

MAY 2025

 Garnet Health.

# Gems

Exceptional  
Lives Here.



**Together We Shine:**  
Hospital Week and  
Nurses Week in Focus



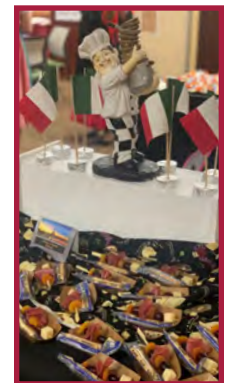
# Garnet Health Medical Center Celebrates 2025 Service Awards

On the Cover: Garnet Health Medical Center – Catskills Operating Room staff pose for a picture during Hospital and Nurses Week celebrations.

On May 8, Garnet Health proudly honored our extraordinary team members who celebrated service anniversaries spanning from a decade to an impressive 45 years! This year's celebration embraced the theme **"A World of Thanks,"** brought to life through a vibrant international culinary experience curated by Nancy Tienken and our outstanding Nutrition & Food Service Team. Their "From Around the World" showcase featured diverse global flavors and decor, creating an unforgettable atmosphere of appreciation.

A heartfelt thank you goes to our Human Resources team for their thoughtful planning and support in making this event so special.

Congratulations to all our honorees—and a special salute to **Mary Gardner, Neil Tompkins, Neelam Vohra** and **Debbie Biondi** for their remarkable 45 years of dedicated service. We are deeply grateful for everything you do!





# Congratulations to our Honorees

45  
Years of  
service



Congratulations Neelam Vohra, Neil Tompkins, Mary Gardner (Debbie Biondi not pictured) on 45 years of service.

40  
Years of  
service



35  
Years of  
service



30  
Years of  
service



25  
Years of  
service



20  
Years of  
service



15  
Years of  
service



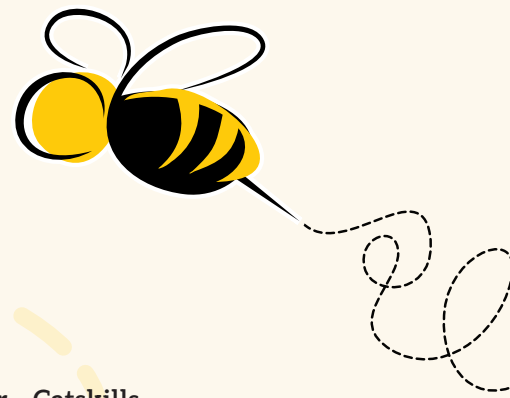
10  
Years of  
service



Thank you to all our guests who attended to share in the celebration.



# BEE AWARDS



## Michael Gledhill

**RN, Behavioral Health Unit, Garnet Health Medical Center – Catskills**

While orienting in the Behavioral Health Unit, a new team member shared high praise for Michael, calling him the best preceptor they've had throughout their nursing career. In a specialty that demands adaptability, composure and critical thinking, Michael shines as a role model—consistently demonstrating professionalism, calm under pressure and clear, compassionate communication.

Widely recognized as a trusted resource among his peers, Michael is always ready to offer support, guidance and a steady hand. His ability to navigate complex situations, build meaningful connections

with patients and families, and collaborate seamlessly with the treatment team has left a lasting impression on all who work with him.

Michael's expertise, unwavering dedication and heartfelt commitment to behavioral health make him an indispensable member of the Garnet Health team.

Thank you, Michael, for the incredible care you provide—and for mentoring, precepting and uplifting our newest team members.



## Joseph Calabro

**Security Officer, Security, Garnet Health Medical Center**

While working in the Command Center, Joseph received a distressing call from a community member who was in severe emotional and physical pain. The individual expressed feelings of hopelessness and thoughts of self-harm—an urgent and deeply concerning situation.

Joseph immediately recognized the gravity of the call. With calm professionalism and heartfelt empathy, he engaged the individual in conversation, built trust and kept them talking—all while working swiftly behind the scenes to identify their location. Joseph collaborated closely with nursing

leadership and law-enforcement agencies, ultimately securing the information needed to dispatch help.

Thanks to his quick thinking, steady demeanor and expert coordination, law enforcement was able to intervene and safely transport the patient to the emergency department for immediate care.

This potentially tragic situation ended in hope because of Joseph's decisive actions and unwavering commitment to patient safety. His compassion, vigilance and dedication are truly commendable.

Thank you, Joseph, for going above and beyond to protect and save a life. Your actions embody the very best of who we are at Garnet Health.



## Good Catch and Great Save Awards

Joseph also received a Great Save Award for his outstanding compassion and swift action in saving this patient's life.



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

**Great Save** happens when someone's immediate action keeps a patient safe during an event.

The Patient Safety Subcommittee judges the nominees. For more information about the Good Catch Award, email Vice President, Quality/Patient Safety Officer Mary Ellen Crittenden at [mcrittenden@garnethealth.org](mailto:mcrittenden@garnethealth.org).

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.



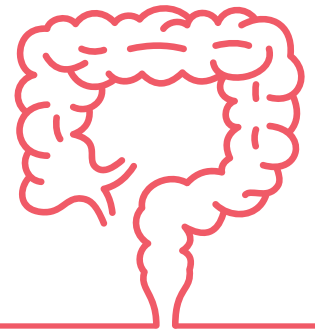
# Colon Cancer Awareness Makes **Big** Impact



Garnet Health recently hosted an interactive **Inflatable Colon** exhibit at both the Harris and Middletown campuses to raise awareness about colon cancer. This walk-through display provided educational information about the different stages of colon and intestinal cancers, along with key facts about risk factors, warning signs and the importance of early detection.

The unique and engaging experience encouraged everyone to stay informed, proactive and vigilant about their colon health.

If you're 45 or older, talk to your doctor about scheduling a colon cancer screening. To find a primary care provider or gastroenterologist, visit [garnethealth.org/ghdgi](https://garnethealth.org/ghdgi) and make your appointment today.



## Decon Duty: Training That Could Save Lives

### Suited up and prepared—because practice makes perfect

On April 21 and 25, staff from Garnet Health Medical Center and Garnet Health Medical Center – Catskills participated in FEMA Decontamination (Decon) training. This essential training prepares personnel to respond safely and effectively to emergencies involving hazardous materials, including chemical, biological, radiological or nuclear contaminants.

Decon training is critical to protecting the health and safety of both responders and the public. It helps prevent the spread of dangerous substances and ensures our teams are well-prepared, confident and compliant with federal safety standards in the event of a hazardous exposure.



**Many thanks to our Emergency Management team for organizing and hosting this valuable training!**

## Quality Corner

# Leapfrog: Leaping from Grade 'B' to 'A' is a Collective Effort

What comes to mind when you hear the term “Leapfrog”?

While some might think of a children’s toy, at Garnet Health, it’s a concept we must all embrace in our shared commitment to quality healthcare.

The Leapfrog Group is a national nonprofit dedicated to advancing hospital safety across the United States. Each hospital participates in a comprehensive survey that measures its efforts to protect patients. Based on this assessment, hospitals receive a safety grade from A to F—grades that are publicly available and carefully reviewed by patients when choosing where to receive care. Patients are proactive and informed—they will research thoroughly to find the best.

At Garnet Health, our mission, values and vision align closely with those of the Leapfrog Group. Both Garnet Health Medical Center – Catskills and Garnet Health Medical Center are actively working to improve our current grade from a B to an A. Achieving this goal requires dedication from every team member—not just physicians, nurses or technicians, but all of us.

A key element in this collective effort is hand hygiene, and performance evaluations will reflect everyone’s involvement. Together, we can make a meaningful difference and strive for excellence.

For more information, contact Mary Ellen Crittenden at [mcrittenden@garnethealth.org](mailto:mcrittenden@garnethealth.org).

## Recognizing Our Care Champions

June 1 starts **Community Health Improvement Week**.

June 12 launches **Nursing Assistant Week**.

June 17 begins **Healthcare Risk Management Week**.

## June Recognition Days 2025

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 having diverse backgrounds among our staff and providers contributes to better patient care. Please join us in acknowledging the following national and/or worldwide recognitions.

---

**June is LGBTQ+ Pride Month**, a time to celebrate the diversity, history and contributions of the LGBTQ+ community. It’s also a month marked by events that highlight love, acceptance and the ongoing need to stand against hate speech.

---

### June 1-3

**The Jewish Shavuot** celebrates the giving of the Torah at Mount Sinai.

---

### June 2

**The Indian Citizenship Act of 1924**

gave Native Americans American citizenship; however, they did not earn the right to vote until 1957.

---

### June 4-9

**The Hajj** begins the annual pilgrimage to Mecca that all Muslims must take once in their lives if they are physically and financially capable.

---

### June 6-9

**Islamic: Eid al-Adha** is a major Islamic festival commemorating the willingness of Ibrahim to sacrifice his son.

---

### June 8

**The National Puerto Rican Day Parade**

is a demonstration of cultural pride that seeks to raise awareness of issues in the Puerto Rican community.

---

### June 19

**Juneteenth** commemorates the day when enslaved African Americans in Galveston, Texas, were informed of their freedom, more than two years after the Emancipation Proclamation was issued.



# Out and About

On April 21, 2025, Congressman Ryan joined a bipartisan group of lawmakers at the Regional Food Bank of the Hudson Valley in Montgomery, New York, to speak out against proposed federal budget cuts that threaten emergency food resources for individuals facing food insecurity in our region. Garnet Health's Administrator of Marketing & Corporate Communications, Marcy Manheim, was honored to share the impactful partnership between Garnet Health and the Regional Food Bank in supporting Garnet Health's Food Farmacy program.

This initiative provides discharged patients who screen as food insecure with three days' worth of shelf-stable food. Other local organizations and businesses—including Crist Orchards, Catholic Charities and People's Place—also took part in the "Speak Out" event to raise awareness and voice concerns about how these critical cuts could adversely affect those most in need.



Delilah Socci, Garnet Health Community Health Manager, recently attended an Orange County Chamber breakfast that provided her the chance to connect with some local leaders, including Heather Bell-Meyer, President and CEO of the Orange County Chamber.



At a recent visit to the Callicoon Town Hall Seniors, Delilah Socci, Community Health Manager at Garnet Health, shared valuable tips on preventing and managing chronic diseases. She is pictured with intern Laura Avelino and Barbara Houschild, Chair of the Jefferson Senior Citizen Club.



Moira Mencher, Cynthia Jimenez and Marcy Manheim



Marcy Manheim, Paula Kay and Moira Mencher

Garnet Health was proud to attend and support Cornerstone Family Healthcare's annual Kentucky Derby-themed gala, celebrating community healthcare in style! Pictured are Moira Mencher, Garnet Health's Administrator of Planning and Community Health; Cynthia Jimenez, Garnet Health Doctors' Senior Practice Administrator; and Marcy Manheim, Garnet Health's Administrator of Marketing & Corporate Communications. Also pictured is Assemblymember Paula Kay.



Delilah Socci, Garnet Health's Community Health Manager, is pictured with Roselle Glick, newly appointed Director of Workforce Education Programs at SUNY Orange Plus.





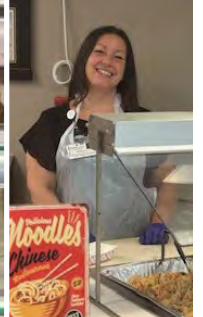
## Scenes from Nurses Week and Hospital Week 2025

A heartfelt thank you to everyone who helped make Nurses Week and Hospital Week so special! Special thanks to the entire Human Resources team, Garnet Health Medical Center - Catskills' Fran Ellert and Elena Byrd and Garnet Health Medical Center's Nursing Professional Practice department and the Nursing Professional Excellence Committee, led by Kareema Dale, for securing all the incredible donations.

To every member of our hospital family: Your compassion, dedication and teamwork are the heart of Garnet Health. Whether you're at the bedside or behind the scenes, you help create a true community of care, hope and healing. Thank you for all that you do!









# March Perfect Attendance Winner

At Garnet Health, we deeply appreciate our team members who show up every day to keep our organization running smoothly and to support one another—that's why we're proud to offer a great **Perfect Attendance Incentive Program**!

Congratulations to our **March 2025 Perfect Attendance winner**, Dawn Dembeck, Cashier and Counter Team Member in Nutrition and Food Services at the Middletown Campus. Dawn was awarded **\$1,580** for achieving perfect attendance in March's monthly incentive program! Thank you, Dawn, for your **commitment** and **reliability**—we truly appreciate your **dedication** to showing up and making a difference!



*Pictured on the right: Dawn Dembeck*

We also gave away Garnet Health hoodies to **three flash-prize winners**:

- 1 Asia Valentine** Medical Assistant,  
Garnet Health Doctors, Primary Care
- 2 Nicole DiMuro** RN, Med-Surg-Tech,  
Garnet Health Medical Center – Catskills
- 3 Gianfranco Delacerda** Nursing Assistant, Nurse Float Department,  
Garnet Health Medical Center

## TO DATE

Maintain perfect attendance throughout 2025 for a chance to win a growing **POT OF GOLD**! Through March, the annual pot of gold is up to



## Save the date

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

Wednesday, June 18  
10:00 a.m. – 2:00 p.m.  
Boardroom

Hosted by Human Resources  
and the Occupational  
Health & Wellness Department

## Meet Cashanova

The 2025  
Attendance Incentive  
Program's mascot!



Garnet Health's Attendance Incentive Program provides all full- and part-time employees the opportunity to earn extra cash for perfect attendance. Each month, \$1 per employee who had perfect attendance the previous month will be added to an incentive pot. By random drawing, 50% of the monthly pot will be awarded to one of the employees who had perfect attendance. The remaining 50% will be contributed to the annual prize for those with perfect attendance throughout 2025. Additionally, three runners-up—one from each entity—will receive a reserved parking space for three months.

## Save the date

**Garnet Health Medical Center – Catskills Annual Golf Tournament**

Wednesday, July 16  
Tarry Brae Golf Course, South Fallsburg





Garnet Health Medical Center's Level II Adult Trauma Team is here 24/7, to care for our most critically injured patients.

Led by Dr. Douglas James, our Trauma and Surgical ICU Medical Director, this dedicated team includes skilled physicians, advanced-practice providers, nurses and support staff who work together to provide expert, compassionate care.

Take a look at the incredible teams behind the scenes.



*Ortho Trauma Unit*



*Operating Room Trauma*



*Step Down Unit*



*Surgical ICU*

## Congratulations to the Spagnoli Family Cancer Center on Your 5-Star Review



As we commemorate Nurses Week, I'd like to extend a heartfelt tribute to Spagnoli family Cancer Center at Garnet exceptional nursing staff, commencing with Stephanie, the infusion director, and her team of superhero nurses. These extraordinary caregivers surpass the realm of standard patient care, perpetually providing comfort and solace with a smile and a hug. Their selflessness and compassion are a beacon of hope during life's most challenging moments. Thank you, dear nurses, for your unwavering dedication to your patients.



# Lab Team Holds Toy Drive



During Medical Laboratory Professionals Week (April 20–26), Garnet Health Medical Center’s Lab team held a toy drive, donating all items to Garnet Health Foundation to support pediatric patients. Interested in donating or organizing a toy drive? Contact Garnet Health Foundation at [foundation@garnethealth.org](mailto:foundation@garnethealth.org).

## Upcoming Things to Know

### **Employee Assistance Program (EAP) Representative**

Garnet Health Medical Center  
Conference Center Lobby

11:30 a.m.–1:00 p.m.

June 2

July 7

August 4

### **New York Life Representative**

Garnet Health Medical Center  
Conference Center Lobby

11:00 a.m.–2:00 p.m.

June 24

July 23

August 20

## New Lab Equipment Enhances Patient Care and Efficiency

As part of our ongoing lab upgrades, Garnet Health launched the new bioMérieux BACT/ALERT VIRTUO Blood Culture System on March 25. This fully automated system helps detect infections faster and more efficiently, improving care for our patients.

Thanks to advanced technology and automation, the new system speeds up results and streamlines lab workflows—great news for both staff and patient outcomes!





# Suits in Scrubs

On April 15, Jonathan Schiller, Garnet Health's President & CEO, was welcomed by the Sterile Processing Department (SPD) at Garnet Health Medical Center as part of the Suits in Scrubs program. SPD staff proudly offered a behind-the-scenes look at a "day in the life" of an SPD technician. From decontamination to instrument preparation and sterilization, the team provided an immersive, hands-on experience that showcased SPD's vital role in patient safety and surgical readiness.

Jonathan's participation underscored the importance of this essential work and helped deepen the connection between leadership and frontline staff through shared understanding and mutual respect. He also extends his sincere thanks to the teams in Garnet Health Medical Center's Emergency Department and ICU, as well as Garnet Health Doctors Primary Care office in Goshen, for previously hosting him in scrubs earlier this year.



## About Suits in Scrubs

The Suits in Scrubs program is a unique initiative that allows our President & CEO to step into the shoes of frontline healthcare workers by spending a day in various clinical departments. The goal of the program is to foster greater understanding, connection and appreciation between leadership and staff and gaining firsthand insight into the day-to-day operations, challenges and impact of clinical roles.

## New Hazardous Sterile Compounding Suite Opens at GHMC – Catskills

On April 17, Garnet Health Medical Center – Catskills celebrated the opening of its new hazardous sterile compounding suite, built to meet the latest USP <800> safety standards.

A big thank you to Facilities, EVS, Pharmacy Staff and Administration for making this important project a success!





# 1199 Nurse of Distinction Event



Garnet Health Medical Center recently attended the **1199 Nurse of Distinction Awards**, held every year during Nurses Week to honor peer-nominated registered nurses for outstanding achievement and commitment to patient-centered care. This year's event was held on May 9 at the Marriott in Times Square. This group put on their best formal attire and hopped on a bus in support of Garnet Health Medical Center's six 1199 Nurse of Distinction nominees:

Novice Nurse Nominee **Dalia Reyes**, BSN,  
Emergency Department

Preceptor Nominee **John Duffy**, RN, CEN, TCRN

Nurse Leader Nominee **Kareema Dale**, RN, BSN, CMSRN,  
Float Pool Nurse Director

Nurse of Distinction Hospital Setting Nominee  
**Kathy Lucchese**, RN, FNP, NICU

Nurse of Distinction Advanced-Practice Registered  
Nurse Nominee **Emani Wilmore**, RN, MSN, FNP  
Garnet Health Doctors

Nurse of Distinction Community Setting Nominee  
**M'Lissa Dick**, RN

## CEO Jerry Dunlavy Cohosts Monthly Radio Show

If you haven't heard, Garnet Health Medical Center – Catskills' CEO Jerry Dunlavy cohosts a monthly radio show on Bold Gold's *Catskills News Talk with Paul Ciliberto*. Aside from reporting the weather, Jerry chats about services provided by Garnet Health and often brings along a guest or two. Last month, Joyce Timko, Vice President of Clinical Support Services, joined Jerry to discuss DI services, free cancer screenings, our outstanding accreditations and more.



## 2025 Annual Education is NOW OPEN

Deadline to complete is  
**October 17, 2025.**

Any employee hired AFTER  
January 1, 2025, is exempt.

Please refer to policy  
#SM-002-0060 regarding  
failure to complete.





# Garnet Health

FOUNDATION

## SPORTING CLAYS TOURNAMENT

### MID-HUDSON SPORTING CLAYS

411 North Ohioville Road • New Paltz, NY 12561

**Friday, June 13, 2025**

- 9:00a.m.** Registration begins
- 9:30a.m.** Instruction for novice shooters
- 10:30a.m.** Tournament start
- 1:00p.m.** Lunch with refreshments

#### Registration includes:

100 clays, shells, lunch, trapper instruction and golf cart.

**\$250 individual shooter**

**Sponsorship Opportunities Available**  
**Gun Rentals Available**



## Garnet Health

DOCTORS

### 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.

## 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**



### Our Services Include:

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

**Looking for a  
primary care provider?**



**Scan the QR code  
for more details!**



## WORD OF THE MONTH FOR JUNE:

# HEAL

Healing, whether emotional, spiritual, mental, or physical, is a powerful journey that restores balance, strength, and clarity to our lives. True healing is not rushed; it is a gentle, intentional process that unfolds with time, patience, and compassion. It invites us to pause, reflect, and care for ourselves in meaningful ways, allowing us to grow through what we've endured and emerge with greater resilience and peace.

**"TRUE HEALING  
IS WHEN  
THE SOUL  
IS AT PEACE."**

**—RUMI**

### HERE ARE SOME TIPS ON HOW TO HEAL:

- Acknowledge your pain. Healing takes time, and that's okay.
- Prioritize sleep, healthy food, and staying hydrated.
- Spend time with people who lift your spirits.
- Lean on trusted friends who truly listen.
- Do things you enjoy—paint, dance, laugh.
- Try journaling to process your thoughts and emotions.
- Move your body and care for your physical health.
- Don't hesitate to seek support from a counselor or therapist.
- Limit negative media and draining conversations.
- Give back. Volunteer or support someone who needs a friend.
- Helping others can bring meaning and joy to your healing.

Healing is a gentle, ongoing process. Be kind to yourself along the way, and know that even small steps forward are worth celebrating.

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

## Garnet Health Medical Center June Auxiliary Vendor Sales

Want to shop and do some good at the same time? Throughout June, 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.

### June Vendor Dates

6/3	Bitachon Sheets	6/13	D & D Jewelry
6/4	Mary Kay Cosmetics	6/17	All Care
6/5	Eleanor Jewelers	6/18	Arlene's Hair Accessories
6/6	Med Shoes	6/20	Personally Yours
6/9	All Care	6/23	John's Jewelry Box
6/10	Your Nutz	6/27	Lisa Anderson Designs
6/11	A Stylish Bling	6/30	Your Nutz

## Gems Newsletter

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

[garnethealth.org](http://garnethealth.org)