



DENVER HEALTH'S WEEKLY 411

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

Thursday, January 19, 2023

Recognizing Heart of Denver Health Values Award winners

Denver Health's annual Values Awards, held in June, showcases some of our health care system's best in the areas of True North, Excellence, Relentlessness and Stewardship. To honor our winners further, we're re-sharing our awardees each quarter to better highlight their great work. The Values Award Winners for Relentlessness are the **Environmental Services custodians**. Pictured are, from left to right, Kelsey Aguirre, EVS manager; Walter Jefferson, EVS supervisor; and Judy Barraza, EVS



supervisor. They were nominated because they "have been relentless in maintaining the best environment during an exceptionally challenging year and have done so with grace and commitment." Other winners include:

- Values Award Winner for True North: **Cecilia Navarrete-Garcia**, care navigator, Federico F. Peña Southwest Family Health Center
- Values Award Winner for Excellence: **Jason Pearce**, lead Extract, Transform and Load (ETL) architect and developer
- Values Award Winner for Stewardship: **Natalya Starkle**, dentist

[Read more and see photos here](#). Congratulations to this quarter's winners, and thank you for your amazing service!

Security changes coming to your email

Beginning **Thursday, Jan. 26**, expect to see some important changes to your Denver Health email. Our IT security team is upgrading to a new email security system to better protect you and Denver Health against phishing and other malicious email attacks. The changes you will see are to emails you receive from outside of Denver Health's network (also known as external emails).



These are the top changes to look for:

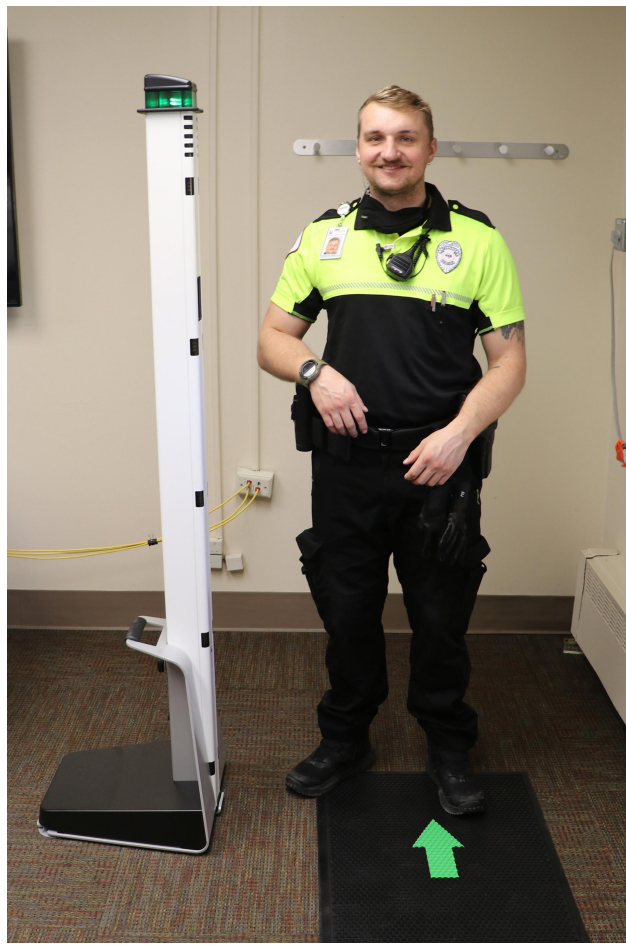
- Any emails deemed spam, malicious or bulk email will no longer be delivered. Spam or bulk email will show up in a daily digest, which you can then choose to release to your inbox if they are indeed legitimate or block the sender if they are not.
- Hovering over links in emails to check to see if they come from a legitimate source will look slightly different, with all containing "urldefense.proofpoint.com" at the beginning, in addition to the link. As a reminder, there is a button at the top right of your Outlook to click to alert our security team about malicious emails you receive anytime. Encryption of protected health information (typing 'PHI' into the subject line of emails) will not change with the upgrade.

For more on these changes, please refer to [the guide here](#).

Safety and security update: Metal detectors coming in late February

Editor's note: As part of biweekly communication in the 411, we will detail the progression of work in the areas of safety and security at Denver Health.

After listening to concerns from staff, patients and visitors, Denver Health is adding metal detectors at the entrances of Pavilion A and Pavilion C. The mobile metal detectors — one of which is shown at right with master security officer Austin Schippers — will be rolled out at the end of February. Plans initially call for two metal detectors at each entrance, and two additional metal detectors will be added in rotating locations across the health care system to be determined by incident data collected by our security team. The machines have a digital touchscreen that can adjust sensitivity to pick up large weapons such as guns and knives or small items like coins or razor blades. Signage will be installed to let patients and visitors know of the coming change. Employees with a badge will be able to bypass the metal detectors and will be encouraged to use other entrances



that allow badge access. The Denver Health security team will assess the rollout of these metal detectors over the first few months and make adjustments to avoid backups at entrances. More information will be shared in upcoming 411 newsletters as we get closer to the launch date.

DIVERSITY, EQUITY & INCLUSION

Denver Health specialist connects with community on MLK Day

Austin Collins, a health program specialist for the Public Health Institute at Denver Health, handed out 135 COVID-19 rapid test kits, 178 digital thermometers and 173 hand sanitizers during the 38th annual Martin Luther King Jr. Day 'Marade' at Civic Center Park on Jan. 16. Collins, shown at right, connected with hundreds of community members over about four hours before, during and after the Marade. Thanks to Collins for supporting Denver Health and our community on this day of service.



RECOGNIZING YOU

Specialty clinics nationally recognized for excellent patient care

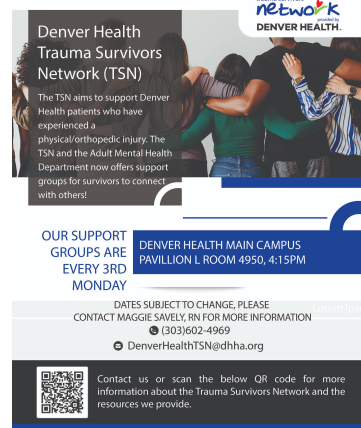
Denver Health's ambulatory adult and pediatric specialty clinics have been recognized, again, as a Patient-Centered Specialty Practice by the **National Center for Quality Assurance**. This is their third time being recognized at Denver Health, which is among just 260 such practices recognized nationally. Denver Health has the only recognized specialty system in Colorado, placing us above the rest in quality of care for specialty patients. Congratulations to the respective teams for the continued excellence of care you provide.



STAY INFORMED

In-person support groups available to traumatic-injury survivors

Denver Health's **Trauma Survivors Network** now offers monthly in-person support groups for patients who have had physical injuries from major traumas and were treated at Denver Health. Support groups are held **every third Monday of the month from 4:15-5 p.m.** in room 4950 of the Outpatient Medical Center. Dates are subject to change. For more information, contact DenverHealthTSN@dhha.org.



Learn lifesaving techniques from Denver Health paramedics

The recent on-field cardiac arrest of Buffalo Bills safety Damar Hamlin during a Monday Night Football game, and the lifesaving care he quickly received from medical staff, serves as a reminder of the importance of learning proper CPR technique. The **Denver Health Paramedic Division** offers a variety of courses, including the American Heart Association's **Heartsaver CPR AED** training from **10 a.m.-noon on Saturdays** at the Rita Bass Trauma and EMS Institute, 190 W. Sixth Ave. The CPR course costs \$30. Denver Health paramedic Jon Parsons, center in the photo, taught the most recent course on Jan. 14. [Click here](#) for a full list of classes and to register.



National awareness and recognitions

Sunday, Jan. 22, marks the start of the **Lunar New Year**, the most important holiday in several Asian countries. This is the **Year of the Rabbit**.

Next week, **Jan. 23-29**, is **National CRNA Week**, and we'd like to recognize and thank all certified registered nurse anesthetists at Denver Health. More to come in next week's 411.

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.

Denver Health in the media

- **Dr. Brett Leggett**, director of inpatient pediatrics, talked with [the Denver Gazette](#) about influenza cases among children.
- Denver Health's **volunteer program** was featured in [Mile High on the Cheap](#) about ways to give back to the community.
- **Dr. Nicole Larrea**, of the OBGYN team, provided her expertise on tubal ligations to [Giddy](#), an online publication that educates men about sexual health.
- Another news highlight from the **OBGYN team** — **Dr. Jill Aildredge** discussed symptom management in patients with ovarian cancer during treatment with a PARP inhibitor [on a specialty website for oncology health care providers](#).
- **Michelle Metz**, nurse manager of the Forensic Nurse Examiners Program, appeared on Denver Health's weekly [Fox31 segment](#) to raise awareness about National Human Trafficking Prevention Month.

January | February | March

Jan. 24: Learn about RESTORE peer responders
Jan. 25: College savings program session
Jan. 26: Email security upgrade rollout
Jan. 27: Fidelity retirement planning appointment
Jan. 31: Zero Suicide Workforce Survey closes

Feb. 3: Deadline to apply for [Phlebotomy Program](#)
Feb. 7: Fidelity retirement planning appointment
Feb. 13: Diabetes education conference
Feb. 17: Fidelity retirement planning appointment
March 8: Fidelity retirement planning appointment
March 31: Fidelity retirement planning appointment



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.

