

 Garnet Health.

Gems

Exceptional
Lives Here.



Sharper Image

We cut the ribbon on a new x-ray unit.

The Care Clarity Project Has Launched!

Last month, Garnet Health kicked off Care Clarity, its patient-flow and throughput transformation project, with the aim of "Providing Exceptional Care to Every Patient, Every Time."

The kickoff included Care Clarity Fairs, which provided staff with more information about the initiative and an opportunity to ask questions. Staff who participated received a Care Clarity button and a rubber wristband to wear for designated dress-down days.

Please remember that whatever your position at Garnet Health, we will all work side by side to explore, develop, and implement sustainable process initiatives to optimize patient flow, drive efficiency in operations and to achieve performance excellence in patient progression.

Thank you in advance for keeping an open mind and for participating in this project to ultimately provide our patients with an enhanced experience, as well as to better support staff in caring for our patients.

Please ask your leader for more information about this project.



Quality Corner

Culture of Safety: A Closer Look

The Culture of Safety Survey will be distributed to all Garnet Health staff and providers in May. This survey provides the organization with critical information about attitudes and perspectives on safety culture. The results can help teams understand how they can improve patient safety and processes in their units or departments, as well as throughout the organization.

The survey is intended to:

- Raise staff awareness about patient safety.
- Diagnose and assess the status of patient-safety culture.
- Identify strengths and areas for patient-safety-culture improvement.
- Examine how trends in patient-safety culture change over time.
- Evaluate the cultural impact of patient-safety initiatives and interventions.

What are the important features needed for a culture of safety?

- Teamwork and a multidisciplinary approach to achieve patient-care goals.
- Evidence-based clinical care, delivering care based on current evidence and clinical expertise.
- Collaboration across areas to seek solutions to patient-safety issues.
- A just culture, blame-free environment system of accountability for safe practice.
- Organization's commitment of resources to address safety concerns.
- Patient-centered care, delivered with compassion, empathy and engagement of families.

Be on the lookout for an email that provides access to the survey which will be open May 1- May 23. Our goal is to have a culture where safety is the highest priority. Questions? Contact the Patient Safety Officer at mcrittenden@garnethealth.org.

Garnet Health Doctors and Garnet Health Urgent Care Celebrate New X-ray Unit

Garnet Health Doctors and Garnet Health Urgent Care staff recently cut the ribbon to a new X-ray unit, which will serve patients treated in our Outpatient Services Building located on the Middletown Campus.

The Siemens Medical Solution X-ray is equipped with software specifically designed for orthopedics and orthopedic trauma cases. The unit is ceiling mounted, which gives greater flexibility to our radiologic technicians who will now be able to move the X-ray component around the patient. We are extremely excited about this new technology, but the real winners are the patients we serve!



Care Everywhere Allows Exchange of Patients' Health Information Between Healthcare Organizations

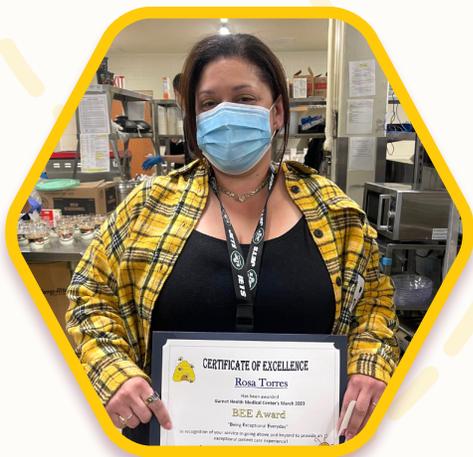
Imagine needing to make an unexpected trip to a hospital while on vacation and having your medical records available to the attending providers allowing them to better care for you. With Care Everywhere, your health history and records can be shared—safely and securely—with participating health systems. Providers can access your chart and make better clinical decisions based on your health history. They can update your diagnosis and treatment in your electronic health records, too. When you return from vacation and follow up with your regular doctors, they will be able to see your unexpected vacation medical visit.

So how does it work? Using the Care Everywhere icon in Storyboard, providers and clinical staff can see which outside organizations have sent encounter data. They can find additional outside charts and jump to the Reconcile Outside Information and Care Everywhere Outside Records activity to view a patient's medical information, including clinical summaries, encounter summaries, lab results, etc.

For more information on how to access a patient's medical information using Care Everywhere, download the tips sheets on the Intranet in the Epic/Epic Documents/Care Everywhere folder. You can also reach out to Margaret Cronin, Health Information Exchange Analyst, at 333-2583 or mcronin@garnethealth.org.



BEE AWARDS



Rosa Torres, Dietician Assistant Garnet Health Medical Center

Our patients and their families ask for Rosa by name and have grown to love and trust her because she makes them feel special and remembered. For example, EVERY patient receives a card on their tray on their birthday. Rosa believes that no one should have to spend their birthday in the hospital—but if they do, they need to know we care!

During COVID-19, Rosa orchestrated a wedding with Nursing on five hours notice. She and her coworkers ordered and picked up the wedding cake, flowers, chocolate-covered strawberries, balloons, champagne flutes, rose petals, table décor, sparkling cider, cards and a boutonniere for the groom! They even topped off the special day with a wedding dinner for the newlyweds.

Recently, Rosa made many personal sacrifices in the name of patient care because the Dietary Office was short-staffed. She worked during her scheduled vacation, picked up additional shifts, and not only worked doubles but also worked on her scheduled weekends off.

Rosa, you deserve this recognition and then some!
Thank you for all you do for our patients.



Lorna Davis, Lead Cook Garnet Health Medical Center – Catskills, Harris Campus

Lorna is our “paste” in the kitchen and is highly respected and trusted. She is a quick thinker and problem solver who works well under pressure. Lorna treats everyone equally. She shows true compassion and promotes cooperation to ensure staff work as a team to execute any task.

Patient satisfaction is Lorna’s top priority. She always puts patients first. Her attention to detail is impeccable. She understands the importance of presentation and takes great pride in her work. She is an amazing team player and has a way of guiding people to stay focused. She inspires all to do their best and has set a standard for others to follow. There have been numerous times that a staff member has said, “What would Lorna do?” or “Think like Lorna.” This is a testament to the great influence she has on staff.

Lorna has demonstrated strong leadership through our recent transition. Thank you, Lorna, for all you do! It’s clear you are someone who cares deeply about your team and our patients.

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 excited to announce that Shannon Carrosella, Float Nurse, received her board certification in medical-surgical nursing (CMSRN).

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.



Recognizing a Good Catch

Congratulations to Laurie Reina, 2 South Nursing Unit Coordinator at Garnet Health Medical Center, for her recent Good Catch. Laurie is pictured with her team and Jerry Dunlavey, Interim President and CEO.

A Good Catch occurs when someone's corrective action and/or timely intervention prevents an incident or medical error. The Patient Safety Subcommittee judges the nominees. To nominate someone for a Good Catch Award visit the intranet and click on Rewards and Recognition.

Doctors' Day Success

We celebrated our physicians on March 30, National Doctors' Day. This photo illustrates how much fun we can have with our doctors! Thank you, Matthew Meigh, DO, for allowing us to use you as a prop for some fun selfies!



GME Makes News

Shoutout to Emergency Medicine Program Director Dulaya Santikul, DO, and Emergency Medicine PGY 1 resident Austin Vaughan, MD, for a great interview with Spectrum News on the topic of declining emergency medicine resident applications across the nation. What an interview team!



Celebrating National Hospital Week, May 7–13

At Garnet Health, we often say, "Exceptional Lives Here." But the exceptional people who work here are at the heart of what makes Garnet Health special. We are lucky to have such a skilled and committed team. Thank you for everything you do for our patients and our community.





Garnet Health Celebrates



May 6–12

Nurses are the heart of Garnet Health. In celebration of National Nurses Week, we salute our nurses for their expertise, their compassion and the tireless dedication to patient care.

Pictured are just a few of our amazing nurses throughout the system representing quality care.



National Nurses Week



Garnet Health Medical Center – Catskills Celebrated ‘Donate Life Month’ in April



Garnet Health Vincent Corsello is proud to share that he donated a kidney to a friend in need eight years ago. Thank you, Vincent, for being a true giver of life!

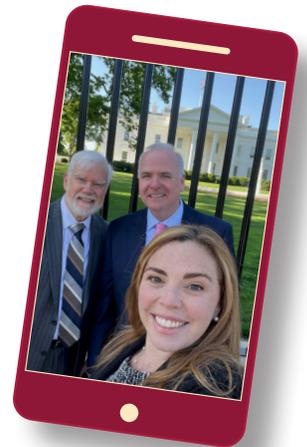
Each April, Donate Life America leads National Donate Life Month, an observance focusing national attention on the need for and importance of organ, eye and tissue donation. It is through the generosity of donors and their families that saving lives through transplantation is possible. Please consider registering as an organ donor.



Garnet Health Medical Center – Catskills sported their best blue and green on April 14 for National Wear Blue and Green Day, one of the recognitions during National Donate Life Month.

Garnet Health Hits the Hill

Garnet Health’s Jerry Dunlavy, Interim President & CEO; David Smith, Vice President of Strategic Planning & Marketing; and Moira Mencher, Director of Planning & Community Relations, traveled to Washington, D.C., to meet with key elected officials at the House and Senate to educate them about the quality healthcare we provide to our patients and the Sullivan and Orange County communities, as well as to seek support for upcoming funding opportunities. Special thanks to Congressman Ryan, Congressman Molonaro, and the staff of Senator Schumer and Senator Gillibrand, who took time to meet and discuss how they can help Garnet Health.



GARNET HEALTH MEDICAL CENTER VOLUNTEER HONORED

Congratulations to our volunteer, Milan Patel, for being honored with the SUNY Orange Chancellor’s Award for Excellence! Milan has been a volunteer at the Middletown Campus for two years. Maureen Roche, Director of Volunteer Services at Garnet Health Medical Center, has been so impressed with Milan’s outstanding service to the hospital that she wrote a letter of recommendation for this award.

The SUNY Chancellor’s Award for Student Excellence acknowledges students for outstanding achievements who have demonstrated the integration of SUNY excellence within many aspects of their lives, including academics, leadership, campus involvement, community service and the arts. It is the highest honor bestowed upon a student by the University.

Milan received his honor at a ceremony held on April 24, 2023, in Albany. He plans on attending medical school after graduating in May. We’re proud of you, Milan!



Garnet Health Recognizes Mental Health Awareness Month in May

May is Mental Health Awareness Month. Founded in 1949, the awareness helps to educate the public about mental illness, types of treatment, reduce the stigma associated with mental illness and to celebrate recovery from mental illness. Today more than ever, mental health awareness is an important initiative to improve understanding of mental health conditions and increase access to healthcare for those who need it.

Garnet Health Medical Center will honor our patients who receive treatment for mental health with an art exhibit entitled "Be the Change You Want to See In the

World." The collection of patient artwork will be displayed in the gallery by the cafeteria throughout the month of May. Art therapy is a form of psychotherapy that involves the encouragement of free self-expression through painting, drawing or modelling to facilitate healing.

Thank you to Garnet Health Foundation for sponsoring the art materials used in our patients' project through a grant. The images pictured were crafted by our patients. Stay tuned for the May issue of Gems, which will feature all artwork on display.



The following is a list of mental health services if you are in need:

Employee Assistance Program	(800) 999-7222
SAMHSA'S Helpline (Substance Abuse and Mental Health Services Administration)	(800) 662-4357
National Suicide Prevention Lifeline	(800) 273-8255
NAMI (National Alliance on Mental Health)	(800) 950-6264
Children's Crisis Outreach	(845) 701-3777
Mobile Mental Health	(800) 710-7083 or (845) 790-0911
Family Solutions (Parent helpline)	(866) 373-2336
Textline for Teens	(845) 372-1817
Fearless! 24/7 Hotline (Abuse, trafficking and sexual violence support)	(845) 562-5340
Elder Abuse Hotline	(844) 746-69005
Veterans Crisis Line	(800) 273-8255 press 1, or text 838255
TrevorLifeline (LGBTQIA+ specific support)	(866) 488-7386, Text "start" to 678-678

Garnet Health is hosting an informational resource fair as part of Mental Health Awareness Month.

Please take a few minutes to stop by and check out our vendors.

May 17 – Harris Campus, Main lobby

May 18 – Middletown Campus, Conference Center Lobby, Ground Floor

Callicoon to be announced.

Vendor participants include:

Our Employee Assistance Program Providers | Fearless | Independent Living | Garnet Health Mental Health Leadership | Garnet Health Occupational Health | and more

Join Us for a Fly-Fishing Clinic!

Thursday, June 15, 2023
1:00 p.m. (rain or shine)
Catskill Fly Fishing Center & Museum
1031 Old Route 17
Livingston Manor, NY



Hosted by Garnet Health Foundation – Catskills, this program will include instruction for fundamentals in fly-rod casting, fly tying and fly-fishing, along with a bamboo fly-rod handcrafting studio and museum tour. Cost is \$50 per participant. Registration includes instruction and lunch, and a one-year membership (valued at \$40) to the Catskill Fly Fishing Center & Museum.

All proceeds will benefit Garnet Health Medical Center – Catskills. For questions or information, please contact the Foundation Office at (845) 333-8958 or visit garnethealth.org/flyfishing.

Garnet Health Medical Center – Catskills 44th Annual Golf Classic to Benefit Patient Experience Fund

We are excited to announce that the Garnet Health Medical Center – Catskills 44th Annual Golf Classic, scheduled for Wednesday, July 19, 2022, will be held at a new location—Tarry Brae Golf Course in South Fallsburg, NY.

All proceeds raised at this event will benefit the Patient Experience fund at Garnet Health Medical Center – Catskills. Through fundraising, the Patient Experience program is creating a sustainable fund to help patients and their families when needed. This fund intends to contribute to overall healing and wellness by reducing stress related to basic needs. To learn more about the event or to donate, please contact the Foundation Office at (845) 333-8962 or visit garnethealth.org.



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

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.



Put your love on the shelf. Help us fill our Food Farmacy!

Take part in Garnet Health's Food Farmacy initiative and assist those facing food insecurity in our communities. Just under 2 million people in New York are facing hunger, and nearly 600,000 are children. You can help by donating canned goods and shelf-stable foods:

- Instant oatmeal/instant breakfast
- Granola bars
- Minute rice
- Canned soup/chili
- Canned veggies
- Canned beans
- Cases of water
- Pasta
- Tuna fish
- Nuts
- Personal hygiene items (toilet paper, toothpaste, etc.)
- Mac and cheese
- Peanut butter
- Pudding
- Dried fruit
- Applesauce cups
- Canned fruit
- Anything shelf-stable!

For more information, contact **Moira Mencher** at mmencher@garnethealth.org, or **Nicole Dugan** at ndugan@garnethealth.org.

Garnet Health Medical Center: Find multiple boxes throughout the hospital.

Garnet Health Medical Center – Catskills: Jodi Goodman's Community Service office.

Garnet Health Medical Center – Callicoon: Call Maureen Donnelly for location, at (845) 333-6807.

Wellness Word of the Month

TEAMWORK

Teamwork is the activity of successfully working together in a group. The combined action and effort of a group to achieve a common goal in an efficient and effective way.

“Great things in business are never done by one person. They are done by a team of people.”

— Steve Jobs

Have you heard the phrase, “teamwork makes dream work?” It’s true! Teamwork empowers people, builds relationships and makes work more productive. Teams promote creativity and achieve more goals through collaboration. You can also develop new skills by learning from others. In the workplace, solid teamwork increases job satisfaction. At home, it strengthens relationships. Teamwork adds a positive element to one’s quality of life.

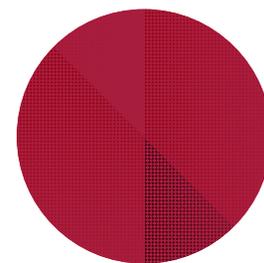
Here are some tips to successfully conduct teamwork, whether at home or in the office:

- The most important aspect of teamwork is to understand everyone on your team. Try to understand everyone’s perspectives before making decisions.
- Communicate the goal and plan clearly and set expectations of the tasks to be implemented. Always provide a clear message to motivate all members of your team.
- Empower everyone on the team by asking for volunteers before delegating tasks. This ensures everyone is treated equally.
- Reward hard work and talents. Recognition promotes encouragement.
- Be inclusive, not exclusive. When people are invited to join a team, they feel wanted and will likely give more to the effort.
- Offer an “emotional reward” for a job well done. Provide time off so team members can rest and recharge.
- Reach out to a team member who seems distant. Something may be going on, and a boost to their morale may be in order. There is always someone in need of good energy.
- Plan activities that promote team building, such as board games, painting, social hours and hiking. Socializing builds strong teams.

When we believe in teamwork, our goals can be achieved with the best outcomes. We can build strong relationships that promote personal satisfaction, reduces stress and accomplishes tasks in an effective and efficient manner.

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.

UPCOMING CLASSES AND EVENTS



| ALA Freedom from Smoking Workshop

Join us for a seven-week session, in person or virtually. Enrollment is ongoing. Cost is \$25 per person. In-person classes are held the Garnet Health Community Education Center, 420 East Main Street, Middletown, NY 10940.

| Juneteenth Parade and Celebration

Friends and family of Garnet Health are invited to march in the Juneteenth Parade on Monday, June 19, in Monticello. The parade begins at 11:30 a.m., rain or shine. A reception immediately follows. Vendor tables are available from 1:30 p.m.–3:00 p.m. Contact Domonique Byrd at dbyrd@garnethealth.org for more information.

| 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 dbyrd@garnethealth.org.

| Support Groups

Offer participants strength, collaboration and emotional resilience to help improve well-being. For more information about all our support groups, visit garnethealth.org/supportgroups.

This Month's Highlight: NAMI Family Support Group

Every third Monday of the month, the National Alliance on Mental Illness (NAMI) Orange County-NY Chapter has a monthly support group here at Garnet Health. This is a community for family members of those suffering from severe mental health conditions who are looking for a space where they can share their experiences and find others who may be going through the same challenges. NAMI Family Support Group has returned to an in-person/ virtual setting this spring. Please visit garnethealth.org/events and search NAMI Family Support Group for more detail.

Diversity, Equity and Inclusion May 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 contribute to better patient care.

Please help share in acknowledging the following national and or worldwide recognitions.

May is Mental Health Awareness Month.

This national movement raises public awareness about mental health, advocates for access to care, fights stigma, provides support and advocates for policies that support people living with mental illness, as well as their families.

Also occurring in May:

Older Americans Month

Celebrates how older Americans contribute to society nationwide.

Jewish American Heritage Month

Honors American Jews and their contributions to the United States throughout history.

Asian American and Pacific Island Heritage Month

Commemorates people with Asian and Pacific Island ancestry and their contributions throughout the nation.

Cinco de Mayo (May 5)

The Mexican American holiday that celebrates Mexico's defeat of the French Army.

Garnet Health Medical Center – Catskills, Harris Campus

Accepting Sharps Disposals

We're providing used sharps disposal for community members, free of charge. Used sharps must be properly placed in puncture-proof containers, such as sharps containers, laundry- detergent bottles or bleach bottles. Screw-on caps are to be tightly secured, and bottles are to be marked with "Contains Sharps."

Drop-offs will be accepted from 8:00 a.m. to 8:00 p.m., seven days a week, at:

**68 Harris Bushville Road
Harris, NY 12742**

No appointment is required. Questions? Call (845) 333-8870.



Garnet Health Medical Center May Auxiliary Vendor Sales

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

- 5/3** Teddies Jewelry Café @ Pavilion, 75 Crystal Run Road
- 5/16** Your Nutz
- 5/18** John's Jewelry Box Café @ Pavilion, 75 Crystal Run Road
- 5/19** Cedar Hill BotanicalsCafé @ Pavilion, 75 Crystal Run Road
- 5/22** Krafty Kandles
- 5/23** Mary Kay
- 5/24** Kid's Stuff Café @ Pavilion, 75 Crystal Run Road
- 5/24** Arlene's Head Turners
- 5/25** Kid's Stuff

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

Gems Newsletter

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

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