

Now

Parkland

Information and stories for Parkland employees
Dec. 1 – 7, 2025

Dallas County Hospital District Police Department marks *40 years of service*



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Dallas County Hospital District Police Department marks 40 years of service

Forty years ago, the Dallas County Hospital District Police Department began with fewer than 30 employees, two patrol vehicles and a mission to provide safety and security for Parkland Memorial Hospital and its patients. Today, that mission remains steadfast, but the scope and sophistication of the department have evolved beyond what anyone in 1985 could have imagined.

Now comprised of 162 employees, including 103 sworn officers, the department protects and serves Parkland's main campus and 16 community-based health centers across Dallas County. Each year, officers respond to more than 90,000 calls and patrol more than 17 million square feet of property. On any given day, approximately 40,000 patients, visitors, staff and vendors move through the hospital's doors — each depending on the department's vigilance and professionalism.

"Parkland's police officers are an essential part of the hospital family," said Marlin Suell, Chief of Police, who serves as the department's fourth chief in its 40-year history. "Our team is committed to providing not just safety, but peace of mind to every person who enters our facilities. The compassion and dedication they bring to their work every day are what make this department exceptional."

The police department recently put itself to one of the toughest tests in law enforcement — and aced it. The department earned accreditation from the Texas Police Chiefs Association Best Practices Program, a voluntary process where agencies must demonstrate compliance with 170 best practices in Texas law enforcement. Only 7% of all law enforcement agencies in Texas have achieved this designation, placing the department among an elite group recognized for excellence, accountability and professionalism.

When the department was founded, police radios were, as early staff described them, "ginormous." Calls for service were handwritten on 3x5 index cards. Officers received only three days of orientation training — mostly to learn where things were on campus. Today, everything is digital and efficient: Dispatch operations are fully computerized, security cameras are monitored around the clock and officers complete an eight-week academy to ensure they receive the highest level of training.

From its modest beginnings, the department has grown into a full-service police agency with specialized functions that include a crime analyst, detectives, in-house recruiting, crime prevention and community outreach. Its four divisions — Operations, Support Services, Parking Services, and Training and Recruitment — work in close coordination to ensure a safe, secure environment for everyone served by Parkland.

The department's officers are licensed by the state of Texas and enforce all local, state and federal statutes. They also provide a wide range of educational programs to promote safety and awareness across the health system, including workplace violence prevention, active shooter preparedness and crime prevention training.

Among the department's unique duties are supporting Parkland's Behavioral Emergency Response Team (BERT)—where specially trained officers help de-escalate potentially volatile situations—and serving as mental health peace officers through the Law Enforcement Intervention for Environmental/Patient Safety (LIFE) initiative.

"Parkland's police officers embody our core values of respect, collaboration and service," Chief Suell added. "For 40 years, they've protected our patients, staff and visitors with professionalism and empathy. We're proud of where we started and even prouder of where we're going."

► Celebrating our Unity Festival and Fashion Show winners

Last month, Parkland hosted a Unity Festival and Fashion Show to celebrate the many cultures and heritages represented across our organization. After an online vote, this year's winners were:

- Eniola C. Fadipe (Nigeria), Correctional Health
- Patricia Cordova-Flores (Peru), Language Services
- Elizabeth Reddiar (India), Bluit-Flowers Health Center

Congratulations to our winners, and thank you to every participant who made this year's event such a success.



Eniola C. Fadipe (Nigeria),
Correctional Health



Patricia Cordova-Flores (Peru),
Language Services



Elizabeth Reddiar (India),
Bluit-Flowers Health Center

▼ Lasting Impressions: Shane Sibley



Each week, “Lasting Impressions” features a Parkland employee who does exceptional work and provides excellent customer service. This week’s “Lasting Impressions” features Shane Sibley, Neurodiagnostic Technician, 16 EEG Epilepsy Neurophysiology.

“Shane’s positive attitude and genuine care for others have made a lasting impact on our team and patients. His commitment to treating everyone with respect and dignity, regardless of the situation, is evident in everything he does. Shane’s willingness to go above and beyond is a testament to his character. On two separate occasions, Shane demonstrated extraordinary compassion and dedication to ensure patient safety, while also working alongside nursing staff and the BERT team to maintain the patient’s dignity. These actions speak to his incredible sense of responsibility and the respect he shows to both patients and coworkers alike. Shane’s proactive approach, coupled with his unwavering support for the team, is a cornerstone of our success. Thank you, Shane, for all that you do. Your positive influence, leadership and compassion leave a lasting impression on us all.”



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.

Updated Service Animal and Therapy Pet Policy

Parkland Health has revised its current Service Animal and Therapy Pet Policy to include updated processes for documenting and caring for both service animals and non-service animals (or personal pets) that arrive at the hospital with a patient. The updated policy includes a clear intake process for animals at Parkland, including documenting the presence of an animal in Epic, and outlines opportunities to provide patients with temporary emergency animal care through partnership with Dallas County Hospital District Police Department and temporary short-term care through a memorandum of understanding (MOU) signed with the SPCA of Texas. Please familiarize yourself with the revised policy [SYS.PC.005 Service Animals, Non-Service Animals, and Therapy Pets at Parkland Health](#).

► December HRO Focus: Ask clarifying questions

Asking a couple of clarifying questions can make a big difference. They help prevent misunderstandings and cut down on wrong assumptions by as much as 2.5 times¹. Plus, they give you a clearer picture of the situation and make it easier to make safe, reliable decisions.

When to ask

- In high-risk situations
- When information is incomplete or unclear
- Anytime you feel unsure

How to respond well

- Listen fully before answering – make sure you understand the question
- Thank the person for asking questions – it shows engagement and genuine concern
- Respond clearly, avoiding jargon or a defensive tone
- If you don’t know the answer, say so and commit to finding out

How to ask clearly:

- Use simple, respectful phrases:
- “Let me clarify...”
- “Can I ask a quick question to make sure I understand?”
- “Do you have any questions that need clarification?”

Why clarifying questions improves communication

- Identifies gaps and challenges assumptions
- Ensures accuracy and shared understanding
- Builds trust and strengthens collaboration
- Enhances critical thinking and decision-making

At Parkland, asking questions is always encouraged – and it’s always safe.

Get the tools

- [Click here](#) to post the Ask Clarifying Questions flyer to your huddle board
- Visit the [HRO SharePoint site](#) or email QualitySafetyOperations@phhs.org for help or questions.

Start the Conversation

- Talk with your team about how asking clarifying questions can improve communication in your area. It’s a small shift that can lead to big improvements.

¹ Chiu, C. *Performance Improvement International, LLC*.

▼ Attend the APP Town Hall on Dec. 2

Parkland's biannual Advanced Practice Provider Town Hall will take place from 4 - 5 p.m. on Tuesday, Dec. 2, in the MacGregor W. Day Auditorium (1st floor, Moody Outpatient Center). During this town hall, participants will discuss concerns/issues relating to clinical practice, professional development, career development and APP system-wide policies. You can also join virtually using the information below.

- **Join WebEx**
- **Meeting number (access code):** 2315 313 1519
- **Meeting password:** rmPXRvvp277

Register for the Dec. 4 blood drive

Parkland will host a Carter BloodCare blood drive from 10 a.m. – 5 p.m. on Thursday, Dec. 4, in the Private Dining Room. Online registration is encouraged and is available by [clicking here](#). There will also be a limited opportunity to accommodate walk-ups, based on availability.

Blood donors should bring a driver's license, know their medications, eat a good meal and drink plenty of fluids. For more information, contact Monique Barksdale at 469-419-1628 (ext. 71628) or Monique.Barksdale@phhs.org.

Onward & Upward

Ambulatory Clinical Support Services: Shane Joseph to Nurse Navigator

Burn Acute Care: Maria Aranda, Brenna Gardner and Madison Ray to Registered Nurse – Acute Care

Cardiology Group: Crizzet McCullum Garrett to Senior Medical Practice Assistant

Dietary – Nutrition Services: Lucia Stone to Supervisor, Nutrition Services

Grand Prairie Health Center: Kate Reyes to Registered Nurse

Information Technologies – Business & Financial Systems:

Jerica Williams to IT Application Systems – Senior

Lake West Women's Health Center: Karla Lozano to Women's Health Educator

Medical Equipment Distribution Center: Traye Sims to Medical Equipment Distribution Technician

Medical Staff Professional Services & Regulatory Affairs: Patricia Brown to Director, Medical Staff Professional Services & Regulatory Affairs

Parking Services: Sandra Barrientos to Access and Badging Coordinator

Parkland Community Health Plan – Health Services: Amber Harshaw to Manager, Utilization Management; Nazha Syed to Clinical Program Manager

Plastic Surgery: KarLee Jones to Registered Nurse – Acute Care

Surgical PCU: Leah Paro to Manager, Nursing

Retirements

- Rhonda Chizer, Senior Registered Nurse – Acute Care, Hospitalist Medicine
- Mattie Davis, Medical Practice Assistant, ENT/Oral Surg Clinic
- Patricia Dean, Senior Registered Nurse, Operating Room
- Darla Page, Senior Registered Nurse, HOMES
- Sheila Runge, Senior Registered Nurse, Operating Room

December healthcare observances*

Dec. 1: World AIDS Day

Dec. 3: International Day of Persons with Disability

Dec. 7-13: National Handwashing Awareness Week

Dec. 7-13: National Influenza Vaccination Week

National Safe Toys and Gifts Month

International Sharps Injury Prevention 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.