

Information and stories for Parkland employees
May 15 – 21, 2023



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Recognizing Asian-American/Pacific Islander Heritage Month

May is Asian-American/Pacific Islander (AAPI) Heritage Month, a celebration acknowledging the important contributions and influence of the AAPI community to the history, culture and achievements of the United States.

In recognition of this month, Parkland's [HAAPI ERG](#) will host a booth in front of the cafeteria from noon – 1 p.m. on Friday, May 19, with a special musical performance from our very own Parkland employees. Feel free to stop by and learn how to get more involved with HAAPI ERG.

HAAPI ERG will also partner with UT Southwestern's API Business Resource Group to host an in-person AAPI Heritage Month signature event from 11:30 a.m. – 1 p.m. on Tuesday, May 23, on the UT Southwestern South Campus – D1.600. The event will feature a cultural performance, small reception and keynote speaker for attendees to enjoy. Please reach out to Diversity.Inclusion@phhs.org for registration information.

AAPI Heritage Month can also be celebrated by acknowledging AAPI communities' tremendous impact, learning more about the diversity within these communities and taking positive action to support and protect those who face discrimination due to their racial background. Here are some actionable examples on how to do that:

- Learn about the diversity within AAPI communities. Watch [Asian Americans](#) on PBS, a five-hour film series on a history that matters today more than ever. [Click here](#) for a list of more shows featuring AAPI stories.
- Challenge anti-Asian bias. Watch this short 4-minute video [Microaggressions in Everyday Life](#) to understand what a microaggression is, how it manifests itself, how it impacts people, and what can be done to address it.
- Take action. Support Asian business owners who have experienced financial setbacks and further persecution caused by the rise of violence against the AAPI community. Donate to organizations that advance civil and human rights for Asian Americans and Pacific Islanders to build a fair and equitable society for all. (Resources have been provided by [Stop AAPI Hate](#), the [National Council of Asian Pacific Americans](#), and the [Asian Chamber of Texas](#).)

You can find out more about the HAAPI ERG via its dedicated [SharePoint](#) page. You can also visit the [Multicultural Awareness Calendar](#) for more information on the observances celebrated by various cultures and populations throughout the year.



VOICES ERG hosting 'Mental Health Through Movement' event May 22

Parkland's VOICES ERG is excited to host its "Mental Health Through Movement" event in May. Join members of VOICES from noon – 1 p.m. on Monday, May 22, as they line dance in the Moody Wellness Garden of the hospital and share tips on how to improve mental health through physical activity.

Please contact ParklandVOICES@phhs.org if you are interested in attending this event.

Virtual employee town hall May 18

Join us at 11 a.m. Thursday, May 18, for our monthly employee virtual town hall. Use the login information below to join the webinar.

- [Join the WebEx](#)
- **Event number:** 2624 717 1607
- **Event password:** pgRpdASg362 (74773274 from phones and video systems)
- **Phone number:** 1-408-418-9388 (United States toll)

▼ Lasting Impressions: Jennifer Gonzales



Each week, "Lasting Impressions" features a Parkland employee who does exceptional work and provides excellent customer service. This week's "Lasting Impressions" features Jennifer Gonzales, Registered Nurse, Clinical Program Coordinator, Psychiatric Consult Service.

"Though Jennifer has helped us with several difficult patients since coming into her role, she has been invaluable with one patient in particular. We had a patient who was brought to Parkland for aggressive behavior at home and non-compliance with dialysis. Having had a recent stroke, he was not able to articulate what he wanted to say or accurately comprehend what he was being told. After a rough start, including several BERT calls and a few traumatic events for the patient and staff, Jennifer found an effective way to communicate with the patient. After sharing her methods with the staff, we were able to create a plan of care that included input from the patient. The team immediately saw the aggression, fear and lack of understanding from the patient diminish as he settled into his new surroundings that would become his home for the coming months. After finding placement at an outpatient center, Jennifer was instrumental in communicating the plan to the patient. She took him to eat lunch outside (which she did multiple times, making his hospital stay somewhat tolerable for him) and talked to him about the placement plan. Without Jennifer's help, we would not have been able to communicate with the patient, understand his needs, help him through a terrible circumstance, and more importantly, grow fond of an amazing patient. Jennifer is terrific and should be celebrated!"



Want to nominate an employee who goes above and beyond? Tell us what makes them so fantastic by emailing Employees@phhs.org.

► Mural aims to calm burn patients during wound care

Wound care and dressing changes can be one of the most painful parts of a stay in Parkland's burn unit, so any distraction, especially for our pediatric patients, is welcome. That's why Parkland partnered with UT Southwestern medical student Christine Lynn Chen as well as student volunteers from Cristo Rey Dallas to turn one of our white-walled wound care rooms into an underwater wonderland. The result is a beautiful, calming place for our patients to receive care.

The mural took more than 175 hours to complete, and plans are already in the works to design murals for additional wound care rooms on the unit. From Christine, to the student volunteers, Planning, Design & Construction and the Burn Unit staff, congratulations to everyone who helped create such a memorable space for our patients.



► Updates in Behavioral Health

Mental health is just as important as medical health, which is why Parkland's Behavioral Health team works every day to help remove barriers to access and remove the stigma of seeking mental healthcare.



- The Behavioral Health Specialty Clinic is now on campus at the Moody Outpatient Clinic. The clinic moved on March 10 from the Chase Bank Building, and staff is working to expand services and improve access to care. This clinic provides comprehensive psychiatric exams to diagnose several emotional and behavioral disorders. As part of their services, they offer group therapy, individual counseling, neuropsychological and psychological testing and social work interventions. They have specialties in Geriatric Psychiatry, Women's Mental Health Services, Transitional Age Youth Program and an Addictions Bridge Clinic.
- Mental Health First Aid (MHFA) is a training course designed to give learners key skills to help someone who is developing a mental health problem or experiencing a mental health crisis. These classes are offered in Parkland Pathways with instructor Patrick LeBlanc. The first aid is given until appropriate professional treatment is received or until the crisis resolves. Mental Health First Aid allows for early detection and intervention by teaching participants about the signs and symptoms of specific illnesses like anxiety, depression, schizophrenia, bipolar disorder, eating disorders and addictions. Mental Health First Aid demystifies mental illness and gives participants the capacity to obtain, process and understand the health information and services needed to make appropriate decisions and seek care.
- RIGHT Care is now a 24/7 service in Dallas County for the first time since its inception in January 2018. RIGHT Care launched the second overnight team in March, which served to complete the goal set in FY21 of expanding to seven teams covering the entire city of Dallas, to rover teams for covering volume surges and two overnight teams. The team had a record number of encounters (1200+) in March 2023.
- Behavioral Health staff is working with the Meadows Mental Health Policy Institute on an initiative to implement Trauma Informed Care (TIC) at Parkland. TIC is an approach in healthcare that assumes an individual is more likely than not to have a history of trauma. TIC recognizes the presence of trauma symptoms, reactions and behaviors. This project will focus on shifting from asking the question, "what is wrong with you," to "what happened to you?" This will provide understanding and cohesiveness in the delivery of care for all patients who walk through our doors, as well as safety and support for all staff.

Onward & Upward

deHaro-Saldivar Health Center Pharmacy: Priscilla Higgins to Medical Transition of Care Technician

Emergency Department: Robert Cassick to Senior Registered Nurse Specialist – Emergency; Elizabeth Maldonado-Smith to Unit Technician

Enterprise Data Services: Normita Willard to Epic Analytics Integration Arc

Labor & Delivery: Cinnamon Harding-Pell to Unit Technician

Language Services Contact Center: Maria Veronica Matienzo to Senior Medical Interpreter

Material Services: James Acevedo to Supervisor, Supply Chain

Medical Staff Professional Services & Regulatory Affairs:

Beverly Napper to Senior Medical Staff Coordinator

Parkland Community Health Plan – Information

Technologies/Reporting: Gregory Sargent to IT Systems Configuration & Support Analyst

Patient Financial Services – Patient Access: Bobby Tinnion and Gladys Wright to Financial Counselor

Pharmacy – Outpatient: Angelica Calzada to Medical Transition of Care Technician

Radiology – Mammography: Rodnine Cavello to Referral Coordinator

Retirements

- Regina Brunson, Sonographer – PRN, Radiology Sonography
- Alison Gilbert, Senior Registered Nurse, Mother/Baby B
- Ginger Taylor, Senior HIM Associate, Health Records Management
- Mukalel Thomas, Senior Dialysis Equipment Technician, Acute Dialysis



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 or call ext. 28048.