

HOW

Parkland

Information and stories for Parkland employees
June 8 – 14, 2026

As Dallas takes the
World Cup stage,
*Parkland
stands ready*



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As Dallas takes the World Cup stage, Parkland stands ready

As you are likely aware, the 2026 FIFA World Cup begins this week, and North Texas will play a very prominent role. This means as many as 100,000 additional visitors per day to our community, and Parkland has been at the center of preparation efforts. Our healthcare system is preparing alongside regional partners to support what is expected to be one of the largest mass gathering events ever hosted in the United States.

AT&T Stadium (aka “Dallas Stadium”) will host nine World Cup matches, beginning on Sunday, June 14, and concluding with a semifinal match on Tuesday, July 14. Dallas will also host the FIFA International Broadcast Center at the Kay Bailey Hutchison Convention Center and a 39-day FIFA Fan Festival in Fair Park. In the Group Stage alone, we will welcome fans from the Netherlands, Japan, England, Croatia, Argentina, Austria, Japan, Sweden, Jordan and the reigning World Cup champions, Argentina.



So how do you plan for an event with such a massive scope?

Preparation through collaboration

Many Parkland departments – including Emergency Department, Trauma, Burn and Disaster Management & Business Continuity, among others – began preparation through participation in regional planning initiatives and collaboration with local, state and federal partners. Planning efforts have included coordination with healthcare coalitions, emergency management agencies, public health officials, EMS providers, law enforcement and event organizers to ensure a unified approach to readiness.

“Many hospital systems, emergency medical services agencies, public safety agencies and emergency planning agencies have been coordinating for over a year to make sure that the North Texas World Cup site is among the safest and most prepared from a health and medical standpoint,” said Courtney Edwards, DNP, MPH, RN, CCRN, CEN, TCRN, NEA-BC, FAEN, Director of Nurse Trauma Community Outreach.

Readiness across the organization

Preparing for an event of this magnitude requires engagement from virtually every department across the organization. Clinical and operational teams have dedicated significant time to reviewing procedures, validating response plans and strengthening operational readiness. These efforts are designed not only to support FIFA-related activities but also to improve our readiness for future emergencies and large-scale community events.

The critical role of BioTel

During major planned events such as the World Cup, BioTel helps maintain real-time situational awareness across healthcare, EMS, public safety and emergency management partners. BioTel enables rapid information sharing regarding emerging incidents, patient trends, resource availability and operational impacts across the region. Should a significant incident occur, BioTel serves as a critical communication bridge that helps ensure healthcare resources are used effectively while supporting coordinated decision-making among responding agencies.

PCCI gives valuable analysis

The Parkland Center for Clinical Innovation (PCCI) team has provided an online dashboard to provide data to embassies and other services who assist travelers to find healthcare services such as pharmacies, dentists, urgent care and other services travelers might need. PCCI has also provided forecasting data of what the region might see during the expected influx of travelers.

Ready to serve

The preparations underway today reflect our ongoing commitment to providing safe, high-quality care under any circumstances. Whether responding to daily healthcare needs or supporting a global event of historic scale, our teams remain dedicated to ensuring that our patients, staff and community receive the exceptional care and support they deserve.

“We have a dream that June and July will come and go and all of us will go, ‘It’s been a hot summer. Traffic seems worse than usual.’ And that’s it,” said Marshal Isaacs, MD, Professor of Emergency Medicine at UT Southwestern, Senior Attending Physician in the Parkland Emergency Department and FIFA North Texas Medical Lead. “We have a few nightmares too, but there is an army of dedicated, committed, smart people throughout North Texas and at Parkland who have worked to address the scenarios. We will be as prepared as any place in the world.”

World Cup reminders

- If you need to contact an interpreter to help communicate with patients and visitors, please call our language line, ALVIN at 214-590-5846 (ext. 25846 or ALVIN) and select the preferred language from the directory.
- Please be mindful of heavy traffic World Cup, base camps/practice sites, AT&T Stadium (Dallas Stadium) and the FIFA Fan Festival in Fair Park. Please plan your commute to work accordingly.



▼ Lasting Impressions: Wendy Young

Each week, "Lasting Impressions" features a Parkland employee who does exceptional work and provides excellent customer service. This week's "Lasting Impressions" features Wendy Young.



"Wendy leaves a lasting impression because she transforms the experience of communication at Parkland into ways that are both deeply human and quietly profound. As Director of Language Services, she leads a function that every healthcare system must provide, yet under her guidance it becomes something far more meaningful: a safeguard for dignity, trust and connection. She helps colleagues recognize that language is not simply a logistical step in care, it is a moment of vulnerability for patients and a moment of responsibility for us. That reframing stays with people long after the meeting ends. Wendy's lasting impression is found in the steadiness she brings, the respect she models and the humanity she protects. She makes Parkland feel more thoughtful, more connected and more aligned with its values."



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.

June HRO focus: Cross-Functional Collaboration

This month's High Reliability focus is Cross-Functional Collaboration – how we work across roles, teams and departments to deliver safe, coordinated care. At Parkland, collaboration extends beyond individual teams. Safe outcomes depend on how effectively we communicate, coordinate and align with colleagues who bring different expertise, perspectives and responsibilities.

Simply put: We achieve the best outcomes when we function as one team—not many.

Why it matters

Strong cross-functional collaboration helps us:

- Prevent gaps during handoffs and transitions
- Build shared understanding
- Identify risks earlier
- Improve efficiency and timeliness
- Strengthen trust and psychological safety

When collaboration is strong, work flows seamlessly. When it breaks down, risk increases.



Journey to High Reliability

Everyone has a role

Cross-functional collaboration is not limited to specific roles – it depends on all of us:

- **Individuals:** Communicate clearly, ask questions and use tools like SBAR and read-backs
- **Teams:** Align on goals, respect expertise and support one another
- **Leaders:** Break down silos and create environments where speaking up is expected.

High Reliability depends on deference to expertise – ensuring the person with the right knowledge has a voice, regardless of role.

Putting it into practice

- Pause and align before critical steps
- Clarify roles during handoffs and transitions
- Use structured communication tools
- Invite input: "What am I missing?"
- Close the loop with confirmation

These small, consistent actions strengthen coordination and reliability.

Take the next step

Click [here](#) to explore June's Cross-Functional Collaboration resources to support your teams. Together, we're building a culture where collaboration is intentional, inclusive, and grounded in expertise – because the best outcomes happen when every voice is heard.

▼ Join the CHNA Lunch & Learn on June 11

From noon to 1 p.m. Thursday, June 11, Parkland will host a Community Health Needs Assessment (CHNA) Lunch & Learn, titled "Where We've Been, Where We're Going: The CHNA & Behavioral Health Journey." This session will provide an overview of past and current CHNA findings, highlighting key trends in community and behavioral health, progress made and strategic priorities moving forward.

Presenters include:

- Pedro Fernandez, MD, Co-Chief of Psychiatry and Medical Director of Consultation Liaison Psychiatry
- Rebecca Corona, PhD, Director, Integrated Behavioral Health
- Minnie Mathew, Administrative Director, Global Behavioral Health
- Kurtis Young, LCSW, Senior Director, Social Work
- Geoff Camp, Vice President of Behavioral Health Services

Click [here](#) to register to attend upcoming CHNA Lunch & Learn webinars. We look forward to your participation in this informative discussion.

OnSight Eyes returns July 7-9

We're excited to once again offer OnSight Eyes—giving employees enrolled in Parkland's vision plan a convenient way to access vision care right here on-site!

OnSight Eyes brings vision care directly to the workplace. Instead of scheduling an offsite appointment with an optometrist or eye care professional, Parkland will host OnSight Eyes on campus from 8:30 a.m. to 5 p.m. on Tuesday, July 7, through Thursday, July 9, for employees currently enrolled in the Parkland vision plan. 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 (04-1100). Vision plan copays will apply, and appointments are required.



► Hand sanitizer update begins this week

Beginning Monday, June 8, hand sanitizer dispensers will be updated throughout the hospital. We apologize for any inconvenience this may cause and appreciate your patience during this time.

Onward & Upward

9 Medical Surgical: Devani Carrillo, Lakenya Chalmers, Tiffany Grandberry, Valentin Hernandez, Raivyn Mack, Hilda Navarrete, Shareka Smith and Patrick Trei to Patient Care Assistant

Dietary – Nutrition Services: Andrew Atchley to Nutrition Services Supervisor

Enterprise Project Management Office: Lyndsey Clark to Senior Project Manager

Health Records Management: Ablavi Agama to Senior Health Information Management Associate

Hospital at Home: Jessica Johnson to Senior Registered Nurse – Acute Care

Information Technologies – Administration: Gregory Ervin to Vice President, Enterprise Technology

Information Technologies – Technical Systems: Alejandro Ruiz Pacheco to Interface Developer Specialist

Laboratory Support Services: Tamara Guzman to Supervisor Laboratory

Medicine PCU: Charles Dey and Ivette Ramirez Gutierrez to Senior Registered Nurse – ICU CCU PCU

Medicine Specialties: Jacob Gai to and Reena Koickal Senior Registered Nurse – Oncology

Parkland Center for Clinical Innovation: Ashley Steele to Senior Software QA Engineer

Patient Financial Services – Financial Counseling: Elizabeth Bing to Senior Financial Counselor

Physical Medicine & Rehabilitation Administration: Sahil Shah to Supervisor – Orthotics & Prosthetics

Plastic Surgery: Tami Leal to Senior Registered Nurse – Acute Care

Radiology Administration: Natalia Ramos Hernandez to Referral and Care Coordinator

Retirements

- Donald Andriot, Operational Excellence Management Engineer, Operational Excellence
- Mary Daniel, Pharmacy Technician, Pharmacy – Inpatient
- Maurice Gbona, Unit Aide Coordinator, Labor & Delivery
- Donna Lopez, Patient Financial Services Representative, Patient Financial Services Registration
- Thankachan Varghese, Radiologic Technician Weekend 2 Day, Diagnostic Radiology
- Judy Yep, Optometrist, Eye Clinic



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.