

◆ Garnet Health

Gems

Exceptional
Lives Here.

Guiding Star

Garnet Health honors its
longest-serving volunteer.





Pictured from left: Maureen Roche, Jeannie Marino, Erica Brown, Toni McGibbon, Olga McWatt, and Lisa Jewis

Dedicated in 12 Million Ways

Celebrating Toni McGibbon for 26 years of volunteer service.

At a time when few people take the first step toward making their community a better place, Toni McGibbon has taken 12 million of them.

In November 1997, Toni began volunteering at Horton Hospital in the Patient Transport department. She quickly picked up her assignment, made friends and put patients at ease as she moved them throughout the hospital. Since the day she began, Toni's logged an estimated 6,400 miles (12 million steps) and contributed 17,000 hours of service. And while number crunchers have calculated the worth of her contributions at a whopping \$338,342, she's been worth a million bucks to the grateful patients she's helped and to the many people she's worked with.

For years, Toni volunteered in the hospital two to three days per week, taking patients to testing, moving them from the ED to their room or helping with discharge. Some of Toni's most enjoyable runs were discharges of new babies. While at Horton, Toni met one of her closest friends—Lisa Jewis—who remains near and dear to her.

After the COVID lockdown, Toni was among the volunteers who came back to help with transport and the COVID vaccination clinic. Today, Toni volunteers at the registration desk on the main floor of the Garnet Health Medical Center and helps people check in for procedures, tests and doctor visits. All her years in transport come in handy, since she is often called upon to give directions that guide people through the hospital.

From everyone at Garnet Health, a big thank-you to Toni for her service—and for the joy she brings to patients and our hospital community!

Culture of Safety

Every patient and employee who enters our hospital should feel confident that safety is a top priority. The Culture of Safety survey is the primary way that we measure and improve patient safety. This survey reveals strengths and priorities as perceived by staff, leaders and providers. It allows us to develop goals and implement actions that will improve our culture, as needed.

The results of the most recent survey, taken by staff and providers in April 2024, are now in. The survey shows the greatest opportunity for improvement was in “Manager Support for Patient Safety” and “Teamwork,” while the highest performance was in “Reporting Safety Events” and “Communication Openness.”

It is gratifying to see “Reporting Safety Events” high on the list. Reporting safety events helps us identify trends, analyze the root cause of any incident and improve processes to prevent similar events from occurring in the future. We also encourage staff to report “near misses,” events that were caught before causing harm to a patient.

Two awards have been implemented to improve our performance in these areas. The Good Catch Patient Safety Award is presented to staff who report a near miss or risk in process, which provides learning and improvement that can prevent patient harm. A more recent recognition program, the Great Save Patient Safety Award, is presented to staff or providers whose quick actions save a patient’s life. Below are a few examples of Great Saves—this month’s awards can be found on [page 5](#).

Never Off Duty

*A woman was having a medical emergency while in her vehicle near the parking garage. **Jen Breitenfeld, Krystal Shorette** and **Kristina Pagan** were leaving work after their midnight shift and noticed the woman in distress. Together with security officer **Sean Cunnane**, who was driving into work, Jen, Krystal and Kristina helped the woman into Jen’s car. Jen brought her to the ED entrance, and she was wheeled into the ED by Krystal. The quick actions by these “off duty” staff members saved the woman’s life.*

Sounding the Alarm

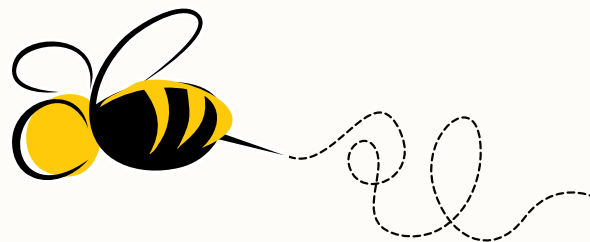
***Staci May** was transporting a patient who suddenly felt lightheaded and was not well. Staci and the patient were in a long hallway near cardiology, all alone. Staci sensed she was going to need help, so she quickly took the patient into the cardiology department and loudly announced a call for rapid response. The cardiology staff ran out as the patient lost consciousness. Staci’s quick thinking and her action in alerting trained professionals capable of providing the care needed prevented the patient from sustaining injury or further complications.*

Taking the Initiative

*During a routine early-morning outpatient brain scan, technician **Cleveland Forde** noticed an area of the brain that did not look normal. He was concerned that the patient had had a recent stroke. It was prior to 8 a.m., and no radiologist was yet on-site, but Cleveland asked the patient to remain in the waiting room anyway. Cleveland then called two different radiologists to request they review the images. After Cleveland relayed the patient history and provided the images, a radiologist confirmed the area of concern was a recent stroke and requested the patient be taken to the emergency room for further treatment and admission. Cleveland’s quick actions in reaching out to the radiologist allowed the patient to receive treatment in a timely manner.*

Jen, Krystal, Kristina, Sean, Staci and Cleveland are heroes. We would like to thank them and celebrate all our staff and providers who come to work each day with the dedication and commitment required to provide safe care for our patients. Thanks, too, go to all staff who participated in the Culture of Safety survey. Action planning and improvements are already underway. Establishing a positive safety culture and commitment to zero patient harm is foundational to our journey toward high reliability and operational excellence. For more information, contact mcrittenden@garnethealth.org.

BEE AWARDS



Jessi Guardino

Patient Access Liaison, Garnet Health Urgent Care

Recently, while working in Urgent Care, Jessi Guardino was assigned to care for a patient after their appointment. The patient requested she escort him to the coffee shop, but after a conversation with the patient, Jessi could tell that he was disoriented. Jessi called his family and explained the situation, and they agreed to pick the patient up. A short time later, Jessi was on her way to lunch and ran into the patient again. She called the family a second time and learned they were still en route from Sullivan County. Jessi sat with the patient during her lunch break and waited for the family to arrive, continually reassuring him that his family would be there shortly. Her nomination said, "Jessi went above and beyond for this patient to make sure that he felt safe and that he would be OK."

Jessi is a friendly person who can interact with any type of personality. She is very courteous and treats patients like the individuals they are, making them feel like they are being heard and taken care of. Jessi's patience was illustrated on another occasion, while she was checking a patient in. The patient had many questions and was asking them in rapid succession. Jessi was not at all overwhelmed. She kept her composure and answered all the questions respectfully and with great care.

Thank you, Jessi, for being such a kind, compassionate and caring person. Your empathy for others helps us provide a great patient experience.



Lauree Novogrodsky

Volunteer, Garnet Health Medical Center – Catskills

Lauree is pleasant and always treats employees and patients with a smile and kindness. Even in situations where language is a barrier, Lauree makes it clear that she cares from the heart. Her nomination salutes Lauree for the way she treats all patients with respect, care and patience—and always makes sure our patients' safety is a priority.

Her nomination read, "She is a very good example for young people in role modeling how to be caring and honest with others, without wanting any praise."

Lauree, thank you for bringing your bright spirit and wonderful personality to work every day and for making our patients and employees so happy with all you contribute!

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.

Out & About



Garnet Health's Community Health Department recently attended the Maternal Infant Services Network Community Wellness Event in Newburgh. We thank our Family Medicine residents Dr. Ruhana Uddin (right) and Dr. Jason Mathew (middle) for providing blood pressure and prediabetes screenings to community members. We also thank Jessie Moore, DrPH, Garnet Health Physician Liaison, for attending the event.



Thank you to our Community Health interns Justin Anthony and Hanna Smith, who hosted pop-up farm stands most Thursdays in July and August at the Middletown Campus, providing both health education and fresh fruit. The goal of this program is to provide health education through fun games and activities, and to address food insecurity for Garnet Health patients.



In collaboration with the Hispanic Church and Christ Health Ministry, Garnet Health's Community Health Department recently attended the Goshen Christian Reformed Church/Hispanic Church Bible Study to provide free prediabetic screenings through the Know Your Numbers program. Pictured right is Emily Rynd, RN, Garnet Health's Community Health Nurse, with Family Medicine resident Dr. Meenu Prasad.



Recently, the ribbon was cut for the Monticello Fitness Deck at Monticello High School. Several community organizations, including Garnet Health Medical Center – Catskills, were proud to sponsor the fitness space and were present to celebrate the grand opening of the deck, which is for students and community members to enjoy. Present for the ribbon cutting from Garnet Health were Moira Mencher, Director of Planning and Community Relations, and David Smith, Chief Strategy Officer.



Good Catch and Great Save Awards



Congratulations to Garnet Health Medical Center – Catskills' **Nina Padilla**, RN, Emergency Room, who was recently recognized with a Good Catch Award. Thank you for caring so much for our patients!



Stephanie Monteforte is honored for her keen observation and quick escalation. A Telesitter Tech who works in the Remote Video Monitoring Department, Stephanie was working via Avasure remote monitoring when she became concerned about a patient's condition and alerted the nursing staff immediately. Because of Stephanie's action, emergent care was provided to the patient, and a serious event was avoided. Congratulations, Stephanie! Great work!



Recently, **Elizabeth Trainor**, RN, Float Pool, was recognized with a Good Catch Award for her excellent assessment skills, great critical thinking, calm manner and expert communication skills to help a patient. Additionally, her nomination noted that she handled a challenging situation with care and a personable demeanor. Thank you, Elizabeth, for all you do to keep our patients safe!

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 Doctors Opens New Physical Medicine and Rehabilitation Practice

Congratulations to Garnet Health Doctors for recently opening a new Physical Medicine and Rehabilitation specialty practice, which can be found on the third floor of the Outpatient Services building at the Middletown Campus.

Led by Bindu Pathrose, DO, Physical Medicine and Rehabilitation (PM&R) focuses on impairments that affect the bones, joints, tendons, ligaments, muscles, nerves, brain and spinal cord. Through various treatments, procedures and therapy, PM&R aims to optimize a patient's functional independence and improve their quality of life. Services include general evaluations, diagnostic testing such as EMG and office-based procedures such as joint injections.

Dr. Pathrose graduated from the New York College of Osteopathic Medicine and completed her residency at the Department of Physical Medicine and Rehabilitation at Montefiore Medical Center. Prior to joining Garnet Health Doctors in 2022, Dr. Pathrose practiced at Advantage PM&R and Crystal Run Healthcare, and has been a physiatrist in our inpatient rehab unit for the past 15 years. Dr. Pathrose serves as the Medical Director for both Garnet Health Doctors' PM&R practice and Garnet Health Medical Center's inpatient rehab unit. The PM&R team also includes **George Chen**, DO; **George Gombas**, MD; and **Selcen Senol**, MD.

Office hours are Tuesdays and Thursdays,
8:00 a.m. to noon and 1:00 p.m. to 4:00 p.m.

To book an appointment with Dr. Chen,
Dr. Gombas or Dr. Senol, call **(845) 333-7575**
or visit garnethealth.org/pmr.

Please join us in congratulating
Dr. Bindu Pathrose
and her team on the launch of this
much-needed outpatient service.





Dr. Selcen Senol



Dr. George Chen



Dr. George Gombas

Reasons to see a PM&R provider include:

- Outpatient follow-up for discharged inpatient rehab patients
- Musculoskeletal issues involving the spine (cervical, thoracic, lumbar, sacral)
- Large-joint injections/trigger-point injections
- Outpatient follow-up for stroke patients
- Outpatient follow-up for amputee patients
- Orthotics and prosthetics/bracing
- Outpatient follow-up for traumatic brain injury patients
- Outpatient follow-up for patients requiring continued physical, occupational and speech therapy
- Botox for limb spasticity and migraine management

Leading the Way

Lauren Frawley, RN, BS

Lauren Frawley, RN, BS, has joined Garnet Health Doctors (GHD) as Practice Nurse Manager for Primary Care and Urgent Care in our Orange and Sullivan County practices. She will work in collaboration with practice administrators and other GHD leadership to ensure our clinical support staff is providing competent, efficient and evidence-based care to all patients, and to be a clinical resource to staff moving forward. Lauren will have a regular schedule that will include time at each location to ensure in-person support and guidance for the clinical support staff.

Lauren joins GHD with a wealth of knowledge and experience in both inpatient and outpatient settings. Having spent the past six years as a psychiatric nurse at Garnet Health Medical Center in Middletown and having worked in other departments within the hospital, she is knowledgeable about the Garnet Health system. Lauren can be reached at lfrawley@garnethealth.org.

Garnet Health

Celebrating Clinical Documentation Improvement Team

Clinical Documentation Improvement (CDI) week is observed September 16-20. CDI programs are vital to your healthcare data. We verify that the inpatient medical records are complete and accurate for coding and billing. CDI specialists are registered nurses with clinical and medical coding knowledge which helps to bridge the gap between provider documentation and coding.

Garnet Health's CDI goal is to ensure that all documentation reflects the specificity of a patient's condition to allow for accurate coding of their health status, improve patient outcomes, enhance communication between all providers involved in the patients care, and prevent unsupported diagnosis from being reported on a claim. Additionally, CDI helps to ensure all conditions that are clinically supported get reported which positively impacts reimbursement and our publicly reported data.

When you see any of the CDI team please thank them for their work:

Deb Biondi, RN
Allison Costa, RN
Donna Ferguson, RN

Dina Kapzynski, RN
Jennifer Losardo RN
Melissa Mills, RN

Meghan Smith, RN
Sue Sturtz, RN
Rena Rios-Martin, RN

Tiffany Streever
Rachel Roeber, RN
Erica Burgos

Basket Raffle Sales

in Full Swing



Purchase your basket raffle tickets today! Tickets are only \$2 each!

1

Orange County Golf

Foursomes

*Donated by The Golf Club at
Mansion Ridge, Winding Hills Golf Club
and Crystal Springs Resort*

2

RTIC Cooler

52 Quart Ultra-Light

Donated by Metro Sound Pros

3

iPad

10.9 10th Generation 64 GB Wi-Fi

Donated by Metro Sound Pros

4

The Monster at Resorts World Catskills

Foursomes

*Donated by The Monster at
Resorts World Catskills*

5

Basket of Apple Products

Apple Watch Series 9 w/ GPS and
cell 45MM silver case w/ Midnight
Sports Band and AirPods Pros (3rd
Gen) with Magsafe charging case

Donated by DCW Healthcare

6

Family Fun

Gift cards to The Castle Fun Center,
Billy Joe's Ribworks, Mid-Hudson
Discovery Museum,
Motorcyclepedia Museum
and more!

7

Family Portrait Session

Valued at \$875

Donated by Bella Baby Life Portraits

8

Best of Hudson Valley

Gift cards to Stagecoach Inn,
Saxon Hall and Ales, Oak & Reed,
Limoncello, Hudson Taco
and more!

Valued over \$700

9

Blackstone Griddle

36" hardcover folding shelves
and a \$75 Adams Fairacre Farms
gift card

*Donated by Metro Sound Pros and
Adams Fairacre Farms*

Back again!

The limited raffle.

Each limited raffle ticket is \$50, for your chance to win a **\$5,000** first-place prize; **\$2,500** second-place prize; or **\$1,000** third-place prize. Only 500 tickets will be sold. Visit garnethehealthclassic.org or scan the QR code to purchase all raffle tickets. It's easy and convenient to enter to win!

All proceeds benefit the *Every Minute Counts* fundraising campaign to expand and renovate Garnet Health Medical Center's Emergency Department.



Scan QR code
to purchase all raffles.

Are You Working on Your 2024 Annual Education?

**Deadline to complete
is October 15, 2024.**

Any employee hired **AFTER January 1, 2024**,
is exempt. Please refer to policy #SM-002-0060
regarding failure to complete.

**As ambassadors of our health system,
we should share our Garnet Health experiences with
the community—we have a lot to be proud of!**



If you are comfortable doing so, please visit garnethealth.org/locations upon conclusion of your patient visit. Or **scan the QR code**, select the location you visited and click on the “Review Us on Google” button!

Garnet Health's 2024 Employee Holiday Dinner Dance

Friday, December 13, 2024

Resorts World Catskills in Monticello

Cocktail Hour: 6:30 p.m.

Buffet Dinner: 7:30 p.m.

Music by Beyond the Beat Entertainment

More information to come
as we get closer!



33RD ANNUAL Golf Classic Nears Tee Time

Garnet Health Foundation will host the 33rd Annual Golf Classic on September 23 at the Monster Golf Club at Resorts World Catskills in Monticello, New York.

For more information, contact Garnet Health Foundation at (845) 333-2333 or visit garnethealthclassic.org.

All proceeds from the golf tournament benefit the *Every Minute Counts* fundraising campaign.



Your primary care is our top priority.

Garnet Health Doctors Primary Care providers offer expert care to keep you on top of your health. Most importantly, they partner with you to ensure your voice is a priority.

Our Services Include:

- ◆ Adult Internal Medicine (18+)
- ◆ Family Medicine (All ages)
- ◆ Women’s and Pediatric Care
- ◆ Diagnostic Services
- ◆ Screenings & more!

Locations



Offers Family Medicine

UC Urgent Care Available



Offers Women’s Health

Callicoon:

8881 State Route 97
Callicoon, NY 12742
845-333-6860



Goshen:

102 Clowes Ave
Goshen, NY 10924
845-333-7200



Livingston Manor:

36 Pearl Street
Livingston Manor, NY 12758
845-333-6555



Middletown:

707 East Main Street
Middletown, NY 10940
845-333-7575



Monroe:

475 New York 17M
Monroe, NY 10950
845-333-7830



Monticello:

38 Concord Road
Monticello, NY 12701
845-333-6500



Looking for a
primary care provider?



Scan the QR code
for more details!

Accepting Sharps Disposals

Garnet Health Medical Center – Catskills is 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.



Farmers Market

Garnet Health Medical Center – Catskills, in collaboration with Sullivan Fresh, is excited to announce another summer of Farmers Markets!

On the **first Friday of every month**, from **July 5 to October 4**, you can shop for farm-fresh fruits, vegetables, meats, dairy and eggs!

Various programs and payment options are available.



September 6, 2024

11:00 a.m.–1:00 p.m.

**Garnet Health Medical Center – Catskills,
Harris Campus**

Parking lot near main entrance.



Cash Credit/Debit SNAP/EBT Double Up Food Bucks Fresh Connect Checks
Senior FMNP Checks Sullivan Fresh Bucks Farmers Market Nutrition Checks (FMNP)

Meet with Employee Assistance Program Reps at Garnet Health Medical Center, Conference Center Lobby
September 17, 2024, from 11:30 a.m. to 1:00 p.m.

Q: What is the Employee Assistance Program (EAP)?

A: It is a FREE support and resource service offered to employees 24/7.

Q: How can EAP help?

A: EAP can provide counseling services, elder and child care, legal and financial resources, and overall well-being support.

Q: More questions?

A: Please call (800) 999-7222 or visit **anthemEAP.com** and use your Garnet Health login.

FREE Diabetes Prevention Program

If you, a loved one or a patient of yours is prediabetic, register for Garnet Health's scientifically proven lifestyle-enhancement program that can prevent or delay Type 2 diabetes. The FREE 12-month program helps with weight loss, physical activity, healthy eating and stress management—and has proven to help individuals reduce their risk of developing Type 2 diabetes by more than half.

Virtual English Program

September 24, 2024

4:00 p.m. to 5:00 p.m.

Link provided upon registration.

In-Person English Program

September 25, 2024

3:00 p.m. to 4:00 p.m.

75 Crystal Run Road

1st Floor Conference Room

Middletown, NY 10941

In-Person Spanish Program

September 26, 2024

3:00 p.m. to 4:00 p.m.

Newburgh Free Library

124 Grand Street

Newburgh, NY 12550

To register or for more information, visit **garnethealth.org/diabetesprevention** or call **(845) 333-2705**.

**Calling All Men!
FREE Prostate
Screenings**

**Wednesday and
Thursday, September
25 and 26**

If you, a loved one, or a patient of yours is between 45 and 75, has no history of prostate cancer, and has not been under the care of a urologist for the past five years, our free prostate screenings are for you.

Prostate cancer is the second-leading cause of cancer death among men. However, when detected early, it can be treated and has a 98% survival rate.

It's time to get checked, even if you have no history of prostate or urinary problems. Testing is easy! Prostate cancer can be detected through a simple blood test or a digital exam.

Screenings are available at Garnet Health Medical Center's Outpatient Services Building (707 East Main Street, 3rd Floor, Middletown).

Register now for your FREE prostate cancer screening appointment.

Call (845) 333-1133 or visit **garnethealth.org/prostatescreening**.

Wellness Word of the Month

Appreciation

To appreciate is to fully recognize and enjoy the good qualities of someone or something.

“Acknowledging the good that you already have in your life is the foundation for all abundance.”
—Eckhart Tolle

Appreciation for the things we have in life promotes happiness. It helps us live with emotional and mental well-being and has numerous benefits for both the giver and the receiver. It strengthens relationships by fostering trust and goodwill, making people feel valued and respected. Expressing gratitude can also boost morale and increase motivation, leading to a more positive and productive environment. Furthermore, it encourages a culture of kindness and reciprocity, where people are more likely to support and uplift one another. Overall, showing appreciation creates a ripple effect that enhances both personal and professional interactions. Here are some tips:

- When you wake up in the morning, appreciate that you are alive and have been given another day.
- Spend time appreciating every sip of your favorite morning beverage, every ray of sunshine and every sound nature provides to us.
- Appreciate and enjoy the love from family and friends.
- Say your affirmations and conscientiously be grateful for good health and a good life.
- Show appreciation to a friend by buying a small gift and surprising them.
- Take your team out for a social gathering to show them your appreciation.
- Teach your children to be appreciative of what they have and what you provide for them.
- Reach out to friends who are in need and offer to help them with simple and kind gestures.

Take time to appreciate life and important things like good health, unconditional happiness and simple pleasures that promote our overall well-being.

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.

September 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 diversity among our staff and providers contributes to better patient care. Acknowledging and celebrating the national and/or worldwide recognitions is one way we celebrate our diversity.

September is National Recovery Month.

The goal is to educate the public on available treatments and mental health services for those suffering from substance abuse.

September 3

Yamashita Surrender Day recognizes the day WWII Japanese General Tomoyuki Yamashita surrendered, freeing the Philippines from tyrannical rule. The Philippines celebrates this day in commemoration of their freedom.

September 7

Superhuman Day honors people with disabilities for facing and overcoming the many challenges that they experience.

September 10

World Suicide Prevention Day seeks to prompt worldwide awareness and action to prevent suicides.

September 11

Patriot Day commemorates the many who lost their lives in the terrorist attacks on Sept. 11, 2001.

September 15 through October 15

National Hispanic Heritage Month honors the culture and contributions of Hispanic and Latino Americans.

September 20

HeForShe is a solidarity movement for the advancement of gender equality, initiated by the United Nations.

September 29

Veterans of Foreign Wars Day commemorates the hard work and sacrifice of the individuals who have selflessly served the United States of America.

Garnet Health Medical Center September Auxiliary Vendor Sales

September Vendor Dates

Want to do some shopping and some good at the same time? Throughout September, 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.

9/6 AT and T

9/9 Your Nutz

9/13 Mary Kay Cosmetics

9/16 Arlene's Hair Accessories

9/20 J.M. Stern Sports

9/23 Scrubs Nyack

9/24 Scrubs Nyack

9/25 Krafty Kandles

9/26 John's Jewelry Box

9/27 Silver Dollar Boutique

9/30 Eleanor Jewelers

Gems Newsletter

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

garnethealth.org