

Now

Parkland

Information and stories for Parkland employees
Feb. 26 – March 3, 2024

'The tears were worth it'

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'The tears were worth it'

Reach for the Stars Nursing Scholarship helped Krystal Stuart realize her goals

The first thing you notice when you meet Krystal Stuart is her smile. It is ever-present and contagious, and that is just one of the qualities that makes her successful in her job. As a Care Coordinator in Parkland's Employee Health Center, it is Krystal's job to help patients navigate the healthcare system to meet their unique needs.

But her job does not stop there. She secures durable medical equipment such as walkers and ensures they are delivered to the right patient at the right time. She understands co-pays and what the different tiers mean. If needed, she connects patients to care in facilities outside of Parkland. She answers random questions that sometimes come out of left field.

So, who do Employee Health Center patients call when they need help? Hint. It is not Ghostbusters.

Krystal's path to her current position is unlike most. As a young single parent living in Texarkana and working at Walmart, she decided it was time to move on. "I was looking in the paper for jobs," she said adding, "that was when jobs were actually listed in the newspaper!" Krystal read that a Texarkana hospital would pay for qualified applicants to attend its certified nurse assistant program. She turned in her blue vest and over the course of the next two years not only became a CNA but a licensed vocational nurse as well.

A move to Dallas in 2013 eventually led her to Parkland's Family Medicine Clinic and a chance to further her career.

"I knew I wanted to become a registered nurse, but as a single parent it just wasn't financially feasible," she said. "That is when I heard about the Reach for the Stars Nursing Scholarship and decided to apply. I was really hoping that I would get accepted but told myself 'What is the worst that could happen? They say no!'"

When the call came that she had received one of the Parkland's nursing scholarships Krystal moved from a full-time employee to PRN working two or three days a week in one of the system's Community Oriented Primary Care health centers. "That helped me be able to be a full-time student, work and take care of my family," she said.

Though she will admit there were many tears shed during the 15-month University of Texas-Arlington program, looking back she "can't believe how fast it went even though when I was in the middle of it, it seemed so slow."

These days she is grateful for the scholarship Parkland offered and the career choices she has made. "I absolutely love my job. I love helping make sure our employees are healthy so they can be at work and take care of our community. There is nothing better."



Learn more about the Reach for the Stars Nursing Scholarship

If you are interested in pursuing a career in nursing, Parkland's Reach for the Stars Scholarship Program serves as an opportunity to help you reach your professional goals. The scholarship covers up to \$29,390 per recipient.

Open to current Parkland employees, this bi-annual scholarship is specifically designed for undergraduate students enrolled in a public nursing school and who demonstrate financial need. To read eligibility requirements or find more information, email PAStudentPrograms@phhs.org or visit the [Reach for the Stars Nursing Scholarship SharePoint Page](#) (OTM SharePoint Page > Workforce Development > "Scholarship Programs").

Difficulty navigating your healthcare? Care Coordinators can help

Parkland team members can get individualized support from Employee Health & Wellness RN Care Coordinators just like Krystal.

Submit an Employee Health Ticket in the [OTM Self-Service Portal](#) to receive personalized assistance with referrals and care coordination for the Employee Health Center, specialty clinic, lab, radiology, pharmacy and more. You can also get there by clicking "Need help?" on the [Employee Health & Wellness SharePoint page](#).

► Compliance Lunch and Learn this Thursday

Join us for the next Compliance Lunch & Learn at noon on Thursday, Feb. 29. This session will provide an overview of the Compliance and Ethics Department's Revenue Cycle Compliance function. Attendees will learn more about the activities performed by the team and how they are designed to identify areas of potential risk and affirm appropriate billing and coding practices.

The Compliance Lunch and Learn series is part of our ongoing effort to increase awareness of compliance topics and empower each of us with the information needed to maintain the highest ethical and professional standards.

[Click here](#) or scan the QR code to the right for the link to the Webex session:



▼ Lasting Impressions: Melissa Schultz



Each week, "Lasting Impressions" features a Parkland employee who does exceptional work and provides excellent customer service. This week's "Lasting Impressions" features Melissa Schultz, BSN, RN, Senior Registered Nurse Specialist, 15 Cardiovascular ICU.

"Once I saw Melissa take over an hour with a medical interpreter to perform home diabetes education with a patient who had never had someone take the extra time to answer his questions and discuss these aspects of their care before. As a night shift nurse for a patient who would likely not be discharged for days to come, this wasn't something expected of the nurse, but it was something they knew would make a difference in the patient's life."



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](#).

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.

► Recognizing Parkland's First ICARE Award winners

Congratulations to Parkland's first-ever ICARE Award recipients! These exemplary employees, listed below, were recently honored for setting an outstanding example of living our ICARE values through their words and actions.

- **Integrity:** Laura Hochwalt, Senior Director – ED, Trauma, Urgent Care & Disaster Management
- **Compassion:** Derrick Wilkerson, Peer Recovery Navigator
- **Collaboration:** Desiree Perez, Senior Leadership Development Consultant
- **Accountability:** Brisa Arroyo, Radiologic Technologist
- **Respect:** Amy Montgomery, Senior Registered Nurse Specialist – GI Lab
- **Equity:** Yesica Almaraz, Senior Medical Interpreter

If you see an individual with an ICARE-branded badge reel or polo, you'll know they go above and beyond to embody our ICARE values.

Our ICARE Awards are presented quarterly. Be sure to visit our [Recognition Platform](#) and nominate a fellow team member for our next ICARE Awards today!



Laura Hochwalt, Senior Director – ED, Trauma, Urgent Care & Disaster Management

Derrick Wilkerson, Peer Recovery Navigator

Desiree Perez, Senior Leadership Development Consultant



Brisa Arroyo, Radiologic Technologist

Amy Montgomery, Senior Registered Nurse Specialist – GI Lab

Yesica Almaraz, Senior Medical Interpreter

Apply to host an intern this summer

Parkland's Workforce Development Summer Intern Program has returned! The program offers participating departments additional assistance for the summer while providing an excellent developmental career opportunity for some of Dallas' most inspired, ambitious students. To request an intern, fill out the [linked application](#) and send to wdinternshipprograms@phhs.org by Friday, April 26. Students will be matched based on their area of interest and Parkland's budgetary considerations.

Workforce Development collaborates with community organizations, Parkland Health Foundation and Parkland Auxiliary to offer these paid internships for graduate, undergraduate and high school students in Dallas. Through this program, interns are employed at Parkland for eight weeks, gaining valuable experience in preparation for a future healthcare career. The time spent at Parkland provides them with the first steps in beginning their professional career.

There will be a training this spring for all managers of intern-hosting departments (more details will be provided soon). Interns will attend a new employee orientation on Monday, June 3.

PLEASE NOTE: Along with hosting an intern (paid for by OTM), departments also have the opportunity to sponsor an additional intern (paid for by sponsoring department). For more information on Parkland's intern programs, contact Rabin Pathak, Workforce Development Program Manager at wdinternshipprograms@phhs.org.

► Free tax preparation for eligible Parkland employees

In partnership with Foundation Communities, Parkland is hosting free tax preparation events at various locations from 10 a.m. to 3 p.m. each Tuesday through March 26. All employees and their families making less than \$60,000 per year can qualify for this free service.

Appointments are required, so sign up in advance using the links below, and be sure to bring any required documentation (ID, W-2, Social Security, bank statements, etc.). Please note that your appointment should be scheduled during your lunch break or other personal time.

- **Tuesday, Feb. 27:** Bluit-Flowers Health Center (<https://dallastaxcenters.as.me/bluitt>)
- **Tuesday, March 5:** MOC 01-1116 (Moody Outpatient Center) (<https://dallastaxcenters.as.me/moody>)
- **Tuesday, March 12:** Irving Health Center (<https://dallastaxcenters.as.me/irving>)
- **Tuesday, March 19:** C.V. Roman Health Center (<https://dallastaxcenters.as.me/cvroman>)
- **Tuesday, March 26:** Garland Health Center (<https://dallastaxcenters.as.me/garland>)

Foundation Communities is a nonprofit organization providing North Texas families and individuals the opportunity to reach financial stability through a multitude of programs, including free income tax preparation, one-on-one financial coaching and assistance, college financial aid, and more.

Register for the March 5 blood drive

Parkland will host a Carter BloodCare blood drive from 10 a.m. – 5:30 p.m. Tuesday, March 5, in the Private Dining Room. Online registration is encouraged and is available by [clicking here](#). There will also be a limited opportunity to accommodate walk-ups, based on availability. In addition, a mobile unit will be located outside the Maple Avenue Garage (next to the Moody Outpatient Center) from 10 a.m. – 2 p.m. The mobile unit blood drive is open to the public and registration is available by [clicking here](#).

Blood donors should bring a driver's license, know their medications, eat a good meal and drink plenty of fluids. For more information, contact Monique Barksdale at 469-419-1628 (ext. 71628) or Monique.Barksdale@phhs.org.



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.