

UPMC PRESBYTERIAN SHADYSIDE: *Division/Business Unit Executive Summaries*

"At UPMC Presbyterian Shadyside, inclusion has been incorporated into our core values and expressed as 'Your Care. Our Commitment.' The efforts of our associates and leadership team are best evidenced through the core values we have formulated and rolled out this year. The clinical programs we deliver embody the core values of dignity and respect. We have instituted town hall meetings to communicate our values. Our associates are providing direction to making these values meaningful through the development of department charters and action plans."

— *John Innocenti, President, UPMC Presbyterian Shadyside*

Ensure culturally competent care, member and residential services

- Ask Once Program Website: Used to obtain patient consents in languages other than English.
- Palliative Care: Incorporates a programmed learning module for new nurses. Integrates a PA-POLST form into clinical practice.
- UPMC Global Care: Educates health care providers about the health beliefs and cultures of patients served by this program, which provides concierge services and communication assistance to patients from outside the United States who are accepted for medical treatment by UPMC.
- CultureVision: This online tool provides general and health-related information about different religious, ethnic, and social communities. From dietary restrictions and gender roles to community history, CultureVision is focused on providing awareness of what you might experience with diverse groups so that you can approach interactions and care sensitively.
- Physician Training Module: Educates all Family Medicine Residency Program faculty and residents about the physician's role in eliminating racial and ethnic disparities in care. A Highmark cultural competency module.
- Disabilities Resource Center (DRC): Improves access to health care for people with disabilities. The Disabilities Resource Center (DRC) is guided in this work by the DRC Advisory Council, including members of the disability community, advocacy groups and UPMC providers and administrators. The DRC focuses on four main areas to improve accessibility to health care: education and training for staff; assessing and improving the accessibility of UPMC facilities; policy review; and serving as a resource to the community who experience barriers or otherwise identify opportunities for improvement and serving as an internal resource to UPMC programs and departments.
- Interfaith Guide: Interfaith Guide is a tool to assist UPMC staff with the capacity and basic knowledge to be aware of and respond to the unique needs of each patient and their loved ones. This assistance of an interdisciplinary and encompassing approach to meet the spiritual needs of each patient enhances the UPMC commitment of care.
- Shadyside Family Medicine School of Health Partnership: Hires and trains high school students as teen leaders to help educate Pittsburgh Public School middle school students about setting healthy sexual limits.
- Culture of Safety Survey: Partnered with Pascal Metrics, an independent expert on measuring and analyzing safety culture, to conduct a survey of the culture of safety within Presbyterian Shadyside facilities. The final report out will be used to identify, improve and prioritize current safety programs to lower risk to both patients and providers.

Recruit, develop, and retain a diverse workforce

- 360 Review: Used to develop and retain leaders.
- Co-sponsorship of Oakland universities' freshman welcome: As a member organization of the Oakland Business Improvement District, UPMC Presbyterian cosponsored the production and distribution of a "green" community welcoming kit to freshmen classes attending Oakland universities.
- Good Grief Program: Supports patient care staff who are dealing with the challenges associated with patient death.
- Shadyside Family Medicine School of Health Partnership: Provides high school students with an opportunity to assess nursing and health careers, with particular emphasis on community health and youth development programs.
- Annual Magnet® Fair: Participate in this event, in which employees educate each other about various health care topics and nursing care.

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- LifeStages: Program for UPMC nurses that promotes phased retirement with reduced work load, better schedule, ease on physical demand, and career development while maintaining full benefits.
- Shadyside Institute for Quality & Innovation: Provides quality and process improvement support to all departments.

Create an inclusive workplace

- Your Care, Our Commitment: Emphasizes core values that define the philosophy driving our work and our interactions with patients and co-workers.
- Poster Contest: Focuses on the theme of inclusion. Shadyside School of Nursing created this annual contest where the posters are displayed at Nurses Week events.
- Service Worker Career Ladder: A pilot program is being initiated at UPMC Presbyterian Shadyside to create internal talent mobility opportunities for service workers at UPMC. The goal of this program is to reduce turnover in the service worker areas and to increase employee engagement for staff wanting to move throughout UPMC for their career progression.
- The Healthcare Careers Initiative Program (HCIP): Introduced in 2001 at UPMC Presbyterian, HCIP provides financial support to qualified UPMC employees to further their education with the goal of advancing their careers within the allied health field. HCIP assists with books, tuition, academic fees, child care costs and transportation costs.
- Leadership Rounding: Through the MyVoice survey, UPMC employees indicated that Trust, Listening, and Caring are important ingredients to their engagement at work. UPMC's Leadership Rounding program promotes staff engagement and the sharing of ideas which will lead to better work environments, quicker resolution of challenges, and open and honest communication at all levels.
- Continue cultural competency initiative at UPMC Presbyterian Shadyside by encouraging everyone to pledge their commitment to this very important initiative, with the theme "We're All In This Together." The Employee Partnership Council supports monthly Lend A Hand events and donation drives, and encourages recognition through the Dignity & Respect Champion award.
- Employee Appreciation Day 2014: Supported system-wide events with activities throughout

the day for employees. Members of the leadership team welcomed associates into work at each entrance and thanked them for their dedication.

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

- Job Shadow Program: Promotes nursing and health careers for high school students. UPMC Shadyside sponsored six students from city and suburban schools. They shadowed health care staff in Physical Therapy, Nursing, Pharmacy, Outpatient Oncology, Radiology, and Cardiology. After the shadow experience, the students participated in a roundtable discussion or presentation by a health care professional. This helped the students find value in their experiences to apply to future career decisions. Volunteer Services provided information on continuing their experience after the apprenticeship ended.
- Persad Center Street Outreach Services Program Donation Drive: Program comprises a team of qualified individuals who make contact with homeless and runaway LGBT youth and provide resources to meet their needs.
- African American Leadership Association Leadership Summit Sponsorship: Founded in 2009, the African American Leadership Association (AALA) is dedicated to fostering and developing the growth and participation of minority leaders in the greater Pittsburgh area and beyond.
- Crossroads Park: In response to a request from Upper and West Oakland residents to limit the extent of grey space expansion and improve the community, a park was created at the corner of Darragh and Terrace Streets. UPMC Presbyterian grounds management team maintains the park during the season.
- Seasonal park preparation in collaboration with the city of Pittsburgh: Since 2005, UPMC Presbyterian Shadyside grounds management staff collaborate with the city of Pittsburgh's Department of Parks and Recreation in planting trees in recognition of Arbor Day and preparing a designated park for seasonal use.
- Earth Day personal goods donation collections: UPMC Presbyterian Shadyside has the opportunity to facilitate reuse through donation of personal goods to charitable organizations.