It takes a village to care for our patients. From Kenny changing light bulbs to Dr. Arnoldo performing surgery to Phiefee sewing sheets, the people, skills and services needed to care for patients at Dallas’ only public hospital are extensive and varied.

As the “safety net” hospital for Dallas County, Parkland provides care to an average of 2,740 patients each day totaling more than one million patient visits each year. Providing 21st century care in a building that is nearly 60 years old takes innovation, tenacity and compassion. Parkland’s 9,000 employees have risen to the challenge and use their unique skills to care for patients 24/7. They keep the village running all day and night.

The impact of what happens every day at Parkland is literally measured in seconds. Join us as we take a look at 24 hours in the life of Parkland.
With grateful hearts, we would like to thank each donor who has embraced the mission and impact of Parkland. Understanding that a healthy Dallas depends on a healthy Parkland, you have given generously to help us expand and enhance our existing services, and most significantly, to build the new Parkland hospital. Your commitment and contributions will have a significant impact on Dallas for generations to come.

In this year’s Impact Report, we’re taking you inside Parkland Memorial Hospital for 24 HOURS. While we may be bursting at the seams, you will see that we are dedicated to providing safe, quality care to Dallas’ most vulnerable citizens, regardless of their ability to pay. You will meet residents training to become the country’s next leading doctors, a paramedic who guides EMTs as they transport patients, an infant struggling to breathe, an employee who works to diagnose an illness in the middle of the night and many others touched by Parkland.

Thank you for supporting your community by supporting Parkland. Your investment in Parkland is an investment in Dallas County. We are grateful for your continued support.

Warm Regards,

Randy Bowman
Chair, Board of Directors
Parkland Foundation

David E. Krause
President and Chief Executive Officer
Parkland Foundation

P.S. We invite you to view the list of our donors at: www.IStandforParkland.org/donorlist
midnight  A tall man, his arm bandaged and dried blood surrounding his ear, walks stiffly into the Emergency Department while Dallas Fire and Rescue ambulance No. 50 pulls out of ambulance bay 1.

12:15 a.m. Inside the Emergency Department, 32 people fill the waiting room. Upon arriving, everyone is immediately triaged to assess the severity of their injury or illness and to determine the order in which they will receive treatment. Parkland’s Emergency Department is the busiest in the region; in August 2013, 700 people came through the Emergency Department in one 24-hour period—a all-time record.

1:50 a.m. A woman paces in the crowded Emergency Department hallway, waiting to hear from the doctor regarding her mother who recently arrived in the states from Nigeria and became very sick. The hallways are narrow and even on this night, which is considered a slow night, most of the beds are full. The Emergency Department in the new Parkland hospital will be 380 percent larger.
2:12 A.M. Jason Alford conducts his tenth CT scan of the night in the Emergency Department. Three CT scanners work all night long, and an average of 60 scans are performed each night.
2:30 A.M. Three nurses gather in a break room to share a meal and talk about the night’s activities. “I love Parkland,” said an ER nurse. “We provide care for patients without questions. Some of our patients are just so grateful for a Tylenol and a sandwich.”

2:52 A.M. A Patient Care Assistant serving as a “sitter” keeps a watchful eye on a patient.

3:05 A.M. A late-night line begins to form at the Park Street Grill, which serves breakfast and burgers to employees and visitors who find themselves hungry in the middle of the night. For the night shift, it’s lunch time.

3:45 A.M. The Labor and Delivery staff monitors fetal heart rates of six women who are in labor on the low-risk side of Labor and Delivery as well as 12 women in labor on the high-risk side.
4:30 A.M. While on-duty at the hospital’s main entrance, Officer Curtis Flournoy provides helpful information to a visitor as a patient in red pajamas walks through the lobby. Curtis, who has worked at Parkland for 19 years, said, “I enjoy meeting different people, so this is a good spot for me.”
4:50 A.M. A proud dad and other family members escort a newborn boy to the nursery. Twenty-eight babies on average are born at Parkland every day.

6:45 A.M. Twenty-five people wait in line for the Business Office. Walkers, wheelchairs and tired parents holding tired children line the hallway, all waiting to discuss what they can pay. Each year, Parkland provides more than $685 million in uncompensated care for patients unable to pay.

7:13 A.M. A team of more than 40 Operating Room nurses and techs hurriedly file out of a meeting to staff the hospital’s 18 operating rooms for the day. The new Parkland will have 27 operating rooms, which will be 91 percent larger than current operating rooms.
6:10 A.M. Chief Resident Tjasa Hranjec leads a group of residents from The University of Texas Southwestern Medical Center on pre-rounds in the Surgical Intensive Care Unit. As the primary teaching hospital for UT Southwestern, Parkland trains more than half of Dallas’ practicing physicians.
7:42 A.M. A burst of hot air greets Dr. Brett Arnoldo as he enters the OR. Designed for burn patients, the room is kept at a warm 89 degrees to minimize heat loss and prevent severe hypothermia.

9:05 A.M. The large Physical Medicine & Rehabilitation room buzzes as physical therapists work individually with patients lifting balls, riding stationary bikes, stretching with elastic bands and walking slowly around the room. Jacqui Jones had been experiencing pain and numbness in her arms and neck and is having her neck massaged.

10:10 A.M. Jerome Mathis makes his way slowly from the crowded waiting room of the Urology Outpatient Clinic to the triage area. Speaking quietly, he explains that he has stage 4 lung cancer and urology problems as well. Parkland’s Urology Clinic provides care for approximately 60 patients a day.
7:30 A.M. Under the guidance of a UT Southwestern faculty member, two residents and a medical student begin a gallbladder surgery in OR 13. A bright light highlights the surgery, the room is quiet and words are few. On average, 59 surgeries are performed each day at Parkland.
12:30 P.M. Across Harry Hines Boulevard from the existing hospital, a group of donors and community leaders take a hard hat tour of the new Parkland. Amid the sound of drills and the smell of fresh paint, the group learns about the new hospital, which is the largest hospital under construction in the nation. The new Parkland is twice as big as the current hospital and is the length of two football fields.

1:10 P.M. Phiefee Brooks works to patch a torn sheet in Parkland’s Sew Room. Phiefee has worked in the brightly lit room for 23 years. “I love everything about working here,” she said. “We want our patients to have the best linens as well as the best care.”

2:25 P.M. At the new hospital, a construction worker puts the finishing touches on a window frame. At 17 stories high, the new Parkland towers above the current hospital.
11:22 A.M. Employees in Linen Services feed sheets, towels and blankets into automated folding machines in an expansive area in the basement of the hospital. Huge yellow sacks move overhead on a rail system that takes clean laundry from the nine massive dryers to the appropriate folding area. The department sorts, cleans and folds 14,000 pounds of laundry a day.
2:48 P.M. A helicopter lands on the hospital’s helipad, and a patient is quickly wheeled into a trauma room in the hospital’s Emergency Department. More than 60 percent of trauma cases in Dallas County are treated at Parkland, the region’s first and busiest Level I Trauma Center.

3:50 P.M. Micaelo Vega, Certified Pharmacy Technician, loads bulk pills into the hospital’s massive medication robot system, which packages the pills into individual doses. A rhythmic “whoosh” fills the air, as the system’s robotic arm moves quickly to fill orders. The pharmacy staff processes approximately 15,600 inpatient medication doses each day with help from the robotic system.

5:55 P.M. Dallas Fire and Rescue calls in to BioTel to let them know they are transporting an 81-year-old woman to a local hospital. Located in a small dark office within Parkland’s Emergency Department, BioTel is alerted to all ground and air ambulance runs and helps direct the ambulances from 14 area fire departments to the appropriate hospital. They also provide medical advice to medics in the field.
4:36 P.M. In room 676, Jeremy Heaton recovers from surgery to remove blood clots in his legs. Jeremy shares the cramped, 225-square-foot room with a man recovering from a similar surgery. Seventy percent of rooms in the current hospital are semi-private, and 75 percent of the rooms do not have a shower. All rooms in the new Parkland are private, including a bathroom and shower, and are approximately 100 square feet larger.
7:30 P.M. In room 622 in the Burn Acute Care Unit, patient David Cline, who had surgery earlier in the day, talks with his nurse. David, whose leg was burned in a house fire, has been in the hospital for a week and has another week to go. “It’s not too painful,” he said quietly. “The care here has been excellent.”

8:10 P.M. Kenneth Harper climbs a ladder and changes a light bulb in the parking garage next to the Emergency Department. Kenneth has worked in Parkland’s Engineering Department for 25 years. “I love the atmosphere here and our patients,” he said. “I’m so happy to be a part of Parkland.”

9:17 P.M. Back in the BioTel office, a call comes in from an EMS team with a 22-year-old woman experiencing an allergic reaction. During the call, the team has to begin CPR. BioTel paramedic Jim Dennis talks the team through a protocol to be sure they use all of the resources available to treat the woman.
6:15 P.M. Nurses carefully attend to a tiny baby boy in the Neonatal Intensive Care Unit who is having difficulty breathing. They move him down a short hallway to a different area where he can get an even higher level of care. In another pod, a new mom gently kisses her baby born with a heart defect.
10:05 P.M. In a hallway crowded with visitors five hours earlier, 12-year employee Chau Truong methodically cleans the floor. While the current Parkland spans 1.2 million square feet, the new Parkland more than doubles the size, with 2.5 million square feet.

10:48 P.M. Chaplain Alfredo Obeso talks with a concerned family member in Parkland’s chapel. A chaplain is always on call at night to visit with patients and families and provide spiritual and emotional support. “We have a variety of challenging situations here at Parkland,” he said. “It is a privilege to be with patients and families at such difficult times.”

11:55 P.M. A team of more than 25 pathology technologists and lab support specialists work diligently in a bright, packed room where an average of 27,546 lab tests are performed each day. The room is a microcosm of the diversity found within Parkland; in one corner, employees from Nepal, Mexico, Ethiopia, Nigeria and Vietnam analyze tissue, blood and other samples. “I like that we make a tangible contribution to the patient’s diagnosis,” said Lucy Ukpong. “It’s detective work, and I absolutely enjoy it.”
11:59 P.M. Another 24 hours at Parkland are about to begin. Every two minutes a new patient will come through Parkland’s doors seeking care.
EVERY DAY AT PARKLAND

602 patients cared for in the hospital
2,882 patients cared for as outpatients
1,876 patients receive primary care
20 inpatients receive burn care
28 babies born
65 babies cared for in the neonatal intensive care unit
59 surgeries performed
586 patients seen in the emergency department
22,384 prescriptions filled
27,546 laboratory tests performed
1,215 radiology examinations performed
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Parkland Foundation received many generous gifts during our Oct. 1, 2012 to Sept. 30, 2013 fiscal year, as well as throughout the I Stand for Parkland capital campaign that began July 1, 2007. Lists of these donors can be found at www.IStandforParkand.org/donorlist.


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- $516 Estates
- $723,299 Corporations
- $782,077 Organizations
- $3,648,542 Individuals

WHAT IS YOUR DONATION SUPPORTING?

- $4,328,814 Capital Campaign
- $271,661 Unrestricted
- $1,151,767 Endowment
- $2,499,910 Foundations
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