



UPMC Making life changing medicine happen.



Comprehensive. Compassionate.

Clinical excellence is at the core of UPMC's mission, and patients are at the center of everything we do. From primary care to advanced services, we are here to help.

UPMC transforms and innovates. Our affiliated institution, the University of Pittsburgh, has been among the top 10 recipients of National Institutes of Health research funding since the 1990s. Together, we've pioneered groundbreaking approaches to complex problems, with leading programs in living donor organ transplantation and major investments in immunotherapy and immune transplant.

As a \$20 billion integrated global health enterprise, UPMC is committed to growth. Over the years, UPMC has invested more than \$1.5 billion to support clinical excellence. We attract some of the best minds - and hands - in research and clinical practice from all over the world.

Nationally recognized, year after year.

Nearly 600 UPMC physicians were featured in the 2019 Best Doctors in America® regional list, accounting for 75 percent of the list across 77 different specialties. UPMC Presbyterian Shadyside was recognized by *U.S. News & World Report* for the 20th time as one of the nation's best hospitals, with many specialties ranking among the top in the nation.

\$**1.2**

billion in benefits to our communities

UPMC Presbyterian Shadyside

#1 hospital in Pennsylvania and Pittsburgh and #15 nationally

OVERWHELMINGLY POSITIVE PATIENT EXPERIENCE:

When rated nationally, 51% of UPMC physicians ranked in the **Top 5%**¹

4.8 out of 5



UPMC patients rate their physicians 4.8 out of 5 stars in Press-Ganey patient satisfaction surveys.

MORE THAN 700

doctors' offices and outpatient sites
KEEP PATIENTS HEALTHY AND COSTS DOWN.

87,000
EMPLOYEES

PA's largest non-governmental employer

Excellence begins with primary care.

At UPMC, specialized care starts with the expert attention of our primary care doctors. These outstanding physicians provide preventive and day-to-day medicine to help patients remain healthy and active through the years.

Our approach is based on treating the whole patient - not the disease. Patients who develop diabetes, arthritis, heart disease, and other chronic conditions receive individualized, multidisciplinary care in consultation with specialists. These relationships lead to care that is truly tailored to each patient's needs.



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More people in the region trust UPMC to deliver the most advanced care in the country (60% vs. 40%).³

More than 30,000 patients from across the country and around the world travel to UPMC for medical care each year.





Innovative care for advanced heart and vascular diseases.

The nationally recognized UPMC Heart and Vascular Institute provides the region's most comprehensive cardiovascular care while advancing the field of cardiovascular medicine and offering hundreds of clinical trials. Our heart team approach includes specialists in inherited cardiac diseases, heart valve disease, advanced heart failure, electrophysiology, vascular and cardiac surgery, and more.

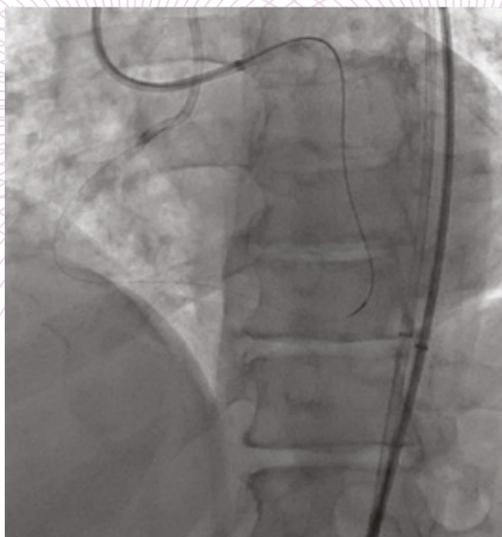
UPMC experts are experienced with more types of valves than any other heart program in the region. Our artificial heart program, which uses ventricular assist devices (VADs), is one of the most active in the U.S., offering patients a bridge to heart transplantation or, in some cases, the opportunity to heal without needing a transplant.

MORE THAN
1,500
TRANSCATHETER
AORTIC VALVE
REPLACEMENTS.

More than
200 cardiologists,
surgeons, and
researchers,
60 locations,
and seven
open-heart programs

1,200+
VAD
IMPLANTATIONS.

46%
OF CONSUMERS
prefer UPMC for heart
and vascular care.
Next highest: 33%⁴



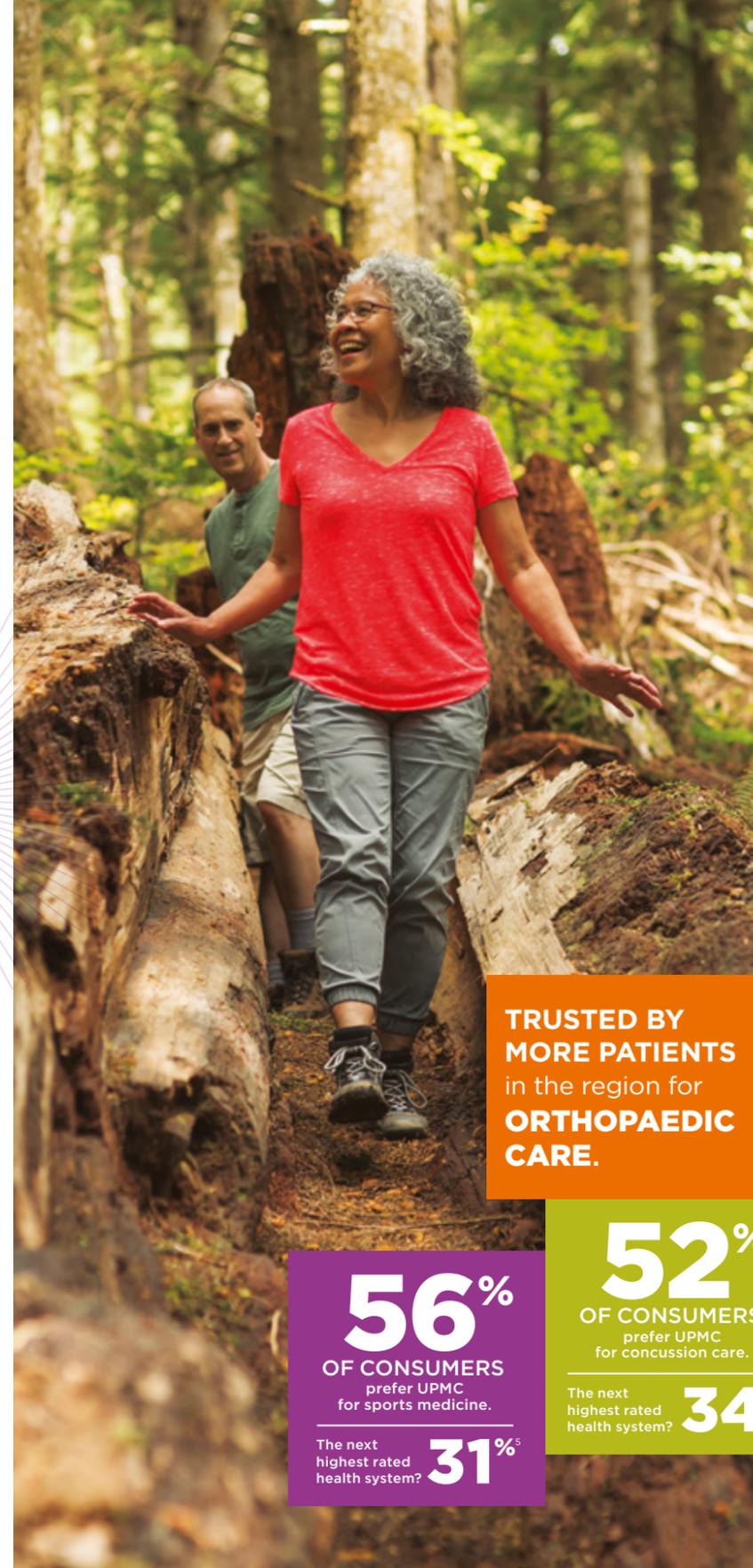
TRUSTED BY
MORE PATIENTS
in the region for
**ORTHOPAEDIC
CARE.**

56%
OF CONSUMERS
prefer UPMC
for sports medicine.

The next
highest rated
health system? **31%**⁵

52%
OF CONSUMERS
prefer UPMC
for concussion care.

The next
highest rated
health system? **34%**⁶



Orthopaedic expertise keeps patients moving.

An established leader in advanced orthopaedic care, UPMC offers comprehensive services for the full spectrum of musculoskeletal injuries and conditions and is also a leading center for research and clinical trials, allowing our experts to deliver the latest treatments.

This expertise is sought after by professional and collegiate athletes. UPMC has been the long-time official sports medicine provider for the Pittsburgh Steelers, Pittsburgh Penguins®, and the University of Pittsburgh Panthers®. We also provide injury treatment and conditioning for more than 60 area college and high school sports teams.

The national leader in concussion care and research.

Founded in 2000, the UPMC Sports Medicine Concussion Program is the largest in the region with more than 17,000 patient visits annually. We are renowned for pioneering ImPACT®, the most widely used computerized concussion evaluation system.

Our treatments include medical and vestibular (balance) therapies and injury-management programs as well as concussion management protocols and return-to-play guidelines for athletes.

Official Sports Medicine Provider

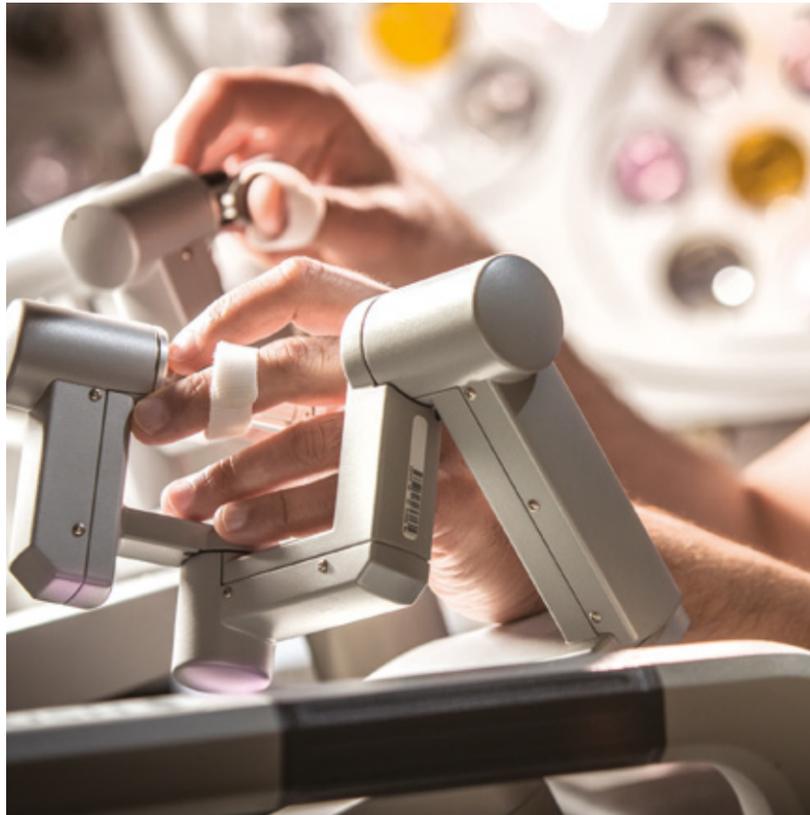


Leading **oncology care** gives more options to cancer patients.

UPMC Hillman Cancer Center, with more than 60 locations in the United States, serves 113,000 patients each year at home and abroad. UPMC Hillman Cancer Center is the region's only organization designated by the National Cancer Institute as a Comprehensive Cancer Center — an honor shared by just 50 centers nationwide.

Cancer immunotherapy

UPMC Hillman Cancer Center is a leader in cancer immunotherapeutics, having recently expanded its TIL-related clinical trials to the exploration of new treatments for uveal melanoma and bile duct cancer. We were also the first center in western Pennsylvania to offer chimeric antigen receptor (CAR) T-cell therapy, a type of immunotherapy that uses a patient's own genetically modified T cells to find and kill cancer cells.



Robotic surgery at UPMC

UPMC was an early adopter of the da Vinci® Surgical System, which can lead to smaller incisions, fewer complications, faster recovery, and improved quality of life.

UPMC physicians are among the world's most experienced in robotic-assisted pancreatic surgery, and we're one of a handful of hospitals in the United States to offer the minimally invasive robotic Whipple procedure.

Our surgeons are leaders in transoral techniques for head and neck cancer, which can reduce scarring, and in robotic colorectal surgeries, which can reduce the need for ostomy bags. Surgeons from other health systems visit UPMC to take part in our well-known robotic surgery training program.

MOST
da Vinci®
surgical
robots
IN NORTH AMERICA
offering robotic surgery
at **10** hospitals.

\$111,563,491
in research funding
in FY2018

MORE THAN
450
active clinical trials

63%
OF CONSUMERS
prefer UPMC and its affiliated
centers for cancer services?

OUR
MODELS
are used by
5 ACADEMIC
MEDICAL
CENTERS
and **1,300**
ONCOLOGISTS NATIONWIDE.

MORE THAN
20,000
transplants since 1981.

UPMC is committed to
eliminating needless
waiting list deaths.

2,200+
LUNG TRANSPLANTS



48%
OF CONSUMERS
would prefer UPMC if they
required a transplant.
The next
highest rated
health system? **27%**

Performed the nation's first
**BEATING
HEART
TRANSPLANT.**
Performing the most
**LIVING-DONOR
LIVER TRANSPLANTS
IN THE U.S.**

Leaders in organ transplantation.

UPMC has long been a pioneer in organ transplantation and continues to innovate in this complex field. We provide hope to the sickest patients, including many who have been turned away by other hospitals. Plus, we're leading the way in living-donor liver transplantation, which allows healthy people to give the gift of life while mitigating the organ shortage. Today, there are more than 500 children and more than 14,000 adults on the national liver transplant waiting list. As a world leader in transplantation, UPMC is committed to eliminating needless waiting list deaths.

Pioneers in immune transplant, immunotherapy, and aging

UPMC is committed to harnessing the power of the body to heal itself. The UPMC Immune Transplant and Therapy Center is a partnership between UPMC and the University of Pittsburgh that is revolutionizing the theory and practice of medicine.

One major focus at the center is immune transplant, a technique in which the "seeds" of an organ donor's healthy immune system are transplanted along with the donated organ in order to reduce the risk of rejection. Immune transplant goes beyond immunotherapy: it is the future of organ transplant.

The UPMC Immune Transplant and Therapy Center is also investigating how changing the immune response to chronic diseases can lead to healthier aging. This, combined with the efforts of our excellent geriatrics physicians and the Aging Institute at UPMC, demonstrates our dedication to helping our patients enjoy a better quality of life.



World Leaders in Minimally Invasive Neurosurgery

- Less disfigurement
- Less trauma to brain and critical nerves
- Fewer side effects
- Faster recovery time
- Improved quality of life

MORE THAN
16,000
Gamma Knife® procedures

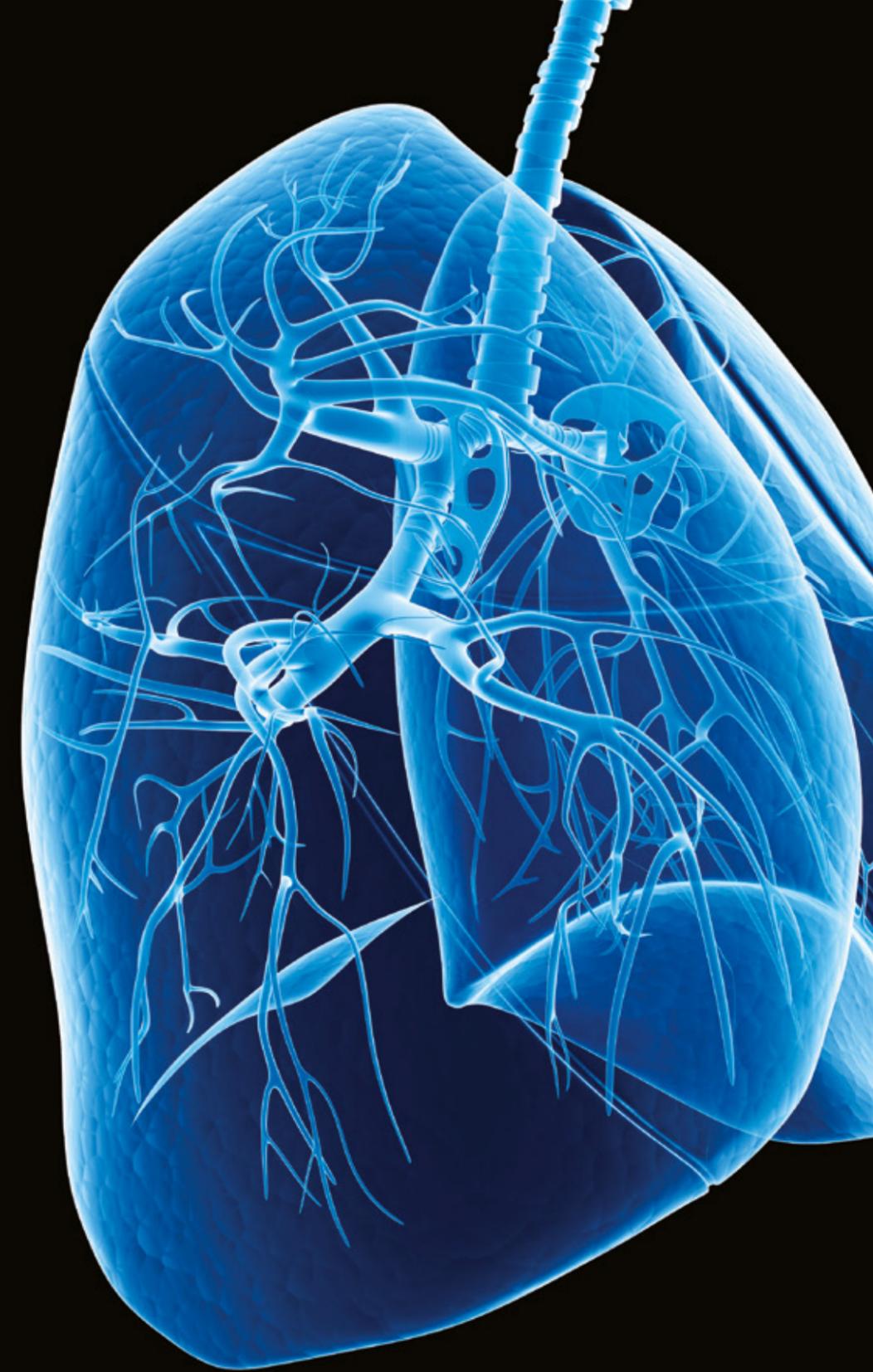
Top minds in **neurology**
and **neurosurgery**.

UPMC is home to the largest academic neurosurgery department in the United States. With national and international recognition for minimally invasive neurosurgery and stroke research and treatment, our physicians are innovators in treating complex, life-threatening conditions of the brain and spine.

UPMC is a world leader in Endoscopic Endonasal Approach (EEA) brain surgery for hard-to-reach skull-base tumors. This allows surgeons to operate directly through the nose and sinuses without facial incisions or disfigurement. UPMC experts have performed EEA surgery more than 3,500 times.

UPMC has more than 30 years of experience with another minimally invasive brain procedure, Gamma Knife® radiosurgery, which we introduced to North America. UPMC remains the leading center in the nation, having performed more than 16,000 Gamma Knife procedures. UPMC was also the site of the first microvascular decompression, now the standard of care for severe cranial nerve disorders, and has treated more than 20,000 patients with trigeminal neuralgia.

52% of consumers prefer UPMC for neurosurgery or stroke care.
The next highest rated health system? **38%**



Lung care that brings relief.

The UPMC Comprehensive Lung Center is home to a multidisciplinary program with specialists in pulmonary medicine. We offer specialty programs in pulmonary hypertension, lung transplant, asthma, allergic disorders, COPD and emphysema, cystic fibrosis, sleep medicine, and interstitial lung disease.

Advanced lung disease develops in many patients with interstitial lung disease, COPD, cystic fibrosis, and pulmonary hypertension. Our specialists provide comprehensive services, including experimental therapies and timely access to lung transplant. Pulmonary hypertension, or high blood pressure in the blood vessels in the lungs, can lead to right heart failure and other complications. Our Comprehensive Pulmonary Hypertension Program offers a full range of treatment options, from cutting-edge therapies to our world-renowned lung transplant program.

No hospital in the region has more expertise in asthma, COPD, interstitial lung disease, lung transplant, and cystic fibrosis.

Our Specialty Hospitals

Advanced care. Extraordinary empathy.

In addition to our community hospitals and their expansive services, UPMC is known for its specialty hospitals. These regional anchors provide our patients with the expert care they trust for conditions that require specialized attention. UPMC is also investing \$2 billion in three new specialty centers, to be built over the next several years: UPMC Vision and Rehabilitation Tower at UPMC Mercy, UPMC Heart and Transplant Hospital, and UPMC Hillman Cancer Hospital.



57%
OF CONSUMERS prefer UPMC for labor and delivery. Next highest: 24%¹⁰

LARGEST NICU
in Pennsylvania.

Nearly **10,000 BABIES** are born each year at UPMC Magee-Womens Hospital.

NATIONALLY RECOGNIZED Center of Excellence
in Women's Health.

UPMC Magee-Womens Hospital: Committed to making women stronger.

More than a century of experience at UPMC Magee-Womens Hospital informs our practice of specialized care and has made us the provider of choice in the region. Our experts provide general and maternity care as well as advanced gynecological and breast cancer treatment, routine and complex surgeries, maternal fetal medicine, and general health management. Our full range of services for women is available throughout the UPMC network.

We're known for our superior performance in women's health, and our research and expertise in genetics and genomics further set us apart. We also have extensive experience in caring for premature babies, with the largest NICU in Pennsylvania that is also one of the busiest nationwide.

UPMC Children's Hospital of Pittsburgh: Transforming the lives of children, teens, and young adults.

At UPMC Children's Hospital of Pittsburgh, we provide patient- and family-centered care to everyone who walks through our doors. We know no illness is minor to a worried parent, and we offer the same compassion and care to every patient and family we see, at each of our locations throughout western Pennsylvania.

As both researchers and clinicians, our experts develop advanced therapies and provide care to young people with childhood diseases and complex conditions. We also educate the next generation of pediatricians and pediatric subspecialists.

Ranked #8 nationally on the Honor Roll of America's Best Children's Hospitals for 2019-2020 by U.S. News & World Report

U.S. News & World Report ranked UPMC Children's Hospital of Pittsburgh Pediatric Cardiology and Heart Surgery #3 nationally in 2019-2020.

More than 200 pediatric providers at UPMC Children's Community Pediatrics, our network of primary care locations

UPMC Western Psychiatric Hospital: Inclusive, innovative care delivered with dignity and respect.

UPMC Western Psychiatric Hospital provides evidence-based treatment for psychiatric and addictive disorders. We also work to set the standard of psychiatric medicine through clinical innovation, biomedical and health services research, and education in western Pennsylvania and across the country.

Our interdisciplinary team of caring experts provides a complete range of diagnostic and treatment services for every level of need, for people with every type of psychiatric and mental health condition, in environments where families feel welcome.

24-hour, 365-day-a-year crisis evaluation through resolve Crisis Services

20,000+ registrants at our academic conferences and educational programs each year

23,535
SURGICAL PROCEDURES IN 2018

MORE THAN 1 MILLION
OUTPATIENT VISITS IN 2018

12,982
inpatient stays in 2018

24-HOUR EMERGENCY
walk-in therapy and crisis intervention

25,000+
patients and families helped each year

200 Lothrop St.
Pittsburgh, PA 15213-2582
412-647-UPMC (8762)
1-800-533-UPMC (8762)

- (1) Based on CAHPS surveys completed by UPMC patients in 2015.
- (2) Affiliated with the University of Pittsburgh School of Medicine, UPMC Presbyterian Shadyside is ranked among America's Best Hospitals by *U.S. News & World Report*.
- (3) Civic Science 4/10/2018 to 4/10/2019, 8,795 random consumers in Metro Pittsburgh, weighted to Pittsburgh census demographics.
- (4) Civic Science 4/10/2018 to 4/10/2019, 8,966 random consumers in Metro Pittsburgh, weighted to Pittsburgh census demographics. HVI
- (5) Civic Science 4/10/2018 to 4/10/2019, 8,534 random consumers in Metro Pittsburgh, weighted to Pittsburgh census demographics. SPT
- (6) Civic Science 4/10/2018 to 4/10/2019, 8,572 random consumers in Metro Pittsburgh, weighted to Pittsburgh census demographics. CON
- (7) Civic Science 4/10/2018 to 4/10/2019, 8,577 random consumers in Metro Pittsburgh, weighted to Pittsburgh census demographics. CAN
- (8) Civic Science 4/10/2018 to 4/10/2019, 8,522 random consumers in Metro Pittsburgh, weighted to Pittsburgh census demographics. TRX
- (9) Civic Science 4/10/2018 to 4/10/2019, 8,577 random consumers in Metro Pittsburgh, weighted to Pittsburgh census demographics. NEU
- (10) Civic Science 4/10/2018 to 4/10/2019, 8,503 random consumers in Metro Pittsburgh, weighted to Pittsburgh census demographics. OBG

UPMC policy prohibits discrimination or harassment on the basis of race, color, religion, ancestry, national origin, age, sex, genetics, sexual orientation, gender identity, marital status, familial status, disability, veteran status, or any other legally protected group status. Further, UPMC will continue to support and promote equal employment opportunity, human dignity, and racial, ethnic, and cultural diversity. This policy applies to admissions, employment, and access to and treatment in UPMC programs and activities. This commitment is made by UPMC in accordance with federal, state, and/or local laws and regulations.

About UPMC

A \$20 billion health care provider and insurer, Pittsburgh-based UPMC is inventing new models of patient-centered, cost-effective, accountable care. The largest nongovernmental employer in Pennsylvania, UPMC integrates 87,000 employees, 40 hospitals, 700 doctors' offices and outpatient sites, and a more than 3.5 million-member Insurance Services Division, the largest medical insurer in western Pennsylvania. In the most recent fiscal year, UPMC contributed \$1.2 billion in benefits to its communities, including more care to the region's most vulnerable citizens than any other health care institution, and paid \$587 million in federal, state, and local taxes. Working in close collaboration with the University of Pittsburgh Schools of the Health Sciences, UPMC shares its clinical, managerial, and technological skills worldwide through its innovation and commercialization arm, UPMC Enterprises, and through UPMC International. UPMC Presbyterian Shadyside is ranked #1 in Pennsylvania and #15 in the nation, and is one of only nine hospitals ranked in the nation's top 20 of America's Best Hospitals for 10 years in a row by *U.S. News & World Report*. UPMC Children's Hospital of Pittsburgh is ranked in the nation's top 10 of America's Best Children's Hospitals by *U.S. News & World Report*. For more information, go to UPMC.com.