

# Now

Parkland

Information and stories for Parkland employees  
Sept. 11 – Sept. 17, 2023



## Parkland workforce development programs build future healthcare leaders

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# Parkland workforce development programs build future healthcare leaders

## *Manager/employee duo prime example of education at work*

It was a moment, and later a manager, that changed the course of Oralia Cortina-Jimenez's life.

The moment was when she gave birth to her daughter in the old Parkland Memorial Hospital while still very young herself.

"I was a young mom, scared out of my mind and the labor and delivery nurses were so kind and gentle. They made me feel safe," recalls Oralia. "Not one time did I feel judged by them. I felt well taken care of. Since that day, I told myself I would work here one day and do what these wonderful nurses do!"

In 2007, the long road to fulfilling that self-promise began when Cortina-Jimenez was hired as a Medical Assistant at Parkland, her first full-time job. Seven years later, with the desire to continue her education still tugging, Cortina-Jimenez took advantage of Parkland's Education at Work program, which offers pre-paid tuition, books and lab reimbursement support for full-time Parkland employees pursuing their associate degree at Dallas College.

With her plate now extremely full of parenting, work and school, the manager who also changed the course of her life enters the story. Oralia became a Medical Interpreter, and her new supervisor was Language Services Manager Hugo Castellanos.

"My boss is the kindest, most helpful, most respectful, intelligent, and most hard-working individual I have ever met, and he understands what it is like to be a full-time student and have a full-time job," said Oralia of Hugo, who plans to retire next year after 32 years at Parkland.

The trail Hugo has blazed for Oralia and numerous other Parkland employees began in April of 1992 when he was hired as a Parkland Language Assistant/Patient Representative while also raising a family and still serving in the U.S. Navy Reserves. Soon, he added education to his own full plate by earning his Master's in Business and Healthcare Administration.

"I experienced how difficult it was to balance work, school and family, and had to sacrifice a lot. When one of my employees makes the decision to go back to school, we have a meeting/counseling session," said Hugo. "I explain that it will be a challenge, and if that's really what they want, then, do not quit. From time to time, we will meet again, and I offer my encouragement, despite all the stress they are experiencing. The best part is, I get invited to their graduations, and it is one of my proudest moments to see they made it!"

"Hugo is not only a great manager but an excellent mentor as well," said Oralia. "He wants to see you achieve your goals and dreams. He goes above and beyond to help us students without compromising patient care."

His support for Oralia continued in 2021 when she was named a recipient of Parkland's Reach for the Stars Nursing Scholarship. It covered the entire cost of her tuition and books for the Dallas College nursing program and helped her finally fulfill that promise she made to herself years earlier as a scared young mother in a Parkland hospital room.

"Without Parkland's education programs, I would not be where I am right now, which is starting my operating room nurse residency," said Oralia. "Thanks to the Education at Work Program and Reaching for the Stars scholarship, all I had to do was focus on school and not stress about the financial part of it. My manager Hugo was helpful regarding my nursing class schedule and clinical schedule, and his encouraging words and advice helped me achieve my dream."

Hugo retired from the Navy in 2013 after 26 years of service, and while he now has his eye on his upcoming retirement from Parkland, Oralia is just beginning her nursing career with a new dream in mind.

"God willing, I will retire as a Parkland employee someday. Just like my boss."



## ► Watch UT Southwestern Ethics Grand Rounds online

You are invited to join the next UT Southwestern Ethics Grand Rounds from noon – 1 p.m. on Tuesday, Sept. 12. Jeffrey P. Kahn, PhD, MPH, the Andreas C. Dracopoulos Director of the Johns Hopkins Berman Institute of Bioethics and the Robert Henry Levi and Ryda Hecht Levi Professor of Bioethics and Public Policy at Johns Hopkins University, will present "Ethics and VCA Transplants—Same Issues or New Challenges?" To participate in this webinar please register [using this link](#).



## ▼ Lasting Impressions: Lyndsay Sather



Each week, "Lasting Impressions" features a Parkland employee who does exceptional work and provides excellent customer service. This week's "Lasting Impressions" features Lyndsay Sather, Bilingual Mental Health Counselor, Victim Intervention Program.

*"Lyndsay has been at Parkland for 11 years as a Bilingual Mental Health Counselor (formerly known as Crisis Counselor) in the Victim Intervention Program, and she is the prime example of ICARE. She is an amazing counselor, trainer, go-to person for troubleshooting problems, and a great resource for all kinds of organizations for trauma patients. Her humility when approached is remarkable and she listens to understand. She is extremely passionate for victims who have experienced some trauma in their life and has impacted our patients and is greatly appreciated. She has helped so many patients through counseling and has had many success stories on their outcomes. She advocates for her patients and assists them with many resources and will research until she finds the answer and never gives up. Parkland is blessed to have someone like Lyndsay. She is an inspiration to all of us."*



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.

## Submit your DART pass request

Interested in access to public transportation at a discounted rate? Parkland's DART Annual Pass program has returned!

Now through Sunday, Sept. 24, employees must submit their request for a pass in PeopleSoft to participate in the 2024 DART Annual Pass program at a discounted rate through payroll deduction. Due to the limited number of subsidized passes available, priority may be based on factors such as income level.

Parkland is once again offering the option between a standard hard copy pass or a mobile GoPass during enrollment. The mobile pass will be made available to smartphone users via the DART GoPass app. Instructions on how to download the pass using the app will be sent in late December.

### How to enroll:

Employees interested in the hard copy or mobile pass can now access the DART registration page via the "Benefit Details" Tab on the PeopleSoft homepage. After submitting your registration between Sept. 7-24, the Parkland Benefits team will send a confirmation email on Oct. 6 to notify you of the annual price for which you are eligible.

In late December 2023, confirmed employees will receive an email notification of DART pass distribution dates, times and location. This information will include all the necessary instructions to secure either type of pass.

### Details on cost:

For 2024, DART is offering the following pass types with different levels of service and costs:

- DART Local Annual Pass (\$720) will allow you access to ride local buses, express buses, light rail trains and the Trinity Railway Express (TRE) from the downtown Dallas Union Station to Centerport Station only.
- DART Regional Annual Pass (\$1440) includes all services in the Local Annual Pass plus TRE train from the downtown Dallas Union Station to downtown Fort Worth's T&P Station; all services on "The T" in Fort Worth and all service on the DCTA in Denton County (including the A Train).

The chart below illustrates the proposed, subsidized 2024 annual pricing structure\*:

Salary Range	Local Pass	Regional Pass
< \$40,000	\$200	\$400
\$40,000 - \$80,000	\$360	\$720
> \$80,000	\$720	\$1440

\*Subject to Board approval. Subsidized passes are subject to availability and are not guaranteed.

Contact OTM either online (OTM Service Portal) or by calling 469-419-3000 (ext. 7-3000) for more information. If you have questions about the pass options or the offered routes, contact DART directly at 214-979-1111.

### Why should I purchase a digital GoPass this year?

The digital GoPass comes with several advantages, including the following:

- Skip the Tap process at the boarding station or bus (hard pass holders must tap card before riding)
- No risk to lose pass, as the pass is in the mobile app
- Access to your pass at all times
- There will be limited times and availability to pick up hard passes during pass distribution at the end of the year

## Onward & Upward

**Advanced Practice:** Erin James to Manager, Advanced Practice – General

**Ambulatory Clinical Support Services:** Mesha Randall to Nurse Navigator

**Behavioral Health Social Work:** Annette Glaz to Manager, Social Work

**Care Management:** Danielle Hernandez to Director, Care Coordination

**Clinical Informatics Learning:** Amber Wagner to Clinical Informatics Educator

**Corporate Compliance:** Susan Hammerschmidt to Senior Compliance Investigation Consult-Inv; Delaney Tenpenny to Senior Executive Assistant

**Correctional Health Lab:** Alberto Elizondo to Manager, Laboratory

**Dallas County Hospital District Police Department:** Andrea Steward to Civilian Dispatch Supervisor; Teralea Christian to Civilian Record Quality Analyst

**Emergency Department:** Jebin Thomas to Unit Technician

**Environmental Services – PMH:** Arnecia Law and Romona Mitchell to Senior Contact Center Specialist; Carlos Perez Ramos to Senior Environmental Services Technician

**Health Information Management Coding Integrity:** Elizabeth Mathews to HIM Coding Editor Specialist I

**Hospitalist A:** Cassi Chitty to Associate Manager, Nursing

**Information Technologies – Business & Financial Systems:** Melissa Graham and Nicole Raker to IT Application Systems – Team Lead

**Medicine Specialty Group:** Shannon Brooks to Medical Practice Assistant

**Mother/Baby B:** U'lessa Bush to Unit Technician

**Operational Excellence:** Ashlyn Kotcho to Operational Excellence Junior Management Engineer

**Ortho A:** Lauren Wilson to Associate Manager, Nursing

**Patient Interpreting:** Bryce Jackson and Cristina Ornelas, Language Services Program Supervisor

**Patient Safety & Clinical Risk Management:** Christina Noah to Director, Patient Safety & Clinical Risk Management

**PFS Patient Access:** Abigail Thomas to Financial Counselor

**Pharmacy OPC Administered:** Victor Onyeugbo Pharmacy Technician

**Pharmacy-Outpatient:** Julio Mendez to Medical Transition of Care Technician

**Radiology Mammography:** Maria Guzman to Referral Coordinator

**Simmons Ambulatory Surgical Center:** Nathalie Ramirez to Gastroenterology Lab Endoscopy Associate Technologist

**Sterile Processing:** Raymond Aburiya to Sterile Processing Technician

**Workforce Development:** Traci Thompson to Workforce Development Program Manager

## Retirements

- Maria Barker, LVN, School Based Health/Y&F
- Natalie Byers, HIM Coding Compliance Auditor, HIM Coding Integrity
- Kathryn Churchill, Interim Manager, Radiology Administration
- Sara Gorivar, Access Center Specialist, Patient Access Center
- Vijayan Pillai, Lead Linen Services Technician, Linen Services

## September healthcare observances

**Sept. 4:** World Sexual Health Day

**Sept. 10:** World Suicide Prevention Day

**Sept. 13:** World Sepsis Day, National Celiac Disease Awareness Day

**Sept. 18:** National HIV/AIDS and Aging Awareness Day

**Sept. 19:** Get Ready for Flu Day

**Sept. 21:** World Alzheimer's Day

**Sept. 25:** World Lung Day

**Sept. 26:** Mesothelioma Awareness Day

**Sept. 27:** National Women's Health and Fitness Day

**Sept. 28:** World Rabies Day

**Sept. 29:** Sport Purple for Platelets Day, World Heart Day

**Sept. 10-16:** National Suicide Prevention Week, National Folic Acid Awareness Week

**Sept. 17-23:** Falls Prevention Awareness Week

**Sept. 18-22:** Malnutrition Awareness Week, Fungal Disease Awareness Week

**Sept. 18-24:** National Rehabilitation Awareness Week

**Sept. 25-30:** Global ITP Awareness Week

Blood Cancer Awareness Month

Childhood Cancer Awareness Month

Healthy Aging® Month

National Atrial Fibrillation Awareness Month

National Childhood Obesity Awareness Month

National Cholesterol Education Month

National ITP (Platelet Disorder) Awareness Month

National Recovery Month

National Sickle Cell Month

Newborn Screening Awareness Month

Ovarian Cancer Awareness Month

Pain Awareness Month

Polycystic Ovary Syndrome Month

Prostate Cancer Awareness Month

Sepsis Awareness Month

Sexual Health Awareness Month

Sports Eye Safety Awareness Month

World Alzheimer's Month



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.