

Now

Parkland

Information and stories for Parkland employees
Oct. 6 – Oct. 12, 2025



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Exciting changes happening in Correctional Health

Parkland's Correctional Health team has made some big changes in recent weeks. First, they have undergone a name change from "Jail Health" to Correctional Health Dallas County (CHDC). CHDC better reflects this team's role as the healthcare provider for patients at Dallas County's Adult and Juvenile correctional facilities. This name change also makes all areas providing Correctional Health recognizable to the communities we serve.

In addition to the name change, CHDC had a major operational change as they had a successful go-live of Epic, their new electronic health record (EHR). This new system is designed to enhance care coordination, streamline workflows and improve outcomes for our patients. Most importantly, this transition aligns CHDC with Parkland's current EHR platform and strategic goals. It is more than a technological change – it is a powerful symbol of our unified commitment to patient-centered care across all settings.

"This marks a significant step forward in our commitment to providing high-quality, patient-centered care at the Dallas County Jail. Epic will empower our staff with real-time access to critical patient information, increase efficiency, enhance documentation and improve coordination across teams at CHDC and outside facilities," said Barry-Lewis Harris II, MD, Senior Medical Director and Chief of CHDC. "As we move forward, we must embrace innovation and stay current with technology. The healthcare landscape is always evolving, and so must we to meet the needs of our inmate patients and support the incredible work of our staff. This transition has been a testament to the dedication and resilience of our team."

The staff of CHDC looks forward to continuing their mission-driven work with renewed clarity and cutting-edge tools, and thanks everyone who has played a role in this transformative journey.



► October HRO Focus: Phonetic and Numeric Clarifications

In high-stakes environments such as healthcare, clear communication isn't just helpful, it's critical. This month, we're focusing on two simple but powerful tools that help prevent misunderstandings: Phonetic Clarification and Numeric Clarification.



Phonetic Clarification: Say it clearly

Sometimes words sound alike or get lost in background noise. That's where phonetic clarification comes in. It's a way to spell out a word using a standard set of reference words such as "N as in November" so the listener knows exactly what you mean.

- How to use it: Use the phrase "as in" to introduce the clarification.
- Examples: "A as in Alpha;" "B as in Bravo;" "Z as in Zulu"

This is especially helpful when saying department names, patient identifiers or medication names that could be misheard. Print and keep the [Alpha/Bravo/Charlie phonetic alphabet chart](#) handy for quick reference!

Numeric Clarification: Say the number, then say it again

Numbers can be tricky especially when they sound similar (like 15 and 50). To avoid confusion, repeat the number using individual digits.

Examples:

- "15, that's one-five"
- "50, that's five-zero"
- "425, that's four-two-five"
- "4 to 5, that's the range four-dash-five"
- "0.9, that's zero-point-nine" (Don't forget to call out leading zeros!)

This is especially important when communicating medication doses, lab values, equipment settings and patient ID numbers.

Why it matters

These small clarifications can make a big difference not just in patient safety, but also in how we work together. They help ensure that what's heard is exactly what was intended, reducing the risk of errors in clinical care, documentation, handoffs and everyday team communication. Let's keep practicing these habits every day. Clear communication is safe communication!

Print your copy of the October HRO theme by [clicking here](#) or scanning the QR code. Post it on your integrated huddle boards and take a few minutes to review with your team.



▼ Lasting Impressions: Desiree Perez

Each week, "Lasting Impressions" features a Parkland employee who does exceptional work and provides excellent customer service. This week's "Lasting Impressions" features Desiree Perez, Senior Leadership Development Consultant, Operational Effectiveness.



"Desiree has been a consistent and trusted partner in the growth of our people and culture. Her work in leadership development has touched many corners of the organization, from team sessions on emotional intelligence to strategic consultations that help us lead with clarity and empathy. One standout example is her facilitation of DISC assessments and emotional intelligence workshops that helped ERG program members better understand their leadership styles and how to build more inclusive, collaborative teams. Her ability to tailor content to the needs of the group while maintaining a high standard of delivery reflects both her expertise and her care. Desiree brings a rare combination of insight, humility and reliability. She listens deeply, challenges thoughtfully and always delivers with intention. Her presence makes teams stronger, conversations more meaningful and outcomes more impactful. Many are grateful for her partnership, not just for what she does, but for how she does it. Desiree leads with heart and precision, and her influence continues to shape the way we grow, connect and lead."



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.

► In-person quality and safety lectures with Don Berwick, MD



All staff are invited to attend in-person lectures from Donald M. Berwick, MD, MPP, FRCP, on quality and safety and maintaining our compass during a turbulent time in healthcare. Seating is first come, first served, and lectures are not available via WebEx.

- "What Happened to Quality": 8 a.m., Friday, Oct. 10, MacGregor W. Day Auditorium
- "Rescuing US Healthcare - Principles for Redesign": Noon Friday, Oct. 10, D1.502 (UT Southwestern)

Dr. Berwick is president emeritus and senior fellow at the Institute for Healthcare Improvement and former administrator of the Centers for Medicare & Medicaid Services during the Obama administration. He has also served on the faculty of the Harvard Medical School and Harvard T.H. Chan School of Public Health, and on the staffs of Boston's Children's Hospital, Massachusetts General Hospital, and the Brigham and Women's Hospital. Dr. Berwick was the vice chair of the U.S. Preventive Services Task Force, the first independent member of the American Hospital Association Board of Trustees, and chair of the National Advisory Council of the Agency for Healthcare Research and Quality.

▼ ICARE, I Share Holiday Giving Program accepting applications through Oct. 10

Team members who wish to be a recipient of Parkland's annual ICARE, I Share Holiday Giving Program can submit applications now through Friday, Oct. 10. Applications are now available online via [ServiceNow](#) or in person at the Spiritual Care Office (NPH 01-510), with a limit of five dependents per application. Applicants must attest that they have completed (or will complete) three required financial literacy courses in Pathways by July 31, 2026: Saving, Managing Credit Debt and Budgeting.

The number of applicants supported by the ICARE, I Share program will depend on the number of employees who volunteer to donate, with the donor process opening in November. This program serves as an opportunity for all of us at Parkland to embody our ICARE values by sharing with our fellow Parkland employees in need during the holidays. Join us in giving back and spreading cheer through this impactful effort.

▼ Honoring our veterans and military families

In recognition of National Veterans and Military Families Month, the Military & Veterans at Parkland Employee Resource Group (MVP ERG) invites you to honor those who have served this Veterans Day. If you're a veteran or wish to recognize a loved one who has served, please fill out [this form](#) to join our Veterans Day activities. Limit submissions to three per employee. The deadline for inclusion in the 2025 activities is Friday, Oct. 31.

Police Department hosts 'National Night Out' on Oct. 7

From 5:30 to 7:30 p.m. on Tuesday, Oct. 7, the Dallas County Hospital District Police Department (DCHDPD) 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 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 as we celebrate the DCHDPD's 40th anniversary of creating a safe environment for our patients, visitors and staff.



POLICE • COMMUNITY PARTNERSHIPS

► Join the CHNA Lunch & Learn on Oct. 9

From noon to 1 p.m. on Thursday, Oct. 9, Parkland will host a Community Health Needs Assessment (CHNA) Lunch & Learn that will highlight Parkland's breast health initiatives in the community and upcoming October 2025 Breast Cancer Awareness engagement activities. This month's presenter is Cheri Marchant-Armstrong, BSRS, RT (R)(M), Director of Integrated Breast Health.

[Click here](#) to register to attend upcoming CHNA Lunch & Learn Webinars.

October healthcare observances*

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| Oct. 5: World Meningitis Day | Oct. 15-21: International Infection Prevention Week |
| Oct. 6: World Cerebral Palsy Day | Oct. 19-25: National Healthcare Quality Week, Respiratory Care Week, National Health Education Week, Spiritual Care Week |
| Oct. 7: National Depression Screening Day | Oct. 21-27: National Pharmacy Week |
| Oct. 10: World Mental Health Day, World Sight Day | Oct. 23-31: Red Ribbon Week |
| Oct. 11: International Day of the Girl | Domestic Violence Awareness Month |
| Oct. 13: Metastatic Breast Cancer Awareness Day | Eye Injury Prevention Month |
| Oct. 15: Global Handwashing Day, National Latino AIDS Awareness Day, World Pregnancy and Infant Loss Remembrance Day | Health Literacy Month |
| Oct. 16: World Food Day | Healthy Lung Month |
| Oct. 17: National Mammography Day | Home Eye Safety Month |
| Oct. 19: World Pediatric Bone and Joint Day | Medical Ultrasound Awareness Month |
| Oct. 20: World Osteoporosis Day | National ADHD Awareness Month |
| Oct. 21: National Check Your Meds Day | National Breast Cancer Awareness Month |
| Oct. 22: International Stuttering Awareness Day | National Dental Hygiene Month |
| Oct. 26: National Prescription Drug Take Back Day | National Down Syndrome Awareness Month |
| Oct. 29: World Psoriasis Day | National Physical Therapy Month |
| Oct. 30: World Hypophosphatasia Day | Prenatal-onset GBS Disease Recognition Month |
| Oct. 5-11: Mental Illness Awareness Week, National Primary Care Week, Fire Prevention Week | Selective Mutism Awareness Month |
| Oct. 6-12: National PA Week | Spina Bifida Awareness Month |
| Oct. 12-20: Bone and Joint Health Action Week | Sudden Cardiac Arrest Awareness Month |
| | Sudden Infant Death Syndrome (SIDS) Awareness Month |

*The list of healthcare observations comes from www.healthgrades.com as well as the Society for Healthcare Strategy & Market Development calendar. If an observation was omitted, call 214-590-8048 (ext. 28048) or email Employees@phhs.org to add it to the list.



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.