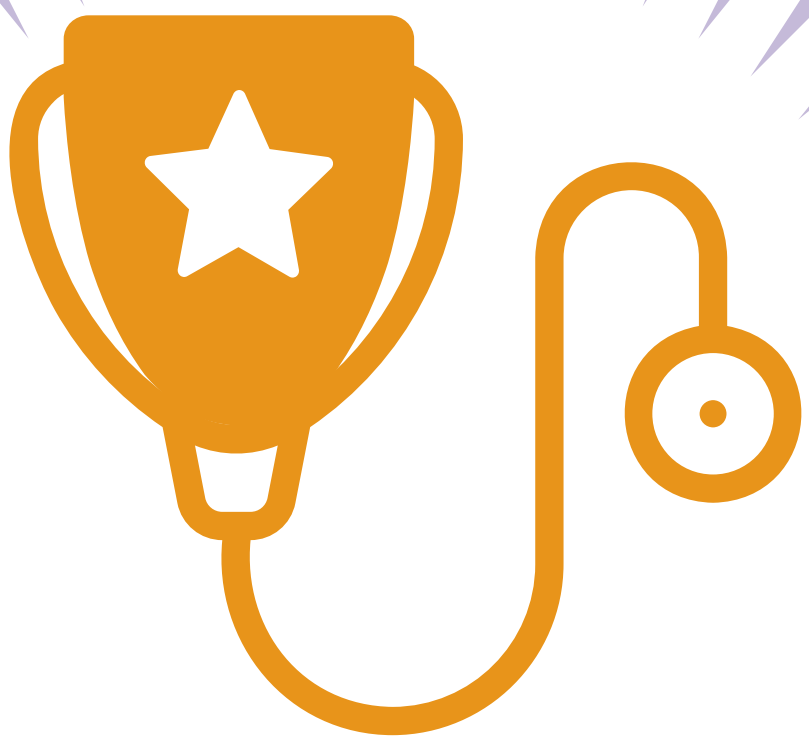


SHOW

Parkland

Information and stories
for Parkland employees
Jan. 6 – Jan. 12, 2025



BECOME A PATIENT EXPERIENCE CHAMPION

P.2 January HRO Theme:
Validate and Verify

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in the Dr. MLK Jr. Parade

Become a Patient Experience Champion

We're excited to announce the launch of the Patient Experience (PX) Champions program – an incredible opportunity to support our mission of cultivating patient trust through our service excellence strategy. And we need your help!

Submit your [PX Champion application](#) by Friday, Jan. 31. By joining, you'll help bridge trust deficits and care gaps while contributing to our commitment to delivering high-quality, compassionate care. As a PX Champion, you'll advocate for the patients' voice and champion their experience, influencing care to ensure patient needs are addressed.

This is a unique opportunity to make a real impact at Parkland. Find out more about this opportunity by [clicking here](#) or by emailing PX@phhs.org.



► Tobacco Cessation Program at EHC

The Employee Health Center is now offering tobacco cessation medical group visits. Visits are with an Employee Health Center Clinical Psychologist and Licensed Pharmacy Specialist.

Patients will receive guidance and tools to overcome smoking dependency and quit tobacco use. Shared medical appointments include both counseling and discussion of medications to help quit smoking, which have been shown to significantly increase the chances of long-term success from quitting tobacco.

Group visits begin Tuesday, Jan. 14, and are held in-person at EHC (Moody Outpatient Center, 4th Floor) weekly on Tuesdays from noon to 1 p.m. for a six-week duration. Please note that you may only miss a maximum of one visit in order to complete the program.

Open to all employees. No copay will apply for visits. If you're interested and want more information, please call 214-590-2800.

Watch UT Southwestern Ethics Grand Rounds online Jan. 14

You are invited to join the next UT Southwestern Ethics Grand Rounds from noon – 1 p.m. on Tuesday, Jan. 14. Thomas H. Gallagher, MD, Professor and Associate Chair in the Department of Medicine and Professor in the Department of Bioethics and Humanities at the University of Washington School of Medicine, will present "Responding to Medical Errors: Implementing the Modern Ethical Paradigm." To participate in this webinar please register using [this link](#). Upon registration, you will get the Zoom event ID and link to join the webinar.

► January HRO Theme: Validate and Verify

Critical thinking includes developing a questioning attitude to analyze, interpret, evaluate and make a judgment about what you read, hear, say or write. This process allows good judgment to help detect when things are not right, to prevent assumptions and to make decisions in the best interest of safety and quality. This also aligns with our ICARE values of Collaboration, Accountability and Respect.

A couple of tools that could reduce the chance of making a mistake in a high-risk situation are **Validate** and **Verify**.

- **Validate:** When you interpret information or choose a rule from memory, ask yourself, *"Does the information make sense to me?"* You want to make sure the information fits with what you know to be right.
- **Verify** the information with a qualified and credible source (e.g., policies, procedures, clinical protocols, reference manuals, expert individuals, leaders, chain of command, etc.).

Validate and Verify are best used to:

- Avoid knowledge-based errors.
- Increase attention to detail.
- Double-check information when you don't know the right answer.

Post a copy of the January HRO theme to your integrated huddle boards by clicking [here](#) or using the QR code. Discuss how your team uses clarifying questions to develop situational awareness.

For more information on HRO topics or events, click [here](#) to visit the HRO SharePoint site or email QualitySafetyOperations@phhs.org.

JOURNEY TO → HIGH
RELIABILITY

 Parkland | Care, Compassion, Community.



▼ Lasting Impressions: Carmin Zambrano



Each week, "Lasting Impressions" features a Parkland employee who does exceptional work and provides excellent customer service. This week's "Lasting Impressions" features Carmin Zambrano, Senior Registered Nurse, Homeless Medical Outreach (HOMES).

"Carmin is the nurse I want to be when I grow up, and I'm almost retired. She is a nurse's nurse in that she does everything. I never see her cut corners. Her charting is great, and she always gives every immunization and draws labs and follows every procedure so smoothly, she never looks flustered and always has time to stop and ask me if I need help."

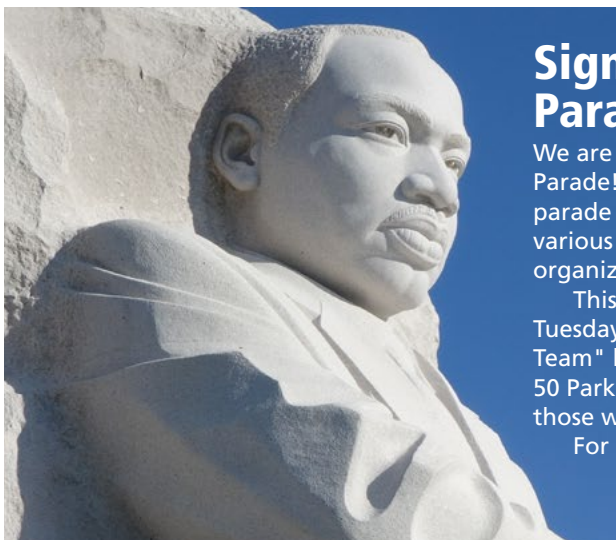


Want to nominate an employee who goes above and beyond? Tell us what makes them so fantastic by emailing Employees@phhs.org or calling ext. 28048.

Join the CHNA Lunch & Learn on Jan. 9

From noon to 1 p.m. on Thursday, Jan. 9, Parkland will host a Community Health Needs Assessment (CHNA) Lunch & Learn to provide an overview of CHNA development. Join this WebEx to learn more about the reason we do this work, the steps that will be taken in 2025 for the next CHNA and what to expect as it is completed. They will also talk about how we prepare for implementation of strategies to address the findings identified during the process.

- **Speaker:** Teresita Oaks, MPH, Director, Community Health Programs
- **Join WebEx**
- **Webinar number:** 2319 245 5412
- **Join by phone:** +1-469-210-7159 (access code: 231 478 61666)



Sign up to participate in the Dr. MLK Jr. Parade by Jan. 7

We are excited to once again participate in the Dr. Martin Luther King Jr. Parade! In addition to seeking participants, Parkland is also one of the parade sponsors. Participants will join the parade alongside members from various community organizations, church groups, youth groups, nonprofit organizations, band/drill teams and more.

This year's parade is on Saturday, Jan. 18, and you can sign up [here](#) by Tuesday, Jan. 7. Participant uniforms are Parkland's "Our Team is Here for Your Team" black sweatshirt and black pants (can be scrub pants). We are seeking 50 Parkland team members for this event. Sweatshirts will be provided for those who sign up.

For more information, click [here](#) or email EmployeeEngagement@phhs.org.



We want your input on a special MLK Day menu

On Jan. 20-22, Nutrition Services will partner with Parkland's VOICES Employee Resource Group (ERG) to provide a special cafeteria menu honoring the Dr. Martin Luther King, Jr. Day holiday. But first, they need your input. Please scan the QR code to the left to access a survey to make your voice heard on potential dining options by Monday, Jan. 6

► Microsoft 365 training opportunities

Have an interest in improving your use of Outlook, Word, Excel, PowerPoint, SharePoint, OneNote or other M365 applications? Parkland is offering live training sessions this fall to help you become more proficient and more confident in the tools you rely on the most. Check out the various class offerings and [get registered today](#).

Leaders – are you interested in setting up a training session specific to your team or department? Let us help you build up these employee skills! Email PathwaysLearning@phhs.org and let us know.

Onward & Upward

Accounting/Finance: Raza Rizvi to Accounting Supervisor

Behavioral Health Social Work: Amelia Golding and Ashley Jackson to Social Worker (LCSW)

Burn Acute Care: Catherine Stecklein and Zariya Whitaker to Registered Nurse – Acute Care

Care Management: Sophia George to Social Worker (LCSW) and Stephen Holloway to Manager, Care Coordination
Centralized Staffing Office: Tremiece Austin to Unit Technician

Compensation: Bian Philip to Manager, Compensation

Dallas County Hospital District Police Department:

Frederick McGinnis to Sergeant

ECMO: Evelyn Drukker to ECMO Specialist

Emergency Department: Lara Alarab, Fany Granados, James Leung, Audrey Mendoza, Isabel Molina-Mexicano, Amber Rivera, Morgan Scott, Erica Whang and Magen Woodard to Registered Nurse Specialist – Emergency

General Surgery: Alexander Perez to Patient Care Assistant

Hospitalist A: Lauren Tuohy to Manager, Nursing

Hospitalist B: Nadia Martinez to Patient Care Assistant

Information Technologies – IT Administration: Carlton Brown II to Director, IT Service Operations

Inpatient Psychiatry: Gary Wofford to Psychiatric Technician

Inpatient Rehabilitation: Edmund Asick to Senior

Registered Nurse – Acute Care

Labor & Delivery: Breana Rucker to Associate Manager, Nursing

Maple Women’s Health Center: Rubith Barron to Women’s Health Educator

Medicine ICU: Gabriel Gonzales to Unit Technician

Medicine PCU: Mindy Hernandez to Patient Care Assistant; Shita Zeleke to Unit Technician

Mother/Baby B: Hazel Espinoza and Natalie Lott to Unit Technician

Neonatal Nursery-ICU (NICU): Sophia Henzler to Senior Registered Nurse – NBN; Claudia Dunn, Jamie MacDonald, Julianne Meeks and Ashlyn Palmer to Registered Nurse Specialist – NICU

Nurse Residency: Emily Swinney to Registered Nurse Specialist – NICU

Oak West Women’s Health Center: Maricela Tovar to Women’s Health Educator

Operating Room: Kelvin Hood to Supervisor, Operating Room Aide

Operating Room Prep/Recovery: Shannique Banks to Patient Care Assistant

Ortho A: Ariana Spriggins to Patient Care Assistant

Patient Financial Services Operations: Stacy Mccallum to Senior Collector

Patient Financial Services Patient Access Management:

Lakatelyn Cooper to Financial Counselor

Patient Financial Services Registration: Yarely Espinoza to Patient Financial Services Representative

Patient Transportation: Rodolfo Morales to Patient Transport Dispatcher

Pharmacy OPC Administered: Saju John to Infusion Pharmacy Technician

Plastic Surgery: Kenneth Pringle to Patient Care Assistant

Southeast Dallas Health Center: Zaira Soto Flores to Medical Practice Assistant

Sterile Processing: Yvonne Daniel to SPD Supervisor

Workforce Development: Traci Thompson to Manager, Career Transition Program

Retirements

- Abner Abellanoza, Senior Registered Nurse Specialist, Psychiatric Emergency Department
- Vernesa Brown, Environmental Services Technician, Environmental Services – PMH
- Margariette Byrd, Patient Financial Services Representative, PFS Registration
- Marshelle Hendrix, Senior Registered Nurse Specialist, Labor & Delivery
- Ana Hernandez-Caldera, Women’s Health Educator, Garland Women’s Health Center
- Lilly Hughes, Environmental Services Technician, Environmental Services – Ambulatory
- Steven Perkins, Senior Program Manager – QPS Analytics, Clinical Quality & Safety Data Analytics
- Mary Roberts, Advanced Practice Provider III – WE2Day, APP Surgery Service Line III

January healthcare observances*

Jan. 23: Maternal Health Awareness Day

Jan. 26: World Leprosy Day

Cervical Health Awareness Month

National Glaucoma Awareness Month

National Birth Defects Prevention Month

National Blood Donor Month

Radon Awareness Month

Stalking Awareness Month

Thyroid Awareness Month

*The list of healthcare observations comes from www.healthgrades.com as well as the Society for Healthcare Strategy & Market Development calendar. If an observation was omitted, call 214-590-8048 (ext. 28048) or email Employees@phhs.org to add it to the list.



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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.