

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

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"We strive to serve our patients and each other with dignity and respect. At UPMC Passavant, we are committed to a culture of Service Excellence, sharing our very best with each patient or family member that we care for."

— *Dave Martin, President, UPMC Passavant*

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

- Disabilities Resource Center (DRC): EZ reference guide developed for disabilities and cultural diversity, available at all nurses stations.
- Formed a multi-disciplinary Disability Summit Committee that provides ongoing oversight for patients who need accommodations.
- Included a demonstration of assistive equipment at nurse competency days; a mandatory educational verification event attended by all nurses and nursing assistants.
- Developed process in the Emergency Department and registration to identify patients who need accommodations upon admission.
- Contract with Cyacom to provide language and video sign language interpreting services.
- Equipment available to assist patients: VRI (video remote interpreting) carts, blue interpretation phones, communication iPad, pocket-talkers, magnifying glasses, signature guides, telephone amplifiers, assistive call bells, TTY, door knockers, large button phones, and talking clocks.
- Created mini-diversity toolkits for each nursing unit.
- Acquired a second VRI for the McCandless Emergency Department.
- Patient Satisfaction Improvement Committee: Solicits patient feedback to improve patient stays. Representation from all departments.
- Patient Satisfaction Awards: Presented quarterly for inpatient, outpatient, and best overall satisfaction.
- Healthy Lifestyles Center: Provides diabetes care for patients and community members on the McCandless campus.
- Look Good, Feel Better Program: Teaches female cancer patients beauty tips to help them look better and feel good about how they look during chemotherapy and radiation treatments. This free service is supported by the American Cancer Society.
- Blood Drives: Give patients and employees the opportunity to donate blood during various sponsored events.
- Center for Bloodless Medicine: Facilitates care for patients who are unable to accept blood transfusions for religious or ethical reasons or out of concern for bloody safety.
- Five Wishes: Provide advance directive information to the general public and employees through health fairs and within hospital to promote proactive conversations in families about end of life decisions.
- No One Dies Alone Program: Provides a companion for patients who do not have immediate family or loved ones available during the end of life to ensure that they do not die alone. Staffed by specially trained volunteers.
- Culture Vision: This online tool provides general and health-related information about different religious, ethnic, and social communities. From dietary restrictions and gender roles to community history, Culture Vision is focused on providing awareness of what you might experience with diverse groups so that you can approach interactions and care sensitively.
- MyHealth@Work: Successful means for all employees to address non-emergent health issues. Clinics are now located at both the McCandless and Cranberry campuses.
- Above and Beyond Program: Focuses on employee recognition.

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

- Magnet: Goal to achieve Magnet recognition, established a Magnet Champion Committee that continues to positively evolve with representation from all departments.
- Tea for the Soul: Launched hospital-wide July 2012.
- Annual Campus Programs: Focus on summer nurse interns, HR Summer Associate, and FMR programs.
- Daisy Award Program: Recognizes and honors nurses on a quarterly basis.
- Leadership Training and Development: Features Biannual Leadership Retreat and monthly Break-n-Learns.
- Service Awards: Honoring all staff members who have reached milestone years of service.
- 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.
- Town Hall Meetings: Ensuring our employees have a solid understanding of the organizational direction while at the same time offering an opportunity for open two-way communication about ideas and concerns for the organization in total.
- HCIP Program: The Healthcare Careers Initiative Program provides financial support for required textbooks, academic fees, childcare/eldercare during class time, transportation, and required items for clinical practice. The HCIP program is designed to prepare employees to enter various, high-demand allied health careers and is funded by the Passavant Hospital Foundation.
- Blue Ribbon Program: Assists new hires in becoming acclimated to the business unit for their first ninety days of employment.
- BSN Program: Collaborates with Waynesburg College to provide an on-site BSN cohort program to the nursing staff.
- Academic Service Partnership with Robert Morris School of Nursing: Collaborate to establish a designated education unit dedicated to teaching their students. Faculty support the learning from a distance; students are trained by clinical instructors who are UPMC Passavant nurses specially trained in clinical education to support the first and second year undergraduate nursing.
- Academic Service Partnership with University of Pittsburgh School of Nursing: On site PhD Nursing prepared scholar works on a limited casual basis to assist our nurses in establishing a Nursing Research Agenda, preparing studies for research, presenting them to the IRB for approval, and supporting data collection and analysis.

### Create an inclusive workplace

- Mission, Vision, Values: Revised values to correlate with system values.
- 5/15 Initiative: Instructs employees to say hello to people who are within five feet and to smile at people who are within 15 feet. A Service Excellence expectation.
- Annual NDNQI Nurse Satisfaction Survey: Participated in August 2013.
- Service Excellence Standards: Mandatory training Spring.
- Dignity & Respect Pledge: Introduce the pledge to new hires at biweekly orientation.
- Annual Take Your Child to Work Day: Welcome employees' children to job shadow.
- Employee Activity Committee: Offers theater and sporting event tickets and activities. Open to all employees.
- Focus on Safety Committees.

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- Leadership Rounding Visibility Program: Formal rounding program with senior leadership and department directors to engage all associates, patients, and visitors.
- Professional Practice Council: A forum comprised of professional staff nurses to generate and discuss issues that impact not only the delivery of patient care, but also that affect the morale and work environment for the clinical staff.
- Ongoing education in disability awareness, attended by more than 750 employees.
- Student Externships: A variety of academic affiliation agreements exist with local, regional and national colleges and universities to support the learning needs of their undergraduates from a variety of and non-clinical majors.
- Job Shadow Program: Provide opportunities for local high school and college students to support their education and career development. Job shadows occur throughout the year in various areas.
- 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.

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

- Healthy Lifestyles Center: Provides diabetes care for patients and community members on the McCandless campus.
- Partnering with the Passavant Hospital Foundation to provide health and wellness education in the community.
- Implemented community benefits programs to meet the needs of the Community Health Needs Assessment which includes: Women's Health Screening, Heart & Stroke Symposium, Cardiac Disease Education, Community Health Fairs, and the Cancer Survivorship Celebration.