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Parkland

Information and stories for Parkland employees
March 25 – March 31, 2024

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Annual Required Training has begun

Parkland's Annual Required Training launched on Wednesday, March 20, to meet compliance and ethics, information security and regulatory requirements. Annual mandatory training is crucial to Parkland fulfilling our mission for Dallas County, and the trainings must be completed by Wednesday, Aug. 21.

To show sensitivity to operations, a foundational HRO principle, annual required training will have two launch dates and one due date for all training modules. Your training assignment is based on your role at Parkland and includes some combination of the following topics:

- **Launch Date 1 on Wednesday, March 20 (now live):** Information Security, Workplace Violence, Infection Prevention, Stroke, Environment of Care
- **Launch Date 2 on Wednesday, July 17:** Compliance and Ethics, Two Patient Identifiers, additional regulatory requirements

All annual training will be assigned in Parkland Pathways and must be completed by Wednesday, Aug. 21. The combined duration of this year's training is approximately 3 hours. Each training module will list the estimated time for completion.

Who will be assigned this training?

Training will be assigned to employees and select non-employees with hire/start dates prior to Jan. 1.

How can I access this training?

Employees can access the training by taking the following steps. An email communication with more information was sent on March 20 after the launch:

1. Using your Parkland network ID* and password, log in to Parkland Pathways by clicking [here](#). You can also access Parkland Pathways from the Parkland Intranet Home page.
2. Under "My Learning Assignments," locate the 2024 Annual Required Training assignment.
3. Click on the assignment to view and launch the training program.

*As a reminder, your network log-in credentials are the same as you use to log-in to a Parkland computer or Epic.

Who do I contact for technical issues or questions?

For technical issues or questions regarding Parkland Pathways Learning, please submit a FIX IT ticket via the [IT Self Service Portal](#), Report a Pathways Training Issue via [T.E.S.S. our Virtual Agent](#), or contact the Technical Support Center at 214-590-5999 (ext. 25999).

Be sure to log into Parkland Pathways to complete this training.

► Schwartz Rounds return March 26

Parkland is once again hosting Schwartz Rounds, multidisciplinary forums where all healthcare workers (clinical and non-clinical) are invited to explore the social and emotional aspects of patient care. The first session will take place at noon on Tuesday, March 26, in NPC 03-453/454. Lunch will be served, and this session is open to all Parkland employees, affiliated clinicians and trainees.

For more information about Schwartz Rounds at Parkland, contact Karla.New@phhs.org, Jennifer.Wimberly@phhs.org or Kirsten.Drake@phhs.org.

The Schwartz Center is non-profit organization that was established in 1995 days before the passing of the founder, Kenneth Schwartz. It was his vision there would be an organization to promote and support relationships and compassion among caregivers and their patients. He wanted other to experience what he had experience in his care. To learn more, visit www.theschwartzcenter.org.



► DCHD PD offers civilian active shooter response training

The Dallas County Hospital District Police Department is offering 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 Thursday, March 28, from 8 – 9:15 a.m., 3 – 4:15 p.m. and 6 – 7:15 p.m. in the Moody Outpatient Center 5th floor Classroom H (MOC 05-454H).

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.

▼ Lasting Impressions: Darlene Griffin



Each week, "Lasting Impressions" features a Parkland employee who does exceptional work and provides excellent customer service. This week's "Lasting Impressions" features Officer Darlene Griffin, Crime Prevention Coordinator, Dallas County Hospital District Police Department.

"Darlene went above and beyond to secure my safety at work as well as at home. I am a survivor of domestic violence. I was in a bad situation, which only got worse for my safety at home and at work. My life was in danger and I was afraid, but I didn't know where to turn or who could help me. I felt alone, scared and lived in fear for at least three years. The threats, stalking and harassment got the best of me at work. I went to Dallas County Hospital District Police Department and cried for help (felt like I had a nervous breakdown in the police department). I met Darlene, and she helped me through my domestic violence issue and was compassionate about my situation. She provided support, resources through Parkland's VIP clinic, safety instructions (at work and at home) and encouragement that I could survive domestic violence from my abuser. I got my life back because of Darlene Griffin. The DCHD Police made me feel that my safety is a priority, and I was told by one of officers that my safety is their concern at home and at work."



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.

Application period for Education at Work 2.0 begins April 1

Have you been putting off going to school until the right opportunity? Do you hope to earn or finish an associate degree? Would you like to have your tuition and books covered while attending college?

If you answered yes to any of these questions, the Education at Work 2.0 (EAW 2.0) program may be just what you are looking for. This program offers Parkland employees with at least one year of service and no written warnings an opportunity to obtain an associate degree at no cost. If you are selected to be part of the next cohort, you will have the opportunity to attend the Dallas College of your choice (formerly Dallas County Community College) while maintaining your part time or full-time status at Parkland.

The application period for this program will be from April 1-30. For more information or to apply, visit the program's [SharePoint page](#).

! ACTION REQUIRED



Temporary Medication Approvals with Cigna Ends March 31

As a reminder, prescriptions that require approval (prior authorization) were given temporary approval until March 31, 2024. Cigna previously sent a letter to all plan members affected by this.

WHAT DO I NEED TO DO?

- 1 To continue identified medication(s) past March 31st, call your doctor's office about getting a new approval (prior authorization) **before 3/31/24**. Not sure if your medication requires approval? Call Cigna at 800-247-4433.
- 2 Your doctor's office will handle the approval process for you (they can download a request form from the Cigna Healthcare provider portal at cignaforhcp.com).

Health Coaching Sessions Required for the Diabetic Incentive Program

If you are currently participating in the diabetic incentive program, you must complete THREE health coaching sessions with a Cigna nurse health coach to keep receiving the incentive (medication/supplies discount) past March 31st.

WHAT DO I NEED TO DO?

If you have not completed all three coaching sessions, contact Cigna at 800-247-4433 **as soon as possible** to schedule your coaching sessions. If all three coaching sessions are not completed by 3/31/24, you will pay the benefit cost for your diabetic medication(s)/supplies as outlined in the Parkland Employee Health Plan for that medication. You will not be able to receive the incentive until the three sessions are completed. *Three coaching sessions are required annually to continue receiving medications/supplies at \$0.*

Parkland implements Price Transparency initiative

Parkland is thrilled to announce the successful implementation of our enhanced Price Transparency initiative in healthcare, in compliance with the Centers for Medicare and Medicaid Services (CMS) Final Rule 1717-F2. This project marks a significant milestone in providing patients with increased access to hospital standard charges and negotiated rates for all items and services offered. We have diligently worked to develop a Machine-Readable File solution using Epic, consolidating all standard charges established by Parkland. This initiative is a proactive step towards promoting price transparency in healthcare and empowering our patients to make more informed decisions about their care.

[Click here](#) to learn more about Parkland's Price Transparency.

► 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.

Workforce Development collaborates with community organizations, Parkland 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 03.

To request an intern, fill out the [application](#) and email it to WDInternshipPrograms@phhs.org by Monday, April 26. Students will be matched based on their area of interest and Parkland's budgetary considerations.

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.



► Rounding up all Parkland-owned vehicles April 4-5

Fleet Management is hosting a vehicle rodeo for all Parkland-owned vehicles from 9 a.m. – 2 p.m. on Thursday, April 4, and Friday, April 5, at 2311 Butler Street.

All Parkland-owned vehicles **MUST** come though the rodeo on these dates and times for inspection, per the fleet management operating procedures. All drivers will be required to present their current driver's license, Parkland insurance letter and fuel cards for validation.

If you have any questions, please contact Brian.Green@phhs.org or Derrick.Combs@phhs.org from Supply Chain.



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.