“Children’s has a long history of emphasizing dignity and respect within our culture. It has long been part of our values that all employees learn and live during their employment at Children’s. As a result of this focus, we have seen our employees develop into the best people to take care of our kids (and their families).”

—Christopher Gessner, president, Children’s Hospital of Pittsburgh of UPMC

**CUSTOMER**
Provide quality, culturally competent patient and health plan member care and health awareness.

- **CyraCom Translation Service:** Gives patients the opportunity to connect to trained medical interpreters and more than 150 languages in 15 seconds or less, on average, from any phone at any time.
- **Patient- and Family-Centered Care:** Educates leaders and staff about patient- and family-centered care, including increased involvement of families.
- **Patient and Family Documents:** Will provide translated documents in FY12 and FY13.

**COMPANY**
Recruit, develop, and retain a diverse workforce.

- **Children’s Hospital Strategic Plan:** Includes the Dignity & Respect Inclusion Strategy.
- **Pre-employment Assessment:** Links recruitment to core values, including dignity and respect, for all applicants.
- **Learning and Development Strategy:** Includes Children’s Hospital values, such as dignity and respect.
- **Children’s Hospital Intranet:** Includes the Dignity & Respect Campaign link on the Intranet.
- **Onboarding Process:** Focuses on values and culture.
- **Standardized Department Orientation Processes:** Will use common language and processes built upon values in FY12 and FY13.
- **Mentorship Program:** Will develop and implement a hospitalwide program in FY12 and FY13.
- **Health Care Career Fairs:** Hold biannual health care career fairs for all employees.

**CULTURE**
Create an inclusive workplace.

- **Magnet® Program:** Plan to provide opportunities for involvement for all areas.
- **Children’s Hospital Service Awards Event:** Include outsourced staff.

**COMMUNITY**
Promote economic development and community social responsibility through dignity and respect, healthy communities, and workforce development.

- **Summer Internship Program:** Participate in the East End Employment Program.