



Thursday, April 27, 2023

CEO town halls focus on mission, values, diversity

Denver Health CEO Donna Lynne is on a town hall tour, sharing our health care system's updated mission, vision, values and strategic goals for 2023. She has discussed diversity, equity and inclusion initiatives and Denver Health's DEI Council, which is encouraging 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 those interested in the DEI Council or ERGs, email

DiversityEquityInclusion@dhha.org.

More than 1,500 employees have attended the first five town halls this week in person or virtually and had the chance to ask questions and share concerns with Donna and other Denver Health leaders. Common questions have focused on pay, parking garage security, hiring for key positions, budget issues, commercial insurance, access to care and burnout among staff.



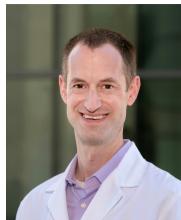
There are five town halls left through May 4, with the next

one set for **11:30 a.m. to 12:30 p.m. Friday, April 28**, at the 601 Broadway building in Room 480. You can download a calendar invitation here on the Pulse. All staff are encouraged to attend and share ideas that will help shape the future of Denver Health.

COMINGS & GOINGS

Dr. Read Pierce appointed chief quality officer

The search for a successor to **Chief Quality Officer Tom MacKenzie**, **MD**, has ended, and **Read Pierce**, **MD**, pictured, will take over the role beginning in June.



Dr. Pierce joins from the Dell Medical School at the University of Texas at Austin, where he served as co-chair of the Joint Practice Council for Quality, chief of the Division of Hospital Medicine and associate chair of faculty development and well-being. He is familiar with Denver Health, having worked at the University of Colorado Anschutz Medical Campus from 2012 until 2020

as associate director for the Institute for Healthcare Quality, Safety and Efficiency and director of quality improvement and clinical innovation for the Division of Hospital Medicine.

CEO Donna Lynne noted that in the interview process, Dr. Pierce "spoke extensively of his interest in supporting the workforce through the current challenges facing our industry with his focus on positive leadership practices, care system redesign and performance. I look forward to having Dr. Pierce work with our teams in both the hospital and ambulatory care services to advance our health system's overall clinical quality and patient safety programs."

Dr. MacKenzie is leaving Denver Health after 30 years, 15 of them as chief quality officer.

"I'm grateful for Dr. MacKenzie's commitment to a seamless transition in our program and Denver Health's continued dedication to excellence," Lynne said.

Dr. Holly Frost named senior director at Office of Research

Holly Frost, MD, is the new senior director for the Center for Health Systems Research/Office of Research (CHSR/OOR), a key leadership role at Denver Health. Dr. Frost will provide strategic oversight and facilitate an efficient, effective and vibrant environment for conducting investigator-initiated research, clinical trials, evaluation and quality improvement in our academic learning health system.



According to Chief of Academic Affairs and Public Health Romana

Hasnain-Wynia, PhD, Dr. Frost is an accomplished physician and scientist whose work in antibiotic stewardship has received national recognition. Dr. Frost and her team won the grand prize from the Infectious Diseases Society of America Foundation for the Outpatient Automated Stewardship Information System (OASIS). OASIS has been adopted by other states and exemplifies a learning health system in practice.

Dr. Frost consistently publishes in medical journals including JAMA and Pediatrics and continuously demonstrates great capacity for producing a steady stream of quality work as evidenced by her more than \$10 million in federal and foundation research funding. She also serves as a research mentor to junior and mid-career investigators and as an educator to residents and medical students. She co-chairs the Quality Improvement Review Committee at Denver Health and is an active member of the Pilot Study Grant Program Review and Selection Committee. Congratulations, Dr. Frost!



The **2023 Mental Health Month** campaign is focused on how surroundings impact mental health, and Denver Health is encouraging individuals to "look around, look within."

Please join us for a variety of mental health activities and awareness events to help promote a culture of workplace well-being for all! Visit the Mental Health Month subsite on



the Pulse for a full breakdown of events. You can download and complete a Mental Health Calendar Challenge (for prizes!), attend weekly Mindful Moments in the RESTORE Support Center, stop by weekly tabling events for mental health resources, information and swag, visit with pups for pet therapy, take an employee-taught yoga class and more!

Values Awards nomination form coming soon

The nomination form for our annual Values Awards will be live on the Pulse next week! In the meantime, start considering which individual colleagues or full teams you wish to nominate for their incredible work in living one of our four new values: Respect, Belonging, Transparency and Accountability. The Values Awards winners will be presented during Days of Celebration in June, and nominations will be shared in the 411 and on the Pulse.

Healthcare Interest Program celebrates latest class of graduates

The most recent cohort of students in the Healthcare Interest Program (HIP) at Denver Health was honored at a graduation dinner last week that included a keynote speech from **CEO Donna Lynne.**



"You choosing to make this your career path is a wonderful thing for those of us in leadership to see, and there's no question you'll see and have many rewarding experiences," Lynne said.

HIP aims to increase the number of underrepresented and nontraditional students pursuing health care degrees in Colorado and to help close the health equity gap. The program supports the academic and professional development needs of students through mentorship, lectures, workshops and shadowing of professionals.

This group of 15 students, many of whom are first-generation college students, completed a combined 1,062 shadowing hours since August, according to **HIP director Vicky Rhine**.

One of those first-generation students, **Fernanda Bahena**, is studying biochemistry at Regis University and said she "hopes to be someone that people can identify with, provide health care to minority groups, and empathize with people through health and life battles."

Also during the ceremony, Denver Health **pharmacist Jamela Urban** was named Mentor of the Year. A first-generation student who was mentored by Urban, **Han Le**, is a junior studying biology and hopes to become a pharmacist. She said that she "wants to be an advocate, provide knowledge and be the person that anyone would feel comfortable going to when in need of help."

Rhine closed out the ceremony by thanking the students and their families for their dedication to and passion for Denver Health's mission-based health care.

"Each of you are truly impressive students and aspiring health care professionals," Rhine said. "... Go forth, do good, and hopefully we'll see you again soon."

Honor walks recognize gift of life, work of Denver Health staff

It's the final week of **Donate Life Month**, and Denver Health would like to thank staff, patients and their families for supporting organ donation and the "honor walk" ritual.

Honor walks are preceded by harp chimes played in the hospital to alert staff, who line the donor patient's transfer route out of the facility. The walks recognize the patient's gift of life and honors the patient, family and the hard



work of staff. The walks are governed by Denver Health's Donor Advisory Council and supported by the spiritual care department and the nonprofit Donor Alliance. Each year, patients at Denver Health donate dozens of organs that save lives locally and across the country.

One former Denver Health patient, **Tony Young**, whose life was saved through organ donation, visited the Surgical Intensive Care Unit (SICU) on April 20 to thank our incredible staff for the work they do. Young, 48, was born with a genetic heart disease and had his first heart attack at 25. Young was treated at Denver Health for a bilateral pulmonary embolism in 2012. In 2020, Young received a heart and kidney transplant from a 34-year-old woman whose organs were transported from Texas.

Even though he had his life-saving surgery at another hospital, Young said it's important to him to show gratitude for donor hospitals such as Denver Health that played a role in his past health.

"I know you don't always get to see the positive side of donation," Young said. "Even for those people you aren't able to save, because of the quality of care, compassion and skill, you're still saving lives." Young is pictured in the SICU with, from left, **Molly Fox, Brie Johnsen** and **Liz Brown**.

The spiritual care subsite on the Pulse has a huddle sheet with more information on honor walks.

STAY INFORMED

'Catch That Star' employee referral process in Workday

Current Denver Health employees will now refer external candidates using an action in Workday. The job application no longer asks candidates to enter the name of the employee who referred them. The "Refer a candidate" action, available in the Careers application on the Workday home page, will email the employee's referral a custom application link. The candidate must apply via that link for the referral to be recognized. Updated instructions are linked in the policy and available here on the Workday Resources Hub.



Beware of 'spoof' HHS calls

The U.S. Department of Health and Human Services (HHS) Office of Inspector General (OIG) has confirmed that official HHS OIG telephone numbers are being used as part of a spoofing scam targeting people throughout the country. These scammers represent themselves as HHS OIG employees and can alter the appearance of the caller ID to make it seem as if the call is coming from HHS OIG phone numbers found on its public website. At least one person at Denver Health has been contacted in this way and promptly reported it.

The scammers use various tactics to obtain or verify the person's personal information, which can then be used to steal money from their bank account or for other fraudulent activity. All Denver Health staff are asked to be vigilant regarding potential spoof calls and to protect their personal information when dealing with unfamiliar callers.

Save your spot at the mayoral candidate health care forum May 5

There's still time to RSVP! Denver Health is hosting a mayoral health care forum at **noon Friday**, **May 5**, at the Rita Bass auditorium. Both candidates in the runoff to be the next mayor of Denver will be here to answer questions focused on health care. We hope you will be able to join us in person or watch virtually. In-person space is limited, so please RSVP here for a seat.

GET INVOLVED

Environmental sustainability challenge open to DH employees

As of April 22, 2023, Denver Health is taking part in the White House/HHS Health Sector Climate Pledge. As part of this pledge, the organization is committed to cutting greenhouse gas emissions by 50% by 2030 and achieving net zero emissions by 2050.

Health care is a significant contributor to climate change (8.5% of U.S. greenhouse gas emissions), and health care workers are responsible for managing adverse impacts of climate change on health. Of particular concern for Denver Health, climate change is a health-equity issue, and exacerbates existing health, financial and racial disparities.



Denver Health's Sustainability Committee invites all employees to contribute ideas for projects aimed at making their work environment — and therefore the organization as a whole — more environmentally sustainable. Project ideas might focus on reducing medical waste, water and energy conservation, substitution of lower-carbon pharmaceuticals (for providers), innovations in telehealth or other projects aimed at reducing auto traffic for patients and staff, promoting recycling in a work area, increasing plant-based menu items in the cafeteria and reducing food waste.

The top three proposals will be eligible for a cash prize of \$500 and technical help to create a pilot program. This challenge is sponsored by the Denver Health Foundation. Click here for full details.

Volunteer for community events and outreach programs

We're inviting all Denver Health employees to sign up and volunteer for upcoming community events and outreach programs.

By volunteering at community events, such as health fairs, festivals, food drives and local initiatives, you'll have the chance to engage with our diverse community and make a positive difference in the lives of those we serve. Whether it's offering support to vulnerable populations, handing out swag or educating and connecting our community to the multiple services we provide, your skills and expertise can have a lasting impact on the well-being of our community.

Join us in embodying Denver Health's core values of Respect, Belonging, Transparency and Accountability by participating in our community events and outreach programs. Together, we can make a difference and create a healthier, more vibrant community for everyone. Coming up is a Cinco de Mayo festival May 6-7 at Civic Center Park, 101 14th Ave., where Denver Health will have a table to provide helpful health information. Please complete the form, and if you want to participate in this particular event, email CommunityOutreach@dhha.org.

Join the Trauma Survivors' Fun Run May 13

We are excited to announce the **Denver Health Trauma Survivors' Fun Run!** Join us for a free 5K or 1-mile walk, run or wheel event at **9 a.m. 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.

Denver Health in the media

Denver Health has translation services for 200 languages

April 21, 9News

A woman says she had many setbacks to receiving care from other hospitals because English wasn't her primary language. She finally found care and resources through Denver Health's **language and interpretation services.** "We ensure that everybody who has a communication barrier never gets limited to the access of health care because of it," said Mary Pamboukis, supervisor of Denver Health's language services.

To improve health, hospitals partner to provide housing

April 20, Association of American Medical Colleges

People without stable housing often suffer from poor health and are frequent users of the emergency department. This article spotlights Denver Health's efforts to help its patients experiencing homelessness. "There are a subset of our patients who really just need four walls and the right kinds of supports to help them transition from the hospital to a longer term, more stable living situation," said **Sarah Stella, MD**, physician and lead clinical partner for Denver Health's housing project.

Importancia de la vacuna contra el Covid-19

April 18, Univision

COVID-19 vaccines are still free through May 11; however, the end of the emergency declaration may impact the availability and cost of COVID-19 services. **Ana Jacobo Cervantes**, operations driver specialist and medical assistant of Denver Health's **Mobile Health Centers** did a Facebook Live interview with Univision to encourage Latino communities to get vaccinated sooner rather than later.

Plan to expand embattled Office of Public Guardianship on hold

April 24, Denver Gazette

The agency serves as the guardian of last resort for people experiencing homelessness and individuals with mental illnesses who don't have anyone to care for them. The article mentions the Office of Public Guardianship's partnership with Denver Health. Jackie Zheleznyak, Denver Health's director of government relations, said at the 2022 public hearing at the state Capitol that "Colorado is in desperate need of guardianship services and an office with adequate support and necessary training of those who work there to succeed for our vulnerable populations."

Black Women's Learning Institute Publishes White Paper Addressing Anti-Racist Clinical Care April 24, EDGE Media Network

The **Denver Prevention Training Center at the Public Health Institute at Denver Health** provides innovative training, consultation and information to healthcare professionals for their organizations. Its director **Helen Burnside** and associate director **Tai Few** recently had their work published in a white paper titled *Anti-Racist Clinical Care: Improving Health Outcomes for Black Women*. This work provides critical information for health care providers on the historical context of racism in the health care system in the U.S. while providing real-life examples of the ways history is manifesting in the present day.

National awareness and recognitions

May is Better Hearing and Speech Month, recognizing communication disorders and the professionals (speech pathologists and audiologists) who diagnose and treat them. May is also the month of ALS Awareness, Arthritis Awareness, Celiac Disease Awareness, Cystic Fibrosis Awareness, Healthy Vision, Hepatitis Awareness, High Blood Pressure Education, Lupus Awareness, Melanoma and Skin Cancer Awareness, Mental Health Awareness, National Asthma and Allergy Awareness, Osteoporosis Awareness and Prevention and National Stroke Awareness. 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.

April | May

April 28: CEO town hall April 28: National Superhero Day April 28: H:\ drive cleanup deadline April 29: 'Aftershock' screening May 1-31: Mental Health Month Calendar Challenge May 2: CEO town hall May 2 & 18: Mental Health Month resource table and cart May 3: CEO town hall May 4: CEO town hall May 4, 11, 18, & 25: RESTORE Mindful Moments May 5: Mayoral candidate health care forum

PDF

- May 6-10: Nurses Week
- May 8: RESTORE pet therapy
- May 9: Diabetes lunch and learn
- May 10 & 24: Mental Health Month resource table
- May 11: RESTORE pet therapy May 13: Trauma Survivors' 5K
- May 16: All-levels yoga class
- May 17: WorkLife Partnership Virtual Lunch and Learn
- **May 18:** Health Advocate webinar, Mental Health and Me 8:15 a.m. webinar or 2:15 p.m. webinar



