

now

Parkland

Information and stories for Parkland employees
Feb. 10 – Feb. 16, 2025

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Parkland launches Competency Model, new SharePoint site

After nine months of extensive industry research and collaboration across all levels of the Parkland workforce, the [Parkland Competency Model](#) has launched. The Competency Model launch coincides with an introduction of our new [Leadership and Professional Development SharePoint](#) site, making it easy to search for developmental resources and to register for workshops that support continuous improvement at every level. Sessions are scheduled out through December 2025, including options for night- and weekend-shift employees.

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. The model is an internal resource—a simple playbook promoting consistency across the workforce by outlining our shared statements of performance. It does not attempt to capture all role-specific skills or replace the annual clinical competency processes. And it's NOT static. The organizational model shifts as our priorities shift, ensuring that our shared skills keep up with Parkland's strategy.

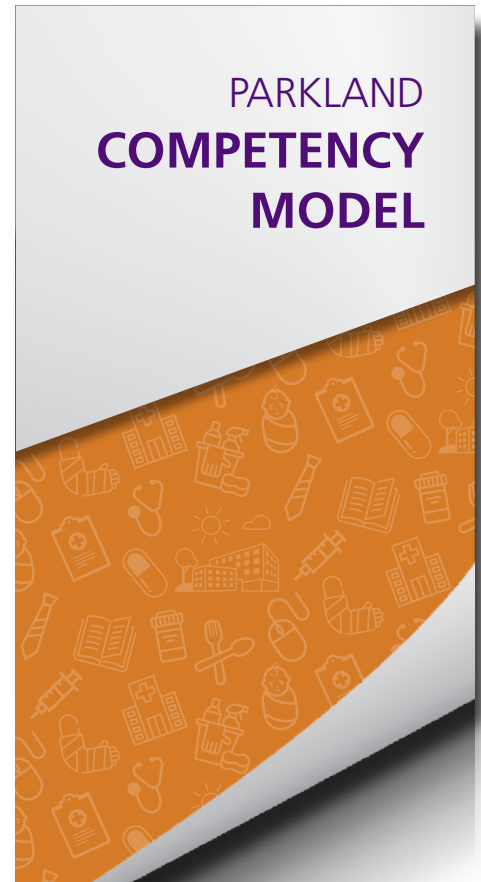
What's next?

Right now, your direct supervisor is preparing to discuss the Competency Model in a team meeting or one-on-one, or both. Since Jan. 27, more than 75% of all leaders have attended a launch learning event, received printed copies to distribute to each employee and resources to promote meaningful discussion with you and your peers.

What is your role in this launch?

- 1. Dive in.** Don't wait for the printed copy to read and analyze the model. Consider each statement and reflect on the many opportunities in your daily work to demonstrate these skills.
- 2. Ask clarifying questions.** Our HRO principles apply in everything we do. If a statement or expectation on how to demonstrate the standard isn't clear, raise your hand and get the guidance you need.
- 3. Seek feedback and development.** The most meaningful learning moments can happen in conversation with peers and in stretch assignments identified with your leader. When formal learning is needed, visit the [Leadership and Professional SharePoint](#) page to get started.

[Download](#) and review the competency model today and prepare for more conversation with your direct supervisor.



► CALL FOR ABSTRACTS: National Patient Safety Awareness Week

Parkland will celebrate National Patient Safety Awareness Week April 19-25, and all Parkland team members are invited to submit abstracts for the poster display contest. Abstracts should highlight completed or ongoing work in quality improvement, safety, infection prevention, high reliability and innovative practices that enhance patient care or workforce safety.



Submission requirements:

- Project submissions must be in progress or completed no earlier than **Jan. 1, 2023**.
- **Abstract length:** 300 words or less
- **Format:** Background, methods, results and conclusion
- **Deadline:** Thursday, Feb. 27
- **Submission Method:** Email to QualityWeek@phhs.org

Selected abstracts will require a poster for display during National Patient Safety Awareness Week with winners announced at the April 25 Awards Ceremony and featured in *Parkland Now*. Awards include first, second and third place, as well as People's Choice. Each poster is eligible for one award.

This is an excellent opportunity to showcase your work, share best practices, and engage with colleagues committed to healthcare quality and safety. For more information, please click [here](#), scan the QR Code or contact QualityWeek@phhs.org.

▼ Lasting Impressions: Margarita Mancinas



Each week, "Lasting Impressions" features a Parkland employee who does exceptional work and provides excellent customer service. This week's "Lasting Impressions" features Margarita Mancinas, Registered Nurse – Acute Care, Plastic Surgery.

"Margarita consistently demonstrates Parkland's ICARE values, and her actions over the past two weeks exemplify what it means to be a true Parkland nurse. A patient struggled due to uncontrolled pain, and Margarita immediately advocated for the patient by contacting the provider, requesting a more effective pain management plan and administering the updated medications. Recognizing a language barrier, she stayed at the bedside to translate and guide the patient until the needed treatment was successfully completed. Her advocacy and dedication prevented the patient's condition from deteriorating further. She is an exemplary role model for all Parkland nurses."



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.

▼ DCHD PD offers civilian active shooter response training

The Dallas County Hospital District Police Department is offering civilian 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 the following dates and times:

- **Thursday, Feb. 13:** 8 - 9:15 a.m., 9:30 - 10:30 a.m., 11 a.m. - noon, 3 - 4:15 p.m., 5 - 6:15 p.m. in MOC 05-456P and MOC 05-458Q (5th floor, Moody Outpatient Center)
- **Wednesday, Feb. 26:** 8 - 9:15 a.m., 9:30 - 10:30 a.m., 11 a.m. - noon, 3 - 4:15 p.m., 5 - 6:15 p.m. in MOC 05-456P and MOC 05-458Q (5th floor, Moody Outpatient Center)

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.

Self-Care this February: Join a Self-Enhancement Workshop!

Take some time for yourself this February with a FREE virtual workshop hosted by Self-Enhancement and Therapy Services (SETS) at the Employee Health Center, led by EHC clinical psychologists and licensed clinical social workers. [Sign up for a workshop here*](#) or scan the QR code and you will receive an email with the WebEx link to join the session.

**Workshops have a limited number of spots available and are first come, first served. Once full, registration for that workshop will close. Sessions are NOT recorded.*



Striving Toward Work-Life Balance

Rebecca Catlett, LCSW-S | Thursday, February 13, noon – 1 p.m.

Depression: Healing Through Meaningful Relationships

Angela Hill, PsyD, ABPP | Wednesday, February 19, noon – 1 p.m.

Building Healthy Self-Esteem

Mark Dalal, PhD | Thursday, February 20, 8 – 9 a.m.

Modeling Self-Care in Relationships

Angela Hill, PsyD, ABPP | Wednesday, February 26, noon – 1 p.m.

How to Cope with Stress

Mark Dalal, PhD | Thursday, February 27, 8 – 9 a.m.

Valentine's Day pop-up sale Feb. 13-14

The Parkland Auxiliary is hosting a Masquerade \$5 Jewelry & Accessories sale from 7 a.m. To 7 p.m. on Thursday, Feb. 13, and Friday, Feb. 14, in the Private Dining Room. Cash, credit card and payroll deduction are accepted.

Join the Team Challenge in the Wellness Experience!

Team up with your co-workers in this step challenge as you trek across the country from New York City to Hollywood, unlocking new cities as you go and earning rewards and points in the Wellness Experience with myCigna. Your team of five will earn points based on total steps per day (30,000 max steps per day per person), and the top three teams with the most steps at the end of the challenge will win the grand prize! Points earned for steps also go towards your annual rewards points, with the ability to earn up to \$100 in Wellness Cash per year that can be redeemed in the Wellness Store.

Register from February 3 - 17 | Challenge Dates: February 17 - March 31 | [Download the challenge flyer](#)

How to Participate:

1. Set up your profile at myCigna.com or in the [myCigna app](#). Select Wellness from the home screen, then click Wellness Dashboard under Wellness Home and fill out a brief form to set up your Wellness Experience profile.
2. From the Wellness Home, select Challenges from the menu and complete registration, adding up to five people per team. You may also participate in the challenge solo.
3. Get credit for your steps! Integrate with Apple Health or other fitness tracking devices to easily track your daily steps. In the [myCigna app](#), go to the Wellness Home, select Resources (far right option in the top menu bar) > Devices and Apps > Connect with Apple Health OR Connect a Device for devices other than Apple watches and follow the steps on your screen to connect.
4. Be sure you're logging in regularly to get credit for tracked steps. You may also manually track steps daily from the Wellness Dashboard. Ensure that all team members have their steps uploaded by April 2.



Win the Grand Prize!

Win a tote bag filled with Parkland swag, including a 40 oz. tumbler cup, belt/crossbody bag and headband.

Join the HRO Learning Series session on Feb. 18

Our HRO Brown Bag series, originally intended for leaders, is now open to all Parkland team members as the HRO Learning Series. This monthly educational offering will provide an overview of the Universal and Leader Skills themes of the month. The next session will take place at noon on Tuesday, Feb. 18, and you can join using the WebEx information below.

- [Join the WebEx](#)
- **Meeting number:** 2316 855 7475
- **Meeting password:** WEdPAXr7Z22

Email any questions or concerns to QualitySafetyOperations@phhs.org. We look forward to seeing you there!

► Policy Practice Tip

Parkland's policy [SYS.COMP.042](#) (Unannounced Visits by Government Representatives) contains a how-to guide for responding to unexpected contact from representatives of other government agencies, including outside law enforcement, government attorneys and investigators. Our response to a visit from a government agency may vary depending on the nature of the visit and any legal documents provided. If a government agency arrives at a Parkland facility, contact Legal Affairs immediately at 214-590-4575 (during business hours) or by paging the Legal Affairs attorney on-call in the paging directory for advice. For more information, please review policy [SYS.COMP.042](#).

To read more tips about interacting with government agencies, [download this PDF](#).