

UPMC MERCY

IN YOUR COMMUNITY

UPMC MERCY VITAL STATISTICS FISCAL YEAR 2010

Operations:

Licensed beds: 489

Admissions and observations: 25,789

Emergency Department visits: 59,569

Total surgeries: 19,800

Affiliated physicians: 1,076

Free and Reduced-Cost Care:

Charity care and shortfalls
in government programs
for the poor: \$25.5 million

Economic Impact:

Hospital employment: 2,443

Total economic impact
of hospital: \$804 million

UPMC Mercy, Pittsburgh's only Catholic hospital, provides a range of health care services in a compassionate environment. Building on a long and special history of providing care to residents in the neighborhoods close to downtown Pittsburgh — such as Uptown and the Hill District — UPMC Mercy offers direct access to Level I trauma and burn services, neurologic and neurosurgical care, physical medicine and rehabilitation capabilities, women's health services, and more.

CONTINUING A TRADITION OF CARING

UPMC Mercy is the last Catholic hospital operating in southwest Pennsylvania, providing a vital health care choice for people of the Pittsburgh region. The hospital operates in accordance with the Ethical and Religious Directives of Catholic Health Care Services and Catholic Social Teaching, which emphasize that particular community responsibilities must be met. In Fiscal Year 2010, UPMC Mercy continued the benevolent traditions that underpin the delivery of Catholic health care services by:

- Providing \$10.1 million in charity care, a nearly 28-percent increase from the previous year. An additional \$15.4 million was committed to cover shortfalls in payments from government insurance programs for the poor.
- Strengthening several existing partnerships with local organizations to address community health needs. These included initiatives with the Uptown Partners of Pittsburgh, the Brashear Association, the Parish Nurse Program, A Child's Place, Hill House, Operation Safety Net, and Project Search. UPMC Mercy also sponsored the Pittsburgh Diocese and a number of Catholic parish festivals, and continued its work with Catholic Charities.

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CARING FOR THE MOST PROFOUNDLY INJURED PATIENTS

For more than 40 years, UPMC Mercy has led the way in providing comprehensive care for adults and children with trauma and burn injuries. As the region's only combined Level I Regional Resource Trauma and Comprehensive Burn Center, the hospital provides compassionate, sophisticated care for profoundly injured patients, 24 hours a day — including both emergency treatment and longer-term burn care to facilitate healing.

- Offering a wide variety of community education events, including burn and injury prevention classes, prenatal and perinatal classes, infant and child CPR, and an ongoing series of free continuing education classes for EMS personnel.
- Maintaining its Catholic mission and ethical standards by partnering with the Diocese of Pittsburgh, UPMC Mercy's sponsor. The Diocese appointed an Oversight Committee to ensure adherence to Catholic values through the merger and beyond. The hospital's Department of Spiritual Care and Mission Council, Institutional Ethics Committee (in partnership with Duquesne University), and the Spirituality in the Workplace Network play ongoing roles in keeping the mission on track. In addition, the UPMC Mercy board of directors added several new members who had been approved by the Diocese.
- Continuing to offer physician support to Pittsburgh Mercy Health System's Operation Safety Net, which touches the lives of hundreds of men and women living on the streets of Pittsburgh by providing assistance with housing, access to medical care, education, and legal representation.

SERVING A SPECIAL ROLE FOR A GREATER AREA

UPMC Mercy continues to play an important role within UPMC's regional hospital network. In addition to the hospital's traditional focus on Pittsburgh's Downtown and Uptown neighborhoods, UPMC Mercy now serves as the primary inpatient hospital for the South Side, the South Hills suburbs, and suburbs to the west of the city. By expanding access to the hospital's services, UPMC Mercy has been successful in:

- Offering a convenient and comprehensive range of outpatient services at locations in the Uptown, South Side, Brentwood, and Green Tree sections of Pittsburgh. Services include primary and urgent care, advanced diagnostic imaging, laboratory testing, comprehensive cardiology services, endoscopy, same-day medical and surgical procedures, pulmonary testing support groups, rehabilitation, and educational classes.
- Expanding the reach of the hospital's services in the South Side of Pittsburgh by supporting the growth of services at UPMC Mercy South Side Outpatient Center. To make quality health care easier to access, the hospital added a walk-in primary care clinic to the South Side campus.
- Providing comprehensive, holistic health care services to women throughout the area to address their unique health care needs. UPMC Mercy welcomed more than 1,300 newborns to the world in Fiscal Year 2010, including high-risk pregnancies that were cared for in the hospital's Level III Neonatal Intensive Care Unit.

KEEPING A PITTSBURGH INSTITUTION OPEN — AND THRIVING

Key Statistics	Before UPMC (Calendar Year 2007)	Today (Fiscal Year 2010)	Increase
Total Admissions and Observations	18,580	25,789	39%
Average Daily Census	260	367	41%
Emergency Department Visits	44,808	59,569	33%
Surgeries	12,554	19,800	58%



A SPIRIT OF CARING

Long days and nights, marked by tears of joy and sadness. Checking — and double-checking — that you've done everything you can. Being proud of what you do ... and getting up the next day looking forward to doing it all again.

For Margie Thompson, a nurse at UPMC Mercy for the past 34 years, it's what she faces every day. Margie says she loves working at the hospital, because the spirituality makes it such a special and unique place.

"I look at each patient and know that somewhere someone loves them," Margie says. "They deserve the same treatment I would give my family and friends."

As a psychiatric nurse, Margie believes in treating the whole person. "I see a wonderful progression in my patients. The whole person is treated; we don't just fix a broken leg and send them on their way. I have a close relationship with my patients; I see them rediscover themselves."

She adds, "People from all walks of life come through our doors. Rich, poor, famous, old, and young; God does not play favorites, and neither do we."