

# Parkland

Stories and information for the employees of Parkland  
**Jan. 5, 2026 – Jan. 11, 2026**

# *The year at Parkland*

## **2025 YEAR IN REVIEW**

# 2025: THE YEAR AT PARKLAND

## January

### Parkland named a 2025 High Performing hospital for maternity care

*U.S. News & World Report* named Parkland as a 2025 High Performing hospital for Maternity Care. This is the highest award a hospital can earn as part of U.S. News' Best Hospitals for Maternity Care annual study. Parkland earned a High Performing designation in recognition of maternity care as measured by factors such as severe unexpected newborn complication rates, birthing-friendly practices and transparency on racial/ethnic disparities, among other measures.

## February

### New Competency Model launched

After nine months of extensive industry research and collaboration across all levels of the Parkland workforce, the Parkland Competency Model launched. When used effectively, competency models boost performance in all pillars of a health system: quality, operations, patient and employee experience, financial stewardship and strategy. An organizational competency model lists the capabilities needed at each level of responsibility, starting with everyone, to achieve our Parkland objectives over the next five years.

### Parkland named a Best Place for Working Parents

Parkland was once again named Best Place for Working Parents® Dallas from The Dallas Regional Chamber. These awards recognize companies whose family-friendly offerings go above and beyond the requirements for a Best Place for Working Parents® designation.

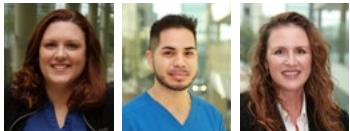


## March

### 16 Parkland nurses among Great 100, D Magazine Excellence in Nursing Awards honorees

Three nurses were honored as 2025 Dallas/Fort Worth Great 100 Nurses:

- Megan Bennett, BSN, RN, SCRN, CCRN, Cardiovascular ICU
- Orlando Flores, BSN, RN, CCRN, SBRN, Burn ICU
- Sarah Gartner, BSN, RN, CPHRM, PCAPP & Nursing Research



In addition, 15 registered nurses at Parkland were named winners of the 2025 D Magazine Excellence in Nursing Awards:

- Remigio Acevedo, BSN, RN, CCRN, Surgical Trauma ICU
- Myra Bluiett, BSN, RN, Neuroscience Acute Care Unit
- Orlando Flores, BSN, RN, CCRN, CBRN, Burn ICU
- Sobha Fuller, DNP, RN, AMB-BC, NEA-BC, Ambulatory Clinic Operations & Correctional Health

- Sarah Gartner, BSN, RN, CPH-RM, PCAPP & Nursing Research
- Marygrace Hernandez-Levielle, PhD, APRN, ACNP-BC, PCCAP & Nursing Research
- Darlene Madriz, BSN, RNC-OB, Women & Infant's Specialty Health
- Leigh Ann Martin, MSN, APRN, CPNP-C, Newborn APRNs
- Joyce Miller, DNP, APRN, WHNP-BC, Women & Infant's Specialty Health
- Katie Portillo-Ramirez, BSN, RN, CCRN, Burn ICU
- Halana Rideau, MSN, APRN, FNP, L&D Triage, Women & Infant's Specialty Health
- Sheila Sims, BSN, RN, Nursing Administration
- Michelle Steiner, BSN, RN, SCRN, Medicine Services Administration
- Donna Summerville, MSN, RN, Population Health – Ambulatory Specialties Clinics
- Jordan Wilson, MSN, RN, NPD-BC, MEDSURG-BC, Clinical Education & Academic Partnerships



## April

### Parkland named one of America's Best Maternity Hospitals

Parkland was named one of America's Best Maternity Hospitals 2025 by *Newsweek* and *Statista*, earning a four-ribbon performance rating in this year's ranking. This designation reflects Parkland's ongoing commitment to providing exceptional care to mothers, babies and families across Dallas County.

The annual America's Best Maternity Hospitals list recognizes hospitals that excel in key areas of maternity care, including clinical outcomes, patient experience and satisfaction as well as hospital reputation among healthcare professionals.

### Accreditation from American College of Surgeons Commission on Cancer maintained

Parkland received reaccreditation under the American College of Surgeons (ACS) Commission on Cancer (CoC) Accreditation Program. CoC accreditation is granted to institutions committed to providing high-quality cancer care by demonstrating compliance with the CoC standards.

## May

### BioTel marks 50th anniversary of service to EMS

BioTel began operations at Parkland on Jan. 3, 1975, when James Atkins, MD, a University of Texas Southwestern Medical Center cardiologist, along with the leadership of Dallas Fire-Rescue, developed and implemented a new paramedic training program for the city of Dallas. These newly trained paramedics required rapid access to physicians and nurses for medical consultation and direction, which was provided by Parkland resident physicians and staff nurses in the BioTel radio room. This collaboration between Parkland, UT Southwestern and Dallas Fire-Rescue continues today and along with paramedics from the surrounding city's EMS agencies forms the core of the UTSW/BioTel EMS system.

### RIM team honored

Parkland RIM (Records & Information Management) Program Receives 2025 NAGARA Program Excellence Award. The National Association of Government Archives and Records

Administrators (NAGARA) Program Excellence Award recognizes outstanding, innovative and successful government archives and records management programs or initiatives.



### Congrats to the OR Green Team

Thanks in large part to the work of Parkland's OR Green Team, Parkland has received Stryker's gold level Environmental Excellence Award for reprocessing of medical devices. In 2024, Parkland diverted 11,454 pounds of waste, which led to \$637,999 in savings.



### Parkland receives 2024 Eisenberg Patient Safety and Quality Award

Parkland was recognized with the prestigious John M. Eisenberg Patient Safety and Quality Award in the Local Level Innovation in Patient Safety and Quality category. The Eisenberg Awards recognize major achievements by individuals and organizations that are improving patient safety and healthcare quality in innovative and measurable ways.

Parkland was honored for developing a comprehensive program for identifying and preventing missed opportunities for diagnosis. Initially focused on tracking delayed imaging findings, the program evolved to manage six high-risk diagnostic scenarios through a centralized Safety Net Surveillance team within the Digital Health Center. These innovations included implementing a population health management tool, bilingual staff trained in motivational interviewing, the integration of social workers and ultimately developing an AI language model that achieved 97.2% accuracy in identifying delayed imaging findings in collaboration with the Parkland Center for Clinical Innovation (PCCI).

## June



### New Access to Care hub in Mesquite

Parkland launched a collaboration that expanded our Access to Care & Coverage Program to bring much-needed healthcare access throughout the community. Parkland provides health screenings and support at Sharing Life Community Outreach at 3795 W. Emporium Circle in Mesquite every Thursday from 9 a.m. to 2 p.m.

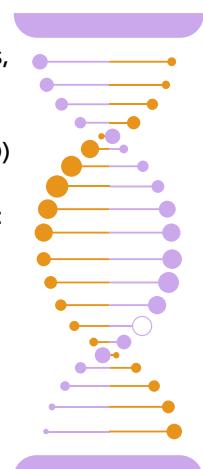
Residents can access vital services such as blood pressure and glucose screenings, nutrition advice, financial assistance for healthcare and more. Sharing Life serves individuals from several ZIP Codes that the 2022 Community Health Needs Assessment (CHNA) identified as one of the areas in Dallas County with the highest morbidity and mortality rates.

### Universal Relationship Skills roll out

Parkland launch Universal Relationship Skills, a new organization-wide service excellence model. This program builds upon the important work of our High Reliability (HRO) journey and aligns with a key tenet of what patients want from a healthcare experience: "Keep me safe. Heal me. Be nice to me."

There are five Universal Relationship Skills:

- Make a Compassionate Connection
- Invite Participation
- Communicate with Intentional Language
- Practice Teamwork
- Follow Up & Follow Through



Each skill offers practical behaviors you can apply in your work setting. You already use many of these skills!

## July

### Parkland recognized for third consecutive year for sustainability efforts

Parkland was nationally recognized with two 2025 Energy to Care Awards from the American Society for Healthcare Engineering (ASHE): The Sustained Performance Award and the Sustainability Champions Award.

The Sustained Performance Award recognizes hospitals accomplishing sustainability goals to support healthy, equitable and resilient environments and communities maintained over time. The Sustainability Champions Award recognizes facilities that demonstrate leadership in healthcare sustainability.

### Multiple recognitions from American Heart Association

Parkland received the American Heart Association's Commitment to Quality award for achieving high performance across three or more clinical areas in the Get With The Guidelines® program. Hospitals earning this new national award demonstrate a comprehensive approach to quality improvement. Parkland was one of just 158 hospitals in the U.S. to earn this distinction.

## August

Parkland celebrated 10th anniversary of flagship campus Parkland employees and leaders celebrated a major milestone: the 10th anniversary of the opening of the state-of-the-art hospital that replaced the aging Parkland Memorial Hospital. It replaced the second Parkland hospital, which had faithfully served the community since 1954.



In the decade since the hospital opened, the number of patients who have received care on the "new" campus is staggering: over 2,215,658 patients have received care in the Emergency Department; more than 363,980 adult inpatient discharges; over 122,123 babies welcomed into the world; and more than 160,952 surgeries performed in the main operating suites.

## Parkland ranked among nation's best for kidney transplants

Parkland was named one of the top-performing kidney transplant centers in the nation, according to new data from the Scientific Registry of Transplant Recipients (SRTR). The report places Parkland number one in Texas and one of only three programs nationwide to earn the highest possible rating in key quality measures. Parkland's kidney transplant program achieved a rare "five-bar" rating in three critical areas — making it one of the most desirable options for patients in need of a life-saving kidney transplant.

## September

### Parkland recognized for commitment to well-being of physicians

Parkland received national recognition in 2025 from the American Medical Association (AMA) as a Joy in Medicine® organization, honoring its commitment to supporting physicians and reducing burnout. The recognition from the nation's leading physician association highlights health systems, hospitals and medical groups that prioritize reducing burnout and fostering professional fulfillment among doctors.

## Burn Center earns re-verification

Parkland's Burn Center was re-verified as both an adult and pediatric burn center by the American Burn Association (ABA) and the Committee on Trauma of the American College of Surgeons (ACS). This honor recognizes Parkland's continued dedication to providing the highest quality of care for burn patients. Parkland has maintained verified status since 1996. In addition, Parkland recently earned verification of its Burn Fellowship Program, making it one of only 11 centers in the nation with this distinction. This recognition reflects Parkland's role not only in treating patients, but also in training the next generation of burn specialists.

## October

### Parkland earns first Magnet® designation with distinction

Parkland achieved its first Magnet® designation with distinction from the American Nurses Credentialing Center (ANCC), the highest national honor for nursing excellence and quality patient care.



The ANCC Magnet Recognition Program® recognizes hospitals that provide outstanding patient care, nursing excellence and innovative practices. It is the highest recognition a hospital can receive from the ANCC, the largest nursing credentialing group in the country. Only a small and select group of U.S. healthcare organizations have achieved Magnet recognition.

## November

### DCHD PD marks 40 years of service

Forty years ago, the Dallas County Hospital District Police Department began with fewer than 30 employees, two patrol vehicles and a mission to provide safety and security for Parkland Memorial Hospital and its patients. Now comprised of 162 employees, including 103 sworn officers, the department protects and serves Parkland's main campus and 16 community-based health centers across Dallas County. On any given day, approximately 40,000 patients, visitors, staff and vendors move through the hospital's doors — each depending on the department's vigilance and professionalism.

## December

### Parkland ERGs celebrate 10-year anniversary

From 2015 to 2025, Parkland's Employee Resource Groups have grown into powerful communities that celebrate inclusiveness, foster belonging and strengthen engagement. This timeline highlights a decade of milestones where employees came together to create lasting impact across the organization.

Earlier in the year, Parkland added its newest ERG, the Sustainability ERG.

## Parkland earns Gold Certification in Dallas Green Business program

Parkland was awarded Gold Certification through the relaunched Dallas Green Business Certification (DGBC) Program, making Parkland Memorial Hospital one of the first hospitals in the city to receive the distinction. Parkland earned high marks across the program's sustainability scorecard, including perfect scores in building efficiency and air quality, along with strong performance in transportation, solid waste, and leadership and policy.

## New Employee Service Center goes live

Parkland's new Employee Service Center went live on Dec. 8, streamlining the way you get the support you need. The Employee Service Center replaces Parkland's previous Self-Service portal, offering a smarter, more engaging way to get the support you need.



Care. Compassion. Community.

*Parkland Now* is published by the Corporate Communications department at Parkland Health.

Please note the submission deadline for each issue of *Parkland Now* is by the end of day each Monday. To publicize your news in *Parkland Now*, please send all submissions to Employees@phhs.org or call ext. 28048.