

It is an honor and privilege to begin 2021 as the Chief Nursing Officer and Vice President of Patient Care Services at UPMC Presbyterian Shadyside. In this role, I am committed to the advancement of both the profession of nursing and of the care and experience of our patients within our facilities.

I have spent 27 years in various nursing roles at UPMC Presbyterian including Unit Director of the Neurovascular ICU, Clinical Director for the Neurotrauma division, and most recently as the Director of Nursing. I am extremely proud of our progress with UPMC Presbyterian's patient experience work where we are currently ranked at the 76th percentile for the Hospital Consumer Assessment Healthcare Provider Survey (HCAHPS) overall "Rate the Hospital" metric. We have made great progress in this area, and I know that we will never stop working to improve the experience for our patients and their families.

It is my belief that nurses are the link to better health outcomes and satisfaction of our patient population. As I embrace my new role this year, I am excited to represent the 1,800+ dedicated nurses who work throughout our hospital and who inspire me each and every day. I am grateful for the commitment, dedication, compassion, and endurance I see from our nursing staff. It truly makes a difference in the patient and families lives. Our nursing staff set the standards for nursing practice, while providing exceptional care to our patients and families.

Our mission across UPMC Presbyterian requires the dedication of our nursing profession to provide the highest quality of care. Through autonomy, evidence-based practice, advocacy and compassion, our nurses demonstrate their commitment to serving our patients. Our Professional Practice Model (PPM) represents bridging relationships in care not only for our patients, but for our fellow colleagues. As a shared leadership group, our councils were able to chart their own course — our Strategic Plan, Mission, Vision and Values — for the nursing profession. Our Shared Leadership structure is strong. We offer the opportunity to all nurses to become involved in a council of their choosing based on interest and skill set. Nurses have the ability to change the nursing practice and enhance their professional development with our shared decision-making approach.

UPMC Presbyterian is actively and earnestly pursuing our initial Magnet® designation. Magnet® is a designation bestowed from the American Nursing Credentialing Center (ANCC).

Approximately 8% of hospitals achieve initial Magnet® status and I have full confidence that we will be one of those hospitals to achieve this prestigious gold standard of nursing soon. I see it in our everyday work to create a wonderful patient experience for every patient, and I see it

when I witness the camaraderie throughout our multi-disciplinary team. As a team and by working together, I am confident that we will achieve this coveted designation at UPMC Presbyterian. As part of our active pursuit of the Magnet designation we will be submitting our documentation to the Magnet Commission on April 1, 2021.

In closing, I would be remiss to not mention the outstanding work our team has accomplished since the start of the COVID-19 pandemic. The disruption, challenges, and uncertainty that the pandemic has brought to our work and our lives is immense. But far greater than these difficulties are the spirit with which we have risen to overcome them as a team. Amid the uncertainty and trials, we have faced, our commitment and dedication to our patients has never wavered. We continue to foster a culture of kindness, support, and resilience that is 1,800 strong and counting. The community of Pittsburgh has showed us support, love, and appreciation through their many acts of kindness. We are here to serve our community.

I thank all of our UPMC Presbyterian team for helping us continually evolve and advance and look forward to traveling with you on this journey to excellence.

Melanie Smith-Fortney, MSN, RN, NEA-BC

UPMC Presbyterian Shadyside

Chief Nursing Officer

Vice President, Patient Care Services