

UPMC NORTHWEST: *Division/Business Unit Executive Summaries*

"The journey of inclusion is transforming how UPMC Northwest is delivering high quality health care service. Through the Dignity and Respect initiative, leaders are discovering and leveraging the wide array of skills and talents of employees with diverse cultural backgrounds. As employees recognize that they are working in an environment that promotes and celebrates their diverse backgrounds and practices, a greater sense of collaboration and engagement exists which results in outstanding patient care."

— *David Gibbons, President, UPMC Northwest*

Ensure culturally competent care, member and residential services

- Patient Experience Team: Focuses on improving the patient experience at UPMC Northwest and internal relationships among staff.
- CARES Customer Service Standards: Focus on communication, attitude, recovery and response, environment, and spiritual support.
- Professional Practice Council: Focuses on activities that promote quality care and relationships.
- Hello Hospital and Children's Health Fair: Present fun and educational activities geared toward kindergarten and third-grade students to promote healthy lifestyles. Organized by volunteers and auxiliary.
- Community Health Fairs: Host events that focus on various preventive clinics and screenings.

Recruit, develop, and retain a diverse workforce

- Recruitment Fairs: Participate in the Oil Region Recruitment Fairs, Clarion University Nursing, Respiratory Therapy, and Radiology Programs and the Venango Technology LPN Program.
- Learning Center: Partner with local schools to employ high school students in Nutritional Services.

Create an inclusive workplace

- Internal Dignity & Respect Campaign: Challenges employees to take the Dignity & Respect Pledge, issues daily Dignity & Respect Tips, and promotes Random Acts of Kindness Week.
- Disability Awareness Training: Provides mandatory on-site training for all staff.
- Professional Practice Council: Focuses on horizontal violence, workplace bullying, and follow-up action planning.

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

- Events with Community Partners: Participate in events, such as canned food drives, Adopt a Family in collaboration with the Salvation Army, United Way, and Community Services.
- Especially for Women Forum: Focuses on women's health and wellness topics.
- Applefest: Promotes the Dignity & Respect Campaign within Franklin, PA community. Approximately 100,000 visitors in attendance at this event.
- NW Career Pathways Program: Collaboration with the Venango College of Clarion University to provide education to individuals in mid-career transition and displaced workers regarding opportunities in a clinical setting.
- PA eMentoring: High school mentoring program.