

UPMC MERCY: *Division/Business Unit Executive Summaries*

"The 30 Tips of 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."

— *Will Cook, President, UPMC Mercy*

Ensure culturally competent care, member and residential services

- 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.
- POWRR: The Partnership on Workforce Readiness and Retention (POWRR), a unique collaboration between UPMC and multiple community partners, has a goal of increasing workforce readiness for health care service workers.
- 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.
- HCIP: The Health Career Initiative Program (HCIP) encourages UPMC employees to develop professional skills and earn health care certifications through coursework completed at CCAC.

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.
- Career Education Fair: Annual event for current employees to learn more about continuing education and different career paths within UPMC.

Create an inclusive workplace

- Dignity & Respect, Culture, and Common Purpose Committees: Drive initiatives to promote inclusion within the organization.
- Culture Vision: Building cultural awareness is about responding to others in a culturally appropriate manner.
- 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.

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

- Health Fairs/Parish Festivals: Provide health screenings and educational services to the community. Organized by hospital staff and nurse volunteers.
- Uptown Partners: Collaborate with this community-based organization to build a vibrant community in the Uptown neighborhood of Pittsburgh.
- Spring Clean Up: UPMC Mercy works in partnership with Uptown Partners and Duquesne University to clean up our neighborhood surrounding the hospital.
- Adopt A Family: Donations by UPMC Mercy employees to Catholic Charities as a way to support our commitment to the community during the holiday season.
- 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.