

CHILDREN'S HOSPITAL OF PITTSBURGH OF UPMC:

Division/Business Unit Executive Summaries

"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*

Ensure culturally competent care, member and residential services

- **CyraCom interpretation 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:** Provide translated documents.
- **CultureVision Database:** Gives health care professionals quick access to culturally competent patient care information in a comprehensive, user-friendly database as part of a pilot program.

Recruit, develop, and retain a diverse workforce

- **Children's Hospital Strategic Plan:** Includes the Inclusion Strategy.
- **Pre-employment Assessment:** Links recruitment to core values, including dignity and respect, for all applicants.
- **Learning and Development Strategy:** Includes UPMC 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.
- **Mentorship Program:** A hospital-wide mentorship program available for employee development.

- **Health Care Career Fairs:** Hold biannual health care career fairs for all employees.

Create an inclusive workplace

- **Executive and Human Resources engagement and learning on gender identity topics.**
- **Completed the first Healthcare Equality Index to identify opportunities to improve our focus and commitment to LGBTQI patient care.**
- **Engaged Persad Center to perform an environmental scan to identify gaps to improving employment of the LGBTQI population, patient care and family experience.**
- **Magnet® Program:** Certified magnet hospital demonstrating a culture of top care.
- **Children's Hospital Service Awards Event:** Include outsourced staff

Serve the underserved and disadvantaged while making a difference in the diverse communities we serve

- **Participate in Community Recruitment Events.**
- **Participate in Health Rangers, a work-site mentoring program for middle school students in the Pittsburgh Public School System.**
- **Provide multiple community and family education programs based upon health conditions and child safety.**