

now

Parkland

Information and stories for Parkland employees
June 6 – 12, 2022

Living out our **ICARE** values: *Commitments help us follow through*

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Living out our ICARE values: Commitments help us follow through

As we continue to embrace our recently updated ICARE values, staying true to these values means so much more than memorizing them. We must commit to them in our daily actions and how we treat one another. By identifying behaviors that support our ICARE values, we can ensure these values are embodied each day.

Below are examples of commitments made during our recent ICARE sessions. Please take a look to see how some of Parkland leaders are committing to Parkland's ICARE values.

- "Commit to action items for complete follow up and follow through"
- "Hold me accountable (communicate, create safe environment, model behavior)"
- "Acknowledge and greet within six feet"
- "Don't say we can't – be open, explore alternatives"
- "Follow up and follow through – closed loop communication"
- "Embrace change-role model, be present, 'be the change'"
- "Be kind to one another"
- "Self-care (giving myself grace, taking care of myself physically and mentally)"
- "Make people feel like people and not transactions"
- "Discuss definition of accountability in a safe environment"
- "Ensure that shared stakeholders are part of all decisions that are made"

While these commitments were from our leader sessions, you'll soon have the opportunity to make your ICARE commitments too when your ICARE trainings begin in the near future (if they have not already). Please finish the video and online module before attending the work session – completing the steps in this order will help prepare you for the work sessions. You don't have to wait for your session to be scheduled; you can complete the online components now!

You can find your ICARE assignment in your Learning Plan within Parkland Pathways (portal.phhs.org > Parkland Pathways > "Learning" Dropdown in Top Left Corner.) If you experience technical issues, contact the Technical Support Center at 214-590-5999 (ext. 25999).



► Benefits website recognized by IABC

At Parkland, we are always proud of our benefits; now we can also be proud of our benefits website. In May, Parkland was notified that ParklandBenefits.org, received a [Gold Quill Award of Excellence](#) from the International Association of Business Communicators (IABC).

The Gold Quill judges noted that Parkland's new website had "excellent organization and execution in design, accessibility and copywriting" and was "mindful of the demographics and psychographics of the employees and their dependents by representing diversity, equity and inclusion throughout."

"Just as we are committed to bringing health services to the greatly diverse community that we serve, our new benefits website brings news about our valuable benefit programs to our equally diverse workforce," said Felicia Miller, Executive Vice President and Chief Talent Officer. "We appreciate the communication partnership with Milliman to help us reach our goal of creating a 'one stop' place where all employees and their dependents can go to get a clear and consistent message about our competitive benefit programs."

ParklandBenefits.org launched on Oct. 18, 2021, with the purpose of giving Parkland team members direct access to details on their benefits. This [top-of-the-line site](#) offers a comprehensive overview on all the benefits available to you as a Parkland team member. Review this award-winning website to find out more about your benefits today!

Parkland among top employers for new graduates

Forbes recent published a list of the 300 companies most liked by new workforce entrants in the country, and Parkland came in at No. 11! The ranking was compiled by surveying 20,000 Americans with less than 10 years professional experience working for businesses with at least 1,000 employees.

You can read the full article [here](#), and to learn more about additional career opportunities at Parkland, visit ParklandCareers.com.

▼ Lasting Impressions: Alice Phillips



Each week, "Lasting Impressions" features a Parkland employee or employees who do exceptional work and provide excellent customer service. This week's "Lasting Impressions" features Alice Phillips, Lead Mammography Technologist, Radiology.

"Alice has worked for Parkland 38 years, and she states will give Parkland two more years before retiring. She is our go-to person for any questions from placing orders to doing patient mammograms. She is very dedicated to her job and is quick to help when we are short-staffed for the mammography techs. I have seen her help anyone who she is able to help, from patients to coworkers. I'm so glad I have her as a coworker, she is the sweetest person and always has a smile on her face, even on the stressful days. I often tell her when she retires, I will retire with her and we both always laugh about it."



Want to nominate an employee deserving of this recognition? Tell us what makes them so fantastic by emailing Employees@phhs.org.



Active shooter response classes

In order to educate staff on what to do in the event of an active shooter, and what they can expect from police, the Dallas County Hospital District Police Department is hosting Active Shooter Response Classes from 8 – 9:15 a.m. and 6 – 7:15 p.m. on Monday, June 20. The classes will take place in the MacGregor W. Day Auditorium on the first floor of the Moody Outpatient Center. They are open to all Parkland staff and no registration is necessary.

Active shooter response training is also available any time using Parkland Pathways. To access this 38-minute online training video, [click here](#), log in using your Parkland credentials and click "Parkland Pathways."

► Enhanced workplace violence protocols put in place

The Workplace Violence Committee is adding two additional layers of protection for all Parkland staff members. The first layer of protection is enhancing handoff communication from the Emergency Department to inpatient and procedural areas.

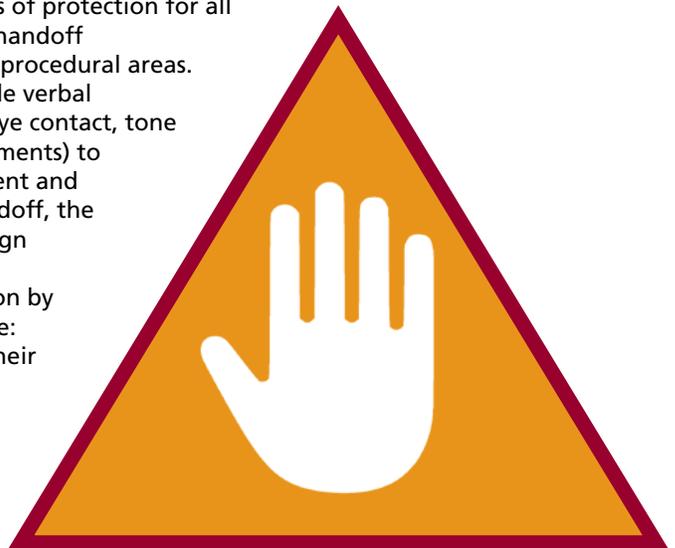
Beginning today, June 6, the Emergency Department will provide verbal communication about patient assessments regarding staring and eye contact, tone and volume of voice, anxiety, mumbling and pacing (STAMP assessments) to nursing and other clinical team members during handoff to inpatient and procedural areas. After receiving a positive STAMP assessment handoff, the receiving area nurse or other clinical members will place a safety sign outside the patient's room.

The second layer of protection is improving visual communication by placing a new safety sign outside of the room of patients who have:

1. Demonstrated a potential for aggressive behaviors based on their STAMP assessment results
2. BERT calls during the current admission
3. Any patient with a current Behavior Alert

A safety sign does not necessarily indicate an actual threat, but serves as a visual warning system for staff members to exercise awareness and caution in interactions with patients who have the safety sign posted outside their room.

These initiatives will ensure all Parkland staff members can recognize the safety sign and take appropriate precautions, including those staff members who do not have access to the electronic medical record. To learn more, [click here](#).



Onward & Upward

Bio-Tel Emergency Medicine Service: Mandy Kelly to Registered Nurse, Tele Health

Clinical Informatics Learning: Joshua Hart to Clinical Information Educator

Employee Health Center: Shobha Bandlamudi Pruyn to Manager, Care Coordination

General Medicine: Ghenet Khokheb to Patient Care Assistant

Global Diabetes: Kevin Lanestosa to Medical Practice Assistant

Grants Management: Annette Simmons to Senior Post-Award Specialist, Grants

Infectious Disease/OPAT: Vivian Eiland to Senior Registered Nurse

Integrated Pain Management Program: Andrea Johnson to Manager, Practice Operations

Labor & Delivery: Lauren Hill-Griffin to Licensed Vocational Nurse

Maple Women's Health Center: April Amesquita-Cazares to Advanced

Practice Provider II – General

Medicine Specialty Group: Amivi Awoudi to Senior Medical Practice Assistant

MICU/PCU: Margaret Francis to Associate Manager, Nursing

Neurology Group: Cristella Flores to Medical Practice Assistant

Operations Administration: Cris Gonzalez to Executive Assistant

Parkland Community Health Plan – Network Development/Provider Relations: Sabrina Lowery to Provider Service Supervisor

Parkland Foundation: Melissa Atkinson to Vice President of Advancement; Beth Savage to Director of Engagement; Gloria Velasquez to Development Operations Coordinator

Psychiatric Emergency Department: Daphne Simmons to Senior Registered Nurse Specialist – Psychiatric Services

Quality & Safety Operations: Justin Buchert to Workforce Safety Manager

Respiratory Care: My Lam Nguyen to Supervisor

Simmons Ambulatory Surgery Center – Ortho, Pain and Plastics: Maria Elena Oviedo to Nurse Navigator

UT Contracts: Gloria Diaz to Executive Assistant

Retirements

- Mary Beaver, Police Officer, Dallas County Hospital District Police Department
- Kandy Borders, Medical Practice Assistant, Family Practice Clinic
- Raul Castro, Senior Medical Interpreter, Patient Interpreting
- Cheryl Crittendon-Glaspie, Manager, Care Coordination, Care Management

- Stephanie Dickason, Senior Physical Therapist, Physical Therapy Inpatient
- Barbara Ebrahim, Customer Access Representative, Patient Access Center
- Marie Elliott, Pharmacist, Pharmacy-Inpatient
- Irene Floyd, Unit Technician, Plastic Surgery

- Theresa Rubio, Customer Access Representative, Patient Access Center
- Julia Scott, Environmental Services Technician, Environmental Services – Ambulatory
- Meaza Woldeiesus, Environmental Services Technician, Environmental Services – PMH

June healthcare observances*

June 6: Cancer Survivors Day

June 8: World Brain Tumor Day

June 11: Family Health and Fitness Day

June 14: Blood Donor Day

June 18: Autistic Pride Day

June 19: Sickle Cell Day

June 25: Vitiligo Day

June 27: HIV Testing Day

June 13 – 19: Men's Health Week

June 21 – 27: Helen Keller Deaf-Blind Awareness Week

Alzheimer's & Brain Awareness Month

Aphasia Awareness Month

Cataract Awareness Month

Congenital Cytomegalovirus Awareness Month

Men's Health Month

Migraine and Headache Awareness Month

Myasthenia Gravis Awareness Month

PTSD Awareness Month

Scleroderma Awareness Month

Scoliosis 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.



Care. Compassion. Community.

Parkland Now is published by the Corporate Communications department at Parkland Health & Hospital System. 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.