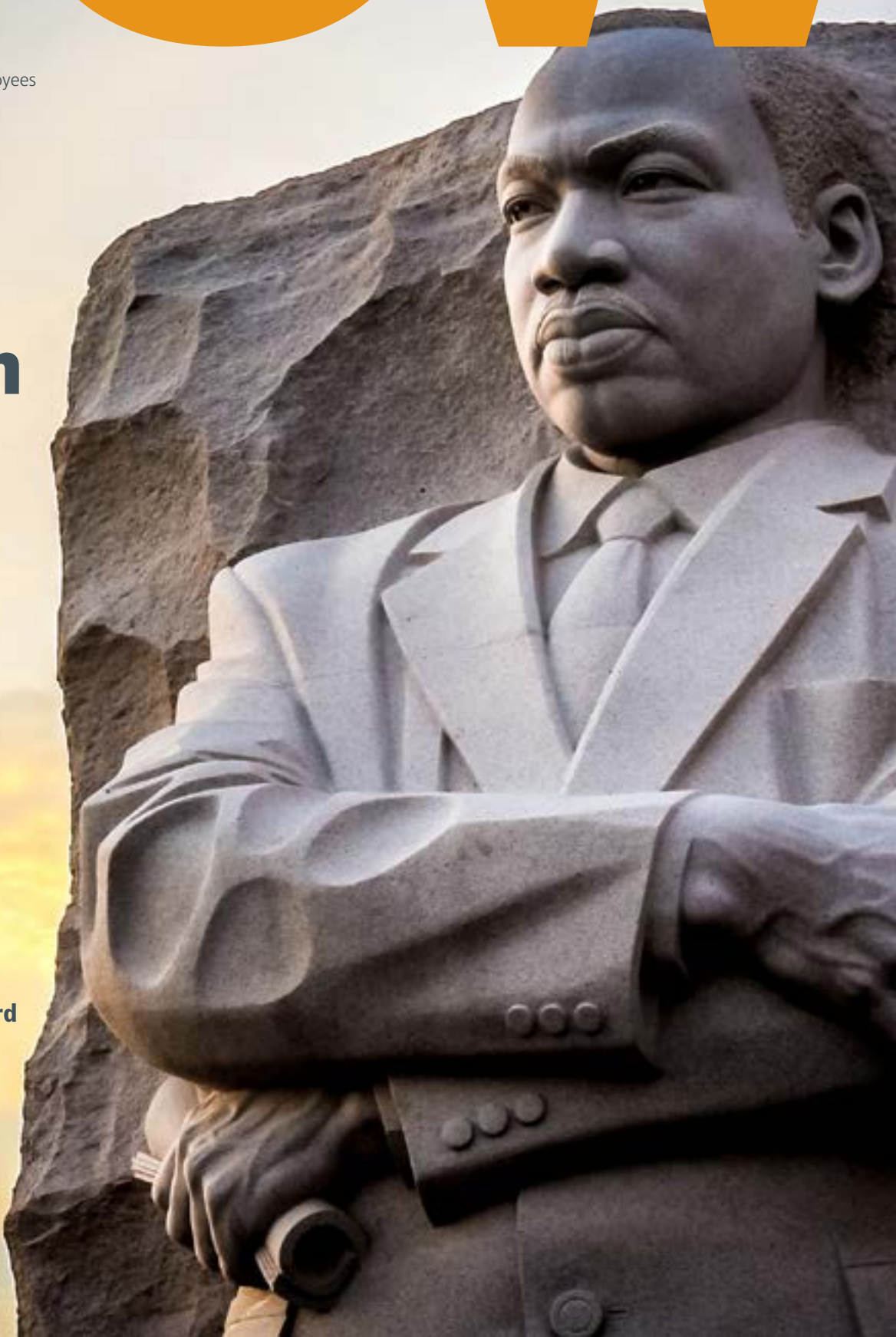


now

Parkland

Information and stories for Parkland employees
Jan. 8 – 21, 2024

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Honoring Dr. Martin Luther King, Jr. Day

On Monday, Jan. 15, we will pause to honor the life and legacy of Dr. Martin Luther King, Jr., an influential American, civil rights advocate, and Nobel Peace Prize laureate. Dr. King, a key symbol of our country's hopes and dreams for a better future, envisioned an America that celebrated its unique diversity.

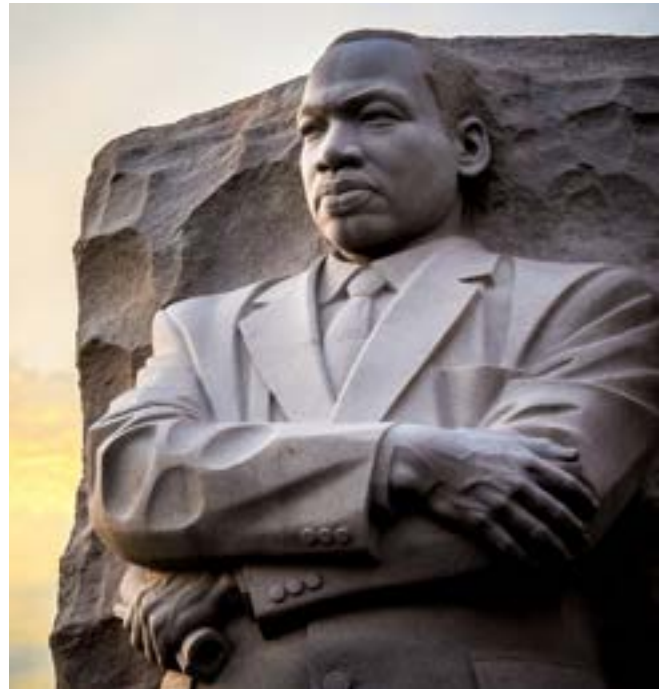
Martin Luther King, Jr. Day functions as a day "on," not a day "off" – an important opportunity for Americans across the country to step up, promote equity, and take action to create Dr. King's Beloved Community in which everyone is cared for, absent of poverty, hunger, and hate.

In recognition of MLK Day, Nutrition Services will be serving a special lunch menu. Swing by the cafeteria in the main hospital on Jan. 15 to enjoy some of Dr. King's favorite foods.

MLK Fest 2024 DFW: MLK Clean Team Initiative

- 9 a.m. – 2 p.m. Saturday, Jan. 13
- Parking and registration will be located at The MLK Center, 2922 Martin Luther King Blvd., Dallas, 75215
- T-shirts and all trash retrieval items will be provided. Lunch will be provided for all volunteers.*

If you are interested in joining other community members in the beautification of this landmark area of South Dallas, please volunteer [at this link](#).



Join us at the Dr. MLK Jr. Parade

This marks the inaugural year of Parkland's participation in the Dr. Martin Luther King Jr. Parade! This year's parade begins at 10 a.m. on Monday, Jan. 15, and Parkland is also one of the parade sponsors. The Parade will start at the intersection of Holmes Street and MLK, Jr. Blvd. and proceed approximately one mile down Martin Luther King, Jr. Blvd, ending at Fair Park. Everyone is encouraged to come out to enjoy the parade while wearing your Parkland gear and cheer on your fellow Parkland team members volunteering in the parade.

We hope to have a great showing of Parkland Pride in the community! Email EmployeeEngagement@phhs.org with any questions.

**Employees who wish to participate in this year's MLK Day of Service or any of Parkland's volunteer opportunities during their regular work schedule must receive scheduling guidance and approval from their manager (if applicable). Please reference Parkland's [volunteer policy](#) and [Volunteer FAQ Document](#) for more information on eligibility.*

► Monthly HRO Universal Skills focus topic

Communicate Clearly: Ask Clarifying Questions

Asking clarifying questions is designed to help avoid uncertain situations. Ask clarifying questions when you need to better understand what is going on. Studies show the probability of making a wrong assumption is reduced 2.5 times when you ask one or two clarifying questions.¹

We are committed to creating an environment where it is always safe for anyone to ask questions. Make it easy for others to speak up by using these safety phrases:

- "Let me ask a clarifying question..."
- "Do you have any clarifying questions?"

Clarifying questions can be asked:

- In high-risk situations.
- If information is incomplete or ambiguous.
- When you are unsure.

For fliers to share with your team or post to your integrated huddle boards, click [Monthly-HRO-Themes](#) to visit the Monthly HRO Themes documents. Visit the [HRO website](#) or email QualitySafetyOperations@phhs.org.

¹Chiu, C. Performance Improvement International, LLC.



▼ Lasting Impressions: Cassandra Mitchell



Each week, "Lasting Impressions" features a Parkland employee who does exceptional work and provides excellent customer service. This week's "Lasting Impressions" features Cassandra Mitchell, Administrative Support Services Supervisor, Pathology Administration.

"Cassandra Mitchell is an integral part of her team. She is a consummate professional in all of her administrative duties and then goes above and beyond all expectations to support her team, our customers and our mission. I have known and worked with Cassandra for over 10 years and have always found her dependable, efficient, and unfailingly punctual. In fact, I have never worked with a person who gives as much attention to detail as she does. No task is too big for her, and she will find a way to support the team no matter what. Cassandra is truly amazing, and her department would not be the same without her."



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.

Parkland's ICARE Award – Nominate a team member today!

At Parkland, our ICARE Values embody the very fabric of Parkland's vision. They guide our behaviors, lead our interactions with each other, and support all our efforts in achieving our mission. As part of our commitment to these values, our new ICARE Recognition Award is live and will recognize its first group of nominees this month!

The award will take place quarterly and will acknowledge Parkland workforce members who have set the example of living our values through their words and actions. Recipients of this award will show up to work in a way that clearly demonstrates their commitment, not just to excellent results, but to the way we achieve them – the way we treat each other and work together.

Nominations for this award are now active on our [Recognition Platform](#). Please take a few moments to nominate a deserving Parkland workforce member and return frequently as additional demonstrations of ICARE values emerge.



► New policy and procedure training available

In today's fast-paced business environment, staying up-to-date with company policies and procedures is essential for ensuring compliance and efficiency. To help our valued employees navigate our comprehensive policy and procedure software seamlessly, we are thrilled to introduce our latest training program, "Mastering Policy and Procedure Search."

Our new training program is tailored to empower you with the skills and knowledge needed to efficiently find, access, and utilize Parkland's policies and procedures. Here's what you can expect from this invaluable training opportunity:

- **Improved Efficiency:** Learn how to use our software's robust search features to quickly locate specific policies and procedures, eliminating the need to sift through endless documents manually.
- **Enhanced Compliance:** Stay on top of Parkland's regulations and guidelines effortlessly, ensuring that you and your team adhere to the latest policies, ultimately reducing the risk of non-compliance.
- **Time-Saving Techniques:** Discover time-saving tips and tricks that will streamline your workflow, allowing you to focus on what matters most—your core responsibilities.
- **User-Friendly Interface:** Our training program covers the software's user-friendly interface, ensuring that you can navigate with ease, even if you're not tech-savvy.

This opportunity is available on demand here on the home page of Policy Manager to enhance your skills and become a policy and procedure software pro. Join our training program today and become a more efficient and compliant member of our team.

If you have questions regarding this training, please email PoliciesAndProcedures@phhs.org.



▶ OnSight Eyes vision services return this week

As part of our ongoing commitment to the well-being of our employees, we're pleased to once again offer OnSight Eyes, providing employees currently enrolled in Parkland's vision plan a convenient opportunity to receive vision care here at Parkland.

OnSight Eyes is a vision care service that brings wellness to work. Rather than having to schedule an appointment with an offsite optometrist or eye care professional, Parkland will host OnSight Eyes on campus this week for employees currently enrolled in Parkland's vision plan. Services provided include:

- Eye Exam (covered by Parkland's vision plan)
- Selection of glasses and eyewear for employees – covered by Parkland's vision plan and available to employees with a valid, outside prescription.
- Contact lens exams for existing wearers only.

OnSight Eyes will offer these services next to the Employee Health Center in the Moody Outpatient Center 4th Floor Conference Room (MOC 04-1100) on the dates/times listed below. Vision plan copays will apply, and appointments are required.

Appointments are available from 8:30 a.m. to 5 p.m. beginning Tuesday, Jan. 9, through Thursday, Jan. 11. [Register here](#) to schedule an appointment. For more information on this exciting new opportunity, view [this flier](#) or visit [ParklandBenefits.org](#).

Watch UT Southwestern Ethics Grand Rounds online

You are invited to join the next UT Southwestern Ethics Grand Rounds from noon – 1 p.m. on Tuesday, Jan. 9. Newton E. Kendig, MD, Clinical Professor of Medicine at George Washington University School of Medicine and Health Sciences, will present "Medical Ethics in the Carceral Setting." 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.

Retirements

- Oneatha Bizer, Senior Registered Nurse, Urology Clinic
- Cathy Johnson, Business Support Specialist, Clinical Nutrition Enteral Nutrition Centers
- Thresiamma Kurian, Senior Registered Nurse, PCIM Clinic
- Donna Leal, Senior Physical Therapist, Physical Therapy – Outpatient

Editor's Note

Due to the Martin Luther King, Jr. Day Holiday, there will be no Monday, Jan. 15 issue of *Parkland Now*. Regular weekly publication will resume on Monday, Jan. 22.



Parkland

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.