



DENVER HEALTH'S WEEKLY 411

The week's most critical information delivered to your inbox.

Thursday, June 29, 2023

Comprehensive Care Center celebrates opening with ribbon-cutting

Denver Health held a ribbon-cutting on Wednesday to mark the opening of our Comprehensive Care Center (CCC), which merges several clinical services already offered at Denver Health. The center will offer services in the basement of the Webb Center for Primary Care (Pavilion G) and provide patients with more convenient access to care. Taking part in the ribbon-cutting were, pictured from left, **Chief Ambulatory Care Services Officer Simon Hambidge, MD, PhD, primary care and internal medicine physician Jeremy Long, MD, CEO Donna Lynne**, CCC patient **Timothy Ellis**, and **Director of Internal Medicine Rebecca Hanratty, MD**. Congrats to the CCC team, and thank you for your innovative approach that is driving better results for patients. [Read more on our website](#) about the center and how it's shortening the length of hospitalizations and reducing readmission rates.



Denver Health opens Colorado's first licensed adolescent detox facility

Denver Health leaders joined **Director of Behavioral Health Christian Thurstone, MD** (pictured), on Thursday morning in Pavilion M to celebrate the opening of the state's **first licensed detoxification facility for adolescents**. Denver Health helps patients 17 or younger with withdrawal in a safe environment under the care of our skilled medical, psychiatric and nursing teams. The withdrawal management program works with Denver Health's **Substance Abuse Treatment, Education and Prevention (STEP) Program**, which offers therapeutic support for young adults with substance use disorder. **CEO Donna Lynne** (pictured), **Chief Operating Officer Kris Gaw** and **Chief Government and Community Affairs Officer Steve Federico, MD**, were among the attendees. Donna, Dr. Thurstone and a patient spoke at the ceremony and shared stories on the importance of supporting youth. Congratulations to the Behavioral Health team (pictured), and thank you for all the hard work you've done over the past year to make this facility a reality, and for the work you do for our patients every day.



DIVERSITY, EQUITY & INCLUSION

Denver Health employees show support at Pride Parade



Denver Health thanks the more than 100 employees — including **CEO Donna Lynne** (pictured) — who showed their unwavering pride and support at the Denver Pride Parade on Sunday. Your presence, enthusiasm and dedication were truly inspiring, positively impacting Denver Health and the LGBTQ+ community. Together, we celebrate diversity, inclusion and the strength of standing together. Your commitment to fostering an inclusive workplace is commendable, and we are grateful to have such outstanding individuals as part of our team. Thank you for making a difference and for exemplifying the true spirit of unity and acceptance. Check out the [Pride Month Photo Gallery](#) from the Denver Health LGBTQ+ Employee Resources Group PRIDE.

DENVER HEALTH SPOTLIGHT

Denver Health ED leaders among group developing national blueprint

Three Emergency Medicine leaders from Denver Health were selected to participate in the first *Leaders of Essential Emergency Departments Conference* hosted by Boston Medical Center this month where they helped to develop a blueprint for how to fix the nation's ailing emergency medical system.



Pictured from left, **Director of Emergency Nursing Lisa Vogel, RN, Emergency Medicine Director of Business and Finance Kenneth Taylor** and **Emergency Department Director of Service Stephen Wolf, MD**, were among leaders from 15 emergency departments around the country who serve the most vulnerable populations.

Participants discussed how problems seem to be worsening over the past few years, prompted by the pandemic, untreated behavioral health issues, a shortage of primary care physicians, staff burnout and keeping patients in the emergency department hallway while waiting for a bed in a hospital unit, thus magnifying the stress that emergency department personnel face regularly.

The groups identified several key themes they want to address moving forward including: financing challenges, staffing issues, capacity and access to care. Following the completion of the conference, participants agreed to continue meeting as a whole team remotely, as well as in smaller work groups. They tentatively decided to rename their group Strengthening Essential Emergency Departments.

Denver Health Quality, Safety and Service Annual Report

The 2022 Denver Health Quality, Safety and Service Annual Report was released this month and shows some significant improvements in key areas of our health care system. The report is a resource for better understanding the complex landscape of internal and external quality, safety and service measures. Denver Health improved on the two primary enterprise quality and safety metrics of Target Zero (inpatient) and the Ambulatory Quality Strategic Index. And on the annual Vizient Quality and Accountability Study, Denver Health maintained its four-star ranking among 127 similar institutions, placing us in the top quarter of this cohort. You can [read the full report here](#) on the Pulse.

Denver Health paramedic talks safety ahead of Fourth of July

Denver Health Paramedic Lt. Mackennon "Mack" Thompson joined representatives from the Denver Fire Department, Denver Police Department, Denver 911 and Denver Animal Protection on Wednesday for a **public safety press conference** ahead of the Fourth of July holiday weekend. Lt. Thompson focused on making sure people understood the injury risks associated with fireworks and urged Denverites to "leave it to the professionals." He also gave tips on how to avoid heat-related illness and other safety risks the paramedics respond to this time of year, including open flames from grills and fire pits, swimming pools and overconsuming alcohol. You can also [click here to read about fireworks safety tips](#) from our own Denver Health trauma team to help you and your loved ones stay safe this holiday.



Also this Fourth of July, the American Hospital Association and PBS will **celebrate hospitals and health care workers during this year's "A Capitol Fourth" broadcast at 6 p.m. Tuesday**. The concert will air on more than 300 PBS member stations across the U.S. on the show's [YouTube page](#).

Clinic closures and holiday hours for July Fourth holiday: All Denver Health Family Health Centers will be closed for Independence Day. The Peña Urgent Care, Downtown Urgent Care and Adult Urgent Care clinics also will be closed. The Outpatient Medical Center pharmacy (Pavilion L) will be open from 9 a.m.-5 p.m., while other outpatient pharmacies will be closed. [Click here for a full list of holiday hours.](#)

YOUR VOICE MATTERS

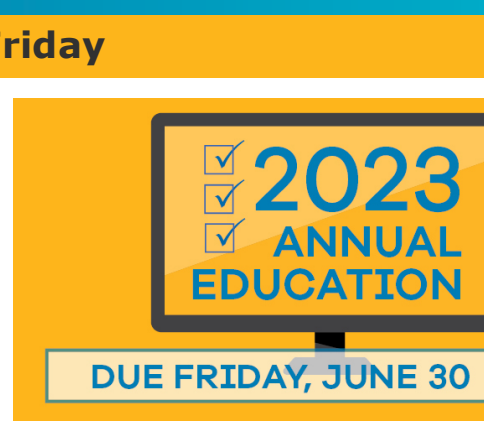
Center for Addiction Medicine asks employees to take survey

Denver Health's Center for Addiction Medicine (CAM) created a survey to understand how staff who serve patients with alcohol use disorder (AUD) are treating them, both with medication and behavioral health intervention. Any Denver Health employee providing any type of treatment for AUD is invited to take **10-minute survey by Friday, July 14**. Treatment happens across our inpatient care system — in primary care, the emergency department, outpatient behavioral health services, health services and more — and CAM is looking for a diverse mix of respondents. CAM will randomly select 10 respondents to win a prize. Include your name on [the survey](#) if you would like to be eligible for the prize drawing. If you have questions about the survey, email CAMKnowledgeManagement@dhha.org.

STAY INFORMED

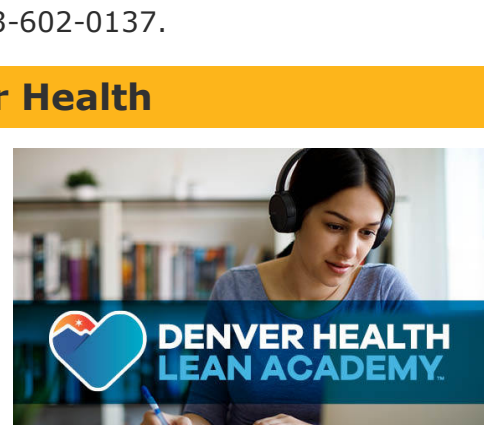
Annual education deadline is Friday

The window for employees to complete required annual Cornerstone education closes **Friday, 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.



Learn more about Lean at Denver Health

The Lean Systems Improvement (LSI) department exists to help Denver Health become a better place for employees, patients, visitors and the community by continuously engaging in improvement efforts. To truly become a Lean organization, small improvements should be regularly made at all levels by everyone. We have been teaching this in the Denver Health Lean Academy since its inception, but we want to grow our reach to Denver Health employees by providing educational videos that can be watched at your leisure. These videos will offer education about Lean concepts and tools and show Lean in practice by showing its successes here at Denver Health. You can watch the latest video on [Lean Management Systems here on SharePoint](#), which educates on the purpose and benefits of having these systems and how they are developed and used at Denver Health.



EMS lounge plans advancing with construction to start soon

We are just weeks away from the beginning of construction in the Pavilion A Emergency Department where there will soon be a new private area for families to meet with care teams and a new EMS lounge. A new design approach has planners renovating space in the existing ED waiting room to create a private area for families. This will be the first phase of the project with the EMS lounge to follow. The EMS lounge will move into the current family area across from the current sheriff's area.

The EMS lounge is intended to provide a comfortable waiting area for paramedics and EMTs to refuel during shifts.

It's estimated the construction of both areas will take three to four months, and it's our hope that both will be completed by the end of the year. We recognize the importance of both areas and believe improvements in both areas will make a huge difference in job satisfaction for all team members and create a better partnership with our public safety colleagues in the community.

Diabetes education lunch and learn set for July 18

Denver Health diabetes care and education specialists are hosting a lunch and learn for health care staff from **noon-1 p.m. Tuesday, July 18**. The event is virtual via Webex, and one nursing CE credit will be provided upon completion of an evaluation. This continuing education opportunity is aimed at staff who teach and work with patients using insulin therapy, offering a chance to speak with diabetes experts and increase your knowledge and confidence delivering this type of education and support to patients. Click on the flyer to read more about topics that will be discussed, and register for the free event [here in Cornerstone](#).



RECOGNIZING YOU

Employees ditch cars for handlebars on Bike to Work Day

Denver Health thanks all employees who participated in the annual Bike to Work Day on Wednesday, especially the **Workplace Well-being champions** (pictured) who volunteered to provide coffee and swap to riders who stopped in front of the Outpatient Medical Center from 6:30-8:30 a.m. Bike to Work Day encourages people to swap a ride in a car for a ride on two wheels to promote improving air quality. Dozens of riders, including **Candace Hullermann** (pictured bottom right), a clinical nurse educator on 3B Flex, stopped by our tent to say hi to the well-being team and fuel up with coffee. We look forward to seeing even more riders at the next Bike to Work event.



GOING GREEN

RTD invites you to ride free and help improve air quality

During July and August, RTD will offer zero fare service across its entire system as part of the **Zero Fare for Better Air** initiative for the second year. Current, past and new customers are invited to take RTD at zero fare during this time and help in reducing the number of vehicles on the road, improving air quality, alleviating stress and more. Denver Health employees can simply leave their EcoPasses in their wallets, purses or at home for the next two months.



Denver Health in the media

Denver Health opens state's first-ever certified facility for adolescent detox
June 28, Denver Business Journal (subscriber only)
Because adolescents are physically, developmentally and cognitively different from adults, their treatment programs must match those differences, **Dr. Christian Thurstone** said. Their programs differ substantially from adult treatment programs, such as in the way that patients are motivated to change and the need for family members to be involved. While he had planned on using other health systems to inform the structure of this program, Dr. Thurstone said Denver Health could find no other facilities doing similar work.

Dr. Bob Belknap dissects foodborne illnesses ahead of holiday
June 28, CBS Colorado
Dr. Bob Belknap with the Public Health Institute at Denver Health joined CBS News Colorado to discuss foodborne illnesses and how to avoid them ahead of Independence Day.

Fourth of July reminder: Fireworks are illegal in Denver
June 29, Fox31
First responders urge people to leave fireworks to the professionals. **Denver Police Lt. Mackennon "Mack" Thompson** joined representatives from Denver Fire, Denver Police, Denver 911 and Denver Animal Protection to talk about concerns and risks to be aware of around the Fourth of July holiday.

National awareness and recognitions

July is Cord Blood Awareness Month, International Group B Strep Awareness Month, Juvenile Arthritis Awareness Month, Sarcoma and Bone Cancer Awareness Month, UV Safety Awareness Month, Minority Mental Health Awareness Month, Cleft and Craniofacial Awareness and Prevention Month, and Hemochromatosis Awareness 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.

June	July
June 30: Cornerstone annual education training deadline	July 14: Center for Addiction Medicine survey closes
	July 18: Diabetes lunch and learn

[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.

