

 Garnet Health.

Gems

Exceptional
Lives Here.



Toro MD, FAC
MEDIC TRAUMA

 Garnet Health
DOCTORS

A story for the ages.

Orthopedic procedure has 99-year-old mobile in just 12 hours.

MISSION STATEMENT
Improve the health of our communities
by providing exceptional healthcare.

FIRE PROCEDURE
EMPHASIS: "RACE, RING"

1 - Rescue persons in immediate danger!
2 - Alarm. Pull nearest fire pull station & call 7777
3 - Evacuate. Close all doors and windows.
4 - Extinguish. If trained or otherwise able!

USE OF FIRE EXTINGUISHERS

1 - Pull pin
2 - Aim at the

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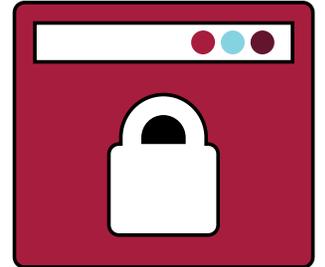
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IT Security Update

Be on the Lookout for Phishers!

The FBI and CISA recently released a Cybersecurity Advisory (CSA) about a phishing campaign using a partial encryption technique, which makes scams harder to detect. The IT Security team has various protections in place, but we need all staff to stay alert for any suspicious email. Here is what to look out for when you are reviewing an email for legitimacy:

- Pay attention to the email address from the sender, not just the sender's name. Hackers will often use a name familiar to the recipient, hoping they will be fooled.
- Always be suspicious of links and attachments in email. Hover over all links to see the actual web address.
- Send all suspicious email to spam@garnethealth.org. The IT team will work with you to determine if the attachment or link is OK to open. You can also click on the Phish Alert button if you are using Outlook.



Thank you for keeping Garnet Health "Cyber Safe!"

Quality Corner

Exceptional Patient Experience

Patient experience remains a top priority in 2023. A key strategic goal in this initiative is for patients to rate their overall experience at Garnet Health as a 9 or 10 (on a scale 0–10) on the survey they receive after discharge. The Patient Experience Survey includes questions about critical aspects of their care, such as communication with nurses and doctors, responsiveness of hospital staff, cleanliness and quietness of hospital, medication and discharge processes, and overall rating of care.

The overall rating is based on the sum of the patient's experience and encounters across their hospital stay. Patients don't expect their care to be perfect in a hospital, but some patients have higher expectations than others. If we provide overall exceptional experience while delivering great care, most patients will rate us highly while considering hospital limitations. If we provide an overall poor, uncaring experience, then patients will critically rate each survey question separately and provide a lower rating.

There may be interactions from different staff that increase or decrease ratings. Our patients tell us about select staff and providers or the little things (the "wows") that really stood out and made a difference in their hospital stay, which boosts our ratings. Things we can do to provide an exceptional patient experience:

- Listen to patients to learn what's working well.
- Ask patients what matters most to them.
- Address the whole patient with empathy.
- Help decrease their anxiety and suffering.
- Apologize when our service is not as stellar as it should be.
- Keep patients informed!

Moving the patient-experience needle takes commitment and focus from everyone that touches the patient, from the time they arrive to when they are discharged. We must remember that each patient's journey is unique and personal, and that a positive patient experience can lead to improved quality outcomes. For more information, email Mary Ellen Crittenden at mcrittenden@garnethealth.org.

Orthopedic Trauma Services Helps 99-Year-Old Patient Walk Again



Thanks to Garnet Health Doctors' Jose Toro, MD, Orthopedic Trauma Surgeon and Medical Director of Orthopedic Trauma services, patient Mary Petrillo, 99, is walking again.

Earlier this year, Mary fell and broke her right femur. She was rushed to the nearest emergency room in excruciating pain.

At that hospital, Mary and her family were presented with two treatment options: an immobilizer cast or surgery. The cast, worn for three months, might allow Mary to heal on her own. With surgery, there were 50-50 odds she would survive the procedure. Mary's family did not accept these options. They called Garnet Health Doctors' Daphne Conde, MS, RNFA, ACNP-BC, ONP-C, a member of the Orthopedic Trauma Program, who also works very closely with Dr. Toro.

Upon reviewing Mary's images, Dr. Toro was extremely confident that he could perform the necessary surgery successfully. Mary elected to undergo surgery with Dr. Toro and was transferred to Garnet Health Medical Center's Level II Trauma Center.

While Mary was no stranger to orthopedic surgery (she already had her right knee and right hip replaced), the combination of breaking her right femur and her advanced age made the procedure more complex. Dr. Toro reassured Mary that Garnet Health's Orthopedic Trauma program had extensive experience treating this type of injury—and that Garnet Health is one of the few locations where the surgical techniques are available to have a patient mobile within 24 hours of surgery by replacing her femur with a donor bone.

As predicted by Dr. Toro, Mary's surgery was a success, and to the amazement of her family, Mary was standing bedside within 12 hours of surgery! She went through two weeks of inpatient rehab then was discharged home. "We are so grateful to Dr. Toro, Daphne, the rehab team and everyone at Garnet Health," said Iris Petrillo, Mary's daughter-in-law. "We want this story to go out to all families so they know that [at] no matter what age, there's still hope."

Mary is also very thankful to be mobile again. "I would like to thank Dr. Toro, the wonderful nurses and all the wonderful people involved in helping me. Thanks to Dr. Toro, I am walking," she said with excitement.



To watch the video, scan the QR code below or visit garnethealth.org/ortho



Garnet Health Celebrates February 2023 Employees of the Month



BEE AWARDS



Shufei Hall, RN, 4 South Garnet Health Medical Center

Garnet Health Medical Center has chosen Shufei Hall as its February Employee of the Month.

Recently, a Mandarin-speaking patient presented in the ED refusing care. The patient was in serious condition but wanted to leave the hospital. The patient was clearly frightened, tearful and not understanding the seriousness of her condition. Shufei came to mind immediately as someone we thought could help calm the patient down by communicating in her native language.

Shufei promptly responded to our request. She came in with a smile and spoke softly and slowly to our patient, which clearly offered a sense of assurance. You could see the expression on the patient's face—her appreciation of the face-to-face exchange with a kind and caring professional. Shufei immediately established a bond and then followed up with the patient's roommate who came to the ED to support the patient.

Shufei, it is because of your patience, act of kindness and genuine concern for the well-being of our patients that this patient agreed to remain in our hospital and consented to care. Kudos, Shufei, for exemplifying the essence of nursing at its best!



John Pawlowski, Director, Rehab Services Garnet Health Medical Center – Catskills

Garnet Health Medical Center – Catskills selected John Pawlowski as its February Employee of the Month.

A rehabilitation patient recently experienced an anaphylactic reaction to another patient who was wearing perfume. John jumped into action, calling a Rapid Response and administered the patient's EpiPen. When the Rapid Response team arrived, John made the team aware of the reason for the patient's condition and asked that anyone wearing cologne or perfume avoid caring for the patient. John said approximately half the team had to step back.

Recognizing a gap in education/practice, John then took proactive steps to partner with Jodi, OD&L, and Administration to make sure education regarding our fragrance-free environment is part of our Rapid Response Team, annual education, medical center orientation and the rehab services paperwork for patients. John's response in the moment, as well as his follow up to ensure improvement for the sake of our patients, really shows how John goes above and beyond in his role.

Thank you, John! You're a true role model and leader! We appreciate you and our patients do too!

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 Medical Center Celebrates Nursing Certifications

We are happy to announce that Alexandria Walker, RN; Magalie (Maggie) Jean-Francois, RN; Laney Travers, RN; and Shanae Green, RN, received board certification in their respective specialties. Alexandria received her board certification in fetal monitoring (C-EFM). Maggie received her board certification in nephrology nursing (CNN). Laney Travers and Shanae Green both received their board certification in medical-surgical nursing (CMSRN). All are pictured with their colleagues and Interim President & CEO, Jerry Dunlavy.

Nurses that hold a certification in their specialty area have made the commitment to lifelong learning and patient advocacy. For more information on becoming board certified, please contact Ashley Miller at amiller1@garnethealth.org.



Garnet Health Medical Center Celebrates a Daisy Award Winner



Lisa Rivera, BSN, RN, Orthopedic Nurse Navigator and Bone & Joint Program Manager, was recently selected for a DAISY Award. Lisa went above and beyond to care for a patient's dog after the patient became very upset that their beloved pet would be home alone and would not be cared for while they were hospitalized. The patient even began pulling out tubes to leave to be with their dog. To calm the patient down, Lisa offered to take care of the patient's dog until the patient was safely discharged later that day. "She is a wonderful nurse," her nomination read. "We need more like her."

Lisa, your compassion went beyond nursing-patient care. Thank you for being such a wonderful example of kindness and caring!



To nominate a nurse for a DAISY Award, visit garnethealth.org/employees and select Nominate a Nurse under the DAISY Award. Select which hospital the nurse works at and complete the nomination. To learn more about the DAISY Foundation, visit daisyfoundation.org.

Annual 1199 Nurse of Distinction Nominees Announced

Garnet Health Medical Center recently selected its 1199 Nurse of Distinction nominees for 2023. The 1199SEIU (United Healthcare Workers East) Nurse of Distinction Awards honor peer-nominated registered nurses for outstanding achievement and commitment to patient-centered care.

Congratulations to the nominees, selected in their category by the frontline registered nursing staff, to represent Garnet Health Medical Center at the 1199 Nurse of Distinction Awards Gala on May 5, 2023, at the Sheraton at Times Square in New York City. Good luck!



Nurse of Distinction: Jacqueline Slanovec, AAS, RN

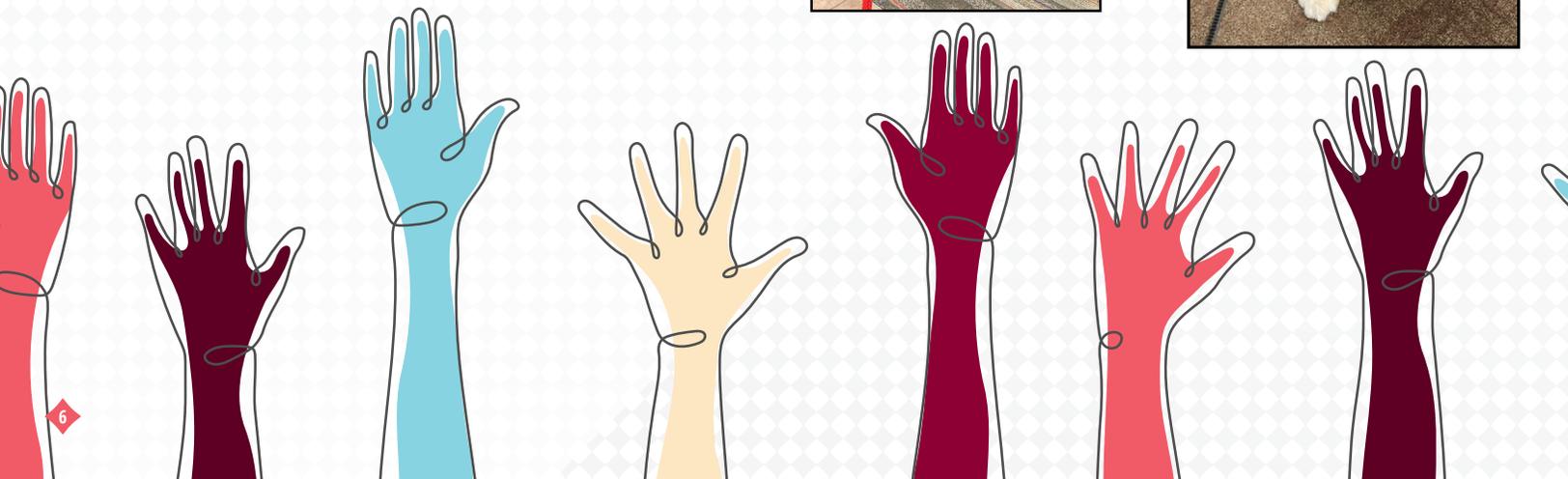
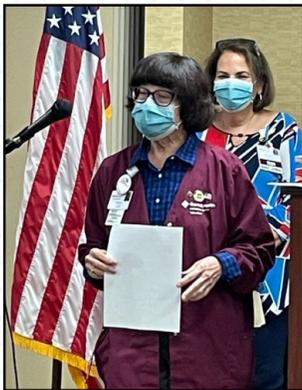
Nurse Leader: Maryanne Clay, BSN, RN

Nurse Preceptor: Shari Wagner, BSN, CMSRN, RN

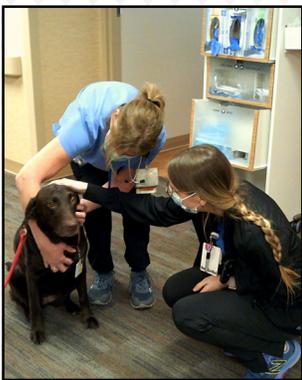
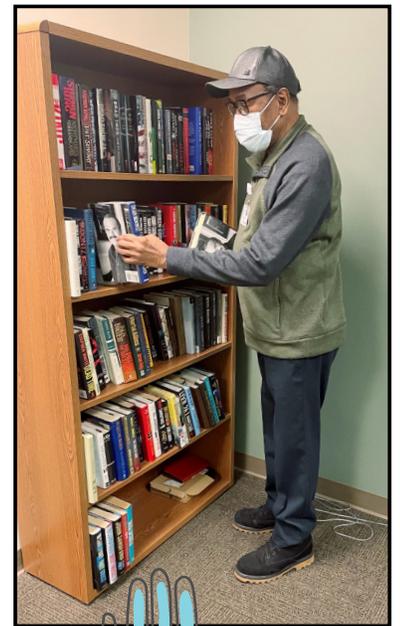
Novice Nurse: Jordan Muller, BSN, CCRN, RN

Celebrating Our

National Volunteer Week, April 16–23, is a chance to celebrate the impact of volunteer service. Garnet Health's volunteer program is an integral part of the hospital's operations. For over 20 years, volunteers have provided invaluable assistance to our patients, visitors and staff. Our Volunteer Corps is more than 250 strong, and we are grateful for their special talents that contribute to the well-being of our community all year long. Thank you to each member of our volunteer team! **We appreciate you!**



Volunteers!



Enhancing Patient Flow and Advancing Care

Garnet Health Welcomes Care Logistics

We are excited to formally announce our partnership with Care Logistics, a leader in patient flow, patient throughput and patient-progression solutions. Care Logistics will be onsite at all hospital locations well into 2024, helping us explore, develop and implement sustainable process initiatives to optimize patient flow, drive efficiency in operations and achieve performance excellence in patient progression. They will work side-by-side with frontline staff and leaders to transform patient flow and throughput, with the goal of advancing patient care, improving patient safety and outcomes, increasing revenue and reimbursement, and reducing avoidable patient days.

Our project name: Care Clarity

Our project aim: Providing Exceptional Care to Every Patient, Every Time

Q: Why do we need to work on patient flow and throughput?

A: Effective patient flow and throughput create an optimal experience for all patients, providers and clinicians, and are most likely to deliver excellent-quality outcomes and minimize patient safety risks.

Q: Exactly what will we be focusing on?

A: Transformation efforts will focus on developing a culture of continuous improvement, with the patient at the center of all activities. In addition, implementation of new processes will support a new culture, and innovative technology will help us understand current performance and opportunities for improvement.

Q: How will this project ultimately benefit the patient?

A: Patient benefits include reducing communication delays and misinformation; on-time discharges; more direct patient care time with caregivers; and generation of real-time patient itinerary for the day. These will all lead to a more positive patient experience that will increase patient-satisfaction scores.

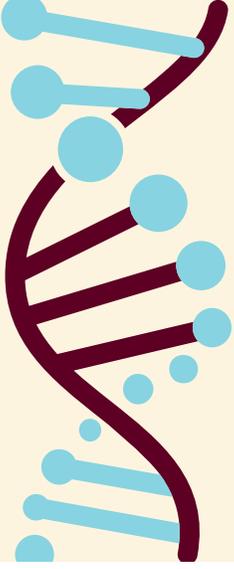
Q: How does this project benefit me?

A: Staff will benefit from enhanced care-team communication for progressing each patient; alignment of the care team for each patient's care plan; a more positive provider staff experience; alleviation of patient flow and discharge barriers; and ability to focus on patient progression and discharge planning.

Q: How can I get more information?

A: Ask your leader to share more information with you and join us for our upcoming Care Clarity Fair! More information will be out shortly!

There will be much more to come as we roll out phases of the project. Thank you in advance for bringing an open mind and your willingness to enhance the quality of care we provide to our patients.



Garnet Health Celebrates Medical Laboratory Week

Medical Laboratory Professionals Week, April 23–29, highlights the vital role laboratory professionals play in the field of medicine. The medical laboratory science field is crucial to the healthcare system and critical to patient care. Don't forget to thank a lab colleague for all they do for our patients!

Garnet Health Doctors Attend Leadership Summit

Anila Khaliq, MD, Family Medicine Residency Associate Program Director, and Shantie Harkisoon, MD, Family Medicine Residency Program Director, recently enjoyed collaborating with Family Medicine colleagues at the AAFP Residency Leadership Summit in Kansas City. Garnet Health proudly supports the development of our faculty.



Garnet Health Represents in Style at Orange County Chamber Event

The Orange County Chamber recently held its annual gala where nearly 450 local business representatives gathered to celebrate the 2023 Chamber honorees. As one of the largest private employers in Orange County, Garnet Health was on hand to represent and network with the business community.

Pictured from left: Moira Mencher, Director of Planning & Community Relations; Marcy Manheim, Administrator of Marketing & Corporate Communications; Raquel Ortiz, Garnet Health Doctors' Vice President of Operations; and Cynthia Jimenez Garnet Health Doctors' Senior Practice Administrator.

Garnet Health Medical Center's Certification and Degree Fair

Garnet Health Medical Center held its Annual Board Certification and Degree Fair on March 16, 2023, in the conference center lobby. Shared Governance members and Magnet champions set up a board certification and Magnet informational table where they rounded on the units, passed out goodies and delivered gifts to our certified nurses. Representatives from colleges and universities also attended—both virtually and in-person—to share program information with attendees. Human Resources and 1199 were also present to answer questions. Thank you to everyone who participated!

Below are photos of a few fun scenes from the day!





Marcy Manheim has been promoted to Administrator of Marketing & Corporate Communications. She joined the organization in 2003 as Marketing & Public Relations Director. During her tenure, Marcy has helped lead marketing and communications efforts for the new hospital, and supported the marketing launch of many new products and service lines including the Heart Center, Bone and Joint Center, Bariatric Center, Garnet Health Doctors and, most recently, cardiothoracic surgery.

Prior to joining Garnet Health, Marcy worked for the Times Herald-Record in sales and sales management for 15 years. She earned her MBA at West Chester University in West Chester, PA, with a graduate certificate in entrepreneurship; a BS in business, management and economics, with a concentration in marketing from SUNY Empire in Saratoga Springs, NY; and an associate degree in applied science from Mercer County Community College, West Windsor, NJ. Marcy can be reached at mmanheim@garnethealth.org.



Kareema Dale, BSN, RN, CMSRN, has been promoted to Director of Nursing, Float Pool. She will be responsible for the float-pool nurses, nursing assistants and nursing-unit clerks, as well as for hiring, onboarding and mentoring the entire float-pool staff. Kareema joined the organization in April of 2022 as Clinical Coordinator of the float pool, and successfully decreased the vacancy rate in the float pool from 70% to less than 10%.

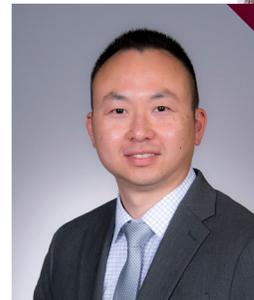
Kareema is the nurse leader liaison for The Professional Excellence committee in Shared Governance, successfully completing Certification Day at Garnet Health Medical Center, and is working on 2023 Nurses Week plans. Kareema received her BSN from Post University. She can be reached at kdale@garnethealth.org.

Congratulations!

Blessit George-Varghese, MS, DO, FACOEP, and **Thomas Liu, MS, DO, FACOEP**, were both awarded fellowship distinction by the American College of Osteopathic Emergency Physicians this past fall for their accomplishments in education, research and dedication to the field of emergency medicine. Dr. George-Varghese and Dr. Liu both serve as attending physicians in the emergency medicine department and are core faculty members of the emergency medicine residency program. In addition, they both serve as adjunct professors, teaching first- and second-year medical students at the Touro College of Osteopathic Medicine in Middletown. Garnet Health is proud and congratulates both Dr. George-Varghese and Dr. Liu!

Raquel Ortiz, Garnet Health Doctors' Vice President of Operations, was nominated as Chair of Mentorship for the Tri-State Chapter of the National Association of Latino Healthcare Executives (NALHE). Her role in the NALHE Tri-State Chapter will provide a platform for Latinx students, early careerists and healthcare professionals who seek guidance to elevate themselves in their careers—creating more seats at the executive table for Hispanic and Latinx representation in the healthcare industry. Congratulations, Raquel, on such an amazing and empowering achievement!

Iona Murphy, an operator in the Communications Department, was presented a certificate of appreciation by Jerry Dunlavy, Interim President & CEO, for her 20 years of service at Garnet Health Medical Center – Catskills. Congratulations, Iona! Well deserved!



Garnet Health Foundation Announces Scholarship Opportunity

The Matthew O'Brien Memorial Scholarship Fund will award two \$500 scholarships this year. Those eligible to apply must either be:

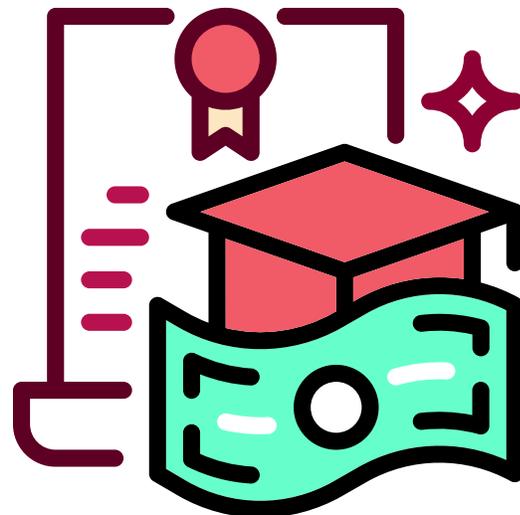
- A Garnet Health high school volunteer who is pursuing a career in the medical profession;
- A graduating senior of a Garnet Health employee who is pursuing a career in the medical profession; or
- A Port Jervis graduating senior pursuing a career in the medical profession.

Applicants must complete a one-page, single-spaced, typed essay (no more than 500 words) on the following: Describe your passion for the medical profession and how that will shape you as a future medical professional.

Essays must be submitted by April 15, 2023. Please mail them to:

Garnet Health Foundation

Attn: The Matthew O'Brien Memorial Scholarship
707 East Main St.
Middletown, NY 10940



Garnet Health Foundation and Garnet Health Foundation – Catskills Announce Upcoming Events

May 4: Annual Donor Reception, by invitation only, City Winery, Montgomery

June 15: Fly Fishing Clinic, Fly Fishing Canter and Museum, Livingston Manor

July 19: Garnet Health Foundation – Catskills' 44th Annual Golf Classic, Tarry Brae Golf Course, Loch Sheldrake, NY

August 4: Sporting Clays, Mid-Hudson, Sporting Clays, New Paltz

September 18: Garnet Health Foundation's 32nd Annual Golf Classic, Mansion Ridge and The Tuxedo Club

For more information, please contact Pam Yosh at (845) 333-2333 or Deanna Schultz at 845-333-8958.

Wellness Word of the Month

GROWTH

/grōTH/ noun: the act or process of development; gradual increase in size or stage of development.

“All growth depends on activity. There is no development physically or intellectually without effort, and effort means work” — Calvin Coolidge

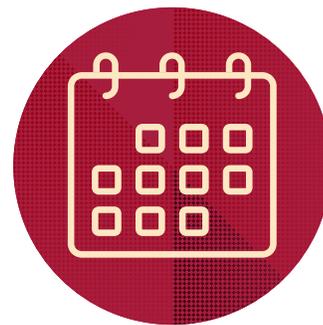
Spring is a time of growth. We see it in the landscape, in birds’ nests, on the little league fields and in the graduation ceremonies. Our body, mind and spirit also need the opportunity for growth. And the best way to grow is to force yourself out of your comfort zone, to try something new. Growth stops when there is no motivation to change. Here are some tips to stay motivated:

List the top three goals you want to achieve that promote personal growth. The goals can be physical, emotional, intellectual or career oriented:

- Create an action plan to help achieve these goals and plan everyday activities that steer you toward your goals. For example, if your focus is physical exercise, plan an exercise regimen and stick with the routine. Remember that progress every day, whether big or small, is still progress.
- Keep a journal or a diary to record your daily activities.
- Consider taking courses, lessons or certification programs to help achieve your goals.
- Surround yourself with a strong support system—people who bring out the best in you and who support you in achieving your goals.
- Find a mentor who can guide you and provide support in your journey.
- Learn to say “no” politely when you are asked to be involved in activities that steer you away from your goals. Personal discipline is key in remaining focused and centered.
- Have a positive outlook on life. Focus on your blessings. Negativity is a barrier to self-improvement
- Find a hobby that helps you relax and takes your mind off life’s stress. It will help you stay motivated and mentally and physically fit.

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.

SAVE THE DATES!



ALA Freedom from Smoking Workshop

Join us for a seven-week session, in person or virtually

Enrollment is ongoing | \$25 per person

Garnet Health Community Education Center, 420 East Main St., Middletown, NY 10940

FIREHOUSE CHALLENGE

Garnet Health has partnered with Sullivan 180 and Assemblywoman Aileen Gunther to bring educational health and wellness conversations to our firefighters. Would you like to present the benefits your service line offers to our firefighters? If so, please contact Domonique Byrd, Community Health Specialist, at dbyrd@garnethealth.org.

Support Groups

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

This month's support group highlight is **Stroke Support**. Held the fourth Tuesday of every month, this group provides support, education and resources to stroke survivors and caretakers. In-person or virtual meeting options available. Visit garnethealth.org/events and search stroke support group for more detail.

Diversity, Equity and Inclusion **April 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.

April is Diversity Month. Established in 2004, Diversity Month gives us an opportunity to better understand and appreciate each other. It's a time to recognize our differences – whether it's gender, race, ethnicity, religion, culture, or sexual orientation – while also embracing all that we share in common, such as our love for our families, our community, and our empathy as human beings.

April 2 | World Autism Awareness Day: raises awareness for those with autism that seek to improve their lives and acceptance in society.

April 5–13 | Passover: commemorates the emancipation of the Israelites from slavery in ancient Egypt.

April 9 | Easter: the most important Christian holiday, which celebrates Jesus' resurrection.

April 22 | Earth Day: holiday that celebrates the planet we live on and all it provides for us. Earth Day is observed by more than 192 nations.

Join the Garnet Health Step Challenge and Win CASH for Walking!

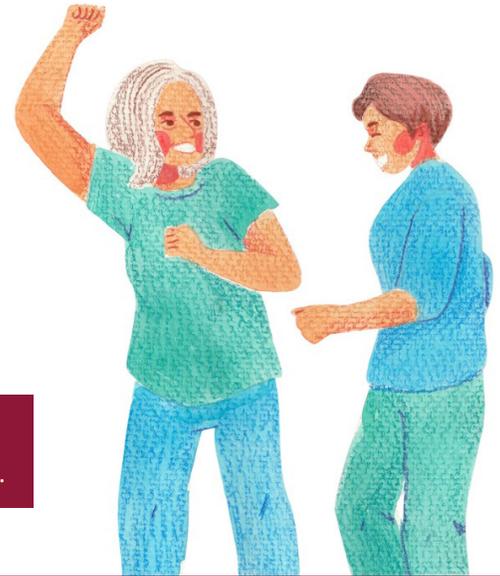
Beginning March 30, Garnet Health employees can start tracking their steps to earn rewards! Increasing your daily steps by 25% or more in 60 days earns you a share of the pot. All registration fees are added to the prize. The more participants, the larger the prize!

Register today! Download the FREE HealthyWage mobile app from the App Store or Google Play. Tap "**Browse other challenges,**" then scroll down and select "Looking for your company challenge?" and enter "**Garnet Health**".



Questions?

Contact Chris Costello at ccostello@garnethealth.org.



Garnet Health Medical Center April Auxiliary Vendor Sales

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

- | | |
|--|---|
| 4/4 Simple Treasures | 4/18 Your Nutz |
| 4/6 John's Jewelry Box | 4/19 Kid's Stuff |
| 4/10 John's Jewelry Box Café @ Pavilion,
75 Crystal Run Road | 4/20 Kid's Stuff Café @ Pavilion,
75 Crystal Run Road |
| 4/12 Krafty Kandles | 4/24 Arlene's Head Turners |
| 4/13 J & M Stern Sports John's Jewelry Box | 4/25 Tupperware |
| 4/14 J&M Sterns Café @ Pavilion,
75 Crystal Run Road | 4/26 Teddie's Jewelry |
| 4/17 Mary Kay | 4/27 Eleanor Jewelers |
| | 4/28 Dana's Funny Doggies |

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