

Now

Parkland

Information and stories for
Parkland employees
Aug. 4 – Aug. 10, 2025



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Heart of Healing through EXCELLENCE

PARKLAND NURSING JOURNEY TO MAGNET®

On the cover

Parkland welcomes ANCC appraisers for Magnet® designation site visit

Monday, Aug. 4, through Thursday, Aug. 7, appraisers of the American Nurses Credentialing Center (ANCC) will be at Parkland for a Magnet® designation site visit. Please join us in welcoming these appraisers to our campus!

This site visit is a significant milestone in our journey toward Magnet® designation, and everyone should take immense pride in this remarkable achievement. To learn more about what has been done to get us here, you can read Parkland's [official Magnet® Document](#), which outlines our nursing practices, patient care strategies and our commitment to a supportive work environment.

You also have an opportunity to participate in the evaluation process and speak directly to a Magnet® appraiser from 2:30 – 3:15 p.m. on Tuesday, Aug. 5, in the Private Dining Room.

The ANCC Magnet Recognition Program® is the highest credential a healthcare organization can achieve. A Magnet® designation indicates to patients and the public that these organizations have met the most stringent, evidence-based standards of nursing excellence in patient care delivery. Magnet® recognition acknowledges the invaluable contributions of nurses and workforce members in all healthcare settings and among all populations worldwide. It is a global, results-driven recognition that fosters nurse engagement and the role nurses play as interprofessional team members to improve patient outcomes and reduce healthcare costs.



► August HRO Focus: The Power of Repeat-Backs and Read-Backs

In high-reliability environments, communication isn't just about talking—it's about confirming. That's why Repeat-Backs and Read-Backs are essential tools for ensuring accuracy, preventing errors and promoting a culture of safety.

JOURNEY TO → HIGH
RELIABILITY

What are Repeat-Backs and Read-Backs?

- Repeat-Back is the verbal restatement of instructions or information just heard. It's commonly used when someone gives a task, direction or verbal update.
- Read-Back is the spoken confirmation of written or documented information—such as lab results, schedules or patient IDs.

These practices create a closed-loop communication system that helps teams catch mistakes before they happen.



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Why it matters

Miscommunication is one of the leading causes of preventable harm in healthcare and other high-stakes environments. Using 3-Way Repeat-Backs and Read-Backs create a closed-loop communication process that ensures everyone is on the same page:

1. Sender speaks a clear message.
2. Receiver repeats it back.
3. Sender confirms or corrects the message.

This method is not only efficient—it's also a requirement by The Joint Commission for verbal or telephone orders and critical test results. The receiver must document the information verbatim and read it back to the sender to confirm it's correct.

A Culture of Safety starts with communication

By consistently using Repeat-Backs and Read-Backs, we strengthen our communication, reduce misunderstandings, build trust among team members and help prevent harm to patients and daily operations. It's a small habit that makes a big difference.

Let's make August a month of mindful communication. Speak clearly, listen actively and always confirm. Print your copy of the August HRO theme by [clicking here](#) or scanning the QR code. Post it on your integrated huddle boards and take a few minutes to talk with your team about the importance of Repeat-Backs and Read-Backs. These simple yet powerful communication habits help ensure that messages are heard, understood and confirmed—especially when sharing critical information.

Encourage your team to feel empowered to speak up, ask for clarification and use Repeat-Backs and Read-Backs to verify accuracy. When we consistently and respectfully practice these habits, we strengthen safety, build trust and reduce the risk of errors. Learn more about HRO tools and skills by visiting the [HRO SharePoint site](#).



▼ Lasting Impressions: Diana Rothwell

Each week, "Lasting Impressions" features a Parkland employee who does exceptional work and provides excellent customer service. This week's "Lasting Impressions" features Diana Rothwell, IT Application Systems Team Lead, Information Technologies – Clinical Systems.



"Diana has gone above and beyond to help me with an issue we are having with After Visit Summaries. She initially tried to assist me, and then pointed me in the direction of our IT team. She then followed back up a week later to see if my issue had been resolved, even though she does not cover our areas. When I told her that I placed a ticket with our IT folks, she offered help if needed. When our IT folks were not able to resolve the issue, I reached out to Diana again for help, and she was able to come up with a solution. Diana is a great example of the values we expect from our team members at Parkland. The level of collaboration, follow through and assistance I observed from Diana is not only rare but commendable. If ALL of our team members at Parkland demonstrated the ICARE and HRO values like Diana does, we would be a completely 'no harm' facility to be sure. Many thanks to Diana and to her leadership for such exemplary collaboration for our patients!"



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.

► Your mid-year Total Rewards Statement is on its way

At Parkland, we believe in fully supporting our team members in any way we can. That's why we take great pride in our comprehensive Total Rewards package. It's more than just a paycheck – it's a commitment to your well-being!

To help make you aware of the full value of your total rewards, we mailed personalized Total Rewards Statements to team members' home addresses on Friday, Aug. 1. They are scheduled to arrive this week.

What does the Total Rewards Statement include?

This mid-year statement shows your compensation plus your employee benefits programs starting May 29, 2024, and ending May 27, 2025. We send a statement each year to remind you of your competitive total rewards package and its value.

Beyond competitive pay, Parkland offers:

- Healthcare
- Health savings account (HSA) and Flexible Spending Accounts (FSA)
- Disability, life and AD&D insurance
- Retirement benefits
- Paid time off
- Other valuable features such as Employee Assistance Programs, tuition reimbursement and employee discounts

For more information on your Total Rewards Statement, contact the Office of Talent Management. Go to the [OTM Service Portal](#), call 469-419-3000 (ext. 73000) or visit Parkland's award-winning benefits site ParklandBenefits.org.

▼ Annual water bottle drive a success

Last month, the Professional Excellence in Nursing (PEN) Council held their annual reusable water bottle drive. With new, reusable bottles distributed to individuals experiencing homelessness by Parkland's Homeless Outreach Medical Services (HOMES) program. The drive had a goal of 700 bottles, but thanks to the generosity of Parkland team members, they received 1,245 bottles! Thank you to everyone who made this drive a success, your efforts will greatly benefit individuals experiencing homelessness in our community.



▼ APP annual award nominations now open

Now through Friday, Aug. 15, you can nominate a deserving Advanced Practice Provider (APP) or APP Team who exemplify Parkland's mission, vision and ICARE values. Award categories are listed below, and you can begin your nomination by [clicking here](#).

- **APP Rising Star Award (APP with less than 5 years of experience):** To recognize an APP I or II who has shown exceptional promise and growth in professional skills, leadership and contribution to the healthcare team.
- **APP Emerging Leader Award (APP with 5 or more years of experience):** To honor an APP who demonstrates outstanding leadership, inspires and motivates colleagues to achieve excellence.
- **APP Preceptor of the Year (APP with 2 or more years of experience):** To recognize an APP who shows excellence in educating, precepting, and mentoring students, peers and other professionals.
- **APP Scholarly Endeavors Award:** To recognize an APP with significant contributions to academic research with quality/safety improvement projects, publications, presentations or other scholarly activities.
- **APP Community Service Award:** To honor an APP who has made notable contributions to the profession and the community through volunteerism, advocacy and professional service.
- **APP Team of the Year:** To recognize an APP Team that had made a significant impact on patient care through teamwork and collaboration and overall contribution to healthcare.

Nominate a deserving APP, and join the APP awards celebration at 4 p.m. on Thursday, Sept. 25, in the MacGregor W. Day Auditorium (1st floor, Moody Outpatient Center).



Nominate a deserving physician by Aug. 20

Now through Wednesday, Aug. 20, nominations are open for the Ron J. Anderson, MD, Physician of the Year Award (named after Parkland's longtime CEO) and the EPC Physician of the Year for Inpatient and Specialties. These yearly awards recognize an outstanding Parkland-employed physician and an outstanding inpatient specialties physician who demonstrates extraordinary clinical skills, compassionate care and serve as role models by exemplifying the mission, vision and ICARE Values of Parkland.

Nominations can be made for Parkland-employed staff physicians (Ron J. Anderson, MD, Physician of the Year) or hospital inpatient/specialties physicians (EPC Physician of the Year), and any employee can submit a nomination. To do so, [click here](#).

Join the Safety Spotlight OR the Safety Center Nightlight

At noon on Monday, Aug. 4, Patient Safety & Clinical Risk Management will host this month's "Safety Center Spotlight" webinar to educate Parkland team members on how to get the most out of the Safety Center. In addition, a webinar has also been added each month to reach our night shift staff, titled "Safety Center Nightlight." The first of these events will be held at 5:30 a.m. on Wednesday, Aug. 6. You can join either session using the login information below.

- **Join WebEx**
- **Meeting number (access code):** 2318 254 0921
- **Meeting password:** rBtvW9pmj52



August healthcare observances*

Aug. 1: World Lung Cancer Day
Aug. 31: International Overdose Awareness Day
Aug. 1-7: World Breastfeeding Week
Aug. 4-10: National Health Center Week
Aug. 12-18: OSHA's Safe and Sound Week

Children's Eye Health and Safety Month
Digestive Tract Paralysis Awareness Month
Gastroparesis Awareness Month
National Breastfeeding Month
National Immunization Awareness Month
Psoriasis Action 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.



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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.