



Parkland

Information and stories for
Parkland employees
Feb. 17 – Feb. 23, 2025



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Parkland launches Diabetes Nurse Champion (HERO) Program

We are excited to announce the launch of Parkland's Diabetes Nurse Champion (HERO) Program on Thursday, Feb. 20. This program has been designed to upskill a select group of unit-based nurses across Parkland in diabetes management and education. A total of 33 nurses have been recruited to become our HEROs.

Why we need HEROs

At any given time, approximately 35% of Parkland's inpatient population has diabetes or hyperglycemia, translating to over 250 patients daily. The Parkland Diabetes HERO Program will promote a proactive and coordinated approach to improving care through the following key efforts, guided by the Multidisciplinary Curriculum Committee:

- **Unit-based clinical expertise:** Developing peer-to-peer training and mentorship to foster expertise within each unit.
- **Optimized care and education:** Enhancing the care and diabetes education provided to hospitalized patients, including those in the Emergency Department.
- **Effective systems of diabetes care:** Building and refining systems to support comprehensive diabetes care.
- **Standardization of glycemic targets:** Promoting consistent organizational practices for managing glycemic targets and treatment.
- **Supporting best practices:** Encouraging the adoption of updated, evidence-based approaches in diabetes treatment.
- **Reducing medication errors:** Minimizing preventable risks, including medication errors, through improved training and oversight.
- **Enhanced case management and discharge planning:** Fostering better coordination in case management and discharge planning for diabetic patients.
- **Development of guidelines and policies:** Creating, evaluating and refining clinical practice guidelines and policies for diabetes management.

The Diabetes team would like to express their sincere appreciation to nursing leadership for their unwavering support of this initiative, as well as to our HEROs, who have shown a strong interest and exceptional dedication to improving diabetes care and education within their units.



Introducing the Advanced Practice Provider Workplace Wellness Toolkit

The Advanced Practice Provider (APP) Workplace Violence Committee is proud to introduce the *Advanced Practice Provider Workplace Wellness Toolkit*. This resource was developed to support your well-being and safety in the workplace. The *toolkit* provides practical strategies for self-care, stress management and addressing workplace violence, along with resources like the SPARKS Peer Support Program and de-escalation techniques from the SAMA training.

Please take a few moments to [complete a brief survey](#) about your experiences and needs. Your input is essential to help us support our APP community. Thank you for your participation and for helping us create a healthier, safer and more supportive work environment for all APPs.

Ash Wednesday observance on March 5

Parkland staff, physicians, patients and family members are invited to visit the Ron J. Anderson, MD, Multifaith Chapel from 7 a.m. – 5 p.m. on Wednesday, March 5, to observe Ash Wednesday and for the traditional imposition of ashes on the forehead. There will also be a celebration of the Holy Mass in the chapel at 8:30 a.m. and at noon.

If you are unable to visit the chapel and would like ashes distributed on your floor or work area (for staff or patients), please call Spiritual Care at 214-590-8512 (ext. 28512) by Tuesday, March 4.

Chaplains are also available to travel to COPCs. Please call the Spiritual Care office by Monday, March 3, if you are interested in having a chaplain come to you for the imposition of ashes. While availability may be limited due to increased patient care needs, they will make every effort to accommodate both on-campus and off-campus requests.



▼ Lasting Impressions: Fikru Kene

Each week, "Lasting Impressions" features a Parkland employee who does exceptional work and provides excellent customer service. This week's "Lasting Impressions" features Fikru Kene, Registered Nurse – Acute Care, Centralized Staffing Office.



"One of Fikru's standout qualities is his unwavering commitment to providing exceptional care to our patients. He goes above and beyond to ensure that every patient receives the attention and support they need, even in the most challenging circumstance. For example, recently we took care of a complex patient with behavioral issues. The day he took care of him, it happened to be the patient's birthday. Although the patient was agitated and unpleasant with staff, he wanted to make the patient feel special and without telling anyone else, bought balloons, cakes and a card for him. This is one of the many acts of kindness and empathy. His ability to remain calm and composed under pressure and to find effective solutions speak volumes about his professionalism and dedication to patients."



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.

Mental Health Wellness Visits at the Employee Health Center

Why are we offering this service?

We are dedicated to providing Parkland employees and their families whole-person health and wellness. As part of our ongoing mission to provide better care for our employees, the Employee Health Center is now offering annual mental health wellness screening visits.

What is a mental health wellness visit?

A mental health wellness visit is like your yearly physical with a PCP but for your mental health. Think of it like self-care, with a little extra help. During this once a year visit, you will meet with a member of the EHC Behavioral Health team – a clinical psychologist or licensed clinical social worker (LCSW) – to assess your mental and emotional wellbeing and identify any concerns or potential risk factors. Your behavioral health provider will review your results and if needed, make recommendations, schedule additional visits, and provide resources and guidance on your next steps. Please note that these visits are a wellness-focused, goal-setting session and are not a mental health clinical evaluation for diagnosis and treatment purposes.

Who is this available to?

These visits are available to all employees, their spouse, or dependents (18-26 years old). You must have an established primary care provider within or outside Parkland, or be willing to establish care, in the event that follow-up care is needed. These visits are not available to anyone currently receiving behavioral health care* (e.g. group or individual therapy, psychiatry) either at Parkland or an outside facility. EHC Self-Enhancement and Therapy Services (SETS) workshops are not considered behavioral health treatment, so you can attend SETS sessions and still qualify for a mental health wellness screening visit.

When are visits?

Visits are 30 minutes, performed yearly, and can be scheduled on the same day as your annual physical at EHC, or for another day. Both virtual and in-person appointments available. Mental health wellness visits are \$0 on both the PEHP Cigna PPO and HDHP plans.

For more information and to schedule, call **214-590-2800**.



Onward & Upward

Care Management: Margaret Francis and Antoinette Hudson to Care Coordinator

Information Technologies – Business & Financial Systems: Denice Johnson to IT Application Systems – Team Lead

Medicine Services Administration: Amy McIntire to Senior Registered Nurse Specialist – Nurse Clinician

Neonatal ICU APRNs: Maricel Maxey to Manager, Advanced Practice Specialty

Nursing Administration: Selena Cruz to Manager, Business Operations

OB/GYN Emergency Services: LaKreisha Robinson to Senior Registered Nurse Specialist – OBGYN ED Services

Parkland Center for Clinical Innovation: Jacqueline Naeem to Vice President, Clinical & Social Health PC

Patient Financial Services Patient Access Management: Shantel Hopkins to Supervisor, Revenue Cycle

Talent Management Administration: Jonathan Appleton to Director, Workday Change Management

Retirements

- Kimberly Clipp, Manager, Advanced Practice Specialty, Neonatal ICU APRNs
- Merlyn Espinosa, Cashier, Dietary – Nutrition Services
- Lendora Hill, Unit Technician, 7A Antepartum
- Rebeca Macias, Environmental Services Technician, Environmental Services Ambulatory
- Micah Propps McClary, Senior Physical Therapist, Physical Therapy Outpatient
- Azizollah Shapouri, Pharmacist, Pharmacy – Inpatient
- Charles Singleton, Staff Physician-Podiatrist, Garland Health Center

Join the virtual town hall on Feb. 20

Join us at 11 a.m. Thursday, Feb. 20, for our monthly employee virtual town hall:

- **Join the WebEx**
- **Event number:** 2660 038 9355
- **Event password:** meNAXMUp423 (63629687 when dialing from a phone or video system)
- **Phone number:** 1-650-479-3208 (United States Toll)

To catch up on any town halls you missed, [click here](#).



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.