

now

Parkland

Information and stories for Parkland employees
April 27 – May 3, 2026

HIGHLIGHTING THE IMPORTANCE OF THE

Patient Experience



P.2 Celebrate Us!
Returns May 11-16

P.3 Introducing
Milliman Mondays

P.4 OnSight Eyes
returns May 12-14



On the cover

Highlighting the importance of the Patient Experience

At Parkland, the Patient Experience is defined as the sum of all interactions shaped by an organization's culture that influence patient perceptions across the continuum of care.

The following activities are scheduled this week to highlight the importance of the patient experience at Parkland.

- **Tuesday, April 28:** Join the Patient Experience (PX) team outside Park Market from 10 a.m. to 2 p.m. to learn about Patient Experience priorities, share your voice and grab some PX goodies.
- **Thursday, April 30:** Learn how Press Ganey Patient Experience data tells the story of patient experiences at Parkland, [join the WebEx by clicking here](#).
- The Patient Experience team will be rounding on patients throughout the week to share appreciation.

Learn more:

- [Access Parkland's Beryl Institute membership](#)
- [Beryl's Definition of PX](#)
- [Patient Experience SharePoint Page](#)



▼ Celebrate Us! Returns May 11-16

Celebrate Us!, Parkland's annual employee appreciation week, is scheduled for Monday, May 11, through Friday, May 16, with a national theme of "Healing Happens Here."

This year's event will feature:

- Exciting activities: Parkland Born, World-Wide Wednesday, Throwback Thursday, Hawaiian Luau and more
- Parkland-branded gift and complementary meal provided to all Parkland team members

Read *Parkland Now* and visit the dedicated [Celebrate Us! SharePoint page](#) for continued updates and more information as we get closer to kickoff.

Volunteer opportunity

If interested in volunteering for this year's events, please email the Employee Engagement inbox at EmployeeEngagement@phhs.org.

▼ Reach for the Stars applications open May 1-15

Parkland's Reach for the Stars Nursing Scholarship Program helps employees take the next step toward their professional goals. This biannual scholarship is open to current Parkland employees who are undergraduate students enrolled in a public nursing school and who demonstrate financial need.

How to apply

1. Visit the [Reach for the Stars Nursing Scholarship Program SharePoint site](#) (OTM SharePoint> Workforce Development>Scholarship Programs) or view the [program flyer](#) to see eligibility requirements and the selection process.
2. Between May 1 – 15, complete the application, available beginning Friday, May 1, as a PDF form on the [Reach for the Stars Nursing Scholarship Program SharePoint site](#).
3. Send your questions and completed application packet to R4S@phhs.org no later than 5 p.m. Friday, May 15.

▼ Lasting Impressions: Tracey Newton



Each week, “Lasting Impressions” features a Parkland employee who does exceptional work and provides excellent customer service. This week’s “Lasting Impressions” features Tracey Newton, Medical Assistant, Oncology Clinic.

“Tracey exemplifies the highest standards of compassion, professionalism and teamwork every single day. She is exceptionally hard-working and conscientious, consistently going above and beyond to ensure that both patients and providers feel supported. She is always willing to step in and help wherever she’s needed, often anticipating provider needs before they even have to ask. Her proactive approach greatly enhances clinic flow and improves the care experience for everyone. What truly sets Tracey apart is her warm, welcoming presence. She has a natural ability to make patients feel comfortable during some of the most vulnerable moments of their lives. Her friendly demeanor, positivity and authentic kindness help put anxious patients at ease and contribute to a healing environment. Tracey not only performs her duties with excellence, but she also elevates the entire team with her attitude, reliability and professionalism. She embodies what it means to deliver exceptional care and create lasting impressions at Parkland.”



▼ Join the fun at Food Truck Fridays

Each week, Parkland hosts Food Truck Fridays, bringing local food trucks to the main campus for both day shift and night shift employees.

Day shift

- 11 a.m. to 2 p.m.
- On Tex Oak Avenue near hospital employee entrance
- 5184 Tex Oak Avenue

Night shift

- 9 p.m. to midnight
- Hospital main entrance
- 5200 Harry Hines Boulevard

This event brings us together with our fellow team members to enjoy unique and diverse culinary experiences. Mark your calendars and bring your appetite!

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.

► Introducing Milliman Mondays: on-site retirement consultations

Interested in discussing your retirement with an expert? We’re now offering Milliman Mondays — on-site, one on one retirement consultations available every Monday with a Milliman@Parkland representative.



Learn more

Beginning Monday, May 11, a Milliman representative will be on campus to meet individually with employees every Monday from 7 a.m. to 4 p.m. in the Moody Outpatient Building’s Honolulu Conference Room (MOC 05-1334). Appointments are 30 minutes and available in English and Spanish.* During a Milliman Monday consultations, you can:

- Review your accounts in the Supplemental Savings Plan, Mandatory Savings Plan or the Retirement Income Plan.
- Enroll or make changes to your current elections at MillimanBenefits.com, including the addition of the website’s newest security feature, an authenticator app for multi-factor authentication.
- Review your plan’s investment options.
- Add or update your beneficiaries.
- Determine where you stand for retirement.
- Address general questions about budgeting, debt management, Social Security and Medicare.

[Schedule an appointment here](#) or use the QR Code below.

Reminder: you may also meet virtually (phone or online) with a Milliman@Parkland representative Tuesdays and Wednesdays from 8 a.m. to 5 p.m.

*Appointments are available to active employees only.



OnSight Eyes returns May 12-14

We're excited to once again offer OnSight Eyes, providing employees currently enrolled in Parkland's vision plan a convenient opportunity to receive vision care at Parkland. Parkland will host OnSight Eyes on campus from 8:30 a.m. to 5 p.m. on Tuesday, May 12, through Thursday, May 14. To schedule an appointment, [click here](#).

Services provided include:

- Eye exam (covered by Parkland's vision plan)
- Selection of glasses and eyewear for employees – covered by Parkland's vision plan.

OnSight Eyes will offer these services next to the Employee Health Center in the Moody Outpatient Center 4th Floor Conference Room (MOC 04-1100). Vision plan copays will apply, and appointments are required.



Onward & Upward

APP Hospitalist/Observation Service Line: Sandra Schwartz and Jennifer Walker to Advanced Practice Provider II – General

Behavioral Health Social Work: Elise Johnson to Social Worker (LMSW)

Birth Registry Services: Yesenia Mejia to Birth Certificate Registrar

Center of Innovation and Value: Erin Barnett to Research Program Coordinator

Clinical Education & Academic Partnership: Brittany Faris to Business Support Coordinator

Emergency Department: Lindsey Pearson to Associate Manager Nursing

Employee Health Center: Jeraldith Corona to Member Access Representative

Environmental Services – Ambulatory: Socorro Rojas to Lead Environmental Services Technician

Health Information Management Administration: Kayla Longmire to Administrative Assistant

Health Information Management Data Integrity & Technology: Olushola Ajiboye to Senior Health Information Management Database Specialist

Information Technology – Ambulatory Systems: Aliza Shah to Information Technology Application Systems Specialist

Inpatient Discharge Lounge: Kevonte Collier to Patient Transport Dispatcher

Internal Audit: Heather Gundling and Debra Stich to Senior Internal Auditor

Labor & Delivery: Ashley Hernandez to Senior Registered Nurse – Newborn Nursery, Annika Johnson to Associate Manager Nursing

Medicine PCU: Mang Doi to Unit Technician

Medicine Services Administration: Brannigan Maxwell to Nursing Operations Specialist

Mother/Baby A: Julianne Alvarado to Senior Registered Nurse – Mother Baby

Neuroscience Acute Care Unit: Meselech Menta to Unit Technician

Operating Room: Leeba Babu Babukutty to Senior Registered Nurse – Operating Room, Kennedy Stern to Clinical Aide

Patient Access Center: LaTonya Moore to Access Center Specialist

Patient Financial Services – Financial Counseling: Bianca Villarreal to Financial Counselor

Pharmacy – Inpatient: Alejandro Cazares to Infusion Pharmacy Technician

Respiratory Care: Breanna Hargrove to Respiratory Care Supervisor, MaKayla Wilson to Respiratory Care Practitioner



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.