

Now

Parkland

Information and stories for Parkland employees
Oct. 27 – Nov. 2, 2025

Parkland earns first Magnet® designation with distinction!



**Magnet
Recognition**
with Distinction
American Nurses
Credentialing Center

Imprivata replaces DUO as
workspace access tool

P.2

The Joint Commission
announces Accreditation 360

P.3

Open Enrollment
Period ends Nov. 4

P.4

Parkland earns first Magnet® designation with distinction!

Parkland Health has achieved its first Magnet® designation with distinction from the American Nurses Credentialing Center (ANCC), the highest national honor for nursing excellence and quality patient care. This prestigious recognition places Parkland among an elite group of healthcare organizations recognized for exceptional nursing professionalism, teamwork and outcomes.

The ANCC Magnet Recognition Program® recognizes hospitals that provide outstanding patient care, nursing excellence and innovative practices. It is the highest recognition a hospital can receive from the ANCC, the largest nursing credentialing group in the country. Only a small and select group of U.S. healthcare organizations have achieved Magnet® recognition.

"Achieving our first Magnet designation is a proud and defining moment for Parkland," said Donna Richardson, DNP, RN, NEA-BC, Executive Vice President and Chief Nursing Executive at Parkland Health. "This recognition speaks to the high standards we uphold and the culture of excellence we've built together. Every nurse, physician, technician, partner and support service played a vital role in this accomplishment. From the bedside to the boardroom, each act of excellence and teamwork brought us to this moment."

To earn Magnet® status, hospitals must meet high standards in nursing excellence, patient care and leadership. The ANCC carefully evaluates each hospital through a detailed and rigorous process that includes site visits, reviews of hospital documents, and staff and patient surveys and interviews.

Research shows that Magnet®-recognized hospitals tend to offer better patient care, including lower mortality rates and higher patient satisfaction. These hospitals also have lower staff turnover among nurses. Magnet recognition also helps hospitals attract and retain top nursing talent.

During a virtual call with an ANCC representative, Parkland was commended for outstanding performance in several areas of nursing excellence. As of Oct. 20, 2025, Parkland Health is one of only five organizations nationwide to hold dual designation through the ANCC with both Pathway to Excellence® and Magnet® recognition — and one of just two to earn Magnet with Distinction®.

Additionally, Parkland received seven Exemplars for demonstrating exceptional outcomes:

- **Nursing education and expertise:** Parkland reported 82.1% of nurses with a bachelor's degree or higher at the time of the Magnet site visit.
- **Delivering culturally sensitive care:** Parkland was recognized for its award-winning CROWN Project (Creating a Respectful and Open World for Natural Hair), which promotes health equity through specialized hair care for patients with textured hair. The program earned the 2024 ANCC Pathway Award®, sponsored by Press Ganey.
- **Structural empowerment:** Parkland's Correctional Health team was commended for delivering culturally sensitive care to Dallas County patients and for its partnership with the University of North Texas Health Science Center in Fort Worth.
- **Nursing satisfaction and engagement:** Parkland's nursing engagement scores exceeded national benchmarks, with more than 75% of units outperforming their peers nationwide.
- **Interprofessional collaboration:** The Parkland Burn Center was recognized for its multidisciplinary approach to patient care across inpatient, acute and ambulatory settings.
- **Nursing retention:** Parkland's nursing turnover rate remains below 10%, averaging 8.8% compared to the national average of 16.4%.
- **Professional practice:** In the ambulatory setting, Parkland outperformed national benchmarks for clinical nursing quality indicators, including surgical patient burns per 1,000 visits or cases.

"This recognition is a testament to the incredible dedication of our nurses and their commitment to providing exceptional care to everyone in our community," said Fred Cerise, MD, MPH, President and CEO of Parkland. "Magnet designation affirms what we see every day at Parkland, nurses leading with compassion, skill and innovation to improve the lives of those we serve. We're proud that the ANCC has recognized what our patients have always known – that Parkland nurses set the standard for excellence in care."



► Imprivata replaces DUO as workspace access tool

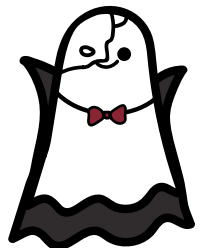
Starting Monday, Oct. 27, Parkland will begin using Imprivata for Workspace access, and enrollment must be completed by Monday, Nov. 17. Imprivata will replace DUO to access Workspace or any item previously accessed using VPN.

Installation and enrollment guides:

Before starting the enrollment process, please set up ConfirmID on your cell phone. Below, please find the tip sheets and videos for both iOS and Android devices:

- [Imprivata Initial Enrollment - Android JobAid v2.pdf](#)
- [Imprivata Initial Enrollment - iOS JobAid v2.pdf](#)
- [Imprivata ID Android Video.mp4](#)
- [Imprivata ID iPhone Enrollment Video.mp4](#)

If you have any questions, please contact the Parkland Technical Support Center at ext. 25999.



▼ Lasting Impressions: Cassandra Crosby



Each week, “Lasting Impressions” features a Parkland employee who does exceptional work and provides excellent customer service. This week’s “Lasting Impressions” features Cassandra Crosby, Senior Environmental Services Technician.

“Please recognize Cassandra Crosby for her outstanding dedication and service during the Irving Health Center Open House. Cassandra went above and beyond to ensure the event ran smoothly, not only by fulfilling every request with a warm smile, but also by staying late to clean and prepare the center for the next day. Her commitment to excellence and her willingness to help in any way needed exemplify Parkland’s ICARE values. Her quiet leadership and tireless work ethic made a lasting impression on everyone present. Cassandra’s selfless contribution reminds us that every role at Parkland is vital to creating a healing and inclusive environment.”



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.

Stop by the Night Shift Fall Back Fair Nov. 1

Parkland’s Night Shift Council and Nurses in Support Roles Council are hosting a Fall Back Fair in anticipation of “falling back” at the end of Daylight Saving Time. The event will be from 10 p.m. to 1 a.m. on Saturday, Nov. 1, in the Nursing Center for Excellence (NPC 02-500) on the second floor of the hospital. Overnight staff is encouraged to come enjoy food, games, music, vendor booths, on-site professional headshots and entertainment during this special shift. In addition, staff is asked to bring a new pair of socks as a part of Nursing’s annual holiday sock drive to benefit our HOMES patients.

► The Joint Commission announces Accreditation 360

Simplified requirements, aligned standards and a stronger focus on safety

In January 2026, The Joint Commission is launching Accreditation 360, a simplified, outcome-focused approach to accreditation that helps healthcare organizations spend more time on safety and quality.

What’s new:

- Simplified Requirements – Over 700 standards removed.
- CMS Alignment – Standards better match CMS requirements.
- Outcome Focus – Emphasis on improving care and safety.
- Supportive Tools – Resources designed to reduce burden and enhance readiness.

Here’s how Accreditation 360 aligns with our five High Reliability Organization (HRO) principles, supporting our committed journey towards becoming an HRO:

- **Preoccupation with Failure** – Promotes continuous readiness and risk awareness; SAFEST tool supports learning from near misses.
- **Sensitivity to Operations** – Integrates accreditation into daily workflows, enhancing situational awareness.
- **Reluctance to Simplify** – Encourages deeper analysis through outcome-based standards and National Performance Goals.
- **Commitment to Resilience** – Streamlined standards support adaptability and recovery.
- **Deference to Expertise** – Values frontline input; SAFEST database fosters shared learning.

Parkland’s Regulatory and Accreditation Affairs department is partnering with leaders to prepare for this transition. Impacted teams will be notified and supported. This message is intended to raise awareness and promote transparency. Be sure to keep an eye out for the upcoming updates!

► Limited 1st floor access in Moody on Oct. 28

Please note that the Moody Outpatient Center 1st floor waiting area will be closed for a private event from 5 – 8 p.m. on Tuesday, Oct. 28. Limited access to the space will begin around 1 p.m. to allow for furniture movement and vendor setup. During this time, we kindly ask staff and visitors to use the 3rd floor sky bridge or designated “backstage” access points to exit the building toward the parking garage or other areas.

If access to the 1st floor is required at this time, please check with an onsite team member. Normal operations in the Moody Outpatient Center 1st floor waiting area will resume at 7 a.m. on Wednesday, Oct. 29. Thank you for your understanding and cooperation.



◀ Open Enrollment Period ends Nov. 4

Parkland's Open Enrollment period is open now through Tuesday, Nov. 4. During this time, you can review and adjust your benefits elections for the 2026 calendar year. This is also a great time to confirm your current mailing address and contact information.

Visit ParklandBenefits.org to learn about this year's changes and get for more information on Open Enrollment and the benefits available to you as a Parkland employee. If you have questions or concerns about this year's Open Enrollment, you may contact the Office of Talent Management (OTM) [online](#) or by phone (469-419-3000, ext. 73000).

▶ Join the MSPS Lunch & Learn on Oct. 29

The Medical Staff Professional Services (MSPS) will host a Lunch & Learn from noon to 12:45 p.m. on Wednesday, Oct. 29. You can join the WebEx by [clicking here](#).

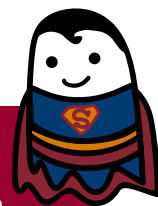
In this session you will learn:

- Why provider data must be accurate and up to date in order to meet regulations, ensure patient safety, maintain proper systems access and to correctly submit data to third parties, such as our health plans.
- The importance of maintaining and submitting proper license and certification documentation, and keeping the MSPS department updated regarding your current data, location and status.
- How you can request data from, or submit tickets to, the MSPS department.



▼ Listen to a quality and safety lecture from Don Berwick, MD

On Oct. 10, Donald M. Berwick, MD, MPP, FRCP, gave an in-person lecture at Parkland on quality and safety and maintaining our compass during a turbulent time in healthcare. If you were unable to attend, that lecture is now available for online viewing by [clicking here](#).



Changes to CPR course offerings

In an effort to better align our training with job requirements and streamline course content, the Clinical Education department is updating the HeartSaver CPR course offering.

Effective Oct. 13, Clinical Education no longer offers the First Aid/CPR/AED course. Moving forward, they will provide CPR/AED only training through the American Red Cross, which meets the requirement for CPR in all job descriptions that say "HeartSaver CPR."

- Employees whose job descriptions require the "HeartSaver CPR course" should register for the CPR/AED course in Pathways.
- Employees whose job descriptions require "healthcare provider CPR course" or "BLS for healthcare providers" should register for BLS (Basic Life Support).

For questions regarding resuscitation courses, please reach out to the Clinical Education team by emailing clinicaleducation@phhs.org.



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.