

# MAGEE-WOMENS HOSPITAL OF UPMC:

## *Division/Business Unit Executive Summaries*

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"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?"
- Black History Month: Featured Bill Strickland, who spoke about the art of leadership, and the Harambe African-American History and Culture Fair. Honored Nelson Mandela with feature speaker, Brenda Berrian, Professor of African American, African and Caribbean literatures and film at the University of Pittsburgh. Employee Experience Committee sponsored the Harambe African American History and Culture Fair, "Living a Healthy and Fit Life."

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### 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.