

**Wednesday, November 22, 2023**

**Have a wonderful Thanksgiving!**

Thank you for reading this week's 411 (a day early due to the Thanksgiving holiday). A special thank you to our staff and providers who are working tomorrow to ensure our patients continue to receive excellent care. Be sure to check out the resources for support that **CEO Donna Lynne** and **RESTORE Director Maria Gonsalves Schimpf** shared for coping with holiday stress and difficult emotions in yesterday's CEO communication. In case you missed the email, you can read it [here](#) on the Pulse. Happy Thanksgiving, everyone!



**PHIDH holds migrant vaccine clinic at Montbello rec center**

Special thanks to the Denver Health employees who participated in Sunday's vaccine clinic for migrants. The Public Health Institute at Denver Health (PHIDH) organized community partners to hold a five-hour clinic where they provided chickenpox, COVID-19 and influenza vaccines along with important health screenings and additional health information. In all, more than 220 people received vaccines. The PHIDH vaccine clinic is one of several ways that Denver Health is providing important health care and services for these newcomers.



**Families get free vaccines, Thanksgiving feasts ahead of holidays**

Denver Health and two local nonprofits provided free Thanksgiving meals, gift cards and vaccinations to local families last Saturday. The event in the parking lot of the Rita Bass Trauma & EMS Institute included one of Denver Health's Mobile Health Centers. Medical assistants **Luz Valenzuela** (pictured) and **Karen Sosa-Sanchez** provided 127 vaccines to 91 people, mostly for flu and COVID-19. More than one-quarter of the patients were uninsured.



[Village Exchange Center](#) offered gift cards to those who got vaccinated, and [Excalibur Outreach](#) gave out 100 turkeys and bags with all the fixings for a Thanksgiving feast.

[Click here to watch](#) CBS Colorado's coverage of the event.

**RECOGNIZING YOU**

**School of Medical Laboratory Science graduates its ninth class**

On Friday, Nov. 17, six students from the **School of Medical Laboratory Science** celebrated their graduation in the Sabin classroom in Pavilion C, becoming the ninth class to graduate from the school. The graduates were, from left, **Paul O'Toole**, **Derek Woolley**, **Margarita Salazar-Borunda**, **Jamie Tapia**, **Idalia G. Apodaca** and **Trevor Lund**.



The 11-month program prepares students for a career in the field of medical laboratory sciences.

"This is not a singular effort. It takes a lot of people to make this program successful," said **CEO Donna Lynne**, who spoke at the ceremony. "All of us at Denver Health are proud to be educating the next generation of health care professionals."

Program graduates have a 100% pass rate on the **Medical Laboratory ASCP Scientist Board of Certification** exam and a 100% employment rate. One of the graduates, O'Toole, has been hired full time with Denver Health as a medical lab scientist in the blood bank, and two others are in negotiation for possible full-time positions.

"With artificial intelligence and the way we handle data, things are changing at a rapid rate, both in terms of technology and employment," said **Director of Pathology and Laboratory Services Michael Wilson, MD**, who also spoke at the ceremony. "This is a great opportunity for you graduates to pick and choose your career paths. I congratulate you on your achievement and wish you all the best."

You can learn more about the Denver Health School of Medical Laboratory Science [here](#).

**STAY INFORMED**

**Denver Health physician uses grant to improve patient trust**

Denver Health Internal Medicine-Pediatrics (Med-Peds) primary care physician **Julie Venci, MD**, is collaborating with other diversity, equity, inclusion and belonging (DEIB) leaders and faculty on a project to build trust and equity in medicine and health care. She is building off an experience initially developed for Denver Health Emergency Medicine residents that used simulation as an educational modality to expose learners to health equity topics. Dr. Venci received a national grant to create a simulation curriculum for over 200 interprofessional learners focused on building trust with marginalized patients and communities by addressing bias, stereotypes and discrimination in medicine and health care.



The three and a half hours simulation sessions took place at the University of Colorado Anschutz Medical Campus, where Dr. Venci is also an associate professor of medicine and the residency program director for Med-Peds. Students and residents rotated in teams to different rooms in the Center for Advancing Excellence (CAPE) simulation center. The five, 15-minute simulations placed learners in clinical settings with standardized patients, or actors portraying patients with a distrust of the health care team because of past interactions, including some patients with limited English proficiency. The goal is for the healthcare team in the rooms to use communication skills, empathy, and culturally responsive tools to build trust and disrupt overt discrimination and racism.

"When engaging in health equity work to improve trust in medicine and health care, we must include the patient's voice, knowledge and perspective," Dr. Venci said. In keeping with that intention, Dr. Venci recruited over 30 community members to participate in the simulation sessions, providing important reflections and feedback.

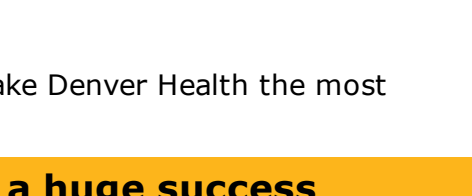
Pictured is an interprofessional team using an interpreter to communicate with a patient with limited English proficiency who has rheumatoid arthritis and barriers to accessing care.

Dr. Venci and her collaborators on the project hope to expand the curriculum and find more ways to teach and train our future and current health care professionals to acknowledge past harms, improve trust and eliminate health inequities for marginalized communities.

Thanks to Dr. Venci for her work to advance DEIB and for helping to make Denver Health the most trusted health care provider in Colorado.

**Denver Health Employee Giving Campaign a huge success**

The 2023 Employee Giving Campaign (EGC) was a big success, and Denver Health Foundation wants to say a heartfelt thank you to everyone who helped make it happen.



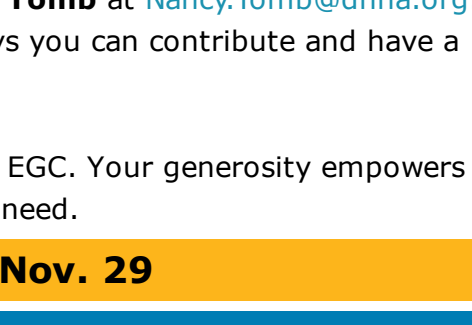
Employees followed many paths to support Denver Health Foundation through payroll deductions, one-time donations and contribution increases. In October and November, more than 800 employees, including 650 who sustained their giving, participated in the EGC. Everyone who took part showed their strong philanthropic dedication to Denver Health's mission.

If you have any questions or need help with giving, whether it's a one-time gift or a recurring payroll donation, don't hesitate to contact **Manager of Annual Giving Nancy Tomb** at [Nancy.Tomb@dha.org](mailto:Nancy.Tomb@dha.org). Nancy is here to guide and support you as you explore the different ways you can contribute and have a positive impact on our community through Denver Health Foundation.

Thank you again for your amazing support and dedication to this year's EGC. Your generosity empowers Denver Health in providing high-quality health care services to those in need.

**Pharmacy technician hiring event Nov. 29**

Denver Health is looking for pharmacy technicians! All qualified candidates are encouraged to attend the pharmacy technician career fair from **9 a.m.-12:30 p.m. Wednesday, Nov. 29**, in the 601 Broadway building. This event will have hiring managers and recruiters present to interview prospective candidates for open positions to expedite the hiring process. Interviews are only in person. All participants must register by applying to this [job posting](#).



If you know of a candidate for this position, you can refer them and take advantage of the 'Catch That Star' incentive bonus. The candidate must apply via a special link for the referral to be recognized. Updated instructions are linked in the [policy](#) and available [here](#) on the [Workday Resources Hub](#).

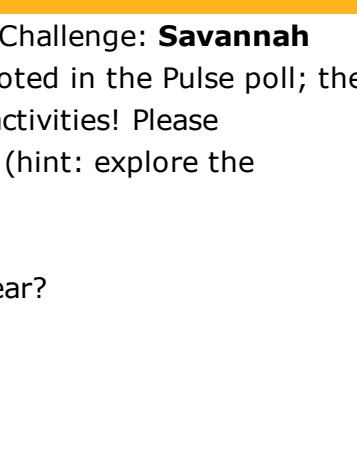
**Congratulations to Fall Wellness Challenge winners**

Congratulations to the three winners of the Workplace Well-being Fall Wellness Challenge: **Savannah Henthorne**, **Kristina Meyer** and **Sonia Agosto**. Thank you to everyone who voted in the Pulse poll; the majority of respondents chose to prioritize mental health and stress reduction activities! Please remember to visit the bottom of the Pulse homepage to **take the current poll** (hint: explore the [Workplace Well-being subsite](#) for the answer):

- Which of the following benefits are FREE for employees to use any day of the year?
- Perkspot (discounts)
  - Elevation (virtual fitness portal)
  - WorkLife Partnership (community resource specialists)
  - MyStrength (mental health resource)
  - All of the above!

**Sign up to be a 'Voice of the Organization' by Nov. 30.**

The 2024-26 Strategic Plan Steering Committee has launched workgroups to help conduct the next level of development for the three-year organizational plan for Denver Health. Those workgroups need participants to offer feedback as the "Voice of the Organization." If you wish to participate, please get your manager's approval, then [submit your interest on this form](#) by **Thursday, Nov. 30**. You can select one of nine workgroups that interest you the most.



Voice of the Organization participants should be available to their chosen workgroup to offer input and answer questions via email for approximately 30-60 minutes total during the next two months. The feedback each of us shares is vital to ensuring the success of the strategic plan and, ultimately, the adoption of our vision and strategic initiatives throughout our health care system. Learn more about the strategic planning process [here](#).

**Antibiotic Awareness Week highlights importance of appropriate use**

**U.S. Antibiotic Awareness Week**, Nov. 18-24, raises awareness each year about the importance of appropriate antibiotic use. One way to optimize antibiotic usage is to verify patients' penicillin allergies. Although 10% of the population in the U.S. reports a penicillin allergy, less than 1% is truly penicillin allergic. Beta-lactam antibiotics are first-line treatment options for many infections, and use of alternative antibiotics is associated with worse clinical outcomes, more adverse events and increased risk of antibiotic resistance. Obtaining detailed allergy histories can help determine if penicillin or another beta-lactam may be safely administered. [Click here to read a blog](#) with more information.



**Two help portal trainings next Wednesday**

Next **Wednesday, Nov. 29**, brings two virtual options to learn the new HR, IT and Payroll help ticket portal, Freshservice, which will replace Cherwell **beginning Dec. 5**.

- **8:30 a.m.** | IT will host a 30-minute Freshservice Webex training to demo the new portal. [You can download a calendar appointment here](#). A recording will be available for those who are unable to attend.
- **Noon** | Workday Wednesday will include an overview of Freshservice as well as information about the new Naya contractor process in Workday. [Register here](#) in Cornerstone. Under the "Learning" tab, click on "Events Calendar" and select "Workday Wednesdays" on Nov. 29.

There will also be an interactive help library with job aids, an FAQ and task-specific video clips available [here beginning Dec. 1](#).

**GET INVOLVED**

**CAM Academy offering Trauma-responsive Care workshop**

Denver Health's **Center for Addiction Medicine (CAM) Academy** provides training and technical assistance on trauma-responsive substance use disorder treatment for Colorado and surrounding regions. In partnership with the Public Health Institute at Denver Health's **Denver Prevention Training Center**, Denver Health's CAM Academy has launched a three-hour virtual **Trauma-responsive Care** workshop to increase knowledge and skills to deliver compassionate trauma-responsive care. This workshop will provide strategies for how to create trauma-responsive care environments to foster healing in the patients we serve. This workshop will be held on **Thursday, Nov. 30**, and **Thursday, Dec. 14**, and offers CNE and CME credits. It is offered at no cost for Denver Health employees. To register, [select your preferred course date here](#), and we will waive the registration fee.

**Attend a RESTORE Group Support session**

Please visit the RESTORE Support Center in Pavilion B (or access a virtual option) and take time to honor yourself and the valuable work you're doing at Denver Health. This is important every day of the year, but especially important during the busy and often stressful holiday season.

- You can access [holiday programming information here](#).
- Visit this page to [learn more about Group Support](#), including Gifts and Griets: Honoring Every Emotion of the Holidays.

Remember, RESTORE's Peer Support Team is also available 24/7 to provide confidential peer support by calling 303-436-7473.

**PERKS & DISCOUNTS**

**Save on holiday shopping with Perkspot discounts!**

Head into the holiday season with great savings from your **Denver Health Discount Program**. These exclusive benefits can help you save on holiday shopping, as well as everyday purchases in dozens of categories. Start by signing up or logging in at [denverhealth.perkspot.com](http://denverhealth.perkspot.com).



**Denver Health in the media**

**Denver Health study aimed at expanding genetic testing for cancer**  
 Nov 17, *CBS Colorado*  
 A study underway at Denver Health has big implications for cancer patients in Colorado. Thanks to a grant from the National Institutes of Health, Denver Health is offering genetic testing to all breast cancer patients and plans to expand the study to all cancer patients within a couple of years. "There might be medications -- chemo pills or IV medications -- that only work if you have this genetic abnormality. So, knowing up front will help you pick the best medicine to help the patient," **Dr. Sonia Okuyama**, **Denver Health's chief of Oncology**, said.

**Denver Health offers food and free vaccines in drive**  
 Nov 19, *CBS Colorado*  
 Whether taking home a Thanksgiving meal or rolling up a sleeve for a Covid or flu vaccine, people at the **Denver Health Turkey Giveaway** truly felt the holiday spirit.

**Colorado: Resources for the LGBTQ+ community**  
 Nov 20, *9News*  
 Denver Health's **LGBTQ+ Health Services** offers individuals a wide variety of health services with open and affirming care. Patient navigators for the LGBTQ+ services ensure that individuals are partnered with providers that care for LGBTQ+ folks and understand their needs. Services include sexual health services, hormone replacement therapy and mental health services.

**Add more benefits to your Medicare coverage with 'Denver Health Medical Plan'**  
 Nov 20, *Fox31*  
 Medicare enrollment continues until December 7. The Elevate Medicare Advantage plan by **Denver Health Medical Plan** includes all the basic Medicare benefits, but it also covers extra benefits. **Jim Moses**, **Sales Manager for Denver Health Medical Plan**, stopped by GDC and talked with Chris Tomer.

**Tobacco and vaping rates are falling but products are still easy for teens to get their hands on**  
 Nov 21, *Colorado Public Radio*  
 Outside the building where she works on the hospital's main campus, **Dr. Ro Pereira**, the **director of Denver Health's Office of Health Equity** and the **Chief of Endocrinology**, describes disparities in the city as following what's been called the inverted L, a shape that shows stark physical and socioeconomic barriers in the city across a variety of issues, including income, education, environmental and health measures. She said a lot contributes to that: historic redlining, discrimination, and a denial of services in areas deemed a poor financial risk. And she said they've been targeted by tobacco industry ads and billboards.

November	December
<b>Nov. 27:</b> Deadline to apply for medical assistant training	<b>Dec. 5:</b> RESTORE Gift and Griets
<b>Nov. 29:</b> Freshservice help portal virtual training	<b>Dec. 6:</b> RESTORE Support Center is closed
<b>Nov. 29:</b> Pharmacy technician hiring event	<b>Dec. 6:</b> Employees Holiday Brunch
<b>Nov. 30:</b> Criminal law legal clinic	<b>Dec. 7:</b> Zscaler web security program goes live
<b>Nov. 30:</b> Trauma-response care workshop	<b>Dec. 7:</b> Civil law legal clinic
<b>Nov. 30:</b> "Voice of the organization" interest deadline	<b>Dec. 10:</b> Jingle Bell Run
<b>Dec. 1:</b> Seminar: Improving care	<b>Dec. 13:</b> RESTORE Gifts and Griets
<b>Dec. 1:</b> RESTORE Group Support: Leaders	<b>Dec. 14:</b> Trauma-response care workshop
<b>Dec. 2:</b> Parade of Lights	<b>Dec. 15:</b> RESTORE Group Support: Distress & Burnout
<b>Dec. 5:</b> Freshservice help portal goes live	<b>Dec. 27:</b> RESTORE Gifts and Griets

**CLICK HERE FOR A PRINTABLE 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.

