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Parkland

Information and stories for Parkland employees
July 10 – 16, 2023



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Annual required training launches July 12

Parkland's Annual Required Training will launch on Wednesday, July 12, to meet compliance and ethics, information security and regulatory requirements. Annual, mandatory training is crucial to Parkland fulfilling our mission for Dallas County. The trainings must be completed by Wednesday, Aug. 23.

Who will be assigned this training?

Training will be assigned to employees and select non-employees with hire/start dates prior to Jan. 1, 2023. All employees, regardless of start date, will also receive our Employee Handbook Overview & Attestation in Parkland Pathways.

What does the training include?

Your training assignment is based on your role at Parkland and includes some combination of the following modules.

Program Content	Description
Compliance & Ethics Training 60 min	These training modules provide an overview of relevant compliance and ethics concepts and organizational responsibilities. At Parkland, Compliance and Ethics is everyone's responsibility and this training helps participants learn to identify potential compliance matters and the options available to report them.
Information Security Training 30 min	This training module covers state-required content to ensure all employees with systems access understand their responsibilities for protecting against cybersecurity threats.
Regulatory 90 min	These training modules provide procedural overviews and best practices for how to respond in various emergency situations, including workplace violence, emergency response, fire, stroke, exposure to hazardous materials and infection prevention.

How can I access this training?

Employees will be able to access the training by taking the following steps. An email communication will be sent on July 12 after the launch:

1. Using your Parkland network ID* and password, log in to Parkland Pathways by clicking [here](#). You can also access Parkland Pathways from the Parkland intranet homepage.
2. Under "My Learning Assignments," locate the 2023 Annual Required Training assignment.
3. Click on the assignment to view and launch the training program.

**As a reminder, your network log-in credentials are the same as you use to log-in to a Parkland computer or Epic.*

Who do I contact for technical issues or questions?

For technical issues or questions regarding Parkland Pathways Learning, you can submit a FIX IT ticket via the [IT Self Service Portal](#), report a Pathways training issue via [T.E.S.S. our Virtual Agent](#), or contact the Technical Support Center at 214-590-5999.

Be sure to log into Parkland Pathways starting July 12 to complete this training.



▶ Join our Conversation with Dr. Opal Lee on July 12

Parkland's VOICES Employee Resource Group (ERG) is proud to host "A Conversation with Dr. Opal Lee" from 1 to 3 p.m. on Wednesday, July 12, on the Parkland campus. While in-person seating is already at capacity, all Parkland team members are encouraged to participate virtually. You can register for the WebEx and also submit a question for Dr. Lee by [clicking here](#).

Dr. Lee is often described as the "Grandmother of Juneteenth." She is a retired teacher, counselor and activist in the movement to make Juneteenth a federally recognized holiday. Dr. Lee promoted a petition for a Juneteenth federal holiday at www.change.org, which received 1.6 million signatures. At the age of 89, she conducted a symbolic walk beginning in Fort Worth in September 2016, arriving in Washington, D.C., in January 2017. Her goal was to hand-deliver the petition to President Barack Obama. On June 17, 2021, Dr. Lee was present when President Joe Biden signed Senate Bill S. 475, making Juneteenth the 11th federal holiday.

Please join us virtually for this important discussion, sponsored by Parkland's Office of Diversity, Equity and Inclusion.

▼ Lasting Impressions: Christine Smith



Each week, “Lasting Impressions” features a Parkland employee who does exceptional work and provides excellent customer service. This week’s “Lasting Impressions” features Christine Smith, PA-C, Advanced Practice Provider II – General, Cardiology Service Line.

“One of Christine’s patients was unable to read or write and was having issues with medication compliance. During Christine’s office visit with the patient, she discovered this issue and took matters into her own hands. Christine gave the patient three different colored pill boxes indicating morning, mid-day and night. She then developed a color-coded sticker system that matched the pill boxes and would allow the patient to place his medications in the correct color pill box. She explained all of his medication instructions and the color-coded system to him with an interpreter. Christine exhibited our ICARE values of compassion, collaboration and equity by creating an opportunity for the patient to be compliant with his medications despite the inability to read or write. Christine consistently goes above and beyond for her patients and we are so thankful to have her as a part of the cardiology group!”



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.

One Survey starts July 24

Our Parkland One Survey is coming soon! The survey begins Monday, July 24, and will be open through Friday, Aug. 18. This survey is an opportunity for all employees and clinicians (hired before April 30, 2023) to have your voices heard.

As you may know, we’ve combined Engagement, Culture of Safety, Compliance and NDNQI RN Satisfaction surveys into a single survey to help streamline the participation process and work more meaningfully to improve everyone’s experience at Parkland. Based on your feedback from past surveys, you said it and we did it!

How do I take the survey?

Starting at 8 a.m. on Monday, July 24, the survey will be sent to your Outlook inbox from a third party, Press Ganey. It’s not spam or a phishing attempt. Within the external Press Ganey email will be a link to access the survey. Please note this is a personalized link that should not be forwarded. Be sure to give your feedback upon receiving a link to the survey. The survey will be available in English and Spanish.

Depending on your role at Parkland, the survey will take approximately 10-20 minutes. For nurses, the survey may take up to 30 minutes. While the survey is voluntary, we encourage your participation so that the data we receive represents the entire Parkland population.

Your opinion matters. It helps us make sure Parkland offers the best team member experience for everyone at Parkland! Please be on the lookout for the survey and join us in taking the One Parkland Survey!

PLEASE NOTE: Your individual responses will not be seen by any Parkland individual. Results are compiled by Press Ganey and shared with Parkland in a confidential manner.



Monthly HRO Focus Topic

Each month, Parkland will focus on specific High Reliability Organization (HRO) topics to enhance understanding, help implementation and provide support for these improvements. This month, we introduce the Universal Skills bundle. **Universal Skills Bundle**

As illustrated in the Pathways online module, Universal Skills are for everyone. These Universal Skills and tools can be used across a wide range of jobs and, when practiced as habits, will help us reduce errors that might lead to patient, employee or visitor harm.

To print individual copies of the Universal Skills bundle, click [here](#). To order in bulk from Exalt Printing, click [here](#) for a list with catalog numbers (all print materials are also available on the HRO website).

For more information on HRO topics or events, visit the HRO website at: <https://phhs.sharepoint.com/HRO/SitePages/Home.aspx> or email QualitySafetyOperations@phhs.org.



Submit your quality, reliability and patient safety abstracts by Sept. 1

In October, Parkland will celebrate National Healthcare Quality Week, part of which will be a poster contest. If you are interested in participating, you can submit abstracts to: QualityWeek@phhs.org highlighting completed or in-progress initiatives that enhance quality outcomes, reliability and patient safety at Parkland. The deadline to submit abstracts is Friday, Sept. 1.

Projects submissions must be in-progress or completed and have started no earlier than Jan. 1, 2021. Abstracts must be 1,800 characters (~300 words) or less, exclusive of footnoted references, tables or figures and follow [Squire 2.0 Guidelines](#).

If your abstract is selected, you will be asked to submit a project poster for display during National Healthcare Quality Week. There will be a first, second and third place winner selected, as well as a People's Choice Award. Each poster is eligible for one award. Poster winners will be announced during the closing celebration and will be featured in an issue of *Parkland Now*.

Onward & Upward

Advanced Practice Provider Hospitalist/Observation

Service Line: April Walker to Advanced Practice Service Lead – General

Advanced Practice Provider Psychiatry Service Line: Shruti Desai and Theresa Larsen to Advanced Practice Service Lead Special

Care Management: Laura Gures to Manager, Care Coordination

Clinical Education & Academic Partnership: Julie Dinh to Registered Nurse Professional Development Practitioner

Environmental Services – PMH: Na Nguyen to Lead Environmental Services Technician

Health Record Review: Roderick Turner to HIM Analyst II

Learning & Development: Earnestine Savage to Principal Learning & Development Consultant

Linen Services: Rodolfo Hernandez, Mathai Issac and Dinesh Mali to Linen Wash Room Technician

Mother/Baby Maternal Fetal Medicine: Amy Artz to Manager, Nursing

Patient Financial Services Patient Access: Sonia Alvarez to Supervisor, Revenue Cycle

Pathology Administration: Brianna Houston to Lab Inventory Specialist

Urgent Care Center: Iris Hockema to Senior Registered Nurse Specialist – Emergency

Retirements

- Kenneth Mack, IT Application Systems Team Manager, IT Technical Support Center

Congratulations!

- Miranda Bond, Administrative Director, Patient Relations, has been named a Bloomberg Fellow (Parkland's first). The Bloomberg Fellows Program is a groundbreaking initiative that provides world-class public health training to individuals engaged with organizations tackling critical challenges facing the United States.
- Officer Cory James represented the Dallas County Hospital District Police Department at the annual Texas Police Games in El Paso last month, winning gold medals in four categories: 100 meters, shotput, long jump and 4x100 meter relay.
- Greg Jeter, Nurse Navigator, Perioperative Services Administration, has been appointed to serve as a member of the Care of the Transgender Patient Task Force by the Association of periOperative Registered Nurses.



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.