“The 30 Tips for Dignity & Respect are simple yet meaningful ways to live our core values at UPMC Mercy and support our common purpose — caring. Creating an inclusive environment where all can comfortably contribute is an important component of caring for our guests and ensuring the safety of our patients. This belief made taking the Dignity & Respect Pledge even more meaningful at UPMC Mercy and led to our success with our campaign in October.”

—Will Cook, president, UPMC Mercy

**CUSTOMER**

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

- **No One Dies Alone Program:** Provides patients who do not have immediate family or loved ones a companion during the end of life to ensure that they do not die alone. Staffed by specially trained volunteers.
- **Spiritual Care Resources:** Offers expanded resources to employees and patients. Webinars educate staff and promote cultural competence.
- **Operation Safety Net:** Gives the homeless men and women of Pittsburgh access to health care. UPMC Mercy provides volunteers to staff this program and supports the operation of this service.

**COMPANY**

Recruit, develop, and retain a diverse workforce.

- **Reward and Recognition Committee:** Recognizes employees who demonstrate UPMC Mercy’s core values and the attitudes and behaviors that are key to promoting inclusion. This employee-led committee promotes the recognition of peers to foster a better working environment and drive better retention.
- **Project Search:** Provides employability skills training and workplace internships for people with significant disabilities, particularly young people who are transitioning from high school to adult life.
- **Teen Volunteer Programs:** Provides teenagers ages 14 to 18 with volunteer opportunities during the summer months. The teens gain experience while volunteering in a health care environment and provide departments with additional assistance.
- **Local Recruitment:** Provides jobs to people who live in the communities the hospital serves. Human Resources partners with local organizations to recruit from diverse talent pools in neighborhoods such as the Hill District, Uptown, and South Side.

**CULTURE**

Create an inclusive workplace.

- **Dignity & Respect, Culture, and Common Purpose Committees:** Drive initiatives to promote dignity and respect within the organization.
- **100 Percent Pledge Participation:** Challenged all employees to take the Dignity & Respect Pledge. Frontline staff members led the face-to-face campaign to promote an inclusive work environment. Led by the Common Purpose Committee.
- **UPMC Mercy Life Newsletter:** Focuses on the stories, actions, and activities that promote the organization’s core values and features Dignity & Respect Tips. The newsletter also highlights star employees who have exhibited inclusive behavior. Developed by the Culture Committee.

**COMMUNITY**

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

- **Health Fairs/Parish Festivals:** Provide health screenings and educational services to the community. Organized by hospital staff and parish nurse volunteers.
- **Uptown Partners:** Collaborate with this community-based organization to build a vibrant community in the Uptown neighborhood of Pittsburgh.
- **South Side and Hill District Community Engagement:** Partner with community groups in the South Side and Hill District communities, supporting activities and events in these neighborhoods.