

Now

Parkland

Information and stories for Parkland employees
July 27 – Aug. 2, 2026

PARKLAND RACKS UP THE ACCOLADES

P.3 See what's new in the revised Code of Conduct

P.3 Nominate a Compliance Liaison

P.4 Space heaters no longer allowed in Parkland spaces

Parkland racks up the accolades

We all know that amazing work happens every day at Parkland, but it's nice to see outside organizations agree! In recent weeks, several departments throughout the organization have earned significant honors in areas like community benefit, patient-centered care, sustainability and more. Those achievements are listed below. While these are far from a comprehensive list of the outstanding things being done throughout our health system, they're a snapshot of just how impactful the work that is done here can be.

Parkland earns top state, national rankings for community benefit

Parkland has been named the top hospital in Texas and ranked second among 2,694 hospitals nationwide for community benefit on the 2026 Lown Hospitals Index for Social Responsibility. Parkland received the following accolades in the latest Lown Index among acute care hospitals:

- No. 1 in Texas for community benefit
- Top 10 in the nation for community benefit
- Top 5 in Texas for inclusivity
- "A" grades in health equity, value of care, cost efficiency and community benefit

The Lown Index measures community benefit by looking at hospital spending on financial assistance and community health initiatives, as well as how well a hospital serves Medicaid patients. The inclusivity metric measures how closely a hospital's patient population reflects the demographics of its surrounding community.

Global Diabetes Specialty Clinic earns national specialty care recognition

After three years of coordinated work, the Parkland Global Diabetes Specialty Clinic has been certified by the National Committee for Quality Assurance (NCQA) as a Patient-Centered Specialty Practice, becoming the first endocrinology program in Texas to earn this designation and the ninth in the nation.

The NCQA designation recognizes specialty practices that demonstrate a patient-centered approach, including team-based care, proactive population management, and close coordination with primary care.

Parkland recognized for ongoing sustainability efforts

Parkland has been nationally recognized with two 2026 Energy to Care Awards from the American Society for Healthcare Engineering (ASHE). These awards acknowledge hospitals that are setting the standard for energy efficiency, proving that healthcare facilities can deliver high-quality care for patients while prioritizing sustainability.

For the fourth consecutive year, ASHE is recognizing Parkland with both the Sustained Performance Award and the Sustainability Champions Award. The Sustained Performance Award recognizes hospitals accomplishing sustainability goals to support healthy, equitable and resilient environments and communities maintained over time. The Sustainability Champions Award recognizes facilities that demonstrate leadership in healthcare sustainability.

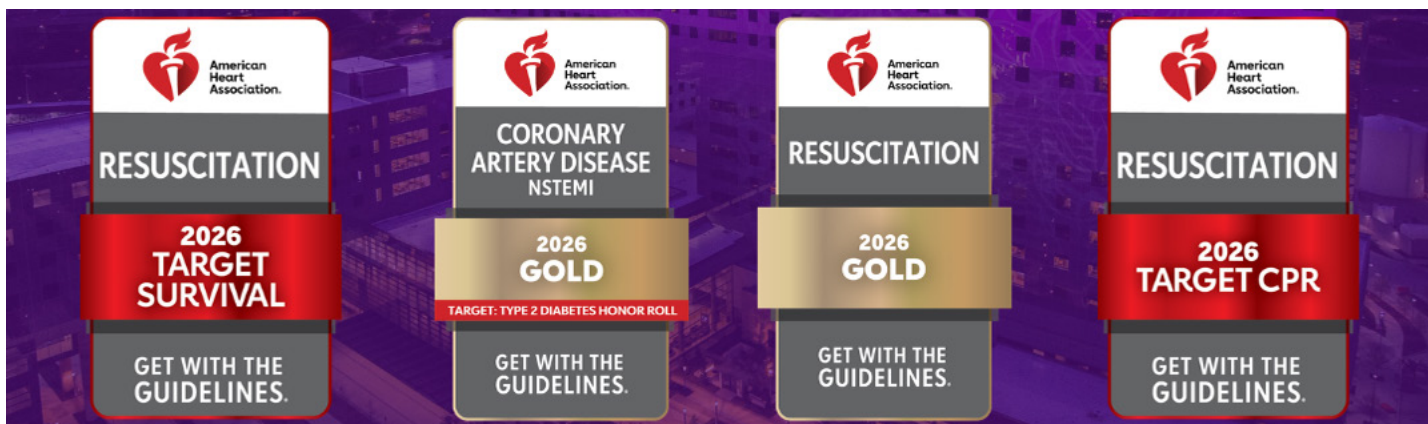


Parkland recognized for excellence in cardiovascular care

Parkland has received four American Heart Association (AHA) Get With The Guidelines® achievement awards for demonstrating a commitment to following up-to-date, research-based guidelines for the treatment of heart disease, helping save lives, supporting recovery and reducing hospital readmissions:

- Coronary Artery Disease NSTEMI Gold with Target: Type 2 Diabetes
- Resuscitation Gold - Patient Population: Pediatric
- Resuscitation Target CPR - Adult
- Resuscitation Target Survival - Adult

Get With The Guidelines® puts the expertise of the AHA and American Stroke Association to work for hospitals nationwide, helping ensure patient care is aligned with the latest science-backed guidelines. As a participant in the Get With The Guidelines® programs, Parkland qualified for the awards by demonstrating a sustained commitment to improving the quality of cardiovascular care.



▼ Lasting Impressions: Jacinto 'Rene' Taylor



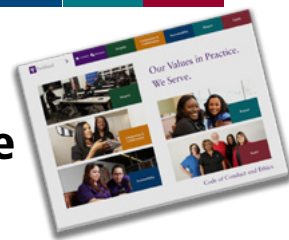
Each week, "Lasting Impressions" features a Parkland employee who does exceptional work and provides excellent customer service. This week's "Lasting Impressions" features Jacinto "Rene" Taylor.

"Rene is an exemplary Parkland employee and an essential member of the HOMES department. As a peer recovery navigator, Rene helps and supports people who are first finding out about their HIV diagnosis. She is there with the patients every step of the way through the difficult and overwhelming process of treating their newly discovered diagnosis. Rene models ICARE values through being non-judgmental, consistent, reliable and dedicated. Rene's work helps save people's lives. I am proud to say she is my coworker and my friend."



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.

See what's new in the revised Code of Conduct



An updated version of Parkland's Code of Conduct & Ethics is now available in both [English](#) and [Spanish](#) on the Parkland intranet. While new features include a section on artificial intelligence and expanded guidance on Confidential Information, information in the entire document has been updated to reflect the most accurate information for our team members.

The Code of Conduct & Ethics is our tool for guiding decisions and interactions with each other. Whether you've been at Parkland for a few weeks or a few decades, everyone is encouraged to read the Code carefully. If you have questions, contact the [Compliance and Ethics department](#) for guidance at 214-590-1171 (ex. 21171) or by submitting a [Compliance and Ethics Request](#) in the Employee Service Center.

► Nominate a Compliance Liaison

At Parkland, our culture is strongest when everyone feels connected, informed and empowered to do what's right. The Compliance Liaison Network helps bring that shared commitment to life. With support from the Compliance & Ethics department, liaisons help make compliance easier to understand and apply in daily work.

Leaders, colleagues, and coworkers across Parkland are invited to nominate team members who can help champion compliance and ethics in their areas.

Why Compliance Liaisons matter

Compliance Liaisons serve as a bridge between their departments and the Compliance & Ethics department. They help share important compliance information, encourage open communication and support a workplace where employees feel comfortable asking questions and raising concerns. By bringing compliance closer to day-to-day operations, liaisons help make compliance practical, visible and relevant to the work we do every day.

Who they're looking for

They are seeking team members who are respected by their peers, engaged in their work and committed to doing the right thing. Ideal candidates:

- Understand the day-to-day operations of their area
- Are trusted resources for their colleagues
- Demonstrate integrity and professionalism
- Are interested in helping promote compliance awareness and ethical decision-making

Employees from all areas of Parkland are encouraged to participate, including clinical, operational, administrative and support services.

Nominate a liaison today

Do you know someone who would be a great Compliance Liaison? Help us identify team members who can support, connect and inspire others to uphold Parkland's commitment to ethics and compliance. Submit a nomination using the QR code or by [clicking here](#). Multiple nominations are welcome. Together, we can build a stronger, more connected culture of compliance – one rooted in integrity, accountability and trust.



NAVIGATING YOUR BENEFITS

Each month we will highlight an Employee benefit to help guide you toward resources that support and improve your overall wellbeing and work experience. If there are any topics you would like to see covered in a future issue contact the Office of Talent Management via the OTM Service Portal ([OTM Service Portal](#)).

Refuel your wellbeing

Every road trip is better with a reliable place to recharge. The Employee Health Center (EHC) and Employee Women's Wellness Center (EWWC) are here to help you stay on course with convenient, high-quality care designed with you in mind. From primary care and express care to behavioral health, physical therapy, chiropractic care, weight management, women's health, obstetrics and gynecology services and other specialty care, the EHC and EWWC provide convenient access to the services you need – all in one place. Make the EHC and EWWC part of your route to better health and discover how easy it can be to prioritize your wellbeing.

The EHC and EWWC accept most insurances and are Tier 1 Cigna Healthcare® plan providers. Appointments at the EHC and EWWC are offered 8 a.m. – 5 p.m., Monday through Friday, in-person in the Moody Outpatient Center (Clinic 4A) and virtually. To schedule an appointment, call 214-590-2800 (ext. 22800).



▶ Space heaters no longer allowed in Parkland spaces

Beginning Tuesday, Sept. 1, portable space heaters can no longer be used in any Parkland location. This applies to all settings, whether clinical or non-clinical, and includes both Parkland-owned and leased facilities. This change was approved by Parkland senior leadership to ensure the highest level of regulatory compliance and safety.

What should I do with an existing space heater?

For Parkland-owned or Parkland-purchased space heaters, create a Facilities Work Order or call 215-590 1000 (ext. 71000) to have the device picked up. Non-Parkland-owned space heaters must be removed immediately and should not be brought into any Parkland location.

Please note that having a space heater in a storage room, closet, under a desk, or in any other location is considered out of policy and will be cited during inspections, even if the heater is not in use.

▶ Support request process for The Joint Commission Resources Tracers with AMP®

If you need assistance with Joint Commission Resources (JCR) Tracers with AMP®, please open a [Fix IT Ticket](#) in the Employee Service Center or contact Regulatory and Accreditation Affairs directly at RegulatoryAccreditationAffairs@phhs.org.

Following this established support process will help:

- Ensure issues are addressed by the appropriate team.
- Expedite troubleshooting and resolution.
- Prevent unnecessary delays caused by rerouted requests.

Please do not contact JCR directly for support. Requests submitted to JCR will be rerouted to Parkland's Regulatory and Accreditation Affairs department for review and assistance, which may delay resolution.

Thank you for your cooperation and support in helping us address platform issues as efficiently as possible.



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.