

UPMC MCKEESPORT: *Division/Business Unit Executive Summaries*

"It is our goal to treat every patient like a member of our own family. Our doctors, nurses, clinical and support staff work diligently as a team to give each patient the care, attention, and professional expertise we expect for our own family. We can do this because we are united in all we do by our core values – values that emphasize dignity, respect, and compassion for all who come to our doors. The same core values enable our staff to work side by side in a collegial and professional environment to provide world-class health care for our community. We care about our patients and each other, and it shows."

— *Mark Sevco, President, UPMC McKeesport*

Ensure culturally competent care, member and residential services

- Care Transition Coach: Pilot regarding follow-up with patients discharged to their home.
- Interfaith Pocket Guides: Posted on each unit to promote staff awareness of the diverse needs of patients and their families.
- Ageless Wisdom: Further development of staff skills through interactive education that enhances the ability to work with the geriatric patient population and patients with various disabilities.
- Palliative Care Services: Develop the availability and use of these services for those patients with a chronic or life-ending illness in collaboration with CQII.
- Patient Accessibility Assessment: Developed in conjunction with the Disabilities Resource Center.
- Effective Communications Education: Offer training to Patient Access, Emergency Department, and Patient Relations staff.
- Assistive Listening Toolkit: Use for patients as needed.
- Public Restroom Signage: Update and add accessible public restroom directional signage in high traffic areas; identify additional public restrooms for compliance.
- Inpatient Rooms: Identify and develop timeline for two additional inpatient rooms for ADA compliance.

Recruit, develop, and retain a diverse workforce

- Goodwill Move Up Program: To develop a qualified service worker candidate pool to improve retention.
- Partnership on Workforce Readiness and Retention (POWRR) Program: To assist in developing a candidate pool for Health Care Service Workers to insure that these candidates understand UPMC's expectations and have a better awareness of the jobs that they are applying for at MCK.
- McKeesport Area High School Apprenticeship Program: Part of the McKeesport Area High School curriculum that allows 10th, 11th, and 12th grade students to participate in a job shadowing experience rotating in different areas throughout the hospital on a weekly basis. Students who choose this curriculum are in the program for two to three years.

Create an inclusive workplace

- UPMC McKeesport Dignity & Respect Committee: Group developed to help generate ideas to support an inclusive workplace.
- Dignity & Respect Pledge: Promoted through new employee orientation and various community initiatives.
- Executive Leadership Rounding: Initiated to build stronger relationships among leaders, employees, patients, and families using a communication process based on the guiding principles of dignity and respect.

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

- Job Shadowing Program: High school students from McKeesport and surrounding areas participate in a job shadowing experience for 1–2 days in an area of interest.
- Allegheny Intermediate Unit Nursing & Health Care Careers Apprenticeship Rotational Program: 11th and 12th grade students from surrounding areas who will be furthering their education in a health-related career participate in a 10-day-per-month rotation within different clinical areas throughout the hospital.
- McKeesport Area High School Advisory Committee: Group of individuals consisting of employers throughout the Mon Valley area who meet on an annual basis with the school administrators to discuss barriers that prevent students from achieving, what employers expect from employees, and types of positions and education needed, and to develop a plan for what can be done to help the student.
- McKeesport Healthier Community Partnerships: Membership consists of a number of citizens and service agencies working together to improve community health, and to offer workforce training and development, employment services, and the like.
- United Way Campaign: Support community organizations and programs, including the UPMC Health for Life Summer Camp at Braddock, through increased employee participation in the campaign.