

More **LIFE CHANGING** Than You Know

**LIFE CHANGING  
MEDICINE**

**The Destination  
for Cutting-Edge Care**

UPMC is one of the world's leading academic medical centers. We're leveraging the potential of technology in new ways, and connecting more communities with our services to bring you the care you need, when and where you want it.

See the full report at  
[UPMC.com/AnnualCommunityReport](https://www.upmc.com/AnnualCommunityReport)

**Advancing Medicine Together**

UPMC partners with the University of Pittsburgh to combine unmatched innovation, research, and clinical expertise with a deep commitment to put people at the heart of everything we do.

- UPMC, together with the University of Pittsburgh, our educational institution partner, attracted nearly \$700 million in **National Institutes of Health** funding in 2022. This funding level consistently ranks in the top ten in the nation.
- UPMC is a leader in funding education for health professionals in Pennsylvania. In 2022, we invested **\$239 million** to develop physicians, nurses, pharmacists, and other health professionals.
- Home to the second largest medical residency program in the nation — **training 1,900+ medical residents and clinical fellows** each year.



**Leveraging Our Dual Role  
as a Provider and Insurer**

to deliver efficient, high-quality care while maintaining financial stability.

Growing Insurance Services  
Regionally and Nationally



**4.5**  
million  
members



**12%**  
year-over-year  
growth



**Unlocking the Potential of Research and Technology**

UPMC Enterprises, our innovation and commercialization arm, is positioned to bring some of the best ideas in health care to life by partnering with leading scientific investigators and developing innovative health care companies.

- **Aging, immunotherapy, cancer, and ophthalmology** are among areas of focus for our Translational Sciences Portfolio.
- **We launched new companies** aimed at developing gene therapy treatments for retinal disorders.
- **Partnerships were formed with Astellas, Merck, Roche, and Takeda** to develop treatments and therapies for ocular disease, Alzheimer's disease, and other rare diseases.

**High Tech/High Touch**

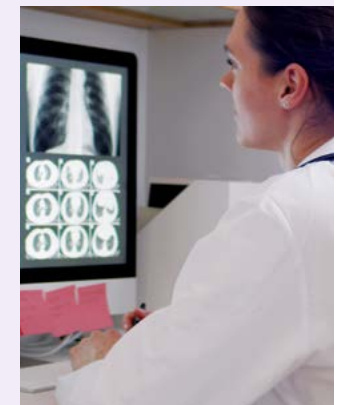
Through UPMC's Digital Solutions Portfolio, we strive to build thriving companies and effective products that empower payers and providers to deliver high-quality, patient-centered care at lower costs.

**Simplifying Provider-to-Provider Communication**

UPMC is developing telemedicine services that streamline communication between providers. Infectious Disease Connect allows hospitals to consult with infectious disease experts in real-time, resulting in better and faster care for patients. Safar TeleCare, a web-based application, eliminates the need for complex call center routing by connecting bedside providers with specialists anywhere within UPMC.

**Empowering Patients to Participate in Their Care**

UPMC continues to develop products to help increase patient engagement. UPMC Rx Express helps make prescription refills and medication adherence convenient and easy. Pip Care is a consumer-facing app that helps patients prepare for and recover from surgery.



# More **LIFE CHANGING** Than You Know

## LIFE CHANGING IMPACTS

We're a Catalyst in the Communities We Serve

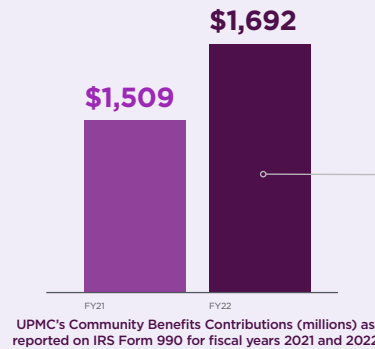
At UPMC, we change lives for the better. Whether it's through charity care, research and education, health and wellness programs, or charitable contributions, UPMC is making a lasting impact on Pennsylvania and beyond.

See the full report at [UPMC.com/AnnualCommunityReport](https://www.upmc.com/AnnualCommunityReport)

### Community Benefit Contributions

Nearly **\$1.7 Billion** in Community Benefits Contributions in 2022

UPMC contributes more than **15 percent** of our net patient revenue for IRS-defined\* community benefits.



\*Corresponds to the federal guidelines for community benefits as reported on IRS form 990 for fiscal years 2021 and 2022

- \$587M** in charity care and unreimbursed Medicaid costs
- \$588M** in medical research and education
- \$516M** in health and wellness programs and charitable contributions

### Going Above and Beyond

UPMC contributes more than our fair share in Pennsylvania:

**31%** Community Benefit Contributions  
**31 of percent** Pennsylvania's total, as compared to our **18 percent** share of patients.

**61%** Medical Research and Education  
**61 percent** of all hospital funded research.

**Health and Wellness Programs and Charitable Contributions**  
**More funding** than any other Pennsylvania health system.



**Charity Care and Costs for Those in Need**  
**More than one out of every four** charity care dollars in Pennsylvania.



**Providing High-Quality, Compassionate Care Regardless of an Individual's Ability to Pay**

By covering more than a quarter of Pennsylvania's charity care costs, UPMC is making care accessible to individuals and families who are uninsured or underinsured.

### Caring for the Vulnerable

by providing more care to our communities' vulnerable populations.

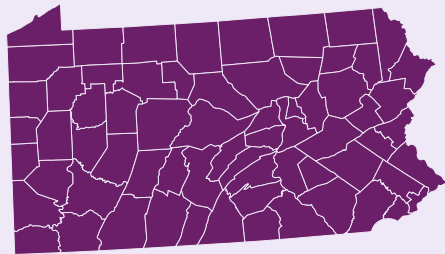


UPMC cares for:

- Allegheny County: **8 out of 10** pediatric patients from low-income families.
- Northwest Pennsylvania: **8 out of 10** pediatric patients from low-income families.
- North Central Pennsylvania: **7 out of 10** seniors.
- Central Pennsylvania: **6 out of 10** babies born to low-income families in Dauphin County.
- Western Pennsylvania: More than **5 out of 10** Medicaid patients.
- West Central Pennsylvania: Bedford, Blair, Somerset Counties: **3 out of 4** substance abuse patients.

## Creating Jobs and Investing in Communities

by creating more than a quarter of the statewide economic impact of Pennsylvania hospitals.



Contributed more than  
**\$50 billion**  
to the state's economy.

- UPMC and its employees paid **\$2.7 billion** in taxes in FY 2022.
- Supported nearly **184,000** total jobs directly and indirectly (estimated).



- Added approximately **5,200** new union jobs during construction of new hospitals.

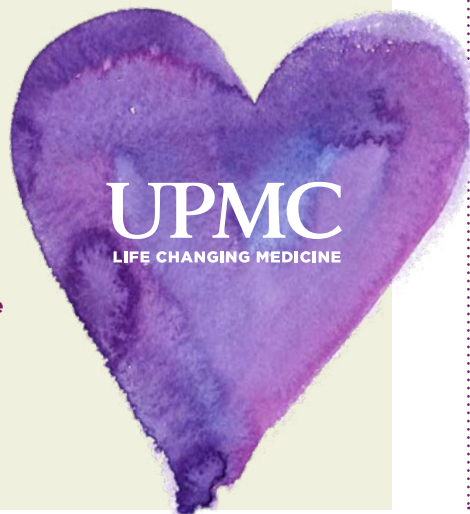


Delivered  
**\$318 million**  
in diversity spending in 2022, providing minority, woman-owned, disadvantaged businesses, LGBTQ+, and veteran-owned vendors equal access to procurement opportunities.

## Close Partnerships that Make a Difference

by helping the helpers in our communities.

- **We support** community groups, arts organizations, educational efforts, and care for the less fortunate.
- Provided \$100 million to help establish **The Pittsburgh Promise** in 2007, and another \$10 million in 2023.
- UPMC *for You* partnered with two major foundations to create a private loan fund to preserve nearly 1,200 **affordable housing units** in Allegheny County.
- We were an initial investor in Second Avenue Commons, helping **people experiencing homelessness**.



## Stepping Up to Address Health Disparities

in underserved communities across the Commonwealth.

- Launched the **Rural Family Medicine Residency program** in north central Pennsylvania.



- UPMC's **Street Medicine Team** is helping to reduce barriers among those experiencing homelessness in Dauphin County.

**LIFE CHANGING PLACES**

**Creating New Settings for Exceptional Care**

UPMC is building the health care of tomorrow. In new city hospitals and enhanced regional facilities, as well as neighborhood locations that care for children and the underserved, we're putting the finest care where it's most effective.

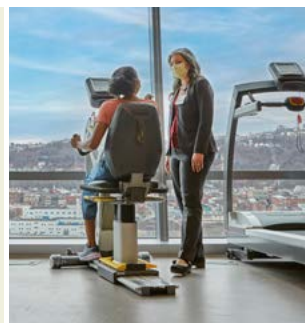
See the full report at [UPMC.com/AnnualCommunityReport](https://www.upmc.com/AnnualCommunityReport)

**Building the Hospitals of the Future, Right Now**

to deliver world-class patient experiences.

**UPMC Mercy Pavilion**

Opened in 2023, the pavilion is home to the UPMC Vision Institute, which harnesses the clinical and research expertise of UPMC and the University of Pittsburgh to deliver comprehensive clinical care and conduct groundbreaking research. It is also home to one of the largest rehabilitation networks in the United States — the UPMC Rehabilitation Institute offers specialized services to help people restore or maintain mobility and maximize their independence.



**UPMC Presbyterian Tower**

Slated to open in 2026, this 17-story tower will put patient experience at the center of design in an environment that matches the innovation and care provided by our hospital teams.



**Expanding UPMC's Reach Around the World**

to bring world-class medicine to more places.

**Ireland**

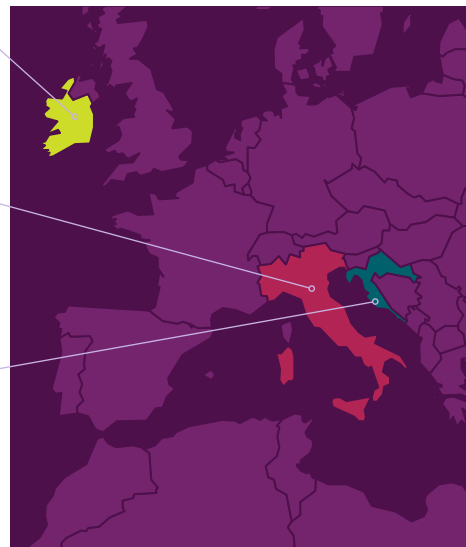
Acquired the renowned Sports Surgery Clinic (SSC) in suburban Dublin and added new UPMC Sports Medicine clinics in Limerick and Tipperary.

**Italy**

Opened a third cancer center in Italy at the ISMETT transplant hospital in Sicily, one of the leading transplant centers and specialty hospitals in Europe.

**Croatia**

Established a new partnership to create a UPMC Hillman Cancer Center that will provide access to cutting-edge cancer therapies in Croatia and neighboring countries.



**Bringing Life-Changing Resources to Communities**

to meet market demands by enhancing access to people-focused care.

- **New outpatient care centers** in Bradford, Hershey, Meadville, Montgomery, Murrysville, Sewickley, and Williamsport.
- **Expanded UPMC Heart and Vascular Institute** in Mechanicsburg, Pa., and UPMC Lemieux in Cranberry, Pa.
- **New specialty facilities**, including UPMC Hillman Cancer Center at UPMC Somerset, and **UPMC Western Behavioral Health at Twin Lakes** to enhance health and quality of life.
- A new **UPMC Western Behavioral Health** facility in Pittsburgh's South Side and **UPMC Children's Hospital Pediatric Behavioral Health Walk-In Clinic** meet the growing need for pediatric behavioral health services.
- **The UPMC Health Plan Neighborhood Center** brings a whole person approach to health care in Pittsburgh's East End.
- With a new location in Carlisle, Pa., the **Child Advocacy Center** in Central Pennsylvania offers hope and safe spaces to children and caregivers that need them.

**LIFE CHANGING EXPERIENCES**

**People Are at the Center of Everything We Do**

We're focused on creating exceptional employee, patient, and member experiences that improve health and create strong foundations for fulfilling lives.

See the full report at [UPMC.com/AnnualCommunityReport](https://www.upmc.com/AnnualCommunityReport)

**Outstanding Opportunities for Rewarding Careers**

supporting our workforce and recruiting future professionals.



Over the past year, we made substantial efforts on behalf of our **95,000+** dedicated employees and advanced our workplace culture.

**Investments of more than \$300 million** in wages and benefits and heightened attention to Diversity and Inclusion efforts.

**Raising Minimum Starting Wage** to \$18 an hour by 2026 across our non-union sites in Pennsylvania, New York, and Maryland.

**Pathways to Work** assists members of the UPMC *for You* Medicaid program and adults in the community with employment.

**Pathways for Veterans** recruits active-duty military personnel, veterans, and their family members who are looking for employment into various roles across the UPMC system.

**Pathways for Students** offers opportunities for high school and college students, and recent graduates, to find part-time and full time jobs at UPMC that align with their career interests.

**Targeted Programs to Attract Nurses**

- UPMC Jameson's School of Nursing at UPMC Hamot graduated its first class.
- Opened a new UPMC Shadyside School of Nursing at UPMC Harrisburg.
- Tuition loan forgiveness and repayment programs.



**A Leader in Environmental Sustainability**  
With the creation of UPMC's Center for Sustainability, UPMC is bolstering innovative environmental initiatives across its system.

**Providing the Best Possible Patient Experience**

by giving patients and families the highest level of clinical care, and the best possible service.

**Named One of World's Most Ethical Companies**

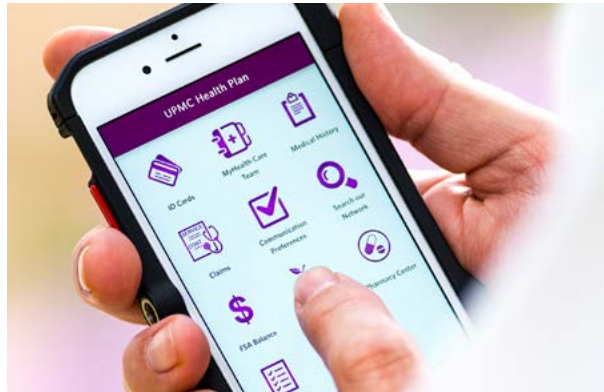
For the fifth consecutive year, UPMC has been named one of the World's Most Ethical Companies by Ethisphere Institute—an organization focused on defining and advancing the standards of ethical business practices.



### Modernizing Our Telemedicine Platform

by expanding and streamlining our “digital front door.”

- Patients can join a virtual visit via a simple text message or through the MyUPMC app.
- MyUPMC provides 24x7 access to medical information and UPMC care teams.
- Refreshed UPMC’s “Find a Doctor” directory of nearly 10,000 providers.
- Introduced additional Americans with Disabilities Act (ADA) features, along with easy access to interpreters within the visit.



### The Care That Changes Lives

by offering cutting-edge treatments and therapies for the most difficult conditions, giving hope—and a second chance.



- **Compassionate, expert care** to change people’s lives for the better in any way we can.
- **Making a community impact** by delivering care in neighborhoods or investing to help.



- **Clinical excellence** to provide the care you need when you need it the most.
- **A strong workforce** with employees that go above and beyond to help others.

### Expanding Ways to Access Exceptional Care

for 4.5 million members.



### #1 in Member Satisfaction Among Medicare Advantage Plans in Pennsylvania

In August 2023, UPMC *for Life* earned the highest score in Pennsylvania in the J.D. Power 2023 U.S. Medicare Advantage Study<sup>SM</sup> of members’ satisfaction with their health plan experience.

For J.D. Power 2023 award information, visit [jdpower.com/awards](https://www.jdpower.com/awards)

### Expanding Access to Care and Coverage

- In 2023, UPMC *for Kids* announced its expansion into seven additional counties—offering plans in 64 of Pennsylvania’s 67 counties.
- UPMC *for You* expanded to serve Medicaid members in all five Physical Health Choices zones in Pennsylvania.