

 Garnet Health.

Gems

Exceptional
Lives Here.



WAY ABOVE PAR

Garnet Health Foundation's
32nd Annual Golf Classic.



What to Know About High Reliability Organizations

Failures that occur in healthcare can be tragic due to human factors involved. A High Reliability Organization (HRO) strives to prevent failures by providing consistent high-quality care while continually improving clinical outcomes.

The main goal of an HRO is to recognize potential failures before they occur to quickly intervene and prevent harm. Meeting this goal requires leadership that is committed to making safety and effective communication top priorities. Creating an open-door policy with a positive and inclusive culture of safety, where staff feel comfortable reporting errors and near misses, prevents repeat failures by everyone. Regular check-ins with staff and patients increase operational awareness and help identify areas that need process improvements.

Staff should never feel uncomfortable reporting an issue. There are several ways to report errors and near misses:

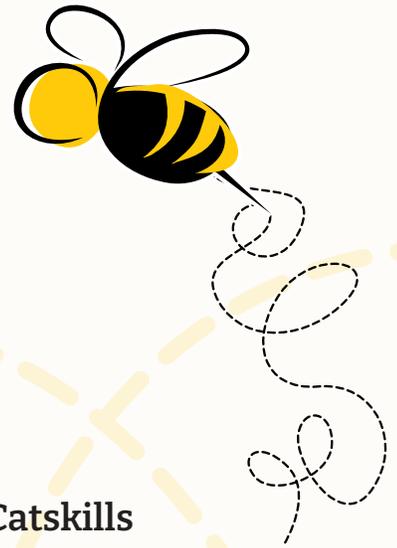
- In person to a Leader
- Through the Midas RDE system
- To Quality Services for a case review
- To Corporate Compliance

Some reported events will require a root cause analysis (RCA). A group of individuals work together to identify the failure in sequence, and to determine if it could have been prevented and to seek opportunities for improvement. There is no rank in the room, and it is important to include those involved in the event, as their knowledge and expertise are instrumental. This is an opportunity to learn and improve, and policy and procedures will be updated or reinforced if needed. In our effort to remain accountable and transparent, serious events are reportable to the state with RCA findings, and process improvement plans are included.

Healthcare organizations dedicated to limiting failures and that identify as an HRO must create a culture where all staff feel empowered to speak up and take ownership in preventing harms. This creates change and leads to improved outcomes. An HRO strives to be a “no harm” organization and stands by the slogan, “If you see something, say something.” This results in consistently improving practices and policies to ensure the community served receives safe, exceptional care.

For more information, contact sneenan@garnethealth.org.

BEE AWARDS



Aracelis “Sherry” Diaz
Food Service,
Garnet Health Medical Center – Catskills

Sherry’s genuine kindness and caring in helping a patient’s family member earned her the August BEE award. An 87-year-old gentleman was having breakfast while he waited for his wife’s tests to be completed. Seeing that his shaky hands were preventing him from fixing his own breakfast, Sherry took it upon herself to help the gentleman “as if it were her own dad,” her nomination read, adding that “it was wonderful and emotional to witness the care she provided to him.”

Sherry also provides hospitality and great conversation to everyone she helps in the café, and her café music selections are very enjoyable. “I honestly enjoy my visit to the café,” her nominator said.

Sherry, thank you for your kindness, compassion and hospitality to everyone you come in contact with. And thank you for providing an environment where customers feel welcome.



Lisa Jansen
Material Management & OR Specialist, Surgical Stores,
Garnet Health Medical Center

Lisa is a champion for her department and finds good in even the hardest days. She is motivated to get any task done and always finds a way to make things happen. She is a true leader who demonstrates patience with everyone and always gives 100% to the staff. She treats people with respect and professionalism and guides the staff in the right direction. Lisa makes work enjoyable while getting the job done. “Lisa leads by example,” her nomination said.

Lisa, thank you for giving your best every day and for making work a place where others want to be. Your positive energy makes a difference!

The Employee of the Month program is also known as the Being Exceptional Every day (BEE) Award—and Being Exceptional Every day takes dedication, loyalty and commitment. To nominate an employee, physician, volunteer or team/department, visit the intranet page, scroll down and click on the BEE Award icon.

Good Catch Award



Congrats to Karen Sherwood, a Phlebotomist in the GHMC Lab, for her recent Good Catch! From left: Dr. Thomas Stockl, Jene Shafer, Rosemarie Schmidt, Karen Sherwood, Theresa Dering, Mary Ellen Crittenden and Janice Stolzenberg.

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

Leading the Way

Christine Goodhart, CEBS, has been promoted to Chief Human Resources Officer (CHRO) for Garnet Health. Christine has served as our Interim CHRO since January and has demonstrated leadership in numerous ways throughout her tenure. She joined Garnet Health in 2009 as Director of Benefits and most recently served as our Vice President of Human Resources Operations. Prior to coming to Garnet Health, Christine held leadership positions at the Center for Discovery, Nuvance (Health Quest) and the Hudson Valley Federal Credit Union. She earned her bachelor's from SUNY Geneseo and her master's in human resource management from Mercy College, and is a Certified Employee Benefits Specialist.

Christine reports to Jonathan Schiller. She can be reached at cgoodhart@garnethealth.org.



Joyce Timko, MBA, CRA, RT(R)(CT)(M), has been promoted to Vice President of Clinical Support Services. Joyce joined Garnet Health in 2016 as Director of Diagnostic Imaging and was promoted to Administrator of Diagnostic Imaging in 2022. Prior to joining the organization, she held various positions at Atlantic Health System, Mid-Hudson Hospital of Westchester Medical Center, Putnam Hospital Center and Crystal Run Healthcare. Joyce earned her master's from Mount Saint Mary's College and her bachelor's in radiology from Quinnipiac University. She is currently pursuing her doctorate of business in healthcare administration.

Joyce reports to Jerry Dunlavey. She can be reached at jtimko@garnethealth.org.



Garnet Health is proud to be the presenting sponsor of the **2023 Making Strides Against Breast Cancer** walk on **October 15** at:

Woodbury Common Premium Outlets
498 Red Apple Court
Central Valley, NY 10917

Please join us in the **nation's largest breast cancer movement** by creating a team of your own or by joining one of nine existing **Garnet Health** teams.

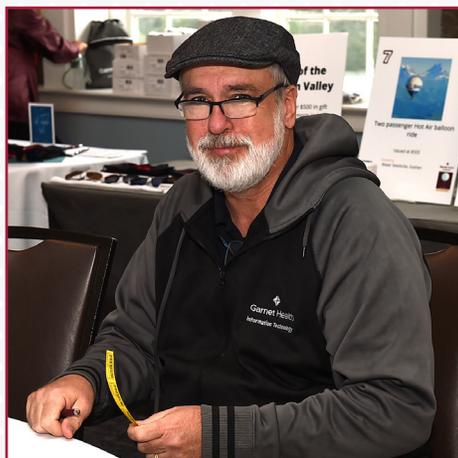
Sign-up or join today!

Questions? Contact **Jessica Gerlach** at jgerlach@garnethealth.org

Well PlayED

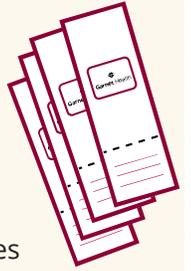
Garnet Health Foundation's 32nd Annual Golf Classic raises thousands for Garnet Health Medical Center's ED.

On behalf of Garnet Health Foundation, thank you to all who helped to make this year's golf tournament a great success. The September 18 event hosted 168 golfers on two courses and wrapped up with a reception where awards were handed out. The tournament grossed more than \$200,000, and all proceeds benefit the Every Minute Counts fundraising campaign for the expansion and renovation of Garnet Health Medical Center's Emergency Room.





Basket Raffle Winners



- #1 **Solo Stove:** Samuel Abourbih
- #2 **Nintendo Switch:** Stephanie Johannes
- #3 **iPad:** Alan Turken
- #4 **Tuxedo Golf Club:** Travis Miller
- #5 **Apple Products:** Thomas McGimpsey
- #6 **City Winery HV Experience:** Samantha Tsang
- #7 **Hot Air Balloon Ride:** Jake Lindsey
- #8 **Best of the Hudson Valley:** Jill Emblar



Limited Raffle Winners

- 1ST PLACE**
\$5,000 Eric Kukieza
- 2ND PLACE**
\$2,500 Dee Freeman
- 3RD PLACE**
\$1,000 Amy Clark



Nurses Out and About Caring for Our Community

On October 9, Garnet Health Medical Center's Nursing Department gave back to the community during a well-attended back-to-school event.

Volunteering their personal time at the City of Middletown's *It Takes a Village - Back to School BBQ* at Fancher-Davidge Park, nurses distributed 100 book bags and school supplies to children in need. They also handed out arts-and-crafts bags and hand sanitizer. Their acts of generosity were aided by the Garnet Health Foundation.

Thank you to our nurses and to the Foundation for helping to care for our community!



Front row, from left: Survivor Rose Anna Roantree, DO; Survivor Heather Granucci; and Rose Baczewski. Back row, from left: Jayne O'Malley, Ali Monell, Jessica Gerlach, Survivor Regina Toomey Bueno, and Karen Loos.

Garnet Health Makes Its Presence Felt at 'Making Strides' Kick-off Breakfast

The American Cancer Society kicked off its 2023 Making Strides Against Breast Cancer Walk fundraiser on August 16, 2023, at the Woodbury Commons. Garnet Health is the proud flagship sponsor of the walk.

Save the Date! The 28th Annual Making Strides Against Breast Cancer Walk will be held on Sunday, October 15, 2023, at Woodbury Common Premium Outlets, located at 498 Red Apple Court, Central Valley, NY 10917. Registration begins at 7:30 a.m.

Emergency Management Training

On October 7 and 8, Emergency Management conducted Decontamination Training for employees. Nurses, Techs, Security, Emergency Management and the Trauma Department were among those in attendance. Big thanks to the Emergency Management team at Northwell Health for conducting this valuable training. For questions about emergency management, email mrodrigues@garnethealth.org.



COVID is Making a Comeback

In light of recent increases in COVID-19 transmission in the community, inpatient COVID-19 patient capacity and employee COVID-19 positivity rates, Infection Control & Employee Health strongly recommend that all staff consider wearing a surgical mask while at work. This is especially important for those who have direct contact with patients and/or are frequently in close proximity (6 feet) of other staff members.

In addition to masking, hand-hygiene compliance is very important in helping to keep yourself, your coworkers and your patients safe. Be sure to wash/sanitize your hands frequently.

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

New Deli Counter Opens

The new Boar's Head deli counter located in the Woodland Garden Cafe is now open on Fridays from 11 a.m. – 2 p.m. and offers freshly made Boar's Head cold-cut sandwiches along with a selection of artisan breads, sauces and toppings.

Coming Soon! Our Grand Re-Opening Celebration of our newly renovated Woodland Garden Café. We will offer new menus, action stations, fresh paninis and house-made chef specials.



Frank Lark is pictured next to the new Boar's Head deli case located in the cafeteria.

Save the Dates



Diabetes Prevention Program

Are you at risk for type 2 diabetes? Garnet Health offers a free, scientifically proven and effective lifestyle program that teaches diabetes prevention. The program is available in-person or hybrid. For more information, call (845) 333-2705.

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.

Last Month for Farmers' Markets

Interested in engaging with the community and presenting the benefits of your service line to market attendees? Garnet Health Community Health is part of Sullivan Fresh Market on the Move.

Garnet Health Medical Center – Catskills, Harris Campus:

First Friday of every month, 11:30 a.m.–1:30 p.m.

Monticello: Thursdays, 10:00 a.m.–1:00 p.m.

Middletown: Saturdays, 8:00 a.m.–1:00 p.m.

Port Jervis: Saturdays, 10:00 a.m.–1:00 p.m.

Sign up to attend a market today! For more information, contact Emily Rynd at erynd@garnethealth.org.

Since July, Garnet Health Medical Center – Catskills, Harris Campus, has been proud to host Cornell Cooperative Extension's Sullivan Fresh Market on the Move on the first Friday of each month.

The Sullivan Fresh initiative makes affordable fresh fruits and vegetables easily available to communities within Sullivan County while creating a sustainable sales market for local farmers. Our Harris Campus is one of seven locations throughout the county that hosts this farmers' market; the last Harris Campus farmer's market of the season is October 6.

We'd like to thank Cornell Cooperative Extension for their leadership in helping to make healthy produce available to our community. And a big thank you to all who have supported this initiative through the purchase of fresh local produce.





Grover M. Hermann Auxiliary Raffle Prize Winner

Romena Bigio (Right), Credit & Collections, Garnet Health Medical Center – Catskills, is presented with Woodstock Windchimes, which she won in a raffle sponsored by the Grover M. Hermann Auxiliary. Romena is pictured with Peggy Richardson, Auxiliary President.

Local Quilters Donate to Our Patients

Garnet Health Foundation – Catskills received a thoughtful and generous donation from the Calico Geese Quilters of Sullivan County/Cornell Cooperative Extension in support of the Patient Experience program.

We are grateful to the team of quilters for sharing their talents and delivering handmade, stuffed comfort items. Each one will put a smile on the faces of the many patients we care for. Thank you, Calico Geese Quilters!

To learn more about the Patient Experience Fund program, please contact garnethealth.org/giving or call (845) 333-8962



October Vendor Dates

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

- | | |
|---|--|
| 4 Teddies Jewelry
Café @ Pavilion,
75 Crystal Run Road | 17 Arlene's Hair Accessories |
| 6 Mostly Silver | 18 Your Nutz |
| 10 Mary Kay | 19 Teddie's Jewelry |
| 10 Arlene's Hair Accessories
Café @ Pavilion,
75 Crystal Run Road | 22 Shaklee |
| 11 Krafty Kandles | 23 Trade Connections |
| 12 Simple Treasures | 24 Trade Connections |
| 16 Moji Life | 25 Trade Connections |
| | 26 Sew EZ Creations |
| | 31 Simple Treasures |



Wellness Word of the Month

LEARN

verb: gain or acquire knowledge of or skill in something by study, experience or being taught.

“Live as if you were to die tomorrow. Learn as if you were to live forever.” —Mahatma Gandhi

Learning helps us to keep up with our personal and professional goals. When we are open to absorbing new information, it expands our knowledge. Acquiring a new skill increases our ability to do more. When we take advantage of talent development, the more highly skilled we become. The more we grow from learning, the more confidence and courage we gain and the less anxious and fearful we feel. Learning from every aspect of life is key to acquiring knowledge and wisdom.

Here are some tips on how to keep learning:

- Wake up thinking that you are going to learn something new today.
- Research topics you are interested in. Write down a list of interesting topics that you'd like to learn about and then explore them.
- Cultivate a curious mindset and learn from every experience in life.
- Check your calendar for the day and plan for some learning time.
- Attempt to learn a new creative skill such as knitting, painting, singing, dancing, hiking or climbing.
- Start a book or movie club with friends/colleagues who share similar interests.
- If you are a visual learner, watch recordings, videos or reels that instruct you on a topic of interest.
- If you wish to learn by listening, podcasts or audio books are great while you commute or when you want to relax.
- If you are a hands-on learner, sign up for a workshop.
- Online courses are a great way to learn. Push yourself to enroll in a subject that interests you.

Any new learning task helps us focus and steers our minds away from negativity. Strive to keep learning. When you do, you keep your mind healthy and young.

Anjana Poonthota MD, MPH, FAAP, is Medical Director, Garnet Health Women's and Children's Services Program and Pediatrics and Director of Wellness, Garnet Health. She is enthusiastic about sharing tips about our health and wellness.



Are You a Patient of Any Garnet Health Service?

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

October 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.

- OCTOBER 1-31:** **Global Diversity Awareness Month** aims to promote knowledge and respect for various cultures.
- OCTOBER 1-31:** **National Disability Employment Awareness Month** advocates for people with disabilities, as well as their inclusion in the workforce.
- OCTOBER 5:** **National Depression Screening Day** aims to bring awareness in helping people make an informed diagnosis leading to getting help for those in need.
- OCTOBER 9:** **Indigenous Peoples' Day** (United States), also known as Columbus Day, honors the Indigenous people of North America.
- OCTOBER 18:** **Kati Bihu** is an Indian cultural holiday signifying prosperity and hope for a brighter future.
- OCTOBER 19:** **Spirit Day** supports LGBTQ+ youth and encourages speaking out against bullying.
- OCTOBER 28:** **National Immigrants Day** celebrates our long history of welcoming immigrants from around the world.
- OCTOBER 31:** **All Hallows' Eve**, internationally known as Halloween, recognizes Allhallowtide, the time in the liturgical year dedicated to remembering the dead, including saints, martyrs and all the departed.