High School students whose handwritten letters of support will make a difference to breast cancer patients undergoing challenging treatments. Approximately 100 breast cancer support cards were delivered to the oncology department at Garnet Health Medical Center. These thoughtful and inspiring cards will be distributed to our breast cancer patients in Infusion, Radiation Oncology and on 2 North.

Special thanks to Hannah Cohen for taking time to make this special delivery.



Pictured from left: Jayne O'Malley, RN, Manager Navigation Services; Hannah Cohen, Minisink Valley Youth Against Cancer Club; Jessica Gerlach, Director Clinical Trials and Radiation Oncology; and Stephanie Bonanno, Director Infusion.



Credit and Collection Team Donates to Ride 2 Survive

Staff members and some patients, who came to pay their bills, put their loose change to good use in helping to raise \$235 for Ride 2 Survive-Sullivan County, Inc.

A community-based volunteer organization, Ride 2 Survive assists with transportation expenses for Sullivan County residents who have been diagnosed with cancer or premalignant conditions, and who are receiving treatment locally under the care of an oncologist.

Many Garnet Health patients are able to use the Ride 2 Survive program for free transport to and from their needed treatments and appointments. Thank you to all who donated and or attended the event to raise money this worthwhile organization.

GHMCC Credit and Collection Team members Romena Owens, Kim Ariosa, and Stefanie Kellam donated a custom basket for the Ride 2 Survive Gala which was held on October 26.



Diversity, Equity and Inclusion

December Recognition Days

Being inclusive means respecting the many traditions found in our richly diverse community. Garnet Health recognizes that this diversity benefits us all, and that having staff and providers from a variety of backgrounds contributes to better patient care. Because Garnet Health is committed to being an organization where employees, patients and visitors feel they belong, every month we shine a light on dates that have special significance to various members of our Garnet Health family. Please help share in acknowledging the following national and or worldwide recognitions.

December 1

Rosa Parks Day — A day that promotes civil rights and equal rights for all in honor of Rosa Parks, the brave 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 — A day dedicated to ensuring that all people in the world have equal opportunities to work and play, and for health and success, no matter what their disability.

December 6

National Day of Remembrance and Action on Violence Against Women — a day that honors, commemorates and memorializes those who face discrimination and stigma.

December 10

Human Rights Day — On this day in 1948, the General Assembly of the UN adopted and proclaimed the Universal Declaration of Human Rights. It has inspired countries and people alike to reaffirm their unwavering dedication to a vision of a common humanity rooted in shared values.

December 16 - 24

Las Posadas — A religious festival traditionally held in Mexico and parts of Latin America, Las Posadas is an important part of Christmas festivities. Before each gathering on the nine nights of celebration, all the 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.

December 25 - January 2

Hanukkah — Also called the Festival of Lights, Hanukkah's eight days of festivities celebrate the rededication of the second Jewish temple in Jerusalem.

December 26

Kwanzaa — An African American and pan-African seven-day cultural holiday that celebrates family and community, Kwanzaa is dedicated to reflection and recommitment to the seven principles: Faith, Unity, Self Determination, Creativity, Purpose, Cooperative Economics, and Responsibility.

Garnet Health

Beyond the Walls: Community Thanksgiving Food Drive Feeds Many in Need



Thank you to members of the Beyond Our Walls committee:

- April Alvarado
- Megan Besaw
- Chris Costello
- Tess Costello
- Lynn Darrigo
- Eva Edwards
- Catia Pereira-Gentile
- Jodi Goodman
- Maggie Jean-Francois
- Desiree Laguna-Vega
- Maureen Roche

As part of our commitment to maintaining a continuum of care outside the hospital, the Beyond Our Walls initiative celebrated the season of giving by providing 137 families in Orange and Sullivan counties with Thanksgiving dinner baskets or ShopRite gift cards to purchase all the ingredients for a Thanksgiving Day meal.

Many thanks to all the departments and individuals who donated to this wonderful effort.

Special thanks to Fidanza Family Properties, represented by Garnet Health Foundation board member, Sabrina Fidanza, who donated 200 turkeys for Thanksgiving to support families in our community. Several nonprofits, including Garnet Health Medical Center, received a portion of this generous donation, and the turkeys were passed along in the Thanksgiving meals provided.

Garnet Health Medical Center – Catskills would also like to thank Pastor Chris DeLong and The National Wild Turkey Federation for gifting us several turkeys which were also passed along to families in need.

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

- Garnet Health Couriers
- Daylin Salas
- Father Leonard Richmond
- Security Department
- Volunteer Services





Holiday Giving Tree

Garnet Health is dedicated to the continuum of care of our community.

During the holiday season, Beyond Our Walls has aided in fulfilling the holiday wish lists of local families in need by partnering with organizations in our community, as well as the patients and staff of Garnet Health.

The Holiday Giving Tree Drive supplies paper ornaments from children in need across northern Orange & Sullivan Counties. Each ornament contains a list with the child's first name, age, size, hobby and holiday wish.

Beginning November 18, stop by the Patient Experience office in Middletown or Harris to adopt a child and their wish list.



Drop-off Details:

**Garnet Health Medical Center - Catskills,
Harris and Callicoon Campuses**

Drop-offs due: Dec. 9 in Jodi Goodman's office.

Contact

Jodi Goodman | 845-333-8785

Garnet Health Medical Center

Drop-offs due: Dec. 17 at 10 am
in Conference Rooms 2 & 3.

Contact

Catia Pereira-Gentile | 845-333-1214



WORD OF THE MONTH
FOR DECEMBER:

UNITY

Unity is the state of being united or joined as a whole.

“Unity is strength. When there is teamwork and collaboration, wonderful things can be achieved.” – Mattie Stepanek

Unity brings people together to work toward common goals, fostering strength, resilience, and shared purpose. It is essential because when individuals unite, they support one another, overcome challenges, and achieve more collectively than they could alone. Unity encourages understanding, trust, and cooperation, creating a strong foundation for growth and positive change in communities, organizations, and beyond. Here are some tips on how to practice unity:

- Be kind and show empathy. Treat your loved ones and colleagues with love and respect.
- Always be transparent about your expectations with others.
- Communicate effectively and with kindness about hurdles and challenges.
- Reach out to people around you with honesty. Revealing your true feelings helps to inspire trust.
- When there are disagreements, be respectful, share your thoughts and be willing to listen.
- Advocate for a culture that promotes unity between departments and teams. Try to understand the challenges others face.
- Always reach out to teams asking if they need your help.
- Give the kind of energy you would like to receive.

We are all here to help our patients, so we all have the same goal of helping others. Let us do it together as one team. United we stand, divided we fall. Do your part to be a team player.

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.

Garnet Health Medical Center

December Vendor Dates

Want to do some shopping and some good at the same time? Throughout December, we're welcoming vendors to showcase their merchandise. 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.

12/2	Mary Kay Cosmetics	12/13	Mostly Silver
12/3	Tupperware	12/16	Save On Sweats
12/4	John's Jewelry Box	12/17	Your Nutz
12/5	Eleanor Jewelers	12/18	Krafty Kandles
12/6	Personally Yours	12/19	D&D Jewelry
12/9	Joint 2 Jewelers	12/20	D&D Jewelry
12/10	Arlene's Hair Accessories	12/23	Lisa Anderson Designs
12/11	Teddies Jewelry	12/24	Simple Treasures
12/12	Sew EZ Creations		

Gems Newsletter

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

garnethealth.org