

Parkland

Information and stories for
Parkland employees
Feb. 5 – Feb. 11, 2024



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Recognizing our own African American healthcare pioneers

Parkland is proud to celebrate the achievements and history of African Americans as part of Black History Month. African American nurses, physicians and researchers have made vital contributions to the advancement of healthcare throughout history, but this year, we're highlighting two individuals whose contributions have very much benefitted Parkland's present.

Congresswoman Eddie Bernice Johnson (1934-2023)

Eddie Bernice Johnson served as the U.S. Congresswoman for Parkland's district for 30 years, retiring in 2022, and passed away on Dec. 31, 2023. She was the first Black woman elected to any seat in Dallas, she was the first nurse and Black Dallasite to serve in Congress, and she was only the third Texas woman to represent the state in the U.S. House.

As a lifelong public health advocate, Congresswoman Johnson left a lasting impact on Parkland and the community we serve. That's why the garden outside Parkland's WISH Clinic bears her name.



James Griffin, MD

When Dr. Griffin was born at Parkland in 1958, it was one of the only hospitals in the area where Black women could deliver. He was born into a time when Black people couldn't even vote. So it's significant that Dr. Griffin, now Parkland Chief of Anesthesiology Services and Professor of Anesthesiology at UT Southwestern, became the first African American to serve as the President of the medical staff at Parkland.



"To be the first African American to become president of the medical staff, certainly, is an accomplishment. But the accomplishment is really not about me. It just means that I held a baton for a certain period of time, and hopefully that motivates a parent or a child themselves, to aspire to whatever they wish to accomplish in life," Dr. Griffin said. "The most important part of that is not that I'm the first, but I should shoulder the responsibility of not being the last."



Black History Month special menu

In honor of Black History Month, Nutrition Services and our VOICES Employee Resource Group (ERG) invite you to indulge in a special menu featuring culturally diverse dishes inspired by Afro-Mexicano, Caribbean, Creole and soul food dishes. In addition, the VOICES ERG will welcome Black-owned food trucks to campus on Friday, Feb. 23, on Tex Oak Avenue between the hospital and the Ron J. Anderson, MD Clinic Building.

If you would like to support Black and African Diaspora colleagues in the workplace, please consider joining VOICES ERG by emailing your name and Parkland ID to ParklandVOICES@phhs.org.

▶ Parkland named a 'Best Place for Working Parents' by Dallas Chamber

Last month, Parkland was one of three organizations to receive the 2023 Best Place for Working Parents® Dallas Innovator Award from The Dallas Regional Chamber.

The Best Place for Working Parents® Dallas Innovator Awards recognize companies whose family-friendly offerings go above and beyond the requirements for a Best Place for Working Parents® designation.

Parkland was named the Large Business Innovator. Parkland's best-in-class partnership with Annie's Place offers drop-in childcare services for patients and employees of Parkland. In the future, Annie's Place will offer full-service childcare plans for Parkland team members. Parkland also brings other benefits onsite to ensure access for employees, such as dental cleanings and eye exams.

"Parkland is proud to be on the cutting-edge when it comes to providing benefits and resources that support our team members," said Felicia Miller, EVP, Chief Talent Officer. "This recognition illustrates our commitment to addressing the holistic needs of our staff, from health and wellbeing to dependable childcare."



▶ DCHD PD offers active shooter response training

The Dallas County Hospital District Police Department is offering in-person active shooter response training available to all Parkland team members. The trainings, led by Officer Darlene Griffin, Crime Prevention Coordinator, will take place on Tuesday, Feb. 6, and Wednesday, Feb. 21, from 8 – 9:15 a.m., 3 – 4:15 p.m.

and 6 – 7:15 p.m. each day. The Feb. 6 training session will be held in the Moody Outpatient Center 5th floor Classroom H (MOC 05-454H), and the Feb. 21 session will be held in the Moody Outpatient Center 5th floor Classroom Q (MOC 05-458Q).

Seating is limited to 40 attendees per session, so registration is required. You can register, either individually or as a group, by emailing CrimePrevention@phhs.org the date and time of session you wish to attend.

▼ Lasting Impressions: Tawana McCullough and Charlotte Gambrell



Each week, “Lasting Impressions” features a Parkland employee who does exceptional work and provides excellent customer service. This week’s “Lasting Impressions” features Tawana McCullough, Senior Director, Shared Services and Benefits, and Charlotte Gambrell, Manager, Benefits and Wellbeing.

“Simply put, Tawana and Charlotte go above and beyond in everything they do. They advocate for our employees daily by ensuring we receive the best Benefits package possible. In doing so, their approach, commitment and effort embodies everything Parkland stands for. Time and time again, Tawana and Charlotte demonstrate a resounding enthusiasm for helping our employees through Parkland’s Benefits offerings. Not only do they manage our current Benefits programs in an outstanding manner, but also actively pursue new opportunities for our team members. Most recently, they played a crucial role in Parkland’s transition to Cigna as its Medical and Pharmacy Benefits provider. I’m proud to work alongside Tawana and Charlotte. Their commitment to our people and mission inspires those around them, and their work makes a marked impact on every employee at Parkland. Thank you for all you do!”



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.



► BioTel center named in honor of Dr. Fowler

On Jan. 26, the Parkland BioTel Communications Center was dedicated in honor of Ray Fowler, MD. Dr. Fowler is a pioneer of Emergency Medical Services who recognized the life-saving potential of providing emergency care for patients before they reach the hospital, blazing a new trail in setting standards for emergency medical services.

On behalf of the countless people whose lives were saved because of his work, Dr. Fowler we honor you and we thank you.

Monthly HRO Universal Skills focus topic: CUS

When working together, we should be looking out for our fellow team members. Unfortunately, the power distance can often cause people to hesitate to speak up when they see something wrong. They are afraid of making a mistake or that the other person will take the information poorly. This thought process can sometimes lead to patient and/or staff harm.

“CUS” is an escalation tool designed to maximize your chances of getting a good outcome with these sorts of conversations. It works because it recognizes that it is very easy for the person(s) being questioned to become defensive; CUS coaches us in a language that avoids emotions. Remember, the goal is to make certain everyone is safe – we are not trying to get anyone in trouble.

We each have a moral obligation to escalate safety concerns in a respectful manner when our efforts to cross check a co-worker through asking clarifying questions is being met with resistance.

If you’ve attempted to check a coworker but you still have a concern, you should voice it using the safety phrase “I have a CONCERN” and state your safety concern. If you receive no response or feel there is still a safety concern, state “I am UNCOMFORTABLE” and let others know your reason for discomfort. If the issue is still not resolved, state “This is a SAFETY issue.” At this point, if there is no resolution, stop what you are doing and escalate the safety concern using your chain of command.

Print your copy of the February HRO theme by clicking [here](#). Place the flyer on your integrated huddle boards and discuss how you can utilize this tool with your team. For more information on HRO topics or events, visit the [HRO website](#) or email QualitySafetyOperations@phhs.org.

JOURNEY TO HIGH RELIABILITY

 Parkland | Care. Compassion. Community.

► Employee parking reminder

Unless assigned by Parking Services, employees are not authorized to park in the Tower Garage, Maple Avenue Garage, Simmons Ambulatory Surgery Center, or the ER surface lot, even if you are willing to pay the daily fee. Self-parking for our patients is very limited and employees should not park in patient spaces. This includes all handicap spaces not located in a garage or surface lot (ER, Logistics Building, etc.). All employee parking areas have handicap spaces available.

The Dallas County Hospital District Police Department/Parking Services has noticed an increase in employees parking in the Tower Garage and will be monitoring all areas closely to identify employees who are not following hospital policy ([Campus Parking and Regulations - SYS.BOP.018](#)). If you have questions or need more information, email ParkingServices@phhs.org.

Onward & Upward

Hatcher Station Health Center: Erica Dunmore to Manager, Nursing

Hatcher Station Women's Health Center: Tanieka Davis to Manager, Advanced Practice – General

Health Information Management – Coding Integrity:

Christy Reitnauer to HIM Coding Compliance Auditor

Irving Women's Health Center: Meghann McClellan to Advanced Practice Provider I – General

Learning & Development: Tracy Andrews to Learning and Development Consultant

Material Services: Anish Scaria to Senior Supply Chain Logistics Technician

Mother/Baby B: Solly Paul to Manager, Nursing

Operating Room: Traci Mccullough and Danielle Zamora to Specialty Nurse Coordinator – Operating Room

Parkland Center for Internal Medicine Clinic: Danielle Almaguer to Manager, Practice Operations

Parkland Community Health Plan: Jaynie Perez to Business Analyst

Parkland Foundation: Jeanne Dexter to Senior Philanthropic Advisor

Patient Financial Services – Revenue Integrity/CDM: Abigail Villegas to Revenue Integrity-CDM Analyst

Surgical PCU: I'Kei Norwood to Patient Care Assistant

Retirements

- Timothy Barnett, Senior Registered Nurse Specialist, Shared Prep/Recovery
- Maria Cardiel, Senior Occupational Therapist, Occupational Therapy Outpatient
- Janice Carter, Health Unit Coordinator, Labor & Delivery Triage
- Judy Clark, Senior Registered Nurse, Mother/Baby Maternal Fetal Medicine
- Daniel Kunnil, Financial Counselor, Patient Financial Services Patient Access
- Robert Zubrod, Interim Vice President, Transitional Care Unit

February healthcare observances*

Feb. 3: National Wear Red Day

Feb. 4: World Cancer Day

Feb. 7: National Black HIV/AIDS Awareness Day

Feb. 9: Toothache Day

Feb. 14: National Donor Day

Feb. 22: National Heart Valve Disease Awareness Day

Feb. 29: Rare Disease Day

Feb. 7-14: Congenital Heart Defect Awareness Week

Feb. 11-17: Heart Failure Awareness Week, Sepsis Survivor Week

Feb. 26-March 4: National Eating Disorder Awareness Week

American Heart Month

Age-Related Macular Degeneration (AMD)/Low Vision Awareness Month

International Prenatal Infection Prevention Month

National Cancer Prevention Month

National Children's Dental Health Month

Teen Dating Violence 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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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.