

Now

Parkland

Information and stories for Parkland employees
June 23 – June 29, 2025

Workplace Violence

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and continue to
take action

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Workplace Violence: We hear you and continue to take action

Parkland leaders are aware of the increasing instances of violent behaviors in our work environment resulting in physical and psychological trauma. We assure you that your concerns have been heard and taken seriously. Strategies and interventions to reduce the risk of violence and help you feel secure on our campus and at all locations are underway or planned for the near future.

Completed initiatives

- 3rd party risk assessment of our properties
- Installation of Weapons Detection Systems
- Developed APP WPV subcommittee
- Developed APP Workplace Wellness Toolkit
- Developed Community Worker WPV subcommittee
- Developed WPV icon in Safety Center
- Enhanced data capture for each WPV episode
- Developed WPV Rate for internal benchmarking
- Created a Workplace Safety hotline number at 214-590-9787 (ext. 29787) to enable staff to call with safety concerns or safety post support
- Creation of email WorkforceSafety@phhs.org
- Developed an escalation process to remove patients for repeated inappropriate behaviors
- Created and filled the position of Workforce Safety Specialist
- Revisions to WPV, Disruptive Behavior and Preserving the Environment of Care policies
- Opened Meditation Rooms on campus and at Correctional Health
- BERT¹ team availability for enhanced support of psychiatric emergencies

Coming soon

- Deployment of PCCI Broset Violence Checklist across all medical/surgical units
- Completion and implementation of the Occupational Health Injury policy
- Meet with Unit unit-based counsel to focus on safety
- Development of an outpatient setting aggression tool

Active initiatives

- Care Packages for victims of WPV “wrapping you in support”
- SPARKS² Trained peer supporters are on call 24/7, 365. For more information, [click here](#)
- Spiritual Care and Employee Assistance are also available for support in addition to SPARKS
- WPV content updated for New Employee Orientation (NEO)
- Personal Alarms available to all Parkland workforce
- Training:
 - De-escalation techniques classes and SAMA³ Training (call 214-590-8535 (ext. 28535) to schedule a class or go through Parkland Pathways)
 - SAMA Expanded to secondary high-risk units
 - Hands-on sitter training added to nursing orientation
- Issuance of Behavior Expectation Letters with annual reviews
- Updated patient-facing signage for Juvenile
- System-wide behavioral alert flags in Epic with a documented behavior alert safety plan
- LIFE⁴ Officers – Police officers with training in mental health to proactively round on violence-prone patients and respond to BERT calls
- SAFETY Sign door signage to increase awareness of patients known to be at risk for violence
- Trauma Informed Care training implementation in Behavior Health and Inpatient Psychology floors.
- Continued physical environment risk assessments
- In depth case reviews on events involving workplace violence resulting in injury
- Proactive SPARKS rounding in high-rate units (ED, BH, Med/Surg)

Workplace safety leaders



Mike Lane
SVP, ACMO, Chief
Quality & Safety Officer



Karen Garvey
VP, Safety & Clinical
Risk Management



JD Buchert
Workforce Safety
Manager

¹ Behavioral Emergency Response Team (BERT)

² Supporting PARKland Staff (SPARKS)

³ Satori Alternatives to Managing Aggression (SAMA)

⁴ Law Enforcement Intervention for Environmental/Patient Safety (LIFE)

▼ Lasting Impressions: Sandipkumar Dhorajiya



Each week, "Lasting Impressions" features a Parkland employee who does exceptional work and provides excellent customer service. This week's "Lasting Impressions" features Sandipkumar Dhorajiya, Nursing Manager, 8 Medical/Surgical.

"Sandipkumar was recognized by Patient Safety & Clinical Risk Management as the Good Catch Champion for FY25 Q2! He was recognized for his HRO skills of attention to detail and speaking up for safety. While doing annual training, Sandipkumar recognized the hypoglycemia algorithm was incorrect. He noted this error was in the training module as well as the policy and procedure. Once notified, IT also found the error in the Epic order. Thanks to Sandipkumar's attention to detail, there was a quick correction to the Epic order, education modules and the policy and procedure."



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:** JvUrJ2nb22 (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](#).



► The ONE Survey begins July 21

We're excited to share that Parkland's 2025 ONE Survey is scheduled to be held July 21 – Aug. 15. The survey is designed to help us gain a better understanding of workforce engagement and measure progress toward our collective goals at Parkland. This survey is a combination of Nursing, Safety, Compliance and Engagement surveys, all in one.

Press Ganey will be our third-party administrator for this year's Engagement ONE Survey. They will send an email with an invite to the survey on Monday, July 21.

Your opinion matters! The One Survey is your chance to be heard and share your opinion. Your participation is strongly encouraged and greatly appreciated as we strive to reach our organizational participation goal of 85%.

We will continue to communicate more details on the 2025 ONE Survey as we near the survey's start date.

Join the Safety Spotlight on July 7

At noon on Monday, July 7, Patient Safety & Clinical Risk Management will host this month's "Safety Center Spotlight" to educate Parkland team members on how to get the most out of the Safety Center. Each month they share updates, tips, tricks and answer your questions about the Safety Center. You can join this month's meeting using the login information below.

- **Join WebEx**
- **Meeting number (access code):** 2318 254 0921
- **Meeting password:** rBtvW9pmj52



▼ REMINDER: Review Accounts Payable invoices carefully before approval

This is a friendly reminder to please take a moment to carefully review all invoices before approving them for payment. A thorough check can help us catch any potential duplicates or discrepancies and ensure we are avoiding unnecessary or duplicate payments to our vendors.

Your attention to detail in this process is greatly appreciated and plays an important role in maintaining the integrity and accuracy of our financial operations.

If you have any questions or need clarification on any invoice, please don't hesitate to reach out to APManagement@phhs.org or the designated Accounts Payable Specialist assigned to your invoice.

▼ Show your creative side with 'On My Own Time' art submissions

Ready to show off your creative at Parkland? Now's your chance! Parkland is excited to once again participate in "On My Own Time," a regional art competition by the Business Council for the Arts, showcasing the artistic talents of North Texas professionals. Don't miss this opportunity to share your skills!

We would love for you to participate. If interested in participating, you can submit your entries below by clicking the links below.

- [Visual Arts Submission - On My Own Time™ 2025](#)
- [Literary Arts Submission - On My Own Time™ 2025](#)

The deadline for all entries is Wednesday, July 9. For more details on all submission guidelines, [click here](#). For more information on the Own My Own Time program, please contact the Workforce Experience Team at EmployeeEngagement@phhs.org.

Onward & Upward

Burn Acute Care: Andrea Castaneda Pena, Gabriella Davila and Jose Martinez to Registered Nurse – Acute Care

Cardiac Labs: Prisciliano Raygoza Ibarra to Senior Registered Nurse Specialist – Cath/EP Lab

Care Management: Nicole Coleman to Care Coordination Assistant

Clinical Nutrition Inpatient: Fabiana Caldera Boscan to Registered Dietitian – Nutrition Support Specialist

ECMO: Caden Zulliger to ECMO Specialist

Family Practice Clinic: Cassandra Amaefula to Nurse Navigator

Hatcher Station Women's Center: Winifred Simon to Advanced Practice Provider II – General

Neurosciences ICU: LaTasha Crawford to Unit Technician

Observation Unit: Laura Murphy to Unit Technician

Operations Administration: Francesco Mainetti to Senior Vice President, Ambulatory Clinic Operations

Parkland Community Health Plan – Member Relations: Ana Alfaro Garcia to Member Advocate

Perioperative Services Administration: Catherine Chandler to Departmental Systems Specialist

Pro-Fee Coding: Shanthi Periasamy to Coding Specialist II

RIGHT Care: Brittany Defillo to Social Worker (LCSW)

Victim Intervention Program/Rape Crisis: Teresa Vega to Departmental Systems Specialist

Workforce Development: Rohit Prasad to Workforce Development Program Manager

Retirements

- Gina Aguirre, Radiology Aide, Radiology – Diagnostic
- Florence Chatman, Medical Practice Assistant, Parkland Center for Internal Medicine Clinic
- Rhonda Daigle, Manager, Nursing, Observation Unit
- Charline Hewitt, Senior Environmental Services Technician, Environmental Services – PMH
- Baby John, Senior Registered Nurse, Mother/Baby MFM
- Rafael Levy, Advanced Practice Sonographer – PRN, Sonography
- Blazy Mathai, Supervisor, Dietary – Nutrition Services
- Dianne Miller, Patient Care Assistant, Plastic Surgery
- Maria Monsivais, Senior Registered Nurse, Maternal Fetal Medicine Specialty Clinic
- Veronica Reyes, Unit Technician, General Surgery
- Lisa Simmons, Advanced Practice Provider II – NRP, Newborn APRNs
- Kunjamma Varghese, Senior Registered Nurse, Mother/Baby MFM



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.