



Parkland

Information and stories for Parkland employees
June 29 – July 5, 2026



TWO PATIENT IDENTIFIERS:

Always a patient safety priority

P.2 Learn how you can impact the patient experience

P.3 Parkland Cancer Center is now ASCO Certified

P.4 The Pulse Survey begins July 20



On the cover

TWO PATIENT IDENTIFIERS: Always a patient safety priority

Patient misidentification remains one of the most persistent – and preventable – causes of harm in hospitals. These errors can lead to wrong medications, incorrect procedures and diagnostic mistakes that put patients at serious risk.

National standards from The Joint Commission require the use of at least two patient identifiers during every clinical interaction. However, errors still occur when staff rely on familiarity or skip critical verification steps. At Parkland, there were 214 patient identification errors between December 2025 and May 2026. These events included mislabeled specimens, incorrect medications or procedures and documentation entered in the wrong patient chart.

Beyond patient safety, these errors also carry a significant financial impact. Patient misidentification can add approximately \$1,950 to an inpatient stay and \$1,700 to an Emergency Department visit, increasing the cost of care for both patients and the healthcare system.

An example from Parkland:

Two patients with the same last name presented for care on the same day but for different reasons. During the registration and care process, one patient was mistakenly identified using the other patient's medical record. As a result, initial care activities – including laboratory testing, IV placement and monitoring – were performed under the incorrect record before the error was recognized.

The discrepancy was identified during a subsequent verification of the patient's name and date of birth. The mismatch was corrected, preventing further progression of the event.

This event serves as an important reminder that patient identification errors can occur when assumptions are made or standard verification processes are not consistently followed. Reliable use of patient identification practices is essential to ensuring safe, accurate care.

Use your HRO Universal Skills:

- **Pay Close Attention:** Stay focused and avoid assumptions
- **Speak Up for Safety:** Intervene if verification is skipped

Take action:

Use two patient identifiers for every patient, every time – no exceptions. To learn more, read [this flyer](#) or read [SYS.PC.003: Using Two-Patient Identifiers](#) in Policy Manager.

Learn how you can impact the patient experience

Parkland's Patient Experience team is excited to launch Patient Experience Champions 2.0 — a refreshed program that empowers you to shape the patient experience. This program gives employees the opportunity to lead real change by working on Plan-Do-Study-Act (PDSA) projects that improve how patients experience care at Parkland. Leader-led teams of two to five staff members will take on meaningful improvement work with your guidance and support.

If you have team members who are passionate about patient experience, this is a great opportunity to put that energy to work. To learn more, join one of our upcoming Virtual Lunch & Learn interest sessions from noon to 12:30 p.m. on:

- [Tuesday, June 30](#)
- [Tuesday, July 7](#)
- [Tuesday, July 14](#)

Questions? Reach out to the Patient Experience team at PX@phhs.org.

Learn about the patient experience through The Beryl Institute

Parkland employees have complimentary access to The Beryl Institute, a leading resource for improving the human experience in healthcare. Membership includes access to:

- Research and case studies
- Webinars and learning opportunities
- Professional communities
- Patient experience best practices

View this flyer for instructions on creating your free account and to begin exploring available resources. For questions, please contact PX@phhs.org.

▼ Lasting Impressions: Nicole Dabney



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

"I had a patient who was struggling to walk. Nicole had met the patient from brief encounters when cleaning the patient's room. As I was walking my patient in the hall, the patient looked up and saw Nicole. Nicole could tell that it took extreme amounts of energy and effort and motivation for this patient to walk. When Nicole saw the patient, she started waving her arms in the air and cheering him on. The patient was so appreciative that he did not stop walking - he walked all the way to where Nicole was standing. It was the farthest this patient has walked. When the patient sat down, Nicole took a few minutes out of her day to talk with him and provide the patient an encouraging word or two. The patient told her that she was the reason he continued to walk the far distance. He told her "You actually made me cry." (they were happy tears). I know y'all are very busy in your department. It was so kind of Nicole to take a few moments out of her very busy day to give such a positive, lasting expression of support to the patient. The patient will never forget that moment, and neither will I. It represents what all of us do here at Parkland - we come together to support our patients in different and unique ways."



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.

► Nominate a deserving APRN

Now through Monday, July 20, the Parkland's Advanced Practice Registered Nurse (APRN) Council is accepting nominations for 2026 Advanced Practice Registered Nurse (APRN) of the Year Award. [Click here](#) to access the revamped nomination form and submit your nomination.

Each year, Parkland recognizes one APRN for outstanding contributions to patient care and the profession. Nominees are evaluated based on Parkland's mission, vision and ICARE values, with demonstrated excellence in:

- Clinical practice
- Professional involvement
- Community service
- Leadership
- Research
- Education

All APRNs except APRN Directors are eligible for nomination. Help us recognize the exceptional work of our APRN colleagues—submit a nomination today! Additionally, please mark your calendars for the APRN of the Year Celebration at 4 p.m. on Thursday, Sept. 3 in the MacGregor W. Day Auditorium, to help honor both the winner and all of the deserving nominees.

Additionally, please mark your calendars for the APRN of the Year Celebration at 4 p.m. on Thursday, Sept. 3 in the MacGregor W. Day Auditorium, to help honor both the winner and all of the deserving nominees.

ASCO CERTIFIED™

Patient-Centered
Cancer Care
Standards

Association for Clinical Oncology
Alexandria, VA

Parkland Cancer Center is now ASCO Certified

Parkland recently earned ASCO Certified® status. ASCO Certified is a patient-centered cancer care standards certification program from the Association for Clinical Oncology (ASCO). Achieving this certification demonstrates that Parkland's Cancer Center has a strong and enduring commitment to measuring the quality of cancer care delivery and meeting national standards in quality and safety.

ASCO Certified recognizes oncology group practices and health systems that meet a single set of comprehensive, evidence-based Oncology Medical Home (OMH) standards developed by ASCO and the Community Oncology Alliance (COA). These standards focus on seven different domains of cancer care: patient engagement; availability and access to care; evidence-based medicine; comprehensive team-based care; quality improvement; goals of care, palliative and end-of-life care discussions and antineoplastic therapy safety. To achieve certification, practices need to meet all care delivery standards and antineoplastic therapy safety standards.

► The Pulse Survey begins July 20

Parkland's 2026 Pulse Survey will be conducted Monday, July 20, through Monday, Aug. 10. Your feedback helps assess workforce engagement and measure progress toward organizational goals at Parkland.

This year's survey participation goal is 85%, with a system-wide prize (personal handheld massager) if the goal is met. In addition, daily and weekly drawings will be held throughout the survey period, featuring prizes such as speakers, coolers and more.

Don't miss out—the survey window is tight this year! Complete your survey within the first week to ensure your feedback is counted and to be entered into a drawing for a premium Parkland-branded cooler.

Survey incentives:

- 85% participation gift: Complete the survey anytime during July 20- Aug. 10 to help reach the participation goal of 85% and earn a handheld massager.
- Early bird drawing: Submit your feedback within the first week (by July 27) for a chance to win a premium Parkland-branded cooler!

Next steps

Press Ganey will administer this year's Engagement Pulse Survey. Look for an email invitation to the survey on Monday, July 20. We'll continue to share reminders and helpful information as the survey launch approaches.

▼ Reusable water bottle drive is now open

The PEN Council and Homeless Outreach Medical Services (HOMES) Unit-Based Council invite all Parkland team members to participate in the 5th Annual Reusable Water Bottle Drive. Bottles will be distributed directly to individuals experiencing homelessness by the HOMES program.

Now through Friday, July 31, you can drop off new, reusable water bottles at the following locations:

- Parkland Center for Nursing Excellence (NPC 02-505) from 7:30 a.m.-5 p.m., Monday-Friday
- HOMES (5280 Tex Oak Ave.) from 8 a.m.-4 p.m., Monday-Friday
- Parkland Gift Shop (NPC 01-450.02) from 9 a.m.-8 p.m., Monday-Friday and 10 a.m.-4 p.m., Saturday-Sunday
- Centralized Staffing Office (NPC 01-617) 24/7

Let's come together and donate 700 NEW reusable water bottles to those experiencing homelessness.

For more information, contact either Benito.Lugo@phhs.org, Domingo.Davila@phhs.org, Clara.Jackson@phhs.org or Rachelle.Floyd@phhs.org.



Parkland urges fireworks safety ahead of 250th anniversary

With this year's Fourth of July marking the 250th anniversary of the nation's founding, officials anticipate heightened celebrations and increased fireworks use across Texas.

Parkland Health experts are reminding families that while fireworks symbolize celebration, they also pose serious risks for burns, eye injuries and fires.

If fireworks are legal in your area and you choose to use them, follow these safety precautions:

- Never allow young children to handle fireworks
- Older children should only use them under close adult supervision
- Never use fireworks while impaired by drugs or alcohol
- Anyone using fireworks or standing nearby should wear protective eyewear
- Never hold lighted fireworks in your hands
- Never light fireworks indoors
- Use fireworks in a clear, open area away from people, homes, vehicles and anything that can catch fire
- Never point or throw fireworks at another person
- Do not attempt to re-light malfunctioning fireworks
- Soak used and unused fireworks in water before discarding
- Keep a bucket of water or hose nearby in case of fire
- Never use illegal fireworks

Health experts recommend attending professional fireworks shows instead of lighting them at home. Families celebrating at home can consider safer alternatives such as glow sticks, LED light-up wands, confetti poppers or bubble machines.



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.