Our Mission and Vision

Our Mission
UPMC's mission is to serve our community by providing outstanding patient care and to shape tomorrow’s health system through clinical and technological innovation, research, and education.

Our Vision
UPMC will lead the transformation of health care. The UPMC model will be nationally recognized for redefining health care by:

- Putting our patients, health plan members, employees, and community at the center of everything we do and creating a model that ensures that every patient gets the right care, in the right way, at the right time, every time.
- Harnessing our integrated capabilities to deliver both superb state-of-the-art care to our patients and high value to our stakeholders.
- Employing our partnership with the University of Pittsburgh to advance the understanding of disease, its prevention, treatment and cure.
- Serving the underserved and disadvantaged, and advancing excellence and innovation throughout health care.
- Fueling the development of new businesses globally that are consistent with our mission as an ongoing catalyst and driver for the benefit of the residents of the region.

Our Values

Quality and safety
We believe in providing exceptional care in a safe environment.

Dignity and Respect
We are open and honest in all communications and interactions.

Care and Compassion
We engage our patients, families, and associates in the delivery of compassionate care and service excellence.

Community
We serve our community by efficiently using resources and promoting innovation.

East Snapshots

- Private patient rooms and larger patient bathrooms help reduce falls and improve safety
- Point-of-care (bedside) testing
- 7 State-of-the-art operating rooms
- Recognized by Accreditation for Cardiovascular Excellence (ACE)
- World-Class Emergency Care
Our Signature Services

Primary Care
At UPMC East, our focus is your overall health and wellness. That’s why we encourage you and your family to coordinate your care — from basic health and preventive medicine to specialty care and inpatient services — with a primary care physician (PCP) or family doctor. We have approximately 100 primary care physicians on staff from dozens of practices in your community. This is on top of the more than 600 physicians on staff at UPMC East.

Emergency Department
From the moment you enter the UPMC East Emergency Department (ED), it’s clear that treatment here is patient-centered and state of the art. You’re immediately taken to a private exam room and registered at bedside using mobile, wireless computers. Cutting-edge technology helps UPMC East’s emergency physicians make fast, accurate, and effective treatment decisions. If you’ve been treated before by a UPMC physician or hospital, our EMR system gives physicians and nurses instant access to your vital information — even while you’re being transported to our doors by ambulance.

Surgical Services
The goal of UPMC East’s surgeons and supporting professionals is to deliver the best possible patient outcomes. UPMC East’s comprehensive array of surgical services gives you and your primary care physician greater choices than ever before. Outpatient surgeries continue to be offered at the UPMC Surgery Center, just minutes away from the hospital. When you require specialized surgical expertise, you also can count on the convenience and medical excellence of UPMC East.

Cardiology
When you experience a heart-related problem, both time and expertise are critical. At UPMC East, you’ll find expert cardiac care specialists, modern facilities, state-of-the-art technology, and unsurpassed personal attention — right here, close to home. Because we are part of UPMC’s Heart and Vascular Institute, you can feel comfortable knowing you have access to internationally acclaimed experts, sophisticated life-saving treatments, and the latest technology. Our specialists provide a full range of non-invasive diagnostic imaging, interventions, and emergency catheterizations.

Neurosurgery
The centerpiece of UPMC East’s neurosurgery program is the Spine Center, where specialists focus on understanding and treating the varied and complex problems involving the back and neck. We are driven by our commitment to helping you regain function and reducing or eliminating your pain. Our Spine Center offers comprehensive, coordinated care in one location for patients with all types of spine-related conditions and injuries. Our multi-disciplinary team of specialists includes neurosurgeons, neurologists, pain specialists, physiatrists, therapists, anesthesiologists, and nursing staff. Working together, team members use highly advanced imaging and diagnostics to evaluate and diagnose patients, and then take advantage of cutting-edge treatments to deliver appropriate care. UPMC East neurosurgeons provide a full range of spine procedures, including the latest minimally invasive surgical procedures that may result in faster recovery and less discomfort for patients. These include such spine procedures as microdiscectomy, spine fusion, and spine stabilization, as well as microsurgery for herniated discs, spinal stenosis, and tumors.

Orthopedics
Orthopaedic pain can make even the slightest movement difficult and the smallest task a challenge. At UPMC East, our orthopaedic specialists work in partnership with your primary care physician and a multidisciplinary health care team to alleviate pain and restore your quality of life. We want to help you feel like yourself again and return to doing the things you love most. In addition to general orthopaedic procedures and sports medicine, UPMC East’s Total Joint Replacement Program combines highly personalized care with advanced medical skills, exceptional facilities, and leading-edge technology and treatment methods.

UPMC Hillman Cancer Center at UPMC East
UPMC Hillman Cancer Center at UPMC East is an associated program of the University of Pittsburgh Cancer Institute - the region’s only National Cancer Institute-designated comprehensive cancer center. Our radiation oncologists work closely with our network of medical oncologists in western Pennsylvania to offer patients advanced diagnosis and treatment close to home. Radiation therapy is delivered using state-of-the-art technology, including a high-energy linear accelerator (linac) - a cutting-edge external beam technology not typically found in a community hospital. Our experts use the latest technologies for diagnosing and treating cancer including, intensity-modulated radiation therapy (IMRT), image-guided radiation therapy (IGRT), three-dimensional (3D) conformal radiation therapy, prostate brachytherapy, and permanent seed implantation treatment.