

UPMC HORIZON: *Division/Business Unit Executive Summaries*

"At UPMC Horizon, we've embraced dignity and respect as foundational elements of our mission statement. We cannot deliver excellent care unless we embed these values into every aspect of our hospital, starting with our co-workers and ultimately in every interaction with our patients."

— *Donald Owrey, President, UPMC Horizon*

Ensure culturally competent care, member and residential services

- **Disability Awareness Training:** Provides staff with tips on how to address the needs of patients, visitors and co-workers who have special needs. Staff members are trained how to recognize opportunities to provide relevant services to better care for the patient or visitor. Clinical staff members are familiarized with available equipment, access to care, and disability awareness tips for patients and visitors.
- **Contract with Cyracom** to provide language and video sign language interpreting services.
- **Blood Drives:** Give patients and employees the opportunity to donate blood during various sponsored events.
- **Five Wishes:** Provide advance directive information to the general public and employees through health fairs and within hospital to promote proactive conversations in families about end of life decisions.
- **LifeSolutions:** Provides on-site and telephonic counseling to employees to help them better balance the needs of the patient, family, and individual. Featured topics include stress management, working with multiple generations, career development, and financial wellness.
- **State Health Improvement Partnership of Mercer County:** Provide free flu clinic and other health care services while partnering with local ministries to broaden outreach of wellness initiatives to underserved population in the area.
- **Together We Care Patient Experience Committee:** Provides Customer Service Education and Training Program. Employees were provided with a schedule of topics for the year so that they could choose to participate in sessions of interest to them.

Recruit, develop, and retain a diverse workforce

- **Retention Programs:** Use of the Navigator and Blue Ribbon program, two programs that assist new hires in becoming acclimated to the business unit, have resulted in significantly improved service worker retention.
- **Corporate Talent Management Function:** Helps identify and recruit candidates from a broader talent pool.
- **MSN Program:** Collaborates with Waynesburg College to provide an on-site MSN cohort program to the nursing staff.
- **Above and Beyond Program:** Focuses on employee recognition.
- **Daisy Award Program:** Recognizes and honors nurses on a quarterly basis.
- **Service Awards:** Honoring all staff members who have reached milestone years of service.
- **HCIP Program:** The Healthcare Careers Initiative Program provides financial support for required textbooks, academic fees, childcare/eldercare during class time, transportation, and required items for clinical practice. The HCIP program is designed to prepare employees to enter various, high-demand allied health careers.
- **Blue Ribbon Program:** Assists new hires in becoming acclimated to the business unit for their first ninety days of employment.
- **LifeStages:** Program for UPMC nurses that promotes phased retirement with reduced workload, better schedule, ease on physical demand, and career development while maintaining full benefits.

Create an inclusive workplace

- Relationship-Based Customer Service Training: Includes the basic principles of the Dignity & Respect Campaign. Provided to all employees and volunteers.
- Dealing with the Difficult Customer: Uses real-life scenarios to demonstrate effective management of difficult customers and situations. Focuses on the importance of controlling emotions and stress.
- Town Hall Meetings: Ensuring our employees have a solid understanding of the organizational direction while at the same time offering an opportunity for open two-way communication about ideas and concerns for the organization in total.
- Employee Professional Practice Council: Serves as a communications and education focus group that provides feedback to administration regarding training opportunities and effective communications.
- Dignity & Respect Pledge: Introduce the pledge to new hires at biweekly orientation.

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

- Laurel Technical Institute: Serves as a training site for several different health care professions as part of a partnership with UPMC Horizon. In addition, UPMC Horizon helps determine the curriculum and vocational majors.
- Healthcare on the Horizon Career Fair: Provides informational learning opportunities for area high school and technical school students. Exposes participants to healthcare career options and workplace environment.
- Job Shadows Programs: Provide opportunities for local high school and college students to support their education and career development. Job shadows occur throughout the year in areas such as Imaging, Nursing, Nutritional Services, Medical Records, Surgical Services, Pharmacy, Respiratory, and Physical Therapy.
- Student Externships: Available in most departments. The Education Department has contracts with more than 40 colleges to place students in internships, allowing them to gain valuable experience in their respective majors.