

# now

Parkland

Information and stories for Parkland employees  
July 17 – 23, 2023



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## Weapons detection system coming soon

Beginning in late summer 2023, staff will notice the new weapons detection systems located at various entries around the Parkland campus. The system uses both metal detection and Artificial Intelligence video analytics to detect weapons, and allows faster flow into the buildings without patients and visitors needing to stop for screenings as required with traditional baggage X-ray scanners.

Unlike standard metal detectors, the screening technology targets the location of the item of concern and will immediately alert the officer on an iPad. We also plan to use two officers at peak times to ensure the adequate flow of patient and visitor traffic.

Overall, the design and function will ultimately provide a safe and welcoming experience in our facilities. We anticipate additional machines coming to our COPCs and ARCs in 2024 (with a summer 2023 pilot at Hatcher).

## Virtual employee town hall on July 20

Join us at 11 a.m. Thursday, July 20, for our monthly employee virtual town hall. Use the login information below to join the webinar.

- [Join the WebEx](#)
- Event number: 2664 608 6998
- Event password: ZSjFsrC7d74 (97537727 from phones and video systems)
- Phone number: 1-650-479-3208 (United States Toll)

## ▼ Nominate a deserving APRN by July 24

It's time to submit nominations for Parkland's 2023 Advanced Practice Registered Nurse of the Year. The Advanced Practice Registered Nurse Council is seeking nominations now through Monday, July 24. To submit a nomination, [click here](#).

Parkland recognizes one APRN each year for their outstanding contribution to our patients. Criteria for the APRN of the Year award are based on Parkland's ICARE values. Honorees are recognized for their contributions toward clinical practice, professional involvement, community service, leadership, research and education. Anyone may place a nomination.

All nominations will be presented to the APRN Council Board - comprised of 17 elected board members representing all of Parkland APRNs and the areas they work. The APRN Council Board will take your nomination, evaluate them and vote for the nomination that best exemplifies Parkland's ICARE Values.

The 2023 APRN of the Year and all nominees will be recognized at celebration at 4 p.m. on Thursday, Sept. 7, in the MacGregor W. Day Auditorium (1st Floor, Moody Outpatient Center). All are invited!



## ► Need a balloon arch? We've got you covered

Did you notice the awesome balloon arch during CelebrateUs! this year? We are pleased to share the Gift Shop can now take care of your balloon

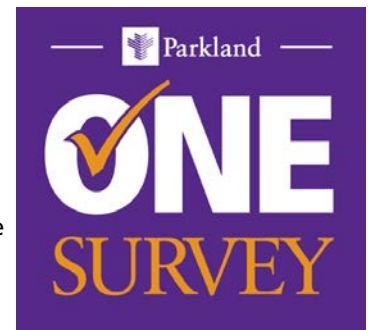
arch needs in house! Reach out the Gift Shop for more details, [ParklandGiftShop@phhs.org](mailto:ParklandGiftShop@phhs.org) or ext. 70065.

## ► One Survey starts July 24

Our Parkland One Survey is coming soon! The survey begins Monday, July 24, and will be open through Friday, Aug. 18. This survey is an opportunity for all employees and clinicians (hired before April 30, 2023) to have your voices heard.

As you may know, we've combined Engagement, Culture of Safety, Compliance and NDNQI RN Satisfaction surveys into a single survey to help streamline the participation process and work more meaningfully to improve everyone's experience at Parkland. Based on your feedback from past surveys, you said it and we did it!

While the survey is voluntary, we encourage your participation so that the data we receive represents the entire Parkland population. Your opinion matters. It helps us make sure Parkland offers the best team member experience for everyone at Parkland! Please be on the lookout for the survey and join us in taking the One Parkland Survey!



## Payroll reminder: Parkland pay days are every other Tuesday

Parkland's bi-weekly pay schedule includes an actual pay day of every other Tuesday. Most employees use direct deposit and have noticed that their banking institutions often release payroll funds prior to the actual Tuesday payroll date. That means these financial institutions are providing their customers with a provisional credit or advance before Parkland's deposit transfer to them has been completed. Parkland has no control over whether a financial institution releases funds early to employees' account(s), nor is there any guarantee that they will do so for any given pay period prior to the actual pay date.

## ▼ Lasting Impressions: Roslyn Dodd



Each week, “Lasting Impressions” features a Parkland employee who does exceptional work and provides excellent customer service. This week’s “Lasting Impressions” features Roslyn Dodd, Senior Registered Nurse – Acute Care, Hospital at Home.

*“Roslyn is an integral member of our Hospital at Home team and truly exhibits the ICARE values. Not only does Roslyn deliver excellent care, but she has an immense respect for our patients. This allows her to connect with them in a meaningful way that develops trust and often leads to them being more active participants in their health. She has checked on patients and advocated for them countless times. In her short time at Parkland, it is also easy to see the ‘lasting impression’ Roslyn has made on fellow employees as walking the hallways together usually leads to several check-ins with those around us. We are so grateful to have her on our team!”*



## New phone menus will streamline patient, staff calls

Beginning Wednesday, July 19, the system information phone lines will be modified.

Callers who dial zero (0) from a campus phone will encounter a more employee-focused menu with options for reaching the page operator, making long distance calls or reaching a hospital operator. The employee menu will be offered in English only.

Callers to 214-590-8000 (ext. 28000) will encounter a more patient-focused menu with options for appointment information, connecting to patient rooms, HIM, Billing, Pharmacy or MyChart support. The patient menu will be offered in both English and Spanish.

We are also streamlining the upfront messaging by removing outdated COVID-19 prompts and changing the placement of the visiting hours information.

These changes are meant to route callers quickly to popular destinations while generating operator capacity for more extended discussions.

Want to nominate an employee who goes above and beyond? Tell us what makes them so fantastic by emailing [Employees@phhs.org](mailto:Employees@phhs.org) or calling ext. 28048.

## ► Language Services is here to assist

Parkland’s Language Services department offers in-person interpreting, video and phone interpreting and translations. Interpreters are available not only for medical appointments, but other services provided as well. Types of encounters may include financial counseling, registration, research studies and patient education. Interpreters are available 24/7 in-person, by video and over the phone.

### To reach a medical interpreter:

- Over the phone and video interpretation: 214-590-5846 (ext. 25846)
- In-person interpretations at main campus 469-419-0823 (ext. 70823)
- You can also submit Spanish and American Sign Language interpreter requests in Epic:
  - Go to Manage Orders
  - Type “Spanish” or “American Sign Language” in the search box
  - Select the correct order from the drop-down menu
  - Enter the following information in the “comments” section:
    - Callback number
    - Location (floor and room number)
    - Request by (name of person requesting the service)
    - Reason for request (admission, discharge, consent, etc.)
  - Sign and accept the order to complete the process
- For translations, please email: [LanguageServices@phhs.org](mailto:LanguageServices@phhs.org)

### Deaf and hearing impaired

Sign Language Services are available from any ALVIN iPad. An in-person sign language interpreter can also be scheduled by emailing [Language.Services@phhs.org](mailto:Language.Services@phhs.org).

### Visually Impaired Services

Patient interpretation services are available via the on-call directory to read any literature and/or medical documents pertaining to medical treatment.

If you are interested in becoming a designated Qualified Bilingual Staff at Parkland, please email [LanguageServices@phhs.org](mailto:LanguageServices@phhs.org) for more information.



# Expansion of Mental and Emotional Wellness Offerings for Employees

The Employee Health Center is expanding mental and emotional wellness offerings for employees with the launch of an enhanced behavioral health program: SETS (Self-Enhancement and Therapy Services).

The SETS program will include current individual and group therapy offerings, in addition to a new offering: self-enhancement skills trainings. Skills trainings are held virtually and focus on teaching practical skills and tools that are applicable for everyone to improve mental well-being, communication, relationships, and overall personal growth.

SETS is led by Employee Health Center Clinical Psychologists: Angela Hill, PsyD, ABPP and Mark Dalal, PhD. Dr. Hill received her Doctor of Psychology (PsyD) degree from the Georgia School of Professional Psychology and has over 14 years' experience in psychotherapy, psychology assessment, consultation, and therapy and group supervision. Dr. Dalal obtained his Doctor of Philosophy (PhD) degree from Palo Alto University. Dr. Dalal completed his post-doctoral residency at Deer Oaks Mental Health Associates and has 20 years' experience in psychotherapy, psychological assessment, and consultation.

Skills trainings will be held virtually via WebEx and are offered free of cost to Parkland employees and are open to all employees, with or without insurance, including those in the HDHP option of the Parkland Employee Health Plan. Sessions are not designed for medical diagnosis or treatment. Group therapy at the Employee Health Center is billed to your insurance and you will be charged a copay for each session (\$20 for those with UMR insurance).



## NEW Self-Enhancement Skills Trainings at the EHC

*(Starting late July 2023. All sessions held virtually)*

- Positive Psychology (2-part series, Wednesday 8-9a)
- Conflict Resolution Skills (2-part series, Wednesday 12-1p)
- Healthy Boundaries (2-part series, Monday 10-11a)
- Assertiveness Skills (2-part series, Tuesday 4-5p)


## Group Therapy at the EHC

*(All group therapy is held in-person at the Employee Health Center except the insomnia groups)*

- Insomnia for Shift Workers (VIRTUAL)
- Insomnia for Non-Shift Workers (VIRTUAL)
- Coping with ADHD & Distractibility
- Grief Psychotherapy
- Depression Psychotherapy (will return Fall 2023)
- Anxiety Cognitive Therapy
- Stress and Anxiety Management
- Healing Trauma Across the Lifetime

## SIGN UP FOR A SKILLS TRAINING OR GROUP THERAPY AT THE EHC

*Skills trainings and group therapy are first come, first served. Once full, there will be a wait list to join.*

  
**OR SCAN  
THE QR  
CODE**



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.