

## INTERNATIONAL AND COMMERCIAL SERVICES:

### *Division/Business Unit Executive Summaries*

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

- Information Services: Focuses on developing and implementing innovative solutions as technology continues to emerge as a critical component of patient care delivery. The summary below represents significant technology initiatives:
  - MyUPMC: Allows patients to be seen virtually by using the MyUPMC.com portal. Also, the unified patient and member online portal allows members of the community to receive health information.
  - Electronic Health Record: Provides seamless patient medical information at all UPMC locations, ensuring that all UPMC patients receive the best care.
  - Telemedicine: Allows UPMC to administer and deliver health care nationally and internationally, giving under-served populations access to world-class health care. In addition, provides remote access to health care for demographic groups in need, such as the elderly and people with disabilities.
  - Deaf-Talk System: Provides hearing-impaired patients or patients who do not speak English an interpreter via a dual-handset phone (foreign language) or video conference (sign language).
  - Equipment for People with Disabilities: Provides handsets with adjustable volumes for people with hearing loss, large screens with larger font configurations for people with vision deficits, a left-handed mouse control, and more for staff and patients.
  - CultureVision: Provides clinicians relevant information when treating patients with various cultural backgrounds.
- CyraCom Translation Service: Gives patients the opportunity to connect to trained medical interpreters and more than 150 languages in 15 seconds or less, on average, from any phone at any time.
- UPMC HealthTrak Patient Portal: Gives all registered UPMC patients access to various aspects of treatment at their convenience from any internet connection, including their smartphone. Current features provide the ability to set up caretakers to serve as proxy for patients who are unable to use the portal directly. These features empower all patients to further manage their own health care. Closed captioning is available.
- Marketing and Communication: Partners across UPMC and with the Center for Engagement & Inclusion on critical initiatives in support of inclusion, because communication is a critical component of health awareness and patient care. Examples include:
  - Patient Information Materials: Increase font size, lower literacy level, and utilize “plain language” in all materials including handbooks, menus, and “What to Expect” clinical guides.
  - Interfaith Pocket Brochure: Educates staff on different faiths and helps meet the religious and spiritual needs of patients and their families.
  - UPMC Stories: Illustrates the UPMC patient experience through stories. The stories highlight the diversity of our patient population.

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- **International Patient Relations Website:** Provides interpretation services, hearing-impaired assistance, and translated patient documents (such as consent for treatment, HIPAA notices, and advance directives). The website can be found at [www.internationalpatients.upmc.com](http://www.internationalpatients.upmc.com).
- **Disability Resource Center Website:** Provides staff with additional resources for assisting people who have disabilities. Closed-captioned videos instruct staff on using the Assistive Listening Toolkit.
- **Campus Programs:** Offers undergraduate and graduate-level opportunities for students. UPMC's Corporate Summer Associates Program is an 11-week internship program providing undergraduate students with valuable hands-on experience in nonclinical areas. UPMC's two-year Financial Management Rotation Program is a full-time entry-level rotational program for recent graduates in the fields of finance, accounting, and mathematics; graduates are placed in senior-level finance positions within UPMC. The Information Services Division Rotation is a two-year leadership program in which members rotate between Enterprise Infrastructure, Business Solutions, and Enterprise Solutions areas. These programs actively post their positions with diversity websites, locally recruit members from groups such as the Roberto Clemente Minorities in Business Association and the Negro Education Emergency Drive, and have formed recruitment relationships with Historically Black Colleges & Universities.

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

- **Corporate Services Division Specific Initiatives:** Support inclusion efforts through group visits and tours, planned days and events, recruitment-specific functions, and daily activities. For example, employee events were designed for Take Your Child to Work Day and National Disabilities Mentoring Day; and recruiters have participated in a variety of diversity-focused events, including YouthWorks Pathway to Careers, National Job Shadow Week, Youth Career Fair, and more.
- **Talent Scout Program:** Engages leaders in identifying diverse talent. Leverages local and national interactions of UPMC leaders to create a diverse candidate pipeline especially focused on executive recruitment.
- **Workforce Development:** Includes the POWRR Program which increases workforce readiness for health care service workers, 74% of whom are people of color. It also includes the HCIP Program which provides access to resources needed to be successful in advancing to a career in patient care/clinical services. HCIP is tailored to assist participants in meeting educational and professional needs primarily through financial support. As a result of the program's success, leaders have approved a 20% expansion of the program.

### Create an inclusive workplace

- **Veteran's Day Celebration:** Provides opportunity for executive leadership to thank our service men and women. All former and current service members within Corporate Services were invited to a breakfast/lunch on Veteran's Day.
- **Experience Initiatives:** Promote engagement in order to enhance the employee experience.

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- Leadership Rounding: Creates an environment of trust, listening, and caring by allowing staff members to connect with leadership on a personal level and interact in an informal setting.
- Leadership Town Halls: Provides interaction between staff and leadership in an open forum, and encourages direct information sharing.
- Dignity & Respect Fair: Highlights our UPMC values, the UPMC experiences, and the importance of Dignity & Respect.
- Employee Appreciation Day: Shows UPMC employees they are valued by the organization.
- Cultural Competency Modules: Offer tools and online modules that can be easily integrated into day-to-day business unit practices. The Center for Engagement and Inclusion offers Dignity & Respect Solutions to business units, and inclusion messaging and behaviors have been embedded into training, competencies, and required curricula.
- Legal Department: Donates time to the Pittsburgh Pro Bono Partnership in order to provide legal services to the greater Pittsburgh community.
  - Wills Project: Provides legal services, including drafting wills and acting as health care or financial powers of attorney, to low income senior citizens.
  - Protection from Abuse Project: Pairs UPMC attorneys with individuals who need legal assistance in seeking PFA orders.
- Corporate Equity & Inclusion Roundtable: Focuses on bringing about broad-based lasting change and breakthroughs in workforce diversity, inclusion, and equity in economic opportunities in Pittsburgh. UPMC representatives participate in initiative in order to impact our communities.

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

- UPMC Community Benefits: Dedicate approximately \$887 million dollars to community benefits through charity care, making care accessible, improving health and quality of life, and advancing medical knowledge.
- Supplier Relations Programs: Strive for diversity in the preferred pool of product and service vendors as part of UPMC's commitment to economic development in our region. UPMC continues to demonstrate a commitment to supplier diversity through participation in the minority and women-owned business initiative, which has resulted in reinvestment in businesses and the community. UPMC held Supplier Diversity Event for MWDBEs across Pittsburgh.