



JUNE 30, 2025

Community Health Needs Assessment

Community Health
Strategic Plan

UPMC CHILDREN'S HOSPITAL OF PITTSBURGH

UPMC EAST

UPMC GREENE

UPMC HORIZON

UPMC JAMESON

UPMC MAGEE-WOMENS HOSPITAL

UPMC MCKEESPORT

UPMC MERCY

UPMC PASSAVANT

UPMC PRESBYTERIAN SHADYSIDE

UPMC ST. MARGARET

UPMC WASHINGTON

ALLEGHENY, GREENE, LAWRENCE, MERCER, AND WASHINGTON COUNTIES



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I. EXECUTIVE SUMMARY

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.

UPMC Plays a Major Role in Its Community:

UPMC is one of the world's leading Integrated Delivery and Financing Systems ("IDFS"), combining a major Health Services Division with more than 40 hospitals and 800 clinical locations, with a more than 4-million-member Insurance Services Division. One of the largest nonprofit health systems in the United States, UPMC is headquartered in Pittsburgh, Pennsylvania, and serves patients seeking highly specialized medical care primarily from communities across Pennsylvania, as well as throughout the nation and around the world. The UPMC Insurance Services Division offers a full range of products and services and is the largest medical insurer in western Pennsylvania.

Committed to its mission of service, UPMC provides nearly \$2 billion annually in benefits to the communities it serves, and delivers more care to the region's poor and underserved than any other health system in the state.

UPMC's commitment to service is seen in the following ways:

- **Establishing a healthy culture in the communities we serve:** UPMC enhances health and wellness through more than 3,000 community-focused programs.
- **Caring for the vulnerable:** In Fiscal Year 2023, UPMC subsidized \$656 million in charity care and coverage for unreimbursed costs of care provided to Medicaid beneficiaries.
- **Providing state-of-the-art, life-saving care to the community:** In partnership with the University of Pittsburgh, UPMC makes significant investments in translational sciences, technology, research, and education designed to improve clinical quality, promote patient-centered care, and benefit the overall health of residents of our communities.
- **Contributing to a thriving future for the state:** UPMC fosters economic prosperity through direct investment and new product development, which improves the health of communities large and small. The largest nongovernmental employer in Pennsylvania, UPMC is a leader in workforce development efforts, supports nearly one in three hospital jobs in the commonwealth, and generates an annual economic impact of more than \$50 billion in the region.
 - > UPMC invested \$602 million in education and research in 2023, primarily at the University of Pittsburgh, which ranks #6 in National Institutes of Health (NIH) dollars.
 - > UPMC sponsors 98 percent of all hospital-funded research in western Pennsylvania.



Assessing the Significant Community Health Needs for the Five-County Region:

In Fiscal Year 2025, UPMC's 12 licensed hospitals — located in and serving Allegheny, Greene, Lawrence, Mercer, and Washington counties, in Pennsylvania — conducted a joint Community Health Needs Assessment (CHNA) in keeping with requirements described in section 501(r) of the Internal Revenue Code. Building on the initial CHNAs conducted in Fiscal Years 2013, 2016, 2019, and 2022, the Fiscal Year 2025 joint CHNA provided an opportunity for the hospitals to re-engage with community stakeholders in a rigorous, structured process guided by public health experts.

The collaborating hospitals included in this CHNA encompass advanced quaternary care facilities that provide highly specialized services, such as organ transplantation and access to cutting-edge clinical trials; community hospitals that include the region's only Catholic hospital; and three specialty hospitals dedicated to serving the needs of women and infants, children and adolescents, and psychiatric patients.

For the purpose of this joint CHNA, the collaborating UPMC hospitals define their community to be Allegheny, Greene, Lawrence, Mercer, and Washington counties in Pennsylvania.

By combining efforts and resources, this joint assessment identifies important local health issues, while supporting a coordinated, system-wide community health strategy that extends across the region. Working together, UPMC's hospitals are committed to advancing health for residents in the community.

UPMC Licensed Hospitals in the Five-County Region

UPMC Children's Hospital of Pittsburgh	Allegheny County
UPMC East	Allegheny County
UPMC Greene	Greene County
UPMC Horizon	Mercer County
UPMC Jameson	Lawrence County
UPMC Magee-Womens Hospital	Allegheny County
UPMC McKeesport	Allegheny County
UPMC Mercy	Allegheny County
UPMC Presbyterian Shadyside	Allegheny County
UPMC Passavant	Allegheny County
UPMC St. Margaret	Allegheny County
UPMC Washington	Washington County

Input from Community Stakeholders and Public Health Experts:

UPMC partnered with experts at the University of Pittsburgh School of Public Health (Pitt Public Health) to conduct the CHNA using a best-practice methodology. The assessment blended analysis of documented public health data and socioeconomic factors with a structured community input survey process that solicited feedback from community partners that represent patient constituencies within the community — including medically underserved, low-income, and minority populations.



CHNA Findings: Significant Community Health Needs for the Five-County Region:

The residents of the five-county region have a wide range of health concerns. The Fiscal Year 2025 joint CHNA identified four significant health needs of importance to the communities served by the 12 UPMC hospitals in the region.

Significant Health Needs		Importance to the Community
1	Chronic Disease Management	More than half of deaths in the community are attributable to chronic disease.
2	Behavioral Health	Behavioral health conditions are among the most common conditions in the nation. They have a far-reaching impact on the community. Individuals with a behavioral health condition are at greater risk for developing a wide range of physical health problems.
3	Access to Care and Navigating Resources	Access to care and navigating resources have important implications for the health of the community in a variety of ways, including preventing disease and disability, detecting and treating illnesses or conditions, managing chronic disease, reducing preventable hospitalization, and increasing quality of life.
4	Prevention and Community-Wide Healthy Living	Preventive care efforts, such as preventive screenings, can help identify diseases early, improve management of diseases, and reduce costs.

Amplifying UPMC's Impact Across the Five-County Region:

In 2025, the Board of Directors for each UPMC licensed hospital adopted plans to address the significant health needs identified in the Fiscal Year 2025 joint CHNA, and to measure and track associated improvements. This report documents progress toward addressing significant health needs identified from prior CHNAs, as well as delineates hospital-specific implementation plans that will address community health needs over the Fiscal Year 2025–2028 period. These plans build upon the goals established in Fiscal Year 2022, recognizing that significant health needs will generally require more than two to three years to show meaningful improvement.

While tailored to each hospital, the implementation plans:

- **Focus on a Few High-Urgency Issues and Follow-Through:** UPMC hospitals continue to address a broad range of health needs through clinical services, support programs, and community partnerships. Due to resource constraints, UPMC hospitals in the five-county region are concentrating on a focused number of health issues that will address the significant health needs in the community. However, these efforts may have a spillover effect on other priorities.
- **Emphasize Populations Most in Need and Reduce Health Disparities:** Where applicable, implementation plans include programs and outreach for population segments, such as seniors, women and infants, children and adolescents, and other vulnerable, high-risk, or medically underserved community members.
- **Support a Wide Range of Chronic Disease Prevention and Care Initiatives:** More than half of deaths in the community are attributable to chronic disease. UPMC hospitals in the five-county region are promoting and increasing access to preventive care, immunizations, education, and screenings.
- **Enhance and Expand Efforts to Address Behavioral Health Needs:** Rated high in importance by community stakeholders, behavioral health conditions have a growing impact on the community. UPMC hospitals in the five-county region are working together to address behavioral health needs.
- **Promote Access and Navigating Available Resources:** Established health care programs in the region are often untapped due, in part, to social and logistical challenges faced among populations and individuals lacking social support systems.
- **Leverage Community Partnerships:** An ongoing objective of the CHNA effort is to help align community programs and resources with community health needs. UPMC hospitals are collaborating successfully with local organizations to improve community health.

The following chart illustrates how each UPMC hospital will contribute to addressing the significant health needs in the five-county region. Additionally, detailed hospital-specific implementation plans are provided in **Section IV** of this report.

2025 Significant Health Needs in Allegheny, Greene, Lawrence, Mercer, and Washington Counties				
UPMC Hospitals in Allegheny, Greene, Lawrence, Mercer, and Washington Counties	Chronic Disease Management	Behavioral Health	Access to Care and Navigating Resources	Prevention and Community-Wide Healthy Living
UPMC Children's Hospital of Pittsburgh		✓	✓	
UPMC East	✓	✓		
UPMC Greene	✓		✓	
UPMC Horizon		✓	✓	
UPMC Jameson		✓	✓	
UPMC Magee-Womens Hospital		✓		✓
UPMC McKeesport	✓		✓	
UPMC Mercy		✓	✓	
UPMC Passavant	✓	✓		
UPMC Presbyterian Shadyside		✓	✓	
UPMC St. Margaret			✓	✓
UPMC Washington	✓		✓	

II. OVERVIEW AND METHODS USED TO CONDUCT THE COMMUNITY HEALTH NEEDS ASSESSMENT

CHNA Goals and Process Overview:

In Fiscal Year 2025, UPMC's 12 licensed hospitals in Allegheny, Greene, Lawrence, Mercer, and Washington counties collaborated to conduct a joint CHNA, in keeping with IRS 501(r) guidelines. Through the assessment process, UPMC's hospitals identified the five-county region's significant health needs, prioritized those health needs, established action plans, and identified resources to address those needs. The 2025 document builds upon prior assessments and implementation plans developed in Fiscal Years 2013, 2016, 2019, and 2022. UPMC approached the CHNA requirement as an opportunity to evaluate and assess needs through a formalized, rigorous, and structured process to ensure that health improvement efforts and resources are aligned with the most significant community health needs. Goals of the CHNA were to:

- **Better understand community health care needs.**
- **Develop a roadmap to direct resources where services are most needed, and impact is most beneficial.**
- **Collaborate with community partners, where together, positive impact can be achieved.**
- **Improve the community's health and achieve measurable results.**

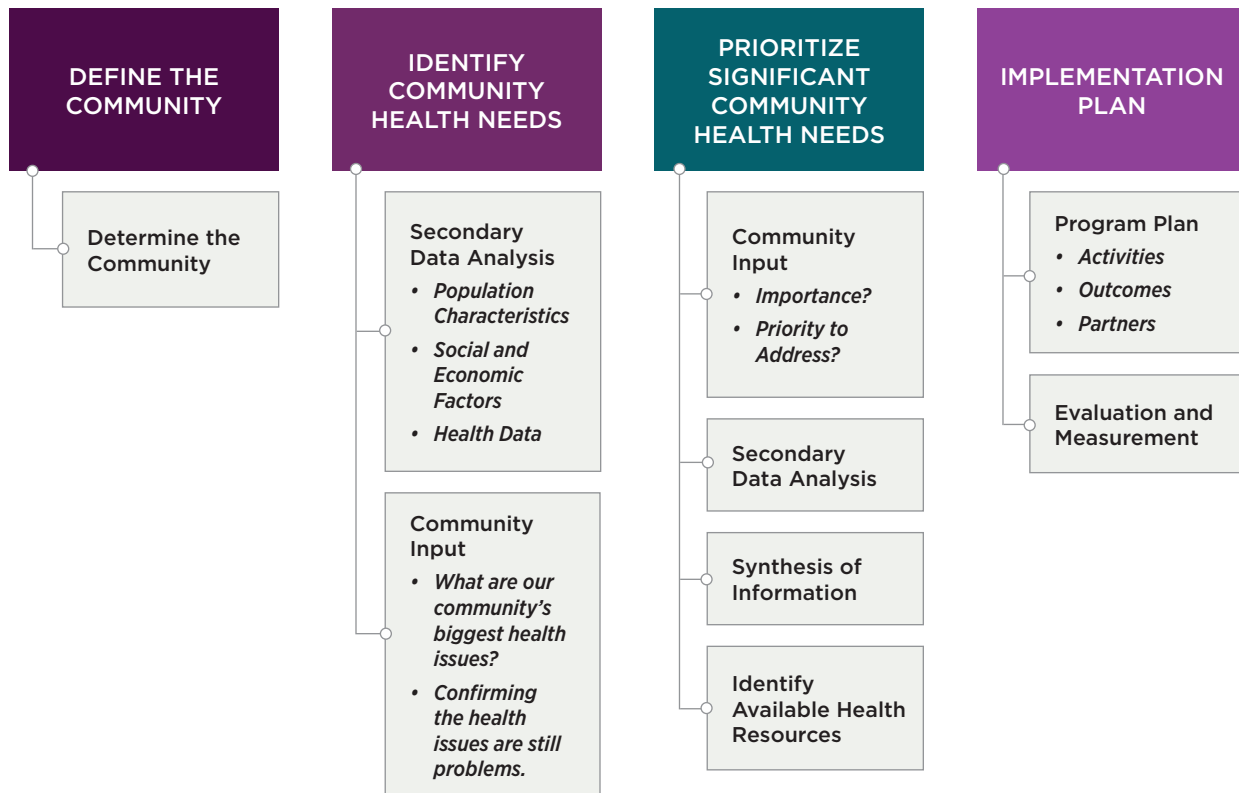
The CHNA incorporated analysis of public health data and input from individuals representing the broad interests of the community — including those with special knowledge and expertise in public health, and community stakeholders representing members of medically underserved, low-income, and minority populations. The overall health of the community is a shared responsibility among many stakeholders and entities, including government agencies, health care providers, nongovernmental organizations, and community members themselves. While the IRS CHNA requirements apply specifically to nonprofit hospital organizations, collaboration with community partners is essential for implementing and achieving effective community health improvement.

Collaborated with Experts in Public Health:

To conduct the CHNA in a manner that reflects best practices, UPMC partnered with the University of Pittsburgh School of Public Health (Pitt Public Health). Pitt Public Health's mission is to provide leadership in health promotion, disease prevention, and the elimination of health disparities in populations. Aligning with assessments conducted in 2013, 2016, 2019, and 2022, Pitt Public Health faculty and researchers' expertise supported a structured process for obtaining community input on health care needs and perceived priorities, an in-depth review and summary of publicly available health data, and the establishment of criteria for evaluating and measuring progress.

Framework for Conducting the CHNA:

The Community Health Improvement Process developed by the Health and Medicine Division (HMD) of the National Academy of Medicine served as a guiding framework in assessing the health needs of the UPMC hospital communities. The hospitals adapted this model to guide the development of their CHNA.



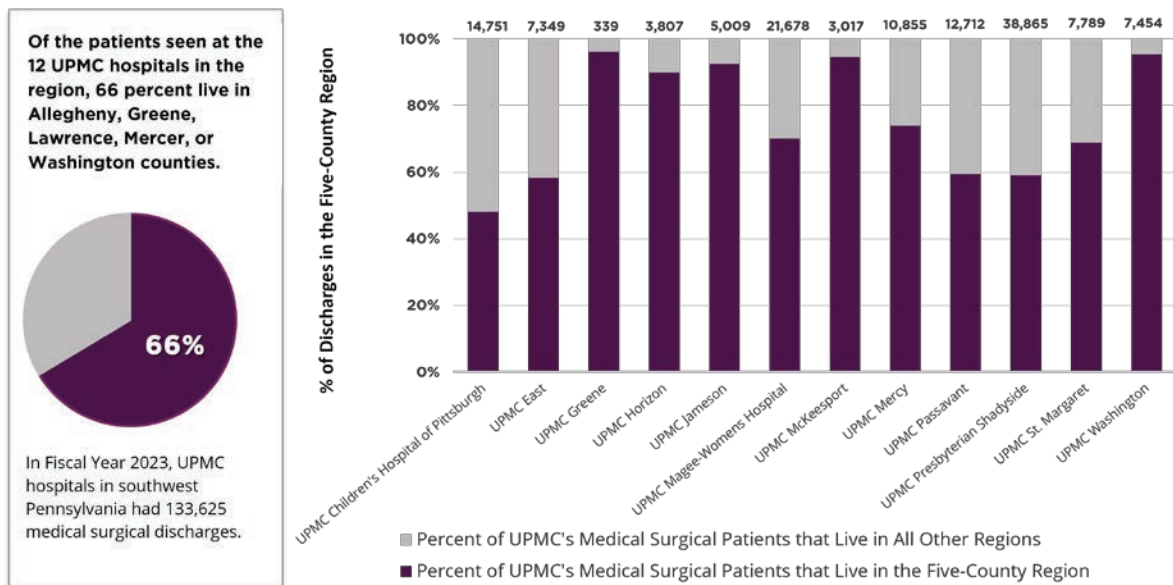
Definition of the Community: Allegheny, Greene, Lawrence, Mercer, and Washington Counties:

For the purpose of this joint CHNA, all 12 of the collaborating UPMC hospital facilities define their community to be the five-county region. With 66 percent of patients treated at UPMC's southwest Pennsylvania hospitals residing in Allegheny, Greene, Lawrence, Mercer, or Washington counties, these 12 hospitals primarily serve residents of this geographic region. By concentrating on the five-county region, UPMC can consider the needs of the great majority of its patients, and do so in a way that allows accurate measurement, using available secondary data sources.

While the five-county region represents the basic geographic definition of each of these hospitals, this CHNA also considered characteristics of the broader area, such as state data, as well as specific populations within the defined community — such as minorities, low-income individuals, and those with distinct health needs.

By combining efforts and resources, UPMC's southwest Pennsylvania hospitals are focusing on important local health issues, while supporting a coordinated community health strategy across the region and system-wide.

Most Patients Treated at UPMC Hospitals in Southwest Pennsylvania Live in the Five-County Region: Allegheny, Greene, Lawrence, Mercer, and Washington Counties.

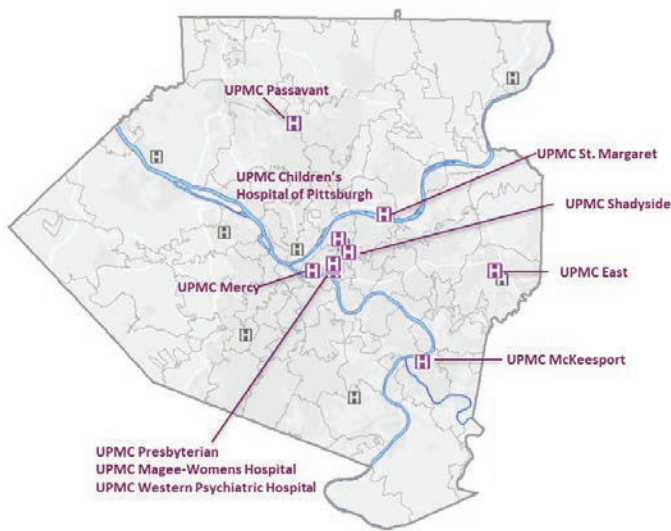


Source: Pennsylvania Health Care Cost Containment Council, Fiscal Year 2023

Identifying UPMC's System-Wide Resources Available to Address the Region's Significant Health Needs

UPMC's hospitals are supported by a comprehensive network of additional health care resources in the area, including more than 285 UPMC outpatient locations within Allegheny, Greene, Lawrence, Mercer, and Washington counties. A leader in high-quality specialty care, UPMC provides local access through UPMC Western Behavioral Health, UPMC Children's Community Pediatrics, UPMC Hillman Cancer Centers, and UPMC Magee-Womens specialty services locations. UPMC also offers a wide range of outpatient facilities, including eye care centers, freestanding surgery centers, imaging centers, labs, pharmacies, primary care offices, rehabilitation centers, and urgent care centers. UPMC addresses the needs of vulnerable populations through health centers and clinics in underserved communities, senior living facilities for older adults, and UPMC Children's Hospital of Pittsburgh satellite locations for children and families.

Allegheny County



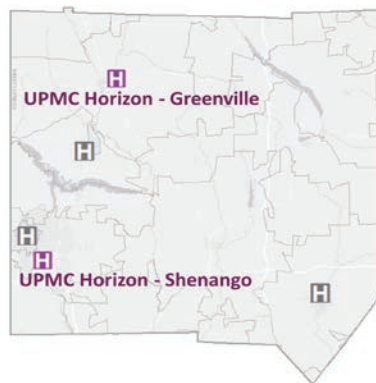
Greene County



Lawrence County



Mercer County



Washington County



 UPMC Hospitals

 Other Hospitals

Identifying and Prioritizing Significant Health Needs:

Secondary Data Analysis and Sources:

UPMC conducted an in-depth analysis of publicly available data in partnership with Pitt Public Health. Secondary data, including population demographics, mortality, morbidity, health behaviors, clinical care, socioeconomic, and health status data, were used to identify, prioritize, and confirm significant community health needs. A full list of secondary data sources used is listed in **Appendix A**. Community-level data (usually county-level) were compared to the state, nation, and *Healthy People 2030* benchmarks to help identify key health issues. This information may be found in **Appendix B**.

Population characteristics, socioeconomic, and health status data were also examined. When available, data specific to low-income individuals, underserved minorities, and uninsured populations were examined. In addition, the analysis considered federal designations of Health Professional Shortage Areas (HPSAs) — defined as “designated as having a shortage of primary medical care providers,” Medically Underserved Areas (MUAs) — which may consist of a whole county or a group of contiguous counties, a group of county or civil divisions, or a group of urban census tracts, and Medically Underserved Populations (MUPs) — which are specific sub-groups of people living in a defined geographic area with a shortage of primary care health services.

Community Input:

Community input on the perceived health needs and priorities of the region was used to complement analysis of publicly available data. To identify and prioritize health needs of the communities served, the CHNA solicited and took into account input from persons who represent the broad interests of the community, including those with special knowledge of or expertise in public health.

The Fiscal Year 2025 CHNA builds on the assessment processes applied in Fiscal Years 2013, 2016, 2019, and 2022, engaging community stakeholders to provide structured input on health needs present in each hospital’s surrounding community. In May 2024, Pitt Public Health surveyed community leaders and stakeholders specific to each hospital’s local community, as well as a system-wide panel of regional stakeholders. A survey was extended to a total of 3,657 community participants from 29 UPMC hospital communities.

Participants included:

- Leaders or members of medically underserved, low-income, or minority populations, and populations with chronic disease.
- Representatives from public health departments or governmental agencies serving community health.
- Medical staff leaders who have a unique perspective and view of the community.
- Other stakeholders in community health, such as consumer advocates, nonprofit and community-based organizations, local school districts, government organizations, and health care providers.

See **Appendix C** for a complete list and description of community participants.



SURVEY PARTICIPATION STATISTICS: SOUTHWEST PENNSYLVANIA



839

Community partners invited to participate across Community Health Needs surveys



86

Percent of participants surveyed represented medically underserved, low-income, or minority populations

Additional Stakeholder Input: In addition to the community survey, UPMC Washington and UPMC Greene conducted focus groups with community stakeholders in August 2024. Invitees included 74 hospital and community leaders. The meetings were focused on identifying community health priorities and aided in the development of the implementation plans for the two hospitals.

UPMC's system-wide community input survey process consisted of multiple stages over the past five CHNA cycles; UPMC Washington and UPMC Greene joined the process in the 2025 CHNA cycle:

CHNA Year	Activity	Description
2013	Brainstorming on Health Problems	Each hospital's community advisory panel met to gather input on the question, "What are our community's biggest health care problems?" Brainstorming resulted in the development of a 50-item list of health problems.
2013	Rating and Sorting Health Problems to Identify Significant Health Needs	<p>Community members participated in the rating and sorting process to prioritize the 50 health problems. Each participant sorted the list into overarching themes, and then rated the problems using a 1 to 5 Likert scale, according to the following criteria:</p> <ul style="list-style-type: none"> • How important is the problem to our community? • What is the likelihood of being able to make a measurable impact on the problem? • Does the hospital have the ability to address this problem?
2013	Concept Mapping	Multi-dimensional scaling was applied to the sorting data to examine similarities between the 50 community health problems. Hierarchical clustering was used to group the sorting data into common thematic areas and to establish a final cluster map, which provided a visual representation of the data.
2016	Confirming Health Issues	Community advisory panels were surveyed about the continuing importance of the identified health issues. Advisory panel members participated in an online Qualtrics survey that solicited feedback on new health issues as well as reaffirming whether previously identified issues continue to be a problem in the community.
2019	Confirming and Expanding Health Issues	<p>In partnership with Pitt Public Health, UPMC refined the community survey to incorporate emerging areas of exploration within the public health field (e.g., health-related social needs and interpersonal safety).</p> <p>Using a Qualtrics survey, community leaders also provided consideration on population segments with greatest health needs (e.g., seniors, children and adolescents, mothers and infants, general community, or other).</p>
2022	Confirming and Expanding Health Issues to Address Emerging Health Topics	<p>In partnership with Pitt Public Health, UPMC refined the community survey to incorporate emerging areas of exploration within the public health field (e.g., short- and long-term effects of COVID-19). Community stakeholders provided input on:</p> <ul style="list-style-type: none"> • The continued importance of the 2019 health issues. • Relative importance, ability to impact, and hospital ability to address an expanded list of health issues. • Determination of factors contributing to health disparities.
2025	Confirming and Expanding Health Issues to Explore Access	<p>In partnership with Pitt Public Health, UPMC refined the community survey to incorporate emerging areas of exploration within the public health field (e.g., health disparities, rural health, access, and telemedicine). Community stakeholders provided input on:</p> <ul style="list-style-type: none"> • The continued importance of the 2022 health issues. • Relative importance and prioritization of an expanded list of health issues. • Determination of factors contributing to health disparities. • Evaluation of barriers that make it difficult to get access to important resources for health care and health-related social needs. • Utilizing telemedicine to access care in rural or underserved areas.
2025	Focus Groups	Community members participated in focus groups, which provided opportunities to engage with and hear from community stakeholders in the southwest Pennsylvania region. Focus groups were geared toward community assets and strengths, current health priorities, opportunities for partnerships, and telemedicine utilization.

Synthesis of Information and Development of Implementation Plans:

The secondary data analyses and results from the community input process were aggregated, evaluated, and synthesized with the assistance of public health experts from Pitt Public Health. Through this effort, UPMC hospital leadership identified a set of significant health needs that are critical, addressable, and have high levels of urgency in the community. The process then matched those needs to:

- Best-practice methods for addressing these needs.
- Existing hospital community health programs and resources.
- Programs and partners elsewhere in the community that can be supported and leveraged.
- Enhanced data collection concerning programs.
- A system of assessment and reassessment measurements to gauge progress over regular intervals.

Outcomes and Evaluation of Hospital Implementation Plans:

UPMC engaged with researchers from Pitt Public Health to develop evaluation metrics to measure and track progress related to the implementation plans. The metrics vary by hospital, according to health outcomes, current hospital efforts, and hospital resources.

The implementation plans were developed with the expectation that future progress would be reviewed by the hospitals, as well as potentially by public health agencies. Therefore, two types of outcomes are considered:

- **Process Outcomes (directly relating to hospital/partner delivery of services):** Process outcomes indicate efforts hospitals and community partners can undertake to increase delivery of a service designed to change a health impact indicator. These mostly involve increases (or better targeting) in programming, outreach, publicity, or related efforts. Process outcomes can be measured by increases in investment (dollars or personnel), outreach (media messages, public service announcements), service units delivered (classes, screenings), people attending or completing programs, and number of sites for delivery of programs.
- **Health Impact Outcomes (applies to changes in population health for which the hospital's efforts are only indirectly responsible):** Health impact outcomes are changes in population health related to a broad array of factors, of which hospital and community partner efforts are only one contributing part. These outcomes include reductions in the prevalence of disease, risk factors, and health behaviors associated with disease. Benchmarks for progress in population indicators are available from *Healthy People 2030* and *Robert Wood Johnson County Health Rankings & Roadmaps*.

RESULTS OF THE COMMUNITY HEALTH NEEDS ASSESSMENT AND IN-DEPTH COMMUNITY PROFILE

Characteristics of the Community:

The counties in the community are located in southwest Pennsylvania. Greene County is considered mostly rural due to its low population density, while Allegheny, Lawrence, Mercer, and Washington counties are considered mostly urban.

Population Density					
	Allegheny County	Greene County	Lawrence County	Mercer County	Washington County
2020 Population	1,250,578	35,954	86,070	110,652	209,349
Population Density	1,713.2	62.4	240.8	164.5	244.3

Source: U.S. Census

Rural areas, such as Greene County, experience different health care challenges — national reports show that rural residents may have challenges in accessing health care services, including the services of primary care providers and specialists.

Sizable Elderly Population with High Social Needs: A notable characteristic of Allegheny, Greene, Lawrence, Mercer, and Washington counties is the large and increasing percentage of elderly residents (65 years and older). Allegheny, Greene, Lawrence, Mercer, and Washington counties have large elderly populations (19 percent, 20 percent, 23 percent, 23 percent, and 22 percent, respectively), compared to the United States (17 percent). In addition, a higher percentage of elderly in the region live alone, compared with Pennsylvania and the United States. Reflective of the higher proportion of elderly, the percentage of Medicare recipients was higher in the region, compared to the state and nation (See **Appendix B**).

Allegheny, Greene, Lawrence, Mercer, and Washington Counties Have Sizable Elderly Populations

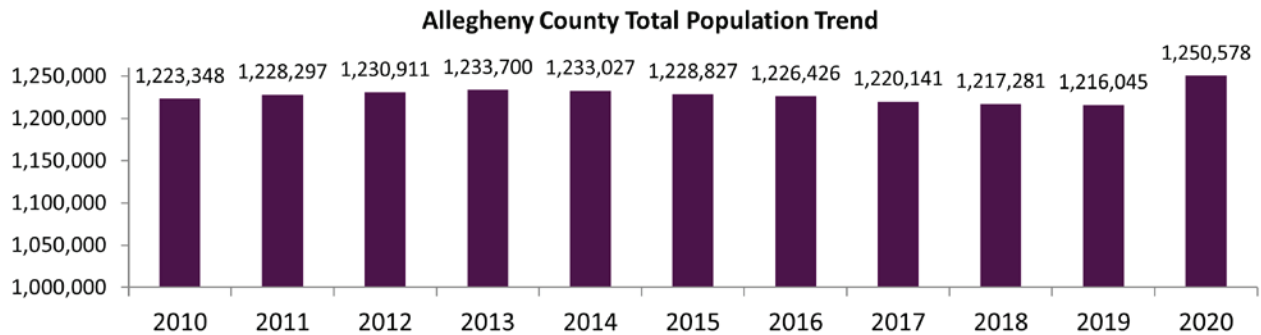
Age Distribution – 2020							
	Allegheny County	Greene County	Lawrence County	Mercer County	Washington County	Pennsylvania	United States
Median Age	40.2	43.7	45.5	45.1	45.1	41.0	38.8
% Children (<18)	18.4	18.6	19.8	19.5	19.2	20.4	22.1
% 18–44	36.8	33.0	29.6	30.3	30.7	34.0	35.7
% 45–64	25.3	28.2	27.9	27.4	28.5	26.5	25.4
% 65+	19.4	20.2	22.7	22.8	21.6	19.1	16.8
% 85+	2.7	2.1	3.2	3.2	2.7	2.5	1.9
% Elderly Living Alone	14.2	13.6	15.5	15.8	14.0	12.9	11.1

Source: U.S. Census

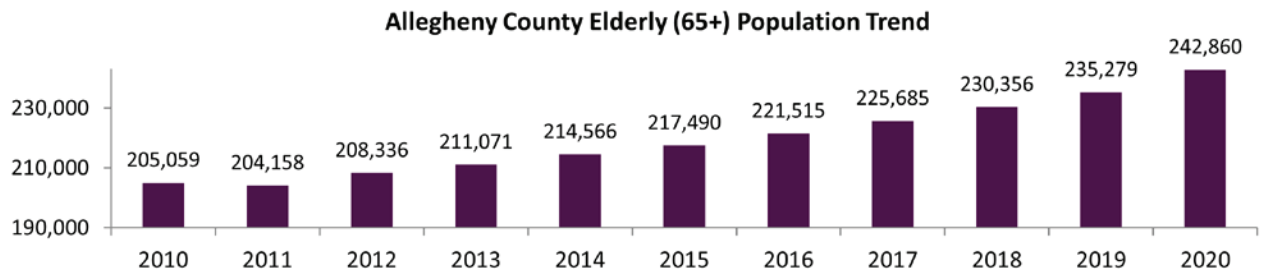
Aging Population Increasing in the Region: The total population in Allegheny and Washington counties increased slightly since 2010, whereas the total population in Greene, Lawrence, and Mercer counties decreased since 2010. However, across counties, the elderly population (age 65 and over) has increased significantly (see figures below). While the population data presented in this report is based on decennial U.S. Census figures, data through 2023 indicate that these trends continue.

Allegheny County:

Allegheny County's total population has seen a two percent increase from 2010 to 2020.



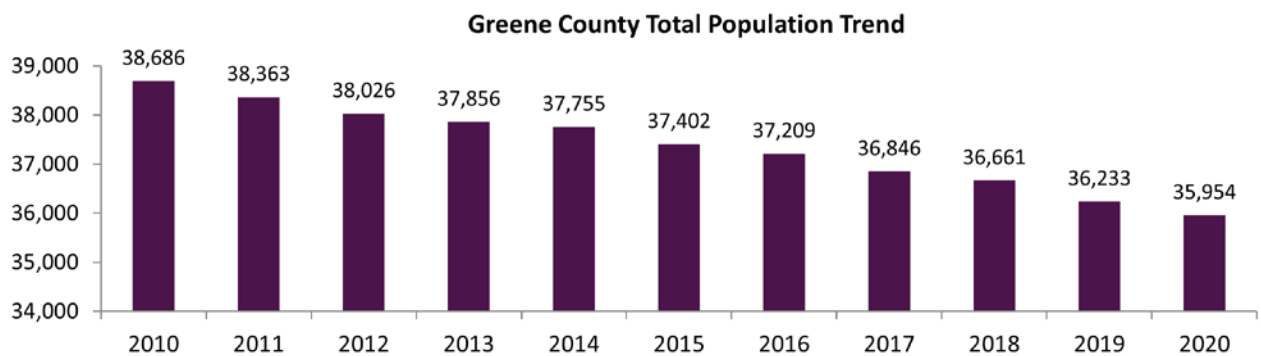
However, the elderly population in Allegheny County (65+) has seen an 18 percent increase from 2010 to 2020.



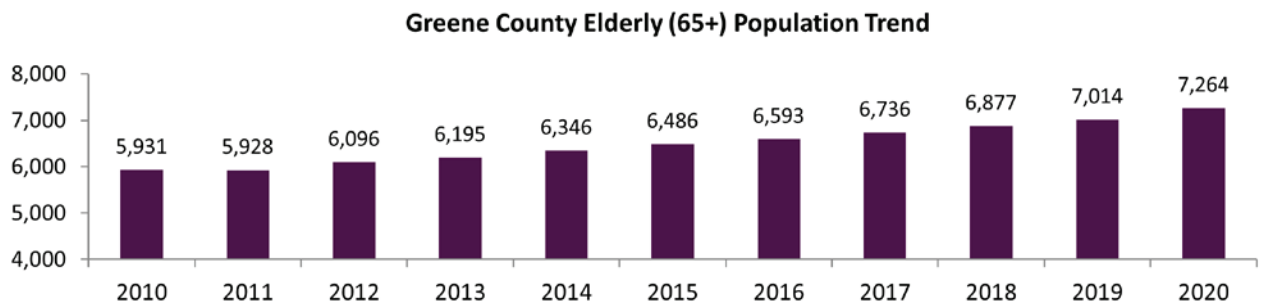
Source: U.S. Census

Greene County:

Greene County's total population has seen a seven percent decrease from 2010 to 2020.



However, the elderly population in Greene County (65+) has seen a 22 percent increase from 2010 to 2020.

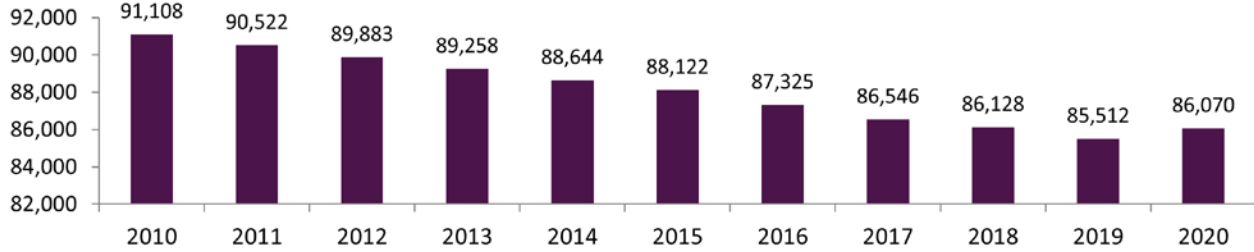


Source: U.S. Census

Lawrence County:

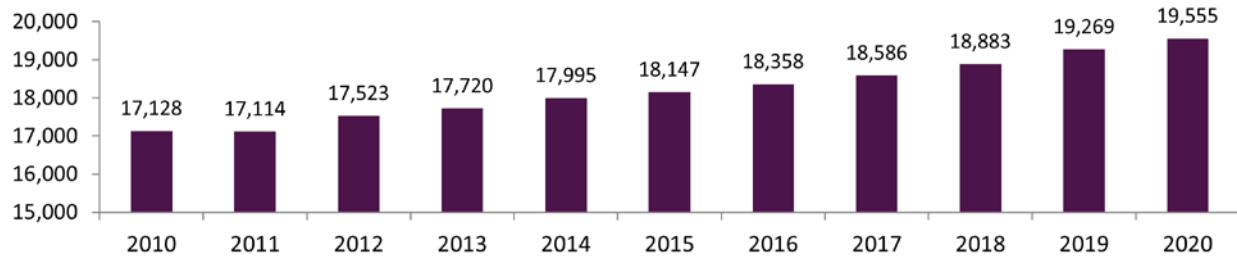
Lawrence County's total population has seen a six percent decrease from 2010 to 2020.

Lawrence County Total Population Trend



However, the elderly population in Lawrence County (65+) has seen a 14 percent increase from 2010 to 2020.

Lawrence County Elderly (65+) Population Trend

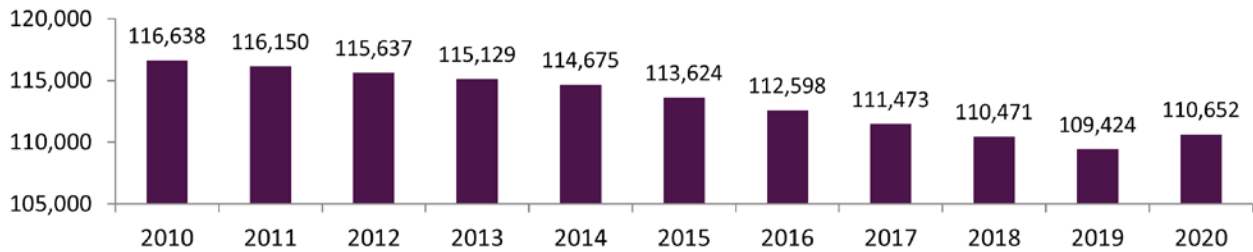


Source: U.S. Census

Mercer County:

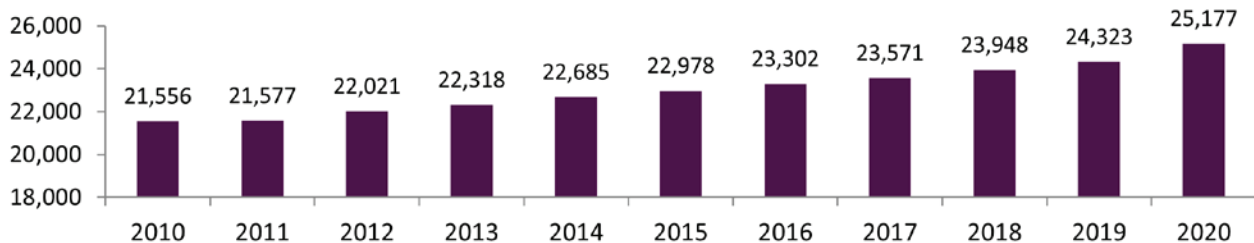
Mercer County's total population has seen a five percent decrease from 2010 to 2020.

Mercer County Total Population Trend



However, the elderly population in Mercer County (65+) has seen a 17 percent increase from 2010 to 2020.

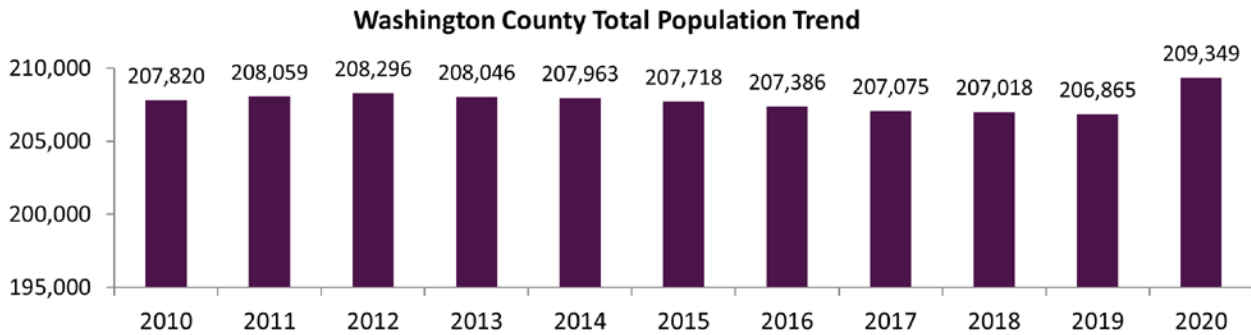
Mercer County Elderly (65+) Population Trend



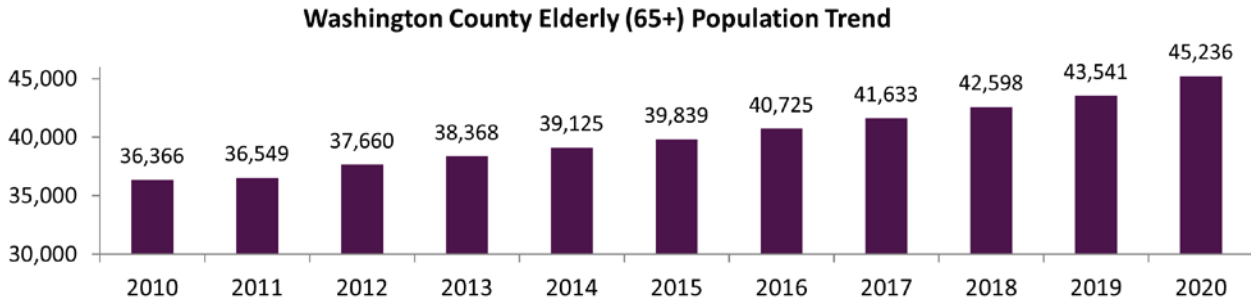
Source: U.S. Census

Washington County:

Washington County's total population has seen a one percent increase from 2010 to 2020.



However, the elderly population in Washington County (65+) has seen a 24 percent increase from 2010 to 2020.



Source: U.S. Census

Economically Stable in Washington County, with Socioeconomic Challenges in Allegheny, Greene, Lawrence, and Mercer Counties: When compared to state and national benchmarks, the overall population of Washington County is economically stronger and faces fewer economic health challenges on average than the other counties in the region.

Allegheny County tends to have:

- A lower median household income

Greene County tends to have:

- A lower median household income
- A higher percentage of individuals living in poverty
- A higher percentage of individuals with no high school diploma
- More recipients of the income-based Medicaid health insurance program (See **Appendix B**)

Lawrence County tends to have:

- A lower median household income
- A higher percentage of individuals living in poverty
- A higher unemployment rate
- More recipients of the income-based Medicaid health insurance program (See **Appendix B**)

Mercer County tends to have:

- A lower median household income
- A higher percentage of individuals living in poverty
- A higher unemployment rate
- More recipients of the income-based Medicaid health insurance program (See **Appendix B**)

Washington County tends to have:

- A higher median household income
- A lower percentage of individuals living in poverty
- A lower percentage of individuals with no high school diploma
- Fewer recipients of the income-based Medicaid health insurance program (see **Appendix B**)

Social and Economic Population Demographics - 2020

	Allegheny County	Greene County	Lawrence County	Mercer County	Washington County	Pennsylvania	United States
Median Age	40.2	43.7	45.5	45.1	45.1	41.0	38.8
Median Household Income	\$62,320	\$55,993	\$50,080	\$50,529	\$65,478	\$63,627	\$64,994
% of People in Poverty	11.3	12.9	12.9	14.4	8.9	12.0	12.8
% with No High School Diploma (among those 25+)	5.2	12.4	8.7	10.1	6.5	9.0	11.5
% Unemployed (among those 16+ in labor force)	4.9	4.9	6.4	5.8	5.4	5.4	5.4
Racial Groups							
% White	75.7	91.9	88.7	88.1	89.8	75.0	61.6
% African American	13.1	3.0	4.3	5.8	3.3	10.9	12.4
% Other Race	11.2	5.1	7.0	6.1	6.9	14.1	26.0

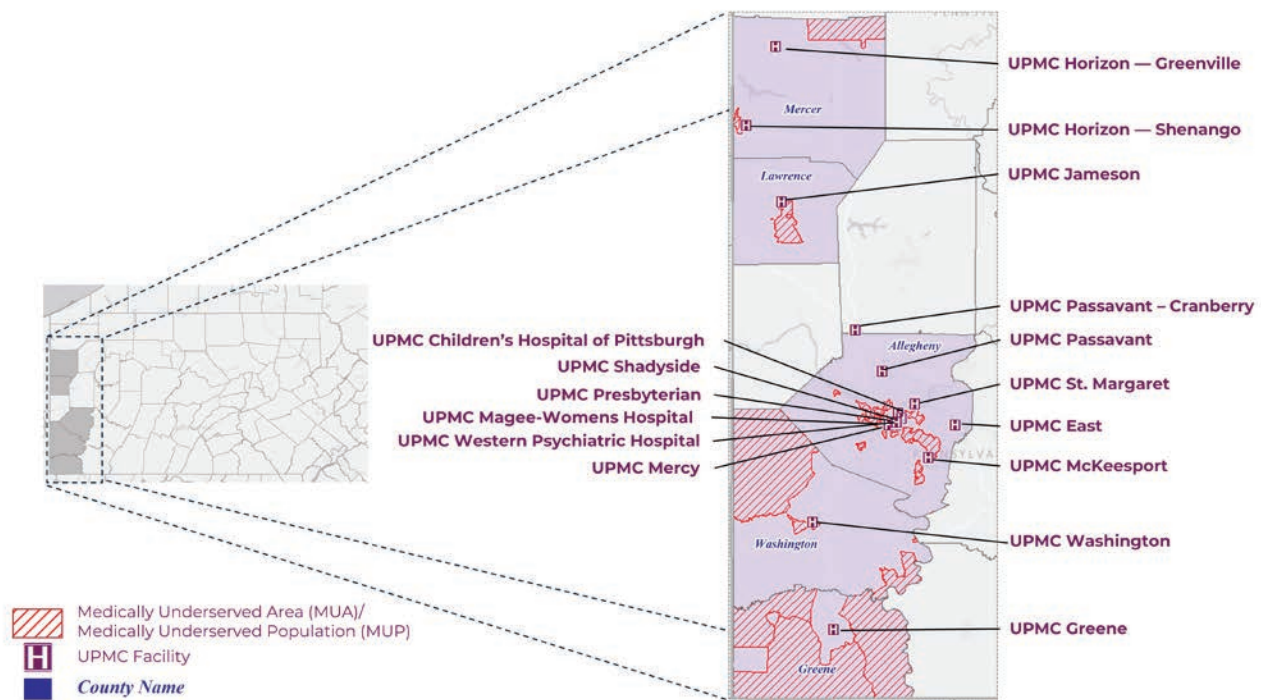
Source: U.S. Census

Medically Underserved Areas and Populations in Allegheny, Greene, Lawrence, Mercer, and Washington Counties:

While southwest Pennsylvania has relatively strong demographic statistics, there are some neighborhoods that have characteristics of populations more likely to experience health disparities. The map below indicates neighborhoods and populations in the counties that are federally designated by the Health Resources & Services Administration (HRSA) as Medically Underserved Areas (MUAs) or Medically Underserved Populations (MUPs).

The following factors are considered in the determination of MUAs and MUPs:

- A high percentage of individuals living below the poverty level
- A high percentage of individuals over age 65
- High infant mortality
- Lower primary care provider to population ratios



Percent Population that Lives in a HRSA-Designated Medically Underserved Area (MUA) Across the Region:

- 9.4 percent of the Allegheny County population lives in a HRSA-designated Medically Underserved Area (MUA).
- 78.2 percent of the Greene County population lives in a HRSA-designated Medically Underserved Area (MUA).
- 23.4 percent of the Lawrence County population lives in a HRSA-designated Medically Underserved Area (MUA).
- 7.1 percent of the Mercer County population lives in a HRSA-designated Medically Underserved Area (MUA).
- 23.5 percent of the Washington County population lives in a HRSA-designated Medically Underserved Area (MUA).

Findings: Significant Health Needs for the Community:

Synthesizing data from the community input process and secondary data analyses for the 12 UPMC hospitals within southwest Pennsylvania yielded four significant health needs for the community:

- Chronic Disease Management
- Behavioral Health
- Access to Care and Navigating Resources
- Prevention and Community-Wide Healthy Living

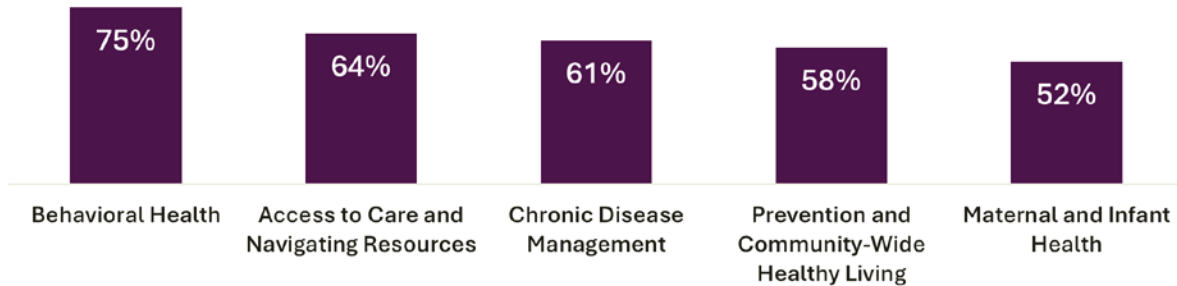
These four significant health needs were identified based on data from the community input process, earlier concept mapping efforts conducted with community participants, public health literature, and consultation with public health experts. Each need represents an area that is correlated with, and often drives, health outcomes, including mortality, quality of life, risk of hospitalization, and disease burden. In community leader surveys administered in southwest Pennsylvania, all four significant health needs rated highly in importance (scored above 3.8 on a scale of 1 to 5).

Perceived Disparities Affecting Community Health:

Health disparities refer to differences in health between population groups and communities. In many instances, they are preventable differences in the burden of disease, injury, violence, or in opportunities to achieve optimal health experienced by socially disadvantaged racial, ethnic, and other population groups and communities.

The community input process assessed the extent to which disparities are perceived to exist for these significant health needs. Disparities in community health due to socioeconomic status and other non-medical factors were widely recognized by community stakeholders in the five-county region, and system-wide. A majority of respondents considered disparities to be “very much” or “extremely” affecting all community health needs assessed.

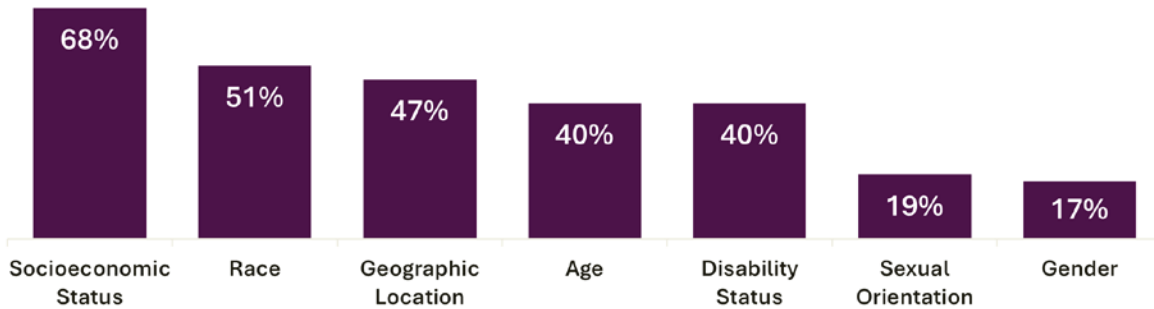
Percent Reporting Community Health Need Is Strongly Affected by Disparities, Southwest Pennsylvania



Note: Proportion reporting disparities affect community health needs “very much” or “extremely.”

Source: UPMC System-wide Community Input Process, 2024

Percent Reporting Source of Disparities in Community Health Needs, Southwest Pennsylvania



Note: Proportion reporting each source contributes “very much” or “extremely” to disparities in the community health needs.

Source: UPMC System-wide Community Input Process, 2024

Chronic Disease Management — Importance to the Community:

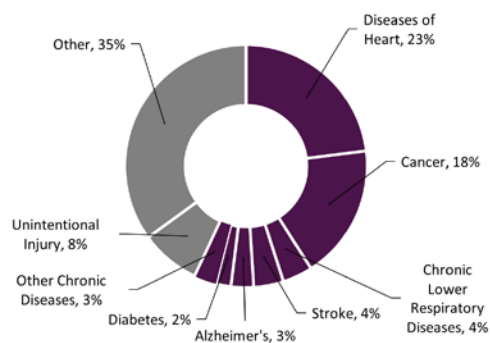
Chronic diseases represent the leading causes of death nationally and in the community.

Chronic diseases are the leading cause of death nationally, in Pennsylvania, and in the five-county region. In Allegheny, Greene, Lawrence, Mercer, and Washington counties, more than half of deaths are attributable to chronic disease. Chronic diseases have implications for the health and wellness and costs of care for community members. Seniors are particularly vulnerable, as age is correlated with increased likelihood of developing chronic disease.

Chronic Disease is a Leading Cause of Death in the Five-County Region

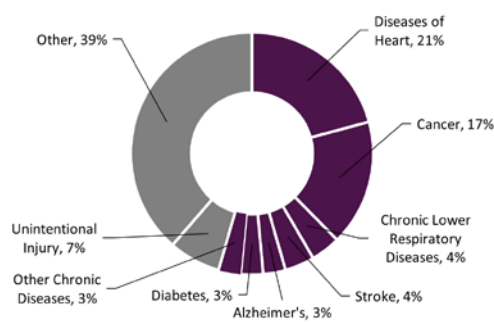
Allegheny County

57 percent of deaths are attributable to chronic disease in the county.



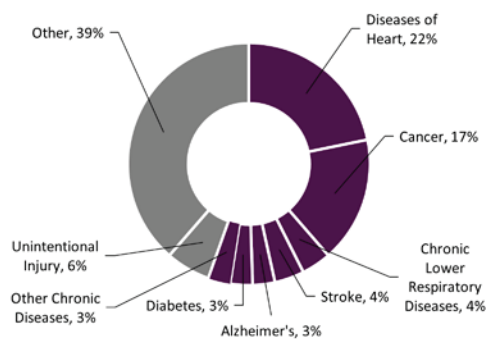
Greene County

54 percent of deaths are attributable to chronic disease in the county.



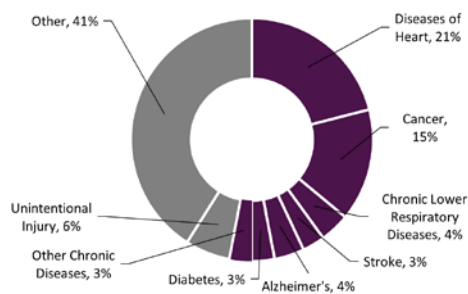
Lawrence County

56 percent of deaths are attributable to chronic disease in the county.



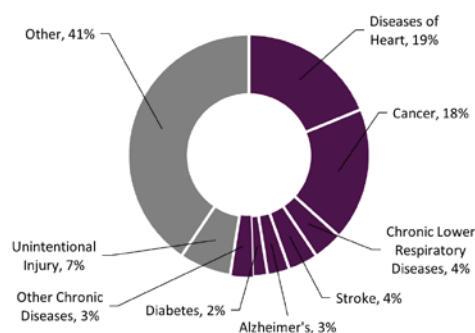
Mercer County

53 percent of deaths are attributable to chronic disease in the county.

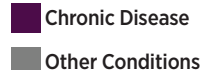


Washington County

53 percent of deaths are attributable to chronic disease in the county.



Legend:



Chronic diseases have important implications for the health and wellness of the community.

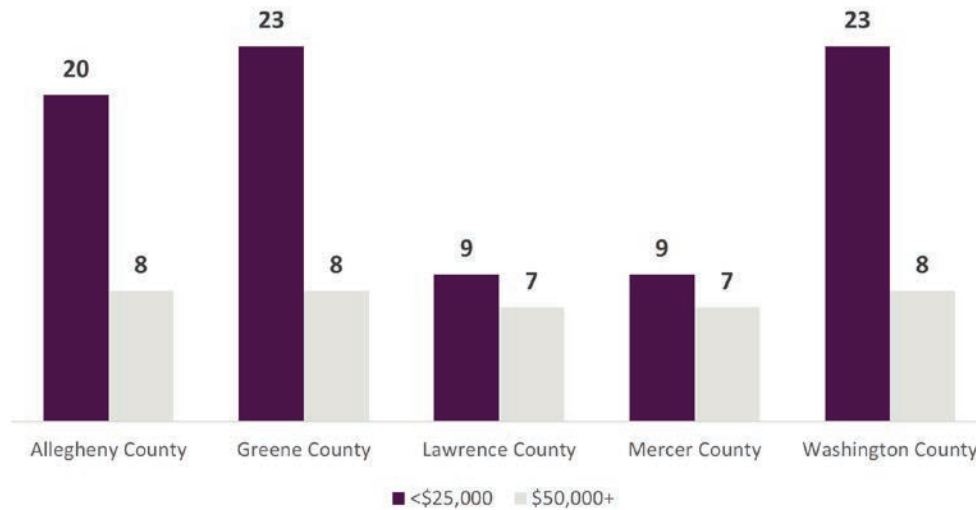
Managing chronic diseases is becoming more complex as an increasing number of individuals suffer from multiple chronic conditions or comorbidities.

Chronic Disease	Significance
Diabetes	Diabetes is among the top 10 causes of death both nationally and in Pennsylvania. In Pennsylvania, more than one in 10 adults suffer from diabetes.
Cancer	More than 1.7 million people are diagnosed with cancer each year in the United States. Cancer is the second leading cause of death nationally and in Pennsylvania.

Risks for chronic diseases vary across population segments in the region, with differences demonstrated for some medically underserved, low-income, and minority populations.

Public health data suggest that lower income and education are often associated with increased prevalence of certain chronic diseases. For example, residents in the region with lower levels of income were more likely to report having diabetes.

Percent of Adults Who Were Ever Told They Have Diabetes, by Income



Source: Pennsylvania Department of Health, 2020-2022

Behavioral Health — Importance to the Community:

Access to behavioral health services, including assistance to combat opioid and substance use disorders, has significant community health implications.

Behavioral health disorders include a spectrum of conditions, such as anxiety, depression, and bipolar disorder, as well as substance use disorders, such as opioid addiction or alcohol abuse. Behavioral health conditions are among the most common health conditions in the nation.

Public health research has shown that individuals with a behavioral health condition are at greater risk of developing a wide range of physical health problems (e.g., chronic diseases).

Behavioral Health Issues Are Widespread Across the Population Nationally and in Allegheny, Greene, Lawrence, Mercer, and Washington Counties.



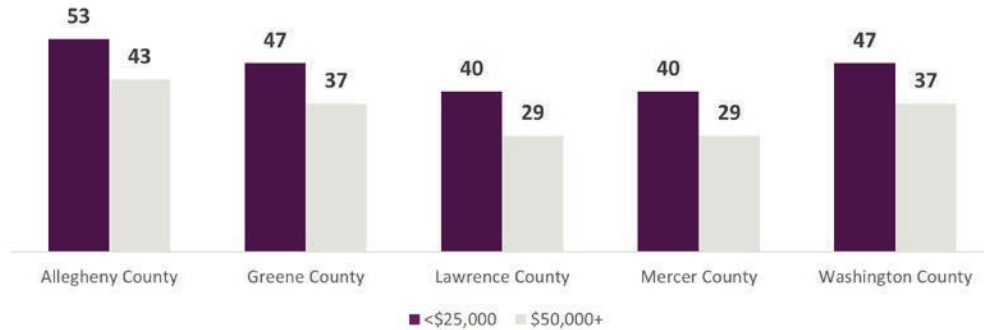
Source: U.S. Centers for Disease Control and Prevention (CDC)

The percentage of adults who reported experiencing poor mental health in the past month was 43 percent in Allegheny County, 37 percent in Greene and Washington counties, and 35 percent in Lawrence and Mercer counties.

Behavioral health needs occur at higher rates for some medically underserved, low-income, and minority sub-populations in the community.

Residents in the region with lower levels of income were more likely to report higher levels of mental health distress.

Percent of Adults Reporting Poor Mental Health 1+ Day in the Past Month, by Household Income



Source: Pennsylvania Department of Health, 2020-2022

Opioid and substance use disorders are an epidemic of growing concern in both Pennsylvania and the United States.

Nationally in 2022, approximately 48.7 million people 12 years or older had a substance use disorder (SUD) associated with alcohol or illicit drug use in the past year. Pennsylvania has also been affected by the opioid epidemic. In Pennsylvania, 84 percent of drug overdose deaths involved opioids in 2022 — a total of 4,354 fatalities. The Shapiro administration has joined a national opioid settlement case against companies responsible for fueling the opioid addiction crisis and has directed the sedative xylazine to be classified as a controlled substance due to its dangerous lengthening of opioid effect.

	Allegheny County	Greene County	Lawrence County	Mercer County	Washington County	Pennsylvania
Drug overdose mortality rate per 100,000 population	50	39	50	48	48	39

Source: Robert Wood Johnson County Health Rankings & Roadmaps, 2024

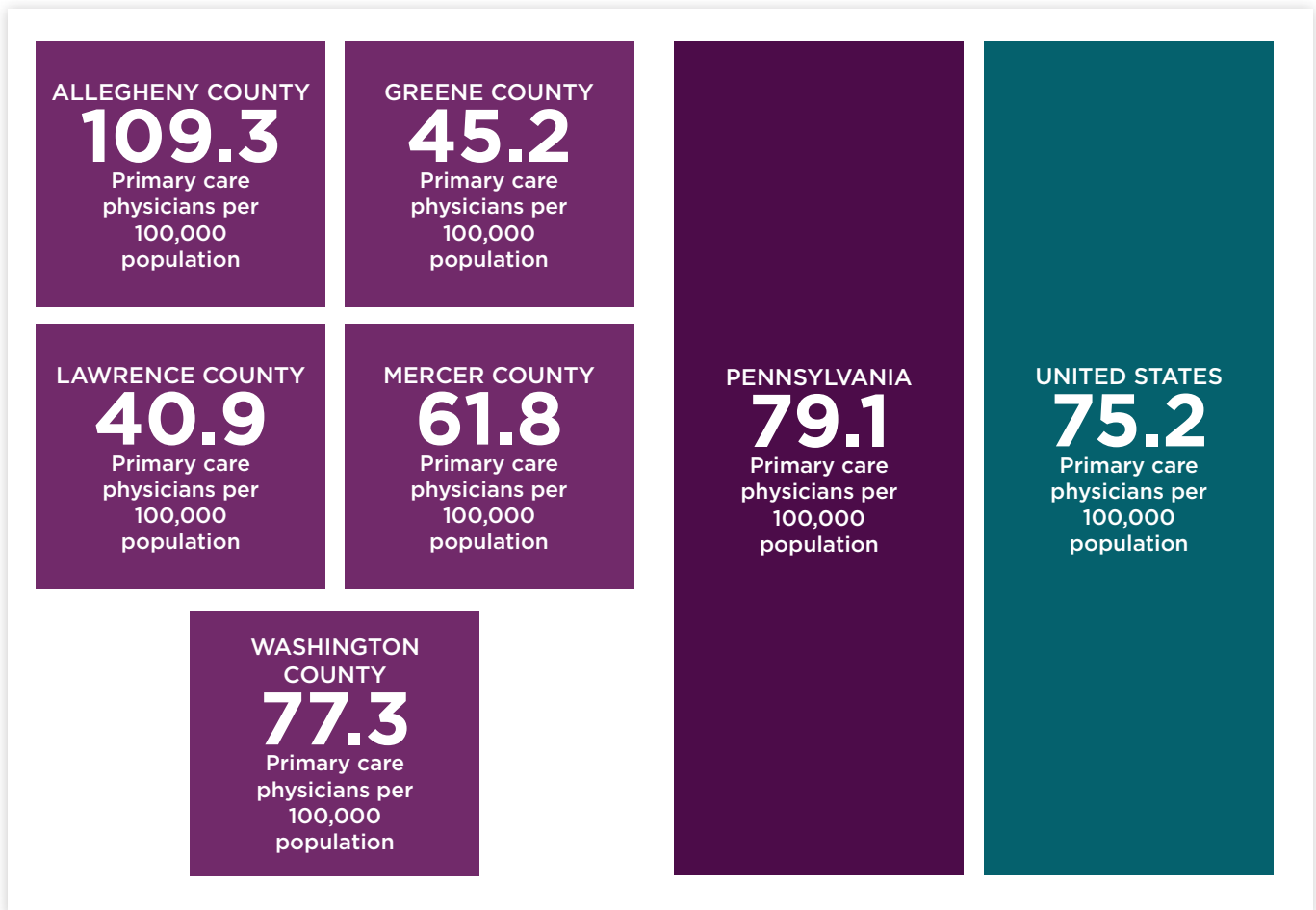
Access to Care and Navigating Resources — Importance to the Community:

Access to health services and navigating the health care system contribute to positive health outcomes. Access to care and navigating resources have important implications for the health of the community in a variety of ways, including preventing disease and disability, detecting and treating illnesses or conditions, managing chronic disease, reducing preventable hospitalization, and increasing quality of life.

Primary care services can play a key role in facilitating access. Those without access to usual sources of primary care, such as a primary care physician, are less likely to receive preventive services, such as recommended screenings.

Primary care physician supply in Greene, Lawrence, and Mercer counties is lower compared to state and national benchmarks, while Washington County primary care physician supply is comparable to state and national benchmarks. In Allegheny County, primary care physician supply is adequate compared to state and national benchmarks. The region contains a number of Health Professional Shortage Area (HPSA) designations, defined as geographic areas, population groups, or facilities that indicate health provider shortages.

Primary Care Physicians Per 100,000 Population



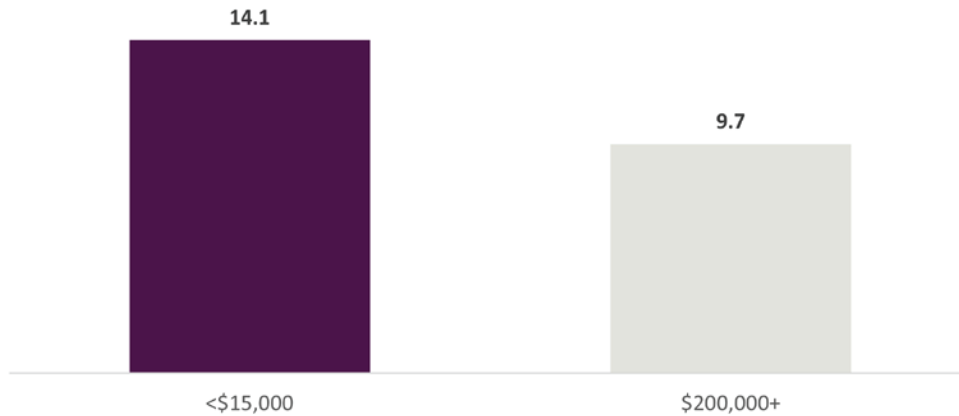
Source: Robert Wood Johnson County Health Rankings & Roadmaps, 2024

More than one in ten adults in the region reported that they do not have a personal health care provider. Similarly, access to specialty care is an important part of disease care and management, but patients may encounter challenges accessing services.

Available and ready access to primary care services has implications for medically underserved, low-income, and minority populations.

In Pennsylvania in 2022, those with lower levels of income were more likely to report not having a primary care provider compared to those with higher income.

Percent of Pennsylvania Adults That Report Not Having a Personal Health Care Provider, by Household Income



Source: U.S. Centers for Disease Control and Prevention, 2022

Navigating resources can present barriers to patients in need.

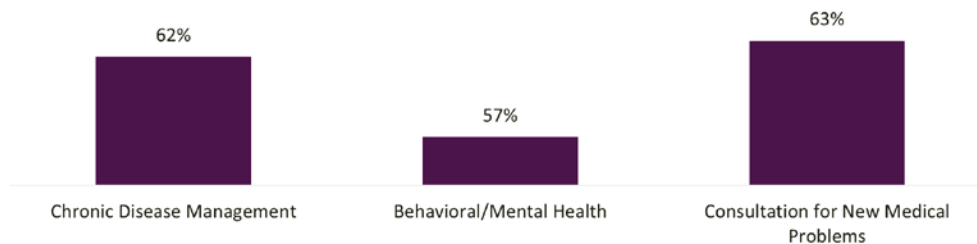
Even with an adequate supply of providers, navigating the health care system can be challenging for some patients and families.

Perceived Ease of Arranging Telehealth Appointments:

Telehealth is defined as the use of electronic information and telecommunication technologies to support long-distance clinical health care, patient and professional health-related education, health administration, and public health. Its practice continues to evolve and can serve a role in expanding access to care, especially for those in rural and/or underserved areas.

The community input process assessed the ease of arranging telehealth appointments across three health domains — chronic disease management, behavioral/mental health, and consultation for new medical problems. A majority of respondents in southwest Pennsylvania felt that it was “somewhat” or “moderately” easy to arrange a telehealth appointment across all three domains.

Percent Reporting Somewhat or Moderate Ease of Arranging a Telehealth Appointment, Southwest Pennsylvania



Source: UPMC System-wide Community Input Process, 2024

Prevention and Community-Wide Healthy Living — Importance to the Community:

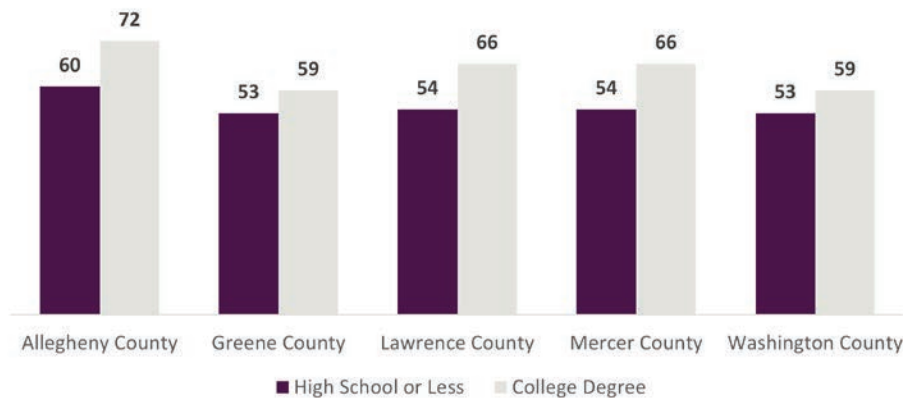
Preventive care and wellness efforts are effective tools to improve community health.

Preventive care efforts, such as preventive screenings, can help identify diseases early, improve management of diseases, and reduce costs.

Medically underserved, low-income, and minority populations may be less likely to access or receive preventive care.

Allegheny, Greene, Lawrence, Mercer, and Washington County residents ages 50+ with a college degree were more likely to report having a flu vaccine in the past 12 months compared to those with a high school education or less.

Percent of Adults Ages 50+ Having a Flu Vaccine in the Past 12 Months, by Education Level



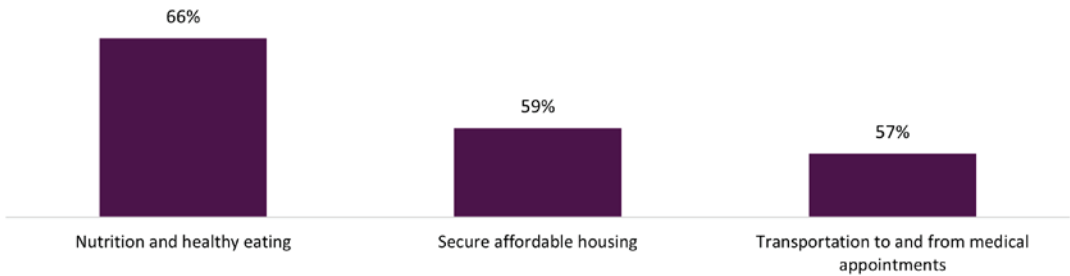
Source: Pennsylvania Department of Health, 2020-2022

Unmet health-related social needs (lack of affordable housing, food insecurity, and unemployment) are associated with negative health outcomes.

Health-related social needs (HRSN) are the economic and social conditions that impact health, including housing instability, food insecurity, and unemployment. Academic research and government agencies continue to study the impact of health-related social needs on health outcomes. Research shows a strong association between health-related social needs and the incidence and severity of disease, life expectancy, and overall well-being.

The community input process assessed the extent to which the community faces these barriers; this parallels the domains of interest proposed by The Joint Commission to assess health-related social needs. According to respondents, the top three perceived health-related social needs in southwest Pennsylvania are nutrition and healthy eating, securing affordable housing, and transportation to and from medical appointments.

Percent Reporting Difficulty Accessing Resources for Health-Related Social Needs, Southwest Pennsylvania



Note: Proportion reporting “very much” or “extreme” difficulty accessing resources for health-related social needs

Source: UPMC System-wide Community Input Process, 2024

Prevention also includes efforts to keep the community safe.

Accidental, or unintentional injury, is the fourth leading cause of death nationally and in Pennsylvania. Interpersonal safety (accidental/unintentional injury, violence) may disproportionately impact minority populations nationwide. While safety from violence is a concern for all, Black adolescents and young adults are at a disproportionately higher risk of physical violence and homicide than White adolescents and young adults.

UPMC Is Working to Address Significant Health Needs:

UPMC hospitals in Allegheny, Greene, Lawrence, Mercer, and Washington counties are dedicated to addressing significant health needs in the community. UPMC hospitals in southwest Pennsylvania continue to build an extensive suite of programs and services to address the four significant health needs of chronic disease management, behavioral health, access to care and navigating resources, and prevention and community-wide healthy living. UPMC hospitals leverage community-based partnerships and system-wide resources to support residents in need.

Chronic Disease Management

UPMC hospitals in the region are working to increase awareness, prevention, and management of chronic diseases in the community. The hospitals continue to employ an array of tactics, including community education and outreach, preventive screenings, and comprehensive, evidence-based programs to address chronic disease management in the region.

Behavioral Health

UPMC hospitals in the region continue to benefit from the delivery of integrated care models with UPMC Western Psychiatric Hospital for both behavioral health and substance use disorder; this care includes psychiatric consultation services, behavioral health navigators, and telepsychiatric assistance. Many of these efforts leverage technology and partnerships among physical health and mental health providers to help improve access to care in ambulatory and community settings. In addition, UPMC Western Psychiatric Hospital continues to collaborate with other UPMC hospitals across the system to support expansion of both inpatient and ambulatory behavioral health care.

Access to Care and Navigating Resources

UPMC hospitals in the region are pioneering innovative care models and collaborating with local organizations to increase access to primary and specialty care, improve care coordination and follow-up, and assist with medications, medical equipment, and transportation to and from appointments.

Prevention and Community-Wide Healthy Living

UPMC hospitals in the region continue to offer programs that promote and encourage healthy lifestyles. Efforts include providing health screenings, vaccinations, and immunizations in the community and offering care and support to pregnant and postpartum women.

2025 Significant Health Needs in Allegheny, Greene, Lawrence, Mercer, and Washington Counties

UPMC Hospitals in Allegheny, Greene, Lawrence, Mercer, and Washington Counties	Chronic Disease Management	Behavioral Health	Access to Care and Navigating Resources	Prevention and Community-Wide Healthy Living
UPMC Children's Hospital of Pittsburgh		✓	✓	
UPMC East	✓	✓		
UPMC Greene	✓		✓	
UPMC Horizon		✓	✓	
UPMC Jameson		✓	✓	
UPMC Magee-Womens Hospital		✓		✓
UPMC McKeesport	✓		✓	
UPMC Mercy		✓	✓	
UPMC Passavant	✓	✓		
UPMC Presbyterian Shadyside		✓	✓	
UPMC St. Margaret			✓	✓
UPMC Washington	✓		✓	

IV

UPMC HOSPITALS: COMMUNITY HEALTH IMPROVEMENT PROGRESS AND PLANS

2022-2025 Progress Reports and 2025-2028 Implementation Plans by Hospital

Charting Progress: Reflecting on the Impact UPMC Has Had Over the Past Three Years:

Each UPMC hospital in southwest Pennsylvania has worked to continuously improve community health since the last CHNA cycle. The following reports showcase the extensive range of innovative programs and initiatives these hospitals have put in place to promote community health and well-being.

Moving Forward: Continuing to Promote Health and Well-Being in the Community:

To address the significant community health needs identified through the 2022 CHNA process, each UPMC hospital in southwest Pennsylvania developed an implementation plan. The hospital plan relies on collaboration and partnership with many of the same organizations and stakeholders that participated in the assessment process. In addition, the plan considers input from:

- Community-based organizations
- Government organizations
- Non-government organizations
- UPMC hospital and Health Plan leadership
- Public health experts that include Pitt Public Health

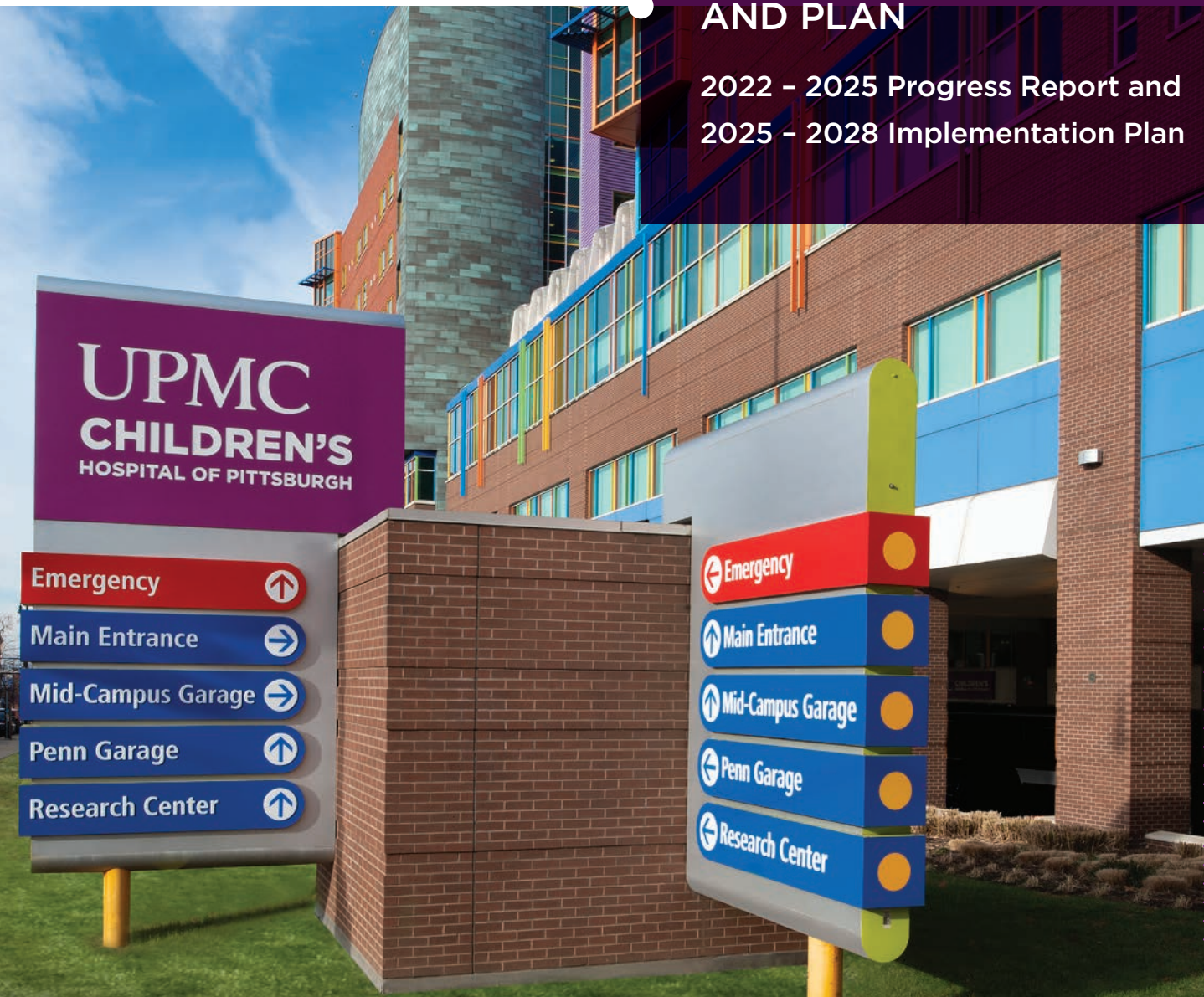
The following section contains a description of each hospital, its 2022 CHNA priorities, a progress report documenting initiatives taken to respond to those priorities over the 2022 to 2025 time period, and the hospital's CHNA priorities and implementation plan for 2025 to 2028.

UPMC Children's Hospital of Pittsburgh	33
UPMC East.	46
UPMC Greene	56
UPMC Horizon	65
UPMC Jameson	75
UPMC Magee-Womens Hospital	85
UPMC McKeesport.	98
UPMC Mercy	109
UPMC Passavant	122
UPMC Presbyterian Shadyside	133
UPMC St. Margaret	148
UPMC Washington.	163



COMMUNITY HEALTH IMPROVEMENT PROGRESS AND PLAN

2022 - 2025 Progress Report and
2025 - 2028 Implementation Plan




UPMC | **CHILDREN'S**
HOSPITAL OF PITTSBURGH

Caring for the Community

UPMC Children's Hospital of Pittsburgh is a nonprofit, quaternary-care teaching hospital located in the city's Lawrenceville neighborhood. A fixture in the region since 1890, the hospital moved to its current location in 2009 and continues to invest in new state-of-the-art facilities. UPMC Children's Hospital is a unique resource that provides compassionate medical care to the youngest and most vulnerable patients in Allegheny County and the region.

UPMC Children's offers a full range of advanced specialty care for infants, children, adolescents, and young adults, providing access to medical, surgical, behavioral health, and transitional care. UPMC Children's is a leader in the treatment of childhood conditions and diseases, a pioneer in the development of new and improved therapies, and a top educator of the next generation of pediatricians and pediatric subspecialists. UPMC Children's is consistently included on lists of elite pediatric hospitals including *U.S. News & World Report's* Honor Roll of Best Children's Hospitals. It also is a Magnet®-designated hospital — the highest international recognition for nursing excellence and leadership.

	VITAL STATISTICS Calendar Year 2023		JOBS AND STRENGTHENING THE LOCAL ECONOMY	
	Licensed Beds	317	Employees	3,414
	Hospital Patients	22,107	Community Benefits Contributions	\$96.6 million
	Emergency Dept. Visits	74,719	Free and Reduced Cost Care	\$28.9 million
	Total Surgeries	20,108	Total Economic Impact of Hospital Operations	\$1.5 billion

Addressing the Community's Significant Health Needs

When the Fiscal Year 2022 CHNA was conducted, UPMC Children's affirmed the following significant health needs:

UPMC CHILDREN'S HOSPITAL OF PITTSBURGH	
COMMUNITY-WIDE HEALTH NEEDS: 2022-2025	
CHRONIC DISEASE MANAGEMENT	Respiratory Disease
BEHAVIORAL HEALTH	Access to Behavioral Health Services
ACCESS TO CARE AND NAVIGATING RESOURCES	Care Coordination
PREVENTION AND COMMUNITY-WIDE HEALTHY LIVING	Community Prevention and Wellness Initiatives

Chronic Disease Management

Respiratory Disease (Asthma)

UPMC Children's continues to address chronic disease management and prevention in the community. The hospital enhanced existing efforts and launched new initiatives to prevent and manage asthma symptoms for youth who are at-risk.

GOAL:

Improve asthma symptom management for children and adolescents

STRATEGIES:

Expand upon the integrated clinical-community model for preventing and managing asthma symptoms

Explore and conceptualize new initiatives to manage childhood asthma

ACTIONS:

- ✓ Collaborate with school nurses to determine what resources are needed in the school environment, and provide these resources
- ✓ Strengthen clinical-community pathway between emergency department and Family Care Connection (FCC) community nurses to follow-up with children in communities that are served by an FCC
- ✓ Pilot a school-based telemedicine program

TARGET POPULATIONS:

- Children and adolescents, and their caregivers
- Medically underserved, low-income, and minority populations

PROGRAMS:

- Clinical-Community Connections for Asthma Management
- UPMC AnywhereCare@School

PROGRESS:**MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2022-2025)**

187 Children/Families
Who Received Outreach
from a Family Care Connection
Nurse Post-Discharge from the
Emergency Department
(June 2022 – December 2023)



262 Number of School
Nurse Partners Who
Received Asthma Education
and Resources
(June 2022 – December 2023)

PROGRESS HIGHLIGHTS:**Focusing on Interventions for High Utilizers of Emergency Treatment**

In 2023, UPMC Children's Hospital of Pittsburgh Community Health developed a formal collaboration with clinical colleagues in Allergy, Immunology, and Pulmonology departments to conceptualize a model for community-based asthma care. This model incorporates community resources for asthma management, virtual asthma care, and professional education for school nurses to help improve asthma management during school — all with the goal of reducing the need for visits to the hospital's emergency department due to exacerbation of asthma symptoms.



Piloted UPMC AnywhereCare@School, a school-based telemedicine program.

Developed a School Clinical Resource Guide for School Nurses

After eliciting feedback from school nurses regarding resources for asthma management, UPMC Children's Community Health collaborated with clinical partners, including asthma specialty providers, to create a School Clinical Resource Guide. This guide was disseminated to school nurses in 2024. In addition, in Fall 2023, a specialist in Pediatric Allergy and Immunology provided professional development to Pittsburgh area school nurses about the new asthma treatment guidelines.

- 262 school nurse partners received asthma education resources from June 2022 to December 2023.

Established Community-Based Asthma Care Models

In 2019, UPMC Children's introduced a new program, Clinical-Community Connections for Asthma Management (formerly known as Asthma Community-Clinical Pathway of Care), for children who reside in Homewood, Hazelwood, Braddock, Rankin, Turtle Creek, Penn Hills, Lawrenceville, or Mt. Oliver. When children from these communities visit the hospital's emergency department due to asthma symptoms, they receive a referral to Family Care Connection (FCC) nurses. After discharge, FCC nurses follow-up with the family, share community resources to support the patient and family, and offer home-based asthma education.

- Between June 2022 and December 2023, 187 children and families received outreach from an FCC Community Nurse post-discharge from the Emergency Department.

During the 2022-2025 CHNA cycle, UPMC Children's continued to strengthen the relationship between clinical providers and the FCCs. In September 2023, the hospital piloted a community-based virtual asthma clinic, UPMC Children's Asthma Care Clinic at Braddock FCC. During this half-day clinic, a specialist in Pediatric Allergy and Immunology at UPMC Children's provides virtual care to families who come to the Braddock FCC for scheduled appointments. Learnings from this early experience are shaping a more comprehensive community-based model.



COMMUNITY PARTNERS:

Allegheny County Department of Human Services; Allegheny County Health Department; Breathe PA; Family Care Connection Centers; PA Pediatric Health Network, including Children's Community Pediatrics; school nurses; Tobacco Free Adagio Health; UPMC Children's Pediatric Asthma Center; UPMC Health Plan; Women for a Healthy Environment

Behavioral Health

Access to Behavioral Health Services

UPMC Children's is enhancing services to meet the community's behavioral health needs. Children's continues to develop and maintain partnerships to help ensure children have access to behavioral health services. As part of this effort, Children's is partnering with UPMC Western Psychiatric Hospital to integrate and coordinate behavioral health care across service lines.

GOAL:

Increase access to behavioral health services for children and adolescents

STRATEGIES:

Develop and support programming to address behavioral health in community and school settings

Integrate behavioral health services across multiple service lines

ACTIONS:

- ✓ Partner with UPMC Western Psychiatric Hospital and UPMC Western Behavioral Health to strengthen inclusion of social, emotional, and behavioral health resources and services into UPMC Children's school and community programs
- ✓ Train UPMC Children's community-based family support staff in evidence-based crisis management strategies
- ✓ Collaborate with UPMC Western Behavioral Health to identify behavioral access points at various levels of care

TARGET POPULATIONS:

- General community
- Children and adolescents

PROGRAMS:

- UPMC Children's Hospital Pediatric Behavioral Health Walk-In Clinic
- Pediatric Behavioral Health Services
- Health and Prevention Programs/Western Behavioral Health School-Based Outpatient Services

PROGRESS:

MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2022-2025)



359 Patients Seen
at the UPMC Children's
Behavioral Health Walk-In Clinic
(June 2022 - December 2023)



83 Schools Where UPMC
Children's and Western
Behavioral Health are Collaborating
to Provide Services and Support
(June 2022 - December 2023)

PROGRESS HIGHLIGHTS:**Opened UPMC Children's Hospital Pediatric Behavioral Health Walk-In Clinic**

In August 2023, UPMC Children's Hospital of Pittsburgh, in collaboration with UPMC Western Psychiatric Hospital, opened a pediatric behavioral health walk-in clinic where patients up to age 18 can be seen for a variety of behavioral health concerns.

- Located on the third floor of the main hospital, the behavioral health clinic offers a welcoming and comfortable environment for children and teens with a mental health concern to get expert care.
- Therapists and psychologists are available to see patients for targeted behavioral health assessments from 5 p.m. to 9 p.m. Monday through Friday, and noon to 4 p.m. on Saturdays.
 - > Between August 2023 and December 2023, 359 patients were seen at the walk-in clinic.

Integrating Behavioral Health Services into Clinical Care

UPMC Children's expanded the integration of behavioral health into clinical service lines to support the assessment and treatment of behavioral health needs among children who are both inpatient and outpatient in the clinical setting.

- UPMC Children's maintained 21 psychologists across 19 divisions to support the assessment and treatment of behavioral health needs among children who are both inpatient and outpatient in the clinical setting.
- Since June 2022, the hospital integrated behavioral health care into additional clinical service lines, including gastrointestinal (GI)/colorectal care, pediatric hospital medicine, and sleep medicine.

Collaborating with UPMC Western Behavioral Health to Support School Partners

Over the last three years, UPMC Children's Community Health strengthened its collaboration with Western Behavioral Health to provide behavioral health support to school partners through staff training and resource navigation to schools to help increase knowledge of and accessibility to behavioral health care.

- **Partnered with UPMC Western Behavioral Health to strengthen inclusion of social, emotional, and behavioral health resources and services into school and community programs:** Working together, Children's and UPMC Western Behavioral Health developed a behavioral health series of professional staff trainings for school district partners. Western Behavioral Health is working with four school districts, reaching nearly 60 schools, on professional development training for school staff on topics including trauma-informed care, self-care, student crisis training, and Youth Mental Health First Aid.

**COMMUNITY
PARTNERS:**

Allegheny County Department of Human Services; Children's Community Pediatrics; community-based mental health agencies; Family Care Connection Centers; PA Pediatric Health Network; Pittsburgh Public and other regional schools; UPMC Children's Hospital of Pittsburgh: Behavioral Health, Child Advocacy, Subspecialties; UPMC Western Behavioral Health; UPMC Western Psychiatric Hospital

Access to Care and Navigating Resources

Care Coordination (including Health-Related Social Needs)

UPMC Children's is dedicated to addressing access to health care services and resource navigation issues in the community. The hospital is prioritizing its partnerships with schools and other community partners in a targeted effort to enhance care coordination for children and adolescents for both health care and health-related social needs.

GOAL:

Improve the coordination of care for children and adolescents

STRATEGIES:

Improve communication and care coordination among hospital, community, and school settings

Address health-related social needs through clinical-community connection

ACTIONS:

- ✓ Develop a School Nurse Advisory Group for UPMC Children's
- ✓ Pilot a school-based telehealth program
- ✓ Enhance collaboration with care coordinators in primary care settings
- ✓ Explore and conceptualize innovative programs to address patients' transportation needs

TARGET POPULATIONS:

- General community
- Children and adolescents
- Low-income and underserved populations

PROGRAMS:

- School Care Connect
- UPMC Children's AnywhereCare@School
- Transportation Assistance with Lyft
- School Nurse Advisory Group
- Food Bucks Rx

PROGRESS:

MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2022-2025)



120 School Nurses and Health Staff Participated in School Care Connect Presentations
(June 2022 - December 2023)



155 Students Enrolled in AnywhereCare@School Program
(June 2022 - December 2023)



2,379 Rides Provided to Patients and Families
(June 2022 - December 2023)

PROGRESS HIGHLIGHTS:

Improving Chronic Care Coordination with School Care Connect

In 2023, UPMC Children's Community Health launched School Care Connect and introduced the role of School Nurse Navigator, a program and role intended to improve care coordination between clinical and school-based health providers with an emphasis on asthma and diabetes. Accomplishments include:

- 120 school nurses and health staff have participated in School Care Connect presentations.
- Collaborating with clinical providers in endocrinology, asthma, and primary care to develop communication pathways between health care providers and school nurses.

Launched a School-Based Telehealth Program

In 2023 and 2024, UPMC Children's initiated a new school-based telehealth pilot program called UPMC Children's AnywhereCare@School. Through this program, a collaborative effort with UPMC AnywhereCare, UPMC Children's Digital Health, and UPMC Children's Emergency Department, school nurses from participating schools start a video visit with a UPMC Children's provider, right from their school office. Together, the nurse and student will see a health care provider through the nurse's computer. Parents and caregivers can join virtually too. This pilot program is designed to help with treatment and management of various conditions, such as asthma, respiratory illness, eye infections, and ear and stomach pain.

- 22 school partners across six school districts.

Expanded Transportation Assistance through Partnerships with Lyft and PA 2-1-1 Southwest

To help address transportation barriers, UPMC Children's Community Health, in collaboration with clinical service lines, expanded the hospital's medical transportation assistance program through its partnership with Lyft and PA 2-1-1 Southwest.

Through this partnership, a limited number of free round-trip rides are available to families who need transportation to their appointments at UPMC Children's main campus in Lawrenceville, satellite locations Children's South, North, East, and Pine Center, and Children's Primary Care locations of Oakland and Turtle Creek.

To obtain a voucher for a Lyft ride to an appointment, families must first speak with their child's care team at an eligible location.

In addition, UPMC Children's continued to partner with Hello Neighbor Smart Start to help ensure medical transportation is available for Allegheny-based mothers and their children who otherwise wouldn't be able to access the Lyft system in familiar languages.

- 2,397 rides were provided to patients and families between June 2022 and December 2023.

Expanding Access to Healthy Foods with Food Bucks Rx

Thanks to the generosity of Rite Aid Healthy Futures, UPMC Children's and community partner The Food Trust have been able to expand access to fresh and healthy foods for more patient-families in western Pennsylvania. In addition to offering paper vouchers, Food Bucks Rx now provides electronic cards that can be used at more redemption sites, including Walmart and Giant Eagle retail locations. This new electronic card model provides up to \$100 per month in fresh produce to enrolled families.

- 413 patient-families participated in the Food Bucks Rx electronic card program in 2023.
- 677 patient-families received Food Bucks Rx paper vouchers between June 2022 and December 2023.

A Top Destination for Pediatric Cardiology



UPMC is constructing a new Heart Institute at UPMC Children's Hospital of Pittsburgh to elevate care and technology in pediatric cardiology.

The Heart Institute will be home to state-of-the-art clinical space with cardiac catheterization labs, an interoperative MRI, and inpatient and outpatient procedural, diagnostic, and consultation spaces.

Each year, UPMC Children's provides comprehensive care to more than 18,000 patients with congenital conditions throughout their lives, from prenatal through adulthood. As a pediatric heart transplantation center, and a national leader in the use of pediatric heart-assist devices, the Heart Institute at UPMC Children's continues to advance the field of cardiovascular medicine.

COMMUNITY PARTNERS:

Children's Community Pediatrics, Community Action Association of Pennsylvania, Hello Neighbor, Lyft, Medical Assistance Transportation Partnership (MATP), PA 2-1-1, Pennsylvania Pediatric Health Network, Port Authority of Allegheny County, regional school partners, United Way of Southwestern PA, UPMC AnywhereCare, UPMC Children's Digital Health, UPMC Children's Emergency Department, UPMC Health Plan, UPMC specialty care providers, including endocrinology and asthma care providers

Prevention and Community-Wide Healthy Living

Community Prevention and Wellness Initiatives

UPMC Children's Hospital of Pittsburgh continues to address preventive health and wellness through an extensive suite of programs and partnerships with community organizations. The hospital launched a new initiative to improve maternal and infant health and expanded efforts to promote firearm safety.

GOAL:

Promote healthy living through community-based initiatives

STRATEGIES:

Leverage UPMC Children's injury prevention and safety programs to promote interpersonal safety

Increase opportunities for vaccination awareness and infection prevention

Promote maternal and infant health

Promote childhood health and well-being, including obesity and diabetes prevention and management

ACTIONS:

- ✓ Provide safety programs/services for children and families
- ✓ Improve access to and provide vaccines to children and families
- ✓ Enroll new moms and babies in Family Care Connection programming via Hello Baby
- ✓ Deliver community-based population health programs

TARGET POPULATIONS:

- Maternal and infant health
- Children and adolescents
- Medically underserved, low-income, and minority populations

PROGRAMS:

- UPMC Children's Injury Prevention and Safety Program
- Family and Social Needs Support Programs
- Hello Baby
- Healthy Schools Program
- Ronald McDonald Care Mobile

PROGRESS:**MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2022-2025)**

500 Families Received
Biometric Firearm
Safes and Education
about Suicide and
Injury Prevention
(June 2022 - December 2023)



3,200
Vaccines Administered
(June 2022 - December 2023)



1,829 Referrals
of Moms
with Newborns to Hello
Baby Program
(June 2022 - December 2023)

PROGRESS HIGHLIGHTS:

Promoting Safety and Helping to Prevent Injuries

Over the last three years, UPMC Children's continued to engage children and families via hospital, school, out-of-school time, and community-based programs to raise awareness about gun, bike, and car seat safety and strategies to prevent violence and injuries.

- **Firearm Safety:** UPMC Children's Injury Prevention greatly expanded their safer firearm storage program, with support from Equitrans Midstream Foundation and the American Trauma Society, Pennsylvania Division. Since July 2022, the hospital hosted six educational events across Allegheny, Greene, and Washington counties, providing more than 500 families with biometric firearm safes and education focused on suicide and unintentional injury prevention. In addition, UPMC Children's Safety Center and Home Safety Van distributed 300 gun locks.
- **Hard Heads Helmet Program:** The program provides more than 4,000 bike helmets to youth in the region every year, through summer programs with Pittsburgh Public schools, local law enforcement events, and other community events and programs.
- **Child Passenger Safety:** Children's continues to offer its car seat loaner program for patients leaving the hospital in need. Children's loans/donates approximately 1,000 car seats each year.
- **National Injury Prevention Day:** On November 18, 2023, UPMC joined Acrisure Stadium, Pittsburgh Parking Authority, the City-County Building, the Courthouse, Gulf Tower, and Koppers in lighting up green for National Injury Prevention Day. A national X/twitter chat for one hour provided education to more than one million users nationally and internationally.

Supporting Allegheny County Families with a Newborn

In 2022, UPMC Children's Family Care Connection became the coordinating center for Allegheny County's Hello Baby Program, a support program to connect new moms and their babies with community resources. Through Hello Baby, families can visit one of many Family Centers located throughout Allegheny County. These community-based centers serve as a hub for social interaction and recreational activities, educational programming, and access to essential items, such as food, diapers, and formula.

- 1,829 referrals of moms with newborns were made to Hello Baby between June 2022 and December 2023.

Providing Free Vaccinations to Children and Families

UPMC Children's continues to educate children and families about the importance of vaccinations and improve access to vaccines. Over the last three years, Children's provided free vaccinations to children and their families, bringing vaccines to neighborhoods throughout Allegheny County using the Care Mobile.

- Between June 2022 and December 2023, Children's provided 3,200 free vaccinations to children and families via the Care Mobile.

Supporting Healthy School Environments

Over the last three years, UPMC Children's continued its partnership with the Alliance for a Healthier Generation and remained committed to supporting local schools and community organizations in implementing evidence-based programs that help create a culture where healthy eating, physical activity, and social-emotional well-being are the norm through policy, system, and environmental change. Achievements include:

- **Enhancing community partnerships:** Expanded school-health partnerships to more than 100 schools in southwest Pennsylvania.
 - > More than 75 school partners are engaged with the Healthy Schools Program. They are working with UPMC Children's to create healthier school spaces for students and staff.
 - > Extended reach to 30 additional school partners outside Allegheny County via a partnership with Adagio Health.
 - > Nearly 55,000 students were impacted by UPMC Children's Health and Prevention programs between June 2022 and December 2023.
- **Educating health professionals:** Continued implementing the population-based Healthy Schools Program, incorporating training and education for professionals and educators in these environments and education sessions for youth and adult caregivers, as well as providing resources for out-of-school and early childhood partners.
 - > 1,241 education professionals participated in UPMC Children's Health and Prevention programs.

Helping Schools Achieve National Recognition for Health Promotion Efforts

Fifteen school partners that participate in the Healthy Schools Program were nationally recognized among America's Healthiest Schools in Fall 2023. Staff from Children's, along with several school partners, were invited to Washington D.C. to receive their recognition and celebrate their accomplishments. 2023 America's Healthiest Schools Award Winners included:

- McKeesport School District: United at Twin Rivers Elementary
- Penn Hills School District: Penn Hills Senior High School
- Penn Hills Charter School of Entrepreneurship
- Pittsburgh Public Schools: Arsenal Elementary, Arsenal 6-8, Faison, Liberty, King, Mifflin, Miller, Minadeo, Perry, Phillips, Sunnyside, and Westwood

COMMUNITY PARTNERS:

4-H, Allegheny County Department of Human Services, Allegheny County Health Department, Allegheny Intermediate Unit, Alliance for a Healthier Generation, American Trauma Society, Pennsylvania Division, Be Smart, Boy Scouts, Boys & Girls Clubs, CeaseFire PA, EMS, Equitrans Midstream Foundation, Family Care Connection Centers, fire departments, Girl Scouts, Grow Pittsburgh, Injury Free Coalition for Kids, law enforcement, Lawrenceville United, PA DOT, Penn State Extension, Pittsburgh Parks Conservancy, Pittsburgh Public Schools and other regional school districts, Resolve Crisis, Safe Kids Worldwide, Suicide Prevention Task Force, Venture Outdoors, WVU Extension

UPMC Children's Hospital of Pittsburgh Is Addressing High Priority Health Issues:

Adoption of the Implementation Plan

On April 1, 2025, the UPMC Children's Hospital of Pittsburgh Board of Directors adopted an implementation plan to address the significant health needs identified:

- Behavioral Health
- Access to Care and Navigating Resources



UPMC Children's Hospital of Pittsburgh Is Leveraging UPMC and Community Resources

By providing a comprehensive suite of programs, UPMC Children's Hospital of Pittsburgh plays an important role in addressing the community health needs that were identified in the recent Community Health Needs Assessment. The hospital will support the priority areas with internal resources, through grants, and by strengthening collaborations with numerous community partners.

Behavioral Health

Goal: Enhance access to behavioral health services for children and adolescents

Planned Actions:

1. Expand pediatric behavioral health services across various levels of care
2. Enhance behavioral health services and supports in community and school settings

Target Populations:

Children and adolescents, maternal and infant health, low-income, medically underserved, and minority populations

Planned Collaborations:

Allegheny County Department of Human Services, Allegheny County Health Department, Children's Community Pediatrics, Community-Based Mental Health Agencies, Family Care Connection Centers, Nurture PA, PA Pediatric Health Network, Pittsburgh Public and other regional schools, UPMC Western Behavioral Health, UPMC Western Psychiatric Hospital

Access to Care and Navigating Resources

Goal: Improve access to and coordination of care for children and adolescents

Planned Actions:

1. Improve access to care for children and adolescents
2. Improve care and resource coordination among hospital, community, and school settings

Target Populations:

Children and adolescents, maternal and infant health, unemployed/uninsured populations, low-income, medically underserved, and minority populations

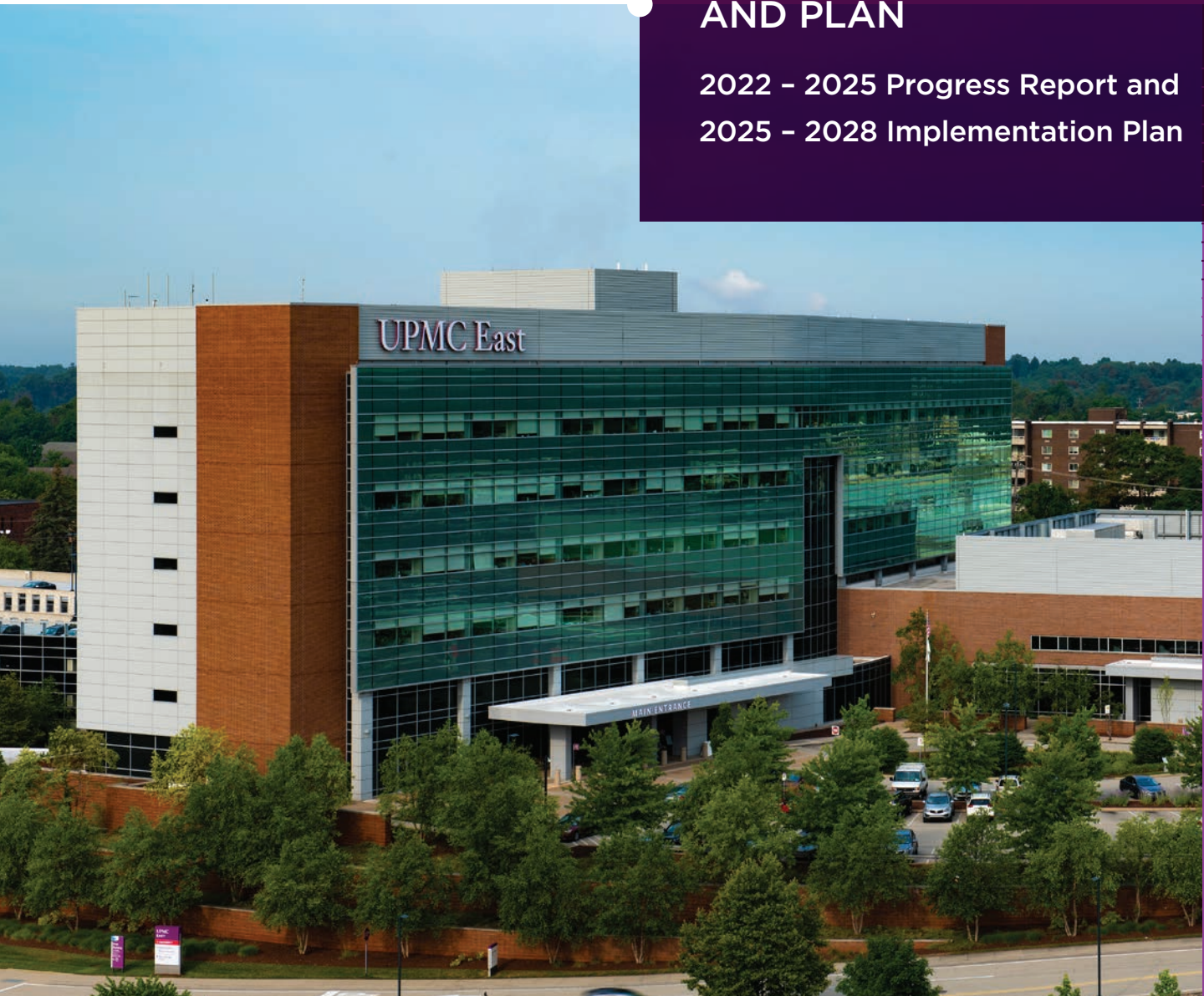
Planned Collaborations:

Adagio Health, Allegheny County Department of Human Services, Allegheny County Health Department, Allegheny Intermediate Unit, Children's Community Pediatrics, Community Action Association of Pennsylvania, Family Care Connection Centers, Hello Neighbor, Just Harvest, Lyft, Medical Assistance Transportation Partnership (MATP), Pennsylvania Pediatric Health Network, Port Authority of Allegheny County, regional food banks, regional school partners, United Way of Southwestern PA 2-1-1, UPMC Health Plan



COMMUNITY HEALTH IMPROVEMENT PROGRESS AND PLAN


2022 - 2025 Progress Report and
2025 - 2028 Implementation Plan



UPMC | EAST

Caring for the Community

UPMC East is a nonprofit, acute-care hospital serving the Pittsburgh region’s eastern communities. Opened in 2012, the hospital was designed from the ground up for state-of-the-art patient care. Its opening generated new economic energy in the region, created more than 800 jobs, and provided residents with access to UPMC’s nationally renowned medical services, including UPMC Hillman Cancer Center and the UPMC Heart and Vascular Institute, without traveling out of the area. The hospital is designated as a Primary Stroke Center. UPMC East is located in Monroeville, Pennsylvania, 10 miles east of Pittsburgh.

	VITAL STATISTICS Calendar Year 2023		JOBS AND STRENGTHENING THE LOCAL ECONOMY	
	Licensed Beds	155	Employees	1,107
	Hospital Patients	12,265	Community Benefits Contributions	\$7.9 million
	Emergency Dept. Visits	36,712	Free and Reduced Cost Care	\$3.7 million
	Total Surgeries	10,203	Total Economic Impact of Hospital Operations	\$383 million

Addressing the Community’s Significant Health Needs

When the Fiscal Year 2022 CHNA was conducted, UPMC East affirmed the following significant health needs:

UPMC | EAST

COMMUNITY-WIDE HEALTH NEEDS: 2022-2025

BEHAVIORAL HEALTH

Opioid Addiction and Substance Abuse
Access to Behavioral Health Services

ACCESS TO CARE AND NAVIGATING RESOURCES

Primary Care
Care Coordination

PREVENTION AND COMMUNITY-WIDE HEALTHY LIVING

Community Prevention and Wellness Initiatives

Behavioral Health

Opioid Addiction and Substance Abuse, Access to Behavioral Health Services

UPMC East is dedicated to maintaining and expanding efforts to provide behavioral health care. UPMC East recognizes that opioid addiction and substance abuse are significant issues in the region and offers programs and services to meet community needs. UPMC East is also recruiting new behavioral health specialists to meet the needs of its community.

GOAL:

- Increase behavioral health services for patients with substance use disorder
- Increase local access to behavioral health services

STRATEGIES:

- Expand existing behavioral health programs to generate a more comprehensive patient offering
- Explore and assess opportunities to implement new models of delivery for behavioral health care

ACTIONS:

- ✓ Increase connections with UPMC McKeesport in relation to treatment of Behavioral Health and Addiction medicine
- ✓ Increase education for staff to be better equipped to work with population
- ✓ Provide free education and support programs to patients, families, and friends affected by addiction
- ✓ Develop plans to recruit behavioral health specialists to the community in partnership with UPMC Western Psychiatric Hospital
- ✓ Evaluate ways to integrate behavioral health specialists into primary care settings in collaboration with UPMC Western Psychiatric Hospital

TARGET POPULATIONS:

- General community

PROGRAMS:

- Referrals to Addiction Medicine Service at UPMC McKeesport
- Collaborate with behavioral health providers at UPMC McKeesport
- Bridge to Hope program
- Patient transfers from UPMC East Emergency Department to UPMC McKeesport for behavioral health evaluation and treatment
- Provider recruitment
- Embed specialists in primary care offices

MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2022-2025)



72 Participants in
Bridge to Hope
Support Group
(June 2022 - December 2023)



3 Behavioral
Health Specialists
Embedded into
the Emergency
Department
(June 2022 - December 2023)



3,467
Behavioral Health
Appointments Offered
through Primary
Care Offices
(June 2022 - December 2023)

PROGRESS HIGHLIGHTS:

Offering Support and Resources to Those Affected by Addiction and Substance Abuse

UPMC East provides compassionate care and support for individuals whose lives have been impacted by substance use disorder. Over the past three years, UPMC East has continued to provide access to resources to help individuals affected by opioid and substance abuse.

- **Increase connections with UPMC McKeesport's Addiction Medicine Service:** Over the last three years, UPMC East has strengthened its connection with UPMC McKeesport. The hospital located a Behavioral Health Navigator in its Emergency Department to serve as a resource for UPMC East staff and to assist with patient treatment and transfers when necessary.
- **Bridge to Hope program:** UPMC East's chapter of the Bridge to Hope program continues to offer free education and support to families and friends whose loved ones are affected by substance use disorders. This weekly support group serves as a bridge to finding help and giving support to those who are directly or indirectly affected by addiction.
 - > Between July 2022 and December 2023, the program offered sessions twice per month, with an average of 12 participants at each session. The program continued to reach out to the community and invite new members to join the support group.
- **Staff Education:** UPMC East helps ensure that all Emergency Department staff complete specific behavioral health orientation and training upon hiring and incorporate continuing education about behavioral health in the annual review process. This education aims to better equip staff to meet the needs of behavioral health patients.

Expanded Access to Behavioral Health Services

UPMC East strives to deliver comprehensive care to its community, including offering increased access to local behavioral health services. Efforts since July 2022 include:

- **Launched a Behavioral Health Navigator program in the UPMC East Emergency Department:** To better serve patients and better equip hospital staff with resources, UPMC East hired three behavioral health specialists to work in the hospital's Emergency Department. These behavioral health specialists are part of the Behavioral Health Navigator program, which aims to increase connections with UPMC McKeesport's Emergency Department evaluators to help provide treatment for behavioral health and substance use disorders.
- **Integrated Behavioral Health Specialists into primary care settings:** Since July 2022, nine behavioral health specialists have been embedded into primary care offices to help create convenient and reliable places for patients to receive behavioral health services. In addition, UPMC acquired a new primary care practice in Westmoreland County, which allowed UPMC to expand access to behavioral health resources in the region by embedding a specialist into the new office.

COMMUNITY PARTNERS:

Primary care offices, UPMC McKeesport, UPMC Western Psychiatric Hospital

Access to Care and Navigating Resources

Primary Care, Care Coordination

Over the past three years, UPMC East worked to expand local access to primary care and to improve transitions from the acute care setting to the most appropriate level of care.

<p>GOAL:</p> <p>Improve access to high quality, patient-centered primary care services to achieve positive health outcomes in the community</p> <p>Reduce complexities associated with navigating the health care system by optimizing transitions of care</p>	<p>STRATEGIES:</p> <p>Identify and establish best practices to meet community primary care needs</p> <p>Help reduce barriers that limit access to primary care</p> <p>Actively coordinate care transitions, through increased communication and collaboration, to enhance care delivery for patients</p>
<p>ACTIONS:</p> <ul style="list-style-type: none">✓ Promote the use of online scheduling services in the community to increase access to care✓ Recruit additional primary care providers to meet demand and reduce wait times✓ Expand hours of operation to make care more accessible✓ Enhance telehealth services in primary care clinics✓ Collaborate with emergency department and urgent care facilities to communicate with primary care offices about patient follow-up after a visit✓ Identify best practices for care coordination✓ Develop resources about care transitions to increase awareness and communication between providers, patients, families, and staff at local skilled nursing facilities and assisted living facilities	<p>TARGET POPULATIONS:</p> <ul style="list-style-type: none">• General community• Children and adolescents

PROGRAMS:

- Online scheduling
- Telehealth for primary care
- Physician recruitment
- Connect patients to primary care physicians
- Expanded hours of operation in primary care offices

MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2022-2025)



25 Primary Care Offices Offering Telehealth Appointments
(June 2022 – December 2023)



5 Primary Care Physicians Successfully Recruited
(June 2022 – December 2023)



Established an Interdisciplinary Team to Coordinate Patient Discharge
(June 2022 – December 2023)

PROGRESS HIGHLIGHTS:**Improving Access to Primary Care**

Over the last three years, UPMC East has continued to increase access to high quality, patient-centered primary care services.

- **Acquired three new locations in Westmoreland County:** UPMC East expanded access to primary care with additional offices in Greensburg, Latrobe, and Ligonier.
- **Successfully recruited primary care providers:** UPMC East recruited three new primary care physicians in Monroeville and five new primary care physicians were incrementally added in its service area.
- **Extended hours of operation:** Eight primary care practices in UPMC East's region now offer appointments before 8:00 am or after 4:30 pm, which helps make preventive care services more convenient for patients.
- **Enhanced telehealth services in primary care clinics:** UPMC East worked to raise awareness of online scheduling through a marketing campaign and expanded telehealth options, which are now available at 25 primary care practices. UPMC East is also working to increase the number of hospital follow-up appointments offered to patients via telehealth.
- **Collaborated with Emergency Department and urgent care facilities to connect patients to primary care physicians:** Partners in Health (PIH), a UPMC-owned primary care practice based in Monroeville, opened a clinic within Monroeville Urgent Care in February 2024. All patients who present to the Monroeville urgent care location without a PCP of record are given a referral to primary care in Epic, and the scheduling services department contacts the patient to help them connect with a PCP in their geographic area. Patients are also offered an appointment with the PIH PCP at the Monroeville urgent care upon checkout.
 - > UPMC East connected 10,444 new patients to a primary care provider between June 2022 and December 2023.

Enhancing Capabilities to Increase Access to Local Services

To better serve the increasing number of patients from the surrounding area seeking high-quality care, UPMC East continued to grow its range of health care services, including:

- Expanding gastroenterology (GI) and radiation oncology services in Monroeville by recruiting physicians and acquiring additional procedural space.
- Establishing UPMC East as a Center of Excellence for hip and knee replacement — caring for more than 840 patients in 2023.

Optimizing Care Transitions

UPMC East continues to address access and navigation issues in the community by identifying and developing best practices to meet care coordination needs. Efforts over the last three years include:

- **Initiation of an interdisciplinary discharge team to expedite patient discharge and return to home:** UPMC East established twice daily discharge and planning meetings to bring an interdisciplinary approach to care coordination. The hospital also launched a new communication method to streamline discussions with skilled nursing facilities to help accelerate placement.
 - > Hospital staff completed 11,456 successful patient hand-offs to alternate care settings or back into the community between June 2022 and December 2023.
- **Decrease in average length of stay:** UPMC East is actively working to decrease the length of stay for patients in the hospital and create an environment within which they can receive the care they need as efficiently as possible.
 - > Between June 2022 and December 2023, UPMC East decreased average length of stay from 6.41 days to 5.95 days.

COMMUNITY PARTNERS:

Beatty Pointe, local assisted living facilities, local EMS, local skilled nursing facilities, MedExpress, Redstone Senior Living, UPMC Community Medicine Incorporated (CMI), UPMC University of Pittsburgh Physicians (UPP), UPMC Urgent Care

Prevention and Community-Wide Healthy Living

Community Prevention and Wellness Initiatives

UPMC East continues to promote preventive health and wellness in the community through a variety of initiatives. Efforts include community education, screenings, and customized programming for seniors. UPMC East is building on many of its community initiatives established through prior CHNAs, focusing on chronic disease management and senior health.

GOAL:	STRATEGIES:
Increase awareness of preventive care and promote healthy living in the community	Offer a comprehensive suite of programs designed to educate the community about disease prevention, detection, and chronic disease management
	Help prevent and control the spread of infectious diseases by implementing strategies to increase vaccination rates in the community


ACTIONS:	TARGET POPULATIONS:
✓ Promote and provide community education and support through a series of health and wellness programs — including forums for physicians to meet and interact with members of the public	• General community
✓ Explore opportunities to develop new — or enhance the quality, availability, and effectiveness of existing — community-based educational programs	• Employees
	• Seniors
	• High-risk/immunocompromised populations

PROGRAMS:


- Alive & Well Series
- Ladies Day Out
- Senior Health Fairs
- Senior Community Health Education Series
- Senior Center Education
- Awareness campaigns

PROGRESS:

MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2022-2025)



2,215 Seniors Reached through Local Senior Health Fairs
(June 2022 – December 2023)



310 Health Screenings Administered at Community Events
(June 2022 – December 2023)

PROGRESS HIGHLIGHTS:**Improving Senior Health through Education and Screenings**

To help address senior health issues, the hospital hosts educational seminars about a range of health topics, participates in health fairs, offers monthly visits to senior communities and senior centers, and provides caregiver support and resources. Efforts include:

- **Alive & Well Series:** The Alive & Well Series is an ongoing course of free health education discussions that help to raise awareness about chronic health conditions.
 - > Between July 2022 and December 2023, the hospital hosted four Alive & Well events — with nearly 400 total attendees. Topics included: epilepsy, low back pain, and hernias.
- **Screenings for Seniors:** UPMC East partnered with the Monroeville Senior Center and the Monroeville Chamber of Commerce to offer health screenings to seniors.
 - > Between August and October 2023, attendees at education sessions at the Monroeville Senior Center participated in 53 screenings, including 11 spine-related range of motion screenings administered by the UPMC Rehabilitation Institute.
 - > In September 2023, UPMC East sponsored the Monroeville Chamber of Commerce Senior Health Fair. Three hundred people attended the event, and 51 screenings were provided, including cholesterol and glucose, hand grip, and stroke risk analysis.
- **Outreach and Education at community events:** UPMC East is proud to serve as a health education resource at a range of community events. Since July 2022, UPMC East has participated in more than 10 community events, including Healthy for the Holidays at the Monroeville Mall, Monroeville Senior Center National Health and Fitness Day, Monroeville Library Fun Fest, and the annual Monroeville Senior Health Fair — reaching more than 2,000 community members.
 - > In 2023, UPMC East partnered with UPMC McKeesport to successfully host Ladies Day Out, which focused on women's cardiovascular health and reached approximately 300 individuals.
 - > In 2024, UPMC East again partnered with UPMC McKeesport to host the annual Ladies Day Out event; this year, urogynecology was the central point of discussion and education.

COMMUNITY PARTNERS:

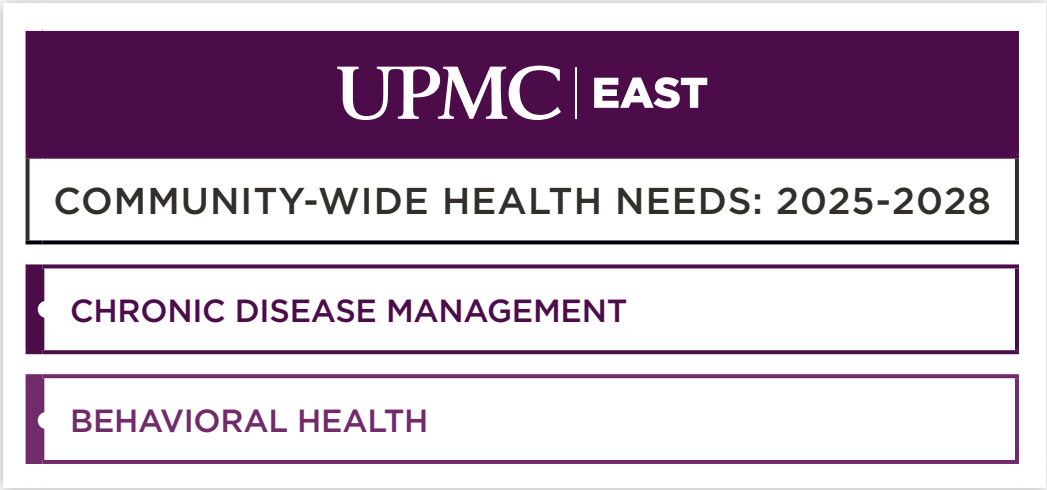
American Cancer Society, Beatty Pointe, Monroeville Chamber of Commerce, Monroeville Library, Monroeville Mall, Monroeville Senior Center, Our Lady of Sorrows Catholic Church, Redstone Highlands Senior Living Facility, UPMC Health Plan, UPMC Hillman Cancer Center, UPMC McKeesport, UPMC Rehabilitation Institute, Westinghouse Service Uniting Retired Employees (SURE), Westmoreland Chamber of Commerce

UPMC East Is Addressing High Priority Health Issues:

Adoption of the Implementation Plan

On February 14, 2025, the UPMC East Board of Directors adopted an implementation plan to address the significant health needs identified:

- Chronic Disease Management
- Behavioral Health



UPMC East Is Leveraging UPMC and Community Resources

By providing a comprehensive suite of programs, UPMC East plays an important role in addressing the community health needs that were identified in the recent Community Health Needs Assessment. The hospital will support the priority areas with internal resources, through grants, and by strengthening collaborations with numerous community partners.

Chronic Disease Management

Goal: Increase awareness, prevention, and management of chronic disease in the community

Planned Actions:

1. Promote chronic disease awareness, prevention and management through education, outreach, and preventive screenings, with concentrated efforts on diabetes
2. Collaborate with community partners to provide access to resources for diabetes management

Target Populations:

General community, individuals diagnosed with diabetes, low-income and medically underserved populations

Planned Collaborations:

American Diabetes Association, Lions Diabetes Emergency Relief Fund, UPMC Diabetes Center - UPMC McKeesport
Lions Diabetes Center

Behavioral Health

Goal: Improve access to behavioral health services and support

Planned Actions:

1. Connect patients with high-quality treatment services for behavioral health disorders
2. Enhance care coordination for patients with behavioral health needs

Target Populations:

General community, low-income and medically underserved populations

Planned Collaborations:

Recovery Centers of America, UPMC McKeesport, UPMC Western Psychiatric Hospital



COMMUNITY HEALTH IMPROVEMENT PROGRESS AND PLAN


2022 - 2025 Progress Report and
2025 - 2028 Implementation Plan



UPMC | GREENE

Caring for the Community

Located in Waynesburg, Pennsylvania, UPMC Greene serves as the county’s only acute care hospital. The 18-bed inpatient unit hospital offers 24-hour emergency services, a range of diagnostic imaging specialties, a fully accredited laboratory, a cardiac care center, outpatient cancer care, and a swing bed program, as well as a 44-bed, long-term residential drug rehabilitation unit provided through Gateway Rehabilitation.

	VITAL STATISTICS Calendar Year 2023		JOBS AND STRENGTHENING THE LOCAL ECONOMY	
	Licensed Beds	18	Employees	140
	Hospital Patients	785	Community Benefits Contributions	\$2.5 million
	Emergency Dept. Visits	12,399	Free and Reduced Cost Care	\$2.5 million
	Total Surgeries	N/A	Total Economic Impact of Hospital Operations	\$40.2 million

Addressing the Community’s Significant Health Needs

When the Fiscal Year 2022 CHNA was conducted, UPMC Greene affirmed the following significant health need:



Chronic Disease Management
Cancer: Colorectal Cancer

UPMC Greene recognizes the value in regular screening and detection of early polyps in the colon.

GOAL:

To reduce the 2020 colorectal cancer death rate in Washington and Greene counties combined (12.9 per 100,000 population, age-adjusted, with a 95% confidence interval of 9.4-17.4) by 10.1% (to 11.6 per 100,000 population, age-adjusted) as of June 30, 2024

STRATEGIES:

To increase the number and percentage of people aged 45-75 years who are screened with a test that fulfills current recommended treatment guidelines in the Washington Health System's Primary Care Physician offices population from 68.32% in 2021 by 4.2% to 71.2% as of June 30, 2024

Attend at least eight outreach and education events designed to raise awareness of the importance of colorectal cancer screening in people aged 45-75 years from June 30, 2022, to June 30, 2024

ACTIONS:

- ✓ Pull monthly gap reports are pulled from insurers sites. These include patients who are due for or have completed colon screenings
- ✓ Review patients' charts to confirm that those are listed as not being completed do not have the procedure or lab results in their documents. If it is found in patients chart documents this is attached to an order and uploaded to the insurer for patient records
- ✓ Alert PCP offices to confirmed gaps in patient screenings
- ✓ Flag patients on the gap list who are scheduled for a visit so that office staff can address at upcoming visit

- ✓ Call patients who have not been screened and who did not have a regular visit scheduled during the first nine months of the calendar year to educate on importance of screening and motivate them to be screened
- ✓ Send patients who agree to be screened a fecal immunochemical test (FIT); or sign patients up for Cologuard®; or place an order for a colonoscopy
- ✓ Provide feedback to providers and staff at least once a year on closing gap effort results
- ✓ Identify and attend outreach and education events (Six senior centers in Greene County, annual senior fair in Greene County on the first Friday in October; Different Abilities and Nutrition Security Summit)
- ✓ Attend events to help educate target population

TARGET POPULATIONS:

- People aged 45-75 years

- PROGRAMS:**
- Reviewing colonoscopy recommendaions at annual wellness visits
 - Promoting smoking cessation and diets high in fiber
 - Promoting public resources for patient education

PROGRESS:

MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2022-2025)



13,500+
Colonoscopies Completed
(July 2022 - June 2024)

PROGRESS HIGHLIGHTS:

Encouraging Screenings for Early Detection of Colorectal Cancer

Over the last three years, UPMC Washington and UPMC Greene helped to raise awareness of the importance of colorectal cancer screening and worked to increase the number of people aged 45-75 years who are screened for colorectal cancer.

- Between January 2023 and May 2024, more than 13,500 colonoscopies were completed.

Promoting Resources for Patient Education

Over the last three years, UPMC Washington and UPMC Greene helped to provide patients and community members with educational resources about colorectal cancer, including:

- American Cancer Society
- Colorectal Cancer Alliance
- Colorectal Cancer Patient Support Group, a free 15-week online support group
- Fight Colorectal Cancer
- UPMC Hillman Cancer Center's cancer support group

Attending Outreach and Education Events

Since 2022, UPMC Greene staff identified and attended a range of community events to help raise awareness of colorectal cancer and share health education information. These outreach and education events included wellness events for seniors, people with disabilities, and veterans; back-to-school events and kids' fests; and mental health awareness for children and families, substance use disorder awareness, and suicide prevention events.

Raising Awareness of Community Resources

UPMC Greene and UPMC Washington developed and distribute a **Community Support Guide**. Primary and specialty care practices share this guide with patients who screen positive when answering Social Determinants of Health (SDoH) questions. The guide serves as a resource to help patients learn where to access support services, including housing, utilities, food, and transportation.

Since 2022, UPMC Greene and UPMC Washington have distributed more than 1,400 copies of the Community Support Guide to patients.



Chronic Disease Management

Cancer: Lung Cancer

UPMC Greene recognizes that lung cancer is the second most common form of cancer and the leading cause of death from cancer in the United States. With the historical use of cigarettes and high employment in at-risk occupations in the counties that we serve, screening is paramount in the early detection and treatment of lung cancer.

GOAL:	STRATEGIES:
To reduce the 2020 the lung cancer death rate in Washington and Greene counties combined (40 per 100,000 population, age-adjusted, with a 95% confidence interval of 33.6-46.4) by 8.4% (to 36.7 per 100,000 population, age-adjusted) as of June 30, 2024	To increase the number and percentage of people aged 50-77 years who: have a 20 or more pack a year history of tobacco smoking; quit smoking tobacco within the last 15 years or are current tobacco users; and are asymptomatic for lung cancer to be screened with low dose computed tomography (LDCT) in WHS PCP offices by 100%, from 766 in Fiscal Year 2022 to 1,532 as of June 30, 2024

ACTIONS:	TARGET POPULATIONS:
<ul style="list-style-type: none">✓ Promote LDCT for appropriate patients to WHS offices by educating PCPs to order screening for new eligible patients and re-order annual re-screening for previously identified eligible patients through a variety of media advertisements, articles, and infographics✓ Follow up with patients who have been ordered LDCT scans to schedule✓ Follow up with patients who have been scanned at appropriate intervals based on their lung RADS category.Document scan outcomes in National Radiology Data Registry (NRDR), including those who are diagnosed with lung cancer and at what stage✓ Provide statistics on how many patients screened✓ Provide statistics on results of lung RADS category; number of patients diagnosed with lung cancer and at what stage	<ul style="list-style-type: none">• People aged 50-77 years

PROGRAMS:

- Low dose CT scan for at-risk population
- Smoking cessation programs in the community

PROGRESS:

MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2022-2025)



3,100+

Low Dose CT Scans for Lung Cancer Completed

(July 2022 - June 2024)

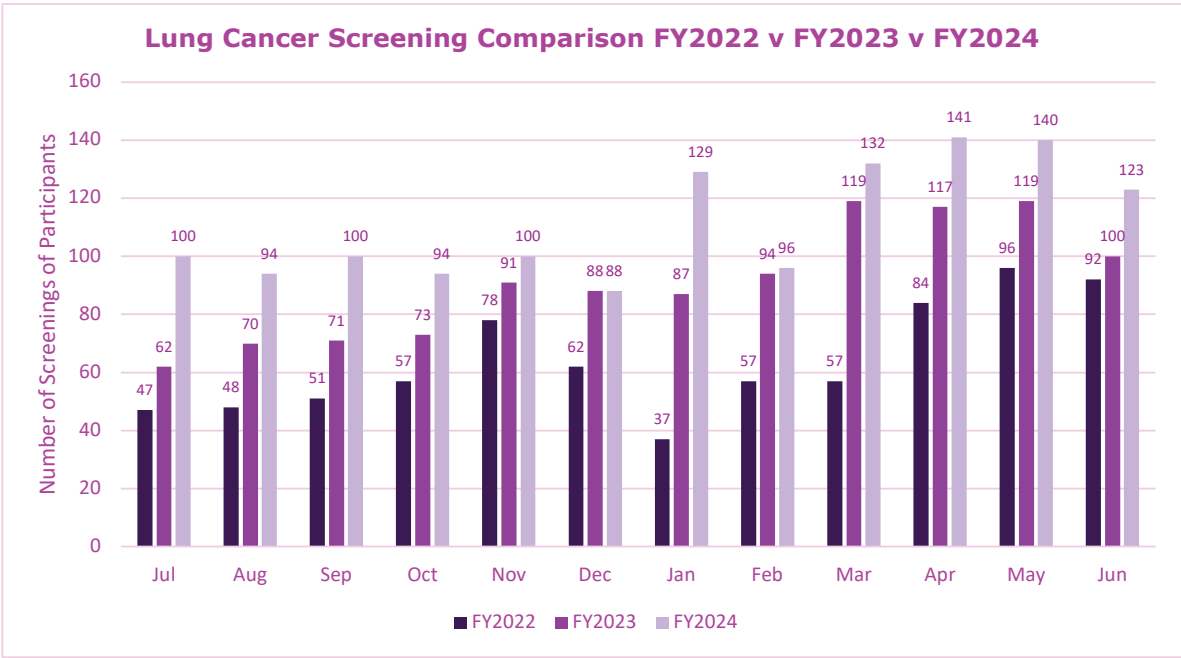
PROGRESS HIGHLIGHTS:

Increasing Lung Cancer Screenings

UPMC Greene, in collaboration with UPMC Washington, continues efforts to increase the number of people aged 50-77 years who have a history of tobacco use, are asymptomatic for lung cancer, and are screened with low dose computer tomography (LDCT).

- Between July 2022 and June 2024, UPMC Greene and UPMC Washington conducted more than 3,100 lung cancer screenings.

Promoting Resources for Patient Education



Over the last three years, UPMC Greene and UPMC Washington helped to provide patients and community members with educational resources about lung cancer, including:

- Information about the American Cancer Society, the American Lung Association, and UPMC Hillman Cancer Center’s cancer support group
- 1-800-QUIT-NOW:** To help encourage smoking cessation, UPMC Greene providers promote 1-800-QUIT-NOW, the national portal to a network of state quitlines. A quitline offers evidence-based support — such as counseling, referrals to local programs, and free medication — to people who want to quit tobacco use. Hospital staff also distribute wallet cards and brochures at community outreach events, and as part of the hospital’s discharge process to help encourage community members and patients to use the quitline.
- Top 10 Tips to Quit for Good:** UPMC Greene providers created Top 10 Tips to Quit for Good, a print handout that can be shared with patients who are current smokers. These top ten tips are also available through the touchscreens in exam rooms, which offers another avenue for patients to access smoking cessation information.

COMMUNITY PARTNERS:

American Cancer Society, American Lung Association, Lungs At Work

Improving Access to Local, Quality Health Care

UPMC Greene is working with community partners to help improve access to local, quality health care.

Addressing Transportation Barriers to Care

UPMC Greene coordinates with Greene County Public Transportation to connect patients who lack transportation with a shared rides program.

Patients over 65 and/or patients who have a disability pay a low-cost fee based on mileage, and Medicaid patients ride at no cost. When a patient is having a procedure, an adult companion is required, but they can ride for free.

Greene County Public Transportation also offers fixed-schedule travel to Pittsburgh, Washington, and Morgantown hospitals, which helps reduce transportation barriers to specialty care.

Increasing Awareness of Food Resources

UPMC Greene is working to improve patients' knowledge of local food pantries, scheduled food distributions, and availability of senior food boxes. The hospital uses its Community Support Guide to share information with patients and promotes food distribution events hosted by the Greater Pittsburgh Food Bank.

Filling Gaps in Dental Care

Recognizing an unmet need for dental care, UPMC Greene is partnering with Cornerstone Care to establish mobile dental events for seniors. By increasing access to local dental care, UPMC Washington and UPMC Greene are helping to reduce the number of avoidable Emergency Department visits for dental emergencies.

Improving Access to Behavioral Health Services

In partnership with the County Drug and Alcohol Office, UPMC Greene offers a warm hand-off program, which connects patients with substance use disorder to a peer recovery specialist. This peer recovery specialist connects with patients in the Emergency Department and helps serve as a model for recovery as well as a bridge to treatment services.

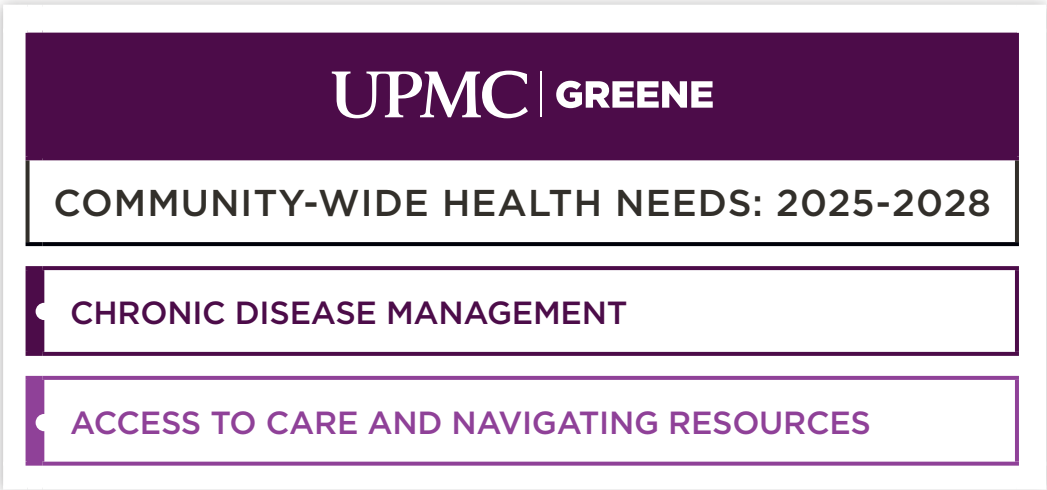
In addition, UPMC Greene's partnership with Gateway Rehabilitation helps guarantee patients with substance use disorder who are seeking treatment can access inpatient detox services as soon as possible.

UPMC Greene Is Addressing High Priority Health Issues:

Adoption of the Implementation Plan

On March 25, 2025, the UPMC Greene Board of Directors adopted an implementation plan to address the significant health needs identified:

- Chronic Disease Management
- Access to Care and Navigating Resources



UPMC Greene Is Leveraging UPMC and Community Resources

By providing a comprehensive suite of programs, UPMC Greene plays an important role in addressing the community health needs that were identified in the recent Community Health Needs Assessment. The hospital will support the priority areas with internal resources, through grants, and by strengthening collaborations with numerous community partners.

Chronic Disease Management

Goal: Promote chronic disease prevention and early detection in the community

Planned Actions:

1. Promote health screenings in the community, with a focus on lung, colon, cervical, and breast cancers
2. Explore collaborative opportunities with two local Federally Qualified Health Centers to provide cancer screenings and preventive care

Target Populations:

General community, individuals with increased cancer risk

Planned Collaborations:

Adagio Health, Commonwealth of Pennsylvania, Pennsylvania Department of Health, Washington Physicians Group

Access to Care and Navigating Resources

Goal: Improve access to care in Greene County, with a focus on reducing wait times for appointments

Planned Actions:

1. Recruit providers to the region
2. Evaluate and implement procedures to decrease wait times for appointments and explore alternative delivery models for meeting the medical needs of the community

Target Populations:

General community

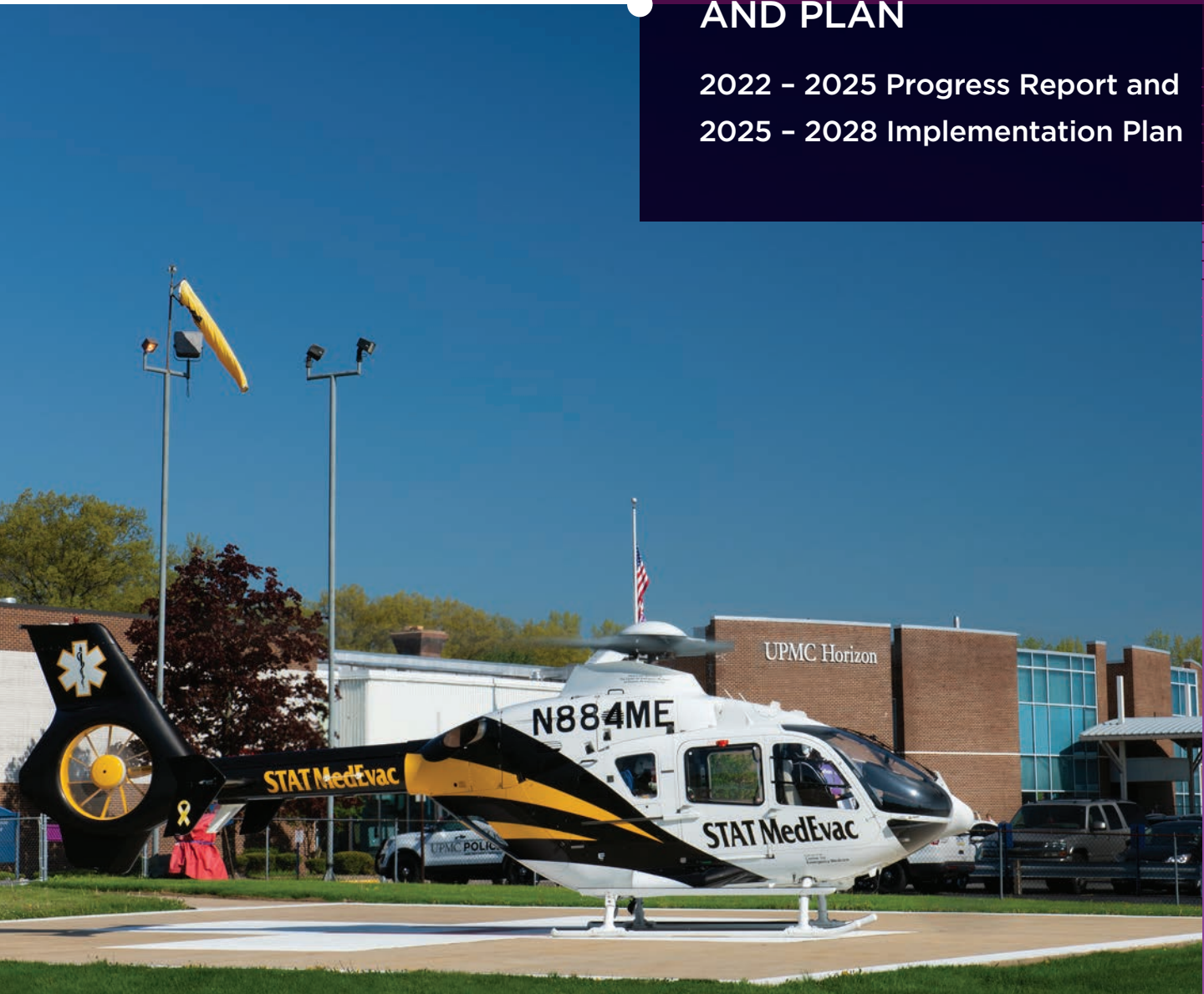
Planned Collaborations:

Centerville Clinics, Cornerstone Care, UPMC Graduate Medical Education, Washington Physician Hospital Organization (WPHO)



COMMUNITY HEALTH IMPROVEMENT PROGRESS AND PLAN


2022 - 2025 Progress Report and
2025 - 2028 Implementation Plan



UPMC | HORIZON

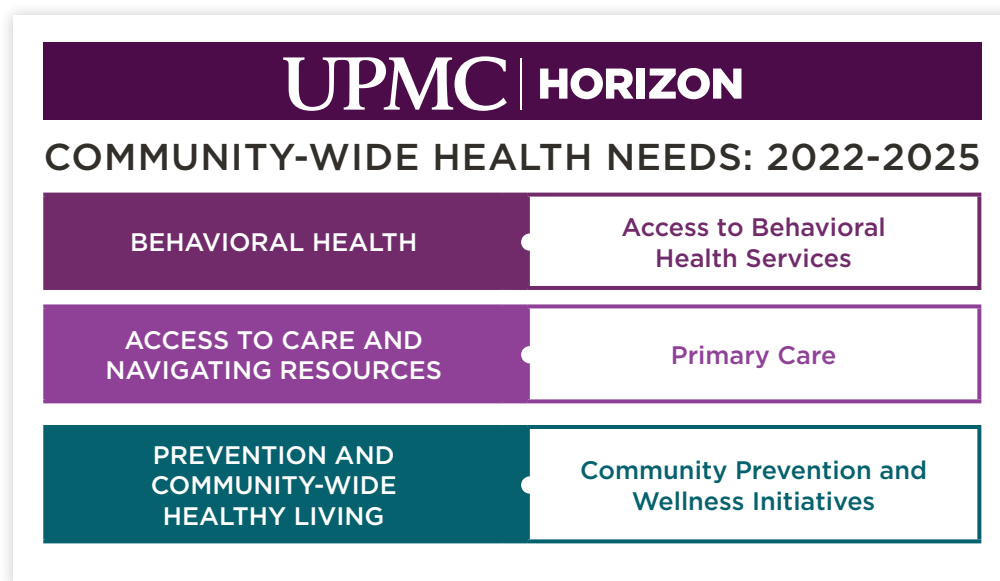
Caring for the Community

UPMC Horizon is a nonprofit, acute-care teaching hospital located in Mercer County, approximately an hour northwest of Pittsburgh, Pennsylvania. Operating from campuses located in Farrell and Greenville, this state-of-the-art hospital delivers a full range of quality medical services — including highly specialized medical and surgical treatment — to the people of the surrounding region. The hospital provides area residents with access to medical, surgical, and rehabilitation care, as well as cutting-edge medical services not typically found at a local community hospital. Specialized services include telemedicine, CT imaging, diabetes care, MRI, stroke and coronary care, gastroenterology, women's health, orthopaedic surgery, and an on-site UPMC Hillman Cancer Center.

	VITAL STATISTICS Calendar Year 2023		JOBS AND STRENGTHENING THE LOCAL ECONOMY	
	Licensed Beds	116	Employees	675
	Hospital Patients	5,765	Community Benefits Contributions	\$19.6 million
	Emergency Dept. Visits	31,742	Free and Reduced Cost Care	\$12.3 million
	Total Surgeries	4,602	Total Economic Impact of Hospital Operations	\$267.6 million

Addressing the Community's Significant Health Needs

When the Fiscal Year 2022 CHNA was conducted, UPMC Horizon affirmed the following significant health needs:



Behavioral Health
Access to Behavioral Health Services

UPMC Horizon continues to offer programs and support services to meet behavioral health needs in the community.

GOAL: Increase awareness of and access to behavioral health resources	STRATEGIES: Increase awareness of behavioral health resources Improve access to behavioral health services
ACTIONS: ✓ Continue to offer programs and services that support individuals impacted by behavioral health issues ✓ Enhance care coordination for patients with behavioral health needs	TARGET POPULATIONS: • General community

- PROGRAMS:**
- Consult and Liaison Services, including telepsychiatry
 - Peer Navigator Program
 - PsychCare+
 - Warm hand-off program with Mercer County Behavioral Health Commission

PROGRESS:

MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2022-2025)



1,354 Patients Engaged with Consult and Liaison Services, including Telepsychiatry
(July 2022 – December 2023)



87 Patients Supported by the Peer Navigator Program
(January 2023 – December 2023)

PROGRESS HIGHLIGHTS:**Increasing Access to Behavioral Health Care**

Over the last three years, UPMC Horizon continued to collaborate with UPMC Jameson and UPMC Western Psychiatric Hospital to combine strengths and increase access to behavioral health services in Mercer County. Efforts include:

- **Consult and Liaison Services, including telepsychiatry:** UPMC Horizon is leveraging the power of telehealth to increase local access to behavioral health services. Through its telepsychiatry program, the hospital provides fast and convenient access to care.
 - > Between July 2022 and December 2023, 1,354 patients engaged with Consult and Liaison Services, including telepsychiatry.
- **PsychCare+:** The hospital continues to work with UPMC Western Psychiatric to expand access to care and assist those in need of intensive behavioral health services.
 - > From July 2022 to December 2023, UPMC Horizon leveraged PsychCare+ to take a system-wide approach to access resources and available beds for 102 behavioral health patients.
- **Peer Navigator:** The Peer Navigator is an individual in recovery who provides support and resources for patients with substance use disorder. Since July 2022, the hospital has seen increased usage of the Peer Navigator program.
 - > 87 patients received support from a Peer Navigator between January and December 2023.
- **Warm Hand-Offs:** Hospital staff continue to partner with the Mercer County Behavioral Health Commission on a warm hand-off initiative. This effort provides case management services to the hospital and assistance with referrals to recovery programs.

COMMUNITY PARTNERS:

Mercer County Behavioral Health Commission, University of Pittsburgh Physicians (UPP), UPMC Jameson, UPMC Western Psychiatric Hospital

Access to Care and Navigating Resources

Primary Care

UPMC Horizon and UPMC Jameson are collaborating to expand access to primary care in the community. Leveraging their regional partnership, the hospitals are recruiting providers and expanding telehealth capabilities to help ensure local access to care.

GOAL: Increase access to primary care	STRATEGIES: Expand efforts to increase access to primary care services in the community
ACTIONS: <ul style="list-style-type: none">✓ Attract and retain primary care physicians to the region✓ Continue to deliver primary care through virtual platforms	TARGET POPULATIONS: <ul style="list-style-type: none">• General community

- PROGRAMS:**
- Provider recruitment
- Telehealth initiatives

PROGRAMS:

MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2022-2025)



11 New Primary Care Providers Recruited to Region
(July 2022 - December 2023)



13,370 Telehealth Visits Completed
(July 2022 - December 2023)

PROGRESS HIGHLIGHTS:**Increasing Access to Primary Care**

Over the last three years, UPMC Horizon remained committed to increasing local access to primary care. Accomplishments include:

- **Attracting 11 primary care physicians to the region:** In partnership with UPMC Jameson, UPMC Horizon successfully recruited 11 primary care physicians to Mercer County. By adding new providers to the region, UPMC Horizon is expanding access and decreasing wait times for appointments.
 - > The hospital also grew its Family Medicine residency program, which helps connect patients who do not have a primary care physician with an appointment through the clinic. Two additional resident slots were approved to start in July 2024, which will add trainees with the intention of hiring them into the community after residency.
 - > In 2023, UPMC Horizon recruited six Women's Health providers with better serve the residents of Mercer County.
- **Delivering primary care through virtual platforms:** UPMC Horizon continues to offer telehealth options to help ensure a range of access to primary care providers.
 - > 13,370 telehealth visits were completed between July 2022 and December 2023.

Expanding Cancer Care in Response to Community Need

In 2024, UPMC Horizon announced plans to enhance access to cancer care at UPMC Hillman Cancer Center at UPMC Horizon-Shenango Valley by adding a second linear accelerator (LINAC) to deliver vital radiation oncology treatments.

Over the past 25 years, UPMC has invested more than \$150 million to elevate services at UPMC Horizon, including the expansion of UPMC Hillman Cancer Center locations in Greenville, New Castle, and Farrell.

COMMUNITY PARTNERS:

Graduate Medical Education (GME), Primary Care Physicians, Primary Health Network (PHN), UPMC Community Medicine, Inc. (CMI), UPMC Jameson

Prevention and Community-Wide Healthy Living

Community Prevention and Wellness Initiatives

UPMC Horizon continues to address preventive health and wellness through an extensive suite of programs, including community education and outreach, partnerships with local organizations, and customized offerings to help prevent and manage chronic disease.

GOAL:

Increase awareness of disease prevention and management

STRATEGIES:

Promote healthy lifestyles and raise awareness of disease prevention through community outreach initiatives

Promote awareness, early detection, and management of chronic conditions

Improve access to care by addressing transportation barriers

ACTIONS:

- ✓ Partner with local schools and organizations to provide information and resources to help achieve healthy lifestyles
- ✓ Participate in local health fairs
- ✓ Offer an array of community education programs, ranging from healthy living to cancer education
- ✓ Connect patients with a registered dietician to develop weight loss goals and offer innovative tools to monitor progress
- ✓ Offer preventive screenings and events, in collaboration with community partners
- ✓ Extend support to patients and community members managing chronic conditions (e.g., support groups)
- ✓ Collaborate with transportation providers in the community to improve access

TARGET POPULATIONS:

- General community
- Children and adolescents

PROGRAMS:

- Cancer education initiatives: Tar Wars
- Health education programs
- Mobile screening events
- Health fairs
- Healthy eating lessons
- Bariatric and diabetic support groups
- Healthy Living series
- Cancer screenings
- Transportation assistance

PROGRESS:

MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2022-2025)



90 Students
Educated
about Cancer Risks
(July 2022 - December 2023)



398 Participants
in Hospital
Support Groups
(July 2022 - December 2023)



1,000+
People Received
Transportation Assistance
(July 2022 - December 2023)

PROGRESS HIGHLIGHTS:**Encouraging Chronic Disease Prevention and Management**

UPMC Horizon continues to offer a range of programs to promote health and wellness and to support prevention and management of chronic disease. Efforts include:

- **Partnering with local schools and organizations to provide information and resources to help achieve healthy lifestyles:** UPMC Horizon continues to partner with local schools to teach children and teens about healthy behaviors and cancer risks.
 - > From July 2022 to December 2023, the hospital presented the Tar Wars — teaching 90 local students about cancer risks from tobacco.
 - > Participating in local health fairs: Nurse educators attended senior health expos hosted by Pennsylvania State Representative Parke Wentling and State Senator Michelle Brooks, where they provided education about basic life safety measures, such as hands-only CPR, Narcan use, tourniquet use, and mental health resources. Nurse educators reached more than 150 attendees at each event.
- **Offering an array of community education programs:**
 - > Implementing UPMC's "Minutes Matter" campaign, which teaches life-saving actions to community members, including Narcan use, Stop the Bleed tourniquet application, hands-only CPR, and mental health resource awareness.
 - > Installing six automated external defibrillators (AEDs) and educating local businesses about how to use the devices.
- **Offering preventive screenings in collaboration with community partners:** The hospital continues to provide health screenings to promote early detection of cancer, diabetes, or heart disease.
 - > Between July 2022 and December 2023, the hospital completed 55 screenings.
- **Connecting patients with a registered dietitian to develop weight loss goals and offer innovative tools to monitor progress:** The hospital's licensed dietitian continues to conduct virtual and in-person sessions to help promote healthy living in the community.
- **Supporting patients and community members with chronic disease management:** UPMC Horizon continues to host monthly diabetic and bariatric support groups, providing education about healthier lifestyles.
 - > Between July 2022 and December 2023, 398 participants attended hospital support groups.

Supporting Patients with Transportation Assistance

In partnership with UPMC Horizon Community Health Foundation and Primary Health Network (PHN), UPMC Horizon helps provide transportation to patients who do not have the means or capacity to get to medical appointments or return home from emergency visits.

By collaborating with various transportation programs, including local EMS, and public and private services, the hospital is helping to meet transportation needs, as well as helping to provide security for patients so that they have a reliable way to get to health care providers.

- **The UPMC Horizon Community Foundation provided more than 1,000 no cost rides to medical appointments for people living in Mercer County from July 2022 to December of 2023.**

COMMUNITY PARTNERS:

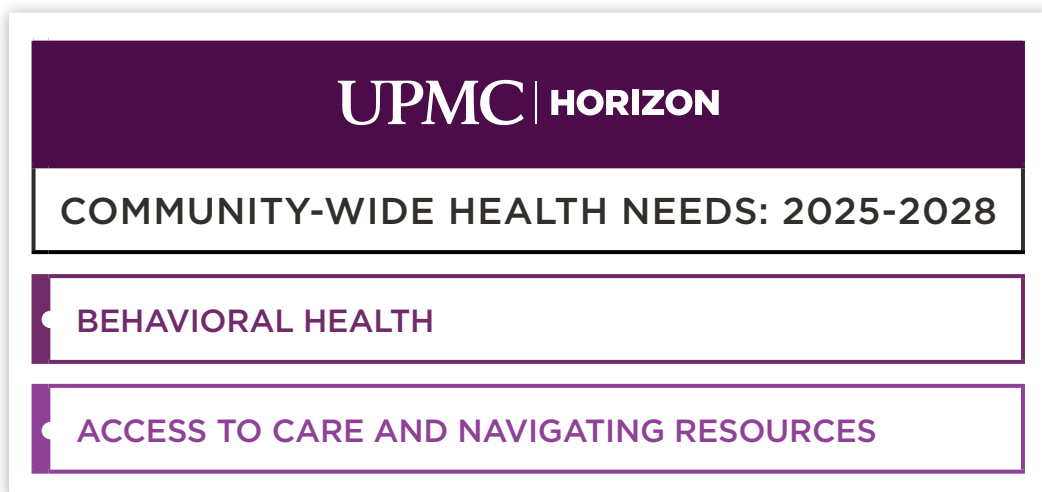
American Cancer Society, City of Hermitage, Community Action Partnership, community and religious groups, Greenville Chamber of Commerce, Greenville Elementary School, local Chamber of Commerce, local school districts, Primary Health Network (PHN), UPMC Community Medicine Inc. (CMI), UPMC Health Plan, UPMC Horizon Community Health Foundation, UPMC Jameson, United Way

UPMC Horizon Is Addressing High Priority Health Issues:

Adoption of the Implementation Plan

On April 22, 2025, the UPMC Horizon Board of Directors adopted an implementation plan to address the significant health needs identified:

- Behavioral Health
- Access to Care and Navigating Resources



UPMC Horizon Is Leveraging UPMC and Community Resources

By providing a comprehensive suite of programs, UPMC Horizon plays an important role in addressing the community health needs that were identified in the recent Community Health Needs Assessment. The hospital will support the priority areas with internal resources, through grants, and by strengthening collaborations with numerous community partners.

Behavioral Health

Goal: Enhance access to behavioral health services and treatment

Planned Actions:

1. Implement a Medication-Assisted Treatment (MAT) program for pregnant women to help manage substance use disorders during pregnancy
2. Promote the use of telepsychiatry

Target Populations:

General community, maternal and infant health

Planned Collaborations:

Mercer County Behavioral Health Commission, UPMC Jameson, UPMC Magee-Womens Specialty Services, UPMC Western Psychiatric Hospital

Access to Care and Navigating Resources

Goal: Increase access to care and services to help achieve positive health outcomes in the community

Planned Actions:

1. Provide transportation assistance to and from medical appointments for patients in need, in collaboration with UPMC Horizon Community Health Foundation
2. Attract and recruit primary care and family medicine providers to the region

Target Populations:

General community

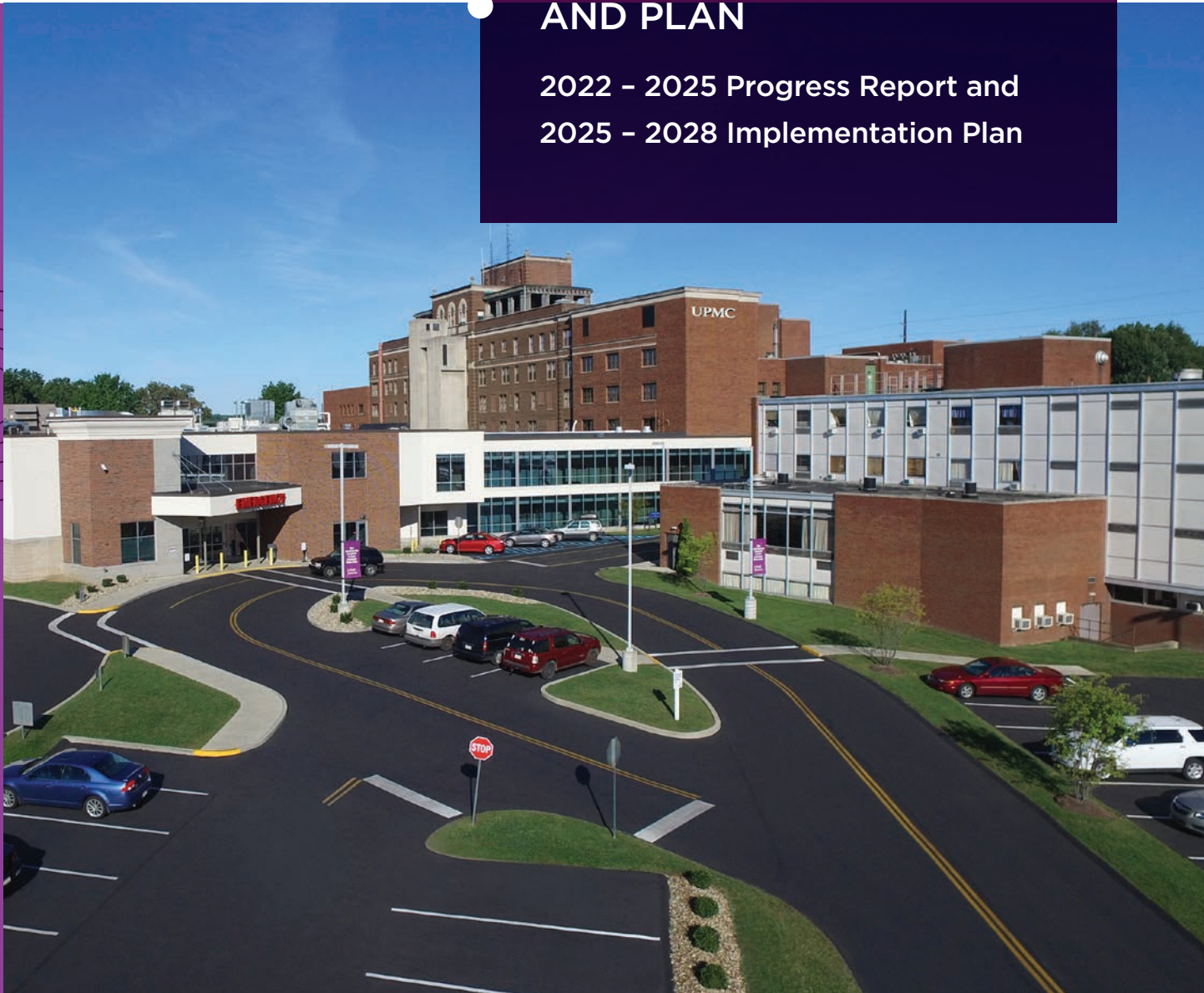
Planned Collaborations:

UPMC Community Medicine, Inc., UPMC Horizon Community Health Foundation, UPMC Jameson



COMMUNITY HEALTH IMPROVEMENT PROGRESS AND PLAN


2022 - 2025 Progress Report and
2025 - 2028 Implementation Plan



UPMC | JAMESON

Caring for the Community

UPMC Jameson is a nonprofit, acute-care hospital in New Castle, Pennsylvania, approximately 55 miles north of Pittsburgh and 20 miles southeast of Youngstown, Ohio. UPMC Jameson is a full-service community hospital providing inpatient, outpatient, and emergency care, as well as specialized diagnostic and treatment procedures, including robotic surgery. Since its merger with UPMC in 2016, the hospital has benefitted from facility upgrades, including the UPMC Heart and Vascular Institute at UPMC Jameson and renovated medical-surgical and critical care units. Services include inpatient rehabilitation, outpatient pediatric rehabilitation through UPMC Children’s Hospital of Pittsburgh, orthopaedic surgery, stroke care, and pulmonary medicine. UPMC Jameson is accredited by the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP) as a Comprehensive Center.

	VITAL STATISTICS Calendar Year 2023		JOBS AND STRENGTHENING THE LOCAL ECONOMY	
	Licensed Beds	146	Employees	955
	Hospital Patients	7,198	Community Benefits Contributions	\$22.3 million
	Emergency Dept. Visits	27,650	Free and Reduced Cost Care	\$9.4 million
	Total Surgeries	5,639	Total Economic Impact of Hospital Operations	\$217.3 million

Addressing the Community’s Significant Health Needs

When the Fiscal Year 2022 CHNA was conducted, UPMC Jameson affirmed the following significant health needs:

UPMC | JAMESON

COMMUNITY-WIDE HEALTH NEEDS: 2022-2025

BEHAVIORAL HEALTH	Access to Behavioral Health Services
ACCESS TO CARE AND NAVIGATING RESOURCES	Primary Care
PREVENTION AND COMMUNITY-WIDE HEALTHY LIVING	Community Prevention and Wellness Initiatives

Behavioral Health

Access to Behavioral Health Services

UPMC Jameson continues to offer programs and support services to meet behavioral health needs in the community.

GOAL:	STRATEGIES:
Increase awareness of and access to behavioral health resources	Strengthen existing behavioral health programs that support individuals with mental health conditions
ACTIONS:	TARGET POPULATIONS:
<ul style="list-style-type: none">✓ Provide intensive, outpatient mental health treatment program for adults at UPMC Western Behavioral Health at Jameson; engage multidisciplinary teams in the coordination of individualized treatment plans and therapies to help individuals achieve mental and physical well-being✓ Promote the use of PsychCare+ among mental health professionals to help triage, manage, and intervene with patient referrals for behavioral health care✓ Promote holistic recovery models and peer support services for patients with substance use disorder✓ Provide high quality, efficient, and convenient access to behavioral health services for individuals in rural and underserved areas✓ Continue to partner with the Children’s Advocacy Center of Lawrence County to offer victims of abuse specialized, trauma-informed interventions	<ul style="list-style-type: none">• General community• Children and adolescents• Rural and underserved areas

PROGRAMS:

- UPMC Western Behavioral Health at Jameson’s Partial Hospitalization Program (PHP)
- PsychCare+
- Peer Navigator Program
- Consult and Liaison Services, including telepsychiatry
- Trauma-informed outpatient victim services, including forensic medical care at UPMC Jameson

MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2022-2025)



170 Patients Participated in the Partial Hospitalization Program (July 2022 – December 2023)



2,823 Patients Engaged with Consult and Liaison Services, including Telepsychiatry (July 2022 – December 2023)

PROGRESS HIGHLIGHTS:**Increasing Access to Behavioral Health Care**

Over the last three years, UPMC Jameson continued to collaborate with UPMC Horizon and UPMC Western Psychiatric Hospital to combine strengths and increase access to behavioral health services in Lawrence County. Efforts include:

- **UPMC Jameson Partial Hospitalization Program:** This effort is a comprehensive, short term outpatient behavioral health treatment program. It is designed to help adults ages 18 and older who are experiencing mental or emotional instability, either to prevent inpatient hospitalization or to act as a step-down program for those recently discharged from inpatient behavioral health care. Program participants interact with mental health professionals including psychiatrists, therapists, and nurses to develop skills to manage their symptoms and their lives. A blend of group and individual therapy enables participants to learn and grow with a supportive cohort, while also receiving individualized care. Participants attend structured programs three to five days a week during the day, then return home in the evening.
 - > Between July 2022 and December 2023, 170 patients participated in the partial hospitalization program.
- **Consult and Liaison Services, including telepsychiatry:** UPMC Jameson is leveraging the power of telehealth to increase local access to behavioral health services. Through its telepsychiatry program, the hospital provides fast and convenient access to care. Clinicians provide assessments for patients with psychiatric issues admitted into the emergency room and inpatient floors. Clinicians collaborate with emergency room physicians and psychiatrists through telepsychiatry to determine the least restrictive treatment options.
 - > Over the past three years, Consult and Liaison Services has grown. Between July 2022 and December 2023, 2,823 patients engaged with Consult and Liaison Services, including telepsychiatry.
- **PsychCare+:** The hospital continues to work with UPMC Western Psychiatric to expand access to care and assist patients in need of intensive behavioral health treatment.
 - > From July 2022 through December 2023, there were 957 patient transfers from UPMC Jameson to various behavioral health units across the state and into Ohio.
- **Peer Navigator:** The Peer Navigator is an individual in recovery who provides support and resources for patients with substance use disorder. The Peer Navigator is an asset to the community – helping to connect patients in need with counseling and support.
- **Children's Advocacy Center (CAC) of Lawrence County:** An affiliate of UPMC Jameson, The Children's Advocacy Center (CAC) of Lawrence County is a multi-purpose, kid- and family-friendly, private nonprofit agency that aims to prevent and address child abuse. UPMC Jameson continues to partner with CAC to offer victims of abuse specialized, trauma-informed interventions. These interventions include physical abuse, sexual assault, witness to homicide, violence, or endangering a child, and any other traumatic experience.
 - > Between July 2022 and December 2023, CAC conducted 335 forensic interviews.

COMMUNITY PARTNERS:

Children's Advocacy Center of Lawrence County, Lawrence County Community Action Program (LCCAP), Lawrence County Drug and Alcohol Commission, University of Pittsburgh Physicians (UPP), UPMC Horizon, UPMC Western Behavioral Health, UPMC Western Psychiatric Hospital

Access to Care and Navigating Resources

Primary Care

UPMC Jameson and UPMC Horizon are collaborating to expand access to primary care in the community. Leveraging their regional partnership, the hospitals are working together to recruit providers to help ensure local access to care.

GOAL:	STRATEGIES:
Increase access to primary care	Expand efforts to increase access to primary care services in the community
ACTIONS:	TARGET POPULATIONS:
<ul style="list-style-type: none">✓ Attract and retain primary care physicians to the region✓ Continue to deliver primary care through virtual platforms	<ul style="list-style-type: none">• General community

PROGRAMS:

- Provider recruitment
- Telehealth initiatives

MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2022-2025)



11 New Primary Care Providers Recruited to Region
(January 2023 – December 2023)



5,668 Telehealth Visits Completed
(July 2022 – December 2023)

PROGRESS HIGHLIGHTS:

Enhancing Access to Primary Care

Over the last three years, UPMC Jameson remained committed to increasing local access to primary care. Accomplishments include:

- **Attracting 11 primary care physicians to the region:** In partnership with UPMC Horizon, UPMC Jameson successfully recruited 11 primary care physicians to Lawrence and Mercer counties in 2023. By adding new providers to the region, UPMC Jameson is expanding access and decreasing wait times for appointments.
 - > In January 2024, a new Family Medicine clinic opened in New Castle to provide access to care for patients discharged from the hospital without a primary care provider. Family Medicine providers at the clinic are trained to assist patients in their transition of care from the hospital and to help with future medical needs.
- **Delivering primary care through virtual platforms:** UPMC Jameson continues to offer telehealth options to help ensure a range of access to primary care providers. It is vastly utilized for many service lines, which helps ensure the most educated and well-rounded plan of care for each patient.
 - > 5,668 telehealth visits were completed between July 2022 and December 2023.

Bringing Pediatric Rehab Services to UPMC Jameson

In February 2024, UPMC Jameson unveiled its new UPMC Children’s Rehabilitation Therapies wing as part of a partnership with UPMC Children’s Hospital of Pittsburgh. The therapy wing offers local access to pediatric rehabilitation services for patients of UPMC Jameson and UPMC Horizon.

COMMUNITY PARTNERS:

Graduate Medical Education (GME), primary care physicians, Primary Health Network (PHN), UPMC Community Medicine, Inc. (CMI), UPMC Horizon

Prevention and Community-Wide Healthy Living

Community Prevention and Wellness Initiatives

UPMC Jameson continues to address preventive health and wellness through a suite of programs, including community education and outreach, partnerships with local organizations, and customized offerings to help prevent and manage chronic disease.

GOAL:	STRATEGIES:
Increase awareness of disease prevention and management and encourage healthy lifestyles	Promote healthy lifestyles and raise awareness of disease prevention through community outreach initiatives
	Promote awareness, early detection, and management of chronic conditions
	Improve access to care by addressing transportation barriers
ACTIONS:	
✓ Promote healthy and active lifestyles in the community	✓ Connect patients with a registered dietician to develop weight loss goals and offer innovative tools to monitor progress
✓ Participate in local health fairs	✓ Offer clinical services to promote healthy weight management
✓ Offer an array of community education programs, ranging from healthy living to cancer education, in partnership with local schools and organizations	✓ Collaborate with transportation providers in the community to improve access
✓ Offer preventive screenings and events, in collaboration with community partners	
✓ Extend support to patients and community members managing chronic conditions	
TARGET POPULATIONS:	
• General community	• Children and adolescents

PROGRAMS:

- CPR classes
- Health fairs
- Healthy Living series
- Health education programs
- Cancer screenings
- Mobile screening events
- Bariatric and diabetic support groups
- Healthy eating lessons
- UPMC Jameson Minimally Invasive Bariatric Surgery program
- Transportation assistance

MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2022-2025)



300 High School Students Attended Robotics Day
October 2023



200 Health Screenings Completed
(July 2022 - December 2023)



248 People Received Transportation Assistance
(July 2022 - December 2023)

PROGRESS HIGHLIGHTS:**Encouraging Chronic Disease Prevention and Management**

UPMC Jameson continues to offer a range of programs to promote health and wellness and to support prevention and management of chronic disease. Efforts include:

- **Participating in local health fairs:** Representatives from UPMC Jameson continue to attend local health fairs in the community — engaging with approximately 250 attendees in 2023. In addition, the hospital's nurse educator provides Minutes Matter training at many locations in the community, including fitness centers, schools, churches, and businesses.
- **Offering an array of community education programs,** ranging from healthy living to cancer education, in partnership with local schools and organizations:
 - > In March 2023, more than 150 women from the community attended an “Ask the Doctor” presentation during the Lawrence County Women’s Conference.
 - > In October 2023, 300 high school students from ten schools and UPMC Jameson School of Nursing students participated in UPMC Jameson’s 2nd Annual Robotics Day for hands-on experience with robots that assist surgeons in less invasive procedures than traditional surgeries in orthopaedics, urology, and gynecology. Tours of the operating room, an intubation station presented by an anesthesiologist, and other information offered students insight into various health care careers.
 - > In 2023, UPMC Jameson implemented UPMC’s “Minutes Matter” campaign, which teaches life-saving actions to community members, including Narcan use, Stop the Bleed tourniquet application, hands-only CPR, and mental health resource awareness.
 - > Over the last three years, the hospital's nurse educator provided “hands-only” CPR to businesses in the community at their request.
 - > The hospital continued to offer its Healthy Living education series, which engaged 260 participants in 2023.
- **Providing preventive screenings in collaboration with community partners:** The hospital continues to offer health screenings to promote early detection of cancer, diabetes, and heart disease.
 - > Between July 2022 and December 2023, the hospital completed 200 screenings.
- **Connecting patients with a registered dietician to develop weight loss goals:** The hospital's licensed dietitians continue to conduct both virtual and in-person sessions to help promote healthy living and to support bariatric and diabetic patients, including those who have completed bariatric surgery.

Supporting Patients with Transportation Assistance

The UPMC Jameson Health Care Foundation provides free transportation to people in the community who need rides to medical appointments. This program helped provide transportation assistance to nearly 250 people between July 2022 and December 2023.

COMMUNITY PARTNERS:

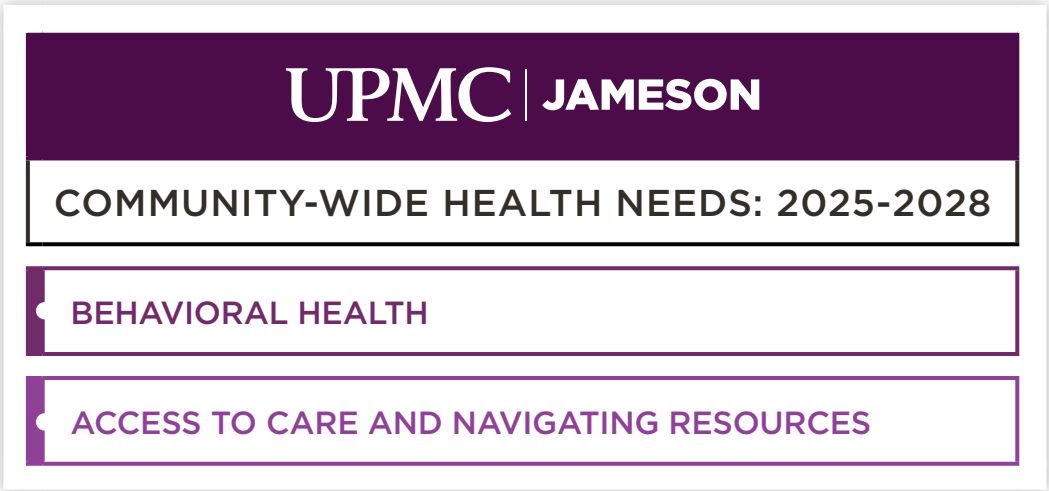
American Cancer Society, Community Action Partnership, community and religious groups, Lawrence County Chamber of Commerce, local school districts, primary care physicians, Primary Health Network, UPMC Community Medicine Inc. (CMI), UPMC Health Plan, UPMC Horizon, UPMC Horizon Community Health Foundation, United Way

UPMC Jameson Is Addressing High Priority Health Issues:

Adoption of the Implementation Plan

On April 22, 2025, the UPMC Jameson Board of Directors adopted an implementation plan to address the significant health needs identified:

- Behavioral Health
- Access to Care and Navigating Resources



UPMC Jameson Is Leveraging UPMC and Community Resources

By providing a comprehensive suite of programs, UPMC Jameson plays an important role in addressing the community health needs that were identified in the recent Community Health Needs Assessment. The hospital will support the priority areas with internal resources, through grants, and by strengthening collaborations with numerous community partners.

Behavioral Health

Goal: Enhance access to behavioral health services and treatment

Planned Actions:

1. Increase access to local behavioral health services, with concentrated efforts on establishing an inpatient behavioral health unit
2. Maintain existing programs and services that support individuals impacted by behavioral health issues, including UPMC Jameson's Partial-Hospitalization Program and Telepsychiatry Emergency Department (ED) Program

Target Populations:

General community, seniors, adults, unemployed/uninsured populations

Planned Collaborations:

Lawrence County Commissioners, Southwest Behavioral Management, Inc., UPMC Jameson Health Foundation, UPMC Western Psychiatric Hospital

Access to Care and Navigating Resources

Goal: Improve access to primary care services to help achieve positive health outcomes in the community

Planned Actions:

1. Attract and recruit primary care and family medicine providers to the region
2. Enhance access to primary care, with targeted efforts on opening a new UPMC Family Medicine Residency Clinic in New Castle

Target Populations:

General community

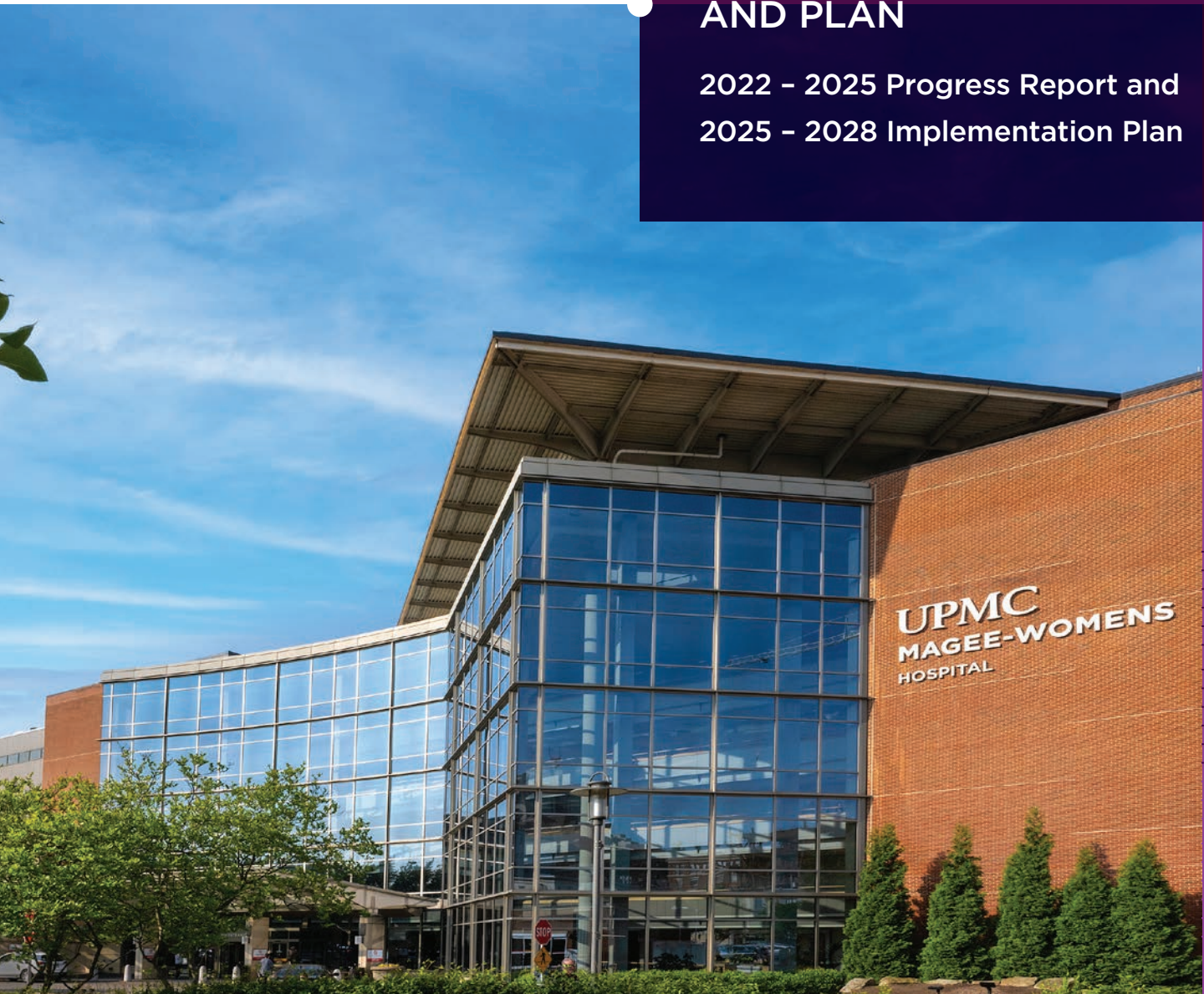
Planned Collaborations:

UPMC Jameson Community Health Care Foundation, UPMC Shenango Valley Family Medicine Residency Program



COMMUNITY HEALTH IMPROVEMENT PROGRESS AND PLAN


2022 - 2025 Progress Report and
2025 - 2028 Implementation Plan



UPMC | **MAGEE-WOMENS**
HOSPITAL

Caring for the Community

UPMC Magee-Womens Hospital is a nonprofit, acute-care teaching hospital located in Pittsburgh, Pennsylvania, that serves both women and men. Situated in Pittsburgh’s Oakland neighborhood, UPMC Magee is a pioneering leader in women’s research and health across the lifespan and was one of the first recognized as a National Center of Excellence in Women’s Health by the U.S. Department of Health and Human Services. A state-of-the-art hospital, Magee is Magnet-designated and offers specialized services, including the Magee-Womens Heart Program, minimally invasive and robotic surgery, women’s cancer care, bariatric services, genetic testing and counseling, fertility preservation and treatment, and neonatology. Its Level III neonatal intensive care unit is the largest in Pennsylvania and one of the largest in the country. Magee is recognized as a High Performing Hospital for Maternity Care and for excellent outcomes for cesarean section and unexpected newborn complications among Black patients by *U.S. News & World Report*. The Magee-Womens network — from women’s imaging centers and specialty care to outpatient and hospital-based services — provides care throughout Pennsylvania. As the state’s largest network of top-rated maternity care, UPMC delivers close to 25,000 babies each year across hospitals with obstetric services.

	VITAL STATISTICS Calendar Year 2023		JOBS AND STRENGTHENING THE LOCAL ECONOMY	
	Licensed Beds	389	Employees	2,816
	Hospital Patients	21,444	Community Benefits Contributions	\$80.0 million
	Emergency Dept. Visits	28,613	Free and Reduced Cost Care	\$50.9 million
	Total Surgeries	20,283	Total Economic Impact of Hospital Operations	\$2.1 billion

Addressing the Community’s Significant Health Needs

When the Fiscal Year 2022 CHNA was conducted, UPMC Magee affirmed the following significant health needs:

UPMC | MAGEE-WOMENS HOSPITAL

COMMUNITY-WIDE HEALTH NEEDS: 2022-2025

CHRONIC DISEASE MANAGEMENT	Cancer
BEHAVIORAL HEALTH	Opioid Addiction and Substance Abuse Access to Behavioral Health Services
ACCESS TO CARE AND NAVIGATING RESOURCES	Specialty Care
PREVENTION AND COMMUNITY-WIDE HEALTHY LIVING	Health-Related Social Needs

Chronic Disease Management

Cancer

UPMC Magee-Womens Hospital applies a multi-pronged approach to address cancer in the community. The hospital offers community programs, including education and screenings, as well as provides professional support for people with cancer, their caregivers, family, and loved ones.

GOAL:

Achieve clinical excellence in the management of women's cancer care and specialties

STRATEGIES:

Educate the community about cancer prevention and early detection

Continue to offer cancer care coordination and support services

ACTIONS:

- ✓ Provide health education about cancer prevention, including nutrition, healthy eating, and maintaining a healthy weight
- ✓ Engage in community outreach events to promote cancer awareness and the importance of routine screenings
- ✓ Offer cancer screenings in community settings
- ✓ Provide support and coordinate patient care plans across the continuum
- ✓ Promote access to women's health care in underserved areas by offering mammograms to residents in the McKeesport area
- ✓ Host cancer support transition programs, bereavement programs, and remembrance services

TARGET POPULATIONS:

- Women in all stages of life experiencing a cancer-related illness

PROGRAMS:

- Nutrition and women's education
- Community health fairs
- Live Well women's education series
- Race to Beat Women's Cancers
- Cancer screenings
- Navigation services
- Cancer navigators
- Enhanced access to mammograms
- Community of Practice Hospital Capacity Building Initiative focused on breast health in McKeesport
- Survivorship workshops
- Cooking with the Steelers

PROGRESS:

MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2022-2025)



37 Walk-In Screening
Mammogram Events
(July 2022 - December 2023)



151 Patients Served by
Cancer Navigator
(January 2023- December 2023)

PROGRESS HIGHLIGHTS:**Promoting Cancer Prevention and Early Detection**

UPMC Magee continues to provide health and cancer prevention education, including nutrition, healthy eating, and maintaining a healthy weight. The hospital also works to raise awareness about the importance of screenings for early detection of cancer. Accomplishments during the 2022-2025 period include:

- Increasing the hospital's presence in the community via health fairs that focus on cancer prevention and early detection.
- Sponsoring and attending community food distributions and farmers markets where staff provides healthy eating demonstrations and education.
- Partnering with Best of the Batch Foundation to organize a cooking class for breast cancer patients to promote nutritious recipes and maintain healthy lifestyles.
- Promoting the importance of early detection of breast cancer through mammogram screenings. Between July 2022 and December 2023, the hospital performed 74,467 mammograms.
 - > Hosted 37 walk-in or easy access screening mammogram events in Oakland, Homewood, Wilkinsburg, McKeesport, and Wexford. More than 200 women received mammograms from breast imaging walk-in clinics between July 2022 and December 2023.

Offering Care Coordination and Support Services

UPMC Magee continues to coordinate care plans across the continuum and to provide support in the form of transition programs, bereavement programs, and remembrance services. Efforts include:

- Helping to guide patients through diagnosis and treatment — the hospital's Cancer Navigators answer questions and provide information about available services.
 - > Between July 2022 and December 2023, the hospital's Cancer Navigator Program served 151 patients.
- Hosting a bi-annual survivorship workshop for breast and gynecologic cancer — which reached more than 100 participants in June 2022.

Improving Access to Mammograms

In 2023, UPMC Magee was selected for a grant award from Centers for Medicare and Medicaid Services Innovation Center. This grant, called the Patient Relief Fund, is used to address social determinants of health that would otherwise limit access to screenings or follow-up care and treatment. The grant includes financial support for transportation, childcare, utilities, co-pays, food, and rent. 47 cancer patients or those seeking mammograms have received assistance from this grant.

COMMUNITY PARTNERS:

A Glimmer of Hope, Adagio Health, American Cancer Society, Best of the Batch Foundation, Beverly's Birthdays, Magee Womens Research Institute (MWRI), National Breast Cancer Foundation, Pittsburgh Steelers, University of Pittsburgh, UPMC Health Plan, UPMC Health Plan Faith Initiative, UPMC Hillman Cancer Center

Behavioral Health

Opioid Addiction and Substance Abuse, Access to Behavioral Health Services

UPMC Magee-Womens continues to meet the community's needs relating to behavioral health and substance use. The hospital continues to grow its Pregnancy and Women's Recovery Center to support women and mothers with substance use disorders. UPMC Magee is addressing access to behavioral health services for women in the community by offering care that is tailored to women, at every stage of life. UPMC Magee benefits from the onsite and integrated programs of UPMC Western Psychiatric, in providing many of these services.

GOAL:

Improve awareness of and access to services to support women and families with substance use disorders

Increase access to care to help meet the unique behavioral health needs of women

STRATEGIES:

Develop and support innovative substance use disorder programs to address the unique behavioral health needs of pregnant women and infants

Increase behavioral health access with an integrated model of care

Serve pregnant and postpartum women who need a higher level of care

ACTIONS:

- ✓ Provide education about methadone and buprenorphine-naloxone and counsel women in choosing a medication for treatment and recovery
- ✓ Provide outpatient programs that offer medically assisted treatment (MAT) for recovery, as well as prenatal care coordination, social services support, and connections to certified recovery specialists
- ✓ Expand innovative behavioral health models to other UPMC facilities
- ✓ Conduct risk assessments using a standardized Patient Health Questionnaire (PHQ) to identify patients with depressive symptoms
- ✓ Embed behavioral health specialists within OB GYN offices to provide outpatient behavioral health services
- ✓ Offer outpatient support for women who are pregnant or up to 12 months postpartum experiencing symptoms of depression and/or anxiety around childbearing

TARGET POPULATIONS:

- Mothers and infants
- Children and adolescents, and their caregivers
- Women in pregnancy, postpartum, and mid- and late-life

PROGRAMS:

- Perinatal Addiction and Consultative Educational Service (PACES)
- Pregnancy Recovery Center and Women's Recovery Center
- Neonatal Transition Unit (NTU), formerly Parent Partnership Unit
- Standardized Patient Health Questionnaire (PHQ) through widespread PHQ Screening in OB practices
- Integrated Model of Behavioral Health Care within OB/GYN practices
- New and Expectant Mothers Specialized Treatment (NEST) program

PROGRESS:

MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2022-2025)



759 Patients Served
through the
Pregnancy and Women's
Recovery Center (PWRC)
(July 2022 – December 2023)



2,300 Women Served
through an
Integrated Model of Care
(July 2022 – December 2023)

PROGRESS HIGHLIGHTS:

Addressing the Unique Behavioral Health Needs of Pregnant Women

Over the last three years, UPMC Magee continued to provide comprehensive, coordinated, and compassionate care to women with opioid use disorder (OUD). Efforts include:

- **Perinatal Addiction and Consultative Educational Service (PACES):** UPMC Magee provides education about methadone and buprenorphine-naloxone and provides counsel to women about choosing a medication for treatment and recovery.
 - > Between July 2022 and December 2023, PACES consults resulted in 871 women engaged in treatment plans.
- **Pregnancy and Women's Recovery Center (PWRC):** UPMC Magee's PWRC provides outpatient programs that offer medicine for opioid use disorder (MOUD), including buprenorphine products and naltrexone, resources for behavioral health counseling, social support services, and routine medical care. During the three-year CHNA cycle, the PWRC continued to grow. Accomplishments include:
 - > Between July 2022 and December 2023, the PWRC served 759 women.
 - > The PWRC continues to offer Addiction Medicine services in Allegheny, Butler, Erie, Mercer, and Venango counties, and extended services to Lawrence and Clarion counties in 2024.
 - > In 2023, the PWRC added a behavioral health therapist, which improves access to care by allowing a patient to talk with a counselor while in the office for clinical services.
 - > In 2023, UPMC Magee refined the medication delivery process to help increase naloxone distribution to obstetrical patients with subsequent OUD/SUD diagnosis at discharge. This helps empower people who have a history of substance use disorder reduce negative outcomes, such as maternal morbidity caused by overdose.

Serving Pregnant or Postpartum Women through an Integrated Model of Care

UPMC Magee works with UPMC Western Behavioral Health to offer services for women of all ages, including during and after pregnancy. Efforts include:

- **Embedding behavioral health specialists within OB/GYN offices to provide outpatient behavioral health services.**
 - > Between July 2022 and December 2023, 2,300 patients were served through an integrated model of behavioral health care.
- **Offering outpatient support for women who are pregnant or up to 12 months postpartum experiencing symptoms of depression and/or anxiety through the New and Expectant Mothers Specialized Treatment (NEST) program.**
 - > 191 women who were pregnant or up to 12 months postpartum experiencing symptoms of depression and/or anxiety around childbearing participated in the NEST program between July 2022 and December 2022.

COMMUNITY
PARTNERS:

Gateway Healthcare, Human Services Administration Organization Drug and Alcohol Case Management, Jade Wellness Center, Positive Pathways, Pyramid Healthcare, UPMC Mercy, UPMC Western Behavioral Health

Access to Care and Navigating Resources

Specialty Care

UPMC Magee-Womens Hospital increased access to specialty care, as well as promoted preventive health and wellness efforts and supported advocacy for community members in the birthing space.

GOAL:

Improve access to specialty (women's health) care

STRATEGIES:

Expand and enhance programs to further increase access to health care and support services

ACTIONS:

- ✓ Expand telehealth services for specialty care
- ✓ Offer a convenient online platform to help patients connect with specialty providers
- ✓ Offer birth doula support as an advocate and resource to patients in all phases of the birth continuum
- ✓ Expand lactation consultation services from an inpatient care setting to include outpatient and virtual services
- ✓ Engage in community outreach events in collaboration with UPMC hospitals across the system to offer convenient access to consultations and screenings
- ✓ Refer community members to the appropriate level of care

TARGET POPULATIONS:

- General community
- Women

PROGRAMS:

- Telehealth services
- Virtual Magee
- Birth Circle Doulas of Magee
- Lactation Center
- Healthy Living Fairs

PROGRESS:**MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2022-2025)**

1,100+ Virtual Care
Visits Completed
(July 2022 – December 2023)



1,726 Lactation Consultations
Completed through
Outpatient and Virtual Visits
(July 2022 – December 2023)

PROGRESS HIGHLIGHTS:**Enhancing Access to Specialty Care through Telehealth Services**

Since 2022, UPMC Magee has worked to expand telehealth services and offer a convenient online platform to help patients connect with specialty providers. Accomplishments include:

- The hospital successfully added all specialty services to its telehealth platform.
- More than 1,100 virtual care visits for specialty services were completed between July 2022 and December 2023.

Offering Birth Doula Support

Through The Birth Circle Doulas of Magee program, UPMC Magee continues to offer patients the opportunity to connect with a doula. Doulas are trained professionals who provide physical and emotional support to mothers before, during, and shortly after childbirth, counseling women through their pregnancies. Studies have shown that doulas on the birthing team lead to healthier moms and babies. Now a robust, integrated program, the Birth Circle started as a community-based doula team in 2004. Doulas work hard to understand and meet the medical and socio-economic needs of underserved communities in the Greater Pittsburgh area. The doula team works to provide a safe space for all expectant and laboring families.

- Between July 2022 and December 2023, 1,358 patients worked with doulas at Magee, and 1,351 patients had a doula at their delivery with support from the Birth Circle Doulas program.

Expanding Lactation Consultation Services

The Lactation Center at UPMC Magee-Womens Hospital serves as a leading lactation resource for women in Pittsburgh. The Lactation Center provides education and support to mothers before birth and throughout their breastfeeding journey. To help improve access to lactation support, UPMC Magee continued to expand its lactation services from the inpatient care settings to include both outpatient and virtual services.

- 1,726 lactation consultations were completed, either as outpatient or virtual visits, between July 2022 and December 2023.
- 83 percent of women initiated breastfeeding between July 2022 and December 2023.

**COMMUNITY
PARTNERS:**

Adagio Health, All for All, Allegheny County Department of Health and Human Services, Beverly's Birthdays, Bhutanese Community Association of Pittsburgh, Bible Center Church, Brown Mamas, Casa San Jose, City Mission, Clairton Cares, Congolese Community, Crisis Center North, East Liberty Family Health Care Center, East Hills Community Development Center, East Liberty Family Health Center, Family Foundations Early Head Start, Genesis Centers, Global Links, Global Wordsmiths, Greater Pittsburgh Community Food Bank, Healthy Start, Hello Neighbor, Immigrant Services and Connections, International Womens Association of Pittsburgh, Jeremiah's Place, Jewish Family and Community Services, La Leche League, Latino Family Center, Maya Organization, Mentoring Partnership, MLK Services Project, NuturePA, PA Chapter of American Academy of Pediatrics, Pennsylvania Organization for Women in Early Recovery (POWER), Persad Center, Queens Gambit Chess Institute, Refugee and Immigrant Services, Rise Against Hunger, Sojourner House, Somali Bantu Community Association of Pittsburgh, Squirrel Hill Health Center, St. Edmund's School, STEM and Buds, The Birthing Hut and Iyanna B. Doula Services, Trying Together, UPMC Children's Hospital of Pittsburgh, UPMC Disability Resource Center, UPMC Health Plan, Welcoming Pittsburgh – Mayor's Office, Wilksburg Chamber of Commerce, Women's Center & Shelter of Pittsburgh, Women for a Healthy Environment

Prevention and Community-Wide Healthy Living

Health-Related Social Needs

UPMC Magee-Womens is committed to addressing health-related social needs through dedicated efforts that aim to help to reduce inequalities in maternal health care. Furthermore, the hospital is actively addressing social barriers that affect overall health and well-being, such as interpersonal safety and youth development.

GOAL:

Improve health outcomes for women and infants by developing innovative programming, research, and clinical work to address mortality and morbidity

STRATEGIES:

Strengthen girls' social, emotional, physical, and behavioral skills to successfully navigate life experiences

Increase awareness of interpersonal safety throughout the community

Make health care more accessible and equitable by identifying and implementing solutions to help reduce health disparities and barriers to care

ACTIONS:

- ✓ Partner with community organizations to offer and promote participation in positive youth development programming
- ✓ Offer education to help individuals create and maintain safe and trusting environments, while providing opportunities to discuss concerning situations or events
- ✓ Address health disparities, including the rising maternal mortality rates for women of color, by engaging postpartum women in cardiovascular monitoring
- ✓ Identify and address language barriers that limit access to care
- ✓ Extend educational opportunities to under-served populations to address language barriers and improve health literacy
- ✓ Provide health education and translation services/ tools to immigrant and refugee women
- ✓ Explore opportunities to reach under-served communities in Pittsburgh

TARGET POPULATIONS:

- General community
- Minorities (immigrants, refugees, women of color)
- Children and adolescents

PROGRAMS:

- Girls on the Run (GOTR) program
- Intimate partner violence
- Safe Sleep
- Remote blood pressure monitoring
- Translation services
- Translation tools and technology
- Virtual women's health and pregnancy classes
- Programs in the Hill District, McKeesport, Homewood, Wilkinsburg

PROGRESS:**MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2022-2025)****2,054** Participants
in Girls on the Run
(July 2022 – December 2023)**2,241** Women
Engaged in Remote
Blood Pressure
Monitoring
(July 2022 – December 2023)**400+** Attendees
of Mommy and Me Events
in McKees Rocks
(July 2022 – December 2023)**PROGRESS HIGHLIGHTS:****Unlocking Power and Potential through Girls on the Run**

Running can help people both physically and mentally. UPMC Magee's Girls on the Run® program includes additional benefits: building confidence and friendships. UPMC Magee's Girls on the Run, part of the nationwide Girls on the Run® effort, is a running program designed for local girls in third through eighth grade. Girls participate in 90-minute sessions twice a week over 10 weeks. Trained coaches lead the sessions, which introduce girls to the experience of running. The sessions include both physical activity and discussions, allowing the girls to exercise themselves physically, emotionally, and socially. The program's impact includes:

- Girls learning about the benefits of running and having a healthy lifestyle.
- Participants get to meet and bond with girls their own age, building lasting relationships.
- Building an atmosphere where all girls are welcome to participate.
- Girls receiving recognition for their accomplishments and feel a sense of fulfillment by concluding the program with a celebratory 5K.
- Engaging 2,054 girls in Girls on the Run between July 2022 and December 2023.

Increasing Awareness of Interpersonal Safety

UPMC Magee continues to offer education to help individuals create and maintain safe and trusting environments, while providing opportunities to discuss concerning situations or events. Efforts include:

- **Safe Sleep:** Educated 632 mothers and their families about safe sleeping practices to help prevent sudden unexpected infant death (SUID) and reduce other sleep-related risks and injuries between July 2022 and December 2023.
- **Intimate Partner Violence:** Outreach programs across central Pennsylvania and the UPMC Forensic Nursing Program revised the Sexual Assault Nurse Examiner (SANE) brochure and collectively educated 469 individuals about intimate partner violence and sexual assault.

Engaging New Moms in Cardiovascular Monitoring

In 2018, the Women's Health Service Line at UPMC created a postpartum remote blood pressure monitoring program for women with hypertensive disorders of pregnancy. The program offers home monitoring and management of hypertension from the time of hospital discharge through the first six weeks after delivery.

- Between July 2022 and December 2023, 2,241 women engaged in the hospital's remote blood pressure monitoring program.
- Additionally, the hospital is hosting community baby showers, which include education about preeclampsia and gestational diabetes. The hospital provides blood pressure cuffs, glucometers, and scales to pregnant women attendees.

Reaching Underserved Communities

Over the last three years, UPMC Magee continued to focus on helping underserved people make positive health care choices for improved outcomes. Accomplishments include:

- Partnering with Latino, Muslim, and African American community organizations to host community-specific health fairs.
- Hosting and co-hosting Mommy and Me events in McKees Rocks, which has one of the highest infant mortality rates in Allegheny County, reaching more than 400 individuals in total.
- Leading the UPMC Magee Patient and Family Advisory Council, which consists of members representing the age, gender, and race of the hospital's patients to help ensure people and families are represented and heard.
- Discussing goals and data around collective respect, awareness, and alignment of system initiatives. Discussions included input from physicians, administrative and clinical directors, and administrative assistants to represent all areas of the hospital.

COMMUNITY PARTNERS:

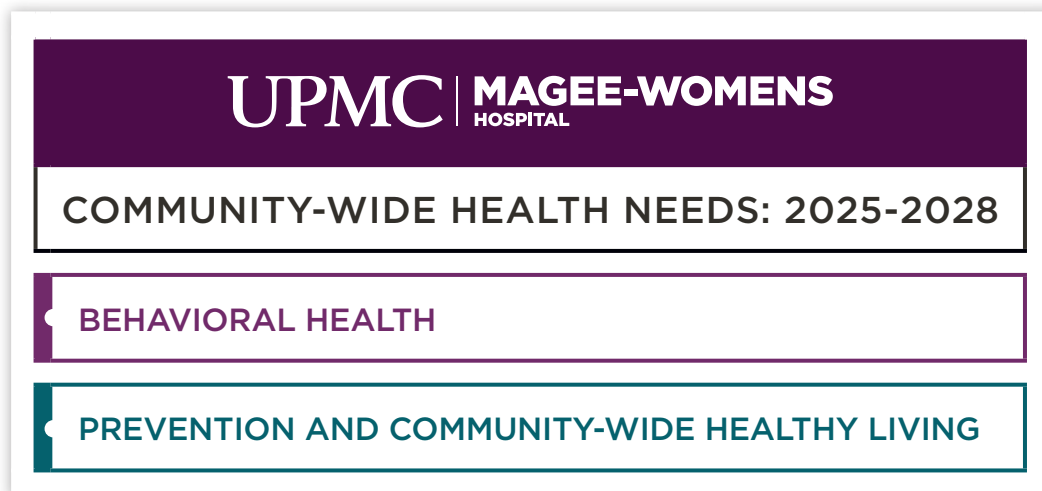
Adagio Health, Allegheny County Health Department, Bhutanese Community Association of Pittsburgh (BCAP), Brown Mamas, Case San Jose, Catholic Charities, City Mission, East Liberty Family Health Care Center, Education Leading to Empowerment and Career (ELECT) Program through Pittsburgh Public Schools, Family Foundations Early Head Start, Genesis-the Learning Center, Girls on the Run (GOTR), Healthy Start, Hello Neighbor, Immigrant Services and Connections (ISAC) at Jewish Family and Children's Services, Jewish Family and Children's Services (JFCS), Latino Community Center, Latino Family Center- YWCA Program, Maya Organization, Pennsylvania Organization for Women in Early Recovery (POWER), Pennsylvania State Police Department, Women's Center and Shelter of Greater Pittsburgh

UPMC Magee-Womens Hospital Is Addressing High Priority Health Issues:

Adoption of the Implementation Plan

On April 7, 2025, the UPMC Magee-Womens Hospital Board of Directors adopted an implementation plan to address the significant health needs identified:

- Behavioral Health
- Prevention and Community-Wide Healthy Living



UPMC Magee-Womens Hospital Is Leveraging UPMC and Community Resources

By providing a comprehensive suite of programs, UPMC Magee-Womens Hospital plays an important role in addressing the community health needs that were identified in the recent Community Health Needs Assessment. The hospital will support the priority areas with internal resources, through grants, and by strengthening collaborations with numerous community partners.

Behavioral Health

Goal: Enhance access to behavioral health services, including treatment for opioid addiction and substance use disorders

Planned Actions:

1. Offer high-quality treatment services for people with substance use disorders
2. Improve health outcomes for infants born with Neonatal Opioid Withdrawal Syndrome (NOWS) through support services for families/caregivers
3. Increase behavioral health access for pregnant and postpartum women through an integrated model of care
4. Serve pregnant and postpartum women who need a higher level of behavioral health care

Target Populations:

Maternal and infant health, low-income, medically underserved, and minority populations

Planned Collaborations:

Gateway Rehabilitation Center, Health Services Administration Organization (HSAO) Drug and Alcohol Case Management Services, JADE Wellness Center, Positive Pathways, Pyramid Healthcare, resolve Crisis Services, UPMC Mercy, UPMC Western Behavioral Health

Prevention and Community-Wide Healthy Living

Goal: Promote healthy living by enhancing access to specialty care, addressing health-related social needs, and raising awareness of disease prevention

Planned Actions:

1. Promote chronic disease awareness, prevention, and management through education, outreach, and preventive screenings, with concentrated efforts on breast cancer
2. Offer birth doula support as an advocate and resource to patients in all phases of the birth continuum
3. Offer educational events and classes in the community to support pregnant women and new moms

Target Populations:

General community, children and adolescents, maternal and infant health, unemployed/uninsured populations, low-income, medically underserved, and minority populations

Planned Collaborations:

Allegheny County Housing Development, Beverly's Birthdays, Casa San Jose, Healthy Start, Hello Neighbor, Latino Community Center, MAYA Organization, Pittsburgh Public Schools, UPMC Health Plan Neighborhood Center, Western Pennsylvania Diaper Bank



COMMUNITY HEALTH IMPROVEMENT PROGRESS AND PLAN


2022 - 2025 Progress Report and
2025 - 2028 Implementation Plan



UPMC | MCKEESPORT

Caring for the Community

UPMC McKeesport is a nonprofit, acute-care teaching hospital offering residents of Monongahela, Youghiogheny, and Turtle Creek valleys access to a full range of medical services — including highly specialized medical and surgical treatment. UPMC McKeesport is a designated Stoke Ready Facility with a state-of-the-art Emergency Department and imaging center, and a cardiac care unit. The hospital provides ongoing rehabilitation and education programs for patients undergoing cardiac, neurologic, and orthopaedic care. Its UPMC Hillman Cancer Center allows patients to receive medical oncology treatments close to home. UPMC McKeesport is located 15 miles southeast of Pittsburgh in McKeesport, Pennsylvania.

	VITAL STATISTICS Calendar Year 2023		JOBS AND STRENGTHENING THE LOCAL ECONOMY	
	Licensed Beds	205	Employees	703
	Hospital Patients	6,906	Community Benefits Contributions	\$23.5 million
	Emergency Dept. Visits	24,836	Free and Reduced Cost Care	\$14.9 million
	Total Surgeries	1,439	Total Economic Impact of Hospital Operations	\$323.1 million

Addressing the Community’s Significant Health Needs

When the Fiscal Year 2022 CHNA was conducted, UPMC McKeesport affirmed the following significant health needs:

UPMC | MCKEESPORT

COMMUNITY-WIDE HEALTH NEEDS: 2022-2025

BEHAVIORAL HEALTH	Opioid Addiction and Substance Abuse Access to Behavioral Health Services
ACCESS TO CARE AND NAVIGATING RESOURCES	Care Coordination
PREVENTION AND COMMUNITY-WIDE HEALTHY LIVING	Community Prevention and Wellness Initiatives

Behavioral Health

Opioid Addiction and Substance Abuse, Access to Behavioral Health Services

UPMC McKeesport is dedicated to making a true impact on the community and patients it serves. To help fight the opioid epidemic and to meet the growing need for behavioral health services in the community, UPMC McKeesport is expanding the breadth of services for patients who are struggling with substance abuse and complex behavioral health needs.

GOAL:

Improve access to addiction and substance abuse programs for patients in need

Improve access to behavioral health services for those in need and increase understanding of disease

STRATEGIES:

Provide comprehensive care to patients through integrated behavioral health, medical, and rehabilitation services

Generate greater access to and awareness of behavioral health services in the community

ACTIONS:

- ✓ Offer joint detoxification and rehabilitation services for patients with substance use disorders, within one inpatient unit
- ✓ Leverage harm reduction strategies to combat the opioid epidemic, such as providing patients with naloxone kits upon discharge
- ✓ Strengthen the partnership with UPMC Western Behavioral Health at Mon Yough to provide a seamless transition between inpatient and outpatient services
- ✓ Offer an educational series around the grieving process and how to cope with behavioral health issues
- ✓ Have referrals available to case management for all patients admitted

TARGET POPULATIONS:

- General community

PROGRAMS:

- Addiction Medicine Service: Inpatient medical detox and rehab unit
- Bridge to Hope
- Naloxone at discharge
- Transitional Recovery Unit (TRU)

PROGRESS:

MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2022-2025)



1,434 Patients Served through the Inpatient Medical Detox and Rehab Unit
(June 2022 – December 2023)



100% Of Patients Discharged with Follow-Up Outpatient Behavioral Health Appointments
(June 2022 – December 2023)

PROGRESS HIGHLIGHTS:**Offering Patients Addiction Treatment and Support throughout Their Recovery**

UPMC McKeesport continues to support patients through treatment and recovery. The hospital's addiction medicine experts offer a safe place for people who need chemical dependence treatment and medical stabilization, specialize in areas of medical care, nursing, social work, and counseling, and offer tools and knowledge to help patients on their journey to wellness. Over the past three years, UPMC McKeesport's efforts to address opioid and substance use include:

- **Addiction Medicine Service:** With the only short-term, medical managed rehabilitation unit in the county, UPMC McKeesport offers treatment that safely tackles all components of addiction, including comprehensive medical care, behavioral health services, and rehabilitation services. Patients come from Allegheny, Washington, and Westmoreland counties.
 - > Between June 2022 and December 2023, 1,434 patients were served by the inpatient medical detox and rehab unit.
- **Providing patients with naloxone at discharge:** UPMC McKeesport continues to leverage harm reduction strategies, including distributing naloxone to 100 percent of patients at the point of discharge. Before discharge, patients are educated about using naloxone as an emergency response to opioid overdose.
- **Relaunched the Bridge to Hope program:** UPMC McKeesport hosts Bridge to Hope, a support group that aims to provide support for families affected by substance abuse.
 - > Approximately 12 individuals participate in the biweekly support group.

Providing Local Access to Patient-Focused Behavioral Health Care

UPMC McKeesport is committed to expanding access to behavioral health services to meet the complex needs of patients and their families. Hospital efforts over the last three years include:

- **Transitional Recovery Unit (TRU):** Opened in July 2016, TRU specializes in the treatment of refractory psychiatric illness and enables patients to reconnect with the local community. TRU continues to support patients as they learn coping skills, basic living skills, and how to integrate back into the community.
 - > Strengthened TRU's partnership with UPMC Western Behavioral Health at Mon Yough: All patients discharged from TRU are automatically referred to Mon Yough for outpatient follow-up.
 - > Continued to work closely with local partners in the community to create opportunities for patients to interact in the community while they heal. The group makes weekly visits to local community locations to aid in their individual journeys.
 - > Between July 2022 and December 2023, TRU had 52 total admissions.
- **Inpatient behavioral health services:** UPMC McKeesport provides the community with inpatient behavioral health services for adult and geriatric patients. This 32-bed unit, modeled after and managed by UPMC Western Psychiatric Hospital, provides individual, group, and family treatment options along with psychopharmacological interventions.
 - > During this CHNA cycle, a continuum of care was formalized between the behavioral health inpatient unit at McKeesport and the ambulatory services provided through Mon Yough Community Services, Inc. This relationship between the two facilities has greatly enhanced continuity of care for the patients served at both sites.

Meeting Increased Demand for Behavioral Health Care Coordination

Since 2016, UPMC McKeesport's Emergency Evaluator Clinician has been embedded in the hospital's Emergency Department and helped to assist behavioral health patients with placement and treatment. Demand for care coordination assistance has increased over the past several years — between July 2023 and December 2023, the Emergency Evaluator Clinician cared for more than 1,600 patients.

COMMUNITY PARTNERS:

Community outreach groups, Mon Yough Community Services, UPMC East, UPMC McKeesport Emergency Department, UPMC Western Behavioral Health at Mon Yough, UPMC Western Psychiatric Hospital

Access to Care and Navigating Resources

Care Coordination

UPMC McKeesport is applying a patient-centered approach to enhance care coordination in inpatient settings, as well as post-acute settings and home environments.


GOAL:	STRATEGIES:
Reduce complexities associated with navigating the health care system by optimizing transitions of care	Improve transitions between acute care settings, post-acute settings, and the home to provide a unified patient experience
ACTIONS:	TARGET POPULATIONS:
<ul style="list-style-type: none">✓ Identify best practices for providing care coordination, with targeted efforts to reduce length of stay✓ Establish dedicated teams and resources to assist patients and their families with care coordination post-discharge	<ul style="list-style-type: none">• General community• Adolescents• Seniors

PROGRAMS:

- Interdisciplinary groups to determine best process
- Outreach to local care facilities and organizations

PROGRESS:

MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2022-2025)



71% Of High-Risk Patients Scheduled with Follow-Up Primary Care Appointments Post Discharge

(June 2022 – December 2023)

PROGRESS HIGHLIGHTS:**Established an Interdisciplinary Discharge Team to Help Coordinate Care for Patients and Their Families**

UPMC McKeesport's Clinical Care Coordination and Discharge Planning Department works daily to assist with patient discharge. Many patients encounter discharge barriers due to complicated medical issues, low socioeconomic status, substance use disorders, and homelessness. To help address these barriers, the hospital's skilled discharge planners' work includes:

- Communicating with the internal teams, including physicians, nurses, physical therapists, and occupational therapists, to help ensure the discharge plan is safe and offers the appropriate level of care.
- Partnering with skilled nursing facilities, home care agencies, hospice agencies, dialysis facilities, and durable medical equipment companies to assist with transitioning patients to the most appropriate level of care.
- Scheduling appointments for all patients returning home, which helps reduce seven-day readmissions, especially for high-risk patients.
- Targeting efforts to reduce length of stay, the discharge planning team meets with all department leaders on a twice daily basis. They discuss potential patients being discharged and what is needed to help ensure their timely discharge from the hospital. This coordination has resulted in a 0.54 day length of stay decrease.

Expanding Access to Local Care by Increasing Services in the South Hills

Opened in 2020, the UPMC Outpatient Center in West Mifflin provides residents of Pittsburgh's South Hills with convenient access to medical and surgical care. In 2023, this state-of-the-art facility added rheumatology, endocrinology, general surgery, thoracic surgery, cardiology, pulmonology, and Magee-Women's Specialty Services. More than 120,000 patients were seen at the outpatient facility in West Mifflin in 2023.

COMMUNITY PARTNERS:

9th Street Clinic, Absolute Care, Allegheny Link, Community EMS, Community Life, Department of Aging, Food Bank, IDFS Complex Care team, Senior Lifestyle Connections, UPMC Health Plan, UPMC McKeesport Medical Staff, UPMC Senior Services, UPMC Western Behavioral Health at Mon Yough

Prevention and Community-Wide Healthy Living

Community Prevention and Wellness Initiatives

UPMC McKeesport is committed to improving the health and wellness of the local community by creating an environment where healthy lifestyles are accessible and promoting health and wellness in the community.

GOAL:	STRATEGIES:
Promote healthy living in the community and the hospital setting	Create an environment in which healthy food options are available for patients and their families
	Promote health and wellness in the community
	Explore opportunities to further address health disparities

ACTIONS:	TARGET POPULATIONS:
✓ Explore opportunities to establish and grow an edible garden on the hospital campus	• General community
✓ Provide health and wellness education to the community	• Medically underserved populations
✓ Offer preventive screenings and vaccinations	
✓ Explore opportunities to collaborate with system-wide resources to address health disparities for the McKeesport community, targeting disparities linked to access to primary care	

PROGRAMS:

- Food Pharmacy program
- Food as Medicine program
- Alive & Well programs
- Screenings
- Community vaccination programs
- Collaboration with UPMC Health Disparities committee

PROGRESS:

MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2022-2025)



1,000+ Attendees at UPMC McKeesport Community Day (June 2023)



\$125,000 Grant Received from Centers for Disease Control and Prevention to Address Social Determinants of Health in McKeesport (September 2023 - September 2024)

PROGRESS HIGHLIGHTS:**Creating an Environment with Access to Healthy Foods**

While initial efforts to establish a mobile market or an edible garden on the hospital's campus were met with challenges, UPMC McKeesport pivoted and successfully established a new partnership with local nonprofit 412 Food Rescue. Through this collaboration, more than 3,350 lbs. of food were donated, and 2,798 meals were served to patients and community members between January and March 2024.

Promoting Health and Wellness in the Community

UPMC McKeesport is working to improve community well-being through education, screenings, vaccinations, and increased access to primary care. Over the last three years, hospital efforts include:

- **Offering health education, screenings, and vaccinations to the community:** UPMC McKeesport continues to serve as an educational resource by hosting both in-person and virtual seminars and events, including Alive & Well sessions and an annual Ladies Day Out event. In addition, UPMC McKeesport participates in community events, such as the Senator Jim Brewster Senior Health Fair.
 - > **Health Education:** Between July 2022 and December 2023, UPMC McKeesport provided health and wellness education to more than 360 people. One of the hospital's largest health education efforts is the annual Ladies Day Out event, which helps educate attendees about various women's health topics.
 - > **Screenings:** UPMC McKeesport continues to offer a range of health screenings, such as cholesterol, glucose, blood pressure, and hernia screenings, as well as stroke risk assessments, at community events. More than 150 screenings were administered from July 2022 to December 2023.
 - > **Vaccinations:** To help keep seniors protected, UPMC McKeesport provided COVID boosters and flu shots to seniors through its community vaccination program — more than 60 vaccines were administered between July 2022 and December 2023.
- **Hosting UPMC McKeesport Community Day:** The hospital continues to host its annual UPMC McKeesport Community Day each June. This event allows UPMC McKeesport to connect with the community while promoting health awareness and healthier lifestyles through free health screenings, health education, and access to local resources.
 - > In June 2023, the hospital successfully hosted the third annual UPMC McKeesport Community Day, which served more than 1,000 members of the McKeesport community.
 - > In June 2024, UPMC McKeesport relocated the event to Downtown McKeesport to allow for greater convenience for the community. Twenty different community groups and specialty service lines attended the event in an effort to enhance community outreach and awareness. In addition, the hospital launched McKeesport Community Day for health and wellness awareness at McKeesport High School in 2023.
- **Enhancing access to primary care:** Over the last three years, UPMC McKeesport continued to invest in Latterman Family Health Center upgrades to enhance primary care services. UPMC McKeesport, in conjunction with the UPMC system, is conducting a full review of primary care physician schedules to help ensure that optimal patient access and patient scheduling is able to occur.

A Partnership to Support McKeesport's Teens

In October 2023, the Boys & Girls Clubs of Western Pennsylvania opened The Club Teen Center in McKeesport. The new site was established in partnership with UPMC McKeesport and UPMC Health Plan and is a direct response to the challenges many youths are experiencing that can impact their mental health and ability to thrive.

Four times larger than the previous location, this new center can serve up to 45 teens daily. Teens have the opportunity to participate in workforce development, college and career preparation, job training, academic support, financial literacy, mentoring, health and fitness, and mental health counseling.

In 2024, UPMC McKeesport launched an apprenticeship program with the Boys and Girls Club, which aims to expose young adults to Radiology and Dietary Services. During the 12-week program, participants work directly within the hospital to gain valuable experience.

Working Together to Address Social Determinants of Health

In October 2023, the City of McKeesport earned a \$125,000 award from the Centers for Disease Control and Prevention's "Closing the Gap with Social Determinants of Health Accelerator Plans" to address chronic disease and social determinants of health. UPMC McKeesport was proud to partner with the City of McKeesport, as well as community organizations, to develop a collective community plan to address community-clinical connections and food and nutrition security. This funding allowed local leaders to develop a comprehensive plan to align existing programs, expand programs, and engage new partners — while engaging directly with community members to make the largest impact.

- **Food and Nutrition Security:** 27 food pantries and food distribution sites were identified as community partners. As part of the community's work to address food and nutrition security, UPMC McKeesport is contributing to efforts to build an innovative "Food as Medicine" program and is collaborating with local food producers to create a food pharmacy at the hospital.

COMMUNITY PARTNERS:

412 Food Rescue, Bethlehem Baptist Church, Beulah Park United Methodist Church, Boys & Girls Clubs of Western Pennsylvania, City of McKeesport, Latterman Family Health Clinic, Lions Diabetes Foundation, McKeesport Area High School, McKeesport Hospital Foundation, Mon Yough Chamber of Commerce, Pittsburgh Foundation, primary care physicians, UPMC Health Plan, UPMC McKeesport Medical Executive Committee, Zion Baptist Church

UPMC McKeesport Is Addressing High Priority Health Issues:

Adoption of the Implementation Plan

On February 14, 2025, the UPMC McKeesport Board of Directors adopted an implementation plan to address the significant health needs identified:

- Chronic Disease Management
- Access to Care and Navigating Resources



UPMC McKeesport Is Leveraging UPMC and Community Resources

By providing a comprehensive suite of programs, UPMC McKeesport plays an important role in addressing the community health needs that were identified in the recent Community Health Needs Assessment. The hospital will support the priority areas with internal resources, through grants, and by strengthening collaborations with numerous community partners.

Chronic Disease Management

Goal: Increase awareness, prevention, and management of chronic disease in the community

Planned Actions:

1. Promote chronic disease awareness, prevention, and management through education and outreach, with concentrated efforts on diabetes
2. Collaborate with community partners to provide access to resources for diabetes management

Target Populations:

General community, seniors, adults, low-income and medically underserved populations, individuals with increased diabetes risk

Planned Collaborations:

American Diabetes Association, Lions Diabetes Emergency Relief Fund, UPMC Diabetes Center - UPMC McKeesport
Lions Diabetes Center

Access to Care and Navigating Resources

Goal: Improve access to care and services to help achieve positive health outcomes in the community

Planned Actions:

1. Improve local access to primary and specialty care providers, which decreases the need to travel outside of the community for care

Target Populations:

General community, individuals with increased risk of cardiology and endocrinology issues

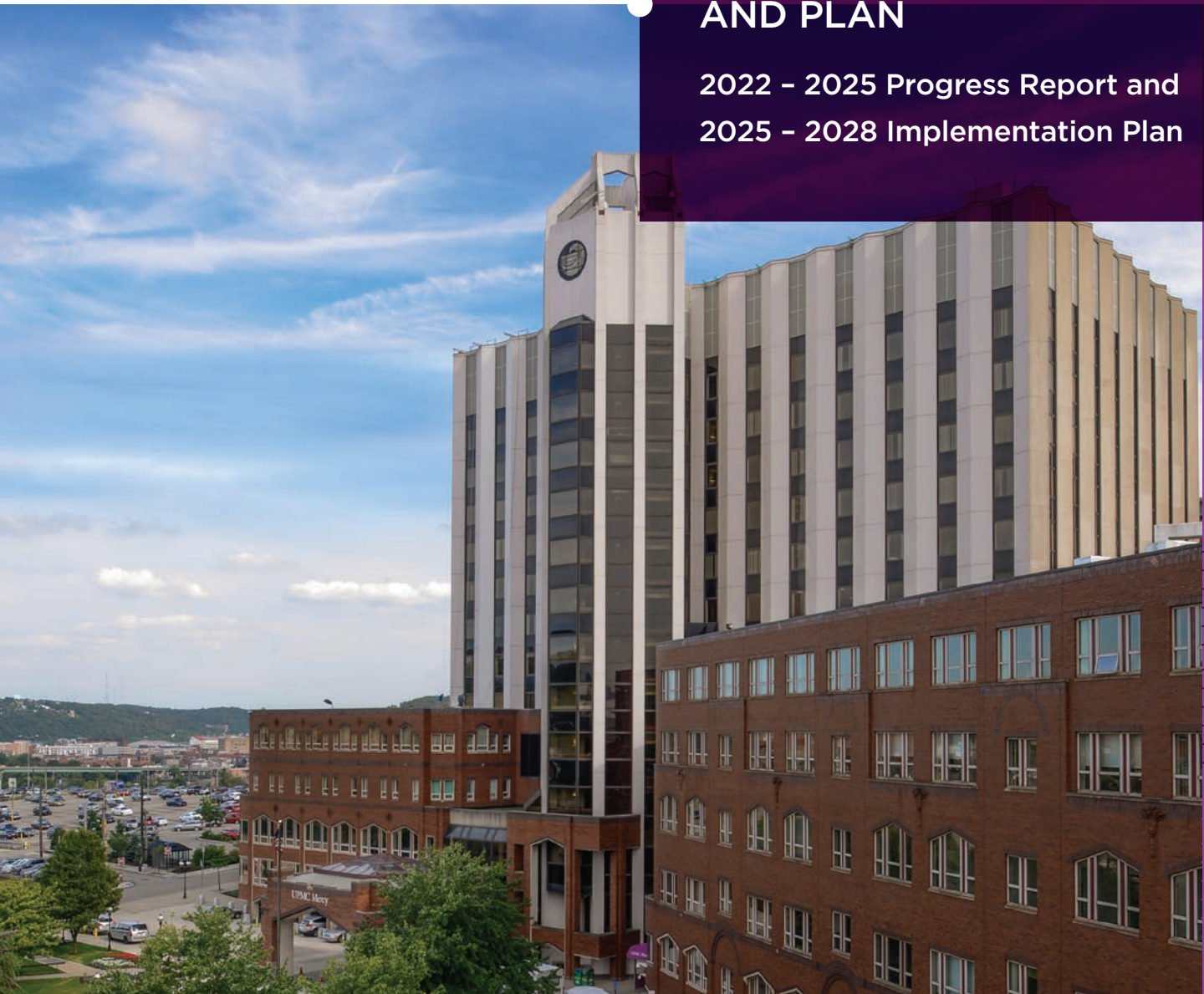
Planned Collaborations:

UPMC Graduate Medical Education



COMMUNITY HEALTH IMPROVEMENT PROGRESS AND PLAN


2022 - 2025 Progress Report and
2025 - 2028 Implementation Plan



UPMC | MERCY

Caring for the Community

UPMC Mercy is a nonprofit, acute-care teaching hospital situated in Uptown, an inner-city Pittsburgh neighborhood, and the Pittsburgh region's only designated Level 1 Trauma Center and Comprehensive Burn Center. The hospital delivers a full range of state-of-the-art medical services — including highly specialized medical and surgical treatment — and is certified as a thrombectomy-capable stroke center by the Joint Commission and the American Heart Association/American Stroke Association. UPMC Mercy is the flagship location of the nationally recognized UPMC Rehabilitation Institute. In 2023, the new UPMC Mercy Pavilion opened on the hospital's campus as headquarters of the UPMC Vision Institute, with expanded services for the UPMC Rehabilitation Institute. Founded in 1847 by the Sisters of Mercy, the hospital merged with UPMC in 2008 and remains southwestern Pennsylvania's only Catholic hospital. UPMC Mercy serves residents of the city of Pittsburgh's Uptown, Hill District, and South Side neighborhoods, as well as residents of Pittsburgh's South Hills suburban communities.

	VITAL STATISTICS Calendar Year 2023		JOBS AND STRENGTHENING THE LOCAL ECONOMY	
	Licensed Beds	435	Employees	2,537
	Hospital Patients	16,664	Community Benefits Contributions	\$74 million
	Emergency Dept. Visits	50,485	Free and Reduced Cost Care	\$46.2 million
	Total Surgeries	15,420	Total Economic Impact of Hospital Operations	\$989.8 million

Addressing the Community's Significant Health Needs

When the Fiscal Year 2022 CHNA was conducted, UPMC Mercy affirmed the following significant health needs:

UPMC MERCY	
COMMUNITY-WIDE HEALTH NEEDS: 2022-2025	
CHRONIC DISEASE MANAGEMENT	Heart Disease and Stroke Diabetes
BEHAVIORAL HEALTH	Opioid Addiction and Substance Abuse Access to Behavioral Health Services
ACCESS TO CARE AND NAVIGATING RESOURCES	Primary Care
PREVENTION AND COMMUNITY-WIDE HEALTHY LIVING	Health-Related Social Needs

Chronic Disease Management

Heart Disease and Stroke, Diabetes

UPMC Mercy continues to address heart disease and stroke, as well as diabetes, through a variety of initiatives, including education, support services, and exploring new and innovative approaches to enhance care.

GOAL:

Improve awareness of stroke prevention and early recognition of stroke signs and symptoms

Improve awareness of diabetes prevention and management

STRATEGIES:

Improve stroke awareness, prevention, and management

Positively impact the health of adult diabetic patients through education and support

ACTIONS:

- ✓ Provide education to patients and their families on the signs and symptoms of stroke
- ✓ Provide education to the community to increase awareness of healthy lifestyle choices that lower the risk of stroke, recognize signs and symptoms, and what to do if stroke occurs
- ✓ Earlier activation of EMS after development of stroke signs and symptoms
- ✓ Offer support services to patients and their families (e.g., stroke support groups, post-discharge follow-up)
- ✓ Explore new approaches to enhance stroke care
- ✓ Provide education on the signs and symptoms of diabetes, and offer support services, targeting patients and their families
- ✓ Explore new approaches to enhance care in collaboration with the UPMC Vision Institute

TARGET POPULATIONS:

- General community

PROGRAMS:

- Patient education
- Community outreach
- Post-discharge follow-up phone calls
- Stroke support group
- Pre-diabetes education
- Research in collaboration with UPMC Vision Institute

PROGRESS:

MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2022-2025)



200+ Patients and Community Members Received Stroke and Heart Disease Education (July 2022 – December 2023)



766 Patients and Community Members Received Diabetes Education (July 2022 – December 2023)

PROGRESS HIGHLIGHTS:**Providing Comprehensive Stroke Education, Care, and Follow-Up**

A recognized leader in stroke care, UPMC Mercy continues to improve stroke awareness, prevention, and management. Efforts include:

- **Providing education to patients and their families on the signs and symptoms of stroke:** The hospital's interdisciplinary team, which is made up of providers, bedside nurses, nurse leaders, discharge plan managers, and stroke program staff, offers education and resources to patients and their families about signs and symptoms of stroke before discharge and on follow-up phone calls.
- **Providing education to the community to increase awareness of healthy lifestyle choices that lower the risk of stroke, recognize signs and symptoms, and what to do if stroke occurs:** UPMC Mercy staff participate at community events, such as Baldwin Community Days in August 2023, to perform blood pressure screenings and educate community members about stroke signs/symptoms and stroke emergency response.
- **Encouraging earlier activation of EMS after development of stroke signs and symptoms:** Hospital staff used discharge follow-up phone calls to encourage stroke survivors to call 9-1-1 if they experience new stroke symptoms rather than go to the hospital by private vehicle.
- **Offering support services to patients and their families:** The UPMC Mercy Stroke Clinic hosts support groups for current and prior stroke patients. Stroke patients are also provided follow-up check-ins by discharge plan managers and stroke program staff when applicable.

Offering Education and Support Services for Patients with Diabetes and Their Caregivers

UPMC Mercy continues to educate professional and non-professional caregivers about diabetes management. Efforts include:

- **Providing education about self-care behaviors and offering support services:** Over the last three years, UPMC Mercy staff provided a seamless process for scheduling appointments with a diabetes educator. They continued to discuss lab values, assess patients' needs and ability to manage their meals and medication, use technology to improve management, and help patients connect to apps/software to collect health data for improved decision making for better outcomes.
- **Enhancing care in collaboration with the UPMC Vision Institute:** Since the opening of the UPMC Vision Institute in April 2023, UPMC Mercy has leveraged this expert resource to help care for patients with diabetes. For example, patients receive assistance with making their annual appointment for Dilated Retinal Exam (DRE), patients with diabetes receive education about common eye issues, and the patients in poor control of their diabetes are referred for outpatient education and support. Through outpatient services, patients receive a diabetes plan to help improve disease management and are reconnected to primary care, endocrinology, and other disciplines necessary to help produce the best outcome.
 - > In 2023, the hospital completed a research study to evaluate an app that helps people with Type 2 diabetes (T2DM) adjust their insulin doses. 180 participants were enrolled in the pilot.

COMMUNITY PARTNERS:

American Diabetes Association (ADA), American Heart Association (AHA), American Stroke Association, Association of Diabetes Care and Education Specialists, EMS providers, endocrinologists, Health Promotion Council (HPC), Juvenile Diabetes Research Foundation (JDRF), local parishes, local schools, ophthalmologists, Pennsylvania/Delaware/West Virginia Coordination Body of the Association of Diabetes Care & Education Specialists (ADCES), Pittsburgh Regional Initiative for Diabetes Education (PRIDE), primary care practices, University of Pittsburgh Diabetes Institute, UPMC Childrens Hospital of Pittsburgh, UPMC Community Pharmacies, UPMC Health Plan, UPMC Mercy Pavilion, UPMC Rehabilitation Institute, UPMC Stroke Institute, UPMC Vision Institute, UPMC Wound Centers, Western Pennsylvania Local Networking Group of the Association of Diabetes Care & Education Specialists (ADCES)

Behavioral Health

Opioid Addiction and Substance Abuse, Access to Behavioral Health Services

UPMC Mercy continues to address the community's needs relating to behavioral health and substance use disorders (SUD) through multiple channels, including educating providers and linking individuals to appropriate levels of care.

GOAL:

Improve awareness of and access to services to support individuals with new or existing substance use disorders

Improve community accessibility and awareness of available programs in place designed to address new and existing behavioral health concerns

STRATEGIES:

Take a comprehensive approach to addressing individuals' substance use disorders by individualizing patient needs on a continuum of care

Encourage adopting best practices when managing the biopsychosocial needs of individuals with substance use disorder

Take a comprehensive approach to addressing behavioral health and create programming to treat patients

Leverage existing programs to streamline accessibility within the organizational macrosystem

ACTIONS:

- ✓ Build new and strengthen existing relationships with community partners to provide continuity of care and additional resources to the populations they serve
- ✓ Continue efforts to link individuals recovering from substance use disorders with a peer when appropriate
- ✓ Bridge patients with medications for opiate use disorder (MOUD) from the emergency department to an inpatient setting to help ensure continuity of care is maintained across the continuum
- ✓ Continue to leverage resources and connect behavioral health and detox patients to appropriate level and timely health care
- ✓ Provide treatment to patients with substance use disorder as a bridge to the Center of Excellence at UPMC Western Psychiatric Hospital, to connect individuals to their preferred treatment method
- ✓ Train employees who care for patients struggling with substance use disorder on best practices and level of care referral standards
- ✓ Distribute naloxone kits to patients and community members who are at a high risk of overdose
- ✓ Provide patients medication from the pharmacy prior to being discharged from the hospital
- ✓ Offer affordable treatments/medications to uninsured individuals
- ✓ Hold and participate in community centered events that focus on patients who are struggling with addiction and substance abuse
- ✓ Establish a walk-in clinic to offer same-day appointments and to provide medical, psychiatric, and substance use assessments, brief interventions, and referrals to ongoing programs
- ✓ Continue to provide medical, behavioral health, and substance abuse evaluations, and refer patients to the appropriate level of care
- ✓ Provide coordination of care related to ongoing needs
- ✓ Provide staff training on Applied Suicide Intervention Skills Training (ASIST)

TARGET POPULATIONS:

- General community
- Low-income and minority populations
- Individuals seeking substance use treatment
- Individuals diagnosed with a behavioral health disorder and their families
- Homeless, unsheltered, and/or residents of Second Avenue Commons

PROGRAMS:

- Inpatient Withdrawal Management program
- Addiction Medicine Nurse Liaison (ADNL)
- Peer Navigators
- Telemedicine Toxicology program
- Evaluation and Referral Center (ERC)
- Emergency Buprenorphine Dose
- American Society of Addiction Medicine (ASAM) trainings
- Naloxone kit distribution
- Meds to Beds program
- Annual provider education events
- Annual recovery walk
- Walk-In Clinic at Second Avenue Commons
- Integrated Medical Care Unit (MCU)
- Applied Suicide Intervention Skills Training (ASIST)

PROGRESS:**MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2022-2025)**

3000⁺ Patient
Encounters with
Addiction Medicine Specialists
(June 2022 – December 2023)



Established a Walk-In Clinic at Second
Avenue Commons to Provide Same-
Day Appointments
(June 2022 – December 2023)

PROGRESS HIGHLIGHTS:**Improving Awareness of and Access to Support for Individuals with Addiction and Substance Use**

Over the last three years, UPMC Mercy continued efforts to address addiction and substance use disorders (SUD) in the community. Accomplishments include:

- **Conducting more than 3,000 patient-encounters with addiction medicine specialists** for inpatient withdrawal-management, telemedicine toxicology visits, medication-assisted treatment, Naloxone kits, education, and social work support.
 - > More than 5,500 patient engagements in the hospital's Telemedicine Toxicology program between July 2022 and December 2023.
 - > Distributed more than 1,200 naloxone kits through the Emergency Department, inpatient medical units, and the withdrawal management program to individuals at risk of overdose.
- **Hosting annual education events for providers:** UPMC Mercy collaborates with UPMC McKeesport to host two networking and educational events for providers of SUD services in southwest Pennsylvania — an Addiction Medicine Lecture Day in the fall and an Addiction Medicine Provider Fair in the spring. These events reached a total of more than 600 participants in 2022 and 2023, and offered presentations on a range of topics, including the SUD continuum of care, harm reduction, and delirium in patients with alcohol use disorder.
- **Achieving widespread adoption of American Society of Addiction Medicine (ASAM) training:** The ASAM assessment is the national standard for ensuring patients with SUD receive referrals to care that is appropriate to their needs. All existing nurses and evaluator clinicians in the psychiatric emergency department at UPMC Mercy are provided an in-depth 16-hour training on completing an ASAM assessment. In 2023, more than 25 employees received this training.
- **Joining the Life Unites Us campaign,** a Pennsylvania-based social media campaign seeking to reduce stigma related to substance use disorders.
- **Supporting an annual local recovery walk:** Staff participates in the walk and the hospital sponsors a table, providing outpatient services information.

Connecting People with Care

During the 2022-2025 CHNA period, UPMC Mercy continued to take a comprehensive approach to addressing behavioral health needs and offering a range of programs to treat and serve patients. Efforts include:

- **Establishing a walk-in clinic** at Second Avenue Commons: In 2023, UPMC Mercy opened a walk-in clinic to offer same-day appointments and to provide medical, psychiatric, and substance use assessment, brief intervention, and referral to on-going treatment. This clinic provided 2,451 treatments to those experiencing homelessness in 2023.
- **Providing medical and behavioral health services** and referrals to the appropriate level of care through the Evaluation and Referral Center (ERC): The ERC, a sub-division of UPMC Mercy's Emergency Department, specializes in the assessment, care planning, and referral of patients who present to the hospital for behavioral health needs, which include psychiatric, substance use, and co-occurring needs.
 - > Between July 2022 and December 2023, the ERC served more than 2,300 patients and referred nearly 1,300 patients to the inpatient detox unit.
- **Coordinating care for ongoing needs:** The hospital's Integrated Medical Care Unit (MCU) continues to provide a multidisciplinary approach to meet not only a patient's medical needs, but also address psychiatric and substance use comorbidities.

COMMUNITY PARTNERS:

2P110 Cares, Inc.; Allegheny Health Choices, Inc.; Bethlehem Haven; Centers of Excellence, including the Internal Medicine Recovery Engagement Program (IM-REP) and Latterman Family Health Center in McKeesport; Community Care Behavioral Health Organization; Mercy Behavioral Health; Operation Safety Net; Pyramid Healthcare; UPMC Western Psychiatric Hospital, including the Ambulatory Detoxification Program, Center for Psychiatric and Chemical Dependency Services (CPCDS), Narcotic Addiction Treatment Program (NATP), and resolve Crisis Center

Access to Care and Navigating Resources

Primary Care

UPMC Mercy is enhancing access to primary care needs in the community by focusing on new patient access within ten days and recruiting primary care physicians and advanced practice providers (APPs).

GOAL:

Increase patient access to primary care and decrease wait times for appointments

STRATEGIES:

Collaborate with residency programs to attract and retain primary care providers

Enhance care coordination by expanding the reach of primary care services

ACTIONS:

- ✓ Increase awareness of employment opportunities by participating in recruitment events and job fairs
- ✓ Recruit primary care providers to better serve the local community
- ✓ Assess opportunities to establish primary care offices in new locations
- ✓ Continue offering telehealth services for primary care

TARGET POPULATIONS:

- General community

PROGRAMS:

- Sponsor and attend recruitment events
- Partnerships with UPMC Family Medicine and Internal Medicine residency programs
- Primary Care office expansion
- UPMC Mercy South Side expansion
- Video visits

PROGRESS:

MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2022-2025)



7 Primary Care Physicians
and Advanced Practice
Providers Recruited
(June 2022 - December 2023)



7,500 Video Visits
Completed
(June 2022 - December 2023)

PROGRESS HIGHLIGHTS:**Focusing on Access and Reducing Patient Wait Times**

Over the last three years, UPMC Mercy has continued to focus on improving patient access to primary care services, specifically aiming for new patient access in less than ten days. Efforts to increase access and reduce patients wait times include:

- **Successfully recruiting seven new primary care physicians and APPs at practices affiliated with UPMC Mercy:** To help meet the primary care needs of the local community, UPMC Mercy continues to partner with UPMC Community Medicine, Inc. (CMI) and UPMC medical residency programs by attending recruitment events.
- **Offering telehealth services for primary care:** The hospital continues to provide primary care video visits, which helps increase access to timely and affordable appointments for those with limited mobility, lack of transportation, or who need psychosocial support. Between July 2022 and December 2023, the hospital conducted more than 7,500 primary care visits.

COMMUNITY PARTNERS:

Bethlehem Haven, Department of Human Services, Operation Safety Net, Pittsburgh Mercy Health Center, UPMC Health Plan, UPMC Medical Education Residency Programs

Prevention and Community-Wide Healthy Living

Health-Related Social Needs

UPMC Mercy is addressing prevention and community-wide healthy living, with specific efforts tackling health-related social needs, such as employment outreach, training, and job preparedness.

GOAL:

Increase awareness of employment opportunities and continue to provide robust training programs to help prepare members of the community for employment

STRATEGIES:

Improve awareness of employment opportunities at UPMC Mercy

Provide robust job readiness and on-the-job training programs to help prepare members of the community for employment

ACTIONS:

- ✓ Sponsor/attend recruitment events
- ✓ Collaborate with local organizations to hire talent from within the community
- ✓ Successfully roll-out various job readiness and job training programs at UPMC Mercy
- ✓ Promote job readiness and training programs throughout the community
- ✓ Strengthen relationships with community partners

TARGET POPULATIONS:

- General community
- Low-income and minority populations
- Children and adolescents

PROGRAMS:

- Sponsor and attend recruitment events
- Partner with community workforce development organizations
- Project SEARCH
- Environmental Services and Patient Care Technician programs through Energy Innovation Center (EIC)
- UPMC Mercy GO program

PROGRESS:

MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2022-2025)



83 Candidates Placed in Full-Time Roles as Environmental Services Associates or Patient Care Technicians
(June 2022 – December 2023)



12 Project SEARCH Trainees Hosted at UPMC Mercy
(June 2022 – May 2024)

PROGRESS HIGHLIGHTS:

Raising Awareness of Local Employment Opportunities

Over the last three years, UPMC Mercy continued to serve the City of Pittsburgh and its residents — engaging with the community and targeting employment outreach. Efforts include:

- **Partnering with the Energy Innovation Center (EIC) in Uptown:** Since July 2020, UPMC Mercy has collaborated with the EIC to participate in an Environmental Services Associates (EVS) or a Patient Care Technician (PCT) program, a four-week, hands-on, intensive training program that focuses on the skills required for the roles, as well as life skills that contribute to a well-rounded employee. Candidates are hired as temporary employees; however, all who successfully complete the training are offered permanent, full-time roles with UPMC.
 - > Between July 2022 and December 2023, UPMC Mercy placed 83 candidates into full-time roles.
- **Sponsoring and attending recruitment events:** UPMC Mercy's Talent Acquisition team continues to attract new employees by attending career fairs and visiting schools and colleges.
 - > Between July 2022 and December 2023, the hospital reached more than 1,000 recruitment event attendees.
- **Partnering with Centre Avenue YMCA and Centre Avenue Housing Development:** In 2022, UPMC Mercy piloted a job support program to hire individuals who are looking to get back into the workforce.

Providing Job Readiness Training for Individuals with Disabilities

Through a partnership with Goodwill, UPMC Mercy continues to host Project SEARCH, a one-year, high school transitional program designed to combine education and work experience to help prepare students with disabilities for competitive employment. The first graduating class was hosted at the UPMC Mercy South Side Outpatient Center in 2009. Since that time, UPMC Mercy has hired and retained nearly 20 former Project SEARCH trainees who can be found in the hospital's Emergency Department, Environmental Services, Food Services, and Transport Services.

Addressing Non-Medical Needs

In 2023, UPMC Mercy distributed hundreds of backpacks filled with hygiene products, nonperishable food, and clothing items to homeless and socioeconomically disadvantaged patients.

COMMUNITY PARTNERS:

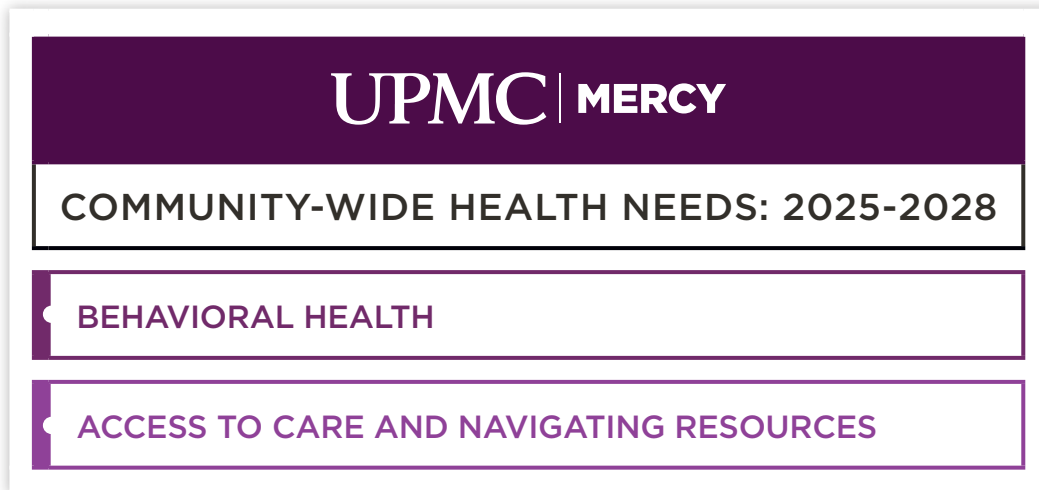
Allegheny County Department of Human Services, Allegheny County Office of Developmental Supports, Energy Innovation Center, Goodwill of Southwestern Pennsylvania, Partner4Work, Pathways to Work, Pennsylvania Office of Vocational Rehabilitation, Project SEARCH, UPMC Center for Engagement and Inclusion, UPMC Human Resources, UPMC Presbyterian Shadyside, UPMC Talent Acquisition

UPMC Mercy Is Addressing High Priority Health Issues:

Adoption of the Implementation Plan

On March 11, 2025, the UPMC Mercy Board of Directors adopted an implementation plan to address the significant health needs identified:

- Behavioral Health
- Access to Care and Navigating Resources



UPMC Mercy Is Leveraging UPMC and Community Resources

By providing a comprehensive suite of programs, UPMC Mercy plays an important role in addressing the community health needs that were identified in the recent Community Health Needs Assessment. The hospital will support the priority areas with internal resources, through grants, and by strengthening collaborations with numerous community partners.

Behavioral Health

Goal: Improve access to behavioral health services for patients with substance use or mental health disorders

Planned Actions:

1. Provide emergency department interventions and care coordination for behavioral health patients
2. Increase community member and provider awareness of services and resources available for substance use disorders, with concentrated efforts on Xylazine dependence

Target Populations:

General community, individuals with substance use or mental health disorders

Planned Collaborations:

Allegheny Health Choices, Inc.; Centers of Excellence, including the Internal Medicine Recovery Engagement Program (IM-REP), and Latterman Family Health Center in McKeesport; Community Care Behavioral Health Organization; Pathway to Care and Recovery; Pyramid Healthcare; Second Avenue Commons; UPMC Mercy Behavioral Health Department; UPMC Western Psychiatric Hospital, including the Ambulatory Detoxification Program, Center for Psychiatric and Chemical Dependency Services (CPCDS), Narcotic Addiction Treatment Program (NATP), and resolve Crisis Center

Access to Care and Navigating Resources

Goal: Improve access to care and services to help achieve positive health outcomes in the community

Planned Actions:

1. Collaborate with residency programs to attract and retain providers
2. Enhance care coordination by expanding the reach of primary care services

Target Populations:

General community

Planned Collaborations:

Department of Human Services, Operation Safety Net, Pittsburgh Mercy Family Health Center, UPMC Health Plan, UPMC Medical Education Residency Programs



COMMUNITY HEALTH IMPROVEMENT PROGRESS AND PLAN


2022 - 2025 Progress Report and
2025 - 2028 Implementation Plan



UPMC | **PASSAVANT**

Caring for the Community

A regional hub for advanced technology and specialty care, UPMC Passavant is a nonprofit, tertiary-care teaching hospital with two campuses serving communities and counties north of Pittsburgh. Its state-of-the-art facilities offer residents a full range of medical services close to home, including the UPMC Heart and Vascular Institute, UPMC Hillman Cancer Center, and UPMC Magee-Womens Specialty Services, as well as specialty programs in orthopaedic care and multidisciplinary spine care. UPMC Passavant-McCandless is a Joint Commission-designated Primary Stroke Center and a Magnet®-designated hospital — the highest international recognition for nursing excellence and leadership. Built in 1964, UPMC Passavant-McCandless is located 10 miles from the city of Pittsburgh. UPMC Passavant-Cranberry is located 20 miles north of the city in southern Butler County.

	VITAL STATISTICS Calendar Year 2023		JOBS AND STRENGTHENING THE LOCAL ECONOMY	
	Licensed Beds	423	Employees	2,034
	Hospital Patients	18,491	Community Benefits Contributions	\$34.4 million
	Emergency Dept. Visits	57,418	Free and Reduced Cost Care	\$23.4 million
	Total Surgeries	17,101	Total Economic Impact of Hospital Operations	\$888.1 million

Addressing the Community’s Significant Health Needs

When the Fiscal Year 2022 CHNA was conducted, UPMC Passavant affirmed the following significant health needs:

UPMC | PASSAVANT

COMMUNITY-WIDE HEALTH NEEDS: 2022-2025

BEHAVIORAL HEALTH	Opioid Addiction and Substance Abuse
ACCESS TO CARE AND NAVIGATING RESOURCES	Primary Care Specialty Care
PREVENTION AND COMMUNITY-WIDE HEALTHY LIVING	Community Prevention and Wellness Initiatives

Behavioral Health

Opioid Addiction and Substance Abuse

UPMC Passavant is dedicated to expanding its efforts to support behavioral health needs in the community, with a focus on addiction and substance abuse.

GOAL:	STRATEGIES:
Improve support and increase resources for those in the community struggling with opioid addiction and substance use disorder	Enhance access to behavioral health and opioid abuse resources for patients and families
ACTIONS:	TARGET POPULATIONS:
<ul style="list-style-type: none">✓ Provide free education and support programs to patients, families, and friends affected by addiction✓ Provide emergency department interventions and care coordination for behavioral health patients✓ Expand opioid abuse prevention and support efforts	<ul style="list-style-type: none">• General community• Low-income, underserved populations

PROGRAMS:

- Bridge to Hope program
- Free Narcan supply in the Emergency Department
- Consult & Liaison Services
- PsychCare+

MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2022-2025)



792 Total Attendees of Bridge to Hope Meetings
(June 2022 - December 2023)



96 Narcan kits distributed from the Emergency Department
(June 2022 - December 2023)



312 PsychCare+ Referrals
(June 2022 - December 2023)

PROGRESS HIGHLIGHTS:**Helping Patients Navigate Behavioral Health Services**

Over the last three years, UPMC Passavant enhanced emergency department interventions and care coordination for behavioral health patients. Efforts include:

- **Created a Discharge Planning Associate Role:** In 2022, the UPMC Passavant-Cranberry Emergency Department saw 309 behavioral health patients. After identifying a clear need for more support for these patients, UPMC Passavant hired a dedicated Discharge Planning Associate in April 2023. When a patient presents to the Cranberry Emergency Department, the Discharge Planning Associate may assist with:
 - > Creating a discharge plan for the patient and connecting them to inpatient treatment or outpatient services
 - > Providing empathy and support to the patient and/or their family
 - > Setting up medication management appointments through the patient's Primary Care Physician (PCP)
 - > Helping to establish a patient with a PCP prior to discharge if the patient does not have one
 - > Connecting the patient to county funding for mental health or drug and alcohol services if the patient does not have health insurance
- **Offering free Narcan to the community:** UPMC Passavant's Emergency Department continues to provide free Narcan for those in need of a take home supply.
 - > Between June 2022 and December 2023, 96 Narcan kits were dispensed from UPMC Passavant's McCandless and Cranberry Emergency Departments.
- **Leveraging UPMC resources to access behavioral health support:** UPMC Passavant staff use Consult and Liaison Services, as well as PsychCare+, to help triage and manage patient referrals for behavioral health care.
 - > UPMC's Consult and Liaison Services extend psychiatric care into the hospital setting — when requested by the treating physician, a liaison assists physicians, nurses, and other professionals in their work with patients with psychiatric or behavioral problems. From June 2022 to December 2023, 984 consults were ordered for patients at UPMC Passavant.
 - > PsychCare+ is a service of UPMC Western Psychiatric Hospital for mental health professionals. It helps doctors, hospital staff, and community providers access the appropriate resources for a patient, such as inpatient admission, outpatient referral for treatment, or mental health crisis services. Between June 2022 and December 2023, UPMC Passavant made 312 PsychCare+ referrals for patients.

Supporting Families and Friends Affected by Addiction

UPMC Passavant continues to offer Bridge to Hope, a free education and support program for families and friends whose loved ones are affected by substance use disorders. The support group is generally oriented toward wellness by providing members with information, coping, and problem-solving skills, and has reached a total of 792 participants. Accomplishments since 2022 include:

- **Hosting an annual Holiday Gathering:** In 2022, the event hosted regional guest speakers from UPMC McKeesport, Oasis Recovery Center, Coalition for Leadership, Education and Advocacy for Recovery (CLEAR), and Lost Dreams Awakening (LDA), a recovery center in New Kensington. In 2023, the event hosted author, motivational speaker, and educator, Joey Pagano, MSW, LSW, CRS, who shared insights from his work in social work, education, and recovery advocacy.
- **Recruiting a new facilitator:** In 2023, Bridge to Hope hired a new group facilitator who implemented a guest speaker series once per quarter — increasing members' access to expertise and resources.

COMMUNITY PARTNERS:

Butler County Drug & Alcohol Programs, Butler County Single County Authority, Center of Excellence for Opioid Use, local Emergency Medical Services (EMS), Passavant Hospital Foundation, Outpatient Drug & Alcohol programs, resolve Crisis Services, UPMC Addiction Medicine Services, UPMC Western Psychiatric Hospital

Access to Care and Navigating Resources
Primary Care, Specialty Care

UPMC Passavant continued to assess opportunities to bring services to the local community through recruitment and strategic partnerships.

GOAL: Increase access to primary care services Increase access to specialty care services	STRATEGIES: Enhance availability of primary care services in areas where there is currently no UPMC presence Enhance availability of specialty care services, targeting areas where there is currently no UPMC presence
ACTIONS: ✓ Recruit additional primary care providers ✓ Recruit new specialty care providers ✓ Continue to partner with UPMC Children’s Hospital of Pittsburgh for pediatric patients seen in UPMC Passavant’s Emergency Departments	TARGET POPULATIONS: • General community • Children and adolescents

PROGRAMS:

- Provider recruitment
- Additional primary care locations
- UPMC Heart and Vascular Institute (HVI)
- Orthopedic Surgery – Center of Excellence
- Gastroenterology (GI)
- Pediatric Telehealth program in partnership with UPMC Children’s Hospital of Pittsburgh

PROGRAMS:

MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2022-2025)



19 Primary Care Providers Recruited
(June 2022 – December 2023)



51 Specialty Care Providers Recruited
(June 2022 – December 2023)



6,000 Visits to the Walk-In Center at Steel City Internal Medicine
(October 2022 – December 2023)

PROGRESS HIGHLIGHTS:**Successfully Recruiting Providers**

Since June 2022, UPMC Passavant has worked to recruit both primary care and specialty care providers to the community — increasing local access to convenient, comprehensive care.

- **Primary Care Providers:** Between June 2022 and December 2023, UPMC Passavant hired 19 new primary care providers, including internal medicine and family medicine providers.
- **Specialty Providers:** From June 2022 to December 2023, UPMC Passavant added 51 specialists — representing cardiology, thoracic and vascular surgery, orthopedic surgery, and gastroenterology.

Offering Convenient Access with Same-Day Care

Established in October 2022, the Walk-In Center at Steel City Internal Medicine is a mid-level, provider-driven clinic located at UPMC Passavant's McCandless campus. The Walk-In Center provides early morning, evening, and Saturday appointments — patients are seen on a first-come, first-served basis. Patients ages 18 and older can visit the Walk-In Center for acute minor illnesses and injuries as well as sports, work, and school physicals. The Walk-In Center provides a level of care outside of what is traditionally included in an urgent care visit by having the capability to order more advanced and comprehensive laboratory testing and imaging, as well as offering medication management and chronic condition management.

- Since its inception in October 2022, the Walk-In Center has provided acute care services to 3,500 unique patients, totaling approximately 6,000 visits.

Performing Specialized Gastroenterology Procedures

In July 2023, UPMC Passavant's Gastroenterology (GI) Lab became the only one in the area to perform specialized GI procedures — Peroral Endoscopic Myotomy (POEM) to treat achalasia and G-Poem to treat gastroparesis. In addition, the GI Lab offers endoscopic submucosal dissection and endoscopic submucosal resection. UPMC Passavant's GI Lab has seen steady growth since July 2023, and is now the busiest GI Lab in the UPMC system.

Partnering with UPMC Children's Hospital of Pittsburgh

Through continued collaboration with UPMC Children's Hospital of Pittsburgh, UPMC Passavant's two advanced, 24/7 emergency departments provide a high level of pediatric emergency care through telemedicine and specialty follow-up care. Over the last three years, UPMC Passavant continued to work closely with UPMC Children's on education and capacity building for pediatric emergency patients. UPMC Passavant staff also engage in monthly educational content provided by UPMC Children's.

Establishing a Patient Assistance Fund

Over the last three years, UPMC Passavant has increased efforts to reduce health disparities.

In 2023, the hospital collaborated with the Passavant Hospital Foundation on the funding and administration of a Patient Assistance Fund used to help patients in need with costs and copays for medication, durable medical equipment, transportation, and enteral feeding supplies.

COMMUNITY PARTNERS:

Local primary care physicians, Passavant Hospital Foundation, University of Pittsburgh Physicians (UPP), UPMC Children's Hospital of Pittsburgh, UPMC Heart and Vascular Institute, UPMC Community Medicine, Inc. (CMI)

Prevention and Community-Wide Healthy Living

Community Prevention and Wellness Initiatives

UPMC Passavant continues to support disease and illness prevention efforts and promote healthy living within the community.

<p>GOAL:</p> <p>Promote preventive health and wellness throughout the community</p>	<p>STRATEGIES:</p> <p>Take a comprehensive, community-oriented approach to improve the health and wellness of residents in the community</p> <p>Enhance cancer, heart disease, and stroke awareness, prevention, detection, and management within the community</p>
<p>ACTIONS:</p> <ul style="list-style-type: none">✓ Continue to offer increased access to vaccinations for community members✓ Promote prevention, safety, and healthy living within the community by offering health education classes and support programs✓ Administer preventive screenings (e.g., cancer and heart disease)✓ Promote awareness of heart disease through community outreach events✓ Provide support services to patients and their families	<p>TARGET POPULATIONS:</p> <ul style="list-style-type: none">• General community• Seniors

PROGRAMS:

- Health presentations
- Smoking cessation
- Domestic Violence Conference
- Senior Health Fairs
- Community health fairs
- Heart disease and cancer screening events
- American Heart Association Walk
- Support groups and services
- Passavant Cancer Survivorship Program & Celebration

MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2022-2025)



300 Attendees of Annual Celebration of Cancer Survivorship (June 2023)



2,950 Participants Reached through Community Health Fairs (June 2022 – December 2023)



292 Total Attendees of Annual Domestic Violence Conferences (June 2022 – December 2023)

PROGRESS HIGHLIGHTS:

Supporting Cancer Survivors and Encouraging Cancer Screenings

Cancer survivors are increasing in numbers and are living longer. UPMC Passavant offers a range of programs to address cancer in the community. Efforts include:

- **Celebrating Survivorship:** On June 23, 2023, 300 community members attended UPMC Passavant's Annual Celebration of Survivorship. This event supports cancer patients and their caregivers by offering health and wellness information and presentations that highlight complementary support programs, such as nutrition tips for caregivers. The event also includes a dinner served by cancer center staff and recognition of survivors. This Celebration of Survivorship lets patients know that in addition to providing their medical care, UPMC Passavant celebrates their lives.
- **Raising awareness through education and screenings:** UPMC Passavant continues to promote cancer prevention, early detection, and healthy living throughout the community. Over the last three years, the hospital has partnered with schools, libraries, and community organizations to provide health education presentations about various cancer risks and administer cancer screenings. Examples include offering information about skin cancer prevention and sun protection at Provident Charter School Career Fair; presenting about ovarian cancer at Duquesne University; and promoting colon cancer awareness through a biannual screening, virtual education sessions, and supplying fecal immunochemical test (FIT) kits. Passavant Hospital Foundation sponsors FIT kits for registered participants — covering the kit processing costs — the hospital provides test results and recommendations by follow-up phone calls and letters.
- **Providing smoking cessation support:** In collaboration with Passavant Hospital Foundation, UPMC Hillman Cancer Center at UPMC Passavant, and Cardiac Rehab, the hospital hosted two Freedom from Smoking clinics, an eight-week program to help individuals develop an action plan for their quit day and to offer support to remain tobacco-free. Registration is free and covers a one-month supply of over-the-counter nicotine replacement aids — patches, gum, and lozenges.



Sponsoring UPMC Passavant Sportsplex at Graham Park

In December 2022, UPMC Passavant strengthened its partnership with Cranberry Township by becoming the sponsor of Graham Park, part of Cranberry Township Parks and Recreation. The large community park, now known as the UPMC Passavant Sportsplex at Graham Park, offers community members access to a facility that brings multiple activities together in one location. In 2023, the park underwent renovations to update and add activities to its already existing list of basketball courts, bocce ball courts, tennis courts, pickleball courts, a Dek Hockey rink, fishing pond, and fitness station. And, in August 2023, the UPMC Passavant Hospital Foundation hosted a first annual Family Wellness Run/Walk and Kids Run at the park.

Promoting Heart Health

Over the last three years, UPMC Passavant, in partnership with UPMC Heart and Vascular Institute (HVI), continued to promote awareness of heart disease and stroke.

- UPMC Passavant provides outpatient classes to Cardiac Rehab patients.
- The hospital's Cardiology Department attended community outreach events, such as North Allegheny Health Fair and Cranberry Days, to help educate community members about heart disease.
- Approximately 60 patients and employees participated in the 2023 American Heart Association Walk — with seven patients joining the Survivor Walk.

Raising Awareness of Domestic Violence

UPMC Passavant continues to promote prevention and safety through its annual domestic violence conference. In 2022, the 9th annual conference, titled, “respond2reality: The Impacts of Social Media on Mental Health and Domestic Violence” provided education around social isolation and the effect of social media platforms on domestic violence. And, in 2023, the 10th annual conference, titled, “Peeling Back the Layers of Human Trafficking,” focused on violence against women and human trafficking. The hospital offered conference attendance as a virtual option in 2023, which extended its reach across the nation, with participants from multiple states.

COMMUNITY PARTNERS:

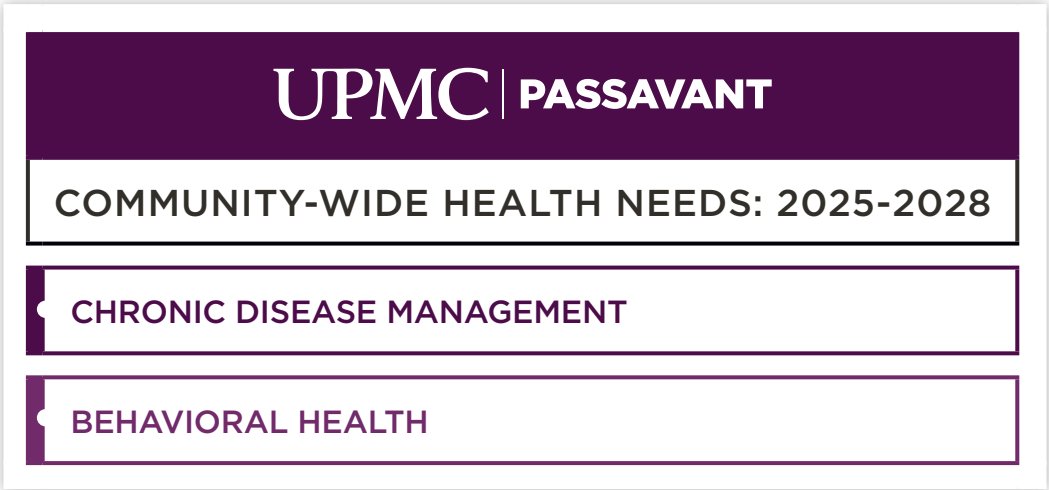
American Cancer Society, American Heart Association, Butler County Chamber of Commerce, Community College of Allegheny County, community organizations and businesses, Cranberry Township Community Chest, Duquesne University, local churches, local Emergency Medical Services (EMS), local YMCAs, North Allegheny School District, Northland Public Library, Passavant Hospital Foundation, Provident Charter School, schools, state representatives, The Block Northway, UPMC Heart and Vascular Institute, UPMC Hillman Cancer Center, UPMC Magee-Womens Hospital, UPMC Passavant Cardiac Rehab, UPMC Passavant Domestic Violence Advisory Council

UPMC Passavant Is Addressing High Priority Health Issues:

Adoption of the Implementation Plan

On May 22, 2025, the UPMC Passavant Board of Directors adopted an implementation plan to address the significant health needs identified:

- Chronic Disease Management
- Behavioral Health



UPMC Passavant Is Leveraging UPMC and Community Resources

By providing a comprehensive suite of programs, UPMC Passavant plays an important role in addressing the community health needs that were identified in the recent Community Health Needs Assessment. The hospital will support the priority areas with internal resources, through grants, and by strengthening collaborations with numerous community partners.

Chronic Disease Management

Goal: Enhance chronic disease awareness, prevention, and management in the community

Planned Actions:

1. Provide education, outreach, and preventive screenings, with concentrated efforts on cancer
2. Provide support services to patients and their families

Target Populations:

General community, seniors, adults, individuals with increased cancer risk or diagnosed with cancer

Planned Collaborations:

American Heart Association, Cranberry Township, Passavant Hospital Foundation, Provident Charter School, Ross Township, UPMC Hillman Cancer Center

Behavioral Health

Goal: Improve access to behavioral health resources for patients and families

Planned Actions:

1. Offer free education and support programs to patients, families, and friends affected by addiction
2. Provide emergency department interventions and care coordination for behavioral health patients

Target Populations:

General community, seniors, adults, individuals with behavioral health needs

Planned Collaborations:

Bridge to Hope, Passavant Hospital Foundation, UPMC Western Psychiatric Hospital



COMMUNITY HEALTH IMPROVEMENT PROGRESS AND PLAN

2022 - 2025 Progress Report and
2025 - 2028 Implementation Plan




UPMC | PRESBYTERIAN SHADYSIDE

Caring for the Community

UPMC Presbyterian Shadyside is a nonprofit, licensed hospital located in Pittsburgh, Pennsylvania. A quaternary care teaching facility, which provides the most advanced levels of medicine and specialized care, the hospital has campuses in two Pittsburgh neighborhoods. The Oakland campus includes UPMC Montefiore, UPMC Presbyterian, and UPMC Western Psychiatric Hospital, and the Shadyside campus includes UPMC Shadyside.

UPMC Presbyterian Shadyside is a Level I Regional Resource Trauma Center, which serves as the hub of UPMC’s academic medical center. *U.S. News & World Report* consistently ranks UPMC Presbyterian Shadyside among the nation’s best hospitals in many specialties. Working in close collaboration with the University of Pittsburgh Schools of the Health Sciences, UPMC Presbyterian Shadyside translates research and advances in medical science, educational initiatives, and clinical programs into enhanced patient care capabilities. The hospital is also a major clinical practice site for nursing baccalaureate programs at area universities and for students of UPMC Schools of Nursing.

UPMC Presbyterian Shadyside provides area residents with access to medical, surgical, behavioral health, rehabilitation, and transitional care, as well as cutting-edge medical services. Specialized services include transplantations, CT imaging, digital mammography, minimally invasive surgery, cardiothoracic surgery, neurosurgery, critical care medicine, and on-site cancer care at the flagship location of world-renowned UPMC Hillman Cancer Center. Taking on some of the most difficult cases others will not, UPMC Presbyterian Shadyside is also one of the busiest transplant centers in the world, with more than 20,000 transplants performed since 1981. UPMC Presbyterian Shadyside also includes UPMC Western Psychiatric Hospital, the primary provider of inpatient behavioral health care for western Pennsylvania. UPMC Western Psychiatric is the flagship of UPMC Western Behavioral Health, UPMC’s system-wide network of inpatient and outpatient behavioral health services. UPMC is a national leader in providing best practice, research-based care and a broad array of innovative psychiatric and addiction services for children, adolescents, adults, and seniors at every stage of their recovery.

	VITAL STATISTICS Calendar Year 2023		JOBS AND STRENGTHENING THE LOCAL ECONOMY	
	Licensed Beds	1,231	Employees	9,172
	Hospital Patients	50,477	Community Benefits Contributions	\$524.7 million
	Emergency Dept. Visits	89,482	Free and Reduced Cost Care	\$121.1 million
	Total Surgeries	38,281	Total Economic Impact of Hospital Operations	\$4.9 billion

Addressing the Community’s Significant Health Needs

When the Fiscal Year 2022 CHNA was conducted, UPMC Presbyterian Shadyside affirmed the following significant health needs:

UPMC | PRESBYTERIAN SHADYSIDE

COMMUNITY-WIDE HEALTH NEEDS: 2022-2025

BEHAVIORAL HEALTH	Opioid Addiction and Substance Abuse Access to Behavioral Health Services
ACCESS TO CARE AND NAVIGATING RESOURCES	Care Coordination
PREVENTION AND COMMUNITY-WIDE HEALTHY LIVING	Community Prevention and Wellness Initiatives Health-Related Social Needs

Behavioral Health

Opioid Addiction and Substance Abuse, Access to Behavioral Health Services

UPMC Western Psychiatric Hospital continues to address the community’s needs relating to behavioral health. As the primary behavioral health facility in western Pennsylvania, UPMC Western Psychiatric provides a wide spectrum of behavioral health services and programs for children, adolescents, and adults.

GOAL:	STRATEGIES:
Improve access to care, and quality of care through improved integration of behavioral health and physical health programs for patients with opioid addiction and substance abuse; Expand the number of access points and capacity available to patients with these needs	Integrate physical and behavioral health care for patients struggling with opioid and other substance use disorders under a coordinated and integrated approach
Enhance capacity and integration techniques with physical health providers to enable effective care and help reduce the stigma of mental illness through community outreach	Grow capacity for mental health services and grow the workforce through enhanced visibility and career growth in behavioral health disciplines
	Work to reduce stigma associated with mental health through public education and outreach, and by creating a development platform to support quality of life programs to enhance behavioral health care
	Advance integration of behavioral health into physical health care disciplines to improve access and address co-occurring conditions that result in complex care needs

ACTIONS:

- ✓ Enhance communication and interaction between Internal Medicine and Psychiatric resources at UPMC Presbyterian Shadyside, UPMC Western Psychiatric Hospital, and UPMC Mercy
- ✓ Enhance referrals to, and co-referrals between, Internal Medicine Recovery Engagement Program (IM-REP) and Center for Psychiatric and Chemical Dependency Program Services (CPCDS), where appropriate, and collectively grow UPMC's services throughout the community
- ✓ Expand reach through the creation of community-based peer programs that engage patients with peers who have lived experience with addiction
- ✓ Expand UPMC's use of and engagement with certified peers and certified recovery specialists
- ✓ Grow unique programs related to behavioral health addiction, in conjunction with UPMC Magee-Womens Hospital
- ✓ Explore and provide new recovery options through the creation of drug and alcohol rehabilitation programs that meet the needs of complex care patients
- ✓ Focus efforts on recruitment and retention for behavioral health disciplines to help fill gaps in provider shortages and improve access to care
- ✓ Increase capacity to provide behavioral health care services to patients in the community, through both in-person and virtual care visits
- ✓ Build awareness of mental health in the community through enhanced education/outreach and collaboration with the community
- ✓ Enhance mental health and addiction programs, specifically targeting minority populations who have been historically underserved in behavioral health
- ✓ Advocate for care models that advance quality of life for patients with mental illness
- ✓ Advocate for public policy that supports the growth and improved reimbursement of effective treatments for UPMC's community
- ✓ Grow and enhance integrated care models in conjunction with pediatric primary care, adult and geriatric care, and sub-specialty services
- ✓ Provide access across the spectrum of patient acuity, including hospital-based and professional behavioral health therapy practice

TARGET POPULATIONS:

- General community with behavioral health diagnoses
- Adolescents
- Adults
- Minority and underserved populations
- Geriatrics

PROGRAMS:

- Behavioral health specialist recruitment
- Enhanced community engagement
- Medication management and coordination of long-acting injectables and clinic-based distribution
- In-person and telemedicine visits
- Public policy advocacy
- Education programs
- Enhanced integration with UPMC Children's Hospital of Pittsburgh, UPMC Magee-Womens Hospital, and community centers
- Music, art, and occupational therapy programs

PROGRESS:**MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2022-2025)**

24 New Beds
for Addiction
Treatment in
Somerset, Pa.
(June 2023)



1,579 Patients
Served
through Medication-Assisted
Treatment (MAT) Programs
(June 2022 – December 2023)



109 Behavioral
Health
Specialists Recruited
(June 2022 – December 2023)

PROGRESS HIGHLIGHTS:**Improving Access to Care with Expanded Opioid Addiction and Substance Use Services**

UPMC Western Psychiatric Hospital continues to oversee the system-wide network referred to as UPMC Western Behavioral Health, and through that larger platform, is also responsible for the growth of opioid and addiction services throughout Pennsylvania. Increased access over the last three years includes:

- **Opening a new, free-standing treatment facility in Somerset, Pa.:** In 2023, UPMC Western Behavioral Health at Twin Lakes opened a new facility, adding 24 new beds for withdrawal management and residential chemical addiction treatment.
- **Providing harm reduction supplies in northwest Pa.:** UPMC Western Behavioral Health at Safe Harbor is improving access to resources for people in Erie County. In 2024, Safe Harbor installed two naloxone vending machines in its facility lobbies and became a recognized entity for harm reduction supplies through the Pennsylvania Overdose Prevention Program. In addition, Safe Harbor, in partnership with the Hamot Health Foundation, received an overdose prevention grant through The Rural Communities Opioid Response Program (RCORP), an initiative by the Health Resources and Services Administration (HRSA). This grant supports distributing harm reduction supplies in rural northwest Pennsylvania, hosting training and mentorship programs for certified recovery peers, and improving care for people with substance use disorder in a variety of settings, including emergency medicine, family medicine, and obstetrics and gynecology.
- **Distributing Narcan medication kits across all outpatient locations in southwestern Pa.:** In 2024, UPMC Western Psychiatric distributed Narcan medication kits across all of its outpatient locations in Pennsylvania's southwest counties to support its safety initiatives and help prevent overdose deaths.
- **Expanding the reach of certified peers and recovery specialists:** The hospital continues to engage patients with peers who have lived experience with addiction. Communication between staff and patients in physical health emergency rooms at UPMC Mercy and UPMC Shadyside has grown significantly — with nearly 650 peer visits with patients between August and December 2023. Additionally, new peers have been added since July 1, 2023; these peers are embedded in Services for the Treatment of Early Psychosis (STEP) and other outpatient programs.

Facilitating Community Engagement

In 2023, the UPMC Western Behavioral Health Foundation was created to grow philanthropy and advocacy for individuals with mental health issues, across the region. The new Foundation has a number of initiatives that support community engagement, patient assistance, and patient quality of life. Efforts include:

- **Holidays from the Heart:** UPMC Western Behavioral Health Foundation continues to lead this annual gift drive. In 2023, more than 400 patients at residential locations received holiday gift bags.
- **The Lorraine Williams Peer Scholarship:** Lorraine Williams was the long-time face of UPMC Western Psychiatric Hospital's Comprehensive Recovery Services (CRS) Outpatient Clinic, which serves individuals with severe mental illness, such as psychosis and schizophrenia. To honor Lorraine, a 25-year employee of CRS, a scholarship was established in her name to help defray educational and training costs on behalf of CRS clients pursuing professional or academic opportunities. In 2023, four patients were awarded scholarships to help them progress with their education and training.
- **Bunny Run:** In March 2024, local motorcycle groups visited UPMC Western Psychiatric Hospital for the third annual Bunny Run. This event, held around Easter each year, collects stuffed bunnies for kids and teens receiving treatment during the holiday and advocates against bullying.

Successfully Recruiting and Retaining Behavioral Health Specialists

Over the last three years, UPMC Western Psychiatric focused efforts on recruitment and retention to help fill gaps in provider shortages and improve access to behavioral health services. Accomplishments include:

- In 2024, 18 staff members were enrolled in the Behavioral Health Fellows' program, representing crisis services, family-based care, and service coordination.
- Adding a new rung on the Crisis Clinician ladder (Crisis Clinician Associate), which allows for hiring less experienced staff and promoting internally, boosting staff retention.
- Lastly, work from home opportunities continue with the call center.

Advocating for Public Policy that Supports Effective Behavioral Health Services

UPMC Western Psychiatric Hospital continues to collaborate with federal and state lawmakers, as well as community stakeholders, to advocate for public policies that support the growth and improved reimbursement of effective treatments for behavioral health patients, as well as workforce development, especially in rural and underserved areas. Examples during the 2022-2025 CHNA cycle include:

- **On the federal level,** UPMC Western Psychiatric aligns with industry partners, like the National Association of Behavioral Healthcare and National Council for Mental Wellbeing, to improve reimbursements from Medicare and Medicaid, such as the Reauthorizing the Substance Use Disorder Treatment and Recovery (STAR) Loan Repayment Program. The hospital also supports efforts to invest in graduate medical education (GME), to increase slots for behavioral health in underserved areas, and to help strengthen the mental health workforce by expanding an existing loan forgiveness program.
- **On the state level,** UPMC Western Psychiatric advocated for House Bill 1300, which mandated \$20 million for county mental health services in 2022-23, and mounted strong opposition to involuntary commitment.

UPMC partnered with Southwest Behavioral Health Management, Inc. to develop a new UPMC Western Behavioral Health adult inpatient unit at UPMC Jameson, which is scheduled to open in 2026.

Expanding Access to Child and Adolescent Services

UPMC Western Psychiatric is collaborating with UPMC Children's Hospital of Pittsburgh, schools, and other local partners to increase access to behavioral health care and support for children and adolescents. Accomplishments include:

- Opening a new location for child and adolescent services on East Carson Street in Pittsburgh's South Side.
- Inserting therapists and other behavioral health support into schools to deliver care to children in community settings.

Improving Access to Care for Perinatal Women

In May 2025, UPMC Western Psychiatric Hospital earned an Achievement Award from the Hospital and Healthsystem Association of Pennsylvania (HAP) for increasing access to perinatal mental health through a multi-faceted, multidisciplinary approach. Clinicians at UPMC Western Psychiatric Hospital looked at six key interventions: a workforce expansion, an intake blitz, a perinatal-specific intensive outpatient program, increased telepsychiatry services, a warm hand-off program, and a cognitive-behavioral therapy-based trauma-informed care (TIC) clinical pathway. As a result, the hospital successfully helped reduce barriers to care, decreased wait times, and improved overall outcomes for perinatal patients.

COMMUNITY PARTNERS:

5A Elite, Allegheny County Department of Human Services, Carelon, Community Care Behavioral Health Organization, Department of Human Services (DHS), Health Resources and Services Administration (HRSA), National Alliance on Mental Illness (NAMI), Neighborhood Resilience Project, Peer Support Advocacy Network (PSAN), Pennsylvania Overdose Prevention Program, PerformCare, The Rural Communities Opioid Response Program (RCORP), TransPride Pittsburgh, University of Pittsburgh Department of Psychiatry, UPMC Addiction Medicine, UPMC Children's Hospital Foundation, UPMC Children's Hospital of Pittsburgh, UPMC Division of General Internal Medicine, UPMC Jameson, UPMC Magee-Womens Hospital, UPMC McKeesport, UPMC Mercy, UPMC in North Central Pa., UPMC Sports Medicine, UPMC Western Psychiatric Hospital

Access to Care and Navigating Resources

Care Coordination

UPMC Presbyterian Shadyside continues to address access and resource navigation issues in the community through a variety of channels, including enhancing care coordination efforts and promoting palliative and end-of-life care services.

GOAL:

Increase access to care and improve care coordination for patients with complex care needs

STRATEGIES:

Use a patient-centered approach to assist in coordinating care

Improve access to care by connecting individuals and their families to primary care services

Improve support and increase awareness of appropriate levels of care for seriously ill patients

ACTIONS:

- ✓ Enhance care coordination for at-risk populations through post-discharge coordination initiatives and follow-up phone calls
- ✓ Explore opportunities to grow the home cardiac monitoring program
- ✓ Conduct remote monitoring for cardiac patients after discharge
- ✓ Provide updates to physicians on remote monitoring results; enable patients to track and monitor results by downloading information to a smart device
- ✓ Promote the use of neighborhood family health center
- ✓ Provide high-quality health care for individuals and their families at the family health center, conveniently located in their neighborhood

- ✓ Increase access to care by relocating UPMC Matilda H. Theiss Health Center to a new central location
- ✓ Assess opportunities to expand services offered
- ✓ Provide education through initiatives to raise awareness of palliative care services
- ✓ Provide patients with palliative care consults and goals of care discussions
- ✓ Host National Healthcare Decision Day to educate the community about the importance of advance care planning

TARGET POPULATIONS:

- General community
- Complex care patients

PROGRAMS:

- Post-discharge coordination initiative for stroke patients
- Post-discharge follow-up phone calls
- Remote Patient Monitoring
- Opioid-Free Surgical Pathway
- UPMC Shadyside Family Health Center
- UPMC Matilda H. Theiss Health Center
- Palliative Care Services
- No One Dies Alone (NODA)
- Provider education
- National Healthcare Decision Day

PROGRESS:

MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2022-2025)



699 Stroke Patients Called
After Discharge for
Follow-Up Care
(June 2022 – December 2023)



1,220 Participants in
National Healthcare
Decision Day Events
(June 2022 – December 2023)

PROGRESS HIGHLIGHTS:

Improving Health Outcomes with Follow-Up Phone Calls and Support

UPMC Presbyterian Shadyside is enhancing care coordination for stroke patients through post-discharge communication and support services. Efforts include:

- **Making follow-up discharge phone calls to stroke patients:** Within seven business days of discharge, hospital staff calls acute ischemic stroke patients to check-in about their general well-being and to determine if a patient has any additional needs post-discharge. Staff asks about the patient's experience, if they have made follow-up appointments, if they have received home health care services, and other concerns such as medications, symptoms, and medical equipment. Based on the patients' needs, staff assists with making follow-up appointments, directing them to their PCPs, care management, home care services, and patient relations.
 - > Between July 2022 and December 2023, UPMC Presbyterian Shadyside completed 699 follow-up discharge phone calls to stroke patients within seven days of discharge.
- **Inviting patients to participate in the UPMC Stroke Support group:** The hospital continues to host stroke support group meetings every other month (in-person and virtual) with a variety of healthy lifestyle education presentations, such as healthy eating, depression, safe driving, caregiver support, and rehabilitative exercise.

Advancing Health Access

UPMC Presbyterian was recognized for its success as a high performing hospital providing excellent care to patients in underserved communities.

UPMC Presbyterian Shadyside continues to address health disparities. Efforts include:

- UPMC Shadyside Family Health Center hosts a weekly International Clinic for patients whose primary language is not English to allow for more time during the visit for translation service. In addition, the Health Center completes food insecurity screenings and provides boxes of food to patients in need. Through a grant, the health center also provides bus tickets to patients with identified transportation insecurity to help ensure they can make it to their follow-up appointment.
- In April 2022, UPMC Matilda Theiss Health Center relocated in Pittsburgh's Hill District to improve accessibility for those who walk or take public transportation. With more space at this new location, the Health Center offers primary care, pediatric care, women's health, and behavioral health. An on-site social worker offers counseling and helps connect patients with resources, and a UPMC Health Plan case manager helps patients with care coordination, transportation assistance, and scheduling. In April 2022, UPMC Matilda Theiss Health Center relocated in Pittsburgh's Hill District to improve accessibility for those who walk or take public transportation. With more space at this new location, the Health Center offers primary care, pediatric care, women's health, and behavioral health. An on-site social worker offers counseling and helps connect patients with resources, and a UPMC Health Plan case manager helps patients with care coordination, transportation assistance, and scheduling.

Launching an Opioid-Free Surgical Pathway

In May 2024, UPMC Shadyside established a new opioid-free surgical pathway. This program helps patients in urology, general surgery, plastic surgery, and orthopedics who are undergoing minimally invasive procedures, such as robotic-assisted prostatectomy, mastectomies, hip replacements, robotic hernia repairs, or any procedures where opioids can be eliminated. It addresses a gap in postoperative care by providing non-addictive, pain management methods. This new pathway seeks to:

- Help address factors like anxiety, depression, stress, insomnia, and substance use, which can exacerbate pain.
- Use multimodal analgesics, regional anesthesia, and complementary techniques, such as aromatherapy, acupuncture, hypnosis, and mindful breathing.
- Empower patients by educating them, and their providers, about pain management options, allowing them to make informed choices.

This approach aligns with the hospital's CHNA efforts to improve care coordination and to reduce opioid and substance use by offering patients the choice of their pain management strategy and providing effective opioid-free options. The pathway addresses the growing demand for opioid-free surgeries, enhances surgical care, improves patient safety, and supports community efforts to combat opioid dependence.

Raising Awareness of Palliative Care Services

UPMC Presbyterian Shadyside is dedicated to providing whole-person, patient-centered care for patients with serious life-limiting illness. Hospital staff helps manage and treat symptoms, facilitates complex medical decision making, and provides psychosocial support to help patients and their loved ones achieve the best possible quality of life. Efforts to promote palliative and end-of-life care services include:

- **Educating providers about palliative care services:** The hospital continues to educate providers about palliative care, hospice, and goals of care conversations. For example, in October and November 2023, providers at both the UPMC Presbyterian and UPMC Shadyside campuses participated in education sessions focused on the importance of goals of care conversations in seriously ill patients, a patient's goals of care status, and inpatient hospice.
 - > Between July 2022 and December 2023, 645 providers participated in educational programs about palliative care.
- **Providing patients with palliative care consults and goals of care discussions:** In 2022, the hospital launched a Goals of Care Initiative to promptly identify patients at the highest risk of mortality, assisting clinicians in initiating timely goals of care discussions, and documenting those discussions in a consistent place. This process includes an automated alert to the ordering provider for patients with a high or intermediate risk of mortality who have not had a goals of care discussion in the first 48 hours of admission, as well as a targeted palliative care consult for high-risk patients.
- **Hosting National Healthcare Decision Day:** The hospital continues to help educate community members about the importance of advance care planning through virtual and in-person programs provided in collaboration with UPMC Health Plan's Neighborhood Center, UPMC Home Healthcare and Hospice, and the Wolff Center at UPMC. During the programs, expert speaker panelists present information about advance care planning, health disparities, and care options for serious illness; speakers consist of physician experts, pastoral care, legal experts, and social workers.
 - > Between July 2022 and December 2023, the hospital engaged 1,220 participants in National Healthcare Decision Day events, providing them with knowledge and tools to complete an advanced health care plan, living will, or portable medical orders (POLST form).

COMMUNITY PARTNERS:

Street Medicine at Pitt, UPMC Care Management, UPMC Health Plan's Neighborhood Center, UPMC Home Healthcare and Hospice, UPMC Palliative and Supportive Care Institute, UPMC Shadyside Family Health Center, Wolff Center at UPMC

Prevention and Community-Wide Healthy Living

Community Prevention and Wellness Initiatives, Health-Related Social Needs

UPMC Presbyterian Shadyside continues to address preventive health and wellness through an extensive suite of programs, including community education and screenings.

GOAL:

Promote preventive health and wellness throughout the community

Work toward reducing health disparities for the LGBTQ+ population by leveraging UPMC system resources to provide care consistent with UPMC and its values

STRATEGIES:

Offer vaccination programs in the community

Improve respiratory health within the community and increase patient access to respiratory programs

Take a comprehensive, community-oriented approach to improve the health and wellness of residents in the community by providing screenings and education

Provide services and education to the LGBTQ+ community

ACTIONS:

- ✓ Promote healthy behaviors in the community to help reduce tobacco use and improve lung health
- ✓ Connect individuals with in-person or virtual tobacco treatment services
- ✓ Provide pulmonary rehabilitation services to patients with chronic respiratory disease
- ✓ Promote disease prevention through health education efforts
- ✓ Provide cancer screenings in the community, focused on early detection of cancer
- ✓ Engage with the community by participating in wellness fairs
- ✓ Continue to deliver integrative medicine, in conjunction with traditional medicine, providing a more holistic approach to healing the mind, body, and spirit
- ✓ Help young people, particularly in underserved areas, understand the value of health and nutrition
- ✓ Continue to offer infectious disease programs and services to provide testing, treatment, and management of HIV/AIDS
- ✓ Continue to offer and expand accommodations for the LGBTQ+ community (e.g., expand All Gender Restrooms)
- ✓ Provide education to employees and providers on the best practices for communicating respectfully with the LGBTQ+ community
- ✓ Improve sexual orientation and gender identity (SOGI) processes and protocols for the LGBTQ+ community
- ✓ Offer gender reassignment surgery services for adult patients at UPMC Presbyterian Shadyside

TARGET POPULATIONS:

- General community
- LGBTQ+ community

PROGRAMS:

- UPMC Tobacco Treatment Service
- Outpatient telehealth Tobacco Treatment Service
- Pulmonary rehabilitation
- Cancer education and screenings
- UPMC Center for Integrative Medicine
- Healthy Choices for Students
- PACT and PrEP clinics for HIV/AIDS patients
- Expand All-Gender restrooms
- Annual LGBTQ+ competencies education for employees and providers
- Internal Medicine Gender Care Specialists (adult patients)
- Gender-Affirming Surgeries (adult patients)

PROGRESS:**MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2022-2025)**

10,000+ Patients Seen for Tobacco Treatment Services
(June 2022 – December 2023)



6,758 Participants in Healthy Choices for Students Program
(June 2022 – December 2023)

PROGRESS HIGHLIGHTS:**Increasing Awareness of Disease Prevention and Management**

To help promote preventive health and wellness, UPMC Presbyterian Shadyside hosts educational sessions, offers health screenings, participates in health fairs and community events, and provides support and resources. Efforts include:

- **Improving respiratory health:** The hospital continues to focus on helping to reduce tobacco use and improving lung health. Over the three-year period, the hospital supported the American Cancer Society's Great American Smokeout, partnered with UPMC Hilliman Cancer Center and other UPMC hospitals to offer cancer education sessions, and connected patients with tobacco treatment services and counseling.
 - > Between July 2022 and December 2023, more than 10,000 patients were seen for tobacco treatment services.

**Putting Patient Experience at the Center of Design**

In June 2022, UPMC broke ground on the UPMC Presbyterian tower, which is slated to open in 2026.

The spaces within the walls of the 17-story building incorporate technologies that support patient experience, operational effectiveness and efficiency, and an attractive environment that matches the innovation and care provided by hospital teams.

Nearly one-fourth of the patient rooms in the tower can be adapted to become intensive care rooms. Acuity-adaptable rooms allows for continuity through complex, critical care delivery with patient experiences and quality outcomes as the primary focus.

- **Providing education and screenings:** The hospital continues to collaborate with a range of community partners, including Allegheny County Parks and Pools, Greater Pittsburgh Community Food Bank, and Pittsburgh Public Schools, to promote disease prevention through health education and encourage screenings to detect cancer early.
 - > Between July 2022 and December 2023, the hospital reached 6,758 people through the Healthy Choices for Students program, which teaches children and adolescents about healthy lifestyles and preventing disease at approximately 80 schools throughout Allegheny, Butler, Beaver, Fayette, Greene, Mercer, Washington, and Westmoreland counties.
 - > To help detect colorectal cancer early, the hospital distributes FIT kits and refers individuals with positive results to GI Services to access free or low-cost colonoscopies.
- **Improving quality of life through integrative medicine:** The hospital continues to offer integrative medicine, in conjunction with traditional medicine, providing a holistic approach to a healthy mind, body, and spirit. Over the last three years, the hospital expanded access to integrative health treatments through a new care model for individuals with chronic pain.
 - > Between July 2022 and December 2023, UPMC Center for Integrative Medicine recorded more than 13,000 patient interactions.

COMMUNITY PARTNERS:

Allegheny County Parks and Pools, American Cancer Society, Best of the Batch Foundation Carnegie Library of Pittsburgh, Colorectal Cancer Alliance, Community College of Allegheny County, Deborah D. Booker Community Center, East End Cooperative Ministry, Greater Pittsburgh Community Food Bank, Healthy Start, Inc., Homewood-Brushton Branch YMCA, Juniper Village, Miryams, Mt. Lebanon Public Library, North Hills Community Outreach, North Side Common Ministries Community Engagement Center, Northland Public Library, Pittsburgh Public Schools, POWER, Salvation Army/Harbor Light, Thelma Lovett YMCA, UPMC Hillman Cancer Center, UPMC Center for Integrative Medicine, UPMC Pharmacy Services, Wolff Center at UPMC, Wilkesburg Community Ministry

UPMC Presbyterian Shadyside Is Addressing High Priority Health Issues:

Adoption of the Implementation Plan

On May 29, 2025, the UPMC Presbyterian Shadyside Board of Directors adopted an implementation plan to address the significant health needs identified:

- Behavioral Health
- Access to Care and Navigating Resources

UPMC | PRESBYTERIAN SHADYSIDE

COMMUNITY-WIDE HEALTH NEEDS: 2025-2028

BEHAVIORAL HEALTH

ACCESS TO CARE AND NAVIGATING RESOURCES

UPMC Presbyterian Shadyside Is Leveraging UPMC and Community Resources

By providing a comprehensive suite of programs, UPMC Presbyterian Shadyside plays an important role in addressing the community health needs that were identified in the recent Community Health Needs Assessment. The hospital will support the priority areas with internal resources, through grants, and by strengthening collaborations with numerous community partners.

Behavioral Health

Goal: Improve access to behavioral health and drug and alcohol services at multiple levels of care

Planned Actions:

1. Improve visibility of behavioral health services in underserved communities
2. Expand access to community and ambulatory services, including an Intensive Outpatient Program, partial hospitalization programs, efforts that target pregnant and postpartum women, and services for homeless individuals
3. Support the expansion of integrated care and short-term care in central Pennsylvania through collaboration with Western Psychological Associates
4. Standardize and expand Consult and Liaison and Navigator services to provide access to behavioral health care, expedite referrals, and facilitate discharges to outpatient sites
5. Support system-wide efforts to integrate substance use disorder treatments into service lines, including primary care offices
6. Expand access to care in ambulatory settings, including the Center for Interventional Psychiatry (CIP), with targeted efforts on transcranial magnetic stimulation (TMS), and esketamine intranasal therapy (EsKIT)
7. Improve access to inpatient care, with efforts to increase staff and bed availability

Target Populations:

General community, maternal and infant health, low-income, medically underserved, and minority populations

Planned Collaborations:

Latterman Family Health Center-UPMC, National Association for the Advancement of Colored People (NAACP), primary care offices, UPMC Harrisburg, UPMC Jameson, UPMC Magee-Womens Hospital, UPMC Williamsburg Family Physicians

Access to Care and Navigating Resources

Goal: Increase access to care and improve care coordination for patients with complex care needs

Planned Actions:

1. Use a patient-centered approach to assist in coordinating care, leveraging programs offered at hospital-based clinics
2. Improve access to care by connecting individuals and their families to primary care services

Target Populations:

General community

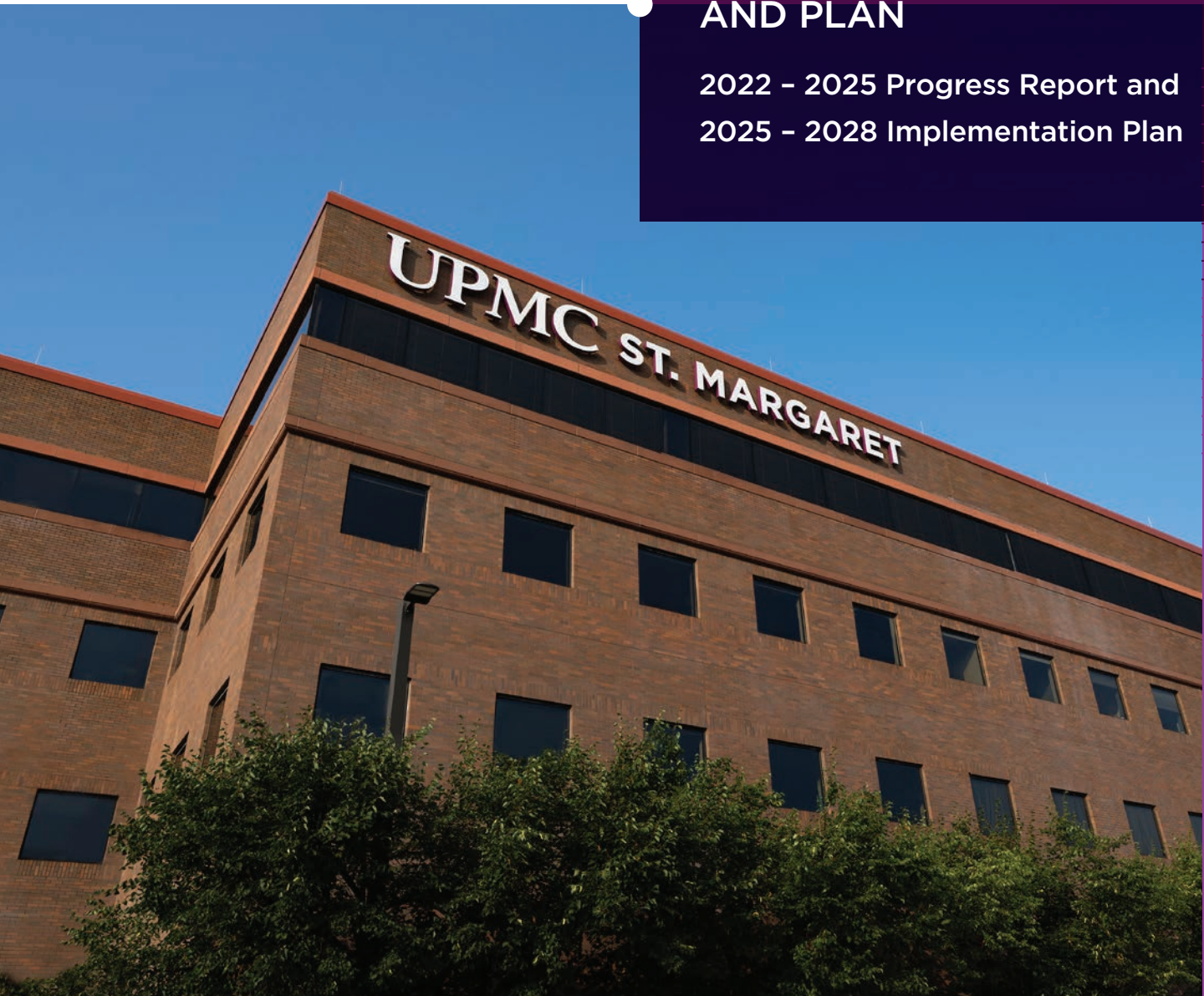
Planned Collaborations:

Greater Pittsburgh Food Bank, UPMC Health Plan, UPMC Matilda H. Theiss Health Center, UPMC Shadyside Family Health Center



COMMUNITY HEALTH IMPROVEMENT PROGRESS AND PLAN


2022 - 2025 Progress Report and
2025 - 2028 Implementation Plan



UPMC | ST. MARGARET

Caring for the Community

UPMC St. Margaret is an acute-care teaching hospital located in the heart of Allegheny County’s Alle-Kiski Valley. Founded in 1898, it became the first Pittsburgh hospital to merge with UPMC in 1997. Patients are drawn by UPMC St. Margaret’s reputation for quality health care and personalized service, including cardiovascular, emergency medicine, pain management, sports medicine, minimally invasive surgery, physical therapy, rehabilitation, and geriatric care. As a certified Primary Stroke Center, the hospital offers patients the most advanced treatments and procedures. UPMC St. Margaret is a Magnet®- designated hospital — the highest international recognition for nursing excellence and leadership. The hospital’s campus is located less than 10 miles from downtown Pittsburgh, Pennsylvania.

	VITAL STATISTICS Calendar Year 2023		JOBS AND STRENGTHENING THE LOCAL ECONOMY	
	Licensed Beds	250	Employees	1,398
	Hospital Patients	12,391	Community Benefits Contributions	\$28.7 million
	Emergency Dept. Visits	30,521	Free and Reduced Cost Care	\$15.4 million
	Total Surgeries	13,974	Total Economic Impact of Hospital Operations	\$540.7 million

Addressing the Community’s Significant Health Needs

When the Fiscal Year 2022 CHNA was conducted, UPMC St. Margaret affirmed the following significant health needs:

UPMC | ST. MARGARET

COMMUNITY-WIDE HEALTH NEEDS: 2022-2025

BEHAVIORAL HEALTH	Opioid Addiction and Substance Abuse Access to Behavioral Health Services
ACCESS TO CARE AND NAVIGATING RESOURCES	Primary Care Specialty Care Care Coordination Palliative and End-of-Life Care
PREVENTION AND COMMUNITY-WIDE HEALTHY LIVING	Community Prevention and Wellness Initiatives

Behavioral Health

Opioid Addiction and Substance Abuse, Access to Behavioral Health Services

UPMC St. Margaret continues to address opioid addiction and substance abuse and access to behavioral health services through its three Family Health Centers (FHCs) in New Kensington, Lawrenceville, and Bloomfield/Garfield. These outpatient clinics continue to provide a Medication-Assisted Treatment (MAT) program and to offer integrated behavioral health services.

GOAL:

Improve awareness of and access to support services for individuals with substance use disorder and their families

Improve access and care coordination for behavioral health treatment

STRATEGIES:

Provide community-based substance abuse and opiate addiction education, training, and treatment programs

Develop and provide community-based mental health treatment programs to enhance availability and access to services

Enhance the coordination of care for behavioral health patients

ACTIONS:

- ✓ Increase awareness of services available through community resources for the treatment and rehabilitation of alcohol and substance use disorder and distribute naloxone
- ✓ Promote educational initiatives to support individuals suffering from substance use disorder
- ✓ Prepare family medicine residents to provide treatment upon graduation through training efforts
- ✓ Continue to provide Medication-Assisted Treatment (MAT) and for opioid use disorders at the Family Health Centers
- ✓ Increase awareness of mental health problems by screening patients to detect and assess the severity of common mental disorders
- ✓ Provide behavioral health services in Family Health Centers
- ✓ Support shared decision making for psychiatric treatment options to provide more effective and efficient patient-centered care
- ✓ Facilitate warm hand-off program in the Emergency Department to connect patients to behavioral health services
- ✓ Refer patients to higher levels of care for treatment of severe and persistent mental illness and sexual trauma
- ✓ Train residents to work in integrated, team-based care

TARGET POPULATIONS:

- General community
- Seniors
- Individuals/family members impacted by addiction

PROGRAMS:

- Naloxone distribution project at the UPMC St. Margaret Family Health Centers and Emergency Room
- Education/support programs through UPMC Western Psychiatric Hospital
- Addiction training for family medicine residents
- Medication-Assisted Treatment (MAT)
- Anxiety and depression screenings at the Family Health Centers and Geriatric Care Center
- Embedded behavioral health specialists
- Psychiatric e-consultation program
- Warm hand-off program
- Patient referrals to higher levels of care
- Master of Social Work (MSW) student training program at the Family Health Centers and Geriatric Care Center

PROGRAMS:**MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2022-2025)**

62 Boxes of Narcan
Distributed at
Community Events
(September 2023 - November 2023)



375 Patient
Visits for
Medication-Assisted
Treatment at Family
Health Centers
(June 2022 - December 2023)



5,846 Behavioral
Health
Visits Conducted at
Family Health Centers
(June 2022 - December 2023)

PROGRESS HIGHLIGHTS:**Providing Substance Abuse and Opiate Addiction Education, Training, and Treatment**

UPMC St. Margaret serves communities disproportionately affected by the opioid overdose epidemic. The hospital continues to respond to this epidemic on several fronts:

- **Increasing Naloxone Access and Use to Prevent Opioid Overdose:** To better equip people who are at risk of experiencing an opioid-related overdose, or who are family members or friends who might help a person experiencing an opioid-related overdose, UPMC St Margaret continues to promote awareness of and access to naloxone.
 - > In September 2023, the hospital partnered with the Allegheny County Department of Health to distribute free Narcan at community events. From September 2023 to November 2023, 62 boxes of Narcan were distributed at the Roots of Faith Neighborhood Table in Sharpsburg.
 - > The hospital offers free Naloxone to patients — when a patient screens positive for substance use or risky medication use, they are given a free Naloxone kit. Between July 2022 and December 2023, 94 total naloxone kits were provided to patients from the Family Health Centers and the Emergency Department.
- **Offering Medication-Assisted Treatment (MAT) in Primary Care Settings:** Over the last three years, UPMC St. Margaret continued to offer treatment of substance use disorders through its FHCs. In 2017, the FHCs launched a Medication-Assisted Treatment (MAT) program to treat patients suffering from opioid use disorders. MAT is the use of medications, such as buprenorphine and naltrexone, in combination with counseling and behavioral therapies, to provide a whole-patient approach to treatment. The FHCs offer weekly MAT clinics for physician visits, counseling, and medication monitoring.
 - > Between June 2022 and December 2023, there were 375 patient visits for MAT through the hospital's FHCs.
- **Preparing Family Medicine residents to provide MAT:** All of the hospital's Family Medicine residents participate in MAT clinic rotations and participate in monthly didactic sessions on opiate treatment.

Enhancing Access to Behavioral Health Services by Providing Community-Based Treatment and Referrals to Care

UPMC St. Margaret provides behavioral health services through its three FHCs and its Geriatric Care Center (GCC) and helps Emergency Department patients in need of behavioral health care connect to services.

- **Offering onsite behavioral health visits:** To make care more convenient for patients, a total of 12 behavioral health specialists are embedded in the FHCs and GCC. These specialists include social workers, Master of Social Work students, a care manager, and dual-trained family medicine/psych residents who collaborate with medical care teams to provide patient-centered behavioral health services, as well as psychiatric e-consult services.
 - > Between June 2022 and December 2023, the FHCs conducted 5,846 behavioral health visits.
 - > From June 2022 and December 2023, the FHCs completed 102 psych e-consults to psychiatry.
- **Utilizing PsychCare+ and telepsych to connect patients to services:** To meet the behavioral health needs of Emergency Department patients, the hospital uses Psychcare+ and telepsych services. Psychcare+, a resource offered through UPMC Western Psychiatric Hospital, helps clinicians connect patients to inpatient psychiatric beds or treatment in intensive outpatient clinics. Telepsych is a virtual telehealth portal that enables Emergency Department clinicians to connect a patient in crisis with a psychiatric provider so they can determine if the patient needs inpatient or outpatient care.
 - > Conducted 155 warm hand-offs in the Emergency Department, connecting patients to behavioral health services via telepsych and PsychCare+ between June 2022 and December 2023.

COMMUNITY PARTNERS:

Addiction facilities in the region, Allegheny County Health Department, Carlow University School of Social Work, Greenbriar Treatment Center, Pittsburgh Action Against Rape (PAAR), Resolve Crisis Network, University of Pittsburgh School of Social Work, UPMC St. Margaret Family Health Centers, UPMC Western Psychiatric Hospital, Wesley Family Services, Westmoreland Co. Children's Bureau, Westmoreland County Department of Drug and Alcohol

Access to Care and Navigating Resources

Primary Care, Specialty Care

UPMC St. Margaret continues to address access and resource navigation issues in the community through a variety of channels. The hospital is dedicated to providing local access to primary care, especially for seniors, and to enhancing specialty care services.

GOAL:

Improve access to primary care, with a dedicated focus on seniors and low-income residents

Improve access to specialty care in the community

STRATEGIES:

Identify and develop best practices to meet primary care needs in the community

Develop the next generation of geriatrics leaders in the community

Identify and develop best practices to meet specialty care needs in the community

ACTIONS:

- ✓ Target senior health care needs, including comprehensive evaluation and treatment for those who may require specialized medical and psychiatric care
- ✓ Provide primary medical care, preventive health care, disease management, and health-related education
- ✓ Offer a variety of clinical and didactic experiences to geriatric medicine fellows
- ✓ Prepare fellows to provide quality, evidence-based care to geriatric patients across care settings upon completion of the program
- ✓ Improve specialty care services through enhanced procedures and state-of-the art equipment
- ✓ Offer unique specialized medical care, including comprehensive evaluation and treatment
- ✓ Offer the community specialty care education programs to increase knowledge and awareness of services

TARGET POPULATIONS:

- Seniors
- General community
- Medically underserved, low-income, and minority populations

PROGRAMS:

- Geriatric Care center
- UPMC St. Margaret Family Health Centers
- Geriatric Fellowship program
- Orthopedic Robot
- CT Lung Cancer Screening program
- Double balloon endoscopy (GI procedure and equipment)
- Community specialty care education programs
- Total Joint Pre-Operative Education Classes

PROGRESS:

MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2022-2025)



6,343

Visits at
Geriatric
Care Centers
(June 2022 –
December 2023)



40,344

Visits at Family
Health Centers
(June 2022 –
December 2023)



324

Surgeries
Performed with
Orthopedic
Robot
(June 2022 –
December 2023)



2,568

Patients
Screened for
Lung Cancer
(June 2022 –
December 2023)

PROGRESS HIGHLIGHTS:

Caring for an Aging Population

UPMC St. Margaret continues to offer programs that provide comprehensive care for elderly residents and prepare medical fellows to care for geriatric patients across care settings.

- Geriatric Care Center:** UPMC St. Margaret Geriatric Care Center (GCC) is the area's only geriatric evaluation and treatment center. With locations in Aspinwall and Oakmont, the GCC provides medical and psychiatric evaluations, memory assessments, and pharmacy education and intervention, as well as management of Alzheimer's disease and other dementias.
 - > Between June 2022 and December 2023, 6,343 visits were conducted for medical and psychiatric care at the GCC.
 - > The GCC continues to provide an Alzheimer's virtual support group for care partners only. This support group is a safe, welcoming space to develop a support system, exchange practical information, and learn about community resources.
 - > UPMC St. Margaret's GCC was the first in the UPMC system to achieve IHI Age Friendly Status as a Level 1 in May 2020, and achieved Level 2 Commitment to Care Excellence Certification in October 2020. The GCC was recognized by the Institute for Health Care Improvement and the John A. Hartford Foundation for achieving the Committed to Care Excellence for Older Adult status within the Age Friendly Health System Initiative. This initiative recognized practices and institutions for promoting the 4Ms of geriatric care including Mobility, Medications, Mentation, and What Matters Most. The hospital is currently working toward Level 3 status as part of a systemwide initiative, which includes UPMC Mercy and some of the UPMC Senior Living Communities.
 - > The UPMC St. Margaret Foundation has generously supported funding of two patient engagement centers in the waiting rooms of the UPMC St. Margaret Geriatric Care Centers. Patient engagement activities include a 'little library' complete with healthy aging, caregiving, wellness, and memory care books. Additionally, there is a recipe sharing opportunity with future cookbook creation and distribution. The goal is to promote successful aging and wellness.
- UPMC St. Margaret Geriatric Fellowship:** This fellowship is a 12-month, clinically-based geriatric training program, which is designed to provide family medicine and internal medicine residency graduates with the unique clinical skills, knowledge, and experiences necessary for delivering high-quality care to the growing geriatric population.
 - > With each fellowship year beginning in July, a total of nine fellows have completed the program (July 2022-June 2024) and three fellows started the program in July 2024. Fellows learned to care for patients in hospital medicine, outpatient medicine, nursing home medicine, and through home visits.

Providing Community-Based Primary Care

UPMC St. Margaret's three Family Health Centers (FHCs) in New Kensington, Lawrenceville, and Bloomfield/Garfield continue to offer convenient primary medical care and services for people of all ages. In addition to pre-scheduled appointments, same-day appointments with a physician are also available to expand access to care.

- More than 40,000 medical visits were conducted at UPMC St. Margaret's FHCs from June 2022 to December 2023.

Improving Access to Specialty Care

Dedicated to meeting the health care needs of its community members, UPMC St. Margaret continues to offer specialized diagnosis, treatment, rehabilitation, and education, as well as the latest technical and medical advances. Specialty care accomplishments include:

- **Cardiology:** Over the last three years, UPMC St. Margaret continued to enhance cardiology services, including advanced procedures and state-of-the-art equipment, such as Amyloidosis exams. In 2023, UPMC St. Margaret added Cardiac CT scans to its service capabilities — the hospital is pleased to offer this procedure to the community. Additionally, UPMC St. Margaret serves as the pilot hospital for 3-14 day event monitors for patients. This is a great option for patients who do not want a 28-day monitor.
- **Gastroenterology:** UPMC St. Margaret is the first hospital in the Pittsburgh area to use the double balloon enteroscopy, an advanced endoscopic procedure that allows doctors to go deep into the small bowel where conventional endoscopy would never be able to reach.
 - > Between June 2022 and December 2023, 57 double balloon endoscopy procedures were performed.
- **Low-Dose CT Lung Cancer Screening Program:** UPMC St. Margaret continues to offer low-dose CT scans to screen for potentially cancerous spots, or pulmonary nodules, in a patient's lungs. This imaging test can detect nodules up to 10 times smaller than those seen on an x-ray and offers the best chance of finding lung cancer in its earliest, most curable stages.
 - > Between June 2022 and December 2023, 2,568 patients were screened for lung cancer — nine patients were referred to the hospital's Oncology Department for follow-up.
- **Orthopedics:** UPMC St. Margaret continues to enhance access to treatment for a variety of orthopedic needs, including joint replacement surgery and specialty care education programs.
 - > The hospital's Total Joint Pre-Operative Education in-person and virtual classes continue to flourish. Between June 2022 and December 2023, approximately 1,150 people participated in in-person/virtual Total Joint Preoperative Education Classes. An orthopedic nurse navigator leads the class, with additional teaching by a physical therapist, an occupational therapist, and a dietitian.
 - > In 2022, the hospital began performing robotic orthopedic surgeries — providing local access to specialized procedures. Between June 2022 and December 2023, the hospital performed 324 surgeries utilizing the orthopedic robot; in addition, more than 300 people were reached through an in-person/virtual event on knee replacements using robotic surgery.

COMMUNITY PARTNERS:

UPMC Health Plan, UPMC St. Margaret Family Health Centers, UPMC St. Margaret Family Practice Residency Program, UPMC St. Margaret Geriatric Care Center, UPMC St. Margaret Specialty Care Providers, Wesley Family Services

Access to Care and Navigating Resources

Care Coordination, Palliative and End-of Life Care

UPMC St. Margaret continues to address care coordination through programs focused on seniors and financial assistance for those encountering barriers to care. Additionally, the hospital is dedicated to growing palliative care services in both inpatient and outpatient settings.

GOAL:

Improve care transitions, access to post-discharge resources, and transportation to medical appointments

Increase utilization of palliative and end-of-life care services and increase support for families and caregivers coping with loss

STRATEGIES:

Enhance care coordination and care transitions for at-risk populations

Take a comprehensive approach to offer palliative and end-of-life services to the community

ACTIONS:

- ✓ Coordinate follow-up medical care for community residents who have been identified with abnormal test results from health screenings
- ✓ Provide financial assistance with medications, medical equipment, supplies, emergency housing, and transportation
- ✓ Provide coordination for ongoing in-home care for older adults
- ✓ Provide transportation assistance to medical care for community residents
- ✓ Provide patients and their families with palliative care consults and goals of care discussions
- ✓ Provide educational programs and support groups focused on coping with grief
- ✓ Support dying patients who have no family members or whose family members are unavailable

TARGET POPULATIONS:

- Seniors
- General community
- Medically underserved, low-income, and minority populations

PROGRAMS:

- UPMC St. Margaret Family Health Centers (AmeriCorps worker, community health worker & Master of Social Work (MSW) students)
- The Rod Rutkowski Bed Fund
- The Family Emergency Fund
- Living-At-Home program
- Free Rides for Seniors
- Inpatient Palliative Care program
- Outpatient Palliative Care clinic
- Bereavement support group and Growing through Grief
- Hospital memorial services
- No One Dies Alone (NODA) program

PROGRESS:**MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2022-2025)**

4,855 Patients Assisted by
the Rod Rutkowski Bed Fund
(June 2022 – December 2023)



3,081 Patients Supported
by Hospital-Based
Palliative Care Services
(June 2022 – December 2023)

PROGRESS HIGHLIGHTS:**Coordinating Follow-Up Care**

Staff at UPMC St. Margaret's three Family Health Centers (FHC) help coordinate care for individuals, including scheduling follow-up appointments, medication management, and counseling and case management.

- Between June 2022 and December 2023, the AmeriCorps workers, community health worker, and Master of Social Work (MSW) students embedded at the FHCs completed a total of 928 patient interactions.

Assisting Neighbors in Need

Over the last three years, UPMC St. Margaret continued to offer a range of programs that help fill gaps for low-income residents. Efforts include:

- The Rod Rutkowski Bed Fund:** The mission of the Bed Fund of the St. Margaret Foundation is to serve as a fund for patients who are uninsured or under-insured and without the means to meet even the most minor expenses. The Bed Fund is available to assist patients in obtaining prescriptions, equipment, supplies, transportation, or other services that they cannot financially afford. The Bed Fund is utilized for patients at UPMC St. Margaret.
 - Between June 2022 and December 2023, the hospital supported 4,819 uninsured or under-insured patients with medications, medical equipment, transportation, homecare services, food, and clothing with funding provided by the Rod Rutkowski Bed Fund.
- Living-At-Home program:** This program connects seniors who live at or below the poverty level with community resources that help coordinate in-home care. Participants are referred to community resources, such as home-delivered meals, grocery shopping assistance, and homemaking services. Participants receive medication management services provided by a nurse if needed to assist with keeping clients compliant with medications prescribed by their physician. Studies have shown that program participants attend more primary care office visits and have fewer hospital admissions and emergency department visits.
 - Over the last three years, approximately 70 seniors living in underserved areas — including Blawnox, Etna, Millvale, Sharpsburg, New Kensington, and Verona — received services through the Living-at-Home program.
 - Living-at-Home also reached nearly 500 older adults through outreach and education services offered at senior centers, outpatient centers, and senior high-rises — offering education about seasonal depression, heart-healthy and diabetic recipes, seated exercise routines, fall prevention, living wills, social isolation education, college course education, technology education, and grief support.

**Established a New Family
Emergency Fund in Partnership
with St. Margaret Foundation**

In 2022, UPMC St. Margaret collaborated with St. Margaret Foundation to create an emergency fund for the families of medically underserved patients. This fund assists with food, transportation, pet care, and home necessities. To date, 136 patients have benefitted from the Family Emergency Fund.

- **Free Rides for Seniors:** To help reduce transportation barriers, UPMC St. Margaret partners with St. Margaret Foundation, North Hills Community Outreach, and Wesley Family Services to operate free shuttle services for senior residents to the hospital, medical offices, diagnostic centers, and discount stores. In its 19th year, this Free Rides program supports healthy minds and bodies among the older adult population — and provides an opportunity to create a “Community Center on Wheels” for the area’s seniors in need.

Helping Patients and Their Families Maintain Dignity and a Higher Quality of Life with Palliative Care Services

Over the past three years, UPMC St. Margaret has worked to increase utilization of palliative and end-of-life care services and to increase support for families and caregivers coping with loss. Efforts include:

- **Palliative care consults and goals of care discussions:** The hospital continues to provide excellent inpatient palliative care services. The Palliative Care team continues to provide education on placing timely consults and goals of care discussion and documentation. The team created pocket cards containing contact information, hours of operation, and tips on how to have goals of care conversations. These cards have been disseminated to physicians and advanced practice providers throughout the hospital.
- **Clinic-based palliative care services:** The hospital increased community access to clinic-based palliative care services at the Geriatric Care Center. The visit volume continued to grow, with access to specialty social services and a strong link to home-based programs through both UPMC and Highmark insurance carriers. The Palliative Care team has been providing community outreach with educational programs aimed at promoting advance care planning and hospice utilization. The outpatient Palliative Care program served 103 patients. Positive feedback has been received from patients, and the specialty groups referring to the clinic find it valuable.
 - > From June 2022 to December 2023, Palliative Care served 3,081 patients through both inpatient and outpatient services.
- **Providing educational programs and support groups focused on coping with grief:** The hospital continues to support a monthly bereavement group; a six-week Growing through Grief series; Cooking for One, a group for newly widowed individuals to learn how to shop, cook, and eat for one; and a quarterly memorial service, which is followed by a small reception where attendees can meet with a hospital social worker for assistance with grief.
 - > Between June 2022 and December 2023, 154 people participated in educational programs and support groups focused on coping with grief.
- **No One Dies Alone (NODA) program:** The hospital continues to support dying patients who have no family members or whose family members are unavailable through the No One Dies Alone (NODA) program. NODA program was reinstated in February 2024, and currently has 12 volunteers. The hospital continues to promote and recruit for the NODA program.

COMMUNITY PARTNERS:

Area Health Education Center (AHEC), more than 30 skilled nursing facilities in the local area, North Hills Community Outreach, St. Margaret Foundation, UPMC Family Hospice, UPMC Living-At-Home, UPMC Palliative and Supportive Institute, UPMC Senior Communities, UPMC Senior Services, Wesley Family Services

Prevention and Community-Wide Healthy Living

Community Prevention and Wellness Initiatives

UPMC St. Margaret continues to address preventive health and wellness through an extensive suite of programs, including community education, screenings, and customized programming for seniors and low-income residents.

GOAL:	STRATEGIES:
Increase awareness about disease prevention and participation in events that offer health screenings, immunizations, and healthy lifestyle education	Improve the health and wellness of residents in the community by educating and helping residents prevent and manage chronic disease
	Further strengthen existing community partnerships with the St. Margaret Foundation, Faith United Methodist Church, and other local organizations to help reach seniors and low-income residents
ACTIONS:	TARGET POPULATIONS:
<ul style="list-style-type: none">✓ Continue to provide education throughout the community through multiple channels✓ Administer preventive screenings (e.g., blood pressure, cardiac risk, bone density, blood glucose, lipid profile, stroke risk and fall prevention)✓ Provide vaccinations to community members✓ Offer free flu vaccinations to area residents aged 65 and older	<ul style="list-style-type: none">• Seniors• General community• Medically underserved, low-income, and minority populations

PROGRAMS:

- Alive & Well Series
 - Community health education programs
- Roots of Faith Neighborhood Table
 - Community health screenings
 - COVID-19 vaccine clinics
- Flu shots
 - Free flu immunizations

MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2022-2025)



4,872
Participants in
Community Health
Education Programs
(June 2022 - December 2023)



1,007 Health
Screenings Provided
(June 2022 - December 2023)



459 Free
Flu Immunizations
Administered
(June 2022 - December 2023)

PROGRESS HIGHLIGHTS:

Raising Awareness to Help Prevent and Manage Chronic Disease

UPMC St. Margaret is proud to serve as a health education resource at a range of community events — reaching more than 4,800 total participants. Since July 2022, UPMC St. Margaret has participated in more than 20 community events, including Roots of Faith; Knead Community Café; Verona United Methodist Church; National Senior Health and Fitness Day at the Pittsburgh Zoo & Aquarium; Community Health, Wellness & Career Fair with State Representative Jill Cooper in New Kensington; Senior Health Fair with the Late State Representative Tony DeLuca; Senior Health Fair with Jay Costa and Joe McAndrew in Oakmont; Fox Chapel's Fire and Ice in the Park; Pride in the Park; Aspinwall Big Night Out; Senior Luncheon with State Representative Mandy Steel in Cheswick; and education presentations at Riverview Community Action Corporation in Oakmont.

Promoting Preventive Health Screenings

UPMC St. Margaret continues to offer preventive screenings, such as blood pressure, cardiac risk, bone density, blood glucose, lipid profile, stroke risk, and fall prevention. The hospital collaborates with several partner organizations — including Roots of Faith, Knead Community Café, and Verona United Methodist Church — to reach community members and promote preventive screenings.

- 1,007 total health screenings were provided between June 2022 and December 2023. Of the total, 672 were blood pressure screenings; 226 people with abnormal blood pressure results were counseled by a nurse and encouraged to receive follow-up care.

Supporting Anti-Poverty Programs with Health Education and Screenings at Community Dinners

For the last three years, UPMC St. Margaret continued to support anti-poverty programs. The hospital strengthened its partnerships with Faith United Methodist Church — celebrating seven years of partnership with Roots of Faith at the Neighborhood Table in September 2023. The meal was prepared and delivered by UPMC St. Margaret Food and Nutrition Services, and hospital employees plated and served the meal. UPMC St. Margaret continues to participate in monthly neighborhood dinners — providing health education, nutrition information, one-on-one health advice, and health screenings. A major focus of this program is on identifying individuals with abnormal health screenings or medical issues and referring them to appropriate medical services.

- In March 2023, the St. Margaret Foundation generously began providing 60 fresh produce bags per month through the Rod Rutkowski Bed Fund. The produce bags are distributed to the Roots of Faith community when UPMC St. Margaret provides monthly health screenings.
- In January 2024, representatives from UPMC St. Margaret Human Resources began attending the monthly Roots of Faith Neighborhood Table. HR representatives provide education to community members about available positions at UPMC St. Margaret and are available to answer employment barrier questions from community members.



Protecting Vulnerable Populations from the Flu

For the last three years, UPMC St. Margaret helped protect the health of seniors and low-income individuals with free flu vaccines. The hospital collaborated with community partners, such as Wesley Family Services and Knead Community Café in New Kensington, Somali Bantu Community in Northview Heights, and Roots of Faith Neighborhood Table in Sharpsburg to administer free flu shots. Additionally, the hospital hosts an annual Drive-Thru Free Flu Shots for Seniors event — reaching an average of 91 seniors each October.

- Between June 2022 and December 2023, a total of 459 free flu vaccines were administered at community events.

COMMUNITY PARTNERS:

Borough of Aspinwall, Faith United Methodist Church, Integrated Corporate Health, Knead Community Café, Lauri Ann West Community Center, local libraries, Oakmont Riverview Community Action Corporation, Pennsylvania State Representatives, Pittsburgh Zoo & Aquarium, Roots of Faith, Somali Bantu community in North View Heights, St. Margaret Foundation, UPMC Health Plan, Verona United Methodist Church, Wesley Family Services

UPMC St. Margaret Is Addressing High Priority Health Issues:

Adoption of the Implementation Plan

On May 22, 2025, the UPMC St. Margaret Board of Directors adopted an implementation plan to address the significant health needs identified:

- Access to Care and Navigating Resources
- Prevention and Community-Wide Healthy Living

UPMC | ST. MARGARET

COMMUNITY-WIDE HEALTH NEEDS: 2025-2028

ACCESS TO CARE AND NAVIGATING RESOURCES

PREVENTION AND COMMUNITY-WIDE HEALTHY LIVING

UPMC St. Margaret Is Leveraging UPMC and Community Resources

By providing a comprehensive suite of programs, UPMC St. Margaret plays an important role in addressing the community health needs that were identified in the recent Community Health Needs Assessment. The hospital will support the priority areas with internal resources, through grants, and by strengthening collaborations with numerous community partners.

Access to Care and Navigating Resources

Goal: Continue to offer behavioral health services, opioid and substance use disorder treatment, and post-discharge resources

Planned Actions:

1. Enhance care coordination efforts by providing assistance with medications, medical equipment, emergency housing, and transportation
2. Enhance care coordination for patients with behavioral health needs
3. Increase community member and provider awareness of services and resources available for opioid and substance use disorders

Target Populations:

General community, seniors, adults, unemployed/uninsured populations, low-income, medically underserved, and minority populations

Planned Collaborations:

Allegheny County Department of Health, Greenbriar Treatment Centers, St. Margaret Foundation, UPMC Health Plan, UPMC St. Margaret Family Health Centers, UPMC Western Psychiatric Hospital

Prevention and Community-Wide Healthy Living

Goal: Increase awareness about disease prevention and encourage participation in events that provide health screenings, immunizations, and healthy lifestyle education

Planned Actions:

1. Continue to provide community education through multiple channels
2. Continue to offer preventive health screenings and vaccinations in the community

Target Populations:

General community, seniors, adults, unemployed/uninsured populations, low-income, medically underserved, and minority populations

Planned Collaborations:

Borough of Aspinwall, Integrated Health 21, Knead Community Café, Riverview Community Action Corporation (Oakmont), Somali Bantu Community in Northview Heights, Roots of Faith, St. Margaret Foundation, UPMC Hillman Cancer Center, Verona United Methodist Church, Wesley Family Services



COMMUNITY HEALTH IMPROVEMENT PROGRESS AND PLAN


2022 - 2025 Progress Report and
2025 - 2028 Implementation Plan



UPMC | WASHINGTON

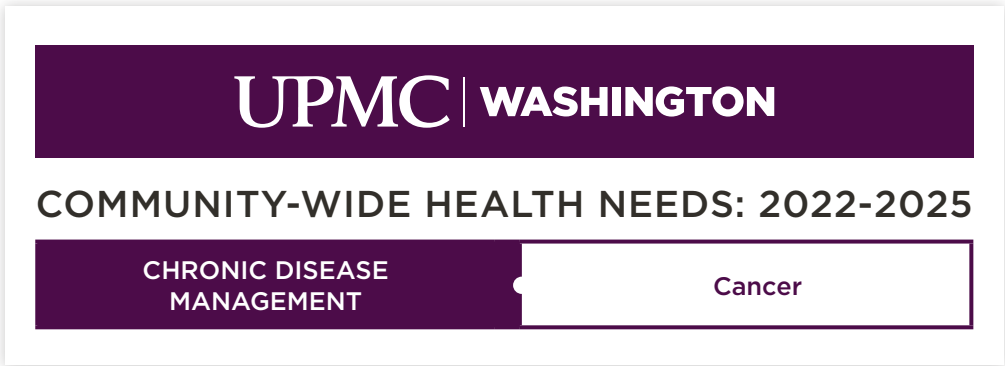
Caring for the Community

Since 1897, Washington Hospital has provided the highest quality care to the residents of southwestern Pennsylvania. The hospital's vast list of services and specialties has grown to meet the needs of a growing population to include comprehensive cardiac care, cancer care, orthopedics, neurology, women's health, rehabilitation, advanced imaging, and many other services located throughout Washington and Greene counties.

	VITAL STATISTICS Calendar Year 2023		JOBS AND STRENGTHENING THE LOCAL ECONOMY	
	Licensed Beds	278	Employees	1,596
	Hospital Patients	13,255	Community Benefits Contributions	\$54.3 million
	Emergency Dept. Visits	34,981	Free and Reduced Cost Care	\$16.6 million
	Total Surgeries	5,854	Total Economic Impact of Hospital Operations	\$514.8 million

Addressing the Community's Significant Health Needs

When the Fiscal Year 2022 CHNA was conducted, UPMC Washington affirmed the following significant health need:



Chronic Disease Management

Cancer: Colorectal Cancer

Colorectal cancer is one of the most preventable forms of cancer. UPMC Washington recognizes the value in regular screening and detection of early polyps in the colon.

GOAL:

To reduce 2020 colorectal cancer death rate in Washington and Greene Counties combined (12.9 per 100,000 population, age-adjusted, with a 95% confidence interval of 9.4-17.4) by 10.1% (to 11.6 per 100,000 population, age-adjusted) as of June 30, 2024

STRATEGIES:

To increase the number and percentage of people aged 45-75 years who are screened with a test that fulfills current recommended treatment guidelines in the Washington Health System's Primary Care Physician offices population from 68.32% in 2021 by 4.2% to 71.2% as of June 30, 2024

Attend at least eight outreach and education events designed to raise awareness of the importance of colorectal cancer screening in people aged 45-75 years from June 30, 2022, to June 30, 2024

ACTIONS:

- ✓ Pull monthly gap reports from insurers sites. These include patients who are due for or have completed colon screenings
- ✓ Review patients' charts to confirm that those are listed as not being completed do not have the procedure or lab results in their documents. If it is found in patients chart documents this is attached to an order and uploaded to the insurer for patient records
- ✓ Alert PCP offices to confirmed gaps in patient screenings
- ✓ Flag patients on the gap list who are scheduled for a visit so that office staff can address at upcoming visit
- ✓ Call patients who have not been screened and who did not have a regular visit scheduled during the first nine months of the calendar year to educate on importance of screening and motivate them to be screened
- ✓ Send patients who agree to be screened a FIT; or sign patients up for Cologuard®; or place an order for a colonoscopy
- ✓ Provide feedback to providers and staff at least once a year on closing gap effort results
- ✓ Identify and attend outreach and education events (13 senior centers in Washington County, annual senior fair in Greene County on First Friday in October; Different Abilities and Nutrition Security Summit; Washington County Fair Senior Citizens Day)
- ✓ Attend events to help educate target population

TARGET POPULATIONS:

- People aged 45-75 years

PROGRAMS:

- Reviewing colonoscopy recommendations at annual wellness visits
- Promoting smoking cessation and diets high in fiber
- Promoting public resources for patient education

PROGRESS

MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2022-2025)



13,500+ Colonoscopies Completed
(January 2023 – May 2024)

PROGRESS HIGHLIGHTS:

Encouraging Screenings for Early Detection of Colorectal Cancer

Over the last three years, UPMC Washington and UPMC Greene helped to raise awareness of the importance of colorectal cancer screening and worked to increase the number of people aged 45-75 years who are screened for colorectal cancer.

- Between January 2023 and May 2024, more than 13,500 colonoscopies were completed.

Promoting Resources for Patient Education

Over the last three years, UPMC Washington and UPMC Greene helped to provide patients and community members with educational resources about colorectal cancer, including:

- American Cancer Society
- Colorectal Cancer Alliance
- Colorectal Cancer Patient Support Group, a free 15-week online support group
- Fight Colorectal Cancer
- UPMC Hillman Cancer Center's cancer support group

Attending Outreach and Education Events

Since 2022, UPMC Washington staff identified and attended a range of community events to help raise awareness of colorectal cancer and share health education information. These outreach and education events included wellness events for teachers, seniors, people with disabilities, immigrants, migrants, and refugees; back-to-school events, kids' fests, pediatric mobile dental events; and mental health awareness, substance use disorder awareness, and suicide prevention events.

Raising Awareness of Community Resources

UPMC Washington and UPMC Greene developed and distribute a Community Support Guide. Primary and specialty care practices share this guide with patients who screen positive when answering Social Determinants of Health (SDoH) questions. The guide serves as a resource to help patients learn where to access support services, including housing, utilities, food, and transportation.

Since 2022, UPMC Washington and UPMC Greene have distributed more than 1,400 copies of the Community Support Guide to patients.



COMMUNITY PARTNERS:

American Cancer Society, Colorectal Cancer Alliance

Chronic Disease Management
Cancer: Lung Cancer

UPMC Washington recognizes that lung cancer is the second most common form of cancer and the leading cause of death from cancer in the United States. With the historical use of cigarettes and high employment in at risk occupations in the counties that we serve, screening is paramount in the early detection and treatment of lung cancer.


GOAL:	STRATEGIES:
To reduce the 2020 lung cancer death rate in Washington and Greene counties combined (40 per 100,000 population, age-adjusted, with a 95% confidence interval of 33.6-46.4) by 8.4% (to 36.7 per 100,000 population, age-adjusted) as of June 30, 2024.	To increase the number and percentage of people aged 50-77 years who: have a 20 or more pack a year history of tobacco smoking; quit smoking tobacco within the last 15 years or are current tobacco users; and are asymptomatic for lung cancer to be screened with low dose computed tomography (LDCT) in WHS PCP offices by 100% from 766 in Fiscal Year 2022 to 1532 as of June 30, 2024

ACTIONS:	TARGET POPULATIONS:
<ul style="list-style-type: none">✓ Promote LDCT for appropriate patients to WHS offices by educating PCPs to order screening for new eligible patients and re-order annual re-screening for previously identified eligible patients through a variety of media advertisements, articles and info graphics.✓ Follow up with patients who have been ordered LDCT scans to schedule.✓ Follow up with patients who have been scanned at appropriate intervals based on their lung RADS category.✓ Document scan outcomes in National Radiology Data Registry (NRDR), including those who are diagnosed with lung cancer and at what stage.✓ Provide statistics on how many patients screened.✓ Provide statistics on results of lung RADS category; number of patients diagnosed with lung cancer and at what stage.	<ul style="list-style-type: none">• People aged 50-77 years

PROGRAMS:

- Low dose CT scan for at risk population
- Smoking cessation programs in the community

MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2022-2025)



3,100+

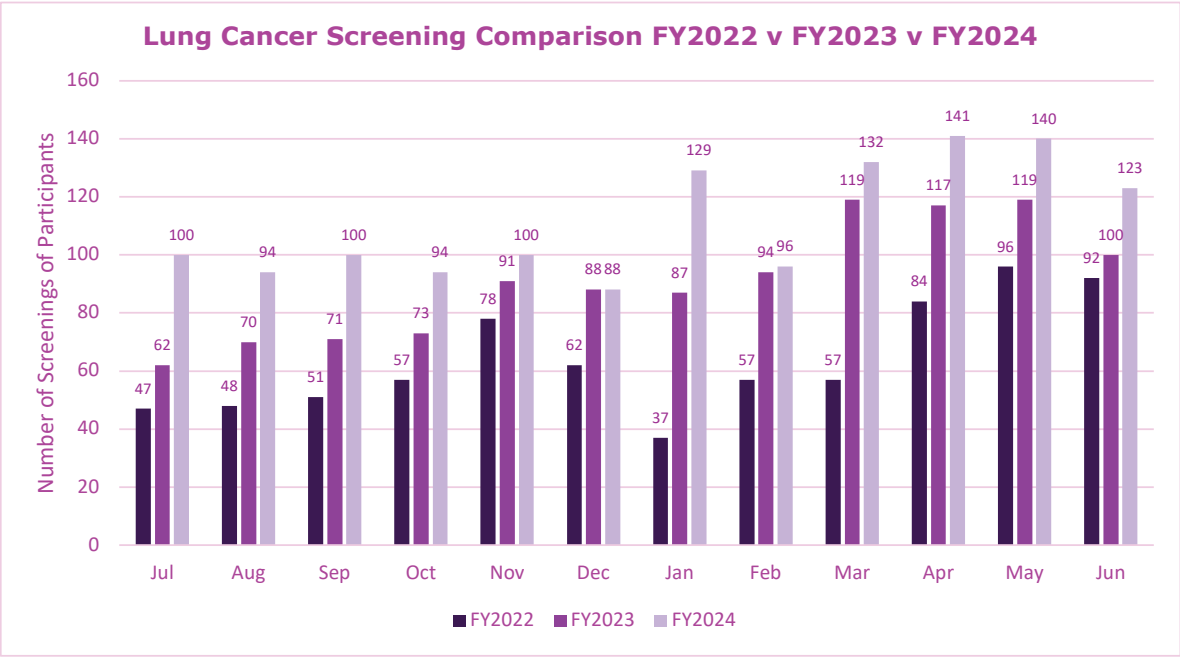
Low Dose CT Scans for Lung Cancer Completed
(July 2022 – June 2024)

PROGRESS HIGHLIGHTS:

Increasing Lung Cancer Screenings

UPMC Washington, in collaboration with UPMC Greene, continues efforts to increase the number of people aged 50-77 years who have a history of tobacco use and are asymptomatic for lung cancer and are screened with low dose computer tomography (LDCT).

- Between July 2022 and June 2024, UPMC Washington and UPMC Greene conducted more than 3,100 lung cancer screenings.



Promoting Resources for Patient Education and Support

Over the last three years, UPMC Washington and UPMC Greene helped to provide patients and community members with educational resources about lung cancer, including:

- Information about the American Cancer Society, the American Lung Association, and UPMC Hillman Cancer Center’s cancer support group.
- 1-800-QUIT-NOW:** To help encourage smoking cessation, UPMC Washington providers promote 1-800-QUIT-NOW, the national portal to a network of state quitlines. A quitline offers evidence-based support — like counseling, referrals to local programs, and free medication — to people who want to quit tobacco use. Hospital staff also distribute wallet cards and brochures at community outreach events and as part of the hospital’s discharge process to help encourage community members and patients to use the quitline.
- Top 10 Tips to Quit for Good:** UPMC Washington providers created Top 10 Tips to Quit for Good, a print handout that can be shared with patients who are current smokers. These top ten tips are also available through the touchscreens in exam rooms, which offers another avenue for patients to access smoking cessation information.

COMMUNITY PARTNERS:

American Cancer Society, American Lung Association, Lungs At Work

Improving Access to Local, Quality Health Care

UPMC Washington is working with community partners to help improve access to local, quality health care.

Addressing Transportation Barriers to Care

UPMC Washington coordinates with Washington County Freedom Transit to connect patients who lack transportation with a shared rides program.

Patients over 65 and/or patients who have a disability pay a low-cost fee based on mileage, and Medicaid patients ride at no cost. When a patient is having a procedure, an adult companion is required, but they can ride for free.

Washington County Freedom Transit also offers fixed-schedule travel to Pittsburgh's tertiary hospitals, which helps reduce transportation barriers to specialty care.

Increasing Awareness of Food Resources

UPMC Washington is working to improve patients' knowledge of local food pantries, scheduled food distributions, and availability of senior food boxes. The hospital uses its Community Support Guide to share information with patients and promotes food distribution events hosted by the Greater Pittsburgh Food Bank. When food is available, the hospital helps distribute it to patients, often providing food boxes to patients in need through its outpatient Behavioral Health office.

Filling Gaps in Dental Care

Recognizing an unmet need for dental care, UPMC Washington is partnering with Cornerstone Care to establish mobile dental events for seniors. By increasing access to local dental care, UPMC Washington is helping to reduce the number of avoidable Emergency Department visits for dental emergencies.

Improving Access to Behavioral Health Services

In partnership with Washington County Drug and Alcohol Office, UPMC Washington offers a warm hand-off program, which connects patients with substance use disorder to a peer recovery specialist. This peer recovery specialist connects with patients in both the Emergency Department and the Behavioral Health Unit (BHU) and helps serve as a model for recovery as well as a bridge to treatment services.

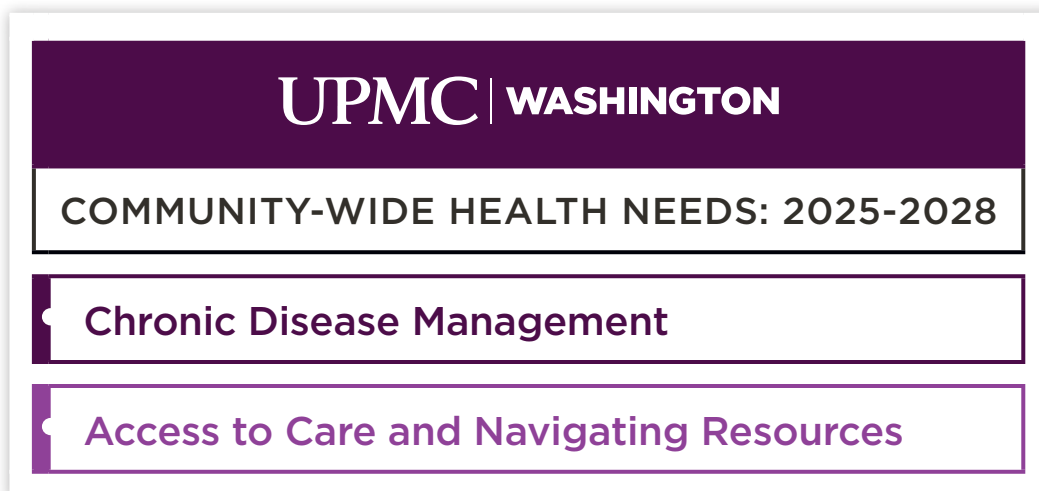
In addition, UPMC Washington's partnership with Gateway helps guarantee patients with substance use disorder who are seeking treatment can access inpatient detox services as soon as possible.

UPMC Washington Is Addressing High Priority Health Issues:

Adoption of the Implementation Plan

On March 25, 2025, the UPMC Washington Board of Directors adopted an implementation plan to address the significant health needs identified:

- Chronic Disease Management
- Access to Care and Navigating Resources



UPMC Washington Is Leveraging UPMC and Community Resources

By providing a comprehensive suite of programs, UPMC Washington plays an important role in addressing the community health needs that were identified in the recent Community Health Needs Assessment. The hospital will support the priority areas with internal resources, through grants, and by strengthening collaborations with numerous community partners.

Chronic Disease Management

Goal: Promote chronic disease prevention and early detection in the community

Planned Actions:

1. Promote health screenings in the community, with a focus on lung, colon, cervical, and breast cancers
2. Explore collaborative opportunities with two local Federally Qualified Health Centers to provide cancer screenings and preventive care

Target Populations:

General community, individuals with increased cancer risk

Planned Collaborations:

Adagio Health, Centerville Clinic, Cornerstone Care, Pennsylvania Department of Health, Washington Physicians Group

Access to Care and Navigating Resources

Goal: Improve access to care in Washington County, with a focus on reducing wait times for appointments

Planned Actions:

1. Recruit providers to the region
2. Evaluate and implement procedures to decrease wait times for appointments and explore alternative delivery models for meeting the medical needs of the community

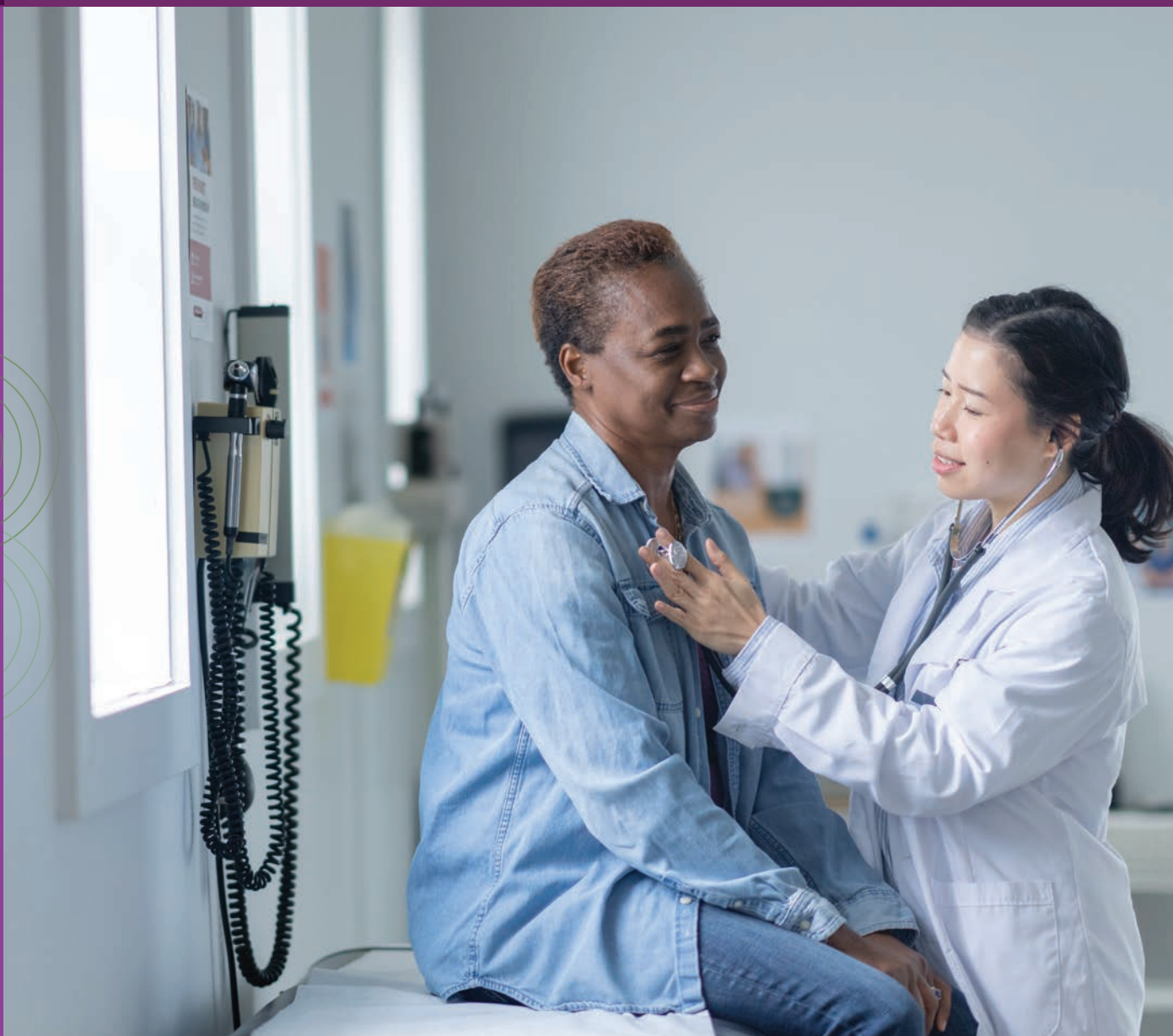
Target Populations:

General community

Planned Collaborations:

Centerville Clinics, Cornerstone Care, UPMC Graduate Medical Education, Washington Physicians Group, Washington Physician Hospital Organization (WPHO)

V . APPENDICES A-D



APPENDIX A: Secondary Data Sources and Analysis

Overview:

To identify the health needs of a community, UPMC conducted an analysis of publicly available data. Secondary data — including population demographics, mortality, morbidity, health behavior, and clinical care data — were used to identify and prioritize significant community health needs. Data which informed this CHNA were compiled from a variety of state and national data sources and are reflected in the table below.

Population characteristics, socioeconomic, and health status data were also examined. Community-level data (county-level) were compared to the state, nation, and *Healthy People 2030* benchmarks to help identify key health issues. When available, data specific to low-income individuals, underserved minorities, and uninsured populations were examined. In addition, analysis considered federal designations of Health Professional Shortage Areas (HPSAs) — defined as “designated as having a shortage of primary medical care providers” and Medically Underserved Areas (MUAs) — which may consist of a whole county or a group of contiguous counties, a group of county or civil divisions, or a group of urban census tracts.

Publicly Available Data and Sources Used for Community Health Needs Assessment

Data Category	Data Items	Description	Source
Demographic Data	Population Change	Comparison of total population and age-specific populations in 2010 and 2020 by county, state, and nation.	U.S. Census
	Age and Gender	Median age, gender, and the percent of elderly living alone by county, state, and nation in 2020.	
	Population Density	2020 total population divided by area in square miles (2020) by county, state, and nation.	
	Median Income/Home Values	By county, state, and nation in 2020.	
	Race/Ethnicity		
	Insurance: Uninsured, Medicare, Medicaid		
	Female Headed Households		
	Individuals with a Disability	Percent for each item by county, state, and nation in 2020.	
	Poverty		
	Unemployed		
	No High School Diploma		

Data Category	Data Items	Description	Source
Morbidity Data	Adult Diabetes	2019-2022 data collected and compared by county, state, and nation.	PA Department of Health
	Mental Health		PA Department of Health - Behavioral Risk Factors Surveillance System
	Birth Outcomes		U.S. Centers for Disease Control and Prevention
Health Behaviors Data	Obesity (Childhood and Adult)		U.S. Centers for Disease Control and Prevention - Behavioral Risk Factors Surveillance System
	Alcohol Use		U.S. Centers for Disease Control and Prevention - National Center for Health Statistics
	Tobacco Use		U.S. Department of Health and Human Services
	Sexually Transmitted Disease		U.S. Department of Health and Human Services
Clinical Care Data	Immunization	2017-2022, 2024 data collected and compared by county, state, and nation.	PA Department of Health- Behavioral Risk Factors Surveillance System
	Cancer Screening (Breast/Colorectal)		U.S. Centers for Disease Control and Prevention
	Primary Care Physician Data		U.S. Centers for Disease Control and Prevention - Behavioral Risk Factors Surveillance System Robert Wood Johnson County Health Rankings & Roadmaps
Mortality Data	Mortality Rates	2021 data collected and compared by county, state, and nation.	PA Department of Health U.S. Centers for Disease Control and Prevention - National Center for Health Statistics
Benchmark Data	Morbidity Rates, Health Behaviors, and Clinical Care Data	National benchmark goal measures on various topics for the purpose of comparison with current measures for county, state, and nation.	Healthy People 2030

In addition, local and state public health department input and data were obtained and utilized in this community health needs assessment. UPMC relied on publicly available Pennsylvania Department of Health reports and additional local health department information accessed via email communication.

Information Gaps Impacting Ability to Assess Needs Described:

The best available data were used to obtain the most meaningful comparison and analysis possible. Public data sources, however, are limited by some information gaps, and small sample sizes can represent statistically unreliable estimates.

The community definition hinged at the county level, in part, because the quality and availability of data at this level was generally most comprehensive and allowed for meaningful comparisons with state and national data. Whenever possible, population health data were examined for sub-populations, including low-income, minority, and uninsured populations.

APPENDIX B: Detailed Community Health Needs Profile

Population Demographics:

Characteristics	Allegheny County	Greene County	Lawrence County	Mercer County	Washington County	Pennsylvania	United States
Area (square miles)	730.0	575.9	357.4	672.5	857.0	44,742.3	3,533,038.3
Density (persons per square mile)	1,713.2	62.4	240.8	164.5	244.3	290.6	93.8
Total Population, 2020	1,250,578	35,954	86,070	110,652	209,349	13,002,700	331,449,281
Total Population, 2010	1,223,348	38,686	91,108	116,638	207,820	12,702,379	308,746,065
Population Change ('10-'20)	27,230	(2,732)	(5,038)	(5,986)	1,529	300,321	22,703,216
Population % Change ('10-'20)	2.2	-7.1	-5.5	-5.1	0.7	2.4	7.4
Age							
Median Age	40.2	43.7	45.5	45.1	45.1	41.0	38.8
% <18	18.4	18.6	19.8	19.5	19.2	20.4	22.1
% 18-44	36.8	33.0	29.6	30.3	30.7	34.0	35.7
% 45-64	25.3	28.2	27.9	27.4	28.5	26.5	25.4
% 65+	19.4	20.2	22.7	22.8	21.6	19.1	16.8
% 85+	2.7	2.1	3.2	3.2	2.7	2.5	1.9
Gender							
% Male	48.5	52.2	48.7	49.5	49.1	48.9	49.1
% Female	51.5	47.8	51.3	50.5	50.9	51.1	50.9
Race/Ethnicity							
% White*	75.7	91.9	88.7	88.1	89.8	75.0	61.6
% African-American*	13.1	3.0	4.3	5.8	3.3	10.9	12.4
% American Indian and Alaska Native*	0.2	0.2	0.1	0.1	0.1	0.2	1.1
% Asian*	4.7	0.3	0.4	0.6	1.0	3.9	6.0
% Native Hawaiian/ Other Pacific Islander*	0.0	0.0	0.0	0.0	0.0	0.0	0.2
% Hispanic or Latino**	2.7	1.4	1.9	1.5	1.9	8.1	18.7
% Disability	13.6	19.2	17.3	18.6	15.0	14.0	12.7

*Reported as single race; **Reported as any race

Source: U.S. Census, 2010, 2020

Social and Economic Factors:

Characteristics	Allegheny County	Greene County	Lawrence County	Mercer County	Washington County	Pennsylvania	United States
Income, Median Household	\$62,320	\$55,993	\$50,080	\$50,529	\$65,478	\$63,627	\$64,994
Home Value, Median	\$161,600	\$122,500	\$113,200	\$123,600	\$170,800	\$187,500	\$229,800
% No High School Diploma*	5.2	12.4	8.7	10.1	6.5	9.0	11.5
% Unemployed**	4.9	4.9	6.4	5.8	5.4	5.4	5.4
% of People in Poverty	11.3	12.9	12.9	14.4	8.9	12.0	12.8
% Elderly Living Alone	14.2	13.6	15.5	15.8	14.0	12.9	11.1
% Female-headed households with own children <18	4.6	3.7	4.7	4.5	3.5	4.8	5.2
Health Insurance							
% Uninsured	3.8	3.6	5.3	5.6	3.7	5.6	8.7
% Medicaid	12.9	18.4	20.0	19.3	13.7	15.8	17.0
% Medicare	14.1	15.1	16.9	16.9	16.4	13.9	11.8

*Based on those ≥25 years of age; **Based on those ≥16 years and in the labor force

Source: U.S. Census, 2020

Leading Causes of Mortality for the United States Compared to Pennsylvania, and the following Counties: Allegheny, Greene, Lawrence, Mercer, and Washington

Causes of Death	Allegheny County	Greene County	Lawrence County	Mercer County	Washington County	Pennsylvania	United States
	Percent of Total Deaths	Percent of Total Deaths	Percent of Total Deaths	Percent of Total Deaths	Percent of Total Deaths	Percent of Total Deaths	Percent of Total Deaths
All Causes	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Diseases of Heart	23.1	21.1	22.1	21.0	18.5	20.9	20.1
Malignant Neoplasms (Cancer)	17.7	17.2	17.1	15.4	18.2	17.8	17.5
COVID-19	9.1	12.8	13.1	13.1	11.7	11.7	12.0
Accidents (Unintentional Injuries)	7.6	7.0	5.6	6.3	6.8	6.6	6.5
Cerebrovascular Diseases	4.3	4.2	3.7	3.5	3.7	4.4	4.7
Chronic Lower Respiratory Diseases	3.6	3.5	3.8	3.7	3.8	3.6	4.1
Alzheimer's Disease	3.1	2.8	3.1	3.5	3.0	2.6	3.4
Diabetes Mellitus	2.3	2.8	3.0	3.1	2.4	2.7	3.0
Chronic Liver Disease and Cirrhosis	1.3	1.1	1.3	1.0	1.1	1.2	1.6
Nephritis, Nephrotic Syndrome, and Nephrosis	1.8	2.2	1.2	2.0	2.1	1.9	1.6
Intentional Self-Harm (Suicide)	1.1	1.5	0.9	0.8	1.5	1.2	1.4
Essential Hypertension and Hypertensive Renal Disease	0.9	0.6	1.1	0.7	0.7	0.9	1.2
Influenza and Pneumonia	1.1	1.3	1.1	1.0	1.0	1.2	1.2
Septicemia	1.4	1.5	1.2	1.9	1.4	1.6	1.2
Parkinson's Disease	1.0	0.9	0.7	1.0	1.3	1.1	1.1

Sources: Pennsylvania Department of Health, 2021; U.S. Centers for Disease Control and Prevention, National Center for Health Statistics, 2021

Comparison of Additional Health Indicators for Allegheny, Greene, Lawrence, Mercer, and Washington Counties to Pennsylvania, United States, and Healthy People 2030:

Characteristics	Allegheny County	Greene County	Lawrence County	Mercer County	Washington County	Pennsylvania	United States	Healthy People 2030
Morbidity								
Diabetes (%)	11.0	14.0	8.0	8.0	14.0	11.0	11.5	NA
Mental Health (Mental health not good ≥1 day in past month) (%)	43.0	37.0	35.0	35.0	37.0	42.0	43.0	NA
Low Birthweight (% of live births)	9.4	8.7	8.4	8.2	7.5	8.3	8.6	NA
Health Behaviors								
Obesity (Adult) (%)	31.0	35.0	38.0	38.0	35.0	33.0	33.6	36.0
Childhood Obesity (Grades K-6) (%)	15.8	24.3	25.4	22.6	18.4	20.6	20.2	NA
Childhood Obesity (Grades 7-12) (%)	18.2	30.1	25.6	24.2	21.1	21.5	16.2	NA
Excessive Alcohol Use (%)	19.0	16.0	16.0	16.0	16.0	17.0	17.0	25.4
Current Tobacco Use (%)	14.0	20.0	19.0	19.0	20.0	15.0	14.0	6.1
STDs (Gonorrhea per 100,000)*	177.5	80.2	137.8	179.6	36.8	153.7	152.1	NA
Clinical Care								
Immunization: Ever had a Pneumonia Vaccination (65+) (%)	76.0	66.0	72.0	72.0	66.0	74.0	71.6	NA
Cancer Screening								
Mammography (%)	71.8	66.6	74.2	70.5	68.8	70.0	70.2	80.3
Colorectal Screening (%)**	70.3	62.7	69.6	66.6	66.4	71.0	71.8	68.3
Primary Care Physician:Population (PCP Phys/100K Pop)	109.3	45.2	40.9	61.8	77.3	79.1	75.2	NA
Receive Prenatal Care in First Trimester (%)	80.7	72.6	73.6	69.5	78.7	73.3	77.0	NA

Sources:

County Data: Pennsylvania Department of Health, 2020-2022 (Low Birthweight and Prenatal Care Data, 2019-2021); U.S. Centers for Disease Control and Prevention, 2017-2019; Robert Wood Johnson County Health Rankings & Roadmaps, 2024

Pennsylvania Data: Pennsylvania Department of Health, 2020, 2021, 2022 (Childhood Obesity Data, 2021-2022); U.S. Centers for Disease Control and Prevention, 2022; Robert Wood Johnson County Health Rankings & Roadmaps, 2024

U.S. Data: U.S. Centers for Disease Control and Prevention, 2021, 2022; U.S. Department of Health and Human Services, 2021-2022; Robert Wood Johnson County Health Rankings & Roadmaps, 2024

*Gonorrhea data: Allegheny, Lawrence, Mercer, and Washington counties and Pennsylvania rates are for women ages 15+; Greene County rate is for women ages 15-24 (data for women ages 25+ was unavailable due to small sample size); National rate is for women of all ages

**Colorectal Screening Data: Percentage reported for U.S. represents those ages 50-75 who had received a colorectal cancer screening based on the most recent guidelines

APPENDIX C: Input from Persons Representing the Broad Interests of the Community

Community Representation and Rationale for Approach

UPMC hospitals solicited and took into account input received from individuals representing the broad interests of the community to identify and prioritize significant health needs. Each hospital's community stakeholder group consisted of hospital board members, physicians, hospital leadership, and community members. Community members were leaders of organizations that represented different patient constituencies and medically underserved, low-income, and minority populations and were invited to participate to ensure that a wide range of community interests were engaged in identifying community health needs. Organizations serving the medically underserved were well represented. In addition to community stakeholder groups, the CHNA also included a system-wide stakeholder group consisting of health departments, mental health service providers, philanthropies, and other agencies providing health services not linked to particular hospitals.

Community survey responses were analyzed at the local hospital level, the regional level, and at the system-wide level in collaboration with the University of Pittsburgh's School of Public Health. Further analyses disaggregated ratings to confirm that ratings were stable across different stakeholders.

The community stakeholder groups ensured that a wide variety of constituencies had an opportunity to weigh in on hospital community health priorities. Use of a survey explicitly assessing the continuing relevance of prior health priorities offers a number of advantages:

- It explicitly assesses stability/change of community health needs, while allowing participants an opportunity to consider new health priorities
- It uses the same measures to assess importance, impact, and hospital ability to address health priorities, which will allow tracking over time
- It elicits perceptions of a broad and inclusive list of hospital and community leaders who in turn represent a broad group of constituents
- It allows assessment of consensus across different kinds of stakeholders

UPMC hospitals in southwest Pennsylvania invited representatives from the following organizations to participate in the community health needs survey conducted in May and August 2024:

UPMC Children's Hospital of Pittsburgh:

- 412 Food Rescue, Pittsburgh, PA
- AAA Northeast, Pittsburgh, PA
- Adagio Health, Pittsburgh, PA
- Allegheny County Court of Common Pleas, Criminal Division, Pittsburgh, PA
- Allegheny County Department of Human Services, Pittsburgh, PA
- Allegheny County Financial Empowerment Center, Pittsburgh, PA
- Allegheny County Health Department, Pittsburgh, PA
- Allegheny Intermediate Unit, Homestead, PA
- Alliance for Refugee Youth Support and Education (ARYSE), Pittsburgh, PA
- Allies for Children, Pittsburgh, PA
- Boys & Girls Clubs of Western Pennsylvania, Pittsburgh, PA
- Carnegie Mellon University, Pittsburgh, PA
- Cleveland Brothers Equipment Co., Inc., Murrysville, PA
- Community Justice Project, Pittsburgh, PA
- Dick Building Company, Clairton, PA
- Duquesne University, Pittsburgh, PA
- Federated Hermes, Inc., Pittsburgh, PA
- Greater Pittsburgh Community Food Bank, Duquesne, PA
- Hampton Township School District, Allison Park, PA
- Hanna Holdings, Inc., Pittsburgh, PA
- Healthy Start, Pittsburgh, PA
- Hello Neighbor, Pittsburgh, PA

- Highlands School District, Natrona Heights, PA
- Hillman Foundation, Pittsburgh, PA
- Human Services Center Mon Valley, Turtle Creek, PA
- Just Harvest, Pittsburgh, PA
- Just Mediation PGH, Pittsburgh, PA
- Lawrenceville United, Pittsburgh, PA
- Mon Valley Initiative, Homestead, PA
- Morgan Stanley, Monroeville, PA
- MyNextSeason, Pittsburgh, PA
- Neighborhood Legal Services, Pittsburgh, PA
- North Allegheny School District, Pittsburgh, PA
- Pediatric Alliance, P.C., Carnegie, PA
- Penn Hills School District, Pittsburgh, PA
- Phipps Conservatory and Botanical Gardens, Pittsburgh, PA
- Pittsburgh Action Against Rape (PAAR), Pittsburgh, PA
- Pittsburgh Food Policy Council, Pittsburgh, PA
- Pittsburgh Parks Conservancy, Pittsburgh, PA
- Pittsburgh Public Schools, Pittsburgh, PA
- PJTC Holdings, Inc., Pittsburgh, PA
- Project Destiny, Inc., Pittsburgh, PA
- RAND Corporation, Pittsburgh, PA
- Ronald McDonald House Charities of Pittsburgh, Pittsburgh, PA
- Rossin Foundation, Pittsburgh, PA
- St. Edmunds Academy, Pittsburgh, PA
- The Forbes Funds, Pittsburgh, PA
- The Grable Foundation, Pittsburgh, PA
- The Highmark Caring Place, Pittsburgh, PA
- The Pittsburgh Foundation, Pittsburgh, PA
- The Pittsburgh Public School District, Pittsburgh, PA
- Trying Together, Pittsburgh, PA
- United Way of Southwestern Pennsylvania, Pittsburgh, PA
- University of Pittsburgh, Pittsburgh, PA
- UrbanKind Institute, Pittsburgh, PA

- Vision To Learn, Pittsburgh, PA
- Women for a Healthy Environment, Pittsburgh, PA
- Woodland Hills School District, Pittsburgh, PA
- YMCA of Greater Pittsburgh, Pittsburgh, PA
- YogaRoots on Location, Pittsburgh, PA
- Young Scholars of Greater Allegheny Charter School, McKeesport, PA

UPMC East:

- #1 Cochran, Monroeville, PA
- AC Sports, Pittsburgh, PA
- Ad Specialties of Pittsburgh, Monroeville, PA
- Aimbridge Hospitality – Residence Inn Pittsburgh Monroeville/Wilkins Township, Pittsburgh, PA
- Allegheny County Parks Foundation, Pittsburgh, PA
- Allegheny East NAACP, Monroeville, PA
- ATA Martial Arts, Murrysville, PA
- Bechtel Plant Machinery, Inc., Monroeville, PA
- Berkshire Hathway HomeServices, Murrysville, PA
- Brncic Accounting & Tax Services, Inc., Monroeville, PA
- Chabad Jewish Center of Monroeville, Monroeville, PA
- Community and Wildlife Foundation, Monroeville, PA
- Community College of Allegheny County (CACC), Monroeville, PA
- DBJ Contracting, Elizabeth, PA
- Dollar Bank, Pittsburgh, PA
- F.N.B. Corporation, Pittsburgh, PA
- Gateway School District, Monroeville, PA
- Human Services Center Mon Valley, Turtle Creek, PA
- Minuteman Press, North Versailles, PA
- Monroeville Arts Council, Monroeville, PA
- Monroeville Historical Society, Monroeville, PA
- Monroeville Lions Club, Monroeville, PA
- Monroeville Public Library, Monroeville, PA
- Municipality of Monroeville, Monroeville, PA

- Office of PA State Representative Brandon Markosek, State Legislative District 25, Monroeville, PA
- Penn Center East - M&J Wilkow Properties, LLC, Pittsburgh, PA
- Pro Bike + Run, Monroeville, PA
- Professional Nurses Home Care Services Inc., Monroeville, PA
- RE/MAX Select Realty, Murrysville, PA
- Redstone Highlands, Greensburg, PA
- The Meadows Original Frozen Custard, Monroeville, PA
- The Monroeville Foundation, Monroeville, PA
- Turtle Creek Valley Council of Governments, Monroeville, PA

UPMC Greene:

- Bailey Insurance, Waynesburg, PA
- Behms Funeral Homes, Inc., Waynesburg, PA
- Community Bank, Waynesburg, PA
- Community Foundation Greene County, Waynesburg, PA
- EQT Corporation, Waynesburg, PA
- First Energy, Washington, PA
- First Federal Savings & Loan Association of Greene County, Waynesburg, PA
- Fox Ford, Inc., Waynesburg, PA
- Greene County Health & Wellness Foundation, Waynesburg, PA
- Greene County United Way, Waynesburg, PA
- Hook & Hook Law, Waynesburg, PA
- Milinovich & Co., Waynesburg, PA
- New Way Excavating, LLC, Waynesburg, PA
- Pollock Morris Belletti & Simms, LLC, Waynesburg, PA
- Rhodes & Hammers Printing, Waynesburg, PA
- Stepp Law Office, Waynesburg, PA
- Upper Buffalo Presbyterian Church, Washington, PA
- Waynesburg Electric Supply, Inc., Waynesburg, PA
- Waynesburg Rotary Club, Waynesburg, PA
- Waynesburg University, Waynesburg, PA

UPMC Horizon and UPMC Jameson:

- American Cancer Society, Pittsburgh, PA
- American Red Cross, Northwestern Pennsylvania Chapter, Erie, PA
- Arts & Education at The Hoyt, New Castle, PA
- AWARE, Sharon, PA
- Boy Scouts of America, Warren, PA
- Bruce & Merrilees Electric Company, New Castle, PA
- Buhl Park, Hermitage, PA
- Buhl Regional Health Foundation, Hermitage, PA
- Catholic Charities Diocese of Pittsburgh, Pittsburgh, PA
- Challenges, Options in Aging, New Castle, PA
- Consolidated Glass Corporation, New Castle, PA
- Crisis Shelter of Lawrence County, New Castle, PA
- DON Services, New Castle, PA
- DRAW Collective, Pittsburgh, PA
- Ekker, Kuster, McCall & Epstein, LLP, Sharon, PA
- F.N.B. Corporation, Pittsburgh, PA
- Farrell Area School District, Farrell, PA
- Holy Spirit Parish of Lawrence County, New Castle, PA
- Klafter's Inc., New Castle, PA
- Lark Enterprises, Inc., New Castle, PA
- Lawrence County 4-H, New Castle, PA
- Lawrence County Association for Responsible Care, New Castle, PA
- Lawrence County Community Action Partnership, New Castle, PA
- Lawrence County Drug & Alcohol Commission, Inc., New Castle, PA
- Lawrence County Government Center, Board of Commissioners, New Castle, PA
- Lawrence County YMCA, New Castle, PA
- Lifelong Learning Choices, New Castle, PA
- McGill, Power, Bell & Associates, LLP, Grove City, PA
- Mercer Area School District, Mercer, PA
- Mercer County Area Agency on Aging, Inc., Mercer, PA

- Mercer County Behavioral Health Commission, Mercer, PA
- Mercer County Commissioners Office, Mercer, PA
- Mercer County Health Center, PA DOH, Jackson Center, PA
- New Castle Are School District, New Castle, PA
- New ERA Reality Company, Inc., New Castle, PA
- New Visions for Lawrence County, New Castle, PA
- Penn-Northwest Development Corporation, Hermitage, PA
- Pizza Joe's, New Castle, PA
- Primary Health Network, Sharon, PA
- St. Paul's Senior Living Community, Greenville, PA
- The Record-Argus, Greenville, PA
- Thiel College, Greenville, PA
- Trinity Episcopal Church, New Castle, PA
- United Way of Lawrence County, New Castle, PA
- Westminster College, New Wilmington, PA
- Williams-Cleaveland Company, New Castle, PA
- Wilmington Area School District, New Wilmington, PA
- Winner International Inc., Sharon, PA

UPMC Magee-Womens Hospital:

- Adagio Health, Pittsburgh, PA
- Aloe Brothers, LLC, Pittsburgh, PA
- AlphaGraphics, Pittsburgh, PA
- American Heart Association, Pittsburgh, PA
- Barbarita Design Group, Pittsburgh, PA
- Catapult Greater Pittsburgh, Pittsburgh, PA
- CCAC, Pittsburgh, PA
- Coghill Investment Strategies, LLC, Pittsburgh, PA
- Duquesne University, Pittsburgh, PA
- Federated Hermes, Inc., Pittsburgh, PA
- Healthy Start, Inc., Pittsburgh, PA
- Heritage Community Initiatives, Braddock, PA
- Kangaroo Birthing & Maternity Concierge, Pittsburgh, PA
- MAYA Organization, Swissvale, PA
- McCarthy, McEnroe, Rosinski and Joy Family Law, Pittsburgh, PA

- Phipps Conservatory and Botanical Gardens, Pittsburgh, PA
- Pietragallo Gordon Alfano Bosick & Raspanti, LLP, Pittsburgh, PA
- Robert Morris University, Moon Twp., PA
- Royally Fit, Pittsburgh, PA
- The Birthing Hut, Pittsburgh, PA
- United States District Court, Western District of Pennsylvania, Pittsburgh, PA
- WellWoman Media, Turtle Creek, PA
- Westinghouse Electric Company, LLC, Cranberry Twp., PA

UPMC McKeesport:

- ADKL, LLC, Bethel Park, PA
- Bechtel Marine Propulsion Corporation, West Mifflin, PA
- Bethlehem Baptist Church, McKeesport, PA
- City of McKeesport, Mayor's Office, McKeesport, PA
- Decorating Den Interiors, Pittsburgh, PA
- First Commonwealth Bank, Pittsburgh, PA
- Healthy Pennsylvania Partnership State Health Improvement Plan, Harrisburg, PA
- Healthy Village Learning Institute, McKeesport, PA
- Human Services Center Mon Valley, Turtle Creek, PA
- KU Resources, Inc., Duquesne, PA
- Laurel Print and Graphics, Duquesne, PA
- Lions Diabetes Board of Allegheny and Westmoreland Counties, Pittsburgh, PA
- McKeesport Ambulance Rescue Service, McKeesport, PA
- Penn State Greater Allegheny, McKeesport, PA
- Petrick Law, LLC, McKeesport, PA
- PurePenn, LLC, McKeesport, PA
- RC Medical Associates, PC, Turtle Creek, PA
- Riverside Care Center, McKeesport, PA
- Robert A. Waters Funeral Homes, Inc., Clairton, PA
- Sam's Club West Mifflin, West Mifflin, PA
- Sciulli Foot & Ankle Clinics, LLC, McKeesport, PA

- SouthEast Regional EMS, Elizabeth, PA
- Striffler Family Funeral Homes, White Oak, PA
- The Alliance for Infants and Toddlers, Pittsburgh, PA
- Tupperware, Homestead, PA
- White Oak Borough, White Oak, PA
- White Oak EMS, White Oak, PA

UPMC Mercy:

- Bethlehem Haven, Pittsburgh, PA
- Blind & Vision Rehabilitation of Services of Pittsburgh, Pittsburgh, PA
- Carnegie Library of Pittsburgh-Hill District, Pittsburgh, PA
- Catholic Charities Free Health Care Center, Pittsburgh, PA
- Catholic Diocese of Pittsburgh, Pittsburgh, PA
- Celtic Healthcare, Inc., Mars, PA
- Divine Mercy Parish-Epiphany Church, Pittsburgh, PA
- Duquesne University, Pittsburgh, PA
- Jubilee Soup Kitchen, Pittsburgh, PA
- Neighborhood Resilience Project, Pittsburgh, PA
- Onala Recovery Center, Pittsburgh, PA
- Operational Safety Net, Pittsburgh, PA
- Parker Poe Adams & Bernstein LLP, Pittsburgh, PA
- Pittsburgh Mercy, Pittsburgh, PA
- Shepherd's Heart Fellowship, Pittsburgh, PA
- The Brashear Association, Pittsburgh, PA
- The Linaburg Foundation, Pittsburgh, PA
- Thelma Lovette YMCA, Pittsburgh, PA
- University of Pittsburgh, Pittsburgh, PA
- Uptown Partners of Pittsburgh, Pittsburgh, PA
- Westinghouse Electric Company, LLC, Cranberry Twp., PA

UPMC Passavant:

- A.W. Beattie Career Center, Allison Park, PA
- AAA East Central, Pittsburgh, PA
- Cranberry Township EMS, Cranberry Twp., PA

- Cranberry Township Police Department, Cranberry Twp., PA
- Cranberry Township, Cranberry Twp., PA
- Genesis Medical Associates, Pittsburgh, PA
- Hampton Township School District, Allison Park, PA
- Houston Harbaugh Attorneys at Law, Pittsburgh, PA
- La Roche University, Pittsburgh, PA
- McCandless-Franklin Park Ambulance Authority, Wexford, PA
- Morrissey Wealth Management Services, Pittsburgh, PA
- North Allegheny School District, Pittsburgh, PA
- North Hills Community Outreach, Allison Park, PA
- North Hills School District, Pittsburgh, PA
- PennWest Industrial Trucks, Mt. Pleasant, PA
- Pietragallo Gordon Alfano Bosick & Raspanti, LLP, Pittsburgh, PA
- Pittsburgh North Regional Chamber, Wexford, PA
- PNC Bank, Pittsburgh, PA
- Quality Emergency Medical Services, Inc., Mars, PA
- Richland Emergency Medical Services, Inc., Gibsonia, PA
- Ross/West View EMS and Rescue, Pittsburgh, PA
- Seneca Valley School District, Harmony, PA
- Shaler Hampton EMS, Glenshaw, PA
- Town of McCandless, Wexford, PA
- University of Pittsburgh, School of Public Health, Pittsburgh, PA
- VirtualWorks!, Wexford, PA

UPMC Presbyterian Shadyside:

- Allegheny County Department of Human Services, Pittsburgh, PA
- Allegheny Family Network, Pittsburgh, PA
- American Heart Association, Pittsburgh, PA
- Arch Street Management, LLC, Pittsburgh, PA
- Baum Centre Initiative, Pittsburgh, PA
- Bellefield Area Citizens Association, Pittsburgh, PA
- Bloomfield-Garfield Corporation, Pittsburgh, PA

- Carlow University, Pittsburgh, PA
- Carnegie Mellon University, Pittsburgh, PA
- Chatham University, Pittsburgh, PA
- City of Pittsburgh, City Council, Pittsburgh, PA
- City of Pittsburgh, Mayor's Office, Pittsburgh, PA
- City of Pittsburgh, Pittsburgh, PA
- Cleveland Brothers, Murrysville, PA
- Community Empowerment Association, Pittsburgh, PA
- Community Human Services, Pittsburgh, PA
- Duquesne University School of Nursing, Pittsburgh, PA
- East End Cooperative Ministry, Pittsburgh, PA
- East Liberty Chamber of Commerce, Pittsburgh, PA
- Family House, Pittsburgh, PA
- Global Links, Pittsburgh, PA
- Google, Pittsburgh, PA
- Greater Pittsburgh Community Food Bank, Duquesne, PA
- Greenfield Community Association, Pittsburgh, PA
- Greycourt and Company, Inc., Pittsburgh, PA
- Hill District Consensus Group, Pittsburgh, PA
- Hosanna House, Pittsburgh, PA
- Jewish Healthcare Foundation, Pittsburgh, PA
- NAMI (National Alliance on Mental Illness) Keystone Pennsylvania, Pittsburgh, PA
- Neighborhood Resilience Project, Pittsburgh, PA
- Oakcliff Community Organization, Pittsburgh, PA
- Oakland Business Improvement District, Pittsburgh, PA
- Oakland Planning and Development Corporation, Pittsburgh, PA
- Oakland Transportation Management Association, Pittsburgh, PA
- Peoples Oakland, Pittsburgh, PA
- PFLAG Pittsburgh, Pittsburgh, PA
- Pittsburgh Equality Center, Pittsburgh, PA
- Pittsburgh Festival Opera, Pittsburgh, PA
- Pittsburgh Regional Transit, Pittsburgh, PA

- Schenley Farms Civic Association, Pittsburgh, PA
- Schenley Heights Community Development Program, Pittsburgh, PA
- SD Asset Group, Carnegie, PA
- Shadyside Chamber of Commerce, Pittsburgh, PA
- Shadyside Hospital Foundation, Pittsburgh, PA
- Simpson & McCrady, LLC, Pittsburgh, PA
- South Oakland Neighborhood Group, Pittsburgh, PA
- University of Pittsburgh Schools of the Health Sciences, Pittsburgh, PA
- UrbanKind Institute, Pittsburgh, PA
- Wilkinsburg Borough Council, Pittsburgh, PA
- Wilkinsburg Community Development Corporation, Pittsburgh, PA
- Women's Center & Shelter of Greater Pittsburgh, Pittsburgh, PA

UPMC St. Margaret:

- AAA East Central, Pittsburgh, PA
- Alle Kiski Strong Chamber, Natrona Heights, PA
- Aspinwall Chamber of Commerce, Aspinwall, PA
- Aspinwall Neighbors, Aspinwall, PA
- Deer Lakes School District, Cheswick, PA
- Duquesne University, Pittsburgh, PA
- Faith United Methodist Church, Pittsburgh, PA
- Fox Chapel Area School District, Pittsburgh, PA
- Foxwall EMS, Pittsburgh, PA
- Highlands School District, Natrona Heights, PA
- Knead Community Café, New Kensington, PA
- Office of PA State Representative Mandy Steele, State Legislative District 33, Cheswick, PA
- Lower Valley EMS, Cheswick, PA
- New Kensington Family Health Center, New Kensington, PA
- New Kensington-Arnold School District, New Kensington, PA
- North Hills Community Outreach, Allison Park, PA
- Olde Towne Overhaul, New Kensington, PA
- Parkview EMS, Pittsburgh, PA

- Penn Hills EMS, Penn Hills, PA
- Penn Hills School District, Penn Hills, PA
- Pietragallo Gordon Alfano Rosick & Raspanti, LLP, Pittsburgh, PA
- Plum EMS, Plum, PA
- Presbyterian SeniorCare Network, Oakmont, PA
- Riverview Community Action Corporation, Oakmont, PA
- Riverview School District, Oakmont, PA
- Ross/West View EMS and Rescue, Pittsburgh, PA
- Shaler Hampton EMS, Glenshaw, PA
- Shaler Area School District, Glenshaw, PA
- Sharpsburg Borough, Pittsburgh, PA

- Springdale Public Schools, Springdale, PA
- Saint Scholastica Church – Christ the King Parish, Aspinwall, PA
- Sweet Tillies, New Kensington, PA
- UPMC St. Margaret Foundation, Pittsburgh, PA
- Wesley Family Services, Pittsburgh, PA
- West Deer EMS, Cheswick, PA

UPMC Washington:

- Blueprints, Washington, PA
- Freedom Transit, Washington, PA
- Pennsylvania Department of Health, Washington, PA
- Washington County Department of Human Services, Washington, PA

Additionally, a UPMC system-wide group comprised of individuals and organizations representing the broad interests of the region's communities — including representatives from medically underserved, low-income, and minority populations — was invited to participate in the survey. Invitees included representatives from the following organizations:

- 100 Black Men of Western PA, Inc., Pittsburgh, PA
- 10,000 Friends of Pennsylvania, Harrisburg, PA
- 1889 Foundation, Johnstown, PA
- 18fore3.21, Grantville, PA
- 3.21 For Life, Hummelstown, PA
- 5A Elite Youth Empowerment, Pittsburgh, PA
- A Glimmer of Hope Foundation, Wexford, PA
- A Second Chance, Inc., Philadelphia, PA
- A Woman's Concern, Lancaster, PA
- A. Philip Randolph Institute (APRI), Pittsburgh Chapter, Pittsburgh, PA
- A.T.U. Local 85, Pittsburgh, PA
- A+ Schools, Pittsburgh, PA
- AACA Museum Inc., Hershey, PA
- Aaron's Acres, Lancaster, PA
- Abbottsford-Falls Family Practice & Counseling, Philadelphia, PA
- ABC Life Center Incorporated, Franklin, PA
- Abundant Living Ministries, Lititz, PA
- Accessible YOUNiverse, Pittsburgh, PA
- Acción Colombia, Philadelphia, PA
- Accountability For Life, York, PA
- Acculturation for Justice, Access, and Peace Outreach (AJAPO), Pittsburgh, PA
- ACH Clear Pathways, Pittsburgh, PA
- Achieva, Pittsburgh, PA
- Achievement Center of LECOM Health, Erie, PA
- Achieving Greatness, Inc., Pittsburgh, PA
- ACLAMO Family Centers, Norristown, PA
- Act in Faith of Greater West Chester, West Chester, PA
- ACTION Housing Inc., Pittsburgh, PA
- Adams County Arts Council, Gettysburg, PA
- Adams County Housing Authority, Gettysburg, PA
- Adams Rescue Mission, Gettysburg, PA
- Adamstown Area Library, Adamstown, PA
- Africa 6000 International, Erie, PA
- African American Chamber of Commerce of Western Pennsylvania, Pittsburgh, PA
- Afro American Music Institute & Bethany Baptist Church, Pittsburgh, PA
- Aging Institute, University of Pittsburgh, Pittsburgh, PA
- AHEDD, Camp Hill, PA
- Ahmadiyya Muslim Community, Pittsburgh, PA
- AIA Pittsburgh Chapter, Pittsburgh, PA
- AIA, Alera Group, Mechanicsburg, PA
- AKA Foundation of Central Pennsylvania, Inc., Harrisburg, PA
- Al-Bustan Seeds of Culture, Philadelphia, PA
- Alder Health Services, Harrisburg, PA
- Aleph Institute – N.E. Regional Headquarters, Pittsburgh, PA
- Aleph: Alliance for Jewish Renewal, Philadelphia, PA
- Alex W. Smith Foundation, Harrisburg, PA
- Alex's Lemonade Stand Foundation for Childhood Cancer, Wynnewood, PA
- All for All, powered by The Global Switchboard, Pittsburgh, PA
- Allegheny Christian Ministries, Inc., Laurel View Village, Davidsville, PA
- Allegheny Conference on Community Development, Pittsburgh, PA
- Allegheny County Department of Human Services, Pittsburgh, PA
- Allegheny County Juvenile Court, Pittsburgh, PA
- Allegheny County Medical Society, Pittsburgh, PA
- Allegheny Intermediate Unit (AIU/Transitional Coordinating Council of Allegheny County), Homestead, PA
- Allegheny Lutheran Social Ministries, Hollidaysburg, PA
- Allegheny RiverTrail Park, Pittsburgh, PA
- Allegheny/Fayette Central Labor Council, Pittsburgh, PA

- Allen Place Community Services, Inc., Pittsburgh, PA
- Allentown Area Ecumenical Food Bank, Allentown, PA
- Allentown Housing Authority, Allentown, PA
- Allentown Rescue Mission, Allentown, PA
- Alliance for Building Communities, Inc., Allentown, PA
- Allies for Health + Wellbeing, Pittsburgh, PA
- Alpha Kappa Alpha Sorority, Inc., Chicago, IL
- Altoona Community Theatre, Altoona, PA
- Altoona Housing Authority, Altoona, PA
- Alzheimer's Association, Greater Pennsylvania Chapter, Harrisburg, PA
- Alzheimer's Disease Research Center, Pittsburgh, PA
- Amachi Pittsburgh, Pittsburgh, PA
- Amani Christian Community Development Corporation, Pittsburgh, PA
- AMD3 Foundation, Pittsburgh, PA
- American Foundation for Suicide Prevention, Bridgeville, PA
- American Heart Association – Central PA, Harrisburg, PA
- American Heart Association – Philadelphia, Philadelphia, PA
- American Literacy Corporation - Leyendo En Vivo 365, Harrisburg, PA
- American Middle East Institute, Pittsburgh, PA
- American Red Cross, Pittsburgh, PA
- American Rescue Workers, Williamsport, PA
- Americans for the Competitive Enterprise System, Inc. (ACES), Erie, PA
- Amyloidosis Foundation, Clarkston, MI
- Anchorpoint Counseling Ministry, Pittsburgh, PA
- Andrew Carnegie Free Library & Music Hall, Carnegie, PA
- Animal Friends, Pittsburgh, PA
- Anna's Place, Aston, PA
- Ann's Heart, Phoenixville, PA
- Annville Free Library, Annville, PA
- Antioch Baptist Church, Fairfax Station, VA
- Appell Center for the Performing Arts, York, PA
- Apraxia Kids, Pittsburgh, PA
- Aquinas Academy of Pittsburgh, Gibsonia, PA
- Arbutus Park Retirement Community, Johnstown, PA
- Arch Street Center, Lancaster, PA
- Armitage Golf Club, Mechanicsburg, PA
- Armstrong Center for Medicine & Health (ACMH Hospital), Kittanning, PA
- Armstrong County Community Action Partnership, Kittanning, PA
- Armstrong-Indiana-Clarion Drug and Alcohol Commission, Inc., Shelocta, PA
- Army Heritage Center Foundation, Carlisle, PA
- Art Association of Harrisburg, Harrisburg, PA
- Arthritis Foundation, Pittsburgh, PA
- ArtsAltoona, Altoona, PA
- Asbury Woods, Erie, PA
- Ascender, Pittsburgh, PA
- Asian Indian Americans of Central Pennsylvania (AIACPA), Mechanicsburg, PA
- Aspinwall Chamber of Commerce, Aspinwall, PA
- Assemble, Pittsburgh, PA
- Associated Artists of Pittsburgh, Pittsburgh, PA
- ATHENA Erie, Erie, PA
- Auberle, McKeesport, PA
- August Wilson House, Bethel Park, PA
- Aurora Social Rehabilitation Services - Harrisburg, Harrisburg, PA
- Aurora Social Rehabilitation Services - Mechanicsburg, Mechanicsburg, PA
- Autism Society Greater Philadelphia, King of Prussia, PA
- Autism Society Northwestern Pennsylvania, Erie, PA
- Autism Urban Connections, Inc., Pittsburgh, PA
- Awbury Park & Recreation Center, Philadelphia, PA
- Ayuda Community Center Art House, Philadelphia, PA
- Baker Playground, Philadelphia, PA

- Baptist Senior Family, Pittsburgh, PA
- Barber National Institute, Erie, PA
- Barnstone Art for Kids, Phoenixville, PA
- Barry Playground, Philadelphia, PA
- Be Proud Foundation, Media, PA
- Beaver County Chamber of Commerce, Beaver, PA
- Beaver Falls Community Development Corporation, Beaver, PA
- Bebash-Turner to Hope, Philadelphia, PA
- Bedford County Chamber of Commerce, Bedford, PA
- Belfield Recreation Center, Philadelphia, PA
- Ben & Tim Day Inc., Hershey, PA
- Bender Leadership Academy, Moon Twp., PA
- Benedictine Sisters of Pittsburgh, Bakerstown, PA
- BenePhilly, Philadelphia, PA
- Bengali Association of Pittsburgh, Pittsburgh, PA
- Berks Community Health Center, Reading, PA
- Berks County Action Program, Reading, PA
- Bethanna, Southampton, PA
- Bethany Christian Services – Philadelphia, Jenkintown, PA
- Bethel A.M.E. Church, Pittsburgh, PA
- Bethel Worship Center, Philadelphia, PA
- Bethesda Foundation For Children, Meadville, PA
- Bethesda Lutheran Services, Meadville, PA
- Bethesda Mission, Harrisburg, PA
- Bethlehem Area Public Library, Bethlehem, PA
- Bethlehem Housing Authority, Bethlehem, PA
- Beverly's Birthdays, North Huntingdon, PA
- Bhutanese Community Association of Pittsburgh, Pittsburgh, PA
- Bids for Kids, Erie, PA
- Bidwell Training Center, Pittsburgh, PA
- Big Brothers Big Sisters Independence, Philadelphia, PA
- Big Brothers Big Sisters of Blair County, Altoona, PA
- Big Brothers Big Sisters of Bucks County, Jamison, PA
- Big Brothers Big Sisters of Greater Pittsburgh, Pittsburgh, PA
- Big Brothers Big Sisters of Northeastern Pennsylvania, Forty Fort, PA
- Big Brothers Big Sisters of the Capital Region, Harrisburg, PA
- Big Brothers Big Sisters of the Laurel Region, Greensburg, PA
- Big Brothers Big Sisters of the Lehigh Valley, Allentown, PA
- Big Brothers Big Sisters of the Twin Tiers, Towanda, PA
- Big Brothers Big Sisters of York & Adams Counties, York, PA
- BikePGH, Pittsburgh, PA
- Birmingham Free Clinic, Pittsburgh, PA
- Bishop McDevitt High School, Harrisburg, PA
- Black Girl Health, LLC, Harrisburg, PA
- Black Political Empowerment Project (B-PEP), Pittsburgh, PA
- Black Urban Gardeners and Farmers of Pittsburgh Co-op, Pittsburgh, PA
- Black Women's Health Alliance (Philadelphia), Philadelphia, PA
- Blair County Arts Foundation, Altoona, PA
- Blair County Chamber of Commerce, Altoona, PA
- Blair County Conservation District, Hollidaysburg, PA
- Blair County Department of Emergency Services, Altoona, PA
- Blair County NAACP, Altoona, PA
- Blair HealthChoices, Hollidaysburg, PA
- Blair Regional YMCA, Hollidaysburg, PA
- Blair Senior Services Inc., Altoona, PA
- Blair Type I Diabetes Foundation, Altoona, PA
- Bloomfield Little Italy Days, Pittsburgh, PA
- Bloomsburg Food Cupboard, Bloomsburg, PA
- Borough of Jefferson Hills Recreation Board, Jefferson Hills, PA
- Borough of Spring Grove, Spring Grove, PA

- Boy Scouts of America, Hawk Mountain Council, Reading, PA
- Boy Scouts of America, Juniata Valley Council, Reedsville, PA
- Boy Scouts of America, Laurel Highlands Council, Pittsburgh, PA
- Boy Scouts of America, Minsi Trails Council, Allentown, PA
- Boy Scouts of America, Pennsylvania Dutch Council, Lancaster, PA
- Boyertown Area Multi-Service, Inc., Boyerstown, PA
- Boyle Recreation Center, Philadelphia, PA
- Boys & Girls Club of Allentown, Allentown, PA
- Boys & Girls Club of Bethlehem, Bethlehem, PA
- Boys & Girls Club of Chambersburg and Shippensburg, Shippensburg, PA
- Boys & Girls Club of Lancaster, Lancaster, PA
- Boys & Girls Club of Northeastern Pennsylvania, Scranton, PA
- Boys & Girls Clubs of Philadelphia, Philadelphia, PA
- Boys Hope Girls Hope of Pittsburgh, Inc., Pittsburgh, PA
- Bradbury-Sullivan LGBT Community Center, Allentown, PA
- Brandywine Community Library, Tipton, PA
- Brandywine Valley Active Aging, Coatesville, PA
- Breakthrough Greater Philadelphia, Philadelphia, PA
- Breathe Pennsylvania, Cranberry Twp., PA
- Brenda Alton Ministries, Harrisburg, PA
- Brethren Housing Association, Harrisburg, PA
- Brethren Village, Lititz, PA
- Brevillier Village, Erie, PA
- Bridge Builders Community Foundations, Oil City, PA
- Bridge of Hope, Malvern, PA
- Bridge of Hope Harrisburg Area, Harrisburg, PA
- Bridgeway Capital, Pittsburgh, PA
- Bright Side Opportunities Center, Lancaster, PA
- Brightside Academy: 40th & Lancaster, Philadelphia, PA
- Brightside Academy: Meadow Street, Philadelphia, PA
- Brittany's Hope, Philadelphia, PA
- Brooks-TLC Hospital System, Inc., Dunkirk, NY
- Brother's Brother Foundation, Pittsburgh, PA
- Brown Mamas, LLC, Pittsburgh, PA
- Brownsville Free Public Library, Brownsville, PA
- Bryn Mawr Church of God, White Oak, PA
- Bubbler Foundation, Boiling Springs, PA
- Bucks County Emergency Homeless Shelter, Doylestown, PA
- Bucks County Housing Group (BCHG) Community Food Pantry at Penndel, Langhorne, PA
- Bucks County Opportunity Council: Warminster Client Services, Warminster, PA
- Buffalo Elementary School, Sarver, PA
- Buhl Park, Hermitage, PA
- Buhl Park Corporate, Hermitage, PA
- Buildabridge, Philadelphia, PA
- Businesswomen Influencing Gettysburg, Gettysburg, PA
- Butler Community College, Butler, PA
- Bynums Marketing & Communications, Pittsburgh, PA
- Calvary Christian Church, Philadelphia, PA
- Cambria County Library System, Johnstown, PA
- Cambria Regional Chamber of Commerce, Johnstown, PA
- Cameron and Elk Counties Behavioral and Developmental Programs, Ridgway, PA
- Camp Erin, Philadelphia, PA
- Cancer Bridges, Pittsburgh, PA
- Capital Area Greenbelt Association, Harrisburg, PA
- Capital Area Therapeutic Riding Association, Harrisburg, PA
- Carbon-Monroe-Pike Mental Health and Developmental Services, Stroudsburg, PA
- Career Fair Connection, King of Prussia, PA
- Carlisle Area Chamber of Commerce, Carlisle, PA
- Carlisle Borough, Carlisle, PA
- Carlisle Family YMCA, Carlisle, PA

- Carlisle High School, Carlisle, PA
- Carlow University, Pittsburgh, PA
- Carnegie Library of Pittsburgh – Main Branch Oakland, Pittsburgh, PA
- Carnegie Library of Pittsburgh – Squirrel Hill, Pittsburgh, PA
- Carnegie Mellon University, Pittsburgh, PA
- Carnegie of Homestead, Pittsburgh, PA
- Carousel House, Philadelphia, PA
- Casa del Carmen Pre-School Academy, Philadelphia, PA
- Casa Guanajuato, Kennett Square, PA
- CASA of Lancaster and Lebanon Counties, Lancaster, PA
- Casa San Jose, Pittsburgh, PA
- CASA Youth Advocates serving Delaware and Chester Counties, Media, PA
- Casey Cares Foundation, Columbia, MD
- Cathedral Preparatory School, Erie, PA
- Catholic Charities of the Diocese of Erie, Inc., Erie, PA
- Catholic Charities of the Diocese of Harrisburg, Harrisburg, PA
- Catholic Charities of the Diocese of Pittsburgh, Inc., Pittsburgh, PA
- Catholic Diocese of Pittsburgh, Pittsburgh, PA
- Catholic Harvest Food Pantry, York, PA
- Cay Galgon Life House, Bethlehem, PA
- CCAC Educational Foundation, Pittsburgh, PA
- Cecil B. Moore Recreation Center, Philadelphia, PA
- Center for Advocacy for the Rights & Interests of Elders (CARIE), Philadelphia, PA
- Center for Civic Arts, Pittsburgh, PA
- Center for Hearing & Deaf Services, Pittsburgh, PA
- Center For Independent Living of Central Pennsylvania, Harrisburg, PA
- Center for Schools and Communities, Camp Hill, PA
- Center for Victims, Pittsburgh, PA
- Center in the Park, Philadelphia, PA
- Center of Life, Pittsburgh, PA
- Center that Cares, Pittsburgh, PA
- Central Blair Recreation Commission, Altoona, PA
- Central Bucks Chamber of Commerce, Doylestown, PA
- Central Catholic High School, Pittsburgh, PA
- Central Dauphin Baseball Association, Paxtonia, PA
- Central Dauphin Rams Cheerleading Boosters Association, Harrisburg, PA
- Central Dauphin School District, Choir Parents Association, Harrisburg, PA
- Central PA Autism Community, Altoona, PA
- Central PA Coalition United to Fight Cancer, Harrisburg, PA
- Central PA Kings Men's Basketball Team, Middletown, PA
- Central Penn Business Group on Health, Lancaster, PA
- Central Penn Business Journal, Harrisburg, PA
- Central Penn College Education Foundation, Summerdale, PA
- Central Pennsylvania Food Bank, Harrisburg, PA
- Central Pennsylvania Swing Dance Club, Carlisle, PA
- Central Susquehanna Sight Services, Inc., Sunbury, PA
- Central York School District, York, PA
- Centre Region Down Syndrome Society, State College, PA
- Centro Cultural Latinos Unidos, Inc., Pottstown, PA
- Centro Hispano, Reading, PA
- Centro Nueva Creación, Philadelphia, PA
- Chabad of Pittsburgh, Pittsburgh, PA
- Chalkboard Financial, Palmyra, PA
- Chambersburg Chamber of Commerce, Chambersburg, PA
- Chambersburg Noontime Lions Club, Chambersburg, PA
- Chan Soon-Shiong Medical Center at Windber, Windber, PA
- Change Agency, Pittsburgh, PA
- Character...Be About It, Erie, PA
- Charleroi Area Public Library, Charleroi, PA
- Charleroi School District Education Foundation, Charleroi, PA
- Charter Arts Foundation, Bethlehem, PA

- Chatham University Center for Women's Entrepreneurship, Pittsburgh, PA
- Cheryl Rice Leadership, Inc., Philadelphia, PA
- Chester City, Chester, PA
- Chester City Health Board, Chester, PA
- Chester Community Coalition, Chester, PA
- Chester Community Improvement Project, Chester, PA
- Chester County Art Association, West Chester, PA
- Chester County Community Foundation, West Chester, PA
- Chester County Department of Drug & Alcohol Services, West Chester, PA
- Chester County Food Bank, Exton, PA
- Chester County Futures, Coatesville, PA
- Chester County Interlink, West Chester, PA
- Chester County Opportunities Industrialization Center, Coatesville, PA
- Chester Eastside, Inc., Chester, PA
- Chester Innovations Community Services, Inc., Chester, PA
- Chestnut Hill Development Group, Philadelphia, PA
- Cheyenne Regional Foundation, Cheyenne, WY
- Children's Aid Society, Clearfield, PA
- Children's Advocacy Centers of Pennsylvania, Harrisburg, PA
- Children's Hospital of Philadelphia: Homeless Health Initiative, Philadelphia, PA
- Children's Museum of Pittsburgh, Pittsburgh, PA
- Children's Service Center, Wilkes-Barre, PA
- Chinese Association for Science and Technology-Pittsburgh Chapter (CAST-P), Wexford, PA
- Christian Churches United of the Tri-County Area, Harrisburg, PA
- Christian Legal Clinic of Philadelphia - Hunting Park, Philadelphia, PA
- Christopher's Kitchen, Sewickley, PA
- Christ's Evangelical Lutheran Church, Murrysville, PA
- Chuckie F. Mahoney Memorial Foundation, Burgettstown, PA
- Church of the Covenant Preschool, Washington, PA
- Churchill-Wilkins Rotary Club, Turtle Creek, PA
- City of Asylum, Pittsburgh, PA
- City of Greensburg Parks and Recreation, Greensburg, PA
- City of Harrisburg, Harrisburg, PA
- City of Harrisburg Parks and Recreation, Harrisburg, PA
- City of Philadelphia Health Center 1, Philadelphia, PA
- City of Pittsburgh, Pittsburgh, PA
- City of Pittsburgh, Pittsburgh Partnership, Pittsburgh, PA
- City of Washington Citywide Development Corporation, Washington, PA
- City of York, Human Relations Commission, York, PA
- City Theatre Company, Pittsburgh, PA
- Clare House Lancaster, Lancaster, PA
- Clarion Area Chamber of Business & Industry, Clarion, PA
- Clarion County Coalition for Suicide Prevention, Clarion, PA
- Clarion County Human Services, Clarion, PA
- Clarion County YMCA, Clarion, PA
- Clarion Forest VNA, Clarion, PA
- Clark Memorial Baptist Church, Homestead, PA
- Classrooms Without Borders, Pittsburgh, PA
- Claysburg Education Foundation, Claysburg, PA
- Clear Thoughts Foundation, Wexford, PA
- Clemente Museum, Pittsburgh, PA
- Cleve J. Fredricksen Library Association, Camp Hill, PA
- Clothed N Strength, Inc., Philadelphia, PA
- Club Serenity Inc., Charleroi, PA
- CMSU Behavioral Health & Developmental Services, Danville, PA
- Coast to Coast Productions, Fayetteville, PA
- Coby Permanency Unit, Lancaster, PA
- COBYS Family Services, Leola, PA
- Cocoa Packs, Inc., Hershey, PA
- Code & Supply Scholarship Fund Inc., Pittsburgh, PA

- Colorectal Cancer Alliance, Washington, DC
- Colours Organization, Philadelphia, PA
- Columbia Borough Police Department, Columbia, PA
- Columbia Law School, New York, NY
- Commonwealth Charter Academy (CCA), Homestead, PA
- Commonwealth Charter Academy Cyber Charter School, Homestead, PA
- Communities In Schools of Eastern Pennsylvania, Allentown, PA
- Community Action Lehigh Valley, Bethlehem, PA
- Community Action Partnership of Lancaster County, Lancaster, PA
- Community Arts Center of Cambria County, Johnstown, PA
- Community Baptist Church, Bristol, PA
- Community Blood Bank of NWPA & WNY, Erie, PA
- Community Care Behavioral Health Organization, Pittsburgh, PA
- Community CARES, Carlisle, PA
- Community College of Allegheny County, Pittsburgh, PA
- Community Connections for Children, York, PA
- Community Design Collaborative, Philadelphia, PA
- Community Empowerment Association, Pittsburgh, PA
- Community First Fund, Lancaster, PA
- Community Forge, Wilkesburg, PA
- Community Foundation for Alleghenies, Johnstown, PA
- Community Foundation of Fayette County, Uniontown, PA
- Community Health Center-Butler, Butler, PA
- Community Health Council of Lebanon County, Lebanon, PA
- Community Human Services, Pittsburgh, PA
- Community Kitchen Pittsburgh, Pittsburgh, PA
- Community Legal Services of Philadelphia: Landlord Tenant Center, Philadelphia, PA
- Community Liver Alliance, Pittsburgh, PA
- Community Living and Support Services, Pittsburgh, PA
- Community Options, Inc., Allentown, PA
- Community Progress Council, York, PA
- Community REACH, Inc., Windsor, PA
- Community Services for Children, Allentown, PA
- Community Shelter Services, Erie, PA
- Compeer of Lebanon County, Lebanon, PA
- Concilio Organization, Philadelphia, PA
- Concordia Lutheran Ministries, Cabot, PA
- Concordia Lutheran Services at Bethlen, Cabot, PA
- Confluence Tourism Association, Confluence, PA
- Congregation Beth Shalom, Pittsburgh, PA
- Congregation Poale Zedeck, Pittsburgh, PA
- Congregation Rodeph Shalom: Breaking Bread on Broad, Philadelphia, PA
- Congreso de Latinos Unidos Inc., Philadelphia, PA
- Connecting Champions, Pittsburgh, PA
- Conquering CHD - Pennsylvania, Harrisburg, PA
- CONTACT Helpline, Harrisburg, PA
- Contemporary Craft, Pittsburgh, PA
- CORA Services, Inc., Philadelphia, PA
- Coraopolis Community Development Corporation, Coraopolis, PA
- Cornwells United Methodist Church, Bensalem, PA
- CORO Center for Civic Leadership, Pittsburgh, PA
- Court Appointed Special Advocates (CASA) of Allegheny County, Pittsburgh, PA
- Court Appointed Special Advocates (CASA) of Venango County, Oil City, PA
- Creative Community Grow, Harrisburg, PA
- Creative York, York, PA
- Cribs for Kids, Pittsburgh, PA
- Crime Victim Center of Erie County, Erie, PA
- Crispus Attucks Community Center, Lancaster, PA
- Crohn's & Colitis Foundation, Pittsburgh, PA
- CrossNet Ministries, New Holland, PA
- CrossState Foundation, Harrisburg, PA
- Cub Scout Pack 611, Pine Grove, PA

- Cultivating Resilient Youth, Pittsburgh, PA
- Cumberland Valley Breast Care Alliance (CVBCA), Mercersburg, PA
- Cumberland Valley Business Alliance, Chambersburg, PA
- Cumberland Valley Community Connections, Shippensburg, PA
- Cumberland Valley High School, Mechanicsburg, PA
- Cumberland Valley High School - Health Occupations Students of America (HOSA), Mechanicsburg, PA
- Cystic Fibrosis Foundation Western PA Chapter, Pittsburgh, PA
- Dallastown Area School District, Dallastown, PA
- Daughters of Zion 101, Pittsburgh, PA
- Dauphin Athletic Association, Dauphin, PA
- Dauphin County Court Appointed Special Advocates (CASA), Harrisburg, PA
- Dauphin County Community Fund, Harrisburg, PA
- Dauphin County Economic Development Corporation, Harrisburg, PA
- Dauphin County Medical Society, Mechanicsburg, PA
- Dauphin County Systems of Care, Harrisburg, PA
- DBA Academy of Arts & Development (DBA WeServU of PA), Harrisburg, PA
- Delaware County Family Service Center, Chester, PA
- Delaware County Literacy Council, Chester, PA
- Delaware Valley Community Health, Inc., Norristown Regional Health Center - Dental Office, Norristown, PA
- Delaware Valley Legacy Fund, Philadelphia, PA
- Delone Catholic High School, McSherrystown, PA
- Demuth Foundation, Lancaster, PA
- DePaul School for Hearing and Speech, Pittsburgh, PA
- Derry Township Industrial & Commercial Development Authority, Hershey, PA
- Developmental & Disability Services of Lebanon Valley, Lebanon, PA
- Dillsburg Area Soccer Club, Dillsburg, PA
- DiSilvestro Playground, Philadelphia, PA
- Dollar Energy Fund, Pittsburgh, PA
- Domestic Violence Center of Chester County, West Chester, PA
- Domestic Violence Center of Chester County - Phoenixville Office, Phoenixville, PA
- Domestic Violence Intervention of Lebanon County, Inc., Lebanon, PA
- Domestic Violence Services of Cumberland & Perry Counties, Carlisle, PA
- Dover Women of Today, Dover, PA
- Down Syndrome Association of Pittsburgh, Pittsburgh, PA
- Downtown Carlisle Association, Carlisle, PA
- Downtown Chambersburg Inc./Downtown Business Council/Council for the Arts, Chambersburg, PA
- Downtown Daily Bread, Harrisburg, PA
- Downtown Mechanicsburg Partnership, Mechanicsburg, PA
- Doylestown Health Foundation, Doylestown, PA
- Dr. Bernett L. Johnson Sayre Health Center, Philadelphia, PA
- Dreams Go On, Duncansville, PA
- Dreams of Hope, Pittsburgh, PA
- Dress for Success Pittsburgh, Pittsburgh, PA
- Drexel University College of Medicine, Reading, PA
- Duncansville Borough, Duncansville, PA
- Duquesne Center for Student Wellbeing, Pittsburgh, PA
- Eagle F.C., Mechanicsburg, PA
- Early Connections, Inc., Erie, PA
- East Berlin Area Community Center, East Berlin, PA
- East Liberty Development, Inc. (ELDI), Pittsburgh, PA
- East Liberty Family Health Care Center, Pittsburgh, PA
- Eastern Amputee Golf Association, Bethlehem, PA
- Eastern Minority Supplier Development Council, Philadelphia, PA
- Eastern Society for Pediatric Research, The Woodlands, TX
- Easterseals Western and Central PA, Pittsburgh, PA
- Easton Area Neighborhood Center, Easton, PA

- Easy Does It, Inc., Leesport, PA
- Ebenezer Baptist Church, Pittsburgh, PA
- Ebenezer Church of the Brethren, Elizabethtown, PA
- Ebensburg Main Street Partnership, Ebensburg, PA
- Eddystone Borough, Eddystone, PA
- Edinboro Volunteer Fire Department, Edinboro, PA
- EDSI Reemployment Transition Center, Pittsburgh, PA
- Educating Teens about HIV/AIDS, Inc., Pittsburgh, PA
- Eichelberger Performing Arts Center, Hanover, PA
- Elana's Blessings, Washington, PA
- Elizabethtown Area Chamber of Commerce, Elizabethtown, PA
- Embracing Our Veterans, Erie, PA
- Emergency Relief Association of Lower Bucks County Food Pantry, Levittown, PA
- EmergyCare, Erie, PA
- Emma's Footprints, Erie, PA
- Emmaus Community of Pittsburgh, Pittsburgh, PA
- Emmaus Ministries Erie, Erie, PA
- Employment Skills Center, Carlisle, PA
- EMS West, Pittsburgh, PA
- Encore! Home School Productions, Mount Gretna, PA
- Energy Innovation Center Institute, Pittsburgh, PA
- Engineers Without Borders-Pittsburgh Professional Chapter, Pittsburgh, PA
- Enon Tabernacle Baptist Church, Philadelphia, PA
- Ephrata Community Health Foundation, Ephrata, PA
- Epilepsy Association of Western and Central PA, Pittsburgh, PA
- Episcopal Community Services: Out of School Time, Philadelphia, PA
- Erie Art Museum, Erie, PA
- Erie Arts & Culture, Erie, PA
- Erie Blue Coats, Erie, PA
- Erie City Mission, Erie, PA
- Erie County Historical Society, Erie, PA
- Erie County Medical Society, West Seneca, NY
- Erie DAWN, Erie, PA
- Erie Day School, Erie, PA
- Erie Downtown Partnership, Erie, PA
- Erie Otters, Erie, PA
- Erie Playhouse, Erie, PA
- Erie Regional Chamber and Growth Partnership, Erie, PA
- Erie Seawolves, Erie, PA
- Erie Sports Commission, Erie, PA
- Erie United Methodist Alliance, Erie, PA
- Erie Zoo, Erie, PA
- Erie-Western PA Port Authority, Erie, PA
- Estamos Unidos de Pennsylvania (EUP), Harrisburg, PA
- Events by Eye Candy, Mechanicsburg, PA
- Every Child Inc., Pittsburgh, PA
- Exeter Community Library, Reading, PA
- ExpERIEence Childrens Museum, Erie, PA
- Exton Region Chamber of Commerce, Exton, PA
- Extra Mile Education Foundation, Pittsburgh, PA
- Eyez On U Pop Up Events, Norristown, PA
- Face To Face, Philadelphia, PA
- Factory Ministries, Paradise, PA
- Faith United Methodist Church, Sharpsburg, PA
- Families Matter Food Pantry, Monaca, PA
- Family & Community Service of Delaware County, Administrative Office, Springfield, PA
- Family & Friends Initiative Inc., Turtle Creek, PA
- Family First Health: Columbia Medical, Columbia, PA
- Family Guidance, Inc., Cranberry Township, PA
- Family House, Pittsburgh, PA
- Family Medicine Education Consortium, Inc., Dayton, OH
- Family Promise of Berks County, Reading, PA
- Family Promise of Harrisburg Capital Region, Camp Hill, PA
- Family Promise of Lehigh Valley, Allentown, PA

- Family Promise of the Main Line (formerly Interfaith Hospitality Network of the Main Line), Norristown, PA
- Family Resources, Pittsburgh, PA
- Family Service Association of Bucks County - Quakertown Office, Quakertown, PA
- Family Service of Chester County, Chester, PA
- Family Services of NW PA, Erie, PA
- Family Services of Warren County, Warren, PA
- Familylinks, Pittsburgh, PA
- Farm & Natural Lands Trust of York County, York, PA
- FashionAFRICANA, Pittsburgh, PA
- Fayette County Community Action Agency, Inc., Uniontown, PA
- Fayette County Cultural Trust, Connellsville, PA
- Feel Your Boobies Foundation, Harrisburg, PA
- Film Pittsburgh, Pittsburgh, PA
- First Baptist Church of Pittsburgh, Pittsburgh, PA
- First Church of the Brethren - Quakertown, Quakertown, PA
- First Community Foundation Partnership of Pennsylvania (FCFP), Williamsport, PA
- First Step Recovery Homes, McKeesport, PA
- First Tee - Pittsburgh, Pittsburgh, PA
- First United Church of Christ, Carlisle, PA
- Fishing Creek Salem United Methodist Church, Goldsboro, PA
- FLOW-For the Love of Women, Harrisburg, PA
- FOCUS North America, Pittsburgh, PA
- Focus on Renewal, McKees Rocks, PA
- Food First Pantry, Philadelphia, PA
- Forward Cities, Durham, NC
- Foundation for Free Enterprise Education, Erie, PA
- Foundation of HOPE, Pittsburgh, PA
- Frankford Chargers Sports and Mentoring Association, Philadelphia, PA
- Frankford Community Development Corporation, Philadelphia, PA
- Franklin Area Chamber of Commerce, Franklin, PA
- Franklin County Area Development Corporation, Chambersburg, PA
- Franklin County Housing Authority, Chambersburg, PA
- Franklin County Library System, Chambersburg, PA
- Franklin/Grove City YMCA, Franklin, PA
- Friends of Codorus State Park (FOCSP), Hanover, PA
- Friends of Midtown, Harrisburg, PA
- Friends of Recreation at East Pennsboro Parks, Enola, PA
- Friends of the Poor, Scranton, PA
- Frontline Dads, Inc., Philadelphia, PA
- Frost Brown Todd Attorneys, Pittsburgh, PA
- Fulton County Food Basket, McConnellsburg, PA
- Fulton County Medical Center, McConnellsburg, PA
- Fulton Theatre Company, Lancaster, PA
- Garfield Jubilee Association, Pittsburgh, PA
- Garvey Manor Nursing Home, Hollidaysburg, PA
- Gateway Medical Society, Pittsburgh, PA
- Gateway Rehabilitation Center, Aliquippa, PA
- Gaudenzia, Inc., Norristown, PA
- Gettysburg Pride, Gettysburg, PA
- GFCW Hollidaysburg Area Women's Club, Hollidaysburg, PA
- GIFT-Giving It Forward, Together, Pittsburgh, PA
- Girl Scouts Western Pennsylvania, Pittsburgh, PA
- Girls on the Run Lancaster, Landisville, PA
- Girls on the Run UPMC Magee-Womens Hospital, Pittsburgh, PA
- Give Local York, York, PA
- Glade Run Lutheran Services, Zelienople, PA
- Gliding Stars of Erie Inc., Erie, PA
- Global Links, Pittsburgh, PA
- Global Minds Initiative, Pittsburgh, PA
- GlobalPittsburgh, Pittsburgh, PA
- God Love Ya Foundation, Mechanicsburg, PA

- Good Samaritan Services, Ephrata, PA
- Good Shepherd Lutheran Church, Liverpool, PA
- Good Shepherd Rehabilitation, Allentown, PA
- Good Works, Inc., Coatesville, PA
- Goodwill of Southwestern Pennsylvania, Pittsburgh, PA
- Grace Baptist Church of Germantown, Philadelphia, PA
- Grace Community Foundation, Allentown, PA
- Grace United Methodist Church, Lemoyne, PA
- Grantmakers of Western Pennsylvania, Pittsburgh, PA
- Gratz Fair, Gratz, PA
- Greater BucksMont Chamber of Commerce, Warminster, PA
- Greater Erie Alliance for Equality, Erie, PA
- Greater Philadelphia Health Action, Philadelphia, PA
- Greater Philadelphia YMCA, Conshohocken, PA
- Greater Pittsburgh Arts Council, Pittsburgh, PA
- Greater Pittsburgh Community Food Bank, Duquesne, PA
- Greater Pittsburgh Convention and Visitors Bureau (Visit Pittsburgh), Pittsburgh, PA
- Greater Pittsburgh Literacy Council - Literacy Pittsburgh, Pittsburgh, PA
- Greater Pittsburgh Police Emerald Society, Braddock, PA
- Greater Reading Chamber Alliance, Reading, PA
- Greater Reading Mental Health Alliance, Wyomissing, PA
- Greater Washington County Food Bank, Canonsburg, PA
- Greater Wilkesburg Community Advancement Association, Wilkesburg, PA
- Greater Wyoming Valley Area YMCA, Wilkes-Barre, PA
- Green Building Alliance, Pittsburgh, PA
- Greencastle-Antrim Chamber of Commerce, Greencastle, PA
- GreenDrop, Malvern, PA
- Greenlight Operation, Lemoyne, PA
- Greenville Heritage Days, Greenville, PA
- Greenwood High School Theatre, Millerstown, PA
- Grounded Strategies, Pittsburgh, PA
- Guardian Angels Parish, Natrona Heights, PA
- Gwen's Girls, Pittsburgh, PA
- H.F. Lenz Company, Pittsburgh, PA
- Habitat for Humanity of Berks County, Reading, PA
- Habitat for Humanity of Greater Pittsburgh, Pittsburgh, PA
- Habitat for Humanity of the Greater Harrisburg Area, Harrisburg, PA
- Habitat for Humanity of the Lehigh Valley, Allentown, PA
- Habitat for Humanity - Caln ReStore, Coatesville, PA
- Habitat for Humanity - Philadelphia ReStore, Philadelphia, PA
- Habitat for Humanity - Phoenixville ReStore, Phoenixville, PA
- HACC, Central Pennsylvania's Community College, Harrisburg, PA
- Hair Peace Charities, Pittsburgh, PA
- Hamburg Public Library, Hamburg, PA
- Hamilton Health Center, Harrisburg, PA
- Hampden Township, Mechanicsburg, PA
- Hampden Township Veterans Recognition Committee, Enola, PA
- Hanover Area Chamber of Commerce, Hanover, PA
- Hanover Area Diversity Alliance, Hanover, PA
- Hanover Area Jaycees, Hanover, PA
- Hanover Area YMCA, Hanover, PA
- Hanover Lions Club, Hanover, PA
- Hanover Soccer Club, Hanover, PA
- Harmonious Volunteer Center, Philadelphia, PA
- Harrisburg Academy, Wormleysburg, PA
- Harrisburg Area YMCA, Harrisburg, PA
- Harrisburg Havoc, Harrisburg, PA
- Harrisburg Housing Authority, Harrisburg, PA
- Harrisburg Magazine, Harrisburg, PA
- Harrisburg Regional Chamber & CREDC, Harrisburg, PA
- Harrisburg Rotary Club, Harrisburg, PA
- Harrisburg Symphony Orchestra, Harrisburg, PA

- Harrisburg Telugu Association, Camp Hill, PA
- Harrisburg Young Professionals, Harrisburg, PA
- Havin, Inc., Kittanning, PA
- Hazelwood Initiative, Inc., Pittsburgh, PA
- Head for the Cure Foundation, Kansas City, MO
- Health Federation of Philadelphia, Philadelphia, PA
- Healthcare Financial Management Association, Downers Grove, IL
- Healthy Adams Bicycle/Pedestrian, Inc., Gettysburg, PA
- Healthy Kids Running Series - Lancaster, Lancaster, PA
- Healthy Kids Running Series - Lititz, Lititz, PA
- Healthy Steps Diaper Bank, Mechanicsburg, PA
- HEARTH, Glenshaw, PA
- Hedwig House, Inc., Lansdale, PA
- Heinz Endowments, Pittsburgh, PA
- Hello Neighbor, Pittsburgh, PA
- Helping Harvest, Reading, PA
- Heritage Community Initiatives, Braddock, PA
- Heritage Public Library, McDonald, PA
- Heritage Valley Health System, Inc., Sewickley, PA
- Hershey Food Bank and Community Outreach, Hershey, PA
- Hershey Hawks Baseball Club, Hershey, PA
- Hershey High School, Hershey, PA
- Hershey History Center, Hershey, PA
- Higher Achievement Program Inc., Washington, DC
- Highlands Health Clinic, Johnstown, PA
- Hill Community Development Corporation, Pittsburgh, PA
- Hillel Jewish University Center of Pittsburgh, Pittsburgh, PA
- Hilltop Alliance, Pittsburgh, PA
- Hispanic American Organization, Inc., Allentown, PA
- Hispanic Center Lehigh Valley, Bethlehem, PA
- Historic Harrisburg Association, Harrisburg, PA
- Historical Society of Dauphin County, Harrisburg, PA
- HM3 Partners Independence Fund, Gibsonia, PA
- Hoffman Homes Inc., Littlestown, PA
- Hollidaysburg Area Arts Council (HAAC), Hollidaysburg, PA
- Holy Family Institute, Pittsburgh, PA
- Holy Innocents Parish, Philadelphia, PA
- Holy Name of Jesus School, Harrisburg, PA
- Home of the Sparrow, Exton, PA
- Homeland Hospice, Harrisburg, PA
- Homeless Children's Education Fund, Pittsburgh, PA
- Homewood Children's Village, Pittsburgh, PA
- Homewood Retirement Centers, Martinsburg, PA
- Homewood-Brushton YMCA, Pittsburgh, PA
- Hope Cares Food Pantry, Langhorne, PA
- HOPE Drop In, Altoona, PA
- Hope Grows, Moon Township, PA
- Hope Rescue Mission, Reading, PA
- Hope Station, Carlisle, PA
- Hôpital Albert Schweitzer, Haiti, Deschappelles, Haiti
- Horn Farm Center for Agricultural Education, York, PA
- Hospice & Community Care, Lancaster, PA
- Hospice and Palliative Nurses Association, Carnegie, PA
- House of Mercy, Eastside Grassroots Coalition, Erie, PA
- Housing Alliance of Pennsylvania, Philadelphia, PA
- Housing and Neighborhood Development Service (HANDS), Erie, PA
- Housing Authority of Erie, Erie, PA
- Huddle Up for Kids Foundation, Mars, PA
- Hugh Lane Wellness Foundation, Pittsburgh, PA
- Human Services Inc., Thorndale, PA
- Humane Animal Rescue, Pittsburgh, PA
- Hummelstown Food Pantry, Hummelstown, PA
- Hunterstown Speedway, Gettysburg, PA
- Huntingdon Community Center, Huntingdon, PA
- Huntingdon County Head Start, Huntingdon, PA

- Huntingdon County Housing Authority, Mount Union, PA
- Huntingdon County PRIDE, Inc., Huntingdon, PA
- Hydrocephalus Association, Bethesda, MD
- I Am So Hill Organization, Pittsburgh, PA
- Iglesia De Dios Renacer, Plymouth Meeting, PA
- II - VI Foundation, Bridgeville, PA
- Imani Christian Academy, Pittsburgh, PA
- In Full Swing, Doylestown, PA
- In the Light Ministries, Lancaster, PA
- Inclusant, Pittsburgh, PA
- Independent Council on Aging, Erie, PA
- Indian Organization of Lancaster County, Lancaster, PA
- Indiana County Community Action Program, Indiana, PA
- Indiana Healthcare Foundation, Indiana, PA
- Infinite Lifestyle Solutions, Pittsburgh, PA
- Ingomar Franklin Park Little League, Ingomar, PA
- Inner-City Neighborhood Art House, Erie, PA
- Institute for Research Education and Training in Addiction (IRETA), Pittsburgh, PA
- International Association of Emergency Managers (IAEM), Falls Church, VA
- Iota Phi Foundation, Inc., Pittsburgh, PA
- Iroquois School District Foundation, Erie, PA
- Islamic Center of Pittsburgh, Pittsburgh, PA
- Ivies on the Lake Foundation, Erie, PA
- JADA House International, Pittsburgh, PA
- Jaffa Shriners, Altoona, PA
- Jake Wheatley, Jr. Health and Wellness Weekend, Harrisburg, PA
- Jam in the Park, Shippensburg, PA
- Jamestown Community College, Jamestown, NY
- Jamestown Renaissance Corporation, Jamestown, NY
- Jana Marie Foundation, State College, PA
- Jesus Focus Ministry Food Pantry, Southampton, PA
- JEVS Human Services, Philadelphia, PA
- Jewish Association on Aging, Pittsburgh, PA
- Jewish Community Center of Greater Pittsburgh, Pittsburgh, PA
- Jewish Family and Community Services, Pittsburgh, PA
- Jewish Family Service of Greater Harrisburg, Harrisburg, PA
- Jewish Family Service of the Lehigh Valley, Allentown, PA
- Jewish Federation of Greater Philadelphia, Philadelphia, PA
- Jewish Federation of Greater Pittsburgh, Pittsburgh, PA
- Jewish National Fund, New York, NY
- Jewish Relief Agency, Bala Cynwyd, PA
- Jodi L. Smith Readers to Leaders Scholarship, York, PA
- Johnstown Area Heritage Association, Johnstown, PA
- Johnstown Walk of Hope, Johnstown, PA
- Joseph T. Simpson Public Library, Mechanicsburg, PA
- Josh Gibson Foundation, Pittsburgh, PA
- Judy Sare Nursery School, Bensalem, PA
- Juniata College, Huntingdon, PA
- Juniata County School District, Mifflintown, PA
- Junior Achievement of South Central PA, York, PA
- Junior Achievement of Western Pennsylvania, Bridgeville, PA
- Junior League of Lancaster, Lancaster, PA
- Junior Mustangs Athletic Association, Loysville, PA
- Juvenile Justice Center of Philadelphia, Philadelphia, PA
- Juvenile Probation Unit, Philadelphia, PA
- K & P Expressive Events, Philadelphia, PA
- Kamp for Kids, Feasterville, PA
- Kapp Advertising, Lebanon, PA
- Kappa Chapter, Inc. of Chi Eta Phi Sorority Inc., Pittsburgh, PA
- Kappa Scholarship Endowment Fund of Western PA (KSEF), Pittsburgh, PA
- Kelly Strayhorn Theater, Pittsburgh, PA
- Kennett Area Community Service: The Resource Center, Kennett Square, PA

- Kensington Library, Philadelphia, PA
- Keystone Blind Association, Hermitage, PA
- Keystone Care, Wyndmoor, PA
- Keystone Human Services, Harrisburg, PA
- Keystone Kidspace, York, PA
- Keystone Opportunity Center, Souderton, PA
- Kids Chance of Pennsylvania, Fort Washington, PA
- Kids Escaping Drugs, West Seneca, NY
- Kids Voice, Pittsburgh, PA
- Kingdom Life Christian Center, Philadelphia, PA
- Kiwanis Club of Altoona, Hollidaysburg, PA
- Kiwanis Club of Lebanon, Lebanon, PA
- Kline Health Center, Harrisburg, PA
- Kollel Jewish Learning Center, Pittsburgh, PA
- Kutztown Community Library, Kutztown, PA
- La Casa Latina, Philadelphia, PA
- Ladies of Charity, Catholic Diocese of Pittsburgh, Pittsburgh, PA
- Lake Erie Arboretum at Frontier Park, Erie, PA
- Lake Erie College of Osteopathic Medicine (LECOM), Erie, PA
- Lakemont Lions Club, Altoona, PA
- Lakeshore Community Services, Erie, PA
- Lancaster Bicycle Club, Lancaster, PA
- Lancaster Chamber of Commerce, Lancaster, PA
- Lancaster County Food Hub, Lancaster, PA
- Lancaster Lebanon Habitat for Humanity, Lancaster, PA
- Lancaster LGBTQ+ Coalition, Lancaster, PA
- Lancaster Mennonite School, Lancaster, PA
- Lancaster Pride Association, Lancaster, PA
- Lancaster Recreation Commission, Lancaster, PA
- Lancaster Science Factory, Lancaster, PA
- Lancaster Senior Games, Lancaster, PA
- Lancaster Symphony Orchestra, Lancaster, PA
- Landforce, Pittsburgh, PA
- Landisburg EMS, Landisburg, PA
- Larimer Consensus Group (LCG), Pittsburgh, PA
- Latin American Cultural Center - Lancaster LACC, Lancaster, PA
- Latino Community Center, Pittsburgh, PA
- Latino Connection, Harrisburg, PA
- Latinos Unidos of York, York, PA
- Latrobe Art Center, Latrobe, PA
- Laurel House, Inc., Uniontown, PA
- Laurel Life, Chambersburg, PA
- Laurel's Loft Thrift Shop, Lansdale, PA
- Lawrence County Regional Chamber of Commerce, New Castle, PA
- Lawrenceville Corporation, Pittsburgh, PA
- LCH Health and Community Services Kennett Square, Kennett Square, PA
- LCLAA Pittsburgh, Pittsburgh, PA
- Leadership Cumberland, Carlisle, PA
- Leadership Pittsburgh, Inc., Pittsburgh, PA
- Leadership York, York, PA
- LeadingAge PA, Mechanicsburg, PA
- LEAF Project PA, Landisburg, PA
- Lebanon Community Library, Lebanon, PA
- Lebanon County Commission for Women, Lebanon, PA
- Lebanon County Community Action Partnership, Lebanon, PA
- Lebanon County Head Start, Lancaster, PA
- Lebanon Family Health Services (LFHS), Lebanon, PA
- Lebanon Valley Chamber of Commerce, Lebanon, PA
- Lebanon Valley College, Annville, PA
- Leg Up Farm, Mount Wolf, PA
- Legal Aid of Southeastern Pennsylvania: Chester City Office, Chester, PA
- Legal Aid of Southeastern Pennsylvania: Doylestown Almshouse Office, Doylestown, PA
- Legal Aid of Southeastern Pennsylvania: Doylestown Domestic Violence Office, Doylestown, PA

- Legal Aid of Southeastern Pennsylvania - Lansdale Outreach, Lansdale, PA
- Legal Aid of Southeastern Pennsylvania - Norristown Office, Norristown, PA
- Legal Aid of Southeastern Pennsylvania - Pottstown Office, Pottstown, PA
- Lehigh Capital HealthChoices Advisory Committee Meeting, Harrisburg, PA
- Lehigh Valley American Association of Physicians of Indian Origin, Bethlehem, PA
- Lehigh Valley Center for Independent Living, Allentown, PA
- Lehigh Valley Children's Centers, Inc. (LVCC), Allentown, PA
- Lehigh Valley Families Together, Allentown, PA
- Lemoyne Community Center, Washington, PA
- Lenape Valley Foundation: Bristol Office, Bristol, PA
- Lending Hearts, Pittsburgh, PA
- Let Freedom Sing, Pittsburgh, PA
- LGBT Center of Greater Reading, Reading, PA
- LGBT Elder Initiative (Philadelphia), Philadelphia, PA
- Liberty Resources, Philadelphia, PA
- Life Choices Clinic, Camp Hill, PA
- LifePath Christian Ministries, York, PA
- Life's Work of Western PA, Pittsburgh, PA
- Lifespan, Inc., Homestead, PA
- Light of Life Rescue Mission, Pittsburgh, PA
- Lincoln Middle School PTO, Lancaster, PA
- Lions Diabetes Board, DuBois, PA
- Literacy Pittsburgh, Pittsburgh, PA
- Lititz Chooses Love, Lititz, PA
- Little Sisters of the Poor, Pittsburgh, PA
- Living Water Community Church, Harrisburg, PA
- Lower Bucks Chamber of Commerce, Fairless Hills, PA
- Lower Paxton Community Foundation, Harrisburg, PA
- Luminari, Inc., Pittsburgh, PA
- Lupus Foundation of Pennsylvania, Pittsburgh, PA
- Lurgan Township Lions Club Recreation Center, Orrstown, PA
- Luthercare, Lititz, PA
- Luzerne County Child Advocacy Center, Wilkes Barre, PA
- Macedonia Family and Community Enrichment Center, Inc. (FACE), Pittsburgh, PA
- Magee-Womens Research Institute and Foundation, Pittsburgh, PA
- Main Street Gettysburg, Inc., Gettysburg, PA
- Mainstay Life Services, Pittsburgh, PA
- Make a Wish Foundation, Pittsburgh, PA
- Make-A-Wish: Erie, Erie, PA
- Make-A-Wish: Philadelphia, Delaware & Susquehanna Valley, Mechanicsburg, PA
- Making A Difference of Lebanon, PA, Lebanon, PA
- Manchester Bidwell Corporation, Pittsburgh, PA
- Manchester Youth Development Center (MYDC), Pittsburgh, PA
- MANNA, Philadelphia, PA
- Manna on Main Street, Lansdale, PA
- Manpower Temporary Employment Agency - Sinking Spring, Reading, PA
- Manufacturer and Business Association, Erie, PA
- Maria House Project, Erie, PA
- Mario Lemieux Foundation, Pittsburgh, PA
- Market Square Concerts, Harrisburg, PA
- Market Square Presbyterian Church, Harrisburg, PA
- Martha's Cupboard Food Bank, Fairless Hills, PA
- Mary's Cupboard, Penndel, PA
- Mary's Shelter, Reading, PA
- Marysville/Rye Senior Center, Marysville, PA
- Mason-Dixon Community Services, Inc., Delta, PA
- Maternity Care Coalition, Philadelphia, PA
- Mazzoni Center, Philadelphia, PA
- MCAPS, LLC, Pittsburgh, PA
- McGinley School of Irish Dance, Lemoyne, PA

- McGuire Memorial, New Brighton, PA
- McKees Point Development Group, McKeesport, PA
- McKees Rocks Community Development Corporation, McKees Rocks, PA
- Meals on Wheels Erie, Erie, PA
- Mechanicsburg Chamber of Commerce, Mechanicsburg, PA
- Mechanicsburg North Rotary, Mechanicsburg, PA
- Medard's House DBA The Link 4 Youth, New Cumberland, PA
- Mel Blount Youth Home of Pennsylvania, Claysville, PA
- Melton Center, West Chester, PA
- Men Who Care of Germantown, Inc., Philadelphia, PA
- Mental Health America of Northwestern Pennsylvania, Erie, PA
- Mercer County Food Bank, Sharon, PA
- Mercy Center For Women, Erie, PA
- Mercy Community/Crisis Pregnancy Center, Reading, PA
- Mercy Hilltop Center, Erie, PA
- Mercy Neighborhood Ministries, Inc., Philadelphia, PA
- Mercyhurst Preparatory School, Erie, PA
- METAvivor, Annapolis, MD
- Michael Making Lives Better, Erie, PA
- Middletown Home, Middletown, PA
- Midtown Property Management, Harrisburg, PA
- Midtown Scholar Bookstore, Harrisburg, PA
- Mifflin Community Library, Shillington, PA
- Mighty Writers: El Futuro, Philadelphia, PA
- Mighty Writers: North, Philadelphia, PA
- Milagro House, Lancaster, PA
- Milestone Centers, Inc., Pittsburgh, PA
- Millvale Community Library, Millvale, PA
- Minding the Gap, Pittsburgh, PA
- Miss Pennsylvania Scholarship Foundation, York, PA
- Mission of Mercy Pittsburgh, Pittsburgh, PA
- Mitzvah Food Program: Old York Road, Elkins Park, PA
- Mizpah Seventh Day Adventist Church, Philadelphia, PA
- Mommy's Lil' Black Book, Levittown, PA
- MOMobile: Philadelphia County, Philadelphia, PA
- Mom's House, Phoenixville, PA
- Mom's House of Lancaster, Lancaster, PA
- Mon Valley Academy for the Arts, Charleroi, PA
- Montgomery County Housing Authority, Norristown, PA
- Montour Trail Council, Pittsburgh, PA
- Moores Memorial Library, Christiana, PA
- Morning Star Pregnancy Services, Harrisburg, PA
- Mosser Village Family Center, Allentown, PA
- Mother of Sorrows Church, Murrysville, PA
- Mother Teresa Academy, Erie, PA
- Mount Aloysius College, Cresson, PA
- Mount Joy Helping Services: Food Bank, Mount Joy, PA
- Mount Nittany Health Foundation, State College, PA
- Mount Washington Community Development Corporation, Pittsburgh, PA
- M-PowerHouse of Greater Pittsburgh, Pittsburgh, PA
- Mr. PA Football, Harrisburg, PA
- Mt. Vernon Manor Community Development Center, Philadelphia, PA
- Mt. Ararat Community Activity Center, Pittsburgh, PA
- Mt. Lebanon Artists' Market, Pittsburgh, PA
- Mt. Lebanon Partnership, Mt. Lebanon, PA
- Muhlenberg Community Library, Laureldale, PA
- Muscular Dystrophy Association, Chicago, IL
- Muslim Association of Lehigh Valley, Whitehall, PA
- NAACP Greater Harrisburg Area, Harrisburg, PA
- NAACP Washington County Branch, Washington, PA
- Nabhi Christian Ministries, Inc., Pittsburgh, PA
- NACD Three Rivers Chapter, Bridgeville, PA
- Narberth Community Food Bank, Narberth, PA
- National Alliance on Mental Illness (NAMI) - Blair County PA, Altoona, PA

- National Alliance on Mental Illness (NAMI) - Cumberland and Perry Counties, Camp Hill, PA
- National Alliance on Mental Illness (NAMI) - Luzerne-Wyoming Counties PA, Kingston, PA
- National Alliance on Mental Illness (NAMI) - Northeast Region PA, Scranton, PA
- National Alliance on Mental Illness (NAMI) of PA, Erie County Affiliate, Erie, PA
- National Alliance on Mental Illness (NAMI) - York-Adams Counties PA, York, PA
- National Association of Orthopaedic Nurses, Chicago, IL
- National Civil War Museum, Harrisburg, PA
- National Coalition of 100 Black Women - Harrisburg Chapter, Harrisburg, PA
- National Council for Jewish Women, Pittsburgh, PA
- National Diversity Council, Dallas, TX
- National Down Syndrome Congress, Roswell, GA
- National Eating Disorders Association, White Plains, NY
- National Multiple Sclerosis Society, Pennsylvania Keystone Chapter, Pittsburgh, PA
- National Neurotrauma Society, Houston, TX
- National Organization of Social Workers, Washington, DC
- National Ovarian Cancer Coalition (NOCC), Pittsburgh, PA
- Nationalities Service Center, Philadelphia, PA
- Nazareth Area Food Bank, Nazareth, PA
- Negro Educational Emergency Drive (NEED), Pittsburgh, PA
- Neighborhood Allies, Pittsburgh, PA
- Neighborhood Housing Services of Greater Berks, Inc., Reading, PA
- Neighborhood Learning Alliance, Pittsburgh, PA
- NeighborWorks, Pittsburgh, PA
- NEPA Community Health Care, Montrose, PA
- New Bethany Ministries, Bethlehem, PA
- New Birth of Freedom Boy Scouts of America, Mechanicsburg, PA
- New Creation Free Methodist Church, New Castle, PA
- New Hope Ministries, Dillsburg, PA
- New Journey Community Outreach, Inc., Reading, PA
- New Oxford Area Chamber of Commerce, New Oxford, PA
- New Sun Rising, Millvale, PA
- New Voices for Reproductive Justice, Pittsburgh, PA
- New World Association, Philadelphia, PA
- Newport Community Pickleball, Newport, PA
- Newport School District, Newport, PA
- Newville Fountain Festival, Newville, PA
- Nicetown Community Development Corporation, Philadelphia, PA
- Nightingale Awards of Pennsylvania, Fort Washington, PA
- North Allegheny Foundation, Pittsburgh, PA
- North Allegheny School District, Pittsburgh, PA
- North East Community Foundation, North East, PA
- North East Middle School, North East, PA
- North Star of Chester County, West Chester, PA
- Northeast Baptist Church, Philadelphia, PA
- Northeast Community Center for Behavioral Health, Philadelphia, PA
- Northeast Neighborhood Association, York, PA
- Northeastern School District, Manchester, PA
- Northern Bedford County High School, Loysburg, PA
- Northern Dauphin Human Services Center, Elizabethville, PA
- Northern High School, Dillsburg, PA
- Northern Lancaster County Chamber of Commerce, Ephrata, PA
- Northern Lancaster County Regional Police Department, Stevens, PA
- Northern Pennsylvania Regional College, Warren, PA
- Northside Common Ministries, Pittsburgh, PA
- Not One More — York Chapter, York, PA
- Nursing Foundation of Pennsylvania (NFP), Harrisburg, PA
- NWPA Pride Alliance, Erie, PA
- Oakmont Chamber of Commerce, Oakmont, PA

- Office of the Allegheny County Executive, Pittsburgh, PA
- Office of Children and Families, Philadelphia, PA
- Office of Community Services, Washington, DC
- Office of Vocational Rehabilitation, Harrisburg, PA
- Office of Vocational Rehabilitation, Pittsburgh, PA
- Oil City Catholic Church, Oil City, PA
- Old First United Church of Christ, Philadelphia, PA
- Olivet Boys & Girls Club, Reading, PA
- Olivia's House, York, PA
- OMA Center for Mind, Body & Spirit, Inc., Pittsburgh, PA
- OMHSAS Bureau of Children's Behavioral Health, Harrisburg, PA
- One Day to Remember, Pittsburgh, PA
- On-Line Publishers, Inc., Lancaster, PA
- Onward to Opportunity, Pittsburgh, PA
- Onyx Woman Network (OWN), Pittsburgh, PA
- Open Door Baptist Church, Philadelphia, PA
- Open Field, Pittsburgh, PA
- Open Stage, Harrisburg, PA
- Operation Better Block, Inc., Pittsburgh, PA
- Operation Enduring Warrior (OEW), Midlothian, VA
- Operation Pathways: Pennsylvania, Levittown, PA
- Operation Restore Hope, Mechanicsburg, PA
- Operation Troop Appreciation, West Mifflin, PA
- Operation Walk Pittsburgh, Pittsburgh, PA
- Opportunity Finance Network: Philadelphia Office, Philadelphia, PA
- Opportunity House, Reading, PA
- Opportunity Zone Association of America, Washington, DC
- Organization of Chinese Americans, Pittsburgh, PA
- Orthodox Christian Charities of Greater Harrisburg, Inc., Harrisburg, PA
- Our Future Hilltop, Pittsburgh, PA
- Our Hearts to Your Soles, Ignomar, PA
- Our Lady of the Blessed Sacrament Parish Food Pantry, Harrisburg, PA
- Our Lady of the Cross School, Lebanon, PA
- Outreach Teen & Family Services, Inc., Pittsburgh, PA
- Over the Rainbow Children's Advocacy Center, Chambersburg, PA
- Oxford Borough, Oxford, PA
- PA Association of Community Health Centers (PACHC), Wormleysburg, PA
- PA Association of County Drug & Alcohol Administrators, Harrisburg, PA
- PA Breast Cancer Coalition, Lebanon, PA
- PA Bureau of Blind and Vision Rehabilitation Services, Pittsburgh, PA
- PA CareerLink, Pittsburgh, PA
- PA CareerLink - Berks County, Reading, PA
- PA CareerLink - Bucks County, Trevese, PA
- PA CareerLink - Chester County, Exton, PA
- PA Chapter of the American Academy of Pediatrics, King of Prussia, PA
- PA Connecting Communities, Carnegie, PA
- PA Families for Education Choice, Pittsburgh, PA
- PA Geriatrics Society - Western Division, Pittsburgh, PA
- PA Latino Convention, Lancaster, PA
- PA Lyme Resource Network, Lewisberry, PA
- PA Media Group, Mechanicsburg, PA
- Palmyra Field Hockey Booster Club, Palmyra, PA
- Palmyra Ice Hockey Club, Palmyra, PA
- Palmyra Public Library, Annville, PA
- Pancreatic Cancer Action Network, Inc. (PanCAN), Manhattan Beach, CA
- Pappus House, Thomasville, PA
- Parent Education and Advocacy Leadership Center (PEAL), Pittsburgh, PA
- Parkinson Foundation Western Pennsylvania, Cranberry Township, PA
- Parkinson Partners of NWPA, Erie, PA
- Pars for Postpartum Depression, Pittsburgh, PA
- Partner4Work, Pittsburgh, PA

- Passport Academy Charter School, Pittsburgh, PA
- Patients R Waiting, Lancaster, PA
- Pediatric Palliative Care Coalition, Pittsburgh, PA
- Penn Harris Hotel, Camp Hill, PA
- Penn State Harrisburg Ice Hockey, Middletown, PA
- Penn State York, York, PA
- PennAEYC, Harrisburg, PA
- Penndel Mental Health Center, Cares Cupboard, Fairless Hills, PA
- Penns Youth Initiative, York Springs, PA
- Pennsylvania Assisted Living Association (PALA), Camp Hill, PA
- Pennsylvania Assistive Technology Foundation, King of Prussia, PA
- Pennsylvania Ballet Academy, Camp Hill, PA
- Pennsylvania Bar Association, Commission on Women in the Profession, Harrisburg, PA
- Pennsylvania Coalition Against Domestic Violence (PCADV), Harrisburg, PA
- Pennsylvania College Access Program (PA-CAP), Pittsburgh, PA
- Pennsylvania District Kiwanis International, Enola, PA
- Pennsylvania Game Commission, Harrisburg, PA
- Pennsylvania Health Access Network (PHAN), Philadelphia, PA
- Pennsylvania Health Care Association (PHCA), Harrisburg, PA
- Pennsylvania Homecare Association, Lemoyne, PA
- Pennsylvania Housing Finance Agency (PHFA), Harrisburg, PA
- Pennsylvania Mental Health Consumer Association (PMHCA), Harrisburg, PA
- Pennsylvania Peer Support Coalition (PaPSC), Lancaster, PA
- Pennsylvania Psychological Association, Harrisburg, PA
- Pennsylvania STEAM Academy, Harrisburg, PA
- Pennsylvania Women Work, Pittsburgh, PA
- Pennsylvanians for Modern Courts, Philadelphia, PA
- Pennsylvania Western University, California, PA
- Performing Arts Foundation of Hanover, Littlestown, PA
- Perry County Chamber of Commerce, New Bloomfield, PA
- Perry County Council of the Arts, Newport, PA
- Perry County Literacy Council, Newport, PA
- Persad Center, Pittsburgh, PA
- Perseus House, Inc., Erie, PA
- Philadelphia Association of Community Development Corporations (PACDC), Philadelphia, PA
- Philadelphia City Department of Public Health, Philadelphia, PA
- Philadelphia Education Fund, Philadelphia, PA
- Philadelphia Family Pride, Philadelphia, PA
- Philadelphia Ghana Seventh-Day Adventist Church, Philadelphia, PA
- Philadelphia Housing Development Corporation (PHDC), Philadelphia, PA
- Philadelphia Works, Inc., Philadelphia, PA
- Philadelphia Youth Network, Philadelphia, PA
- Philanthropy Network Greater Philadelphia, Philadelphia, PA
- PhilaPOSH, Philadelphia, PA
- Philly House, Philadelphia, PA
- Phoenixville Community Health Foundation, Phoenixville, PA
- Pinebrook Family Answers, Allentown, PA
- Pine-Richland Youth Center, Gibsonia, PA
- Pink Pamper, Bethel Park, PA
- Pink Power, York, PA
- Pittsburgh Airport Area Chamber of Commerce, Moon Township, PA
- Pittsburgh Alumnae Chapter of Delta Sigma Theta Sorority, Inc., Pittsburgh, PA
- Pittsburgh Black Pride Inc., Pittsburgh, PA
- Pittsburgh Board of Public Education, Pittsburgh, PA
- Pittsburgh Chapter, German American Chamber of Commerce, Inc., Pittsburgh, PA

- Pittsburgh Chinese Cultural Center, Pittsburgh, PA
- Pittsburgh Community Reinvestment Group, Pittsburgh, PA
- Pittsburgh Community Services, Inc., Pittsburgh, PA
- Pittsburgh Cultural Trust, Pittsburgh, PA
- Pittsburgh Downtown Partnership, Pittsburgh, PA
- Pittsburgh Gateways Corporation, Pittsburgh, PA
- Pittsburgh Hires Veterans, Pittsburgh, PA
- Pittsburgh Hispanic Development Corporation (PHDC), Pittsburgh, PA
- Pittsburgh Institute of Mortuary Science, Pittsburgh, PA
- Pittsburgh Irish Festival, Pittsburgh, PA
- Pittsburgh Job Corps, Pittsburgh, PA
- Pittsburgh Mercy, Pittsburgh, PA
- Pittsburgh Metropolitan Area Hispanic Chamber of Commerce, Pittsburgh, PA
- Pittsburgh Platoon - The Mission Continues, Pittsburgh, PA
- Pittsburgh Regional Transit, Pittsburgh, PA
- Pittsburgh Technical College, Oakdale, PA
- Pittsburgh Urban Christian School, Pittsburgh, PA
- Pittsburgh Urban Magnet Project (PUMP), Pittsburgh, PA
- Pittsburgh Urban Media, Pittsburgh, PA
- Planned Parenthood of Western Pennsylvania, Pittsburgh, PA
- POISE Foundation, Pittsburgh, PA
- Pop's House Inc., Harrisburg, PA
- Pre-Medical Organization for Minority Students (POMS), Pittsburgh, PA
- Presque Isle Partnership, Erie, PA
- Pressley Ridge, Pittsburgh, PA
- Prevent Suicide PA, Philadelphia, PA
- Pride Hanover, Hanover, PA
- Prima Theatre, Lancaster, PA
- Primary Care Collaborative, Washington, DC
- Primary Care Health Services, Inc., Pittsburgh, PA
- Programs to Aid Citizens Enterprise (PACE), Pittsburgh, PA
- Project 440, Philadelphia, PA
- Project Management Institute Pittsburgh (PMI), Ligonier, PA
- Project Share Carlisle, Carlisle, PA
- Propel Schools, Pittsburgh, PA
- Prostate Conditions Education Council (PCEC), Centennial, CO
- Providence Presbyterian Church, Quakertown, PA
- PublicSource, Pittsburgh, PA
- Puerto Rican Cultural Association of Bucks County, Bristol, PA
- PulsePoint Foundation, Pleasanton, CA
- Professional Women's Network (PWN), Pittsburgh, PA
- Quakertown Food Pantry, Quakertown, PA
- Radiant Hope, Camp Hill, PA
- Rainbow Kitchen Community Services, Homestead, PA
- Rainbow Rose Center, York, PA
- Randi's House of Angels, Camp Hill, PA
- Reading Area Community College, Reading, PA
- Reading is Fundamental Pittsburgh, Pittsburgh, PA
- Reading Recreation Commission, Reading, PA
- REAL Life Community Services, Denver, PA
- Rebuilding Together Pittsburgh, Pittsburgh, PA
- Red Rose International Film Festival, Lancaster, PA
- Redevelopment Authority of Greene County, Waynesburg, PA
- Redevelopment Authority of the City of Harrisburg, Harrisburg, PA
- Reel Q, Pittsburgh, PA
- Refuge for Women, Pittsburgh, Pittsburgh, PA
- Regina Academy at St. John the Baptist, Ottsville, PA
- Regional College of Northern Pennsylvania, Warren, PA
- Reins of Rhythm - Riding & Horsemanship, Shippensburg, PA
- resolve Crisis Services, Pittsburgh, PA
- Resurrection Philly, Philadelphia, PA

- Retreat & Refresh Stroke Camp, Peoria, IL
- Revival Chili, Pittsburgh, PA
- Rising Stars Football Academy Foundation, York, PA
- Robert Morris University, Moon Township, PA
- Rodman Street Missionary Baptist Church, Pittsburgh, PA
- Ronald McDonald House Charities of Central Pennsylvania, Hershey, PA
- Ronald McDonald House of Scranton, Scranton, PA
- Rotary Club of Colonial Park, Harrisburg, PA
- Rotary Club of Harrisburg, Harrisburg, PA
- Rotary Club of Mechanicsburg, Mechanicsburg, PA
- Rotary Club of Pittsburgh, Pittsburgh, PA
- Rotary Club of West Chester, West Chester, PA
- Rotary Club of York, York, PA
- Rotary Club of York-East, York, PA
- Safe Berks, Reading, PA
- Safe Harbor Easton, Easton, PA
- Safe Harbor of Chester County, West Chester, PA
- Safe Harbour, Carlisle, PA
- SafeNet, Inc., Erie, PA
- Saint Francis & Saint Vincent Homes, Bensalem, PA
- Saint Paul's Evangelical Lutheran Church of Applebachsville, Quakertown, PA
- Salem Square Community Association, York, PA
- Samaritan Counseling Center of Western PA, Inc., Beaver, PA
- Sarah A. Reed Children's Center, Erie, PA
- Sarah Heinz House, Pittsburgh, PA
- Schreiber Center for Pediatric Development, Lancaster, PA
- Second Harvest Food Bank of Northwest Pennsylvania, Erie, PA
- Semper Gratus, Pittsburgh, PA
- ServingLeaders - Willow Grove Office, Willow Grove, PA
- Sexual Assault Resource & Counseling Center of Lebanon and Schuylkill Counties (SARCC), Lebanon, PA
- Share Food Program, Philadelphia, PA
- Sharing and Caring, Pittsburgh, PA
- Shaul Elementary Parent Teacher Organization, Enola, PA
- Shenango Valley Urban League, Inc., Farrell, PA
- Sherwood Oaks Fund, Cranberry Township, PA
- Shippensburg Area Chamber of Commerce, Shippensburg, PA
- Shippensburg Community Fair, Shippensburg, PA
- Shippensburg Turkey Trot, Shippensburg, PA
- Shriners Hospital for Children - Erie, Erie, PA
- Side Project Inc., Pittsburgh, PA
- Silver Spring Township, Mechanicsburg, PA
- SisTers PGH, Swissvale, PA
- Sisters Place, Inc., Pittsburgh, PA
- Sixth Mount Zion Missionary Baptist Church, Pittsburgh, PA
- Skip Program, Millersburg, PA
- Small Seeds Development, Inc., Pittsburgh, PA
- Smart Futures and Keys2Work, LLC, Pittsburgh, PA
- Society of Diplomates of Harrisburg, Harrisburg, PA
- Society of St. Vincent de Paul Council of Pittsburgh, Pittsburgh, PA
- Society of St. Vincent de Paul of Altoona-Johnstown PA, Altoona, PA
- Softer Side Seminars, Pittsburgh, PA
- Sojourner House, Pittsburgh, PA
- Somerton Interfaith Food Bank, Philadelphia, PA
- Somerton Youth Organization, Philadelphia, PA
- South Central Community Action Programs (SCCAP), Gettysburg, PA
- South Park Education Foundation, South Park, PA
- South Side Community Council, Pittsburgh, PA
- Southwestern PA Area Agency on Aging, Inc., Charleroi, PA
- Special Olympics Pennsylvania, Norristown, PA
- Special Olympics Pennsylvania, Capital Area Region, Norristown, PA
- Special Olympics Pennsylvania, Three Rivers Region, Norristown, PA

- Spectrum Health Services, Reed Street Health Center, Philadelphia, PA
- SpiriTrust Lutheran, York, PA
- Spotlight PA, Harrisburg, PA
- Spring Grove Area Chamber of Commerce, Spring Grove, PA
- Spring Grove Lacrosse Club, Spring Grove, PA
- Spring Grove Regional Parks and Recreation Center, Spring Grove, PA
- Spring-Ford Project Outreach - Royersford Pantry, Royersford, PA
- Spring-Ford Project Outreach - Spring City Pantry, Spring City, PA
- Squirrel Hill Health Center (SHHC), Pittsburgh, PA
- Squirrel Hill Urban Coalition, Pittsburgh, PA
- St. Francis University, Loretto, PA
- St. James Church Thrift Shop, Downingtown, PA
- St. John the Baptist Ukrainian Catholic Church, Pittsburgh, PA
- St. John's Hospice, Philadelphia, PA
- St. Joseph School, Natrona Heights, PA
- St. Margaret Mary School, Harrisburg, PA
- St. Martin Center, Inc., Erie, PA
- St. Mary's Franciscan Shelter, Phoenixville, PA
- St. Mary's Episcopal Church, Philadelphia, PA
- St. Matthew Lutheran Church, Millerstown, PA
- St. Patrick Church, Erie, PA
- St. Paul Baptist Church, Pittsburgh, PA
- STANDING FIRM, Pittsburgh, PA
- Steel Smiling, Pittsburgh, PA
- Steel Valley Rotary, Munhall, PA
- Stephen and Sandra Sheller 11th Street Family Health Services of Drexel University, Philadelphia, PA
- Still Remembered, Bethel Park, PA
- Stop the Violence Pittsburgh, Pittsburgh, PA
- Strong Women, Strong Girls, Pittsburgh, PA
- Student National Medical Association - University of Pittsburgh, Pittsburgh, PA
- Suicide Prevention Alliance of Chautauqua County, Mayville, NY
- Summerfair, Carlisle, PA
- SuperMonkey Recording Studio, Le Creme Music Festival, Pittsburgh, PA
- Susquehanna Art Museum, Harrisburg, PA
- Susquehanna County Interfaith, Montrose, PA
- Susquehanna Malayalee Association, Harrisburg, PA
- Susquehanna Township High School, Harrisburg, PA
- Susquehanna Valley CASA, Sunbury, PA
- Sustainable Pittsburgh, Pittsburgh, PA
- Sweet Grace Ministries, Chambersburg, PA
- Swing for the Troops, Lebanon, PA
- Talk Minority Action Group, Monroeville, PA
- Tall Cedars of Lebanon, Harrisburg, PA
- Team PHeNomenal Hope, Wheaton, IL
- Tears For Tarina, Steelton, PA
- Temple Emmanuel of South Hills, Pittsburgh, PA
- Temple Physicians at Hunting Park, Philadelphia, PA
- Temple University Hospital, Philadelphia, PA
- The Advanced Leadership Institute, Pittsburgh, PA
- The ALS Association Western Pennsylvania Chapter, Pittsburgh, PA
- The Arc Lancaster Lebanon, Lititz, PA
- The Arc of Cumberland & Perry Counties, Carlisle, PA
- The Arc of Dauphin County, Harrisburg, PA
- The Arc of York & Adams Counties, York, PA
- The August Wilson African American Cultural Center, Pittsburgh, PA
- The Belmont Theatre, York, PA
- The Bettinger Company, Inc., Philadelphia, PA
- The Bradley Center, Pittsburgh, PA
- The Chamber of Gettysburg & Adams County, Gettysburg, PA

- The Chapel Church, Middletown, PA
- The Children's Home & Lemieux Family Center, Pittsburgh, PA
- The Citizen Science Lab, Pittsburgh, PA
- The Civic Club of Harrisburg, Harrisburg, PA
- The Clinical and Translational Science Institute at the University of Pittsburgh, Pittsburgh, PA
- The Community Coalition, Phoenixville, PA
- The Consortium for Public Education, McKeesport, PA
- The Education Partnership, Pittsburgh, PA
- The Enterprise Center, Resource Hub, Philadelphia, PA
- The Evoluer House, Philadelphia, PA
- The Food Trust, Philadelphia, PA
- The Foundation for Enhancing Communities (TFEC), Harrisburg, PA
- The Frick Pittsburgh, Pittsburgh, PA
- The Friendship Circle of Pittsburgh, Pittsburgh, PA
- The Giorgio Foundation, Duncansville, PA
- The Hershey Partnership, Hershey, PA
- The Highway and Hedges Outreach Ministry Show, Peters Township, PA
- The Ireland Funds America Pittsburgh Chapter, Pittsburgh, PA
- The Ireland Institute of Pittsburgh, Sharpsburg, PA
- The Jerome Bettis Bus Stops Here Foundation, McKees Rocks, PA
- The Joe Beretta Foundation, Mt. Juliet, TN
- The Joshua Group, Harrisburg, PA
- The Julian Dorsey Foundation, Harrisburg, PA
- The Leukemia & Lymphoma Society, Eastern Great Lakes Office, Monroeville, PA
- The Links Foundation, Inc. FBO Harrisburg (PA) Chapter, Harrisburg, PA
- The Lion Foundation, Camp Hill, PA
- The Mann Center for the Performing Arts, Philadelphia, PA
- The Mayfair Community Development Corporation, Philadelphia, PA
- The Mendelssohn Choir of Pittsburgh, Pittsburgh, PA
- The Mentoring Partnership of Southwestern PA, Pittsburgh, PA
- The Midwife Center for Birth and Women's Health, Pittsburgh, PA
- The Mission Continues, St. Louis, MO
- The Ned Smith Center for Nature and Art, Millersburg, PA
- The Nehemiah Project, Altoona, PA
- The New Pittsburgh Courier, Pittsburgh, PA
- The Opportunity Fund, Pittsburgh, PA
- The Parish of St. Barbara, Philadelphia, PA
- The Partnership for Career Development - Capital Region, Enola, PA
- The Pennsylvania Health Law Project, Pittsburgh, PA
- The Peyton Walker Foundation, Camp Hill, PA
- The Pittsburgh Chapter of The Links, Inc., Pittsburgh, PA
- The Pittsburgh Association of the Deaf, Pittsburgh, PA
- The Pittsburgh Project, Pittsburgh, PA
- The Pittsburgh Promise, Pittsburgh, PA
- The Pride Festival of Central PA, Harrisburg, PA
- The Pullo Center, York, PA
- The ReAwakening Agency, Philadelphia, PA
- The Roman Catholic Diocese of Altoona-Johnstown, Altoona, PA
- The Salvation Army Beaver County, Beaver Falls, PA
- The Salvation Army Beaver Falls Corps, Beaver Falls, PA
- The Salvation Army Booth Manor, Philadelphia, PA
- The Salvation Army Chambersburg Corps, Chambersburg, PA
- The Salvation Army Chester Corps, Chester, PA
- The Salvation Army Eliza Shirley Campus, Philadelphia, PA
- The Salvation Army Family Store & Donation Center: Rising Sun Ave, Philadelphia, PA
- The Salvation Army Hamburg Service Center, Hamburg, PA
- The Salvation Army Harrisburg Capital City Region, Harrisburg, PA

- The Salvation Army Lehigh Valley, PA - Easton Corps, Easton, PA
- The Salvation Army Levittown Food Pantry, Levittown, PA
- The Salvation Army Philadelphia Central Corps, Philadelphia, PA
- The Salvation Army Philadelphia Citadel Corps, Philadelphia, PA
- The Salvation Army Philadelphia KROC Center, Philadelphia, PA
- The Salvation Army Philadelphia Roxborough Corps, Philadelphia, PA
- The Salvation Army Philadelphia Tabernacle Corps, Philadelphia, PA
- The Salvation Army Philadelphia Temple Corps, Philadelphia, PA
- The Salvation Army of Pottstown, Pottstown, PA
- The Salvation Army Red Shield Family Residence, Philadelphia, PA
- The Salvation Army Reading Citadel, Reading, PA
- The Salvation Army Reed House, Philadelphia, PA
- The Salvation Army West Philadelphia Corps, Philadelphia, PA
- The Salvation Army Western Pennsylvania Division, Carnegie, PA
- The Salvation Army York Corps, York, PA
- The Sight Center of Northwest PA, Erie, PA
- The Sonny Pugar Memorial, Pittsburgh, PA
- The Total Change Program, Erie, PA
- The UPMC Altoona Foundation, Altoona, PA
- The Village Library of Morgantown, Morgantown, PA
- The Wildcat Foundation, Mechanicsburg, PA
- The Woodlands, Wexford, PA
- The Woodlands Foundation, Wexford, PA
- Three Rivers Business Alliance, Pittsburgh, PA
- Three Rivers Youth, Pittsburgh, PA
- Threshold Rehabilitation Services, Inc., Reading, PA
- THRIVE International Programs, Williamsport, PA
- Tickets for Kids Charities, Pittsburgh, PA
- Tiger Pause Youth Ministry, Beaver Falls, PA
- Tookany/Tacony-Franford Watershed Partnership, Philadelphia, PA
- Touchstone Foundation, Lancaster, PA
- Towamencin Township, Lansdale, PA
- Trade Institute of Pittsburgh, Pittsburgh, PA
- Transforming the Health of African American Women, Inc. (THAW), Pittsburgh, PA
- Transitions of PA, Lewisburg, PA
- Transportation Management Association of Chester County (TMACC), Malvern, PA
- TransYOUning, Pittsburgh, PA
- Tree 4 Hope, Harrisburg, PA
- Trehab: A Community Action Agency, Montrose, PA
- Trellis For Tomorrow, Phoenixville, PA
- Très Bonne Année, Harrisburg, PA
- Tri County Community Action, Harrisburg, PA
- Trinity Center for Urban Life, Philadelphia, PA
- Transitional Paths to Independent Living (TRPIL), Washington, PA
- Turning Point of Lehigh Valley, Allentown, PA
- Turning Point Women's Counseling and Advocacy Center, York, PA
- Twilight Wish Foundation, Doylestown, PA
- U.S. Department of Veterans Affairs, Pittsburgh, PA
- UC Green, Philadelphia, PA
- Union of African Communities in Southwestern PA, Pittsburgh, PA
- Union Wesley A.M.E. Zion Church, Washington, DC
- Unique Dreams, Philadelphia, PA
- United Cerebral Palsy of Central PA, Camp Hill, PA
- United Church of Christ Homes, Camp Hill, PA
- United Ukrainian American Relief Committee, Inc., Philadelphia, PA
- United Way of Berks County, Reading, PA
- United Way of Boyertown Area, Boyertown, PA
- United Way of Butler County, Butler, PA

- United Way of Chester County, Exton, PA
- United Way of Erie County, Erie, PA
- United Way of Indiana County, Indiana, PA
- United Way of Lebanon County, Lebanon, PA
- United Way of Pennsylvania, Lemoyne, PA
- United Way of Southern Chester County, Kennett Square, PA
- United Way of the Capital Region, Enola, PA
- United Way of Washington County, Washington, PA
- United Way of York County, York, PA
- University of Pittsburgh Department of Medicine, Pittsburgh, PA
- University of Pittsburgh Hillman Cancer Center, Pittsburgh, PA
- University of Pittsburgh, Innovation Institute, Pittsburgh, PA
- University of Pittsburgh, Institute for Clinical Research Education, Pittsburgh, PA
- University of Pittsburgh, Institute for Entrepreneurial Excellence, Pittsburgh, PA
- University of Pittsburgh, Joseph M. Katz Graduate School of Business, Pittsburgh, PA
- University of Pittsburgh, Office of Health Sciences Diversity, Equity and Inclusion, Pittsburgh, PA
- University of Pittsburgh School of Pharmacy, Pittsburgh, PA
- UPMC Children & Teen Center in Central Pa., Harrisburg, PA
- UPMC Children's Hospital Foundation, Pittsburgh, PA
- UPMC Hillman Cancer Center Academy, Pittsburgh, PA
- UPMC Senior Services, Pittsburgh, PA
- Upper Bucks Chamber of Commerce, Quakertown, PA
- Upper Room Missionary Baptist Church, Philadelphia, PA
- Urban Impact, Pittsburgh, PA
- Urban League of Greater Pittsburgh, Pittsburgh, PA
- Urban League of Philadelphia, Philadelphia, PA
- Ursuline Support Services, Pittsburgh, PA
- URU The Right to Be, Inc., New Haven, CT
- U.S. Department of Labor, Pittsburgh, PA
- Valley Youth House, Bethlehem, PA
- Valley Youth House - Chester County Office, West Chester, PA
- Variety - The Children's Charity of the Delaware Valley, Worcester, PA
- Venango County Association for the Blind, Seneca, PA
- Venango Training & Development Center, Seneca, PA
- Venture Lititz, Lititz, PA
- Verland, Sewickley, PA
- Veterans Leadership Program of Western PA, Inc., Pittsburgh, PA
- Veterans of Foreign Wars - Department of Pennsylvania, Harrisburg, PA
- Veterans Outreach of Pennsylvania, Harrisburg, PA
- Veterans Place of Washington Boulevard, Pittsburgh, PA
- Vibrant Pittsburgh, Pittsburgh, PA
- Vietnam Veterans Memorial Fund, The Wall that Heals, Arlington, VA
- Vincentian Charitable Foundation, Pittsburgh, PA
- Vincentian Collaborative System, Pittsburgh, PA
- Vineyard Church - Chester Springs, Chester Springs, PA
- Vision Resources of Central Pennsylvania, Harrisburg, PA
- Vision Toward Peace Counseling Services, Wilkinsburg, PA
- VisionCorps, Lancaster, PA
- Vista Autism Services, Hershey, PA
- Vitamin C Healing, Pittsburgh, PA
- Voce, Camp Hill, PA
- Warren United Methodist Church, Pittsburgh, PA
- Warriors Rock, Pittsburgh, PA
- Waynesboro Community & Human Services, Waynesboro, PA
- Wee Care Early Learning Center, Langhorne, PA
- WellSpan, Chambersburg, PA
- WEPA Empowerment Center, Inc., Myerstown, PA
- Wesley Family Services, Bridgeville, PA
- Wesley Union A.M.E. Zion Church, Harrisburg, PA

- West Chester University, Department of Languages and Cultures, West Chester, PA
- West Chester University - Resource Pantry, West Chester, PA
- West Manchester Township, York, PA
- West Park Cultural Center, Philadelphia, PA
- West Shore Chamber of Commerce, Camp Hill, PA
- West Shore Symphony Orchestra, Mechanicsburg, PA
- West York Girls High School/Middle School Basketball Booster Club, York, PA
- Western PA Bleeding Disorders Foundation, Beaver, PA
- Western Pennsylvania Conservancy, Pittsburgh, PA
- Westminster Thrift Shop, West Chester, PA
- Westminster Presbyterian Church, West Chester, PA
- Westminster Presbyterian Church, Pittsburgh, PA
- Westmoreland Community Action, Greensburg, PA
- Westmoreland County Food Bank, Inc., Delmont, PA
- Westmoreland Human Services, Greensburg, PA
- Westmoreland-Fayette Workforce Investment Board, Youngwood, PA
- Wharton Wesley United Methodist Church, Philadelphia, PA
- When She Thrives, Coraopolis, PA
- Whitaker Center for Science and the Arts, Harrisburg, PA
- White Rose Pickleball Association, York, PA
- Whosoever Gospel Mission - Germantown Thrift Shop, Philadelphia, PA
- Why Not Prosper, Inc., Philadelphia, PA
- Wiconisco Fire Company, Wiconisco, PA
- Wildheart Ministries, Harrisburg, PA
- Wissinoming Civic Association, Philadelphia, PA
- WITF, Harrisburg, PA
- Women of Providence in Collaboration, Villa Maria, PA
- Women's Center & Shelter of Greater Pittsburgh, Pittsburgh, PA
- Women's Center of Beaver County, Beaver, PA
- Women's Resource Center, Inc., Wayne, PA
- Workforce Development Global Alliance, Monroeville, PA
- Working Progress, York, PA
- Wounded Warrior Project, Pittsburgh, PA
- Ya Momz House, Inc., Pittsburgh, PA
- Yates Fund for Cancer Hope, Sewickley, PA
- Y-HEP Adolescent and Young Adult Health Center, Philadelphia, PA
- YMCA Camp Kon-O-Kwee Spencer, Fombell, PA
- YMCA of Bucks County - Doylestown Branch, Doylestown, PA
- YMCA of Bucks County - Morrisville Child Care Center, Morrisville, PA
- YMCA of Bucks County - New Britain Child Care Center, New Britain, PA
- YMCA of Bucks County - New Hope - Solebury Clubhouse for Kids, New Hope, PA
- YMCA of Bucks County - Newtown Branch, Newtown, PA
- YMCA of Bucks County - Newtown Child Care Center, Newtown, PA
- YMCA of Bucks County - Quakertown Branch, Quakertown, PA
- YMCA of Greater Erie, Erie, PA
- YMCA of Greater Pittsburgh, Pittsburgh, PA
- YMCA of Reading and Berks County, Reading, PA
- YMCA of the Twin Tiers, Bradford, PA
- York Adams Interscholastic Athletic Association, Glen Rock, PA
- York Art Association, York, PA
- York City Police Department, York, PA
- York Country Day School, York, PA
- York County Alliance for Learning, York, PA
- York County Economic Alliance, York, PA
- York County Food Bank, York, PA
- York County History Center, York, PA
- York County Human Services, York, PA
- York County Parks Charitable Trust Foundation, York, PA
- York County Prison, York, PA
- York County Quick Response Team, Mount Wolf, PA

- York Opioid Collaborative, York, PA
- York Symphony Orchestra, York, PA
- York Youth Symphony Orchestra, York, PA
- You're Beautifully Made, Inc., Philadelphia, PA
- Young Professionals of Color, Harrisburg, PA
- Youth Advocate Programs, Inc., Harrisburg, PA
- Youth Mentoring Partnership, Exton, PA
- YouthPlaces, Inc., Pittsburgh, PA
- YWCA Carlisle, Carlisle, PA
- YWCA Gettysburg & Adams County, Gettysburg, PA
- YWCA Greater Harrisburg, Harrisburg, PA
- YWCA Greater Pittsburgh, Pittsburgh, PA
- YWCA Hanover, Hanover, PA
- YWCA Lancaster, Lancaster, PA
- YWCA Northcentral PA, Williamsport, PA
- YWCA of Bucks County: Bucks Meadow Family Center, Bensalem, PA
- YWCA of Bucks County: Country Commons Family Center, Bensalem, PA
- YWCA of Bucks County: Creekside Family Center, Bensalem, PA
- YWCA of Bucks County: Foxwood Manor Apartments Community Center, Levittown, PA
- YWCA York, York, PA
- Zeta Phi Beta Sorority, Inc. — Nu Sigma Zeta Chapter, Harrisburg, PA

APPENDIX D: Concept Mapping Methodology

Overview:

UPMC's 2025 CHNA builds on the assessment process originally applied in 2013. In 2013, UPMC hospitals began conducting formal community health needs assessments and with consultation and support from Pitt Public Health, utilized a research method known as concept mapping to develop a better understanding of perceived health problems for their communities. Concept mapping is well suited for a Community Health Needs Assessment because the research method involves stakeholders in the process and allows for prioritization of health problems based on community input.

Concept mapping is a participatory research method that yields a conceptual framework for how a group of stakeholders views a particular topic or issue. The method explores the relationships of ideas and concepts and allows for the development of group consensus. It allows for the collection of a wide range of stakeholder-generated ideas and applies quantitative analytical tools (i.e., multidimensional scaling and hierarchical cluster analysis). Concept mapping output includes a concept map, which is a diagram that illustrates the relationships between ideas. The research method is used to facilitate the creation of a shared vision and understanding within a group. The research method synthesizes individual data and includes a rating process that is used to prioritize key issues.

In 2013, UPMC hospitals completed concept mapping, and through the process, identified hospital-specific community health priorities based on stakeholder input. In the concept mapping effort, community advisory panels at each UPMC hospital participated in focus groups to brainstorm and then sort a set of 50 community health problems. Concept mapping software used this sorting data to create a display that illustrated the relationships between health topics and allowed for aggregation of topics into thematic areas. The 50 topics were grouped into three main thematic areas: prevention and healthy living, chronic disease, and navigating the health care system.

Application of Concept Mapping – Two-Stage Process:

UPMC hospitals established community advisory panels. Participants contributed through face-to-face meetings and online input.

The concept mapping research method consisted of two stages:

- Brainstorming — gathering stakeholder input
- Sorting and Rating — organizing prioritizing the stakeholder input

Brainstorming – Identifying Health Needs:

In the brainstorming meeting, each hospital's community advisory panel met in person to solicit members' input on the focal question, "What are our community's biggest health problems?"

Panel members first brainstormed independently, and then shared their lists with the Pitt Public Health research team. Their responses were then compiled to generate a full list of community health problems for the hospital. The Pitt Public Health research team shared the full list with the group and facilitated a group discussion of the responses to ensure the list was comprehensive and reflected the scope of health problems faced in the community.

All of the hospital-specific brainstorming lists were integrated together to develop a final master list of community health problems to be used in the subsequent concept mapping sorting and rating. A consolidated final master list of the 50 community health problems was distilled from the robust community input. The following table presents each of the 50 community health problems and provides a numerical value in parentheses so that the item can be linked with the concept map in the following figure.

Final Master List of 50 Community Health Problems				
Nutrition and healthy eating (1)	Diabetes (11)	Medication management and compliance (21)	High blood pressure/ Hypertension (31)	Smoking and tobacco use (41)
Immunizations/ Vaccinations (2)	Health literacy – ability to understand health information and make decisions (12)	Exercise (22)	Breast cancer (32)	Adolescent health and social needs (42)
Lung cancer (3)	Urgent care for non-emergencies (13)	Navigating existing health care and community resources (23)	Pediatrics and child health (33)	Depression (43)
Maternal and infant health (4)	End of life care (14)	Preventive screenings (cancer, diabetes, etc.) (24)	Sexual health including pregnancy and STD prevention (34)	Support for families/ caregivers (44)
Alcohol abuse (5)	Asthma (15)	Heart disease (25)	Dementia and Alzheimer's (35)	Health insurance: understanding benefits and coverage options (45)
Adult obesity (6)	Prenatal care (16)	Primary Care (26)	Chronic Obstructive Pulmonary Disease (COPD) (36)	Preventive health/ wellness (46)
Drug abuse (7)	Dental care (17)	Childhood obesity (27)	Stroke (37)	Injuries including crashes and sports related, etc. (47)
Access to specialist physicians (8)	Financial access: understanding options (18)	Intentional injuries including violence and abuse (28)	Post-discharge coordination and follow-up (38)	Childhood developmental delays, including Autism (48)
Behavioral health/ Mental health (9)	High cholesterol (19)	Cancer (29)	Arthritis (39)	Eye and vision care (49)
Geographic access to care (10)	Care coordination and continuity (20)	Social support for aging and elderly (30)	Senior health and caring for aging population (40)	Environmental health (50)

Sorting and Rating – Prioritizing Health Needs:

The hospitals' community advisory panels completed the sorting and rating activities via the Internet. Each participant was asked to sort the master list of 50 community health problems into thematic areas, and to then rate the problems using a 1 to 5 Likert scale, according to the following criteria:

Importance:

How important is the problem to our community?
(1 = not important; 5 = most important)

Measurable Impact:

What is the likelihood of being able to make a measurable impact on the problem?
(1 = not likely to make an impact; 5 = highly likely to make an impact)

Hospital Ability to Address:

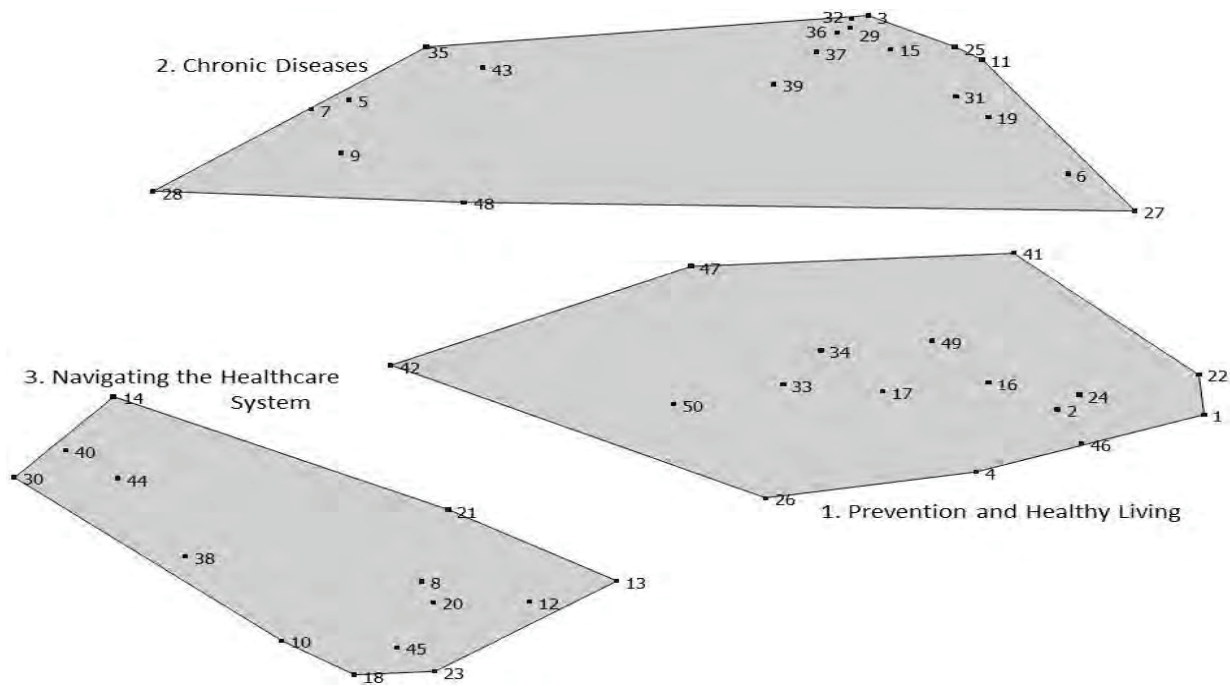
Does the hospital have the ability to address this problem?
(1 = no ability; 5 = great ability)

Multi-dimensional scaling was applied to the sorting data to examine similarities between the 50 community health problems. Hierarchical clustering was used to group the sorting data into common thematic areas and to establish a final cluster map which provided a visual representation of the data. The final cluster map of the 50 community health problems reflects three thematic areas (See Figure below):

- Prevention and Healthy Living (16 items)
- Chronic Diseases (20 items)
- Navigating the Healthcare System (14 items)

Each of the 50 community health problems are represented in the figure below as a point. The numbers next to each point correspond to the item number. For example, item #31 is High Blood Pressure/Hypertension. The proximity of the points to each other illustrates the group thoughts about the degree of similarity between the items. For example, item #31 (High Blood Pressure/Hypertension) and item #19 (High Cholesterol) were felt to be very similar. Those two community health problems appear on the right side of the Chronic Diseases cluster.

Final Cluster Map:



For each of the rating criteria, the rating levels were broken into three equal distributions (tertiles) representing high, moderate, and low priority. The cut points for each rating criteria are as follows:

Importance:

Low (1–3.67); Moderate (3.68–4.06); High (4.07–5.0)

Measurable Impact:

Low (1–3.33); Moderate (3.34–3.83); High (3.84–5.0)

Hospital Ability to Address:

Low (1–3.20); Moderate (3.21–3.85); High (3.86–5.0)

Within each cluster, the rating data for each individual community health problem was examined across all three rating criteria. For example, in the Prevention and Healthy Living cluster, the 16 individual community health problems were identified as being low, moderate, or high for the importance, measurable impact, and hospital ability to address rating criteria.

The rating categories results were then combined with results from secondary data analyses and used to identify high priority community health problems for each UPMC hospital. UPMC hospital leadership next consulted with experts from Pitt Public Health and members of the community advisory panel to review the list of high priority community health problems and identify the set of needs that are critical, addressable, and have high levels of urgency in the community.

The resulting list constituted the top tier of health problems for the community.