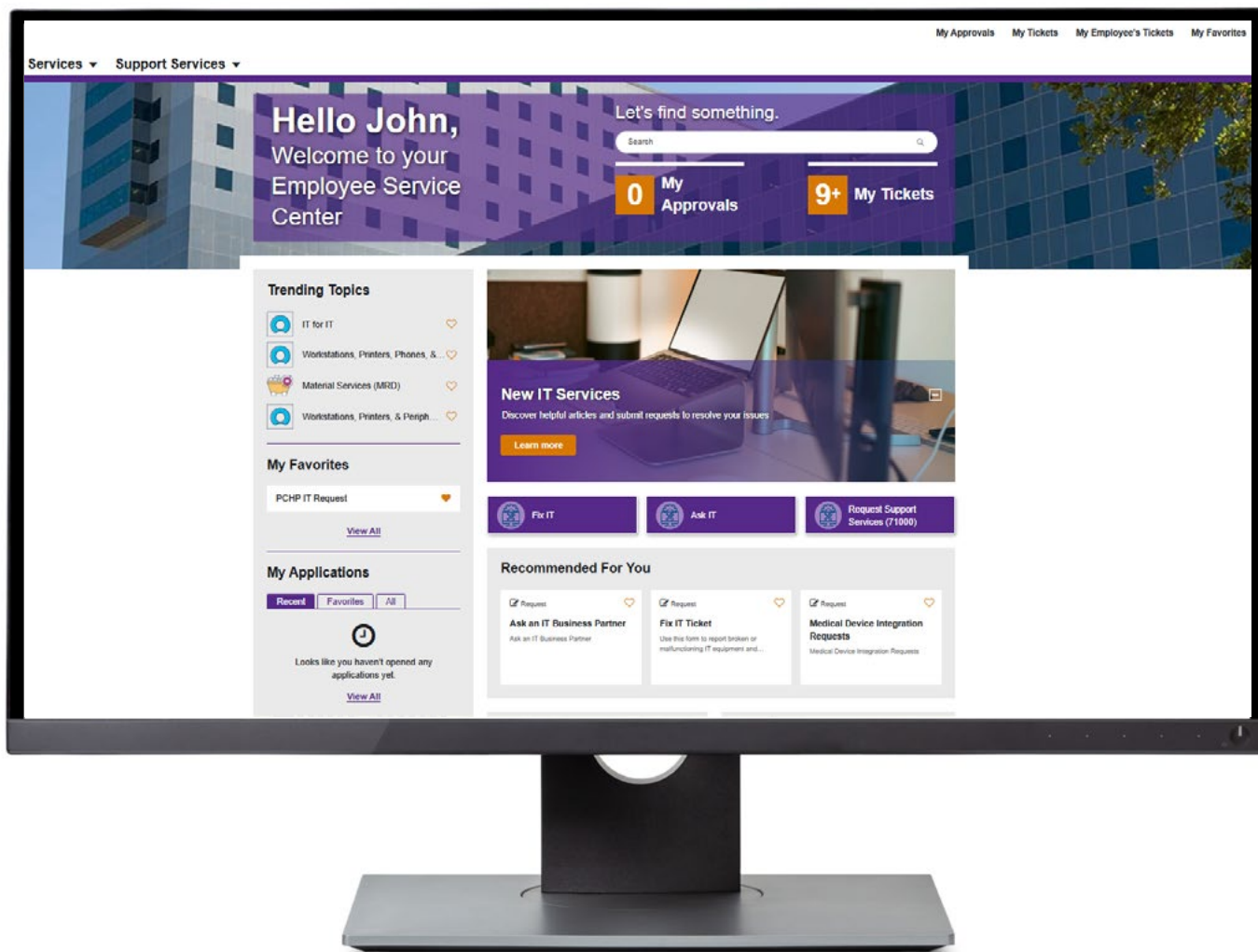


Now

Parkland

Information and stories for Parkland employees

Dec. 15 – 21, 2025



EMPLOYEE SERVICE CENTER

streamlines the way you get
the support you need

P.2 Accreditation 360 Update

P.3 Join the Employee
Town Hall Dec. 18

P.4 Join the HRO Learning
Series session on Dec. 16

Employee Service Center streamlines the way you get the support you need

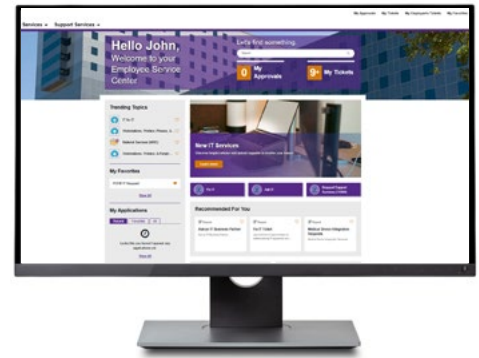
Parkland's new Employee Service Center officially launched on Dec. 8! The Employee Service Center replaces Parkland's previous Self-Service portal, offering a smarter, more engaging way to get the support you need.

We've heard your feedback and are thrilled to bring you a new unified portal designed to bring everything you need into one simple, seamless space. Parkland's new Employee Service Center:

- Learns what you use most
- Brings your favorite tools and requests right to your fingertips
- Has effortless navigation built right in
- Has a powerful Search and Streamline catalog that helps you find what you need in seconds
- Allows you to follow up on tickets to communicate directly with a technologist who is assigned to your ticket or get instant answers from a virtual agent all in one place

This is more than just a new look. It's a smarter, faster and more intuitive way to connect you with the support you rely on, accessible anytime, anywhere on any device. Together, we're improving the way we care for the people who care for our patients.

Parkland's Information Technologies team is excited to introduce this innovative, personalized experience that is designed to grow and improve alongside us. A big thank you to everyone who shared feedback and helped shape this new platform!



► Accreditation 360 Update: Transition to National Performance Goals

Beginning Thursday, Jan. 1, 2026, The Joint Commission will transition National Patient Safety Goals (NPSGs) to National Performance Goals (NPGs). This change represents a shift toward a more comprehensive, patient-centered approach to care. While safety remains a top priority, the new framework expands its focus to include overall patient well-being, experience and outcomes.

Why the change?

The new NPGs take a more proactive and holistic approach. Here's what that means:

- **Patient-centered care:** Prioritizing individual needs, preferences and values
- **Proactive risk management:** Identifying and addressing issues before harm occurs
- **Better communication and teamwork:** Stronger collaboration across all disciplines
- **Outcome-driven performance:** Continuous improvement for better results

What's different?

- **New terminology:** You'll see "NPG" instead of "NPSG"
- **Expanded scope:** NPGs now include quality, experience and engagement – not just safety
- **Better alignment:** NPGs connect with The Joint Commission standards and CMS Conditions of Participation (CoPs)

What's staying the same?

- Our commitment to safe, high-quality care
- Compliance with regulatory and accreditation standards
- Your critical role in making these goals happen every day

What can you do?

- **Stay informed:** Watch for updates and training
- **Ask questions:** Contact your department lead or the Regulatory & Accreditation team
- **Get involved:** Share ideas and feedback as we move forward

Want to learn more?

Check out these resources:

- [Full Chapter: HAP NPG Report \(Effective Jan. 1, 2026\)](#)
- [Simplified Version: HAP NPG Report \(Effective Jan. 1, 2026\)](#)

This change supports our mission to deliver safe, compassionate care and improve outcomes. Every team member plays a key role in making this successful. Thank you for your engagement and dedication. Parkland's Regulatory & Accreditation Affairs team is working with leaders to prepare for this transition. Impacted teams will be notified and supported. Stay tuned for more Accreditation 360 updates.

▼ Lasting Impressions: Solomon Melesse



Each week, "Lasting Impressions" features a Parkland employee who does exceptional work and provides excellent customer service. This week's "Lasting Impressions" features Solomon Melesse, Director, Dietary – Nutrition Services.

"Solomon's leadership makes an impact far beyond the plate. As Director of Dietary – Nutrition Services, he has transformed daily operations into moments of dignity, care and connection. His impact is felt in the quiet consistency of service, the warmth of his team's interactions and the trust he's built across departments. A standout example of his values in action is his partnership on special menus for cultural heritage months. From Black History to Hispanic Heritage to Asian American and Pacific Islander celebrations, Solomon collaborates across teams to curate meals that honor tradition, spark conversation and foster inclusion. These menus aren't just food, they're storytelling, memory-making and a tangible expression of institutional care. His work exemplifies what it means to serve with integrity and foresight, and continues to shape how we think about food, care and community."



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.

Join the Employee Town Hall Dec. 18

Parkland's next in-person Employee Town Hall session open to all Parkland team members will be at 11 a.m. Thursday, Dec. 18, in the MacGregor W. Day Auditorium (1st floor, Moody Outpatient Center). As always, this session will also be available via WebEx using the information below.

- **Join the WebEx**
- **Event number:** 2660 360 8331
- **Event password:** x2fXUrgaj83 (92398742 when dialing from a phone or video system)
- **Phone number:** 1-650-479-3208

We hope to see you there as we resume our in-person Employee Town Halls! To catch up on an town halls you missed, [click here](#).

Donate to the sock and glove drive by Dec. 31

The Professional Excellence in Nursing (PEN) Council and the Senior and Specialty RN Network (SSNR) is collaborating with the Homeless Outreach Medical Services (HOMES) UBC Council to host the 6th Annual Sock and Glove Drive. The sock and glove drive runs through Wednesday, Dec. 31.

The PEN Council's goal this year is collect 10,000 pairs of socks and gloves, with items distributed directly to individuals experiencing homelessness through the HOMES program. Those who donate will be made eligible for prize drawings which will be held on Dec. 19 and Jan. 8 (dates subject to change).

Drop off locations:

- **Nursing Center of Excellence (NPH 02-505):**
8 a.m. – 5 p.m., Mon. – Fri.
- **HOMES Office (5280 Tex Oak Ave.):**
7:30 a.m. – 4:30 p.m., Mon. – Fri.
- **Centralized Staffing Office (NPH 01-611):** 24/7
- **Parkland Gift Shop (NPH 01.450.02):**
9 a.m. – 8 p.m., Mon. – Fri.;
10 a.m. – 4 p.m., Sat. – Sun.

Each drop-off location will include a box where employees can submit their names to be considered in the weekly prize drawing. Please donate today and help us meet the PEN Council & SSRN goal.



► Celebrating a longtime employee

Join us in celebrating the retirement of Jimmy Crutcher, who is stepping down after 48 years of dedicated service to Parkland. As a former IT Manager and longtime system administrator for the hospital's paging applications, on-call schedules, online directory and "The Purple Book," Jimmy has been a steady, knowledgeable presence who kept critical systems running day and night. Jimmy and his spouse (Barbara Crutcher, also a former Parkland employee) are looking forward to traveling, spending time with family and completing items on the "honey-do" list. We extend our best wishes to Jimmy and a sincere "thank you" for his decades of faithful service.



► Join the HRO Learning Series session on Dec. 16

Asking a couple of clarifying questions can make a big difference. They help prevent misunderstandings and cut down on wrong assumptions by as much as 2.5 times¹. Plus, they give you a clearer picture of the situation and make it easier to make safe, reliable decisions.

- [Join WebEx](#)
- **Meeting number (access code):** 2300 826 7947
- **Meeting password:** GEggH6b7iH8 (43444627 when dialing from a phone or video system)

To ensure you do not miss an event, register for the webinar series by clicking [here](#). If you're unable to attend, a recording will be posted to the [HRO website](#) under the HRO Learning Series icon. Email any questions or concerns to QualitySafetyOperations@phhs.org.

JOURNEY TO → **HIGH
RELIABILITY**

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Important Workday reminders

Workday goes live in just over two weeks—the countdown is on! Here are a few key reminders to help you prepare for the transition:

- Visit the [Workday SharePoint site](#) for training materials, job aids, and helpful resources. Example quick guides include:
 - Manage Certifications
 - Manage Performance Goals
 - Manage Dependents
- Watch for upcoming communications that outline what's changing, highlight new Workday features and explain what to expect.
- Jan. 1: When you launch Workday in January, your first task will be to complete a short, required training module in the new Workday Learning platform. Topics include:
 - Getting Started in Workday
 - Managing Contact Information
 - Navigating HR Tools and Processes

If you have questions, please reach out to your leader.

Join the Kwanzaa Celebration on Dec. 19

Parkland's VOICES Employee Resource Group invites you to the Kwanzaa Celebration from noon to 1 p.m. on Friday, Dec. 19, in the Private Dining Room. Join this special occasion featuring music, dance and storytelling. You can also attend virtually by [registering here](#). To learn more, email ParklandVOICES@phhs.org.

Kwanzaa takes place each year from Dec. 26 to Jan. 1 and combines aspects of several different harvest celebrations, such as those of the Ashanti Empire and Zulu Kingdom, to form the basis of the week-long holiday. It is a time of learning, family and education; and each day of Kwanzaa emphasizes a different principle. The seven principles, or Nguzo Saba, which are observed are Umoja (Unity), Kujichagulia (Self-determination), Ujima (Collective Work and Responsibility), Ujamaa (Cooperative Economics), Nia (Purpose), Kuumba (Creativity), and Imani (Faith). These values are highlighted as keys to building and reinforcing community among African Americans. (Source: Smithsonian Institution)

▼ Holiday Choir: Spreading cheer all month!

The holidays are here, and our Patient Experience team is ready to spread the cheer! Throughout December, the team's Holiday Cheer Choir will bring festive spirit to patients and employees with music, dancing and caroling in different areas of the hospital.

Join the fun!

- 9 a.m. Monday, Dec 15 (Simmons Ambulatory Surgery Center)
- Noon Wednesday, Dec. 17 (PFS/Business Office – Floor 1 Main Waiting Area)
- 9 a.m. Friday, Dec 19 (Hospital Lobby)
- Noon Monday, Dec. 22 (Outside Park Market)
- 9 a.m. Wednesday, Dec 24 (Hospital Lobby)

Want to participate? [Sign up here](#) and choose your preferred dates/times. Please get supervisor approval before signing up. Find addition details in this [FAQ](#). For additional questions, please contact Patient Experience at PX@phhs.org.



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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.