

now

Parkland

Information and stories for Parkland employees
Oct. 2 – Oct. 8, 2023

Patient Relations offers emotional support to hospitalized patients



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Parkland Patient Relations offers emotional support to hospitalized patients

Patient relations departments are often considered the “catch-all” area for compliments, questions and concerns and are de-facto educators who serve as an important resource for patients, visitors and employees. At Parkland, the Patient Relations staff goes even further through initiatives like the Friendly Visitor Program.

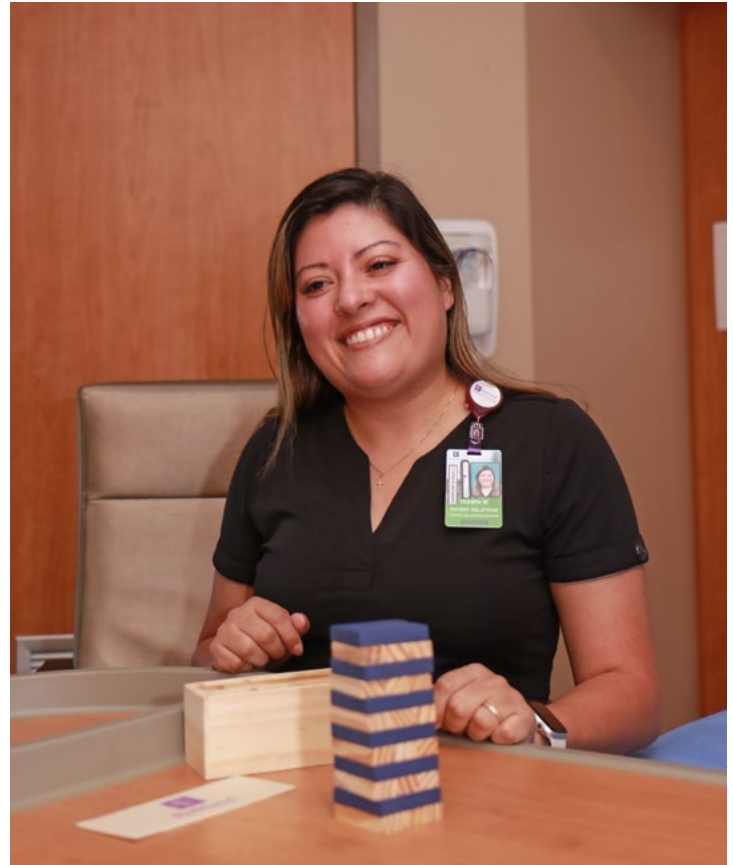
This program launched in 2017, and through it, Patient Relations team members provide a social outlet for patients who may feel lonely during their stay or who may otherwise lack visitors. The program ensures patients receive emotional support in addition to high-quality medical care.

“In some cases the patient may not have any family or if they do, their relatives may live in another state,” said Miranda Bond, Administrative Director of Parkland’s Patient Relations department. “Being hospitalized can be stressful especially if you don’t have someone with you. Through this program, we can help reduce some of that stress.”

The premise is simple, the rewards great. And all that is needed is the ability to talk – and to listen.

“The Friendly Visitors Program allows patients and staff to see good in our office and our services, and allows a sense of job satisfaction, as you truly feel like you are making an impact on the patients and families you visit. You help patients and their families get distracted (at least for a little bit) from their hospital stay and illness they are trying to overcome,” said Yaneira Guillen, Patient Relations Senior Advisor. “Patients and families are usually very happy with the friendly visits. In a way, it makes them feel more heard and cared for, because we are ultimately there for them as a person, not to talk about their illness(es). I think they understand the power a visit can have and appreciate the program and see it as a form of therapy.”

Patient Relations team members rely on nurses or other staff members to identify patients who haven’t had a visitor during their hospitalization or may benefit from a visit. If you have a patient who could benefit from a “friendly visitor,” email Patient Relations at PatientRelations@phhs.org.



► Open Enrollment begins next Monday

Parkland’s Open Enrollment begins Monday, Oct. 9, through Monday, Oct. 23. During this time, you can review and adjust your benefits elections for the 2024 calendar year. This period is also an opportunity to confirm that your current mailing address and contact information are on file.

As a reminder, the in-person Benefits Fair will take place Oct. 16 (noon – 7 p.m.) and Oct. 17 (7:30 a.m. – 5 p.m.) in the Private Dining Room. This event will include informative and helpful details on employee benefits opportunities from our benefits vendors and Benefits team. We will also offer more information on the Open Enrollment process at the following Open Enrollment Webinars.

- 7:30 – 8:30 a.m. Thursday, Oct. 12 | [Join Meeting](#)
- Noon – 1 p.m. Thursday, Oct. 12 | [Join Meeting](#)
- 7 – 8 p.m. Thursday, Oct. 12 | [Join Meeting](#)
- Noon – 1 p.m. Thursday, Oct. 19 | [Join Meeting](#) (Spanish Only)
- Noon – 1 p.m. Friday, Oct. 20 | [Join Meeting](#)

We’re also excited to announce Parkland will transition from UMR to Cigna for our medical and pharmacy plan provider. Cigna will provide better integration between our medical, dental, pharmacy and EAP programs, enhanced disease management/wellness programs and coaching.

Cigna will be onsite to provide more details about their services and opportunities at the dates below.

- 9:30 – 10:30 a.m. Tuesday, Oct. 10, Private Dining Room
- Noon – 1 p.m. Tuesday, Oct. 10, MOC 01-1116/18 (Moody 1st floor, behind Starbucks)
- 1 – 2 p.m. Wednesday, Oct. 11, Private Dining Room
- 2 – 3 p.m. Wednesday, Oct. 11, Private Dining Room

▼ Lasting Impressions: Rigat Ghebreamlak



Each week, “Lasting Impressions” features a Parkland employee who does exceptional work and provides excellent customer service. This week’s “Lasting Impressions” features Rigat Ghebreamlak, Environmental Services Technician.

“I had brought my own vacuum into work because there is no vacuum to clean our offices, and we usually have to do it ourselves. Two or three weeks ago, Rigat floated to our floor, this was the first time I noticed what a great job she does. She noticed the vacuum and asked if she could use it. She proceeded to vacuum the office across the hall from mine, then she vacuumed mine, and even vacuumed the dust from the air conditioning vent! As the folks in the other two offices heard the vacuum running, they asked her if she would vacuum their offices as well. She gladly did so. She also took the time to dust what she could in our offices without disrupting our work flow. What a great pleasure she is and how lovely of her to go above and beyond to help make our lives easier, and cleaner! I just wanted to take the time to recognize her great attitude and how much we all appreciate her going the extra mile.”



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.



Police Department hosts ‘National Night Out’ event Oct. 3

From 5:30 to 8 p.m. on Tuesday, Oct. 3, the Dallas County Hospital District Police Department invites all Parkland team members to join them for a “National Night Out” celebration outside the Logistics Building (5223 Tex Oak Ave., Dallas 75235). This event, which will have music, hot dogs, chips, soda and ice cream, is a part of a nationwide effort to enhance the relationship between neighbors and law enforcement while bringing back a true sense of community. We hope to see you there!

► Thank you, Dr. Twickler

After more than two decades of leadership, Diane Twickler, MD, is retiring from the position of Medical Director over OB/Gyn Sonography. Throughout the years, Dr. Twickler has been an integral part in the many successes of the department, including collaboration between Radiology, Maternal-Fetal Medicine and Gynecology. It is impossible to list all her accomplishments, but to highlight a few:

- Developing standardized protocols to streamline workflow
- Establishing advanced practice sonographers
- Ensuring the top standards of accreditation
- Transitioning across two writing systems
- Introducing scheduled collaborative, educational

As a mentor to countless sonographers, medical students, resident physicians, fellows and faculty, Dr. Twickler has helped train generations of healthcare professionals who span the globe. For all of us, getting to see the “30,000-foot view of the big picture” from a world-class physician leader has been an honor. We wish her the best and are extremely grateful for her years of service to our department, staff and most importantly, the patients we serve.



Onward & Upward

7A Antepartum: Valeria Gonzalez to Unit Technician

Burn Acute Care: Kenya Torres to Unit Technician

Business Sustainability: Seth Babin to BI Developer II

Corporate Compliance: Margarita Gafney to Compliance Analyst; Shari Singleton to Director, Compliance Investigations

Correctional Health – Adult Clinical: Devin McCallister to Advanced Practice Provider II – General

Correctional Health Performance Improvement: DeVante Warmack to Business Support Specialist

Dallas County Hospital District Police Department: Simon Keen to Sergeant

Emergency Department: Porcha Gillyard and Tyeesha Hartfield to Unit Technician

Garland Women’s Health Center: Tiffany Parsons to Unit Technician

General Surgery: Nashly Calderon and Kaitlyn Torres to Patient Care Assistant

Hospital at Home: Angela Adhiambo to Senior Registered Nurse – Acute Care

Hospitalist A: Melissa Escobedo to Unit Technician

Information Technologies – Business & Financial Systems: Mariah Graham to IT Application Systems Specialist; Muhammad Afzal Siddiqui to IT Application Systems – Intermediate

Information Technologies – Technical Systems: Kazadi Mwambi to Senior IT Systems Engineer

Irving Women’s Health Center: Jennifer Gutierrez to Unit Technician

Language Services: Celso Leon to Medical Interpreter

Legal Affairs: Victoria Dolls to Records/Information Management Analyst

Medicine Specialties: Stephanie Morales to Patient Care Assistant

Mother/Baby B: Marina Rocha to Unit Technician

Mother/Baby MFM: Yanifer Nino Gamez to Unit Technician
Neonatal ICU APRNs: Maricel Maxey to Advanced Practice Service Lead Specialist

Neonatal Nursery-ICU (NICU): Emily Ruiz Lucio to Unit Technician

Newborn APRNs: Meredith McLean and Katherine Townsend to Advanced Practice Service Lead Special

Nurse Residency: Adonna Cooper to Associate Manager, Nursing Residency

Oak West Women’s Health Center: Prashalyn Wyatt to Unit Technician

Ortho A: Yahaira Dehoyos to Patient Care Assistant

Parkland Center for Internal Medicine Clinic: Brenda Flores to Medical Practice Assistant

Parkland Community Health Plan: Victoria Mora to CEO

Plastic Surgery: Cassaundra Jaramillo and Jaqueline Martinez to Patient Care Assistant

Point of Care Testing & Off Campus Labs: Erika Moreno to Senior Phlebotomy Technician

Psychiatric ED: Tiziana Grunden to Associate Manager, Psychiatric Services; Jessa Galagala to Senior Registered Nurse Specialist – Psychiatric Services

Respiratory Care: Anh Linh Tran to Respiratory Care Educator

Simmons Ambulatory Surgery Center – Ortho, Pain, Plastics: Viridiana Barron to Medical Practice Assistant

Supply Chain Distribution Center: Rolando Montgomery to Supervisor, Supply Chain

Surgical PCU: Ruby Ruiz to Unit Technician

Urgent Care Center: Areli Uribe Castillo to Senior Registered Nurse Specialist – Emergency

Victim Intervention Program/Rape Crisis: Sheyla Camacho to Senior Community Health Educator

October healthcare observances

Oct. 5: Meningitis Day

Oct. 6: Cerebral Palsy Day, Depression Screening Day

Oct. 10: Mental Health Day

Oct. 12: Sight Day

Oct. 13: Metastatic Breast Cancer Awareness Day

Oct. 15: Handwashing Day, Latino AIDS Awareness Day, Pregnancy & Infant Loss Remembrance Day

Oct. 20: Mammography Day, Osteoporosis Day

Oct. 19: Pediatric Bone and Joint Day

Oct. 21: Check Your Meds Day

Oct. 28: Prescription Drug Take Back Day

Oct. 29: Psoriasis Day

Oct. 30: Hypophosphatasia Day

Oct. 1-7: Mental Illness Awareness Week, Primary Care Week

Oct. 6-12: Physician Assistants Week

Oct. 12-20: Bone and Joint Health Action Week

Oct. 15-21: Infection Prevention Week, Healthcare Quality Week, Health Education Week

Oct. 23-31: Red Ribbon Week

Oct. 22-28: Respiratory Care Week, Spiritual Care Week

ADHD Awareness Month

Breast Cancer Awareness Month

Bullying Prevention Month

Dental Hygiene Month

Domestic Violence Awareness Month

Down Syndrome Awareness Month

Eye Injury Prevention Month

Health Literacy Month

Healthy Lung Month

Home Eye Safety Month

Medical Ultrasound Awareness Month

Physical Therapy Month

Prenatal-onset GBS Disease Recognition Month

Spina Bifida Awareness Month

Sudden Cardiac Arrest Awareness Month

Sudden Infant Death Syndrome (SIDS) Awareness 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.