

Diversity is how we achieve our mission and grow our business

The **UPMC Center for Engagement and Inclusion (CFEI)** ensures that diversity, inclusion, dignity, respect, and cultural awareness are core components of the employee, health plan, patient, and community experience. CFEI directs its programmatic efforts through four major strategies:

Enhancing the Diversity of Our Workforce

50% of **POWRR** graduates have gained meaningful employment



Project SEARCH has a **75%** employment placement rate since its 2010 launch



A focus on **Leadership Demographics** to increase representation of **women in executive roles by 20%** and increase **people of color in executive roles by 40%**



#17

UPMC is nationally recognized as **#17** amongst Diversity MBA's **50 OUT FRONT, Best Companies for Women & Diverse Managers To Work**

Promoting Our Culture of Engagement

2018 Scouting for Food & Chow Wagon Campaigns, one of our many **Employee Engagement Initiatives**, raised over **1.35 million units** for local food banks and animal shelters across the region



UPMC's Diversity Leadership Network, an **Employee Resource Group** that drives organizational initiatives that maximize the development of diverse employees was presented with the **EBRG Workforce Award** in 2018 at Vibrant Pittsburgh's Regional Economic Inclusion Summit

Making a Difference in the Diverse Communities We Serve



Part of our **Community Strategy** is aiming to screen **tens of thousands of people** for pre-diabetes

Lend A Hand employee volunteer program partners with over

30

nonprofit organizations in Allegheny, Blair and Erie counties

UPMC is approaching

\$1 billion

in **annual community contributions** aimed at creating healthier communities, a more vibrant economy, and a **stronger future for the region**

Addressing the Needs of Diverse Patients and Customers

Diversity and Inclusion Learning has equipped **85,000** employees with the skills and knowledge to ensure best **patient care delivery, customer and workplace best practices**



100%

for the **Health Care Equality Index Score**

UPMC Children's Hospital of Pittsburgh and UPMC Western Psychiatric Hospital

Diversity, inclusion, and culturally competent medical care are defining characteristics of UPMC and the framework for our diversity strategy consists of a Diversity & Inclusion Agenda designed to achieve the following:

Workforce: Enhance the diversity and cultural competency skill-set of our employees

Culturally Competent Care: Provide culturally and linguistically competent care to improve the health status of our increasingly diverse patient and member population

Community: Enrich the health status of those who live and work in the communities we serve

Marketplace: Grow our patient population and insurance membership through effective market segmentation strategies that target the fastest growing segments of the region

From this agenda, dozens of diversity and inclusion initiatives have been developed to implement across our organization. Below are some examples of various initiatives:

Community Strategy — addresses health disparities faced by diverse, under-served populations, with three areas of focus that include: Health, Youth, and National Partnerships

Employee Resource Groups — serve as a platform for employees to contribute to the business strategies and objectives that help drive diversity and inclusion as well as support the employee experience

Health Care Equality Index — UPMC Children's Hospital of Pittsburgh and UPMC Western Psychiatric Hospital have received the Health Care Equality Index Certification through the Human Rights Campaign

Lend A Hand — an employee volunteer program that allows individuals to donate their time, along with various goods needed, to various organizations surrounding the UPMC footprint

Partnership on Workforce Readiness and Retention (POWRR) — a program designed to help individuals choose career paths, prepare for jobs, and develop skills to retain jobs

Project SEARCH — a one-year transitional program which equips students with disabilities for competitive employment

Rising Patient Population — tools and resources for growing populations within the region to improve care delivery and workplace practices

UPMC Scholars Program — a commitment between the University of Pittsburgh and UPMC to increase diverse nursing talent, tuition-free education from a world-class program, successful UPMC Scholars will be guaranteed a graduate nurse role at UPMC

ABOUT UPMC

A \$19 billion world-renowned health care provider and insurer, Pittsburgh-based UPMC is inventing new models of patient-centered, cost-effective, accountable care. UPMC provides more than \$900 million a year in benefits to its communities, including more care to the region's most vulnerable citizens than any other health care institution. The largest nongovernmental employer in Pennsylvania, UPMC integrates 85,000 employees, 40 hospitals, 600 doctors' offices and outpatient sites, and a 3.4 million-member Insurance Services Division, the largest medical insurer in western Pennsylvania. As UPMC works in close collaboration with the University of Pittsburgh Schools of the Health Sciences, *U.S. News & World Report* consistently ranks UPMC Presbyterian Shadyside on its annual Honor Roll of America's Best Hospitals. UPMC Enterprises functions as the innovation and commercialization arm of UPMC, and UPMC International provides hands-on health care and management services with partners around the world. For more information, go to UPMC.com.