

# Parkland

# NOW

Information and stories for Parkland employees  
**March 17 – March 23, 2025**



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# Parkland's Paths to Recovery Clinic helps ease access to addiction services

The opioid addiction crisis has wreaked havoc at a national level in recent years, and North Texas has felt the effects of this as well. In order to respond to this crisis and provide better service to our patients, Parkland launched the Paths to Recovery Clinic in October 2024.

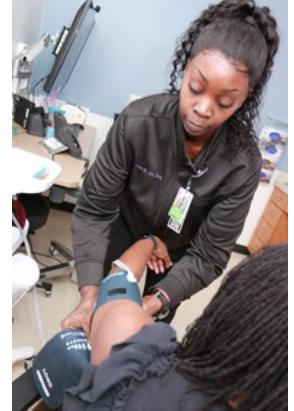
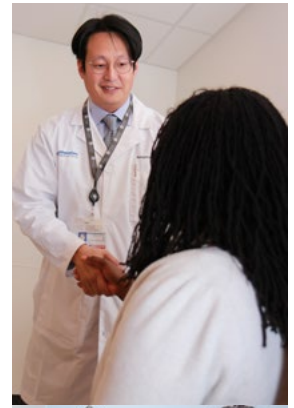
This clinic attempts to bridge the gaps in care often experienced by this patient population and help them navigate the complex healthcare system in a stigma-free environment. The goal of this service to provide a "one-stop shop" for patients battling addiction with quick, easy-to-access to addiction services, using a multidisciplinary and holistic approach that incorporates peer recovery navigators, mental health counselors, social work, nursing, pharmacy, coordinators and medical providers all in one space.

"We were seeing a rise of fentanyl cases when we started working on this a year and a half ago. One month to the next, fentanyl prevalence in the emergency department tripled," said Pedro José Fernandez, MD, Chief of Psychiatry at Parkland Health. "We continued to see patients circling in the system not being able to follow up in care, and that had to be addressed."

Patients previously referred from Parkland to our community partners for opioid use disorder "OUD" treatment would struggle with long wait times up to two months and have new patient show rates as low as 20%. Research has shown that shortening the wait time for OUD treatment has been linked with improved rates of recovery. The Paths to Recovery Clinic attempts to further improve success of recovery by address associated health concerns for patients with OUD like lack of primary care services and then provide a seamless transition to community partners and existing services at Parkland for ongoing care.

In the Paths to Recovery Clinic's first three months, they served 717 patients, and this new care model will allow better tracking of these patients' long-term success. Research indicates it can also reduce emergency room visits by preventing more serious healthcare interventions from being needed down the road.

"There are many physical ailments and social determinants of health resulting from addiction, so adherence to a care plan is critical," said Minnie Mathew, Administrative Director, Parkland Global Behavioral Health Programs. "Our goal is not just to see these patients in our clinic, but also to help connect them with other resources that are available to them in the community."



## HRO Learning Series session on March 18



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

- **Join Webex**
- **Meeting number (access code):** 2300 925 4254
- **Meeting password:** rFe63t6SnZ5 (73363867 when dialing from a phone or video system)

To ensure you do not miss an event, register for the webinar series by clicking [here](#). If you're unable to attend, a recording will be posted to the HRO website, [High Reliability Organization \(HRO\) - Home](#), under the HRO Learning Series icon. Please allow a few days grace to allow for video editing. Email any questions or concerns to [QualitySafetyOperations@phhs.org](mailto:QualitySafetyOperations@phhs.org). We look forward to seeing you there!

## DCHD PD offers civilian active shooter response training next week

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 at the following date and times:

- Friday, March 28: 9:30 – 10:30 a.m., 1:30 – 2:30 p.m. and 3 – 4:30 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](mailto:CrimePrevention@phhs.org) the date and time of session you wish to attend.



## ▼ Lasting Impressions: Margaret Awino



Each week, "Lasting Impressions" features a Parkland employee who does exceptional work and provides excellent customer service. This week's "Lasting Impressions" features Margaret Awino, Senior Registered Nurse, Correctional Health.

*"This is an RN who has been described by her peers as 'a wonderful, caring, giving person who follows her heart' and always does what is in the best interest of her patients. She collaborates effectively with the treatment team to ensure that her patients receive high-quality care that addresses both their physical and mental health needs. She cross-checks orders for clarification after thoroughly reviewing a patient's chart and has received the Correctional Health Shining Star Award for her good catches. She is a role model among her colleagues and can often be found spending time with new employees to support their acclimation into the Correctional Health environment and as a warm welcome onto our team. She effectively communicates with the Dallas County Sheriff's Department detention officers and I have witnessed her deescalate potentially volatile situations with her calming presence and ability to hear the underlying cause of her patients' sometimes difficult behaviors. She is dedicated to providing the high-quality care that Parkland is known for and we are blessed to have her as a member of our Correctional Health team!"*



Want to nominate an employee who goes above and beyond? Tell us what makes them so fantastic by emailing [Employees@phhs.org](mailto:Employees@phhs.org) or calling ext. 28048.

## Want breast health education in your department?

Parkland's Mammography team wants to spread the word about breast health throughout our organization. To that end, they are offering departments the opportunity to sign up for 15–20-minute breast health education sessions for their staff. Staff would also have the opportunity at the session to sign up for a mammogram appointment.

To begin the process of requesting a session in your department, please [fill out this survey](#).

## Join the virtual town hall on March 20

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

- **Join the WebEx**
- **Event number:** 2660 038 9355
- **Event password:** meNAXMU423 (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](#).



## ▶ Sign up for the Broders ER Golf Classic by March 31

The 21st Annual Broders ER Golf Classic will take place at 9 a.m. on Wednesday, April 30, at Bear Creek Golf Club in Dallas, and this year, the event will support two Parkland Health programs addressing the mental well-being of staff: Supporting Parkland Staff (SPARKS) and Pet Therapy.

If you are interested in participating, be sure to [register online](#) by Monday, March 31. The event costs \$150 per player or \$600 per team, and includes greens fee, a golf cart, range balls, breakfast and the awards lunch.

### More about SPARKS and Pet Therapy:

- SPARKS is an acronym that stands for Supporting Parkland Staff. The program addresses the needs of our frontline caregivers who experience adverse patient-related incidents causing stress. Help includes confidential peer-to-peer support, lavender caring carts and a meditation room. This is one way Parkland is caring for those who care for others.
- The Pet Therapy program impacts Parkland's workforce by providing bi-monthly therapy dog visits during both day and overnight shifts. The hope is to improve the well-being and happiness of those working in critical care, emergency or high patient capacity situations. With added funds, the program can increase the number of therapy dogs and expand to more areas of care throughout the hospital.



## Onward & Upward

**Ambulatory Clinical Support Services:** Wendy Gonzalez Fuentes to Referral and Care Coordinator

**Burn ICU:** Erial Olivares and Isabel Rogers to Registered Nurse Specialist – ICU/CCU/PCU

**Cardiovascular ICU:** Yaileen Garza, Megan Jennings and Brooke Lazo to Registered Nurse Specialist – ICU/CCU/PCU

**Chemistry:** Thuong Le to Senior Medical Technologist

**C.V. Roman Health Center:** Tracey Hardy to Administrative Assistant

**Hospitalist A:** Sarai Garcia Ponce to Patient Care Assistant

**Information Technologies – BMDI/QA-TEST:** Jency Suno to IT Applications System Developer

**Investigational Drug Services:** Stephanie Chen to IDS Pharmacist

**Material Services:** Jasmine McCoy to Supply Chain IT Coordinator

**Medical Staff Professional Services & Regulatory Affairs:**

Lynette Parish to Manager, Medical Staff Professional Services

**Neonatal ICU APRNs:** Angela Graffeo to Advanced Practice Service Lead Special

**Nurse Family Partnership:** Donisa Ingram to Administrative Assistant

**Nurse Residency:** Rikimaru Agtarap, Nina Hassan and Laura Reyes to Registered Nurse – Acute Care; Brina Gutierrez and Demi Moore to Registered Nurse Specialist– NICU; Tesna Chacko, Lauren Garcia, Stephanie Lewis-McQueen and Latosha Orum Washington to Registered Nurse Specialist– ICU/CCU/PCU; Julia Arey to Registered Nurse Specialist– Emergency

**Perioperative Services Administration:** Jasmin Salinas to Business Support Specialist

**Sterile Processing:** Kolby Watts to Sterile Processing Technician

**Surgical ICU:** Lukas Lister and Arielle Mendieta to Registered Nurse Specialist– ICU/CCU/PCU

**Surgical PCU:** Joy Stewart to Registered Nurse Specialist– ICU/CCU/PCU

**Talent Management Administration:** LeMonshey Thomas to Executive Assistant

## Retirements

- Melvin Baker, Lead Patient Technician, ENT/Oral Surgery Clinic
- Anthony Hill, Senior Patient Safety Clinical Risk Manager, Quality & Safety Operations
- Michael Smith, Senior Information System Auditor, Internal Audit
- Ida Turner, Medical Practice Assistant – PRN, Simmons Ambulatory Surgery Center PRN Staff

## Join the women's history panel discussion this Wednesday

Parkland's Women's Resource Network ERG is proud to host a dynamic panel discussion, featuring Parkland Board Chair Marjorie Petty and Parkland Health Foundation Board Member Renda Mathew, in celebration of this year's theme "Moving Forward Together! Women Educating and Inspiring Generations." This powerful theme honors the incredible women who have dedicated their lives to education, mentorship, and leadership, shaping the future for generations to come. Join them for an engaging conversation filled with wisdom, inspiration and motivation as we celebrate the unstoppable impact of women from noon to 1 p.m. on Wednesday, March 19, in the MacGregor W. Day Auditorium. You can also attend virtually by [clicking here](#) or scanning the QR code.



## Don't forget about new career opportunities at Parkland!

Interested in a new career path here at Parkland? We offer several internal career opportunities (vertical and lateral) that we'd like to make you aware of. We encourage employees to visit the internal career site (SharePoint Homepage > Pathways Portal > Parkland Pathways > Careers Dropdown) periodically to consider new positions are posted as they become available.

As a reminder, we ask that you complete at least six months in your current role prior to seeking a new opportunity. [Internal Candidate Guides](#) offering instructions for searching and applying for available opportunities and checking application status for internal candidates are located on the [OTM SharePoint Page](#) under "Helpful Resources."



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.