

COMMUNITY PROVIDER SERVICES: *Division/Business Unit Executive Summaries*

"As health care providers, we can never underestimate the importance of recognizing and including all of our customers, regardless of their abilities or disabilities, as we design and implement programs. This is particularly true given the aging demographic that we serve."

— *Deborah Brodine, President, Community Provider Services*

Ensure culturally competent care, member and residential services

- **Aging Institute:** Fosters collaboration between the clinical settings of care and the University of Pittsburgh. A collaborative partnership between UPMC Senior Services and the university, the Aging Institute has a toll-free resource line as well as a physical center located at UPMC McKeesport to provide assistance and support to seniors and their caregivers, who are often in crisis. In addition, the Aging Institute promotes education and outreach services for older adults and their caregivers in western Pennsylvania.
- **Ageless Wisdom Sensitivity Training:** Gives frontline employees the opportunity to experience normal and abnormal aging changes. Various props are used to heighten sensitivity to the challenges faced by older adults. Explores dementia, mental health concerns, elder abuse, aging myths, and key factors in successful aging.
- **INSPIRE/Advanced Caregiver Series:** Piloted in 2013, this program seeks to provide personalized, comprehensive support to long-term caregivers, particularly those providing in-home care to older adults with dementia.
- **Disability Awareness Training:** Addresses attitudinal barriers, disability etiquette, and person-first language. Initial training is provided by the Disabilities Resource Center. A Disability Awareness Guide accompanies the training, and is distributed at on-site trainings.
- **Effective Communication for Individuals Who Are Deaf, Deaf-Blind, or Hard of Hearing:** Provides training and additional resources, such as an FAQ sheet, instructions for how to access an interpreter, TTY, assistive listening toolkits for each business unit, and a list of disability champions. A video clip filmed by the Center for Hearing and Deaf Services describes how to request an accommodation when going to

a UPMC facility and how to address concerns while at a UPMC facility. The video clip, which features sign language and captions, can be viewed at www.healthbridges.info.

- **The Vigil Program at UPMC Cranberry Place:** Ensures that no one dies alone. This volunteer program, which was initiated in 2006, provides peace and dignity at the end of life. Trained volunteers sit at the bedside of the dying resident when no loved one is present.

Recruit, develop, and retain a diverse workforce

- **Centers for Rehab Services Continuing Education and Professional Development (CEPD) program:** Provides a supportive environment to encourage all employees to pursue their professional goals and career objectives through proactive performance management, continuing education and training, and advancement opportunities. All employees are encouraged to discuss professional career goals and objectives throughout the year and during the annual performance review process. Employees are given time and funding to pursue internal and external educational opportunities.
- **Geriatric Advancement Program:** Fosters clinical career advancement for bedside caregivers at UPMC Senior Communities and provides education and opportunity for promotion through enhancing staff knowledge and skills. The program has shown a positive impact on staff retention.
- **Recruitment Strategies:** Partner on opportunities with community organizations, including Goodwill Industries, Job Corps, PA CareerLink, the Veterans Benefits Administration, and Welfare to Work.

Create an inclusive workplace

- BRAVO!: UPMC CPS recognizes colleagues for excellence through the BRAVO Program. Staff members are eligible on three levels: Applause, Standing Ovation, and Encore Award. One encore award winner is chosen annually for displaying the highest level of Accountability, Communications, Customer Service, Flexibility, Judgment/Decision-Making, Initiative, Teamwork, or Quality/Process Improvement.
- Safety Committees: Focus on efforts that reflect employee safety. Committees include the following:
 - Home Health Employee Safety Committee: Focuses on the most frequent injuries and ways to prevent them. Meets quarterly and is made up of field staff and office staff led by a UPMC Visiting Nurses Association vice president. Human Resources and Work Partners are represented at each meeting.
 - Senior Communities Safety Committees: Contribute to a focused effort to continually improve employee safety metrics. Safety committees have been implemented in each Senior Communities facility. Facilities continue to keep safety at the forefront through monthly bulletin board communications and annual safety fairs. Safety committee chairs pursue continuing education via quarterly safety summits, where ideas are shared on how to improve each facility's safety efforts.
- Disabilities Resource Center (DRC) Infonet site connects UPMC staff members with resources on disabilities. Infonet.upmc.com/DRC
- Focus on the World Group at Sherwood Oaks: Meets monthly to discuss world issues and promote tolerance and diversity. The group is overseen by the Sherwood Oaks Residents' Association and is composed of Sherwood Oaks residents.
- Center for Rehab Services (CRS) Pick Your Passion pipeline: In support of K-12 programming efforts to create awareness of healthcare careers, CRS clinicians and administrative staff alike actively participate in educational events. Events in 2014 included providing shadowing experiences in clinics/offices for students and participating in school or UPMC sponsored career fairs.

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

- The Disabilities Resource Center (DRC): Partners on several initiatives with various organizations, such as the Pennsylvania Health Policy Board, Blind and Vision Rehabilitation Services Board, Consumer Health Coalition Committee, Behavioral Health Task Force, and City County Task Force. DRC Advisory Council membership comprised of internal staff and external representatives from disability organizations and self-advocates to guide work and advise on policy and case review.
- Living at Home Program (LHAS): A community benefit program that provides geriatric care coordination to frail, income qualified seniors. LHAS also provides blood pressure screenings, health education, and health fairs in the community. These services are offered at several subsidized senior high-rises to provide support to elderly residents and help them remain in their homes.
- Rx Partners Ask the Pharmacist Program: Holds informational sessions at various assisted living residences, independent living residences, and senior apartments.