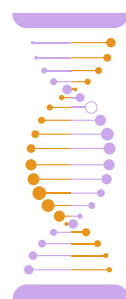




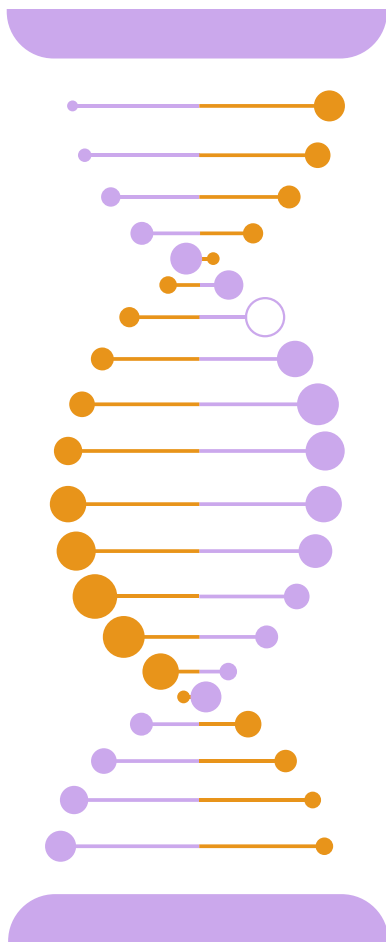
Parkland

Information and stories for Parkland employees  
June 2 – June 8, 2025

# Introducing Universal Relationship Skills



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## Introducing Universal Relationship Skills

### *Caring is in our DNA*

Parkland is excited to launch Universal Relationship Skills, a new organization-wide service excellence model. This program builds upon the important work of our High Reliability (HRO) journey and aligns with a key tenet of what patients want from a healthcare experience: "Keep me safe. Heal me. Be nice to me."

Universal Relationship Skills are anchored in our ICARE values to provide a positive experience for our patients, customers, health plan members and each other.

### ***There are five Universal Relationship Skills:***

- Make a Compassionate Connection
- Invite Participation
- Communicate with Intentional Language
- Practice Teamwork
- Follow Up & Follow Through

Each skill offers practical behaviors you can apply in your work setting. You already use many of these skills!

### ***Coming June 4: Kickoff Module for Universal Skills Training***

A 20-minute kickoff module, assigned in Pathways on June 4, will introduce the Universal Relationship Skills service model, and explain the multi-step timeline for training, leader-led meetings and skills validation.

The training and follow-up observations will give us a common language and a set of shared service standards. At Parkland, Caring is in our DNA, which is the theme for this training program.

The multi-step experience is designed to remind you what caring looks like, sounds like and feels like so you can deliver it daily, whether to patients, health plan members, visitors or colleagues. As one patient put it, "If you care, it shows. It makes me glad to be here."

For more information on the Universal Relationship Skills, please contact the Patient Experience team at [PX@phhs.org](mailto:PX@phhs.org).

## ► June HRO Focus: Mastering STAR for safer, smarter work

In high-reliability organizations (HROs), consistency, precision and mindfulness aren't just ideals—they're essential for safety and reliability. This month's HRO theme centers on a simple but powerful technique that supports those values: STAR—Stop, Think, Act and Review.

Even the most routine tasks carry the potential for error, especially when done on autopilot. That's where STAR comes in. It's a quick, mental checklist designed to keep individuals present, intentional and focused—no matter how big or small the task.



### ***What is STAR?***

- **S – STOP:** Pause before you begin.
- **T – THINK:** What are you about to do? What's the goal? Are there any risks?
- **A – ACT:** Follow through with focused, deliberate action.
- **R – REVIEW:** Reflect on the outcome. Did things go as planned?

To illustrate how seamlessly this fits into daily life, consider this: even choosing a snack from a vending machine is an opportunity to practice STAR.

- **STOP:** Take a moment before making your choice.
- **THINK:** Check the snack's label and price. Is it what you want?
- **ACT:** Make sure you have pressed the correct button.
- **REVIEW:** Did the correct item drop? If not, what went wrong?

While this example may seem trivial, building STAR habits in everyday situations strengthens our ability to apply the technique during complex, high-stakes tasks—when accuracy and attention truly matter.

Teams are encouraged to print and post the [June HRO STAR flyer](#) on huddle boards and use it as a conversation starter. Reflect on how your department can integrate STAR into daily routines—and reinforce a culture of safety, awareness and accountability.

## ▼ Lasting Impressions: Dez Herron



Each week, "Lasting Impressions" features a Parkland employee who does exceptional work and provides excellent customer service. This week's "Lasting Impressions" features Marlow "Dez" Herron, Director of Operations, Ambulatory Clinical Support Services.

*"A person would be hard-pressed to find someone as caring and compassionate as Dez Herron. Each day he demonstrates Parkland's ICARE values by leading with integrity, respect and compassion. Regardless of whether it's a behavioral health, primary care or specialty clinic need, Dez regularly goes out of his way to connect patients to the appropriate services for care. There are countless patients he has helped – some of who he has never met, but who reached out and needed Parkland services. Thank you, Dez, for connecting so many patients to care they need and getting them on the road to a healthier life."*

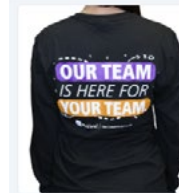


Want to nominate an employee who goes above and beyond? Tell us what makes them so fantastic by emailing [Employees@phhs.org](mailto:Employees@phhs.org) or calling ext. 28048.

## Parkland logo apparel presale now through June 8

Now through Sunday, June 8, you can preorder the most popular Parkland logo apparel items by [clicking here](#) (scroll to bottom of catalog, all items are noted as presale items).

All orders will be available for pick up from 7 a.m. to 7 p.m. beginning Wednesday, July 9, through Friday, July 11, in the Private Dining Room. For any questions, please contact the Gift Shop 469-419-0065 (ext. 70065).



**\*Parkland Logo Presale Item Available June 8**  
Category: Clothing  
Description: Note: Sweatshirt is true to size 50/50 cotton/poly fleece Parkland Health has a hospital and provide health services to get community support. Our team of healthcare professionals at Parkland provides compassionate care and support. Show your "team spirit" in this crowd favorite. White lettering across the chest  
Color: Black, Grey



## Join the Parkland team at the annual Dallas Pride Festival Parade

In celebration of Pride Month, the LGBTQ+ Employee Resource Group will have a table outside of Park Market during lunch hours beginning Tuesday, June 10, through Thursday, June 12. Stop by to enjoy light refreshments, connect with ERG members and learn more about the ERG's upcoming initiatives and vision for the future at Parkland.

Interested in getting involved? The ERG will also be registering volunteers to represent Parkland at the Dallas Pride Festival on Saturday, June 14, and the Pride Parade on Sunday, June 15. If you're unable to attend Park Market but would still like to volunteer, you can sign up [here](#).

Join us in showing your support and pride! If you have questions, email [LGBTQERG@phhs.org](mailto:LGBTQERG@phhs.org).

## Join the Safety Spotlight on June 2

At noon on Monday, June 2, Patient Safety & Clinical Risk Management will host this month's "Safety Center Spotlight" to educate Parkland team members on how to get the most out of the Safety Center. Each month they share updates, tips, tricks and answer your questions about the Safety Center. You can join this month's meeting using the login information below.

- [Join WebEx](#)
- Meeting number (access code): 2318 254 0921
- Meeting password: rBtvW9pmj52



## ▼ Juneteenth events happening this month

Juneteenth is Thursday, June 19, and Parkland's VOICES Employee Resource Group (VOICES ERG) has several events planned this month to celebrate and learn the history of this important day in our nation's history.

- The VOICES ERG invites you to a special event from noon to 1 p.m. on Thursday, June 5, featuring Dr. W. Marvin Dulaney, Deputy Director and Chief Operating Officer of the African American Museum in Dallas. Dr. Dulaney will share powerful insights into the historical significance and legacy of Juneteenth. The event will be held in the MacGregor W. Day Auditorium (1st floor, Moody Outpatient Center) and is also available virtually [via WebEx](#). Refreshments will be available following the program on a first-come, first-served basis.
- On Friday, June 20, VOICES will host a Juneteenth Food Truck Festival featuring a flavorful variety of meals from four food trucks (two trucks by the hospital and two trucks by the Moody Outpatient Center). Join VOICES as we celebrate Juneteenth through culture, community, and cuisine.

Juneteenth (short for "June Nineteenth") marks the day when federal troops arrived in Galveston, Texas in 1865 to take control of the state and ensure that all enslaved people be freed. The troops' arrival came a full two and a half years after the signing of the Emancipation Proclamation. The next year, freedmen in Texas organized the first of what became the annual celebration of "Jubilee Day" on June 19. In the ensuing decades, Juneteenth commemorations featured music, barbecues, prayer services and other activities; and as Black people migrated from Texas to other parts of the country, the Juneteenth tradition spread. Juneteenth honors the end to slavery in the United States and is considered the longest-running African American holiday. On June 17, 2021, President Joe Biden made Juneteenth a federal holiday.



## June healthcare observances\*

**June 1:** National Cancer Survivors Day

**June 8:** World Brain Tumor Day

**June 14:** Family Health and Fitness Day, World Blood Donor Day

**June 18:** Autistic Pride Day

**June 19:** World Sickle Cell Day

**June 25:** World Vitiligo Day

**June 27:** National HIV Testing Day

**June 9-15:** Men's Health Week

**June 22-28:** Helen Keller Deaf-Blind Awareness Week

Alzheimer's & Brain Awareness Month

Cataract Awareness Month

Men's Health Month

Myasthenia Gravis Awareness Month

National Aphasia Awareness Month

National Congenital Cytomegalovirus Awareness Month

National Migraine and Headache Awareness Month

National Oral Health Month

National Scleroderma Awareness Month

PTSD Awareness Month

Scoliosis Awareness Month

Wound Healing Awareness Month

*\*The list of healthcare observations comes from [www.healthgrades.com](http://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](mailto: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](mailto:Employees@phhs.org) or call ext. 28048.