

## UPMC EAST: *Division/Business Unit Executive Summaries*

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"We've been given the rare privilege of doing something few people have ever had the chance to do: create a new hospital from the ground up. The result is UPMC East, the hospital of the future. Without question, our facility will impress you with its beauty and thoughtful amenities. But ultimately, what will truly distinguish UPMC East is the quality of care provided by our medical staff and associates. We are united in all we do by our core values. Together, we're creating a culture from the ground up, too—one that emphasizes dignity, respect and compassion in how we treat our patients and each other, and a commitment to serving our community with excellence. This is our promise."

— *Mark Sevco, President, UPMC East*

### Ensure culturally competent care, member and residential services

- **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.
- **Stroke Certification:** UPMC East is now certified as a primary stroke center.
- **Condition Help:** Ability for all visitors and patients to be empowered to participate as an integral part of the care team.
- **Culture Vision:** Software application available to all UPMC associates that provides relevant information to help our associates provide culturally competent care.

### Recruit, develop, and retain a diverse workforce

- **UPMC East Strategic Plan and Pillars of Focus:** Includes Dignity & Respect as the foundation for goals.
- **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.
- **Onboarding Process:** Focuses on values and culture.
- **Health Care Career Fairs:** Hold biannual health care career fairs for all employees.

### Create an inclusive workplace

- **Transitioned to new UPMC system values.**
- **UPMC East Inclusion Committee:** Active committee made up of representatives from all departments and all shifts charged with operationalizing education around our culture, values, and commitment to the community.
- **UPMC East Wellness Committee:** Active committee made up of representatives from many departments to engage hospital associates in wellness activities.
- **Culture of Safety:** Associate survey used to obtain feedback about safety culture and how individuals feel about safety at UPMC East and within their departments.
- **UPMC East Rounding Program:** Formal rounding program with senior leadership has been instituted to engage all associates, patients, and visitors.
- **UPMC East Green Team:** Active committee that engages UPMC East associates in greening initiatives.
- **UPMC East Associate Improvement Suggestion Process:** Online form which gives all associates the opportunity to provide direct feedback or suggestions (anonymously or not) and are reviewed and addressed by entire executive team.
- **UPMC East Open Forums:** In addition to many departmental and unit-based town halls where senior leadership attends, UPMC East also has eight formal open forums a year with associates and senior leadership, which includes birthday lunches with the president and associate town halls two times a year available on every shift.

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

- Community Health Needs Assessment: Robust Community Health Needs Assessment created in partnership with community members and leaders, which outlines the focus for UPMC East to make an impact on our local community.
- UPMC East Mall Walkers: Walking group sponsored by UPMC East that meets monthly at a local shopping mall for walking activities and health education sessions.
- Stuff a Bus: Holiday program that collects new children's toys from UPMC East associates, physicians and EMS providers for donation to a local radio station fundraiser.
- Alive and Well Series: Monthly presentation and/or screening event for community.
- Community Health Topics: UPMC East works closely with area senior community centers and other community organizations to provide a widerange of health education programs and services.