“Treating others with dignity and respect is just part of what we do every day at Magee-Womens Hospital of UPMC. Over the past several years, our employees have worked hard on patient and family-centered care, which has allowed us to focus on the individual needs of each patient — including their values and spiritual and cultural beliefs — in a healing environment.”

— Leslie Davis, Senior Vice President, Executive Vice President, and Chief Operating Officer – Health Services Division

Ensure culturally competent care, member and residential services

- CyraCom Translation Service: Allows patients to connect to a trained medical interpreter in 15 seconds or less, on average, from any phone at any time. More than 150 languages are available.
- Patient Education Materials: Available in multiple languages.
- Center for Bloodless Medicine: Facilitates care for patients who are unable to accept blood transfusions for religious or ethical reasons or out of concern for blood safety.
- Baby Cry Alert System: Assists postpartum patients who are hearing-impaired to care for newborns.
- NICVIEW: A secure web camera system that allows parents to see their newborns in the Neonatal Intensive Care Unit. For parents that cannot be with their newborn, it provides a sense of reassurance.
- Men Against Breast Cancer Partners in Survival Education Program: Helps men support female partners who have been diagnosed with breast cancer.
- Women with Disabilities Clinic: Helps women with special needs overcome physical barriers to routine health care.
- Electric Scooter Service: Provides outpatient and visitors with assistance in getting to their destinations within the facility.
- 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

- Service Worker Retention Plan: Focuses on recruiting and onboarding the most qualified candidates and assisting them as they transition into employment.
- Employee Experience Council: Supports the hospital mission and plans employee recognition and engagement events.
- Voice of Magee Dignity & Respect: Allows staff to offer comments or suggestions on ways to promote and meet inclusion goals.

Create an inclusive workplace

- Reproductive Health Care for Lesbian Women: Gives nurses and social workers the opportunity to earn continuing education units while learning about the needs of this population.
- Email for Everyone Program: Provides email access to all employees to foster better communication through consistent messaging.
- On-Stage/Off-Stage Workshops: Focus on the caregiver's fundamental question: "What is the reality of this patient's experience and how can I make it real to me?"
Serve the underserved and disadvantaged while making a difference in the diverse communities we serve

- Thank You Message: Posted in 12 languages above the lobby exit.
- Magee Green Health Awards by Practice Greenhealth: Recognized and received Top 25 Award and Circles of Excellence for greening projects throughout Magee around water conservation, leadership, greening the OR, chemicals, and environmentally preferred purchasing.

- Supplier Diversity Construction Project: Employed MWDBE contractors for projects that involved the new PET CT, construction of the new Emergency Department, and the Womancare Birth Center renovations.
- Employee Experience Committee sponsors and celebrates Women’s History Month with employees who participated in Project Prom; Pennies for Haven (donated toiletries and a collection to the Bethlehem Haven Women’s Homeless Shelter); Ronald McDonald dinner for residents; collection of scrubs and nebulizers for Global Links – medical relief in Latin America and the Caribbean.