



Parkland

Information and stories for Parkland employees
Aug. 17 – 23, 2026

PARKLAND OFFICIALS **OFFER TIPS TO STAY SAFE IN DISASTERS**

P.2 HRO Learning Series
returns on Aug. 18

P.3 Navigating
Your Benefits

P.4 Join the Employee
Town Hall on Aug. 20

Parkland officials offer tips to stay safe in disasters

As the days of triple digit temperatures persist, most people are looking forward to cooler temperatures. But while the drop in degrees can be refreshing, it can also mean weeks of unsettled weather.

Each year about a thousand tornadoes touch down in the United States, far more than any other country. Texas, Oklahoma, Nebraska, Kansas, Missouri, and parts of Louisiana, Iowa and eastern Colorado make up “tornado alley,” where destructive storms strike regularly in the spring and fall. And while severe thunderstorms and tornadoes are the primary cause for concern for North Texans, those who travel to the coast are reminded that hurricane season runs through Nov. 30. The National Oceanic and Atmospheric Administration (NOAA) predicts the country could see between 8 to 14 named storms in 2026, with as many as three major hurricanes.

If you are at a Parkland campus, responses are outlined in the [Weather Hazards section of our Emergency Operation Plan](#). But what about when you’re away from work? Parkland disaster preparedness officials want to remind you that awareness and preparation are critical long before dark clouds appear on the horizon.

“Severe weather in Texas is not a matter of if — it’s a matter of when,” said Chris Noah, MS, CHSP, cABCF, Parkland’s Director of Disaster Management and Business Continuity. “Storms can strengthen rapidly and change direction with little notice. The decisions you make in those first few minutes can make all the difference. If you’ve already thought through what you’re going to do and where you’re going to go, you eliminate hesitation. That preparation can save precious seconds.”

Officials with the Department of Homeland Security say planning starts with three easy steps:

- **Collect:** Create a paper copy of the contact information for your family and other important people/offices, such as medical facilities, doctors, schools or service providers. It is also important to identify someone outside of your community who can act as a central point of contact to help those in your family reconnect. In a disaster it may be easier to make a long-distance phone call than to call across town because local phone lines can be jammed.
 - **Share:** Make sure everyone carries a copy in his or her backpack, purse or wallet. You should also post a copy in a central location in your home, such as your refrigerator or family bulletin board.
 - **Practice:** Have regular household meetings, especially during hazardous weather season, to review and practice your plan.
- “The bottom line is no one thinks something bad is going to happen to them, and in most cases it doesn’t. But that doesn’t mean that it won’t,” Noah said. “That’s why having answers to the ‘ifs’ is critically important. Planning today could mean a safer tomorrow.”

Join us at the State Fair of Texas next month

We’re excited to once again host Parkland employees at the State Fair! This year, our dedicated tent — held exclusively for Parkland team members and their families — will be available from 10 a.m. – 4 p.m. on Saturday, Sept. 26.

The tent will be located between the African American Museum and the Magnolia Beer Garden when you enter through Gate 5. The State Fair of Texas begins Friday, Sept. 25, and you are invited to join us there and show your Parkland Pride!

Activities include:

- Fair-themed T-shirt for attendees
- DJ
- Food, snacks and drinks
- Activities for the entire family and a chance to win State Fair coupon sheets
- Informational booths from our Benefits team and more

Please note: Employees must purchase their own admission and parking to the fairgrounds and show a valid Parkland ID badge to enter the Parkland tent. Families are welcome to join, but giveaways will be available to employees only.

Admission tickets for the State Fair of Texas can now be purchased at a discounted rate of \$15 from the Gift Shop located on the 1st Floor of the hospital, from 9 a.m. – 8 p.m., Monday-Friday and 10 a.m. – 4 p.m. Saturday and Sunday. Stop by to purchase yours today! For more information about the State Fair, including events, additional discount opportunities and more, visit <http://www.bigtex.com>.



Parkland

Journey to High Reliability

▼ HRO Learning Series session returns on Aug. 18

After a brief summer hiatus, Parkland’s HRO Learning session returns at noon on Tuesday, Aug. 18. Join using the WebEx information below:

- **Join WebEx**
- **Meeting number (access code):** 2302 188 2203
- **Meeting password:** u2tPQUGMS25 (82877846 when dialing from a phone or video system)
- **Join by phone:** 1-469-210-7159

To ensure you do not miss an event, register for the webinar series by clicking [here](#). If you’re unable to attend, a recording will be posted to the [HRO website](#) under the HRO Learning Series icon. Email any questions or concerns to QualitySafetyOperations@phhs.org.

▼ Lasting Impressions: Tonya Houston



Each week, "Lasting Impressions" features a Parkland employee who does exceptional work and provides excellent customer service. This week's "Lasting Impressions" features Tonya Houston, Financial Counselor, PFS Financial Counseling.

"I have sat next to Tonya for a couple of years now, and I cannot believe how consistent she is in delivering extraordinary customer service and care to our patients. Most folks have good days and OK days, and even a bad day here and there. However, I have never heard her deliver anything but beautiful caring communication and action when performing her work. Her tone is caring; she is extremely thorough. She listens to the patient no matter how long the call is, or no matter how many questions they have. She always ends up asking the patient if there is ANYTHING else she can do for them, any additional questions she can answer for them. It is amazing listening to her take such amazing care of our patients. She always goes the extra mile, always. If the patient potentially qualifies for an auto renewal, she is going to see it through to completion up to and including the financial clearance of any referrals they may have pending. She is a super star and a rock star, so I guess that makes her a Super Rock Star! I hear patients thanking her all the time. I know that because she is always saying, 'You are so welcome, it is my pleasure.' She is really something!"



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.

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](#)).

Stay in your lane with Tier 1 and Tier 2 in-network care

Choosing Tier 1 and Tier 2 in-network providers is one of the easiest ways to get the most from your Cigna Healthcare® plan. Staying in network helps keep your healthcare journey on track by offering the lowest copays and helping you avoid unexpected out-of-pocket costs.

Tier 1 in-network providers are doctors who provide your care at Parkland Health or Children's Medical Center (Dallas or Plano). This includes UT Southwestern (UTSW) physicians with Parkland privileges only when they treat you at a Parkland facility. Tier 1 facilities include Parkland Memorial Hospital, the Employee Health Center (EHC), The Employee Women's Wellness Center (EWWC), the COPC/OPC centers and Children's Health facilities* (Dallas and Plano). Since Parkland is both your employer and a health provider, Parkland is able to offer employees and their covered dependents lower out-of-pocket costs when receiving care at Tier 1 facilities. Tier 2 providers and facilities follow the plan's standard in-network benefit.

Tier 2 has much higher copays and you are required to meet higher deductibles and out-of-pocket maximums compared to Tier 1. Tier 2 providers/facilities include those in the Cigna Open Access Plus Network. Tier 2 also includes UTSW physicians when your services are provided at UTSW facilities rather than a Parkland facility. As a reminder, UTSW physicians who provide care at a Parkland Health facility are considered Tier 1. UTSW/Aston, Cook Children's Medical Center, Baylor Scott & White Health, Methodist Health System and Texas Health Resources are also Tier 2 facilities.

Any provider/facility outside of Tiers 1 and 2 are considered out-of-network. The Parkland Employee Health Plan does not pay for out-of-network coverage.[AW1.1][NP1.2]**

How do you check to see if a provider is in-network?

If you have a Cigna Healthcare® plan or are considering enrolling in a Cigna Healthcare plan, find out which network is included and then [search our provider directory](#).

- [Understanding In-Network vs. Out-of-Network Providers](#)
- [Parkland Employee Health Plan PPO](#)
- [Parkland Employee Health Plan HDHP](#)

*Children's Health Facilities are Tier 1 however; Children's Behavioral Health services are out-of-network.

**The PEHP will cover these out-of-network services as Tier 2 benefits.

- Emergency room visit in the event of a true emergency, including access to an out-of-network ambulance.
- Out-of-network anesthesiologists, radiologists and pathologists if you receive an outpatient procedure at a Tier 2 facility.
- Out-of-network professional services if you are in-patient at a Tier 2 facility.

Join the Employee Town Hall on Aug. 20

Parkland's next in-person Employee Town Hall session open to all Parkland team members will be at 11 a.m. Thursday, Aug. 20, 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:** 2664 154 3951
- **Event password:** Rptn62puE6K (77866278 when dialing from a phone or video system)
- **Join by phone:** 1-650-479-3208

We hope to see you there! If you would like to submit a question for the Q&A session in advance, you can do so by emailing Employees@phhs.org. To catch up on any town halls you missed, [click here](#).

Onward & Upward

Burn Acute Care: Zariya Whitaker and Catherine Stecklein to Senior Registered Nurse – Burn Acute Care

Cardiovascular ICU: Rajya Adhikari to Senior Registered Nurse – ICU CCU PCU

Correctional Health – Adult Clinical: Queennorah Anigbogu to Advanced Practice Provider III – General

Dietary – Nutrition Services: Justin Erick Valledor to Nutrition Services Supervisor

Emergency Department: Lara Alarab, Alex Gonzalez, Christian Ipina, Audrey Mendoza, Morgan Scott and Magen Woodard to Senior Registered Nurse – Emergency

Enterprise Project Management Office: Jonathan D'Souza to Senior Project Manager – PMO

Epilepsy Monitoring Unit: Jasmine Sijok to Senior Registered Nurse

Hospitalist A: Carrol Buckner to Manager, Nursing

Inpatient Rehabilitation: Mannie Amah to Unit Technician

IT – Technical Support Center: Solyana Afewerki to Information Technology Help Desk Agent – Senior

IT – Technical Systems: Luis Rodriguez to Senior End User Computing Engineer

Labor & Delivery: Finley Arnold, Peyton Chandler, Miriam Galindo, Annie Matthews and Reese Mein to Senior Registered Nurse – Labor & Delivery; Nicole Luebano to Senior Registered Nurse – NBN

Material Services: Christopher Cornejo to Senior Supply Chain Logistics Technician

Medicine Specialties: Van Nguyen to Senior Registered Nurse – Acute Care

Mother/Baby B: Carolina Valdez to Senior Registered Nurse – NBN

Mother/Baby MFM: Christina Crawford to Senior Registered Nurse – Mother Baby

Neonatal ICU: Ashlyn Palmer and Emily Swinney to Senior Registered Nurse – NICU

Nurse Residency: Carmen Caro, Emily Colunga, Brittney Curlin, Esther Komlan, Lucia Moreno-Arias, Oluwafunto Olorundare, Shani Sajan, Nakaya Sandoval, Mitchell Vazquez and Makenzie Vega to Registered Nurse – ICU CCU PCU; Ty'asia Coleman Ada Lechuga Chelsey Damasco Valentina Ginigeme Olivia Johnson Jacqueline Maldonado Nancy Martinez Masudi Oredy Jake Poole Kenisha Rodgers Berenice Santacruz Sherraine Streete-Adjumul Stephy Sunil Matini Taylor Melanie Torres Arely Velez Gomez to Registered Nurse – Acute Care; Pharon Baker, Fatima Galvan and Ashley Roddy to Registered Nurse – Labor & Delivery; Shelia Green, Kayla Masabo and Anson Sam to Registered Nurse – Emergency; Paige Benzick to Registered Nurse – NICU; Donna Chiutsi to Registered Nurse – Mother Baby

Operating Room: Andrea Hodgkins, Isabella Limber and Isabella Peluso to Senior Registered Nurse – Operating Room

Ortho A: Jessica Esparza and Tu Nguyen to Senior Registered Nurse – Acute Care

Ryan White Part C: Nikiya Johnson to Senior Registered Nurse – HIV

Surgical PCU: Megan Bell to Senior Registered Nurse – ICU CCU PCU

Urgent Care Emergency Center: Kanesha Williams to Unit Technician

Women and Family Education: Kristie Duarte to Associate Manager Nursing

Retirements

- Churetta Barnes, Clinical Reimbursement Specialist, Perioperative Services Administration
- Tommy Brown, Senior Supply Chain Logistics Technician, Supply Chain Distribution Center
- Johnnie Doubrava, Medical Technologist – PRN, Chemistry
- Joe Mayer, Treasury Director, Treasury Management
- Aurora Vega Hernandez, Environmental Services Technician, Environmental Services – PMH



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.