

## HEALTH SERVICES: *Division/Business Unit Executive Summaries*

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"The Health Services Division demonstrates its commitment to inclusion by utilizing the unique skills and knowledge of our diverse and dedicated physicians and staff. Treating our patients and each other with dignity and respect is essential to achieving our success."

— *Dr. Steve Shapiro, Executive Vice President  
Chief Medical and Scientific Officer, and  
President – Health Services Division*

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

- Continue focus on patient accessibility at all sites through Disabilities Resource Center (DRC) initiatives.
- Expand Cultural Competency Initiative to meet all Joint Commission Requirements.
- Expand UPMC Palliative Care Initiative.
- Further develop and utilize innovative techniques to improve the availability of quality care.
- Expand UPMC Health Literacy Initiative.
- Patient Experience training initiative focusing on patient communication.

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

- *Engagement and Retention Committee:* Provides tools and resources for leadership to use to increase employee engagement and retention.
- *Welcome Day:* Introduces Dignity & Respect Tips to new hires. Also highlights customer service.
- *Diversity Recruitment:* Participate in diversity job fairs, direct recruitment at diverse colleges and universities, and partner with area schools and universities to drive interest in healthcare careers. Roll-out of the Integrated Employee Experience and Talent Scout programs.
- *Manager/Supervisor Education:* Offers leadership programs to further develop management staff, such as Coffee and Conversation, Management Forum, and Leadership Development Intensive.

### Create an inclusive workplace

- *UPMC Experience Committee:* Executes the roll-out of the updated UPMC Mission, Vision & Values. Reinforces the employee experience through leadership rounding, town hall meetings, CHRIS implementation, and experience road shows.
- *MyVoice and Physician Engagement Survey:* Planning and execution of system and business unit initiatives to address results of MyVoice survey. Initial roll-out of physician engagement survey in fall of 2014.
- *PICUP:* Focuses on communications and outreach, cultural competency, mentoring, retention, and recruitment at UPMC and the University of Pittsburgh.

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

- *Community Liaison:* Helps organizations that will benefit from outreach activities, such as collecting items for the women's shelter, the homeless shelter, Caring for Kids, and the Pittsburgh Food Bank.
- *Community Clinical Support:* Supports the community through volunteer efforts by physicians and staff in the areas of professional education, healthcare job shadowing & mentoring, community screenings & information sessions, free clinics, and community event support. Continue to coordinate efforts amongst the physician practices and hospitals in each community.