

UPMC PRESBYTERIAN SHADYSIDE

IN YOUR COMMUNITY

UPMC PRESBYTERIAN VITAL STATISTICS FISCAL YEAR 2010

Operations:

Licensed beds: 795

Admissions and observations: 38,607

Emergency Department visits: 52,304

Total surgeries: 27,824

UPMC SHADYSIDE VITAL STATISTICS FISCAL YEAR 2010

Operations:

Licensed beds: 517

Admissions and observations: 32,407

Emergency Department visits: 46,058

Total surgeries: 20,827

UPMC Presbyterian Shadyside is the flagship hospital of UPMC, and serves as the centralized hub for a wide array of advanced tertiary and community care services. UPMC Presbyterian Shadyside operates on two campuses located approximately two miles apart — known respectively as the “Oakland Campus” and the “Shadyside Campus.” Each of these campuses maintains a distinct personality and purpose within the UPMC organization, and serves a vital role in the communities it serves.

UPMC PRESBYTERIAN: HEALTH CARE EXCELLENCE THAT SERVES ALL OF WESTERN PENNSYLVANIA

The UPMC Oakland Campus* is home to UPMC Presbyterian, UPMC’s renowned academic medical center that provides state-of-the-art care to patients in western Pennsylvania, and throughout the world. Founded in 1893, UPMC Presbyterian is a highly respected leader in organ transplantation, cardiology and cardiothoracic surgery, critical care medicine, and neurosurgery. It is a designated Level I Regional Resource Trauma Center, which makes the finest lifesaving services in the area available to residents when they need them most.

UPMC Presbyterian hosts the nation’s third-largest medical residency program, and is an incubator that supports the latest developments in patient treatment and care. Through strong ties with the University of Pittsburgh — a top-10 recipient of National Institutes of Health grants — UPMC raised the bar on quality care by:

- Pioneering hand transplantation, performing three of these procedures over the past year. UPMC surgeons also performed more than 100 lung transplants — the most of any US hospital — as well as transplanting 165 kidneys and 126 livers.
- Investing more than \$59 million to enhance the facilities, programs, and services at UPMC Presbyterian to maintain its position as both the academic cornerstone of the UPMC organization and the provider of cutting-edge medical care for the region.
- Partnering with IBM to pilot the rollout of SmartRoom™, a cutting-edge solution that converts patient data into useful information, simplifies work for the caregiver, and creates a more positive patient experience. Currently, four wings at UPMC Montefiore — part of UPMC Presbyterian — are outfitted with this technology.

*The UPMC Presbyterian Shadyside Oakland Campus is composed of UPMC Presbyterian, UPMC Montefiore, Eye & Ear Institute, Falk Medical Building, and Western Psychiatric Institute and Clinic of UPMC.



**COMBINED UPMC
PRESBYTERIAN
SHADYSIDE IMPACT:**

Affiliated physicians: **2,194**

Employment for UPMC Presbyterian
Shadyside: **9,106**

6,044 UPMC Presbyterian
3,062 UPMC Shadyside

Economic impact
of hospitals: **\$4 billion**

Free and Reduced-Cost Care:

Charity care and shortfalls
in government programs
for the poor: **\$81.6 million**

UPMC SHADYSIDE: A LEGACY OF COMPASSIONATE COMMUNITY CARE

The Shadyside Campus is anchored by UPMC Shadyside, a community hospital with an illustrious history of delivering patient-centered care to residents living in many of Pittsburgh’s East End communities since 1866. The hospital offers specialized services in the areas of cardiology, medical and surgical oncology, orthopaedics, and geriatrics, as well as urology, vascular medicine, endocrinology, neurosurgery, and more.

The Shadyside Campus also houses the Hillman Cancer Center, the flagship treatment and research facility of the UPMC Cancer Centers network. Home to the state-of-the-art clinical services of UPMC Cancer Centers and the nationally and internationally recognized research of the University of Pittsburgh Cancer Institute, the Patient Navigation Services at Hillman Cancer Center welcomed more than 500 new patients each month over the past year.

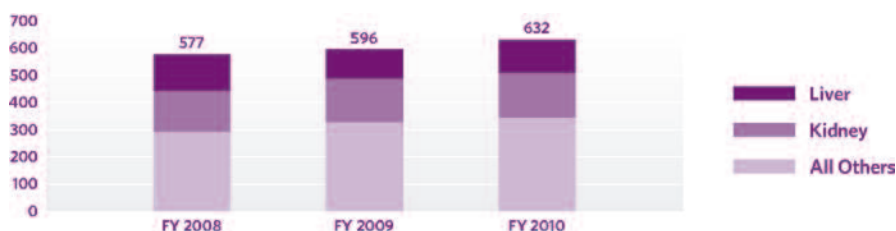
UPMC has committed substantial resources to support responsible, community-sensitive growth of the Shadyside Campus. Since 1997 — when Shadyside Hospital became part of UPMC — more than \$359 million has been invested in facilities, programs, and services at UPMC Shadyside. These investments — which included construction of Hillman Cancer Center, the Posner Operating Room Towers, and expansion of the Emergency Department, inpatient rooms, and pharmacy capabilities — have created an environment that supports the delivery of high-touch care.

In Fiscal Year 2010, UPMC Shadyside’s outstanding clinical reputation was reinforced when:

- The hospital earned Magnet Recognition® from the American Nurses Credentialing Center. Magnet status demonstrates nursing excellence, a commitment to quality patient care, and the presence of a healthy work environment.
- UPMC Shadyside School of Nursing was designated as a 2009-2012 National League for Nursing Center of Excellence in Nursing Education.
- The Surgical Intensive Care Unit at UPMC Shadyside received the American Association of Critical-Care Nurses Beacon Award for recognition of their Ventilator Weaning Protocol, which helps patients transition off of ventilators with fewer complications. The award is given to intensive care units demonstrating excellence in the care of acutely and critically ill patients from childbirth to young adulthood.



UPMC PRESBYTERIAN SHADYSIDE TRANSPLANT TREND



UPMC is the largest and busiest organ transplant center in the world, performing more than 17,000 transplants since 1981.



THE NEIGHBOR YOU CAN COUNT ON

UPMC Shadyside expanded its Emergency Department to accommodate more patients, more efficiently.

To address the evolving health care needs in nearby Bloomfield, UPMC Shadyside's Emergency Department was:

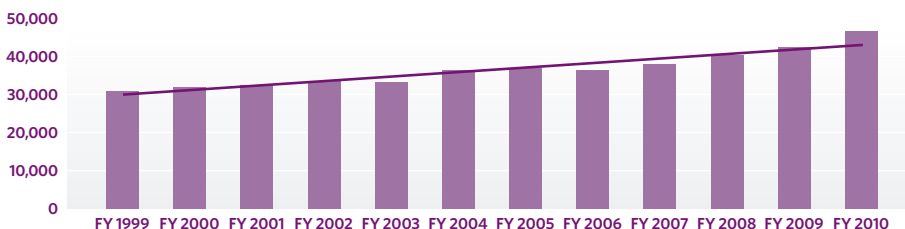
- Expanded with the addition of 11 new treatment bays.
- Reconfigured to help patients see nurses more quickly, and to improve patient flow through the department.
- Renovated within the existing walls of the hospital, without increasing the footprint of the UPMC Shadyside Campus.

The results have been impressive. Wait times have decreased and the number of patients treated in the UPMC Shadyside Emergency Department has continued to grow — a situation that's providing more East End residents with excellent care and peace of mind.

To provide residents with another choice for care, a new UPMC Urgent Care center was opened across the street from UPMC Shadyside in Fiscal Year 2010. This new facility:

- Expands neighborhood access to quality health care.
- Provides convenient, comprehensive care for less critical conditions.
- Offers a lower-cost alternative to Emergency Department care services.

EMERGENCY DEPARTMENT VISITS AT UPMC SHADYSIDE INCREASED 51 PERCENT FROM 1999 TO 2010.



ENCOURAGING THE REDEVELOPMENT OF PITTSBURGH

The growth of the Shadyside Campus has served as a catalyst for more than \$500 million in development throughout Pittsburgh's Centre Avenue and Baum Boulevard corridors. Significant improvements to the neighborhoods of Oakland, Shadyside, Bloomfield, and East Liberty have included:

- A \$17 million Marriott Courtyard hotel constructed directly across Centre Avenue from UPMC Shadyside.
- The \$7.6 million Whole Foods store, which opened in 2002 along an abandoned stretch of Centre Avenue. The area is now flourishing with many new businesses, including a \$29 million retail development.
- The nearby \$150 million Bakery Square development, which is home to the UPMC Technology Development Center, as well as Google's Pittsburgh headquarters.
- Construction of a \$48.6 million Target store in East Liberty, slated to open in the summer of 2012.
- Construction of the \$45 million Giant Eagle Market District and Market House Condominiums within one-half mile of UPMC Shadyside.
- More than 13,000 square feet of retail space at Centre Plaza, a development constructed within one-half mile of UPMC Shadyside.
- A recently approved \$27 million project to transform East Liberty's Highland Building into 112 apartments.



REACHING OUT TO BRING OUR COMMUNITIES TOGETHER

Recognizing the key role hospitals play in the community, UPMC Presbyterian Shadyside has invested more than \$4 million in this year to support a wide variety of community events, and has provided lead sponsorship for:

- Bloomfield Little Italy Days, a family-friendly festival that attracted more than 20,000 people to celebrate Italian-American heritage and culture. The event featured live music, children's activities, contests, dancing, and a wide array of food offerings. UPMC staff volunteered at the three-day event and distributed literature about various UPMC services.
- The Friendship House Tour, sponsored by Friendship Development Associates, and the Shadyside House Tour, presented by The Shadyside Action Coalition, which provided residents with opportunities to showcase their respective neighborhoods.
- Gifts of Hope, and Flavor of the East End, programs of the East End Cooperative Ministries, which raised funds to feed the hungry, shelter the homeless, and support at-risk youth in the community.
- Development and ongoing maintenance of Crossroads Park, a new green space adjacent to the Oakland Campus. Members of the hospital engineering and maintenance staff have provided approximately 95 percent of the services in the park.
- The Gateway Medical Society, which works to eradicate disparities in health care. The hospital provided meeting space for the group's symposium series, as well as catering support and parking.
- World AIDS Day, which included HIV testing around the city, a press conference with the mayor, and various awareness activities.

CONTINUING TO LIVE THE AMERICAN DREAM

Peter Leventis has a warm and engaging personality that has served him well at the helm of Peter's Pub, a Pittsburgh landmark known for good food and great fun. Thanks to a heart transplant at UPMC Presbyterian, Peter is still going strong at 69.

"I had my first heart attack at 42, and then a mild one that I didn't even notice sometime after that," recalls Peter. "Then, I had a bypass at 50, and then a defibrillator implanted after that. Then, there was the mitral valve replacement. After all that, I was doing fine, but I started getting tired easily."

Peter was being considered as a candidate for heart repair with stem cells when things took an unexpected turn. "Suddenly, my kidneys weren't working correctly and my heart failed."

Peter ended up on a heart pump for eight days, and was just a day away from being removed from life support when a heart from a donor became available. He was immediately scheduled for a heart transplant.

While the transplant went well, he spent seven weeks in UPMC Presbyterian. "The entire staff was great, and they really helped me get up and get going again. The aftercare was excellent, and the rehab professionals came to the house after I was released."

He was back at work at Peter's Pub six weeks later.

"It's a blessing to have a place like this in the community. I get a lot of UPMC Presbyterian patients and family members in my restaurant, and I always encourage them. It worked for me. I'm living the American Dream."

NUMBER OF UPMC EMPLOYEES LIVING IN THE AREA

