

Parkland **Now**

Information and stories for Parkland employees
Jan. 12, 2026 – Jan. 25, 2026

Honoring Dr. Martin Luther King, Jr. Day



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Honoring Dr. Martin Luther King, Jr. Day

On Monday, Jan. 19, 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 legacy.

Dr. 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.

Join us at the Dr. MLK Jr. Parade

This year's parade is at 10:30 a.m. on Monday, Jan. 19, proceeding eastbound down MLK Blvd. beginning near Kimble Street and ending at Fair Park. The embodies the vision of Dr. King by uniting community voices, organizations and generations in one common journey.

In addition to having many volunteers participate in the parade, Parkland is also one of the parade sponsors. We would love to see even more of our team members lining the streets to celebrate this annual event!

Enjoy a special MLK Day cafeteria menu

Nutrition Services has partnered with Parkland's VOICES Employee Resource Group (ERG) to provide a special cafeteria menu honoring the Dr. Martin Luther King, Jr. Day holiday. Join us in the Chef's Table line in the hospital cafeteria on Jan. 19 to enjoy this special menu, including smothered pork chops, braised oxtail, creamy mac and cheese, sweet potato casserole, collard greens, black eyed peas, dinner rolls and cornbread.

► Why psychological safety matters at Parkland

At Parkland, our promise is simple: ZERO preventable harm for every patient, every team member, every day. To make that happen, one thing is essential: psychological safety.

Psychological safety means every person feels comfortable speaking up, asking questions and sharing concerns without fear of blame or retaliation. When we hesitate to raise a concern or stay silent, small issues can turn into big issues. When we feel safe to speak up, we catch risks early, learn quickly and deliver safer care.

Why it matters:

- Transparency drives high reliability. When we speak up, we prevent harm and create opportunities to learn and improve.
- Sharing ideas and concerns empowers our workforce and contributes to safer, higher-quality care.
- Psychological safety grows when leaders model openness, listen actively and respond with respect – building trust and accountability.

What's new in 2026:

This year, we're connecting Parkland's Competency Model and Universal Relationship Skills to our HRO monthly theme and Brown Bag webinars. The goal is to show how reliability behaviors connect to leadership expectations and the interpersonal skills that make safety real every day.

What you can do:

- Download [this month's theme](#)
- Access the [toolbox](#)
- Join us for the HRO Learning Series Brown Bag webinars by registering [here](#).

Together, we'll strengthen Parkland's culture of safety – where every voice matters.



Journey to High Reliability

HROfocus january toolbox
psychological safety at Parkland

objective
To foster a culture of psychological safety where every team member feels confident to speak up. By the end of the month, employees should know how to apply High Reliability Organization (HRO) tools and strengthen relationship skills aimed to prevent harm and enhance collaboration.

key points

1. Speaking up for safety early prevents harm and supports a learning culture.
2. Use "CUS" for structured escalation: Concerned < Uncomfortable < Safety issue.
3. Ask clarifying questions to reduce ambiguity and avoid assumptions.
4. Demonstrate leader skills:
 - **Self-Awareness and Empathy:** Understand your impact and respond with care.
 - **Communication and Collaboration:** Strengthen team dynamics through intentional language and active listening.
5. Relationship skills practices like "Invite Participation and Empower Decisions" builds trust and drives engagement.

common challenges and how to resolve them

Fear of retaliation or judgment when raising concerns:
Resolution: Reinforce Just Culture principles and demonstrate leadership's commitment to listening without blame. Leaders should actively thank team members for speaking up and recognize their contribution to safety and improvement.

Misinterpretation of intent when asking questions:
Resolution: Frame questions with respectful, open-ended language and clarify your purpose (e.g., "I want to make sure I understand your approach"). This builds trust and reduces misunderstandings.

Lack of clarity on when and how to escalate issues:
Resolution: Provide training on the CUS tool and review escalation pathway during team huddles. Post quick-reference guides in work areas to ensure easy access and consistent use.

January 2026

▼ Lasting Impressions: Jenna Powell



Each week, "Lasting Impressions" features a Parkland employee who does exceptional work and provides excellent customer service. This week's "Lasting Impressions" features Jenna Powell, Social Worker (BSW), Social Work COPC.

"Jenna displays true advocacy for our patients daily. We have worked with Jenna for several years and she is always ready to assist when we contact her. She is an invaluable resource and collaborates with all members of our SARC team. Her upbeat personality is always appreciated, and she has a calm demeanor that is so helpful with stressful situations. Jenna is also proactive and will often send emails to our ARC team with useful resources. During the government shutdown, she shared info for our patients affected by SNAP benefits delays and reminded us that the social work team can share food pantry resources too. Whether it's providing patients with resources for mental health issues or food insecurity to assisting tube feeding patients with supplies, Jenna does her best each day to support our patient population. We appreciate you, Jenna!"



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 Employee Town Hall on Jan. 15

Parkland's next in-person Employee Town Hall session open to all Parkland team members will be at 11 a.m. Thursday, Jan. 15, in the MacGregor W. Day Auditorium (1st floor, Moody Outpatient Center). As always, this session will also be available via WebEx using the information below.

- [Join the WebEx](#)
- Event number: 2661 580 0925
- Event password: PswDTHQd884 (77938473 when dialing from a phone or video system)

We hope to see you there! To catch up on an town halls you missed, [click here](#).

Editor's Note

Due to the Dr. Martin Luther King, Jr. Day holiday, there will be no Monday, Jan. 19, issue of *Parkland Now*. Regular weekly publication will resume on Monday, Jan. 26.



Join us for the kickoff of Parkland's PetCARE Corner

Parkland is excited to launch our PetCARE Corner! Each month, our Pet Therapy teams will host a designated space for staff and patients to relax and enjoy time with our certified pet therapy animals. Participants can enjoy some friendly cuddles and even capture the moment at our photo booth.

Please join us for our first PetCARE Corner from 11 a.m. to 1 p.m. on Monday, Jan. 12, on the second floor of the hospital outside the Center for Nursing Excellence. Visit and help us spread a little joy and comfort throughout Parkland! For more information or to request a Pet Therapy visit, please contact Volunteer Services at volunteers@phhs.org.

▼ Learn more about cervical cancer

Join us from 11 a.m. to 2 p.m. on Monday, Jan. 12, on the first floor of the hospital outside Park Market for an engaging and informative cervical cancer tabling event hosted by the Gynecology Oncology team, Cancer Center, Benefits and the Employee Health Center.

What's happening:

- Cervical cancer education
- Meet clinical experts from the Gynecology Oncology team
- Fun trivia prizes to test your knowledge!

Don't miss out on the chance to learn something new and win some cool prizes!

▼ New employee parking option available

A limited number of spaces are now available in the badge-access Media Lot just west of the ER parking lot. These spaces are open on a first-come, first-served basis. As you use this lot, please be mindful of the clearly marked reserved spaces designated for media and employee recognition. Respecting these reserved areas helps ensure access for those they're intended to serve and keeps things running smoothly for everyone. We appreciate your cooperation as we continue working to improve the parking experience for our staff.

Recognizing Vivian Johnson for 40 years of service

After more than 40 years of dedicated service, Vivian Johnson, PharmD, MBA, FASHP, Senior Vice President, Community Health Services and Senior Pharmacy Advisor, is retiring from Parkland later this month. Her final day will be Wednesday, Jan. 21.

Vivian began her Parkland career as a staff pharmacist, rising through the pharmacy leadership ranks to Vice President of Inpatient and Ambulatory Pharmacy Operations, where she oversaw the transformation of Pharmacy Services into the massive, modern operation it is today, including:

- Expansion of the 340B program
- Implementing advanced technology and robotics to enhance medication safety
- Innovations in medication security and investigational drug services
- Broadening Clinical Pharmacy Services and the free goods program to better serve our patients.

She also represented Parkland at a national level as a Board of Director for the American Society of Health-System Pharmacists, the largest pharmacy association supporting the pharmacy practice for 60,000 members.

In addition, Vivian served as the Senior Vice President of Clinical Services, leading across multiple departments, including Supply Chain, Radiology, Laboratory, Physical Medicine & Rehabilitation and Respiratory Care. Most recently, she oversaw Community Health Services, where she amplified the work of Parkland Community Health Workers and the voice of the community through the Community Health Needs Assessment (CHNA).

"When I joined Parkland in 1985, I anticipated a brief one- or two-year tenure. But the mission, the people and the purpose inspired me to stay, and for that, I am profoundly grateful," Vivian said. "To everyone who supported me and worked together to deliver care to Dallas County residents, thank you. Parkland will always hold a special place in my heart."

Vivian plans to expand her involvement in the community and continue to help improve healthcare services. Thank you for your decades of leadership, Vivian!



Onward & Upward

Emergency Department: Hosman Aguirre, Tracy John Babac, Mateo Dutchover, Ryan Edgar, Jasmin Figueroa, Giovonni George, Taylor Hipolito, Shiloh Leslie, Charles Nguyen and Samantha Vargas to Registered Nurse – Emergency

Hospitalist Medicine: Jonathan Dzovor to Registered Nurse – Acute Care

Neonatal Nursery ICU (NICU): Alyssa Diaz, Megan Jones, Abigail O'Malley and Madison Slayton to Registered Nurse, RN - NICU

Retirements

- Jimmy Crutcher, Departmental Systems Administrator, Call Center Operations
- Janie Flores, Senior Registered Nurse – NBN, Mother/Baby A
- Margarita Quiceno, Senior Complaint & Apl Analyst-PCHP, Parkland Community Health Plan
- Elizabeth Sanders, Social Worker (LCSW), Behavioral Health Social Work

Monthly Healthcare Observances*

Dec. 1: National Pharmacist Day

National Blood Donor Month

Jan. 21: National IV Nurse Day

National Glaucoma Awareness Month

Jan. 23: Maternal Health Awareness Day

Radon Awareness Month

Jan. 25: World Leprosy Day

Stalking Awareness Month

Jan. 12-24: National CRNA Week

Thyroid Awareness Month

Cervical Health Awareness Month

Substance Use Disorder Treatment Month

National Birth Defects Prevention 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.



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.