

UPMC ST. MARGARET: *Division/Business Unit Executive Summaries*

"When being treated at UPMC St. Margaret, our patients trust that they are being given the best care possible. In order to live up to their expectations and achieve optimal patient satisfaction scores, we must put dignity and respect at the forefront of all that we do."

— *David J. Patton, President, UPMC St. Margaret*

Ensure culturally competent care, member and residential services

- Health Literacy Education: Focuses on having all providers take effective action for health literacy. Linda Crippen, CRNA, developed and implemented this hospital-wide initiative in 2010, and this successful project has been presented as a poster at two national conferences.
- Interfaith Pocket Brochure: Give newly hired registered nurses the brochure during orientation and promote the brochure and the hospital's spiritual care resources during various staff educational forums.
- Interpretation Service 24/7: Interprets more than 90 different languages, available for patients and visitors.
- Video Relay Interpreting Service: Installing a new video-relay interpreting service to improve communication with patients who are hearing-impaired.

Recruit, develop, and retain a diverse workforce

- Recognition Programs: Recognizes employees who treat others with dignity and respect through various employee recognition programs, including Above and Beyond, Cameos of Caring, Daisy Award, and ACES.

Create an inclusive workplace

- New Volunteer Orientation: Focuses on inclusion. Volunteers are asked to sign the Dignity & Respect Pledge.
- PFCC Employee Inclusion Committee: Focuses on making the employment experience at UPMC St. Margaret the best it can be.

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

- Health Career Awareness Programs: Participate in various events, including job shadow opportunities and teen volunteer programs, with organizations such as the Allegheny Intermediate Unit, Fox Chapel Partnership, Penn Hills Partnership, YouthWorks, Bloomfield/Garfield Corporation, and Goodwill Industries.
- AARP Partnership: Provides internship opportunities for older adults.
- Neil Van Horn Pavilion Opening: Spring 2013 opening of the Neil Van Horn Pavilion. Conference space/meeting rooms are available for use by community groups. This area also serves as a new waiting area for the families of surgical patients and includes a library for use by patients, families, and community members.
- Community Health Needs Assessment: Community focus groups held to assess the needs of the underserved population within the UPMC St. Margaret service area. Focusing on senior health and end of life care. Setting up community programs to meet the needs of the residents.