

Now

Parkland

Information and stories for Parkland employees
Dec. 4 – Dec. 10, 2023



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Transplant program celebrates important milestones



The first successful kidney transplant in Texas was performed at Parkland nearly 60 years ago, and today, our Parkland's Transplant Program is as strong as ever.

The program has celebrated several recent milestones, including a successful United Network for Organ Sharing (UNOS) survey in 2021, and a successful Centers for Medicare & Medicaid Services (CMS) survey with zero deficiencies in 2022. But perhaps their most meaningful accomplishment has come this year. In 2023, the team performed the most transplants at Parkland (50) since 1994. Those 50 transplants are more than were performed at Parkland from 2017 to 2021 combined! From a fiscal year perspective (October 2022 to September 2023), the team completed 56 transplants, doubling their goal. And just last month, transplant team

members completed a successful living donor transplant to one of our very own Parkland employees.

But even more important than the volume of transplants completed is the quality of care provided. Parkland offers a comprehensive transplant care team aimed at treating patients' individual and unique needs, providing a multi-disciplinary patient care approach throughout the transplant process.

- Our transplant surgeons and physicians are experienced transplant providers. They put the patient first and give compassionate care.
- Our transplant coordinators are registered nurses. They work closely with patients to coordinate care with the transplant team. Both of our pre-transplant coordinators recently obtained their Certification as Clinical Transplant Coordinator (CTC) by The American Board for Transplant Certification (ABTC).
- Our transplant social workers assist patients with non-medical issues. They help find support services that are available in the community.
- Our transplant pharmacist specializes in transplant medicines. Once patients have a kidney transplant, they will take anti-rejection drugs for the rest of their life. Our pharmacists help patients understand their medicines, explain the side effects, and teach them how to take their medication.
- Our dietitians work with patients before and after surgery to teach them about their dietary needs.
- Our financial coordinator reviews patient funding to ensure they have proper medical coverage for a transplant.
- Our recently added outreach coordinator has resulted in transplant referrals tripling from 2022 to 2023.

"The efforts in recent years to reinvigorate Parkland's Transplant Program are a testament to the hard work put in by so many of our amazing team members. But the true beneficiaries of this work are the patients who receive life-changing organ transplants," said Patricia Shirey, Vice President of Clinic Operations. "With 60 years of experience in organ transplantation, Parkland continually strives to provide high-quality transplant services to the residents of Dallas County."



Monthly HRO Universal Skills focus topic

Universal Skills: Communicate Clearly – SBAR

This month's High Reliability Organization (HRO) focus topic is "Communicate Clearly using Situation, Background, Assessment, and Recommendation or Request (SBAR). SBAR is a structured verbal or written communication tool that helps teams share essential and concise information usually during crucial situations. SBAR is not exclusively a clinical tool. It can be used whenever you need to communicate information quickly and clearly.

For fliers to share with your team or post to your integrated huddle boards, click [here](#) to visit the Monthly HRO Themes documents.

Leader Skills: Tiered Huddles

Parkland will go live with tiered huddles in January. Every team should hold local, daily/periodic huddles to:

- Look back at significant activities/issues from the last 24 hours/shift.
- Look ahead to identify any significant activities/issues for the next 24 hours/shift.
- Start the clock: Assign an owner to those mission-critical issues to resolve at an agreed follow-up time, usually within 24 hours.
- Follow up on issues previously identified from those assigned.

Leaders in your area will determine which safety concerns/issues need to be escalated to the next tier for awareness or resolution. Updates on escalated items should be cascaded back to the team to close the loop. Leaders will also need to ensure calendars are adjusted to accommodate the tiered huddle schedule.

Additional HRO skills and tools are available on the [High Reliability Organization \(HRO\) site page](#). For questions or concerns, email QualitySafetyOperations@phhs.org.

JOURNEY TO → HIGH
RELIABILITY

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▼ Lasting Impressions: Salomy Paulose



Each week, “Lasting Impressions” features a Parkland employee who does exceptional work and provides excellent customer service. This week’s “Lasting Impressions” features Salomy Paulose, Senior Registered Nurse, HOMES Program.

“From the first day when we met, I have witnessed Salomy's attention and concern for each and every patient she sees. She will scoff at my noticing and simply say, 'It's what we do.' or 'I cannot not do something when I see something needs to be done.' Whether it is finding a change of clothes for a homeless person or donating some item of need. She finds a way to take care of our very needy homeless patients.”

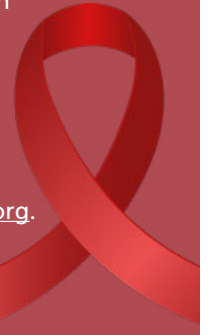


Want to nominate an employee who goes above and beyond? Tell us what makes them so fantastic by emailing Employees@phhs.org or calling ext. 28048.

Parkland hosts AIDS community forum Dec. 4

Join the ACCESS Consumer Advisory Board and staff at a community forum recognizing World AIDS Day at noon on Monday, Dec. 4, in the MacGregor W. Day Auditorium (1st floor, Moody Outpatient Center). This community forum will honor those lost to HIV and commit to the goal of ending the epidemic. Join them in hearing patient experiences with HIV as well as celebrating the patients and their accomplishments.

To register for this event, email CAB@phhs.org.



► DCHDPD gives holiday safety tips

Criminals love the holidays, because the hustle and bustle can sometimes cause us to let our guard down. Here are some tips on how to celebrate safely.

If you are traveling:

- Plan your trip
 - Get automatic timers for your lights.
 - Ask a trusted neighbor to watch your home, pick up your mail and park in your driveway from time to time.
- Don't drink, text and drive.
- Put together an Emergency Kit and supplies if adverse weather is expected.
- Let a friend or family member know your route and expected arrival time.

If you are out for the evening:

- Turn on the lights and a television or radio so it looks like someone is home.
- Be extra cautious about locking doors and windows when you leave, even if it's just for a few minutes.
- Do not display gifts where they can be seen from the outside.

If you are shopping:

- Stay alert and be aware of your surroundings.
- Park in well-lit areas and be sure to lock the car and close your windows.
- Avoid carrying large amounts of cash.
- Carry your purse close to your body and put your wallet in an inside pocket or front pants pocket.
- Have your keys ready to enter your vehicle when you approach it. Use your “panic button” on your key fob if you become nervous or think you are being followed.
- Lock your doors immediately upon entering your vehicle.
- Shopping with the kids? Teach your children to go to a store clerk or security guard if you get separated, and don't allow your children to go off by themselves.
- Keep anything of value in the trunk or covered.

If you are home:

- Always use caution when answering your door for a stranger, but especially during the holiday season. Criminals often use disguises and pose as couriers.
- The holidays are the season for giving, but donate only to trusted charitable organizations. Always ask for identification; if you do not get a good feeling from the person, refuse to donate.
- Keep guns and ammunition locked separately and safely away.



► Congratulations

- Rebecca Coffey, PhD, MSN, APRN-CNP, Burn Program Manager, Melanie McMahon, BSN, RN, CCRN, CBRN, Associate Unit Manager, BICU, and Kimberley Benzick, BSN, RN, CBRN, Registered Nurse Professional Development Practitioner, Clinical Education & Academic Partnership, passed The Board of Certification for Emergency Nurses (BCEN) exam, the first Certified Burn Registered Nurse examination ever administered. Since this was a new exam, there were no study materials or practice exams, and only 167 out of 400 nurses who took it passed the exam.
- Parkland Radiology had three technologists recognized at The North Texas Radiologic Technologist Society's 18th Annual Awards Ceremony to recognize the Top 25 Managers and Directors in DFW. They are Awardee Finney Abraham, RT(R) (MR)(CT). Amber Marrs, RT(R), and Julie Smith, BA; RT(R).
- Vivian Bradley Johnson, PharmD, MBA, FASHP, Senior Vice President of Clinical Services, received the 2023 Wendell T. Hill Award from the Associate of Black Health-System Pharmacists. The award, established in 1997, honors a pharmacist with many of the qualities exemplified by Wendell T. Hill, who, through his/her dedication and commitment, has made significant contributions to the profession of pharmacy.
- Ibrahim A. Hashim, MSc, PhD, DABCC, FACC, published the textbook "Tutorials in Clinical Chemistry." Dr. Hashim is Medical Director for Clinical Chemistry at Parkland, and Professor of Pathology, Chief of Clinical Pathology and Clinical Chemistry at UT Southwestern.
- Congratulations to the Parkland Innovation Program 2023 winners:
 - **Compassion in the Workplace – Pet Therapy for the Parkland Workforce:** By Sunny Suppa, Erin Pittman, Laura Hochwalt
 - **Optimizing Throughput – Decrease Cancer Patients Unnecessary ED Visits, Integrating Patient and Caregiver Use of the Cancer Nurse Phone Line and Oncology Acute Care Clinic:** By: Maripat Hodges, Tennessee Spannagel, Mildred Onime
- Earlier this year, The Texas Department of State Health Services re-designated Parkland as a Level IV (Comprehensive Care) Maternal Facility in Perinatal Care Region-E. A Level IV facility provides comprehensive care for pregnant and postpartum patients, from those with low-risk conditions up to and including the most complex medical, surgical and/or obstetrical conditions that present a high-risk of maternal morbidity or mortality.
- UT Southwestern's Neonatal Neurocritical Care (NNCC) Team (which treats patients at Parkland) is officially accredited through the United Council for Neurologic Subspecialties. UT Southwestern is one of the first six programs ever to have this accreditation.

Bilingual Holiday Mass

Parkland will partner with the Catholic Diocese of Dallas to host a Bilingual Holiday Mass series this holiday season, each taking place at noon in the Ron J. Anderson, MD Multifaith Chapel, located on the first floor of the hospital across from the green elevators.

- **Friday, Dec. 8:** Solemnity of the Immaculate Conception
- **Monday, Dec. 25:** Christmas
- **Monday, Jan. 1:** New Years Day



December healthcare observances

Dec. 1: World AIDS Day

Dec. 3: International Day of Persons with Disability

Dec. 4-8: Handwashing Awareness Week; Influenza Vaccination Week

National Safe Toys and Gifts 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.*



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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.