

2022 Quarter 2 – Heroes of the Heart

Award Recipient: Amanda Haywood, TOC Clinical Coordinator II, Managed Care

Description of action taken by nominee that qualified for this award:

In her role, Amanda supports some of our highest need members and local hospitals with safe discharge planning. Recently, Amanda reached across the aisle to support our counterparts at DHHA with assisting one of our members and his family. The member had been through a serious trauma and required total care. The member's family made their wishes clear that they wanted the member to be cared for at home rather than in a facility, and they even opted to take the member home and providing 24/7 care themselves with no guarantee that home health services could be secured due to statewide staffing shortages. Amanda respected the family's wishes, but also understood how demanding home care would be for the family. Given this information, Amanda knew that obtaining skilled services in home would be the best possible outcome for this member. Amanda recognized that DHHA had exhausted their resources, and with their permission, she jumped in to help secure necessary services for the member. In coordination with RMHS, Amanda was able to secure the appropriate waiver and identify agencies who were able to support the family with caring for the member's needs. Amanda was able to reach out to the family to share the good news – that help is on the way. The family was completely exhausted from providing care themselves and so full of gratitude that they were moved to tears during that conversation. Amanda has a full and very complex caseload, but remained adamant about assisting this member, their family, and DHHA with obtaining necessary care. It should be noted that Amanda's role primarily focuses on inpatient stays outside of DHHA, but that when asked to step up and go beyond her role to help a member and the team at DHHA, Amanda did not hesitate to do what she needed to help. Amanda embodied all of Denver Health's values – excellence, compassion, stewardship, learning, and above all – relentlessness – to provide the best possible service to a DHMP member.

Nominated By: Marissa Schillaci-Kayton

Date: 06/20/2022



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