



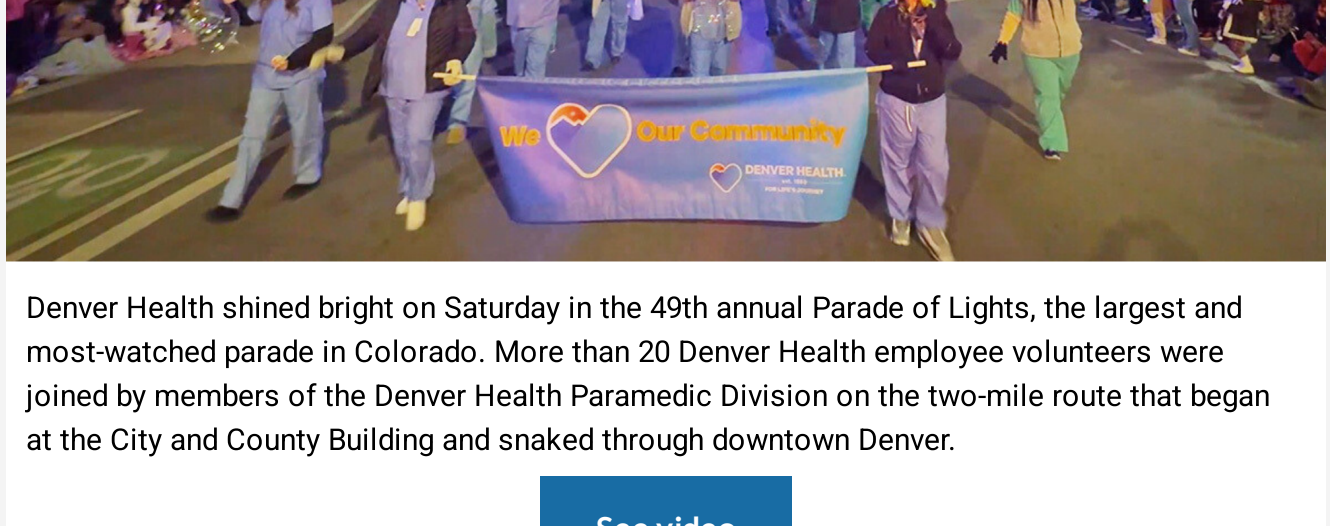
DENVER HEALTH
— est. 1860 —
FOR LIFE'S JOURNEY

DENVER HEALTH'S WEEKLY 411

The week's most critical information delivered to your inbox.

Thursday, December 7, 2023

Denver Health paramedics, volunteers greeted with gratitude at parade



Denver Health shined bright on Saturday in the 49th annual Parade of Lights, the largest and most-watched parade in Colorado. More than 20 Denver Health employee volunteers were joined by members of the Denver Health Paramedic Division on the two-mile route that began at the City and County Building and snaked through downtown Denver.

[See video](#)

STAY INFORMED

Putting patients first when choosing parking

Patients are struggling to find parking in the Pav L and Pav G patient parking garages. Despite efforts to redirect employees to park in employee lots, we're needing to revisit the issue. In 2024, Denver Health Security will begin fining employees who violate the employee parking policies. Fines are \$35 or \$300 if in handicap parking.

[Learn more](#)

Community resource guidance for migrant patients

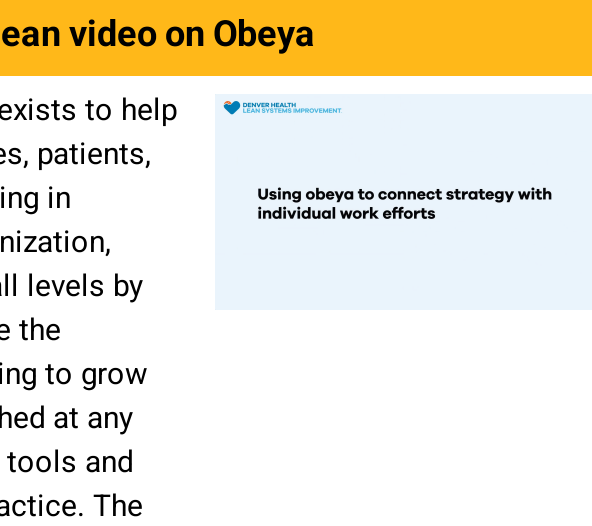
In response to an influx of requests due to the hundreds of migrants who continue to arrive in Denver, please see the following INTERNAL-ONLY information and resource guide about referring our new migrant patients for community support. This information is provided courtesy of **Lisa Canady, LCSW, director of social work for Ambulatory Care Services.**



[Learn more](#)

Microsoft Office license changes coming Jan. 1

Denver Health licenses Microsoft Office products (Outlook, Word, Excel, PowerPoint, OneNote, etc.) on three-year agreements. We are making some changes to licenses beginning with our next agreement, which goes into effect Jan. 1. These changes will save Denver Health approximately \$1 million per year.



[See changes](#)

Non-English speaking patients welcome at Bariatric Surgery Center

Our [Bariatric Surgery Center](#) welcomes patients ages 16-65 who speak English, Spanish and many other languages. Now they have an additional outreach tool to reach non-English speaking audiences. In July, we shared a patient story about [TikTok influencer Diana Corona](#), who had her bariatric surgery at Denver Health. Corona, who is a native Spanish speaker, also starred in [this new video in Spanish](#) to speak specifically to that audience.

[Read more](#)

Watch the latest QuickLean video on Obeya

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 on the [Access to Care Obeya](#).



[See video](#)

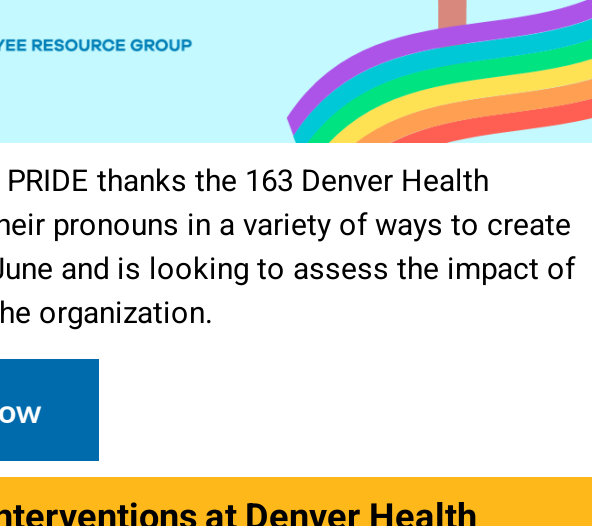
Free workplace well-being benefits for staff

Thank you to the 237 employees who answered our last Pulse poll. A full 90% of you got it right! All of the following benefits are FREE for Denver Health employees: Perkspot discounts, Elevation virtual fitness portal, WorkLife Partnership community resources and MyStrength mental health resources. Treat yourself to the gift of health and wellness this holiday season (and all year long)! Visit the Workplace [Well-being subsite](#) to learn more.

Take a Poll	
Treat yourself to the gift of health and wellness this holiday season! Which of the following benefits are FREE for employees to use any day of the year? (Hint: Visit the well-being subsite for the answer).	
Perkspot (discounts)	5.7%
Elevation (virtual fitness portal)	0.9%
WorkLife Partnership (community resource specialists)	1.3%
MyStrength (mental health resource)	0.9%
All of the above!	90.0%

Thousands of employees take part in holiday brunch

A huge thanks to Food and Nutrition Services, the dozens of volunteers and the thousands of employees who made this year's employee holiday brunch possible. More than 2,500 meals were served in the dining room and delivered to departments on Wednesday morning. And 76 volunteer shifts were filled, with many volunteers staying for more than one shift.



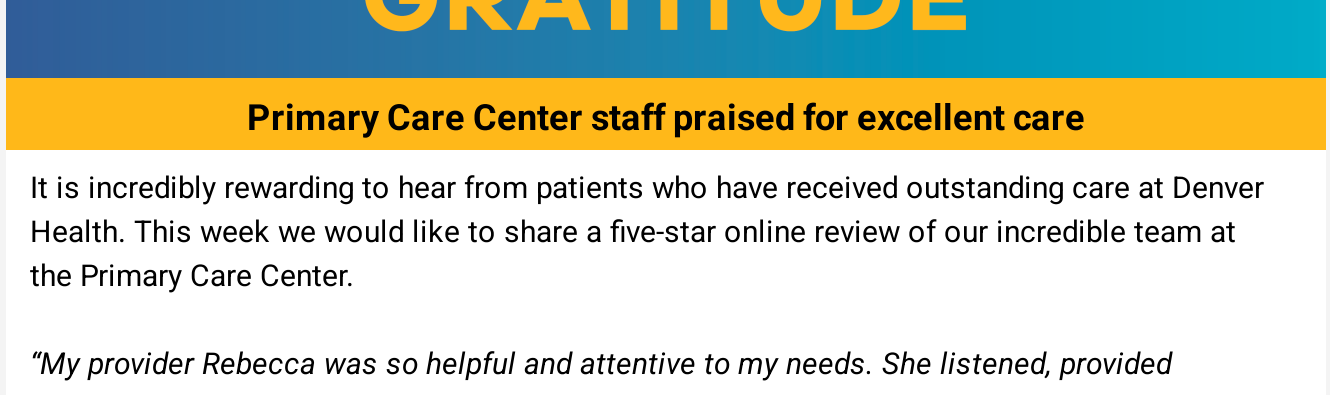
[See photos](#)

New restaurants coming to 601 Broadway

Beginning next **Wednesday, Dec. 13**, anyone visiting or working on the main campus will have a new option for breakfast, lunch and dinner! We are excited to welcome our new neighbor, **Urban Cafe & Restaurant**, located on the ground floor of the **601 Broadway** administrative building, where Potbelly was previously located. Aloha Cones will replace the previous Thump Coffee shop and plans to open sometime in 2024. We will share an official opening date when we receive it. Bon appétit!

GET INVOLVED

Take survey to assess impact of recent Pronoun Pledge



Denver Health LGBTQ+ Employee Resource Group PRIDE thanks the 163 Denver Health employees and leaders who have pledged to use their pronouns in a variety of ways to create inclusivity. PRIDE launched its Pronoun Pledge in June and is looking to assess the impact of this pledge on perceived use of pronouns across the organization.

[Learn how](#)

Help improve tobacco cessation interventions at Denver Health

The Public Health Institute at Denver Health and Tobacco Cessation Clinic need your help to improve tobacco cessation interventions at Denver Health. They are doing research on improving the care of LGBTQ+ individuals, those with mental health diagnoses, the Black/African American community and patients who receive financial assistance.

[Participate here](#)

Save the date for annual diabetes conference Feb. 26

Save the date for the annual Diabetes Education Conference. Join Denver Health diabetes care and education specialists from **9 a.m.-3:30 p.m. Monday, Feb. 26**, in the Sabin classroom in Pavilion C or via WebEx, to learn about diabetes technology. [See this flyer](#) for more details about cost, continuing education credits, registration and more. Contact Diabetes.Educators@dhha.org with questions.

GRATITUDE

Primary Care Center staff praised for excellent care

It is incredibly rewarding to hear from patients who have received outstanding care at Denver Health. This week we would like to share a five-star online review of our incredible team at the Primary Care Center.

"My provider Rebecca was so helpful and attentive to my needs. She listened, provided education, examined me, ordered tests and even discussed results and possible treatment in the same day! I needed stat testing, and I was able to get in within 30 minutes of the tests being ordered. Everyone was professional and friendly. That's why I love Denver Health... I ALWAYS receive excellent care!!"

We encourage staff to ask patients to leave a positive review online, as a higher rating helps build trust in our community. Every star counts!

IN THE NEWS

[Denver's NurseLine program saves hundreds of ambulance trips](#)
Dec. 6, 9News

A pilot program between the City of Denver and Denver Health is working to help sort through which calls need ambulance resources, and which calls can be handled by telephone from home.

"Nobody wants to go to the emergency department and have to wait, or have to pay for an ambulance bill if they didn't need it. Our nurses are incredibly skilled and they're able to treat a lot of people at home," Dr. Andrew Monte, medical director of Denver Health's NurseLine, said.

[Denver Health NurseLine aims to divert less serious 911 calls](#)
Dec. 1, Denver7

"Callers talk to an actual nurse who can assess them and give them recommendations that perhaps we can treat them at home. Sometimes we tell them, they need to go to an urgent care clinic," said Dr. Rick Dart, director of the Denver Health NurseLine. "The infrastructure costs are so high for emergency departments that each patient is going to sustain a large charge. If we can avoid that for the patient and for the healthcare system, then that's great."

[SHMSIG Leaders Reflect on 2023](#)
Dec. 1, The Hospitalist

"With hospitalists frequently being the largest group in most institutions, the need for disaster preparedness and management training for hospitalists becomes imperative," Dr. Maria (Gaby) Frank, hospital medicine disaster preparedness and management special interest group chair, said.


[Denver Mayor Johnston "re-evaluating" how cold it must be to open cold weather shelters](#)
Nov. 29, The Denver Post

Hundreds of homeless metro Denver residents end up in hospitals for emergency treatment of hypothermia and frostbite, according to Dr. Joshua Barocas, an internal medicine and infectious disease physician at the University of Colorado's Anschutz Medical Campus who sees homeless patients at the Denver Health Medical Center.

MARK YOUR CALENDAR

December

Dec. 7: Web security program goes live	Dec. 14: Trauma-Responsive Care workshop
Dec. 7: Civil law legal clinic	Dec. 15: RESTORE Group Support: Distress & Burnout
Dec. 10: Jingle Bell Run	Dec. 27: RESTORE Gifts and Grievs
Dec. 13: RESTORE Gifts and Grievs	

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Denver Health VALUES
how we do it.

RESPECT

BELONGING

TRANSPARENCY

ACCOUNTABILITY

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.

[View this email in your browser](#)

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