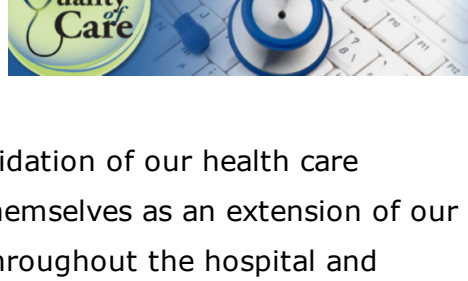


Thursday, April 6, 2023
Joint Commission arrives for four-day assessment visit

The Joint Commission has arrived! These were the opening words Tuesday as Denver Health leaders and our Quality and Safety teams met with Joint Commission surveyors just before they started their assessment at Denver Health's main campus.



The purpose of the Joint Commission survey is to offer an external validation of our health care system's compliance with Commission standards. The surveyors see themselves as an extension of our quality team and hope the visit has brought meaningful experiences throughout the hospital and Outpatient Medical Center.

The visit is four full days. Friday begins with a presentation from CEO Donna Lynne and wraps up with an exit debriefing. We receive updates every day and will receive a preliminary report Friday afternoon.

The visit can be stressful, but we want to assure everyone that the surveyors are focused on providing education and inspiration to our teams who each day adhere to our policies with every patient encounter. Adherence to Joint Commission standards improves the quality and safety of our care, and Joint Commission Accreditation reflects Denver Health's dedication to patient and workplace safety and continuous quality improvement.

COMINGS & GOINGS
New Public Safety Medical Director announced

Denver Health welcomes **Shea Gilliam, MD**, as the new medical director - Department of Public Safety, a new role that is jointly overseen by Denver Health's Chief Medical Officer Connie Price, MD, and Executive Director Armando Saldade of the Denver Department of Public Safety. Dr. Gilliam is leading the clinical performance of DOS emergency medical response services, including the Denver Fire Department emergency medical technicians and Denver 9-1-1.



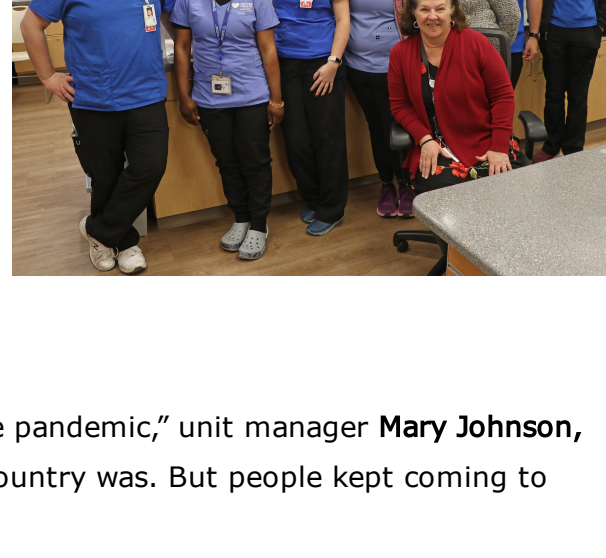
Dr. Gilliam is a board-certified emergency medicine and emergency medical services (EMS) physician and comes with a wealth of experience in pre-hospital technical rescue and in medical direction for multiple EMS and fire-rescue entities. He was born and raised in the Denver area, attending the University of Colorado Boulder, and completed medical school at the University of Colorado Anschutz Medical Campus. In addition to training with Denver Health as a chief emergency medicine resident and EMS fellow, Dr. Gilliam has also served as an assistant professor of emergency medicine at the University of Colorado School of Medicine.

This is a new position that came as part of the 2023 operating agreement between the City and County of Denver and DHHA. Dr. Gilliam is an employee of Denver Health and is required to hold a faculty appointment with the University of Colorado School of Medicine. He will work closely with the Medical Director of the Denver Health Paramedic Division to ensure EMS administrative, operational, and clinical components are cohesive and complementary to each other.

DENVER HEALTH SPOTLIGHT
9A/Med/Surg/ONC Acute Care team lives up to its name

Note: As part of an ongoing series featuring the incredible staff and various departments at Denver Health, this week we're spotlighting the 9A/Med/Surg/Oncology department, also known as the Acute Care team.

At Denver Health, a team of nearly 50 staff provide top-quality care for mostly medical-surgical patients who don't meet the criteria for intensive care. The 9A/Med/Surg/Oncology team often helps patients with heart failure, respiratory issues, diabetic ketoacidosis, alcohol withdrawal and cellulitis, and provide chemotherapy treatments. Three years after the pandemic began, they continue to treat a lot of COVID-19 patients.



But it was during the darkest days of the COVID-19 pandemic when the department truly shined.

"I really wish people had seen this group in action during the pandemic," unit manager **Mary Johnson, RN**, said. "We were absolutely terrified like everyone in the country was. But people kept coming to work and taking care of these patients. It was amazing."

The Acute Care COVID-19 Unit started in June 2020 and was the hub for most of those patients at Denver Health. Rooms on the ninth floor of Pavilion A were renovated into negative pressure isolation rooms to help prevent the disease's spread in the hospital. The team also worked closely with respiratory therapy colleagues to support patients with COVID-19.

Gina VanPatten, CNA, said the experience during the pandemic was "really hard for us," but it brought the team closer together.

"We have each other's back, no matter what happens," she said. "It doesn't matter whose patient it is, we all work together to make sure the patient is taken care of."

Mark Rossini, RN, said that just the process of safely entering or exiting a room was especially difficult during that time, because of heightened safety protocols. "This led to a lot of constructive 'yelling' among team members.

"There was never a question of what am I supposed to do," he said. "We're going to take care of patients. Everyone was going to help out. You yell out the door, someone's coming to help."

For their efforts, Acute Care staff received Denver Health's **Living The True North Team Award** for 2020.

Clinical nurse educator **Heather Castle, RN**, credits one particular team member for making the team special: Mary Johnson. "She has made this unit into something wonderful," Castle said. "Here, you're excited to come to work because you enjoy the people you work with."

Denver Health thanks the 9A/Med/Surg/Oncology team for their amazing dedication to our patients, innovative leadership and great teamwork that helps us truly be a better health care system. Thank you, team, for all that you do!

Denver Health chosen for project to help restore trust in health care

Denver Health is one of eight institutions nationwide that will be testing new approaches to increasing confidence in health care, improving health outcomes, reducing inequities and increasing well-being in the workplace. The 10-month project is known as the **Trustworthiness in Healthcare Prototyping Network**, run by the **Institute for Healthcare Improvement**. It comes at a time when public trust in the health care system has dropped to 38% by one measure, sharply down from 1975, when it was at 80%.

The eight systems chosen, including such well-known names as Banner Health in Phoenix and Parkland Health in Dallas, will test evidence-driven approaches to improving trust between their organizations, clinicians and leadership teams and their respective communities. Approaches include acknowledgement of historical harms, development of methods to assess needs, and system approaches to address identified issues. The information and data gathered will be used to create resources to scale up operations within the participating organizations, but also to export their findings and recommendations to health care systems throughout the country.

Denver Health's selection for the project "is a testament to our commitment and readiness to become a national leader in health care and health equity," said **Rocio Pereira, MD**, director of the Office of Health Equity at Denver Health. "Our work will focus on increasing trust between the Black/African American community and clinical teams, and between clinical teams and DH leadership. We are very excited to be a part of this national effort and look forward to utilizing the tools and resources we will gain to continue to advance health equity for our patients and community members."

Paramedics bike team marks 28 years of care at Coors Field

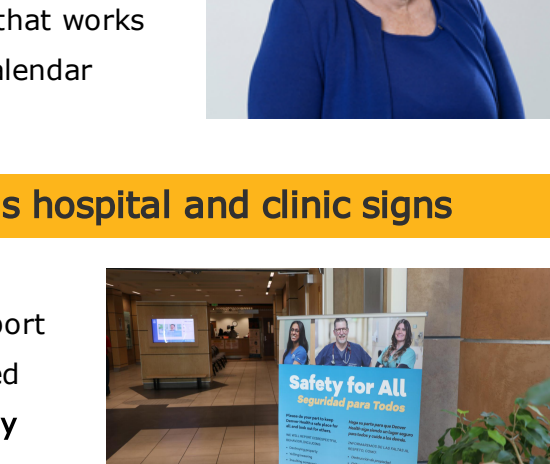
Since Coors Field opened in 1995, the **Denver Health Paramedics** have been the EMS agency covering all medical needs for the Rockies and their fans. This Opening Day marks the 28th year of the partnership. Most games are staffed with two to four bike medics, a medic and a doctor stationed in the main first aid room behind section 133, and for select games, a first-aid station behind section 330 with a medic there as well. For injuries on the field, we have a medic standing by behind home plate. The whole team communicates with a dedicated dispatch coordinator.



Last season, Denver Health Paramedics responded to 310 calls at Coors Field, including bike responses and walk-ins to the first aid rooms. We look forward to continuing this wonderful partnership. Go Rockies!

DIVERSITY, EQUITY & INCLUSION
Denver Health executives meet with LGBTQ+ community leaders

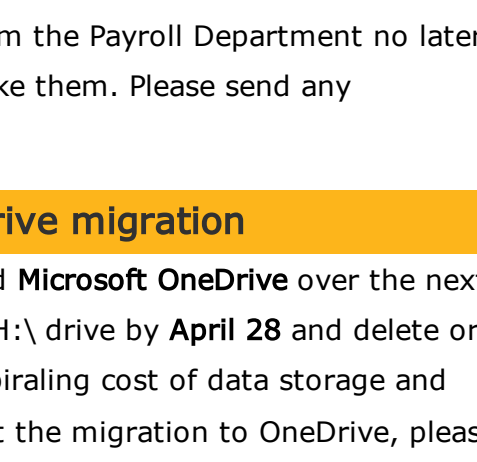
CEO **Donna Lynne**, joined by **Denver Health Board Chair Pia Dean** and **Special Advisor for Government Relations Elbra Wedgeworth**, hosted a conversation with leaders from the LGBTQ+ community last week - the third in a series of targeted community conversations (the first was with African American leaders). The group heard from the **LGBTQ+ Health Services** team and provided feedback on their experiences working with and receiving care at Denver Health.



As CEO, Donna has committed to continued conversations with community stakeholders to improve access to care and to make Denver Health a place that employees are proud to recommend to their friends and family. The next in this series of conversations will be with Asian American community leaders on April 27.

STAY INFORMED
Workday go-live checklist and training

Workday is going live soon! HR, IT and Payroll have migrated information over from our old systems into Workday, and there are tasks **we will need every employee and manager to check and update when the system goes live April 11**. Please complete the **employee, manager or nurse manager Go-Live Checklist** (depending on your role) beginning next Tuesday when the system goes live.



Visit and bookmark the **Workday Resources Hub** for Workday FAQs, quick reference guides, eLearnings and system demos. You can also enroll in the **Workday Goal Setting Training Lab** for development and performance goal sessions. Our just-in-time approach to Workday training is to deliver the information you need when you need it and how you need it, with a variety of formats to meet individual learning styles.

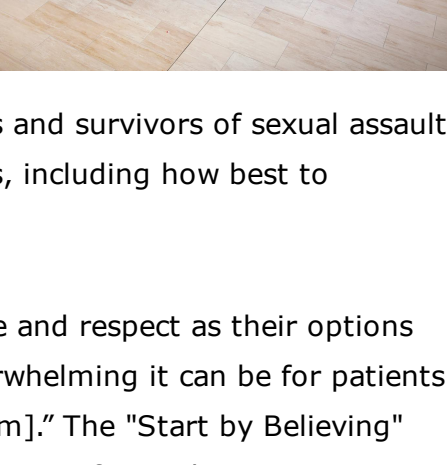
CEO town hall series begins April 24

Join **CEO Donna Lynne** and the senior leadership team at one of 10 town hall sessions from **April 24-May 4**. Donna will be providing updates on our mission, vision and values, our health system finances and diversity, equity, inclusion and belonging. Most sessions are in person and, apart from those specifically for providers, all staff are invited. By now you should have received official calendar invitations - choose the date and time that works for you. Webex also will be available. You can also download a calendar invitation [here](#) on the Pulse.

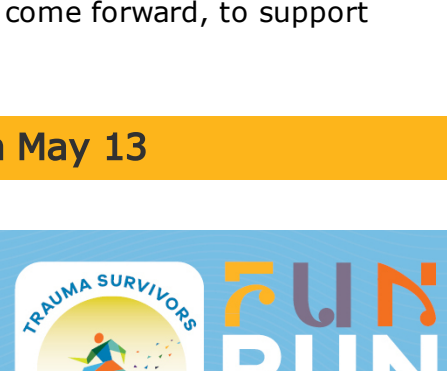


Denver Health 'Safety for All' campaign adds hospital and clinic signs

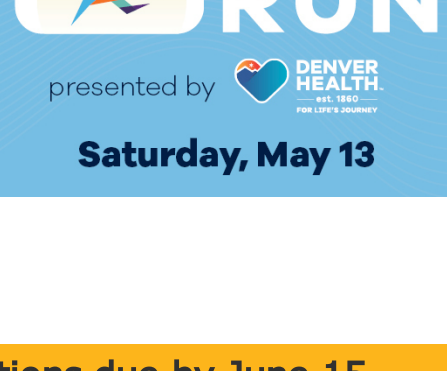
Signs are now up around Denver Health reminding patients and visitors to help keep Denver Health a safe place for all and to report any disrespectful behavior. The **"Safety for All"** campaign launched last month as a collaborative effort between the **Workforce Safety and Violence Prevention Committee** and the **Marketing and Communications Department**. There are now large, retractable signs up in lobby of Pavilion A and the Outpatient Medical Center.



A big thanks to the **Sign Shop and Engineering Department** for printing and installing more than 100 permanent signs in waiting areas around the main campus and at each of the Community Health Centers. Digital displays have gone up and social media posts have gone out as well. The signs encourage anyone who feels threatened to call **Denver Health Security 24/7 at 303-436-7444**.



Read this [huddle sheet](#) for talking points, education and resources to help de-escalate and manage potentially violent situations.



PTO cash-in notifications arrive this week

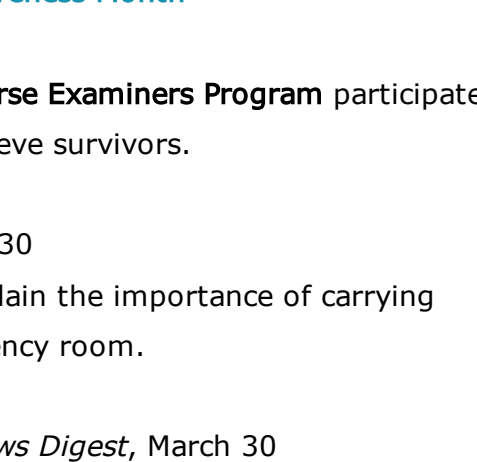
Employees eligible to participate in PTO cash-in will receive emails from the Payroll Department no later than April 7 with instructions on their cash-in options and how to make them. Please send any questions regarding PTO cash-in to PTO_Cash_In@dhha.org.

Delete unnecessary files ahead of OneDrive migration

IT will be moving data from your **Home (H:) drive** to the cloud-based **Microsoft OneDrive** over the next few months. Ahead of this migration, please review the files on your H: drive by **April 28** and delete or move any obsolete or personal files. Doing so will help manage the spiraling cost of data storage and make the migration quicker for everyone. If you have questions about the migration to OneDrive, please contact the Help Desk.

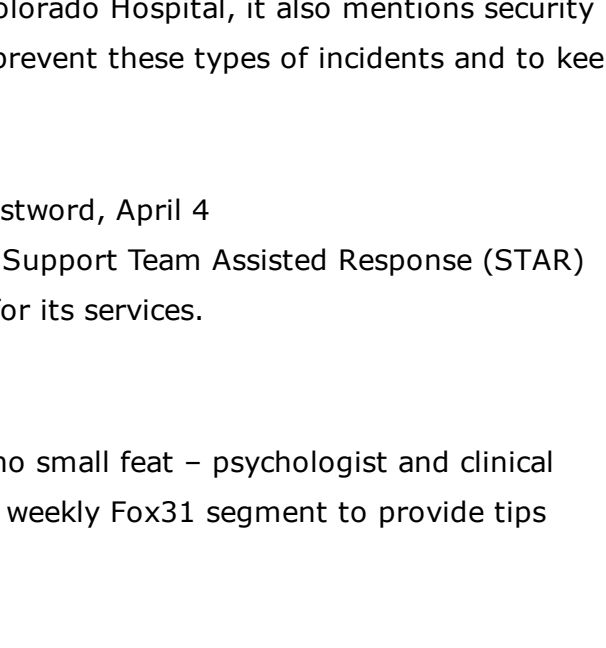
Annual education due June 30

The window for employees to complete **required annual education** is **April 1 to June 30**. Log in to **Cornerstone** to access and complete the eight modules, four of which have a pre-test option if you don't wish to retake the module. Timely completion of annual education promotes a healthy and safe work environment, allows us to provide the best care to patients, fosters an ethical, compliant culture of respect and excellence and keeps Denver Health in compliance with federal and state regulations. If you have questions regarding annual education, please reach out to the Compliance team at Compliance@dhha.org or call **303-602-0137**.



GET INVOLVED
Sexual Assault Awareness Month: Start by Believing

The first Wednesday in April marks the internationally recognized **Start by Believing Day**, which is a day to encourage everyone to "Start by Believing" the victims of sexual assault - as they would believe any other victim of crime. In recognition of this important day, Denver Police Chief **Ron Thomas**, Denver Deputy Assistant Attorney **Maggie Conboy**, Denver Health Sexual Assault Nurse Examiner (SANE) Program Manager **Michelle Metz**, Executive Director of The Blue Bench **Megan Carvajal** and **Kimberly Corban**, a brave survivor of sexual assault, gathered to encourage everyone to start by trusting the word of victims and survivors of sexual assault. There are many resources for victims, survivors and information seekers, including how best to respond, which may be simply by saying "I believe you."



"Start by Believing' at Denver Health means survivors are met with care and respect as their options are explained and their choices honored," said Metz. "We know how overwhelming it can be for patients after a sexual assault and want them to know we start by believing [them]." The "Start by Believing" campaign encourages everyone to [take the pledge](#) to believe those who come forward, to support survivors and to help end the silence.

Join the Trauma Survivors' Fun Run on May 13

We are excited to announce the **Denver Health Trauma Survivors Fun Run!** Join us for a free 5K or 1-mile walk, run or wheel event at **9 a.m. on Saturday, May 13**, at Great Lawn Park, 101 Yosemite St. in Denver. We encourage participants to arrive at 8 a.m. to check in, grab swag, and listen to patients' and survivors' stories. Street parking is available around the park and food trucks will be on site. This community event will bring together trauma survivors, on family members and caregivers to share stories, provide support and celebrate life. Several Trauma Survivor Network hospitals in the Denver area will participate. [Click here to register](#).



2024 School of Medical Laboratory Science applications due by June 15

The **Denver Health School of Medical Laboratory Science** is accepting applications for the next class that begins in January 2024. The application deadline is June 15.



The School of MLS is an 11-month post-baccalaureate certificate program. Applicants must have a bachelor's degree and pre-requisite chemistry, biology and math courses as well as agree to the essential functions (non-academic requirements). Application information and materials are available [on our website](#). The program is full time, Monday-Friday, for its 11-month duration.

RECOGNIZING YOU
HPV vaccination plays key role in preventing oral cancer

This **Oral Cancer Awareness Month**, it's important to know that HPV is the main cause of cancers in the mouth and throat. Mouth and throat cancers have surpassed cervical cancer as the most common kind of HPV-related cancer. Denver Health's dental and medical clinics are doing incredible work to prevent these cancers by offering same-day HPV vaccination to patients ages 9 to 17 through collaboration with the onsite medical clinics. In the past year, 360 young people have been vaccinated as a result of this program.

This great work is a credit to our teams at **Peña Southwest Clinic, Montbello Family Health Center, Westside Family Health Center, Webb Center for Primary Care, Lowry Family Health Center and Eastside Family Health Center**. Thank you for providing comprehensive, integrated care so patients can be vaccinated against HPV in a timely manner.

Denver Health in the media

Denver officials say to believe survivors as part of Sexual Assault Awareness Month - *The Denver Gazette*, April 5

Michelle Metz, RN, and nurse manager of Denver Health's **Forensic Nurse Examiners Program** participated in a news conference with the City of Denver to remind people to believe survivors.

Denver Health emergency expert breaks down Narcan - CBS4, March 30

Patrick Joymt, MD, of **emergency medicine** sat down with CBS4 to explain the importance of carrying Narcan and how it helped him save someone's life outside the emergency room.

PCORI approves \$123 million to fund new research - *Philanthropy News Digest*, March 30

Denver Health is receiving a \$6.6M grant from the Patient-Centered Outcomes Research Institute to study the reduction of unnecessary antibiotic use for ear infections in children.

Car theft still on rise in Colorado - Including at Denver-area hospitals (subscriber only) - *The Denver Post*, March 31

While the article focuses mostly on UHealth University of Colorado Hospital, it also mentions security features Denver Health has in place on our main campus to prevent these types of incidents and to keep people safe.

STAR program expanding to meet demand for services - Westword, April 4

A new \$2.5M contract will allow Denver Health to expand its Support Team Assisted Response (STAR) program with the City of Denver to meet the large demand for its services.

Tips for talking to kids about gun violence - Fox31, April 5

Talking to your kids about tragic events and gun violence is no small feat - psychologist and clinical researcher **Chris Sheldon, PhD**, appeared on Denver Health's weekly Fox31 segment to provide tips about having these difficult conversations with children.

National awareness and recognitions

April 23 is World Infant, Child and Adolescent Mental Health Day (see information on [childhood trauma webinar](#) here). Is there a parent, friend or colleague that you'd like us to recognize during a special week or month? Let us know in an [Employee Outreach Request form](#) and we'll spotlight them in the 411.

April	May
April 7: Donate life flag-raising ceremony	April 26: CEO town hall
April 11: Workday go-live	April 28: CEO town hall
April 13: Donate Life second annual REALING event	May 2: CEO town hall
April 14: Race, Ethnicity and Language (REAL) data collection seminar	May 3: CEO town hall
April 14: Donate Life Blue and Green Day	May 4: CEO town hall
April 24: CEO town hall	May 13: Trauma survivors 5K
April 25: CEO town hall	

CLICK HERE FOR A PDF VERSION OF THIS NEWSLETTER.

SUBMIT A REQUEST TO THE WEEKLY 411 Submit content for consideration in the Weekly 411 through the employee outreach request form here. Accuracy and quality matter, so please provide all material as early as possible. Your submission should detail who, what, when, where, why and how, with correct spelling and explanation of acronyms. We encourage you to include photos and any links or attachments that may help to communicate your message. Content received after noon on Tuesday will be considered for the following week's edition.

