

# Now

Parkland

Information and stories for Parkland employees  
April 1 – April 7, 2024

CELEBRATING  
40 YEARS  
OF SERVICE



NORTH TEXAS  
POISON CENTER

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On the cover

# North Texas Poison Center at Parkland celebrates 40 years of service

Countless individuals have been able to breathe a sigh of relief over the past four decades thanks to the assistance they received from specialists at the North Texas Poison Center (NTPC) housed at Parkland.

The center averages now more than 217 calls daily, a significant increase from its humble beginnings of about 30 calls a day. Nearly two-thirds are incoming calls to the poison center and the remaining third are follow-up calls from poison specialists to ensure the immediate concern has passed at the home or office of the caller. And while the number of calls has increased, the underlying cause has remained constant, with about half related to things your mother told you not to do.

“When the poison center first began operating, the majority of calls were from parents who were frantic because their child had gotten into medicine or household products they shouldn’t have,” said Lizbeth Petty, MPH, Public Health Educator Manager at the NTPC. “There have always been ‘look-alike’ medicines and candy which become an easy target for kids.”

What has changed over the years is the type of calls the center receives. In decades past, a call could come from a farmer who dipped his cows in the wrong liquid. The solution, center staff offered, was to “wash his herd.” Or the call asking how much gopher bait could kill a cow? “On those we’d phone our Texas A&M University contacts and then relay the information back to the farmer,” Petty said.



Today, the majority of calls the NTPC receives are related to prescription drugs and potential overdoses. In 2020, an average of 44 people died each day from overdoses involving prescription opioids, totaling more than 16,000 deaths, according to the Centers for Disease Control and Prevention. More than 96,700 people die from drug overdoses in a year, according to the National Center for Drug Abuse Statistics (NCDAS). Opioids are a factor in 7 out of every 10 overdose deaths, and drug overdoses have killed almost a million people since 1999.

“We continue to receive calls about children who have gotten into their parents’ or grandparents’ prescription drugs,” Petty said.

What has not changed is the education provided by poison specialists in the center. Today, as in years past, poison center staff is on the front lines dispelling myths and squelching rumors, whether it is about chemical insecticides used in spraying for West Nile Virus, the effects of synthetic marijuana, questions about COVID-19 vaccinations or the Tylenol scare in the early 1980s when capsules in the Chicago-area were found to be laced with cyanide.

“Public education is one of the most important services the poison center provides,” Petty added. “If you can reach out to children at a young age and stress the importance of poison prevention, it’s something they’ll remember for a lifetime and they’ll pass it on to their children.”

And for others, specialists with the North Texas Poison Center are available 24/7 to answer questions from frantic moms, farmers or anyone else with a poison question by calling 1-800-222-1222.



## ▼ Lasting Impressions: Alonza Malena



Each week, “Lasting Impressions” features a Parkland employee who does exceptional work and provides excellent customer service. This week’s “Lasting Impressions” features Alonza Malena, Guest Experience Specialist, Volunteer & Guest Services.

*“I would like to recognize Alonza for her dedication and hard work during her years with Guest Services. She began with Guest Services during the COVID-19 pandemic, which was daunting for our entire team. She worked at the main entrance in those days and was a Parkland cheerleader for the incoming clinical staff. The staff were so stressed and exhausted; you could feel it. She made eye contact with everyone and said ‘good morning’ because Ms. Alonza is genuinely like that. Those hard COVID days have changed into expanding clinics and an ever-increasing number of patients/visitors who need to be screened daily. Ms. Alonza is an integral part of Guest Services. She helps prep the clinic/main locations for the coming day. She checks the supply inventory to see what that location will need in order to work smoothly for that day or week and mitigates potential problems by advising the Guest Services office of situations unfolding before the first shift arrives. She goes the extra mile to ensure that each encounter is genuine, and has even learned basic Spanish to enrich her encounters with non-English-speaking patients. Ms. Alonza is an asset to Parkland, please congratulate her on a job well done!”*



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.



## ► 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](mailto:Brian.Green@phhs.org) or [Derrick.Combs@phhs.org](mailto:Derrick.Combs@phhs.org) from Supply Chain.

## ☀ Total Solar Eclipse viewing event scheduled for April 8

As you may have heard, a solar eclipse will take place on Monday, April 8. To allow employees to experience this rare moment, Parkland’s Workforce Experience team will host a viewing event from 1:15 to 2:15 p.m. on April 8 in the Moody Wellness Garden. The eclipse’s moment of totality – the brief period when the moon is completely blocking the sun – will take place during this time.

Protective glasses will be available to employees a on first come, first served basis. Come join us for this exciting event.

# Monthly HRO Universal Skills focus topic: Build the Culture

Safety is everyone's business, and we want a culture where anyone can speak up for safety.



## What keeps people from speaking up?

- Fear of being treated differently
- The burden to report and document
- Poor recognition of safety concerns
- Assuming someone else will say something
- Event is so common, it's no longer considered a risk
- Titles of those involved
- Fear of being wrong

A healthy reporting culture and speaking up is critical to the success of Parkland's safety initiatives. When someone says they are concerned, it should be a concern for all of us. Take a moment to stop and think:

- Is there potential to harm a patient, visitor or team member?
- Is there potential to do something wrong in our work area?

What can you do to help create a culture of safety?

## When someone expresses concern:

### DO:

- Pause and listen
- Take their concern seriously
- Ask them to explain their concern
- Thank them for speaking up
- Escalate if necessary

### DO NOT:

- Be too busy to stop
- Ignore or dismiss the concern
- Become upset or insulted
- Argue and insist that you are right
- Try to handle it on your own if you are unsure or if other experts or leaders should be involved

Remember, you don't have to be right to speak up. You just need to be well-intentioned.

Print your copy of the April High Reliability Organization (HRO) theme by clicking [here](#) or scan the QR code. Place the flier on your integrated huddle boards and discuss how you can utilize this tool with your team. For more information on HRO topics or events, visit the [HRO SharePoint site](#).



## April healthcare observances\*

March 31-April 6: Patient Access Week

April 2: World Autism Awareness Day

April 7: World Health Day

April 10: National Youth HIV and AIDS Awareness Day

April 16: National Healthcare Decisions Day

April 17: World Hemophilia Day

April 25: DNA Day, World Malaria Day

April 27: National Prescription Drug Take Back Day

April 28: World Day for Safety and Health at Work

April 30: APOL1-Mediated Kidney Disease (AMKD) Awareness Day

April 1-7: National Public Health Week

April 8-12: Occupational Health Nurse's Week

April 11-17: Black Maternal Health Week

April 14-20: Medical Laboratory Professionals Week

April 16-22: Oral, Head and Neck Cancer Awareness Week

April 18-24: Pediatric Sepsis Week

April 21-27: National Infant Immunization Week, National Infertility Awareness Week, National Pediatric Transplant Week, National Volunteer Week, Neurodiagnostic Week, World Immunization Week

April 23-29: Medical Laboratory Professionals Week

April 22-26: Every Kid Healthy Week

April 22-28: Patient Experience Week

Alcohol Awareness Month

Irritable Bowel Syndrome Awareness Month

Medicaid Awareness Month

National Autism Awareness Month

National Cancer Control Month

National Donate Life Month

National Facial Protection Month

National Interprofessional Healthcare Month

National Minority Health Month

National Sarcoidosis Awareness Month

Occupational Therapy Month

Oral Cancer Awareness Month

Parkinson's Awareness Month

Records and Information Management Month

Sexual Assault Awareness & Prevention Month

STI Awareness Month

Stress Awareness Month

Testicular Cancer Awareness Month

National Child Abuse Prevention Month

\*The list of healthcare observations comes from [www.healthgrades.com](http://www.healthgrades.com) as well as the Society for Healthcare Strategy & Market Development calendar. If an observation was omitted, call 214-590-8048 (ext. 28048) or email [Employees@phhs.org](mailto:Employees@phhs.org) to add it to the list.



Parkland

Care. Compassion. Community.

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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](mailto:Employees@phhs.org) or call ext. 28048.