

# Giving Back to Our Communities

Around the Corner and Across the Region







### THE UPMC 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.







**G. Nicholas Beckwith III**  
*Chairperson*  
UPMC Board of Directors



**Jeffrey A. Romoff**  
*President and CEO*  
UPMC

## UPMC Cares for Its Neighbors in So Many Ways

Life Changing Medicine at UPMC is built around a culture that encourages everyone within the organization to share their personal and professional best to bring life-changing care, cures, and treatments to our communities, and to change lives for the better.

### Touching More Lives Than Ever Before

Over the past year, UPMC continued to extend its ability to serve new communities across Pennsylvania and beyond. We are now touching more lives than ever through our wide array of health care offerings, and giving back to these communities in exciting ways.

The compassionate care of UPMC's providers is complemented by the community-focused work of UPMC Insurance Services. With wellness as a driving force, our health plans enhance the well-being of community members from all walks of life — with a particularly strong track record of caring for those who depend on Medical Assistance, Medicare, and behavioral health services.

### Truly Improving Quality of Life

As a neighbor Pennsylvania can count on, UPMC is proud to go far beyond the traditional definitions of health care to enhance the underlying factors that enrich lives in our

communities. Whether in a large city or a small town, UPMC is the backbone that strengthens local economies and unlocks the potential of a promising future.

By giving back nearly \$1 billion this year and providing more than 3,000 community-focused programs and services, UPMC is helping those in need, investing in the development of stronger neighborhoods, advancing educational opportunities, and supporting cultural activities — which all help to bring true health to people at every stage of life.

### Contributing to Create a Thriving Future

All of UPMC's accomplishments begin with the unmatched commitment of the organization's more than 65,000 employees, many of whom reach out on their own to take care of our neighbors in countless ways. We are proud of their efforts and applaud their dedication to improving the health of individuals and our communities.

On the following pages, you will see just how deeply invested UPMC is in helping the many places we call home thrive. Working closely with our friends and neighbors, we are pleased to share our experience, resources, and expertise.

# Giving Back and Improving Lives

UPMC's success enables generous community contributions — **\$2.6 million per day** — that go far beyond the bounds of traditional health care delivery.

| Healthy Lives<br>and Communities   | Caring for<br>the Vulnerable  | Making Opportunity<br>Happen  |
|--|---|---|
| \$217 MILLION  | \$288 MILLION   | \$407 MILLION   |
|    |   |    |
| <p><b><i>Enhancing health and wellness through 3,000 free and subsidized programs:</i></b></p> <ul style="list-style-type: none"><li>• Immunizations, medications, home visits, and transportation</li><li>• Support for seniors, children, and people with disabilities</li><li>• Stop the Bleed Emergency Preparedness, smoking cessation, and celebrating cancer survivors</li><li>• Support groups for topics from Alzheimer's to depression</li></ul> | <p><b><i>Committing more to charity care than any other health system in Pennsylvania:</i></b></p> <ul style="list-style-type: none"><li>• \$91 million in charity care</li><li>• \$197 million to cover unreimbursed costs of care provided to Medicaid beneficiaries — <b><i>UPMC cares for half of all Medicaid patients in western Pennsylvania</i></b></li></ul> | <p><b><i>Sponsoring 98 percent of all hospital-funded research in western Pennsylvania:</i></b></p> <ul style="list-style-type: none"><li>• \$230 million in direct medical research funding to the University of Pittsburgh</li><li>• \$177 million in medical education programs to foster the next generation of physicians, nurses, pharmacists, lab technicians, and other health care professionals</li></ul> |



# APPROACHING **\$1 BILLION** IN ANNUAL COMMUNITY CONTRIBUTIONS

**\$960 million**

Fiscal Year 2016, including recent  
additions to UPMC<sup>1</sup>

**= \$912 million**

Provided in IRS-defined community  
benefits in Fiscal Year 2016

UPMC is creating  
healthier communities,  
a more vibrant  
economy, and a  
stronger future  
for the region.

<sup>1</sup> UPMC Susquehanna and UPMC Chautauqua WCA affiliated with UPMC in Fiscal Year 2017.





# Healthy Lives and Healthy Communities







UPMC is a good neighbor that enhances the well-being of western Pennsylvania.

By bringing together exceptional health care with the core elements that make vibrant communities healthy places to live, work, and play, UPMC helps to strengthen the wellness of the region and positions its residents to thrive. Healthy lives and healthy communities... it's what Life Changing Medicine is all about.

## Energizing Pittsburgh and Its Neighborhoods

UPMC is deeply rooted in Pittsburgh and the western Pennsylvania region, in ways that make local communities some of the most livable places in the country. Look around your neighborhood; UPMC is there.



### Creating a Better Environment

This year, UPMC's ongoing greening initiatives were recognized with the following awards:

- **The Practice Greenhealth Environmental Excellence Award**, recognizing UPMC's programs to recycle waste and source products sustainably.
- **Sustainable Restaurant Certification**, acknowledging energy efficiency, water conservation, waste reduction, responsible sourcing, communication, and nutrition in food service.
- **Energy Star and LEED Certifications**, recognizing energy-efficient construction.



### Investing to Give Neighborhoods a Fresh Start

By partnering with the McKees Rocks Community Development Corporation, UPMC is serving as a catalyst to community development projects that include restoration of the Roxian — the town's 88-year-old theater — as well as after-school and "Ready to Work" programs.





## At the Museums

At the Carnegie Museums of Art and Natural History, UPMC Health Plan offered free admission and flu shots, making it easier for local residents to protect their health.



## On the Stage

The Pittsburgh Ballet Theatre counts on UPMC to help its dancers prevent, manage, and recover more quickly from injuries. UPMC also supports scholarships, classes, and performances for groups that might not normally get to experience dance, creating a more accessible and diverse future for the arts.



## At the Game

More than 60 local schools — as well as the Pittsburgh Penguins® and Pittsburgh Steelers — turn to UPMC Sports Medicine for injury treatment and conditioning. This year, UPMC and Robert Morris University announced a partnership to build the UPMC Events Center, an athletic and convention complex, which will benefit the entire community.



Pittsburgh Penguins®



## Caring for Everyone From Kids to Seniors

Throughout the Pittsburgh region, UPMC is there, fostering the new generation's healthy development, while helping seniors stay connected with their communities throughout their golden years.



### Fighting Childhood Obesity

Children's Hospital of Pittsburgh of UPMC continues to enhance its Healthy Schools Program — expanding to 65 schools in the local Pittsburgh area. The program's cooking classes, in partnership with Common Threads, guide kids in preparing healthier meals, and after-school programs fold in games and other physical activities.

**10 Years of Serving the Community:** UPMC *for Kids*, Pennsylvania's largest Children's Health Insurance Program (CHIP), celebrated its 10th year, reaching **36,500 kids.**

### Helping to Stay Safe with Helmets

Children's Hospital of Pittsburgh of UPMC gives away more than 6,000 free helmets annually to protect kids on bikes and playing sports. The hospital also partners with Kohl's Hard Heads Helmet Program to educate kids and families on the importance of head protection.







## Keeping Seniors on the Go

At UPMC McKeesport, the Golden Wellness program keeps area seniors engaged in the community's social fabric. Each month Mon Valley seniors turn out in force to attend free events, lectures, and healthy activities — from tai chi to bingo.

### Health Plans for the Golden Years

The rapidly growing UPMC *for Life* Medicare Advantage program offers wellness and health screening events for senior members and communities throughout Pennsylvania, including:

- The annual Wellapalooza event in Pittsburgh's Lawrenceville neighborhood, the Day of Health for Seniors in the North Hills, and zumba at the Pittsburgh Zoo.
- Fitness classes at Penn State Altoona, and balance exercises in Mercer County.
- Taking healthy steps in the FirstEnergy Stadium in Reading.

### Leave the Driving to Us

In the Alle-Kiski Valley, and from Sharpsburg to Blawnox, seniors needing a ride to health care appointments or to the grocery store can take Free Rides for Seniors, a no-cost van transportation service coordinated by UPMC St. Margaret with support from the St. Margaret Foundation, Family Services of Western Pennsylvania, and North Hills Community Outreach.

### The Right Place for Caregivers to Turn

The Aging Institute Help and Referral Line provides free service to anyone, regardless of financial status or insurance affiliation, and demand has increased by more than 50 percent since last year. This UPMC community resource assists callers with navigating a variety of senior care issues, ranging from in-home services to caregiver support.





# Caring for Communities Across Pennsylvania

UPMC is bringing health care to more people than ever before. In Erie, Altoona, Williamsport, and many places in between, UPMC is there.

## Stimulating a Ripple Effect of Community Enhancements in Altoona

Since UPMC Altoona affiliated with UPMC in 2013, in addition to major health care improvements, the area has seen new businesses — such as three new hotels — open near the hospital. UPMC continues to support neighborhood improvement projects that include enhancing green space around the hospital and façade improvements for downtown businesses. Additionally, a partnership

with the local Mountain Lion Backpack Program has provided meals for at-risk school-age children.

## Keeping Blair County Slim and Trim

To promote weight loss in area workplaces, UPMC Altoona helped lead the Blair County Corporate Fitness Challenge. Held from January through March of 2017, the event attracted 38 business teams, and involved approximately 800 employees who lost a total of 5,900 pounds.





## Continuing a Tradition: The Little League® World Series

Every August, nearly 30,000 baseball fans from around the world arrive in Williamsport, Pennsylvania to attend the Little League® World Series and enjoy the great American pastime. Partnering with Little League®, UPMC Susquehanna provides health care and physician-related services for players and guests visiting Williamsport.

## Welcoming UPMC Susquehanna

UPMC Susquehanna, a thriving, four-hospital health system in northcentral Pennsylvania, became part of the UPMC organization in 2016, affirming its commitment to grow services and advance the health and well-being of people in the region.

## Promoting Wellness in the Community

The UPMC Susquehanna LifeCenter, located within the Williamsport YMCA, offers community members weight management and nutrition counseling, screenings, and links to social services that help address housing, clothing, and food access issues. Throughout the year, more than 28,000 people took advantage of these special programs, often offered at a reduced cost or free of charge.



## World-Class Care at More than 600 Locations

With more than 25 hospitals and a network of more than 3,600 physicians, UPMC offers convenient access to health services close to home, including:



UPMC Hillman  
Cancer Center  
Sites



UPMC Senior  
Communities



Magee-Womens  
Health Services



Children's  
Community  
Pediatrics  
Offices



UPMC Urgent  
Care Centers





## Investing to Help Northwestern Pennsylvania Flourish

With rapidly growing clinical and insurance offerings, and active partnerships with numerous local civic groups, UPMC continues to show its deep commitment to communities from Erie to New Castle, and in New York's Southern Tier.

### **Elevating Exceptional Care to a New Level**

UPMC Hamot continues to develop into a regional health care powerhouse, offering big-city services — such as organ transplant and neurological services — in the patient-centered environment Erie has counted on for more than a century. Focused on the future, the hospital is adding a seven-story, \$111 million patient care tower — the largest construction project in UPMC Hamot's 135-year history. When completed, the tower will provide room to enhance programs and expand services in the years to come.



UPMC is addressing the needs of communities and making them stronger.



### Making Erie's West Bayfront Better

UPMC has joined local organizations in spearheading restoration efforts to enhance the quality of housing, streets, and sidewalks — creating a safer, more attractive neighborhood for residents, while fueling the city's renewal.

### Stepping Up to the Plate

UPMC recently affirmed its commitment to the Erie community by partnering with the Erie SeaWolves. Working together, both organizations will give Erie fans a chance to root for their home team at the newly renamed UPMC Park.

### Reinvigorating Care in the Region

Building on more than a century of caring for their local communities, UPMC Jameson and UPMC Horizon are now using a regional approach to keep Mercer and Lawrence county residents healthy by offering a wide range of coordinated health care services close to home.

### Taking UPMC's World-Class Care to Jamestown, New York

Located 50 miles east of Erie, UPMC Chautauqua WCA joined the UPMC organization in 2016 and extended UPMC's expertise and community-based care to Chautauqua County and southwestern New York. UPMC is investing at least \$25 million over the next 10 years to support facility enhancements and upgrades that support the hospital's mission.



# Caring For Our Neediest Neighbors Across the Region

UPMC provides more care to the region's vulnerable  
than any other health care institution.

## UPMC CARES FOR:

### Pittsburgh

**4 out of 5**

patients with behavioral  
health needs

### Erie

**7 out of 10**

pediatric patients from  
low-income families

### Altoona

**9 out of 10**

Medicaid patients

### Williamsport

**9 out of 10**

babies born to  
low-income families



### Building a New Home for Those Who Need It Most

Affirming a commitment to Venango County's most vulnerable — individuals with developmental disabilities who depend on the County for housing and care — UPMC built and donated a personal home care facility to the Sugar Valley Lodge. Designed to provide the comforts of home in a safe and secure setting within this rural community, the facility houses 65 residents.

### Social Services for Veterans

UPMC is collaborating with community and veterans' organizations to provide affordable and permanent housing for homeless and at-risk veterans in New Castle and the surrounding area. In addition, UPMC is working with these groups to provide veterans with access to medical and behavioral health services.

### Feeding the Hungry

UPMC Health Plan is supporting the construction of a distribution facility for the Armstrong County Community Action Agency's food bank, which currently feeds more than 2,800 low-income individuals.



### UPMC IS THERE TO HELP, OFTEN WHERE YOU LEAST EXPECT IT.

- At Senior Centers, Libraries, and Churches
- In Parks, Malls, and Fire Halls
- In Schools and Mobile Vans



The background image shows a person's arm and hand resting on a wooden surface. The person is wearing a white short-sleeved shirt. A close-up inset of the hand is framed by an orange border on the right side of the image. The text "Helping Our Communities In Crisis" is overlaid on the left side of the image in white.

# Helping Our Communities In Crisis



## Taking Action to Tackle the Opioid Epidemic

Opioid addiction is gripping families across the nation, with communities in Pennsylvania particularly hard hit. UPMC is stepping forward with expertise and compassionate services that help individuals and families from all walks of life in cities, suburbs, and rural communities.



## Supporting Women Through Treatment and Recovery

Magee-Womens Hospital of UPMC is nationally recognized for providing exceptional care to mothers and their babies. It has earned particular acclaim for its Pregnancy Recovery Center, the first outpatient, opioid treatment program in the region to wrap addiction treatment around prenatal care.

### Treating Mom and Her Baby

A one-stop destination to access services and support for opioid-dependent moms and their babies, the Pregnancy Recovery Center combines routine prenatal appointments with counseling and medication to prevent withdrawal. It also taps into support Magee typically provides to help women in need, including:

- Free child care during appointments.
- Transportation assistance.
- Counseling about medical assistance.
- Help with social needs, such as finding a place to live.

### Successful Results and New Beginnings

Many women are highly motivated to seek recovery during pregnancy. Magee offers a safe, nonjudgmental, and trusting environment that helps expectant mothers focus on moving forward. Through the Pregnancy Recovery Center:

- A higher percentage of babies are born full term and at a healthy birth weight.
- Fewer babies are born needing withdrawal medications.
- The road to recovery begins for many mothers.

“



Magee-Womens Hospital of UPMC is doing incredible work in helping women battling substance use disorder, and babies born with neonatal abstinence syndrome.

Governor Tom Wolf  
Commonwealth of Pennsylvania  
January 20, 2017

”

# 72%

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



## GETTING MORE PEOPLE ON THE ROAD TO RECOVERY

UPMC's expertise in caring for people with an opioid dependency has been acknowledged by the Pennsylvania Department of Human Services. Now recognized as an Opioid Use Disorder Center of Excellence, Magee and two other UPMC entities are expanding this successful program across the region:

- **UPMC's General Internal Medicine** practices are bringing services for opioid addicted patients into primary care offices.
- **Western Psychiatric Institute and Clinic** is integrating its expertise into other services, including prenatal care, infectious disease, and pain medicine.

These efforts are complemented by UPMC primary care physicians, who are working to bring drug addiction treatments to primary care offices.

The **Pregnancy Recovery Center** has expanded to suburban and rural communities — including Butler, Beaver, Clairton, Monroeville, and Natrona Heights.



## Providing Reassurance and Hope

Recognizing addiction is a treatable disease, and that social support is vital to connecting individuals with treatment, UPMC is helping to overcome negative perceptions of addiction that can stand between people with substance abuse disorders and the help they need.

### Working Together to Provide Direction

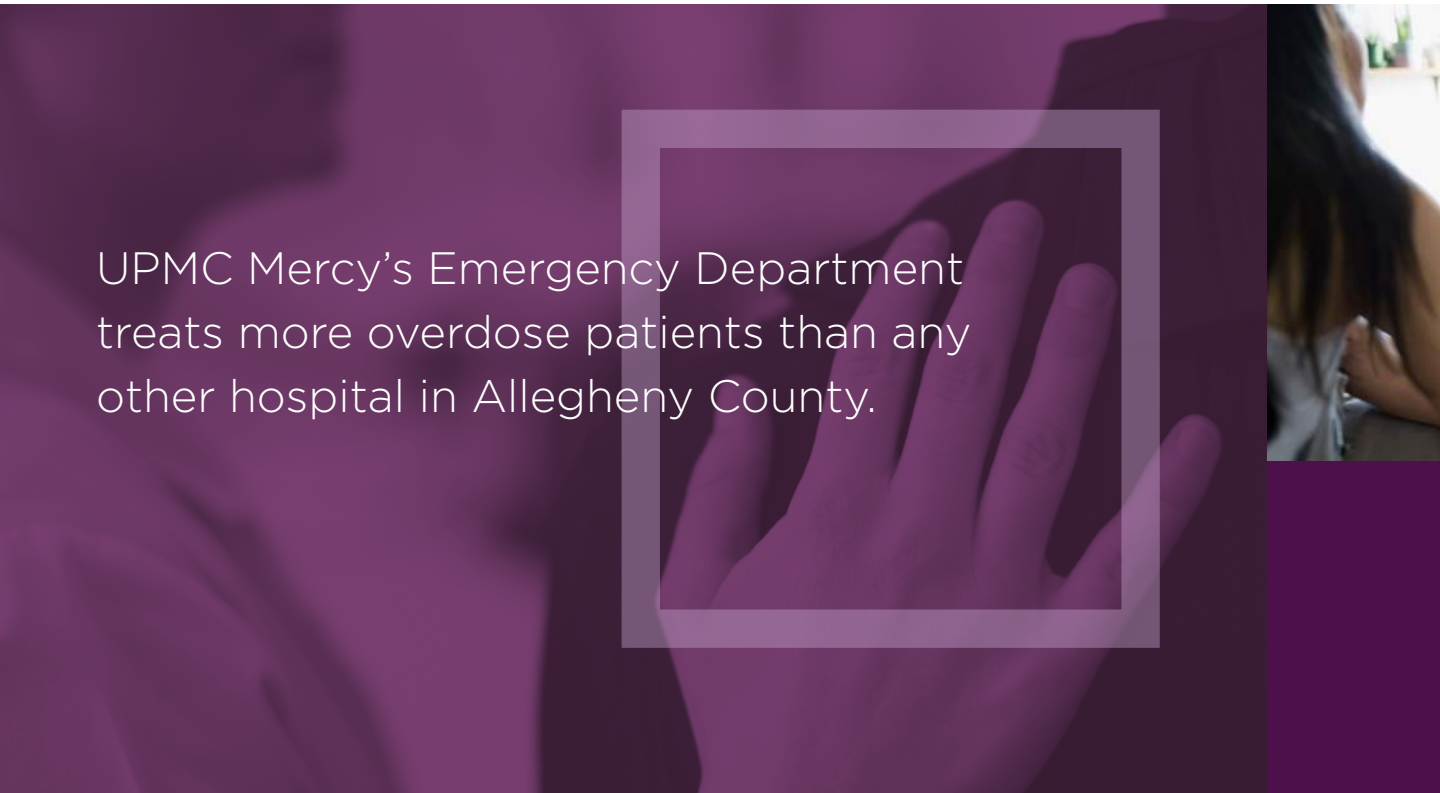
UPMC's Peer Navigator Program offers hope and support to patients struggling with addiction by connecting them with peers who serve as models of recovery. This collaborative approach among UPMC health plans, UPMC hospitals, and local government agencies provides encouragement to enter treatment and begin the recovery process.

Since 2014, Peer Navigators through Western Psychiatric Institute and Clinic of UPMC and at UPMC Mercy, UPMC McKeesport, and UPMC East have seen more than 1,400 patients. With strong success in Allegheny County, UPMC has expanded the program to UPMC Jameson and UPMC Horizon.

### Paving the Way to Recovery

In Erie, UPMC Hamot's Emergency Department sees overdoses on a daily basis. To get patients into treatment and prevent repeat overdoses, Safe Harbor Behavioral Health of UPMC Hamot launched the Warm Hand-Off program, in partnership with the Erie County Office of Drug and Alcohol Abuse.

After being discharged from the Emergency Department, patients receive help with different life circumstances — such as lack of child care or transportation — making it easier for them to enter treatment programs. Throughout the journey, a Warm Hand-Off staff member stays in touch until the patient gets into recommended treatment.



UPMC Mercy's Emergency Department treats more overdose patients than any other hospital in Allegheny County.

## CONNECTING WITH EMPATHY AND COMPASSION



David Gardner knows how hopeless an addiction can feel. He's been there himself.

After treatment, David is now able to give back. As a Peer Navigator at UPMC Mercy for the past two years, he offers a vision of what recovery can look like.

UPMC's Peer Navigator Program provides support to individuals with substance-use disorder. Stationed in the hospital's emergency department or visiting patients at the bedside, Peer Navigators share their own stories, and provide guidance, encouragement, and referrals to treatment programs.

"People often feel more comfortable speaking with someone who's been in their shoes. Recovery means recovering the things you gave up to accommodate the addiction. I'm here to help them get to the next level of hope."



UPMC is countering record-breaking overdose deaths in rural counties with programs and resources.



# Bringing a Hands-On Approach to Communities

UPMC responds compassionately to people and communities affected by the opioid crisis by providing a continuum of care and a beacon of hope.



## A Resource for Local Communities

### Raising Awareness and Reducing Stigma

UPMC hosts free education events, such as *Navigating Addiction: Steps To and Through Recovery*, about overdose prevention and treatment. UPMC also screens at-risk individuals — including youth — to get them into treatment early on.

### Supporting Families and Friends

The Passavant Hospital Foundation's Bridge to Hope program offers support to those whose loved ones are affected by substance-use disorders. Founded at UPMC Passavant, the program is now supporting development of a similar program at UPMC East and other locations in the region.

### Distributing Overdose Reversal Kits

This past year, UPMC supported overdose reversal kits for first responders, and offered kits to patients who are at risk.

### Bolstering Public Resources

UPMC works with a variety of community stakeholders, such as county drug and alcohol offices, the Drug Enforcement Administration, police and firefighters, other emergency responders, and schools.

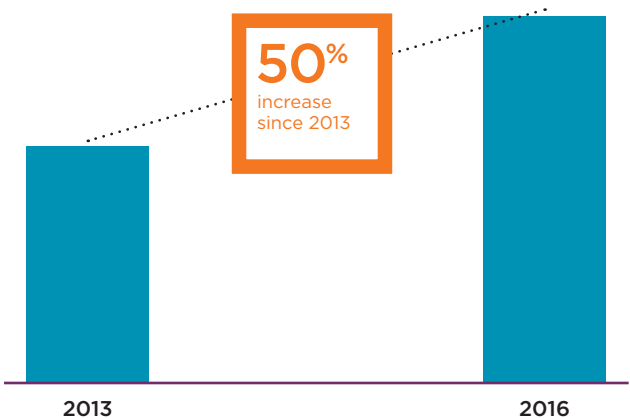
## Living the UPMC Mission by Caring for Those in Need

UPMC's Community Care Behavioral Health Organization (CCBH) has a long-standing commitment to addressing social determinants of health — such as transportation, housing, food security, and social support — for both members and communities.



### Addressing the Social Sides of Health

Community Care Behavioral Health Organization serves nearly one million individuals who receive Medical Assistance in 39 Pennsylvania counties. For those with highly complex health conditions — such as congestive heart failure or diabetes, coupled with behavioral health and addiction issues — teams made up of nurses, social workers, and community health workers support members in their homes. The teams identify the root causes of health issues, and ways to enhance the overall quality of life.



## MAKING AN IMPACT



Allegra Wakefield, a community health worker, visits members living in Pittsburgh's East End and Wilkinsburg — many of whom are seniors. In addition to linking them with transportation services to get to and from medical appointments, she has helped members get new glasses, assisted with home improvements — such as a wheelchair ramp — and has registered all of her senior members for food vouchers, allowing them to get fresh produce at local farmers' markets.

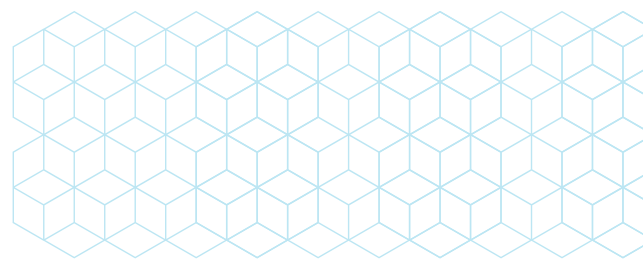
"We have to do a little bit of detective work," explains Allegra. "When we visit with members at home, we can see what is falling through the cracks. We listen and learn about them, and we tailor our help to what they need."

### UPMC Interventions Helping to End Opioid Addiction

More CCBH Members Now Receive Addiction Treatment — a 50 Percent Increase Since 2013.



# Where to Turn for Help With Drug Addiction



## UPMC RESOURCES

**Western Psychiatric  
Institute and  
Clinic of UPMC**

Treats adults and adolescents, including pregnant women, and provides outpatient services and medication-assisted treatment.

**Narcotic Addiction  
Treatment Program**

6714 Kelly Street  
Pittsburgh, PA 15208  
412-864-5300

**Perinatal Addiction Center**

6714 Kelly Street  
Pittsburgh, PA 15208  
412-864-5300

**Center for Psychiatric and  
Chemical Dependency Services**

3501 Forbes Avenue, Suite 900  
Pittsburgh, PA 15213  
412-624-2100

**UPMC Mercy**

For adults, provides medically supervised detoxification services.

**Detoxification Unit**

1400 Locust Street  
Pittsburgh, PA 15219  
412-232-4080

**Magee-Womens  
Hospital of UPMC**

Provides comprehensive care for women suffering from opioid dependency by offering medical support to prevent withdrawal during pregnancy, and engaging the mother as a leader in her recovery. Inpatient methadone conversion for pregnant women with addiction issues is also available.

**Pregnancy Recovery Center**

300 Halket Street  
Pittsburgh, PA 15213  
412-641-1211

**UPMC Hamot**

For those in the Erie area, outpatient treatment is provided to adolescents and adults who have substance-use disorders.

**Safe Harbor Behavioral Health  
of UPMC Hamot**

Addiction Medicine Services  
1330 West 26th Street  
Erie, PA 16508  
814-459-9300

**UPMC Altoona**

For those in the Altoona area, crisis counselors are available 24 hours/day.

**Community Crisis Hotline**

814-889-2289 (Monday – Friday:  
8:00 AM – 4:00 PM)  
814-889-2141 (After hours/weekends)

**Community Care  
Behavioral Health  
Organization (CCBH)**

CCBH members with substance-use disorders can call for information about treatment options and providers.

**For CCBH Members**

800-553-7499





A woman and two children are playing in a field of autumn leaves. The woman, wearing a red turtleneck and grey pants, is sitting on the ground and laughing. A young girl, wearing a blue vest and a striped shirt, is crouching and holding a handful of leaves. Another child, wearing a yellow shirt and blue jeans, is standing and looking towards the woman. The background is filled with trees with yellow and orange leaves.

# UPMC Is Making Opportunity Happen





## Fueling Prosperity for Local Communities

UPMC creates a super-cycle of innovation that is benefiting local economies. UPMC's investments in research and education, together with job growth and development of local businesses, are making the region's communities dynamic places for UPMC's friends and neighbors to live, work, and raise families.





Each month, 800 new employees begin their UPMC careers, filling a diverse range of positions, including clinicians, safety officers, food service liaisons, and computer programmers.



# Jobs for More Than 65,000 Friends and Neighbors

## Ambassadors of Good Will

UPMC employees generously contribute their time and talents to their communities — from volunteering as PTA parents, to coaching youth soccer teams and serving on local boards. This year, UPMC employees:

- Contributed more than \$2.7 million to the United Way campaign.
- Led the Pittsburgh region in blood donations — more than 6,000 units of blood were collected, which helps save 18,000 lives.

## Advancing Lives through Workforce Development

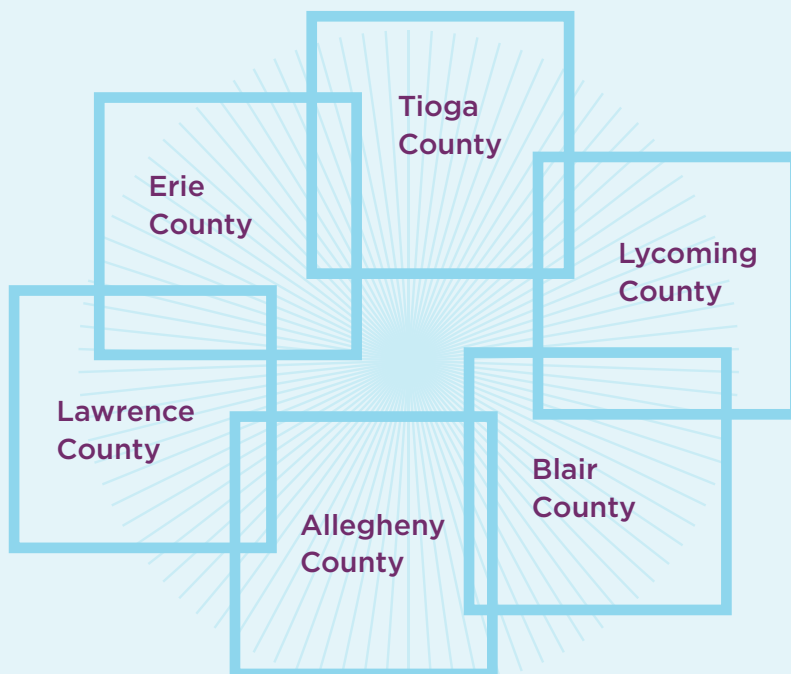
“UPMC’s career programs coached me in interview skills, resume development, and work readiness. It paid off; I’m now an administrative assistant and hope to pursue a career as an occupational therapist.”

**Jontae Brown**

**Children’s Hospital of Pittsburgh of UPMC**

## An Employment Leader

**UPMC is Pennsylvania’s largest nongovernmental employer and the largest employer in the following counties:**





## Educating to Promote a Thriving Future

Through its medical residency programs, nursing schools, allied health training programs, and college and high school initiatives, UPMC is cultivating a talented local workforce, and planting seeds for bright opportunities that will benefit local residents for generations to come.



### A PROMISE KEPT

This year, UPMC will make the final payment on its \$100 million pledge to the Pittsburgh Promise college scholarship program, fulfilling a one-of-a-kind commitment to developing the region's youth.

Through this scholarship program, high school students attending the Pittsburgh Public Schools now have the means to pursue post-secondary education, and are put on a path to a promising future.

With support from UPMC, the Pittsburgh Promise has:

- Sent nearly 7,300 urban youth to post-secondary education.
- Awarded \$100 million in scholarships.
- Improved Promise Scholars graduation rates, which have met or exceeded state and national averages.

More than 1,000 Pittsburgh Promise alumni are part of the workforce in the Pittsburgh region.



### Attracting the Best and Brightest to the Region

UPMC's medical residency program — the third-largest in the country — attracts 650 new doctors-in-training to the region each year.

### Developing Nurses in the Communities They Serve

This past year, UPMC joined forces with Westminster College, located in New Wilmington, Pennsylvania, to educate the next generation of nurses and encourage them to remain in the local community after graduation — an ongoing challenge in the region's rural areas.

The Westminster College School of Nursing, in partnership with the nursing school at UPMC Jameson, will launch its inaugural program this fall by offering a bachelor's degree program —

the gold standard for entry into nursing practice. This collaborative effort builds on UPMC Jameson's long history of educating nearly 2,500 nurses over the last 122 years, many of whom have gone on to careers at UPMC and remain in the Lawrence County area.

Last year, 80 percent of graduates accepted positions with UPMC, with the majority going to work at UPMC Jameson. The new school is an extension of UPMC's established nursing education network, which includes nursing schools at UPMC Shadyside, UPMC Mercy, UPMC St. Margaret, and UPMC Jameson.



“

Attracting and keeping health care professionals in our community — that's the mark of the successful collaboration.

**Tricia Ryan**  
Director  
Westminster College School of Nursing

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## Medical Discoveries Are Happening Here

UPMC and its academic partner, the University of Pittsburgh, have transformed the region into a hotbed of health care innovation. Today, researchers from around the world are working in Pittsburgh to make Life Changing Medicine a reality — addressing challenges such as restoring vision, treating aggressive cancers, and reducing organ transplant rejection.

### A New Economy Built on Research and Technology

With an entrepreneurial spirit, UPMC is creating new technology and forging partnerships that leverage its clinical, technological, and business expertise to remake health care for the future. In the past year, UPMC established corporate offices in the local area for start-up and spin-off companies.

The Pittsburgh Health Data Alliance, a progeny of UPMC, the University of Pittsburgh, and Carnegie Mellon University, is fostering the development of data-focused health solutions to leverage massive amounts of information — from sources including electronic health records, imaging, prescriptions, and data from wearable devices.

### First-Class Care in Our Own Backyard

- **A Mind-Controlled Robot Arm that Brings Back Feeling** — In 2016, a quadriplegic man from Fayette County felt his fingers for the first time since his accident using a mind-controlled robotic arm developed with UPMC's help.
- **Cutting-Edge Cancer Therapies** — Through UPMC's cancer network, residents living with cancer have early access to innovative cancer treatments through nearly 500 clinical trials.
- **Local Access to Highly Advanced Procedures** — In Erie, UPMC Hamot established the region's first accredited kidney transplant program, allowing residents closer access to a life-saving procedure.



### A Destination for Life-Changing Care

“Hospitals in New York, California, and Texas all turned me down because they said I was too sick. One even told me I would be a waste of resources. So I kept looking, and that’s how I found UPMC. I traveled 300 miles from New York to find the treatment I needed to live.”

**Liz**  
**Heart and Double Lung**  
**Transplant Survivor**



## A HUB OF HEALTH CARE INNOVATION

The University of Pittsburgh, in partnership with UPMC, attracts \$513 million of National Institutes of Health (NIH) funding — a level that ranked #5 in the nation in 2016. The funding infuses new resources into the community that are put to work to advance new discoveries and help support jobs for researchers, statisticians, and other staff members.





# \$30 BILLION

## Economic Impact\*

UPMC's operations have a multiplier effect that ripples benefits through local economies.

### JOBS AND WAGES

**65,000+**  
Employees

UPMC is the area's largest employer and supports more than one in five hospital jobs in Pennsylvania.

### LOCAL SPENDING

**\$13 Billion**  
Goods and  
Services

UPMC's spending to deliver health services — including an average of \$400 million per year for improving hospitals, technology, and infrastructure — flows to local businesses.

### TAXES

**\$1 Billion+**  
Supporting Local,  
State, and Federal  
Governments and  
Municipalities

\$170 million paid by UPMC — Taxes and voluntary contributions.

\$250 million paid by UPMC — Employer payroll taxes.

\$1 billion paid by UPMC employees — Estimated income taxes.

This year, UPMC dedicated \$112 million to its **Supplier Diversity Program**, which provides paths to opportunities for local disadvantaged, minority-, and women-owned businesses.

\*Source: The Hospital & Healthsystem Association of Pennsylvania, May 2017.

Every dollar directly spent by UPMC results in **more than twice as much impact.**

Spending flows to **contractors, suppliers, and construction firms**, and then ripples throughout the economy, supporting local jobs and businesses.

Dollars earned by employees are spent on **groceries, clothing, transportation, housing, entertainment, and more.**

UPMC attracts **visitors from far and wide** — spurring demand for hotels, restaurants, and local retailers.







## ABOUT UPMC

A \$14 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 \$900 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 65,000 employees, more than 25 hospitals, 600 doctors' offices and outpatient sites, and a more than 3.2 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. 12 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](http://UPMC.com).

UPMC is an equal opportunity employer. UPMC policy prohibits discrimination or harassment on the basis of race, color, religion, ancestry, national origin, age, sex, genetics, sexual orientation, gender identity, marital status, familial status, disability, veteran status, or any other legally protected group status. Further, UPMC will continue to support and promote equal employment opportunity, human dignity, and racial, ethnic, and cultural diversity. This policy applies to admissions, employment, and access to and treatment in UPMC programs and activities. This commitment is made by UPMC in accordance with federal, state, and/or local laws and regulations.