

Thursday, March 2, 2023

## Ensuring staff and patient safety: checkpoint trial a success

On Monday, Denver Health rolled out the first trial run of its Safety Checkpoints at the entrances of Pavilions A and C. The checkpoints -- with security officer screenings, baggage and personal checks, and metal detectors -- are meant to offer an additional layer of workplace security. Denver Health Safety and Security Director **Kris Sharpe** said the trial run was a success, with most patients and visitors understanding of the new security arrangements. The next trial run is set for **Monday, March 6**, from 8 a.m. to 10 a.m.



Along with senior leadership and our LEAN colleagues, the Security team will take its learnings from the trials and work on a final strategy for launching the Safety Checkpoints officially. A reminder to all staff: show your badge to bypass the checkpoints.

## STAY INFORMED

### Discount/low-cost insurance and enrollment assistance for out-of-county patients

A reminder for providers and staff that Denver Health cares for all patients in the City and County of Denver, regardless of ability to pay. For others seeking care at Denver Health, obtaining health insurance or other coverage is the best option for continued care. [We offer this helpful guide](#) to assist patients in need.

### Hyperdrive: new and improved Epic is just a click away

**Beginning March 6**, all Epic users at Denver Health will click a new red icon to use our new and improved version of Epic. Hyperdrive makes Epic faster, more secure and reduces glitches. Pilot results were encouraging:

- Average response time across all workflows improved 55% (from 1.38 seconds to 0.6 seconds)
- Opening a patients chart outside of an encounter – 80%+ improvement (5 seconds)
- Open Registration navigators – 90%+ improvement (up to 10 seconds)
- Saving a note – 90%+ improvement (1.5 seconds)
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- Saving a note – 90%+ improvement (1.5 seconds)

What do users say? "The increased speed is real," said Radiology AdoS **John McMenamy, MD, MBA**. "This is particularly noticeable when using dashboards, nearly eliminating the loading waits, both upon opening and if you are modifying the dashboards."

On Monday, they Epic users will need to click the new Epic icon (see illustration) to get started and review the training materials received to understand the new location of Chart Search and Secure Chat. If you have additional questions, please contact your managers. Again, starting March 6, click the red Epic icon to access Epic!

### Help for your team's toughest challenges

Looking for help in meeting some of your team's toughest challenges? Denver Health Lean Systems Improvement (LSI) Department is here for you. LSI provides teams with focused support that achieves performance improvement aligned with strategic priorities while building organizational capability and maturity. LSI the place to turn for help in addressing challenges such as the rising costs of providing health care, staffing shortages, ensuring appropriate access to care, and more.



This [video](#), the first in a series of monthly installments, introduces the Lean Management System and what Lean means for Denver Health. Subsequent videos will focus on Lean concepts and tools as they relate to Denver Health's improvement opportunities. Look for future videos to be shared in The 411.

## DIVERSITY, EQUITY & INCLUSION

### February events wrap up Black History Month

Denver Health wrapped up Black History Month on Feb. 28 with a look back at the progress made in 2022 toward health equity for all Denver communities. **Dr. Ro Pereira**, director of the **Office of Health Equity**, briefed more than 100 webinar participants on the history of unequal healthcare access, education and outcomes in the United States and the current state of the struggle for health equity. As part of its **Health Equity Anti-racist Transformation** initiative, Denver Health is focusing its efforts on five areas with disproportionate impact on Black/African American, Hispanic and



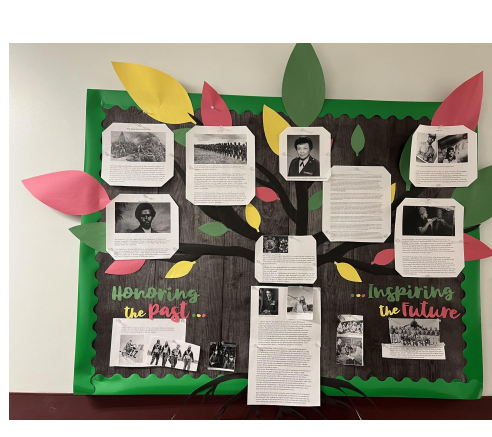
Asian populations: hypertension; childhood vaccinations; prenatal care; postpartum hemorrhage; and hospital readmissions. A recent pilot study showed marked improvement in uncontrolled hypertension among people from those groups through a targeted program of outreach, home monitoring, prescription refills and other forms of support. The pilot is being replicated at **Eastside Clinic**. Denver Health is also improving its data-collection practices to gain a better understanding of the racial, ethnic, sexual orientation and gender identity makeup of its patient population. Further efforts include replacing inaccurate race-adjusted algorithms that determine the prevalence of certain diseases and increasing the use of health-related social needs assessments to help patients with issues including food and housing insecurity. For more information on Denver Health's health equity programs, [see the presentation slides here](#) or [watch the webinar here](#) (password BHM2023).

**Tonie Moore** and **Tai Few** of the **Denver Health DEI Council** also spoke during the webinar, outlining the council's activities in 2022, including participation in developing the **Equity Blueprint** and holding a Winter Mixer, and its plans for 2023. Anyone interested in joining the council should contact [Tonie](mailto:tonie.moore@dhha.org) at [tonie.moore@dhha.org](mailto:tonie.moore@dhha.org) or [Tai](mailto:tai.few@dhha.org) at [tai.few@dhha.org](mailto:tai.few@dhha.org).

And earlier this month, members of Denver Health's Executive Team held a community leader reception hosted by the Office of Government and Community Affairs. Nearly 30 leaders from Denver's African American community gathered for an update from **CEO Donna Lynne**. They raised questions about our hiring practices and our recruitment of physicians and executives of color, equal pay for equal work, childhood mental health and youth suicide, maternal health, and culturally responsive care. Those in attendance included former Denver Health employees, longtime supporters, and new arrivals to our city. New connections were made and everyone in attendance showed a commitment and appreciation to our health system.

This was the second of many community leader receptions. Last year, Denver Health leaders gathered with members of the Latino community. Upcoming receptions will include meeting with Denver's Asian American Community and with Denver's LGBTQ+ community.

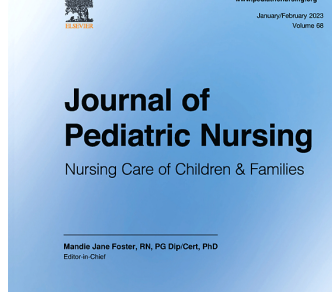
Our **Denver CARES** team created a collage board highlighting the tremendous contributions made by members of the Black community to four specific areas: medicine, arts, education and the military. Each area of focus was highlighted for one week during the month of February with the goal of encouraging our staff's awareness of the historical contributions provided by our diverse community. Thank you to **Joseph Wilson, Salma Rangel Vela, Susana Portillo** and **Angelina Lozoya** for their creative efforts.



## DENVER HEALTH SPOTLIGHT

### Journals feature pandemic innovations of DH providers

Innovative work done by Denver Health providers during the COVID-19 pandemic has received some well-deserved recognition in prestigious medical journals. **Sara Gandora MSN, RN, Nicole Robbins BSN, RN-BC, David Mulkey DNP, RN, CPHQ, CCRN-K, CHSE** researched and wrote [Expanding Pediatric Services to Include Adults During the COVID-19 Pandemic](#), recently published by the **Journal of Pediatric Nursing**.



In the article, the team describes the rapid expansion of pediatric services at Denver Health to include adult patients and examines the characteristics of adult patients treated and managed by pediatric providers and nurses. A total of 88 patients aged 18-30 were admitted to the pediatric unit during the pandemic.



"This project serves as a model for other pediatric medical-surgical units and PICUs to rapidly develop a plan to serve adult patients, whether amid the COVID-19 pandemic or adult patients with chronic childhood disorders," said Gandora. "Our results suggest that pediatric staff can safely care for adults when a pediatric team structure and familiar environment are maintained."

**Dr. Lindsey Fish**, director of Denver Health's Pena Urgent Care, also saw her work honored with publication in the Journal of Clinical and Translational Science. During the pandemic, Dr. Fish oversaw an infusion center which

gave monoclonal antibodies to patients at risk of becoming severely ill or dying from COVID-19. Her article focuses on how implementation of multiple testing, outreach and treatment strategies resulted in more equitable race/ethnic group distribution among COVID-19 outpatients.

"Hispanic, Black, Asian, and other non-White patients experience higher rates of infection, severe illness, and death from COVID-19," said Dr. Fish. "This is likely due to lower socioeconomic status and higher prevalence of chronic medical conditions, and this is the first published research to outline effective strategies for addressing barriers and improving access to monoclonal antibody treatment for racial and ethnic minority groups." The full article can be [found by clicking here](#).

## GET INVOLVED

### Wear purple March 8 to celebrate International Women's Day

On **March 8**, we celebrate International Women's Day and invite you and your teams to show your support by wearing purple, taking a photo, and [submitting it here](#). The most creative images will have the chance to win prizes, such as Denver Health branded swag or treats for your team. Let's come together to celebrate Women's History Month and the powerful role of women in health care and our communities.



### Join 9 News for a community listening session

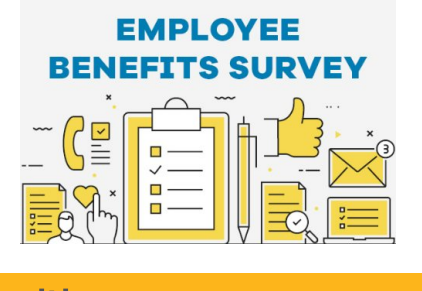
9 News invites Denver Health employees to join them for a community listening session. The local news organization aims to connect with the community to get first-hand feedback of their new coverage. Join the familiar faces of 9 News as well as their management team for breakfast and conversation. The session will be held on Thursday, March 30, 2023 from 9:30 to 11:00 a.m. with breakfast at 9:00. 9 Listens will be held in Pav C in the Sabin Room. [Please register here](#).



## EMPLOYEE ENGAGEMENT

### Take the Employee Benefits Survey before it closes March 3

All employees – regardless of benefit eligibility status – are encouraged to participate in the Employee Benefits Survey to help to inform our plans and programs moving into open enrollment this fall. All survey responses will be kept confidential. [Please click here to complete the survey](#), which will be open until **Friday, March 3**.



### National Nutrition Month at Denver Health

March is **National Nutrition Month** and we invite you to come celebrate with Denver Health's Clinical Nutrition Team! Please stop by the Good Day Café and the OMC Café powered by Emily Griffith to learn more about the many ways Denver Health supports a nutritious environment. Each **Wednesday**, both Cafés will be offering a Mindful Entrée – this week, we served up a Jalapeño Chicken Wrap, an excellent source of fiber and protein. [Get the recipe here](#). Next week's mindful entree is a Thai Beef Salad.



All next week (**March 6-10**), there will be a **National Nutrition Trivia Question** of the Day posted by Starbucks and the Grill in the Good Day Café, and in the OMC Trivia powered by Emily Griffith. Answer the question to win one of three free mindful entree vouchers! If you can't be there in person to play, the bulletin board outside of the Good Day Café to learn more about the Plate Method and the importance of eating a variety of foods from all food groups. You can also view this information [here in English](#) and [here in Spanish](#). Watch for more information on other National Nutrition Month activities soon on the homepage of the Pulse and throughout the month of March here in the 411.

### Employee Appreciation Day: massages for night shift staff

As part of Employee Appreciation Day recognition, the Restore Team is offering complimentary massages to those team members working the overnight shift. Employee Appreciation massages will take place in **Nightingale/Osler** – these massages will be drop-in only – no sign-up required. Please note that the RESTORE Team also has booked massages recently won in a lottery and has been in touch with those individuals to confirm massage appointments. **Denver Health Employee Appreciation Messages 2023:**



**Friday, March 3:** 6pm -10pm Nightingale/Osler  
**Tuesday, March 7:** 6pm -10pm Nightingale/Osler

Additionally, you can sign up to be part of a lottery drawing for massages on March 13 from 11 a.m. – 2 p.m. and on March 21 from Noon – 3 p.m. [Sign up for a chance to win a 15-minute chair massage at RESTORE on 3/13 \(11a-2p\) or 3/21 \(12-3pm\)](#).

### Making sure our web site is up to date

Here at Denver Health, we strive to keep our patients and community informed with all the latest information on our people and programs. We can't do it on our own and need your help! If you have any changes or updates to a page on the Denver Health website, please fill out our [Marketing request form here](#). When you fill out your request, please be sure to include the URL of the page you would like to have updated as well as a detailed description of the changes.

### Denver Health in the media

— Feb. 24, Denver Post

[Colorado hospital "facility fees" would be banned under new bill \(denverpost.com\)](#)

A proposal in the Colorado legislature would ban "facility fees" from certain medical bills, as it would the legislation's sponsors say will save patients from unexpected costs while hospitals argue it move threaten access to health care. The article uses a quote from Denver Health's **Chief Government and Community Affairs Officer Dr. Steve Federlco** who participated in a Colorado Hospital Association media roundtable educating reporters about the bill.

— Feb. 24, CBS4

[Florence Crittenton focuses on teen mothers amid worst mental health decline in decade](#)

The 19 school-based health centers Denver Health has embedded in Florence Crittenton is a special one. The main provider at that location, **Elizabeth Madrid, PA-C**, spoke to CBS4 about the "two generational" health care she provides to teen moms and their babies to break down barriers to OBGYN and pediatric services.

— Feb. 26, 9 News

[2 Colorado hospitals to lift mask mandate](#)

Denver Health was featured in several news stories over the last week with the universal masking policy being lifted at our facilities starting March 1. Patients, visitors and staff with respiratory symptoms (such as a cough or runny nose), and any staff members who are unvaccinated against COVID-19, are still required to wear masks in Denver Health facilities for infection prevention measures.

— Feb. 27, CPR News

[Most mask requirements will end at UHealth and Denver Health](#)

Chief Medical Officer **Connie Savor Price, MD, MBA** was quoted in this CPR News article about the mask requirements ending. "Denver Health's COVID-19 hospitalization and ICU rates are very low, despite community transmission of the virus. Denver Health will continue to monitor this fluid situation."

### National awareness and recognitions

March is **Women's History Month**, **Gender Equality Month** and **National Kidney 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.

### February | March

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| <ul style="list-style-type: none"> <li>March 2: <a href="#">Free tax preparation webinar</a></li> <li>March 2: <a href="#">National Hospitalist Day</a></li> <li>March 3: <a href="#">National Employee Appreciation Day</a></li> <li>March 3: <a href="#">Employee benefit survey closes</a></li> <li>March 6: <a href="#">New version of Epic, new red icon</a></li> </ul> | <ul style="list-style-type: none"> <li>March 8: <a href="#">Wear purple for International Women's Day</a></li> <li>March 8: <a href="#">Fidelity retirement planning appointment</a></li> <li>March 13: <a href="#">RESTORE Support Center messages</a></li> <li>March 31: <a href="#">Fidelity retirement planning appointment</a></li> </ul> |
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[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.

