

# Now

Parkland

Information and stories for Parkland employees  
Dec. 11 – Dec. 17, 2023

*Messages from  
grateful patients  
and families*



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## Messages from grateful patients and families

Whether you take care of patients at the bedside, prepare food in the kitchen or work at a desk, you help us take care of our community. Below are messages of thanks from patients and their families. Thank you for everything you do on a daily basis to benefit Parkland and our patients.

*"I would like to compliment both Angel and Alorah in the appointment call center. I called back the Diabetes Clinic to get a very much needed appointment and left a message, and then I called to change my appointment with my assigned GP and was told by Angel that they had no appointments until January. I explained how frustrated I was with the system and told her what had happened with the Diabetes Clinic. Angel went out of her way to connect me with the appointment call center to get me my appointment with them. I connected with Alorah and I explained my problem to her and she connected me directly with the Diabetic Clinic's appointment desk. Both of these employees went above and beyond their job duties and helped me when I really needed that personal interaction, Please let these two employees know they are appreciated and made a bad day better for one person."*

*"I have to stand at attention and salute the wonderful people working for Parkland (instead of running around the ICU hugging and thanking everyone individually, LOL). I have never seen a hospital run so smoothly and professionally. I spent a lot of time in the hospital. I was scared and nervous but everyone I came into contact with was humble and sweet. It wasn't hard for me to relax and be at peace with my sister. I can't thank you all enough. I pray for the continued success of your hospital and all the people there. Again, thank you sincerely."*

*"We just wanted to say thank you to Erin, Lisa and Phoebe for taking such good care of our daughter while she was in the NICU. Those three are amazing nurses and made our stay at Parkland an enjoyable one. Their bedside manner with our daughter was tremendous and each one went above and beyond to make sure we were all happy and well taken care of."*

*"We as a family would like to express our heartfelt thanks to each and every one who was involved in our dad's care. From the moment in ER until he was transferred to another hospital, our experience with Parkland was fabulous. Dad's condition was an unexpected event for us because he was really in good health before his hospitalization. It affected us, and we went through lots of emotions. Everyone from the chaplain to the doctors made sure not only our dad was OK but also checked on us too. They frequently kept checking on us about our needs, and the charge nurses went above and beyond to accommodate us with a strict visitation policy. We want to thank the whole team of doctors from different specialties, especially cardiology, who were keenly involved in our dad's care without giving up. We know how sick our dad was, and it's all because of your tireless work and teamwork he was able to improve. Shout out to the nurse manager Pam, perfusionists, charge nurses, Morgan, Bryce, Melissa, and Iselle, who closely monitored my dad. Also, last but not least special thanks to the chaplain who was beside me, giving me emotional strength during the crisis. Once again, we appreciate each of you who was involved in our dad's care!"*

*"My friend was brought into the burn unit after a horrific accident. It was a very emotional time for all of her friends and family. The doctors, nurses, chaplains and other staff were fantastic. Everyone was very caring, professional and sympathetic. A huge thank you goes out to doctors Clark and Harvey (and others I didn't get to meet in person), nurses Jordan, Alex, Alexis, Martha, Peyton (and others I didn't get to meet), techs and other support staff. Without exception, everyone involved in her care and on that whole unit are amazing. Thank you! Thank you! Thank you! for the level of care and for being so forthright with her condition and prognosis and for allowing her to be surrounded with love by family and friends during those last few days of her life."*

## Holiday decoration guidelines

As we enter the holiday season, you may want to spruce up your work area in a festive way. But it's important that whatever decorations you put up comply with [Life Safety Policy LS 01-03: Holiday & Special Occasion Decorations](#). A few basic guidelines are below, but please refer to the policy before doing any holiday decorating.

### Infection Prevention

In an effort to ensure the highest level of regulatory compliance and patient safety, any holiday decorations as allowed under [Life Safety Policy LS 01-03](#) must be limited to off-stage, non-patient care areas only. Decorations that meet the material standard must be cleanable with hospital-approved disinfectant wipes and should not impede proper cleaning of other environmental surfaces.

### Fire Safety

Decorations may not block or restrict access to any fire or life safety equipment. This includes but is not limited to the obstruction of fire sprinkler heads, exit signs, fire extinguishers, fire alarm devices, medical gas isolation valves or electrical panels.

Decorations of any kind may not be suspended from ceilings or attached to fire or smoke compartment doors or obstruct the function of any door or latch.





## ▼ Lasting Impressions: Kelly Murphy



Each week, "Lasting Impressions" features a Parkland employee who does exceptional work and provides excellent customer service. This week's "Lasting Impressions" features Kelly Murphy, BSN, RN, NE-BC, Magnet Program Manager, PCAPP & Nursing Research.

*"Kelly exemplifies COLLABORATION in everything she does. She consistently contributes positive energy while working with teams and frequently goes the extra mile. For example, she coordinated a customized jurisprudence class for a specialty area to ensure our staff feel supported. Additionally, she participates and supports several ERG initiatives to promote collaboration and foster inclusion. She even participates in judging unit chili cook-offs! Kelly is the YES WE CAN to our day and it does not go unnoticed. She brings the fun, excitement, unpredictability and joy to our events to ensure they are meaningful. She's a jewel for our organization!"*



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

## ► Thank you to our parade volunteers!

The Dallas Holiday Parade took place on Dec. 2, and Parkland volunteers played a huge part in making it a success! We had 337 Parkland team members and family members helping in this year's parade, by far our largest volunteer contingent to date.

Thank you to everyone who dedicated their time to making this a special day in our community.



## Donate to the sock drive by Dec. 31

The Professional Excellence in Nursing (PEN) Council is collaborating with the Homeless Outreach Medical Services (HOMES) UBC Council to host the 4th Annual Sock Drive, which runs through Sunday, Dec. 31.

The PEN Council's goal this year is collect 10,000 pairs of socks, with items distributed directly to individuals experiencing homelessness through the HOMES program, and they need your help. Those who donate will be made eligible for prize drawings, which will be held on Nov. 17 and Dec. 1, 15 and 29 (dates subject to change).

### Drop off locations:

Look back at significant activities/issues from the last 24 hours/shift.

- **Nursing Center of Excellence (NPC 02-505):** 8 a.m. – 5 p.m., Monday – Friday
- **HOMES Office (MOC 04-1234):** 7:30 a.m. – 4:30 p.m., Monday – Friday
- **Centralized Staffing Office (NPC 01-611):** 24/7
- **Parkland Gift Shop (NPH 01.450.02):**
  - 9 a.m. – 8 p.m., Monday – Friday
  - 10 a.m. – 4 p.m., Saturday and Sunday

Each drop-off location will include a drawing box where employees can submit their names to be considered in the weekly drawing. Donate today and help us meet the PEN Council goal.

## Watch UT Southwestern Ethics Grand Rounds online

You are invited to join the next UT Southwestern Ethics Grand Rounds from noon – 1 p.m. on Tuesday, Dec. 12. Nancy S. Jecker, PhD, who is Professor of Bioethics and Humanities at the University of Washington School of Medicine, will present “Dignity in Later Life.” To participate in this webinar please register using [this link](#). Upon registration, you will get the Zoom event ID and link to join the webinar.

### ▶ Register for Dec. 14 blood drive

Parkland will host a Carter BloodCare blood drive from 10 a.m. – 5 p.m. Thursday, Dec. 14, 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. In addition, a Carter BloodCare mobile unit will be located outside the Maple Avenue Garage (adjacent to the Moody Outpatient Center) from 10 a.m. – 2 p.m. The mobile unit blood drive is open to the public, and registration is available by [clicking here](#). 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](mailto:Monique.Barksdale@phhs.org).

### Virtual employee town hall Dec. 21

Join us at 11 a.m. Thursday, Dec. 21, for our monthly employee virtual town hall. Use the login information below to join the webinar.

- [Join the WebEx](#)
- **Event number:** 2661 014 4537
- **Event password:** fBS7kq295sq (32775729 from phones and video systems)
- **Phone number:** 1-650-479-3208 (United States Toll)

## Onward & Upward

**Ambulatory Specialties Clinic Administration:** Andrea Johnson to Director, Practice Operations

**Clinical Education & Academic Partnership:** Brooke Monroe to Registered Nurse Professional Development Practitioner

**Dermatology/Surgical Specialties Clinic/Physical Medicine & Rehabilitation:** Taya Thomas to Medical Practice Assistant

**Health Information Management – Coding Integrity:** Rachel Patterson and Stacy Peoples to HIM Coding Editor Specialist I

**Maple Women's Health Center:** Shakira Gonzalez to Unit Technician

**Material Services:** Eduardo Hernandez and Albert Randle to Senior Supply Chain Logistics Technician; Mary Munoz to Supervisor, Supply Chain

**Mother/Baby B:** Lauren Bentley and Tarsha Evans to Unit Technician

**Neurosciences ICU:** Desiree Low to Associate Manager, Nursing

**Parkland Center for Internal Medicine Clinic:** Porcha Law to Medical Practice Assistant

**Patient Financial Services – Patient Access:** Ku Serenity Ly to Financial Counselor; Jessica Romero and Shamea Watts to Senior Financial Counselor; Gladys Wright to Supervisor, Revenue Cycle

**Radiology Administration:** Jasmine Hernandez, Mary Parker and Brenda Rivera to Referral and Care Coordinator

**Sleep Center:** Christopher Gaman to Supervisor, Neuro Tech

**Urgent Care Center:** Destini Dudley to Unit Technician

**WISH Nurse Administration:** Tamesha Pearson to Director of Nursing

## Retirements

- Maria Perez, Phlebotomy Technician, Phlebotomy Services
- Mary Red, Manager, Advanced Practice – General, Hatcher Station Women's Health Center
- Lisa Redwine, Financial Counselor, PFS Patient Access
- Carlos Reza-Juarez, Senior Painter, Engineering Services
- Beatrice Rios, Patient Access Services Emergency Department Specialist, Patient Financial Services – Patient Access
- Linda Walker, Patient Care Assistant, MICU PCU



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](mailto:Employees@phhs.org) or call ext. 28048.



## Helpful reminders on 2023 Merit

Merit will go into effect on Dec. 13, 2023. You will see it on your first paycheck on Jan. 2, 2024.

### **New guidelines:**

Employees promoted after the end of the performance period (Oct. 1) will not receive an additional merit award in January. This replaces prior guidelines which allowed a merit award on top of the new pay rate. Employees with lateral position changes or demotions will still receive merit in January.

2023 Merit Matrix (FY2023 performance appraisals, January 2024 payroll implementation)

Performance Rating	Pay Grade Quartile 1	Pay Grade Quartile 2	Pay Grade Quartile 3	Pay Grade Quartile 4
3 (Exceptional Contribution)	5.00%	4.50%	4.00%	3.50%
2 (Solid Contribution)	4.00%	3.50%	3.00%	2.50%
1 (Needs Improvement)	0%	0%	0%	0%

**As a reminder, Quartiles can be accessed by your direct Supervisor in PeopleSoft. This is found under (My Team>Compensation).**

Check with your Leader for details on which quartile you are located in. The quartile effective date used for merit is Dec. 1, 2023.

## Make a nomination for DFWHC's Employee of the Year Awards

Do you work with someone who goes above and beyond each and every day? Does someone you know at Parkland inspire others and embody Parkland's ICARE values? Help us build on last year's success and nominate deserving team members for the DFWHC's Annual Employee of the Year Luncheon today!

### **How to submit a nomination**

The nomination form is now available on [Parkland's Recognition Platform](#) under "Special Rewards." This luncheon honors employees' outstanding work and meaningful contributions through awards in the following categories:

- Employee of the Year
- Volunteer of the Year
- System Employee of the Year
- Physician of the Year
- Preceptor of the Year
- Rex McRae Scholarship

The deadline to submit nominations is Sunday, Dec. 31. Parkland is allowed to submit one nomination per category. We will not be accepting any forms or attachments via email – please use the link above to submit someone for consideration.

We all take pride in the great work we accomplish here at Parkland – honor one of your fellow outstanding employees by submitting a nomination today!

## Engagement Action Plans due Dec. 31

Parkland Leaders,

As a reminder, Team Engagement Actions plans should be submitted into the Press Ganey Portal by Dec. 31. We encourage you to visit the One Survey and Team Engagement Action Planning SharePoint site for helpful resources and more details about this process.

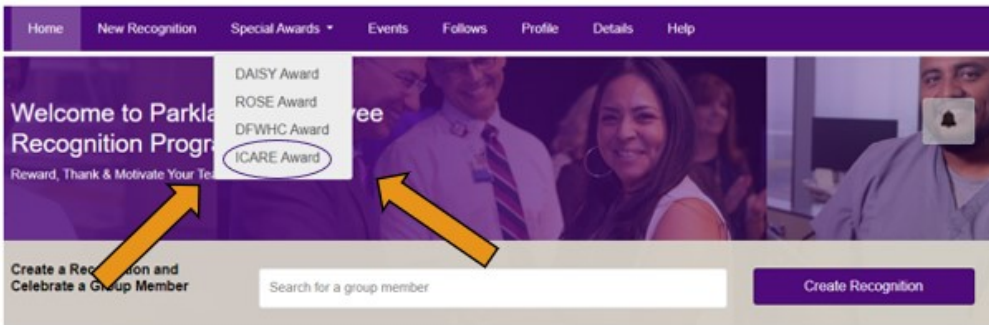
**Please note:** If you are a Leader of Leaders, you must invest the time to review the results of your direct reports.

The overall timeline and key dates for this process are listed below. Thank you for your participation as we strive to improve employee engagement at Parkland!

### *Action Planning timeline*







## Jet Dental onsite care returning in January

As part of our ongoing commitment to your wellness, we're pleased to announce the return of Jet Dental, offering you a convenient opportunity to receive dental care here at Parkland! Jet Dental is a mobile dental service that brings wellness to work.

Parkland will host Jet Dental on campus throughout the year to provide services such as:

- Preventive care (provided at no cost to employees with dental insurance).
- Restorative care, such as fillings, scaling, root planning and corrective services (Copays apply based on your dental plan).

### Jet Dental Clinic dates & times

9 a.m. – 5 p.m., Jan. 2-5

### [REGISTER HERE](#)

Jet Dental will offer these services next to the Employee Health Center on the 4th floor of Moody Outpatient Center on the dates/times listed below. Appointments are required to be seen in the dental clinic.

For more information on this exciting new opportunity, view this FAQ and flyer or visit [ParklandBenefits.org](https://ParklandBenefits.org).

## Parkland's new ICARE Recognition Award

**As a reminder, Parkland's new ICARE Award has launched!**

**Integrity, Compassion, Collaboration, Accountability, Respect and Equity.**

The award, set to identify the first quarterly winners this coming January 2024, will recognize Parkland employees who have set the example of living our values through their words and actions through their words and actions.

Please take a few moments to nominate a deserving Parkland workforce member and return frequently as additional demonstrations of ICARE values emerge.

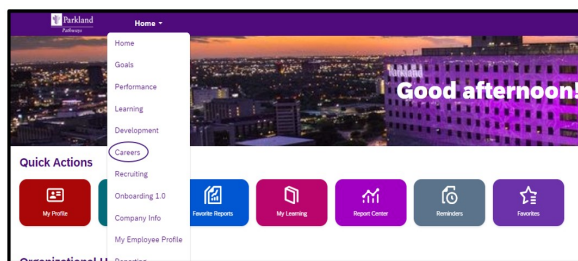
Nominations for this award are now available on our [Recognition Platform](#).

We place great importance around our ICARE values and want to acknowledge those who embrace them in any way we can. Be sure to visit our Recognition Platform and nominate a fellow team members for an ICARE Award today!

Six winners will be selected representing each of the ICARE behaviors:

## Reminder: Internal career opportunities

Interested in a new opportunity here at Parkland? We always offer several internal positions available for your consideration via our internal careers site. If interested, be sure to check this site periodically as new positions are posted as they become available.



**Please note: We ask that applicants have Talent Management either [online \(OTM Service Portal\)](#) or by calling 469-419-3000 (ext. 7-3000).**



**CONTACT US:** If you have a question for the Office of Talent Management, you may reach us via our online OTM Service Portal or by calling 469-419-3000 (ext. 7-3000). More information on the Office of Talent Management can also be found via the intranet (<https://phhs.sharepoint.com/HumanResources>).