

now

Parkland

Information and stories for Parkland employees
Nov. 18 – Dec. 1, 2024

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Parkland CROWN Project wins ANCC Pathway Award®

Pilot program aims to address often overlooked disparities for patients during extended hospital stays

The American Nurses Credentialing Center (ANCC) has announced that Parkland Health is the recipient of the prestigious 2024 ANCC Pathway Award® to implement its innovative, patient-centered program, the CROWN Project. This groundbreaking initiative aims to address hair care disparities among hospitalized adult patients with textured hair by offering culturally appropriate hair care products and training for nursing staff to ensure that the specific grooming needs of over 12,000 patients treated annually with textured hair are met with dignity and respect.

"On behalf of our dedicated team at Parkland, I am proud to accept the 2024 ANCC Pathway Award for the CROWN Project," said Donna Richardson, DNP, RN, NEA-BC, Executive Vice President and Chief Nursing Executive at Parkland. "This project is not just about hair care; it embodies our commitment to health equity and recognizes the integral role nurses play in promoting the dignity and self-esteem of our patients."

The CROWN Project will launch as a pilot program that includes the distribution of specialized hair care kits and evidence-based training for nurses on textured hair care. By addressing this often-overlooked aspect of patient care, Parkland aims to promote a holistic approach to wellness.

"Congratulations to Parkland Health on receiving the 2024 ANCC Pathway Award!" said Jeff Doucette, DNP, RN, NEA-BC, FACHE, FAAN, Chief Nursing Officer at Press Ganey. "This is a well-earned recognition of Parkland's empathetic approach to patient care. Press Ganey is proud to sponsor this award and celebrate initiatives like the CROWN Project, which provides real comfort in the form of hair care for historically underserved patients. Identifying a blind spot in the care continuum and addressing it with compassion is an excellent example of the power of nurse-led innovation. We look forward to seeing this project replicated in hospitals across the country."

By addressing a significant barrier faced by patients with textured hair during extended hospital stays, including hair breakage and loss of dignity, Parkland nursing staff are doubling down on their commitment to the greater mission of Parkland to advance wellness, relieve suffering, develop and educate. The CROWN Project is designed to be replicated, potentially benefiting healthcare systems across the nation.

"Parkland Health understands the imperative need for equitable care, addressing the needs of underserved populations with understanding, care, and compassion," said Rebecca Graystone, PhD, MBA, RN, NE-BC, ANCC Senior Vice President of Accreditation and Organization Credentialing. "The CROWN Project understands the honorable duty that is to service patients' needs and to embrace the whole person. We are excited to see what inspiring impacts this project has in their Dallas community and beyond."



► New Overdose Prevention Hotline launches in Dallas County

Dallas County Health and Human Services (DCHHS) and the staff of the North Texas Poison Center recently announced the launch of a new Overdose Prevention Hotline. This hotline will serve as a centralized resource for individuals and healthcare providers in Dallas County seeking information about opioid treatment, harm reduction services and linkage to care.

The hotline operates from 7 a.m. to 11 p.m. daily and can be reached by calling 214-590-4000 (ext. 24000). Services are provided in both English and Spanish.

"We are committed to providing our community with the resources and support they need to address the opioid crisis," said Philip Huang, MD, DCHHS Director. "This hotline will serve as a lifeline for many Dallas County residents, connecting individuals with life-saving resources and reducing the devastating impact of opioid overdoses."

"Our poison information specialists will be able to assist clinicians in starting medication treatment and assist patients in being referred to places where they will have the best opportunity for continued care," said Anelle Menendez, MD, CSPI, a Poison Control Specialist and Clinical Educator with the North Texas Poison Center.

The hotline will offer guidance on buprenorphine treatment, a medication-assisted therapy that can help manage opioid addiction, and referral to other substance use treatment resources. By providing a readily accessible hotline, the teams involved aim to expand people's access to essential information and increase their knowledge about available resources.

About the North Texas Poison Center

The North Texas Poison Center, located at Parkland, is a regional poison control center that provides expert medical advice and treatment recommendations for poisoning emergencies. This Overdose Prevention Hotline is supported with funding provided by the Centers for Disease Control and Prevention (CDC) through the Overdose Data to Action: Limiting Overdose through Collaborative Actions in Localities (OD2A: LOCAL) grant.

▼ Lasting Impressions: Officer Darlene Griffin



Each week, "Lasting Impressions" features a Parkland employee who does exceptional work and provides excellent customer service. This week's "Lasting Impressions" features Officer Darlene Griffin, Crime Prevention Coordinator, Dallas County Hospital District Police Department.

"I am writing to express our profound gratitude for Officer Griffin conducting several active shooter response classes and simulation of actions to be taken if/when confronted with active shooter situations at work or in our community. Our staff still talks about the training, which tells us that the messaging and role plays she conducted have been hard-wired for those who actively participated. Thank you, Officer Griffin, for the training and passion you bring to saving lives through training and role plays. We appreciate you!"



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.

Improve your use of Microsoft 365

Don't forget! Fall training sessions are being offered through December to help support you and your use of M365 tools like Outlook, Excel, SharePoint, and more. Take advantage of this opportunity and [get registered today!](#)

Join the virtual town hall this Thursday

Join us at 11 a.m. Thursday, Nov. 21, for our monthly employee virtual town hall:

- **Join the WebEx**
- **Event number:** 2662 359 4603
- **Event password:** wVMmTYgm845 (98668946 when dialing from a phone or video system)
- **Phone number:** 1-650-479-3208 (United States Toll)

To catch up on any town halls you missed, [click here](#).

Parkland Employee Health & Wellness HEALTHY HOLIDAYS WEBINAR SERIES

Parkland Employee Health & Wellness will host a series of Healthy Holidays webinars this November and December featuring experts from the Parkland Employee Health Center, Nutrition, and Spiritual Care. Topics will focus on taking care of your wellbeing in all areas of life during the holiday season, including stretching and movement, physical wellness, healthy eating and holiday recipes, mindfulness, navigating relationships, and coping with grief and loss during the holiday season. [Register for the webinar series.](#)

30-Days of Mindfulness

As part of Healthy Holidays, EHC Licensed Clinical Social Workers, Rebecca Catlett, LCSW-S and Christine Sunny, LCSW have made a 30-Days of Mindfulness Guide. These brief, daily mindfulness activities are designed to provide moments of calm, grounding, and self-care, helping you manage stress, reconnect with yourself, and foster well-being over the holidays. Learn more and download the guide by [clicking here](#).



REGISTER HERE

Eat & Enjoy: Parkland Dietitians' Guide to Balanced Holiday Eating

Melissa Mendez, MS, RD, CSOWM, LD and Aarthi Pauldass, MS, RDN, LD
Wednesday, Nov. 20 | noon – 1 p.m.

Navigating Grief and Loss Over the Holidays

Elias Lopez, Manager of Spiritual Care and Parkland Staff Chaplains
Friday, Nov. 22 | noon – 1 p.m.

Navigating Food, Festivities, and Relationships this Holiday Season

Angela Hill, PsyD, ABPP and Mark Dalal, PhD
Tuesday, Dec. 3 | noon – 1 p.m.

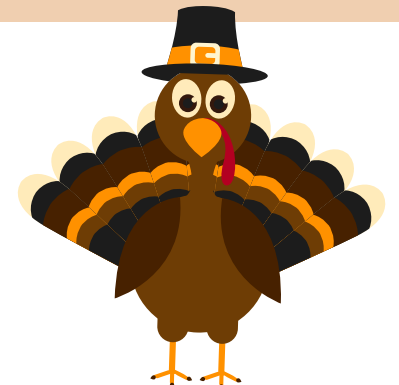
'Tis the Season to be Healthy: Maintaining Your Physical Wellness During the Holidays

Samia Ahmed, DNP, APRN, FNP-BC and Mia Cunningham, DC
Wednesday, Dec. 11 | noon – 1 p.m.

Editor's Note

Due to the Thanksgiving holiday, there will be no Monday, Nov. 25, issue of *Parkland Now*. Regular weekly publication will resume on Monday, Dec. 2.

HAPPY THANKSGIVING!





Jet Dental onsite appointments Nov. 18-20

We're excited to announce the return of Jet Dental, offering you a convenient opportunity to receive dental care here at Parkland. Jet Dental will offer dental services next to the Employee Health Center on the 4th floor of Moody Outpatient Center from 9 a.m. to 5 p.m. on Monday, Nov. 18, through Wednesday, Nov. 20. Appointments are required to be seen in the dental clinic and may be scheduled by [clicking here](#).

Additionally, Jet Dental will offer a drawing to all those who sign up for an appointment during this time! Those who sign up will be entered into a drawing to win a free burst water flosser. For more information on this opportunity, view this [FAQ](#) or visit ParklandBenefits.org.

► Sign up to be a parade volunteer by Dec. 1

Parkland employees once again have the chance to volunteer at the annual Dallas Holiday Parade on Saturday, Dec. 7! The Dallas Holiday Parade is the city's largest one-day outdoor event of the year and kicks off the joy of the holiday season for many.

This year, we are hoping to hit our goal of 500 Parkland volunteers for the parade. Whether it's dressing up as a clown, guiding a giant balloon or attending the parade in a full Christmas costume, volunteering at this event offers a one-of-a-kind experience. Be a part of history this holiday season at an event hosted in Dallas since 1988. [Sign up by Sunday, Dec. 1 to volunteer.](#)

Volunteer uniforms are the Dallas Holiday Parade official sweatshirt and black pants (can be scrub pants). Sweatshirts are \$20 via payroll deduction and are available at the volunteer training sessions. Family members can also sign up to volunteer by registering directly at www.dallasholidayparade.com. Volunteers must be a minimum age of 13 years old and if under 18, must be accompanied by an adult while volunteering.

The parade also supports an important cause, as part of the funds raised at the event will benefit the Parkland Health Foundation. For more information on volunteering at this event, please email JD.Buchert@phhs.org.



► Ensure proper payroll processing during the holidays

The Payroll department will process payroll as usual during the Thanksgiving and Christmas periods. To aid in this process, they ask that all leaders ensure the payroll for first and second shift employees is signed off at the end of their respective shifts on the Tuesday of payroll close. For third shift employees, leaders should approve their time after the shift ends. This means sign-offs must be completed on or before 10 a.m. on Wednesday.

To ensure accurate pay, it is critical that all employees review their payroll bi-weekly before the payroll close. If any leader misses their sign-off, the Payroll team will proceed with a Global sign-off on their behalf, accepting all timecard entries "As-is" in UKG.



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.

Self-care.

(with a little extra help.)



(From left to right): Rebecca Catlett, LCSW-S; Christine Sunny, LCSW; Mark Dalal, PhD; Angela Hill, PsyD, ABPP

Behavioral Health at the Employee Health Center

provides comprehensive mental and emotional well-being support to deliver whole-person care to Parkland employees and their families.

Individual Therapy

Explore a psychologist-assisted process of self-discovery in a confidential, safe environment.

Group Therapy

Work with EHC clinical psychologists to help improve treatment outcomes and help you see results faster.

Social Work Services

Receive stress management, counseling, crisis support, coping techniques, and resource navigation for housing, food and childcare.

Call **214-590-2800** to learn more

Follow us on social media!

@ParklandHealth    

PARKLAND EMPLOYEE
HEALTH CENTER

Parkland Employee Assistance *Program*

The Employee Assistance Program (EAP) provides confidential support for everyday challenges and for more serious problems.

The EAP is available 24/7 to all Parkland employees and their eligible family members. In 2024, you have two EAP options available: ComPsych® GuidanceResources® (five visits annually) and Cigna (3 visits annually). In 2025, EAP will be consolidated under Cigna and your annual Cigna visits will increase from three to five (per year incident per year).

If you are enrolled in the Parkland Employee Health Plan, you may keep seeing the same Cigna in-network provider under your medical plan benefits after you use your Cigna EAP visits. Referrals to other services, such as legal guidance, are provided at a discounted cost to you.

How the EAP can help:

Confidential emotional support

Get help dealing with issues such as:

- Anxiety, depression, or stress
- Marital and family conflicts
- Single parenting
- Alcohol or drug problems
- Life transitions
- Grief and loss
- Transgender support
- Eating disorders
- Physical abuse
- Work-related problems
- Changes in your life, such as a new job or a situation like the pandemic

Work-Life Solutions

Find referrals and resources for just about anything on your to-do list, such as:

- Locating child care
- Hiring movers or home repair contractors
- Planning a major project or event
- Finding resources for aging parents

Financial Resources

Talk to a financial expert about a wide range of issues, including:

- Financial pressures
- Credit card and debt management
- Tax and real estate questions
- Mortgages, loans and refinancing

Legal Guidance

Talk to attorneys for practical assistance with legal issues, such as:

- Family law matters, including divorce, custody, child support and adoption
- Bankruptcy and credit issues
- Wills and trusts

Virtual Mental Health Care with MDLIVE through Cigna

MDLIVE provides virtual visits with therapists and psychiatrists to treat many non-emergency conditions such as anxiety, depression, stress, relationship issues, and more.

Visit myCigna.com > Talk to a Doctor from the home screen > Counseling > MDLIVE

- Connect privately via video or phone with a board-certified psychiatrist or licensed therapist
- Schedule visits at times that work for you, including evenings and weekends
- See the same provider each visit, or change whenever you'd like
- Have prescriptions sent directly to your local pharmacy
- Receive therapy at no cost to you by using your Employee Assistance Program (EAP) benefit

Get in touch



Call **844-216-8399**

or visit guidanceresources.com

(use Web ID: PARKLAND)



Call **800-247-4433** (TTY/TTD users call 711)

or visit myCigna.com

(use ID for initial registration: parkland)