

New Safety Tracking and Reporting System launches Jan. 31

The Safety Intelligence (SI) app is being upgraded to the new Safety Tracking and Reporting System (STARS) on **Tuesday, Jan. 31**. The new app offers enhanced reporting capabilities with a heightened focus on contributing factors and follow-up actions taken to help with future prevention measures. This will help Denver Health's efforts to maintain a strong culture of safety for patients, visitors and staff. Employees will see the new STARS icon on their computers. [Click here](#) to learn how to submit a STARS safety event. [Click here](#) to learn about event types and their subcategories.

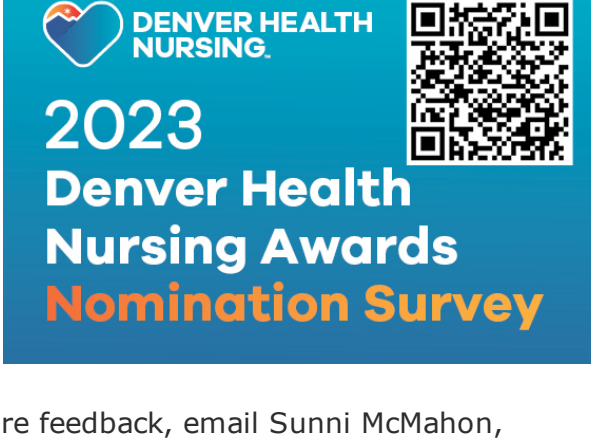


The safety of our employees is of the utmost importance at Denver Health, which continues to see a high number of assaults on staff and providers. Denver Health security officers are available to help with patients who are threatening in any way. If any of your team members are harmed, please report the incident to your leader, in the Safety Intelligence system — soon to be STARS — and to security at 67444 (303-436-7444).

RECOGNIZING YOU

Nominate outstanding nurses at Denver Health

All Denver Health staff are invited to take the **Nursing Awards Nomination Survey**, which is **open until March 19**. Several of the outstanding nurses you nominate will be recognized during National Nurses Week, **May 6-12**. Those making nominations are asked to share a story regarding how an individual or team demonstrates professionalism, leadership and exemplary practice. This year's survey features a new category, Preceptor of the Year. If you are interested in joining the Nurses Week Planning Committee, have great ideas for celebrating nursing staff in 2023, or would like to share feedback, email Sunni McMahon, nursing management project specialist and Nurses Week coordinator, at sunni.mcmahon@dhha.org.



Nurses honored at annual awards celebration

Four Denver Health nurses were nominated, and two won, at the **Colorado Emergency Nurses Association's** annual awards celebration in December. **Brandon Garvey** was the Rising Star Award Winner, and **Laura Mericle** was the Inspire Award Winner. **Sommer Walker** was nominated for the Nurse Leader Award, and **Pamela Doyle** was nominated for the Nursing Education Award. Congratulations on these incredible recognitions and thanks to all Denver Health nurses for your tireless efforts.



2022 DHEMY patient experience award winners announced

More prestigious than an Oscar, a Grammy, an Emmy or even a Dundie, a **DHEMY Award** recognizes teams for their outstanding commitment to improving the patient and family experience at Denver Health. Join us in congratulating 2022's winners of the Denver Health Excellence Matters Awards:

- Inpatient Unit of the Year: **Pediatrics** and the **Pediatric Intensive Care Unit**
- Primary Care Clinic of the Year: **School-based Health Centers**
- Specialty Care Clinic of the Year: **Cardiac Services**



Highest Google Ratings (4.7 stars): **Downtown Urgent Care** and the **Primary Care Center** at the Outpatient Medical Center. Honorable mentions were the **Adult Urgent Care Center** and **Orthopedics**, both with 4.6 stars.

Doctors named top teachers for pediatrics, internal medicine

Dr. **Jessica Jack** was named the 2022 Pediatrics Teacher of the Year by the University of Colorado School of Medicine. Dr. Jack, who is based out of the Montbello Family Health Center, was chosen among nominations from students across the school's longitudinal integrated clerkship (LIC) curriculum. Here is an excerpt from the student nomination that led to Dr. Jack's award: "Working with Dr. Jack has been nothing short of an honor. It should be no secret that working with her has allowed for my growth in the field of pediatrics at a level that was unexpected for me coming into the clinical setting. Again, these words and examples only begin to show all that I've learned and taken from my experience with working with Dr. Jack. No words could adequately describe the gratitude I have for her teaching, mentorship and guidance."



Dr. **Anne Frank** was named the 2022 Internal Medicine Teacher of the Year by the University of Colorado School of Medicine. Dr. Frank, who practices at the Eastside and Peña Southwest clinics, was chosen among nominations from students across the school's longitudinal integrated clerkship (LIC) curriculum. The following is an excerpt from the nomination that led to Dr. Frank's award: "She consistently creates powerful relationships with her patients and works alongside them to care for their well-being and advance their health. The skill of patience and small steps toward an ultimate goal is something I learned from watching Dr. Frank practice her art of medicine. ... Dr. Frank, I am forever grateful for the knowledge and attitudes you've invested in teaching me."



Congratulations to Drs. Jack and Frank, and thank you to all Denver Health staff who teach medical students and other learners.

Denver Health awarded for sustainability efforts

Denver Health continues to make great strides in environmental sustainability, and the health care system was once again recognized by **Practice Greenhealth** for its efforts in 2022. Denver Health was honored with the Partner for Change Award and the Circle of Excellence Award for Energy. They follow 2021's Environmental Excellence Award, which recognized Denver Health's "superior performance in environmental sustainability." Look for monthly updates in the 411 on Denver Health's sustainability efforts.



February listening sessions welcome feedback from physicians

After hearing from thousands of Denver Health employees in recent months, CEO Donna Lynne has added more listening sessions to ensure a greater physician voice. Physicians are invited to join Donna and other leaders at 4:30 p.m. **Thursday, Feb. 2**, in the Sabin classroom in Pavilion C or at noon **Tuesday, Feb. 7**, in Room 927 in the 601 Broadway building. Some 3,000 Denver Health employees attended the previous listening sessions beginning in November. The feedback received in these sessions will help shape the goals, visions and strategic objectives of Denver Health in 2023 and beyond.

STAY INFORMED

New mask wearing accommodation/exemption process

While all Denver Health staff, patients and visitors ages 2 and older must continue to wear a mask inside any area where patients and/or visitors are encountered, the **COVID-19 Staff, Patient, and Visitor Masking Policy** has been updated with a new disability accommodation and medical exemption process for patients and visitors who qualify.



If a patient is unable to wear a mask due to a chronic or acute medical condition and/or disability, they may request a mask exemption and/or be allowed reasonable accommodations that maintain safety of the patient, staff and other patients while ensuring equal access to and participation in health care services.

All approved mask exemptions and accommodations must be documented in Epic via a "Patient FYI" Flag and patients may also be provided with a Denver Health mask exemption wallet card (shown at right). Contact Sharif.Abdelhamid@dhha.org with questions. The Public Health Emergency Task Force will reevaluate the mask-wearing policy after the burden of respiratory viruses ease this winter — typically by March 31. Read the [masking policy here](#).

Sign up for chance to win massage from RESTORE

The Denver Health **RESTORE** Support Center is offering free 15-minute chair massages to employees on **Friday, Feb. 3**. Licensed massage therapists from Elevate Massage Co will provide the massages in the Support Center on the first floor of Pavilion B. Winners will be contacted by phone and email around noon on Feb. 1 and will have until the end of the day to sign up for a time. Any open slots will be offered to runners-up on Feb. 2. Names and winners will be kept confidential. [Click here to sign up](#) for a chance to win. Email restorecenter@dhha.org with questions.



RESTORE Support Center hours update: The Support Center will be closed on the first Wednesday of each month, **beginning Feb. 1**, for staff trainings and service at other locations.

State of Research seminar set for Feb. 3

The Denver Health Office of Research is hosting a seminar, "2023 State of Research at Denver Health," featuring Chief of Academic Affairs and Public Health **Romana Hasnain-Wynia, Ph.D.**, from **noon-1 p.m. Feb. 3** in the Sabin classroom in the basement of Pavilion C. Hasnain-Wynia, formerly our chief research officer, will highlight Denver Health's research and learning health system goals in advancing health equity. Lunch will be provided on a first-come, first-served basis. A Webex option also will be available; to request an invitation, email officeofresearch@dhha.org.



Denver Health selected for Schwartz Center healing initiative

Denver Health has been selected as one of six health organizations in the U.S. to participate in the Schwartz Center for Compassionate Healthcare's inaugural Healing Healthcare Initiative. The initiative aims to provide solutions that support and empower leaders with the resources and tools to better support their health workers' well-being, so they can focus on delivering equitable, compassionate patient care. Denver Health was selected, in part, because of its innovative RESTORE program, which promotes increased and sustained mental well-being of the health professional workforce as well as for our trauma- and resilience-informed systems that support healing.



Recent virtual hiring fair a CNA success

Forty-five candidates attended a virtual hiring fair for a number of Denver Health positions on Jan. 18. Following the event, offers were extended to nine certified nursing assistant (CNA) candidates to help fill much-needed roles in our health care system.

Denver Health in the media

- **Jan. 18, Becker's Hospital Review**
 Becker's Hospital Review [asked five chief medical officers across the country about their top priorities](#), which included Chief Medical Officer Dr. Connie Savor Price.
- **Jan. 20, Denver7**
 In a [Denver7 "360" story about hospital financials](#), CEO Donna Lynne gave a broad stroke of Denver Health's financial picture, as it is more unique than most since we are a safety-net hospital.
- **Jan. 24, Becker's Hospital Review**
 CEO Donna Lynne also provided her expertise on rural health care in [an article in Becker's Hospital Review](#).

National awareness and recognitions

February is **School-Based Health Center Awareness Month**, **American Heart Month** and **National Children's Dental Health Month**.

Is there a department 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.

January	February	March
Jan. 26: Email security upgrade rollout Jan. 27: Fidelity retirement planning appointment Jan. 31: Zero Suicide Workforce Survey ends Feb. 1: RESTORE Support Center closed Feb. 2: CEO Listening Session for physicians Feb. 3: State of Research seminar Feb. 3: RESTORE messages	Feb. 3: Deadline to apply for Phlebotomy Program Feb. 7: CEO Listening Session for physicians Feb. 7: Fidelity retirement planning appointment Feb. 13: Diabetes education conference Feb. 17: Fidelity retirement planning appointment March 8: Fidelity retirement planning appointment March 31: Fidelity retirement planning appointment	

[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.