

Thursday, May 23, 2024

## Celebrating 50th anniversary of EMS Week



This week, the Denver Health Paramedic Division (DHPD) is celebrating the 50th anniversary of National EMS Week, reflecting on half a century of dedicated service to the community. **Chief Paramedic Gary Bryskiewicz**, addressing members of the Denver City Council on Monday, recounted the division's longstanding commitment to emergency medical services, tracing its origins to the era of horse-drawn carriages.

In observance of this annual event, EMS personnel have enjoyed food, therapy dog visits, badging ceremonies, two proclamations from the city recognizing the dedicated work of the DHPD – one from the City Council and one from Mayor Mike Johnston (pictured with members of the DHPD) – as well as sweet treats and a prize drawing.

DHPD staff were asked to share why they enjoy working here:

- “Over the years I have met some amazing, intelligent and passionate people, and I am honored to get to work with them every single day.”
- “One of the best things about my job is the little interactions you get to share between you, your partner and your patient. Whether that be a smile, laugh, cry, hug, etc., it's those moments that make it worth it.”
- “The symbiotic reward with helping someone. We feel humility, honor, achievement, satisfaction, excitement, determination and pride within our work when we help someone or do what's in their best interest. On the other side, our patients feel secure, cared for, listened to, advocated for, etc. That is at the foundation of human interaction and bonding.”
- “You never run the same call twice.”

Activities continue through Saturday. Click below to see highlights of EMS Week.

[See photos](#)

### Nominate your colleagues for Values Awards

Please be sure to submit nominations for this year's Values Awards winners. The [nomination form](#) is short and takes just a couple of minutes to complete. All nominations must be received by **Thursday, June 6**.



The following to-do list is intended to inspire ways for you to get involved:

- Mark your calendars for Days of Celebration Week, **June 17-21**.
- Host a booth at the hospital campus employee barbecue on **Friday, June 21**. [Register your team here](#).
- Sign up to participate in the Digital Art Gallery to showcase photos that capture the theme of TRUST. [Register here](#).
- Sign up your hospital campus team to [skip the line](#) to pick up barbecue and serve on your unit.
- Leaders, sign up to volunteer to provide [barbecue](#) and [ice cream service](#).
- Register for the [Days of Celebration Fitness Center free trial](#). Workplace Well-being is offering new members a free one-week trial to the Denver Health Fitness Center, 601 Broadway, fourth floor, next to the Lean Area entrance. Your badge will be activated for access to the Fitness Center from **Monday, June 17**, through **Sunday, June 23**. You must [register](#) by **Thursday, June 13**.

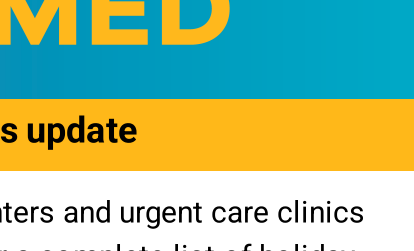
The Days of Celebration Committee is finalizing details for our weeklong celebration. Watch for updates on the Pulse.

## DIVERSITY, EQUITY, INCLUSION & BELONGING

### Celebrate Pride Month: The Power of Love

Denver Health invites you to celebrate Pride Month by spreading love and kindness throughout June, and beyond.

Let's come together to support and uplift the LGBTQ+ community through simple acts of kindness.



To make this fun and engaging, we've created a [Pride Month kindness card](#). Each day, perform a different act of kindness and cross it off your card. We've also included empty spaces for you to add your own unique acts of love.

We encourage you to visit the [Denver Health PRIDE Pulse subite](#) to learn more about initiatives and exciting events planned in June. Our first event is our signature PRIDE Kick-Off Party on **Friday, May 31, at #Vybe, 1027 N. Broadway**. Enjoy food, live entertainment, PRIDE bingo and free swag. Friends and family are welcome, but please note this is a 21+ only event. RSVP [here](#). Other events include:

- **PRIDE tabling events at the Good Day Café**
- **PAW-Ty: Bring your dogs and enjoy**
- **Informative webinars**
- **Pride Fest booth**
- **Represent Denver Health in the Pride Parade**

We also need volunteers to help make these events a success. If you're interested in volunteering, please fill out our [volunteer form](#).

Don't miss this opportunity to make a difference. Let's celebrate Pride Month by embracing the power of love and kindness.

## STAY INFORMED

### Memorial Day closures and services update

Denver Health is reminding employees that all family health centers and urgent care clinics will be closed for Memorial Day, **Monday, May 27**. [Click here](#) for a complete list of holiday closures. Food and Nutrition Services reminds employees that the Main Street Café and OMC Café will be closed, and the Good Day Café will be open from 6:30 a.m.-2 p.m.

Please visit the All Day Café, near the Good Day Café, or our fresh vending machines for any food and beverage needs outside of hours of operation.

The RESTORE Support Center will also be closed for Memorial Day and will resume normal hours on **Tuesday, May 28**. RESTORE's Peer Support Team is still available 24/7 to provide confidential peer support by calling 303-436-7473.

### H:drive migration and other IT updates

IT will be taking down the H: drive to migrate to a different storage solution. This will occur from **11 p.m. Thursday, May 23, until 5 a.m. Friday, May 24**.

No home (H:) drive access will be available during this time. This could affect files you have open or are working on when this downtime occurs. After the downtime is concluded, please log off and log back on, or reboot your system to connect again to your H: drive.

If you must work during this downtime, please prepare in advance. Should you need to work on a file or document during the downtime, please download it to your OneDrive now. You can utilize OneDrive during this downtime. You will need to replace the document on the H: drive once the connection is back up and running. We appreciate your understanding and patience as we migrate the system.

### Phishing training moves to weekly

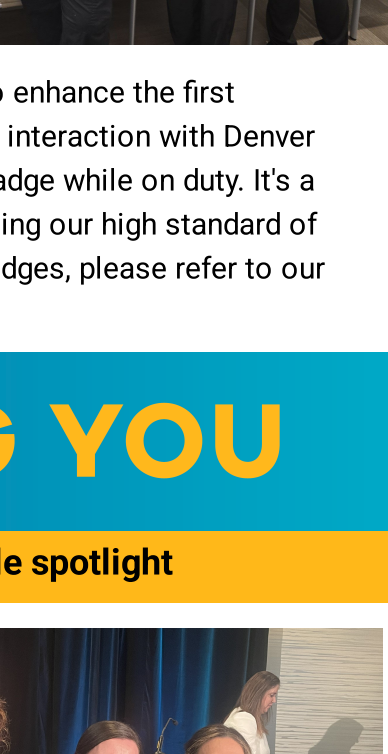
Training phishing email frequency will increase to weekly challenge emails. It's important to note that 90% of successful cyberattacks start with phishing. Given that cybercriminals only need to get one person to click on a bad hyperlink, we need every Denver Health employee to know what to look for and to be very careful when using email.

### Access Database inventory

**IT Project Manager Lindsey Hamlin** will be cataloging all Access Databases, collecting owner, purpose, nature of that data, storage location (drive and folder), version of Access being used and other information. The information is being gathered to understand where upgrades may be needed as we prepare for the 2025 budget cycle. Please know you may be one of the people Hamlin connects with. Thank you for your cooperation in this important initiative to help us plan for next year.

### A guide to using Denver's Text-to-911 service

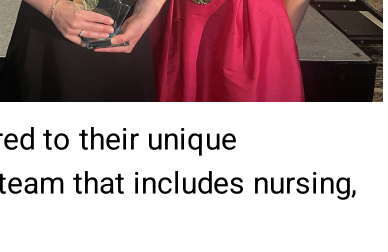
Denver offers a Text-to-911 feature for emergency services, providing a vital lifeline for residents and visitors in need. Staffed by skilled public safety professionals, Denver's 911 Communications Center handles both emergency and non-emergency calls and text messages, dispatching police, fire and paramedic resources swiftly and efficiently. Emergency call takers gather crucial information from callers, transmitting it seamlessly to dispatchers who coordinate with first responders. This collaborative effort between Denver Police, Denver Fire and Denver Health Paramedics underscores the city's commitment to ensuring safety and enhancing the quality of life for all within the City and County of Denver.



[Learn more](#)

### Center for Addiction Medicine opens new academy facility

The Center for Addiction Medicine (CAM) will be hosting an open house for its new CAM Academy facility at



**77 W. 5th Ave. from 3-5 p.m. Wednesday, May 29**. CAM Academy is the training and education arm of CAM, designed to increase the knowledge and skills of health care professionals and community members to provide comprehensive trauma-responsive treatment and support for people with substance use disorders. The open house is a great opportunity to learn more about programs, meet staff and see the new location. For questions, contact [CAMAcademy@dhha.org](#).

## EARNING TRUST

2024-26 STRATEGIC PLAN



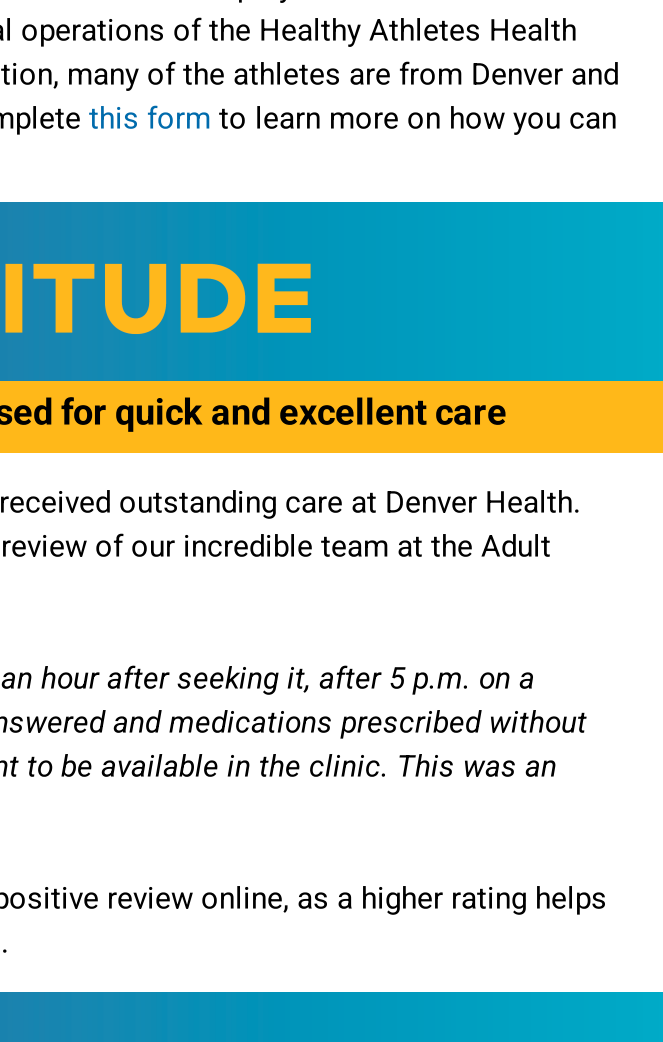
### A Penny earned for La Casa clinic

Increasing point-of-service (POS) collections by \$2.5 million this year is part of Denver Health's Revenue Cycle strategic initiative in our organization's Strategic Plan. As part of that initiative, our federally qualified health centers introduced a friendly competition, and a new mascot, to recognize the ACS/CHS teams with the highest copay collection percentages each month. The La Casa-Quigg Newton Family Health Center was given Penny the Pig in April to recognize the team's hard work to bring in more revenue. The 94.13% shown in the photo represents the percentage of copayments collected from patients.



### First Impressions campaign continues roll out

Our "First Impressions" campaign is now in full swing as we progress into the second quarter of our Strategic Plan, focusing on delivering accessible, high-quality, affordable and equitable care and services. Our Patient Access representatives are the first faces our patients typically see at our clinics and have transitioned into their new black scrub uniforms. This change aligns them with the rest of the care team, further uniting us in our commitment to excellence.

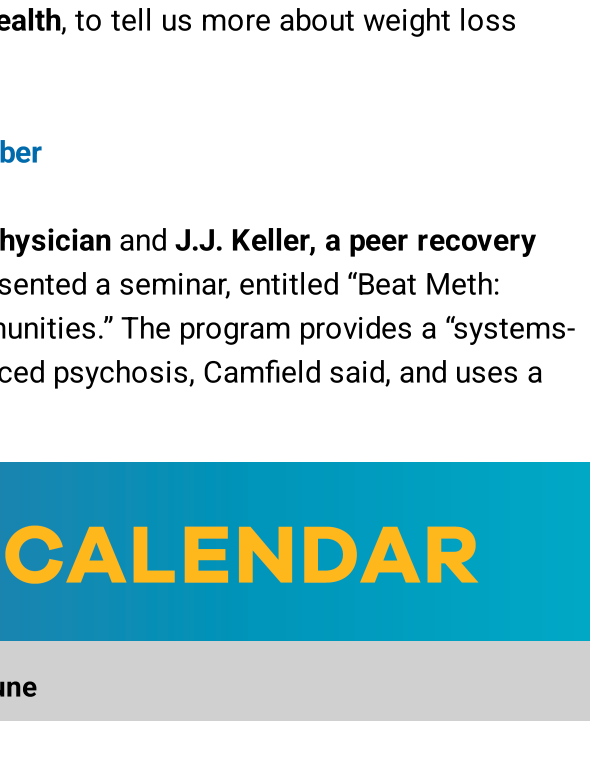


The enthusiasm for this new look is part of our ongoing efforts to enhance the first impressions we make on those we serve. This ensures that every interaction with Denver Health is a positive one. Please remember to always wear your badge while on duty. It's a symbol of trust and professionalism and is essential for maintaining our high standard of care and service. For details and guidance for lost or forgotten badges, please refer to our [Identification Badges policy](#).

## RECOGNIZING YOU

### Denver Health nurses capture Nightingale spotlight

Congratulations to **Sarah Cope, MSN, FNP-C, co-medical director of oasis medicine service, division of hospital medicine**. She has been awarded the Nightingale Award for Exceptional Achievement in Advanced Practice Nursing by the Colorado Nurses Foundation. According to the award, "Sarah provides medical oversight for an inpatient transitional care unit for patients with complex discharge needs. Her work is rooted in the belief that every patient deserves compassionate, comprehensive care tailored to their unique circumstances. She achieves this by steering an interdisciplinary team that includes nursing, rehabilitation services and psychosocial support."

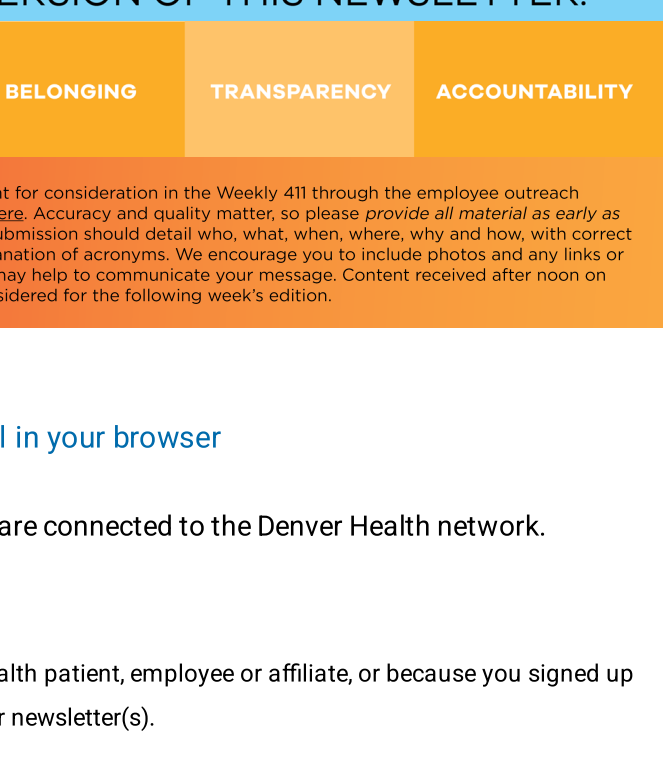


We are also proud to recognize **Associate Chief Nursing Officer Natalie Nicholson, DNP, MBA, RN, CENP, NEA-BC, and Whitney Miller, FNP, DNP, lead APP, division of infectious disease**, who also represented Denver Health as "Luminary" finalists in the categories of nursing administration and advanced practice nursing. The Nightingale Luminaries represent the best of more than 110,000 registered nurses in Colorado and are recognized for their leadership, advocacy and innovation

Pictured from left are Nicholson, Cope and Miller.

### Montbello Family Health teams conquer Colfax Marathon Relay

The Montbello Family Health Center had two teams of employees and family members participate in the Colfax Marathon Relay on May 19. The teams included providers, nurses, medical assistants and patient access specialists from the clinic. They finished in 4 hours, 55 minutes, and 5 hours, 14 minutes, securing 291st and 325th place out of 344 co-ed relay teams. This event marked the first time since 2019, pre-COVID, that the clinic participated in the relay, reinvigorating a cherished tradition. The clinic proudly displays a board featuring pictures and medals from previous relays, symbolizing their ongoing commitment to teamwork, community, health and wellness beyond the clinic's walls.



## GET INVOLVED

### Expert to present on molecular danger management at Denver Health Grand Rounds

You are invited to join us from **noon-1 p.m. on Wednesday, May 29**, for Denver Health's Grand Rounds: **Molecular Danger Management after Trauma**. The presentation will be delivered by visiting professor Markus Huber-Lang, MD, the Director of the Institute of Clinical and Experimental Trauma Immunology at the University Medical Center Freiburg in Freiburg, Germany. All staff members are invited to attend the presentation either in the Sabin classroom located in Pavilion C's basement or virtually through Webex.

### Volunteers Needed for Special Olympics Summer State Games

Denver Health is looking for clinical and non-clinical volunteers interested in participating in the 2024 Special Olympics Summer State Games in Grand Junction on **Saturday, June 8**. **Captains Sharif Abdelhamid, senior director of patient experience** and **Nick Gagner, DMD, lead general dentist**, are organizing a group of Denver Health employees to assist with vital health screenings, health education and general operations of the Healthy Athletes Health Fair. While the games take place in Grand Junction, many of the athletes are from Denver and receive care from Denver Health. View and complete [this form](#) to learn more on how you can help.

## GRATITUDE

### Adult Virtual Urgent Care praised for quick and excellent care

It is rewarding to hear from patients who have received outstanding care at Denver Health. This week, we would like to highlight a patient review of our incredible team at the Adult Virtual Urgent Care.

*"I got an appointment with a provider less than an hour after seeking it, after 5 p.m. on a Saturday! What a relief to have my questions answered and medications prescribed without having to wait all weekend or for an appointment to be available in the clinic. This was an absolute game-changer for me."*

We encourage staff to ask patients to leave a positive review online, as a higher rating helps build trust in our community. Every star counts.

## IN THE NEWS

The 411 highlights top stories of the week. Please visit [In the News on the Pulse](#) for a rundown of all recent stories featuring Denver Health.

### Denver Health program allows paramedics to hand out opioid reversal drug

May 22, Fox31

**Andres Camacho, MD, associate medical director for Denver Health Paramedic Division**, spoke with FOX31 about a new initiative for paramedics to hand out Narcan, an opioid reversal drug, in an effort to reduce overdoses.

### GDC talks to 'Denver Health' about weigh loss options with Dr. Sany Thomas

May 22, Great Day Colorado

Summer is the season when everyone strives to look and feel their best. If one of your summer goals is weight loss, we know the right doctors who can help. GDC caught up with **Sany Thomas, MD, bariatric surgeon at Denver Health**, to tell us more about weight loss options like bariatric surgery.

### Denver Health incentivizes meth users to stay sober

May 20, Newsbreak

**Katherine Camfield, MD, a psychiatry specialist physician** and **J.J. Keller, a peer recovery coach, of Denver Health's Beat Meth program** presented a seminar, entitled "Beat Meth: Addressing methamphetamine in Colorado Communities." The program provides a "systems-level framework" for defining criteria of meth-induced psychosis, Camfield said, and uses a peer recovery model.

## MARK YOUR CALENDAR

May | June

**May 29:** CAM Academy open house

**May 29:** Medical assistant program registration deadline

**May 29:** Grand Rounds: Molecular Danger Management after Trauma

**May 30:** Fidelity retirement planner on campus

**May 31:** PRIDE kick-off party

**June 1:** American Heart Association Heart Walk

**June 4:** RESTORE Group Support: Grief & Loss

**June 6:** Values Awards nomination deadline

**June 7:** PRIDE table event at the Good Day Café

**June 8:** Special Olympics Summer State Games

**June 8:** PRIDE: Summer Dog Paw-ty

**June 10:** PRIDE Chalk Art Time

**June 11:** PRIDE table event at the Good Day Café

**June 12:** RESTORE Group Support: Cumulative Stress & Burnout

**June 13:** Fitness center trail registration deadline

**June 17-20:** 50th anniversary of the Rocky Mountain Trauma & Emergency Medicine Conference

**June 17-21:** Days of Celebration

**June 19:** PRIDE: Queering black art

**June 20:** Days of Celebration: Yoga Class

**June 22-23:** PRIDE Fest

**June 23:** PRIDE Parade

**June 24:** PRIDE table event at the Good Day Café

**June 25:** PRIDE: Cultivating Belonging Class

**June 28:** PRIDE: Wrap up happy hour



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**Denver Health**  
**VALUES**  
how we do it.

RESPECT

BELONGING

TRANSPARENCY

ACCOUNTABILITY

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.

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