



Workplace Violence

We hear you and
are taking action

Workplace Violence: We hear you and are taking 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

- Installation of Weapons Detection Systems
- Development of APP Workplace Wellness Toolkit
- Expanded Workplace Violence (WPV) Subcommittees to include Community, Front Line, and WISH/OB Anesthesia
- 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 a Modification of Service request that focus on patients with repeated inappropriate behaviors
- Created and filled a Workforce Safety Specialist position
- Updates to WPV, Disruptive Behavior and Preserving the Environment of Care policies
- Opened meditation rooms on the main campus and Correctional Health
- BERT team availability for enhanced support of psychiatric emergencies
- WPV content updated for New Employee Orientation (NEO)
- Updated patient-facing signage system-wide
- Launched a WPV prevention communications campaign
- Implemented Guest Services "read only" EPIC assess for improved visibility of behavior alerts
- STAMP assessment for patients arriving to the Emergency Department, Urgent Care Emergency Center & OGES
- Updated WPV PTO in [Paid Time Off Policy 4000-1400](#)
- WPV prevention curriculum pilot for nursing students
- Risks assessments of business and facility operations areas
- Updates to [Workforce Safety Sharepoint page](#)
- Trauma Informed Care training implementation in Behavior Health and Inpatient Psychology floors.

Active initiatives

- Zero Harm focus on the workforce as part of our HRO journey
- Monitoring of weapons captured through EVOLVE or Metal Detectors
- Purchased and trained staff on new technology for the community setting
- Care Packages for victims of WPV
- SPARKS¹ trained peer supporters are on call 24/7, 365 (for more information, [click here](#))
- Personal alarms available to all Parkland workforce members
- Training:
 - De-escalation techniques classes and SAMA² Training (Call 214-590-8535 to schedule a class or go through Parkland Pathways)
 - SAMA expanded to secondary high-risk units
 - Hands-on sitter training added to nursing orientation
 - Active shooter training
- Issuance of Behavior Expectation Letters with annual reviews
- Intentional SPARKS contact for victims of WPV
- System-wide behavioral alert flags in EPIC with a documented behavior alert safety plan (Workforce Safety Care Plan)
- LIFE³ Officers – Police officers with training in mental health to proactively round on violence-prone patients and respond to BERT⁴ calls
- SAFETY Sign door signage to increase awareness of patients known to be at risk for violence
- Continued physical environment risk assessments
- In-depth case reviews on events involving WPV resulting in injury.
- Improving efficiency of Safety Center Reporting
- Proactive SPARKS rounding in high-rate units (ED, BH, Med/Surg)

Coming soon

- Meet with unit-based council to focus on safety
- Development of an outpatient setting aggression tool
- \$200,000 in grant funds to focus on improvement of staff safety through emerging technologies
- Automation of Injury on Duty form within the Safety Center
- Implementation of Workforce Safety Champion program

Workplace safety leaders



Mike Lane
SVP, ACO, Chief Quality
& Safety Officer



Karen Garvey
VP, Safety & Clinical Risk
Management



Marissa Crossley
BSN, RN, PMH-BC
Workforce Safety Specialist



JD Buchert
Workforce Safety
Manager

¹ Supporting PARKland Staff (SPARKS)

² Satori Alternatives to Managing Aggression (SAMA)

³ Law Enforcement Intervention for Environmental/Patient Safety (LIFE)

⁴ Behavioral Emergency Response Team (BERT)

▼ Lasting Impressions: 17 Inpatient Psychiatry



Each week, "Lasting Impressions" features a Parkland employee who does exceptional work and provides excellent customer service. This week's "Lasting Impressions" features the 17 Inpatient Psychiatry team.

"The staff of 17 Inpatient Psychiatry deserve recognition for their skill in verbal de-escalation, which provides a safer and more supportive environment for their patients. As an example, they recently had a patient come to the unit already very distrustful and irritable. He initially refused to cooperate with the typical admit tasks and began to physically posture. The staff remained calm, cleared the day room, and patiently worked with him. It was the hospital version of a ballet, with various nurses and techs seamlessly flowing in and out as needed to complete all tasks, orchestrated by Charge Nurse Beena Philip and Unit Manager Shanta Dixon. There were nursing students watching from behind the glass while their instructor pointed out the various things that were happening and telling them to take mental notes. Ultimately the patient participated in all needed admission tasks, from a skin check to a safety search, without any medication needed. As everyone dispersed and the day room was reopened, Shanta checked on the nursing students to provide additional pointers and answer questions. It couldn't have been more perfect!"



The Pulse Survey begins July 20

The Pulse Survey begins next Monday, July 20, for all employees and clinicians hired before April 30, 2026. Your response helps Parkland better understand workforce engagement and track progress toward our shared goals.

Beginning at 8 a.m. on Monday, July 20, the survey will be sent to your Outlook inbox from our third-party survey partner, Press Ganey. This email is legitimate and is not spam or a phishing attempt. Once again, we're aiming for 85% participation. If we reach our system-wide goal, all eligible participants will receive a personal handheld massager. In addition, daily and weekly prize drawings will be held throughout the survey period, with prizes including a speaker, cooler, and more.

If you have any questions about the survey, please contact the Office of Talent Management, or OTM ([OTM Service Portal](mailto:OTM.Service.Portal@phhs.org), 469-419-3000, ext. 73000).



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.

▼ 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



► Emergency eyewash and shower stations: Why they matter

Eyewash and shower stations help protect us by providing immediate first aid when a chemical or irritating substance comes into contact with the eyes, skin or clothing. These chemicals and substances include:

- Cleaning chemicals
- Disinfectants and sterilizing agents
- Lab chemicals
- Chemicals used in facilities and engineering
- Some medications

Splashes can happen during everyday tasks, such as:

- Mixing or diluting chemicals
- Cleaning patient rooms
- Handling disinfectants or sterilizers
- Working in labs or pharmacy areas
- Using medical gases or other facility chemicals

Eyewash and shower stations are located throughout our organization, including inpatient units, outpatient clinics, laboratories, Environmental Services areas and other spaces where chemicals are used and have been validated by the Environmental Safety Department. If a splash happens, immediately rinsing your eyes, skin or clothing is the most effective way to reduce injury. Even a short delay can increase risk of serious or permanent eye or skin damage.

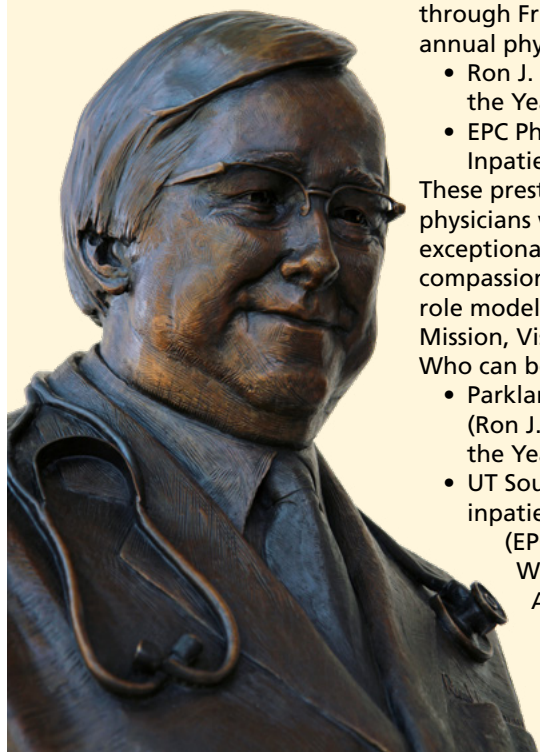
What you need to know

- Location of the nearest eyewash/shower station in the area
- How to use it in an emergency
- Where to find eyewash/shower station resources
- Verify weekly checks are accurately completed and documented, as applicable to your job responsibility

Where to get more information

- [Emergency Eyewash/Shower Station Policy](#)
- [Environmental Safety Sharepoint page](#)

Nominations are now open for Physician of the Year awards



Nominations are now being accepted through Friday, Aug. 7, for the following annual physician recognition awards:

- Ron J. Anderson, MD, Physician of the Year Award
- EPC Physician of the Year Award for Inpatient and Specialties

These prestigious awards honor physicians who demonstrate exceptional clinical excellence, provide compassionate patient care, and serve as role models by exemplifying Parkland's Mission, Vision, and ICARE Values.

Who can be nominated?

- Parkland employed staff physicians (Ron J. Anderson, MD, Physician of the Year Award)
- UT Southwestern employed hospital inpatient and specialty physicians (EPC Physician of the Year Award)

Who can submit a nomination?

Any Parkland employee may submit a nomination. To nominate a physician, [click here](#).

Join the Employee Town Hall on July 16

Parkland's next in-person Employee Town Hall session open to all Parkland team members will be at 11 a.m. Thursday, July 16, 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:** 2661 008 8594
- **Event password:** xkBf3Huh7C9 (95233484 when dialing from a phone or video system)
- **Phone number:** 1-650-479-3208

We hope to see you there! To catch up on any town halls you missed, [click here](#).



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.