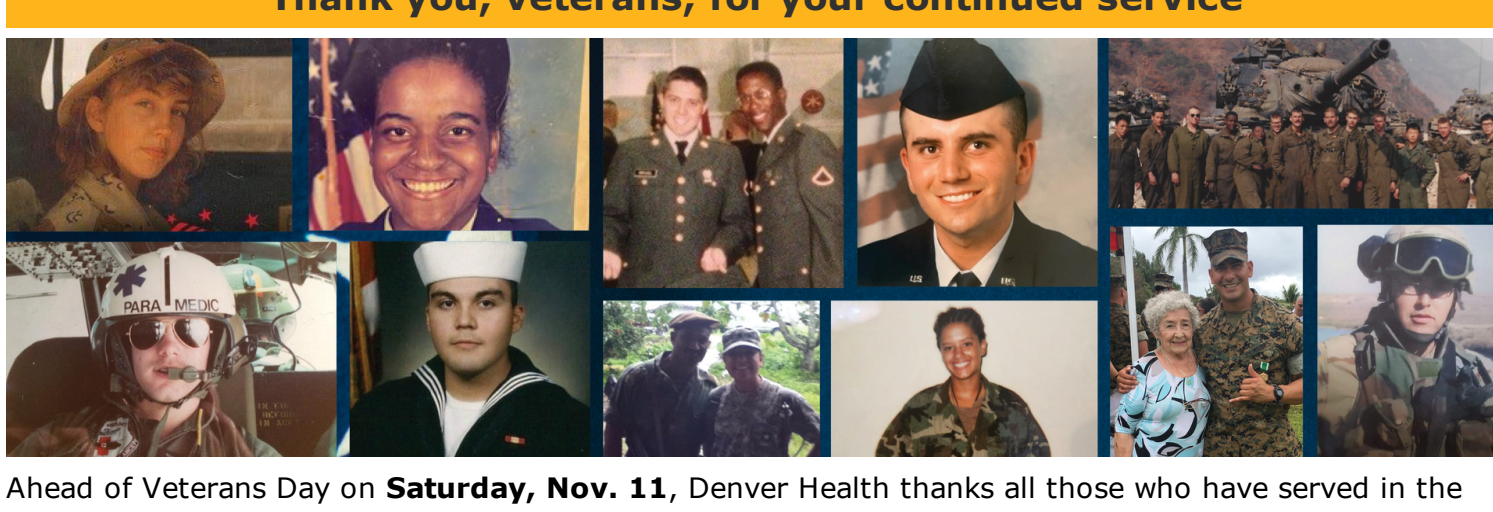


Thursday, November 9, 2023

Thank you, veterans, for your continued service



Ahead of Veterans Day on **Saturday, Nov. 11**, Denver Health thanks all those who have served in the U.S. military, especially the many employees of our health care system who continue to serve our community's health needs. Denver Health employees who are veterans are invited to the annual Veterans Day employee breakfast from **6:30-9:30 a.m. Friday, Nov. 10**, in the Good Day Café in the basement of Pavilion A. The Food and Nutrition Services Department and volunteers will be serving Southern-style smothered scrambled eggs with green chile sauce and cheddar cheese, jumbo biscuits with sausage gravy, smoked country bacon and sausage patties.

We reached out to employees with veteran statuses in Workday and asked if they would like to share photos from their time in the armed forces and information on their service.

Tara Rains, employee relations team lead for Human Resources, was a sergeant in the Army and National Guard. "My favorite memory: 2008, working as a Public Affairs specialist, flying in a helicopter with the Commanding General of NATO troops to see the people celebrating in the streets on the day Kosovo declared independence."

Registered Nurse Mark Goldstein was an Army major. "I loved being a flight paramedic in a Medevac Unit, Combat Nurse in the ED and ICU and eventually the Pentagon. I have served overseas and loved every minute of it and would do it all over again."

Medical Assistant Vincent Parsons was an Army medic. "What an adventure the service was. I saw faraway lands, lands I never thought I would see... Very humbling experience; being away made me appreciate the USA even more."

Duty Engineer Larry Ernst was a nuclear machinist mate, second class, in the Navy. "One of the memories I have from my time aboard ship is stopping in the middle of the ocean for swim call for the first time. And then realizing that the torpedoman in the sail armed with an M14 was on shark watch."

Click [here](#) to see a list of Denver Health employees who have shared their experiences and to read more about our veterans. If you are a veteran and would like to be added to the list, email DenverHealth411@dhha.org. Please include a photo from your time in service, if possible, and your military branch and title. We would also love to hear a memory from your time in the military if you would like to share. [Click here to see a gallery](#) of those who have submitted photos.

If any Denver Health teams or clinics have their own Veterans Day celebrations, please send photos to DenverHealth411@dhha.org so we can share them in an upcoming 411.

If you are a veteran but have not updated your Workday profile to indicate veteran status, please do so by logging in to Workday and typing "veteran" into the top search bar. Click on the task titled "Change My Veteran Status Identification" and follow the prompts.

Denver Health chaplain starts library for patients in correctional care

The Correctional Care Medical Facility in the basement of Pavilion B has a recent addition that is helping patients and staff: a library. Denver Health **Chaplain Luke Howard** started the library – about 400 books in a storage closet – over the summer. The library brings the possibility of choice and control to a population who have little or no control over much else in their lives, Luke said. When he rolls up to patients' rooms with a book cart and offers them a choice, "their whole demeanor shifts." [Click here to read more.](#)



Time-lapse video shows the making of the "Denver Health Angels" mural

Patients, employees and visitors love the beautiful new artwork in the alley connecting Acoma and Bannock streets, between the Outpatient Medical Center parking garage and the Denver Health Paramedics garage. Denver artist Austin Zucchini-Fowler spent weeks creating the nearly block-long mural honoring our health care workers. Thanks to Denver Health's Engineering and Marketing teams who set up a GoPro camera to capture the artist at work, we now get to see all the hard work that went into creating this masterpiece! Watch some of the highlights in this time-lapse video, which condenses more than 19 hours of footage down to just under two minutes! The video will be playing on TV screens around Denver Health's main campus and at all the Community Health Centers. After watching the video, we encourage you to stop by and take a selfie standing in front of one of the pairs of wings and post on social media using [#denverhealthangels](#) and tag [@DenverHealthMedical](#).



RECOGNIZING YOU

Innovative program improves care for children with conjunctivitis

Although conjunctivitis (AKA pink eye) typically resolves without an antibiotic, 73% of pediatric patients were being prescribed antibiotics or ointments. **Holly Frost, MD, Senior Director for the Center for Health Systems Research (CHSR)**, and her team at Denver Health knew that this did not align with best practice and set out to change this. The multi-disciplinary team included **Jessica Jack, MD, Pediatrics**, **Josh Durfee, Center for Health Systems Research**, **Nancy Wittmer, Center for Health Systems Research**, **Tim Jenkins, MD, Infectious Diseases**, **Amy Keith, Center for Health Systems Research**, and **Thresia Sebastian, MD, Pediatrics**.



The project was done in collaboration with colleagues in Nursing, NurseLine, Emergency Medicine and Community Health Services.

This initiative led to the development of a clinical care guideline, standardized return to school and daycare note, and the implementation of an updated protocol for nurses and NurseLine to ensure the avoidance of unnecessary antibiotic prescriptions. This study was divided into three distinct periods for analysis: the first period, labeled the pre-COVID-19 preintervention period, followed by the COVID-19 preintervention period, and concluded with the post-COVID, post-intervention period.

The team observed several significant reductions in antibiotic use among the 6,960 eligible encounters studied. There was an 18.8% reduction from the COVID-19 preintervention period to the post-COVID, post-intervention period. Most notably was the 82.1% reduction in prescribing rates for nurse triage encounters.

"The interventions also reduce inequities in conjunctivitis care for kids," noted Dr. Frost. "We found, for example, that the gap in care between Black and white children reduced to less than 1%. We similarly observed reductions in disparities between Latino and non-Latino children. So, in general, these interventions promote standardized care and contribute to greater equity in the treatment of conjunctivitis."

Notably, there were no differences in treatment failure or health care utilization before or after the intervention and children who were prescribed an antibiotic were more likely to require follow-up care than those who were not.

"This project is an example of how collaboration between clinical and research teams can drive an improvement in care and advance equity in our Learning Health System," said Dr. Frost.

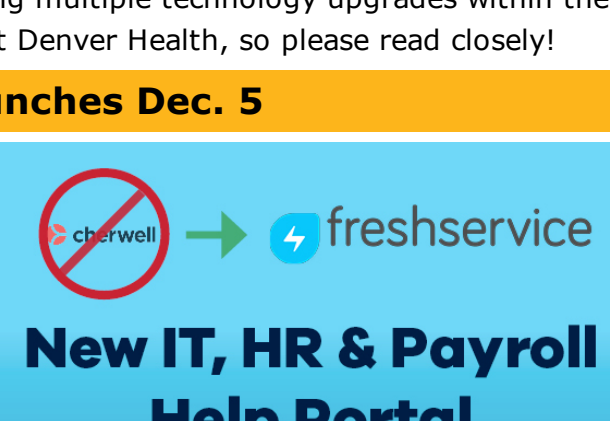
STAY INFORMED

Important technology updates from IT, HR, Payroll and IT Security

Denver Health IT, HR, Payroll and IT Security are implementing multiple technology upgrades within the next month. The following changes will affect all employees at Denver Health, so please read closely!

New help ticket portal launches Dec. 5

Beginning **Tuesday, Dec. 5**, IT, HR and Payroll will upgrade the internal service portal for help tickets from the existing vendor, Cherwell, to a new vendor, Freshservice. The "HELP" icon on Denver Health computer desktops will automatically route to the new portal beginning at 6 a.m. Dec. 5. This upgrade should allow the teams to resolve issues faster and will improve users' access to communicate with the IT, HR and Payroll agents working on their help tickets. The new help portal is intuitive and adds features, including searchable DIY resources for common issues. An optional, virtual training is available **Nov. 29 at 8:30 a.m.** You can download a [calendar link here](#). If you can't make it, a recording and interactive help library will be shared in the 411 and the Pulse beginning **Dec. 1**.



Web security changes go live Dec. 7

IT Security is implementing an improved web security solution, Zscaler, on **Thursday, Dec. 7**, to enhance online safety for Denver Health internet users. With this change, **Denver Health devices will no longer support access to personal email** programs, including Gmail, Yahoo, etc. Access to personal email from personal devices connected to the Denver Health guest network will still be supported. Please direct any questions to Enterprise Chief Information Security Officer Randall "Fritz" Friezschke at Randall.Friezschke@dhha.org.

SharePoint migration

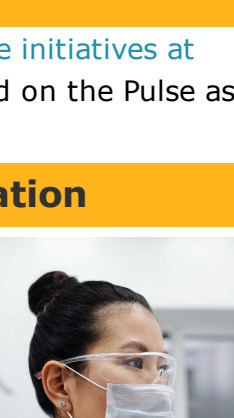
IT is in the process of upgrading SharePoint (the Pulse) to a newer version, which requires each site to be read-only for approximately one week while it is being migrated. Work began this month and will continue into Q2 of 2024. In preparation, Pulse site administrators should [fill out this form](#), review and delete documents, forms and workflows that are no longer needed, purge unnecessary auto-saved document versions and be prepared to have "read-only" access to your SharePoint2013 content while the migration is underway. For questions, contact Pulse_Upgrade@dhha.org.

Artificial intelligence initiative at Denver Health

Be sure to read Chief Information Officer Chuck Scully's email about [artificial intelligence initiatives at Denver Health](#) if you haven't already. More information about AI initiatives will be shared on the Pulse as it becomes available.

Masks required for employees exempt from flu vaccination

During influenza season (the beginning and end of which are determined by the Infection Control Committee), staff who have an approved medical or religious exemption to the influenza vaccine must wear a medical mask in "on stage" areas, which are areas where direct patient care (e.g., patient rooms, hallways within units/clinics) is occurring or any place where patients or visitors may be encountered, such as the Good Day Café, gift shop and waiting rooms. Masking is optional in "off stage" areas where patients or visitors will not be encountered (e.g., staff break rooms, meeting rooms, offices). Please email fluinfo@dhha.org with any questions.



Holiday closure reminder

As the end of the year approaches, a reminder that all Denver Health Family Health Centers, Urgent Care Centers and Pharmacy locations will be closed on Thanksgiving, **Nov. 23**, Christmas Day, **Dec. 25**, and New Year's Day, **Jan 1**. For a full list of closures for the upcoming year, [click here](#).

2023 Operational Initiatives of Success Scorecards

Each month, Denver Health publishes an Operational Initiatives of Success Scorecard for 15 performance indicators that help measure our progress toward Denver Health's three 2023 strategic goals:

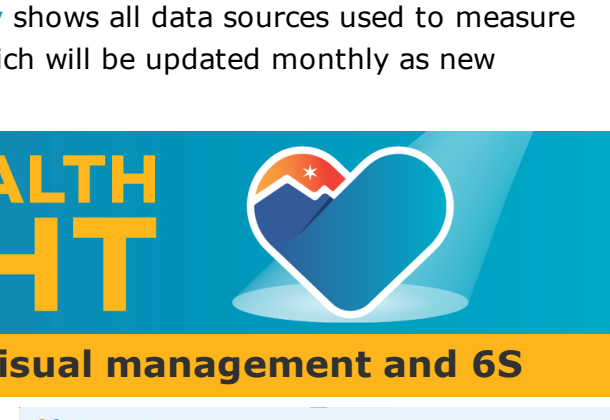
1. Be the Best Place to Work
2. Provide High-quality, Safe and Equitable Care and Service
3. Deliver Timely Access to Care for Patients and Staff

Scores are determined by performance relative to each metric's monthly and year-end targets. This [slide deck](#) provides a look at the latest results and addresses what steps helped achieve the results or what actions are being taken to improve them. This [data dictionary](#) shows all data sources used to measure progress. Both documents are available on [this Pulse site](#), which will be updated monthly as new Scorecard data is published.

DENVER HEALTH SPOTLIGHT

Watch the latest QuickLean video on visual management and 6S

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. LSI has been teaching this concept since the inception of the Lean Academy, and it is now seeking to grow its reach with educational videos that can be watched at any time. These videos educate on Lean concepts and tools and demonstrate how the Lean philosophy works in practice. The latest video is [Visual Management and 6S](#).



Supporting our neighborhood schools

Special thanks to **Rachel Mohr, LCSW, school-based health centers therapist**, **Rachel Benson, LCSW, integrative behavioral health manager**, and **Pediatrician and Medical Director of Pre-Health Programs Margaret Tomcho, MD**, for taking time to visit with families at Valverde Elementary School last week. The school held a special family event as part of Dia de los Muertos and asked Denver Health experts to be on hand to discuss grief and trauma that families may be experiencing. For 90 minutes or so, families passed by the Denver Health table, visiting with our team, picking up resources on behavioral health and substance use services, and learning about support in our community.



GET INVOLVED

Join webinar to learn more about college savings program for employees

Denver Health has partnered with [CollegeInvest](#) to offer employees access to Colorado's 529 College Savings Program, which includes tax-advantaged plans to help people save for higher-education expenses for children, grandchildren or even themselves. A CollegeInvest representative will host a virtual presentation at **noon on Monday, Nov. 13**, to explain the benefits of the program and the plans offered. Everyone who attends will receive free "\$25 kickstart bucks." [Click here to register](#). Read more about the benefits of the program [here on the Pulse](#). Email Kristin.Ellis@dhha.org with questions.

Performance self-appraisals now open in Workday

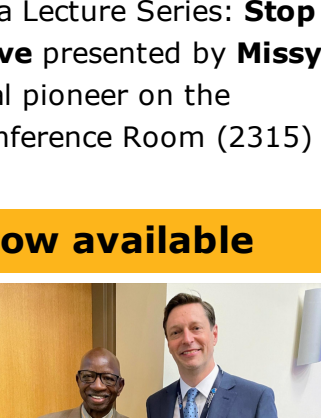
The 2023-24 Learn, Engage, Achieve, Develop (LEAD) [performance review and appraisal process](#) began this week. HR has created a [robust training toolkit](#) in the Workday Resources Hub, designed for all learning styles. Drop-in Open Labs (in-person and virtual) are also available. Use this [Quick Resource Guide](#) for support navigating the Workday hub or email DHAcademy@dhha.org with questions, concerns or requests for support. Physicians will continue to use PRISM for annual evaluations. Employees who began working at Denver Health on or after May 8, 2023, will not complete a 2023 appraisal.

Join us for this month's Trauma Lecture Series

Please join us **Wednesday, Nov. 15** from **noon - 1 p.m.** for this month's Trauma Lecture Series: **Stop the Bleed for Kids: A Pediatric Approach to the National Education Initiative** presented by **Misty Anderson, RN, MBA, PhD, pediatric trauma program manager** and a national pioneer on the implementation of Stop the Bleed for children. Join either in person in the OR Conference Room (2315) or via Webex. For [additional information and registration click here](#).

2023 Dr. John Sbarbaro memorial lecture recording now available

The Dr. John Sbarbaro Memorial Lecture Series from Nov. 2 is available for viewing on Webex for those who missed it. This year's lecturer was Anthony P. Young, PsyD, president of the Denver-Rocky Mountain Association of Black Psychologists. To access the lecture, "Using Racial Equity to Promote Positive Mental Well-Being and Provide Culturally Responsive Services," click the [Webex link here](#) and enter password **Hg2868XF**. Young is pictured at left with **Robert Belknap, MD, executive director of the Public Health Institute at Denver Health**.



Volunteers needed for employee Holiday Brunch Dec. 6

Happy Holidays! The Food and Nutrition Services team is looking for volunteers to serve at the 2023 Holiday Brunch in the Good Day Café from **5-10 a.m. Wednesday, Dec. 6**, when all employees are encouraged to come by for a free meal. Volunteers will be asked to take 30-minute shifts. Department leaders are encouraged to join executive team members and Food Services staff in celebrating and thanking our amazing employees! Please [sign up here](#) by **5 p.m. Friday, Dec. 1**. For departments with employees who can't make it to the Good Day Café for the brunch, a "skip the line" [signup form](#) is available for bulk meal pickup orders for groups of 25 or more.



Denver Health in the media

Colorado healthcare providers focus on addressing workplace violence to retain workers
Nov. 2, State of Reform

Panelists said workplace violence is a primary barrier in retaining workers. **Denver Health Chief Nursing Officer Kathy Boyle** said the organization has been working to address that for over a decade.

"We have done so many different interventions to try and make a difference," Boyle said. "This year we have a goal to reduce assaults at Denver Health across the enterprise by 15 percent. This is a tricky goal because we all know that violence is under-reported across the nation. We're five times more likely to be assaulted in healthcare than any other profession."

What not to take home from this year's holiday gathering? COVID-19. Here's the best way to steer clear of it this holiday season
Nov. 6, CPR News

Health officials, infectious disease experts and doctors say common sense precautions like getting a coronavirus vaccine shot now is their best advice to steer clear of COVID-driven congestion, cough, aches and other unpleasanties.

"The most important precaution is staying up to date on COVID-19 vaccines, the flu vaccine, and, if eligible, the RSV vaccines," said **Dr. Anuj Mehta, a pulmonary care physician at Denver Health**, and member of the Colorado Vaccine Equity Taskforce.

More hospital CEOs join the effort to prevent gun violence
Nov. 8, Becker's Hospital Review

More health system leaders have joined a coalition to address gun violence.

Food Bank of the Rockies provides meals to Denver Health patients
Nov. 8, Fox31 Denver

An existing partnership between Denver Health and the Food Bank of the Rockies is expanding due to increased need. The goal is to provide Denver Health patients in need with nutritious food.

The Importance of Conforming to HIPAA for Healthcare Entities
Nov. 8, Enterprise Security

"Our ultimate goal is to provide world-class healthcare to those who count on us in their most vulnerable moments," said **Randall Friezschke, CISO, Denver Health**

Troubles in Congress Could Impact Health-Care Access for Coloradans
Nov. 9, El Semanario

Simon Hambidge, MD, PhD, Chief Ambulatory Care Officer, highlights the cost savings of community health centers as federal funding lingers

CDC: 133 million Americans are living with diabetes
Nov. 8, Fox31 Denver

November is Diabetes Awareness Month. This week on Fox 31 News **Lindsay Schlichting, RN**, helps educate viewers about the disease.

November	December
Nov. 10: Veterans Day employee breakfast	Dec. 1: RESTORE Group Support: Leaders
Nov. 13: CollegeInvest Webinar	Dec. 2: Parade of Lights
Nov. 15: Trauma Lecture Series	Dec. 5: Freshservice help portal goes live
Nov. 17: RESTORE Group Support: Distress & Burnout	Dec. 6: RESTORE Support Center is closed
Nov. 22: RESTORE Group Support: Leaders	Dec. 7: Employee Holiday Brunch
Nov. 27: Deadline to apply for medical assistant training	Dec. 7: Zscaler web security program goes live
Nov. 29: Freshservice help portal virtual training	Dec. 7: Civil law legal clinic
Nov. 30: Criminal law legal clinic	Dec. 15: RESTORE Group Support: Distress & Burnout

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.

