

UPMC HAMOT: *Division/Business Unit Executive Summaries*

"UPMC Hamot recognizes that an inclusive culture built on the values of dignity and respect allows us to embrace and capitalize on the different skills, traditions and beliefs of our employees. In doing so, we are creating a supportive and engaged workforce that provides exceptional care to the patients and communities that we serve."

— *David Gibbons, Chief Operating Officer, UPMC Hamot*

Ensure culturally competent care, member and residential services

- Interfaith Community Health Improvement Initiative: Working with local Faith leaders to promote Health Awareness to the underserved.
- LUHU: Let Us Help You patient communication program.
- Patient Accessibility (ADA Compliance): Renovating patient rooms and physician offices to improve patient access.
- Cultural Competency Communications/Education: Series of educational topics for employees to improve cultural competency skills and awareness.

Recruit, develop, and retain a diverse workforce

- EVS Career Development: Promote career development and tuition benefits to EVS employees.
- ESL Classes: Provide on-site English Language classes to employees with limited English proficiency.
- Community Center Job Fairs: Host job fairs and job seeker counseling to non-traditional candidates from underserved populations at Erie Community Centers and Churches.
- Job Shadowing: Provide employees with shadowing opportunities internally.

Create an inclusive workplace

- UPMC Hamot Marketing: Utilize inclusive marketing literature that includes diverse representation.
- UPMC Experience Roadshow: Conducted local UPMC Experience roadshow for employees, leaders and physicians.
- Lend A Hand: Conduct multiple LAH campaigns throughout fiscal year.
- UPMC Values: Integrated new UPMC values into performance management tool and local values.
- Dignity & Respect: Month celebration with a series of lunch and learns for employees.
- Multi-Cultural Holiday Celebration: Holiday meal that included recognition and celebration of various cultural holiday traditions.
- Employee Engagement and Communications team: Multi-disciplinary team that helps communicate initiative and projects at UPMC Hamot.
- Breakfast with Administration: Employees celebrating a service milestone meet with administration for updates and information sharing.
- Thank You video: Video of leaders and physicians thanking employees for their contributions.
- Employee Appreciation Day: Day of celebration and recognition of staff.

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

- Community Career Fair: Sponsored a community career fair for Erie County employers.
- Partnered with Mercyhurst University to receive a grant that provided Colorectal Cancer Awareness "Shape Up Your Colon" Barbershop Talk Project to African American and Latino communities.
- Launched Dignity & Respect for Youth at Wayne School.
- Provided preventive health screenings at NWPA Pride Picnic.
- Hosted a series of Career Exploration programs for local high school students.
- Hosted "Fast Track to Health Care Careers" for local high school students.
- Lend A Hand: Food drive for Second Harvest food bank; winter clothing drive for new comers and refugees; back to school for Wayne School; UPMC Hamot employees transported veterans from VA Medical Center patient rooms to attend Veterans Day Celebration.
- Over 2000 employees signed 500 greeting cards that were distributed to veterans at Soldiers and Sailors and the Erie VA Medical Center.
- UPMC Hamot leadership engaged various community groups through speaking engagements.
- Community sponsorship: Supported 2014 MLK Jr. Awards Dinner, NAACP Freedom Fund Dinner, Northwest PA Price Alliance Picnic, Islamic Association of Erie Ramadan Dinner, and the Youth Leadership Institute.
- Hamot Foundation provided over \$150,000 in support of programs supporting diverse communities in Erie. Programs/Projects include: Advanced Health Care Career Camp, Emerycare EMS Camp, Fast Track to Health Care Careers, Health Care Career Camps, Health Occupations Students of America, Produce Express at Wayne, Wayne Primary Care, Prescriptions for patients, Car seats for parent(s) that do not have car seats to take their new baby home from hospital/Children's Care Fund.