

JULY 2025



Garnet Health.

Gems

Exceptional
Lives Here.



46th Annual Golf Classic
A Swinging Success

GEDA Accreditation

Congratulations to Garnet Health Medical Center's Emergency Department on being awarded the Bronze Standard — Level 3 Geriatric Emergency Department Accreditation (GEDA) from the American College of Emergency Physicians (ACEP). This program recognizes emergency departments that deliver excellent care for older adults.



Pictured left to right: Andrew Myles, ED Nursing Director; Sue Cannock, ED Manager; Ciara Fennell, Quality Services Coordinator; Robin Brennan Seibel, Nursing Administrator, Emergency Services, BHU & Trauma Program; Dr. Pamela Murphy, Chief Medical Officer; Maureen Roche, Manager, Volunteer Services; and Dr. Matthew Meigh, Chairman and Medical Director, Emergency Medicine

On the Cover: Garnet Health Medical Center – Catskills' 46th Annual Golf Classic volunteers gathered for a group photo in celebration of a very successful event.

Emergency Medicine Residency Program

Congratulations to the Emergency Medicine Residency Program on its presentation at the 2025 American College of Osteopathic Emergency Physicians (ACOEP) Spring Seminar in Phoenix, Arizona!

We are proud to recognize Dr. Samantha Cook, PGY3; Dr. Khan Tran, PGY2; Dr. Troy Elders, PGY2; and Tyler Wade, OMS III. In addition, Justine Fernandez, OMS III, presented at the 2025 American Academy of Environmental Medicine (AAEM) Annual Scientific Assembly in Miami, Florida.



Dr. Cook deserves special recognition for winning first place in the ACOEP national competition.

We also extend our gratitude to Dr. Matthew Meigh, Dr. Dulaya Santikul, Dr. Blessit George-Varghese, Dr. Christian Spano, Dr. Rose Anna Roantree and Dr. Thomas Liu for their mentorship efforts.

Special thanks to the Garnet Health Foundation for its support of resident scholarly activity. Your contributions make these achievements possible!

2025 Annual Education is NOW OPEN

Deadline to complete is **October 29, 2025**, at 4:00 p.m. Any employee hired **AFTER** January 1, 2025, is exempt.

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

Welcome New Residents

On July 1, we welcomed 42 new resident physicians to our seven Graduate Medical Education Residency programs. These include Emergency Medicine, Family Medicine, General Surgery, Internal Medicine, Neurology, Psychiatry and Transitional Year.



Residencies are comprehensive training programs within a chosen medical specialty. The hands on experience and technical training provide new doctors with the required clinical skills and knowledge to practice independently. Our residents become part of the team, providing care to our patients while learning from our experienced medical staff.

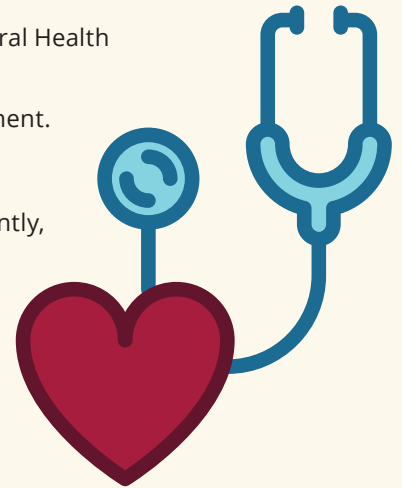
Meet the 2025 2026 residents by visiting garnethealth.org/medical_education.

Teresa Bianchi, MSN, RN, was recently appointed Nurse Director for 2 East/Behavioral Health Unit, where she oversees clinical care, staffing and unit operations.

Teresa joined Garnet Health in 2002 as a Registered Nurse in the Emergency Department. She has held various leadership roles, including Administrative Nurse Manager, Stroke Coordinator and Quality Management System Coordinator. Teresa played a key role in maintaining stroke certifications and implementing DNV quality systems. Most recently, she served as Administrative Director of Nursing for Garnet Health Medical Center – Catskills. Teresa also teaches nursing at Orange County Community College.

She holds an associate degree in Nursing from SUNY Orange and a Bachelor of Science in Nursing and a Master of Science in Nursing, both from the University of Phoenix. She is also a DNV Certified Internal Auditor for Healthcare.

Teresa can be reached at tbianchi@garnethealth.org.



Community Baby Shower

Delilah Socci, Community Health Manager, and Stephanie Sosnowski, Lactation Consultant & Childbirth Educator, came together to support expectant mothers at the Community Baby Shower held on June 24 at the Middletown Thrall Library. The event was dedicated to empowering and educating mothers-to-be with care, resources and support.



Pictured left to right: Stephanie Sosnowski, Lactation Consultant & Childbirth Educator, and Delilah Socci, Community Health Manager.

Newburgh Farmers Market Outreach

Delilah Socci, Community Health Manager, and Rajan Singh-Smith, Community Health Intern, teamed up at the Newburgh Farmers Market to promote the Greater New York Hospital Association (GNYHA) survey. They engaged with local residents to gather valuable feedback aimed at improving health and wellness programs in the community.



Pictured left to right: Delilah Socci, Community Health Manager, and Rajan Singh-Smith, Community Health Intern.

High School and College Volunteer Graduates

Garnet Health is proud to recognize graduating high school and college volunteers, many of whom have dedicated years of service to Garnet Health. From assisting in various departments to supporting patients and staff, these volunteers have made a lasting impact through their compassion and commitment. They've been exposed to a diverse population of patients, some with life-altering illnesses. And they have also witnessed our diverse staff coming together to serve patients, their families and our community as a whole. We would like to thank the following high school volunteers for their service:

- Madison Bertuccio
- Samantha Charleston
- Avery Cocciardi
- Zack Felker
- Kiera Loftus
- Daniel Rolon
- Coleman Rossi
- Madison Salte



Louis Glickman,
College Volunteer

Special shoutout to our college volunteers Louis Glickman and Ashley Rojas, who have chosen medical majors. Collectively, they have donated 520 hours of service to us. Louis is off to Lake Erie College of Osteopathic Medicine's Master of Medical Sciences, hoping to specialize in family medicine or oncology. He would like to serve a rural community. Ashley will be attending York College CUNY to pursue a Master of Science in Physician Assistant Studies, aiming to specialize in critical care or women's health.

Thank you for the time, energy and care you have contributed to our community!

BEE AWARDS



Jack-Lynn Allen

Food Service Team Member
Nutrition and Food Services
Garnet Health Medical Center – Catskills

Jack-Lynn is a true example of an all-star team player. From paying for customer meals to picking flowers outside for staff just because, she has a big heart and goes out of her way to show it.

Recently, Jack-Lynn started a secret fundraiser to purchase a motor scooter for a co-worker who currently does not have a vehicle. Not only did she get staff involved, but she also covered the remaining expense herself. She was determined to ensure they had some form of transportation. This is a true act of kindness.

Thank you, Jack-Lynn, for your selflessness. This level of compassion exemplifies the care we strive to offer not only to our patients but to our fellow co-workers.



Zandrine McLaughlin

Supervisor
Nutrition and Food Services
Garnet Health Medical Center

Zandrine went above and beyond, showing true dedication to her team and department. While celebrating her son's birthday, an unexpected incident occurred in the kitchen that required immediate leadership support. Without hesitation, Zandrine stepped in to help and her family waited so she could still be there for the special moment of cutting the cake.

She is the definition of a team player, always stepping up when needed. She leads with empathy, creating a respectful environment where teamwork thrives. Her compassion and reliability continue to shine through in every situation.

Thank you, Zandrine, for your dedication and support of the organization!



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.

August 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.

August 7 Purple Heart Day

A day to thank those who have survived wars of the past and present and to commemorate those who have died fighting those wars.

August 9 International Day of the World's Indigenous Peoples

A day to celebrate the cultures of indigenous peoples around the world.

August 21 Ninoy Aquino Day

Created in 2004, this day commemorates the life, legacy and sacrifice of Senator Benigno 'Ninoy' Aquino Jr., a man who fought for the independence and democracy of the Philippines and became a martyr.

August 26 Women's Equality Day

A day to commemorate women in America gaining the right to vote in 1920.

Good Catch and Great Save Awards



Pictured: Pharmacy Department

Garnet Health Medical Center

Jimmy Yang, PharmD, was recently honored with a Good Catch Award for identifying a dosing discrepancy. Thank you, Jimmy, for your vigilance and quick communication.



Pictured left to right: Jonathan Schiller, President and CEO of Garnet Health; Maria Battipaglia-Nieves, Administrative Nursing Director; and Justine Geisler, Administrator of Clinical Operations.

Recently, Maria Battipaglia-Nieves was recognized with a Great Save Award for her exceptional clinical judgment and swift action in a life-threatening situation.

When a patient became unresponsive, Maria was quick to advocate for imaging. After multiple recommendations, the patient was taken for a STAT CT, which revealed bleeding in two parts of his brain. Maria's persistence ensured the patient received the urgent care required. Her rapid intervention and dedication prevented what could have been a devastating outcome.

Congratulations, Maria, on this Great Save!

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.

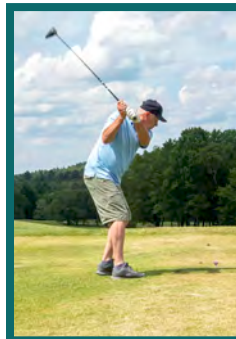
Golf Classic Marks 46 Years of Supporting Patient Experience Initiatives

Garnet Health Foundation – Catskills thanks all who supported the **Garnet Health Medical Center – Catskills' 46th Annual Golf Classic** on July 16, 2025, held at Tarry Brae Golf Course in South Fallsburg, NY. A special shoutout to our premier sponsors, Garnet Health — Catskills Medical Staff, Achieve Rehab and Nursing Facility, and SCP Health. The event welcomed 105 golfers.

This year we raised approximately \$85,000! All proceeds 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 they need it. This fund intends to reduce the stress related to basic needs, contributing to overall healing and wellness.

We are grateful to the many event volunteers, participants, sponsors and the Sullivan County community for helping to make the event a success!

For more information or to donate, please contact the foundation office at foundation@garnethealth.org or visit garnethealth.org/pefund.



WINNERS OF THE TOURNAMENT:

Raymond Vanvhoorhis

Jack Nicholson

Mark Fellenzer

Matt Fellenzer



Congratulations to
the Raffle Prize Winners!

23 lucky winners walked away
with exciting raffle baskets, filled with a
variety of fun and thoughtful prizes.





Introducing the New and Improved Garnet Health Mobile App

We are proud to announce the launch of our redesigned mobile app, built in-house by Principal Software Engineer Jake Muller and rigorously tested by our IT Software Development Committee. Optimized for iOS 18 and Android 15, the app marks a significant step forward in our digital patient experience.

Now available on the Apple App Store and Google Play!

We encourage all staff to download the app and explore its features to stay familiar with this useful tool.

Key Features:

- Secure access to MyChart health records
- Check Urgent Care wait times
- Real-time appointment scheduling
- Secure bill payments
- Check test results and request prescription refills
- In-app messaging and alerts
- Integrated real-time driving directions
- Timely delivery of health-related news and information
- And more!



Streamlining Patient Flow: Garnet Health Takes the Stage at the Epic 2025 XGM Conference

IT Analysts Susan Daly, Jonathan Rodriguez and Melissa Tanous represented Garnet Health at the Epic 2025 XGM Conference, where they presented the Care Clarity Initiative. The team highlighted how internal collaboration and Epic's native tools replaced a third-party proposal, resulting in unit-level dashboards, a centralized command center, an optimized ED-to-nurse handoff, and integration with the Cosmos LOS tool to enhance patient flow and throughput directly within Epic.



Pictured left to right: IT Analysts Jonathan Rodriguez, Melissa Tanous and Susan Daly.



Pictured left to right: IT Analysts Joseph Warren and Eric Johannes.

Garnet Health Shares Lab Automation Success at Epic 2025 XGM Conference

IT Analysts Joseph Warren and Eric Johannes showcased how Garnet Health enhanced lab operations with an automated line powered by ASP logic in Epic's Beaker module at the Epic 2025 XGM Conference. The result: faster turnaround, lower costs, accurate insurance capture and smarter workflows, all driving greater efficiency and revenue through Epic automation.

Quality Corner QAPI: CMS Is Watching, and What It Means for Us

Quality Assurance and Performance Improvement (QAPI) is a **structured, data-driven approach** to improving the quality of care and patient outcomes. It combines **Quality Assurance (QA)**, which focuses on monitoring compliance with standards, and **Performance Improvement (PI)**, which emphasizes proactive efforts to improve systems and processes.

Several recent CMS surveys and audits have flagged gaps in hospitals' QAPI programs, including inadequate documentation of quality efforts, limited physician involvement and reactive (rather than proactive) improvement efforts.

In response, CMS is intensifying its scrutiny of how hospitals:

- Integrate QAPI at all levels, from board to bedside.
- Use data to drive change, not just collect it.
- Demonstrate active, ongoing performance improvement.
- CMS now expects hospitals to:
 - Integrate QAPI hospitalwide, from the frontline to the executive level.
 - Proactively identify and address risks.
 - Show real, measurable improvement.

At Garnet Health, we are committed to embedding QAPI into every part of our culture, not just as a regulatory requirement, but also as the foundation for safe, high-quality care.

Here's what you can expect:

- Clearer documentation of performance improvement projects.
- Increased physician and frontline engagement in QAPI efforts.
- Focused attention on metrics that matter, including readmissions, infection rates, patient experience and harm reduction.
- Leadership visibility and support for your quality improvement ideas.
- Tracking and acting on meaningful data.
- Support for staff involvement at all levels.

Every team member plays a role in QAPI, whether you're providing direct care, supporting operations or leading improvement projects.

Here's how you can participate:

- Identify safety or quality opportunities in your area.
- Bring ideas forward to your manager or the Quality team.
- Ask how your department tracks and reviews data.
- Bring forward quality and safety concerns.
- Participate in improvement initiatives.

Contact the Quality & Patient Safety team for support at qualityimprovement@garnethealth.org.

Let's keep working together to build a safer, stronger care environment.

Are You a Patient of Any Garnet Health Service?

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 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!



GHMCC Earns a 5 Star Review!

George Haas



I entered the emergency room late Tuesday night after having a stroke that affected my left side. The response team was immediate and very complete in evaluation of my condition and administering treatments. I stayed in the CCU for 3 days, where the care and attention was the best you could ask for, and released on Friday. The follow-up visits with doctors associated with the Garnet system have been great also. I highly recommend the Garnet system and the care its professionals provide.

Recognizing Our August Care Champions

August 15

Celebrates GME Professionals Day

August 23

Celebrates Health Unit Coordinator's Day
(Unit Clerk)

April & May 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 **April 2025 Perfect Attendance winner**, Natalie Constable McNeil, Respiratory Therapist at the Harris Campus. Natalie was awarded \$1,531.00 for achieving perfect attendance in April's monthly incentive program!

And congratulations to our **May 2025 Perfect Attendance winner**, Fabrisa Gallagher, Registered Nurse-2North at the Middletown Campus. Fabrisa was awarded \$1,560.00 for achieving perfect attendance in May's monthly incentive program!

Thank you, Natalie and Fabrisa, for your **commitment and reliability**. We truly appreciate your **dedication** to showing up and making a difference!

To Date: Maintain perfect attendance throughout 2025 for a chance to win a growing **POT OF GOLD!** Through May, the annual pot of gold is up to **\$7,567!**

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 month prior is added to an incentive pot. By random drawing, 50% of the monthly pot is awarded to one of the employees who had perfect attendance. The remaining 50% will go toward the annual prize for those with perfect attendance throughout 2025. Additionally, three runners-up—one from each entity—receives a reserved parking space for three months.



Natalie Constable McNeil



Fabrisa Gallagher

SYMPLR WORKFORCE MOBILE APP

Shift Trade Can Help You Achieve Perfect Attendance!

Since our May 1 launch, our employees have been busy exploring the new Symplr Workforce mobile app and the numbers prove it:

- **78 shift trades** requests initiated since launch.

DID YOU KNOW ...

Every successful **shift trade** helps ensure better coverage and care for our patients and fewer unscheduled absences for you! Remember, avoiding unscheduled absences makes you eligible for the monthly Perfect Attendance Incentive Raffle, which averaged \$1,513.40 in payouts for the first five months of 2025.

Stay in the running—download the app and shift-trade today.

DOWNLOAD THE APP

Scan the QR codes below or search "**Symplr Workforce**" in your app store.

LOG IN.

Step-by-step instructions on intranet at <http://garnetinfo/Files/API/>.

USE SHIFT TRADING.

Swap your shift to build a schedule that works for you and keep your perfect-attendance streak alive!



**DOWNLOAD FROM
THE APP STORE**

Mass Casualty Incident Training



Garnet Health Medical Center – Catskills Emergency Management hosted a Mass Casualty Incident (MCI) training for Emergency Medical Services (EMS) providers from Sullivan County. This two day training was designed to strengthen preparedness in the event of large scale emergencies, ensuring our EMS teams are ready to respond when it matters most.

UPCOMING Things to Know

Employee Assistance Program (EAP) Representative

Garnet Health Medical Center
Conference Center Lobby | 11:30 a.m.–1:00 p.m.
August 4 | September 8 | October 6

New York Life Representative

Garnet Health Medical Center
Conference Center Lobby | 11:00 a.m.–2:00 p.m.
August 20 | September 17 | October 28

Designer Bag

B I N G O

Fundraiser to benefit the
*Town of Montgomery EMS &
Garnet Health Medical Center Auxiliary*

**Friday
Sept 26**

Montgomery Senior Center

36 Bridge St
Montgomery, NY 12549
Friday, September 26

Doors Open at 4:30PM, Calling starts at 6:30PM

Prepay: \$50 per person or \$360 for table of 8

At the Door: \$60 per person

Ticket includes: 3 Bingo Cards for 10 rounds of Bingo, Dauber, & Door Prize Entry

Available for purchase: Additional Bingo Cards \$10 each, Tricky Tray Raffle, 50/50

Must be 18 years or older

The day of the event we will accept Cash, Venmo, Paypal, & Major Credit Cards

No refunds

Bring your own snacks and beverages

**Any questions contact: hello@montgomeryambulance.org
or Maureen DeStefano (845)649-9715**



To Purchase Tickets:

<https://www.zeffy.com/ticketing/designer-bag-bingo-14>



We're Improving How We Hear From Our Patients!

Exciting News!

As part of our journey to excellence, our new survey partner, Professional Research Consultants (PRC), may contact our patients about their visits. We use their feedback to ensure that we continue to offer quality care and gain a better understanding of what we are doing well and what we can improve.



Please be sure you are providing the best experience for our patients!

WORD OF THE MONTH FOR AUGUST:

VITALITY

Vitality is defined as the state of being strong, active and full of energy.

Vitality is more than just having energy; it's about feeling driven, clear-minded and capable of handling whatever comes our way. It fuels our creativity, helps us stay focused and makes it easier to bounce back when things get tough. In a world that can feel so draining, vitality is what keeps us alive and motivated.

SIMPLE WAYS TO FIND CALM:

- Get enough sleep, as your body can't recharge without rest.
- Say no to things that drain your energy or joy.
- Eat nutritious foods to help sustain natural energy.
- Step outside and breathe the fresh air.
- Practice mindfulness or meditation to reset mentally.
- Connect with people who uplift you.
- Limit negativity and overstimulation.
- Listen to music that lifts your mood.
- Keep your space clean and uncluttered.
- Speak kindly to yourself and others.

Let's practice embodying vitality in all areas of life.

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.

"VITALITY SHOWS NOT ONLY IN THE ABILITY TO PERSIST BUT IN THE ABILITY TO START OVER."

—CHRISTIAN NESTELL BOVEE



Garnet Health Medical Center August Auxiliary Vendor Sales

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

August Vendor Dates

8/1	Teddies Jewelry	8/18	Scrubs Nyack
8/5	Northern Medical	8/19	Northern Medical
8/8	Med Shoes	8/22	John's Jewelry Box
8/11	Your Nutz	8/25	Your Nutz
8/12	All Care	8/28	All Care
8/15	Scrubs Nyack	8/29	Mary Kay Cosmetics

Gems Newsletter

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

garnethealth.org