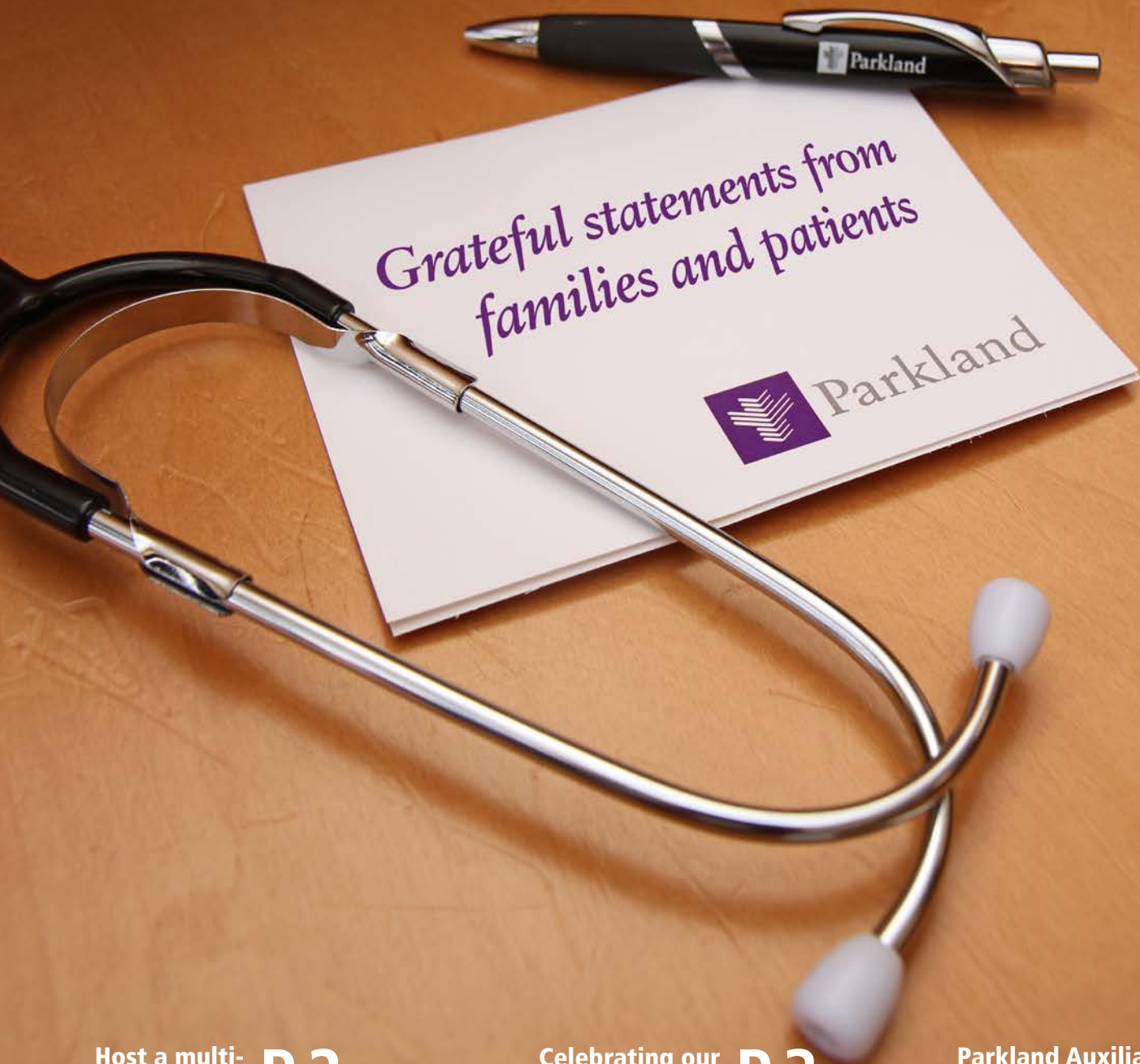


now

Parkland

Information and stories for Parkland employees
Aug. 21 – Aug. 27, 2023



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Messages from grateful patients

Whether you take care of patients at the bedside, prepare food in the kitchen or work at a desk, you help us take care of our community. Below are messages of thanks from patients and their families. Thank you for everything you do on a daily basis to benefit Parkland and our patients.

"I just wanted to say thank you so much to the wonderful Ortho team on the 9th floor 600 block. The care and compassion they showed my sister during our family emergency situation was amazing, and a bright spot in a dark time. Our family is forever grateful for their kindness and my sister tells me she misses the friends she made when she was there!"

"Thank you to the TeleNurse and to Nurse Practitioner Dave Wainwright for going beyond the call of duty by delivering professional and prompt services to my mother. Each was patient, diligent and pragmatic to ensure her needs were met. It was a pleasure to interact with them and I look forward to doing the same in the future."

"We were seen in the Parkland ER for my boyfriend's burns. As soon as he called me about the burns I knew right away where we needed to go. From the minute we passed the ER security he was treated with such professionalism and kindness. Unfortunately, I wasn't able to be there until he was roomed, so I did not catch the triage nurse's name, but I heard she was great. Our nurse in M Pod was Brennan and he was amazing. We were seen by Dr. McCurry from the burn team and Dr. Buckley from the ER team. I just wanted to pass on our gratitude and satisfaction with our care in an extremely busy time in an already busy ER. Their professionalism and excellent care didn't go unnoticed. Thank you, Parkland!"



"Words hardly say the appreciation you all deserve, so I wrote them down and hope they stick around to remind you that you made a difference in making this world a much better place. The care, focus and time you give is a recipe for excellence. Thank you for getting my world up and going again. I plan to never see you again, but that only comes with respect for you and what you do. While there is no place like home, you came to work unselfishly to help a stranger make it home. We will be making all follow-ups and continuing to get better all thanks to you all! Transportation Jada & Bryan very kind helpful and shout out to 6th floor burn unit for tremendous focus and care. Thank you!"

"Star, in billing, just helped me. I was about to write an ugly note concerning tests performed on my husband that seemed unnecessary, but speaking to this well-mannered young lady helped me stay civil. She was pleasant and courteous. I am still unhappy with the billing situation and should hear back about my situation soon. I felt I had to share how nice it was to be angry and speak to someone who showed great skill in handling my not-always-rational acting personality. All people are not great handlers of irate customers like Star."

"My grandson is a patient in the Anderson Clinic. While there with him yesterday, I noticed how busy and on the job the workers were. They were sincere about their jobs, yet they were courteous. Also, it is wonderful you treated the patients to valentines. Perhaps these valentines brought back precious memories."



◀ Host a multi-semester intern

Parkland's Multi-Semester Internship Program offers leaders the chance to receive additional assistance for their departments while providing an excellent career opportunity for some of Dallas' most inspired, ambitious students. To apply, [fill out this form](#) by Thursday, Aug. 31.

Workforce Development collaborates with local colleges and universities to offer paid internships for senior undergraduate and graduate level students in Dallas. Students will be matched based on their area of interest and will pursue a permanent position at Parkland upon completion of their internship with the assistance of the host department leadership team.

Please note: Placement preference will be given to departments where interns can transition into a full-time role upon completion of the internship.

For more information on Parkland's intern programs, contact Rabin Pathak, Workforce Development Program Manager, at PAStudentPrograms@phhs.org.

▼ Lasting Impressions: Call Center staff



Each week, "Lasting Impressions" features a Parkland employee who does exceptional work and provides excellent customer service. This week's "Lasting Impressions" features Parkland's Call Center staff.

Window cleaning at the main campus

Window cleaning is ongoing at the hospital and will continue through September. You may hear some noise from the window cleaners' equipment. As a safety precaution, please walk around the window washers' designated work area.

Dr. Cerise serves as keynote speaker at healthcare conference

Fred Cerise, MD, MPH, Parkland's President & CEO, will serve as the keynote speaker at the Dallas/Ft. Worth Chapter of the US India Chamber of Commerce's upcoming Wellness & Workplace Conference on Thursday, Aug. 24. The topic of the conference is "Health is Wealth: Reimagining Healthcare in 2023 and Beyond."

"A lot of people don't realize how much the call center is responsible for and how many lives are being saved by our TeleHealth Nurses. I've listened and heard about how many suicidal calls they take and keep the person calm until help arrives. This is remarkable work. Our operators take all the 911 calls to determine if they need medical assistance or police and that can be very stressful. There is very little room for error in these jobs and they should be honored."



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.

► Celebrating our Nursing Annual Awards

Earlier this year, Parkland Nursing announced their annual awards. Congratulations to all of these amazing nurses, and thank you for your hard work in service of our patients.

- **DAISY Award (Inpatient):** Dulce Lopez, MSN, RN, NEA-BC
- **DAISY Award (Inpatient):** Jane Norris, MSN, RN, CCRN-K
- **DAISY Award (Outpatient):** Debbie Wilson-Lewis, MSN, MBA, HCM, RN, Bluit Flowers Health Center
- **DAISY Award (Outpatient):** Heather Reid, Correctional Health South Tower, BSN, RN, CCHP
- **DAISY Nurse Ethics Award:** Karen Garvey, MPA/HCA, BSN, RN, DFASHRM, CPHRM, CPPS
- **DAISY Inpatient Team:** Burn ICU (led by Sierra Holloway, MSN, RN, Melanie McMahon, BSN, RN, CCRN)
- **Bluebonnet Award:** Sheila DePaola, MSN, RN
- **Bluebonnet Award:** Helen Ruiz, BSN, RN-BC
- **Nursing Leadership Academy (NLA) Manager of the Year:** Elizabeth Salazar, BSN, RN, ONC, Unit Manager BACU
- **TCU Evidence-Based Practice Fellowship Recipients:**
 - Alina Ruiz, MSN, RN, CMSRN
 - Daniella Gomez, MSN, FNP-C, AGACNP-BC
 - John Scharf, BSN, RN, CCRN-K, NPD-BC
 - Muxian Chen, MSN, FNP, RN-BC, CEN, CCRN



Sheila DePaola, MSN, RN, Administration Medicine Services, Bluebonnet Award Winner - 2023
 Helen Ruiz, BSN, RN-BC, Global Cancer Program, Bluebonnet Award Winner - 2023
 Elizabeth Salazar, BSN, RN, ONC, Burn Acute Care, 2023 NLA Manager of the Year
 Alina Ruiz, MSN, RN, CMSRN, Burn Acute Care, 2023 TCU EBP Fellowship Recipient
 Daniella Gomez, MSN, FNP-C, AGACNP-BC, APP Surgery Service Line I, 2023 TCU EBP Fellowship Recipient
 John Scharf, BSN, RN, CCRN-K, NPD-BC, Clinical Education & Academic Partnership, 2023 TCU EBP Fellowship Recipient
 Muxian Chen, MSN, FNP, RN-BC, CEN, CCEN, Medicine ICU, 2023 TCU EBP Fellowship Recipient

▶ Parkland Auxiliary hosts sale for employees Aug. 23-24

Parkland team members are encouraged to stop by the Parkland Auxiliary's Employee Sale in the Private Dining Room from 7 a.m. – 7 p.m. on Wednesday, Aug. 23, and 7 a.m. – 3 p.m. on Thursday, Aug. 24. Items in the sale include jewelry, watches, handbags, fragrances and electronics.

Payroll deduction is available, and cash, credit cards and debit cards are also accepted.

Onward & Upward

APP Oncology Service Line: Bryana Anderson to Advanced Practice Service Lead – General

Behavioral Health: Marta Pardo to Psychologist – Specialized

Bio-Tel Emergency Medical Service: Derling Campos to Manager, Social Work

COPC Administration: Carla Greenidge and Julio Ramirez Renteria to Director, Practice Operations

Corporate Compliance: Carla Roberson to Senior Consultant, Compliance Program

Dermatology/Surgical Specialty Clinic/PM&R: Mariana Ruiz to Senior Registered Nurse

Emergency Department: Vonetta Robbins and Salma Salha to Unit Technician

Environmental Services – PMH: Angela Byrd to Environmental Services Equipment Technician; Miriam Mijes to Manager, Environmental Services

Global Cancer Program: Delger Covington to Referral and Care Coordinator

Healthy Texas Babies: Tiauna Jefferson to Program Coordinator – FIMR

IT-Business & Financial Systems: Desiree Suggs to IT Business Partner II

IT-IT Administration: Deborah Johnson to Director, Information Systems

Language Services Contact Center: Yubisaly Lopez-Rasquin and Shirley Shica to Supervisor, Language Services Program

Mother/Baby A: Paola Garcia to Unit Technician

Mother/Baby MFM: Marilyn Joseph to Associate Manager, Nursing

Nurse Residency: Oralia Mendoza and Logan Parrott to Registered Nurse Specialist – Operating Room; Akofa Agbeviade to Registered Nurse Specialist – Mother Baby; Adesua Inegbenosun and Mariah Stahla to Registered Nurse Specialist – ICU/CCU/PCU; Avion Taylor to Registered Nurse; Amber Rodriguez to Registered Nurse Specialist – NICU; Leslie Ullauri to Registered Nurse – Mother Baby; Kaleigh Emert and Scott Grim to Registered Nurse Specialist – Emergency; Yvonne Garcia, Linta Jacob, Michelle Mendoza, Selena Ortiz and Simimol Tinto to Registered Nurse – Medical/Surgical Inpatient; Jessica Zubiri to Registered Nurse Specialist – Labor & Delivery; Lizbeth Daniels to Associate Manager, Nursing Residency

OB/GYN Emergency Services: Marcela Olivares to Unit Technician

Oncology Services Clinic: Deborah Perez to Senior Medical Practice Assistant; Marykuty Francis to Senior Registered Nurse Specialist – Oncology

Ortho A: Alejandro Soto to Patient Care Assistant

Patient Financial Services – Pre-Visit Plan: Virginia Jenkins to PFS Automation Specialist II

Perioperative Services Administration: Sonya Martin to Director, Sterile Processing/Distribution

Psychiatric ED: Shasha Niederhaus to Manager, Nursing

Sleep Center: Christina Dulock to Manager, Practice Operations

Sterile Processing: Bryan Armbrust, Ysekia Donalson and Holli Swift to Sterile Processing Technician

Transfusion Services: Joshua Kammer to Senior Medical Technologist

Urgent Care Center: Yoshie Ramos to Senior Registered Nurse Specialist – Emergency

WISH APP Specialty Clinics: Leslie Brown to Manager, Advanced Practice Specialty

Retirements

- Margarita Alvarez, Senior Contact Center Specialist, Call Center Operations
- Paola Gomez, Environmental Services Technician, Environmental Services – PMH
- Joanna Hanson, Senior Pharmacy Technician, Pharmacy – Inpatient
- Irene Roberts, Licensed Vocational Nurse, Correctional Health Juvenile



Care. Compassion. Community.

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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.