CARING FOR OUR COMMUNITY

Fulfilling Our Mission to Serve
UPMC’s mission is to serve our community by providing outstanding patient care and to shape tomorrow’s health system through clinical and technological innovation, research, and education.
CARE IS AT THE CENTER OF EVERYTHING WE DO

At UPMC, caring for others and improving lives is always our primary focus. As the neighbor people count on for high-quality care, we enhance the health of individuals and families, and strengthen the communities we call home.

Investing in the Places We Serve

Each year, UPMC gives back more than $1 billion to support the community. These funds underwrite charity care for those individuals who can’t afford treatment, and subsidize more than 3,000 community-focused programs and services, such as community health screenings, programs for seniors, activities for children, investments in scientific research and medical education, and efforts to help battle the opioid epidemic.

UPMC’s People Are a Remarkable Resource

In addition to delivering life-changing medicine every day, our 87,000 UPMC employees contribute their time and talents to improve the overall health of the community. Our people help us take on difficult issues, like education, hunger, and homelessness, to make sure the places we serve are safe, healthy, and welcoming for everyone. This important work is supporting our broader effort to make communities where we’ve put down roots welcoming places to live, work, and play.

We Continue to Step Forward

On the following pages, you will see how UPMC improves lives for both people and communities. We’re sure you’ll agree that care is at the center of everything we do.

G. Nicholas Beckwith III
Chairperson
UPMC Board of Directors

Jeffrey A. Romoff
President and CEO
UPMC
Mission to Serve Our Community

SHOWING WE CARE MORE THAN ONE BILLION WAYS

Annually, we contribute more than $1 billion to make our communities healthier.* This amounts to 15 percent of UPMC’s net patient revenue—a level substantially higher than most peers regionally, statewide, and nationally.

$489 MILLION
Medical Research and Education

Sponsoring $299 million for research, primarily at the University of Pittsburgh, and $190 million in support of medical education to develop the next generation of physicians, nurses, pharmacists, laboratory technicians, and other professionals.

*Corresponds to the federal definition of community benefits as reported on IRS Form 990 for Fiscal Year 2018.
TOTALING
$1.2 BILLION
IN COMMUNITY BENEFITS
Or $3.3 million per day

$343 MILLION
Health and Wellness Programs and Charitable Contributions

Hosting more than 3,000 free and subsidized programs, UPMC is the leading health system contributor to community health improvement programs in Pennsylvania.

$395 MILLION
Charity Care for Those in Need

Supporting $87 million in charity care and $308 million to cover unreimbursed costs for Medicaid beneficiaries and other subsidized care.

UPMC provides more charity care than any other health system in Pennsylvania.
Mission to Serve Our Community

OFFERING CARE AND HOPE TO THOSE WHO NEED IT MOST
Caring for Our Neediest Neighbors

UPMC provides more care to the region’s vulnerable populations than any other hospital system. By responding with comprehensive services customized to local needs, we overcome geographic barriers and deliver the right care to individuals in the right ways.

PITTSBURGH, PA

HELPING THE HOMELESS

In partnership with Bethlehem Haven, UPMC Mercy, UPMC Presbyterian, and UPMC Health Plan fund beds for homeless patients in need of ongoing medical care following a hospital admission. Individuals referred to Bethlehem Haven receive medical care, insurance support, supplies, medications, and affordable housing assistance.

UPMC cares for 7 out of 10 Medicaid patients in Allegheny County.

OPENING ALLEGHENY COUNTY’S FIRST COMBINED INPATIENT DETOX AND REHAB

UPMC McKeesport opened a 27-bed unit dedicated to detoxification and rehabilitation services for patients with substance abuse disorders, functioning as the only location in Allegheny County to integrate the two services.
REACHING OUT TO REFUGEES

UPMC Hamot is collaborating with local organizations to help improve the health of refugees and immigrants who have settled in Erie County. Through a childbirth education program for non-native English speakers, UPMC offers prenatal classes, facility tours, and materials translated into Somali, Spanish, and Swahili.

UPMC cares for 8 out of 10 pediatric patients from low-income families in Erie, Lawrence, McKean, Mercer, and Venango counties.

UPMC cares for 8 out of 10 patients with behavioral health needs in Bedford and Blair counties.
SUPPORTING FIRST-TIME MOMS

Through the Nurse-Family Partnership program, UPMC Susquehanna, UPMC Pinnacle, and UPMC Jameson help pair income-eligible women, pregnant with their first child, with a nurse from early on in pregnancy until the child’s second birthday. Through home visits, nurses provide support and guidance to moms to improve pregnancy outcomes, child development, and the economic self-sufficiency of the family.

SOUTHCENTRAL PENNSYLVANIA

UPMC Pinnacle provides women who are uninsured or underinsured with access to free, potentially life-saving mammograms. An annual mammogram, along with a yearly clinical exam and monthly self-exam, can help with early detection of breast cancer and provide the best chance for recovery.

UPMC Susquehanna hospitals care for 7 out of 10 seniors in the region.

UPMC cares for 7 out of 10 babies born to low-income families in the Harrisburg region.
Responding to Those Who Need Our Help Now

**Smart Choices: Having the Talks That Save Lives**

Substance abuse is one of the country’s most critical health challenges. But most efforts to treat it focus on adults who are already battling addiction—not children who could become addicted.

UPMC is taking a different approach. The Screening Motivational Interviewing and Referral to Treatment (SMART) Choices program identifies at-risk kids between the ages of 11 and 18 during annual well-child visits to UPMC Children’s Community Pediatrics (CCP) offices.

If the doctor sees a problem developing, a conversation takes place about how to avoid getting in trouble with substances or how to stop using them.

**Behavioral health conditions** are ranked by local community leaders as the **most important health need**.

UPMC Western Psychiatric Hospital provides care through a network of more than **55 unique locations** and links individuals and agencies across Pennsylvania with experts in Pittsburgh through **virtual care visits**.
HELPING RURAL AREAS ADDRESS OPIOID ADDICTION

Serving as a major resource in tackling the opioid epidemic, UPMC is working in concert with county substance use agencies and the Pennsylvania Department of Drug and Alcohol Programs to bring evidence-based treatment to local communities — increasing access to potentially life-saving care. In Erie, Blair, Lycoming, and Clinton counties, UPMC is supporting the development of a hub-and-spoke model to help providers deliver Medication-Assisted Treatment (MAT) to residents battling opioid use disorders, using an award from the federal Substance Abuse and Mental Health Services Administration.
Providing Outstanding Patient Care

ACCESSIBLE, AFFORDABLE, EXCEPTIONAL... WHAT HEALTH CARE SHOULD BE
More Communities Are Embracing UPMC’s Insurance Options

At UPMC, we’re bringing high-quality, affordable care to communities. We do this by layering a comprehensive clinical care delivery system of doctors, hospitals, and more, with health insurance products that let individuals and families select the coverage that’s right for them.

We Deliver Access to High-Quality Care at a Lower Price

UPMC offers many affordable health coverage options, including products for those who would otherwise be uninsured or find themselves with limited coverage. As a result, UPMC has become the leading option for western Pennsylvanians newly insured through the Affordable Care Act.

Superior Value for Seniors

UPMC offers great value to Medicare beneficiaries in Pennsylvania, and has grown to become the largest Medicare Advantage plan in western Pennsylvania.

Pennsylvania’s seniors benefit from more choice, with options for Medicare Advantage plans that offer $0 premiums and $0 deductibles.

UPMC consistently ranks among the lowest-priced Silver exchange plans in the United States.
The Comprehensive Approach to Behavioral Health Care

UPMC’s Community Care Behavioral Health Organization (Community Care) is the largest company in Pennsylvania that manages behavioral health services for members in the Medicaid program. For those with complex medical conditions, Community Care partners with UPMC Health Plan to organize teams of nurses, social workers, and community health workers to support members in their homes. This staff enhances members’ ability to manage their medical conditions and improves their quality of life by facilitating access to community resources for transportation, housing, and food security. Community Care serves more than one million people on medical assistance in 41 counties, and has been a resource to count on for more than 20 years.

Extending the Reach of Specialty Care

Through telemedicine, UPMC connects small community hospitals and outpatient locations to specialists, letting patients receive world-class care close to home. In 2018, UPMC rolled out new neurology telemedicine programs—which let stroke patients at UPMC Chautauqua and individuals in central Pennsylvania with multiple sclerosis consult with neurology specialists in Pittsburgh without traveling long distances.

Help for Those with Complex Needs

UPMC Community HealthChoices (CHC) is helping elderly members and those with disabilities stay in the places they love. As one of three organizations selected by the Commonwealth of Pennsylvania to coordinate medical care, long-term services, and support for individuals who qualify for both Medical Assistance and Medicare, UPMC is bridging a gap between housing and health care services.
DELIVERING THE RIGHT CARE, CLOSE TO HOME, ACROSS THE GEOGRAPHY

All across its service area, UPMC is enhancing access to primary and specialty care by recruiting top doctors and creating opportunities for independent hospitals to broaden their reach. Knowing that communities count on ready access to health care, UPMC is participating in a pilot program in rural McKean County to support local hospitals, keep health care jobs in the community, and deliver high-quality care to residents who may be isolated.
Shaping Tomorrow’s Health System

IMAGINING A HEALTHIER FUTURE
Accelerating Our Investments in Tomorrow’s Health Care

UPMC continually invests to bring exceptional care to the community. Over the last 10 years, UPMC spent more than $5 billion on facilities, equipment, and information technology to improve clinical operations.

Transforming Health Care with Three New Specialty Hospitals

UPMC is building three, digitally based, specialty hospitals to deliver cutting-edge clinical advances for cancer, heart disease, transplantation, vision, and rehabilitation.
Investing in All the Communities We Call Home

UPMC is building new places of healing across Pennsylvania and beyond to carry quality health care far into the future.

**MAKING MAJOR INVESTMENTS IN THE ERIE REGION**

A $111 million construction project at UPMC Hamot will expand capacity to deliver highly complex care to residents of northwest Pennsylvania and western New York and will strengthen UPMC Hamot’s world-class treatment capabilities.

UPMC Health Plan’s new $12 million Business Operations Center is adding more than 200 full-time jobs.

**GROWING UPMC’S CAPABILITIES TO CARE FOR RESIDENTS OF CENTRAL PENNSYLVANIA**

UPMC Altoona’s new $19 million Ebensburg facility improves primary care access and brings more ambulatory services to the residents of Cambria County; while a new site in Huntingdon serves patients in communities east of Altoona.
As an extension of UPMC's award-winning sustainability efforts, the organization is committed to reducing its environmental footprint through local sourcing, energy efficiency, food waste reduction, and hazardous waste collection, while pursuing projects that improve communities and quality of life.

EXPANDING SERVICES AT UPMC SUSQUEHANNA

UPMC is investing $500 million to transform the future of health care in northcentral Pennsylvania. Current projects include increasing local access to UPMC Hillman Cancer Center, expanding treatment capacity at UPMC Susquehanna Muncy’s emergency department, and enhancing surgical facilities and building an all-new center of excellence for physical medicine and rehabilitation at UPMC Susquehanna’s Williamsport Regional Medical Center.

BRINGING NEW FACILITIES AND SERVICES TO UPMC PINNACLE AND CENTRAL PENNSYLVANIA

An entirely new, 102-bed facility will replace UPMC Pinnacle Memorial, and UPMC Pinnacle West Shore is adding 58 beds, allowing more space to provide world-class care close to home. UPMC Pinnacle’s new Liver Transplant Clinic offers cutting-edge care locally, while improving outcomes for patients waiting for a life-saving donation.
$489 Million Annual Commitment to Research and Education

- **UPMC invests** to build knowledge, launch medical careers, and advance cutting-edge science.

Groundbreaking Research and Medical Discoveries

- **UPMC sponsors 49 percent of all hospital-funded** research in the Commonwealth of Pennsylvania, making us a leader in the development of life-changing scientific breakthroughs.

- Paired with new investments, such as the Immune Transplant and Therapy Center (ITTC) and the UPMC Genome Center, **UPMC is bridging the gap from research to reality.**

Attract the Best and Brightest

- A hotbed of health care innovation, UPMC draws researchers from across the country and around the world to Pittsburgh.

- **Home to the nation’s third-largest medical residency program,** UPMC welcomes hundreds of new physicians each year.
Breakthrough Medicine That’s Changing Lives

UPMC is a leader in developing treatments to diagnose illnesses earlier and enhance healing.

• UPMC Hamot is the nation’s first hospital to use robotic bronchoscopy to detect lung cancer earlier.

• UPMC Hillman Cancer Center is the first cancer center in western Pennsylvania certified to offer the latest immunotherapy to non-Hodgkin’s lymphoma patients and acute lymphoblastic leukemia patients.

• UPMC’s living-donor liver transplant program offers a life-saving alternative to patients waiting for an organ.

DRIVING FUTURE GROWTH AND INVESTMENT HERE AT HOME

• The University of Pittsburgh, in partnership with UPMC, attracts $577 million in National Institutes of Health (NIH) funding—an amount that ranked #5 in the nation in 2018. These funds support jobs for researchers and other professionals.

• UPMC is turning its innovative technologies and discoveries into thriving businesses, creating new jobs that grow a prosperous economy.

UPMC is fueling the region’s transformation into an internationally recognized hub of health care innovation.
Caring for Our Employees
So They Can Care for Our Communities

Building Careers, Creating Opportunities, Changing Lives

At UPMC, we care for our employees by providing a lifetime of options for career growth and development. Career ladders map out pathways to advancement, enabling UPMC employees opportunities to move up from entry-level positions to management.

SO MANY WAYS TO START AND GROW

UPMC employs more than 10,000 individuals in service jobs. These jobs provide opportunities to start at entry level and gain skills. They don’t require advanced degrees or extensive experience.

HELPING OUR EMPLOYEES CLimb HIGHER

UPMC’s Center for Continuing Education in the Health Sciences allows for continuing education for staff. UPMC offers job coaching to help employees grow their careers and get the help they need to succeed.

EDUCATION AND TRAINING LEAD TO GREATER OPPORTUNITIES

Educational benefits, including tuition assistance for employees, make pursuing advanced degrees or certifications possible and support ongoing career growth.

SOWING THE SEEDS FOR A HEALTH CARE CAREER

Job shadowing programs let middle school and high school students learn about health care careers.
Volunteering and Support That Makes the Community Stronger

Pittsburgh Pride Equality March and Festival

UPMC sponsored and facilitated a weekend of opportunities for employees to volunteer and march in support of the LGBTQ community. Hundreds of employees across several business units participated as marchers and festival table staff.

Scouting for Food and Chow Wagon Campaign

In April of 2018, UPMC coordinated a variety of employee volunteer opportunities at local food banks and animal shelters. The campaign benefited 27 organizations across 20 counties.

Honoring Dr. King’s Legacy through Service

Recognizing Dr. Martin Luther King, Jr., the values he espoused, and his monumental contributions to both the nation and the world in advancing civil and human rights, UPMC established a unique approach to honor him. Collaborating with local nonprofits, UPMC will host service projects during 100 workdays each year. Employees will be encouraged to participate. This initiative will offer inclusive ways to honor Dr. King, and place thousands of UPMC employees into our communities to provide valuable services and support that honor Dr. King’s values and his legacy.

OFFERING SUPPORT BEYOND THE WORKPLACE

UPMC helps employees manage the stressors and challenges of everyday life, including offering support to those caring for elderly parents, starting a family, or planning for retirement.
UPMC serves as a powerful engine of progress, growth, and prosperity. As a neighbor Pennsylvania can depend on, UPMC goes far beyond the traditional definitions of health care to deeply enhance the health and well-being of the many places we call home.

**$36 BILLION**

Economic Impact

UPMC’s operations have a multiplier effect that ripples benefits through local economies. Every dollar directly spent by UPMC results in more than twice as much impact. UPMC makes up 28 percent of the statewide total impact by hospitals.

**166,000 JOBS**

Supported Directly and Indirectly

UPMC accounts for one in four hospital jobs statewide.

UPMC’s impact on the region’s economy has **more than doubled** in 10 years.


2007 **$15 BILLION**

2017 **$36 BILLION**
EXHIBITING GOOD CITIZENSHIP AND FULFILLING A MISSION OF SERVICE

UPMC provides more than $1 billion per year in benefits to the communities it serves, and delivers more care to the region’s poor and underserved than any other health system in the state.

UPMC is making care accessible to individuals and families who are uninsured or underinsured.

Thousands of patients each year qualify for financial assistance, where UPMC partially or completely waives payment for medical services. In 2018, UPMC provided $87 million in charity care.

UPMC hospitals provide 61 percent of all charity care in western Pennsylvania and 29 percent of all charity care in the state, a disproportionately large amount as compared to market share.

UPMC calculates and reports its charity care costs each year, according to Internal Revenue Service guidelines. The reported amounts are UPMC’s actual costs, not the price or charges that would have been billed for the care.

UPMC subsidizes programs that care for vulnerable populations — $301 million in Medicaid and $517 million in Medicare. In many cases, government programs do not pay UPMC for the full cost of care. When this occurs, UPMC makes up the difference — underwriting the costs that Medicaid and Medicare do not cover.

$587 MILLION in Taxes Paid

As a nonprofit organization, UPMC contributes substantial amounts each year in the form of taxes and assessment fees, including property taxes, sales taxes, income taxes, and employer taxes. In 2017, UPMC paid:

- Federal $310 million
- State $243 million
- Local $34 million

LARGEST Nongovernmental Employer

UPMC’s 87,000 dedicated employees generate $1.2 billion in annual employee payroll taxes.

$225 MILLION in Diversity Spending

UPMC’s supplier diversity initiative actively recruits and provides diverse businesses with equal access to procurement opportunities. The program’s Minority Business Development Initiative provides education, training, mentoring, and networking opportunities to minority, women-owned, and disadvantaged businesses.
ABOUT UPMC

A $19 billion world-renowned health care provider and insurer, Pittsburgh-based UPMC is inventing new models of patient-centered, cost-effective, accountable care. UPMC provides more than $1 billion a year in benefits to its communities, including more care to the region’s most vulnerable citizens than any other health care institution. The largest nongovernmental employer in Pennsylvania, UPMC integrates 87,000 employees, 40 hospitals, 700 doctors’ offices and outpatient sites, and a 3.5 million-member Insurance Services Division, the largest medical insurer in western Pennsylvania. As UPMC works in close collaboration with the University of Pittsburgh Schools of the Health Sciences, U.S. News & World Report consistently ranks UPMC Presbyterian Shadyside on its annual Honor Roll of America’s Best Hospitals. UPMC Enterprises functions as the innovation and commercialization arm of UPMC, and UPMC International provides hands-on health care and management services with partners around the world. For more information, go to UPMC.com.