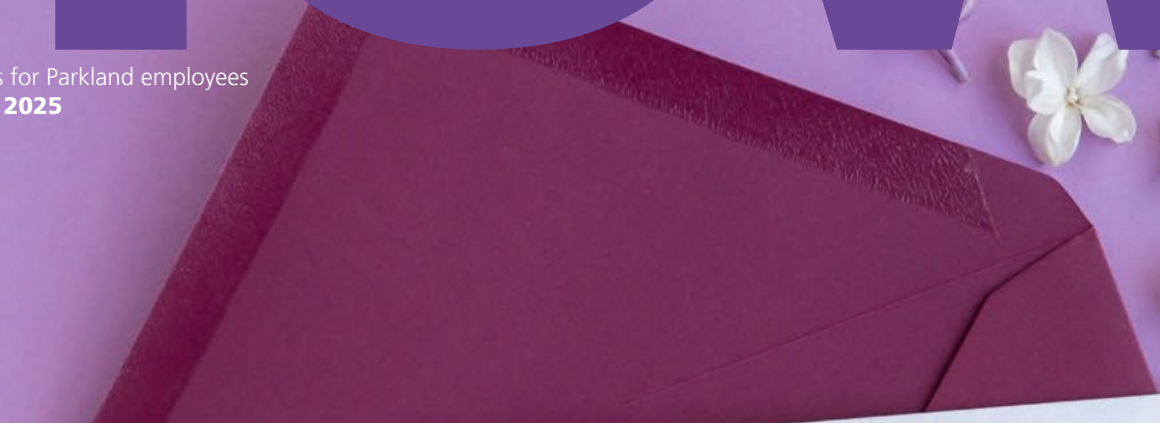




Parkland

Information and stories for Parkland employees
April 14 – April 20, 2025



Messages from grateful patients and families



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Messages from grateful patients and families

Whether you take care of patients at the bedside, prepare food in the kitchen or work at a desk, you help us take care of our community. Below are messages of thanks from patients and their families. Thank you for everything you do on a daily basis to benefit Parkland and our patients.

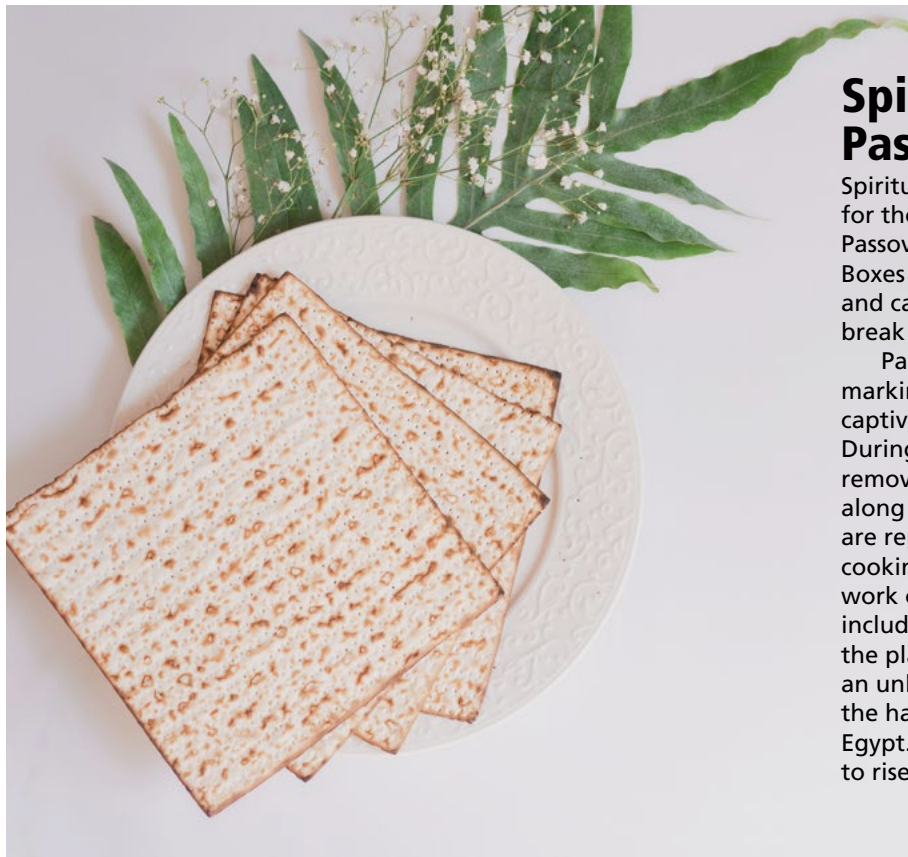
"I just wanted to reach out and thank the staff in the nursery and NICU for all their amazing care. We are the adoptive parents of a baby who spent a few days in the nursery and a couple weeks in the NICU. Everyone was so kind and helpful. We felt very comfortable and felt like our son was in great care. We just can't thank everyone enough."

"I hope to leave a compliment of appreciation for Environmental Services staff member Jada Negassi. Her thoroughness and utmost diligence of maintaining quality hygiene/cleanliness was absolutely admirable and appreciative during our inpatient stay. We hope she can be recognized for her detail-oriented dedication of her work and position. Her above and beyond work performance ultimately led me to chase after her to leave this compliment. She is the epitome of service within the Environmental Services department."

"THANK YOU. THANK YOU. THANK YOU! I was patient in 1964 at 2 years of age, burned over 3/4 of my body and brought to you wrapped in bed sheet. My mother told me she watched the proceedings. I have been grateful all my life but have never reached out. Now 60 years later I'm sitting here so overwhelmed at how really thankful I am of the work you all do daily. I should have been there for more people to get through process, but I have no memory of the pain or the process. Only the scars and a grateful heart. Again, thank you so much."

"I'm taking the time to leave a compliment/moment of recognition and utmost appreciation to pharmacy technician in the Moody Outpatient Center: Suzanne Ostrowski. Her unrelenting dedication to her clients and above and beyond efficiency was tremendously appreciated and deserving of praise. It is staff members like Suzanne who make navigating throughout Parkland all the more worthwhile and supporting. Thank you kindly, once again."

"Leaving a compliment of appreciation/recognition to Dr. Patrick Ross, Ingrassia of the Ophthalmology clinic. This doctor's exceeding knowledge and interpersonal connection with his patient(s) has been a blessing to experience. From start to end of office visitation/procedure, he tended to his patient with utmost respect and accommodation. We are grateful to receive such an outstanding care from this provider. Thank you again."



Spiritual Care aids in Passover observance

Spiritual Care will distribute boxes of matzah for those who observe the Jewish holiday of Passover (Pesach) through Sunday, April 20. Boxes are available in the Spiritual Care Office and can also be distributed in inpatient unit break rooms with notes of support.

Passover is an eight-day celebration marking the Israelites' deliverance from captivity in Egypt under the rule of Pharaoh. During this time, our observant Jewish friends remove chametz (leavened foods products along with kitchen utensils and tableware that are replaced with special Passover dishes and cooking tools) from their homes as part of the work of preparing for the Seder evenings that include a retelling of this story of liberation. In the place of leavened bread, they eat matzo, an unleavened bread that symbolically captures the haste with which Israelites had to leave Egypt. There simply wasn't time for the bread to rise on their way to freedom.

▼ Lasting Impressions: Kimberly Thompson



Each week, "Lasting Impressions" features a Parkland employee who does exceptional work and provides excellent customer service. This week's "Lasting Impressions" features Kimberly Thompson, Senior Associate, Food Services.

"A great caterer must be dependable, and Kimberly is exactly that. She shows up prepared, ensures every detail is covered and takes pride in her work. Her dedication ensures that every event is executed. She goes above and beyond to accommodate special requests, ensuring seamless service with a smile. She brings a combination of professionalism, efficiency and warmth that makes guests feel valued and well-served. Whether it's managing orders, ensuring food presentation is top-notch or going the extra mile to accommodate special requests, Kimberly's hard work and positive attitude make her a standout in her field. Kimberly collaborates effectively with the Catering team to ensure that food presentation, taste and service quality exceed expectations. Kimberly stands out as someone who truly cares about her work and the people she impacts."



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.

MSPS Lunch & Learn Session on April 23

Medical Staff Professional Services invites all Parkland team members to a virtual Lunch & Learn session from noon to 12:45 p.m. on Wednesday, April 23. You can join the WebEx by [clicking here](#).

This Lunch & Learn will detail Medical Staff Professional Services' current method for the completion of Proctoring/Focused Professional Practice Evaluation (FPPE) and Ongoing Professional Practice Evaluation (OPPE) processes. This includes the activities used to assess competency and how the results of such assessments and evaluations are used to improve professional competence, practice and the quality of patient care.

▼ Katie Mapula recognized for outstanding leadership, innovation



Katie Mapula, MSN, RN, Director of Nursing for the Critical Care and Burn Center at Parkland, has been named the 2025 recipient of the prestigious Pamela Austin Thompson Emerging Leader Award by the American Organization for Nursing Leadership (AONL). This award honors a rising star in healthcare leadership who has demonstrated significant potential, leadership excellence as well as a commitment to advancing the nursing profession.

The Pamela Austin Thompson Emerging Leader Award is named in honor of AONL Chief Executive Officer Emeritus, Pamela Austin Thompson, whose leadership and advocacy efforts helped shaped the future of nursing leadership programs. The award recognizes a nurse leader with less than five years of formal leadership experience who has

shown exemplary leadership within their organization, community and the nursing field at large.

During the pandemic, Katie was instrumental in creating a life-support therapy intensive care unit (ICU) at Parkland Memorial Hospital, ensuring that patients received the critical care they needed. She also led the establishment of a new cardiovascular ICU, strengthening the hospital's capacity to provide comprehensive care to patients with complex heart conditions. In addition, Katie's innovative approach to patient care led to a streamlined process for transferring burn patients from the emergency department to the Burn Unit. This initiative significantly reduced emergency department wait times and allowed for the rapid delivery of specialized wound care, improving patient outcomes.

"It is an honor to receive the Pamela Austin Thompson Emerging Leader Award, and I'm grateful to work with such dedicated professionals at Parkland," Katie said. "This recognition is a testament to the collaborative spirit and commitment to excellence that defines our team."

"Katie has demonstrated outstanding leadership throughout her career at Parkland," said Donna Richardson, DNP, RN, NEA-BC, Executive Vice President and Chief Nursing Executive at Parkland. "Her ability to innovate, lead with compassion and drive positive change has had a profound impact on our patients and staff. We are incredibly proud of her accomplishments and excited to see her continue to grow as a leader in the nursing profession."

For more information about the Pamela Austin Thompson Emerging Leader Award and the AONL, visit www.aonl.org.

► Promoting minority health

Throughout April, the Office of Health Equity will feature weekly minority health spotlight topics, each accompanied by a word search activity. Employees can [complete the word search](#) and email it to OHE@phhs.org, where the Office of Health Equity will randomly select five correctly completed entries to win a prize! This week's topic is:

Health disparities

Health disparities are preventable differences in health outcomes that affect marginalized and underserved communities, often due to social, economic and environmental disadvantages. These disparities can be seen in higher rates of chronic illnesses, limited access to care and poorer health outcomes. Addressing these disparities requires systemic change and community-centered approaches to create equitable access to healthcare and healthier lives for all.

2024-2025 influenza season has ended

Percent positivity for flu testing has now shown a downward trend to be on track for less than 10% for two consecutive weeks for Dallas County. All influenza-related policies and protocols can be implemented accordingly to end the flu season.

Join the virtual town hall on April 17

Join us at 11 a.m. Thursday, April 17, for our monthly employee virtual town hall:

- [Join the WebEx](#)
- **Event number:** 2661 148 2388
- **Event password:** XAcAn3hKm34 (92226345 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](#).

Onward & Upward

8 Med/Surg: Ericka Hill to Unit Technician

Accounting/Finance: Charlotte Williams to Senior Staff Accountant

Care Management: Tarsha Ashley to Senior Clinic Staff Assistant

Dallas County Hospital District Police Department: John Hill to Detective

Dallas Healthy Start: Anna Ordaz to Community Health Worker

Environmental Services – NPC: Natalie Mendez Serna to Manager, Environmental Services

Information Technologies – Business & Financial Systems: Michael Ngugi to IT Application Systems Specialist

Inpatient Psychiatry: Taisha King to Associate Manager, Psychiatric Services

Linen Services: Antonio Camacho Luna to Linen Wash Room Technician

Patient Financial Services – Financial Counseling: Denise Garcia, Susan Gonzales, Luz Osorio-Irby, Mercedes Salas and Brenda Trevino to Financial Counselor

Patient Relations: Chassidy Phillips-Martin to Program Coordinator

Perioperative Services Administration: Bereket Tilahun to Distribution Technician

Retirements

- Mohan Cherian, Senior Maintenance Mechanic, COPCs & Off-Site
- Kimberly Jones, Senior Phlebotomy Technician, Phlebotomy Services
- Thomas Parker, Registered Nurse Professional Development Practitioner, Clinical Education & Academic Partnership
- Foluso Sokale, Hearing Screening Technician, Women and Family Education
- Denise Thompson, Ophthalmic Photographer, Eye Clinic
- Babu Vadakedath, Biomedical Equipment Technician, Clinical Engineering
- Esperanza Vela, Environmental Services Technician, Environmental Services – Ambulatory



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.