

Community Benefits
Report 2015-2016

What Good Neighbors Do

UPMC LIFE
CHANGING
MEDICINE



OUR MISSION

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.

UPMC Is the Neighbor Western Pennsylvania Counts On

Western Pennsylvania is made up of a collection of diverse neighborhoods, each with its own distinct place and personality. For more than 30 years, UPMC has been serving the region's neighborhoods, and has put down roots in communities large and small. Our commitment to delivering exceptional care has grown from UPMC's fundamental mission — to serve the people of our communities in meaningful and profound ways.

GOOD NEIGHBORS CARE FOR EACH OTHER

UPMC's long-term presence in the region, coupled with the strong, mutually beneficial relationships we have nurtured with communities over time, makes our organization the neighbor that's always there to help.

We deliver the highest-quality care to the sickest and most vulnerable members of our communities. Whether it's caring for infants and children, providing specialized services for women and seniors, or addressing the health needs of individuals and families from every walk of life, UPMC is sharing its resources, extending a helping hand, and changing lives for the better.

That, however, is only part of what we offer. Through the creation and incredible growth of UPMC Insurance Services — now the largest medical and behavioral health services insurer in western Pennsylvania — more than 2.9 million members have access to some of the most affordable health insurance coverage in the nation. In fact, UPMC offers the largest Medical Assistance plan in western Pennsylvania, and the largest nonprofit behavioral health managed care program in the United States.



G. Nicholas Beckwith III
Chairperson
UPMC Board of Directors



Jeffrey A. Romoff
President and CEO
UPMC

UPMC IS THE NEIGHBOR COMMITTING RESOURCES FOR A HEALTHY FUTURE

UPMC invests billions to make a difference in the well-being of the people who live here, work here, learn here, and raise their families here. By building new facilities and creating good jobs that are the cornerstones of many local economies, UPMC is a direct contributor to the stability and success of communities of every size. As an organization, we are leading the way in building a strong framework to support our region's economic success and its bright, vibrant future — making western Pennsylvania an exceptional place to live, work, and play.

WE ARE YOUR FRIENDS AND NEIGHBORS

Fueled by the personal commitments of more than 60,000 employees — many of whom are your family members, friends, colleagues, and neighbors — UPMC cares for the region's communities in a wide variety of ways. On the following pages, you'll discover how UPMC's commitment to being a good neighbor is truly creating a new and better tomorrow for western Pennsylvania.

We believe it's what a good neighbor should do.

How a Good Neighbor Creates a Healthy Community



LIVING

UPMC touches 7 out of 10 people who live in western Pennsylvania ...

from Pittsburgh to Erie, to Altoona, and the many places in between.

WORKING

With **more than 60,000 outstanding employees** — your friends, family members, and neighbors — UPMC is the region's largest employer, providing good jobs that strengthen communities.



PLAYING

SERVING

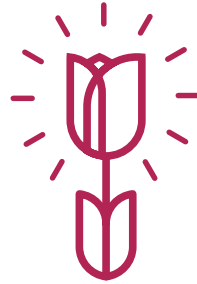
THRIVING

From Little League teams to arts festivals, UPMC-sponsored activities make communities healthier. **UPMC contributed more than \$200 million to community programs and events.**

By delivering more than **\$100 million in free and discounted care**, UPMC provides more than twice as much charity care as all other western Pennsylvania hospitals combined.

UPMC's sustained investments in community benefits — **nearly \$900 million each year, or \$2.4 million each day** — affirm Pittsburgh's status as a hub for bold innovation and fuel the regional renaissance.





Caring For Neighbors Where We **LIVE**



UPMC is deeply rooted in communities across the region, and continues to build on a long history of delivering Life Changing Medicine, close to home. Working through a well-established network of more than 500 community locations, UPMC leads the way in making our region a healthier place to live.



Always Ready To Help

UPMC cares for thousands of friends, neighbors, and loved ones each day.

22 neighborhoods
in Pittsburgh 

UPMC's Living-At-Home program reaches seniors in 22 Pittsburgh neighborhoods, including Pittsburgh's Hill District, Braddock, Oakland, McKeesport, and the South Side.

SUPPORTING SENIORS IN THEIR OWN NEIGHBORHOODS

Nearly 30 years ago, UPMC launched the Living-At-Home program to help low-income seniors remain independent — among family, friends, and familiar surroundings. To help with care coordination and medication management, nurses see program participants and monitor their health and well-being at home. Cecilia, a resident of the South Side, has been a client of Living-At-Home since 1999. An active 93-year-old, she has worked with the same social worker since joining the program. Cecilia and other Living-At-Home clients welcome nurses into their homes and receive help with tasks like filling pill boxes and checking blood pressure.

CONNECTING WITH THE AREA'S HARD-TO-REACH POPULATIONS

With locations in neighborhoods throughout the region, UPMC CancerCenter staff deliver a wide array of outreach programs focused on cancer prevention and screening, with particular attention directed toward underserved members of the community.

UPMC's Hillman Cancer Center operates the Ladies Hospital Aid Society Prevention and Early Detection Center, which collaborates closely with Pittsburgh's Birmingham Free Clinic to provide free cancer education services, as well as referrals for additional screenings and tests. UPMC staff members visit with Birmingham patients at the organization's South Side location one day each week, and see approximately 15 individuals — many of whom are referred back to Hillman for further testing.

According to a UPMC staff member helping to lead the effort, "We work hard to build trust in the community. We leave nobody hanging ... we try to identify barriers and help remove them."

>40
communities

BRINGING CUTTING-EDGE CANCER CARE CLOSE TO HOME

Located in more than 40 communities throughout western Pennsylvania, UPMC CancerCenter is one of the largest cancer treatment networks in the nation.



150 YEARS OF CARING FOR THE COMMUNITY

This year, UPMC Shadyside celebrates its 150th anniversary of caring for the Pittsburgh community. Part of UPMC since 1997, the hospital has grown over the past two decades from a highly respected community hospital into a leading medical center.

1866: The 38-bed Homeopathic Medical and Surgical Hospital and Dispensary of Pittsburgh — the forerunner of UPMC Shadyside — opened its doors in 1866, one of only 175 hospitals in the United States.

2016: Thousands of patients seek care each year at UPMC's Shadyside campus that includes a 520-bed hospital and Hillman Cancer Center, the hub of the UPMC CancerCenter community-based network.



UPMC Is Enhancing Neighborhoods Across the Region

Within the last five years, UPMC Hamot and UPMC Altoona joined the UPMC family and dramatically augmented their capabilities to care for residents in the Erie and Blair county areas.

Recognized as hubs for state-of-the-art care, each hospital has more than **2,000 employees**, provides **more than \$16 million in free and reduced cost care**, and creates **an economic impact of more than \$500 million** in the county it calls home.

UPMC HAMOT



NORTHWESTERN PENNSYLVANIA'S HEALTH CARE DESTINATION

Bringing World-Renowned Specialty Care to Erie

- Recruiting physicians and expanding services to provide cutting-edge care — like advanced oncology surgery, behavioral health care, and children's specialty care.

Keeping Care Local

- Adding new, advanced procedures and technologies to eliminate long-distance travel.
- Nearly tripling newborn and neonatal admissions at the new Magee-Womens, UPMC Hamot.

Pitching In to Make Neighborhoods Stronger

- Pledging funds to rehabilitate the Bayfront East Neighborhood.
- Sponsoring the UPMC Sunset Music Series and other community events.
- Collaborating with local agencies and providing resources for hard-to-reach populations.



Stronger Health Care

Thriving Communities

UPMC ALTOONA**CENTRAL PENNSYLVANIA'S HUB FOR EXPERT CARE****New Technology and Clinical Programs**

- Expanding access to highly specialized services through telemedicine.
- Partnering with Western Psychiatric Institute and Clinic of UPMC to provide inpatient telepsychiatric services.
- Opening a new comprehensive breast care center.

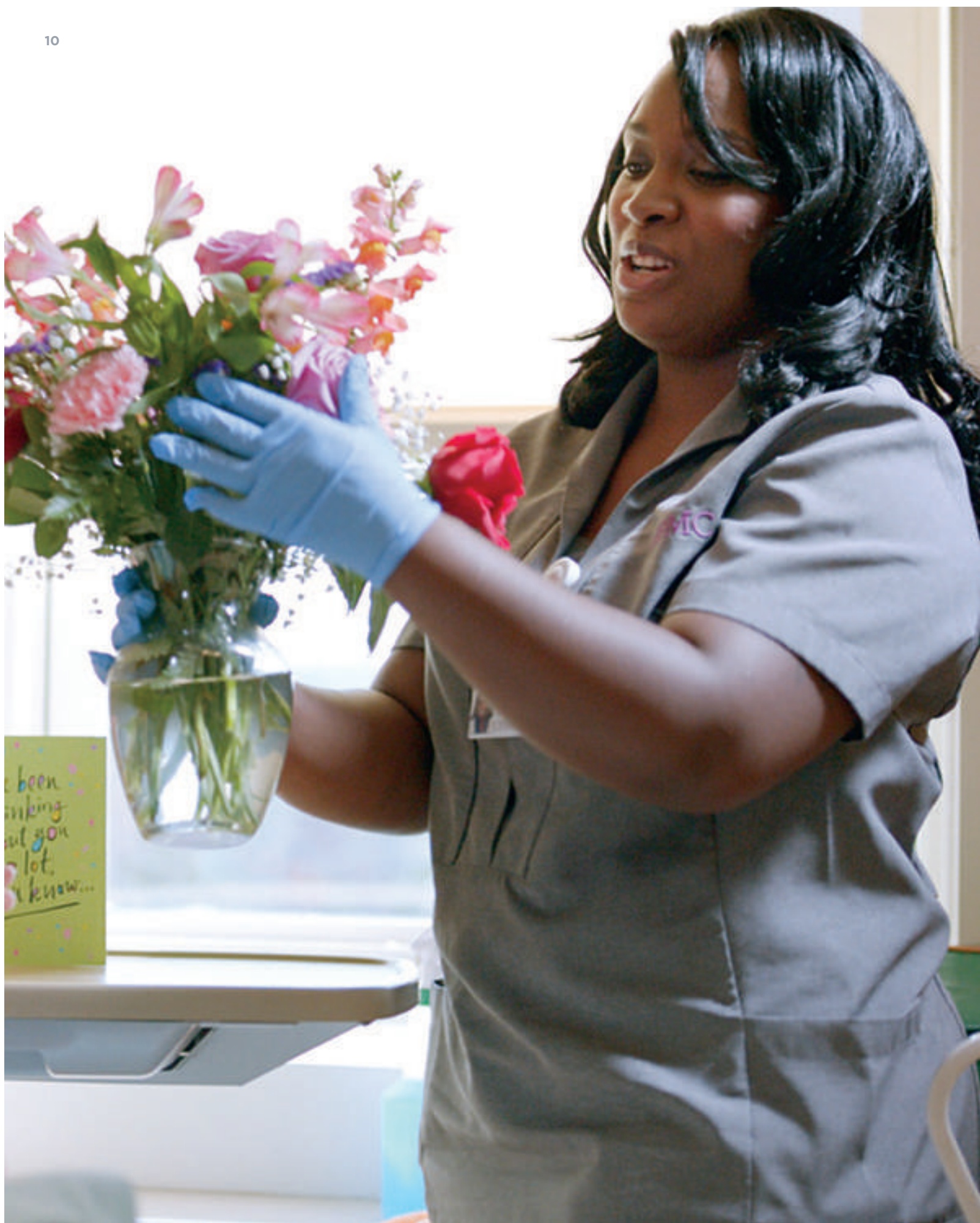
Providing World-Class Care Close to Home

- Collaborating with Magee-Womens Hospital of UPMC to offer advanced fertility treatments and maternal-fetal medicine.

**Dedicating Resources to
Improve Community Health**

- Offering a clinic that provides medical and dental care to Medicaid and uninsured populations through the UPMC Altoona Partnership for a Healthy Community.
- Spearheading *Let's Move Blair County* to address obesity and diabetes with the Healthy Blair County Coalition.





I've been thinking about you a lot, I know...



The Places Where Many Of Your Neighbors **WORK**

UPMC is a powerful engine of progress in western Pennsylvania. As the Commonwealth's largest nongovernmental employer, UPMC provides care and comfort to families, neighbors, and communities through the efforts of more than 60,000 exceptional employees who work each day to make a difference.

Everyone Makes a Difference at UPMC

We are your nurses,
and your neighbors.

We are your world-class doctors,
and Little League coaches.

We work at the hospitals you trust,
and volunteer at the schools your
children attend.

We are researchers
and homework checkers.

We are leaders in the medical field
and field trip chaperones.



WORK



**\$2.4
MILLION**

UPMC and its employees contributed \$2.4 million to the United Way campaign in 2015.

ADDRESSING HUNGER, ONE MEAL AT A TIME

Justin, a chef at UPMC Mercy, has proudly fed many Pittsburgh residents in need. He linked the hospital with the Greater Pittsburgh Community Food Bank Community Table Program. Through this initiative, leftover food goes to area charities, such as Jubilee Soup Kitchen, Wellspring Kitchen, and St. Joseph's House of Hospitality. In 2015, the UPMC Mercy cafeteria donated 4,028 pounds of food, or 3,357 meals.

"Everyone in UPMC Mercy's kitchen is community-focused. I'm proud to work with a team that wants to share food with our neighbors."



TEARING DOWN BARRIERS TO CARE

Fereshteh leads a data analytics team at Children's Hospital of Pittsburgh of UPMC. A native speaker of Farsi, Fereshteh also volunteers as a liaison for patients and their families, helping to improve communication and understanding. She takes time to talk with many young patients, including a nine-year-old who recently needed a kidney transplant.

In addition to Fereshteh, other UPMC employees, speaking languages such as Mandarin, Polish, and Korean, volunteer to help patients and families navigate the hospital, their care, and Pittsburgh.



860,000
hours of service

UPMC employees devoted more than 860,000 hours to community health improvement services.



Providing Pathways to Promising Careers

GIVING YOUNG PEOPLE THE CHANCE THEY NEED

UPMC provides a wide variety of job-training initiatives for western Pennsylvania's youth.

Programs include:

- **Learn and Earn,** a collaboration with the City of Pittsburgh to provide summer work for youth from at-risk areas of the city.
- **Urban Innovation21,** a commitment to provide summer internships for Pittsburgh Promise scholars.
- **Project SEARCH,** a collaboration with Goodwill, Pennsylvania's Office of Vocational Rehabilitation, and local school districts to provide a one-year training program for youth with disabilities.



779

Veterans paired with UPMC mentors

HELPING VETERANS JOIN THE CIVILIAN WORKFORCE

UPMC proudly employs more than 1,200 staff members who are current or former members of the U.S. Armed Forces. These men and women bring a strong work ethic, dedication, and a commitment to teamwork to UPMC, and adapt their skills and experiences to new rewarding career paths.

To facilitate re-entry into the workforce after military service, UPMC participates in nationwide and regional veteran-focused hiring programs, such as the 100,000 Jobs Mission, Hero Health Hire, and POWRR for Veterans. UPMC also sponsors its own Military Talent Network, which to date has paired 779 veterans with UPMC mentors who provide coaching during the job-search process, and help veterans translate their military experience into civilian work.

UPMC Has a Powerful Effect on the Regional Economy

UPMC Annual Economic Impact

\$26.5 BILLION



JOBS

130,000 direct and indirect employees — spending wages locally on goods and services.



VISITORS

Patients, families, and business travelers stay in hotel rooms, shop, and eat at local restaurants.



TAXES

UPMC and its employees paid more than \$1.4 billion in taxes — supporting schools, infrastructure, and other public services.



CONSTRUCTION

Local jobs, materials, and supplies make up UPMC's \$412 million investment in state-of-the-art facilities and technology.



LOCAL SPENDING

includes \$104 million directed to minority- and women-owned businesses.



MAKING THE RIGHT CONNECTIONS IN ERIE

Eagle's Nest, a pilot workforce development program, links at-risk Erie youth with stable and rewarding jobs. Launched through a partnership between UPMC Hamot and the Victory Christian Center in Erie, Eagle's Nest offers opportunities to young men and women, like Isaiah.

After completing an eight-week internship at the hospital, Isaiah made a smooth transition to full-time employment as a patient transporter at UPMC Hamot. So far, 31 graduates of the Eagle's Nest Employability Initiative have been hired by UPMC Hamot in various entry-level positions.

"UPMC Hamot is definitely the right place for me to be, and Eagle's Nest is helping me complete goals I never thought I'd get done."



We are honored to have our region's largest employer join us in our drive for \$15 an hour ... I commend UPMC for taking this step ... and for showing how good wages mean good business for employers."

William Peduto, Mayor of Pittsburgh







Making Our Neighborhoods Great Places To PLAY



UPMC reaches beyond the walls of its medical facilities to keep the community healthy. In addition to supporting a wide array of programs and events that promote wellness and encourage healthy habits, UPMC also partners with community organizations, supports cultural activities, and helps preserve green environments for all to enjoy.



Keeping Pittsburgh on the Run

Since 2010, UPMC Health Plan has sponsored the Pittsburgh Half Marathon. The race welcomes more than 15,500 runners, who begin their trek in downtown Pittsburgh, and make their way through the Strip District, the North Side, and the West End.

In addition, UPMC Sports Medicine brings together more than 350 health care professionals and volunteers who provide care for runners during the race.



NEIGHBORS ARE ALWAYS WELCOME AT UPMC LEMIEUX SPORTS COMPLEX

UPMC Lemieux Sports Complex is a regional destination for athletes of every age. Opened in August 2015, the facility welcomes aspiring and experienced hockey players during open ice times, and functions as the training center for the Pittsburgh Penguins. It is also a UPMC Sports Medicine outpatient facility that provides the community with access to the same care received by our area's professional athletes.

Improving the Places Where Neighbors Explore, Learn, and Relax

UPMC is proud to support the institutions and events that make our communities vibrant, exciting places to live. In the past year, UPMC supported music festivals — such as Pittsburgh’s Thrival Innovation + Music Festival and Erie’s UPMC Sunset Series at Presque Isle — as well as exhibits at many local museums.



MAKING EDUCATION MEMORABLE FOR KIDS

UPMC works with organizations throughout the region to provide fun activities that educate children and families about good health. Initiatives have included sponsoring events at the Heinz History Center, the Children’s Museum of Pittsburgh, Phipps Conservatory and Botanical Gardens, and the Experience Children’s Museum in Erie.



HELPING FAMILIES ADOPT HEALTHY HABITS

UPMC Health Plan and the Children’s Museum of Pittsburgh are promoting healthy dining in the Big Red Room Cafe. Through the Dining Smart community program, the museum offers many healthy menu items as part of a proven nutrition program developed by UPMC Health Plan.



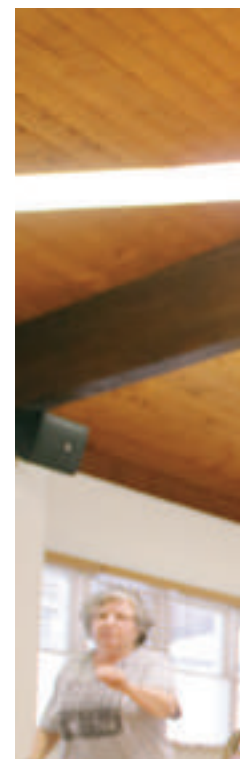
UPMC HEALTH PLAN SPONSORS THE PITTSBURGH SYMPHONY WITH THE STEELERS

Nearly 64,000 football fans and more than 21 million viewers enjoyed the Pittsburgh Symphony Orchestra’s first-ever halftime performance at Heinz Field during the Steelers’ October 1, 2015 game.



Finding Ways to Keep the Whole Family Active

From morning swim classes to a day at the zoo, UPMC offers a wide variety of ways for people of all ages to stay active and engaged in their communities.



CREATING SUMMER CAMP MEMORIES THAT LAST A LIFETIME

Camp INSPIRE is a camp specially designed for kids with complex medical conditions. A collaboration between Children's Hospital of Pittsburgh of UPMC and the Woodlands Foundation, the program lets campers build memories and lifelong friendships — all while enjoying zip lining, nature walks, and other activities in a safe environment.





SUPPORTING HEALTH AND WELLNESS FOR SENIORS

At UPMC's 18 Senior Communities, residents have fun, stay active, and enjoy spending time with their friends and neighbors. In addition to tai chi and pinochle, residents join forces on the annual Benevolent Care Fund fundraiser, which helps cover the cost of care for seniors who need it.



Preserving the Natural Beauty of Our Home



A leader in green initiatives, UPMC supports sustainability efforts that make the region a healthier place. UPMC efforts include:

- Magee-Womens Hospital of UPMC received the 2015 Top 25 Environmental Excellence Award from Practice Greenhealth — the highest honor for hospitals that lead the way in greening efforts.
- Keeping 170,410 pounds of plastic out of landfills.
- Cutting energy use by approximately 10 percent through changes in lighting and HVAC systems.

Keeping It Clean and Green



UPMC Health Plan proudly sponsors Riverlife, a local nonprofit dedicated to developing and maintaining riverfront parks across the region. Through this support, UPMC helps dog walkers, bikers, and hikers explore western Pennsylvania's great outdoors.







A Good Neighbor Steps Up To **SERVE**

UPMC makes a difference by reaching out to help friends and neighbors. Driven by its charitable mission, UPMC goes above and beyond to remove barriers to care — particularly for the area's most vulnerable residents.

UPMC Leads in Charity Care

UPMC provides nearly 70% of all hospital charity care in western Pennsylvania — more than double all other hospitals combined.

ALL OTHER
HOSPITALS IN
WESTERN
PENNSYLVANIA
COMBINED



ONE-STOP SHOPS FOR FAMILY HEALTH

UPMC St. Margaret Family Health Centers provide integrated, holistic care in some of our area's neediest communities. Located in New Kensington, Lawrenceville, and Bloomfield-Garfield, the centers provide primary care and social services, targeting communities with households that typically have annual incomes of \$25,000 or less.

UPMC St. Margaret Family Health Centers serve as a one-stop shop for care. All three Family Health Centers are designated Patient-Centered Medical Homes, and provided nearly 30,000 visits last year. Committed to meeting patients and their families where they are, the UPMC St. Margaret Family Health Centers also send providers to see patients in their homes. Staffed by family medicine physicians, medical residents, pharmacists, social workers, and psychiatrists, the centers use innovative approaches to identify and address medical and behavioral health needs of patients.





MARCHING TO MAKE SURE EVERY CHILD HAS HEALTH INSURANCE

In the summer of 2015, UPMC Health Plan, in partnership with the City of Pittsburgh Mayor's Office, participated in March Pittsburgh, to assist in enrolling the estimated 2,000 Pittsburgh kids eligible for insurance coverage through Medicaid or Children's Health Insurance Program. Through this citywide, eight-week effort, UPMC Health Plan, Pittsburgh city government, and local nonprofits — along with neighborhood kids and families — marched through 10 city neighborhoods, drumming up awareness for children's health insurance options for Pittsburgh families.

CHARITY CARE FOR NEIGHBORS WHO NEED IT

As part of its charitable mission, UPMC provides care to all patients — regardless of their ability to pay. The organization also delivers free or discounted care for those facing significant financial hardship. In 2015, UPMC provided \$107 million in charity care to the region's poor and uninsured, awarding financial assistance to more than 63,000 patients.



9 OUT OF **10**

UPMC cares for 9 out of 10 children from low-income families in Allegheny County — nearly all at Children's Hospital of Pittsburgh of UPMC.



CARING FOR PREGNANT WOMEN FIGHTING SUBSTANCE ABUSE

Across the nation, a growing number of babies are born to women with opioid addiction — an epidemic that endangers the health of the mother and her unborn child. In 2014, Magee-Womens Hospital of UPMC responded by opening the Pregnancy Recovery Center (PRC) — one of the few inclusive, integrated obstetrical substance abuse programs in the country. The PRC provides pregnant women with treatment that concurrently addresses the issues of opioid use, prenatal care, and delivery.

Last summer, Chelsea, 25, was struggling with drug addiction when she learned she was pregnant. She sought help at the PRC, and through the outpatient program received counseling and medical care during her pregnancy — all with the goal of engaging Chelsea as the leader in her own recovery.

Since 2014, more than 130 pregnant women have been admitted to the PRC. After receiving treatment, nearly 70 percent of babies are born free of drug addiction — giving both mother and child better starts on the future.



SERVE



THERE WITH COMFORT AND SUPPORT AT LIFE'S END

UPMC operates the largest nonprofit hospice and palliative care network in western Pennsylvania. The UPMC Palliative and Supportive Institute provides palliative care support across the health care continuum. Through mergers this past year that partnered UPMC Home Nursing Agency with Family Hospice and Palliative Care, the organization provides compassionate care when individuals and families need it most. In rural areas such as Centre, Mifflin, and Blair counties, UPMC hospice aides regularly travel hundreds of miles to serve patients and families at the end of life. UPMC hospice and palliative care providers work to address the unique needs and wishes of patients, and to engage family members in empowering conversations.



MAKING THINGS BETTER FOR NEIGHBORS IN VENANGO COUNTY

UPMC is currently building three personal-care facilities at the Sugar Valley Lodge site in Venango County, including beds for individuals with behavioral and developmental disabilities. Upon completion, UPMC will donate the brand-new facilities to the county.



WORKING TOWARD AN AIDS-FREE PITTSBURGH

For the past 30 years, UPMC has been a leader in HIV research and AIDS treatment. This year, UPMC pledged \$1 million over five years to support AIDS Free Pittsburgh, an Allegheny County cross-agency effort that strives to improve the care of people living with HIV and AIDS. UPMC's support buoys early detection, prevention, and treatment efforts, with the goal of reducing new HIV infections and AIDS cases in Allegheny County by the year 2020.

In McKeesport, UPMC Latterman Family Health Center recently launched a federally-supported program to integrate HIV/AIDS treatment into its services. By assisting patients in connecting with HIV/AIDS treatment provided in a primary care setting close to home, UPMC is eliminating the need to travel to Pittsburgh for testing or care.



Serving Our Communities' Health Needs

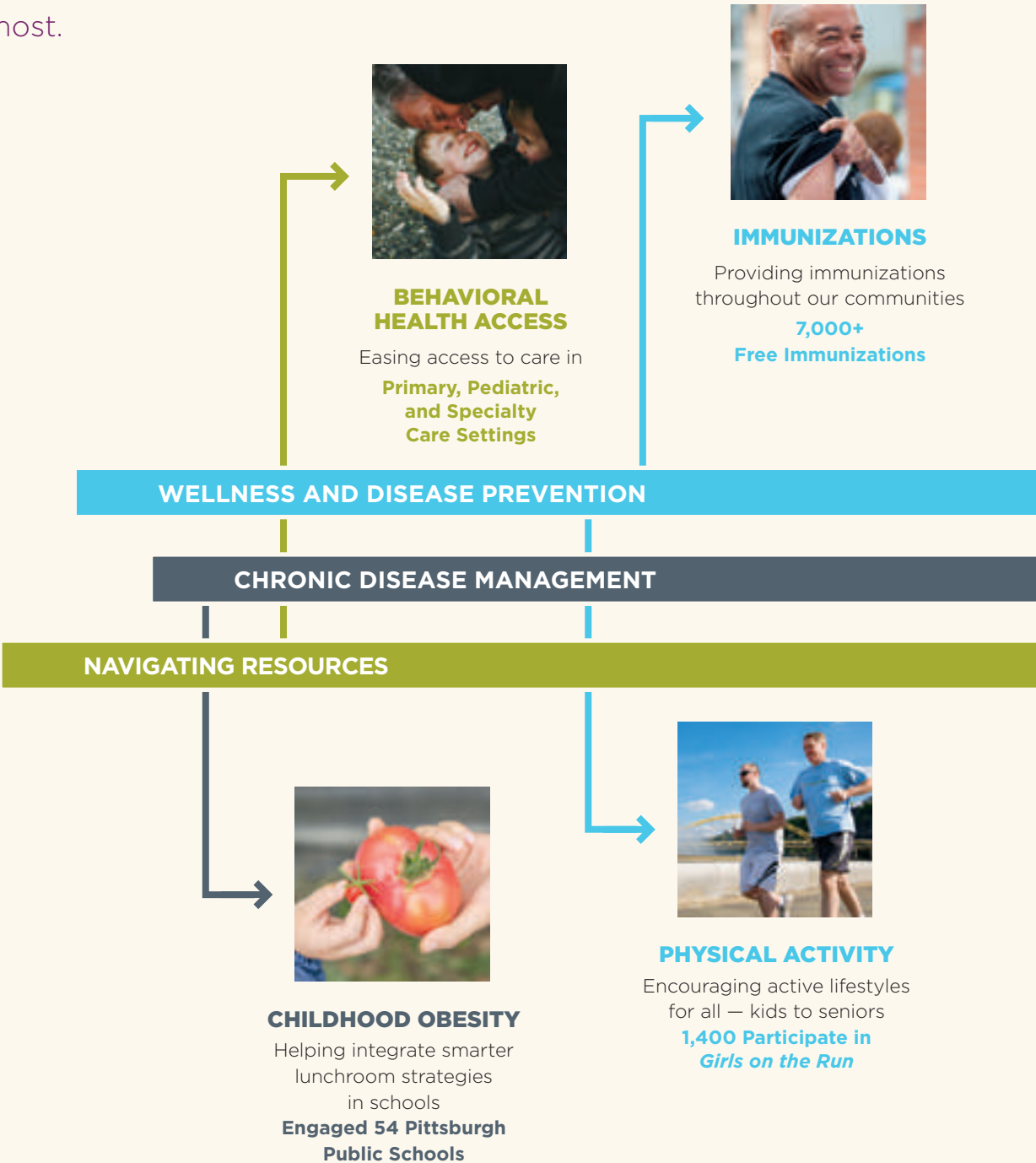
Community Health Needs Assessment: 2013-2016

UPMC is investing in communities and dedicating resources where they are needed most.



Each UPMC hospital conducts a Community Health Needs Assessment.

- UPMC Altoona
- UPMC Bedford Memorial
- Children's Hospital of Pittsburgh of UPMC
- UPMC East
- UPMC Hamot
- UPMC Horizon
- UPMC Jameson
- Kane Community Hospital
- Magee-Womens Hospital of UPMC
- UPMC McKeesport
- UPMC Mercy
- UPMC Northwest
- UPMC Passavant
- UPMC Presbyterian Shadyside, including Western Psychiatric Institute and Clinic of UPMC
- UPMC St. Margaret

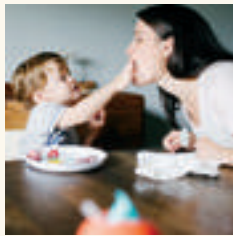


Listening Carefully to Our Neighbors

This year, UPMC invited **more than 1,500 community stakeholders to help identify their community's most pressing health needs**. UPMC partnered with experts from the University of Pittsburgh Graduate School of Public Health.

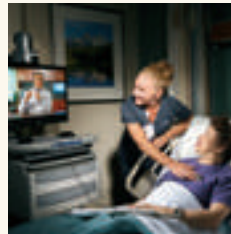
Making An Impact

Offering **more than 3,000 community programs**, UPMC is out in the community — visiting fire halls, church festivals, and schools. Working with community partners and engaging UPMC systemwide resources — such as UPMC Health Plan — UPMC is improving community health in measurable ways.



ADDRESSING THE OPIOID CRISIS

Helping drug addicted
babies and moms recover
70 Percent Success Rate



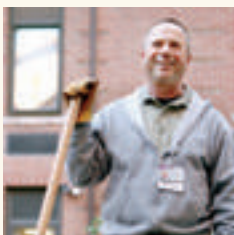
RURAL ACCESS

Establishing teleconsult
sites in rural areas
**107,000 Travel
Miles Saved**



CARING FOR SENIORS

Helping seniors live
independently at home
**Fewer Emergency
Department Visits**



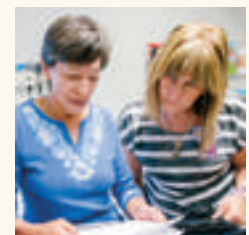
HEALTHY EATING

Supporting on-site
organic gardens to
model healthy diets
2,179 lbs. Harvested



DIABETES MANAGEMENT

Linking diabetics
to educators
Improved Disease Control



CANCER PREVENTION

Reaching out to
underserved populations
17,000+ Reached





Positioning Western Pennsylvania To **THRIVE**



The renaissance of Pittsburgh and western Pennsylvania makes the region an exceptional place to grow careers and businesses. UPMC is driving a new, vibrant economy, one defined by thriving neighborhoods, bustling businesses, and the continued arrival of young people and new neighbors.



UPMC and its academic partner, the University of Pittsburgh, help to attract more than \$475 million in National Institutes of Health funding to the region.

Attracting the Best and the Brightest

UPMC is at the heart of health care innovation, and the center of the region's economic reinvention.

LEADING THE WAY WITH GROUNDBREAKING RESEARCH

Committed to nurturing groundbreaking research, UPMC contributed more than \$362 million in the past year to fund medical discoveries, pioneering treatments, and health care education.

On a daily basis, UPMC scientists and the organization's academic partner, the University of Pittsburgh, undertake research that addresses some of the world's most daunting health care challenges. These findings are then translated into cutting-edge treatments that benefit the residents of the region.

This exciting, supportive environment encourages researchers to pursue new treatments and cures, and makes Pittsburgh a place where they want to build careers. UPMC attracts physicians in every subspecialty — as well as thousands of students — from nurses and therapists, to pharmacists and research fellows.



FUELING THE REGION'S NEW ECONOMY

An economic engine powering the growth of western Pennsylvania, UPMC is creating an innovation ecosystem that establishes Pittsburgh as a hub of health care innovation.

Through partnerships such as the Pittsburgh Health Data Alliance, UPMC is leveraging its clinical and technological expertise to revolutionize health care and wellness. The alliance, a collaboration among UPMC, the University of Pittsburgh, and Carnegie Mellon University, aims to unlock the power of big data and to actively transform knowledge into new solutions that drive forward innovation and regional growth.

Related spin-off companies will continue to improve health care, while bringing significant investment and new jobs to the region. For example, medCPU, a developer of clinical decision tools focused on improving patient outcomes, is opening a Pittsburgh office to work closely with UPMC to co-develop new products.

DEFINING THE FUTURE OF HEALTH CARE FOR OUR NEIGHBORS AND BEYOND

UPMC is using technology to create seamless, virtual care that's changing the way health care is delivered. What began with two high-need clinical services — telestroke and telepsychiatry visits — now spans 20 clinical specialties and establishes Pittsburgh as a hub of innovation. Designed to place world-class clinical care closer to home, UPMC Teleconsult Centers are located throughout the region, saving patients time and travel expenses. Since its introduction in 2012, more than 20,000 patients have benefited from this new model of care.



CREATING HIGH-TOUCH WAYS TO IMPROVE PATIENT EXPERIENCES

UPMC clinicians and staff regularly experiment with creative ideas and new technologies to improve patient care. With grants from the Beckwith Institute, employees are investigating both high-tech and high-touch approaches, such as the first-ever mobile pediatric concussion testing platform.



Empowering the Next Generation to Thrive

UPMC continues to deliver on its **\$100 million pledge to the Pittsburgh Promise**. This investment enables Pittsburgh Public Schools graduates to pursue college educations and helps to develop a highly educated work force.



THE TRAINING GROUND FOR FUTURE HEALTH CARE PROVIDERS

- UPMC is home to the third-largest medical residency program in the nation, ranking among the top five nationally for obstetrics-gynecology, physical medicine and rehabilitation, and plastic surgery. Nearly 1,800 medical residents and clinical fellows are trained each year at UPMC.
- UPMC invested \$170 million in education programs to prepare the next generation of nurses, doctors, and other health care professionals.

Investing in Education Strengthening the Future



LAYING THE FOUNDATIONS FOR PROMISING CAREERS

- UPMC's Schools of Nursing — including UPMC Mercy, UPMC Shadyside, and UPMC St. Margaret — have successfully graduated thousands of nurses since their inception. This past year, UPMC employed 85 percent of its nursing graduates.
- Through shadowing and internship programs, UPMC provides local high school students with opportunities to experience the dynamic health care setting and investigate careers in the health professions.

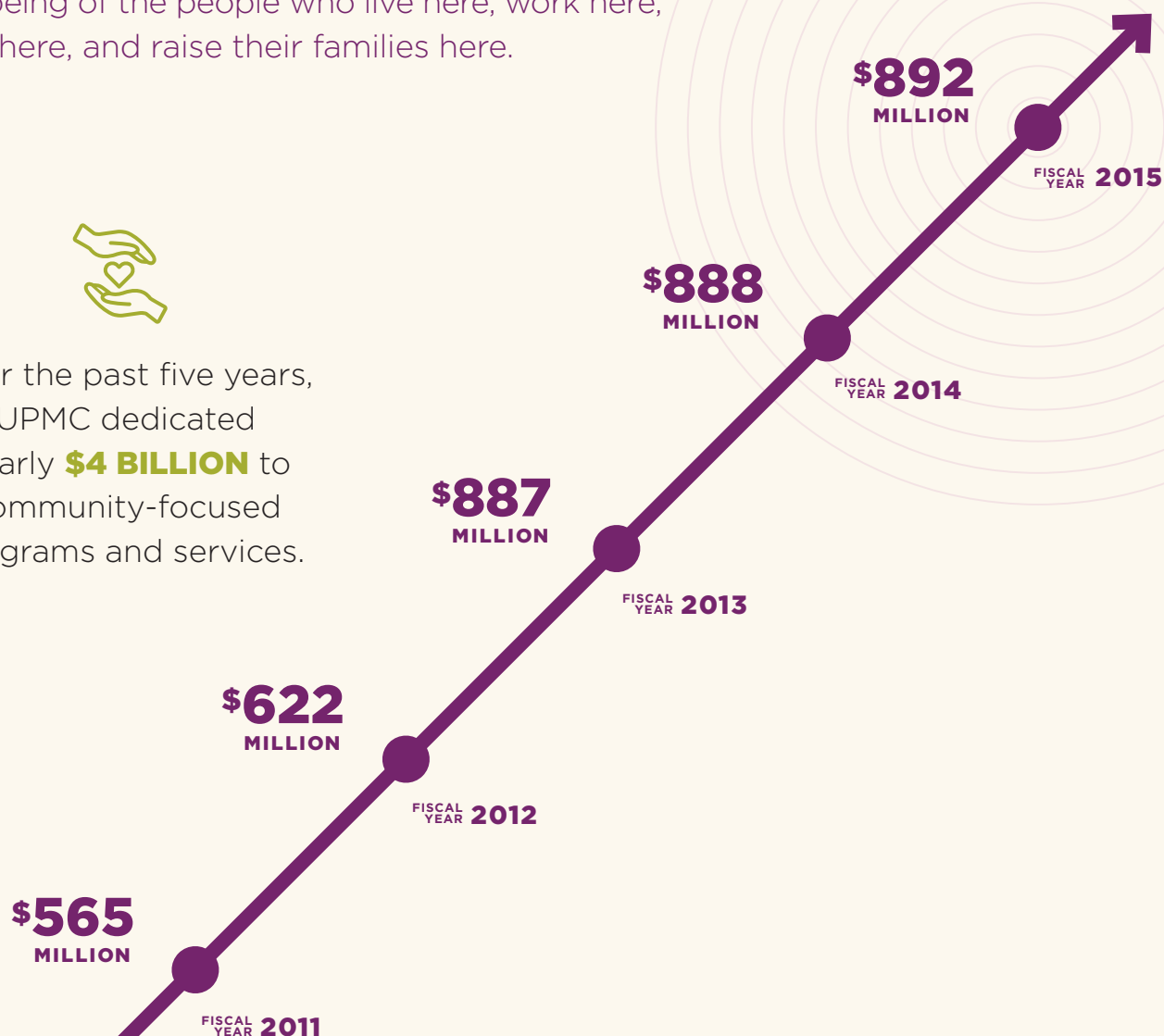


Changing Lives For the Better

Being the region's health care leader is both a privilege and a responsibility. UPMC is dedicating resources to make a substantial impact for the well-being of the people who live here, work here, learn here, and raise their families here.



Over the past five years, UPMC dedicated nearly **\$4 BILLION** to community-focused programs and services.



\$892 MILLION

Provided in IRS-defined “community benefits” in Fiscal Year 2015¹



\$313 MILLION

MAKING CARE ACCESSIBLE

Charity Care: \$107 million (*at cost*)
Unreimbursed amounts for Medical Assistance subsidies: \$206 million (*at cost*)



70% OF THE REGION'S CHARITY CARE

3 out of 4 babies born to low-income families in Allegheny County are delivered at UPMC.

UPMC provides inpatient care to 8 out of 10 residents of the 10 poorest neighborhoods in Allegheny County.



\$217 MILLION

IMPROVING HEALTH AND QUALITY OF LIFE

Community Health Programs and Contributions



10% INCREASE THIS YEAR

From community health outreach, to environmental sustainability, and support for local municipalities, UPMC is improving communities in many ways.

UPMC subsidizes services such as primary care, behavioral health, and palliative care — services that may not otherwise be available.



\$362 MILLION

ADVANCING MEDICAL KNOWLEDGE

Research: \$192 million
Education for future health professionals: \$170 million



DRIVING CLINICAL INNOVATIONS

Investments in research, innovation, and discovery, primarily at the University of Pittsburgh, are providing the community with the newest clinical innovations and the highest quality of care.

UPMC funds 98 percent of all hospital-supported research in western Pennsylvania.

¹ Community benefits data in this report are consistent with IRS Form 990 categories and reflect UPMC's Fiscal Year 2015. All comparative data are based on the most recent available.

ABOUT UPMC

A world-renowned health care provider and insurer, Pittsburgh-based UPMC is inventing new models of patient-centered, cost-effective, accountable care. It provides more than \$892 million 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 more than 60,000 employees, more than 20 hospitals, more than 500 doctors' offices and outpatient sites, and a more than 2.9 million-member Insurance Services Division, the largest medical and behavioral health services insurer in western Pennsylvania. Affiliated with the University of Pittsburgh Schools of the Health Sciences, UPMC ranks No. 13 in the prestigious *U.S. News & World Report* annual Honor Roll of America's Best Hospitals. UPMC Enterprises functions as the innovation and commercialization arm of UPMC, while UPMC International provides hands-on health care and management services with partners in 12 countries on four continents. For more information, go to UPMC.com.

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