

# CHILDREN'S HOSPITAL OF PITTSBURGH OF UPMC:

## *Division/Business Unit Executive Summaries*

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"Children's has a long history of emphasizing dignity and respect within our culture. It has long been part of our values that all employees learn and live during their employment at Children's. As a result of this focus, we have seen our employees develop into the best people to take care of our kids (and their families)."

— *Christopher Gessner, President, Children's Hospital of Pittsburgh of UPMC*

### Ensure culturally competent care, member and residential services

- CyraCom Interpretation Service: Gives patients the opportunity to connect to trained medical interpreters and more than 150 languages in 15 seconds or less, on average, from any phone at any time.
- Patient and Family-Centered Care: Educates leaders and staff about patient and family-centered care, including increased involvement of families.
- Patient and Family Documents: Provide translated documents.
- CultureVision Database: Gives health care professionals quick access to culturally competent patient care information in a comprehensive, user-friendly database as part of a pilot program.

### Recruit, develop, and retain a diverse workforce

- Children's Hospital Strategic Plan: Includes the Inclusion Strategy.
- Pre-employment Assessment: Links recruitment to core values, including dignity and respect, for all applicants.
- Learning and Development Strategy: Includes UPMC values, such as dignity and respect.
- Children's Hospital Intranet: Includes the Dignity & Respect Campaign link on the Intranet.
- Onboarding Process: Focuses on values and culture.
- Mentorship Program: A hospital-wide mentorship program available for employee development.

- Health Care Career Fairs: Hold biannual health care career fairs for all employees.

### Create an inclusive workplace

- Executive and Human Resources engagement and learning on gender identity topics.
- Completed the first Healthcare Equality Index to identify opportunities to improve our focus and commitment to LGBTQI patient care.
- Engaged Persad Center to perform an environmental scan to identify gaps to improving employment of the LGBTQI population, patient care and family experience.
- Magnet® Program: Certified magnet hospital demonstrating a culture of top care.
- Children's Hospital Service Awards Event: Include outsourced staff

### Serve the underserved and disadvantaged while making a difference in the diverse communities we serve

- Participate in Community Recruitment Events.
- Participate in Health Rangers, a work-site mentoring program for middle school students in the Pittsburgh Public School System.
- Provide multiple community and family education programs based upon health conditions and child safety.