

The afternoon, hundreds of employees came to celebrate the official unveiling of the interactive **Denver Health Angels** mural, created by muralist Austin Zucchini-Fowler. Funded by donations to Denver Health Foundation, the mural stretches the length of the alley connecting Acoma and Bannock streets between the Outpatient Medical Center patient parking garage and the paramedics garage.

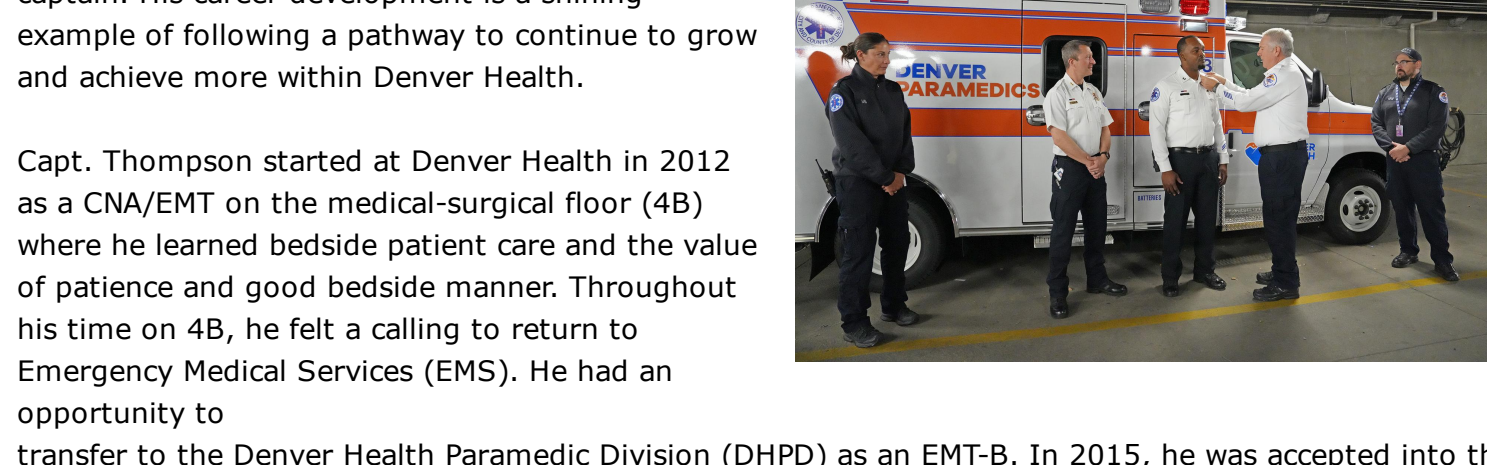
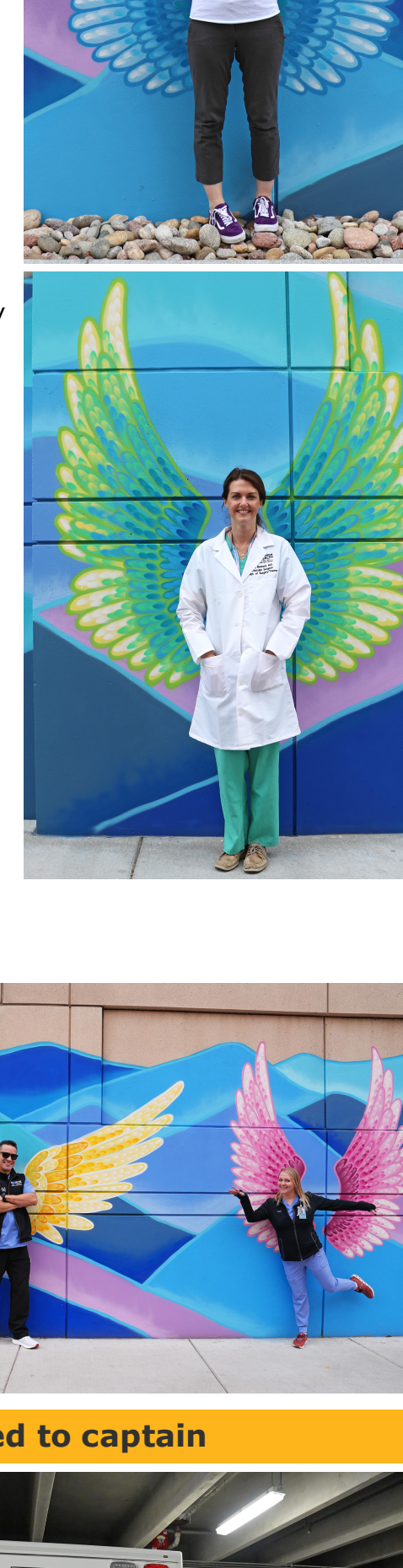
Members of the Denver Health Board of Directors and executive team joined the event for group photos and remarks. **CEO Donna Lynne** began by thanking Zucchini-Fowler, the **Denver Health Engineering team, Chief Experience Officer Amy Friedman** and others for helping to make the mural a reality.

"It's one thing for Austin to paint this large mural, but there are also a lot of logistics to support what goes on here, so it's important to acknowledge the work everyone does," Lynne said. "It's so important to keep everyone safe. That's why this mural is here, so we want you to walk on the sidewalk and take pictures of yourselves with the mural. I think our patients are going to be excited when they go through this stretch and through the OMC garage."

Zucchini-Fowler also created a mural on East Colfax Avenue to honor health care workers during the pandemic.

"This is by far my biggest mural yet, and I am so excited that it was an opportunity to celebrate the health care community through diversity and highlight the individuals, and then provide an interactive piece for health care workers to be loved, share love and really be celebrated," he said. "Thank you everyone for making this happen. I'm so grateful."

The interactive mural is designed for patients, employees and community members to take selfies standing in front of the series of angel wings at either end. You can use hashtag #denverhealthangels and tag @DenverHealthMedical when posting your "angel wing" photos to Instagram. [Click here](#) to view a gallery of photos from today's event.



**Longtime paramedic, Mack' promoted to captain**

**Mackennon "Mack" Thompson** is the latest Denver Health paramedic to be promoted to captain. His career development is a shining example of following a pathway to continue to grow and achieve more within Denver Health.

Capt. Thompson started at Denver Health in 2012 as a CNA/EMT on the medical-surgical floor (4B) where he learned bedside patient care and the value of patience and good bedside manner. Throughout his time on 4B, he felt a calling to return to Emergency Medical Services (EMS). He had an opportunity to transfer to the Denver Health Paramedic Division (DHPD) as an EMT-B. In 2015, he was accepted into the yearlong paramedic program at the Rita Bass Trauma and EMS Education Institute.



He graduated and served as a paramedic for six years before applying to be a lieutenant on command staff. He was successfully promoted in 2021 after facing the frontlines of the pandemic alongside his colleagues. And he is proud to continue his leadership journey to support and grow the next generation of Denver Health paramedics.

"For the past decade I have been a part of one of the greatest health care organizations in the country. After docking over 13,000 hours of emergency trauma and medical calls and seeing multiple positive outcomes to most of these calls, I am continuously convinced that I chose the right hospital for my EMS career," Thompson said. "Thank you, Denver Health, and thank you, Paramedic Division for the past decade. I can't wait to do another!"

Thompson is pictured receiving a pin from **Chief Gary Bryskiewicz** during a ceremony in the paramedics garage on Wednesday.

**RECOGNIZING YOU**

**Orthopedics presents research at international conference**

The Orthopedics team's hand and microvascular surgeons, along with partners at the University of Colorado, had a chance to showcase their knowledge at the American Society for Surgery of the Hand's 78th annual meeting in Toronto Oct. 5-7. Fourteen research papers were submitted for the meeting, 10 of which were accepted for presentations by the Denver Health team.



**Alexander Lauder, MD, director of research for the Hand Fellowship at Denver Health**, presented, "Nerve Injury after Upper Limb Gunshot Injury: A Systematic Review and Meta-Analysis." This presentation covered the team's findings that traditional teaching, which emphasizes monitoring for symptoms of neuropaxia (stretch injuries) in low-velocity gunshot injuries, is possibly incorrect.

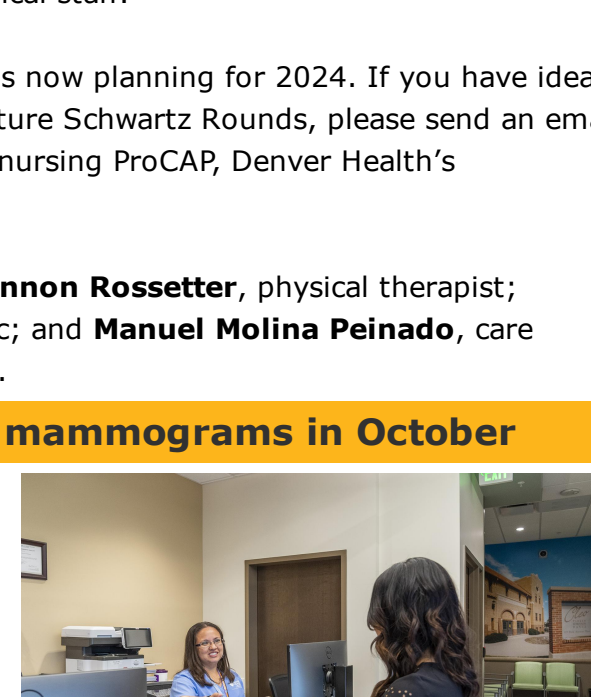
"Our study highlighted that up to 71% of nerve injuries resulting from ballistic trauma may be transection-type injuries that may benefit from early surgical intervention rather than observation, prompting change in management for patients presenting with these injuries," Dr. Lauder said.

These findings led to the development of a new algorithm for management, now implemented at Denver Health and showcased internationally at this conference. The new process will likely be adopted at hospitals nationwide, demonstrating Denver Health's leadership at the forefront of health care.

Pictured, from left, are orthopedic physicians **Andrew Federer, MD, Andrew Martens, MD, and Dr. Lauder**.

**Latest Schwartz Round focuses on giving, caring**

This week brought a much-needed Schwartz Round to over 100 Denver Health employees and even one retiree. A selected panel of colleagues brought helpful reminders that giving and caring can also bring heavy lifts. Speakers shared ways to refuel and refresh. The Schwartz Rounds Committee chose to frame yesterday's discussion around the Enneagram personality, type 2. Enneagram is a paradigm that looks at what motivates different people to think, feel and act in unique ways. It aims to increase self-understanding so that we can have compassion for the ways we get stuck, while also nurturing our unique strengths.



For those unable to listen in or attend in person, the helpful reminders we might all need from time to time included:

- Resiliency isn't about hardening, it's about softening.
- Not blooming alone but tilling the soil so that we all thrive alongside each other. If you are the one flowers who blooms in concrete, you may be bloomed but are alone and empowering at another. It can help to tune in with where you are along that spectrum. Our good days may look different than our rough days.
- Boundaries are important.
- It is a gift to know how to be with others when things are hard and connect with them even in the most difficult times.

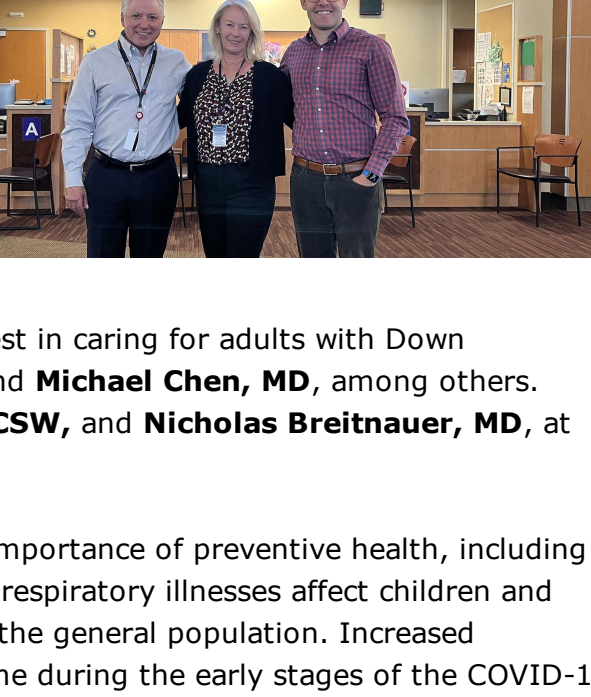
Denver Health has held Schwartz Rounds for more than 10 years. These gatherings of colleagues are open to all Denver Health caregivers, colleagues and staff, and are intended to address the emotional and social challenges that we face in taking care of our patients and families. The Schwartz Rounds mission is to promote compassionate health care and strengthen the relationship between patients and caregivers. They feature both specific case studies and general topics within health care, both of which are sure to resonate across disciplines, including with non-clinical staff.

Schwartz Rounds are part of Denver Health RESTORE, which is now planning for 2024. If you have ideas for discussion topics or would like to receive invitations for future Schwartz Rounds, please send an email to [DHSchwartzRounds@dhha.org](mailto:DHSchwartzRounds@dhha.org). Attendance counts toward nursing ProCAP, Denver Health's professional clinical advancement program.

Special thanks to **Tara Rynders**, clinical nurse educator; **Shannon Rossetter**, physical therapist; **Jeremy Long**, internal medicine team lead, WebU Adult Clinic; and **Manuel Molina Peinado**, care navigator lead, pictured, for participating in yesterday's panel.

**More than 100 employees register for mammograms in October**

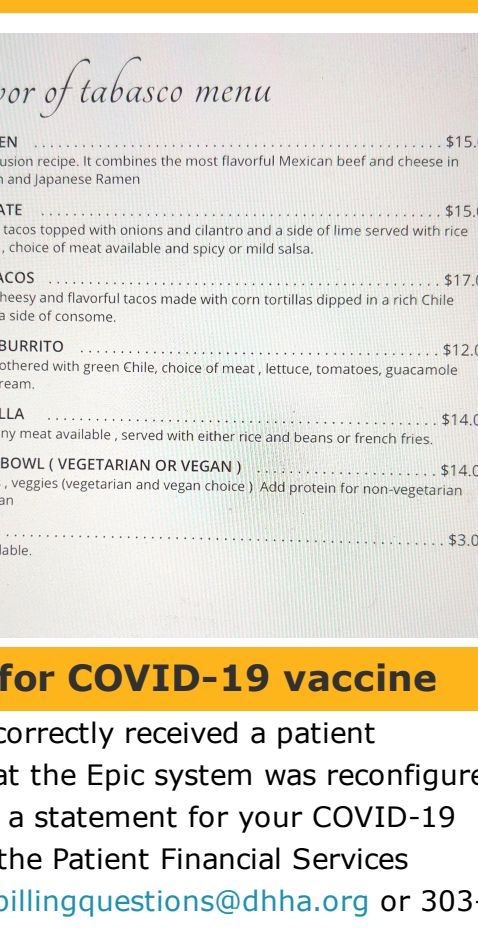
As part of Breast Cancer Awareness Month, Denver Health Breast Imaging signed up more than 100 employees for our employee mammography screening days! Tomorrow is the last of the Friday sessions this month specifically for employees — and although sign-ups for tomorrow are now closed, it's still a good time to remind you why you should make an appointment for your routine mammogram at Denver Health:



- **Routine mammograms at Denver Health are convenient.** You can make an appointment and be seen within a week, even during a break in your workday if you want. The appointment takes 20 minutes or less, and you usually get your results within a day. Make an appointment through MyChart or by calling 303-602-4140.
- **We are among the best in the country at detecting breast cancer early.** If we can detect breast cancer at its earliest stage, it could save your life. The five-year survival rate approaches 100% following treatment, if detected and treated at its earliest stage.
- **Your privacy matters.** We maintain HIPAA compliance and Denver Health's strict standard of protecting your private health information when you come to see us. You do not have to be concerned about anybody finding out about your visits with us.
- **Your insurance covers mammograms.** Mammograms are recommended yearly for anyone with breasts age 40 and over. All insurance plans cover mammograms for preventative screening.
- **State-of-the-art technology.** Denver Health Breast Imaging is located on the fifth floor of the Outpatient Medical Center and the clinic features the newest equipment in the state; we have the ability to perform 3D mammography, breast ultrasound, breast MRI and ABUS (whole breast ultrasound).
- **Fellowship-trained doctors.** All of the doctors interpreting your mammogram are fellowship trained in breast imaging, which sets us apart from many other breast imaging programs in the country.

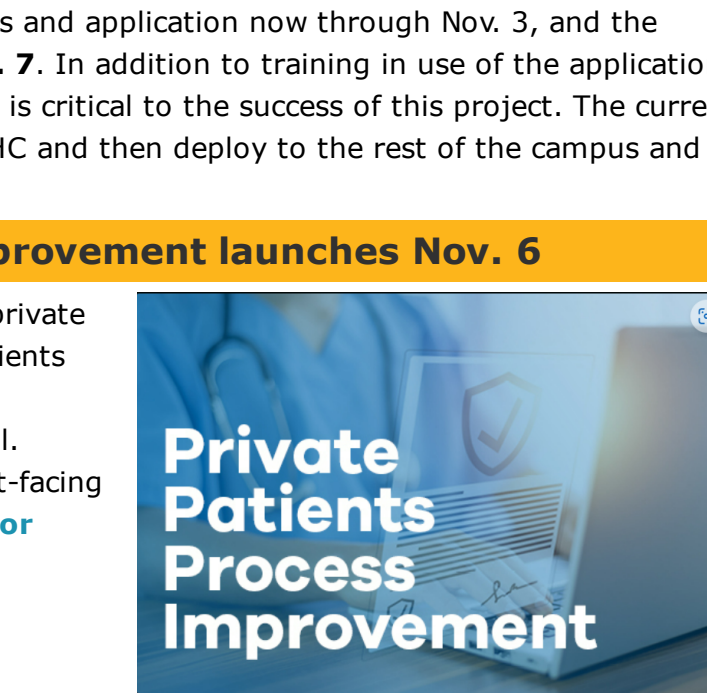
**Celebrating International Infection Prevention Week**

Last week was International Infection Prevention Week, an annual observance that acknowledges the innumerable contributions that infection preventionists (IPs) make to patient care. IPs come from diverse backgrounds such as nursing, public health, laboratory and other allied health fields, and they wear many hats in their day-to-day duties. They are trained professionals, leaders, educators and collaborators working with all disciplines in the hospital and clinics to promote the culture of safety and impact the health of patients and staff. If you see one of Denver Health's amazing IPs out and about, thank them all they do for our patients and staff! Pictured are members of the Infection Prevention and Antimicrobial Stewardship teams, along with **Chief Quality Officer Reid Pierce**, MD, at their combined retreat in September.



**Down Syndrome Awareness Month highlights preventive health**

Each October we celebrate Down Syndrome Awareness Month with the goal of raising awareness of the unique health needs, advocacy opportunities and future research directions in care for people with Down syndrome. Denver Health has partnered with **Global Down Syndrome Foundation** since 2016 to start the Adult Down Syndrome Clinic at the Federico F. Peña Southwest Family Health Center, which has been growing its numbers of patients and providers this year. New staff includes the addition of physical therapy providers **Shawn Jackson, MSPT** and **Erin O'Brien, DPT**.



As well as a growing list of providers in the system with interest in caring for adults with Down syndrome are **Nicholas Gagner, DMD, Lindsey Steig, OD, and Michael Chen, MD**, among others. Pictured, from left, are **Barry Martin, MD, Nina Cruchon, LCSW, and Nicholas Bretnauer, MD**, at the Peña clinic.

One of the aspects of care to highlight this fall season is the importance of preventive health, including seasonal vaccines, for people with Down syndrome. Common respiratory illnesses affect children and adults with Down syndrome disproportionately compared with the general population. Increased hospitalization rates were seen in patients with Down syndrome during the early stages of the COVID-19 pandemic. As we brace for a more typical influenza season, we encourage all providers who care for patients with Down syndrome to spend time counseling patients and caregivers on the importance of flu and COVID vaccines.

The Adult Down Syndrome Clinic at Denver Health continues to expect growth as patients are able to be seen from across the state, in addition to an increasing number of pediatric patients from Children's Hospital Colorado. We can serve in either a primary care capacity or a yearly specialty consultative capacity. We offer expert care for adults with Down syndrome and apply the 2020 "Medical Care of Adults With Down Syndrome: A Clinical Guideline" from the Journal of the American Medical Association. In the upcoming 2025 national guideline five-year update, Dr. Martin will serve as a repeat author and Dr. Bretnauer will serve as a volunteer contributor.

For more information on local Down syndrome activities, visit the [Global Down Syndrome Foundation website](#). For information on advocacy opportunities for people with Down syndrome, visit the [National Down Syndrome Society website](#). For more information about Adult Down Syndrome Clinic at Denver Health, please reach out to [Nicholas.Bretnauer@dhha.org](mailto:Nicholas.Bretnauer@dhha.org).

**STAY INFORMED**

**Flavor of Tabasco food truck coming to Denver Health Nov. 1**

Local vendor Flavor of Tabasco is the latest addition to "Food Truck Wednesdays" at Denver Health. Flavor of Tabasco is bringing its authentic Mexican cuisine outside the Outpatient Medical Center from **11 a.m.-2 p.m., Wednesday, Nov. 1**. Click the menu at [right](#) to enlarge it.



Another vendor, Krazy Thai Food Truck, is set to be outside the OMC from **6-10 p.m., Friday, Oct. 27**. Denver Health is looking to add more vendors to keep Food Truck Wednesdays going. [Share feedback or suggest other food trucks](#) to Amy Friedman at [Amy.Friedman@dhha.org](mailto:Amy.Friedman@dhha.org).

**Epic updated after employees wrongly billed for COVID-19 vaccine**

As mentioned in last week's 411, several Denver Health employees incorrectly received a patient statement for their COVID-19 vaccination. We are happy to report that the Epic system was reconfigured and updated on Tuesday, Oct. 24, to correct the issue. If you received a statement for your COVID-19 vaccination or paid the statement you received, you can call or email the Patient Financial Services Department with your facility/physician billing questions at [employeebillingquestions@dhha.org](mailto:employeebillingquestions@dhha.org) or 303-602-2240.

**The Epic Ambulatory care clinics to go live with Epic Willow Inventory**

The Epic Willow Inventory application is coming to a clinic near you. Clinics currently use papers and faxing to order medications, which makes accuracy in tracking and managing medication inventory efficiently across a very large system of clinics very difficult. The Outpatient Medical Center and School-based Health Center teams are training on the process and application now through Nov. 3, and the application is scheduled to go live in these areas **Nov. 7**. In addition to training in use of the application, accurate documentation of medication administration is critical to the success of this project. The current plan is to learn from the deployment in OMC and SBHC and then deploy to the rest of the campus and off-campus clinic locations.



**Private patients process improvement launches Nov. 6**

Effective **Nov. 6**, Denver Health will change the way private patients are identified in Epic. Privacy status for inpatients and behavioral health patients will now be easier to understand and communicate throughout the hospital. Training is available, including tip sheets and a patient-facing infographic in both English and Spanish. [Click here for training resources and more information.](#)

**OUR RATINGS & REVIEWS**

**Patient thanks physician for catching serious medical issues**

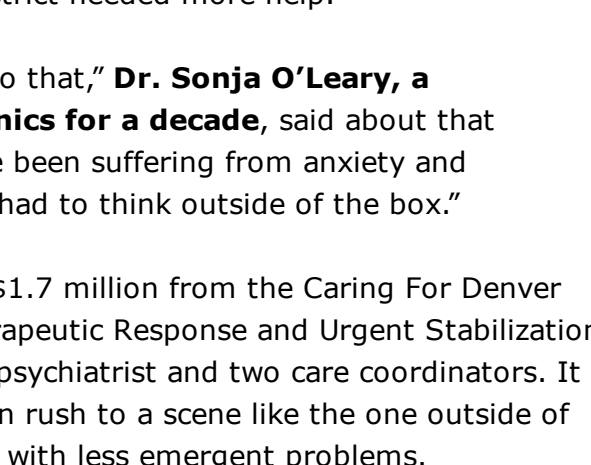
Hearing from patients who have received outstanding care at Denver Health is incredibly rewarding, and we want to share feedback with staff on a regular basis in the 411. Today we have comments from a patient who emailed the Patient Advocate Team to thank internal medicine physician **Scott Sutton, MD**.

"Dr. Scott Sutton is a phenomenal, compassionate, caring and attentive doctor! I met with him for the first time earlier this morning, he sent me for labs, and then he called me the next day to see my orders and I believe that afternoon I returned at his request for a repeat CBC that showed a critical low WBC (Ct as well!). Thanks to his attentiveness to my care and later a team of specialists, they caught something that is serious. He was extremely pro-active and things moved very quickly!! I might be in a very different place right now had he not made the decisions he would on the day we met (I simply went in for a referral!) Many serious medical issues arose that I would not have otherwise known about! It all started with him. Thank you, Dr. Sutton!"

Do you have great feedback you'd like to share with staff? Send it to [DenverHealth411@dhha.org](mailto:DenverHealth411@dhha.org). We will remove personal information before publishing.

**EMPLOYEE ENGAGEMENT**

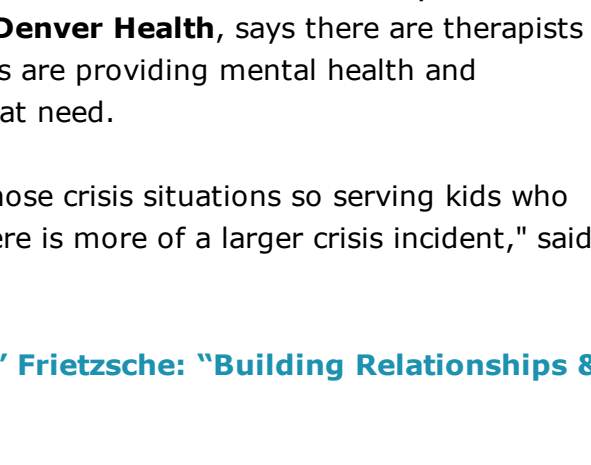
Denver Health Food Services is adding a self-serve food and drink micro market at the Good Day Café and we are excited to welcome all employees to help us name the addition. Construction is underway and should be wrapped up by the end of the year. The new service brings additional options for coffee, meals and grab-and-go snacks available 24/7. Participants are asked to submit their naming suggestions [here](#). The selected winner will receive a \$50 gift card to the micro market or Good Day Café. Thanks for joining us!



**JOIN THE COMMUNITY**

**Support PRIDE at HalloQueen costume party and fundraiser**

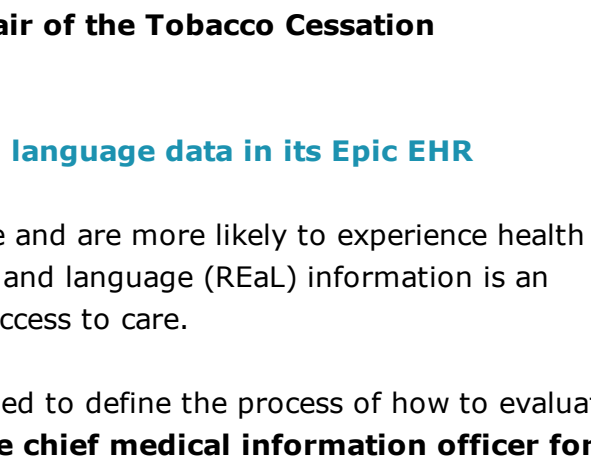
Denver Health's LGBTQ+ Employee Resource Group PRIDE invites you to participate in HalloQueen, a costume contest party and fundraiser that will allow this group to host more year-round events and connect with LGBTQ+ employees. The event is set for **\$30-\$8 p.m., TODAY, Thursday, Oct. 26** at U1 Devils Lounge, 255 S. Broadway in Denver. Appetizers will be served.



Donate \$45 or more and receive a limited edition of the PRIDE HalloQueen Water Bottle — a unique and exclusive item that celebrates the LGBTQ+ community and supports PRIDE initiatives.

**Volunteers sought for Parade of Lights on Dec. 2**

A special thanks to our paramedic teams and volunteers for representing Denver Health in the Broadway Halloween parade last Saturday. We're hoping to grow our volunteer team for the upcoming Parade of Lights on **Dec. 2**. If interested, [sign up here](#). We'll again distribute scrubs to volunteers and anticipate finding fun ways to light up our team.



**GET INVOLVED**

**Sign up to be a Secret Pal, nominate colleagues in need by Nov. 9**

The Secret Pal program is a Denver Health tradition that matches nominated employees in need with a team/unit eager to help supply toys, clothes, experiences or gift cards for the holidays! There are two ways to participate:



- **Nominate an employee** in need to receive holiday gifts for their family from the "Secret Pals." A nomination form must be completed and returned to [Kristin\\_Elis@dhha.org](mailto:Kristin_Elis@dhha.org) by **Thursday, Nov. 9**. Nominations will be kept 100% confidential and anonymous.
- **Volunteer your team/unit to be a Secret Pal** and purchase gifts, experiences or gift cards for a family needing assistance. Please complete this application form by **Thursday, Nov. 9**. We will then match your team/unit to a specific (but anonymous) family and provide you with a list of items the family is needing. **You and your team/unit will then shop for these items and turn in wrapped and labeled gifts to the Volunteer Services Zone (first floor, Pavilion C) on Friday, Dec. 8** — a specific drop-off window will be assigned.

Questions? Email [Kristin\\_Elis@dhha.org](mailto:Kristin_Elis@dhha.org) or visit the Pulse.

**Employee Giving Campaign entering home stretch with Nov. 8 deadline**

Denver Health Foundation's 2023 Employee Giving Campaign (EGC) is entering its final weeks! Denver Health employees show remarkable generosity in their daily work, and many also give back to the community through donations to Denver Health Foundation.



Your gift to the Foundation will be matched dollar-for-dollar by Kaiser Permanente as part of its \$5 million matching grant. All donors who give \$5 or more per paycheck, or a one-time gift of \$130, will also receive a limited-edition Denver Health keychain. The EGC runs through **Nov. 8**.

Congratulations to EGC donors **Alicia Knowlton** and **Amber Koch-Laking** on winning last week's Denver Health swap giveaway. Sign up for the EGC to be entered into this week's drawing.

You can donate to the EGC through Workday using the benefits tab. Instructions are here on the [Denver Health Foundation's Pulse site](#). Got questions? Email [Nancy.Tomb@dhha.org](mailto:Nancy.Tomb@dhha.org). Thank you for all you do to help make Denver Health a place that we all can be proud to recommend!

**Sign up to donate blood Nov. 13**

Denver Health will be hosting a Children's Hospital Colorado mobile blood drive from **8:30 a.m.-12:15 p.m., Monday, Nov. 13**. Blood donation requires just a little bit of your time but makes a big difference. Your donation will help give the patients at Denver Health and Children's a better chance for a healthy life. [Click here](#) to learn more about the drive.

**PERKS & DISCOUNTS**

**Get discounts at gift shop during Denver Health Tuesdays**

On Payday Tuesdays, all Denver Health employees receive a discount of 10% off regular-priced Denver Health logo items and a 25% discount on all other regular-priced gift items, including flowers.



Food and beverage items or any other items that are already discounted or on sale do not qualify for the discount.

**Denver Health in the media**

**A new team will help DPS students cope with trauma**  
 Oct. 19, *Denverite*

**Though 19 of Denver Public Schools' campuses have Denver Health clinics with counselors embedded within them, it was obvious after certain episodes that the district needed more help.**

**"It seemed clear that we needed a whole team to be able to do that," Dr. Sonja O'Leary, a pediatrician who's led Denver Health's school-based clinics for a decade, said about that realization. "For the last couple of years, our adolescents have been suffering from anxiety and depression at levels that we've never seen before. We've also had to think outside of the box."**

**On Thursday, Denver Health and DPS announced they'd won \$1.7 million from the Caring for Denver Foundation to build the new team. They're calling it the Therapeutic Response and Urgent Stabilization Team, or TRUST, which will comprise of three therapists, one psychiatrist and two care coordinators. It will be "out of the box" in that TRUST will be flexible. They can rush to a scene like the one outside of East High last spring, or take up residence in a school dealing with a more legitimate problem.**

**49 hospitals with the most ED visits in 2022**  
 Oct. 20, *Becker's Hospital Review*

**Per data collected by Becker's, Parkland Health and Hospital Systems reported the highest volume of emergency department visits in 2022. Denver Health ranks number 32 with 108,562 visits.**

**Colorado parents support new Denver Public Schools program, but want violence prevention programs**  
 Oct. 20, *CBS Colorado*

**The TRUST team has been created to help meet the needs of students who need more acute services. For instance, students who are in high risk for suicide or threats of violence. Danielle Vioe, the director of school-based behavioral health services for Denver Health, says there are therapists in 19 of the school-based clinics in DPS schools. Those therapists are providing mental health and substance abuse treatment, which is a program supporting that need.**

**"This program is serving that need to help support those where there is crisis situations so sending kids who are more acute as well as being able to support DPS when there is more of a larger crisis incident," said Vioe.**

**Q&A with Denver Health Enterprise CISO Randall "Fritz" Friezsch: "Building Relationships & Mastering"**  
 Oct. 23, *Justis*

**Randall "Fritz" Friezsch, Enterprise CISO for Denver Health, has been on a mission to protect and serve for a long time. Way back when, it was in traditional law enforcement as a deputy sheriff. Later, as he embraced his technical acumen, it was in cybersecurity.**

**Here's how to help Black smokers quit**  
 Oct. 23, *Medscape*

**The tobacco industry engages in targeted marketing by sponsoring community events in predominantly Black neighborhoods and colleges and by using Black culture in advertising.**

**"The built environment really drives a change in behavior, and we've seen that chronically in the African American population being overly targeted and now being overly addicted to nicotine," said Daniel Kortsch, MD, a family medicine physician and chair of the Tobacco Cessation Workgroup at Denver Health in Colorado.**

**Denver Health integrates meaning, race, ethnicity and language data in its Epic EHR**  
 Oct. 25, *Healthcare IT News*

**Racial and ethnic minorities have unequal access to healthcare and are more likely to experience health disparities. Collecting accurate and meaningful race, ethnicity and language (REAL) information is an ongoing challenge in healthcare — which is key to improving access to care.**

**"We knew we had issues collecting this data, but we first needed to define the process of how to evaluate the quality of this data," said Dr. Cory K. Hussain, associate chief medical information officer for health equity and clinical effectiveness at Denver Health. "Defining those metrics was really challenging."**

October | November | December

- Oct. 27: Krazy Thai Food Truck outside Pavilion L
- Oct. 31: Diversity in Health Care Scholarship deadline
- Oct. 31: Halloween costumes for donation or trading
- Oct. 31: Yoga class for staff
- Nov. 1: Employee flu shot deadline
- Nov. 2: Shakti's Memorial Lecture Series
- Nov. 3: RESTORE Group Support: Leaders
- Nov. 4: Flavor of Tabasco food truck outside Pavilion L
- Nov. 8: Employee Giving Campaign ends
- Nov. 8: Benefits Open Enrollment ends
- Nov. 8: Fidelity educational web workshop
- Nov. 9: Secret Pal program deadline
- Nov. 13: Holiday blood drive
- Nov. 17: RESTORE Group Support: Distress & Burnout
- Nov. 22: RESTORE Group Support: Leaders
- Nov. 27: Deadline to apply for medical assistant training
- Dec. 1: RESTORE Group Support: Leaders
- Dec. 2: Parade of Lights
- 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. All content is subject to review and editing to ensure proper representation of Denver Health. 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 visualize your message. Content received after noon on Tuesday will be considered for the following week's edition.

