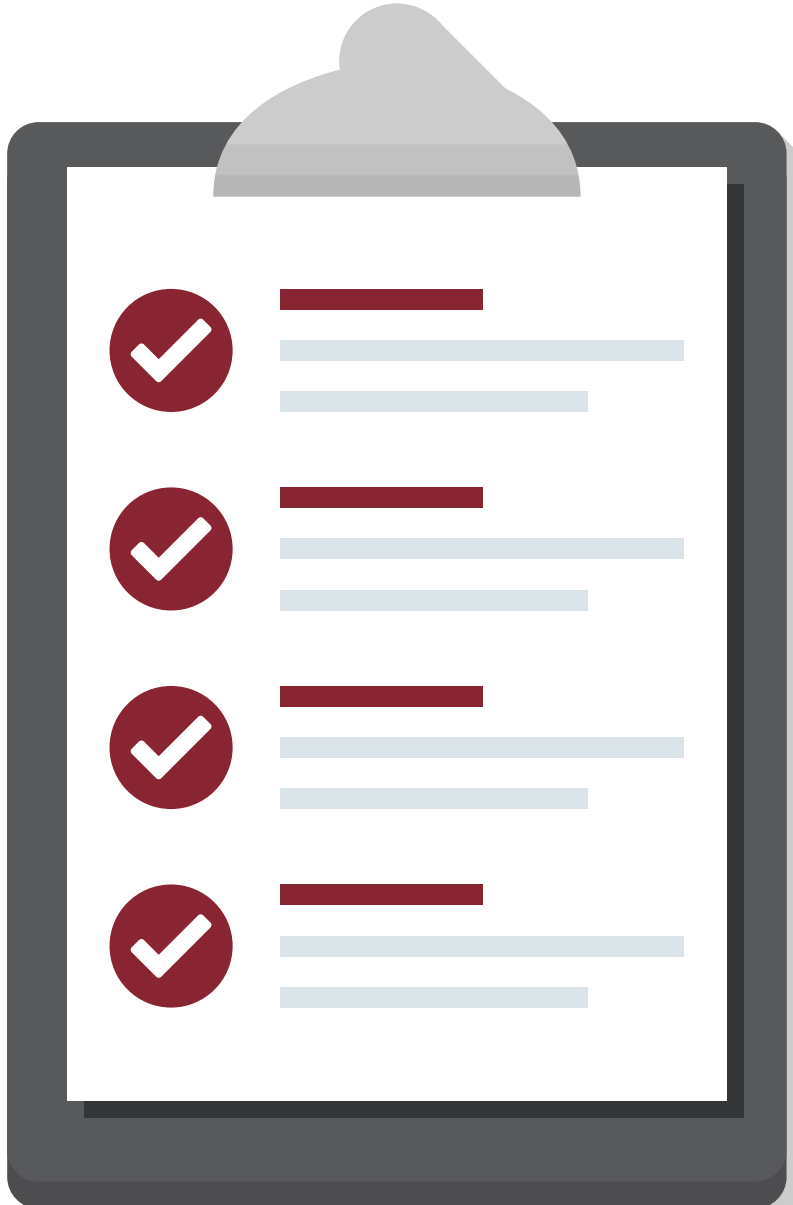


Now

Parkland

Information and stories for Parkland employees
May 6 – May 12, 2024

Parkland has entered our **Joint Commission** survey window



P.2 HRO Skills focus: Model the Way

P.3 Global Diabetes hosts 10-year anniversary

P.4 2024 Dallas Pride Parade sign-ups

Parkland has entered our Joint Commission survey window

Parkland Health is in our window for our survey with The Joint Commission now through February 2025. As the Regulatory and Accreditation Affairs department makes rounds and shares information about survey etiquette, process and to answer any questions, here are a few important tips to prepare areas for continued readiness.

Check and discard expired or outdated patient care items in:

- Crash carts
- Supply carts
- Cabinets
- Supply rooms
- Drawers
- Closets
- Any place items with expiration dates are stored

Take time to double check for hidden supplies. Surveyors often look in places that are not often used such as the back of supply carts, cabinets and random drawers.

- Ensure nutritional items are labeled and dated per policy.
- Ensure supplies without an expiration date are not soiled or have broken packages.
- Check pill packs that hold sterile instruments to ensure they are not punctured and labeled per current guidelines. If you are concerned, please remove it from service and send it to sterile processing.
- Monitor and remove tape residue in patient care areas. The residue hinders those areas from thoroughly being cleaned and may cause an infection control concern.

On the [intranet homepage](#), there are several resources available under the “Regulatory” tab, including the Accreditation Readiness Handbook, Clinical Sweep Checklist, Standards and National Patient Safety Goals are located under the section.

The Accreditation Readiness Handbook is designed to help all members of the team in preparing to answer the surveyor’s questions. Surveyors will ask several questions when touring your departments to ensure the team has an overall understanding of the care being provided. The Accreditation Readiness Handbook is located [here](#) or by visiting the Regulatory & Accreditation Affairs Department page under Links – Accreditation Readiness Pocket Guide.

Another tool that can help your department maintain a state of survey readiness is the [Clinical Sweep Checklist](#). Consider having each shift or different staff members complete the checklist so you have fresh eyes and your department is familiar with the standards and where items are located.

To learn more, email RegulatoryAccreditat@phhs.org.

▼ Monthly HRO Universal Skills focus topic: Model the Way

Model the Way is an easy action to help coworkers perform at their best and address potentially unsafe behavior. You do this by building the ideal culture in your own behaviors when interacting with peers and team members.

When using this tool, you:

CHECK:

- Offer to cross-check the work of someone else, or ask to have your work cross-checked
- Call attention to skill-based unintended slips, fumbles or lapses (e.g., left a supply room key on the counter, incorrectly documented in the EMR). Use your STAR (stop, think, act, review) tool.

COACH:

- Encourage and praise others when they use safe behaviors
- Gently coach others when they use unsafe behaviors
- Thank those who speak up for safety

When using this tool, you:

- Make it easier for others to feel comfortable speaking up
- Cross-check someone else’s work in an appropriate way
- Make others feel comfortable to check or coach your work
- Avoid knowledge-based errors (e.g., came up with the wrong answer) – Stop and find a subject matter expert who knows the right answer

Print your copy of the May HRO theme by clicking [here](#) or use QR code. Place the flyer 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](#) or email QualitySafetyOperations@phhs.org.

JOURNEY TO → HIGH
RELIABILITY

 Parkland | Care. Compassion. Community.



▼ Lasting Impressions: Thi Be Hai Le



Each week, "Lasting Impressions" features a Parkland employee who does exceptional work and provides excellent customer service. This week's "Lasting Impressions" features Thi Be Hai Le, Environmental Services Technician.

"Thi consistently goes above and beyond in her role, demonstrating a level of dedication and excellence. Her attention to detail and commitment to maintaining cleanliness and hygiene standards are commendable. Her positive attitude and willingness to assist others make her an asset to our team. Thi consistently exceeds expectations. We want to express our sincere appreciation for Thi's hard work and dedication. Her exceptional performance reflects positively on our department."



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.

Parkland will soon transition to a new office supply vendor

Parkland will soon transition to Office Depot Products (ODP) as the specified vendor for your office supplies through Guy Brown. Guy Brown's customer service team is available to address questions or concerns, and can be reached at Ask@guybrown.com or 800-575-8999.

User instructions will go out to all registered Parkland end-users via email soon. If you wish to be listed as an authorized end-user for your department, or have other Parkland-related issues, please submit a request via Self-Service Portal > Supply Chain Services > Informatics Requests > Request for Access to Third Party Vendor Portal.

Global Diabetes hosts 10-year anniversary event May 8

Join Parkland's Global Diabetes Program as they celebrate their 10th anniversary from 1 to 3:30 p.m. on Wednesday, May 8, in the MacGregor W. Day Auditorium (1st floor, Moody Outpatient Center). This event is open to all Parkland and UT Southwestern team members, and guest speakers include:

- Fred Cerise, MD, MPH, Parkland President & CEO
- Perry Bickel, MD, UT Southwestern Chief of Endocrinology, Department of Internal Medicine
- Noel Santini, MD, MBA, FACP, Parkland VP of Ambulatory and Population Health
- Luigi Meneghini, MD, MBA, Sanofi Global External Lead for Autoimmune Type 1 Diabetes
- Una Gunasekaran, MD, Parkland Executive Medical Director, Global Diabetes Program, UT Southwestern Associate Professor

Stop by and enjoy snacks, guest speakers and displays of the latest technology used to monitor diabetes as we celebrate this milestone anniversary for Parkland's Global Diabetes Program.

▼ Parkland Auxiliary selling Mother's Day gift baskets beginning May 9

The Parkland Auxiliary will offer Mother's Day gift baskets in the Parkland Gift Shop beginning at 11 a.m. on Thursday, May 9. Baskets are available on a first come, first served basis.

The Auxiliary will offer a \$25 basket and a \$35 basket, and payroll deduction will be available. You won't want to miss out on this year's Mother's Day gift baskets filled with a wonderful assortment of lotions, soaps, candles, chocolates and an array of other personal items sure to pamper your special someone. A complete list of included items will be displayed the day of the sale.

▼ Epic demographic classification updates coming soon

Beginning Tuesday, June 4, the demographic options in Epic Registration with regard to race and ethnicity will change. This is being done to ensure full compliance with Health Resources and Services Administration Uniform Data System (HRSA UDS) reporting requirements, as well as improving the accuracy of patient records.

These changes will allow Parkland to accurately monitor healthcare disparities, allocate resources effectively and ensure equitable access to healthcare services. To learn more, please refer to [this tip sheet](#).



▶ Walk alongside Parkland’s float in the Alan Ross Texas Freedom Parade

Parkland is sponsoring a float in this year’s Alan Ross Texas Freedom Parade in Fair Park on Sunday, June 2. Parade-walking with the Parkland float is open to all employees and their families. If you are interested, please sign up [using this link](#).

Parkland’s LGBTQ+ ERG works to create a safe and inclusive environment throughout the organization and is supportive of LGBTQ+ employees, patients, families, friends and allies. To learn about how to get involved or receive updates about their meetings, events and activities, please visit their [SharePoint Page](#) and email LGBTQ@phhs.org.



May healthcare observances*

May 5: World Hand Hygiene Day
May 6: International No Diet Day
May 7: World Asthma Day, Children’s Mental Health Awareness Day
May 8: World Red Cross and Red Crescent Day, National Student Nurses Day, National School Nurse Day
May 11: International Cornelia de Lange Syndrome (CdLS) Awareness Day
May 12: Chronic Fatigue Syndrome Day, International Nurses Day
May 13: National Women’s Checkup Day
May 18: World AIDS Vaccine Day, HIV Vaccine Awareness Day
May 19: National Asian and Pacific Islander HIV/AIDS Awareness Day
May 20: World Autoimmune/Auto-inflammatory Arthritis Day
May 29: National Senior Health & Fitness Day
May 31: World No Tobacco Day
May 1-7: National Physical Education and Sport Week
May 5-11: Children’s Mental Health Awareness Week
May 6-10: Air Quality Awareness Week
May 6-12: National Nurses Week

May 12-18: National Hospital Week, Maternal Sepsis Week, Food Allergy Awareness Week, National Women’s Health Week, National Stuttering Awareness Week
 Arthritis Awareness Month
 Better Hearing and Speech Month
 Global Employee Health and Fitness Month
 Hepatitis Awareness Month
 Lupus Awareness Month
 Mental Health Awareness Month
 National Asthma & Allergy Awareness Month
 National Celiac Disease Awareness Month
 National High Blood Pressure Education Month
 National Nurses Month
 National Osteoporosis Awareness Month
 National Physical Fitness and Sports Month
 National Stroke Awareness Month
 National Teen Pregnancy Prevention Month
 National Women’s Health Month
 Older Americans Month
 Preeclampsia Awareness Month
 Skin Cancer Prevention and Awareness Month
 Healthy Vision Month
 Cystic Fibrosis Awareness Month
 Ehlers-Danlos Syndromes and Hypermobility Spectrum Disorders Awareness Month

*The list of healthcare observations comes from 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 to add it to the list.



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.

THE PARKLAND EMPLOYEE
HEALTH CENTER OFFERS

convenient, same-day
medical care

WHEN YOU NEED IT MOST

Being sick isn't convenient, but we are.

When you wake up sick or need to be seen more urgently for an acute issue, our team is here to care for you and your family.



Samia Ahmed, DNP, APRN, FNP-BC
Express Care Nurse Practitioner

Valerie McDowell-Pittman, MSN, APRN, FNP-C
Express Care Nurse Practitioner

Care when you need it:

- Same- and next-day appointments with Express Care in-person at the Employee Health Center or virtual
- Cold and flu symptoms, infections, rashes/skin issues, sinus problems, upper respiratory problems, joint & back pain, earache, UTIs, and other acute issues¹
- Exclusively for employees, eligible partners/spouses, and their dependents (ages 12-26)
- \$20 copay with Cigna PPO Parkland Employee insurance. Most insurances accepted.

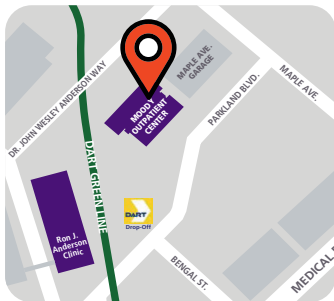


In and out of
the clinic in
40 min.



Visits available
**WALK-IN/
SAME-DAY**

Schedule your visit today: 214-590-2800



Parkland Employee Health Center

Moody Outpatient Center
4th Floor, Clinic 4A
5151 Maple Avenue
Dallas, 75235

Hours

Monday – Friday
8 a.m. – 5 p.m.

“My Express Care NP was amazing!

She responded to all my issues super fast. Overall very pleased with my experience and look forward to coming in for a visit again.”

PATIENT TESTIMONIAL

¹ If you have an emergency situation such as chest pain, significant trauma, or other life-threatening issue, please call 911 or go directly to an emergency room.

Call **214-590-2800** to
schedule your visit today!

Follow us on social media!

@ParklandHealth

**PARKLAND EMPLOYEE
HEALTH & WELLNESS**



Did you know employees have 24/7 access to care with Cigna MDLIVE?²

- **Connect by video or phone for fast, hassle-free care**
Visit myCigna.com to access your online account and schedule an MDLIVE appointment. \$25 copay with Cigna PPO and \$25 copay (after deductible is met) with Cigna HDHP Prescriptions available (if necessary).³
- **MDLIVE Urgent Care:**
Visits 24/7/365 for cold/flu symptoms, infections, sore throat, pink eye, or other minor medical illnesses/injuries¹. Average wait times are 15 minutes or less.
- **MDLIVE Behavioral Health:**
Licensed counselors for therapy and coping strategies and psychiatry assessment and support for mental health issues with medication management. Appointments in 1-3 days.
- **MDLIVE Dermatology:**
Dermatology assessments via secure messaging (no appointment needed) for issues such as acne, rashes/irritation, eczema, suspicious moles, dermatitis, and more. Receive a treatment plan, including prescriptions to your preferred pharmacy, within 48 hours.

Take advantage of myCigna to help manage your health

Make the most of your health plan on the myCigna® website and app.⁴



View, print, and send ID cards



Find in-network doctors, dentists, hospitals and medical services



Compare quality of care information, including patient reviews from Cigna customers



Use the click-to-chat feature to connect with a live Cigna rep



See cost estimates for medical procedures



Manage and track claims

Chat live with customer service and nurse advocates⁵ on myCigna.com or on the myCigna app

- Available Monday – Friday 8 a.m. – 7 p.m. CT.* Cigna's Health Information line is also available via phone 24/7/365 at the number on your Cigna ID card
- Get answers to your health or plan questions
- Find an in-network health care provider, lab or urgent care center
- Connect with dedicated, one-on-one support for complex health situations
- Get cost estimates and more

Cigna Healthy Rewards® discounts for your health journey

Utilize the Wellness tab on myCigna to take advantage of:

- **Save up to 25% on Specialty Health Care Services:** Acupuncture, chiropractic, therapeutic massage, podiatry, physical/occupational therapy, and nutrition services
- **Discounts on LASIK, Hearing Aids, Vision Care, and FitBit**
- **Active&Fit Direct:** Discounted gym memberships and workout videos starting at \$28/month
- **Daily Burn:** 2,000+ virtual workout classes including barre, kickboxing, strength training, and Pilates; first 30 days free
- **Mom's Meals:** Discounted affordable meals delivered to your home with plans for special dietary needs or health conditions



SCAN TO
LEARN MORE

◀ **Not registered yet? Start here.**
Visit myCigna.com or download the app today.

² These benefits are subject to the terms and limits of the Parkland Employee Health Plan. Please call the Benefits Department at 469-419-3000 to confirm your coverage.

³ MDLIVE does not prescribe controlled substances.

⁴ Actual myCigna features may vary depending on your plan and customer profile. Customers under age 13 (and/or their parent/guardian) will not be able to register at myCigna.com.

⁵ Nurse advocates hold current nursing licensure in a minimum of one state, but are not practicing nursing or providing medical advice in any capacity as a health advocate.