

Thursday, May 4, 2023

CEO town hall wrap-up, new Employee Appointment Line

Denver Health CEO Donna Lynne wraps up her town hall tour today after having shared our health care system's updated mission, vision, values and strategic goals for 2023 with thousands of employees. The final town hall will focus on providers from 4:30 to 5:30 p.m. via Webex (see invitation for link).

Donna has discussed diversity, equity and inclusion initiatives and Denver Health's DEI Council, which encourages staff to submit ideas for more employee resource groups (ERGs) to provide a stronger sense of community and a place to share ideas among employees and leaders. For more information, email DiversityEquityInclusion@dhha.org.

Employees had the chance to ask questions and share concerns – including on recent Workday/Payroll transition issues – with Donna and other Denver Health leaders at the town halls. Common questions focused on pay, parking garage security, hiring for key positions, budget issues, commercial insurance, burnout and access to care.

VALUES How we do it.

RESPECT With courtesy and consideration, we treat others as we wish to be treated. Respect is the foundation of our culture and the basis of all our interactions. Respect with our patients, families, and colleagues – we demonstrate respect for every one of us and we are all respected.

BELONGING Denver Health provides a welcoming, compassionate and inclusive care and work environment for all. Based on diversity, equity and accessibility, we create a sense of belonging for every one of us. We are committed to providing the highest quality, patient-centered care to all patients, regardless of their background, race, ethnicity, gender, sexual orientation, gender identity, age, ability, religion, or socioeconomic status.

TRANSPARENCY We are open and honest in all of our interactions with our system. We encourage open communication to foster growth, trust and responsibility. Communication is the highest responsibility of every one of us. We encourage you to communicate with us. We are committed to providing the highest quality, patient-centered care to all patients, regardless of their background, race, ethnicity, gender, sexual orientation, gender identity, age, ability, religion, or socioeconomic status.

ACCOUNTABILITY We take responsibility for our actions and for how they impact our environment to provide excellent care and excellent work experiences.

MISSION How we do it. **2023 Strategic Goals**

VISION How we do it. **2023 Strategic Goals**

VALUES How we do it. **2023 Strategic Goals**

2023 Strategic Goals

- Be the Best Place to Work
- Provide High-Quality Care for Patients and Staff
- Deliver Timely Access to Care for Patients and Staff

Diversity, Equity, Inclusion, and Belonging

To help improve appointment access for employees and their families, Denver Health has created the Employee Appointment Line. **Please dial 303-628-2540 when scheduling an appointment** at Denver Health for yourself and/or a family member. **Think you are all who attended a town hall**, as the feedback will help shape the future of Denver Health.

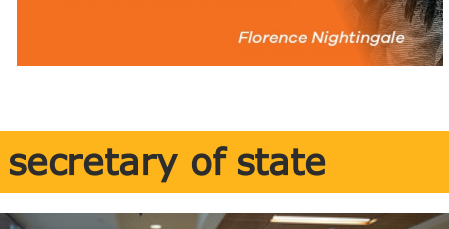
Dr. Roxanne Radi named program director of Family Medicine Residency

Denver Health welcomes its new program director of the Family Medicine Residency at the Lowry Family Health Center, **Roxanne Radi, MD**. Radi has been a full-time, full-spectrum family medicine attending physician based at Lowry since 2019.

A graduate of the University of Texas Medical Branch at Galveston, Radi did her residency training in the Denver Health track of the University of Colorado Family Medicine program. She has also completed a faculty development fellowship in Public Health, Health Systems, Management and Policy at CU. Radi's clinical interests are substance use treatment in the primary care setting, reproductive health and evidence-based medicine. Congratulations, Dr. Radi!

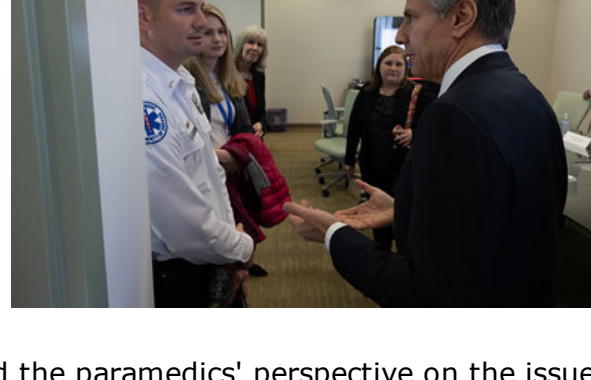
DENVER HEALTH SPOTLIGHT
Nurses Week a chance to celebrate our incredible nursing staff

National Nurses Week is **May 6-12**, and Denver Health has several events planned to celebrate our wonderful nursing staff, including a **kickball tournament**, therapy dog snuggles, **Whisks of Fury Competition**, Nursing Awards Ceremony, ACS Trivia, Schwartz Rounds and snack carts. More information and a full schedule of events is available [on the Pulse](#). Thank you, Denver Health nurses, for the incredible care you deliver to our patients!



Paramedic part of fentanyl roundtable with U.S. secretary of state

Last week, Denver hosted the 2023 Cities Summit of the Americas where leaders from around the world came to Denver to focus on shared challenges and opportunities. **Secretary of State Antony Blinken** (pictured, right) took part in a conversation about the impact of fentanyl and other synthetic opioids on communities at the Denver Police Crime Lab. **Denver Health paramedic Lt. Eric Dailey** (pictured, left) also participated.



As part of the boots on the ground in the city, Dailey provided the paramedics' perspective on the issue and their use of Narcan to help save lives. Since Denver Health Paramedics enter many people's homes, Dailey described how paramedics see the lives torn apart by fentanyl addiction firsthand and expressed gratitude for the opportunity to have a voice at the table on this critical issue.

Acting Deputy Assistant Secretary Maggie Nardi of the U.S. State Department was also part of the conversation, along with representatives from Denver police, Denver's Department of Public Health & Environment, Denver Mayor Michael Hancock and mayors from Texas and cities in Canada and Ecuador.

HITeam response drill draws rave reviews from observers

The **In-patient and paramedic High-risk Infection Teams**, better known as Denver Health's HITeam, held its first Virtual Assessment Model, or VAM functional exercise, last month and received rave reviews from national observers of NETEC, the National Emerging Special Pathogens Training and Education Center.

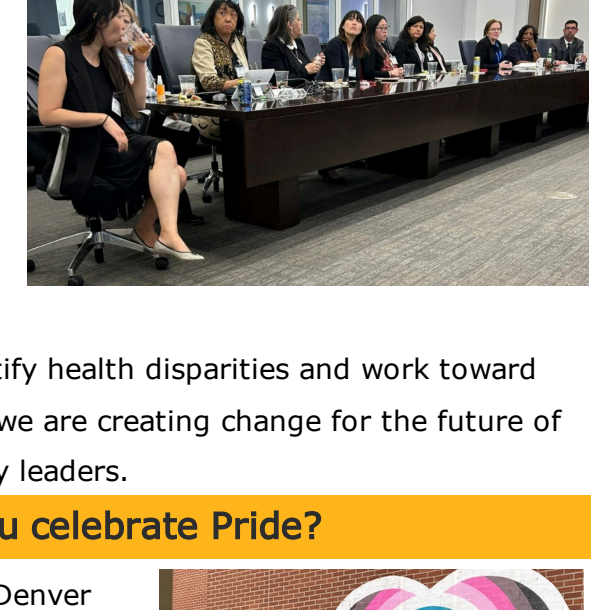


The VAM was developed by Denver Health's HITeam as a way to better protect public health when a patient reports symptoms of a highly infectious disease. Rather than immediately setting up the **Biocontainment Unit**, or BCU, members of the HITeam visit the patient at home, reducing the potential for exposure at the hospital. NETEC observers were impressed with the team's innovative approach with virtual care teams on hand to assist first responders in the field delivering patient care where they assessed the level of illness the patient was experiencing to determine the need for transport and isolation.

Exercises like last week's, which took place at the Rita Bass Trauma & EMS Institute, offer a chance for our team to improve processes and fine tune the VAM model. In this case, NETEC observers were quick to say this is the sort of exercise and response approach that should be shared with other teams across the country.

DIVERSITY, EQUITY & INCLUSION
Denver Health executives meet with Asian community leaders

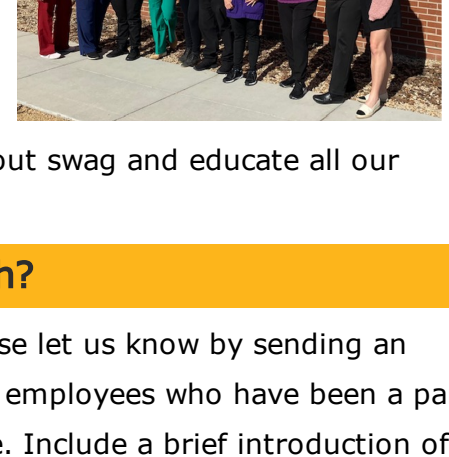
In the latest of a series of targeted forums with Denver communities, **CEO Donna Lynne**, executive leadership staff and members of the Denver Health Board hosted Asian community leaders last week. The leaders shared their concerns regarding barriers to receiving care and how Denver Health can work more directly with the community to remove the barriers while providing high-quality care. Denver Health is committed to continuing these conversations to ensure



that we are addressing concerns and developing trust to identify health disparities and work toward addressing them together. This is one of the many ways that we are creating change for the future of Denver Health while listening to and learning from community leaders.

Days of Celebration: How do you celebrate Pride?

All Denver Health employees are invited to participate in the Denver Health Pride Photo Gallery! **Submit a photograph and statement** showing how you celebrate Pride (250-character limit). All submissions must be received by **5 p.m. on Thursday, May 18**. Photos and statements will be displayed internally in an in-person and virtual gallery throughout June. You can also show your Pride by volunteering: Denver Health LGBTQ+ Employee Resource Group PRIDE is seeking volunteers for upcoming Pride events. Please see the list of events [here](#) and [register](#) to volunteer, raise awareness, hand out swag and educate all our employees about Denver Health PRIDE.



Were you born at Denver Health?

Are you a current employee who was born at Denver Health? If so, please let us know by sending an email to DenverHealth411@dhha.org. We would like to recognize those employees who have been a part of Denver Health from the beginning during Days of Celebration in June. Include a brief introduction of yourself, your position, when you started at Denver Health and when you were born. Feel free to include a baby photo if you have one. This is voluntary, and no information will be shared without your consent.

STAY INFORMED
May 10 Schwartz Rounds address violence in our communities

Two **Schwartz Rounds** are scheduled during Nurses Week, both on **Wednesday, May 10**, and both dealing with different aspects of violence in our communities. All Denver Health staff are welcome to attend. **"Violence to Hope (and Everything in Between)"** with facilitators **Tonie Moore, RN, Kelly Gettman, RN, and physician lead Kristi Knuti Rodrigues, MD**, will be held from 8-9 a.m. in person in the Nightingale/Osler classroom in the basement of Pavilion C or via Webex. **"Stopping Cultural Acceptance of Violence"** will be held virtually from 10:30-11:30 p.m. Click on the name of either session to be connected via Webex. Email DHSchwartzRounds@dhha.org to be added to the invitation list for upcoming events or to suggest topics.

Save your spot at Friday's mayoral candidate health care forum

There's still time to RSVP for the mayoral health care forum at **noon on Friday, May 5**, at the Rita Bass Auditorium. Both candidates in the runoff to be the next mayor of Denver, **Kelly Brough** and **Mike Johnston**, will be here to answer questions focused on health care. Join us in person or [watch virtually on YouTube](#). In-person space is limited, so [please RSVP here](#) for a seat.

GET INVOLVED
Upcoming Mental Health Awareness Month events

This year's Mental Health Awareness Month is focused on how surroundings impact mental health, and calls for individuals to *look around, look within*. Denver Health has many mental health activities and awareness events planned throughout the month of May to help support and promote a culture of workplace well-being for all.



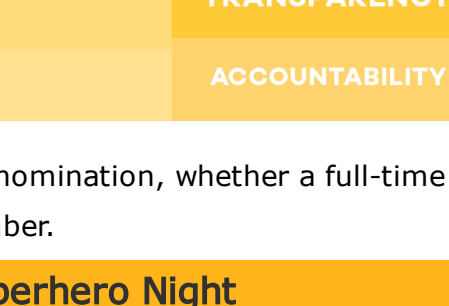
You're invited to take the **Mental Health Awareness Month Calendar Challenge** by participating in 31 ways to make the world around you work for YOUR mental health and well-being. Complete at least 20 of the 31 activities for the month, then send your completed calendar ([download here](#)) to kristin.ellis@dhha.org by June 1 to enter a prize drawing.

Other upcoming events:
Every Thursday (May 11, 18, and 25) at 2 p.m.: Mindful Moments in the RESTORE Support Center
Join us in the RESTORE Support Center (Pavilion B, first floor) every Thursday during the month of May for a five-minute mindful moment. Practice techniques in relaxation, mindfulness and breathing with RESTORE peer responders, and leave feeling refreshed and rejuvenated!

Monday, May 8 from 2 to 3 p.m.: Pet Therapy in the RESTORE Support Center
Come by the RESTORE Support Center for a tail-wagging good time and say hi to **Navy the Golden Retriever!** Visit the [Pulse](#) [subsite](#) for the comprehensive schedule of Mental Health Awareness Month events.

Values Awards nominations now open

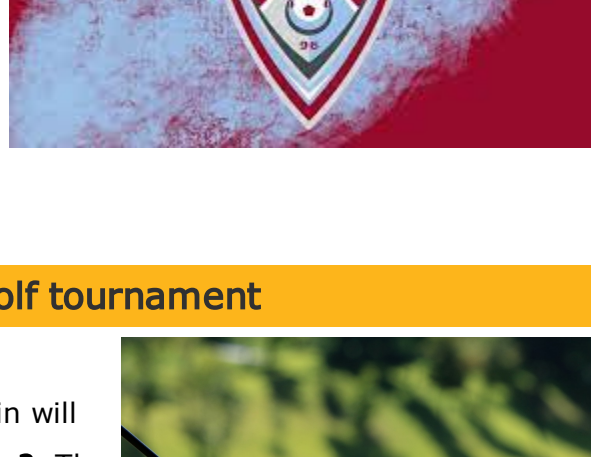
Nominate a Denver Health co-worker or team for a Values Award! Choose the value (respect, belonging, accountability or transparency) that the person or team represents most and tell us why in the [nomination form](#). **Nominations are due by 5 p.m. Friday, May 19**. We'll present the awards during Days of Celebration, happening June 19-23. All nominations will be shared in the 411 and on the Pulse.



Everyone who works at Denver Health is eligible to submit or receive a nomination, whether a full-time or part-time employee, contractor, student, resident or other staff member.

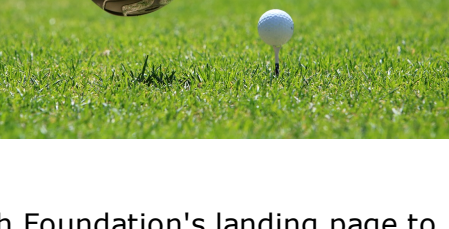
Discounted tickets for Colorado Rapids' Superhero Night

The Colorado Rapids soccer team is offering discounted tickets to Denver Health employees for its annual Superhero Night at **7:30 p.m. on Saturday, May 13**, when they take on the Philadelphia Union at Dick's Sporting Goods Park. All health care employees will receive a limited-edition superhero lapel pin at the game, and will be recognized alongside public safety members, teachers and moms (the event falls on Mother's Day weekend). Tickets, which start at \$22, [can be purchased here](#).



Register now for employee golf tournament

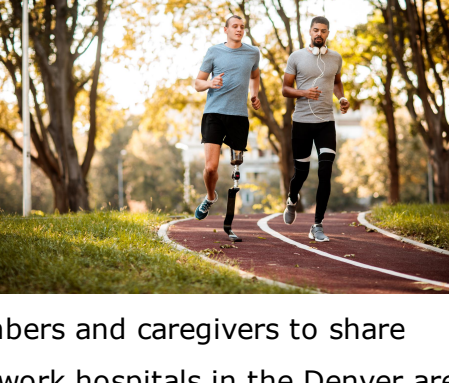
Registration is now open for the **42nd Annual Denver Health Employee Golf Tournament**. Fox Hollow Golf Course once again will play **host starting at 7:15 a.m. (shotgun start) on Friday, June 2**. The cost for employees is \$125 and includes: your round of golf with cart, driving range, breakfast burrito and lunch with an awards ceremony. Money raised will support health care services for youth at Denver Health. [Click here to sign up](#).



Upon submitting your registration, you will be directed to Denver Health Foundation's landing page to submit payment. Sign up as an individual or as a team. If partnering with anyone, please indicate in the "Pairings" field. Reach out to DHGolf@dhha.org with any questions.

Join the Trauma Survivors' Fun Run May 13

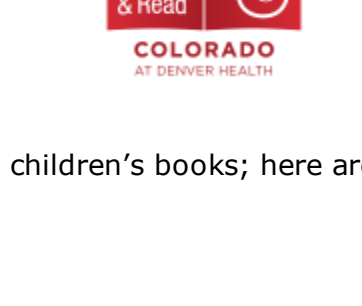
Join the **Denver Health Trauma Survivors' Fun Run**, a free 5K or 1-mile walk, run or wheel event at **9 a.m. on Saturday, May 13**, at Great Lawn Park, 101 Yosemite St. in Denver. We encourage participants to arrive at 8 a.m. to check in, grab swag, and listen to patients' and survivors' stories. Street parking is available around the park and food trucks will be on site.



This community event will bring together trauma survivors, family members and caregivers to share stories, provide support and celebrate life. Several Trauma Survivor Network hospitals in the Denver area will participate. [Click here to register](#).

Spring cleaning? Donate your gently used children's books!

Gently used books are needed for waiting areas and exam rooms at clinics across Denver Health. This allows our offices to create a literacy-rich environment and helps build home libraries for patients and siblings of all ages.



Reach Out and Read at Denver Health is happy to accept new and gently used children's books; here are some donation guidelines:

- Be gently used (covers and pages intact, clean and unmarked pages)
- Age range includes infants through young adults
- No textbooks or reference books
- No used coloring or activity books
- No books with sensitive themes such as religion, death, divorce or abuse

Please email sara.watson@dhha.org with questions or to schedule a drop-off time.

Denver Health in the media

Denver Health's Mobile Health Centers urge communities to get COVID-19 vaccine
May 7, Estrella TV
As the emergency declaration related to the pandemic gets closer to ending on May 11, Denver Health's **Mobile Health Centers** continue to encourage Hispanic communities to get vaccinated against COVID-19 while it's still free. **Andrea Chavez-Ruiz**, a **medical assistant** for the Mobile Health Centers, participated in a segment with Estrella TV, as the end of the emergency declaration may impact the availability and cost of COVID-19 services.

Denver's STAR set to expand amid tension over its future
May 3, Axios
The Support Team Assisted Response program, known as STAR, is getting more attention as it sets to expand. The program responds to non-violent emergency calls in Denver with a two-person team that includes a **Denver Health EMT** and a mental health clinician.

The Super SNF comes of age: advanced care programs expand, yield results
May 2, Skilled Nursing News
The "Super SNF" is taking on new and deeper meanings as nursing facilities take on a greater variety of patients with complex clinical conditions. This article talks about Denver Health's collaboration with the newly merged Colorado-based Vivage-Beecon to care for long-term patients.

Women, Medicaid users less likely to receive ECMO treatment (heallo.com)
May 3, Heallo
A study recently published in *Annals of the American Thoracic Society* shows women, those with Medicaid, and people who live in low-income areas have lower chances of utilizing a form of life support for life-threatening heart or lung problems. *"We hope these findings fuel new funding avenues to further investigate these types of disparities but, more importantly, develop interventions to ensure more equitable care,"* said **Anuj Mehta, MD**, of **pulmonary** who was part of the research team.

National awareness and recognitions

Along with **Nurses Week** this month, May 5 is **National Trauma Registry Professionals Day**. May 6-12 is **Children's Mental Health Awareness Week**. May 7-13 is **Occupational Safety and Health Week**. 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.

May	June
May 1-31: Mental Health Month Calendar Challenge	May 11: RESTORE pet therapy
May 5: Mayoral candidate health care forum	May 13: Trauma Survivors' 5K
May 5-12: National Nurses Week	May 16: All-levels yoga class
May 8: RESTORE pet therapy	May 17: WorkLife Partnership Virtual Lunch and Learn
May 9: Diabetes lunch and learn	May 18: Mental Health Month resource table and cart
May 10 and 24: Mental Health Month resource table	May 18: Health Advocate webinar, Mental Health and Me
May 11, 18, 25: RESTORE Mindful Moments	8:15 a.m. webinar or 2:15 p.m. webinar
	May 19: Values Awards nominations due
	June 2: Employee golf tournament

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.

