

Thursday, August 17, 2023

Denver Health medical assistant brings music to patients' ears

David Miller, a medical assistant and limited scope X-ray technician who has been at Denver Health for 11 years, regularly plays guitar for patients at the main campus. He usually plays on Wednesdays for patients in the Oasis, or transitional, unit in Pavilion A and on Thursdays for pediatric patients and their families in Pavilion C. Not every patient he plays for is totally engaged, Miller said, "but the ones that become absorbed into the music and the experience make my encounter more meaningful."



He said he has formed some long-term relationships with the patients in Oasis because they are the same ones he sees each week, but in the pediatric setting it is usually different children and parents. Although, he has seen two patients show up in his Orthopedics department that he originally met in the pediatric venue.

"This experience has allowed me to get over some stage fright issues and pushed me to be able to play the pieces I know in a more accurate way," Miller said. "I have written a couple of pieces since playing at the hospital and have learned some new songs that are more challenging in nature than some of my standard pieces."

Click here to watch a video of Miller playing a tune of his, "Blades of Grass," in the Oasis unit on Wednesday, Aug. 16. Click here to read more about Miller in a story from last year.

Focus on access driving satisfaction for employees and staff

Adding early morning appointments is doing a lot more than improving access at the **Women's Care Clinic**. Both patients and staff (pictured during a team huddle last week) are finding better work-life balance and satisfaction by starting their day a little earlier. The team added appointments starting at 7 a.m. with the intent of helping Denver Health employees avoid interruptions to their workdays. The clinic staff working those hours is finding the new schedule provides the flexibility they need to balance life outside of work.



Honora Burnett, MD, shared, "As a full-time doctor and mom, I wanted to take some time to appreciate the access Women's Care Clinic in Pavilion C provides with early hours appointments. These early appointments facilitate me taking care of my own body, and also putting in a full day of patient care! Through two pregnancies, I have taken advantage of the 7 a.m. slot in the Women's Care Clinic in Pavilion C. This allows me to be seen for my prenatal care with my preferred provider, and also be able to finish in time to get to Webb Clinic on time for my first pediatric patient at 8 a.m."

Lead Patient Access Specialist **Nidia Abencerraje** said she enjoys the new schedule because "it allows me to have a 'break' during the week that I can use for personal appointments for me and my children and I don't have to use PTO."

Changes like these in the Women's Care Clinic help drive improvement in our Proud to Recommend scores. Let the 411 know the success your teams are having by sending story suggestions to DenverHealth411@dhha.org.

Denver Health among America's Best Addiction Treatment Centers

Denver Health was recognized by Newsweek on Wednesday as one of **America's Best Addiction Treatment Centers for 2023**. Newsweek recognized 360 of the leading addiction treatment facilities in the U.S., based on a national online survey of over 4,000 medical professionals in the addiction treatment industry and accreditation data provided by the Substance Abuse and Mental Health Services Administration. Participants were asked to rate the quality of: care, follow-up care, service, and accommodations and amenities. Newsweek said the ranking reinforces Denver Health's reputation as a facility that provides benchmark-leading care and excellent services.

RECOGNIZING YOU

Man who had heart attack in 2022 returns to thank paramedics

Joe Dewey, 69, came back to Denver Health last week to thank the two paramedics — **Andrew Chavez and Megan Young** (both pictured with Dewey) — who responded to the scene and helped save his life after he fell and injured his head while he was suffering cardiac arrest on Jan. 20, 2022 in east Denver. Bystanders had called 911 when they saw the man face down on the ground at an intersection. Chavez and Young quickly arrived and began performing CPR and other lifesaving measures and transported him to a nearby hospital, where he had surgery. Dewey and his wife, Debra, visited Denver Health last Thursday and thanked Chavez and Young several times for helping to save his life.



GET INVOLVED

Friday is last day to visit All of Us Journey on main campus

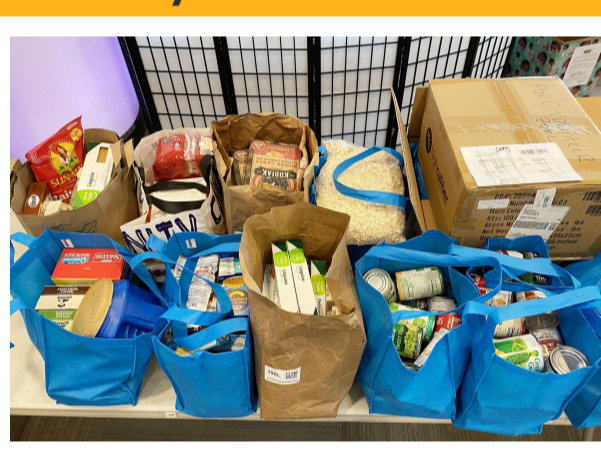
The last chance to visit the All of Us Journey at Denver Health is from **10 a.m.-3:30 p.m. Friday, Aug. 18**, outside of the Webb Center for Primary Care on the main campus. Employees, patients and visitors can visit the information trailer on the southeast side of Webb to ask questions and learn more from All of Us Journey tour managers Keita Hall and Benito Escobedo (pictured). Those who register can then make their way to the mobile unit on the north side of Webb where nurses will collect samples.



The National Institutes of Health launched the All of Us Research Program in 2018 with the goal of accelerating health research and medical breakthroughs to improve disease prevention, treatment and care for all. The All of Us Journey allows interested visitors to join the program on the spot, including answering surveys and giving their physical measurements and biological samples. Participants will have access to the data they give to the program, including DNA results. Click here to read more about the project's importance to Denver Health, or learn more at allofus.health/DenverDNA.

There's still time to donate food ahead of Friday's Wellness Fair

Denver Health's National Wellness Month food drive ends **Friday, Aug. 18**. Those who are able to donate may drop off food starting at 9 a.m. Friday at the Volunteer and Patient Services area on the first floor of Pavilion C. Food must be nonperishable, not require refrigeration or freezing, not be expired, not be homemade and be unopened. A drop box has been placed at the security desk at 601 Broadway to make it more convenient to participate. Donations of gift cards to grocery stores also are accepted and appreciated.



Donated items will be distributed to Denver Health employees during the **Wellness Fair from 11 a.m.-7 p.m. Friday, Aug. 18** in the same donation area. Employees can stop by to collect up to five food items to take home. There will also be free grocery tote bags, recipes, information on community resources and swag. Email Kristin.Ellis@dhha.org with questions.

Click here to read a blog on prioritizing your self-care during National Wellness Month.

Donate to help Hawaii hospital workers affected by fire

Following the **devastating fire in Maui**, the Hawaii Hospital Association is asking colleagues who would like to help health care workers who were affected to donate to reputable Hawaii-based organizations:

- [Hawaii Community Foundation's Maui Strong Fund](#)
- [Maui Food Bank](#)
- [Aloha United Way Maui Fire Relief Fund](#)

More than 100 people have died since a wildfire devastated parts of Maui last week, making it the deadliest U.S. wildfire in more than a century.

STAY INFORMED

Updated employee flu vaccination process

It's time to start planning to get your flu shot by **Nov. 1**. Denver Health has streamlined the process for uploading and verifying flu vaccines through Epic (no registration required!), and a new REDCap survey will replace many of the old paper forms. Click on the schedule on the right for time and locations for employee vaccination clinics and their alternatives that were shared in the Leadership Huddle yesterday and will soon be available for all employees on the Pulse.



Day	Date	Time	Clinic Location
Monday	8/28	09:30a – 04:30p	Clinic Location
Tuesday	8/28	09:30a – 02:30p	601 Broadway, Conference Room 410
Tuesday	10/31	07:00a – 03:00p	Sabin
Thursday	10/12	09:30a – 02:00p	DMC 2nd Floor Huddle Rooms Near Cafe
Wednesday	10/18	12:00p – 04:30p	Sabin
Wednesday	10/25	09:30a – 02:00p	Nightingale

New this year: Those requesting medical or religious exemptions must do so by **Oct. 6**. Look for

more information about this year's flu vaccine, and the process for verifying you've received one, in the coming weeks. Flu-related questions? Email fluinfo@dhha.org.

Denver Health reminding patients of proof-of-address policy

Denver Health is reminding established patients of our **proof-of-address policy** through mailed letters and text and MyChart messages over the next few weeks. Patients who currently receive care as part of Denver Health-funded financial assistance programs will need to show proof of a Denver County address to continue receiving non-emergency care after Dec. 31, 2023. New referrals who require our charity care resources will not be accepted without proof of address. For those with Medicaid or Medicare, or another type of insurance, such as the Child Health Plan Plus (CHP+), no proof of address is required. Patients who are receiving the mailings are also being provided with a flyer for information on how to sign up for low-cost insurance, and they are encouraged to schedule an appointment to see their doctors before Dec. 31. Additionally, prescriptions for these patients must be filled by Dec. 31. Employees can find resources and information about the policy [here on the Pulse](#).

PERKS & DISCOUNTS

Visit History Colorado Center free in September

History Colorado honors the service and dedication of Denver Health staff. In appreciation of their critical, ongoing work to keep our communities safe and healthy, Denver Health workers and their immediate families are invited to visit the **History Colorado Center** free of charge during September. Denver Health employees can [go online](#) and [reserve](#) two complimentary adult general admission museum tickets



using the code **DH0923** at checkout. Children 18 or younger are always free at the History Colorado Center and do not need a ticket. Additional adult tickets can be purchased at the door during your visit for \$2 off the regular admission price.

Denver Health in the media

What to know about West Nile during peak season

Aug. 16, *Fox31*

West Nile virus is peaking in Colorado. Talya Cunningham speaks with **Dr. Heather Young**, medical director of infection prevention and infectious diseases at Denver Health, about how to avoid the virus.

At Denver Health, telehealth education and equipment help close gap

Aug. 16, *Healthcare IT News*

In a partnership with the Denver Housing Authority, the health system has installed on-site equipment and held monthly workshops – increasing patient portal activation to 63% from 58% across five DHA communities. "DHA selected five of its senior and disabled residential communities to participate in programming delivered by Denver Health," said **Dr. Amy Lu**, internal medicine physician at Denver Health's Westside Family Health Center. "Some 70% to 80% of these DHA residents are established patients at Denver Health."

Denver Health expands care as fentanyl overdoses continue to climb

Aug. 15, *Denver7*

Denver is on track to see a record number of fatal overdoses this year. "We see people who are coming in with more severe addiction," said **Dr. Scott Simpson**, medical director for Psychiatric Emergency Services at Denver Health. "They're having a harder time getting control of their use. They're having more severe behavioral manifestations, meaning they're having worse mood symptoms."

Homelessness at record high: What it means for hospitals

Aug. 15, *Becker's Hospital Review*

A record number of Americans are experiencing homelessness in 2023 amid rising housing costs and other societal challenges. Health systems are working to address homelessness through a variety of ways, including offering housing assistance, opening community clinics and partnering with social organizations. Denver Health **CEO Donna Lynne** said one of the system's biggest areas for growth in the next three years is more integration with nonprofits and government agencies to better address homelessness, mental health and substance abuse.

Some Colorado hospitals are still struggling financially, while the picture is improving for others

Aug. 15, *The Colorado Sun*

The Colorado Hospital Association says nearly half of the state's hospitals are losing money on patient care. Some large hospital systems have returned to profitability, but others, such as Denver Health, continue to lose money. The safety-net hospital bottomed out with only 75 days cash-on-hand in February of this year, before rebounding slightly in March to end the quarter with 78-day cash-on-hand.

August | September | October

- Aug. 18:** All of Us Journey ends at Denver Health
- Aug. 18:** RESTORE Group Support
- Aug. 18:** Wellness Month food drive ends
- Aug. 18:** Employee Wellness Fair
- Aug. 26:** AIDS Walk & Run Colorado

- Aug. 31:** Overdose Awareness Day
- Sept. 7:** Komen walk sign-up deadline for DH T-shirt
- Sept. 13:** Suicide Prevention Awareness Month event
- Sept. 23:** Denver Century Ride
- Oct. 8:** Komen More Than Pink Walk

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.

