

HOW

Parkland

Information and stories for Parkland employees
June 16 – June 22, 2025

PARKLAND RECOGNIZED AS A

2024

EISENBERG
PATIENT SAFETY AND
QUALITY AWARD RECIPIENT

P.2 Self-Enhancement
Workshops in June

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session on June 17

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session on June 24

Parkland recognized as a 2024 Eisenberg Patient Safety and Quality Award recipient

Parkland was recently recognized by The Joint Commission and the National Quality Forum with the prestigious John M. Eisenberg Patient Safety and Quality Award in the Local Level Innovation in Patient Safety and Quality category. The Eisenberg Awards, named in honor of the late John M. Eisenberg, MD, MBA, a leading advocate for healthcare quality improvement, recognize major achievements by individuals and organizations that are improving patient safety and healthcare quality in innovative and measurable ways.



Parkland has been honored for developing a comprehensive program for identifying and preventing missed opportunities for diagnosis. Initially focused on tracking delayed imaging findings, the program evolved to manage six high-risk diagnostic scenarios through a centralized Safety Net Surveillance team within the Digital Health Center. These innovations included implementing a population health management tool, bilingual staff trained in motivational interviewing, the integration of social workers, and ultimately developing an AI language model that achieved 97.2% accuracy in identifying delayed imaging findings in collaboration with the Parkland Center for Clinical Innovation. Parkland's efforts delivered significant improvements for its patients, including:

- Achieving completed recommended follow-up studies in 91% of patients with abnormal imaging studies, with 4.3% of completed cases being found to have cancer, and 3% to have a medical issue requiring surgical intervention. These follow-ups have resulted in potentially life-saving findings that may have otherwise been delayed or missed.
- A greater than 54% improvement in obtaining follow-up specialty care for patients with new cancer diagnoses.
- Reducing delays in overdue imaging surveillance findings decreased from 17% to 9%.
- Improving follow-up rates for abnormal mammograms from 83% to 87%.
- Closing gaps for patients with abnormal tumor marker studies by 27%.

"I am immensely proud of our Digital Health Center team's achievement in establishing this program to combat one of healthcare's most prevalent and life-threatening challenges," said Brett Moran, MD, Senior Vice President and Chief Health Officer at Parkland. "Their work is making a direct impact on patient survival each day. Parkland is deeply honored to receive recognition from The Joint Commission and the Eisenberg Award selection panel."

The 2024 winners join more than two decades of influential healthcare organizations and leaders that have made major strides to improve patient care worthy of an Eisenberg Award. To learn more about the achievements and strategies of each awardee and the history of the program, visit [The Joint Commission](#) and [NQF](#) websites.

Self-Enhancement Workshops in June

Join a FREE virtual workshop hosted by Self-Enhancement and Therapy Services (SETS) at the Employee Health Center, led by EHC clinical psychologists and licensed clinical social workers. [Sign up for a workshop here*](#) and you will receive an email with the WebEx link to join the session.

**Workshops have a limited number of spots available and are first come, first served. Once full, registration for that workshop will close. Sessions are NOT recorded.*

Modeling Self-Care in Relationships

Angela Hill, PsyD, ABPP | Tuesday, June 17, noon – 1 p.m.

Conflict Resolution Skills: A Necessity and Opportunity for Clarity, Creativity, and Change

Angela Hill, PsyD, ABPP | Tuesday, June 24, noon – 1 p.m.

How to Stop Panic Attacks in Their Tracks

Mark Dalal, PhD | Thursday, June 26, 8 – 9 a.m.

*Learn more about the EHC behavioral health team who lead SETS workshops!
[Mark Dalal, PhD](#), [Rebecca Catlett, LCSW-S](#) and [Angela Hill, PsyD, ABPP](#)*

▶ HRO Learning Series session on June 17

Please join us for the HRO Learning Series, a monthly educational offering that provides an overview of the Universal and Leader Skills themes of the month. The next session will take place at noon on Tuesday, June 17. Join using the WebEx information below.

- **Join WebEx**
- **Meeting number (access code):** 2316 940 4328
- **Meeting password:** tsDmvR7uh23 (87368778 when dialing from a phone or video system)

To ensure you do not miss an event, register for the webinar series by clicking [here](#). If you're unable to attend, a recording will be posted to the HRO website, [High Reliability Organization \(HRO\) - Home](#), under the HRO Learning Series icon. Please allow a few days grace to allow for video editing. Email any questions or concerns to QualitySafetyOperations@phhs.org. We look forward to seeing you there!

JOURNEY TO → HIGH
RELIABILITY

 Parkland | Care. Compassion. Community.

▼ Lasting Impressions: Engineering team



Each week, "Lasting Impressions" features a Parkland employee who does exceptional work and provides excellent customer service. This week's "Lasting Impressions" features the Engineering team.

"I would like to thank our Engineering team members who were involved in planning, innovating and changing the heating elements on our three cafeteria retail lines. This work required us to coordinate efforts with an outside vendor and electricians, innovate on how to get under the hood of the hot wells' original design and coordinate the efforts simultaneously in real time. The effort also ensures that our repair and maintenance team will have future access to the wells. This is really helpful and makes any future repair go smoothly. Thank you to all involved. We appreciate you for partnering with us so that we can keep hot food hot, comply with regulatory requirements and prevent foodborne illness. THANK YOU!"



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.

In-person town hall session on June 24

NOTE THE DIFFERENT TIME/DATE

Parkland's next in-person Employee Town Hall session open to all Parkland team members will be at 10 a.m. on Tuesday, June 24, in the MacGregor W. Day Auditorium (1st floor, Moody Outpatient Center). As always, this session will also be available via WebEx using the information below.

- **Join the WebEx**
- **Event number:** 2662 308 4779
- **Event password:** JVRUrJ2nb22 (58787526 when dialing from a phone or video system)
- **Phone number:** 1-650-479-3208

We hope to see you there as we resume our in-person Employee Town Halls! To catch up on an town halls you missed, [click here](#).

▼ Make sure to know what is recyclable and what is not

Recycling is a key part of Parkland's sustainability efforts. However, it's important to know what is appropriate to put in the blue recycling bins located throughout our facilities, as Parkland is charged fees by our recycling vendor based on how much non-recyclable material has to be filtered out.

Please reference the list below to educate yourself and other team members so that we know to RECYCLE THIS, but NOT THAT. For questions, please email Sustainability@phhs.org.

RECYCLE THIS

- Non-confidential paper
- Plastic bottles
- Glass
- Aluminum cans
- Flattened cardboard
- PDI wipe containers
- Sticky notes
- Magazines/newspapers
- Paper folders (no metal)
- Glove boxes
- Coffee cup lids / sleeves
- Clean food containers
- Clean pizza boxes (no oil)
- Paperback books



NOT THAT

- Paper towels
- Styrofoam
- Gloves
- Tissues
- Food / Dirty food containers
- PPE
- Oily pizza boxes
- Bubble envelopes
- Chip bags
- Plastic bags



Onward & Upward

8 Medical/Surgical: Karen Gonzalez Pineda and Nghi Phan to Registered Nurse – Acute Care

Acute Dialysis: Bryan Schmitz to Senior Dialysis Equipment Technician

Anatomic Pathology: Trip Montes to Histology Technician

Call Center Operations: Saul Lopez to Supervisor

Clinical Nutrition – Inpatient: Theresa Jacob to Registered Dietitian Team Lead

Coding – COPC/OPC: Atoosa Shahdi and Lexie Vicars to Coding Specialist I

Correctional Health – Adult Clinical: Tashya Blacklock to Manager, Advanced Practice – General

Correctional Health Administration: Kliessa Bly to Manager, Practice Operations

C.V. Roman Health Center: Marisol Garcia to Medical Practice Assistant

Emergency Department: Julian Jimenez to Unit Technician – PRN

Employee Health Center: Alicia Ortega-Cook to Referral and Care Coordinator

Environmental Services – Ambulatory: Ezana Hailu to Senior Environmental Services Technician

Environmental Services – PMH: Jakaya Lee to Senior Contact Center Specialist; Filmon Tekle Senior Environmental Services Technician

Epilepsy Outreach: Latoya Phinisee to Senior Medical Practice Assistant

Finance Administration: Amy LaBarge to Senior Vice President & Chief Audit Executive

Fleet Management: Francisco Parra Cerda to Fleet Management Coordinator

General Medicine/Cardiology: Rikimaru Agtarap to Registered Nurse – Acute Care

General Surgery: Nicole Canari and Kathryn Landers to Registered Nurse – Acute Care; Janny Nguyen to Associate Manager, Nursing

Hospitalist Medicine: Selina Kessey and Rachmawati Saputra to Registered Nurse – Acute Care

Information Technologies – Technical Support Center: Robert Cunningham to IT Help Desk – QA Specialist

Labor & Delivery: Stacy Portillo to Registered Nurse Specialist – L&D

Neuroscience Acute Care Unit: Michael Farinloye to Associate Manager, Nursing

Observation Unit: Shweta Arlikatti, Noel Olivares and Faizunnisa Zafaruddin to Registered Nurse – Acute Care

Ortho A: Nina Hassan and Laura Reyes to Registered Nurse – Acute Care

Patient Access Center: Sonya Perkins and Ivonne Rodriguez to Supervisor, Call Center

Parkland Community Health Plan: Amie Ramos to Director, Finance and Accounting

Patient Financial Services – Financial Counseling: Kristian Birkert and Hortensia Rodriguez to Senior Financial Counselor

Pharmacy – Outpatient: Alton Mendoza to Senior Pharmacy Technician

Plastic Surgery: Anais Abundiz Reyna to Registered Nurse – Acute Care

Radiology – Sonography: Reagan Albeck to Supervisor, Radiology

Sterile Processing: Sydney Chisley to Sterile Processing Technician

WISH Advanced Practice Provider Specialty Clinics: Kelechi Uke to Advanced Practice Provider I – NRP

Retirements

- Elsy Daniel, Senior Registered Nurse, 7A Antepartum
- Kim Dinh, Senior Associate, Dietary – Nutrition Services
- Brenda Kirksey, Referral and Care Coordinator, Ambulatory Clinical Support Services
- Ann Mathew, Senior Registered Nurse, Mother/Baby A
- Si Nguyen, Environmental Services Technician, Environmental Services – PMH
- Kathlene Richard, Senior Registered Nurse, Labor & Delivery
- Delmy Rodriguez, Senior Medical Interpreter, Language Services Contact Center



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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.