

ANNUAL COMMUNITY REPORT

2024
2025

UPMC | COMMUNITY COMMITMENT

UPMC believes **HEALTH CARE IS MORE THAN HOSPITALS, DOCTORS, AND NURSES**. It's having enough to eat, a place to live, and a world where you can thrive. We're proud to be there for the people and places we call home, and are continually working to expand our services throughout our footprint. Not only medical and insurance services, but also ways to **ADDRESS THE SOCIAL AND ECONOMIC FACTORS THAT IMPACT HEALTH**. Every day, we address barriers that stand in the way of improving lives in the communities we serve.

UPMC'S MISSION

UPMC's mission is to serve our communities by providing outstanding patient care and to shape tomorrow's health system through clinical and technological innovation, research, and education.

BRIDGING GAPS AND GIVING BACK

In 2024, UPMC provided **nearly \$2 billion** in community benefits,* which amounts to **more than 15 percent** of our net patient revenue.

COMMUNITY BENEFIT CONTRIBUTIONS

In Fiscal Year 2024, our total community contributions included:

\$746 Million
charity care and unreimbursed Medicaid costs.



\$626 Million
medical research and education.



\$597 Million
health and wellness programs and charitable contributions.



\$1,838

FY23

\$1,969

FY24

UPMC's Community Benefit Contributions (millions) as reported on IRS Form 990 for fiscal years 2023 and 2024

[Community Benefits Fast Facts](#)

*Corresponds to the federal guidelines for community benefits as reported on IRS Form 990

GOING ABOVE AND BEYOND

UPMC contributes more than its fair share in Pennsylvania:

Charity Care and Costs for Those in Need

UPMC cares for 18 percent of patients in Pennsylvania, and **provides nearly one quarter of hospital charity care** in the Commonwealth.



Health and Wellness Programs and Charitable Contributions

UPMC **provides more funding** for community health programs than any other Pennsylvania health system.



Medical Research and Education

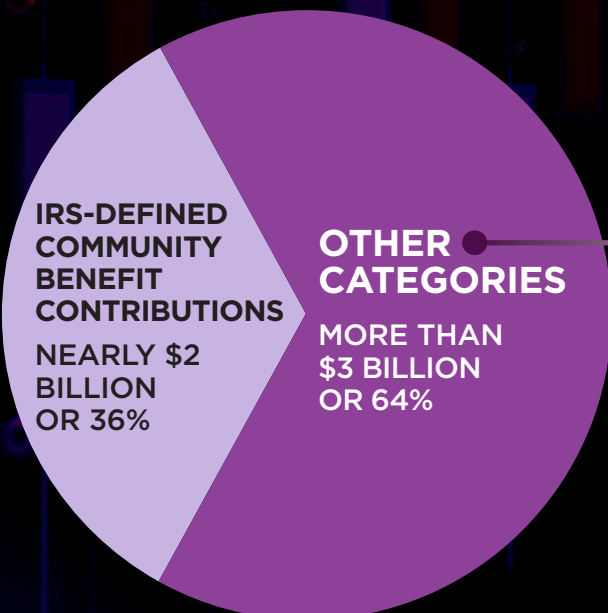
UPMC **contributes more than half** of all hospital-funded research in the state.



UPMC Contributes More than You Might Realize

UPMC's community commitment exceeds \$5 billion when accounting for other community investments not included in the IRS definition. In 2024, UPMC contributed to the community in the following ways:

More than \$5 billion in broader community impact.



OTHER CATEGORIES



Reinvestment in facilities, equipment, and technology to improve clinical operations

Taxes paid to federal, state, and local municipalities



Unpaid costs of providing care, known as bad debt

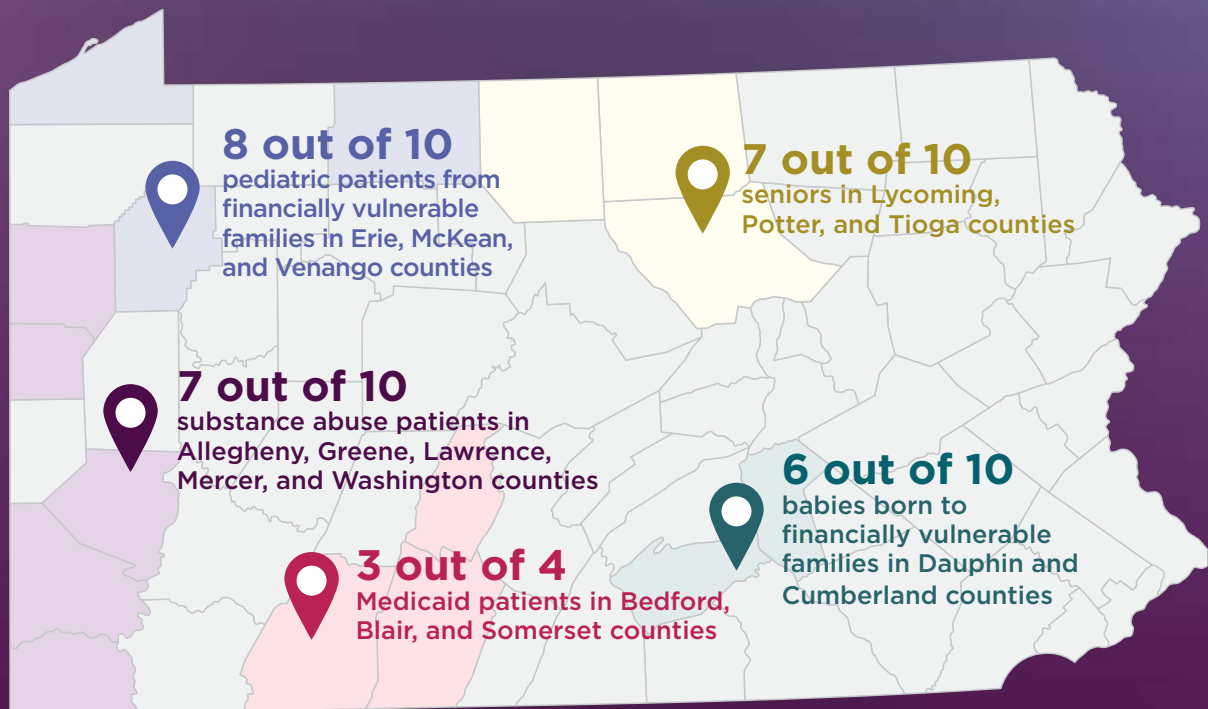
Unreimbursed amounts from Medicare



HEALTH CARE FOR THOSE IN NEED

UPMC provides access to high-quality care for individuals and families who are uninsured or underinsured, reinforcing its role as a safety net provider. In 2024, UPMC dedicated \$746 million to charity care and unreimbursed Medicaid costs, with \$141 million to support patients who needed charity care and financial assistance, and \$605 million to cover unreimbursed costs for Medicaid beneficiaries and other subsidized care.

PROVIDING MORE CARE TO OUR COMMUNITIES' UNDERSERVED POPULATIONS:



Addressing Critical Gaps in Health Care Access

UPMC is deeply committed to serving communities across its regions by expanding access to high-quality care and addressing local health needs.

Delivering Care to Rural Populations

To further reduce barriers to care, UPMC introduced a Mobile Health Center — a fully equipped clinic on wheels that delivers high-quality care directly to rural communities.

Supporting Those Experiencing Homelessness

UPMC Health Plan's Cultivating Health for Success, a supportive housing program that targets members experiencing homelessness, reached a milestone with the 200th housed member.

Increasing Access for Communities in Need

UPMC Hamot and UPMC Chautauqua proudly support Remote Area Medical (RAM) clinics, bringing essential health care services to underserved communities. These clinics offer free, high-quality medical, dental, and vision care to individuals in need, regardless of insurance or identification.

BUILDING STRONGER, HEALTHIER COMMUNITIES

At UPMC, life changing means putting people and communities first. Every day, our 100,000 employees work to provide essential resources across the region.

In 2024, UPMC dedicated \$597 million to health and wellness programs and charitable contributions, underscoring its commitment to community health. These contributions supported initiatives that expand access to care, address social determinants of health, and strengthen community partnerships.

Reaching Out in So Many Ways

UPMC is enhancing health and wellness through more than 3,000 free and subsidized community programs:

- Immunizations, screenings, home visits, and transportation.
- Support for seniors, children, new moms, and people with disabilities.
- Emergency preparedness, access to healthy foods, cancer awareness, and job readiness training.



Partnerships that Make a Difference

UPMC is dedicated to reducing barriers to better community health. We generously support community, arts, and educational groups, and organizations focused on caring for the less fortunate.

Partnerships include:

- UPMC partnered with VA Healthcare to roll out a Pennsylvania statewide community nurse liaison program, which offers veterans care coordination, better hospital admission and discharge planning, and improved inpatient experiences.
- UPMC in North Central Pa. launched a maternal health pilot program in partnership with the Department of Health and Department of Human Services in Clinton County.
- Students from the Western Pennsylvania School for Blind Children plant and tend to the sensory garden for vision-impaired people at UPMC Mercy Pavilion.

Learn more about UPMC's commitment to the community:

[Community Impact Stories](#)



MAKING CARE MORE ACCESSIBLE

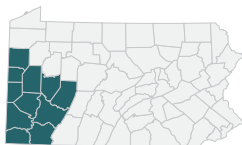
UPMC-GoHealth Urgent Care

UPMC is enhancing access to care by expanding ambulatory sites and leveraging telemedicine. In 2024, UPMC formed a joint venture with GoHealth Urgent Care, and jointly **acquired 86 MedExpress urgent care sites**. The new UPMC-GoHealth Urgent Care centers provide convenient access to lower-cost, high-quality health care outside of the emergency department, particularly for vulnerable populations.



COMMITTED TO THE HEALTH OF OUR REGIONS

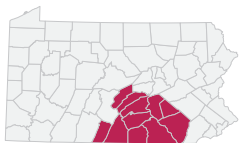
UPMC is deeply committed to building a healthier tomorrow, and is dedicated to enhancing access, quality, and innovation across Pennsylvania — helping to ensure that patients receive world-class care in their own communities.



INVESTING IN THE LONG-TERM VITALITY OF SOUTHWEST PENNSYLVANIA

UPMC delivers high-quality, accessible care across southwest Pennsylvania through strategic partnerships and expanded services.

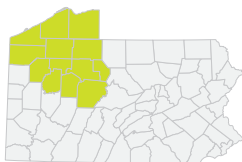
- In June 2024, Washington Health System became part of UPMC, forming UPMC Washington and UPMC Greene. In the year since joining UPMC, these hospitals have expanded orthopaedic and surgical services, enhanced women's health care, and affiliated with UPMC Children's Hospital of Pittsburgh, bringing advanced pediatric expertise closer to home.
- Construction continues on the new UPMC Presbyterian bed tower, to be named the Daniel G. and Carole L. Kamin Tower. This 636-bed facility will feature leading-edge technology to improve the patient experience and transform the way health care is delivered in western Pennsylvania.



ENHANCING STATE-OF-THE-ART CARE IN CENTRAL PENNSYLVANIA

UPMC continues to deepen its investment in central Pennsylvania through innovative partnerships, expanded specialty care, and state-of-the-art facilities that meet the evolving needs of the region's communities.

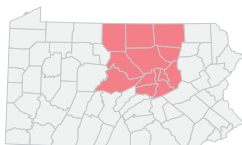
- UPMC Harrisburg established a new pediatric flight service to transfer critically ill pediatric patients.
- UPMC Memorial, in York County, introduced a cardiac surgery and structural heart clinic, delivering expert cardiovascular care closer to home.



MEETING COMMUNITY NEEDS IN ERIE, PENNSYLVANIA

UPMC is dedicated to improving health and well-being in Erie and northwest Pennsylvania.

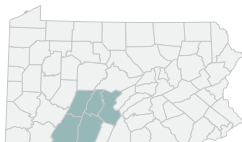
- In July 2025, UPMC opened its first Neighborhood Center in Erie. This new center builds on the success of the Pittsburgh model and offers services that go beyond health care — including workforce development, food access, and financial education.



CARING FOR RURAL RESIDENTS IN NORTH CENTRAL PENNSYLVANIA

UPMC is transforming rural health care delivery in north central Pennsylvania through innovative programs that expand access, improve outcomes, and support community well-being.

- UPMC launched the Rural Family Medicine Residency Program, designed to train physicians to meet the unique needs of rural communities, and implemented a women's health model, creating a sustainable, regional approach to maternity care that supports mothers and infants in rural communities.



EXPANDING CARE IN WEST CENTRAL PENNSYLVANIA

UPMC is addressing the mental health needs of Blair County and surrounding communities by expanding access to specialized care and enhancing the patient experience throughout the region.

- In July 2025, UPMC Altoona opened a new behavioral health pod in its Emergency Department. This innovative space offers a dedicated, safe, and therapeutic environment for patients seeking emergency treatment for behavioral health conditions, separate from the traditional emergency department.



KEEPING CARE LOCAL IN WESTERN MARYLAND

UPMC is making significant strides in expanding local access to high-quality care by actively recruiting providers across a range of specialties and expanding virtual care capabilities.

- In 2024 and 2025, UPMC Western Maryland onboarded physicians and advanced practice providers in primary care, gastroenterology, OB/GYN, and trauma surgery. The hospital also partnered with independent providers and launched telehealth services in neurology, endocrinology, and stroke care.

LEADING THE WAY FOR RESEARCH AND EDUCATION

UPMC is recognized around the world as a leader in breakthrough research and medical education. In 2024, UPMC dedicated \$626 million to support these efforts.

Advancing Medicine Together

UPMC partners with the University of Pittsburgh to combine unmatched innovation, research, and clinical expertise with a deep commitment to put people at the heart of everything we do. Together, we attracted nearly \$700 million in National Institutes of Health funding in 2024, ranking in the top ten nationally.

Educating Tomorrow's Caregivers

UPMC is a frontrunner in funding education for health professionals in Pennsylvania. UPMC provides a range of high-quality medical education programs, including accredited training for residents, physicians, nurses, and allied health professionals.

- More than 1,900 medical residents and clinical fellows are trained each year in the nation's fourth-largest medical residency program.
- In 2024, UPMC Schools of Nursing graduated nearly 550 nursing students and enrolled more than 1,500 students.

UPMC contributes more than half of all hospital-funded research in Pennsylvania.

In 2024, UPMC invested \$270 million to develop physicians, nurses, pharmacists, and other health care professionals.



Launched Pennsylvania's First State-Approved Registered Nurse Resident (RNR) Apprenticeship Program

In April 2025, the UPMC Jameson School of Nursing at UPMC Hamot received approval for Pennsylvania's first Registered Nurse Resident (RNR) apprenticeship program. This innovative model blends academic instruction with paid clinical experience, creating a structured, supportive pathway for new nurses to transition into practice while earning a wage.

Learn more about UPMC's commitment to advancing research and education:

[UPMC Graduate Medical Education](#)

[UPMC Schools of Nursing](#)

CREATING JOBS AND INVESTING IN COMMUNITIES

More Than \$50 Billion Economic Impact

UPMC accounts for more than a quarter of the statewide economic impact of Pennsylvania hospitals.



UPMC and its employees paid **\$3.1 billion in taxes**, supporting local schools, infrastructure, and other public services in 2024.



Supported nearly **198,000 total jobs** directly and indirectly (estimated).

Spent **\$311 million** in 2024 with veteran-owned and other disadvantaged businesses to deliver equal access to procurement opportunities.



Added approximately **3,500 new union jobs** during the construction of new hospitals.



PATHWAYS TO OPPORTUNITY

At UPMC, investing in communities means creating pathways to opportunity — through job training, workforce development, and inclusive hiring practices that uplift individuals and strengthen local economies.



Freedom House Foundations

UPMC Health Plan's Pathways to Work initiative, the Freedom House Foundations training program, celebrated a major milestone in 2025 — its 200th graduate since the program's inception. The program provides essential skills training and pathways to careers in health care. This year, Freedom House Foundations expanded its reach, with graduation ceremonies in Allegheny, Dauphin, and Erie counties.

Facilities and Maintenance Apprenticeship Program

This paid four-year apprenticeship program offers a pathway to the skilled trades through hands-on training and mentorship. Apprentices work full-time while receiving on-the-job training and participating in online learning towards a certificate program.



Project SEARCH

UPMC partners with Project SEARCH to offer a one-year transition program for high school students with intellectual disabilities. Through immersive, real-world experiences at UPMC hospitals students gain critical job skills, build confidence, and prepare for meaningful employment.

In 2025, UPMC increased minimum starting wages for entry-level positions to **\$18 an hour** at UPMC's Pittsburgh hospitals, and Harrisburg and Williamsport-area hospitals, outpatient clinics, ambulatory centers, and other facilities and sites.

Discover more about the ways UPMC invests in stronger communities:

[Commitment to Employees](#)

[Economic Impact](#)

About UPMC

UPMC is a world-renowned, nonprofit health care provider and insurer committed to delivering exceptional, people-centered care and community services. Headquartered in Pittsburgh and affiliated with the University of Pittsburgh Schools of the Health Sciences, UPMC is shaping the future of health through clinical and technological innovation, research, and education. Dedicated to advancing the well-being of our diverse communities, we provide nearly \$2 billion annually in community benefits, more than any other health system in Pennsylvania. Our 100,000 employees — including more than 5,000 physicians — care for patients across more than 40 hospitals and 800 outpatient sites in Pennsylvania, New York, and Maryland, as well as overseas. UPMC Insurance Services covers more than 4 million members, providing the highest-quality care at the most affordable price. To learn more, visit UPMC.com.