A Message From Our Leader

Thank you to everyone who participated in our last Employee Engagement Survey. Catskill Regional saw very favorable results from the survey. Our Grand Mean increased significantly (.2) from 3.8 to 4.0, putting it us in the 42nd percentile of the Gallup healthcare database. We should be extremely proud of our considerable increase in engagement over the past year as measured by the engagement survey.

Research shows that feeling good about your work and workplace is essential to doing your best work and delivering exceptional patient care. By now, every employee should have seen their department’s result and should have come up with an action plan to work on. The goal is to execute your action plans so we can continuously improve Catskill Regional as a place to work and also contribute to the overall excellent patient experience we can provide.

For more information, contact your Leader or the Director Organizational Development, Betsy Kennally, at 333-0227 or bkennally@ormc.org

Sincerely,

Gerard Galarneau, MD, CEO & CMO

Sullivan Renaissance Conference

On March 7, Catskill Regional’s CEO & CMO, Dr. Gerard Galarneau, was part of a distinguished keynote panel at the Sullivan Renaissance 2015 Annual Conference. Over 400 community members gathered at the Event Gallery at Bethel Woods Center for the Arts to hear Dr. Galarneau and other Sullivan County leaders discuss positive changes in Sullivan County. “What we are going to see at Catskill Regional over the next couple of years will really be a renaissance,” stated Dr. Galarneau. Catskill Regional is proud of all those who participated at this wonderful event in support of Sullivan County and we are very proud of the compliment Dr. Galarneau received from a well-known leader, Liberty resident and Cablevision Founder, Alan Gerry. “We’ve never had anyone of his [Dr. Galarneau’s] caliber out there leading the parade [at Catskill Regional Medical Center] and I tell ya, we’re lucky! This is a wonderful guy and, Jerry, you’ve done a great job,” stated Mr. Gerry.

Thank You To Our Volunteers

Catskill Regional celebrated National Volunteer Week, from April 6 to April 13. The next time you see a volunteer, please take the time to thank him or her for their service to our patients, visitors, staff and departments. They are not here for a paycheck. They are here because they want to make a difference.
Medical Group Hosts Urology Workshop

Catskill Regional Medical Group hosted a workshop on Urology with Maribeth Widas, P.A. at the 19th Annual “Celebration of Being a Woman” Women’s Conference on April 11 at SUNY Sullivan. Maribeth was among some star studded talent, including this year’s keynote speaker Michele Balan. Michele was a finalist on NBC’s “Last Comic Standing”, and has appeared on the Joy Behar Show, Byron Allen’s “Comics Unleashed” and the OUTlaugh festival on MTV.

Primary Care Office Decorates For Spring and Easter

Catskill Regional Medical Group staff Allyson Satz, Amy Stackhouse and Bethany Ramos rocked the bunny ears while getting the office ready for spring.

At The Heart-A-Thon

Dr. Bruce Ellsweig, Christine Manza and other Catskill Regional Medical Group staff members took part in Catskill Regional Medical Center’s Annual Heart-A-Thon on February 14 at The Sullivan in Rock Hill. Pictured is Practice Manager, Christine Manza. Learn more about the Heart-A-Thon on page 4.

Catskill Regional Offers NEW Women’s Cancer Support Group

Catskill Regional Medical Center will begin offering a Women’s Cancer Support Group on May 19. The group will meet the third Tuesday of each month from 5:30 p.m. to 6:45 p.m. at Catskill Regional Medical Center’s Ambulatory Services Building, second floor Board Room, 68 Harris Bushville Road in Harris, NY.

This support group is open to all women with a diagnosis of cancer. The group setting will provide health information, education, resources and will bring together women who have a similar diagnosis to share experiences, concerns and fears as they battle cancer together.

For more information on the support group, please call the group’s facilitators and CRMC Oncology Nurses at 845-794-3300 x2831 or Licensed Clinical Social Worker, Elisa Mendels, at 845-866-8944.
Suzanne Lange Ahmed has been promoted to Administrator of Nursing Operations and Case Management Services. Suzanne has been a part of the Catskill Regional family for 22 years, working on 5 East as a staff nurse and in Case Management, where she served as Department Director. In her new role, Suzanne has oversight of the medical/surgical unit, surgical services, nursing administration, contracted dialysis services, case management, rape intervention and education departments. Suzanne received her Associates degree in Applied Science in Nursing and Paralegalism from Sullivan County Community College. She graduated Summa Cum Laude from SUNY Delhi with a Bachelor of Science degree in Nursing and will graduate from Norwich University with her Master of Science degree in Nursing Administration in June 2015. Suzanne can be reached at 794-3300 x2729 or langes@crmcny.org.

CONGRATULATIONS

Elena Byrd has been promoted to Unit Management Supervisor. In this role, Elena is responsible for the nursing division unit secretaries, daily staffing of nursing division employees and the payroll functions for the nursing division.

Elena joined Catskill Regional in May 2003 as a per diem food service worker. She quickly advanced to a full time position, later transferring to patient access. For the last 10 years, Elena has worked in nursing administration.

Julia Metzger, MS, CCC-SLP, has completed a Fiberoptic Endoscopic Evaluation of Swallowing (FEES) preceptorship. FEES is a procedure that allows clinicians to assess areas surrounding the larynx and opening of the esophagus, through the use of a small flexible endoscope.

Say Cheese

On March 30, a professional photo shoot with many employees who represent several departments throughout the organization was held. Pictured below is CNO, Rolland “Boomer” Bojo and Registered Nurse, Joanne Moss. Photos will be used throughout various marketing campaigns to include website, print ads, brochures and more. Thank you to all who participated and agreed to represent Catskill Regional.
Members of the community stopped in throughout the day to make donations, listen to guest speakers, receive information and tips about heart health and participate in Crossfit, Zumba, and a Step demonstration. Radio listeners also showed their support by calling in their pledge and participating in heart health trivia. In addition, thousands of tribute hearts were sold in honor or in memory of loved ones who have been afflicted with cardiac related conditions. “This year’s event was all about the value of family, friends and community. The committee worked very hard to raise a lot of money and the community helped us achieve our goals of funding for a fetal monitor, a portable CPR machine, a portable ultrasound and the Capital Campaign Fund,” said Catskill Regional’s Director of Community Services, Jodi Goodman.
Catskill Regional participated in National Nutrition Month by promoting wellness and nutrition throughout the hospital and community. They also provided education on why choosing a registered dietitian is a better choice than choosing a “nutrition professional.” Additionally, the food and nutrition department provided different and exotic foods from the Americas to employees and visitors and showed just how easy it is to eat healthy and nutritious.

For more information on food and nutrition, contact Clinical Nutrition Manager, Gretchen Hartman, RD, at 794-3300 x2026 or GretchenHartman@IamMorrison.com.

**Healthy Snack Recipe**

- 1 oz. fresh pineapple cubes
- 1 oz. fresh mango cubes
- 6 oz. low fat plain yogurt (can substitute Greek yogurt)
- 2 tbsp. granola of your choice

Layer together and enjoy!

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**DIRECT INWARD DIALING LINES TRANSFORMATION**

Direct inward dialing (DID) lines will soon replace various phones throughout the Harris Campus. DID lines are dedicated phone lines that go directly to the phone it is placed on and not through the switchboard or operators. Within the Harris Campus building, the lines will be like regular extensions. When outside of the building, you will have to dial (845) 397 and whatever number has been given to that phone, (i.e. 845-397-3541). Many DID lines will be created. Eventually these lines will be your permanent phone numbers and, over time, the old extensions will be phased out. Voicemail will also be included on all DID lines. If you have any questions or have a phone you would like replaced with a DID line, please contact Director of Communications, Ellen Barsky, at 794-3300 x1050.
Catskill Regional Staff Are “Minions”
At Official Boys & Girls Club Fundraiser

Catskill Regional staff had a wonderful time performing as Celebrity Servers for this year’s Boys & Girls Club of Town of Wallkill Celebrity Dinner held on March 6. The theme was “Looney Tunes” and Catskill Regional staff dressed as “Minions” from the movie Despicable Me. The Catskill Regional Event Team included Rolland “Boomer” Bojo, Jodi Goodman, Fran Justus, Kathy Anderson, Donna McNally, Laura Northrup, Karen McKoy, Rosemary Steuber and not pictured, CEO & CMO, Dr. Gerard Galarneau, Patty DeVoe and Suzanne Lange Ahmed. The Boys and Girls Club raised $58,408 in tips, which is 100% profit and was about $2,000 over their goal. Catskill Regional staff raised more than $1,800.

In January, Catskill Regional sponsored a huge blood drive along with Thunder 102, Monticello Casino and Raceway and Dutch’s Restaurant. This event is held in the spirit of the Super Bowl because Sullivan County has its ‘champions’ the same way the Super Bowl does. There was a spectacular ‘pre-game’ blood drive at Catskill Regional with 28 units of blood collected and the first-ever use of the double-red cell blood collector. The blood collector allows for 2 units of packed cells to be collected (from qualified donors) and then the donor is exempt from donating for 16 weeks (instead of the normal 8 weeks for a whole blood donation).

Ruth Stratton volunteered and assisted donors throughout the day and Patti Andersen and Rosemary Steuber assisted in the afternoon/early evening. For more information, contact Lab Director/Blood Bank Supervisor, Rosemary Steuber, at 794-3300 x3227.

Patient & Family Advisory Committee

Catskill Regional was happy to host a terrific group of community members at our Patient & Family Advisory Committee Luncheon on March 13. CEO & CMO, Dr. Gerard Galarneau, discussed our continual enhancements in patient safety practices! Joining the discussion was Dr. Bruce Ellsweig, Primary Care Physician with Catskill Regional Medical Group. Thank you to all who participated in the discussion. All staff are invited to attend this quarterly meeting. If you would like more information please contact Patty DeVoe at devoepa@crmcny.org.
Catskill Regional’s Laboratory staff was pictured in the April 10, 2015 issue of the Sullivan County Democrat. Each spring the staff assembles Easter baskets for the United Way of Sullivan County to give to local children in need.

Registered Nurses And Graduate Nurses Wanted

The end of this academic year is fast approaching and it is the time to consider new graduate nurses for some of our available registered nurse positions. If you are planning to graduate this May with your Associate degree or Bachelor of Science degree in Nursing, and are interested in pursuing an opportunity with Catskill Regional, please contact the recruitment team at kburns2@ormc.org or fill out an application via the Catskill Regional intranet for the registered nurse-graduate nurse position.

Lactation Room Relocation To 4th Floor – Room 4126

This new space is available for use 24/7 by any Catskill Regional employee who has lactation needs.

The room is equipped with:
• electricity
• hand washing capability
• chair and bedside table
• sliding sign to denote in use or available

Please note: the door may be locked from the inside for privacy during use.

In March 2015, the Sullivan County Democrat ran a letter to the editor that thanked members of Catskill Regional’s care team for the outstanding service a patient received before, during and after surgery.
5TH ANNUAL WALK A MILE IN HER SHOES® FUNDRAISER

The Walk a Mile in Her Shoes® event to raise funds for RISE is being held April 25 at the Sullivan County Community College in Loch Sheldrake. Men, women and children – many of them wearing red shoes – participate in this fun-filled annual event, which takes a light-hearted approach to a very serious subject and increases awareness of how sexual assault impacts individuals and families in Sullivan County. The event coincides with Sexual Abuse Awareness Month.

We encourage hospital employees and volunteers to participate in this unique and exciting event. Departments can walk together, as well as raise funds together; it is a great opportunity for team-building while also supporting one of Catskill Regional’s services. For more information about RISE or the Walk a Mile in Her Shoes® event, contact Sarah Dittmar at x2442 or visit www.crmcny.org/RISE.

2015 Catskill Regional Medical Center Golf Classic

Wednesday, July 15, 2015
Villa Roma Resort and Golf Course

To register or to become a sponsor, contact 845-794-3300, x2104 or visit www.crmcny.org/golf

Are You Photo Fabulous?
Have you been photographed lately? To find out, visit the Catskill Regional Family Photo Album!
www.crmcny.org/PhotoGallery