

# UPMC Mercy



“ We take great pride in being part of UPMC's nationally ranked health care system, which enables us to offer outstanding, life-changing medicine that is rooted in innovation, service excellence, and the Catholic faith. ”



**MICHAEL A. GRACE**  
President, UPMC Mercy

As the region's first and only Catholic hospital, UPMC Mercy has a long-standing tradition of providing compassionate, quality health care to all people.

## Our Mission and Vision

### Our Mission

Mercy. Compassionate, Quality Care and Reverence for All.

### Our Vision

UPMC Mercy, in partnership with the Catholic Church, will be a transforming and healing presence in the Pittsburgh region. Our health care providers and valued associates will deliver clinical and service excellence with an unwavering commitment to everyone we serve, especially those who are poor and vulnerable.

Through our efforts, we will create healthier communities with enhanced access to care by providing a continuum of health care services, professional and community education, and tireless service to all.

## Our Values

### Quality and safety

We create a safe environment where quality is our guiding principle.

### Dignity and respect

We treat all individuals with dignity and respect.

### Caring and listening

We listen to and care for our patients, our health plan members, our fellow employees, our physicians, and our community.

### Responsibility and integrity

We perform our work with the highest levels of responsibility and integrity.

### Excellence and innovation

We think creatively and build excellence into everything that we do.

## Mercy Snapshots



First and only Catholic hospital in Pittsburgh



Region's only combined Level I Regional Resource Trauma and Comprehensive Burn Center



Home of the UPMC Rehabilitation Institute



Obstetrics, NICU, and OB trauma care



More than 70,000 ED visits annually

## Our Signature Services

### Addiction Medicine

The Addiction Medicine Program at UPMC Mercy is an 18-bed, medically supervised detoxification program. The program treats patients who are physiologically dependent on alcohol or drugs, and withdraws them from those substances under the supervision of specially certified physicians, nurses, counselors, and social workers.

### Behavioral Health

Our goal is to help people with mental illness through a full complement of inpatient mental health services. Behavioral health patients can access emergency services 24 hours a day, 7 days a week via the hospital's Department of Emergency Medicine.

### Burn Care

As a comprehensive ABA (American Burn Association)-verified Burn Center, the UPMC Mercy Burn Center has been a leader in providing comprehensive, quality care for victims of severe burn injuries. Established in 1967, the center was the first of its kind in Pennsylvania and one of the first in the United States. Our center utilizes a multidisciplinary approach to provide the highest quality burn care, bringing together experts in plastic surgery, wound care, rehabilitation, and emotional support to help patients with burns and their families.

### Rehabilitation Services

The UPMC Rehabilitation Institute at UPMC Mercy includes dedicated units for stroke, spinal cord injury, brain injury, and traumatic injuries and amputation. The hospital is home to the institute's Centers of Excellence in stroke rehabilitation, spinal cord injury, and brain injury. These centers combine advanced clinical care with cutting-edge research to provide patients with access to technology unavailable elsewhere in the region.

### Stroke Care

As part of the UPMC Stroke Institute, UPMC Mercy is certified by The Joint Commission as a Primary Stroke Center, providing the most advanced treatments and procedures designed to help prevent disabilities in stroke patients. The UPMC Stroke Institute's multidisciplinary team uses advanced therapies to treat stroke and help patients recover physical and cognitive function. Our stroke experts see more than 1,000 patients each year and provide consultation for hundreds of others through the UPMC Stroke Telemedicine Program.

### Trauma Services (including Obstetric Trauma)

UPMC Mercy is a Level I (highest level) Trauma Center, designed to treat the most serious or life-threatening injuries, as well as provide specialized trauma care for obstetric patients.

UPMC Mercy's ABA-verified Burn Center is the only hospital in western Pennsylvania that provides Level I trauma and burn care.

### Vision and Eye Care

The UPMC Eye Center at UPMC Mercy offers a comprehensive range of vision and eye care services and products, including regular eye exams, glasses, and contact lenses, as well as treatment for diabetes vision complications, glaucoma, complex eye trauma, oculoplastic surgery, and vision rehabilitation. Our board-certified ophthalmologists and optometrists are recognized leaders in diagnosing and treating eye diseases and disorders.

### Voice Center

At the UPMC Voice Center, our experts evaluate and treat voice disorders for both the general public and those who use their voices professionally. Patients have access to a number of different treatments and approaches, including behavioral, medical, and surgical care.

### Wound Healing Services

UPMC Wound Healing Services at UPMC Mercy takes a team-based approach to wound care. Our experts specialize in orthopaedic, vascular, plastic, and general surgery, as well as podiatry and internal medicine, and all have experience in helping patients with chronic or difficult-to-heal wounds.

## Our Services

- Addiction Medicine
- Behavioral Health
- Burn Care
- Cancer Care
- Ear/Nose/Throat Care
  - > Hearing and Balance
  - > Sinus Center
  - > Voice Center
- Emergency Services
- Esophageal and Lung Surgery
- Gastrointestinal Services
- General Surgery
- Heart and Vascular Services
- Neonatal Intensive Care Unit
- Nerve Disorders
- Neurology and Neurosurgery
- Obstetrics Care/Women's Care
- Orthopaedic Care
- Outpatient Services
- Rehabilitation Services
- Stroke Care
- Therapeutic Apheresis
- Trauma Services
- Urology
- Vision and Eye Care
  - > Outpatient Services
  - > Surgical Services
- Wound Healing Services

