

Parkland

Information and stories for
Parkland employees
Feb. 19 – 25, 2024

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Patients at Parkland receive valentines from nurses

More than 3,500 cards distributed during ninth year of the event

In the days before social media, texting and cell phones, every February youngsters anxiously dragged their parents to the corner store to pick out the perfect package of valentines to pass out to classmates. After the school party, they would carefully open their cache of tiny white envelopes and beam at the array of cards sporting superheroes and colorful cartoon characters. Nurses at Parkland Health hoped to replicate that feeling and put smiles on countless faces by delivering valentines to every patient throughout the system from Feb. 9-14. It is the ninth year Parkland nurses have spread the love on Valentine's Day.

Parkland's Professional Excellence in Nursing (PEN) Council sponsored the project and provided English- and Spanish-language valentines for their colleagues to personalize for their patients. Parkland's leadership also took part in sharing their heart by signing cards. Nurses delivered more than 3,500 signed valentines to hospitalized patients and those in Parkland's network of community-based health centers. Signing and delivering the cards, they say, is something they look forward to in the days and weeks leading up to Valentine's Day.

"I remember exchanging valentines as a child, and I remember feeling special. Most of the students in our class were from low-income families who did not participate in a lot of activities, but for some reason every child on that day always had a valentine," recalled Tina Madrid, Associate Unit Manager, 7 Plastics. "The one that stands out the most was when I was in second grade and my teacher, Mrs. Smith, made each student their very own card. It was my favorite character, in my favorite color. The best part was she did it all herself."

The personal notes are what makes the day even more special, according to Parkland's Executive Vice President and Chief Nursing Executive Donna Richardson, DNP, RN, NEA-BC.

"Our nurses and staff support goes beyond traditional medical care and includes the emotional needs of our patients as well. We wanted to take their minds off their physical problems, whether it is an injury or illness, if even for a moment," Richardson said. "It's a way to hopefully put a smile on their face and brighten their day."

Victoria Jimenez, Senior Registered Nurse, Homeless Outreach Medical Services (HOMES), recalls decorating an old shoe box with red construction paper and being so excited to see what cards and treats she would receive from friends. But while she fondly recalls the days of her youth, Jimenez relishes today.

"I think it is important to pass out Valentine's Day cards to patients because it shows we care holistically about their well-being," she said. "In a sense it reminds them how we are focused on more than their lab results and blood pressure numbers."

Some patients were surprised, and others amused, she notes, when presented with a valentine. "One patient told me once with a smile on his face, 'just like elementary school!'," she said.

Jillian Alcorn, a senior registered nurse in Parkland's Burn Acute Care Unit agrees.

"Some of the reactions from patients have been laughs and smiles, mostly," said Alcorn, who has been passing out Valentine's Day cards to hospitalized patients since the program began. "They say 'thank you' and really seem to appreciate the act of kindness and the fact that we're thinking about them."

"It brings me joy to see our patients smile. Some patients blush and say, 'thank you,' others said they had never received anything like this before. I remember one patient saying, 'when do you all have time to make us feel special? You all are so busy'," Madrid said, adding, "No one wants to be in the hospital and if, just for a second, something small like a card can make you forget, I would do it over and over."



▶ Parkland Auxiliary pop-up sale Feb. 20-21

If you missed the pop-up sale back in August when the linens stole the show, you have another chance! You can stop by the pop-up sale with Retail Concepts (sponsored by the Parkland Auxiliary), from 7 a.m. to 7 p.m. on Tuesday, Feb. 20, and 7 a.m. to 3 p.m. Wednesday, Feb. 21, in the Private Dining Room.

▼ Lasting Impressions: Juan Gonzales



Each week, “Lasting Impressions” features a Parkland employee who does exceptional work and provides excellent customer service. This week’s “Lasting Impressions” features Juan Gonzales, Lead Technician, Linen Services.

“Juan is our Lead Tech for Linen Services. He deserves to be recognized for how hard he works. He never complains when we ask for any heavy lifting task. Juan is always there to offer us help and is a huge advocate when we need any extra linen. No matter how many pounds of soiled linen we processed per day, even if he is working in another area, Juan is willing to help us and is always proactive with his tasks. He always greets us in the mornings with positive energy and a handshake or smile. You can never go wrong with Juan, he is one of the main ones that will gladly answer your questions and teach you right!”



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.

▶ Take advantage of Workforce Development’s Career Navigation services

Workforce Development offers Career Navigation services to assist current employees who would like to grow within Parkland. Services include career and education planning, connecting to internal resources, skills gap analysis and more.

Join us from noon to 1 p.m. on Thursday, March 14, in the Private Dining Room or virtually from 6:30 to 7:30 p.m. via [WebEx](#). Presentations last 30 minutes. Find more details on this [flier](#).



▶ Jet Dental onsite dental appointments this week

Jet Dental is a mobile dental service that brings wellness to work. Rather than having to schedule an appointment with an off-site dentist, Parkland will host Jet Dental on campus throughout the year to provide services such as:

- Preventive care (provided at no cost to employees with dental insurance).
- Restorative care, such as fillings, scaling, root planning and corrective services (Copays apply based on your dental plan).

Jet Dental will offer these services from 9 a.m. – 5 p.m. Feb. 19-23, next to the Employee Health Center on the 4th floor of Moody Outpatient Center. To schedule an appointment, to be seen in the dental clinic, [register here](#). All those who sign up will also be entered into a drawing to win a FREE electric toothbrush. Spots are limited so please sign up while appointments are available!

For more information on this exciting new opportunity, view this [FAQ](#) and [flier](#) or visit ParklandBenefits.org.

Black-owned food trucks on campus this Friday

In honor of Black History Month, the VOICES Employee Resource Group (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. In addition, Nutrition Services and our VOICES ERG invite you to indulge in a special menu throughout the month of February featuring culturally diverse dishes inspired by Afro-Mexicano, Caribbean, Creole and soul food dishes.

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 number to ParklandVOICES@phhs.org.



Congratulations!

- Kavita Bhavan, MD, MHS, Chief Innovation Officer, was named Physician of the Year in Press Ganey's 2024 Human Experience Awards.
- Heather Lemna, BScN RN ACRN, and Amanda Mitcham, ADN RN ACRN, both received their nursing certifications in AIDS/HIV Registered Nurse Certification (ACRN)
- Natalie Rodriguez, Operations Administrator, Nursing Services, completed the Essential Women's Leadership Academy
- Jessica Rong, MSN, RN, CCRN received a 2024 National Nursing Ethics Conference (NNEC) Ann Hamric Memorial Scholarship for Graduate Students in Nursing and/or Bioethics, as Jessica is currently pursuing her PhD in Nursing Ethics at Duquesne University.

Onward & Upward

Behavioral Health Social Work: Chester McGee to Peer Recovery Navigator

Chemistry: Elizabeth Galvez to Senior Medical Technologist

Clinical Engineering: Jose Lara to Senior Biomedical Equipment Technician

Contracts: Caroline Joel to Contract Negotiator I

C.V. Roman Women's Health Center: Brenda Gonzales to Advanced Practice Provider I – General

Dallas County Hospital District Police Department: John Rody to Police Officer

Dietary – Nutrition Services: Larandel Love to Supervisor, Nutrition Services

Employee Health Center: Artela Lofton to Member Access Representative

Environmental Services – NPC: Norma Kellner to Lead Environmental Services Technician

Geriatrics: Henrietta Womble to Manager, Nursing

Health Information Management Data Integrity & Technician: Sudesh Kayastha to HIM Informaticist

Maple Women's Health Center: Ivon Salvador to Unit Technician

Material Services: Quinton Thomas to Senior Supply Chain Distribution Technician

Medicine Specialties: Charles Harris to Medical Practice Assistant

Nursing Internships: Adam Eddy, Jessica Lara and Gretchen Wiegand to Registered Nurse Professional Development Practitioner

Parkland Foundation: Leah Allen to Director of Operations

Patient Financial Services – Patient Access: San Juanita Hernandez and Brandis Smith to Financial Counselor

Release of Information & Customer Services: Sara Rebecca Carranco to HIM Analyst I

Transitional Care Unit: Priscilla Grant to Administrative Assistant

Retirements

- Helen Adams, Infusion Pharmacy Technician, Pharmacy – Inpatient
- Rebecca Ames, Advanced Practice Provider Special – PRN, WISH APP Specialty Clinics
- Michelle Dupree, Terminal Agency Coordinator, Dallas County Hospital District Police Department
- Cheryl Floyd, Unit Technician, 7A Antepartum
- Nancy Miller, HIM Health Record Quality Analyst I, Health Record Review
- Michael O'Mara, Nurse Navigator, Global Cancer Program
- Howard Starnes, Director, Division Project Management, Pharmacy Administration
- Zorine Stewart, Nurse Anesthetist CRNA, Anesthesiology
- Annette VanOrman, Histology Technician, Anatomic Pathology



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.