

Community Health Needs Assessment Community Health Strategic Plan

Allegheny County

June 30, 2022

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Southwest Pennsylvania

Enhancing the Health of Our Communities

Allegheny County



COMMUNITY HEALTH NEEDS ASSESSMENT UPDATE COVERING

UPMC CHILDREN'S HOSPITAL
OF PITTSBURGH

UPMC EAST

UPMC MAGEE-WOMENS HOSPITAL

UPMC MCKEESPORT

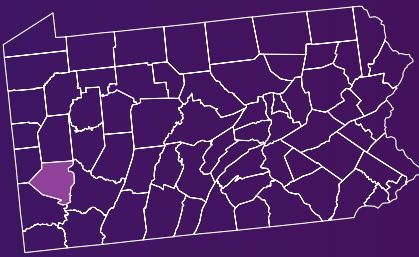
UPMC MERCY

UPMC PASSAVANT

UPMC PRESBYTERIAN SHADYSIDE

UPMC ST. MARGARET

UPMC
LIFE CHANGING MEDICINE



2019-2022

REGIONAL PROGRESS REPORT

UPMC is committed to improving the health and wellbeing of Allegheny County residents. Working with community partners and engaging system-wide resources, UPMC hospitals are making measurable progress to address community health needs.

ENHANCING ACCESS TO TOP-QUALITY SPECIALTY CARE

UPMC is making health care more accessible.

- **Reducing wait times for new pediatric patients:** UPMC Children’s Hospital successfully reduced the average number of days to schedule new patient appointments with specialty providers from 40 days to one week.
- **Bringing renowned care to communities north of Pittsburgh:** UPMC Passavant, an advanced tertiary care center, offers local access to state-of-the-art technology, including surgical robots and 3D imaging.
- **Opening an outpatient center in Greensburg:** In 2020, UPMC East opened the UPMC Outpatient Center — bringing specialty services, like general surgery, cardiac care, and sports medicine, to Westmoreland County.
- **Expanding comprehensive care in the South Hills:** Opened in 2020, UPMC McKeesport’s new UPMC Outpatient Center is located in West Mifflin and offers convenient access to medical and surgical care.

- **Supporting pregnant and postpartum women:** UPMC Magee-Womens Hospital’s New and Expectant Mothers Specialized Treatment (NEST) outpatient program serves women requiring a higher level of care for depression or anxiety.
- **Providing Addiction Medicine Services:** UPMC integrates behavioral and physical health providers, the General Internal Medicine Addiction consultation team, UPMC Western Psychiatric inpatient and outpatient programs, and UPMC McKeesport and UPMC Mercy detox units.



UPMC St. Margaret offers Medication-Assisted Treatment in primary care settings for patients with opioid use disorders.

HELPING TO PREVENT CHRONIC DISEASE AND PROMOTE HEALTH

- **Promoting cancer prevention:** UPMC Passavant offers cancer education and screenings for early detection.
- **Improving diabetes care:** Through the Glucose to Goal program, UPMC Mercy pairs patients with certified diabetes educators to help improve diabetes self-management.
- **Enhancing health outcomes with remote patient monitoring:** UPMC Presbyterian Shadyside oversees Connected Care, which tracks a patient’s health using a smartphone. Connected Care programs include chronic obstructive pulmonary disease (COPD), chronic pain management, and hypertension.



UPMC Passavant partners with UPMC Children’s Hospital of Pittsburgh to provide emergency pediatric care.



UPMC East doubled its Emergency Department capacity and opened an onsite pharmacy for convenience.

EXPANDING BEHAVIORAL HEALTH SERVICES

UPMC provides an array of behavioral health services.

- **Caring for populations in need of emergency services:** In 2019, UPMC Western Psychiatric Hospital opened Psychiatric Emergency Services (PES), a therapeutic space for emergency care and evaluation. Additionally, UPMC Mercy’s Evaluation and Referral Center (ERC) offers round-the-clock access for individuals experiencing a behavioral health crisis.
- **Offering the only formal behavioral health crisis response in Allegheny County:** In partnership with Allegheny County, UPMC Western Psychiatric Hospital operates and manages resolve Crisis Services, a 24-hour, 365-day crisis service that is free to all Allegheny County residents.



UPMC Children’s Hospital of Pittsburgh launched a new initiative to prevent and manage asthma.



The UPMC Magee-Womens Hospital Breast Cancer Risk Reduction Clinic helps identify women at high risk.



OFFERING INNOVATIVE PROGRAMS FOR DIVERSE POPULATIONS

UPMC hospitals are addressing community prevention and wellness, interpersonal safety, and health-related social needs.

- **Addressing food insecurity:** UPMC Children’s established a food security navigation model, focused on clinician training, screening, and benefits enrollment. Working with the Greater Pittsburgh Community Food Bank and 412 Food Rescue, UPMC McKeesport launched a food pharmacy program to help ensure that patients have access to healthy meals.
- **Supporting anti-poverty programs:** In partnership with Faith United Methodist Church and Verona Methodist Church, UPMC St. Margaret provides education, health advice, and screenings. This effort helps identify individuals with abnormal screenings and refers them to appropriate care providers.
- **Providing a safe space for expectant families:** The Birth Circle program at UPMC Magee offers patients the opportunity to connect with a doula, who supports mothers before, during, and shortly after childbirth. The program also focuses on addressing medical and socio-economic needs in underserved communities.
- **Providing flu vaccines to seniors:** UPMC hospitals are protecting seniors by providing free influenza and pneumonia vaccinations at senior centers, churches, and fire halls.

CARING FOR OUR COMMUNITIES DURING THE COVID-19 PANDEMIC

UPMC is committed to keeping our patients, staff, and communities safe during this challenging time.

ADMINISTERING VACCINES

UPMC is proud to partner with community organizations to offer convenient and accessible COVID-19 vaccine clinics in locations where community members feel comfortable.



350,000+ Vaccine Doses Administered in the Southwest Region*

PROTECTING VULNERABLE POPULATIONS

UPMC is dedicated to health equity in all vaccination efforts and is committed to vaccinating as many people as possible. UPMC hospitals are offering vaccination clinics in underserved communities and staff members at UPMC hospitals in Allegheny County are volunteering their time and expertise to ensure the most vulnerable populations are protected from the virus.

LAUNCHING ONLINE PROGRAMS

UPMC expanded telemedicine capabilities to enable patients to receive care from the safety of their homes. In addition, UPMC hospitals adapted programs to allow community members to access health education, support, and resources through webinars, virtual discussions, and social media platforms.

OFFERING TESTING SITES

UPMC established two regional collection centers to expand local testing. In addition, UPMC hospitals offer testing to patients before certain in-hospital procedures.

**Vaccine data as of November 22, 2021*



UPMC Presbyterian Shadyside is empowering individuals to save lives through Stop the Bleed training.



UPMC McKeesport helps provide transportation assistance for medical appointments.



UPMC Mercy is supporting the Second Avenue Commons project in downtown Pittsburgh, which will enhance care coordination for homeless individuals.



UPMC is addressing important community needs.

CHRONIC DISEASE MANAGEMENT

- Cancer
- Diabetes
- Heart Disease and Stroke
- Obesity
- Respiratory Disease

BEHAVIORAL HEALTH

- Access to Behavioral Health Services
- Opioid Addiction and Substance Abuse

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
- Interpersonal Safety
- Health-Related Social Needs

UPMC in Allegheny County



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.

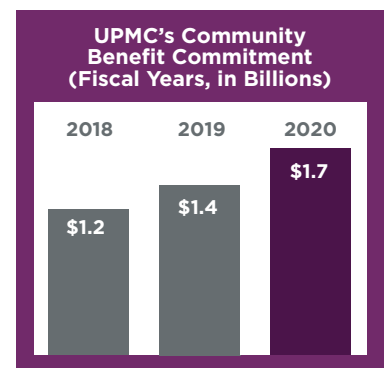
UPMC Plays a Major Role in Its Community:

UPMC is one of the world's leading Integrated Delivery and Financing Systems ("IDFS"), combining a major Health Services Division with 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. UPMC is also the largest medical insurer in western Pennsylvania, and is the largest insurer of Medical Assistance, Medicare Advantage, Children's Health Insurance, and Behavioral Health populations in the region.

Committed to its mission of service, UPMC provides more than \$1 billion a year 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 2020, UPMC subsidized \$509 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 science, 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 \$46 billion in the region.
 - > UPMC invested \$599 million in education and research in 2020, primarily at the University of Pittsburgh, which ranks #7 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 Allegheny County:

In Fiscal Year 2022, UPMC's eight licensed hospitals located in and serving Allegheny County, 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, and 2019, the Fiscal Year 2022 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.

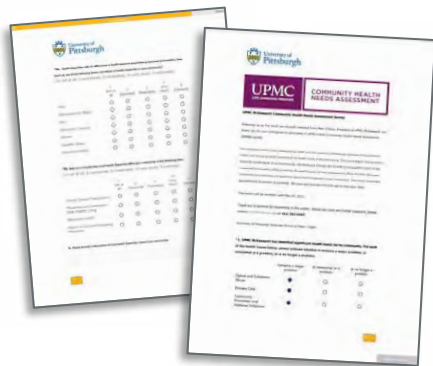
For the purpose of this joint CHNA, the collaborating UPMC hospitals define their community to be Allegheny County.

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 Allegheny County

UPMC Children's Hospital of Pittsburgh	UPMC Mercy
UPMC East	UPMC Presbyterian Shadyside
UPMC Magee-Womens Hospital	UPMC Passavant
UPMC McKeesport	UPMC St. Margaret

Input from Community Stakeholders and Public Health Experts:



UPMC partnered with experts at the University of Pittsburgh Graduate 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, socioeconomic factors, and emerging health issues, including COVID-19 and health disparities, 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 Allegheny County:

Allegheny County has a wide range of health concerns. The Fiscal Year 2022 joint CHNA identified four significant health needs of importance to the communities served by the eight UPMC hospitals located in the county.

Significant Health Needs	Health Issues	Importance to the Community
1 Chronic Disease Management	Heart Disease and Stroke, Respiratory Disease, Diabetes, Cancer	Nearly two-thirds of deaths in the community are attributable to chronic disease.
2 Behavioral Health	Opioid Addiction and Substance Abuse, Access to Behavioral Health Services	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	Primary Care, Specialty Care, Care Coordination, Palliative and End-of-Life Care	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	Community Prevention and Wellness Initiatives, Health-Related Social Needs	Preventive care efforts, such as preventive screenings, can help identify diseases early, improve management of diseases, and reduce costs.

Amplifying UPMC’s Impact Across Allegheny County:

In 2022, the Board of Directors for each UPMC licensed hospital adopted plans to address the significant health needs identified in the Fiscal Year 2022 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 2022–2025 period. These plans build upon the goals established in Fiscal Year 2019, 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 in Allegheny County are concentrating on a limited number of health issues that will address the significant health needs in the community.
- **Emphasize Populations Most in Need and Reduce Health Disparities:** Where applicable, implementation plans specify programs and outreach for population segments that include 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:** Nearly two-thirds of deaths in the community are attributable to chronic disease. UPMC hospitals in Allegheny County are promoting and increasing access to preventive care, immunizations, education, screenings, and COVID-19 vaccinations.
- **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 Allegheny County community. UPMC hospitals in Allegheny County are working together, in coordination with UPMC Western Behavioral Health, to advance integration of behavioral health into physical health care disciplines, to address co-occurring conditions that result in complex care needs.
- **Promote Access and Navigating Available Resources:** Established health care programs in UPMC’s Allegheny County community 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 hospitals are also leveraging resources and synergies within the UPMC system, which include population-focused health insurance products and comprehensive programs and resources targeted at areas including behavioral health, seniors, and children.

The following chart illustrates how each UPMC hospital will contribute to addressing Allegheny County’s significant health needs. Additionally, detailed hospital-specific implementation plans are provided in Section IV of this report.

2022 Significant Health Needs in Allegheny County												
UPMC Hospitals in Allegheny County	Chronic Disease Management				Behavioral Health		Access to Care and Navigating Resources				Prevention and Community-Wide Healthy Living	
	Heart Disease and Stroke	Respiratory Diseases	Diabetes	Cancer	Opioid Addiction and Substance Abuse	Access to Behavioral Health Services	Primary Care	Specialty Care	Care Coordination	Palliative and End-of-Life Care	Community Prevention and Wellness Initiatives	Health-Related Social Needs
UPMC Children’s Hospital of Pittsburgh		✓				✓			✓		✓	
UPMC East					✓	✓	✓		✓		✓	
UPMC Magee-Womens Hospital				✓	✓	✓		✓				✓
UPMC McKeesport					✓	✓			✓		✓	
UPMC Mercy	✓		✓		✓	✓	✓					✓
UPMC Passavant					✓	✓	✓	✓			✓	
UPMC Presbyterian Shadyside					✓	✓	✓		✓		✓	✓
UPMC St. Margaret					✓	✓	✓	✓	✓	✓	✓	

II. Overview and Methods Used to Conduct the Community Health Needs Assessment

CHNA Goals and Process Overview:

In Fiscal Year 2022, UPMC's eight licensed Allegheny County hospitals collaborated to conduct a joint CHNA, in keeping with IRS 501(r) guidelines. Through the assessment process, UPMC's hospitals identified Allegheny County's significant health needs, prioritized those health needs, established action plans, and identified resources to address those needs. The 2022 document builds upon prior assessments and implementation plans developed in Fiscal Years 2013, 2016, and 2019. 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.

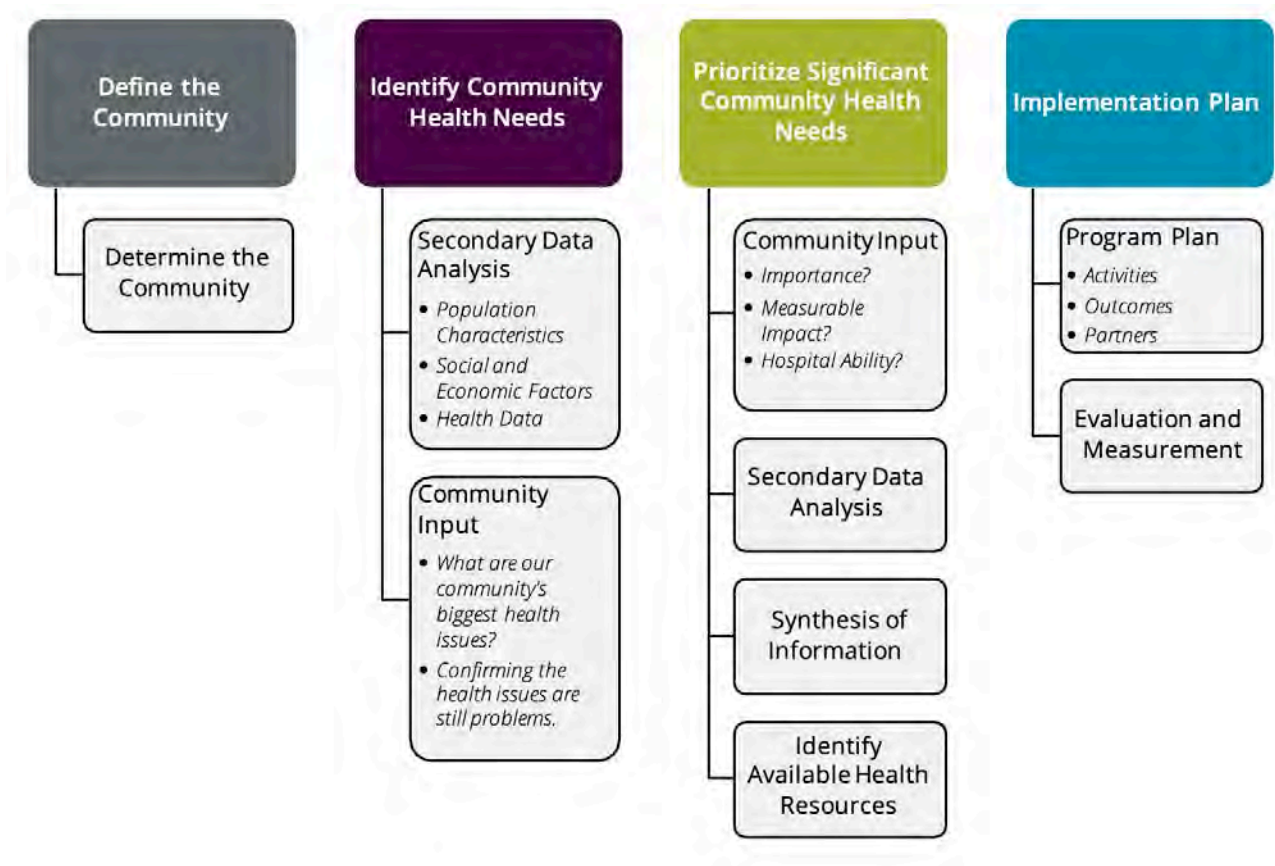
The CHNA incorporated analysis of public health data and input from individuals representing the broad interests of the community — including those with special knowledge and expertise in public health, and community stakeholders representing members of medically underserved, low-income, and minority 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 Graduate 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, and 2019, 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.



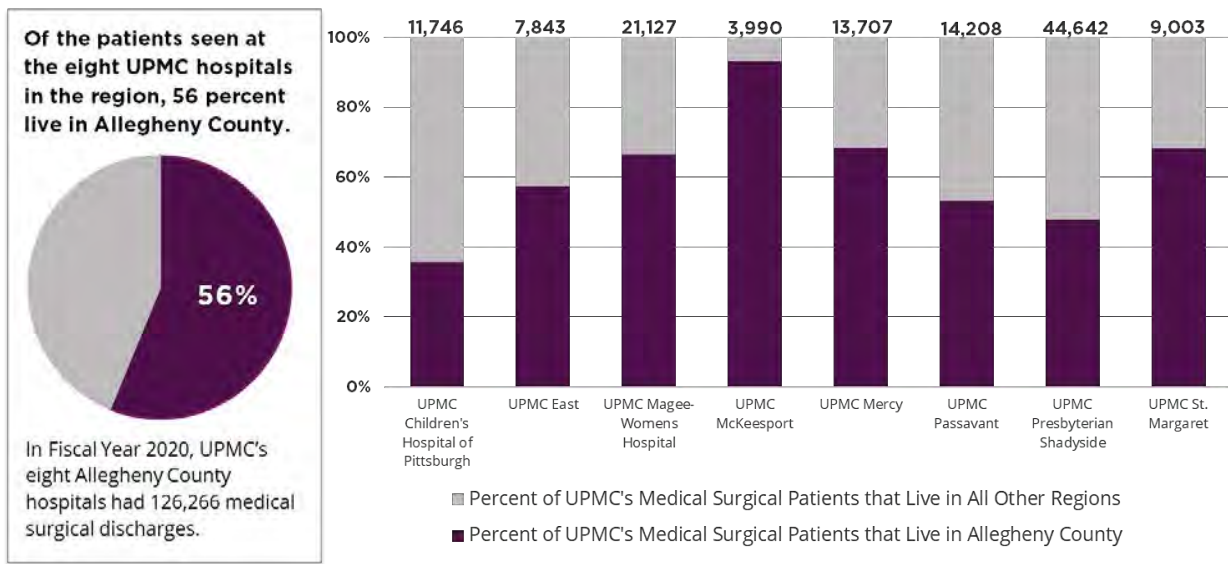
Definition of the Community: Allegheny County:

For the purpose of this joint CHNA, all eight of the collaborating UPMC hospital facilities define their community to be Allegheny County. With 56 percent of patients treated at UPMC’s Allegheny County hospitals residing in Allegheny County, these eight hospitals primarily serve residents of this geographic region. By concentrating on the county, 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 county 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 Allegheny County hospitals are focusing on important local health issues, while supporting a coordinated community health strategy across the region and system-wide.

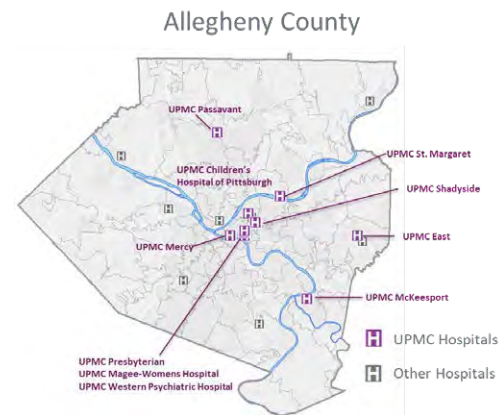
Most Patients Treated at UPMC’s Allegheny County Hospitals Live in Allegheny County.



Source: Pennsylvania Health Care Cost Containment Council, Fiscal Year 2020

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 225 UPMC outpatient locations within Allegheny County. 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 services, and urgent care centers. UPMC addresses the needs of vulnerable populations through health centers and clinics for underserved communities, senior living facilities for older adults, and UPMC Children's Hospital of Pittsburgh satellite locations for children and families.



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 2020* 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:

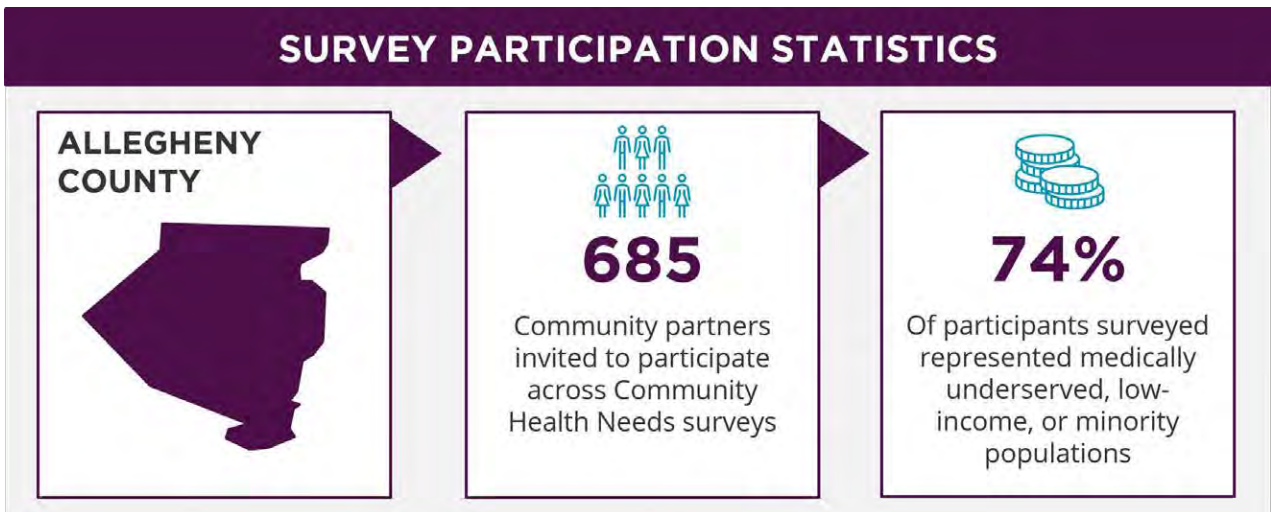
Community input on the perceived health needs and priorities of the region was used to complement analysis of publicly available data. To identify and prioritize health needs of the communities served, the CHNA solicited and took into account input from persons who represent the broad interests of the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

The Fiscal Year 2022 CHNA builds on the assessment processes applied in Fiscal Years 2013, 2016, and 2019, engaging community stakeholders to provide structured input on health needs present in each hospital’s surrounding community. In May-June 2021, 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 2,868 community participants from 28 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.



The full community input survey process consisted of multiple stages over the past four CHNA cycles:

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	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: <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	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). 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).
2022	Aligning for the Future	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: <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.

Synthesis of Information and Development of Implementation Plans:

The secondary data analyses and results from the community input survey 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 and their composite health issues 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 2020*, *Healthy People 2030*, and *Robert Wood Johnson County Health Rankings & Roadmaps*.

Although the Community Health Needs Assessments focus on three-year plans and progress reports, some evaluation is conducted to monitor longer-term health outcomes. Initial review of measures from the *Robert Wood Johnson County Health Rankings & Roadmaps* trended from 2013 through 2020 suggests improvements across some, but not all metrics. For example, health insurance coverage and the rate of preventable hospital stays, which can be used as a proxy for Access to Care and Navigating Resources, improved in Allegheny County over this period. Access to providers, as measured by the ratio of population to primary care providers and mental health providers, also suggest improvements in meeting health needs in Allegheny County. Yet outcome-oriented metrics including obesity and diabetes prevalence do not necessarily demonstrate improvements over this period nationwide or in Allegheny County. UPMC will continue to monitor these measures from a longer-term trend perspective.

III. Results of the Community Health Needs Assessment and In-Depth Community Profile

Characteristics of the Community:

Allegheny County, Pennsylvania, which includes the city of Pittsburgh, has a total population of 1.2 million.

Sizable Elderly Population with High Social Needs: A notable characteristic of Allegheny County is the large and increasing percentage of elderly residents (65 years and older). Allegheny County has a large elderly population (18 percent), especially when compared the United States (15 percent). A higher percentage of elderly in Allegheny County 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 county than the state and nation (See **Appendix B**).

Allegheny County Has a Sizable Elderly Population

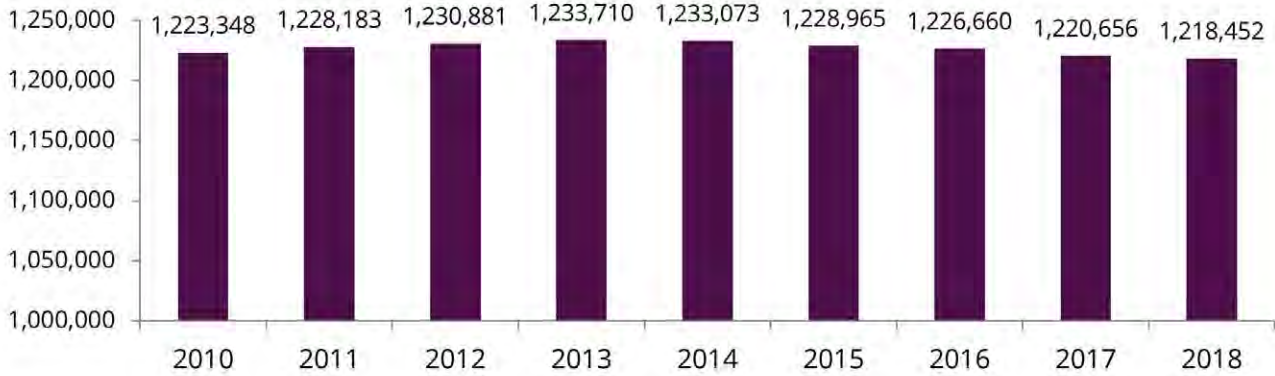
Age Distribution – 2018			
	Allegheny County	Pennsylvania	United States
Median Age	40.8	40.7	37.9
% Children (<18)	18.9	20.9	22.8
% 18–44	35.7	34.1	36.0
% 45–64	27.3	27.6	26.0
% 65+	18.1	17.4	15.2
% 85+	2.9	2.5	1.9
% Elderly Living Alone	14.2	12.6	10.7

Source: U.S. Census

Total Population Stable in Allegheny County but Aging Population Increasing: In 2018, Allegheny County had a total population of 1,218,452. The population density of Allegheny County is 1,669 people per square mile. Between 2010 and 2018, the county’s total population remained relatively stable, while the elderly (age 65 and over) population increased (see figure below). This trend resulted in a higher median age (41 years) in the county compared with the United States (38 years).

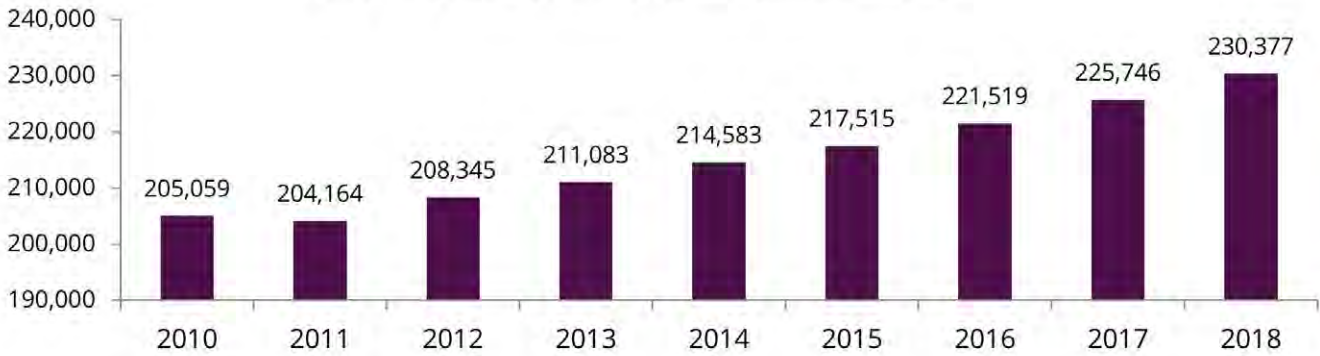
Allegheny County's total population remained relatively stable from 2010 to 2018.

Allegheny County Total Population Trend



At the same time, the elderly population (65+) has grown 12.3 percent from 2010 to 2018.

Allegheny County Elderly (65+) Population Trend



Source: U.S. Census

Economically Stable in Allegheny County Overall: When compared to the Commonwealth of Pennsylvania and the nation, the overall population of Allegheny County is economically stronger and faces fewer economic health challenges on average. Allegheny County tends to:

- Be more educated
- Have fewer people unemployed
- Have fewer people living in poverty
- Have fewer uninsured and fewer recipients of the income-based Medicaid health insurance program (See **Appendix B**)

Social and Economic Population Demographics – 2018

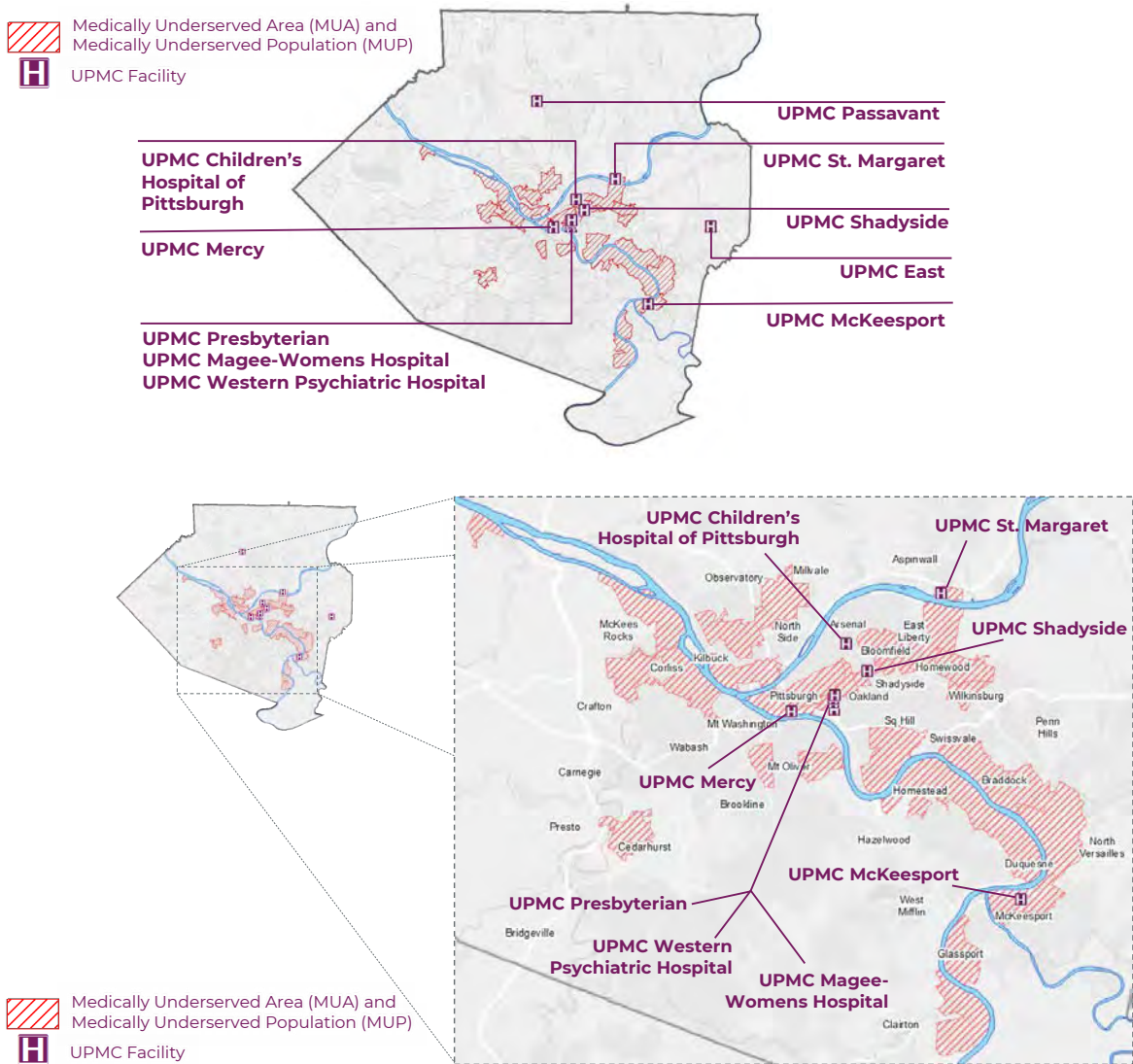
	Allegheny County	Pennsylvania	United States
Median Age	40.8	40.7	37.9
Median Household Income	\$58,383	\$59,445	\$60,293
% of People in Poverty	12.1	12.8	14.1
% with No High School Diploma (among those 25+)	7.4	11.6	14.4
% Unemployed (among those 16+ in labor force)	5.3	5.8	5.9
Racial Groups			
% White	80.1	80.8	72.7
% African American	12.9	11.1	12.7
% Other Race	7.0	8.1	14.6

Source: U.S. Census

Medically Underserved Areas and Populations in Allegheny County: While Allegheny County 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) in Allegheny County

- 12.4 percent of the Allegheny 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 eight UPMC hospitals within Allegheny County 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

Significant Health Needs for the Community

Chronic disease management rated highly in importance for the region.

Behavioral health rated as highly important for the region, with an emphasis on access to behavioral health services.

Access to care and navigating resources was largely seen as the issue UPMC hospitals in Allegheny County can most likely address and drive a significant impact.

Prevention and community-wide healthy living was perceived as important for the community.

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 Allegheny County, all four significant health needs rated highly in importance (scored above 4.1 on a scale of 1 to 5). For UPMC hospitals in Allegheny County, the assessment also identified 12 composite health topics within the overarching health priorities.

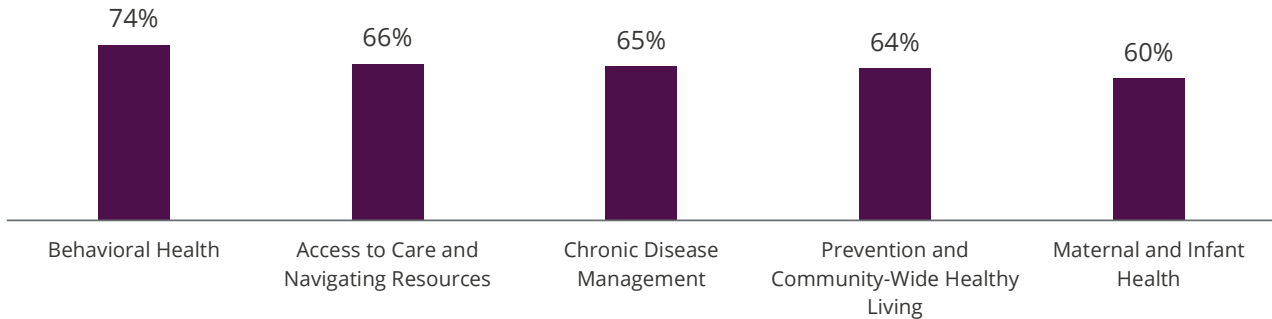
Allegheny County Significant Health Needs

Chronic Disease Management	Behavioral Health	Access to Care and Navigating Resources	Prevention and Community-Wide Healthy Living
<ul style="list-style-type: none"> • Heart Disease and Stroke • Respiratory Disease • Diabetes • Cancer 	<ul style="list-style-type: none"> • Opioid Addiction and Substance Abuse • Access to Behavioral Health Services 	<ul style="list-style-type: none"> • Primary Care • Specialty Care • Care Coordination • Palliative and End-of-Life Care 	<ul style="list-style-type: none"> • Community Prevention and Wellness Initiatives • Health-Related Social Needs

Perceived Disparities Affecting Community Health:

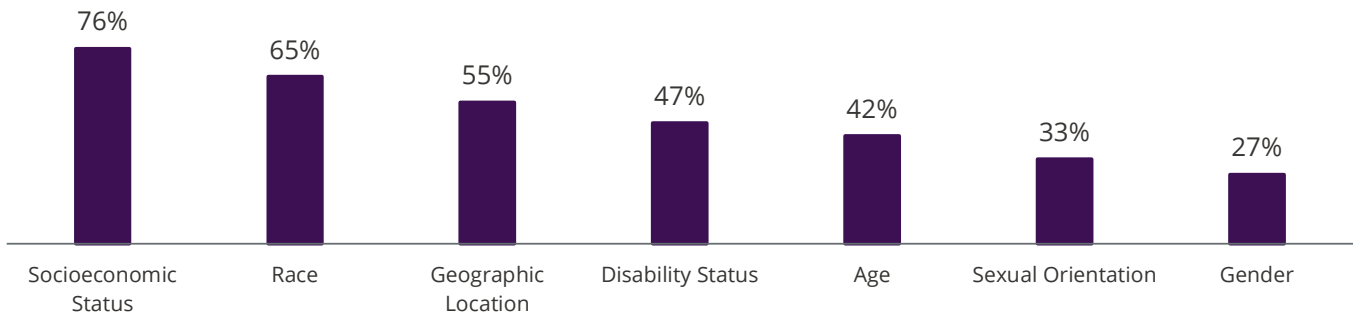
The community input process also assessed the extent to which disparities are perceived to exist for these significant health needs. Health disparities refer to preventable differences in the burden of disease, injury, violence, or in opportunities to achieve optimal health experienced by socially disadvantaged racial, ethnic, and other population groups and communities. Disparities in community health due to socioeconomic status and other non-medical factors were widely recognized by community stakeholders in Allegheny County, and system-wide. A majority of respondents considered disparities to be “very much” or “extremely” affecting all community health needs assessed.

Proportion Reporting Community Health Need Is Strongly Affected by Disparities, Allegheny County



*Note: Proportion reporting disparities affect community health needs “very much” or “extremely.”
Source: UPMC System-wide Community Input Process, 2021*

Proportion Reporting Source of Disparities in Community Health Needs, Allegheny County



*Note: Proportion reporting each source contributes “very much” or “extremely” to disparities in the community health needs.
Source: UPMC System-wide Community Input Process, 2021*

New and Emerging Health Issues in the Community:

On March 11, 2020, the World Health Organization declared COVID-19 a pandemic, which marked the beginning of a global health crisis. Fourteen months later, there were 32.7 million confirmed cases of COVID-19 across the nation, including 1.2 million in Pennsylvania and 101,500 in Allegheny County. Of the cases reported in Allegheny County, seven percent (7,180 cases) required hospitalization from severe illness and nearly 2,000 deaths occurred.

The statewide approach to control the spread of the virus included social distancing, masking, limiting travel and size of in-person gatherings, and conducting contact tracing. By early 2021, vaccines became widely available to the public, and by December 2021, 78 percent of the eligible population residing in Allegheny County was vaccinated with at least one dose.

COVID-19 produced both short- and long-term consequences for the community's health and wellness and confirmed the significance of the four identified health needs. Emergency measures to treat patients with COVID-19 and contain the outbreak had a direct impact on the community's immediate access to health care. Further, as indicated through the community stakeholder survey, COVID-19 was perceived to exacerbate previously identified significant community health needs, such as behavioral health, which was marked by increased social isolation, and chronic disease management, which was affected by delayed care and reduced physical activity. In other cases, certain aspects of the health topics, such as health-related social needs, emerged with increasing importance and reaffirmed the significance of prevention and community-wide healthy living.

Community Input

The perception of short- and anticipated longer-term effects of the COVID-19 pandemic in the community

IMMEDIATE EFFECT

- ◆ Controlled spread of diseases (e.g., flu) due to attention to hygiene, handwashing, and mask wearing
- ◆ Reduced physical activity and mobility; Reduced access to resources, including healthy food, gyms, and wellness centers
- ◆ Decreased socialization and increased isolation
- ◆ Delayed or neglected health care; Increased telemedicine visits, but often inaccessible and ineffective

LONG-TERM EFFECT

- ◆ Mental health
- ◆ Obesity
- ◆ Catch-up of postponed care and missed diagnoses of new disease conditions
- ◆ Management of ongoing ailments resulting from COVID-19 infections

OTHER ISSUES

- ◆ Social and environmental determinants of health
- ◆ Health disparities/racism
- ◆ Gun violence/injury prevention
- ◆ Oral health

Source: UPMC System-wide Community Input Process, 2021

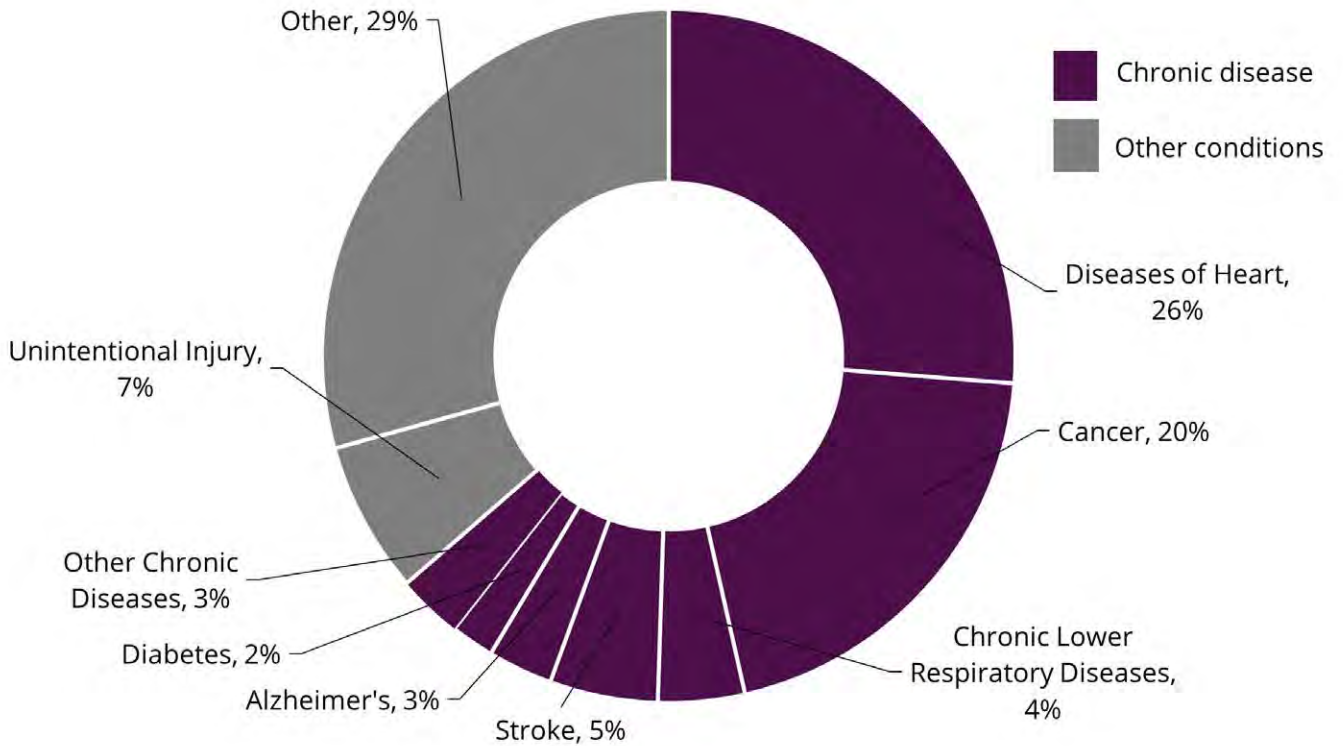
Chronic Disease Management – Importance to the Community:

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 Allegheny County. In Allegheny County, nearly two-thirds 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 Allegheny County

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



Source: Pennsylvania Department of Health, 2019

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
Heart Disease	Heart disease is the leading cause of death nationally and in Pennsylvania. Heart disease is responsible for nearly 1 in every 4 national deaths.
Stroke	Stroke is the fifth leading cause of death for Americans and is responsible for 1 out of every 20 deaths.
Respiratory Disease	Chronic lower respiratory diseases are the fourth leading cause of death nationally, and the fifth leading cause of death in Pennsylvania.
Diabetes	Diabetes is among the top 10 causes of death both nationally and in Pennsylvania. In Pennsylvania, more than 1 in 10 adults suffer from diabetes.
Cancer	More than 1.6 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 Allegheny County, 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. Chronic disease may vary across minority populations as well. For example, 66 percent of Allegheny County adults are overweight or obese, but there is a higher prevalence in some medically underserved populations. Higher percentages of African Americans (73 percent) in Allegheny County are overweight or obese.

COVID-19’s Impact on Chronic Disease Management

Chronic disease emerged as an increasingly important health factor during the COVID-19 pandemic, as the prevalence and severity of COVID-19 was linked to preexisting chronic diseases.

Underlying Medical Conditions Increase Risk for Severe COVID-19 Illness: People with chronic conditions (e.g., obesity, diabetes, heart disease, and cancer) faced a higher risk of suffering from severe illness, hospitalization, and even death, compared to those without pre-existing conditions.

Additionally, there is evidence of excess deaths due to chronic conditions (e.g., stroke, heart disease) in the early stage of the pandemic, when people were less likely to seek care due to fear of COVID-19 exposure.

Socioeconomically disadvantaged neighborhoods and minority ethnic communities have higher rates of almost all of the known underlying clinical risk factors for COVID-19 infections, including hypertension, diabetes, asthma, chronic obstructive pulmonary disease (COPD), heart disease, liver disease, renal disease, cancer, cardiovascular disease, obesity, and smoking. Such preexisting health and socioeconomic disparities were found nationally to result in an excess burden of COVID-19 morbidity and mortality.

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).

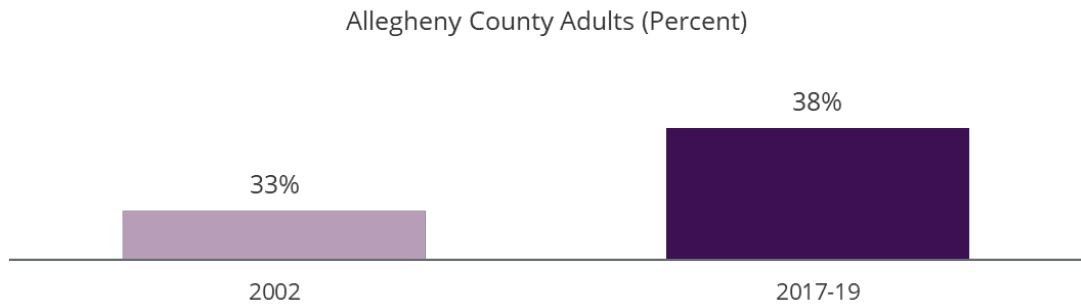
Behavioral health issues are widespread across the population nationally and in Allegheny County.



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

In Allegheny County, nearly 4 in 10 adults reported experiencing poor mental health in the past month. The percentage of adults in Allegheny County reporting poor mental health in the past month has increased since 2002.

Mental Health Not Good 1+ Days in the Past Month in Allegheny County

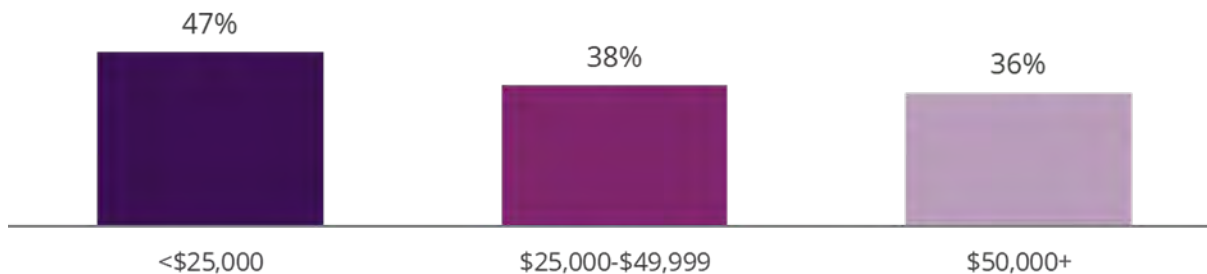


Sources: Allegheny County Health Survey, 2015–2016; Pennsylvania Department of Health, 2017–2019

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

Allegheny County residents with lower levels of income were more likely to report higher levels of mental health distress. Additionally, White (non-Hispanic) residents had lower levels of mental health distress (37 percent) compared to non-White (including Hispanic) residents (43 percent) in Allegheny County.

Mental Health Not Good 1+ Day in the Past Month by Household Income (Percent) - Allegheny County



Source: Pennsylvania Department of Health, 2017-2019

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

Nationally in 2019, approximately 20.4 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, 65 percent of drug overdose deaths involved opioids in 2018 – a total of 2,866 fatalities. On May 7, 2021, Pennsylvania Governor Tom Wolf signed the 14th renewal of his January 2018 opioid disaster declaration to help the state fight the opioid and heroin epidemic.

	Allegheny County	Pennsylvania
Drug overdose mortality rate per 100,000 population	48	37

Source: Robert Wood Johnson County Health Rankings & Roadmaps, 2021

COVID-19’s Impact on Behavioral Health

The COVID-19 pandemic and the resulting economic recession negatively affected many individuals’ mental health, as adults reported considerably elevated adverse mental health conditions. Symptoms of anxiety disorder and depressive disorder increased considerably in the United States during the COVID-19 pandemic.

- **Opioid Addiction and Substance Use:** Nationally, about 1 in 8 adults started or increased substance use to cope with stress or emotions related to COVID-19, which was elevated from 1 in 13 adults who had a substance use disorder (SUD) in 2018. Substance use is defined as the use of “alcohol, legal or illegal drugs, or prescription drugs that are taken in a way not recommended by your doctor.”
- **Minority populations reported disproportionately worse mental health and increased substance use. The pandemic disproportionately affected minority populations nationally:** African American adults (48 percent) and Hispanic or Latino adults (46 percent) were more likely to report symptoms of anxiety and/or depressive disorder than non-Hispanic White adults (41 percent).

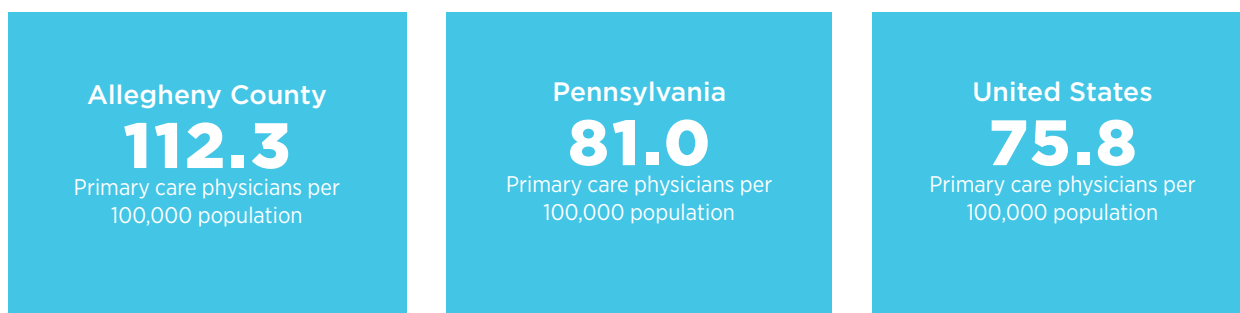
Access to Care and Navigating Resources – Importance to the Community:

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.

While primary and specialty physician supply is adequate in Allegheny County compared to state and national benchmarks, there are areas and sub-populations that may exhibit impeded access. Allegheny County contains a number of Health Professional Shortage Area (HPSA) designations, defined as geographic areas or population groups that indicate health provider shortages.

In Allegheny County, there are 112.3 primary care physicians per 100,000 population, placing the county with a greater supply of primary care physicians compared to the state and nation.



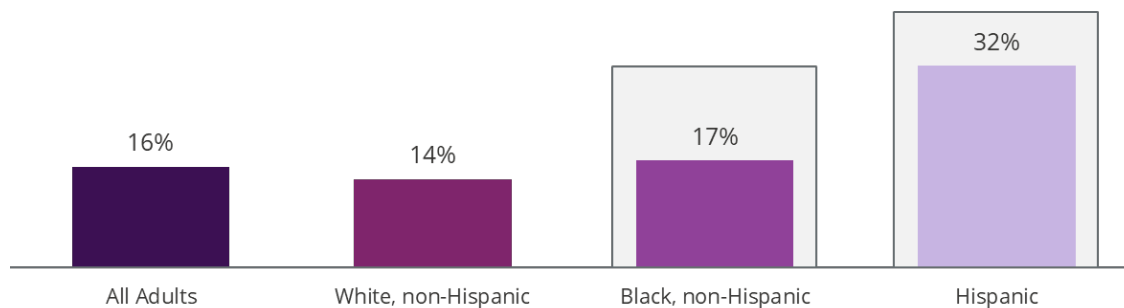
Source: Robert Wood Johnson County Health Rankings & Roadmaps, 2021

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 2019, more Hispanics (32 percent) and African Americans (17 percent) reported not having a primary care provider compared to White, non-Hispanics (14 percent).

Pennsylvania Adults That Report Not Having a Personal Health Care Provider in 2019 (percent), by Race/Ethnicity



Source: Pennsylvania Department of Health, 2019

Navigating resources, including medication management, transportation, and palliative and end-of-life care can present barriers to patients in need.

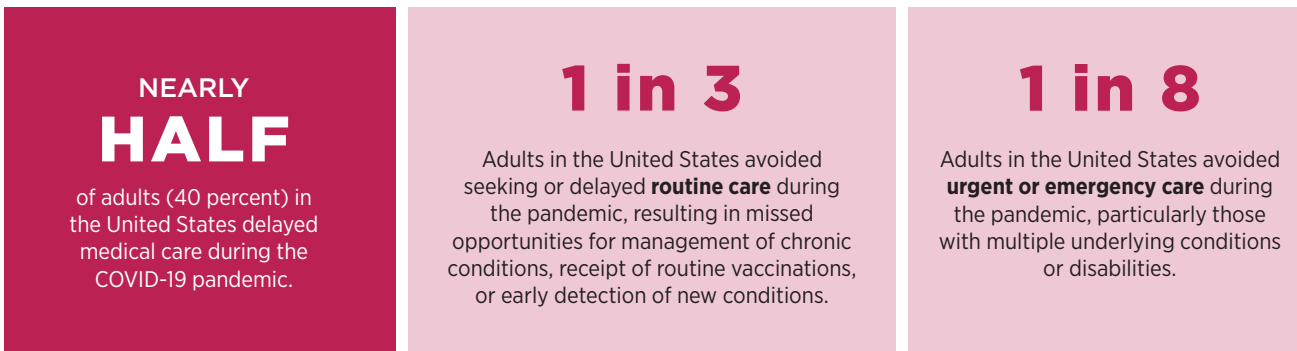
Even with an adequate supply of providers, navigating the health care system can be challenging for some patients and families. Key elements that are demonstrated to assist in care coordination include medication management, transportation assistance, and palliative and end-of-life care.

Navigating Resources Element	Significance
Medication Management and Access	Research indicates that adherence to medications is associated with positive health outcomes. However, many patients either do not have access to or are non-adherent to recommended medication regimes.
Transportation Assistance	Studies continue to identify transportation as a barrier to accessing health care services. Transportation access is often a more significant obstacle for low-income individuals.
Palliative and End-of-Life Care	Access to palliative and end-of-life care services provides important options for patients and families. Palliative and end-of-life care provide physical, emotional, social, and spiritual support.

COVID-19’s Impact on Access to Care and Navigating Resources

Challenges in accessing and coordinating health care were magnified during the COVID-19 pandemic as the population’s movement and ability to travel was limited statewide. As in-person visits to physician practices declined, telehealth visits rapidly increased. While telehealth visits serve to mitigate some access challenges, they introduce new ones, such as reliance on the internet, acquiring technological devices, such as a smartphone or computer, and competence in operating the technology. In Allegheny County, nearly 1 in 5 households report lack of access to internet at home.

Reluctance to Seek In-Person Health Care During the Pandemic: The risk of contracting COVID-19 affected patients’ ability to visit a health care provider or dentist for wellness care. Rates for routine preventive care and chronic condition monitoring dropped as efforts increased to limit exposure and spread of the COVID-19 virus. About 1 in 3 adults avoided seeking or delayed routine care during the pandemic, placing patients at a higher risk for increased morbidity and mortality associated with treatable and preventable health conditions.



Source: U.S. Centers for Disease Control and Prevention, 2020

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.

COUNTY SCREENING RATES

Allegheny County:

67 percent of women 40+ have had a mammogram in the past two years

69 percent of adults 50+ have ever had a sigmoidoscopy or colonoscopy

Source: Pennsylvania Department of Health, 2018

Medically underserved, low-income, and minority populations may be less likely to access or receive preventive care. Data indicate that women, ethnic minorities, and low-income residents in Allegheny County are not receiving routine preventive care services, such as mammograms, colorectal screenings, and flu shots.

- **Mammograms:** Women aged 40+ with a high school education or less were less likely to receive mammograms in the past two years (62 percent), compared to those with a college degree (78 percent).
- **Colonoscopy or Sigmoidoscopy:** Adults 50+ in Allegheny County with a high school education or less were less likely to have ever received a colonoscopy or sigmoidoscopy (65 percent), compared to those with a college degree (80 percent).
- **Flu Shots:** Among individuals 65+ in Allegheny County, African American residents were significantly less likely to have had a flu shot in the past 12 months (67 percent) than White residents (71 percent).

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 wellbeing.

Prevention also includes efforts to keep the community safe.

Accidental, or unintentional injury, is the third leading cause of death nationally and in Pennsylvania. Interpersonal safety (accidental/unintentional injury, violence) may disproportionately impact minority populations nationwide.

COVID-19's Impact on Prevention and Community-Wide Healthy Living

Community Prevention and Wellness Initiatives were similarly limited by travel restrictions and social distancing. However, new preventive care efforts have gained prominence relating to COVID-19 vaccines, testing, and containment. The COVID-19 pandemic also had an impact on health-related social needs, such as increased unemployment, food insecurity, and housing insecurity.

- **Unemployment:** Nationally, about 1 in 9 individuals in the labor force were unemployed in June 2020. In Allegheny County, the unemployment rate more than doubled during the pandemic. Unstable employment status is shown to be associated with stress-related morbidity and various chronic conditions.
- **Food Insecurity:** Nationally, about 45 million people (1 in 7), including 15 million children (1 in 5), experienced food insecurity in 2020, with a higher prevalence among African Americans compared to White (21.6 percent vs. 12.3 percent). The national prevalence of food insecurity in 2020 was 1.3 times the rate in 2019 (13.9 percent vs 10.9 percent). Two factors that influence food insecurity include unemployment and poverty, both of which increased during the COVID-19 pandemic.

UPMC Is Working to Address Significant Health Needs:

UPMC hospitals in Allegheny County are dedicated to addressing significant health needs in the community. UPMC hospitals 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 Allegheny County are working to increase awareness, prevention, and management of chronic diseases in the community. The hospitals continue to employ and expand a broad array of tactics, including community education and outreach, preventive screenings, and comprehensive, evidence-based chronic disease programs to address chronic disease management in the region.

Behavioral Health

UPMC hospitals in Allegheny County continue to enhance efforts to address behavioral health needs in the community through a wide variety of channels and services. Efforts include expanding access to behavioral health specialties through better integration of medical and behavioral health care and programs to increase awareness and support residents impacted by substance use disorders.

Access to Care and Navigating Resources

Collaborating with local community organizations, as well as pioneering innovative care models, UPMC hospitals in Allegheny County are working to extend access to primary and specialty care, develop strategies to improve care coordination, and offer palliative and end-of-life services to those in need.

Prevention and Community-Wide Healthy Living

UPMC hospitals in Allegheny County partner with local organizations to enhance and develop programs that promote a healthy and safe environment for the community.

2022 Significant Health Needs in Allegheny County

UPMC Hospitals in Allegheny County	Chronic Disease Management				Behavioral Health		Access to Care and Navigating Resources				Prevention and Community-Wide Healthy Living	
	Heart Disease and Stroke	Respiratory Diseases	Diabetes	Cancer	Opioid Addiction and Substance Abuse	Access to Behavioral Health Services	Primary Care	Specialty Care	Care Coordination	Palliative and End-of-Life Care	Community Prevention and Wellness Initiatives	Health-Related Social Needs
UPMC Children's Hospital of Pittsburgh		✓				✓			✓		✓	
UPMC East					✓	✓	✓		✓		✓	
UPMC Magee-Womens Hospital				✓	✓	✓		✓				✓
UPMC McKeesport					✓	✓			✓		✓	
UPMC Mercy	✓		✓		✓	✓	✓					✓
UPMC Passavant					✓	✓	✓	✓			✓	
UPMC Presbyterian Shadyside					✓	✓	✓		✓		✓	✓
UPMC St. Margaret					✓	✓	✓	✓	✓	✓	✓	

IV. UPMC Hospitals Are Improving Community Health

2019-2022 Progress Reports and 2022-2025 Implementation Plans by Hospital

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

Each UPMC hospital in Allegheny County 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 wellbeing.

Moving Forward: Continuing to Promote Health and Wellbeing in the Community:

To address the significant community health needs identified through the 2022 CHNA process, each UPMC hospital in Allegheny County 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 2019 CHNA priorities, a progress report documenting initiatives taken to respond to those priorities over the 2019 to 2022 time period, and the hospital’s CHNA priorities and implementation plan for 2022 to 2025.

UPMC Children’s Hospital of Pittsburgh	Page 36
UPMC East	Page 56
UPMC Magee-Womens Hospital	Page 70
UPMC McKeesport	Page 89
UPMC Mercy	Page 104
UPMC Passavant	Page 125
UPMC Presbyterian Shadyside	Page 138
UPMC St. Margaret	Page 157

Community Health Improvement Progress and Plan


*2019 – 2022 Progress Report and
2022 – 2025 Implementation Plan*



Caring for the Community

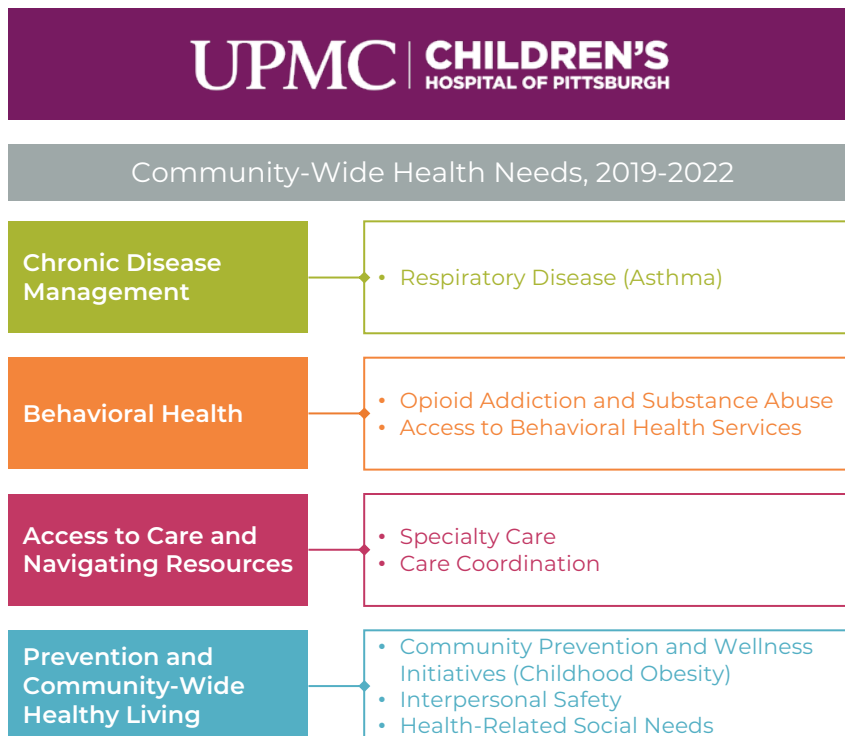
UPMC Children’s Hospital of Pittsburgh is a nonprofit, quaternary-care teaching hospital located in the city’s Lawrenceville neighborhood. A fixture in the region since 1890, the hospital moved to its current location in 2009 and continues to invest in new state-of-the-art facilities. UPMC Children’s 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 2020		JOBS AND STRENGTHENING THE LOCAL ECONOMY	
	Licensed Beds	313	Employees	3,144
Hospital Patients	17,856	Community Benefits Contributions	\$108.7 million	
Emergency Dept. Visits	55,590	Free and Reduced Cost Care	\$35.9 million	
Total Surgeries	16,519	Total Economic Impact of Hospital Operations	\$1.4 billion	

Addressing the Community’s Significant Health Needs

When the Fiscal Year 2019 CHNA was conducted, UPMC Children’s affirmed the following significant health needs:



Advancing Community Health Initiatives While Navigating the COVID-19 Pandemic

Beginning in March 2020, the COVID-19 pandemic disrupted Pennsylvania's communities, economy, and health care organizations. To help slow the spread of COVID-19 throughout the region, state and local governments issued community mitigation and social distancing measures, impacting the hospital's ability to implement planned community health improvement initiatives. As a result, UPMC Children's temporarily suspended or modified in-person programs to promote social distancing; educated the community about the health risks of COVID-19; increased access to telehealth services; connected patients, families, and community partners to critical basic resources; provided porch drops of family meals, educational kits, and personal hygiene items; established COVID-19 testing and vaccine sites; and worked with state and local leaders to deliver COVID-19 vaccines. UPMC Children's partnered with nearly 90 schools across 12 counties in Pennsylvania to offer more than 9,900 appointments for COVID-19 vaccinations. While UPMC Children's navigated the complexities of the pandemic, the hospital continued to address identified health needs by developing innovative approaches and strategies to engage with its communities.

Chronic Disease Management

Respiratory Disease (Asthma)

UPMC Children's Hospital of Pittsburgh continues to address chronic disease management in the community. The hospital launched a new initiative to prevent and manage asthma symptoms for at-risk youth in the community. This effort includes the use of advanced data analytics and the solicitation of community input to better identify at-risk populations and optimize intervention effectiveness.

GOAL:

Establish and implement the Community-Clinical Pathway of Care

STRATEGY:

Explore and conceptualize new initiatives to prevent and manage chronic diseases

ACTIONS:

- ✓ Create a new comprehensive asthma prevention and management initiative
- ✓ Develop an integrated community-clinical model for preventing and managing asthma

TARGET POPULATION:

- Children and adolescents
- Medically underserved, low-income, or minority populations

PROGRAM:

- Asthma Community-Clinical Pathway of Care

PROGRESS:

MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2019-2022)



84

Families Referred for Follow-Up at Family Care Connection Centers
(October 2019 - June 2021)



20

Zip Codes Served
(October 2019 - June 2021)

PROGRAM HIGHLIGHTS:

Launching a New Initiative to Prevent and Manage Asthma

In October 2019, UPMC Children's introduced a new program, Asthma Community-Clinical Pathway of Care, for children and families 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 exacerbation of their asthma symptoms, they receive a direct referral to Family Care Connection nurses or to a UPMC Children's pop-up clinic located in Homewood. After discharge, Family Care Connection nurses follow-up with the family, share community resources to support the patient and family, and offer home-based asthma education.

- Between October 2019 and June 2021, nurses from Family Care Connection Centers followed-up with 84 families of children discharged from the emergency department after treatment of their asthma symptoms.

COMMUNITY PARTNERS:

Allegheny County Health Department Healthy Homes Program, BreathePA, Duquesne University Center for Integrative Health, Family Care Connection Centers, Tobacco Free Allegheny, United Way, UPMC Children's Community Pediatrics, UPMC Health Plan, University of Pittsburgh Graduate School of Public Health, Women for a Healthy Environment

Behavioral Health

Access to Behavioral Health Services and Opioid Addiction and Substance Abuse

UPMC Children’s is enhancing services to meet the community’s need relating to behavioral health and substance use. UPMC Children’s continues to develop and maintain multiple channels and community-based partnerships to help ensure children in the community have access to behavioral health services. As part of this effort, UPMC Children’s is partnering with UPMC Western Psychiatric Hospital to expand its integration of behavioral health specialists in pediatric specialty practices and Family Care Connection Centers, offer telephonic consultations with physicians needing expert consultations for patients, and implement innovative efforts to identify and support adolescents and parents affected by adolescent substance use.

GOAL:

Develop and support programming to address behavioral health

STRATEGY:

Increase awareness of and access to behavioral health resources and support for those affected by substance use

ACTIONS:

- ✓ Continue to expand Integrated Behavioral Health Program in Pediatric Practices
- ✓ Expand behavioral health providers into subspecialty practices to help patients with chronic disease, such as cancer, diabetes, and asthma
- ✓ Embed a behavioral health model in Family Care Connection Centers via a behavioral health therapist
- ✓ Explore behavioral health service needs in schools through the Healthy Schools Initiative
- ✓ Continue to support pediatric psychiatry telephone consult service
- ✓ Create programs to support adolescents and parents affected by adolescent substance use to reduce the associated long-term risks

TARGET POPULATION:

- Children and adolescents
- Families

PROGRAMS:

Access to Behavioral Health Services

- Integrated Behavioral Health Program in Pediatric Practices
- Community Embedded Behavioral Health Model
- Telephonic Psychiatric Consultation Service Program (TiPS)
- Pediatric Behavioral Health Services – Prevention Early Identification, and Treatment
- Behavioral Health in schools

Opioid Addiction and Substance Abuse

- Screening, Motivational Interviewing, And Referral to Treatment (SMART) Choices

PROGRESS:

MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2019-2022)



22
Therapists
Integrated into 30
Community
Pediatric Locations
(July 2019 - May 2021)



46,765
Behavioral Health
Visits by Integrated
Therapists
(July 2019 - May 2021)



3,000+
Physician-to-
Physician Child
Psychiatric
Consultations
(July 2019 - June 2021)

PROGRAM HIGHLIGHTS:

Expanding SMART Choices to Help Identify Addiction in At-Risk Youth

Over the last four years, UPMC Children's and UPMC Western Psychiatric continued to expand the Screening, Motivational Interviewing, And Referral to Treatment (SMART) Choices program. SMART Choices provides families with access to adolescent and parent support in a nationally recognized, integrated primary care/behavioral health model. SMART Choices screening occurs at all well-child visits starting at age 11, allowing pediatricians to begin the conversation — with youth and families — about ways to make safe choices and helps improve access to quality care.

- In partnership with Allegheny and Armstrong counties, SMART Choices engaged local community organizations in a year-long learning project to implement a collaborative care model. The collaborative care model started in spring 2020 and has received 76 referrals to date.
- In 2021, SMART Choices expanded to four additional behavioral health programs and multiple school districts, helping therapists and school personnel develop skills to help children and families affected by adolescent substance use.

Improving Access to Behavioral Health Services with Integrated Providers

UPMC Children's continues to increase access to behavioral health services, expanding on new models of care that integrate behavioral health services into pediatric practices, subspecialty departments, and Family Care Connection Centers.

- **Integrated Behavioral Health Program in Pediatric Practices:** UPMC Children's, in partnership with UPMC Western Psychiatric, began integrating behavioral health services within UPMC Children's Community Pediatrics practices in June 2007. The Integrated Behavioral Health Program in Pediatric Practices recognizes the important role of early identification and treatment of behavioral health in the pediatric population.
 - > The program has grown to include 22 licensed therapists, integrated in 30 locations (17 different practices).
 - > Integrated Behavioral Health Specialists are in pediatric offices throughout Pennsylvania to help improve access to quality, evidenced-based care in rural communities, while also serving urban locations.
 - > Through Integrated Behavioral Health, child/adolescent psychiatrists collaborate with pediatric providers and therapists for patients' psychiatric needs that are appropriate to manage in the primary medical home. Patients have access through virtual or in-person visits with a psychiatrist at the discretion of the care team.

Embedding Psychology Expertise into Subspecialty Care

To improve care of pediatric patients with chronic diseases, such as cancer and diabetes, the hospital integrated behavioral health providers into 25 subspecialty practices within UPMC Children's. In 2019, the hospital also integrated services into a satellite location in Pittsburgh's eastern suburbs.

- > Between July 2019 and May 2021, there were nearly 47,000 behavioral health visits at UPMC Children's Community Pediatrics offices. During the COVID-19 pandemic, UPMC Children's Community Pediatrics acted quickly to offer telemedicine visits, which provide safe, uninterrupted access to integrated behavioral health services for children, adolescents, and families. There were approximately 19,000 telemedicine visits from March 2020 to May 2021.
- **Community Embedded Behavioral Health Model:** The hospital continues to implement a model of care in which a behavioral health specialist is embedded into Family Care Connection Centers in underserved communities. This dedicated behavioral health specialist provides direct care to children of low-income families, serves as a care coordinator, and utilizes the evidence-based Family Check-up Model.
 - > Over the last three years, the hospital has expanded this model to all six Family Care Connection Centers.

Providing Real-Time, Peer-to-Peer Psychiatric Resources throughout Western Pennsylvania

The hospital's primary care network, UPMC Children's Community Pediatrics, continues to partner with UPMC Western Psychiatric on the Telephonic Psychiatric Consultation Service Program (TiPS). TiPS is a HealthChoices program designed to increase the availability of peer-to-peer child psychiatry consultation teams to primary care providers (PCPs), medical specialists, and other prescribers of psychotropic medications for children. TiPS provides real-time resources to the PCPs and other providers who desire immediate consultative advice for children with behavioral health concerns, covered by Medical Assistance, Pennsylvania Children's Health Insurance Program (CHIP), and UPMC Advantage, up to age 21. TiPS provides case management, psychiatric phone consultation, one-time psychiatric evaluations, and bridge therapy to pediatric patients referred by primary care clinicians.

- Between July 2019 and June 2021, UPMC Children's TiPS program provided 642 therapy visits, 308 psychiatric visits to 453 unique patients, and more than 3,000 physician-to-physician child psychiatry consultations.
- In response to COVID-19, UPMC Children's has increased outreach efforts to provide additional behavioral health education and support to pediatric and family practices in 27 counties in Pennsylvania. UPMC Children's hosted a full-day livestream conference for pediatric providers on May 22, 2020.

COMMUNITY PARTNERS:

Allegheny County Department of Human Services, Community-Based Mental Health Agencies, Family Care Connection Centers, Futures without Violence, HealthChoices, Pennsylvania Department of Drug and Alcohol Programs, Armstrong, Indiana, Clarion, Drug and Alcohol Commission, Pittsburgh Public Schools, managed care organizations, UPMC Children's Community Pediatrics, UPMC Children's Hospital of Pittsburgh: Behavioral Health, Child Advocacy, Subspecialties (e.g., Hematology-Oncology, Pulmonary Medicine, Endocrinology), UPMC Western Psychiatric Hospital, University of Pittsburgh Physicians Department of Pediatrics, primary care practices across 27 counties of western Pennsylvania

Access to Care and Navigating Resources

Specialty Care and Care Coordination

UPMC Children's is dedicated to addressing access and resource navigation issues in the community. The hospital continues to roll out a comprehensive co-location initiative to embed specialists in primary care and community settings for convenient, available access to specialty services. Additionally, UPMC Children's is deepening its partnerships with schools in a targeted effort to enhance care coordination and communication with school nurses.

GOAL:

Improve access to specialty care and increase communication between the hospital and school and community settings

STRATEGY:

Expand access to specialty care and improve information sharing and care coordination for children

ACTIONS:

- ✓ Pioneer new care models to integrate specialty care into community locations
- ✓ Improve collaboration and care transitions with school nurses

TARGET POPULATION:

- Children and adolescents

PROGRAMS:

Specialty Care

- Specialty care co-location initiative, including Gastroenterology and Adolescent Medicine
- Telehealth appointments

Care Coordination

- School nurse partnership initiative

PROGRESS:

MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2019-2022)



83%

Reduction in Wait Times for New Patient Appointments
(January 2019 - July 2021)



210,871

Telehealth Visits Provided
(March 2020 - March 2021)



88

Partnerships with Schools to Host Vaccine Clinics
(May 2021 - August 2021)

PROGRAM HIGHLIGHTS:

Expanding Access to Specialty Services

Over the past three years, UPMC Children's continued to improve access to specialty providers to meet the complex needs of children and families across the region. Efforts include:

- **Reduced wait times for specialty care:** Since January 2019, UPMC Children's has focused efforts to improve access for new patients, successfully reducing the average number of days to schedule new patients from 40 days to one week (83 percent). To achieve these results, the hospital implemented several strategies to reduce the complexities that limited timely access to care. Strategies included: (1) standardizing schedules, (2) adopting scheduling best practices to streamline and simplify processes, tools, and technology for departments, (3) developing scheduling guidelines to drive consistency within and across divisions, (4) utilizing Advanced Practice Providers (APPs), (5) offering evening and weekend clinics, (6) implementing a new platform to enable online scheduling capabilities and virtual visits, and (7) leveraging other tools, such as predicting no shows and actively managing waitlists. These combined efforts led to improved access to pediatric medical and surgical specialties, including Gastroenterology and Adolescent Medicine.
- **Co-located Adolescent Medicine:** In partnership with UPMC Children's Community Pediatrics, UPMC Children's developed a model to co-locate adolescent medicine services with community-based practices. Access to adolescent medicine services has been expanded by co-locating this specialty with a total of six UPMC Children's Community Pediatrics offices.
 - > Between November 2019 and June 2021, 1,098 patients were seen through this model.
 - > Telehealth Visits: UPMC Children's now offers telemedicine visits with pediatric experts for urgent care, specialty care, and primary care. UPMC Children's Hospital and UPMC Children's Community Pediatrics make video visits with a pediatrician, subspecialist, or for urgent care as easy as possible.
 - > In response to the COVID-19 pandemic, UPMC Children's expedited plans to launch additional telemedicine specialties — making all pediatric specialties and subspecialties available for virtual appointments when appropriate.
 - > Between March 2020 and March 2021, there were approximately 211,000 video visits — an increase in demand by 4,000 percent, likely due to COVID-19.

Strengthening Care Coordination in Partnership with School Nurses

UPMC Children's school nurse partnership initiative aims to strengthen coordination of care to help ensure that school nurses are best equipped with the information and resources that they need to care for children during the school day. Accomplishments over the past three years include:

- **Created databases to increase communication:** Developed two databases to facilitate communication between Allegheny County-based school nurses and pediatric providers.
 - > School nurses from 265 schools received contact information of primary care providers from 72 practices, and vice versa.



Bringing Expert Pediatric Care to Central Pennsylvania

In 2020, UPMC Children's opened a newly constructed unit at UPMC Harrisburg. The UPMC Children's Harrisburg Inpatient Unit offers 26 beds, including 11 new, private rooms, each designed for universal use, meaning children stay in one room throughout their hospital stay and the appropriate level of care is brought to them. The unit mirrors the design of UPMC Children's Hospital of Pittsburgh, which has yielded higher-quality outcomes and high-ranking patient and family experiences, since it eliminates multiple patient transfers.

- **Produced a comprehensive resource database for school nurses:** This resource includes mobile health services information, HIPAA-compliant consent forms, professional development resources, and community partner programs. The resource database was shared with nurses via the Pennsylvania Association of School Nurses and with school nurse partners.
- **Hosted Pediatric Education Series Webinars:** Between July 2019 and June 2021, UPMC Children's led 17 webinars, with a total of more than 10,339 views. Specialists presented on topics of special interest to school nurses, including Diabetes Management at School and Rashes in the School-age Child.
- **Provided Guidance about Reopening Schools amid the COVID-19 Pandemic:** The Healthy Schools team, in collaboration with Infectious Disease and Primary Care physicians, compiled COVID-19 resources to assist 310 school nurses with navigating back to school plans and decision making. In addition, COVID-19 resources were added to the existing School Nurse Database, including resources for family referrals and school reopening guides. The Healthy Schools team also worked with Infectious Disease experts to develop a COVID-19 FAQ document with more than 50 questions that could arise in the school, during out-of-school time, or in early childhood settings.

COMMUNITY PARTNERS:

Allegheny County Health Department, Allegheny County School Nurses Association, Pennsylvania Association of School Nurses and Practitioners, Pennsylvania Pediatric Health Network, Pittsburgh Public School District and other regional school districts, UPMC Children's Community Pediatrics, UPMC Children's Specialty Care, United Way of Southwestern Pennsylvania

Prevention and Community-Wide Healthy Living

Community Prevention and Wellness Initiatives (Focus on Childhood Obesity), Interpersonal Safety, and Health-Related Social Needs

UPMC Children's continues to address preventive health and wellness through an extensive suite of programs and partnerships with community organizations. The hospital maintains a dedicated focus on combating childhood obesity through evidence-based training models, content development, and the facilitation of organizational policies at community locations that encourage healthy eating. The hospital continues to launch new initiatives to improve community health, including new efforts to address social needs that impact health.

GOAL:

Increase awareness of best practices for healthy environments and utilization of injury prevention programs, as well as establish a system for addressing food insecurity

STRATEGY:

Support and expand programs that promote health and wellness in school and community settings

ACTIONS:

- ✓ Continue partnerships with the Alliance for a Healthier Generation, local schools, and out-of-school time programs to expand and support participation in nationally recognized and evidence-based programs
- ✓ Use evidence-based training models and content to educate community members on healthy eating and physical activity
- ✓ Facilitate the development of organizational policies that encourage healthy eating and physical activity at a variety of local organizations (e.g., Family Care Connections, schools)
- ✓ Expand efforts into early care and education settings

- ✓ Continue to support and promote healthy community initiatives (health education, immunizations, dental services, vision services)
- ✓ Support and expand programs to prevent accidental injuries
- ✓ Explore and conceptualize innovative programs to address food insecurity for children

TARGET POPULATION:

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

PROGRAMS:

Community Prevention and Wellness Initiatives (Focus on Childhood Obesity)

- Healthy Schools Program (HSP)
- Healthy Out of School Time (HOST) Program
- Healthy Early Childhood (Healthy Eating and Active Living (HEAL), Healthy Way to Grow)
- CareMobile
- Parks Rx

Interpersonal Safety

- Flipside Program
- Car Seat Safety Program
- Safety Center
- Home Safety Van
- Kohl's Hard Heads Helmet Program

Health-Related Social Needs

- Food Security Pilot Program

PROGRESS:

MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2019-2022)



71
Schools Participating
in Healthy Schools
Program
(July 2019 - June 2021)



132,383
Food Security
Screenings
Conducted
(July 2019 - June 2021)



3,000
Families with
Children Provided
with Porch Drop-Off
Packages
(July 2019 - June 2021)

PROGRAM HIGHLIGHTS:

Supporting Healthy In-School and Out-of-School Environments

Over the last three years, UPMC Children's has 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 trauma sensitivity are the norm through policy, system, and environmental change.

As schools and childcare programs closed during the COVID-19 crisis, UPMC Children's adapted its efforts to meet the emerging needs of patients and families, community partners, and school, out-of-school time, and early childhood partners in innovative ways. Achievements include:

- **Healthy Schools and Healthy Out of School Time Programs:** Efforts focused on helping schools prepare for reopening during the COVID-19 pandemic. Working with Infectious Disease pediatric specialists, the community health team helped develop a COVID-19 FAQ to help schools, out-of-school time, and early childhood providers navigate common questions around COVID-19 as they planned to reopen. The community health staff also developed a Health and Wellness Resources Google Drive, which houses virtual learning supports for Health and Physical Education teachers and early-learning teachers.
 - > Supporting more than 30,000 students at 71 schools participating in the Healthy Schools Program.
- **Family Care Connection Centers:** UPMC Children's Family Care Connection centers in Braddock, Rankin, Turtle Creek, Penn Hills, Mt. Oliver, and Lawrenceville are contacting families and connecting them with free meal distribution sites, government assistance, and outbreak-response resources for financial stabilization.
 - > Family Care Connection Centers provided more than 3,000 families with children in these same communities with over 10,000 porch drop-off packages, which contained tangible goods, such as infant formula, hand soap, diapers, and emergency food boxes. This effort is in collaboration with community partners, including Eat n Park, Common Threads, and the Allegheny Department of Human Services.



Providing Care in Underserved Neighborhoods

To help ensure that children have access to the care they need, providers from UPMC Children's travel to residents who are unable to visit a physician regularly. Recognizing the impact that the COVID-19 closures have had on routine preventive care, UPMC Children's Ronald McDonald Care Mobile visited communities throughout the summer months of 2020 to administer immunizations to children and adolescents.

- From July 2019 to June 2021, the Care Mobile visited 55 unique locations in the Pittsburgh region and provided care to 1,742 pediatric patients at those community-based sites.

Supporting Efforts to Promote Safety and Help Prevent Injuries

Over the last three years, UPMC Children's continued to raise awareness among parents and adolescents about gun and bike safety and strategies to prevent violence and injuries.

- **Gun Safety:** UPMC Children's gave away 300 gun locks to families at the Safety Center and Mobile Home Safety Van between July 2019 and June 2021. The hospital also received a grant to host two safer storage events — plans were underway to give away 200 gun safes in August and November of 2021.
- **Flipside Program:** In partnership with the juvenile justice system's Community Intensive Supervision Project (CISP), five sessions were conducted with about 60 male youth from July 2019 through June 2021.
- **Safety Van:** The Mobile Home Safety Van, a replica of the UPMC Children's onsite safety center, has traveled to more than 40 community sites per year over the last three years to provide home safety education and resources.
- **Kohl's Hard Heads Helmet 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.

Launching a Program to Address Food Insecurity

In 2018, UPMC Children's established a clinical-community food security navigation model with intervention focused on clinician training, standardized screening, and benefits enrollment. The collaborative model leverages UPMC Children's access to and influence with a large and potentially food-insecure population, and the region's dynamic network of hunger-prevention organizations.

- In 2018, the hospital's Division of Community Health developed a comprehensive model to implement food security screenings and appropriate intervention within clinical settings. In August 2019, the Food Security Quality Improvement project was approved to grant continuing education credits to board-certified physicians who participate. The Community Health team met regularly with clinical partners, including those preparing to conduct screenings and intervention.
 - > Between July 2019 and June 2021, 56 clinics located at the main hospital in Lawrenceville, 10 satellite, specialty care, and community sites, and the entire primary care network implemented the screening initiative, conducting a total of 132,383 screenings for food insecurity.
 - > During this same time frame, 612 families received a warm referral to community partners, Just Harvest and Second Harvest, for nutrition assistance. Families approved for Supplemental Nutrition Assistance Program (SNAP, formerly referred to as food stamps) received \$260 per month, on average, for food purchases.

In partnership with UPMC's Vaccine Team, UPMC Children's worked to provide more than 3,600 vaccines to students at 60 schools.



- With the outbreak of the COVID-19 pandemic, providers in clinical settings moved swiftly to telemedicine visits for the families they serve. However, a number of clinical partners, including Primary Care Center of Turtle Creek and Oakland, Child Advocacy Center, Clinical Social Work, and Pediatric Intensive Care Unit, continued to offer in-person visits. These partners saw a marked increase in food insecurity among the families they serve, prompting the hospital's Community Health team to establish an emergency food security mini grant program for clinics.
- Through 2020 and 2021, the Community Health team continued to actively engage the Food Security Task Force, ensuring provider awareness of food and other community resources that have become more available and necessary for families during the outbreak and related closures.
- Working with a growing network of trusted community partners, including Children's Hospital Helpers, Christopher's Kitchen, and the Greater Pittsburgh Community Food Bank, UPMC Children's continues to support families in need of immediate food resources — sharing \$30,000 in grocery stores gift cards and cafeteria vouchers with families, as well as providing food bags and food boxes, between July 2019 and June 2021.



COMMUNITY PARTNERS:

Allegheny County Department of Human Services, Allegheny County Health Department, Allegheny Intermediate Unit, Allegheny County Partners for Out of School, Christopher's Kitchen, Common Threads, Eat n Park, Family Care Connection Centers, Family Support Center Network, 412 Food Rescue, Greater Pittsburgh Community Food Bank, Grow Pittsburgh, Just Harvest, Lawrenceville United, Pittsburgh Parks Conservancy, Pittsburgh Public School District and other regional schools, Ronald McDonald House Charities, United Way of Southwestern Pennsylvania, UPMC Health Plan, University of Pittsburgh School of Public Health, Venture Outdoors

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

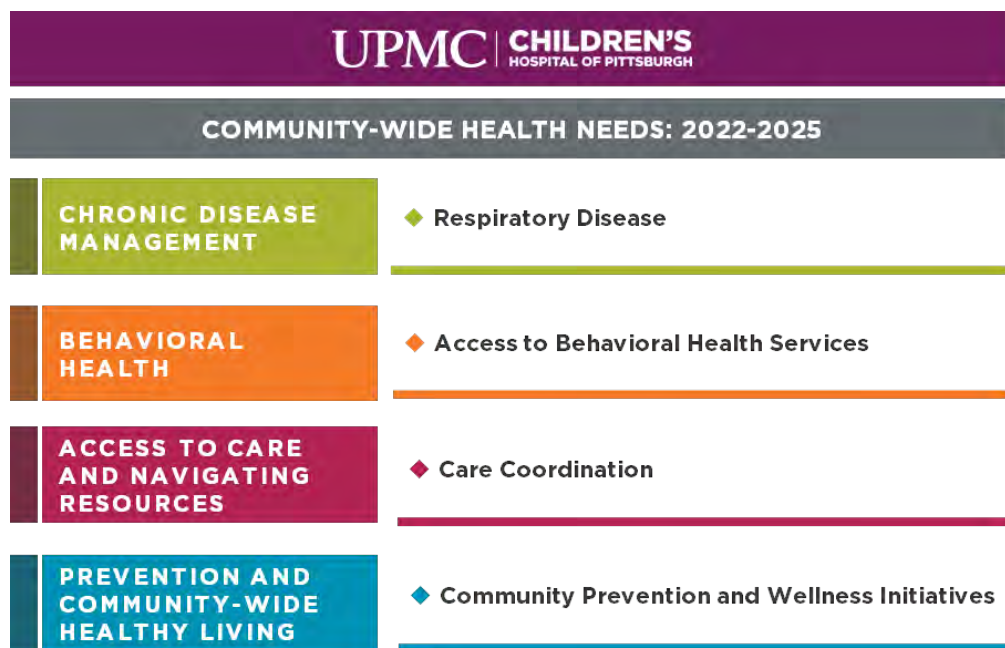
Adoption of the Implementation Plan

On March 1, 2022, the UPMC Children’s Hospital of Pittsburgh Board of Directors adopted an implementation plan to address the significant health needs identified:

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

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.



Working to Advance Health Equity

UPMC Children’s Hospital recognizes that a broad range of efforts both within and beyond health care will be instrumental in addressing issues that contribute to health disparities. UPMC Children’s 2022-2025 Implementation Plan includes health equity-promoting programs and initiatives, which aim to help address socioeconomic and other factors that may contribute to health disparities. Efforts include:

- **Enhancing Access to Care for Underserved Communities:** Increasing the convenience and accessibility of health care services by enrolling new mothers and infants in Family Care Connection programming through Hello Baby.
- **Overcoming Transportation Barriers:** Exploring and conceptualizing innovative programs to address patients’ transportation needs.

COMMUNITY HEALTH NEED

CHRONIC DISEASE MANAGEMENT

UPMC Children’s will continue to address chronic disease management and prevention in the community. The hospital will enhance existing initiatives and launch new initiatives to prevent and manage asthma symptoms for youth who are at-risk. This effort includes the use of data analytics and the solicitation of community input to better identify children in need of intervention and to optimize intervention effectiveness.

HEALTH PRIORITY

Respiratory Disease

GOAL

Improve asthma symptom management for children and adolescents

STRATEGY AND INTENDED ACTIONS

Strategy	Intended Actions
1. Expand upon the integrated clinical-community model for preventing and managing asthma symptoms.	<ul style="list-style-type: none"> • 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
2. Explore and conceptualize new initiatives to manage childhood asthma.	<ul style="list-style-type: none"> • Pilot a school-based telemedicine asthma management program

TARGET POPULATION

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

PLANNED COLLABORATIONS

Allegheny County Department of Human Services, Allegheny County Health Department, Family Care Connection Centers, Women for a Healthy Environment, United Way, school nurses, Tobacco Free Adagio Health, BreathePA, UPMC Health Plan, University of Pittsburgh Graduate School of Public Health, PA Pediatric Health Network including Children’s Community Pediatrics, Duquesne University School of Pharmacy, UPMC Children’s Pediatric Asthma Center

COMMUNITY HEALTH NEED

BEHAVIORAL HEALTH

UPMC Children’s will enhance services to meet the community’s needs relating to behavioral health. Children’s will continue to develop and maintain multiple channels and community-based partnerships to help ensure children in the community 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 multiple service lines.

HEALTH PRIORITY

Access to Behavioral Health Services

GOAL

Increase access to behavioral health services for children and adolescents

STRATEGY AND INTENDED ACTIONS

Strategy	Intended Actions
1. Develop and support programming to address behavioral health in community and school settings.	<ul style="list-style-type: none"> 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 community programs Train UPMC Children’s community-based family support staff in evidence-based crisis management strategies
2. Integrate behavioral health services across multiple service lines.	<ul style="list-style-type: none"> Collaborate with UPMC Western Behavioral Health to identify behavioral access points at various levels of care

TARGET POPULATION

General community, children and adolescents

PLANNED COLLABORATIONS

UPMC Western Psychiatric Hospital, UPMC Western Behavioral Health, Children’s Community Pediatrics, Family Care Connection Centers, Allegheny County Department of Human Services, The Pittsburgh Study, Pittsburgh Public and other regional schools, UPMC Children’s Hospital of Pittsburgh: Behavioral Health, Child Advocacy, Subspecialties, Community-Based Mental Health Agencies, Futures without Violence, PA Pediatric Health Network

COMMUNITY HEALTH NEED

ACCESS TO CARE AND NAVIGATING RESOURCES

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.

HEALTH PRIORITY

Care Coordination (including Health-Related Social Needs)

GOAL

Improve the coordination of care for children and adolescents

STRATEGY AND INTENDED ACTIONS

Strategy	Intended Actions
1. Improve communication and care coordination among hospital, community, and school settings.	<ul style="list-style-type: none"> • Develop a School Nurse Advisory Group to UPMC Children’s • Pilot a school-based telehealth program • Enhance collaboration with care coordinators in primary care settings
2. Address health-related social needs through clinical-community connections.	<ul style="list-style-type: none"> • Explore and conceptualize innovative programs to address patients’ transportation needs

TARGET POPULATION

General community, children and adolescents, low-income and underserved populations

PLANNED COLLABORATIONS

Pennsylvania Pediatric Health Network, Children’s Community Pediatrics, Regional School Partners, United Way of Southwestern PA 2-1-1, Port Authority of Allegheny County, Lyft, UPMC Health Plan, Medical Assistance Transportation Partnership (MATP), Community Action Association of Pennsylvania

COMMUNITY HEALTH NEED

PREVENTION AND COMMUNITY-WIDE HEALTHY LIVING

UPMC Children’s Hospital of Pittsburgh will maintain a dedicated focus on community health and continue to address preventive health and wellness through an extensive suite of programs and partnerships with community organizations. The hospital will launch new initiatives to improve maternal and infant health, as well as vaccination awareness and infection prevention.

HEALTH PRIORITY

Community Prevention and Wellness Initiatives

GOAL

Promote healthy living and wellness through community-based initiatives

STRATEGY AND INTENDED ACTIONS

Strategy	Intended Actions
1. Leverage UPMC Children’s injury prevention and safety programs to promote interpersonal safety.	<ul style="list-style-type: none"> • Provide safety programs/services for children and families
2. Increase opportunities for vaccination awareness and infection prevention.	<ul style="list-style-type: none"> • Educate children and families about the importance of vaccinations • Improve access to and provide vaccines to children and families
3. Promote maternal and infant health.	<ul style="list-style-type: none"> • Enroll new moms and babies in Family Care Connection programming via Hello Baby
4. Promote childhood health and wellbeing, including obesity and diabetes prevention and management.	<ul style="list-style-type: none"> • Deliver community-based population health programs

TARGET POPULATION

Maternal Infant Health, children and adolescents, medically underserved/low-income/minority populations

PLANNED COLLABORATIONS

Allegheny County Department of Human Services, Allegheny County Health Department, Family Support Network, Family Care Connection Centers, Allegheny Intermediate Unit, The Pittsburgh Study, United Way of Southwestern Pennsylvania, Lawrenceville United, Venture Outdoors, Grow Pittsburgh, Pittsburgh Parks Conservancy, Pittsburgh Public Schools and other regional school districts

Community Health Improvement Progress and Plan


*2019 – 2022 Progress Report and
2022 – 2025 Implementation Plan*



UPMC | EAST

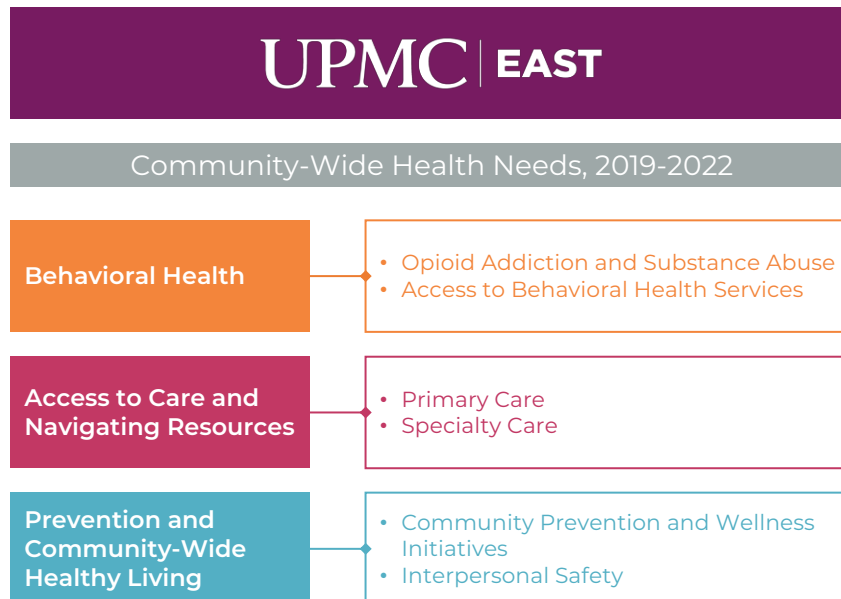
Caring for the Community

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 2020		JOBS AND STRENGTHENING THE LOCAL ECONOMY	
	Licensed Beds	155	Employees	943
	Hospital Patients	11,689	Community Benefits Contributions	\$9.0 million
	Emergency Dept. Visits	35,417	Free and Reduced Cost Care	\$6.9 million
	Total Surgeries	6,722	Total Economic Impact of Hospital Operations	\$295.2 million

Addressing the Community's Significant Health Needs

When the Fiscal Year 2019 CHNA was conducted, UPMC East affirmed the following significant health needs:



Advancing Community Health Initiatives While Navigating the COVID-19 Pandemic

Beginning in March 2020, the COVID-19 pandemic disrupted Pennsylvania's communities, economy, and health care organizations. To help slow the spread of COVID-19 throughout the region, state and local governments issued community mitigation and social distancing measures, impacting UPMC East's ability to implement planned community health improvement initiatives. As a result, UPMC East temporarily suspended or modified in-person programs to promote social distancing, educated the community about the health risks of COVID-19, increased access to telehealth services, established COVID-19 testing and vaccine sites, and worked with state and local leaders to deliver COVID-19 vaccines. While UPMC East navigated the complexities of the pandemic, the hospital continued to address identified health needs by developing innovative approaches and strategies to engage with its communities.

Behavioral Health

Opioid Addiction and Substance Abuse and Access to Behavioral Health Services

UPMC East remains dedicated to maintaining and expanding its efforts to support the community’s needs relating to behavioral health and substance use. The hospital offers a variety of addiction and recovery awareness events for staff, local employers, and community members. UPMC East continues to leverage community partnerships to create and promote these efforts.

GOAL:

Increase awareness of and access to behavioral health resources, including support for those suffering from addiction and their families

STRATEGY:

Develop and support comprehensive programming to address behavioral health

ACTIONS:

- ✓ Increase access to behavioral health services through innovative programs and delivery models
- ✓ Create programming to stem addiction and substance use
- ✓ Offer programs to support families/community members affected by addiction
- ✓ Assess and implement co-location initiative to embed behavioral health specialists in primary care offices

TARGET POPULATION:

- General community

PROGRAMS:

- Community education and support
- Informational sessions and vendor fairs
- Bridge to Hope
- Co-location Initiative
- Peer Navigator Program

PROGRESS:

MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2019-2022)



160
Participants in Bridge to Hope Program
(July 2019 – October 2020)



Distributed Free Naloxone Kits at “Pathways to Recovery” Event
(September 2019)

PROGRAM HIGHLIGHTS:

Offering Support and Resources to Those Affected by Substance Use

UPMC East provides compassionate care and support for individuals whose lives have been impacted by substance use and mental health problems. Over the past three years, UPMC East has continued to provide access to resources that address behavioral health, including opioid and substance use.

- **Community Education and Support:** UPMC and UPMC Health Plan have partnered with the Allegheny County Health Department and Mon Yough Community Services to offer free community outreach events focused on recovery. As part of this new collaboration, UPMC East offered a Naloxone education, demonstration, and training event. Attendees also learned about personal recovery testimonials, details on local resources from experienced peer specialists, and support program information for families affected by substance use disorder.
 - > In September 2019, 28 community members attended “Pathways to Recovery” — 13 Naloxone kits were distributed.
- **Information Sessions and Vendor Fairs:** As part of the collaboration between UPMC, UPMC Health Plan, the Allegheny County Health Department, and Mon Yough Community Services, UPMC East Peer Navigators educated community members about available resources within UPMC and explained their role and how they could be of assistance to addicts and loved ones.
- **Bridge to Hope — East:** This program offers free education and support to families and friends whose loved ones are affected by substance use disorders. This weekly support group is intended to bridge a gap between the realization of the problem and the need for solutions. It is a bridge to finding help and giving support to those who are directly or indirectly affected by addiction.
 - > Continuing to offer support during the COVID-19 pandemic: After quarantine restrictions were put into place in March 2020, the program adapted to a virtual platform and began engaging with members through weekly Zoom conference calls. Between July 2019 and October 2020, the program offered weekly meetings with 8-12 participants. The program continued to reach out to the community and invite new members during the pandemic.

COMMUNITY PARTNERS:

Monroeville Police Department, Gateway Rehabilitation, Jade Wellness Outpatient Drug Rehab Treatment Center, Greenbriar Treatment Center, UPMC Western Psychiatric Hospital

Access to Care and Navigating Resources

Primary Care and Specialty Care

UPMC East continues to address access and navigation issues in the community through a variety of channels, from enhancing physician recruitment efforts to expanding the hospital's Emergency Department to better meet patient demand.

GOAL:

Improve access to primary and specialty care

STRATEGY:

Identify and develop best practices to meet primary care needs and increase access to specialty care

ACTIONS:

- ✓ Provide primary care, preventive care, disease management, and health-related education
- ✓ Evaluate plans to expand and operationalize specialty and sub-specialty services in the community
- ✓ Augment the facility's ability to meet patient needs (e.g., increase beds in the Emergency Department, expand size of areas such as the pain clinic, renovations)

TARGET POPULATION:

- General community

PROGRAMS:

Primary Care

- Expand services and availability (e.g., transition to telemedicine)
- Provide transportation assistance through collaborations with local organizations

Specialty Care

- Outpatient Center in Greensburg
- Operating Room expansion
- Bed expansion
- Physician recruitment

PROGRESS:

MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2019-2022)



20

Beds Added to Emergency Department
(August 2020)



20+

New Physicians Recruited
(July 2019 - May 2021)

PROGRAM HIGHLIGHTS:

Growing to Enhance Capabilities and Increase Access to Care

To address the increasing number of patients from the surrounding area seeking high-quality care at UPMC East, the hospital expanded its emergency department and opened a new multi-specialty clinic.

- Doubling Emergency Department Capacity:** In August 2020, UPMC East completed renovations to its Emergency Department, increasing private emergency exam rooms from 24 to 44. Ten of these beds are dedicated for observation of short stay patients and two exam rooms are equipped with special equipment for obese patients. With this renovation, the hospital is able to better meet the needs of its community, improving access and significantly reducing wait times for emergency patients. In April 2021, the hospital added an onsite pharmacy, which improved convenience for discharged patients. They no longer need to stop on their way home from the hospital or send loved ones to a pharmacy; instead, the hospital can provide patients with a 30-day supply at discharge.
- Opened Greensburg Outpatient Center:** In November 2020, UPMC East opened a multi-specialty clinic along Pellis Road in Greensburg, which brings 14 UPMC East clinicians and an array of patient-centered outpatient services to the area. Every day, an average of 228 Greensburg area residents travel to a UPMC location for their health care. By opening this outpatient center, UPMC East is helping to make it as easy as possible for patients to obtain the high-quality care and services they need close to home, conveniently and efficiently. Outpatient services available include orthopaedic and sports medicine, heart and vascular, pain management, gastroenterology, general surgery, and Magee-Womens Specialty Services.



Successfully Recruiting Physicians

Over the last three years, UPMC East has continued to increase medical and surgical specialty physician presence for both inpatient and outpatient services.

- Specialty Care:** Since July 2019, UPMC East has recruited more than 20 new specialists. Specialties include: Breast Surgery, Cardiology, Family Medicine, Internal Medicine, Ophthalmology, Orthopedics, Otolaryngology, Thoracic, Urology, and Vascular Surgery.

Expanding Access to Primary Care with Virtual Visits

In response to the communities' needs during the COVID-19 pandemic, UPMC East adopted telemedicine across clinical environments to allow an avenue for patients to communicate with their physicians without needing to leave their home. The utilization of telemedicine has drastically increased convenient access to care and eliminated the necessity of transportation.

COMMUNITY PARTNERS:

Eastern Area EMS, Heritage Transportation

Prevention and Community-Wide Healthy Living

Community Prevention and Wellness Initiatives and Interpersonal Safety

UPMC East is addressing preventive health and wellness through an extensive suite of programs, including community education, screenings, and customized programming for seniors. UPMC East continues to build upon many of its community initiatives established through the 2013 and 2016 CHNAs to focus on chronic disease management and senior health.

GOAL:

Increase awareness of healthy behaviors and how to respond to a mass casualty event

STRATEGY:

Take a comprehensive, community-oriented approach to improve the health and wellness of residents

ACTIONS:

- ✓ Provide and support educational events and screenings offered through the community
- ✓ Collaborate to promote heart disease and cancer prevention, working with UPMC Heart and Vascular Institute and UPMC Hillman Cancer Center
- ✓ Collaborate with local partners to offer senior health education, free screenings, and medication management
- ✓ Leverage partnerships to develop programming and training to empower individuals to act quickly and save lives

TARGET POPULATION:

- General community
- Seniors

PROGRAMS:

Community Prevention and Wellness Initiatives

- Alive and Well Series
- Celebrate a Healthy Monroeville/Healthy for the Holidays
- Go Red for Women
- Ladies Day Out
- Penn Hills Senior Center Health Fair
Caregiver Connections

Interpersonal Safety

- Stop the Bleed

PROGRESS:

MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2019-2022)



500+

Attendees at Education and Screening Events
(July 2019 - April 2021)



237

Individuals Trained in Stop the Bleed Techniques
(July 2019 - March 2020)

PROGRAM HIGHLIGHTS:

Improving Senior Health through Education and Screenings

UPMC East remains committed to serving seniors in the community. To help address senior health issues, the hospital hosts education 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. Due to the COVID-19 pandemic, Alive & Well programs transitioned to virtual events.
 - > Between July 2019 and April 2021, the hospital hosted 5 Alive & Well events — with more than 300 total attendees. Topics included: hip and knee pain, surgery and pre-operative testing during COVID-19, varicose veins, lumbar and cervical spinal stenosis, and the Mako SmartRobotics system.
- **Cancer Prevention and Detection:** The hospital continues to offer cancer prevention education, providing patients with information on avoiding exposures, risk factors, and the importance of keeping up-to-date with annual screenings.
 - > In October 2019, the hospital partnered with Monroeville Senior Center to host a breast cancer education session — 31 people attended.
 - > In March 2020, the hospital provided colon cancer education and at-home testing kits — 48 participants.
- **Caregiver Connections:** The hospital hosts a resource fair to help community members access information from local representatives about caregiver assistance, skilled nursing facilities, rehabilitation facilities, and durable medical equipment.
 - > In October 2019, the event reached 127 attendees and 42 resource vendors. In 2020, the event was not offered due to the Covid-19 pandemic.



Going Red for Women

In support of American Heart Month, UPMC East participated in “Go Red for Women” in February 2020. Community members received heart health education — 50 community members attended the event and 50 blood pressure, cholesterol, and glucose screenings were administered. Community members discussed test results with an expert, learned to identify risk factors, and received tips for heart healthy lifestyle changes. In February 2021, UPMC East adapted its Go Red for Women event for a virtual platform.

Raising Awareness about Safety and Survival

UPMC is empowering community members to help improve survival from life-threatening bleeding by providing Stop the Bleed training. In partnership with local EMS services, UPMC East offers training to schools, police departments, and the general public, including hands-on tourniquet training and wound packing demonstrations.

- > Since July 2019, the hospital’s Stop the Bleed efforts have educated 237 individuals about life-saving techniques.

COMMUNITY PARTNERS:

America Heart Association, Monroeville Mall, Sampson Family YMCA, Monroeville Senior Center, Penn Hills Senior Center, Redstone Highlands Senior Living Communities, Beatty Point Village – UPMC Senior Communities, Redstone Highlands Senior Center, Penn Hills Senior Center, American Cancer Society, Penn Hills EMS, State Representative Tony DeLuca Senior Health Fair, UPMC Centers for Rehab Services, Community College of Allegheny County-Boyce Campus, Bella Cappelli Beauty Academy

UPMC East Is Addressing High Priority Health Issues:

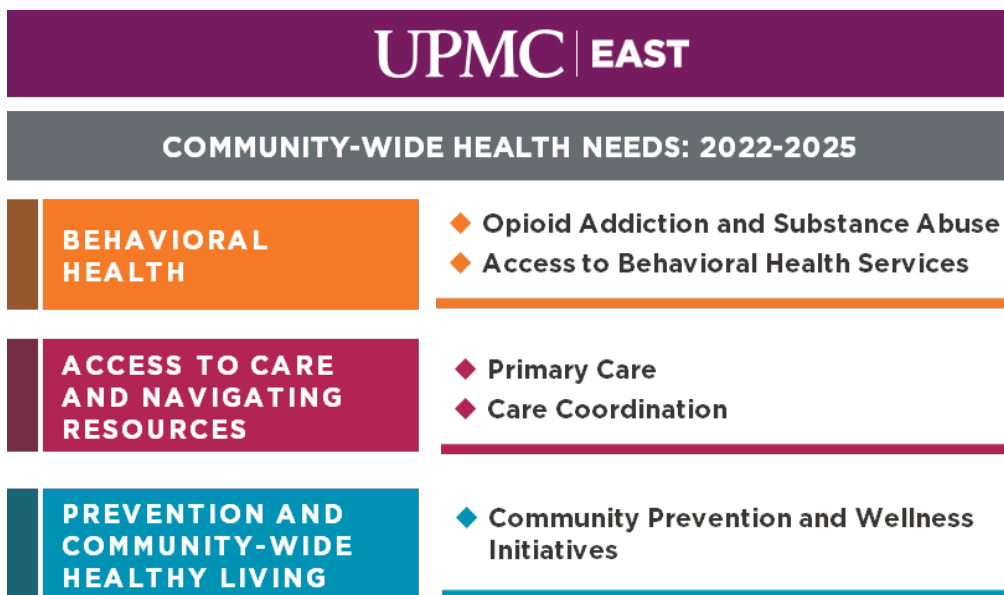
Adoption of the Implementation Plan

On June 10, 2022, the UPMC East Board of Directors adopted an implementation plan to address the significant health needs identified:

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

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.



Addressing Factors that Contribute to Health Disparities

UPMC East recognizes that a broad range of efforts both within and beyond health care will be instrumental in addressing issues that contribute to health disparities. UPMC East’s 2022-2025 Implementation Plan includes health equity-promoting programs and initiatives, which aim to help address socioeconomic and other factors that may contribute to health disparities. Efforts include:

- **Enhancing Access to Care for Vulnerable Populations:** Increasing the convenience and accessibility of primary care by expanding access and availability to providers, investing in telemedicine technologies, and collaborating with community partners to connect patients to preventive health care.

COMMUNITY HEALTH NEED

BEHAVIORAL HEALTH

UPMC East recognizes that opioid addiction and substance abuse are significant issues in the region and offer programs and services to meet the needs of the community.

HEALTH PRIORITY #1

Opioid Addiction and Substance Abuse

GOAL

Increase behavioral health services for patients with substance use disorder

STRATEGY AND INTENDED ACTIONS

Strategy	Intended Actions
1. Expand existing behavioral health programs to generate a more comprehensive patient offering.	<ul style="list-style-type: none"> • 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

TARGET POPULATION

General community

PLANNED COLLABORATIONS

UPMC McKeesport, UPMC Western Psychiatric Hospital

COMMUNITY HEALTH NEED

BEHAVIORAL HEALTH

UPMC East is exploring opportunities to meet the behavioral health needs of its community.

HEALTH PRIORITY #2

Access to Behavioral Health Services

GOAL

Increase local access to behavioral health services

STRATEGY AND INTENDED ACTIONS

Strategy	Intended Actions
1. Explore and assess opportunities to implement new models of delivery for behavioral health care.	<ul style="list-style-type: none"> 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 POPULATION

General community

PLANNED COLLABORATIONS

UPMC Western Psychiatric Hospital, primary care offices

COMMUNITY HEALTH NEED

ACCESS TO CARE AND NAVIGATING RESOURCES

UPMC East will develop interventions to expand access to preventive care for patients in the community.

HEALTH PRIORITY #1

Primary Care

GOAL

Improve access to high quality, patient-centered primary care services to achieve positive health outcomes in the community

STRATEGY AND INTENDED ACTIONS

Strategy	Intended Actions
1. Identify and establish best practices to meet community primary care needs.	<ul style="list-style-type: none"> Promote the use of online scheduling services in the community to increase access to care
2. Help reduce barriers that limit access to primary care.	<ul style="list-style-type: none"> 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

TARGET POPULATION

General community, children and adolescents

PLANNED COLLABORATIONS

UPMC Community Medicine Incorporated (CMI), UPMC University of Physicians (UPP), Urgent Care, MedExpress

COMMUNITY HEALTH NEED

ACCESS TO CARE AND NAVIGATING RESOURCES

UPMC East is committed to delivering patient-centered care and ensuring efforts are made to achieve a smooth transition out of the acute care setting and back into the community.

HEALTH PRIORITY #2

Care Coordination

GOAL

Reduce complexities associated with navigating the health care system by optimizing transitions of care

STRATEGY AND INTENDED ACTIONS

Strategy	Intended Actions
1. Actively coordinating care transitions, through increased communication and collaboration, to enhance care delivery for patients.	<ul style="list-style-type: none"> 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

TARGET POPULATION

General community

PLANNED COLLABORATIONS

Local EMS, Redstone Senior Living, Beatty Pointe, local skilled nursing facilities, local assisted living facilities

COMMUNITY HEALTH NEED

PREVENTION AND COMMUNITY-WIDE HEALTHY LIVING

UPMC East will continue to promote preventive health and wellness in the community through a variety of initiatives. Efforts include enhancing community-based educational programs and implementing evidence-based strategies to help improve community health, with the goal of reducing the prevalence of chronic diseases, such as cancer, diabetes, and obesity, to infectious diseases, including influenza and COVID-19.

HEALTH PRIORITY

Community Prevention and Wellness Initiatives

GOAL

Increase awareness of preventive care and promote healthy living in the community

STRATEGY AND INTENDED ACTIONS

Strategy	Intended Actions
1. Offer a comprehensive suite of programs designed to educate the community about disease prevention, detection, and chronic disease management.	<ul style="list-style-type: none"> • 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 • Explore opportunities to develop new — or enhance the quality, availability, and effectiveness of existing — community-based educational programs
2. Help prevent and control the spread of infectious diseases by implementing strategies to increase vaccination rates in the community.	<ul style="list-style-type: none"> • Explore opportunities to promote vaccine offerings • Provide convenient and affordable preventive care (e.g., vaccines, immunizations, etc.)

TARGET POPULATION

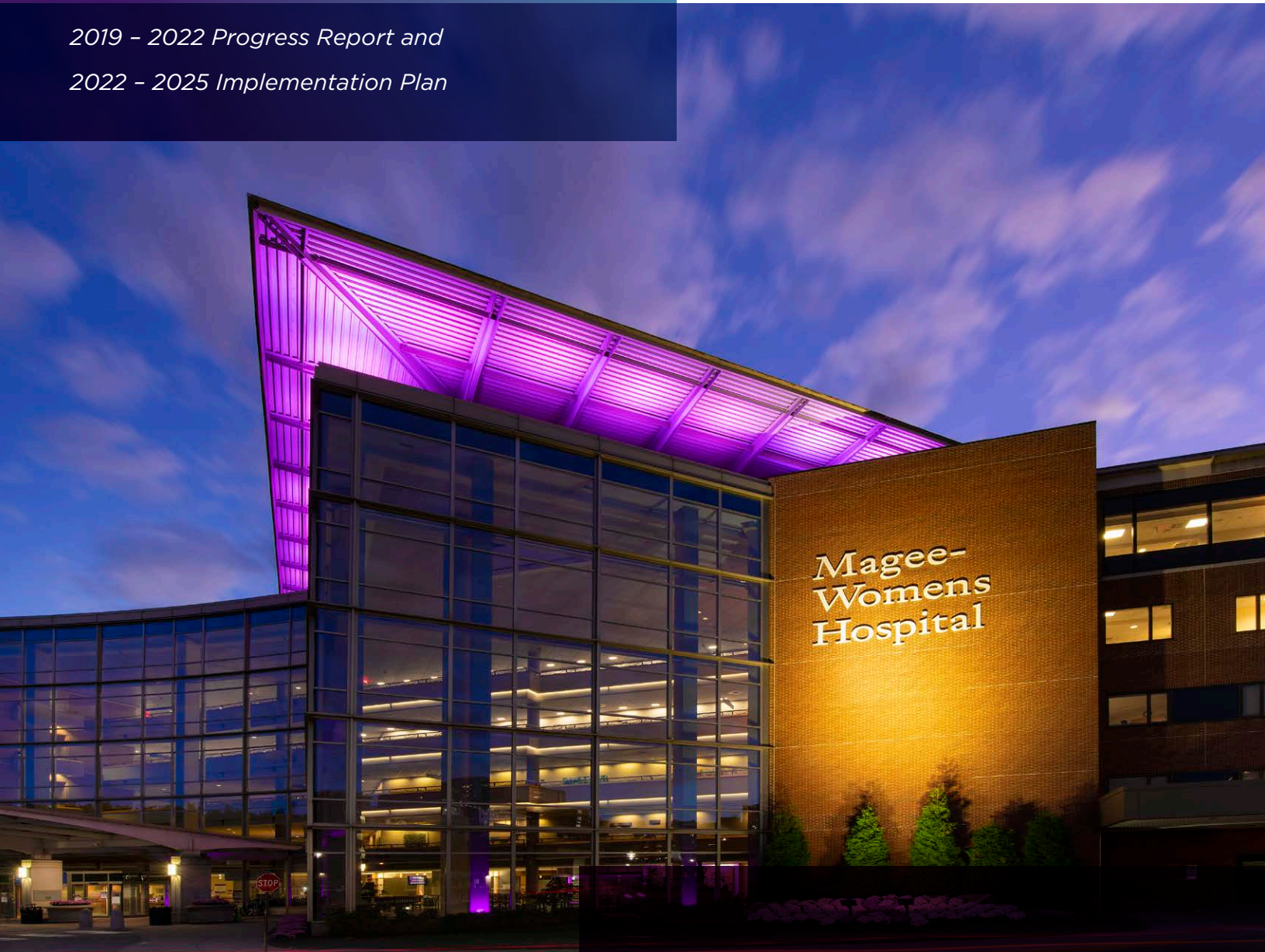
General community, employees, seniors, and other high-risk/immunocompromised populations

PLANNED COLLABORATIONS

Beatty Pointe, Monroeville Senior Center, Redstone Highlands Senior Living Facility, American Cancer Society, Monroeville Chamber of Commerce

Community Health Improvement Progress and Plan

*2019 – 2022 Progress Report and
2022 – 2025 Implementation Plan*




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 is a National Center of Excellence in Women’s Health. A state-of-the-art hospital, Magee is Magnet-designated and offers specialized services, including the Magee-Womens Heart Program, 3D mammography, minimally invasive and robotic surgery, women’s cancer care, bariatric services, genetic testing and counseling, and fertility preservation and treatment.

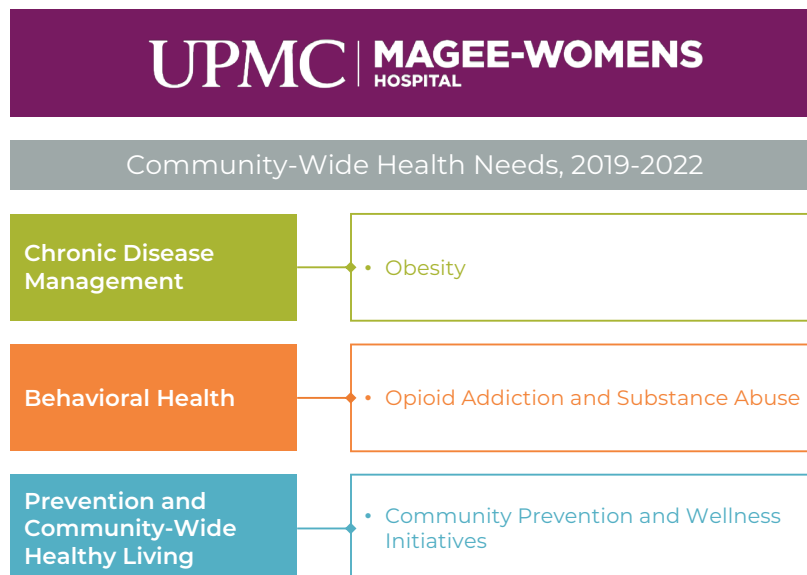
A Leader in Maternal and Infant Health

Nationally ranked in gynecology by *U.S. News & World Report*, Magee is a system-wide resource for expertise on women’s health and provides obstetrics, gynecology, and reproductive health services. Its Level III neonatal intensive care unit is the largest in Pennsylvania and one of the largest in the country. Magee is nationally recognized for its clinical programs in breast and gynecological cancers, genetics, infectious diseases, and reproductive endocrinology.

	VITAL STATISTICS Calendar Year 2020		JOBS AND STRENGTHENING THE LOCAL ECONOMY	
	Licensed Beds	383	Employees	2,506
	Hospital Patients	20,199	Community Benefits Contributions	\$59.2 million
	Emergency Dept. Visits	22,709	Free and Reduced Cost Care	\$29.5 million
	Total Surgeries	13,364	Total Economic Impact of Hospital Operations	\$1.6 billion

Addressing the Community’s Significant Health Needs

When the Fiscal Year 2019 CHNA was conducted, UPMC Magee-Womens Hospital affirmed the following significant health needs:



Advancing Community Health Initiatives While Navigating the COVID-19 Pandemic

Beginning in March 2020, the COVID-19 pandemic disrupted Pennsylvania's communities, economy, and health care organizations. To help slow the spread of COVID-19 throughout the region, state and local governments issued community mitigation and social distancing measures, impacting Magee's ability to implement planned community health improvement initiatives. As a result, Magee suspended or modified in-person programs to promote social distancing, educated the community about the health risks of COVID-19, increased access to telehealth services, established COVID-19 testing and vaccine sites, and worked with state and local leaders to deliver COVID-19 vaccines. While Magee navigated the complexities of the pandemic, the hospital continued to address identified health needs by developing innovative approaches and strategies to engage with its communities.

Chronic Disease Management

Obesity

Being overweight or obese after menopause increases breast cancer risk. Before menopause a woman's ovaries make most of her estrogen, and fat tissue makes only a small part of the total amount. After menopause, most of a woman's estrogen comes from fat tissue. Having more fat tissue after menopause can raise estrogen levels and increase a woman's risk of breast cancer. In addition, women who are overweight tend to have higher blood insulin levels, which have been linked to some cancers, including breast cancer. To help address obesity, UPMC Magee-Womens Hospital applies a comprehensive, multi-pronged approach, offering a variety of community education and support initiatives and leading by example to help encourage healthy lifestyles among employees.

GOAL:

Increase awareness of obesity prevention, good nutrition, healthy eating, benefits of exercise on weight, and stress levels

STRATEGY:

Take a comprehensive approach to educating community members about nutrition and healthy eating, with the goal of reducing obesity

ACTIONS:

- ✓ Enhance efforts to promote healthier nutrition in specific populations, such as patients with cancer and the morbidly obese
- ✓ Encourage increased physical activity
- ✓ Lead by example by promoting sustainable healthy eating and lifestyles among employees

TARGET POPULATION:

- Mothers
- Families
- Obese populations
- General community

PROGRAMS:

Education and Exercise: Community Classes

- Lifestyle Program
- Development of new classes (e.g., Community Nutrition Model, Healthy Eating, Breast Cancer Risk Reduction)
- Dietary Interventions and Education for Gynecology Oncology Patients
- Girls on the Run
- Cooking and Healthy Eating Classes
- Cooking with the Steelers
- Making the Move

Support: Community Support

- Survivorship Workshop
- Bariatric Support Group
- Life After Weight Loss Support Group
- Mammography Navigator Program
- Susan G. Komen Race for the Cure
- National Ovarian Cancer Coalition Walk

Leading by Example: Employee Efforts

- Magee Organic Gardens
- Education about and access to healthy food options (e.g., Roots of Wellness, Street Food Fridays)
- UPMC Weight Race
- Yoga Classes for Employees
- System-Wide Recycling

PROGRESS:**MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2019-2022)****745**Patients Seen for
Genetic and Genomic
Testing for Breast
Cancer*(July 2019 - May 2021)***1,706**Pounds of Produce
Harvested from
Garden*(July 2019 - May 2021)***222**Bariatric Lifestyle
Program Participants
*(July 2019 - May 2021)***PROGRAM HIGHLIGHTS:*****Helping to Identify Women at High Risk of Breast Cancer***

In 2007, Magee launched the Breast Cancer Risk Reduction Clinic, in collaboration with UPMC Hillman Cancer Center and UPMC Passavant. This clinic offers genetic and genomic testing to patients with a high risk for developing breast cancer. The clinic combines genetics and medical oncology services, and patients are seen by a team of specialists – an Advanced Practice Provider (APP), medical oncologist, and geneticist who employ advanced surveillance and diagnostic methods.

- Between July 2019 and May 2021, 745 patients were seen in the clinic for genetic and genomic testing.
- In December 2020, Magee expanded the clinic to remote sites, including West Mifflin, to provide increased geographic access to patients.

Leading by Example

Magee's garden is a place away from the clinical environment of the hospital for staff, patients, and visitors to relax. It is also an organic vegetable and herb garden, which Magee harvests to demonstrate how to incorporate organically grown produce into a healthy diet. By serving meals in the cafeteria that use vegetables and herbs from Magee's own garden, the hospital promotes the quality and nutritional value of vegetables harvested at their peak of freshness and helps to teach staff, patients, and visitors to how to make many different dishes with the same vegetable.

- Between July 2019 and May 2021, Magee harvested 1,706 pounds of produce from its garden, which was then prepared in the hospital's kitchen for staff, patients, and visitors.

Supporting Lifestyle Changes for Weight Loss

Over the last three years, Magee continued to offer the Bariatric Lifestyle Program, which is geared toward individuals who are considering weight loss surgery and helps patients focus on developing a healthy lifestyle through nutritional assessments and goal setting. For patients who are interested in bariatric surgery, the pre-surgical program offers a series of six consecutive monthly group meetings that educate patients about lifestyle changes, including diet, exercise, and behavior. The series also encourages patients to maintain a food log. By offering pre- and post-surgical support, Magee helps individuals implement dietary and physical activities that contribute to long-term weight loss success.

- Between July 2019 and May 2021, 222 people participated in the Lifestyle Program. The hospital offered 31 sessions, as well as one-on-one counseling and adapted to a virtual platform to continue to serve patients during the COVID-19 pandemic.

Encouraging Girls to Build Social, Emotional, and Physical Skills

UPMC Magee continues to host the Girls on the Run (GOTR) program, which aims to inspire girls to be joyful, healthy, and confident, using a fun, experience-based curriculum that creatively integrates running. The 3rd-5th grade program, Girls on the Run, encourages girls of all abilities to recognize their individual strengths and celebrate connections with others. In addition, Heart & Sole is GOTR's middle school program, which meets the unique needs of girls in 6th-8th grade. With program modifications and COVID-19 safety measures in place, UPMC Magee's GOTR program continued to empower girls in the community. Achievements include:

- More than 700 girls successfully completed Girls on the Run and Heart & Sole since Fall 2020.
- In Spring 2021, 43 sites (schools, parks, community centers) hosted programs and their own site-based 5K to culminate the 8-week season.
- In Summer 2021, GOTR Magee offered one-week summer camps.
- All coach trainings were adapted for a virtual platform. GOTR Magee saw an increase in community member volunteers to serve as coaches and a decrease in teacher/school personnel volunteers.

“The program allows our girls a safe space to share and ask questions. They know they aren't alone and have peers and adults that care about them.”

- Volunteer Coach, Spring 2021 Season

COMMUNITY PARTNERS:

UPMC Hillman Cancer Center, UPMC Passavant, YMCA, YWCA, Freedom Farms, KDKA Channel 2, American Heart Association, University of Pittsburgh, Farm to Table

Behavioral Health

Opioid Addiction and Substance Abuse

UPMC Magee-Womens Hospital is enhancing services to meet the community’s needs relating to behavioral health and substance use. The hospital continues to expand its one-of-a-kind Pregnancy Recovery Center and Womens Recovery Center to support women and mothers with substance use disorder. UPMC Magee continues to create ground-breaking behavioral health models. New initiatives include the Parent Partnership Unit (PPU), a rooming-in pilot program designed to support close, uninterrupted contact between opioid-dependent women and their infants.

GOAL:

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

STRATEGY:

Develop and support innovative programs to address behavioral health

ACTIONS:

- ✓ Create programming to stem addiction and substance use
- ✓ Expand innovative behavioral health models to other UPMC facilities

TARGET POPULATION:

- Mothers and infants
- General community

PROGRAMS:

- Pregnancy Recovery Center
- Womens Recovery Center
- Neonatal Transition Unit (previously Parent Partnership Unit)
- Womens Recovery Center expansion at UPMC Hamot
- Integrated Model of Behavioral Health Care
- New and Expectant Mothers Specialized Treatment (NEST) program

PROGRESS:

MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2019-2022)



167

Women Enrolled in Recovery Programs
(July 2019 - May 2021)



<5%

Of Babies in the Parenting Partnership Unit Required Pharmacologic Treatment
(July 2019 - May 2021)



50+

Community Partners
(July 2019 - May 2021)

PROGRAM HIGHLIGHTS:

Supporting Pregnant Women and Mothers through Treatment and Recovery

UPMC Magee offers a variety of programs to help women with opioid use disorder (OUD) to begin their path to recovery.

- **Pregnancy Recovery Center:** The Pregnancy Recovery Center (PRC) offers the region's first comprehensive outpatient medicine-assisted treatment (MAT) program for pregnant women. Participants who are eligible for buprenorphine-naloxone receive recovery support and medication, coordination of prenatal care, social services support, and are linked to a certified recovery specialist. The program combines innovative therapies and compassionate care with psychosocial support and education that sets new mothers and their babies up for successful futures. Over the last three years, the PRC has continued to achieve successful outcomes.
- **Women's Recovery Center:** The Women's Recovery Center (WRC) is an outpatient buprenorphine-naloxone program providing direct care of women who are not pregnant while assisting with recovery from opioid use disorder. The women receive the same recovery, social services, and certified recovery specialist support as the PRC with coordination of well-women appointments. Consultative and coordination of recovery care is also available for women suffering from substance use disorders.
 - > Between July 2019 and May 2021, the PRC averaged 105 active patients per month and completed a total of 4,028 appointments at its five locations — the main treatment center at UPMC Magee in Pittsburgh and outlying centers in Butler, Clairton, Natrona Heights, and Monroeville.
 - > Out of 735 total women served from 2014 to May 2021, only 26 percent were transferred to a higher level of care or self-discharged due to intense, repeated relapse.
 - > 53 percent of women remain in the program after delivery.
 - > With a total of 86 deliveries from July 2019 through May 2021, only 19 babies required treatment for neonatal abstinence syndrome (NAS) — a treatment rate of 22 percent.
 - > Magee continued to serve PRC and WRC patients during the COVID-19 pandemic. PRC and WRC offered in-person appointments, but spaced the schedule to help ensure social distancing, and extended refill prescriptions when appropriate. Overall, volumes and engagement remained relatively stable during the pandemic.
- **Neonatal Transition Unit (NTU):** The Neonatal Transition Unit (previously named the Parent Partnership Unit) enables mothers in recovery to share a private room with their baby while the baby receives inpatient care for neonatal abstinence syndrome (NAS) — the presence of withdrawal symptoms in newborns. The goal of the NTU is to provide newborns with outstanding care while mothers get the support they need and recover from opioid addiction. The program supports new mothers and infants by allowing mothers to help care for their baby as they are being observed for signs of NAS. The NTU helps a woman develop a deeper connection with her baby as she sharpens her skills as a new mother.
 - > Between July 2019 and May 2021, 262 babies were cared for in the NTU, with only 1.2 percent needing pharmacologic treatment.



OFFERING BEHAVIORAL HEALTH SERVICES THROUGH INTEGRATED AND OUTPATIENT CARE

UPMC Magee-Womens Hospital offers behavioral health services tailored to the needs of women at different stages in their lives.

Increasing Access with an Integrated Model of Care

To help meet the unique needs of women in pregnancy, postpartum, and mid- and late life, UPMC Magee introduced an Integrated Model of Behavioral Health Care within several OB/Gyn practices. Integrated care allows patients to access a dedicated team of behavioral health specialists in the comfort of a familiar health practice. In addition, patients can use telemedicine to connect with behavioral health services, reducing geographic barriers to care.

Serving Pregnant and Postpartum Women Who Need a Higher Level of Care

The New and Expectant Mothers Specialized Treatment (NEST) program is an intensive outpatient program for new moms who are struggling with postpartum depression or anxiety. Pregnancy and the postpartum period are frequently considered a time of great joy, but when a woman experiences depression, anxiety, or symptoms of obsessive-compulsive disorder, it can be a time of confusion and uncertainty. Distinguishing whether this is a normal reaction or a problem that requires professional help can be difficult to determine. Magee's NEST Program, in partnership with UPMC Western Behavioral Health, treats more than 100 women a year. New moms come to the NEST program with their babies three days a week, three hours a day, for individual and group therapy, as well as medication.

COMMUNITY PARTNERS:

A+ Schools, Advanced OBGYN Associates Butler, Allegheny County Department of Human Services Bureau of Drug and Alcohol Services, Allegheny County Family Centers, Allegheny County Health Department; Maternal Child Health, Allegheny County Travelers Aid/Mobile Moms, Allegheny Intermediate Unit: Early Childhood Education/Head Start, Pre-K Counts, Allegheny Intermediate Unit: Early Head Start, Allegheny Link, Beverly's Birthdays, Birth Circle Doulas of UPMC Magee-Womens, Catholic Charities-Pregnancy and Parenting Support - Butler, Center for Community Resources - Butler, Children's Home of Pittsburgh-Adoption, Community Corrections Center (CCC), Community Human Services (CHS), Crisis Center North, Dr. Murhaf Naddour, Early Learning Resource Center, Ellen O'Brien Gaiser Addiction Center, Fair Housing Law Center, Family Links, Family Resources of Pittsburgh, Gateway Rehab, Genesis House Pittsburgh, Greater Pittsburgh Community Food Bank, Greenbriar Treatment Center, Holy Family-SHORES, HSAO Drug and Alcohol Case Management Unit, Institute Hill Pharmacy, Internal Medicine Recovery Engagement Program (IMREP) (previously COR) Jade Wellness Center- Southside, Jeremiah's Place, Jubilee Soup Kitchen, Just Harvest, Light of Life Rescue Mission, Livingston Pharmacy, Magee Community Health Clinic-Clairton, Magee Womancare Associates - Natrona Heights, MAYA Organization, Medical Assistance Transportation Program - Allegheny County, Positive Pathways, Postpartum Pittsburgh, Pyramid Healthcare, Renewal, Inc., Safe Families for Children, Sister's Place, Sojourner House, Tadiso, Inc., The Children's Institute, Care Coordination, The Medicine Shoppe, UPMC Center for Psychiatric and Chemical Dependency Program Services (CPCDS), UPMC Health Plan, Maternity Medical Management, UPMC Narcotic Addiction Treatment Program (NATP), UPMC Outpatient Center Hampton, Magee Womancare Associates, Walgreens, Washington County Drug and Alcohol Commission, Women's Center and Shelter of Greater Pittsburgh

Prevention and Community-Wide Healthy Living

Community Prevention and Wellness Initiatives

UPMC Magee-Womens Hospital is dedicated to addressing the health and wellbeing of women, infants, and families in the community. The hospital is employing a wide spectrum of strategies to improve prevention and healthy behaviors, ranging from community education and preventive screenings, to breastfeeding initiatives and programming to address adverse birth outcomes. The hospital continues to target the most at-risk populations, including teens, minority groups, and refugee and immigrant populations.

GOAL:

Promote healthy lifestyle behaviors for pregnant and non-pregnant women in the community to improve health and birth outcomes

STRATEGY:

Promote preventive health and wellness efforts for women in the community

ACTIONS:

- ✓ Educate pregnant women about healthy lifestyle behaviors prenatally
- ✓ Promote breastfeeding at the hospital and in the community
- ✓ Develop new programming to provide health education to women from medically underserved, low-income, and minority populations

TARGET POPULATION:

- Mothers and infants
- Medically underserved/low-income/minority populations (e.g., refugees and immigrants)

PROGRAMS:

Education Classes and Support for Maternal and Infant Health

- The Birth Circle - Doula Support
- Melanated Mommas Support Group
- Health Education and Service Modules for Immigrant and Refugee Populations of Pittsburgh
- Prenatal and Postpartum Classes
- Prenatal Emails
- Facilitate strategic planning collaboratives and community member partnership committees to address evolving community needs
- Pittsburgh Public Schools ELECT Teen Parenting
- Centering Pregnancy Program

Breastfeeding Initiatives

- Keystone 10
- System Wide Skin-to-Skin policies
- Certified Breastfeeding Counselor classes for nurses
- Lactation certification classes for nurses

PROGRESS:**MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2019-2022)****495**Participants in
Virtual Health
Education
Sessions*(July 2020 - May 2021)***85%**Of Women Initiated
Breastfeeding*(July 2019 - May 2021)***4,800+**Women Enrolled in
Remote Blood
Pressure Monitoring
After Childbirth*(January 2018 - May 2021)***PROGRAM HIGHLIGHTS:*****Implementing Innovative Programs for Diverse Populations***

A leader in developing new models of care, UPMC Magee is addressing the needs of underserved communities by offering a wide range of education and support programs to women during pregnancy and the postnatal period.

Offering Comfort, Care, and Support to Pregnant Women and New Mothers

Through The Birth Circle program, UPMC Magee offers 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. The Birth Circle started as a community-based doula team in 2004 and works hard to understand and meet the medical and socio-economical needs of underserved communities in the Greater Pittsburgh Area. With equity and inclusiveness as core values, the doula team works to provide a safe space for all expectant and laboring families.

- In June 2021, the hospital hosted a doula job fair, which led to twelve enthusiastic and diverse women joining the UPMC Magee birth doula team, and in July 2021, UPMC Magee hosted a four-day doula training at Magee-Womens Research Institute (MWRI).

Supporting Black Pregnant Women with Melanated Mamas

Magee is honored to serve a diverse range of patients. During Black Maternal Health Week, from April 12-16, 2021, Magee's Social Work Department launched a support group for Black pregnant mothers called "Melanated Mommas." This is a monthly, facilitator-led, peer support group with an educational component. The meetings are held for one hour each month. The group aims to provide a space for Black pregnant mothers to build relationships, to learn more about different aspects of pregnancy, and to ask questions to feel better supported throughout their pregnancy. This group is operating virtually via Microsoft Teams, and depending on the progression of COVID-19, will eventually move to in-person meetings. Melanated Mommas has the goal of decreasing disparities in maternal health and bridging the gap between Black pregnant mothers and their experience in the health care system throughout their pregnancy and postpartum. A few topics this group covers include nutrition, mental and emotional wellbeing, relationships during pregnancy, and breastfeeding.

Reaching Out to Immigrants and Refugees

Magee strives to improve the health literacy of those living in Pittsburgh’s most vulnerable and underserved neighborhoods through free health education programs. The hospital works to help all women and their families have equal access to useful health information despite language barriers. Over the last three years, Magee has developed language-specific health education modules to help educate immigrant and refugee women about preventive health.

- Between 2019 and 2021, six women’s health modules were offered in four of the hospital’s most requested languages — English, Arabic, Nepali, and Swahili.
- From July 2019 to May 2021, the online health modules were viewed 1,027 times.
- From June 2020 through August 2020, 24 Uzbek women participated in a 6-week Women’s Health Education Series.



Connecting with Virtual Learning

In response to the COVID-19 pandemic, UPMC Magee adapted its in-person health education programs to virtual sessions. Beginning in July 2020, the hospital offered eight-week virtual sessions on general women’s health topics, prenatal, and postpartum care. A total of 495 women participated in these virtual sessions.

Promoting Breastfeeding

In 2014, Magee launched the Keystone 10 Initiative and has continued efforts to promote breastfeeding over the last three years. Through the Keystone 10 Initiative, the hospital is using 10 evidence-based steps to improve breastfeeding outcomes and to educate pregnant women and new mothers about the health benefits of breastfeeding. To date, the hospital has been approved for two steps: Step 1) Have a Breastfeeding policy that is routinely communicated to staff and Step 10) Foster the establishment of breastfeeding support groups and refer mothers to them upon discharge from the facility. The hospital is actively working to achieve additional steps. Permission has been granted to convert select Keystone 10 modules to the HR Direct Learning platform for ease of provider distribution and tracking, which will support completion of Step 2. Nursing Informatics is engaged to support data collection not only at the Magee level, but system-wide. Over the past three years, the hospital has:



- Increased the breastfeeding initiation rate to 84.5 percent
- Trained 120 staff as certified breastfeeding counselors — adapting classes for a virtual platform due to the COVID-19 pandemic.
- Helped prepare new moms for their labor and delivery experience by expanding prenatal education to include information about the Golden Hour, which provides new mothers with an uninterrupted hour of skin-to-skin contact with their newborns.

Leveraging Telehealth to Increase Access to Lactation Support

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. In 2019, the Lactation Center served 30 patients on an outpatient basis, which is about average for this type of service. Impacted by the COVID-19 pandemic, the Lactation Center established a tele-lactation program and raised awareness about this resource during a patient's discharge education. Nine lactation consultants were trained to conduct virtual sessions with patients. By adapting to virtual education and support, the Lactation Center has seen a significant increase in its ability to reach patients and support their needs.

- In 2020, 440 percent more patients were served using virtual visits than through in-person outpatient visits prior to the COVID-19 pandemic. The trend in increased patient volume is on track to meet twice the patient volume in 2021.

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.

- Since the program's inception in January 2018, UPMC has enrolled more than 4,800 women with hypertensive disorders of pregnancy into the postpartum remote hypertension monitoring program. These women have contributed more than 40,000 blood pressure measurements in the first six weeks postpartum.
- Magee's initial program efforts allowed for a multi-level system, with inpatient and outpatient operational electronic health record (EHR) integration, which was then possible to expand and replicate at UPMC Horizon and UPMC Northwest.

COMMUNITY PARTNERS:

La Leche League, Allegheny County Department of Health and Human Services, PA Chapter of American Academy of Pediatrics, International Womens Association of Pittsburgh, East Hills Community Development Center, Jewish Family and Community Services, Mentoring Partnership, Family Foundations Early Head Start, Bhutanese Community Association of Pittsburgh, NuturePA, Brown Mamas, Healthy Start, Hello Neighbor, Casa San Jose, Latino Family Center, Maya Org., Beverly's Birthdays, Women's Center & Shelter of Pittsburgh, East Liberty Family Health Center, Greater Pittsburgh Community Food Bank, Persad Center, Crisis Center North, Pennsylvania Organization for Women in Early Recovery (POWER), Jeremiah's Place, Adagio Health, All for All, Bible Center Church, City Mission, Clairton Cares, Congolese Community, East Liberty Family Health Care Center, Genesis Centers, Global Links, Global Wordsmiths, Health Start, Immigrant Services and Connections, Jewish Family & Community Services, Refugee and Immigrant Services, Maya Organizations, Queens Gambit Chess Institute, Rise Against Hunger, MLK Services Project, 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 for a Healthy Environment

UPMC Magee-Womens Is Addressing High Priority Health Issues:

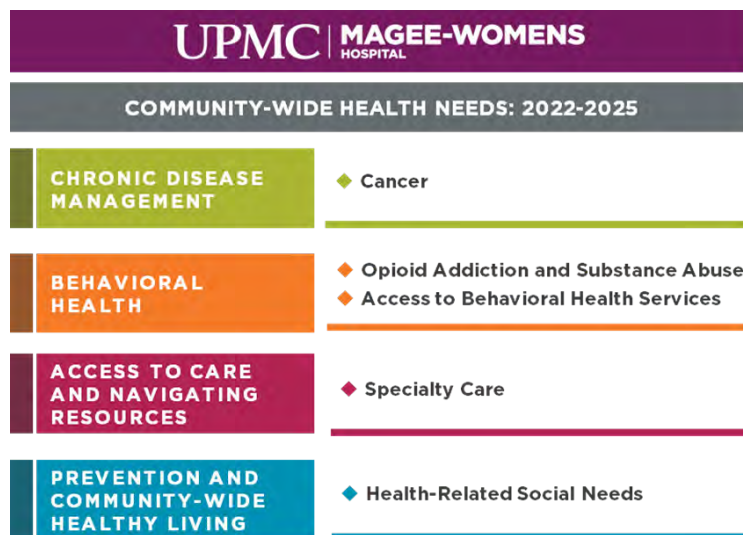
Adoption of the Implementation Plan

On April 11, 2022, the UPMC Magee-Womens Hospital Board of Directors adopted an implementation plan to address the significant health needs identified:

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

UPMC Magee-Womens 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.



Working to Advance Health Equity

UPMC Magee-Womens Hospital recognizes that a broad range of efforts both within and beyond health care will be instrumental in addressing issues that contribute to health disparities. UPMC Magee-Womens Hospital's 2022-2025 Implementation Plan includes health equity-promoting programs and initiatives, which aim to help address socioeconomic and other factors that may contribute to health disparities. Efforts include:

- **Supporting Medically Underserved Populations with Mental Health Needs:** Establishing compassionate and comprehensive screenings for perinatal depression and mood disorders during pregnancy and the postpartum period.
- **Building Trust in Underserved Communities:** Increasing UPMC's presence within underserved communities to enhance trust between patients and the health care system, and identify strategies that build upon UPMC's current infrastructure to support vulnerable populations.
- **Specialized Programs to Support Underserved Minority Populations:** Actively growing the robust and diverse doula program to support women during the full perinatal period to reduce serious adverse outcomes, including preterm birth and low infant birth weight. Doula care is vital for patient advocacy and trust building for at-risk women.

COMMUNITY HEALTH NEED

CHRONIC DISEASE MANAGEMENT

UPMC Magee-Womens Hospital applies a multi-pronged approach to address cancer in the community. The hospital will offer community programs, including education and screenings, as well as provide professional support for people with cancer, their caregivers, family, and loved ones. In addition, the hospital will leverage its connection with the Magee Womens Research Institute to bring cutting-edge research to the bedside.

HEALTH PRIORITY

Cancer

GOAL

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

STRATEGY AND INTENDED ACTIONS

Strategy	Intended Actions
1. Educate the community about cancer prevention and early detection.	<ul style="list-style-type: none"> • 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
2. Continue to offer cancer care coordination and support services.	<ul style="list-style-type: none"> • Provide support and coordinate patient care plans across the continuum • Promote equitable 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 POPULATION

Women in all stages of life experiencing a cancer related illness

PLANNED COLLABORATIONS

UPMC Hillman Cancer Center, A Glimmer of Hope, American Cancer Society, Pittsburgh Steelers, Magee Womens Research Institute (MWRI)

COMMUNITY HEALTH NEED

BEHAVIORAL HEALTH

UPMC Magee-Womens will enhance and create services to meet the community’s needs relating to behavioral health and substance use. The hospital will continue to expand its one-of-a-kind Pregnancy Recovery Center and Women’s Recovery Center to support women and mothers with substance use disorders. UPMC Magee-Womens Hospital continues to create groundbreaking behavioral health models, including the Neonatal Transition Unit (NTU), a rooming-in program designed to support close, uninterrupted contact between opioid-dependent women and their infants.

HEALTH PRIORITY #1

Opioid Addiction and Substance Abuse

GOAL

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

STRATEGY AND INTENDED ACTIONS

Strategy	Intended Actions
1. Develop and support innovative substance use disorder programs to address the unique behavioral health needs of pregnant women and infants.	<ul style="list-style-type: none"> • 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

TARGET POPULATION

Mothers and infants, general community

PLANNED COLLABORATIONS

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

COMMUNITY HEALTH NEED

BEHAVIORAL HEALTH

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.

HEALTH PRIORITY #2

Access to Behavioral Health Services

GOAL

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

STRATEGY AND INTENDED ACTIONS

Strategy	Intended Actions
1. Increase behavioral health access with an integrated model of care.	<ul style="list-style-type: none"> • 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
2. Serve pregnant and postpartum women who need a higher level of care.	<ul style="list-style-type: none"> • Offer outpatient support for women who are pregnant or up to 12 months postpartum experiencing symptoms of depression and/or anxiety around childbearing

TARGET POPULATION

Women in pregnancy, postpartum, and mid- and late- life

PLANNED COLLABORATIONS

UPMC Western Behavioral Health

COMMUNITY HEALTH NEED

ACCESS TO CARE AND NAVIGATING RESOURCES

UPMC Magee-Womens will increase access to specialty care, as well as promote preventive health and wellness efforts and support advocacy for community members in the birthing space.

HEALTH PRIORITY

Specialty Care

GOAL

Improve access to specialty (women’s health) care

STRATEGY AND INTENDED ACTIONS

Strategy	Intended Actions
1. Expand and enhance programs to further increase access to health care and support services.	<ul style="list-style-type: none"> • 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 • Offer vaccinations, therapies, and treatments to patients to control the spread of infectious diseases • 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 POPULATION

General community, women

PLANNED COLLABORATIONS

La Leche League, Allegheny County Department of Health and Human Services, PA Chapter of American Academy of Pediatrics, International Womens Association of Pittsburgh, East Hills Community Development Center, Jewish Family and Community Services, Mentoring Partnership, Family Foundations Early Head Start, Bhutanese Community Association of Pittsburgh, NuturePA, Brown Mamas, Healthy Start, Hello Neighbor, Casa San Jose, Latino Family Center, Maya Org., Beverly’s Birthdays, Women’s Center & Shelter of Pittsburgh, East Liberty Family Health Center, Greater Pittsburgh Community Food Bank, Persad Center, Crisis Center North, Pennsylvania Organization for Women in Early Recovery (POWER), Adagio Health, All for All, Bible Center Church, City Mission, Clairton Cares, Congolese Community, East Liberty Family Health Care Center, Genesis Centers, Global Links, Global Wordsmiths, Health Start, Immigrant Services and Connections, Jeremiah’s Place, Jewish Family & Community Services, Refugee and Immigrant Services, Maya Organizations, Queens Gambit Chess Institute, Rise Against Hunger, MLK Services Project, 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 for a Healthy Environment

COMMUNITY HEALTH NEED

PREVENTION AND COMMUNITY-WIDE HEALTHY LIVING

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. The hospital is employing a wide spectrum of strategies to advance health equity, such as building trust in underserved neighborhoods through enhanced community presence and deploying strategies to meet the language and literacy needs of diverse populations. Furthermore, the hospital is actively addressing social barriers that affect overall health and wellbeing, such as interpersonal safety and youth development.

HEALTH PRIORITY

Health-Related Social Needs

GOAL

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

STRATEGY AND INTENDED ACTIONS

Strategy	Intended Actions
1. Strengthen girls' social, emotional, physical, and behavioral skills to successfully navigate life experiences.	<ul style="list-style-type: none"> Partner with community organizations to offer and promote participation in positive youth development programming
2. Increase awareness of interpersonal safety throughout the community.	<ul style="list-style-type: none"> Offer education to help individuals create and maintain safe and trusting environments, while providing opportunities to discuss concerning situations or events
3. Make health care more accessible and equitable by identifying and implementing solutions to help reduce health disparities and barriers to care.	<ul style="list-style-type: none"> 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 underserved 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 underserved communities in Pittsburgh

TARGET POPULATION

General community, minorities (immigrants, refugees, women of color), children and adolescents

PLANNED COLLABORATIONS

Adagio Health, Allegheny Community 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, Healthy Start, Hello Neighbor, Immigrant Services and Connections (ISAC) at Jewish Family and Children's Services, Maya Organization, Jewish Family and Children's Services (JFCS), Latino Community Center, Latino Family Center- YWCA Program, Pennsylvania Organization for Women in Early Recovery (POWER), Women's Center and Shelter of Greater Pittsburgh, Girls on the Run (GOTR)

Community Health Improvement Progress and Plan


*2019 – 2022 Progress Report and
2022 – 2025 Implementation Plan*



UPMC | MCKEESPORT

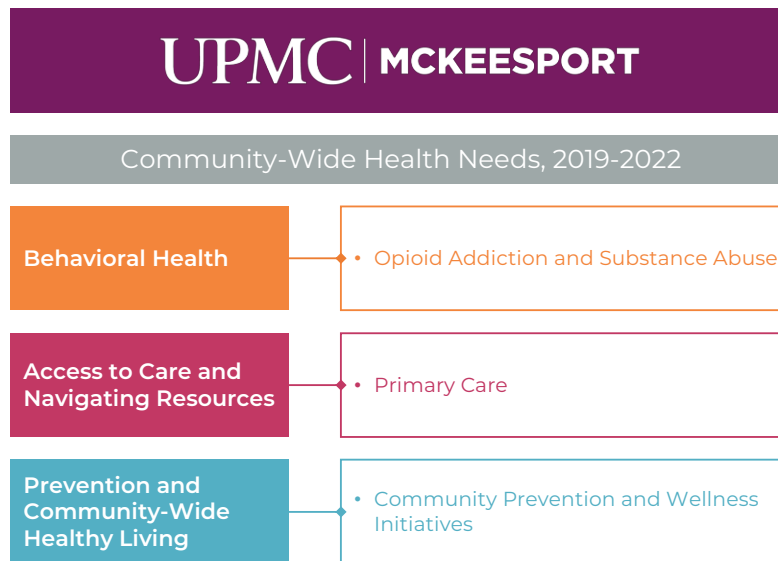
Caring for the Community

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 Primary Stroke Center with a state-of-the-art Emergency Department and imaging center, and separate intensive care and cardiac care units. 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 both medical and radiation oncology treatments close to home. UPMC McKeesport is located 15 miles southeast of Pittsburgh in McKeesport, Pennsylvania.

	VITAL STATISTICS Calendar Year 2020		JOBS AND STRENGTHENING THE LOCAL ECONOMY	
	Licensed Beds	213	Employees	774
	Hospital Patients	8,471	Community Benefits Contributions	\$18.5 million
	Emergency Dept. Visits	26,470	Free and Reduced Cost Care	\$8.3 million
	Total Surgeries	1,282	Total Economic Impact of Hospital Operations	\$303.7 million

Addressing the Community’s Significant Health Needs

When the Fiscal Year 2019 CHNA was conducted, UPMC McKeesport affirmed the following significant health needs:



Advancing Community Health Initiatives While Navigating the COVID-19 Pandemic

Beginning in March 2020, the COVID-19 pandemic disrupted Pennsylvania's communities, economy, and health care organizations. To help slow the spread of COVID-19 throughout the region, state and local governments issued community mitigation and social distancing measures, impacting UPMC McKeesport's ability to implement planned community health improvement initiatives. As a result, UPMC McKeesport temporarily suspended or modified in-person programs to promote social distancing, educated the community about the health risks of COVID-19, increased access to telehealth services, established COVID-19 testing and vaccine sites, and worked with state and local leaders to deliver COVID-19 vaccines. While UPMC McKeesport navigated the complexities of the pandemic, the hospital continued to address identified health needs by developing innovative approaches and strategies to engage with its communities.

Behavioral Health

Opioid Addiction and Substance Abuse

UPMC McKeesport is dedicated to maintaining and expanding its efforts to support the community’s needs relating to behavioral health and substance use. The hospital works with other community organizations and UPMC Western Psychiatric Hospital to enhance behavioral health care in the area. UPMC McKeesport supports innovative programs to help individuals with substance use disorders, including the development of the region’s first combined inpatient detox and rehab unit, and the use of the Peer Navigator program, which helps link individuals to community resources and establish opportunities for recovery.

GOAL:

Increase awareness of and access to services that support people with substance use disorders

STRATEGY:

Take a comprehensive approach to addressing behavioral health

ACTIONS:

- ✓ Create programming to stem addiction and substance use
- ✓ Conceptualize plan to build outpatient residential addiction medicine program
- ✓ Operationalize plan to develop alcohol liver disease clinic to promote early identification of addiction

TARGET POPULATION:

- General community

PROGRAMS:

- Addiction Medicine Service
- Inpatient medical detox and rehab unit
- Peer Navigator
- Transitional Recovery Unit (TRU)
- Outpatient residential addiction medicine program
- Efforts to engage other community organizations and partners

PROGRESS:

MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2019-2022)



80

Patients Engaged with Peer Navigator
(May 2020 - April 2021)



580

Inpatient Admissions for Detox and Rehab
(May 2020 - April 2021)

PROGRAM HIGHLIGHTS:

Supporting Patients through Treatment and Recovery

UPMC McKeesport recognizes there are many pathways to recovery. The hospital's addiction medicine experts offer a safe place for people who need chemical dependence treatment and medical stabilization, specializing 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 has continued to address behavioral health, including opioid and substance use. Efforts 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 May 2020 and April 2021, there were 580 inpatient admissions to the unit. The readmissions rate remains very low at less than five percent. The unit was able to stabilize itself through the COVID-19 pandemic and still provide benefit and structure to the community. The addiction medicine service continues to show positive growth and is trending for more than 800 admissions in 2021.
- **Peer Navigator Program:** In partnership with UPMC Western Psychiatric Hospital, UPMC McKeesport continues to offer the Peer Navigator program, which connects individuals with substance use disorders with a peer who can link them to opportunities for recovery.
 - > The UPMC McKeesport Addiction Medicine unit employs one full time Peer Navigator who has engaged with 80 individuals from May 2020 – April 2021. The unit makes a concerted effort to collaborate with the health system to facilitate the warm hand-off program, in which referrals are made to peer navigators throughout the UPMC network.
- **Transitional Recovery Unit (TRU):** Opened in July of 2016, TRU specializes in the treatment of refractory psychiatric illness and enables patients to reconnect with the local community. Over the past three years, TRU continued to support patients as they learned coping skills, basic living skills, and how to integrate back into the community.
 - > In 2019, TRU had 53 total admissions and, in 2020, TRU had 30 total admissions. There have been 16 admissions from January to May 2021, seeing continued growth of the program.
 - > TRU patients who have been discharged maintained the lowest readmission rate (one percent) for all Extended Acute Care (EAC) programs in the county. The patients that require admission to TRU are those that have maintained some of the highest readmission rates in the county, so reducing these admissions is reflective of effective programming.
- **Outpatient Residential Addiction Medicine program:** Through a partnership with Mon Yough Community Services, outpatient care is provided to patients of UPMC McKeesport for drugs, alcohol, and behavioral health issues.
 - > The program utilizes warm hand-off procedures with Mon Yough Community Services, so the transition is as smooth as possible. Appointments are made before the patient is discharged so that continuity of care can be ensured.

COMMUNITY PARTNERS:

Allegheny HealthChoices Inc., UPMC Western Psychiatric Hospital, McKeesport Hospital Foundation, UPMC McKeesport Residency Programs, Mon Yough Community Services, Greenbriar, Gateway, Cove Forge, Pyramid, Civic Health, Addiction Campus, Jade Wellness, Glenbeigh

Access to Care and Navigating Resources

Primary Care

UPMC McKeesport continues to address access and navigating resources in the community by pioneering new models of care that expand access to primary care services within the community.

GOAL:

Improve access to primary care, with a dedicated focus on seniors

STRATEGY:

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

ACTIONS:

- ✓ Expand access to primary care

TARGET POPULATION:

- General community
- Seniors

PROGRAMS:

- Assess opportunity to launch and implement new initiative to improve population health in the primary care setting in partnership with UPMC Health Plan
- Provide transportation assistance for patients through collaborations with local organizations
- Relocation and expansion of Latterman Family Health Center
- Expansion of family medicine teaching program

PROGRESS:

MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2019-2022)



Partnered with UPMC Health Plan to Identify Frequent Users of the Emergency Department
(July 2019 - June 2021)



Rides Offered for Medical Appointments
(July 2019 - June 2021)

PROGRAM HIGHLIGHTS:

Improving Access to Primary Care

UPMC McKeesport continues to develop interventions that expand access to primary care, which is critical for improving population health and reducing health disparities. Efforts over the past three years include:

- **Identifying patients without a Primary Care Physician (PCP):** To help improve population health in primary care settings, UPMC McKeesport is partnering with UPMC Health Plan to assess opportunities to identify patients that frequent the Emergency Department (ED) instead of seeing a PCP.
 - > UPMC McKeesport's ED added a social worker to its staff to help educate and refer patients with health disparities to a PCP or Pediatrician.
- **Working closely with South Hills Family Medicine:** The hospital partners with South Hills Family Medicine to increase access to local PCPs.

Offering Free Shuttle Service to Medical Appointments

UPMC McKeesport collaborates with local organizations to help provide transportation assistance to patients who have no other means of getting to and from medical appointments. Efforts include:

- **Partnering with Local EMS:** UPMC McKeesport's Scheduling Department assists patients with transportation to medical appointments by helping to coordinate rides through local EMS — such as Elizabeth EMS and Southeast Regional EMS.
- **Offering UPMC McKeesport Health Transportation Service:** For patients who live in Braddock, Braddock Hills, Chalfont, East Pittsburgh, North Braddock, or Rankin and are going to a scheduled appointment at UPMC McKeesport or the Braddock or Rankin Family Health Centers, UPMC McKeesport offers convenient curbside service. In 2019 and 2020, the program provided rides via collaboration with local EMS partners. Despite the COVID-19 pandemic, the hospital continued to offer rides to the community.

**Expanding Comprehensive Care and Services in the South Hills**

Opened in 2020, UPMC McKeesport's new UPMC Outpatient Center provides residents of Pittsburgh's South Hills with convenient access to medical and surgical care. Located just off Route 51 in West Mifflin, the 46,000 square-foot, state-of-the-art facility offers convenient access to Imaging (CT, General Diagnostics, Mammography, MRI, Ultrasound) and more than 24 specialties, including heart and vascular and women's health.

COMMUNITY PARTNERS:

Latterman Family Health Center, UPMC McKeesport Family Medicine Residency Program, Eastern Area EMS, McKeesport Hospital Foundation, UPMC Health Plan, UPMC Western Psychiatric Hospital, UPMC Magee-Womens Hospital, 9th Street Clinic, Elizabeth EMS, Southeast Regional EMS, South Hills Family Medicine

Prevention and Community-Wide Healthy Living

Community Prevention and Wellness

UPMC McKeesport is addressing preventive health and wellness through an extensive suite of programs, including community education, screenings, and customized programming for seniors. The hospital is advancing prevention initiatives by leveraging strong community partnerships, such as with local EMS providers, the McKeesport Hospital Foundation, UPMC Senior Services, the University of Pittsburgh, UPMC Community Provider Services, and other community-based organizations. Many of these partnerships have been instrumental in collectively working together to promote healthy behaviors in the community.

GOAL:

Improve community health and better manage chronic disease

STRATEGY:

Enhance community wellbeing through education, screenings, and population health initiatives

ACTIONS:

- ✓ Continue to provide education and screenings for cancer care
- ✓ Continue to offer diabetes management programs and services
- ✓ Offer unique services to support senior health
- ✓ Continue to support the community vaccination program and screenings provided throughout the community

TARGET POPULATION:

- General community
- Seniors
- Children and adolescents

PROGRAMS:

General Wellness and Healthy-Living Initiatives

- Tuition assistance for nursing students
- Food Pharmacy Program
- Community Vaccination Program – free flu shots and COVID-19 vaccination clinics
- Community outreach initiatives
- Community screenings and education
- Food Bank/Nutrition Program Referrals
- Dietary and mental health counseling referrals

Cancer Prevention, Support, and Management

- Lung Cancer Screening
- Support groups: Patients, Caregivers, Stress Management
- Transportation assistance
- Billing consultations

Diabetes Prevention, Support, and Management

- Lions Diabetes Center Self-Management Education
- Lions Diabetes Emergency Relief Fund
- Community education

Senior Health Efforts

- UPMC McKeesport Golden Wellness Club
- Living-At-Home
- UPMC Senior Services
- Alive & Well presentations

PROGRESS:**MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2019-2022)**

Launched Tuition Assistance Program for Nursing Students at CCAC
(July 2019 - May 2021)



Established New Partnerships to Assist Patients with Food Insecurity
(June 2020 - May 2021)



2,300+
Flu Vaccines Administered to Community Members
(March 2020)

PROGRAM HIGHLIGHTS:***Addressing Food Insecurity with a Food Pharmacy Program***

Food insecurity is a major concern for many of UPMC McKeesport's patients and neighbors. To help address this issue, the hospital is partnering with the Greater Pittsburgh Community Food Bank and 412 Food Rescue to offer patients thrive boxes at the Latterman Family Health Center. These are part of an effort to help ensure that community members have access to healthy and nutritious meals. Patients who receive a box are also screened for assistance with medication, medical supplies, and transportation. UPMC McKeesport is also growing a garden and creating a teaching kitchen to benefit patients and to educate them about healthy eating.

- Between June 2020 and May 2021, 19 patients and their families received thrive boxes from the Latterman Family Health Center.

Promoting Nursing Career Opportunities through Tuition Assistance

In 2020, UPMC McKeesport launched a new initiative to connect Community College of Allegheny County (CCAC) nursing school graduates with jobs at the hospital. In May 2020, 6 CCAC nursing student graduates joined the hospital's staff with a three-year commitment.

Providing Vaccines to Underserved Neighborhoods

UPMC McKeesport continues to partner with the McKeesport Hospital Foundation and local organizations to improve the health of the community by providing seasonal influenza vaccinations free of charge. During the 2019-2020 flu season, more than 2,300 vaccines were administered to community members by local EMS organizations. Site locations, such as senior centers, churches, and fire halls, targeted seniors and uninsured individuals. Since January 2021, UPMC McKeesport offered COVID-19 vaccine clinics at the hospital twice a week and there have been eight vaccine clinics located throughout the community on Saturdays. Through these efforts, more than 15,000 vaccines have been delivered to the community.

Encouraging Screenings to Detect Lung Cancer Early

The hospital continues to provide easy access to Low Dose CT lung screenings for patients who meet the parameters of the program's guidelines, as required by Medicare. This initiative began by offering four appointments two days per week. Demand grew quickly and the program now offers appointments two evenings per week and three Saturdays per month. Between January 2019 and June 2021, nearly 900 individuals were screened for lung cancer.

Connecting Seniors and Caregivers with Education and Resources

- **UPMC Senior Services:** Previously known as the Aging Institute at UPMC McKeesport Resource Center, UPMC Senior Services helps seniors and their caregivers connect with support services and receive counseling through its Help and Referral Line. The program also offers educational sessions on a range of topics, such as hospice and end-of-life interventions, winter safety, fall prevention, and fraud and scams. In response to COVID-19, UPMC Senior Services adapted its education sessions to a webinar format, offering workshops on Medicare 101 and legal and financial issues.
 - > From July 2019 to May 2021, 242 individuals participated in educational sessions, with 98 in-person attendees and 144 virtual attendees.
- **Living-at-Home Program:** This program provides care coordination for ongoing in-home care for older adults so that they can remain independent. In 2019 and 2020, an average of 34 clients in the McKeesport area received assistance with geriatric care coordination, resource planning, and medication management from a social worker, and from January to May 2021, 19 clients received services.

COMMUNITY PARTNERS:

Mon River Fleet, McKeesport Hospital Foundation, UPMC Health Plan, area EMS Services, McKeesport Healthier Communities PartnerSHIP, American Cancer Society, Stop the Bleed, the Aging Institute, Lifespan, UPMC Centers for Rehab Services, American Heart Association, Magee-Womens Imaging, UPMC Heart and Vascular Institute, Living-At-Home, Greater Pittsburgh Community Food Bank, 412 Food Rescue, Community College of Allegheny County, other community agencies

UPMC McKeesport Is Addressing High Priority Health Issues:

Adoption of the Implementation Plan

On June 10, 2022, the UPMC McKeesport Board of Directors adopted an implementation plan to address the significant health needs identified:

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

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.



Working to Advance Health Equity

UPMC McKeesport recognizes that a broad range of efforts both within and beyond health care will be instrumental in addressing issues that contribute to health disparities. UPMC McKeesport’s 2022-2025 Implementation Plan includes health equity-promoting programs and initiatives, which aim to help address socioeconomic and other factors that may contribute to health disparities. Efforts include:

- **Coordinating Care for Underserved Populations:** Referring underserved populations to local facilities to receive high-quality care and support services at no cost.
- **Promoting Food Security for Underserved Neighborhoods:** Increasing the convenience and accessibility of healthy food by exploring opportunities to offer a mobile market and grow produce at the hospital campus.

COMMUNITY HEALTH NEED

BEHAVIORAL HEALTH

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 addiction.

HEALTH PRIORITY

Opioid Addiction and Substance Abuse

GOAL

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

STRATEGY AND INTENDED ACTIONS

Strategy	Intended Actions
1. Provide comprehensive care to patients through integrated behavioral health, medical, and rehabilitation services.	<ul style="list-style-type: none"> • 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

TARGET POPULATION

General community

PLANNED COLLABORATIONS

UPMC Western Psychiatric Hospital, UPMC Western Behavioral Health at Mon Yough

COMMUNITY HEALTH NEED

BEHAVIORAL HEALTH

UPMC McKeesport is committed to expanding awareness of and access to behavioral health services and is exploring new methods of care and delivery to meet the complex needs of patients and their families. In collaboration with Community Care Behavioral Health Organization (CCBHO), UPMC McKeesport will provide outreach and education at community events — enabling providers to engage with patients and community members in community settings.

HEALTH PRIORITY

Access to Behavioral Health Services

GOAL

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

STRATEGY AND INTENDED ACTIONS

Strategy	Intended Actions
1. Generate greater access to and awareness of behavioral health services in the community.	<ul style="list-style-type: none"> • Raise awareness about available behavioral health services (e.g., marketing campaigns, pop-up events hosted by providers) • Offer an educational series around the grieving process and how to cope with behavioral health issues • Having referrals available to case management for all patients admitted

TARGET POPULATION

General community

PLANNED COLLABORATIONS

UPMC Western Psychiatric Hospital, community outreach groups, Mon Yough Community Services, UPMC McKeesport Emergency Department, UPMC East

COMMUNITY HEALTH NEED

ACCESS TO CARE AND NAVIGATING RESOURCES

UPMC McKeesport is taking a patient-centered approach to enhance care coordination for patients from the inpatient setting to post-acute settings and home environments.

HEALTH PRIORITY

Care Coordination

GOAL

Reduce complexities associated with navigating the health care system by optimizing transitions of care

STRATEGY AND INTENDED ACTIONS

Strategy	Intended Actions
1. Improve transitions between acute care settings, post-acute settings, and the home to provide a unified patient experience.	<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 Continue support for the Living-at-Home program, which provides care coordination for ongoing in-home care for older adults

TARGET POPULATION

General community, adolescents, seniors

PLANNED COLLABORATIONS

Community EMS, UPMC Health Plan, UPMC McKeesport Medical Staff, UPMC Senior Services, Allegheny Link, UPMC Western Behavioral Health at Mon Yough, Food Bank, 9th Street Clinic

COMMUNITY HEALTH NEED

PREVENTION AND COMMUNITY-WIDE HEALTHY LIVING

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.

HEALTH PRIORITY

Community Prevention and Wellness Initiatives

GOAL

Promote healthy living in the community and the hospital setting

STRATEGY AND INTENDED ACTIONS

Strategy	Intended Actions
1. Create an environment in which healthy food options are available for patients and their families.	<ul style="list-style-type: none"> • Work with UPMC Health Plan and Giant Eagle to evaluate possible options to establish a mobile market • Explore opportunities to establish and grow an edible garden on the hospital campus
2. Promote health and wellness in the community.	<ul style="list-style-type: none"> • Provide health and wellness education to the community • Offer preventive screenings and vaccinations
3. Explore opportunities to further address health disparities.	<ul style="list-style-type: none"> • Explore opportunities to collaborate with system-wide resources to address health disparities for the McKeesport community, targeting disparities linked to access to primary care

TARGET POPULATION

General community, medically underserved populations

PLANNED COLLABORATIONS

UPMC Health Plan, Giant Eagle, Primary Care physicians, McKeesport Hospital Foundation, Latterman Family Health Clinic, Mon Yough Chamber of Commerce, Lions Diabetes Foundation

Community Health Improvement Progress and Plan


*2019 – 2022 Progress Report and
2022 – 2025 Implementation Plan*



UPMC | MERCY

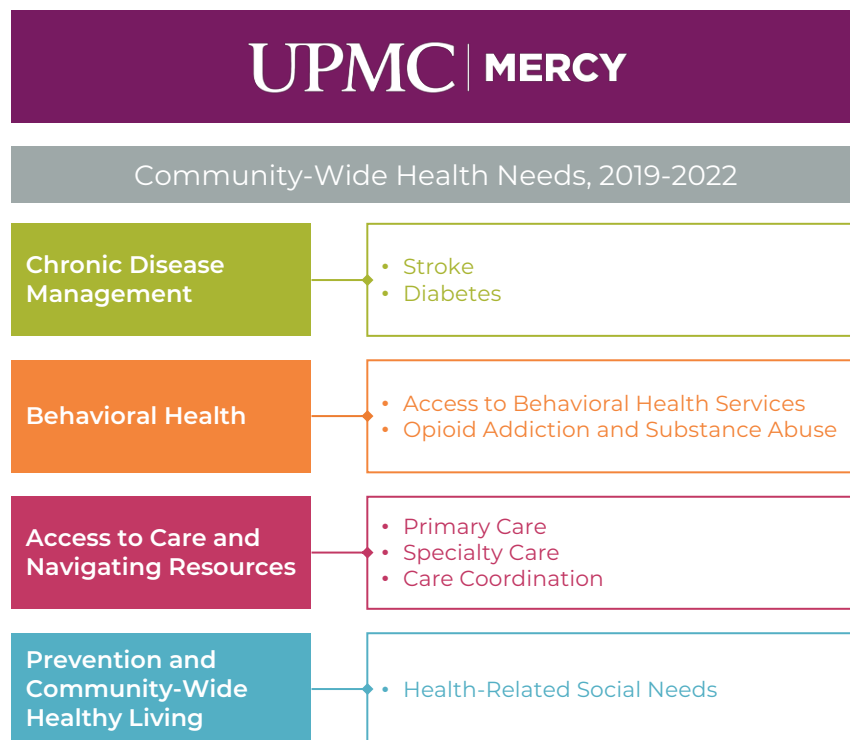
Caring for the Community

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 Comprehensive 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 is expected to open on the hospital’s campus. 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 2020		JOBS AND STRENGTHENING THE LOCAL ECONOMY	
	Licensed Beds	424	Employees	2,507
	Hospital Patients	20,838	Community Benefits Contributions	\$54.1 million
	Emergency Dept. Visits	49,617	Free and Reduced Cost Care	\$22.9 million
	Total Surgeries	13,872	Total Economic Impact of Hospital Operations	\$875.8 million

Addressing the Community’s Significant Health Needs

When the Fiscal Year 2019 CHNA was conducted, UPMC Mercy affirmed the following significant health needs:



Advancing Community Health Initiatives While Navigating the COVID-19 Pandemic

Beginning in March 2020, the COVID-19 pandemic disrupted Pennsylvania's communities, economy, and health care organizations. To help slow the spread of COVID-19 throughout the region, state and local governments issued community mitigation and social distancing measures, impacting UPMC Mercy's ability to implement planned community health improvement initiatives. As a result, UPMC Mercy temporarily suspended or modified in-person programs to promote social distancing, educated the community about the health risks of COVID-19, increased access to telehealth services, established COVID-19 testing and vaccine sites, and worked with state and local leaders to deliver COVID-19 vaccines. While UPMC Mercy navigated the complexities of the pandemic, the hospital continued to address identified health needs by developing innovative approaches and strategies to engage with its communities.

Chronic Disease Management

Stroke and Diabetes

UPMC Mercy continues to address stroke and diabetes through a wide variety of initiatives, including community education, screenings, and customized programming.

GOAL:

Increase awareness of chronic disease prevention, early warning signs, and management

STRATEGY:

Improve community awareness of stroke and diabetes prevention, detection, management, and support services

ACTIONS:

- ✓ Continue to maintain stroke certifications (e.g., Comprehensive Stroke Center, Awareness Initiative Certification)
- ✓ Provide education about signs and early symptoms of stroke, targeting patients, their families, and children
- ✓ Provide education and screenings at community events
- ✓ Offer support services for patients and caregivers
- ✓ Explore new approaches to enhance stroke care
- ✓ Increase stroke inpatient volume
- ✓ Integrate diabetes care into primary care practices
- ✓ Increase access to diabetes programs
- ✓ Increase awareness of diabetes within the community

TARGET POPULATION:

- General community
- Seniors
- Children and adolescents

PROGRAMS:

Stroke

- Stroke certifications
- Stroke care (e.g., 24/7 stroke coverage at UPMC Mercy)
- Stroke patient discharge follow-up phone call survey
- Community outreach and education (e.g., Strike Out Stroke for Schools program, “What to Expect Recovering from Stroke” booklet)
- Stroke Support Group
- 3-Day Stroke Camp

Diabetes

- Glucose to Goal
- Group Life Style Balance/National Diabetes Prevention Program
- Medical Nutrition Therapy Referral
- Community awareness and screening events (e.g., monthly mailings to key community partners)
- Small group education and support session

PROGRESS:**MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2019-2022)****164**Stroke Patients Served by
Stroke Coordinator*(January 2020 - December 2020)***2,400**Glucose to Goal Sessions for
600 Patients with Diabetes*(July 2019 - June 2021)***PROGRAM HIGHLIGHTS:*****Delivering Advanced Stroke Care***

UPMC Mercy works closely with emergency medical services (EMS) providers to ensure that care begins from the moment assistance arrives in a patient's home or in the field. At UPMC Mercy, a multidisciplinary team assembles to ensure that medical care is ready and waiting for the patient upon arrival. The hospital's advanced diagnostic capabilities enable specialists to provide rapid diagnoses and faster interventions and the hospital's state-of-the-art neurovascular suite allows clinicians to perform leading-edge diagnostic and endovascular interventional procedures on patients suffering from acute stroke and other neurovascular abnormalities. Though the COVID-19 pandemic impacted UPMC Mercy's stroke education programs, the hospital continued to provide stroke care and support. Efforts include:

- **Designated as a Comprehensive Stroke Center:** UPMC Mercy is certified as a Comprehensive Stroke Center by The Joint Commission and the American Heart Association/American Stroke Association. This is the highest level of stroke certification — earned by an elite group of hospitals recognized for providing state-of-the-art care for the most complex stroke cases.
- **24/7 Stroke Coverage:** Certification means UPMC Mercy is ready 24 hours a day, seven days a week and 365 days a year to deliver advanced stroke care.
 - > 24/7 coverage is supported by eight advanced practice providers (APPs) with stroke expertise, answering approximately 60 to 80 patient calls per month.
- **Stroke Support Group:** UPMC Mercy provides on-going support and resources to patients and their families. During the COVID-19 pandemic, the hospital adapted this support group for a virtual platform.
- **Stroke Rehabilitation:** UPMC Mercy's dedicated, inpatient Stroke Rehabilitation Unit gives patients and their families the care, information, and support they need during the critical first days and weeks of recovery.
 - > Between July 2019 and June 2021, 100 percent of stroke patients were assessed for their need for rehab prior to discharge.
 - > Between January 2019 and June 2021, the Stroke Rehabilitation Unit served 1,125 patients.
 - > UPMC Mercy's stroke program created education for patients admitted with COVID-19 about the elevated risk for thromboembolism after a COVID-19 diagnosis and provided it upon discharge.

Helping Patients Manage Diabetes

Established in 2015 at UPMC Mercy, the Glucose to Goal program helps individuals with diabetes manage their condition. Tapping into the latest technology, the program identifies patients who need help managing their disease and connects these individuals with certified diabetes educators who can help modify behaviors, such as controlling sugar levels through healthier eating, providing insulin training, and monitoring glucose levels. Accomplishments over the last three years include:

- Between July 2019 and June 2021, 2,400 education sessions were conducted for approximately 600 patients in the Glucose to Goal program, which is integrated into UPMC Mercy's Wound Center, Endocrinology Clinic, and two PCP offices.
- During the COVID-19 pandemic, the UPMC Diabetes Center enhanced education and safety measures for people with diabetes to stay at the lowest risk for contracting the COVID-19 virus. The Glucose to Goal program was adapted to video visits and phone appointments to continue to serve patients and the hospital worked to increase awareness that uncontrolled diabetes is a risk factor for poor COVID-19 outcomes.

COMMUNITY PARTNERS:

UPMC Stroke Institute, EMS Providers, local parishes, local schools, University of Pittsburgh Diabetes Institute, UPMC Health Plan, Pittsburgh Regional Initiative for Diabetes Education (PRIDE), other UPMC Diabetes Centers and community-based providers, primary care practices, endocrinologists, Department of Health, Health Promotion Council (HPC), Ophthalmologist, Association of Diabetes Care and Education Specialists (ADCES), American Diabetes Association (ADA), Juvenile Diabetes Research Foundation (JDRF), UPMC Health Plan, American Heart Association (AHA), American Stroke Association (ASA), Get With The Guidelines (GWTG), stroke camp.org, UPMC Rehabilitation Institute, Pittsburgh Pirates

Behavioral Health

Access to Behavioral Health Services and Opioid Addiction and Substance Abuse

UPMC Mercy continues to address the community's needs relating to behavioral health and substance use disorder through multiple channels, including partnerships with other community-based behavioral health services organizations and UPMC Western Psychiatric Hospital, outreach initiatives, and linking individuals to appropriate levels of care. UPMC Mercy strives to provide continuity of care to a culturally diverse patient population through its network of affiliates and partners. The hospital's behavioral health programs remain committed to serving individuals with substance use disorder and are dedicated to promoting the highest level of patient autonomy.

GOAL:

Increase awareness of and access to behavioral health resources, including support for people with substance use disorder

STRATEGY:

Take a comprehensive approach to addressing behavioral health and create programming to treat addiction and substance use

ACTIONS:

- ✓ Increase awareness of behavioral health services
- ✓ Expand access to behavioral health services (e.g., exploration of new integrated medical care unit)
- ✓ Train individuals in Applied Suicide Interventions Skills
- ✓ Leverage resources and connect behavioral health and detox patients to appropriate level and timely health care
- ✓ Continue to coordinate care and facilitate recovery following hospital discharge
- ✓ Continue efforts to link individuals recovering from substance use disorder with a peer when appropriate
- ✓ Explore new opportunities to provide access to opioid addiction and substance abuse services (e.g., conduct feasibility assessment for a Drug and Alcohol Drop-in Center)

TARGET POPULATION:

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

PROGRAMS:

Access to Behavioral Health Services

- Evaluation and Referral Center (ERC)
- Develop and operationalize integrated Medical Care Unit
- Continue ongoing collaboration with outpatient providers/agencies to improve access
- Applied Suicide Interventional Skills (ASIST)
- Community-based suicide prevention activities

Opioid Addiction and Substance Abuse

- Suboxone initiation program
- UPMC Medical Toxicology Telemedicine Bridge Program

- Peer Navigator Program
- Inpatient Medical Detoxification Unit
- Conduct feasibility assessment for a Drug and Alcohol Drop-in Center
- Facilitate coordination with ambulatory detox, Centers of Excellence, and other outpatient referral sources
- Meds-to-beds program offering Narcan kits at discharge
- Annual Drug and Alcohol Provider Fair
- Annual Recovery Walk

PROGRESS:**MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2019-2022)****5,252**

Patients Served at the Evaluation
and Referral Center (ERC)
(July 2019 - June 2021)

**1,244**

Patients Served by the Addiction
Medicine Nurse Liaison
(July 2019 - June 2021)

PROGRAM HIGHLIGHTS:*Offering Recovery-Focused Behavioral Health Care*

UPMC Mercy continues to provide robust care for individuals in need of acute behavioral health and detox services.

- **Evaluation and Referral Center (ERC):** Located within the Emergency Department, the ERC offers 24-hour access for individuals experiencing a behavioral health crisis. At this 12-bed unit, clinicians conduct initial psychiatric assessments and can recommend care plans that may include admission to UPMC Mercy or transfer to another facility, referrals to appropriate outpatient programs, or holding for an exam by a psychiatrist.
 - > Since 2019, UPMC Mercy has upgraded the ERC to mitigate environmental risks for patients with psychiatric safety concerns and provide a private area for individuals with substance use disorder to work with specialists.
 - > Over the past three years, the ERC has been fully integrated into the Department of Emergency Medicine, improving patient experience with streamlined communication between caregivers.
 - > From July 2019 to June 2021, the ERC evaluated 5,252 patients.
- **Suboxone initiation program:** When appropriate, patients with opioid use disorder who meet criteria for induction are able to receive a first dose of Suboxone in the Emergency Department. These patients are then referred to a lower level of care for follow-up next business day, provided resources for recovery support, and are monitored medically until discharge. The ability to allow patients with opiate use disorder an opportunity to move across a continuum of care without lapses and/or delay is critical for recovery efforts.
 - > Between October 2019 and March 2021, approximately 183 Emergency Department patients received Medication-Assisted Treatment (MAT) following an opioid use disorder encounter.
- **Internal Medicine Recovery Engagement Program (IM-REP):** In December 2020, IM-REP opened in a new location across the street from UPMC Mercy. IM-REP is focused on integrating primary care into comprehensive substance use disorder treatment. It was previously designated as the Center for Opioid Recovery (COR) in Pittsburgh's Oakland neighborhood.
- **UPMC Medical Toxicology Telemedicine Bridge Program:** UPMC Mercy works with UPMC Medical Toxicology to help provide bridge clinic services via telemedicine throughout Pennsylvania in collaboration with the PA Department of Drug and Alcohol Programs and local Single County Authorities (SCAs). Patients with substance use disorders (SUDs) who need urgent, but non-emergency medical treatment that cannot be obtained in a timely fashion can be connected to the UPMC Medical Toxicology team, who will perform a telemedicine evaluation with associated medication management from the comfort of the patient's home.
 - > Between April 2020 and June 2021, the telemedicine toxicology program as a whole scheduled 150 patients for 201 visits. Of the completed visits, approximately 75 percent were completed using audio-only telemedicine due to the patients' lack of access to internet or smartphone technology to complete audiovisual visits.
 - > Over the last three years, UPMC Mercy continued to move ahead with plans to open a physical location for the Bridge Program across the street from UPMC Mercy. This location will offer evening walk-in hours, increasing neighborhood access to urgent medical care for patients with substance use disorder.

- **Integrated Medical Care Unit (IMCU):** The IMCU is designed to provide additional specialized psychiatric care to patients admitted for emergent medical problems and who also have a serious mental illness which requires active psychiatric management. A team representing psychiatry, nursing, and social work collaborates with a medical team to provide coordinated, comprehensive care.
 - > The IMCU launched in July 2019, with an average daily census greater than seven – 90 percent occupancy.
- **Peer Navigator program:** Peer Navigators are members of a patient’s care team who have lived experience with substance use disorders (SUD), treatment, recovery, and wellness.
 - > Between November 2019 and June 2021, the hospital’s Peer Navigators had 1,201 unique patient encounters and 575 patient follow-up visits.
- **Addiction Medicine program:** The Addiction Medicine program is comprised of interconnected services. The primary, in-hospital service is a licensed, 18-bed, medically managed detoxification unit. The hospital’s specially certified team of doctors, nurses, counselors, and social workers provides around-the-clock care and substance withdrawal management, combines outstanding medical care with complete addiction treatment services, and safely and successfully guides people who are dependent on alcohol or drugs through the detox process.
 - > Between July 2019 and May 2021, there were 2,215 total admissions to UPMC Mercy’s Medical Detoxification Unit.
 - > Continued to adhere to the American Society of Addiction Medicine (ASAM) criteria as a gold standard for assessing patients at an appropriate level of care. Through continuous staff training, UPMC Mercy is helping to maintain a continuum of care to support a patient’s individual needs.
- **Addiction Medicine Nurse Liaison (AMNL):** Part of the hospital’s Addiction Medicine program, UPMC Mercy’s AMNL is a specialty nurse who consults with patients admitted to medical units with co-occurring substance use needs. The AMNL role coordinates transfer and flow of patients from medical units to the inpatient detoxification unit or to a lower level of substance use disorder care. In addition to level of care assessment and care coordination, the AMNL serves as a real-time educator to frontline staff and as a resource liaison for external patient services related to addiction needs.
 - > Between July 2019 and June 2021, the AMNL saw a total of 1,244 new patients.
 - > With the AMNL role, and by onboarding a Programmatic Nurse Specialist in 2021, UPMC Mercy is expanding coverage for specialty management of patients with substance use disorder — increasing access to behavioral health care and support for the community.

COMMUNITY PARTNERS:

UPMC Western Psychiatric Hospital, Community Care Behavioral Health Organization, Allegheny Health Choices, Inc., resolve Crisis Services, Centers of Excellence, Mercy Behavioral Health, Allegheny County Single County Authority, Pyramid Healthcare, Community 12-Step Sponsors, PA Organization for Women in Early Recovery (POWER)

Access to Care and Navigating Resources

Primary Care, Specialty Care, and Care Coordination

UPMC Mercy continues to address access and resource navigation issues in the community through an extensive suite of offerings, including enhancing prevention and chronic disease management strategies in primary care settings, expanding primary care services within the community, and targeting dedicated efforts to support care coordination for homeless populations.

GOAL:

Improve access to primary and specialty care, as well as improve follow-up care coordination for vulnerable populations

STRATEGY:

Take a comprehensive approach to increase access to care and enhance care coordination for at-risk populations

ACTIONS:

- ✓ Enhance opportunities with primary care providers to promote prevention and wellness efforts, care management, and care coordination
- ✓ Expand access to primary care providers
- ✓ Increase access to specialists at UPMC Mercy and within the community
- ✓ Expand and develop programs to support enhanced care coordination for homeless populations
- ✓ Provide education and increase awareness of supportive services in the community for patients to improve care transitions post-discharge

TARGET POPULATION:

- General community
- Medically underserved, low-income, homeless or unsheltered individuals

PROGRAMS:

Primary Care

- UPMC Mercy Primary Care initiatives
- Primary Care Provider recruitment

Specialty Care

- Telehealth
- Specialist recruitment

Care Coordination

- Bridge to Safety Net
- Medical Respite Care
- Post-acute care service education efforts
- Referrals to Safe Haven Hotel

PROGRESS:

MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2019-2022)



214

Referrals for Medical Respite Program
(July 2019 - September 2020)



100+

Homeless People Referred to Safe Haven Hotel to Quarantine
(November 2020 - May 2021)

PROGRAM HIGHLIGHTS:

Enhancing Care Coordination and Primary Care for Homeless Patients

Over the last three years, UPMC Mercy has continued to serve the homeless individuals in Pittsburgh. Programs include:

- **Bridge to Safety Net Program:** In collaboration with Operation Safety Net (OSN), an internationally recognized street medicine program for the homeless population in Pittsburgh, UPMC Mercy enhances care coordination, from the acute-care setting to street medicine. UPMC Mercy case managers and social workers refer patients and share relevant discharge information with OSN to provide optimal care post-discharge.
 - > Between July 2019 and September 2020, UPMC Mercy has referred 20 patients to OSN. Referrals continue to decrease as UPMC Mercy uses shelter and respite accommodations.
 - > During the COVID-19 pandemic, UPMC Mercy communicated with OSN about homeless individuals presenting to the Emergency Department with signs or symptoms of COVID-19 and, with patient consent, shared testing results to help coordinate care.
- **Medical Respite Program:** Medical Respite is post-acute medical care for patients experiencing homelessness or patients who are unstably housed who are too ill or frail from a physical illness or injury while living in shelter or on the streets but are not sick enough to be in a hospital. Over the last three years, UPMC continued to partner with Bethlehem Haven to support medical respite patients. As part of this effort, UPMC funds 15 beds for homeless patients in need of ongoing medical care following a hospital admission. Individuals referred to Bethlehem Haven receive medical care, insurance support, supplies, medications, and affordable housing assistance.
 - > Between July 2019 and September 2020, UPMC Mercy made 214 referrals to the Medical Respite program.
- **Safe Haven Hotel:** In partnership with the Department of Human Services, UPMC Mercy made more than 100 referrals to Safe Haven Hotel during the height of the COVID-19 pandemic. Safe Haven Hotel provided homeless individuals, or those with no safe place to quarantine, a place to stay.

Connecting Patients with Primary Care Providers

Termed the “No Doc Project,” UPMC Mercy’s Emergency Department and its hospitalists collaborate to identify patients without primary care providers (PCPs) and help to link them to Community Medicine Inc., (CMI) at UPMC Mercy.

- Between April 2020 and October 2020, 25 patients were seen through this effort.



Working Together to Build a New Homeless Shelter

Construction is underway for Second Avenue Commons, a new five story, 45,000-square-foot homeless shelter on Second Avenue near Downtown Pittsburgh. Unlike other shelters that serve homeless men or women and don’t allow pets and aren’t open during the day, the shelter will be open 24/7 and will accept people regardless of their situation – removing many barriers that prevent homeless people from seeking help.

UPMC joins city and county leaders, the Allegheny Conference on Community Development, Allegheny Health Network, Highmark Health, Hillman Family Foundation, Pittsburgh Mercy and Operation Safety Net, PJ Dick, and PNC in support for this \$21 million project that is being undertaken by Action Housing.

UPMC is supporting this project with \$6.75 million in in-kind donations. UPMC Mercy will play a key role in helping to operate a clinic at the shelter.

Building a Facility for Patients with Limited Mobility and Vision Impairment

In March 2019, UPMC broke ground on the new UPMC Mercy Pavilion at UPMC Mercy, which is being designed for the many patients in the Pittsburgh region and beyond who need physical rehabilitation and those who have diseases of the eye or vision impairment. The facility is projected to open in 2023 and will position UPMC at the global forefront of rehabilitation and ophthalmic research and care.

Once constructed, the 410,000-square-foot tower will house nine stories of collaborative space for clinicians, researchers, educators, and industry partners. The new building will also include an innovative, fully mocked-up apartment and street lab where patients can go through simulations that teach them critical life skills, enabled by vision performance testing and physical and vision rehabilitation. Other areas include exam rooms, an optical shop, a pharmacy, therapy stations, and a UPMC Centers for Rehab Services gym.

Linked by a bridge to the current inpatient rehabilitation units at UPMC Mercy, the new tower will significantly expand the UPMC Rehabilitation Institute's capacity for outpatient and follow-up care. Patients and clinicians will have access to world-renowned researchers who are pushing the boundaries of what is possible in rehabilitation care and utilizing novel technology to facilitate comprehensive recoveries, including advanced robotics and brain computer interface research.

COMMUNITY PARTNERS:

Action Housing, Allegheny Conference on Community Development, Allegheny Health Network, Allegheny Links, Bethlehem Haven, Department of Human Services, H2, Community Medicine Inc., Highmark Health, Hillman Family Foundation, Mercy Behavioral Health, Pittsburgh Mercy Family Health Center, Operation Safety Net, PJ Dick, PNC, Safe Haven Hotel, University of Pittsburgh Physicians, Brashear Association, UPMC Health Plan, UPMC Presbyterian Shadyside, post-acute providers, health care students

Prevention and Community-Wide Healthy Living

Health-Related Social Needs

UPMC Mercy is addressing prevention and community-wide health living in the community. Specific efforts include tackling health-related social needs such as employment outreach and training.

GOAL:

Improve awareness of employment opportunities at UPMC Mercy within the community

STRATEGY:

Continue to explore and provide programs and events regarding employment opportunities, job training, and community focus groups

ACTIONS:

- ✓ Increase awareness of and expand employment opportunities
- ✓ Provide job readiness workshops and job training programs
- ✓ Partner with local organizations to assist with community focus groups

TARGET POPULATION:

- General community
- Low-income, minority populations
- Children and adolescents (18-21)

PROGRAMS:

- Career fairs
- Interviewing events
- Job readiness workshops
- Project SEARCH
- Focus groups (e.g., housing)

PROGRESS:

MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2019-2022)



13

Years Participating in Project SEARCH
(2009 - 2022)



40

Patient Care Technicians Hired
(July 2020-June 2021)

PROGRAM HIGHLIGHTS:

Raising Awareness of Local Employment Opportunities

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

- **Hosting career fairs:** In September 2019, UPMC Mercy partnered with the Builders Guild of Western Pennsylvania and Mascaro Construction to provide job seekers with an opportunity to speak with recruiters and learn more about job opportunities — 15 individuals attended the job fair. Due to the COVID-19 pandemic, UPMC Mercy did not host any in-person career fairs between March 2020 and June 2021. However, the hospital is moving forward with plans to host a “Community All Access Day” to help educate the local community about employment opportunities when the new Vision and Rehabilitation Tower opens in 2023.

- In July 2020, UPMC Mercy partnered with the Energy Innovation Center (EIC) in Uptown, to participate in the Patient Care Technician (PCT) EIC program, a new, four-week, hands-on, and intensive training cohort. The PCT program focuses on the clinical skills required for the role, 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.
 - > Since July 2020, UPMC Mercy has hired 40 PCT EIC candidates into full-time roles.

Providing Job Readiness Training for Individuals with Disabilities

UPMC's Project SEARCH is 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.

- In 2019, UPMC Mercy kicked off its 11th cohort of trainees for the UPMC Mercy Project SEARCH program. Six trainees successfully completed the program and received their high school diplomas at UPMC Mercy during a graduation ceremony in June 2020. Since graduation, two trainees found employment at UPMC Mercy and two obtained jobs at other hospitals in the area.
- In 2020, UPMC Mercy entered its 12th year with Project SEARCH. Due to COVID-19, the 2020-2021 class of trainees were not onsite at UPMC Mercy. However, students are completing rotations at Goodwill and within the community, as well as attending alternative job readiness and life skills programs.
- In August 2021, UPMC Mercy kicked off its 13th cohort of nine trainees, who were hosted onsite for the 2021-2022 academic year.

Supporting Financial Education Workshops for the Community

In partnership with NeighborWorks Western Pennsylvania, UPMC Mercy conducted focus groups to help improve financial wellbeing and hosted several free workshops, which offered information about tackling student loans, de-mystifying credit, and preparing for retirement.

- Approximately 20 individuals attended workshops between June 2019 and August 2019.

COMMUNITY PARTNERS:

Allegheny County Department of Human Services, Allegheny County Office of Intellectual Disability, Allegheny County school districts, Auberle, Builders Guild of Western Pennsylvania, Energy Innovation Center, Goodwill of Southwestern Pennsylvania, InnovatePGH Talent Alliance, Nazareth Prep, Neighborhood Works, Pennsylvania Office of Vocational Rehabilitation, Partnership for Workforce Readiness and Retention, Pittsburgh Construction Workforce Partnership, Project SEARCH, UPMC Center for Engagement and Inclusion, UPMC Human Resources, UPMC Presbyterian Shadyside, UPMC Talent Acquisition, Uptown Partners of Pittsburgh

UPMC Mercy Is Addressing High Priority Health Issues:

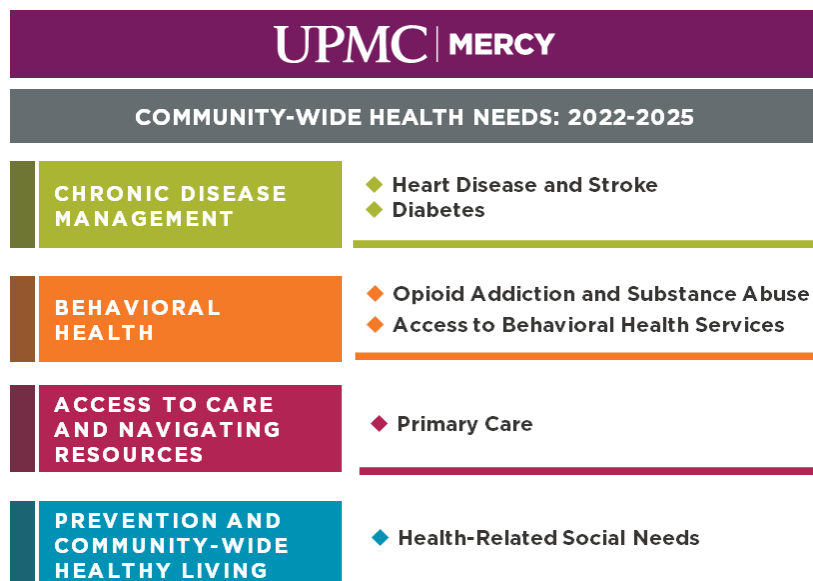
Adoption of the Implementation Plan

On March 8, 2022, the UPMC Mercy Board of Directors adopted an implementation plan to address the significant health needs identified:

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

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.



Working to Advance Health Equity

UPMC Mercy recognizes that a broad range of efforts both within and beyond health care will be instrumental in addressing issues that contribute to health disparities. UPMC Mercy's 2022-2025 Implementation Plan includes health equity-promoting programs and initiatives, which aim to help address socioeconomic and other factors that may contribute to health disparities. Efforts include:

- **Improving Access to Care for Medically Underserved Populations:** Establishing a walk-in clinic to offer same day appointments; providing medical, psychiatric, and substance use assessment, brief intervention, and referral to on-going programs for those who are experiencing homelessness throughout Pittsburgh.
- **Supporting Workforce Development Efforts:** Addressing socioeconomic disparities by collaborating with local organizations to offer job training and promote employment opportunities.

COMMUNITY HEALTH NEED

CHRONIC DISEASE MANAGEMENT

UPMC Mercy is a recognized leader in the community, providing state-of-the-art comprehensive stroke care to patients. UPMC Mercy will continue to address stroke through a wide variety of initiatives, including community education, screenings, and customized programs.

HEALTH PRIORITY #1

Heart Disease and Stroke

GOAL

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

STRATEGY AND INTENDED ACTIONS

Strategy	Intended Actions
1. Improve stroke awareness, prevention, and management.	<ul style="list-style-type: none"> • 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

TARGET POPULATION

General community

PLANNED COLLABORATIONS

UPMC Stroke Institute, UPMC Rehabilitation Institute, local EMS services, American Heart Association

COMMUNITY HEALTH NEED**CHRONIC DISEASE MANAGEMENT**

UPMC Mercy will continue to promote diabetes prevention and management through a variety of initiatives, including education, support services, and exploring new and innovative approaches to enhance care.

HEALTH PRIORITY #2

Diabetes

GOAL

Improve awareness of diabetes prevention and management

STRATEGY AND INTENDED ACTIONS

Strategy	Intended Actions
1. Positively impact the health of adult diabetic patients through education and support.	<ul style="list-style-type: none"> • 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 POPULATION

General community

PLANNED COLLABORATIONS

UPMC Mercy Pavilion, UPMC Stroke Institute, EMS providers, local parishes, local schools, University of Pittsburgh Diabetes Institute, Pittsburgh Regional Initiative for Diabetes Education (PRIDE), other UPMC Diabetes Centers and community-based providers, primary care practices, endocrinologists, DOH, Health Promotion Council (HPC), ophthalmologists, Association of Diabetes Care and Education Specialists, American Diabetes Association (ADA), Juvenile Diabetes Research Foundation (JDRF), UPMC Health Plan, American Heart Association (AHA), American Stroke Association, UPMC Wound Centers, and area hospitals

COMMUNITY HEALTH NEED

BEHAVIORAL HEALTH

UPMC Mercy will continue to address the community’s needs relating to behavioral health and substance use disorders (SUD) through multiple channels, including outreach initiatives, linking individuals to appropriate levels of care, and partnerships with UPMC Western Psychiatric Hospital and other community-based behavioral health services.

HEALTH PRIORITY #1

Opioid Addiction and Substance Abuse

GOAL

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

STRATEGY AND INTENDED ACTIONS

Strategy	Intended Actions
1. Take a comprehensive approach to addressing individuals’ substance use disorders by individualizing patient needs on a continuum of care.	<ul style="list-style-type: none"> • 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
2. Encourage adopting best practices when managing the biopsychosocial needs of individuals with substance use disorder.	<ul style="list-style-type: none"> • 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

TARGET POPULATION

General community, low-income and minority populations, individuals seeking substance use treatment

PLANNED COLLABORATIONS

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; Community Care Behavioral Health Organization; Allegheny Health Choices, Inc.; Centers of Excellence, including the Internal Medicine Recovery Engagement Program (IM-REP), and Latterman Family Health Center in McKeesport; UPMC Mercy Behavioral Health department; Pyramid Healthcare

COMMUNITY HEALTH NEED

BEHAVIORAL HEALTH

UPMC Mercy is addressing the growing need for behavioral health services by leveraging existing offerings and working collaboratively with community partners to establish new sites to deliver care.

HEALTH PRIORITY #2

Access to Behavioral Health Services

GOAL

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

STRATEGY AND INTENDED ACTIONS

Strategy	Intended Actions
1. Take a comprehensive approach to addressing behavioral health and create programming to treat patients.	<ul style="list-style-type: none"> Establish a walk-in clinic to offer same-day appointments and to provide medical, psychiatric, and substance use assessments, brief interventions, and referrals to on-going programs
2. Leverage existing programs to streamline accessibility within the organizational macrosystem.	<ul style="list-style-type: none"> 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 on-going needs Provide staff training on Applied Suicide Intervention Skills Training (ASIST)

TARGET POPULATION

General community, low-income and minority populations, individuals with a diagnosed behavioral health disorder and their families, homeless, unsheltered, and/or residents of Second Avenue Commons

PLANNED COLLABORATIONS

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

COMMUNITY HEALTH NEED

ACCESS TO CARE AND NAVIGATING RESOURCES

UPMC Mercy is enhancing access to primary care needs in the community by recruiting primary care physicians and advanced practice providers (APPs) to the area and continuing to offer expanded office hours for patients.

HEALTH PRIORITY

Primary Care

GOAL

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

STRATEGY AND INTENDED ACTIONS

Strategy	Intended Actions
1. Collaborate with residency programs to attract and retain primary care providers.	<ul style="list-style-type: none"> • Increase awareness of employment opportunities by participating in recruitment events and job fairs • Recruit primary care providers to better serve the local community
2. Enhance care coordination by expanding the reach of primary care services.	<ul style="list-style-type: none"> • Assess opportunities to establish primary care offices in new locations • Explore options to expand access to primary care at the UPMC Mercy South Side clinic • Continue offering telehealth services for primary care

TARGET POPULATION

General community

PLANNED COLLABORATIONS

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

COMMUNITY HEALTH NEED

PREVENTION AND COMMUNITY-WIDE HEALTHY LIVING

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

HEALTH PRIORITY

Health-Related Social Needs

GOAL

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

STRATEGY AND INTENDED ACTIONS

Strategy	Intended Actions
1. Improve awareness of employment opportunities at UPMC Mercy.	<ul style="list-style-type: none"> • Sponsor/attend recruitment events • Collaborate with local organizations to hire talent from within the community
2. Provide robust job readiness and on-the-job training programs to help prepare members of the community for employment.	<ul style="list-style-type: none"> • 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 POPULATION

General community, low-income, and minority populations, children, and adolescents

PLANNED COLLABORATIONS

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

Community Health Improvement Progress and Plan


*2019 – 2022 Progress Report and
2022 – 2025 Implementation Plan*



UPMC | PASSAVANT

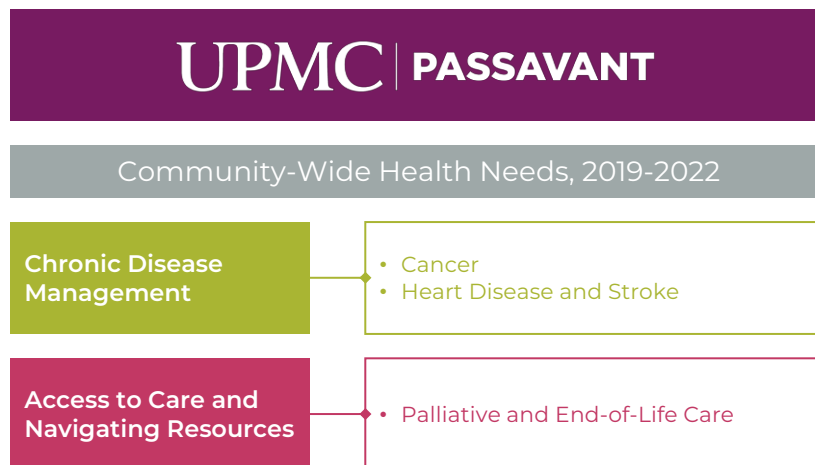
Caring for the Community

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 from the city in southern Butler County.

	VITAL STATISTICS Calendar Year 2020		JOBS AND STRENGTHENING THE LOCAL ECONOMY	
	Licensed Beds	423	Employees	1,950
	Hospital Patients	20,265	Community Benefits Contributions	\$22.5 million
	Emergency Dept. Visits	53,456	Free and Reduced Cost Care	\$12.9 million
	Total Surgeries	15,139	Total Economic Impact of Hospital Operations	\$753 million

Addressing the Community’s Significant Health Needs

When the Fiscal Year 2019 CHNA was conducted, UPMC Passavant affirmed the following significant health needs:



Advancing Community Health Initiatives While Navigating the COVID-19 Pandemic

Beginning in March 2020, the COVID-19 pandemic disrupted Pennsylvania’s communities, economy, and health care organizations. To help slow the spread of COVID-19 throughout the region, state and local governments issued community mitigation and social distancing measures, impacting UPMC Passavant’s ability to implement planned community health improvement initiatives. As a result, UPMC Passavant temporarily suspended or modified in-person programs to promote social distancing, educated the community about the health risks of COVID-19, increased access to telehealth services, established COVID-19 testing and vaccine sites, and worked with state and local leaders to deliver COVID-19 vaccines. While UPMC Passavant navigated the complexities of the pandemic, the hospital continued to address identified health needs by developing innovative approaches and strategies to engage with its communities.

Chronic Disease Management

Cancer and Heart Disease and Stroke

UPMC Passavant continues to expand upon its efforts to address cancer, heart disease, and stroke through a wide variety of initiatives, including community education, screenings, telehealth offerings, and care coordination efforts to support seniors as they transition to the next level of care.

GOAL:

Improve awareness of chronic disease prevention, early detection, and management

STRATEGY:

Take a comprehensive approach to combat chronic disease, from educational programs to expanding services for local access to care

ACTIONS:

- ✓ Expand cancer education, prevention, and support efforts, including colorectal screenings, lung cancer screenings, and smoking cessation programs
- ✓ Host cancer support programs, bereavement programs, and remembrance services
- ✓ Enhance care transitions for patients with chronic disease
- ✓ Enhance heart disease management through partnership with local gyms
- ✓ Promote education and prevention throughout the community
- ✓ Increase access to care for patients with chronic disease, targeting heart failure and Atrial Fibrillation patients

TARGET POPULATION:

- General community
- Seniors

PROGRAMS:

Cancer

- Colorectal screenings
- Lung cancer screenings
- Women's Cancer Education Series
- Cancer awareness presentations
- Living Life Post Cancer Treatment courses
- Smoking cessation programs
- Explore and launch pilot programs to help ensure smooth care transitions
- Cancer support groups
- CLIMB Cancer Support for Families
- Cancer Survivorship Program
- Cancer Survivorship Celebration
- Travelers' Aid
- Free Wigs

- Bereavement support
- Remembrance services

Heart Disease and Stroke

- Expansion of cardiac classes
- Partnerships with community gyms
- American Heart Association Heart Walk
- Community health fairs
- Screening events
- Partnership with UPMC Heart and Vascular Institute (HVI)
- Bridging the Gap, Heart Failure Initiative
- Atrial Fibrillation Center
- Tele-neurology for stroke patients
- Explore and launch pilot programs to help ensure smooth care transitions

PROGRESS:**MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2019-2022)**

First in Southwest Pennsylvania to Use The Monarch Robotic Bronchoscopy System
(May 2020)



338
Participants in Chemotherapy 101 Class
(November 2019 - May 2021)



239
Attendees of Cardiac Classes
(July 2019 - June 2021)

PROGRAM HIGHLIGHTS:**Expanding Services to Increase Access to Local Care**

Over the last three years, UPMC Passavant has continued efforts to grow local services in partnership with UPMC Hillman Cancer Center and UPMC Heart and Vascular Institute (HVI). Achievements include:

- Introduced cutting-edge imaging technology, TrueBeam STx, an advanced linear accelerator and radiosurgery treatment system that allows doctors to target hard-to-reach tumors and perform focused radiation therapies (May 2021)
- Became the first hospital in southwest Pennsylvania to use The Monarch™ robotic bronchoscopy system, which allows doctors to navigate deep inside the lungs for earlier, more precise detection of cancer (May 2020)
- Launched a minimally invasive heart valve program (August 2020)
- Started new cardiac procedure (November 2020)

Raising Awareness of Cancer Detection and Treatment

UPMC Passavant continued to offer educational programs about cancer prevention, detection, and treatment — adapting programs to virtual platforms in response to the COVID-19 pandemic.

- **Colon Cancer:** To help detect colon cancer early, UPMC Hillman Cancer Center at UPMC Passavant and Passavant Hospital Foundation presented free, virtual prevention education and screening sessions in 2020 and 2021.
 - > In 2020 and 2021, the hospital distributed more than 140 free FIT kits to attendees of virtual education sessions. If colon cancer was detected by the FIT kit, patients were offered additional education about colonoscopies or connected with an appropriate provider for treatment.
- **Chemotherapy 101:** The hospital successfully modified its Chemotherapy 101 classes for a virtual platform to address patient needs — with 338 participants between November 2019 and May 2021.

**Local Access to World-Class Care**

As UPMC's tertiary care center north of Pittsburgh, UPMC Passavant offers UPMC's brand of world-class medical care at two convenient campuses in McCandless and Cranberry to serve the communities and counties north of the city. UPMC provides a wide range of advanced health care throughout Pittsburgh's northern communities.

- Two advanced, 24/7 emergency departments that provide a high level of pediatric emergency care through telemedicine and specialty follow-up care, in partnership with UPMC Children's Hospital of Pittsburgh
- A unique advanced response unit (ARU), which is staffed with certified advanced care providers, who respond via 911 to support care of high acuity patients and critical care incidents — supporting local Emergency Medical Services
- State-of-the-art technology, including surgical robots, robotic bronchoscopy, and 3D imaging
- Nationally recognized for the highest standards of care — nursing excellence, safety, and patient outcomes

At UPMC Passavant, patients also have access to UPMC's renowned Magee, Hillman, and Heart and Vascular Institute physicians and care — without having to travel to the city.

Supporting Cancer Survivors

Cancer survivors are increasing in numbers and are living longer. UPMC Passavant offers a range of programs to help meet both the clinical and the psychological needs of these community members and their caregivers.

- **Cancer Survivorship Program:** In 2019, the hospital launched a new three-month program, “Moving Forward – Looking Great,” — with 18 total participants from July 2019 to March 2020.
- **Cancer Support Groups:** UPMC Passavant continues to promote cancer support groups, such as General Adult, Metastatic group, Young Adult group, and Living Life Post Cancer Treatment. Meetings are facilitated by the hospital’s community partners — Our Clubhouse and Cancer Caring Center. In addition to advertising these support groups, the hospital provides a space and snacks for in-person meetings. Between March 2020 and July 2021, support groups were adapted for virtual platforms, such as Zoom, and the hospital helped to promote awareness of these online meetings.
- **Cancer Survivorship Celebration:** In September 2020, the hospital displayed 1,000 luminaria bags at both UPMC Passavant campuses to honor cancer survivors and to remember those who have died from cancer. Due to the COVID-19 pandemic, the annual in-person celebration event was cancelled in 2020. However, the hospital sent 2,000 survivorship encouragement cards to patients and invited them to join a new online Survivorship Series, which launched in October and November 2020 — approximately 27 people participated in the virtual series from October 2020 to May 2021. The hospital updated the series and offered new sessions from October to December 2021 and displayed luminaria and lights in September 2021.



Providing Education and Support to Help Improve Heart Health and Reduce Stroke Risk

Over the last three years, UPMC Passavant, in partnership with UPMC Heart and Vascular Institute (HVI), continued to expand services and education for individuals with heart disease.

- **Expanded Cardiac Classes:** The hospital provides educational classes on a range of topics, including heart failure, heart health, and stress/relaxation to patients, families, and community members.
 - > Between July 2019 and May 2021, 239 people attended 72 total classes.
 - > In 2019, the number of classes grew by approximately 20 percent as compared to 2018. Due to COVID-19, classes were cancelled between March and May 2020 and resumed in June 2020.
 - > In July 2019, the hospital began hosting a new women and heart disease support group — enrollment has grown from three to 24.
 - > Due to COVID-19 restrictions, smoking cessation classes ceased. In 2021, the hospital initiated plans to launch a new eight-week Freedom from Smoking program. As a first step, two staff members will participate in the American Lung Association’s training.

- **Partnership with Heart and Vascular Institute (HVI):** Prior to COVID-19 restrictions, UPMC Passavant and HVI participated in several community events, including The Block Heart Screening, Butler Chamber of Commerce Wellness Expo, Go Red for Women, and Check Your Heart — with 110 total blood pressure screenings offered to attendees. When community events reopened in 2021, HVI participated in the Butler County Health and Wellness Fair, providing education and blood pressure screenings to 150 participants.
- **Atrial Fibrillation Center:** Established in 2017, the Atrial Fibrillation Center helps to improve access and quality of care for community members. In July 2020, the Center hosted a free, live webcast for the community titled, “Skipping a Beat” — 65 people participated in this interactive event.



Bringing Women’s Health Services to Pittsburgh’s Northern Communities

Opened in 2020, UPMC Magee-Womens Specialty Services at the UPMC Lemieux Sports Complex is located directly off Interstate 79 in Cranberry. This one-stop-shop provides women across Pittsburgh’s northern communities with access to leading UPMC Magee clinicians, the latest technology, and personalized care through all stages of their lives.

UPMC Magee-Womens Specialty Services works in coordination with expert surgeons and teams at UPMC Passavant and partners with UPMC Hillman Cancer Center. In addition to women’s health services, UPMC Children’s Express Care has an after-hours clinic inside the complex.

COMMUNITY PARTNERS:

Adagio Health, American Cancer Society, American College of Radiology, American Heart Association, Baierl YMCA, Cancer Caring Center, Cranberry Township Community Chest (CTCC) Community Day, Club Julian, local Emergency Medical Services (EMS), local churches, Our Club House, UPMC Passavant Cardiac Rehab, UPMC Heart and Vascular Institute, schools, Passavant Hospital Foundation, Community College of Allegheny County - North, community organizations and businesses, State Rep. Metcalfe

Access to Care and Navigating Resources

Palliative and End-of-Life Care

UPMC Passavant continues to provide compassionate care through palliative and end-of-life care programs.

GOAL:

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

STRATEGY:

Take a comprehensive approach to offer palliative and end-of-life services to the community

ACTIONS:

- ✓ Education initiatives to raise awareness of palliative and supportive care
- ✓ Provide patients with palliative and end-of-life care services via palliative care consults and goals of care discussions
- ✓ Provide patients and their families opportunities for bereavement and spiritual support

TARGET POPULATION:

- General community
- Seniors

PROGRAMS:

- Palliative care services
- Dedicated hospice rooms
- Bereavement support
- Remembrance services

PROGRESS:

MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2019-2022)



423

Patient Encounters for Palliative Care Services
(July 2019 - June 2021)



88

Attendees of Remembrance Services
(September 2019)

PROGRAM HIGHLIGHTS:

Promoting Quality of Life by Treating Symptoms

For patients living with a serious illness, palliative and supportive care can help them live more comfortably. UPMC Passavant, in collaboration with UPMC Palliative and Supportive Care Institute, provides specialists who work with patients and their medical teams to help with many aspects of illness. Through palliative and end-of-life care programs, UPMC Passavant assists patients and their families with managing pain and physical symptoms, as well as anxiety, depression, and how to cope with a serious illness.

- **Palliative Care Services:** The UPMC Passavant Pain and Supportive Care Clinic provides an opportunity to enhance continuity of care. This clinic is designed to provide specialty symptom management for patients with advanced and potentially life-limiting illness, such as cancer, cardiopulmonary disease, and dementia, by treating pain, nausea, anxiety, and other physical and emotional symptoms. The clinic is housed at the UPMC Hillman Cancer Center at Passavant, but is not limited to patients with a cancer diagnosis. It is a resource to assist patients and their families as they deal with quality of life issues surrounding any serious illness.
 - > Between November 2019 and June 2021, the clinic engaged with 423 patients.
 - > During the COVID-19 pandemic, the hospital continued to demonstrate its commitment to providing consistent care to cancer patients, developing new models of care to serve patients through telemedicine options. Between September 2020 and June 2021, the hospital provided approximately 150 telemedicine visits for palliative care.
- **Dedicated Hospice Rooms:** UPMC Passavant continues to offer two dedicated Comfort Care Rooms, providing end-of-life care to 31 patients between November 2019 and August 2020.

Offering Support and Guidance through Grief

Over the last three years, UPMC Passavant continued to reach out to the community — offering support to those who recently suffered a loss.

- **Bereavement Support:** UPMC Passavant, in conjunction with the UPMC Palliative and Supportive Institute, continues to offer support to patients, family, and community members dealing with the challenges of loss of a loved one.
 - > In 2019, the hospital hosted a six-week Grief Group for four attendees.
- **Remembrance Services:** The hospital continues efforts to help coordinate local remembrance services, which are run by community clergy.
 - > In September 2019, 88 individuals attended a remembrance event. Due to COVID-19, remembrance services were suspended in 2020 and 2021.

COMMUNITY PARTNERS:

AHN Hospice, Amedisys Hospice, Good Samaritan Hospice, National Ovarian Cancer Coalition, North Park, UPMC Family Hospice and Palliative Care, UPMC Hillman Cancer Center, local churches

UPMC Passavant Is Addressing High Priority Health Issues:

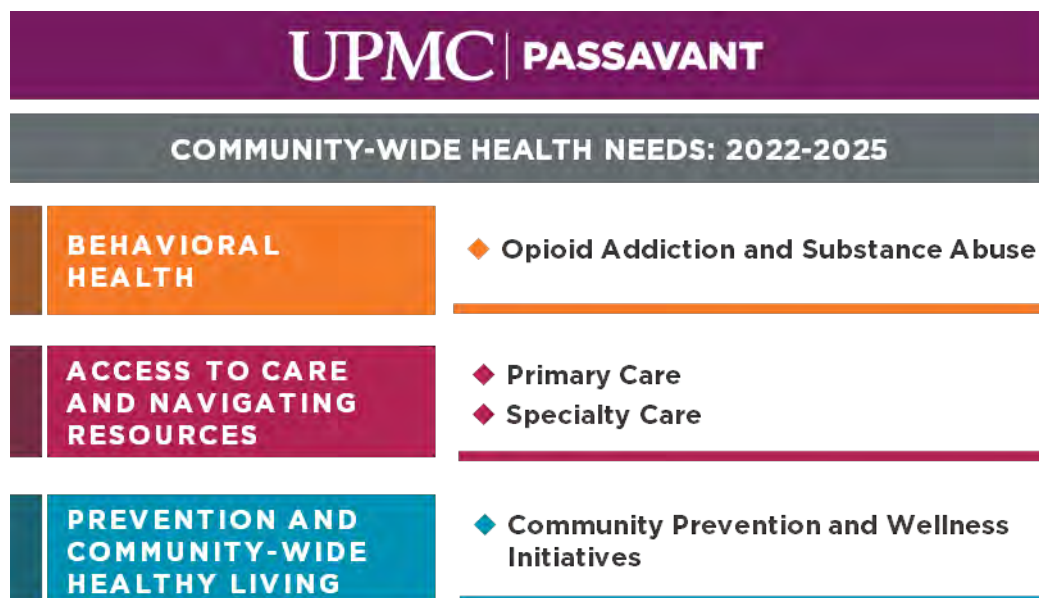
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- Access to Care and Navigating Resources
- Prevention and Community-Wide Healthy Living

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.



Working to Advance Health Equity

UPMC Passavant recognizes that a broad range of efforts both within and beyond health care will be instrumental in addressing issues that contribute to health disparities. UPMC Passavant's 2022-2025 Implementation Plan includes health equity-promoting programs and initiatives, which aim to help address socioeconomic and other factors that may contribute to health disparities. Efforts include:

- **Supporting Populations with Substance Use Disorders:** Engaging patients and their families in treatment and recovery options, including support services for low-income and medically underserved populations.

COMMUNITY HEALTH NEED

BEHAVIORAL HEALTH

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

HEALTH PRIORITY

Opioid Addiction and Substance Abuse

GOAL

Improve support and increase resources for those in the community struggling with opioid addiction and substance use disorder

STRATEGY AND INTENDED ACTIONS

Strategy	Intended Actions		
1. Enhance access to behavioral health and opioid abuse resources for patients and families.	<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 		

TARGET POPULATION

General community, low-income, underserved populations

PLANNED COLLABORATIONS

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

COMMUNITY HEALTH NEED

ACCESS TO CARE AND NAVIGATING RESOURCES

UPMC Passavant will continue to develop partnerships and assess opportunities to bring enhanced primary care services to the local community.

HEALTH PRIORITY #1

Primary Care

GOAL

Increase access to primary care services

STRATEGY AND INTENDED ACTIONS

Strategy	Intended Actions		
1. Enhance availability of primary care services in areas where there is currently no UPMC presence.	<ul style="list-style-type: none"> Recruit additional primary care providers Explore opportunities to add new primary care office locations in the community 		

TARGET POPULATION

General community, children and adolescents

PLANNED COLLABORATIONS

Local Primary Care Physicians, UPMC Community Medicine Inc.

COMMUNITY HEALTH NEED**ACCESS TO CARE AND NAVIGATING RESOURCES**

UPMC Passavant will continue to develop partnerships and assess opportunities to bring specialty care services to the local community.

HEALTH PRIORITY #2

Specialty Care

GOAL

Increase access to specialty care services

STRATEGY AND INTENDED ACTIONS

Strategy	Intended Actions		
1. Enhance availability of specialty care services, targeting areas where there is currently no UPMC presence.	<ul style="list-style-type: none"> Recruit new specialty care providers Explore opportunities to open additional specialty care offices to serve the local community Continue to partner with UPMC Children's Hospital of Pittsburgh for pediatric patients seen in UPMC Passavant's Emergency Departments 		

TARGET POPULATION

General community, children and adolescents

PLANNED COLLABORATIONS

Passavant Hospital Foundation, UPMC University of Pittsburgh Physicians, UPMC Heart and Vascular Institute, UPMC Children's Hospital of Pittsburgh

COMMUNITY HEALTH NEED**PREVENTION AND COMMUNITY-WIDE HEALTHY LIVING**

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

HEALTH PRIORITY

Community Prevention and Wellness Initiatives

GOAL

Promote preventive health and wellness throughout the community

STRATEGY AND INTENDED ACTIONS

Strategy	Intended Actions
1. Take a comprehensive, community-oriented approach to improve the health and wellness of residents in the community.	<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
2. Enhance cancer, heart disease, and stroke, awareness, prevention, detection, and management within the community.	<ul style="list-style-type: none"> • 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

TARGET POPULATION

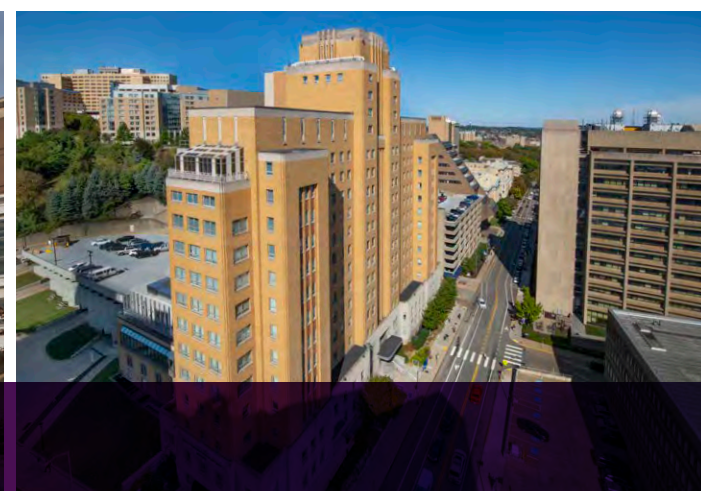
General community, seniors

PLANNED COLLABORATIONS

Passavant Hospital Foundation, state representatives, North Allegheny School District, Cranberry Township Community Chest, Butler County Chamber of Commerce, The Block Northway, UPMC Magee Women's Hospital, UPMC Passavant Domestic Violence Advisory Council, Community College of Allegheny County, local YMCAs, Club Julian, UPMC Passavant Cardiac Rehab, American Heart Association, UPMC Heart and Vascular Institute, UPMC Hillman Cancer Center, local Emergency Medical Services (EMS), Adagio Health, American Cancer Society, community organizations and businesses, local churches, schools

Community Health Improvement Progress and Plan

*2019 – 2022 Progress Report and
2022 – 2025 Implementation Plan*



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.

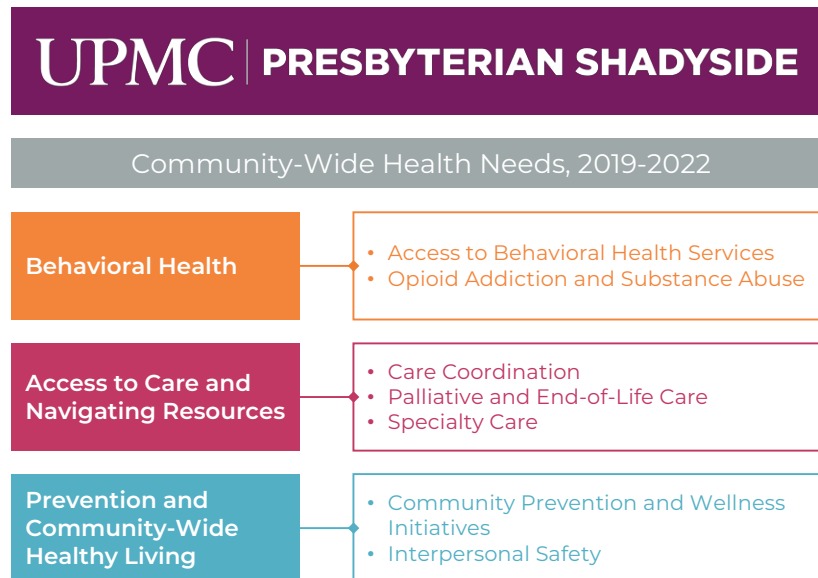
UPMC Presbyterian Shadyside provides area residents with access to medical, surgical, behavioral health, rehabilitation, and transitional care, as well as cutting-edge medical services. Specialized services include transplants, CT imaging, digital mammography, minimally invasive surgery, cardiothoracic 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 2020		JOBS AND STRENGTHENING THE LOCAL ECONOMY	
Licensed Beds	1,261	Employees	9,599
Hospital Patients	54,682	Community Benefits Contributions	\$657.6 million
Emergency Dept. Visits	82,105	Free and Reduced Cost Care	\$159.2 million
Total Surgeries	39,851	Total Economic Impact of Hospital Operations	\$4.7 billion

Addressing the Community's Significant Health Needs

When the Fiscal Year 2019 CHNA was conducted, UPMC Presbyterian Shadyside affirmed the following significant health needs:



Advancing Community Health Initiatives While Navigating the COVID-19 Pandemic

Beginning in March 2020, the COVID-19 pandemic disrupted Pennsylvania's communities, economy, and health care organizations. To help slow the spread of COVID-19 throughout the region, state and local governments issued community mitigation and social distancing measures, impacting UPMC Presbyterian Shadyside's ability to implement planned community health improvement initiatives. As a result, UPMC Presbyterian Shadyside temporarily suspended or modified in-person programs to promote social distancing, educated the community about the health risks of COVID-19, increased access to telehealth services, established COVID-19 testing and vaccine sites, and worked with state and local leaders to deliver COVID-19 vaccines. While UPMC Presbyterian Shadyside navigated the complexities of the pandemic, the hospital continued to address identified health needs by developing innovative approaches and strategies to engage with its communities.

Behavioral Health

Access to Behavioral Health Services and Opioid Addiction and Substance Abuse

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:

Increase awareness of and access to behavioral health resources, including support for people with substance use disorder

STRATEGY:

Take a comprehensive approach to addressing behavioral health across the UPMC network

ACTIONS:

- ✓ Create programming to stem addiction and substance use
- ✓ Increase access to behavioral health services for multiple patient populations
- ✓ Better integrate medical and behavioral health care

TARGET POPULATION:

- General community
- Children and adolescents
- Seniors
- Homeless people (medically underserved, low-income, minority populations)

PROGRAMS:

Access to Behavioral Health Services

- **Tele-Behavioral Health Program** (e.g., Pediatric Psychiatry Telephone Consult Service)
- **Child and Adolescent Services** (e.g., Co-Located Pediatric Offices, Prevention Education, Early Childhood Centers Receiving Evidence-Based Prevention and Intervention Services, Early Intensive Behavioral Intervention, Conroy School-Merck Intensive Day Treatment Program)
- **Adult Services** (e.g., Western Wellness, Adult Behavioral Health, Eating Disorders Programs and Training)
- **Geriatric Services** (e.g., Geriatric Psychiatry at UPMC Benedum Geriatric Center, Geriatric In-Home Clinic)
- **Center for Autism and Developmental Disabilities** (e.g., Therapeutic Early Autism Program, Autism Spectrum Disorders Early Detection and Treatment Programs)
- **Comprehensive Recovery Services** (e.g., Blended Services Coordination Wellness Initiative, Neighborhood Living Programs, Healthy Housing Outreach Community Engagement Clinic, Vocational Center and CSE Program)
- **Psychiatric Emergency Services**
- **Professional Training** (e.g., Student Assistance Programs)

Opioid Addiction and Substance Abuse

- **Addiction Services** (e.g., Narcotic Addiction Treatment Program, Center of Excellence, Peer Navigator Program, SMART Choices, Prescribing Initiative)

PROGRESS:

MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2019-2022)



16%
Increase in Patient Volumes Year-Over-Year, Showing Improved Access to Behavioral Health Services
(July 2019 – June 2021)



1,100+
Patients of Western Wellness
(July 2019 – June 2021)



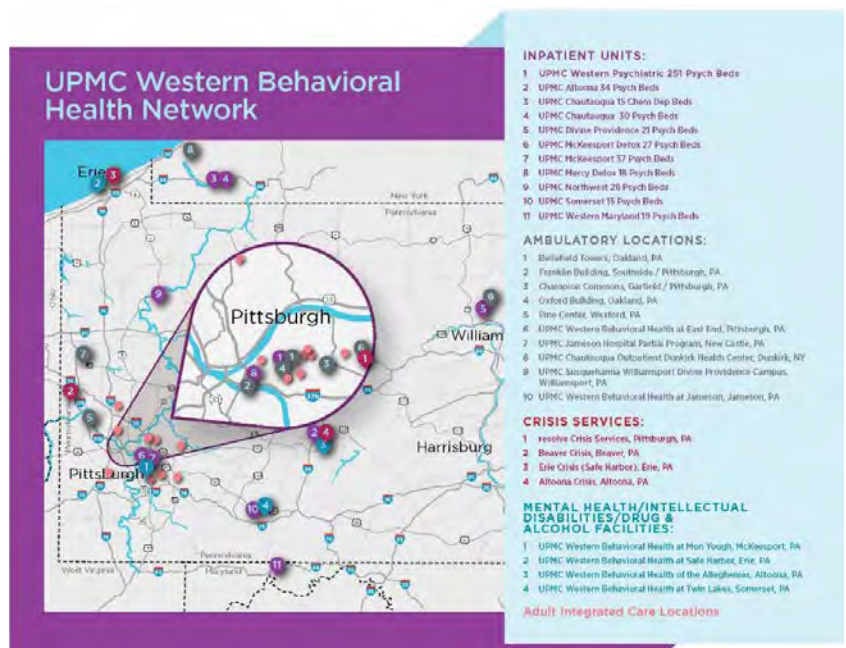
750
Staff Members Trained and Equipped with Virtual Technology
(March 2020 – October 2020)

PROGRAM HIGHLIGHTS:

Improving Access with Expanded, Integrated Care Across UPMC’s Network

UPMC Western Behavioral Health is UPMC’s system-wide network of behavioral health services, including UPMC Western Psychiatric Hospital. UPMC Western Behavioral Health oversees a wide array of behavioral health services for children and adults and provides cutting-edge programs and compassionate care for all types of psychiatric conditions and mental health disorders. UPMC Western Behavioral Health improves access to mental health resources and provides a direct link to research-based care for many behavioral health conditions at UPMC Western Psychiatric Hospital. Working across a broad geography, UPMC Western Behavioral Health is enhancing the consistency and integrity of behavioral health services by:

- **Coordinating inpatient services available across the UPMC system:** With 490 licensed psychiatric inpatient beds across nine UPMC hospitals, more than 12,700 children through seniors are admitted to inpatient behavioral health care.
- Extending care expertise to a network of convenient outpatient locations throughout western Pennsylvania, including regionally located, licensed providers in Altoona, Erie, McKeesport, and Somerset.
- **Addressing the needs of adult populations with short-term therapy needs:** In 2019, UPMC Western Behavioral Health established Western Wellness, a new program designed to serve adults seeking access to short-term therapy services. The program offers virtual appointments or in-person visits in stand-alone outpatient behavioral health offices.



> Between July 2019 and June 2021, there were more than 1,100 patients of Western Wellness providers.

Leveraging Tele-Behavioral Health to Expand Access to Services

The Tele-Behavioral Health Program has worked to bring world-class specialists to rural and underserved communities in Pennsylvania for years, and this program has grown each year, through expansion to multiple counties, ambulatory clinics, and inpatient consultative programs. During 2020, a new priority was added to this program: to preserve access for the most vulnerable behavioral health populations, throughout the pandemic.

- **Meeting increased demand for virtual visits:** In March 2020, the telepsychiatry team quickly coordinated with key stakeholders to guide the rapid transition of in-person visits to video visits, including direct-to-consumer care throughout UPMC Western Behavioral Health's network. Within three days, the providers who serve ambulatory patients at the Bellefield Tower location were trained and equipped with technology to sustain support of multiple programs, and within weeks, all of UPMC Western Behavioral Health's ambulatory programs were also equipped. Throughout the pandemic, learning and innovation continued to evolve such that 750 UPMC behavioral health staff were trained and equipped with new technology. As a result of this transition to virtual care, UPMC Western Behavioral Health was able to provide continuity, adapting services to help maintain social distancing and reduce the spread of COVID-19.
 - > Between March 2019 and March 2021, behavioral health staff conducted an average of 23,611 patient encounters per month. From April 2020 to October 2020, behavioral health staff conducted more than 10,000 video visits per month — demonstrating the hospital's rapid conversion from in-person ambulatory activity to telemedicine.

Enhancing Patient and Visitor Experiences

In 2019, UPMC Western Psychiatric opened a new space for emergency psychiatric care and evaluation. The hospital renovated its Diagnostic Evaluation Center (DEC) into a newly designed department, now called Psychiatric Emergency Services (PES). More than 14,000 assessments are performed annually for patients who come through the PES department, which is located on the fifth floor of the hospital. To design the PES department, the hospital sought input from many stakeholders, patients and families, staff, Allegheny County, Jewish Healthcare Foundation, National Alliance on Mental Health (NAMI), and Community Care Behavioral Health Organization. The PES delivers care in a larger, more inviting environment, maximizes staff resources, enhances the comfort of patients and visitors, and aims to reduce wait times and improve the patient experience. The PES features:

- Complete multidisciplinary evaluations for all ages and conditions.
- Three separate milieu areas with dedicated treatment rooms, including a dedicated area for children and adolescents.
- Interactive activities for children and adolescents.
- Chairs that easily convert to beds for comfortable waiting.

REDUCING STIGMA ASSOCIATED WITH MENTAL ILLNESS

Over the last three years, UPMC Western Behavioral Health continued efforts to reduce stigma associated with mental illness and to engage with the community to serve patients in unique ways. Accomplishments include:

Holidays from the Heart: In 2020, the hospital collaborated with community partners to launch Holidays from the Heart, a gift drive for child and adolescent patients who spent their holiday in UPMC Western Psychiatric Hospital. More than 80 children and adolescents, who were receiving inpatient care during the 2020 holiday, received gift bags stuffed with blankets, cozy socks, Legos, Slime, puzzles, and bracelets. The 2021 gift drive expanded to include all 251 inpatients at the hospital.



Music Mends

Minds: In 2021, UPMC Western Behavioral Health established Music Mends Minds, an initiative that provides funding for patients to audition and become part of a musical ensemble of peers. The initiative also includes an opportunity for interested patients to be mentored by local Pittsburgh musicians in their instrument of choice.



Pioneering Addiction Treatment and Recovery Services throughout Pennsylvania

UPMC Western Behavioral Health is committed to providing addiction programs that are patient-oriented, research-based, and recovery-focused. UPMC Western Behavioral Health seeks to engage individuals through motivational, culturally competent, goal-focused treatment, in compassionate, caring environments, at accessible community locations. Efforts include:

- **Narcotic Addiction Treatment Program:** Launched in 2016, the Narcotic Addiction Treatment Program provides outpatient treatment services for people with opioid use disorder. The program helps link patients with medical comorbidity to Primary Care Providers (PCPs) and to coaching and wellness groups.
 - > In 2019 and 2020, the program increased capacity, allowing for an additional 100 methadone patients to be treated.
- **Addiction Services:** During the COVID-19 pandemic, UPMC Western Behavioral Health adapted its addiction services to sustain patient care remotely by changing the frequency of medication dispensing to a subset of patients deemed most stable.
- **Medication Assistance Programs:** Over the last three years, the hospital's Center of Excellence and warm-hand-off program continued to engage patients suffering from addiction in emergency rooms and crisis centers and helped to ensure they are escorted to an appropriate treatment center. UPMC Western Behavioral Health has also collaborated with UPMC's Department of Internal Medicine and with UPMC Magee-Womens Hospital, on their respective addiction centers, to integrate behavioral health expertise into medication assistance programs for patients with complex medical conditions, and for perinatal women.

Expanding SMART Choices to Help Identify Addiction in At-Risk Youth

Over the last four years, UPMC Western Psychiatric and UPMC Children's Hospital of Pittsburgh continued to expand the Screening, Motivational interviewing, And Referral to Treatment (SMART) Choices program. SMART Choices provides families with access to adolescent and parent support in a nationally recognized, integrated primary care/behavioral health model. SMART Choices screening occurs at all well-child visits starting at age 11, allowing pediatricians to begin the conversation — with youth and families — about ways to make safe choices and helping to improve access to quality care.

- In partnership with Allegheny and Armstrong counties, SMART Choices engaged local community organizations in a year-long learning project to implement a collaborative care model. The collaborative care model started in spring 2020 and has received 76 referrals to date.
- In 2021, SMART Choices expanded to four additional behavioral health programs and multiple school districts, helping therapists and school personnel develop skills to help children and families affected by adolescent substance use.
 - > Between July 2019 and August 2020, 95,857 screenings were completed, with 12,399 positive screening results and brief intervention/advice provided to 2,156 patients.

COMMUNITY PARTNERS:

UPMC Presbyterian Volunteer Services, University of Pittsburgh, Pitt Medical School, Community Care Behavioral Health Organization, UPMC Community Provider Services, UPMC Children's Hospital of Pittsburgh, Children's Community Pediatrics, Community-Based Mental Health Services, Allegheny County Drug and Alcohol Services, Tobacco Free Allegheny, early childhood centers, state and local Departments of Human Services

Access to Care and Navigating Resources

Care Coordination, Palliative and End-of-Life Care, and Specialty Care

UPMC Presbyterian Shadyside continues to address access and resource navigation issues in the community through a variety of channels, including enhancing care coordination efforts (with a dedicated focus on stroke patients), supporting patients with palliative and end-of-life care, and providing access to the hospital's world-renowned specialists through extensive telehealth offerings for residents to receive the best quality care in communities across Pennsylvania.

GOAL:

Improve care coordination and support of appropriate levels of care and increase access to specialty care

STRATEGY:

Take a comprehensive approach to enhance care coordination, support palliative and end-of-life care, and improve access to specialty care

ACTIONS:

- ✓ Provide care coordination for complex stroke patients
- ✓ Raise awareness of palliative and supportive care
- ✓ Provide patients with palliative care consults and goals of care discussions
- ✓ Support dying patients who have no family members or whose family members are unable to travel to UPMC Presbyterian Shadyside
- ✓ Develop a plan to expand and operationalize specialty and sub-specialty telehealth offerings
- ✓ Offer telehealth visits to support hospitals and outpatient centers across the UPMC system

TARGET POPULATION:

- General community

PROGRAMS:

Care Coordination

- Post-discharge coordination initiative for stroke patients

Palliative and End-of-Life Care

- Provider education and National Health Care Decision Day
- Palliative care services
- No One Dies Alone

Specialty Care

- Telehealth Program
- Connected Care
- Expansion of trauma and organ transplant services

PROGRESS:

MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2019-2022)



70,000

Video Visits from Hospital-Based Clinics
(March 2020 - December 2020)



10,376

Patients Enrolled in Remote Monitoring
(July 2019 - December 2020)

PROGRAM HIGHLIGHTS:

Increasing Access to Care with Telehealth

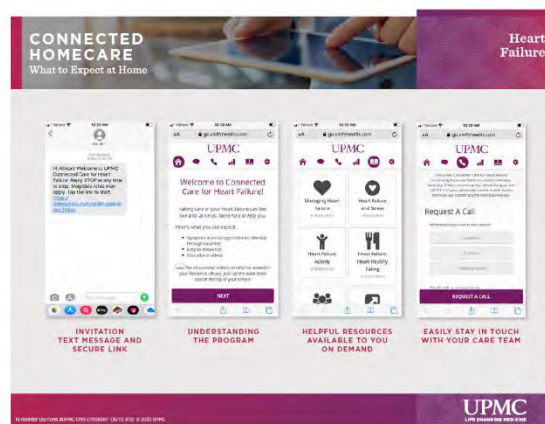
The UPMC Telehealth Program connects small or rural community hospitals and outpatient locations to specialists at UPMC, allowing patients to receive world-class care close to home. Led by UPMC Presbyterian Shadyside, UPMC's Telehealth Program helps to increase access to care, improve patient outcomes, and reduce health care costs.

- UPMC's physicians provide real-time consultations, in 35 specialty and subspecialty clinical services, for emergent care, real-time consultations, pre- and post-operative surgical care, and home monitoring. UPMC's telehealth services aid in the diagnosis and care of urgent conditions, such as stroke and emergency medicine, as well as support complex and chronic cases, such as rheumatology and dermatology.
- Spurred by the COVID-19 pandemic, UPMC's Telehealth Program developed new and innovative uses for telemedicine in 2020. For instance, Tele Intensive Care, which provides critical physician expertise coverage across hospitals in need, now serves 16 hospitals.
- **The hospital's telehealth programs experienced exponential growth:**
 - > From March 2020 to December 2020, completed nearly 70,000 video visits from hospital-based clinics — including the hospital's Medicine, Family Medicine, and Dermatology departments.
 - > Through June 2021, UPMC Presbyterian Shadyside saw 42 percent of patients via telemedicine.
 - > Averaging 6,400 tele visits per month vs. approximately 250 pre-COVID.

Improving Health Outcomes with Remote Patient Monitoring

Connected Care is a remote monitoring program used by UPMC Home Healthcare as a way for a health care team to keep track of a patient's health when they are not in the hospital through the convenience of a smartphone. Connected Care offers a provider access to information about a patient's progress, tracks how nurses are caring for a patient, and includes a portal for patients to ask questions in near real-time. Launched in 2016 for patients with Congestive Heart Failure (CHF), Connected Care has seen significant growth from 2019 to 2021. Accomplishments include:

- **Expanded programs:** Connected Care now offers 13 programs for patients, including CHF, Advanced Illness Care, ALS, Chartwell pharmacy, chronic pain management, COPD, COVID-19, gestational diabetes management, hospice, hospital discharge, long-term hypertension, postpartum hypertension, and pediatric liver transplant.
- **New locations:** Programs are now available at 15 UPMC hospitals – monitoring patients across 47 Pennsylvania counties.
- **Jump in patient volumes:** Over the last three years, Connected Care made significant strides to improve the patient interface capabilities and grow enrollment.
 - > Since inception in 2016, 10,736 patients have been enrolled — with 2,713 in 2020.
 - > Since 2016, Connected Care has seen an 85 percent opt-in rating across all programs and a 90 percent satisfaction rating across all programs.



- **Clinical successes:** In 2019, Connected Care focused on growing the postpartum hypertension program, which has seen positive clinical outcomes – reducing unnecessary clinic visits and changing medications.
 - > Postpartum hypertension: 48 percent avoidance of one-week follow-up appointment, 90 percent compliance for 6-week follow-up appointment.
 - > Chartwell pharmacy: 90 percent of enrolled patients were 100 percent compliant with medications.

COMMUNITY PARTNERS:

UPMC Presbyterian Volunteer Services, University of Pittsburgh School of Medicine, UPMC Palliative and Supportive Institute, UPMC Health Plan, UPMC Community Provider Services, UPMC Home Healthcare, Innovative Homecare Solutions

Addressing Prevention and Community-Wide Healthy Living

Community Prevention and Wellness Initiatives and Interpersonal Safety

UPMC Presbyterian Shadyside continues to address preventive health and wellness through an extensive suite of programs, including community education, screenings, and customized programming for concussion care and injury prevention.

GOAL:

Increase awareness of healthy behaviors for disease prevention, detection, and management, and how to respond to a mass casualty event

STRATEGY:

Take a comprehensive, community-oriented approach to improve the health and wellness of residents

ACTIONS:

- ✓ Provide cancer screenings and preventive education and host Integrative Cancer Wellness Fair
- ✓ Provide concussion baseline testing to youth and recreational athletes
- ✓ Provide cardiovascular screening events and education
- ✓ Continue to vaccinate patients against influenza and pneumonia

TARGET POPULATION:

- General community

PROGRAMS:

Preventive Screenings and Health Education

- Flu and pneumonia vaccinations
- HeadsUP Pittsburgh
- Cancer screenings
- Healthy Choices for Students Program
- COACH Community Outreach and Cardiovascular Health (COACH)

- Senior prevention and wellness initiatives
- Integrative Wellness Program
- Center for Integrative Medicine at UPMC Shadyside

Interpersonal Safety

- Stop the Bleed

PROGRESS:

MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2019-2022)



190,000+
First Doses COVID-19
Vaccines Administered
to Community Members
(January 2021 - May 2021)



10,674
Concussion Baseline
Tests for High School
and College Athletes
(2020 - 2021 Academic Year)



56,000+
Individuals Trained
through Stop
the Bleed Sessions
(2015 - 2020)

PROGRAM HIGHLIGHTS:

Providing Vaccines throughout Southwest Pennsylvania

UPMC Presbyterian Shadyside continues to improve the health of the community by providing seasonal influenza and pneumonia vaccinations free of charge. Achievements over the last three years include:

- > During the 2019-2020 flu season, more than 8,400 vaccines were administered to patients during inpatient stays and to seniors in the community.
- > During the 2020-2021 flu season, the hospital partnered with senior living communities, RxPartners, and Giant Eagle to set-up flu shot clinics at six outreach sites.
- > Between January 2021 and May 2021, UPMC Presbyterian Shadyside helped to coordinate COVID-19 vaccine clinics throughout Pittsburgh and its surrounding communities. Through these efforts, approximately 190,000 first doses were administered to community members, such as health care workers, long-term care residents and staff, and more than 82,000 vaccines were administered to UPMC employees.

Raising Awareness about Concussions in Children

HeadsUP Pittsburgh, a partnership between UPMC Sports Medicine and the Pittsburgh Penguins Foundation, offers baseline concussion testing, as well as educational programs, to athletes in every major sport, cheerleading, dance, and other physical activities. Since 2011, HeadsUP has baseline tested nearly 25,000 young people across 31 different sports and provided concussion education awareness to parents, coaches, referees, and teachers. Between July 2019 and June 2021, the program conducted approximately 4,200 baseline tests. Additional program achievements include:

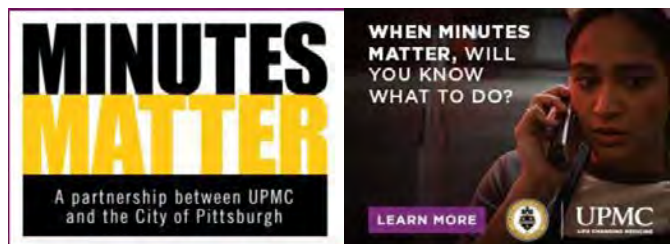
- **Added new communities:** Reaching students in Pittsburgh, Altoona, and Somerset, the program acquired additional equipment in 2020 and expanded to serve Erie and surrounding communities.
- **Expanded testing age range:** In the fall of 2019, the program expanded pediatric testing for ages 5-9.
- **Partnered with 70+ high schools:** The program conducts baseline tests for all high school athletes at more than 70 schools. During the 2020-2021 academic year, 10,674 tests were administered for high school and college athletes.
- **Adapted testing during the COVID-19 pandemic:** The hospital offered an abbreviated HeadsUP concussion testing program in Summer 2020. The program was only five weeks long and limited testing to ages 10-18 at the UPMC Rooney Sports Complex and UPMC Lemieux Sports Complex. In August 2020, the program resumed pediatric testing for ages 5-9.



Empowering Individuals to Save Lives

Launched in 2015, Stop the Bleed is a national campaign to help improve survival from life-threatening bleeding. Stop the Bleed was created in response to increased gun violence and mass casualty events in the country by the White House and the Department of Homeland Security. In the nation's largest Stop the Bleed initiative, UPMC partners with the Copeland Regional Trauma Council, a consortium of trauma centers in Pennsylvania, Ohio, and West Virginia, to coordinate Stop the Bleed efforts.

- UPMC committed \$1.3 million over three years to teach stop the bleed techniques and provide tourniquets. Since Stop the Bleed's launch through May 2020, more than 56,000 individuals have been trained at more than 1,600 sessions and more than 1,000 tourniquets and bleeding control kits have been distributed to public schools and police officers. In 2020, the Stop the Bleed program trained 415 police officers; due to the COVID-19 pandemic, all community training sessions in 2020 were put on hold.
- In January 2020, UPMC announced Minutes Matter, a new partnership between UPMC and the City of Pittsburgh that provides community members with access to basic emergency information and education about life-saving interventions.



COMMUNITY PARTNERS:

University of Pittsburgh Cancer Institute, Healthcare for the Homeless, Greater Pittsburgh Community Food Bank, Birmingham Free Clinic, University of Pittsburgh Graduate School of Public Health, UPMC Living-at-Home Program, Giant Eagle, Rx Partners, Pittsburgh Penguins Foundation, local sports teams, Stop the Bleed, Copeland Regional Trauma Council, Pittsburgh Steelers

UPMC Presbyterian Shadyside Is Addressing High Priority Health Issues:

Adoption of the Implementation Plan

On June 8, 2022, 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
- Prevention and Community-Wide Healthy Living

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.



Working to Advance Health Equity

UPMC Presbyterian Shadyside recognizes that a broad range of efforts both within and beyond health care will be instrumental in addressing factors that contribute to health disparities. UPMC Presbyterian Shadyside’s 2022-2025 Implementation Plan includes health equity-promoting programs and initiatives, which aim to help address factors that may contribute to health disparities, such as socioeconomic status and other factors. Efforts include:

- **Advancing Mental Health and Addiction Services for Vulnerable Populations:** Evolve programs specifically targeting minority populations that have been historically underserved in behavioral health.
- **Enhancing Access to Care and Service Quality for LGBTQ+ Populations:** Help reduce health disparities and enhance service quality for the various LGBTQ+ populations by leveraging UPMC system resources to provide care consistent with UPMC’s core values.

COMMUNITY HEALTH NEED

BEHAVIORAL HEALTH

UPMC Western Psychiatric Hospital will continue to address behavioral health needs in the community. As the primary behavioral health facility in western Pennsylvania, Western Psychiatric provides a wide spectrum of behavioral health services and programs for children, adolescents, and adults. Western Psychiatric also serves individuals from medically underserved, low-income, and minority populations. The implementation plan outlines initiatives the organization will continue to pursue, including creating best-practice programming to stem addiction and substance use, increasing access to BH services, and better integrating medical and behavioral health care for the region.

HEALTH PRIORITY #1

Opioid Addiction and Substance Abuse

GOAL

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

STRATEGY AND INTENDED ACTIONS

Strategy	Intended Actions
1. Integrate physical and behavioral health care for patients struggling with opioid and other substance use disorders under a coordinated and integrated approach.	<ul style="list-style-type: none"> 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 Open additional Medication-Assisted Treatment (MAT) programs Explore and provide new recovery options through the creation of drug and alcohol rehabilitation programs that meet the needs of complex care patients

TARGET POPULATION

Adults, geriatrics, and adolescents

PLANNED COLLABORATIONS

UPMC Magee-Womens Hospital, Department of Psychiatry, Division of General Internal Medicine, Addiction Medicine service, UPMC McKeesport, UPMC Mercy, UPMC Western Psychiatric Hospital

COMMUNITY HEALTH NEED

BEHAVIORAL HEALTH

UPMC Western Psychiatric Hospital is improving access to behavioral health care by expanding capacity and reducing barriers to care, including stigma and fragmented financing. The hospital will address and engage with public policy makers at the local, state, and federal level to advocate for improved access and care.

HEALTH PRIORITY #2

Access to Mental Health Care

GOAL

Enhance capacity and integration techniques with physical health providers to enable effective care and help reduce the stigma of mental illness through community outreach

STRATEGY AND INTENDED ACTIONS

Strategy	Intended Actions
1. Grow capacity for mental health services and grow the workforce through enhanced visibility and career growth in behavioral health disciplines.	<ul style="list-style-type: none"> • 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
2. 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.	<ul style="list-style-type: none"> • 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
3. Advance integration of behavioral health into physical health care disciplines, to improve access, and address co-occurring conditions that result in complex care needs.	<ul style="list-style-type: none"> • 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 POPULATION

General community with behavioral health diagnoses, minority and underserved populations (People of Color, LGBTQ+)

PLANNED COLLABORATIONS

UPMC Children's Hospital of Pittsburgh, Children's Hospital Foundation, UPMC Magee-Womens Hospital, Center for Sports Medicine, Allegheny County Department of Human Services, Neighborhood Resilience Project, 5A Elite, TransPride Pittsburgh, National Alliance on Mental Illness (NAMI)

COMMUNITY HEALTH NEED**ACCESS TO CARE AND NAVIGATING RESOURCES**

UPMC Presbyterian Shadyside will continue to address access and resource navigation issues in the community through a variety of channels, including enhancing care coordination efforts, and providing access to the hospital's world-renowned physicians through extensive telehealth offerings for residents to receive the best quality care in communities across Pennsylvania.

HEALTH PRIORITY

Care Coordination

GOAL

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

STRATEGY AND INTENDED ACTIONS

Strategy	Intended Actions
1. Use a patient-centered approach to assist in coordinating care.	<ul style="list-style-type: none"> 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
2. Improve access to care by connecting individuals and their families to primary care services.	<ul style="list-style-type: none"> 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 Explore opportunities to increase primary care services for both adults and children, through new primary care locations and provider recruitment Increase access to care by relocating UPMC Matilda H. Theiss Health Center to a new central location Assess opportunities to expand services offered
3. Improve support and increase awareness of appropriate levels of care for seriously ill patients.	<ul style="list-style-type: none"> 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 POPULATION

General community, complex care patients

PLANNED COLLABORATIONS

Care Management, UPMC Shadyside Family Health Center, UPMC Home Health, UPMC Palliative and Supportive Care Institute

COMMUNITY HEALTH NEED**PREVENTION AND COMMUNITY-WIDE HEALTHY LIVING**

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

HEALTH PRIORITY #1

Community Prevention and Wellness Initiatives

GOAL

Promote preventive health and wellness throughout the community

STRATEGY AND INTENDED ACTIONS

Strategy	Intended Actions
1. Offer vaccination programs in the community.	<ul style="list-style-type: none"> • Continue to vaccinate patients against influenza, pneumonia, and COVID-19
2. Improve respiratory health within the community and increase patient access to respiratory programs.	<ul style="list-style-type: none"> • 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
3. Take a comprehensive, community-oriented approach to improve the health and wellness of residents in the community by providing screenings and education.	<ul style="list-style-type: none"> • 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
4. Provide financial assistance for low-income individuals to receive dental care.	<ul style="list-style-type: none"> • Sponsor free dental clinics for low-income individuals

TARGET POPULATION

General community

PLANNED COLLABORATIONS

Pharmacy Services, UPMC Hillman Cancer Center, UPMC Center for Integrative Medicine

COMMUNITY HEALTH NEED

PREVENTION AND COMMUNITY-WIDE HEALTHY LIVING

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

HEALTH PRIORITY #2

Health-Related Social Needs

GOAL

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

STRATEGY AND INTENDED ACTIONS

Strategy	Intended Actions
<p>1. Provide services and education to the LGBTQ+ community.</p>	<ul style="list-style-type: none"> • 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 at UPMC Presbyterian Shadyside

TARGET POPULATION

LGBTQ+ community

PLANNED COLLABORATIONS

Wolff Center at UPMC

Community Health Improvement Progress and Plan


*2019 - 2022 Progress Report and
2022 - 2025 Implementation Plan*



UPMC | ST. MARGARET

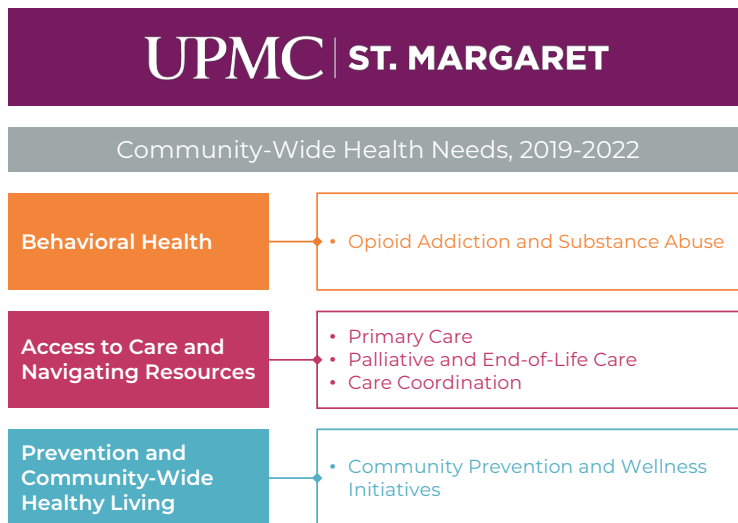
Caring for the Community

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 2020		JOBS AND STRENGTHENING THE LOCAL ECONOMY	
	Licensed Beds	250	Employees	1,317
	Hospital Patients	13,459	Community Benefits Contributions	\$20.7 million
	Emergency Dept. Visits	30,205	Free and Reduced Cost Care	\$10.7 million
	Total Surgeries	12,213	Total Economic Impact of Hospital Operations	\$491.7 million

Addressing the Community’s Significant Health Needs

When the Fiscal Year 2019 CHNA was conducted, UPMC St. Margaret affirmed the following significant health needs:



Advancing Community Health Initiatives While Navigating the COVID-19 Pandemic

Beginning in March 2020, the COVID-19 pandemic disrupted Pennsylvania’s communities, economy, and health care organizations. To help slow the spread of COVID-19 throughout the region, state and local governments issued community mitigation and social distancing measures, impacting UPMC St. Margaret’s ability to implement planned community health improvement initiatives. As a result, UPMC St. Margaret temporarily suspended or modified in-person programs to promote social distancing, educated the community about the health risks of COVID-19, increased access to telehealth services, established COVID-19 testing and vaccine sites, and worked with state and local leaders to deliver COVID-19 vaccines. While UPMC St. Margaret navigated the complexities of the pandemic, the hospital continued to address identified health needs by developing innovative approaches and strategies to engage with its communities.

Behavioral Health

Opioid Addiction and Substance Abuse

UPMC St. Margaret is launching new efforts to address behavioral health needs in the community. Various education initiatives are designed to support at-risk patients and residents who may be suffering from, or have a loved one suffering from, addiction or substance use.

GOAL:

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

STRATEGY:

Develop and provide community-based substance use and opiate addiction education programs

ACTIONS:

- ✓ Increase awareness of services available through community resources for the treatment and rehabilitation of alcohol and substance use disorder
- ✓ Leverage strong partnerships with community organizations to identify ways to address behavioral and social needs of individuals at-risk
- ✓ Provide education on drug take-back sites and safe medication disposal
- ✓ Increase hospital staff awareness on the prevention of prescription drug and opioid misuse, abuse, and overdose
- ✓ Provide education in the community and within the hospital on social stigmas that negatively impact treatment
- ✓ Offer Medication-Assisted Treatment (MAT) at the UPMC St. Margaret Family Health Centers

TARGET POPULATION:

- General community
- Individuals/family members impacted by addiction

PROGRAMS:

- Medication-Assisted Treatment (MAT)
- Consumer Drug Take-Back Program
- Educational programs in community settings and for hospital employees

PROGRESS:

MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2019-2022)



191

Participants in Medication-Assisted Treatment
(July 2019 - June 2021)



39

Referrals to Inpatient, Partial Hospitalization, or Intensive Outpatient Treatment
(July 2019 - June 2021)

PROGRAM HIGHLIGHTS:

Integrating Behavioral Health Care and Medication-Assisted Treatment into Primary Care Settings

UPMC St. Margaret serves communities disproportionately affected by the opioid overdose epidemic. The hospital's three Family Health Centers (FHCs) are responding to this epidemic on several fronts, providing necessary clinical services for patients and their families, educating community members, and collaborating with recovery service providers.



- Over the last three years, UPMC St. Margaret has continued to offer treatment of substance use disorders through its FHCs. In 2017, the FHCs received funding to launch a Medication-Assisted Treatment (MAT) program to treat patients suffering from opioid use disorders. MAT is the use of medications, such as buprenorphine, naltrexone, and methadone, in combination with counseling and behavioral therapies, to provide a whole-patient approach to treatment. This MAT program offers a dedicated team of residents, social workers, psychiatrists, and pharmacists who work collaboratively to help patients and their families in a sustainable, supportive environment.
 - > Between July 2019 and June 2021, 191 patients participated in MAT at the hospital's three Family Health Centers.
 - > Between July 2019 and June 2021, 39 patients from the FHCs were referred to inpatient treatment, partial hospitalization, or intensive outpatient treatment programs.

Raising Awareness about Substance Use Disorder and Support Services

UPMC St. Margaret continues to provide education about opioid addiction and substance use disorders. Programs include:

- **Educational programs in community settings:** In November 2019, the hospital hosted a Pathways to Recovery event in partnership with the Allegheny County Health Department and Mon Yough Community Services, which was open to the public and UPMC employees. Program highlights included details on local resources from experienced recovery peer specialists, personal recovery testimonials, support program information for families affected by substance abuse, and Naloxone education and training. In November 2019, the hospital also coordinated a presentation by representatives from American Addiction Centers to a group at Roots of Faith. Educational programs on opioid addiction and substance abuse were suspended since the start of the pandemic in March 2020.
- **Narcan training:** In February 2020, the Pre-Hospital Coordinator provided Narcan education to four staff members at Roots of Faith. The education consisted of a presentation and a hands-on demonstration.
- **Consumer Drug Take-Back Program:** This program provides a solution to the disposal of unused medications with a goal of reducing drug diversion or drugs being abused by others. A receptacle has been placed by Entrance A of the hospital for visitors, inpatients, outpatients, community members, and employees to dispose of unused medications.
 - > Since July 2019, the receptacle has been filled 12 times.

The Journey to Recovery
Addiction recovery requires commitment and the support of many. Here's how to get help and stay on the path to recovery.

Whether you're beginning or continuing addiction recovery, there are people and programs available to help guide and support you. Join us during Recovery Month for a Pathways to Recovery event, presented in partnership with the Allegheny County Health Department and Mon Yough Community Services. We'll contact you and those who love you to essential tools and resources focused on addiction recovery — right in your community.

Program Highlights

- Details on local resources from experienced recovery peer specialists
- Personal recovery testimonials
- Support program information for families affected by substance use
- Naloxone education, demonstration, and training
- Free Narcanes will be provided by the Allegheny County Health Department's "Naloxone Supply"

All programs are free and open to the public. No appointment is needed.

Wednesday, Sept. 11 - 1:00 to 3:00 p.m.
UPMC St. Margaret
Conference Center A, B, and C
600 Riverside Blvd.
Pittsburgh, PA 15261

Thursday, Sept. 12 - 8:00 to 7:00 p.m.
UPMC St. Margaret
Grand Plaza Conference
600 Riverside Blvd.
Pittsburgh, PA 15261

Wednesday, Sept. 16 - 8:00 to 7:00 p.m.
UPMC St. Margaret
Conference Center A, B, and C Grand Level
600 Riverside Blvd.
Pittsburgh, PA 15261

UPMC St. Margaret | UPMC HEALTH PLAN

COMMUNITY PARTNERS:

Allegheny County Health Department, American Addiction Centers, Inmar® Drug Take-Back Program, UPMC St. Margaret Family Health Centers, UPMC Western Psychiatric Hospital, addiction facilities in the region, St. Juan Diego Roman Catholic Church, Mon Yough Community Services, Roots of Faith

Access to Care and Navigating Resources

Primary Care, Palliative and End-of-Life Care, and Care Coordination

UPMC St. Margaret continues to address access and resource navigation issues in the community through a variety of channels — from providing access to primary care services to enhancing care coordination efforts. These efforts have a dedicated focus on supporting seniors with geriatric primary care specialists and individuals who are encountering financial barriers to care.

GOAL:

Improve access to primary and palliative care, as well as improve care transitions, access to post-discharge services, and transportation to medical appointments

STRATEGY:

Meet primary care and palliative and end-of-life care needs. In addition, enhance care coordination for at-risk populations

ACTIONS:

- ✓ Provide primary medical care, preventive health care, disease management, and health-related education
- ✓ Offer specialized medical and psychiatric care, including evaluation and treatment, targeting seniors
- ✓ Provide a geriatric fellowship program to develop knowledge and skills required to provide high-quality, evidence-based care
- ✓ Raise awareness of palliative and supportive care
- ✓ Provide palliative care consults and goals of care discussions
- ✓ Support dying patients who have no family members or whose family members are unavailable
- ✓ Provide programs and support focused on coping with grief
- ✓ Coordinate follow-up care for individuals identified with abnormal test results from health screenings
- ✓ Assist with medications, medical equipment, supplies, emergency housing, and transportation
- ✓ Provide transportation assistance to medical care
- ✓ Coordinate ongoing in-home care for older adults
- ✓ Educate skilled nursing facilities on disease management and coordinating care transitions

TARGET POPULATION:

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

PROGRAMS:

Primary Care

- UPMC St. Margaret Family Health Centers
- Geriatric Care Center
- Geriatric Fellowship Program

Palliative and End-of-Life Care

- Palliative Care Program
- Advanced Care Planning
- Bereavement support group
- Growing through Grief
- Hospital memorial services
- No One Dies Alone

Care Coordination

- Free Rides for Seniors
- The Rod Rutkowski Bed Fund
- Living-at-Home Program
- Long-Term Care Initiatives
- Interact III
- Speakers Bureau

PROGRESS:**MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2019-2022)****49,601**

Total Visits to
Family Health
Centers
(July 2019 - June
2021)

**5,283**

Free Rides
for Seniors
(July 2019 - June
2021)

**6,536**

Visits at Geriatric
Care Centers
(July 2019 - June 2021)

PROGRAM HIGHLIGHTS:***Providing a Collaborative Model of Care through Family Health Centers***

With support from St. Margaret Foundation, the UPMC St. Margaret Family Health Centers (FHCs) in Bloomfield/Garfield, Lawrenceville, and New Kensington provide a collaborative model of care — including primary care, preventive health care, and disease management. The FHCs offer medication management, consultations with a pharmacist, home visits, outpatient behavioral health counseling, outpatient social work interventions, and free flu vaccinations to area residents age 65 and older.

- > Between July 2019 and June 2021, the three FHCs had a total of 49,601 visits.

Caring for an Aging Population

In partnership with St. Margaret Foundation, UPMC St. Margaret offers programs that help to fill the gaps for low-income seniors and programs that provide comprehensive care for elderly residents.

Free Rides for Seniors: To help eliminate transportation barriers, the program provides free shuttle service that operates along Freeport Road from Sharpsburg to Blawnox and from Etna to Millvale. Operated by North Hills Community Outreach, the shuttle provides transportation to UPMC St. Margaret, medical offices, pharmacies, friend's homes, funeral homes, and discount stores within its boundaries. In addition, Family Services of Western Pennsylvania operates a free medical shuttle service for the Alle-Kiski Valley. Residents receive free, non-medical emergency transportation services to and from UPMC St. Margaret, UPMC primary care doctor's offices, and other UPMC St. Margaret diagnostic centers in Arnold, Brackenridge, Creighton, Lower Burrell, Natrona Heights, New Kensington, Russellton, and Tarentum.

- > 5,283 free rides were provided to 410 seniors between July 2019 and June 2021.

Opening New Family Health Center in New Kensington

In June 2021, UPMC St. Margaret Family Health Center moved to a new, state-of-the-art facility. This new location provides primary medical care and services for people of all ages, including:

- 12 private exam rooms
- Behavioral Health rooms
- Sunshine Place — a multi-purpose room for community meetings and health education events
- Onsite laboratory



“ I am a current employee of UPMC St. Margaret now on disability due to illness, I have to go to Physical Therapy sometimes twice a week... Without the shuttle, I would have been stuck. I haven't missed an appointment yet because I have dependable and friendly transportation to get me to therapy and get me home. ” — Dan B., Blawnox

- > Rides were suspended during the pandemic; however, 25 volunteers called to check on 179 seniors between May 2020 and October 2020.
- > In response to the COVID-19 pandemic, North Hills Community Outreach staff began a program to provide food to seniors by using the shuttles and other volunteers — serving 1,169 food boxes (perishable fresh foods, non-perishable goods, and cleaning supplies) to 195 seniors between March and October 2020.
- **The Rod Rutkowski Bed Fund:** The mission of the Bed Fund of the St. Margaret Foundation is to serve as an emergency 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, the Harmar Outpatient Surgical Center, the Geriatric Care Center, and physician offices.
 - > Between July 2019 and June 2021, 53 patients have received financial assistance for medications, medical equipment, or attendant care. 1,640 patients have received free transportation since July 2019.
- **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.
 - > Between July 2019 and June 2021, 57 clients living in underserved areas — including Millvale, Sharpsburg, and New Kensington — received services.
- **Geriatric Care Center (GCC):** UPMC St. Margaret Geriatric Care Center 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 July 2019 and June 2021, there have been 6,536 office and telemedicine medical, psychiatric, and social work visits at both GCC locations.
 - > 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 recognizes practices and institutions for promoting the 4Ms of geriatric care, including Mobility, Medications, Mentation, and What Matters Most.
 - > The GCC also achieved Geriatrics Workforce Enhancement Program (GWEP) Age Friendly status. This program improves health outcomes for older adults by developing a health care workforce that maximizes patient and family engagement, combining geriatrics and primary care.

COMMUNITY PARTNERS:

St. Margaret Foundation, North Hills Community Outreach, Family Services of Western Pennsylvania, UPMC Living-at-Home, UPMC Aging Institute, UPMC St. Margaret Family Practice Residency Program, UPMC Health Plan, Lighthouse Pointe at Chapel Harbor and more than 30 skilled nursing facilities in the local area, UPMC Palliative and Supportive Institute, Family Hospice, Geriatric Care Center, CLC Paratransit LLC, UPMC Senior Communities

Prevention and Community-Wide Healthy Living

Community Prevention and Wellness Initiatives

UPMC St. Margaret continues to address preventive health and wellness through a suite of programs, including community education, screenings, and customized programming for seniors and low-income residents. To help reach seniors and low-income residents, UPMC St. Margaret is strengthening partnerships with St. Margaret Foundation, Faith United Methodist Church, and other local organizations.

GOAL:

Increase awareness about disease prevention and participation in events that offer health screenings, immunizations, and healthy lifestyle education

STRATEGY:

Take a comprehensive, community-oriented approach to improve health and wellness. Efforts include targeted initiatives to prevent and manage chronic disease and to provide access to health screenings and immunizations that support low-income residents

ACTIONS:

- ✓ Provide education on health topics, including cancer, heart disease, stroke, diabetes, arthritis, and depression
- ✓ Offer free flu vaccinations to area residents age 65 and older
- ✓ Administer preventive screenings, including blood pressure, cardiac risk, bone density, skin cancer, blood glucose, lipid profile, stroke risk, and fall prevention
- ✓ Offer classes and support for diabetes, COPD, cancer, smoking cessation, Alzheimer's disease, and other dementias
- ✓ Enhance and expand participation in local anti-poverty program

TARGET POPULATION:

- General community
- Medically underserved, minority populations
- Seniors

PROGRAMS:

- Free Immunizations
- Roots of Faith Neighborhood Table
- Community Dinner at Verona United Methodist Church
- Speaker's Bureau
- Collaboration with UPMC Senior Services
- Alive & Well Presentations
- Living Healthy with Arthritis
- Support Groups: Alzheimer's, COPD, Diabetes
- Smoking Cessation Program
- National Senior Health Day
- Community Health Screenings and Education Programs
- Disease-oriented education materials

PROGRESS:**MAKING A MEASURABLE IMPACT IN THE COMMUNITY (2019-2022)****299**Free Flu Shots
for Vulnerable
Populations*(July 2019 - June
2021)***660**Attendees of Community
Dinner Events – In Person
and Virtual*(July 2019 - June 2021)*Hosted Roots of Faith
COVID-19 Vaccine
Events*(June + July 2021)***PROGRAM HIGHLIGHTS:*****Helping to Protect Vulnerable Populations from the Flu***

Over the last three years, UPMC St. Margaret remained committed to helping protect the health of vulnerable populations, such as seniors and low-income individuals, with free flu vaccines. Efforts include:

- In October 2019, the hospital administered 144 flu shots at the Arm Yourself Against the Flu event, 25 flu shots at the Roots of Faith Neighborhood Table, and 8 flu shots at the Verona United Methodist Church Community Dinner.
- In October 2020, in response to the COVID-19 pandemic, the hospital adapted its annual Flu Shots for Seniors event and hosted a Drive-Thru Free Flu Shots for Seniors event — 63 flu shots were administered. The hospital also provided 47 free flu shots to Roots of Faith community members.
- In November 2020, the hospital provided two free flu shots to Roots of Faith community members and 10 flu shots were provided at Wesley Family Services in New Kensington.

***Offering Health Education and Screenings at Community Dinners***

UPMC St. Margaret continues to support anti-poverty programs throughout the community. In partnership with Faith United Methodist Church and United Verona Methodist Church, UPMC St. Margaret participates 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 care providers.

- **Roots of Faith Neighborhood Table:** In August 2016, the hospital joined Faith United Methodist Church in reaching out to underserved members of the Sharpsburg community through monthly dinners. From July 2019 to February 2020, the hospital participated in Neighborhood Table events — offering blood pressure screenings, lipid profiles, flu immunizations, and education on a range of health topics, such as diabetes, healthy eating on a budget, infection prevention, smoking cessation, vaping, and addiction. Due to the COVID-19 pandemic, in-person events were cancelled from March to May 2020. However, the hospital adapted its educational programs for a virtual platform, and, in August 2020, the hospital began offering a modified version of health screenings that allowed for social distancing.
 - > From July 2019 to February 2020, Neighborhood Table dinner hosted a total of 859 attendees.
 - > In May 2020, a UPMC St. Margaret Infectious Disease physician led a Zoom chat with 25 Roots of Faith community members, providing education about proper handwashing, the importance of masking, and practicing social distancing.

- > On January 19, 2021, three Master of Social Work (MSW) graduate students from the FHC participated in a Zoom chat with the Roots of Faith community members. There were 16 attendees who shared their anxiety and fears around the pandemic, vaccine hesitancy, and the ongoing effects of isolation. The community members enjoyed the mindfulness exercises and discussion that included emergency self-care/tools, support, and resources regarding food, transportation, and housing.
- > In April 2021, Roots of Faith was selected as a vaccination site by the UPMC Covid Community Vaccine Collaborative for the Underserved Advisory Board. A vaccine event was held on June 12, 2021 — 35 vaccines were administered by UPMC St. Margaret's staff. All attendees were able to enjoy a donut food truck (sponsored by the St. Margaret Foundation) and live musical entertainment. On July 10, 2021, the hospital participated in a 2nd dose clinic for Roots of Faith — 30 vaccines were administered by UPMC St. Margaret's staff.
- > Between July 2019 and June 2021, the hospital provided a total of 513 screenings to Roots of Faith community members. Over the last three years, the hospital has identified approximately 92 individuals with abnormal screening results and referred them to follow-up services.
- **Community Dinner at Verona United Methodist Church:** In November 2018, the hospital established a new partnership with Verona United Methodist Church. Prior to COVID-19, the church had sit-down community dinners where hospital staff offered blood pressure screenings, Ask the Doctor sessions, lipid profiles, and interactive health-related games.
 - > From November 2018 to October 2019, the hospital reached 303 total attendees at the community dinners and provided 147 screenings.
 - > Due to COVID-19 restrictions, the in-person dinner transitioned to “to go” meals and health screenings were cancelled.



COMMUNITY PARTNERS:

American Addiction Centers, American Cancer Society, American Lung Association, Arthritis Foundation, Breathe PA, Borough of Aspinwall, Faith United Methodist Church, Greater Pittsburgh Chapter Alzheimer's Association, Hospital Association of Pennsylvania, Integrated Corporate Health, Lauri Ann West Community Center, Lighthouse Pointe at Chapel Harbor, local libraries, Lung and Wellness Center, Roots of Faith, St. Juan Diego Roman Catholic Church, St. Margaret Foundation, UPMC Health Plan, UPMC Senior Services, Verona United Methodist Church, Wesley Family Services in New Kensington

UPMC St. Margaret Is Addressing High Priority Health Issues:

Adoption of the Implementation Plan

On May 26, 2022, the UPMC St. Margaret Board of Directors adopted an implementation plan to address the significant health needs identified:

- Behavioral Health
- 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.



Working to Advance Health Equity

UPMC St. Margaret recognizes that a broad range of efforts both within and beyond health care will be instrumental in addressing issues that contribute to health disparities. UPMC St. Margaret’s 2022-2025 Implementation Plan includes health equity-promoting programs and initiatives, which aim to help address socioeconomic and other factors that may contribute to health disparities. Efforts include:

- **Connecting Uninsured Populations to Affordable Care:** Delivering primary and preventive health care services to underserved populations at three Family Health Centers — conveniently located in Bloomfield-Garfield, Lawrenceville, and New Kensington neighborhoods.
- **Filling Gaps for Low-Income Seniors:** Providing coordination for ongoing in-home care for older adults and transportation assistance to medical care for community residents.
- **Improving Access for Medically Underserved Populations:** Providing financial assistance to under-resourced patients at UPMC St. Margaret to increase access to medications, medical equipment, supplies, emergency housing, and transportation.

COMMUNITY HEALTH NEED

BEHAVIORAL HEALTH

UPMC St. Margaret continues to address opioid addiction and substance abuse in the community through its three Family Health Centers. These outpatient clinics continue to provide the Medication-Assisted Treatment program and are launching new efforts to educate community members who may be suffering from, or have a loved one suffering from, a substance use disorder.

HEALTH PRIORITY #1

Opioid Addiction and Substance Abuse

GOAL

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

STRATEGY AND INTENDED ACTIONS

Strategy	Intended Actions
1. Provide community-based substance abuse and opiate addiction education, training, and treatment programs.	<ul style="list-style-type: none"> • 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

TARGET POPULATION

General community and individuals/family members impacted by addiction

PLANNED COLLABORATIONS

UPMC St. Margaret Family Health Centers, Allegheny County Health Department, Greenbriar Treatment Center, UPMC Western Psychiatric Hospital Center for Excellence, University of Pittsburgh School of Social Work, addiction facilities in the region

COMMUNITY HEALTH NEED

BEHAVIORAL HEALTH

The UPMC St. Margaret Family Health Centers in New Kensington, Lawrenceville, and Bloomfield/Garfield continue to offer the Integrated Behavioral Health program, with efforts focused on screening, educating, and brief intervention for mild to moderate mental health conditions.

HEALTH PRIORITY #2

Access to Behavioral Health Services

GOAL

Improve access and care coordination for behavioral health treatment

STRATEGY AND INTENDED ACTIONS

Strategy	Intended Actions
1. Develop and provide community-based mental health treatment programs to enhance availability and access to services.	<ul style="list-style-type: none"> • 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
2. Enhance the coordination of care for behavioral health patients.	<ul style="list-style-type: none"> • 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 POPULATION

General community, seniors and individuals/family members impacted by mental health conditions

PLANNED COLLABORATIONS

UPMC St. Margaret Family Health Centers, Pittsburgh Action Against Rape (PAAR), Wesley Family Services, Westmoreland County Children's Bureau, University of Pittsburgh School of Social Work, UPMC Western Psychiatric Hospital

COMMUNITY HEALTH NEED

ACCESS TO CARE AND NAVIGATING RESOURCES

UPMC St. Margaret will continue to address access and resource navigation issues in the community through a variety of channels, from enhancing care coordination efforts to providing access to primary care services.

HEALTH PRIORITY #1

Primary Care

GOAL

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

STRATEGY AND INTENDED ACTIONS

Strategy	Intended Actions
1. Identify and develop best practices to meet primary care needs in the community.	<ul style="list-style-type: none"> 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
2. Develop the next generation of geriatrics leaders in the community.	<ul style="list-style-type: none"> 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

TARGET POPULATION

Seniors, general community, medically underserved/low-income/minority populations

PLANNED COLLABORATIONS

UPMC St. Margaret Geriatric Care Center, UPMC St. Margaret Family Health Centers, UPMC St. Margaret Family Practice Residency Program, UPMC Health Plan

COMMUNITY HEALTH NEED

ACCESS TO CARE AND NAVIGATING RESOURCES

UPMC St. Margaret plans to further expand access to specialty care in the community. The hospital will leverage UPMC’s system-wide resources to deliver advanced, high-quality care close to home.

HEALTH PRIORITY #2

Specialty Care

GOAL

Improve access to specialty care in the community

STRATEGY AND INTENDED ACTIONS

Strategy	Intended Actions
1. Identify and develop best practices to meet specialty care needs in the community.	<ul style="list-style-type: none"> • Improve specialty care services through enhanced procedures and state-of-the art equipment • Support staffing growth to coordinate and provide specialty care • Offer unique specialized medical care, including comprehensive evaluation and treatment (e.g., orthopedics, cancer, gastrointestinal) • Offer the community specialty care education programs to increase knowledge and awareness of services

TARGET POPULATION

Seniors, general community, medically underserved/low-income/minority populations

PLANNED COLLABORATIONS

UPMC St. Margaret Specialty Care Providers

COMMUNITY HEALTH NEED

PREVENTION AND COMMUNITY-WIDE HEALTHY LIVING

UPMC St. Margaret will continue 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.

HEALTH PRIORITY #2

Community Prevention and Wellness Initiatives

GOAL

Increase awareness about disease prevention and participation in events that offer health screenings, immunizations, and healthy lifestyle education

STRATEGY AND INTENDED ACTIONS

Strategy	Intended Actions
1. Improve the health and wellness of residents in the community by educating and helping residents prevent and manage chronic disease.	<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
2. 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.	<ul style="list-style-type: none"> • Offer free flu vaccinations to area residents aged 65 and older

TARGET POPULATION

Seniors, general community, medically underserved/low-income/minority populations

PLANNED COLLABORATIONS

St. Margaret Foundation, UPMC Health Plan, Faith United Methodist Church, Lauri Ann West Community Center, Roots of Faith, Integrated Corporate Health, Borough of Aspinwall, local libraries, Oakmont Riverview Community Action Corporation, Knead Community Café, Verona United Methodist Church, Wesley Family Services

Appendices A-D



UPMC
LIFE CHANGING MEDICINE

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, *Healthy People 2020*, 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 2018 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 2018.	
	Population Density	2018 total population divided by area in square miles (2010) by county, state, and nation.	
	Median Income/Home Values	By county, state, and nation in 2018.	
	Race/Ethnicity	Percent for each item by county, state, and nation in 2018.	
	Insurance: Uninsured, Medicare, Medicaid		
	Female Headed Households		
	Individuals with a Disability		
	Poverty		
	Unemployed		
	No High School Diploma		

Data Category	Data Items	Description	Source
Morbidity Data	Adult Diabetes	2017-2020 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		
	Sexually Transmitted Disease		
Clinical Care Data	Immunization	2017-2019, 2021 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 - Behavioral Risk Factors Surveillance System
	Primary Care Physician Data		Robert Wood Johnson County Health Rankings & Roadmaps
Mortality Data	Mortality Rates	2019 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 2020 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 and in-person meetings.

UPMC also considered findings from several Allegheny County Department of Human Services publications, including The Allegheny County Community Need Index.

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	Pennsylvania	United States
Area (square miles)	730.1	44,742.7	3,531,905.4
Density (persons per square mile)	1668.9	286.1	92.5
Total Population, 2018	1,218,452	12,800,922	326,687,501
Total Population, 2010	1,223,348	12,702,379	308,745,538
Population Change ('10-'18)	(4,896)	98,543	17,941,963
Population % Change ('10-'18)	-0.4	0.8	5.8
Age			
Median Age	40.8	40.7	37.9
% <18	18.9	20.9	22.8
% 18-44	35.7	34.1	36.0
% 45-64	27.3	27.6	26.0
% 65+	18.1	17.4	15.2
% 85+	2.9	2.5	1.9
Gender			
% Male	48.3	49.0	49.2
% Female	51.7	51.0	50.8
Race/Ethnicity			
% White*	80.1	80.8	72.7
% African-American*	12.9	11.1	12.7
% American Indian and Alaska Native*	0.1	0.2	0.8
% Asian*	3.7	3.3	5.4
% Native Hawaiian/Other Pacific Islander*	0.0	0.0	0.2
% Hispanic or Latino**	2.0	7.1	17.8
% Disability	13.3	13.9	12.6

**Reported as single race; **Reported as any race
Source: U.S. Census, 2010, 2018*

Social and Economic Factors:

Characteristics	Allegheny County	Pennsylvania	United States
Income, Median Household	\$58,383	\$59,445	\$60,293
Home Value, Median	\$147,700	\$174,100	\$204,900
% No High School Diploma*	5.7	9.8	12.4
% Unemployed**	5.3	5.8	5.9
% of People in Poverty	12.1	12.8	14.1
% Elderly Living Alone	14.2	12.6	10.7
% Female-Headed Households with Own Children <18	5.5	6.1	6.7
Health Insurance			
% Uninsured	4.3	6.2	9.4
% Medicaid	12.5	15.1	17.2
% Medicare	13.4	13.2	11.2

*Based on those >_25 years of age; **Based on those >_16 years and in the labor force
Source: U.S. Census, 2018

Leading Causes of Mortality for the United States Compared to Pennsylvania and Allegheny County:

Causes of Death	Allegheny County	Pennsylvania	United States
	Percent of Total Deaths	Percent of Total Deaths	Percent of Total Deaths
All Causes	100.0	100.0	100.0
Diseases of Heart	25.7	24.1	23.1
Malignant Neoplasms (Cancer)	20.5	20.7	21.0
Accidents (Unintentional Injuries)	7.0	6.4	6.1
Chronic Lower Respiratory Diseases	4.5	4.7	5.5
Cerebrovascular Diseases	4.7	5.0	5.3
Alzheimer's Disease	3.5	3.1	4.3
Diabetes Mellitus	2.2	2.7	3.1
Nephritis, Nephrotic Syndrome, and Nephrosis	2.1	2.2	1.8
Influenza and Pneumonia	1.9	1.8	1.7
Intentional Self-Harm (Suicide)	1.4	1.4	1.7
Chronic Liver Disease and Cirrhosis	1.3	1.1	1.6
Septicemia	1.5	1.7	1.3
Essential Hypertension and Hypertensive Renal Disease	0.9	0.8	1.3
Parkinson's Disease	1.2	1.2	1.2
Pneumonitis Due to Solids and Liquids	1.1	0.8	0.7

Sources: Pennsylvania Department of Health, 2019; U.S. Centers for Disease Control and Prevention, National Center for Health Statistics, 2019

Comparison of Additional Health Indicators for Allegheny County to Pennsylvania, United States, Healthy People 2020, and Healthy People 2030:

Characteristics	Allegheny County	Pennsylvania	United States	Healthy People 2020	Healthy People 2030
Morbidity					
Diabetes (%)	10.0	11.0	10.7	NA	NA
Mental Health (Mental health not good \geq 1 day in past month) (%)	38.0	38.0	38.6	NA	NA
Low Birthweight (% of live births)	8.9	8.5	8.3	7.8	NA
Health Behaviors					
Obesity (Adult) (%)	30.0	33.0	32.1	30.5	36.0
Childhood Obesity (Grades K-6) (%)	13.8	17.1	19.3	15.7	NA
Childhood Obesity (Grades 7-12) (%)	16.7	19.2	20.9	16.1	NA
Excessive Alcohol Use (%)	21.0	17.0	16.8	24.2	25.4
Current Tobacco Use (%)	18.0	17.0	16.0	12.0	5.0
STDs (Gonorrhea per 100,000)*	123.8	114.8	152.6	251.9	NA
Clinical Care					
Immunization: Ever had a Pneumonia Vaccination (65+) (%)	79.0	74.0	73.3	90.0	NA
Cancer Screening					
Mammography (%)	67.0	65.0	71.8	81.1	77.1
Colorectal Screening (%)	69.0	71.0	64.3	70.5	74.4
Primary Care Physician: Population (PCP Phys/100K Pop)	112.3	81.0	75.8	NA	NA
Receive Prenatal Care in First Trimester (%)	88.1	74.2	77.6	77.9	NA

Sources:

County Data: Pennsylvania Department of Health, 2017-2019 (Childhood Obesity Data, 2019-2020); Robert Wood Johnson County Health Rankings & Roadmaps, 2021

Pennsylvania Data: Pennsylvania Department of Health, 2018, 2019 (Childhood Obesity Data, 2019-2020); Robert Wood Johnson County Health Rankings & Roadmaps, 2021

U.S. Data: U.S. Centers for Disease Control and Prevention, 2018, 2019; Robert Wood Johnson County Health Rankings & Roadmaps, 2021

**Gonorrhea data: County and Pennsylvania rates are for women ages 15+; National rates are for women of all ages; Healthy People 2020 rates are for 15-44 year old women*

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 community advisory panel 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 on the panels. In addition to hospital panels, the CHNA also included a system-wide panel 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 Graduate School of Public Health. Further analyses disaggregated ratings to confirm that ratings were stable across different stakeholders.

The panels ensured that a wide variety of constituencies had an opportunity to weigh in on hospital community health priorities. Use of advisory panels and 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 Allegheny County invited representatives from the following organizations to participate in the community health needs survey conducted in May-June 2021:

UPMC Children's Hospital of Pittsburgh

- 412 Food Rescue, Pittsburgh, PA
- Adagio Health, Pittsburgh, PA
- Allegheny County Court of Common Pleas, Fifth Judicial District of Pennsylvania, Pittsburgh, PA
- Allegheny County Department of Human Services, 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
- Brilliantly BlessEd Community Health and Wellness, Pittsburgh, PA
- Carnegie Mellon University, Pittsburgh, PA
- Center For Victims, Pittsburgh, PA
- Cleveland Brothers Equipment Co., Inc., Murrysville, PA
- Dick Building Company, LLC, Jefferson Hills, PA
- Duquesne University, Pittsburgh, PA
- Easterseals Western and Central Pennsylvania, Pittsburgh, PA
- Federated Investors, 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
- Highlands School District, Natrona Heights, PA
- Hillman Family Foundations, Pittsburgh, PA
- Homewood Children's Village, Pittsburgh, PA
- Human Services Center Corporation, Turtle Creek, PA
- Just Harvest, Pittsburgh, PA
- Kids Plus Pediatrics, Pittsburgh, PA
- Lawrenceville United, Pittsburgh, PA
- LG Realty Advisors, Inc., Pittsburgh, PA
- Mon Valley Initiative, Homestead, PA
- My Next Season, Pittsburgh, PA
- North Allegheny School District, Pittsburgh, PA
- Northgate School District, Pittsburgh, PA
- Pediatric Alliance, Carnegie, PA
- Pediatrics South, Pittsburgh, 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
- PJ Dick - Trumbull - Lindy Group, Pittsburgh, PA
- Project Destiny, Inc., Pittsburgh, PA
- RAND Corporation, Pittsburgh, PA
- Ronald McDonald House Charities of Pittsburgh, Pittsburgh, PA
- Rossin Foundation, McMurray, PA
- St. Edmunds Academy, Pittsburgh, PA
- The Forbes Funds, Pittsburgh, PA
- The Grable Foundation, Pittsburgh, PA
- Trying Together, Pittsburgh, PA
- United Way of Southwestern Pennsylvania, Pittsburgh, PA
- University of Pittsburgh Department of Sports Medicine and Nutrition, Pittsburgh, PA
- University of Pittsburgh, Department of Health and Physical Activity, Healthy Lifestyle Institute, Pittsburgh, PA
- University of Pittsburgh, Office of Health Equity, Pittsburgh, PA
- University of Pittsburgh, School of Health and Rehabilitation Sciences, Pittsburgh, PA
- University of Pittsburgh, School of Medicine, Pittsburgh, PA
- UrbanKind Institute, Pittsburgh, PA
- Vision To Learn, Pennsylvania, Pittsburgh, PA
- Women for a Healthy Environment (WHE), Pittsburgh, PA
- Woodland Hills School District, North Braddock, PA
- YMCA of Greater Pittsburgh, Pittsburgh, PA
- YogaRoots On Location, LLC, Pittsburgh, PA
- Young Scholars of Greater Allegheny Charter School, McKeesport, PA

UPMC East

- #1 Cochran, Monroeville, PA
- Ad Specialties of Pittsburgh, Monroeville, PA
- Allegheny County Parks Foundation, Pittsburgh, PA
- Allegheny East NAACP, Monroeville, PA
- Atlantic Coast Sports, Trafford, PA
- Bechtel Plant Machinery, Inc., Monroeville, PA
- Brncic Accounting Services and Tax Preparation, Monroeville, PA
- CBL Properties, Monroeville, PA
- Chabad Jewish Center of Monroeville, Monroeville, PA
- Chief of Police, Municipality of Monroeville, Monroeville, PA
- Community and Wildlife Foundation, New Kensington, PA
- Community College of Allegheny County, Boyce Campus, Monroeville, PA
- DBJ Contracting, LLC, Elizabeth, PA
- First National Bank, Pittsburgh, PA
- Forbes Hospital, Monroeville, PA
- Gateway School District, Monroeville, PA
- Human Services Center Corporation, Turtle Creek, PA
- Mamatas Medical Associates, Pittsburgh, PA
- Mayor's Office, Municipality of Monroeville, Monroeville, 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
- Penn Center East, Pittsburgh, PA
- Pittsburgh ATA Martial Arts, LLC, Pittsburgh, PA
- Prisk Orthopaedics and Wellness, Monroeville, PA
- Professional Nurses Home Care Services, Monroeville, PA
- Redstone Highlands, Murrysville, PA
- Residence Inn Pittsburgh Monroeville/Wilkins Township, Pittsburgh, PA
- Standard Bank, Monroeville, PA
- Suburban Urologic Associates, Monroeville, PA
- Tastefully Simple, Monroeville, PA
- The Monroeville Foundation, Monroeville, PA

- Turtle Creek Valley Council of Governments, Monroeville, PA
- University of Pittsburgh, Pittsburgh, PA
- Westmoreland County Chamber of Commerce, Greensburg, PA
- YMCA of Greater Pittsburgh, Sampson Family YMCA, Pittsburgh, PA

UPMC Magee-Womens Hospital

- Adagio Health, Pittsburgh, PA
- Aloe Brothers, LLC, Wexford, PA
- AlphaGraphics, Pittsburgh, PA
- American Heart Association, Go Red for Women, Pittsburgh, PA
- Barbarita Design Group, Pittsburgh, PA
- Coghill Investment Strategies, LLC, Pittsburgh, PA
- Community College of Allegheny County, Main Campus, Pittsburgh, PA
- Federated Investors, Inc., Pittsburgh, PA
- Heritage Community Initiatives, Braddock, PA
- McCarthy, McDonald, Schulberg & Joy, Pittsburgh, PA
- Phipps Conservatory and Botanical Gardens, Pittsburgh, PA
- Pietragallo Gordon Alfano Bosick & Raspanti, LLP, Pittsburgh, PA
- United States District Court, Western District of Pennsylvania, Pittsburgh, PA
- University of Pittsburgh School of Medicine, Pittsburgh, PA
- WellWoman Media, Pittsburgh, PA
- Westinghouse Electric Corporation, Pittsburgh, PA

UPMC McKeesport

- ADKL, LLC, Bethel Park, PA
- Bechtel Bettis, Inc., West Mifflin, PA
- Bethlehem Baptist Church, McKeesport, PA
- City of McKeesport, McKeesport, PA
- Decorating Den Systems, Inc., Pittsburgh, PA
- DiToppa Medical Center, White Oak, PA
- First Commonwealth Bank, Munhall, PA
- Human Services Center, New Castle, PA
- JRG Advisors, Wexford, PA
- Kane Regional Center-McKeesport, McKeesport, PA
- KU Resources Inc., Duquesne, PA
- Laurel Print & Graphics, Duquesne, PA

- Lions Diabetes Board of Allegheny and Westmoreland Counties - LDBAW, Pittsburgh, PA
- Mayor's Office, Borough of White Oak, White Oak, PA
- McKeesport Area School District, McKeesport, PA
- McKeesport Hospital Foundation, McKeesport, PA
- Penn State Greater Allegheny, McKeesport, PA
- Petrick Law, McKeesport, PA
- Precision Copy Products, Inc., Clairton, PA
- PurePenn, LLC, McKeesport, PA
- Riverside Care Center, McKeesport, PA
- Robert A. Waters Funeral Home, Inc., McKeesport, PA
- Sam's Club, West Mifflin, PA
- Sciulli Foot & Ankle Clinics, LLC, McKeesport, PA
- SHIP (State Health Improvement Partnership)-Clairton, Clairton, PA
- SouthEast Regional EMS, Jefferson Hills, PA
- Striffler Family Funeral Homes, McKeesport, PA & White Oak, PA
- Sunray Electric Supply Company, Bethel Park, PA
- The Alliance for Infants and Toddlers, Pittsburgh, PA
- The McKeesport Ambulance Rescue Service, McKeesport, PA
- Tupperware, Munhall, PA

UPMC Mercy

- Bethlehem Haven, Pittsburgh, PA
- Blind and Vision Rehabilitation Services of Pittsburgh, Pittsburgh, PA
- Carnegie Library of Pittsburgh-Hill District, Pittsburgh, PA
- Catholic Charities, Pittsburgh, PA
- Catholic Diocese of Pittsburgh, Pittsburgh, PA
- Celtic Healthcare, Mars, PA
- Duquesne University, Pittsburgh, PA
- Epiphany Church, Pittsburgh, PA
- Jubilee Soup Kitchen, Pittsburgh, PA
- Neighborhood Resilience Project, Pittsburgh, PA
- Pittsburgh City Council, District 6, Pittsburgh, PA
- Onala Recovery Center, Pittsburgh, PA
- Operation Safety Net, Pittsburgh, PA
- Parker Poe Adams & Bernstein LLP, Charlotte, NC
- Pittsburgh Mercy Health System, Pittsburgh, PA
- Shepherd's Heart Fellowship & Veterans Home, Pittsburgh, PA

- The Brashear Association, Pittsburgh, PA
- The Wolff Center at UPMC, Pittsburgh, PA
- Uptown Partners of Pittsburgh, Pittsburgh, PA
- Van Dyk Business Systems, Inc., Pittsburgh, PA
- Westinghouse Electric Corporation, LLC, Pittsburgh, PA
- YMCA of Greater Pittsburgh, Thelma Lovette YMCA, Pittsburgh, PA

UPMC Passavant

- AAA East Central, Pittsburgh, PA
- Bank of New York Mellon, Pittsburgh, PA
- Cranberry Township EMS, Cranberry Township, PA
- Cranberry Township Police Department, Cranberry Township, PA
- Cranberry EMS, Cranberry Township, PA
- Genesis Medical Associates, Inc., Pittsburgh, PA
- Guyasuta Investment Advisors, Inc., Pittsburgh, PA
- Harmony EMS, Harmony, PA
- Houston Harbaugh Attorneys at Law, Pittsburgh, PA
- La Roche College, Pittsburgh, PA
- McCandless Township, Wexford, PA
- McCandless Township Police Department, Wexford, PA
- McCandless-Franklin Park Ambulance Authority, Wexford, PA
- Morrissey Wealth Management Services, Beaver, PA
- North Allegheny School District, Pittsburgh, PA
- North Hills Community Outreach, Allison Park, PA
- North Hills School District, Pittsburgh, PA
- Office of State Representative Rob Mecuri, State Legislative District 28, Wexford, PA
- Office of State Senator Lindsay Williams, State Senate District 38, Pittsburgh, PA
- Office of the Township Manager, Cranberry Township, Cranberry Township, PA
- Office of US Congressman Conor Lamb, PA Congressional District 17, Pittsburgh, PA
- PennWest Industrial Trucks, Tarentum, PA
- Pietragallo Gordon Alfonso Bosick & Raspanti, LLP, Pittsburgh, PA
- Pittsburgh North Chamber of Commerce, Wexford, PA
- PNC Bank, Pittsburgh, PA
- Quality Emergency Medical Services, Inc., Mars, PA
- Richland Emergency Medical Services, Inc., Gibsonsia, PA

- Ross/West View Emergency Medical Services Authority, Pittsburgh, PA
- Seneca Valley School District, Harmony, PA
- Shaler-Hampton EMS, Glenshaw, PA
- Town of McCandless, Wexford, PA
- University of Pittsburgh Graduate School of Public Health, Pittsburgh, PA
- VirtualWorks!, Wexford, PA

UPMC Presbyterian Shadyside

- Allegheny County Department of Human Services, Office of Behavioral Health (OBH), Pittsburgh, PA
- Allegheny Family Network, Pittsburgh, PA
- American Heart Association, Pittsburgh Office, Pittsburgh, PA
- Arch Street Management, LLC, Monroeville, PA
- Baum Centre Initiative, Pittsburgh, PA
- Bellefield Area Citizens Association (BACA), Pittsburgh, PA
- Bloomfield Citizens Council, Pittsburgh, PA
- Bloomfield Development Corporation, Pittsburgh, PA
- Bloomfield-Garfield Corporation, Pittsburgh, PA
- Carlow University, Pittsburgh, PA
- Carnegie Library of Pittsburgh, Pittsburgh, PA
- Carnegie Mellon University, Pittsburgh, PA
- Chatham University, Pittsburgh, PA
- City of Pittsburgh, Pittsburgh, PA
- Cleveland Brothers, Murrysville, PA
- Community Empowerment Association, Pittsburgh, PA
- Community Human Services Corporation, Pittsburgh, PA
- Duquesne University School of Nursing, Pittsburgh, PA
- East End Cooperative Ministry, Pittsburgh, PA
- East Liberty Quarter Chamber of Commerce, Pittsburgh, PA
- Family House, Pittsburgh, PA
- Gender Equity Commission, City of Pittsburgh, Pittsburgh, PA
- Global Links, Pittsburgh, PA
- Google, Pittsburgh Office, 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, Wilkinsburg, PA
- Jewish Healthcare Foundation, Pittsburgh, PA
- Judah Fellowship Christian Church, Pittsburgh, PA
- Mayor, Borough of Wilkinsburg, Wilkinsburg, PA
- Mayor's Office, City of Pittsburgh, Pittsburgh, PA
- McCrady Corporation, Pittsburgh, PA
- NAMI Keystone Pennsylvania, Pittsburgh, PA
- Neighborhood Resilience Project, Pittsburgh, PA
- Oakcliffe 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
- PGH Equality Center, Pittsburgh, PA
- Pittsburgh City Council, District 7, Pittsburgh, PA
- Pittsburgh City Council, District 8, Pittsburgh, PA
- Pittsburgh Parks Conservancy, Pittsburgh, PA
- Port Authority of Allegheny County, Pittsburgh, PA
- Schenley Farms Civic Association, Pittsburgh, PA
- Schenley Heights Community Development Program, Pittsburgh, PA
- SD Asset Group, LLC, Pittsburgh, PA
- Shadyside Action Coalition, Pittsburgh, PA
- Shadyside Chamber of Commerce, Pittsburgh, PA
- Shadyside Hospital Foundation, Pittsburgh, PA
- South Oakland Neighborhood Group (SONG), Pittsburgh, PA
- United Way of Southwestern Pennsylvania, Pittsburgh, PA
- University of Pittsburgh Department of Critical Care Medicine, Pittsburgh, PA
- University of Pittsburgh Office of Community and Governmental Relations, Pittsburgh, PA
- University of Pittsburgh School of Medicine, Pittsburgh, PA
- University of Pittsburgh School of Nursing, Pittsburgh, PA
- UrbanKind Institute, Pittsburgh, PA
- Western Pennsylvania School for the Deaf (WPSD), Pittsburgh, PA

- Wilksburg Community Development Corp (WCDC), Wilksburg, PA
- Women’s Center & Shelter of Greater Pittsburgh, Pittsburgh, PA

UPMC St. Margaret

- AAA East Central, Pittsburgh, PA
- Alle-Kiski Senior Center, Inc., New Kensington, PA
- Alle-Kiski Strong Chamber, Tarentum, PA
- Duquesne University, Pittsburgh, PA
- Faith United Methodist Church, Pittsburgh, PA
- Fox Chapel Area School District, Pittsburgh, PA

- Mayor, Sharpsburg Borough, Pittsburgh, PA
- New Kensington-Arnold School District, New Kensington, PA
- North Hills Community Outreach, Allison Park, PA
- Olde Towne Overhaul, New Kensington, PA
- Pietragallo, Gordon, Alfano, Bosick & Raspanti, LLP, Pittsburgh, PA
- Presbyterian SeniorCare Network, Oakmont, PA
- Saint Scholastica Church, Pittsburgh, PA
- St. Margaret Hospital Foundation, Pittsburgh, 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:

- 10,000 Friends of Pennsylvania, Harrisburg, PA
- 100 Black Men of Western Pennsylvania Inc., Pittsburgh, PA
- 1889 Foundation, Johnstown, PA
- 2021 Greater Wilksburg Community Advancement Assoc., Wilksburg, PA
- 5A Elite Youth Empowerment, Pittsburgh, PA
- A Glimmer of Hope Foundation, Wexford, PA
- A Second Chance, Inc., Pittsburgh, PA
- A Woman’s Concern, Lancaster, PA
- A. Philip Randolph Institute (APRI), Pittsburgh Chapter, Pittsburgh, PA
- A+ Schools, Pittsburgh, PA
- Accessible YOUiverse, Pittsburgh, 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
- ACMH Hospital, Kittanning, PA
- ACTION-Housing, Inc., Pittsburgh, PA
- Active Aging Foundation, Meadville, PA
- Adams County Housing Authority, Gettysburg, PA
- Adams Rescue Mission, Gettysburg, PA
- Adonai Center for Black Males, Inc., Pittsburgh, PA
- Africa 6000 International, Inc., Erie, PA
- African American Chamber of Commerce of Western PA, Pittsburgh, PA
- AHEDD, Pittsburgh, PA
- Ahmadiyya Muslim Community Mosque, Pittsburgh, PA
- Alder Health Services, Harrisburg, PA
- Alex’s Lemonade Stand Foundation, Wynnewood, PA
- All About Character, Inc., Erie, PA
- All For All, powered by The Global Switchboard, Pittsburgh, PA
- Allegheny Christian Ministries, Inc., Laurel View Village, Davidsville, PA
- Allegheny County Department of Human Services, Pittsburgh, PA
- Allegheny County Medical Society, Pittsburgh, PA
- Allegheny County/City of Pittsburgh Transition Coordinating Council, Pittsburgh, PA
- Allegheny Intermediate Unit, Homestead, PA
- Allegheny Lutheran Social Ministries, Altoona, PA
- Allegheny/Fayette Central Labor Council, AFL-CIO, 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, Allentown, PA
- Allies for Health + Wellbeing, Pittsburgh, PA
- Alpha & Omega Community Center, Lancaster, PA
- Alpha Alpha Omega Chapter of Alpha Kappa Alpha Sorority, Inc., Pittsburgh, PA

- Alpha Omicron Lambda Charities, Pittsburgh, PA
- Altoona Chapter of AMBUCS, Hollidaysburg, PA
- Altoona Community Theatre (ACT), Altoona, PA
- Alzheimer’s Association, Greater Pennsylvania Chapter, Pittsburgh, PA
- Amachi Pittsburgh, Pittsburgh, PA
- AMD3 Foundation, Pittsburgh, PA
- Amen Corner, Pittsburgh, PA
- American Association of People with Disabilities (AAPD), Washington, DC
- American Diabetes Association of Western Pennsylvania, Merrifield, VA
- American Heart Association–Philadelphia, Philadelphia, PA
- American Heart Association - Harrisburg, Harrisburg, PA
- American Middle East Institute, Pittsburgh, PA
- Americans for the Competitive Enterprise System, Inc., Erie, PA
- Amyloidosis Foundation, Clarkston, MI
- Anchorpoint Counseling Ministry, Pittsburgh, PA
- Andrew Carnegie Free Library & Music Hall, Pittsburgh, PA
- Antioch Baptist Church, Fairfax Station, VA
- Apraxia Kids, Pittsburgh, PA
- Aquinas Academy of Pittsburgh, Gibsonia, PA
- Arbutus Park Retirement Community, Johnstown, PA
- Armstrong County Community Action Agency, Kittanning, PA
- Armstrong-Indiana-Clarion Drug and Alcohol Commission, Inc., Shelocta, PA
- Arthritis Foundation, Pittsburgh, PA
- ArtsAltoona, Altoona, PA
- Asbury Woods Nature Center, Erie, PA
- Ascender, LLC, Pittsburgh, PA
- Aspinwall Chamber of Commerce, Aspinwall, PA
- Aspinwall Neighborhood Watch, Aspinwall, PA
- Aspinwall Riverfront Park, Aspinwall, PA
- Assemble, a community space for arts + technology, Pittsburgh, PA
- Associated Artists of Pittsburgh, Pittsburgh, PA
- Association of Fundraising Professionals (AFP), Pittsburgh, PA
- Athena Erie, Erie, PA
- ATU Local 85, Pittsburgh, PA
- Auberle, McKeesport, PA
- August Wilson African American Cultural Center, Pittsburgh, PA
- August Wilson House, Pittsburgh, PA
- Aurora Social Rehabilitation Services, Harrisburg Social Rehabilitation Center, Harrisburg, PA
- Aurora Social Rehabilitation Services, Mechanicsburg Social Rehabilitation Center, Mechanicsburg, PA
- Autism Society of Berks, Wyomissing, PA
- Autism Society of Northwestern PA, Erie, PA
- Baptist Homes Foundation, Pittsburgh, PA Barber National Institute, Bridgeville, PA
- Beacon Clinic for Health and Hope, Harrisburg, PA
- Beaver County Chamber of Commerce, Beaver, PA
- Beaver Falls Community Development Corporation, Beaver Falls, PA
- Bedford County Chamber of Commerce, Bedford, PA
- Bender Consulting Services, Inc., Pittsburgh, PA
- Benedictine Sisters of Pittsburgh, Bakerstown, PA
- Bengali Association of Greater Pittsburgh (BAP), Pittsburgh, PA
- Bethany House Academy, Pittsburgh, PA
- Bethel Village AME Church, Harrisburg, PA
- Bethesda Children’s Home, Meadville, PA
- Bethesda Foundation for Children, Meadville, PA
- Bethlehem Area Public Library, Bethlehem, PA
- Bethlehem Haven, Pittsburgh, PA
- Bethlehem Housing Authority, Bethlehem, PA
- Bethlen Communities, Ligonier, PA
- Beverly’s Birthdays, Pittsburgh, PA
- Bhutanese Community Association of Pittsburgh (BCAP), Pittsburgh, PA
- Bids for Kids, Erie, PA
- Bidwell Training Center, Inc., Pittsburgh, PA
- Big Brothers Big Sisters of Blair County, Inc., Altoona, PA
- Big Brothers Big Sisters of Greater Pittsburgh, Pittsburgh, PA
- Big Brothers Big Sisters of the Lehigh Valley, Allentown, PA
- Big Brothers Big Sisters of the Twin Tiers, Wellsboro, PA
- Big Brothers Big Sisters of York & Adams Counties, York, PA

- Big Brothers Big Sisters of the Laurel Region, Greensburg, PA
- Bike PGH, Pittsburgh, PA
- Birmingham Free Clinic, Pittsburgh, PA
- Black Girl Health Foundation, Washington, DC
- 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 Health and Welfare Council, Altoona, PA
- Blair County NAACP, Altoona, PA
- Blair Regional YMCA, Hollidaysburg, PA
- Blair Senior Services, Altoona, PA
- Blair Type 1 Diabetes Foundation, Altoona, PA
- Bloomsburg Food Cupboard, Bloomsburg, PA
- Boy Scouts of America–Laurel Highlands Council, Pittsburgh, PA
- Boy Scouts of America, Hawk Mountain Council, Reading, PA
- Boy Scouts of America, Juniata Valley Council, Reedsville, PA
- Boy Scouts of America, Minsi Trails Council, Allentown, PA
- Boyertown Area Multi-Service, Inc., Boyertown, PA
- Boys & Girls Club of Allentown, Allentown, PA
- Boys & Girls Club of Bethlehem Pa., Bethlehem, PA
- Boys & Girls Club of Chambersburg and Shippensburg, Shippensburg, PA
- Boys & Girls Club of Lancaster, Lancaster, PA
- Boys and Girls Club of Philadelphia, Philadelphia, PA
- Boys and Girls Club of Scranton, Scranton, PA
- Bradbury-Sullivan LGBT Community Center, Allentown, PA
- Brandywine Valley Active Aging–Coatesville Campus, Coatesville, PA
- Breathe Pennsylvania, Cranberry Township, PA
- Brethren Housing Association, Harrisburg, PA
- Brevillier Village, Erie, PA
- Bridge Builders Community Foundations, Oil City, PA
- Bridge of Hope, Malvern, PA
- Bridgeway Capital, Pittsburgh, PA
- Bright Side Opportunities Center, Malvern, PA
- Brooks-TLC Hospital System, Inc., Dunkirk, NY
- Brother’s Brother Foundation, Pittsburgh, PA
- Brown Mamas, Pittsburgh, PA
- Brownsville Free Public Library, Brownsville, PA
- Buffalo Elementary School, Sarver, PA
- Buhl Park, Hermitage, PA
- Butler Community College, Butler, PA
- Bynums Marketing & Communications, Inc., Pittsburgh, PA
- Cambria Regional Chamber of Commerce, Johnstown, PA
- Cameron and Elk Counties Behavioral and Developmental Programs, Ridgway, PA
- Camp Erin, Pittsburgh, PA
- Camp Kon-O-Kwee Spencer YMCA, Fombell, PA
- Cancer Caring Center, Pittsburgh, PA
- Capital Area Coalition on Homelessness, Harrisburg, PA
- Carbon-Monroe-Pike Mental Health and Developmental Services, Stroudsburg, PA
- Carlow University, Pittsburgh, PA
- Carnegie Library of Pittsburgh, Homewood, PA
- Carnegie Library of Pittsburgh, Pittsburgh, PA
- Carnegie Mellon University’s Martin Luther King, Jr. Day Writing Awards, Pittsburgh, PA
- Casa Guadalupe Center, Allentown, PA
- CASA of Allegheny County, Pittsburgh, PA
- CASA of Lancaster County, Lancaster, PA
- CASA of Venango County, Oil City, PA
- Casa San José, Pittsburgh, PA
- Casey Cares Foundation, Columbia, MD
- Catasauqua Food Bank, Catasqua, PA
- Cathedral Preparatory School, Erie, PA
- Catholic Charites of the Diocese of Altoona-Johnstown, Altoona, PA
- Catholic Charities Counseling and Adoption Services, Erie, PA
- Catholic Charities Free Health Care Center, Pittsburgh, PA
- Catholic Charities of the Diocese of Harrisburg, Harrisburg, PA
- Catholic Diocese of Pittsburgh, Pittsburgh, PA
- Catholic Harvest Food Pantry, York, PA
- Cay Galgon Life House, Bethlehem, PA

- CCAC Educational Foundation, Pittsburgh, PA
- Center for Advocacy for the Rights & Interests of the Elderly (CARIE), Philadelphia, PA
- Center for Civic Arts, Pittsburgh, PA
- Center For Independent Living of Central Pennsylvania, Camp Hill, PA
- Center for Schools and Communities, Camp Hill, PA
- Center for Victims, Pittsburgh, PA
- Center for Women's Entrepreneurship at Chatham University, 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 Catholic High School, Pittsburgh, PA
- Central PA Autism Society, Hollidaysburg, PA
- Central Pennsylvania Association of Health Underwriters, Harrisburg, PA
- Central Pennsylvania Coalition to Fight Cancer, Harrisburg, PA
- Centre Region Down Syndrome Society, State College, PA
- Centro Hispano, Reading, PA
- Chabad of Squirrel Hill, Pittsburgh, PA
- Challenges: Options in Aging, New Castle, PA
- Chan Soon-Shiong Medical Center at Windber (CSSMCW), Windber, PA
- Change Agency, Pittsburgh, PA
- Charleroi Area Public Library, Charleroi, PA
- Charleroi Area School District Education Foundation, Charleroi, PA
- Charter Arts Foundation, Bethlehem, PA
- Chester County Department of Drug and Alcohol Services, West Chester, PA
- Chester County Food Bank, Exton, PA
- Cheyenne Regional Medical Center Foundation, Cheyenne, WY
- Child Care Consultants, York, PA
- Child Health Association of Sewickley, Sewickley, PA
- Children's Advocacy Centers of Pennsylvania, Erie, PA
- Children's Aid Society, Clearfield, PA
- Children's Home of Pittsburgh, Pittsburgh, PA
- Children's Museum of Pittsburgh, Pittsburgh, PA
- Children's Service Center, Wilkes Barre, PA
- Children's Hospital of Pittsburgh Foundation, Pittsburgh, PA
- Chinese Association for Science and Technology (CAST), Wexford, PA
- Christian Churches United of the Tri-County, Harrisburg, PA
- Christopher's Kitchen, Pittsburgh, PA
- Chuckie Mahoney Memorial Foundation, Presto, PA
- Church in the Round, Aliquippa, PA
- Church of the Covenant Preschool, Washington, PA
- Churchill-Wilkins Rotary Club, Pittsburgh, PA
- City of Asylum, Pittsburgh, PA
- City of Chester, Bureau of Health, Chester, PA
- City of Greensburg, Parks and Recreation Department, Greensburg, PA
- City of Pittsburgh EARN program, Pittsburgh, PA
- City of Washington Citywide Development Corporation, Washington, PA
- City Theatre Company, Pittsburgh, PA
- Clare House, Lancaster, PA
- Clarion County Coalition for Suicide Prevention, Clarion, PA
- Clarion County Human Services, Clarion, PA
- Clarion County YMCA and Oil City YMCA, Oil City, PA
- Clarion Forest VNA, Inc., Clarion, PA
- Clark Memorial Baptist Church, Homestead, PA
- CLASS–Community Living and Support Services, Pittsburgh, PA
- Classrooms Without Borders, Pittsburgh, PA
- Claysburg Education Foundation, Claysburg, PA
- Clean Slate, Pittsburgh, PA
- Clear Thoughts Foundation, Wexford, PA
- Clearfield County Communities That Care (CenClear), Bigler, PA
- Climate Changers, Inc., Erie, PA
- Club Serenity, Inc., Charleroi, PA
- CMSU Service System, Danville, PA
- COBYS Family Services, Lancaster, PA
- Code & Supply Scholarship Fund, Pittsburgh, PA
- CodeDay, Walnut, CA
- Colon Cancer Coalition, Edina, MN
- Colorectal Cancer Alliance, Washington, DC
- Columbia University, New York, NY

- Communities In Schools of Eastern Pennsylvania, Inc., 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 Blood Bank of Northwestern Pennsylvania and Western New York, Erie, PA
- Community Care Behavioral Health Organization, Pittsburgh, PA
- Community College of Allegheny County, Pittsburgh, PA
- Community Empowerment Association, Pittsburgh, PA
- Community First Fund, Philadelphia, PA
- Community Food Warehouse of Mercer County, Sharon, PA
- Community Forge, Wilksburg, PA
- Community Foundation for the Alleghenies, Johnstown, PA
- Community Foundation of Fayette County, Uniontown, PA
- Community Intensive Supervision Program (CISP), Pittsburgh, PA
- Community Kitchen Pittsburgh, Pittsburgh, PA
- Community Liver Alliance, Pittsburgh, PA
- Community Options, Inc., Princeton, NJ
- Community Progress Council, Inc., York, PA
- Community REACH, Inc., Red Lion, PA
- Community Services for Children, Allentown, PA
- Community Shelter Services, Erie, PA
- Compeer of Lebanon County, Lebanon, PA
- Concordia Lutheran Ministries, Cabot, PA
- Confluence Tourism Association, Confluence, PA
- Congregation Beth Shalom, Pittsburgh, PA
- Congregation Poale Zedeck, Pittsburgh, PA
- Congreso de Latinos Unidos, Inc., Philadelphia, PA
- Connecting Champions, Pittsburgh, PA
- Consumer Health Coalition, Pittsburgh, PA
- Contemporary Craft, Pittsburgh, PA
- Coraopolis Community Development Foundation, Coraopolis, PA
- CORO Pittsburgh, Pittsburgh, PA
- County of Allegheny, Office of Community Affairs, Pittsburgh, PA
- Cranberry Township EMS, Cranberry Twp, PA
- Creative Community Connectors, Erie, PA
- Creative York, York, PA
- Cribs for Kids, Pittsburgh, PA
- Crime Victim Center of Erie County, Inc., Erie, PA
- Crispus Attucks Community Center, Lancaster, PA
- Crohn's & Colitis Foundation, Pittsburgh, PA
- Cultivating Resilient Youth, Pittsburgh, PA
- Cystic Fibrosis Foundation, Western Pennsylvania Chapter, Pittsburgh, PA
- Daughters of Zion 101, Pittsburgh, PA
- DePaul School for Hearing and Speech, Pittsburgh, PA
- Developmental and Disability Services of Lebanon County, Lebanon, PA
- Disability Options Network, New Castle, PA
- Dollar Energy Fund, Inc., Pittsburgh, PA
- Down Syndrome Association of Pittsburgh, Pittsburgh, PA
- Doylestown Health Foundation, Doylestown, PA
- Dreams Go On, Hollidaysburg, PA
- Dreams of Hope, Pittsburgh, PA
- Dress for Success Pittsburgh, Pittsburgh, PA
- Dubois Lions Club, Dubois, PA
- Duquesne University, Pittsburgh, PA
- Dystonia Medical Research Foundation, Chicago, IL
- Early Connections (Erie), Erie, PA
- East Liberty Development, Inc., Pittsburgh, PA
- East Liberty Family Health Care Center, Pittsburgh, PA
- Eastern Amputee Golf Association (EAGA), Bethlehem, PA
- Eastern Great Lakes Region at The Leukemia & Lymphoma Society, Pittsburgh, PA
- Eastern Minority Supplier Development Council, Philadelphia, PA
- Eastern Society for Pediatric Research, The Woodland, TX
- Easterseals Western and Central PA, Pittsburgh, PA
- Easton Area Neighborhood Center, Easton, PA
- Easy Does It, Inc., Leesport, PA
- Ebenezer Missionary Baptist Church, Pittsburgh, PA
- Ebensburg Main Street Partnership, Ebensburg, PA
- EcoDistricts Incubator, Pittsburgh, PA
- Edinboro University, Edinboro, PA
- Edinboro Volunteer Fire Department, Edinboro, PA
- EDSI Solutions, Pittsburgh, PA

- Educating Teens about HIV/Aids Inc., Pittsburgh, PA
- Elana's Blessings, Washington, PA
- Embracing Our Veterans, Erie, PA
- Emergency Nurses Association, Schaumburg, IL
- Emergycare, Erie, PA
- Emma's Footprints, Erie, PA
- Emmaus Community of Pittsburgh, Pittsburgh, PA
- EMS West, Pittsburgh, PA
- Energy Innovation Center, Pittsburgh, PA
- Ephrata Community Health Foundation, Ephrata, PA
- Epilepsy Foundation Western/Central Pennsylvania, Pittsburgh, PA
- Erie Arts & Culture, Erie, PA
- Erie Bayhawks, Erie, PA
- Erie City Mission, Erie, PA
- Erie County Drug & Alcohol Coalition, Erie, PA
- Erie County Historical Society, Erie, PA
- Erie County Medical Society, Erie, PA
- Erie DAWN, Erie, PA
- Erie Day School, Erie, PA
- Erie Downtown Partnership, Erie, PA
- Erie Neighborhood Growth Partnership, Inc., Erie, PA
- Erie Otters, Erie, PA
- Erie Philharmonic, 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's Blue Coats, Erie, PA
- Erie-Western PA Port Authority, Erie, PA
- Every Child, Inc., Pittsburgh, PA
- expERIEncE Children's Museum, Erie, PA
- Extra Mile Education Foundation, Pittsburgh, PA
- Families Matter Food Pantry, Monaca, PA
- Family & Friends Initiative of Pittsburgh, Pittsburgh, PA
- Family Guidance, Pittsburgh, PA
- Family House, Pittsburgh, PA
- Family Medicine Education Consortium, Inc., Dayton, OH
- Family Promise of Lehigh Valley, Allentown, PA
- Family Promise Harrisburg Capital Region, Camp Hill, PA
- Family Resources, Pittsburgh, PA
- Family Services of NW PA, Erie, PA
- Family Services of Warren County, Warren, PA
- Familylinks, 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
- Fineview Citizens Council, Pittsburgh, PA
- First Baptist Church of Pittsburgh, Pittsburgh, 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
- Focus on Renewal, McKees Rocks, PA
- FOCUS Pittsburgh, Pittsburgh, PA
- Forward Cities, Durham, NC
- Foundation for Free Enterprise Education (FFEE), Erie, PA
- Foundation of HOPE, Pittsburgh, PA
- Fox Chapel Area Rotary Club, Fox Chapel, PA
- Franklin Area Chamber of Commerce, Franklin, PA
- Franklin County Housing Authority, Chambersburg, PA
- Friends of UPMC Somerset, Somerset, PA
- Friends of the Poor, Scranton, Scranton, PA
- Friendship Community Presbyterian Church, Pittsburgh, PA
- Fulton County Food Basket, Inc., McConnellsburg, PA
- Garvey Manor Nursing home, Hollidaysburg, PA
- Gateway Medical Society, Pittsburgh, PA
- Gateway Rehabilitation Center, Pittsburgh, PA
- Gaudenzia, Norristown, PA
- GFWC Hollidaysburg Area Women's Club, Hollidaysburg, PA
- Ghana Association of Pittsburgh, Pittsburgh, PA
- GIFT-Giving It Forward, Together, Pittsburgh, PA
- Girl Scouts Western Pennsylvania, Pittsburgh, PA
- Girls Hope of Pittsburgh, Inc., Baden, PA
- Girls on the Run at Magee-Womens Hospital in Pittsburgh, Pittsburgh, PA
- Glade Run Lutheran Services, Zelienople, PA

- Glamorous Gutless Girls of Kent State University, Kent, OH
- Gliding Stars of Erie, Erie, PA
- Global Links, Pittsburgh, PA
- Global Minds Initiative, Pittsburgh, PA
- Global Pittsburgh, Pittsburgh, PA
- Good Shepherd Catholic Church, Braddock, PA
- Good Shepherd Rehabilitation Network, Allentown, PA
- Goodwill of Southwestern Pennsylvania, Pittsburgh, PA
- Goodwin Memorial Baptist Church, Harrisburg, PA
- Goulden Touch, Howard, PA
- Grace Community Foundation, Allentown, PA
- Grace United Methodist Church, Lemoyne, PA
- Grantmakers of Western Pennsylvania, Pittsburgh, PA
- Greater Altoona Career & Technology Center, Altoona, PA
- Greater Erie Alliance for Equality, Erie, PA
- Greater Harrisburg NAACP, Harrisburg, PA
- Greater Philadelphia Health Action, Inc. (GPHA), Philadelphia, PA
- Greater Philadelphia YMCA, Media, PA
- Greater Pittsburgh Arts Council, Pittsburgh, PA
- Greater Pittsburgh Community Food Bank, Pittsburgh, PA
- Greater Pittsburgh Literacy Council, Pittsburgh, PA
- Greater Reading Chamber Alliance, Reading, PA
- Greater Reading Mental Health Alliance, Wyomissing, PA
- Greater Washington County Food Bank, Brownsville, PA
- Green Building Alliance, Pittsburgh, PA
- Greenville Heritage Days, Greenville, PA
- Grounded Strategies, Pittsburgh, PA
- Guardian Angels Parish, Natrona Heights, PA
- Gwen's Girls, Pittsburgh, PA
- Habitat for Humanity of Berks County, Reading, PA
- Habitat for Humanity of Greater Pittsburgh, Pittsburgh, PA
- Habitat for Humanity of the Lehigh Valley, Allentown, PA
- HACC, Central Pennsylvania's Community College, Harrisburg, PA
- Hair Peace Charities, Pittsburgh, PA
- Hamilton Health Center, Harrisburg, PA
- Hampton Alliance for Educational Excellence (HAEE), Allison Park, PA
- Hanover Area Diversity Alliance, Hanover, PA
- Harrisburg Housing Authority, Harrisburg, PA
- Havin, Inc., Kittanning, PA
- Hazelwood Initiative, Inc., Pittsburgh, PA
- Head for the Cure Foundation, Kansas City, MO
- Healthcare Financial Management Association, Westchester, IL
- Healthcare Information and Management Systems Society (HIMSS), Central Pennsylvania Chapter, Harrisburg, PA
- Healthy Steps Diaper Bank, Harrisburg, PA
- HEARTH, Glenshaw, PA
- Hedwig House, Ardmore, 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, Sewickley, PA
- Hershey Food Bank and Community Outreach, Hershey, PA
- HF Lenz Company, Pittsburgh, PA
- Hidden Valley Foundation, Somerset, PA
- Higher Achievement, Pittsburgh, PA
- Highlands Health Clinic, Johnstown, PA
- Hill Community Development Corporation, Pittsburgh, PA
- Hill District Education Council, 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
- HM3 Partners Independence Fund, Gibsonia, PA
- Holcomb Behavioral Health Systems, Exton, PA
- Hollidaysburg Area Arts Council (HAAC), Hollidaysburg, PA
- Hollidaysburg Area Community Partnership, Hollidaysburg, PA
- Holy Family Institute, Pittsburgh, PA
- Home Nursing Agency, Altoona, PA
- Homeless Children's Education Fund, Pittsburgh, PA
- Homewood at Martinsburg, Martinsburg, PA
- Homewood Children's Village, Pittsburgh, PA

- Homewood-Brushton YMCA, Pittsburgh, PA
- Hope Drop-In Center, Altoona, PA
- Hope Grows, Moon Township, PA
- HOPE Ministries and Community Services, Lancaster, PA
- Hope Rescue Mission, Reading, PA
- Hôpital Albert Schweitzer Haiti, Deschappelles, Haiti
- Housing Alliance of Pennsylvania, Jenkintown, PA
- Housing and Neighborhood Development Service (HANDS), Erie, PA
- Huddle Up for Kids Foundation, Mars, PA
- Hugh Lane Wellness Foundation, Pittsburgh, PA
- Human Services Development Fund (HSDF), York, PA
- Human Services Inc., Thorndale, PA
- Humane Animal Rescue, Pittsburgh, PA
- Huntingdon Community Center, Huntingdon, PA
- Huntingdon County Head Start, Huntingdon, PA
- Huntingdon County Housing Authority, Huntingdon, PA
- Huntingdon County PRIDE, Inc., Huntingdon, PA
- Hydrocephalus Association, Bethesda, MD
- I Am So Hill Organization, Pittsburgh, PA
- IdeasPgh, Pittsburgh, PA
- Iglesia Juan 3:16, Harrisburg, PA
- Il-VI Foundation, Bridgeville, PA
- Imani Christian Academy, Pittsburgh, PA
- In the Light Ministries, Lancaster, PA
- Inclusant, Harrisburg, PA
- Indiana County Community Action Program (ICCAP), 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 Addictions (IRETA), Pittsburgh, PA
- Institute of Medical and Business Careers (IMBC), Pittsburgh, PA
- International Association of Emergency Managers (IAEM), Falls Church, VA
- Iota Phi Foundation, Pittsburgh, PA
- Irish Partnership of Pittsburgh d.b.a. Pittsburgh Irish Festival, Pittsburgh, PA
- Iroquois School District Foundation, Erie, PA
- Islamic Center of Pittsburgh, Pittsburgh, PA
- Ivies on the Lake Foundation, Erie, PA
- Jack and Jill of America · Pittsburgh Chapter, Pittsburgh, PA
- JADA House International, Pittsburgh, PA
- Jaffa Shriners, Altoona, PA
- Jake Wheatley, Jr. Health and Wellness Weekend, Pittsburgh, PA
- Jamestown Community College, Jamestown, NY
- Jamestown Renaissance Corporation (JRC), Jamestown, NY
- Jana Marie Foundation, State College, PA
- JCC of Greater Pittsburgh, Pittsburgh, PA
- Jefferson Hills Recreational Initiative, Jefferson Hills, PA
- Jerome Bettis The Bus Stops Here Foundation, McKees Rocks, PA
- JEVS Human Services, Philadelphia, PA
- Jewish Association on Aging (JAA), Pittsburgh, PA
- Jewish Family & Children's Service, 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 National Fund, New York, NY
- Job Corps, Washington, DC
- Johnstown Area Heritage Association (JAHA), Johnstown, PA
- Johnstown Walk of Hope, Johnstown, PA
- Josh Gibson Foundation, Pittsburgh, PA
- Juniata College, Huntingdon, PA
- Junior Achievement of Western Pennsylvania, Pittsburgh, PA
- Kappa Chapter, Inc. of Chi Eta Phi Sorority Incorporated, Pittsburgh, PA
- Kappa Scholarship Endowment Fund of Western PA, Pittsburgh, PA
- Kelly Strayhorn Theater, Pittsburgh, PA
- Keystone Blind Association, Hermitage, PA
- KeystoneCare, Wyndmoor, PA
- Kids Chance of Pennsylvania, Pittsburgh, PA
- Kids Escaping Drugs, West Seneca, NY
- KidsVoice, Pittsburgh, PA
- Kollel Jewish Learning Center, Pittsburgh, PA
- Labor Council for Latin American Advancement (LCLAA), Pittsburgh, Pittsburgh, PA
- Lackawanna County Reentry Task Force, Scranton, 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, Inc., Erie, PA
- Lancaster County Food Hub, Lancaster, PA
- Lancaster County Project for the Needy, Lancaster, PA
- Lancaster Lebanon Habitat for Humanity, Lancaster, PA
- Lancaster Recreation Commission, Lancaster, PA
- Lancaster Science Factory, Lancaster, PA
- Landforce, Pittsburgh, PA
- Larimer Consensus Group (LCG), Pittsburgh, PA
- Latin American Cultural Center -Lancaster LACC, Lancaster, PA
- Latino Community Center, Pittsburgh, PA
- Latrobe Art Center, Latrobe, PA
- Laurel Life, Chambersburg, PA
- Lawrence County Regional Chamber of Commerce, New Castle, PA
- Lawrenceville Corporation, Pittsburgh, PA
- Le Creme Music Festival, Allentown, PA
- Leadership Pittsburgh Inc. (LPI), Pittsburgh, PA
- LeadingAge PA, Mechanicsburg, PA
- Lebanon County Community Action Partnership, Lebanon, PA
- Lebanon County Head Start, Lebanon, PA
- Lebanon Family Health Services, Lebanon, PA
- Legacy Faith Church, Harrisburg, PA
- Lehigh Valley–American Association of Physicians of Indian Origin (LVA-API), Bethlehem, PA
- Lehigh Valley Center for Independent Living, Allentown, PA
- Lehigh Valley Children’s Centers (LVCC), Allentown, PA
- Lehigh Valley Families Together, Inc., Allentown, PA
- Lending Hearts, Pittsburgh, PA
- Let Freedom Sing, Pittsburgh, PA
- LGBT Elder Initiative, Philadelphia, PA
- Liberty Resources, Inc., Philadelphia, PA
- Life Center, Franklin, PA
- Life Choices Clinic, Camp Hill, PA
- LifeSpan, Inc, Homestead, PA
- Life’sWork of Western PA, Pittsburgh, PA
- Light of Life Rescue Mission, Pittsburgh, PA
- LINKS Charity, Jamestown, NY
- Literacy Pittsburgh, Pittsburgh, PA
- Little Italy Days, Pittsburgh, PA
- Little Sisters of the Poor, Pittsburgh, PA
- Living Water Community Church, Harrisburg, PA
- Luminari Inc., Pittsburgh, PA
- Lupus Foundation of Pennsylvania, Pittsburgh, PA
- Luzerne County Child Advocacy Center+, Wilkes Barre, PA
- Lycoming-Clinton Counties Commission for Community Action (STEP), Williamsport, PA
- Macedonia Family and Community Enrichment Center, Inc., Pittsburgh, PA
- Magee-Womens Research Institute and Foundation, Pittsburgh, PA
- Mainstay Life Services, Pittsburgh, PA
- Make a Wish Foundation, Pittsburgh, PA
- Manchester Bidwell Corporation, Pittsburgh, PA
- Manchester Youth Development Center (MYDC), Pittsburgh, PA
- Manna Food Pantry A Ministry of Penbrook United Church of Christ, Harrisburg, PA
- Manufacturer & Business Association, Erie, PA
- Maria House Project, Erie, PA
- Mario Lemieux Foundation, Pittsburgh, PA
- Mary’s Shelter, Reading, PA
- Mason-Dixon Community Services, Inc., Delta, PA
- Mayor, City of Chester, Chester, 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
- Mel Blount Youth Leadership Initiative, Claysville, PA
- Mercy Center for Women, Erie, 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
- Milagro House, Lancaster, PA

- Milestone Centers, Inc., Pittsburgh, PA
- Minding the Gap, Pittsburgh, PA
- Mission of Mercy Pittsburgh, Pittsburgh, PA
- Mom’s House of Lancaster, Lancaster, PA
- Mon Valley Academy for the Arts, Charleroi, PA
- Monongahela Valley Hospital, Monongahela, PA
- Monroeville American Legion, Monroeville, PA
- Monroeville Rotary Club, Monroeville, PA
- Montgomery County Office for Aging, Inc., Amsterdam, NY
- Montour Trail Council, Bridgeville, PA
- Morning Star Pregnancy Services, Harrisburg, PA
- Mosser Village Family Center, Allentown, PA
- Mother Theresa Academy, Erie, PA
- Mother of Sorrows Church, Murrysville, PA
- Mount Aloysius College, Cresson, PA
- Mount Nittany Health Foundation, State College, PA
- Mount Washington Community Development Corporation, Pittsburgh, PA
- M-PowerHouse, Pittsburgh, PA
- Mt Zion Missionary Baptist Church, Pittsburgh, PA
- Mt. Ararat Community Activity Center, Pittsburgh, PA
- Mt. Lebanon Artists’ Market, Pittsburgh, PA
- Mt. Lebanon Partnership, Pittsburgh, PA
- Multi-Cultural Health Evaluation Delivery System, Inc., Erie, PA
- Muscular Dystrophy Association, Pittsburgh, PA
- Muslim Association of Lehigh Valley, Whitehall, PA
- My Brother’s Keeper, City of Pittsburgh, Pittsburgh, PA
- NAACP Washington, PA Branch, Washington, PA
- NACD Three Rivers Chapter, Bridgeville, PA
- NAIOP’s Developing Leaders, Pittsburgh, PA
- NAMI Blair County PA, Altoona, PA
- NAMI Luzerne / Wyoming County PA, Kingston, PA
- NAMI of Erie County, Erie, PA
- NAMI Scranton and Northeast Region PA, Scranton, PA
- NAMI York-Adams Counties PA, York, PA
- Nancy’s Revival, Pittsburgh, PA
- National Association of African Americans in Human Resources (NAAAHR-Pittsburgh), Pittsburgh, PA
- National Association of Orthopaedic Nurses (NAON), Chicago, IL
- National Civil War Museum, Harrisburg, PA
- National Council of Jewish Women (NCJW), Pittsburgh Section, Pittsburgh, PA
- National Diversity Council, Houston, TX
- National Down Syndrome Congress, Roswell, GA
- National Eating Disorders Association, New York, NY
- National Kidney Foundation Serving the Alleghenies, Pittsburgh, PA
- National Multiple Sclerosis Society, Pennsylvania Keystone Chapter, Pittsburgh, PA
- National Neurotrauma Society, Windermere, FL
- National Organization of Social Workers, Washington, DC
- National Ovarian Cancer Coalition-Pittsburgh, Pittsburgh, PA
- National Refuge for Women, Emergency Housing Pittsburgh, Moon Township, PA
- National Veterans Resource Center, Onward to Opportunity, Syracuse, NY
- Nazareth Area Food Bank, Nazareth, PA
- Negro Educational Emergence Drive (NEED), Pittsburgh, PA
- Nehemiah Project International Ministries, Vancouver, WA
- Neighborhood Allies, Pittsburgh, PA
- Neighborhood Health Centers of the Lehigh Valley, Allentown, PA
- Neighborhood Housing Services of Greater Berks, Reading, PA
- Neighborhood Housing Services of the Lehigh Valley, Allentown, PA
- Neighborhood Learning Alliance, Pittsburgh, PA
- NeighborWorks Association of Pennsylvania, Pittsburgh, PA
- New Bethany Ministries, Bethlehem, PA
- New Choices Career Development Program, Media, PA
- New Hope Ministries, Dillsburg, PA
- New Journey Community Outreach, Inc., Reading, PA
- New Pittsburgh Courier, Pittsburgh, PA
- New Sun Rising, Millvale, PA
- New Creation Free Methodist Church, New Castle, PA
- North Allegheny Foundation (NAF), Pittsburgh, PA
- Northeast Community Center for Behavioral Health, Philadelphia, PA
- Northeast Neighborhood Association, York, PA

- Northeast Region–Institute of Industrial and Systems Engineers, Boston, MA
- Northern Area MultiService Center, Pittsburgh, PA
- Northern Pennsylvania Regional College, Warren, PA
- Northside Common Ministries, Pittsburgh, PA
- Nursing Foundation of Pennsylvania (NFP), Harrisburg, PA
- NW PA Pride Alliance, Inc., Erie, PA
- Oakmont Chamber of Commerce, Oakmont, PA
- OCA-Asian Pacific American Advocates, Washington, DC
- Office of Community Services, Washington, DC
- Office of Minority Health (OMH) at the U.S. Department of Health and Human Services (HHS), Rockville, MD
- Office of the Treasurer, Duncansville Borough, Duncansville, PA
- Office of Vocational Rehabilitation Services, Pittsburgh Office, Pittsburgh, PA
- Oil City Catholic Community, Oil City, PA
- Olivet Boys & Girls Club, Reading, PA
- OMA Center for Mind Body Spirit, Pittsburgh, PA
- Omega Psi Phi Fraternity, Inc., Iota Chapter, Pittsburgh, PA
- OMHSAS Bureau of Children’s Behavioral Health Services, Harrisburg, PA
- Omicelo Cares Inc., Pittsburgh, PA
- One Day to Remember, Pittsburgh, PA
- Onyx Woman Network (OWN), Pittsburgh, PA
- Open Field @ Ascender, Pittsburgh, PA
- Open Streets Lancaster, presented by Lancaster Rec, Lancaster, PA
- Operation Better Block, Inc., Pittsburgh, PA
- Operation Enduring Warrior (OEW), Midlothian, VA
- Operation Troop Appreciation, Pittsburgh, PA
- Operation Walk Pittsburgh, Pittsburgh, PA
- Opportunity House, Reading, PA
- Opportunity Zone Association of America, Washington, DC
- Our Hearts to Soles, Ingomar, PA
- Our Lady of the Blessed Sacrament Food Pantry, Harrisburg, PA
- Outreach Teen & Family Services, Pittsburgh, PA
- Over the Rainbow Children’s Advocacy Center, Chambersburg, PA
- PA CareerLink Pittsburgh, Pittsburgh, PA
- PA CareerLink Pittsburgh, Veterans Services, Pittsburgh, PA
- PA CareerLink Berks County, Reading, PA
- PA Chamber of Business and Industry, Harrisburg, PA
- PA Chapter, American Academy of Pediatrics, Media, PA
- PA Connecting Communities, Carnegie, PA
- PACDC Philadelphia Association of Community Development Corporations, Philadelphia, PA
- Pancreatic Cancer Action Network, Manhattan Beach, CA
- Parent Education & Advocacy Leadership (PEAL) Center, Pittsburgh, PA
- Parkinson Partners of NW PA, Inc., Erie, PA
- Parkinson Foundation Western Pennsylvania (PFWPA), Bellevue, PA
- Pars for Postpartum Depression Golf Outing, Pittsburgh, PA
- Partner4Work, Pittsburgh, PA
- Pediatric Palliative Care Coalition (PPCC), Pittsburgh, PA
- Penn Hills Police Department, Pittsburgh, PA
- PennAEYC, Harrisburg, PA
- Pennsylvania Assisted Living Association, Camp Hill, PA
- Pennsylvania Assistive Technology Foundation (PATF), King of Prussia, PA
- Pennsylvania Association of Community Health Centers, Wormleysburg, PA
- Pennsylvania Association of County Drug and Alcohol Administrators (PACDAA), Harrisburg, PA
- Pennsylvania Coalition Against Domestic Violence (PCADV), Harrisburg, PA
- Pennsylvania College Access Program (PA-CAP), Pittsburgh, PA
- Pennsylvania Department of Labor and Industry, Pittsburgh, PA
- Pennsylvania District Kiwanis International, Harrisburg, PA
- Pennsylvania Geriatric Society–Western Division, Pittsburgh, PA
- Pennsylvania Health Access Network (PHAN)–Pittsburgh, Office, Pittsburgh, PA
- Pennsylvania Health Care Association (PHCA), Harrisburg, PA
- Pennsylvania Highlands Community College Foundation, Johnstown, PA

- Pennsylvania Homecare Association, Lemoyne, PA
- Pennsylvania Housing Finance Agency (PHFA), Harrisburg, PA
- Pennsylvania Interfaith Impact Network (PIIN), Pittsburgh, PA
- Pennsylvania Mental Health Consumers' Association (PMHCA), Harrisburg, PA
- Pennsylvania Office of Vocational Rehabilitation, Pittsburgh, PA
- Pennsylvania Peer Support Coalition (PaPSC), Lancaster, PA
- Pennsylvania Psychological Association, Harrisburg, PA
- Pennsylvania Women Work, Pittsburgh, PA
- Pennsylvanians for Modern Courts, Philadelphia, PA
- PERSAD Center, Pittsburgh, PA
- Perseus House, Inc, Erie, PA
- Pettigrew Endowed Fund, Pittsburgh, PA
- Pinebrook Family Answers, Allentown, PA
- Pine-Richland Youth Center, Gibsonia, PA
- Pink Pamper, Bethel Park, PA
- Pittsburgh Action Against Rape (PAAR), Pittsburgh, PA
- Pittsburgh Airport Area Chamber of Commerce, Moon Township, PA
- Pittsburgh Alumnae Chapter of Delta Sigma Theta Sorority, Inc., Pittsburgh, PA
- Pittsburgh Association of the Deaf, Pittsburgh, PA
- Pittsburgh Black Pride, Pittsburgh, PA
- Pittsburgh Board of Education, Pittsburgh, PA
- Pittsburgh Career Institute, Pittsburgh, PA
- Pittsburgh Chapter, German American Chamber of Commerce, Inc., Pittsburgh, PA
- Pittsburgh Community Reinvestment Group (PCRG), 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 (PIMS), Pittsburgh, PA
- Pittsburgh Job Corps Center, Pittsburgh, PA
- Pittsburgh Learning Commons, Pittsburgh, PA
- Pittsburgh Lesbian & Gay Film Society, Pittsburgh, PA
- Pittsburgh Mercy, Pittsburgh, PA
- Pittsburgh Student Chapter of Engineers Without Borders, Pittsburgh, PA
- Pittsburgh Technical College (PTC), Oakdale, PA
- Pittsburgh Urban Christian School, Pittsburgh, PA
- Pittsburgh Urban Magnet Project (PUMP), Pittsburgh, PA
- Pittsburgh Urban Media, Pittsburgh, PA
- Pittsburgh's Premedical Organization for Minority Students (POMS), Pittsburgh, PA
- Planned Parenthood of Western PA, Pittsburgh, PA
- POISE Foundation, Pittsburgh, PA
- Presbyterian SeniorCare, Oakmont, PA
- Presque Isle Partnership, Erie, PA
- Pressley Ridge Foundation, Pittsburgh, PA
- Primary Care Collaborative, Washington, DC
- Primary Care Health Services, Inc., Pittsburgh, PA
- Professional Women's Network (PWN), Pittsburgh, PA
- Program to Aid Citizen Enterprise (PACE), Pittsburgh, PA
- Project Management Institute (PMI) Pittsburgh Chapter, Pittsburgh, PA
- Prostate Conditions Education Council (PCEC), Centennial, CO
- PublicSource, Pittsburgh, PA
- PulsePoint, Pleasanton, CA
- Rainbow Kitchen, Homestead, PA
- Reading Area Community College (RACC), Reading, PA
- Reading is Fundamental Pittsburgh, Pittsburgh, PA
- Rebuilding Together Pittsburgh (RTP), Pittsburgh, PA
- Recovery Community Connection, Williamsport, PA
- Redevelopment Authority of County of Greene, Waynesburg, PA
- Reel Q Film Festival, Pittsburgh, PA
- resolve Crisis Services, Pittsburgh, PA
- Retreat & Refresh Stroke Camp, Peoria, IL
- 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 Scranton, Scranton, PA
- Roots of Faith Ministry Center, a location of Faith United Methodist Church, Sharpsburg, PA
- Rotary Club of Harrisburg (RCH), Harrisburg, PA

- Rotary Club of Pittsburgh, Pittsburgh, PA
- Safe Berks, Reading, PA
- Safe Harbor Easton, Easton, PA
- SafeNet Erie, Erie, PA
- Saint Patrick Church, Erie, PA
- Salem Square Community Association, York, PA
- Samaritan Counseling Center, Lancaster, PA
- Sarah A. Reed Children’s Center, Erie, PA
- Sarah Heinz House, Pittsburgh, PA
- Schuylkill County’s VISION, Schuylkill Haven, PA
- Second Harvest Food Bank of Northwest Pennsylvania, Erie, PA
- SEMPER GRATUS, Pittsburgh, PA
- Serving Other Souls, Inc., Pittsburgh, PA
- Sharing and Caring, Inc., Pittsburgh, PA
- Sharpsburg Neighborhood Organization (SNO), Pittsburgh, PA
- Shenango Valley Urban League, Inc., Farrell, PA
- Shriners Hospitals for Children — Erie, Erie, PA
- Side Project Inc., West Palm Beach, FL
- Silk Screen, Asian American Arts & Culture Organization, Pittsburgh, PA
- Sister Cities Association of Pittsburgh, Pittsburgh, PA
- SisTers PGH, Swissvale, PA
- Sisters Place, Inc., Pittsburgh, PA
- Skills of Central PA, State College, PA
- Small Seeds Development Inc., Pittsburgh, PA
- Smart Futures, Pittsburgh, PA
- Society of St. Vincent de Paul Council of Altoona-Johnstown, Altoona, PA
- Softer Side Seminars, Pittsburgh, PA
- Sojourner House, Pittsburgh, PA
- Sonny Pugar Memorial, Inc., Pittsburgh, PA
- South Central Community Action Programs (SCCAP), Gettysburg, PA
- South Park Education Foundation, South Park, PA
- South Side Community Council, Pittsburgh, PA
- Southwestern Pennsylvania Area Agency on Aging, Inc., Charleroi, PA
- Special Olympics Pennsylvania, Norristown, PA
- SpiriTrust Lutheran, Chambersburg, PA
- Spoken Language Interpreting Services Pittsburgh Language Access Network (PLAN), Pittsburgh, PA
- Springboard Consulting, LLC, Highland Beach, FL
- Squirrel Hill Health Center, Pittsburgh, PA
- Squirrel Hill Urban Coalition (SHUC), Pittsburgh, PA
- St. Barnabas Charities, Gibsonia, PA
- St. Francis University, Loretto, PA
- St. Martin Center, Inc., Erie, PA
- St. Matthew Lutheran Church, Millerstown, PA
- St. Paul Baptist Church, Pittsburgh, PA
- STANDING FIRM, a national program of Women’s Center & Shelter of Greater Pittsburgh, Pittsburgh, PA
- Steel Smiling, Pittsburgh, PA
- Steel Valley Rotary Club, Munhall, PA
- Strong Women, Strong Girls, Pittsburgh, PA
- Student National Medical Association, University of Pittsburgh School of Medicine Chapter, Pittsburgh, PA
- Susan G. Komen Pennsylvania, Dallas, TX
- Sustainable Pittsburgh, Pittsburgh, PA
- Team PHenomenal Hope, Inc., Beloit, Wisconsin
- Temple Emmanuel of South Hills, Pittsburgh, PA
- The 9th Street Clinic, McKeesport, PA
- The African American Directors Forum (AADF), Pittsburgh, PA
- The Afro-American Music Institute (AAMI), Pittsburgh, PA
- The Aging Institute of UPMC Senior Services and the University of Pittsburgh, Pittsburgh, PA
- The Aleph Institute–N.E. Regional Headquarters, Pittsburgh, PA
- The Allegheny Conference on Community Development, Pittsburgh, PA
- The ALS Association Western Pennsylvania Chapter, Pittsburgh, PA
- The American Institute of Architects (AIA), Pittsburgh Chapter, Pittsburgh, PA
- The American Red Cross Greater Pennsylvania, Pittsburgh, PA
- The Arc of Dauphin County, Harrisburg, PA
- The Arc of Erie County, Erie, PA
- The BHS Foundation, Butler, PA
- The Bradley Center, Pittsburgh, PA
- The Brain Recovery Project, Los Angeles, CA
- The Brashear Association, Pittsburgh, PA
- The Cambria County Library System, Johnstown, PA

- The Center for Hearing & Deaf Services, Inc. (HDS), Pittsburgh, PA
- The Center for Student Wellbeing, Duquesne University, Pittsburgh, PA
- The Chester County Community Foundation, West Chester, PA
- The Children’s Heart Foundation, Northbrook, IL
- The Citizens Science Lab, Pittsburgh, PA
- The Colon Club, Gansevoort, NY
- The Community Alliance for Suicide Prevention, Mayville, NY
- The Community Health Center of Butler County (CHC), Butler, PA
- The Consortium for Public Education, McKeesport, PA
- The Duane Williams Memorial Scholarship Fund (DWMSF), Pittsburgh, PA
- The Education Partnership, Pittsburgh, PA
- The Epilepsy Project, Erie, PA
- The Erie Art Museum, Erie, PA
- The Foundation for IUP, Indiana, PA
- The Franklin/Grove City YMCA, Franklin, PA
- The Frick Pittsburgh, Pittsburgh, PA
- The Friendship Circle of Pittsburgh, Pittsburgh, PA
- The Giorgio Foundation, Duncansville, PA
- The Greater Pittsburgh Coalition Against Violence, Pittsburgh, PA
- The Greater Pittsburgh Police Emerald Society, Pittsburgh, PA
- The House of Mercy, Eastside Grassroots Coalition, Erie, PA
- The Housing Authority of the City of Erie (HACE), Erie, PA
- The Independent Council on Aging, Inc. (ICA), Erie, PA
- The Ireland Funds, Pittsburgh, PA
- The Jewish Federation of Greater Pittsburgh, Pittsburgh, PA
- The Joe Beretta Foundation, Mt. Juliet, TN
- The Ladies Hospital Aid Society, Pittsburgh, PA
- The LeMoyne Community Center, Washington, PA
- The Mendelssohn Choir of Pittsburgh (MCP), Pittsburgh, PA
- The Mental Health Association of Northwestern Pennsylvania, Erie, 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 Monongahela Valley Hospital Foundation, Monongahela, PA
- The North East Community Foundation, North East, PA
- The PA Breast Cancer Coalition, Lebanon, PA
- The PBA Commission on Women, Harrisburg, PA
- The Pennsylvania Health Law Project, Pittsburgh, PA
- The Pittsburgh Metropolitan Area Hispanic Chamber of Commerce (PMAHCC), Pittsburgh, PA
- The Pittsburgh Project, Pittsburgh, PA
- The Prevent Another Crime Today (PACT) Initiative, Pittsburgh, PA
- The Salvation Army Harrisburg Capital City Region, Harrisburg, PA
- The Salvation Army Lehigh Valley, PA, Easton Corps, Easton, PA
- The Salvation Army Western PA Division, Rochester, PA
- The Sherwood Oaks Fund, Pittsburgh, PA
- The Sight Center of Northwest PA, Erie, PA
- The Society of St. Vincent de Paul Council of Pittsburgh, Pittsburgh, PA
- The Still Remembered Project, Bethel Park, PA
- The University of Pittsburgh Alzheimer’s Disease Research Center, Pittsburgh, PA
- The UPMC Jameson Health Care Foundation, New Castle, PA
- The Western Pennsylvanian Conservancy, Pittsburgh, PA
- The Woodlands Foundation, Wexford, PA
- The Black Political Empowerment Project (B-PEP), Pittsburgh, PA
- The Black Women’s Health Alliance, Philadelphia, PA
- The Clarion Chamber of Business & Industry, Clarion, PA
- The Clemente Collection at Engine House 25, Pittsburgh, PA
- The Global Switchboard, Pittsburgh, PA
- The Hospice and Palliative Nurses Association (HPNA), Pittsburgh, PA
- The Ireland Institute of Pittsburgh, Pittsburgh, PA
- The Kiwanis Club of Altoona, Altoona, PA
- The LGBT Center of Greater Reading, Reading, PA

- The Pittsburgh Promise, Pittsburgh, PA
- The Salvation Army of Chambersburg PA, Chambersburg PA
- The Salvation Army Western PA Division, Carnegie, PA
- The Union of African Communities in Southwestern PA (UACSWPA), Pittsburgh, PA
- The Western Pennsylvania Chapter of the National Hemophilia, Cranberry Twp, PA
- The Zionist Organization of America: Pittsburgh, Pittsburgh, PA
- Three Rivers Business Alliance, Pittsburgh, PA
- Three Rivers Youth, Pittsburgh, PA
- Threshold Rehabilitation Services, Inc., Reading, PA
- Tickets for Kids Foundation, Pittsburgh, PA
- Tiger Pause Youth Ministry, Beaver Falls, PA
- Trade Institute of Pittsburgh, Pittsburgh, PA
- Transforming Health of African American Women, Inc. (THAW), Pittsburgh, PA
- Transitional Paths to Independent Living (TRPIL), Washington, PA
- Transitions, Lewisburg, PA
- Turning Point of Lehigh Valley, Allentown, PA
- Twilight Wish Foundation, Doylestown, PA
- United Way of Blair County, Duncansville, PA
- United Way of Butler County, Butler, PA
- United Way of Indiana County, Indiana, PA
- United Way of Pennsylvania, Lemoyne, PA
- United Way of Southwestern Pennsylvania, Pittsburgh, PA
- University of Pittsburgh office of Health Sciences Diversity, Equity and Inclusion, Pittsburgh, PA
- University of Pittsburgh, Cancer Institute, Pittsburgh, PA
- University of Pittsburgh, Clinical & Translational Science Institute, Pittsburgh, PA
- University of Pittsburgh, Innovation Institute, Pittsburgh, PA
- University of Pittsburgh, Institute for Clinical Research Education (ICRE), Pittsburgh, PA
- University of Pittsburgh, Institute for Entrepreneurial Excellence, Pittsburgh, PA
- University of Pittsburgh, Office of Health Sciences Diversity, Pittsburgh, PA
- UPMC Altoona Foundation, Altoona, PA
- UPMC Hillman Cancer Center Academy, Pittsburgh, PA
- UPMC Senior Services, Pittsburgh, PA
- Uptown Partners of Pittsburgh, Pittsburgh, PA
- Urban Impact Foundation, Pittsburgh, PA
- Urban League of Greater Pittsburgh, Pittsburgh, PA
- Ursuline Support Services, Pittsburgh, PA
- URU The Right to Be, Inc., West Haven, CT
- VA Pittsburgh Healthcare System, Pittsburgh, PA
- Valley Youth House, Bethlehem, PA
- Venango County Association for the Blind, Seneca, PA
- Venango County Suicide Awareness Prevention Task Force, Franklin, PA
- Venango Training & Development Center, Inc., Seneca, PA
- Verland Foundation, Sewickley, PA
- Veterans Leadership Program of Western Pennsylvania, Inc., Pittsburgh, PA
- Veterans of Foreign Wars (VFW), Kansas City, MO
- Veterans Place of Washington Boulevard, Pittsburgh, PA
- VIBRANT–A Christian Church, Lambs Gap Campus, Mechanicsburg, PA
- VIBRANT–A Christian Church, York Haven Campus, York Haven PA
- Vibrant Pittsburgh, Pittsburgh, PA
- Vietnam Veterans Memorial Fund, The Wall that Heals, Arlington, VA
- Villa Maria Academy, Erie, PA
- Vincentian Collaborative System, Pittsburgh, PA
- Vision Toward Peace, LLC, Wilksburg, PA
- VisitPITTSBURGH, Pittsburgh, PA
- Vitamin C Healing, Pittsburgh, PA
- Warren United Methodist Church, Pittsburgh, PA
- Warriors Rock, Greensburg, PA
- Waynesboro Community and Human Services, Waynesboro, PA
- Wesley Center AME Zion Church, Pittsburgh, PA
- Wesley Family Services, Wilksburg, PA
- Western Pennsylvania Chapter at American Foundation for Suicide Prevention, Pittsburgh, PA
- Westminster Presbyterian Church, Pittsburgh, PA
- Westmoreland Community Action, Greensburg, PA
- Westmoreland County Food Bank, Delmont, PA
- Westmoreland County Human Services, Greensburg, PA

- Westmorland-Fayette Workforce Investment Board (WFWIB), Youngwood, PA
- When She Thrives, Coraopolis, PA
- Wilkes-Barre Family YMCA, Wilkes Barre, PA
- Women of Providence in Collaboration, Madison, IL
- Women's Center & Shelter of Greater Pittsburgh, Pittsburgh, PA
- Women's Center of Beaver County, Beaver, PA
- Women's Resource Center, Scranton, PA
- Workforce Development Global Alliance (WDGA), Monroeville, PA
- Wounded Warrior Project, Pittsburgh, PA
- Ya Momz House, Inc., Pittsburgh, PA
- Yates Fund for Cancer Hope, Sewickley, PA
- YMCA of Greater Pittsburgh, Pittsburgh, PA
- YMCA of the Twin Tiers, Bradford YMCA, Bradford, PA
- York Opioid Collaborative, Red Lion, PA
- You Matter Marathon, Philadelphia, PA
- Youth Reach, Inc., Allison Park, PA
- YouthPlaces, Inc., Pittsburgh, PA
- YWCA Gettysburg & Adams County, Gettysburg, PA
- YWCA Greater Harrisburg, Harrisburg, PA
- YWCA of Greater Pittsburgh, Pittsburgh, PA
- estmoreland County Food Bank, Delmont, PA
- estmoreland County Human Services, Greensburg, PACA, Wilkes Barre, PA
- Women of Providence in Collaboration, Madison, IL
- Women's Center & Shelter of Greater Pittsburgh, Pittsburgh, PA
- Women's Center of Beaver County, Beaver, PA
- Women's Resource Center, Scranton, PA
- Workforce Development Global Alliance (WDGA), Monroeville, PA
- Wounded Warrior Project, Pittsburgh, PA
- Ya Momz House, Inc., Pittsburgh, PA
- Yates Fund for Cancer Hope, Sewickley, PA
- YMCA of Greater Pittsburgh, Pittsburgh, PA
- YMCA of the Twin Tiers, Bradford YMCA, Bradford, PA
- York Opioid Collaborative, Red Lion, PA
- You Matter Marathon, Philadelphia, PA
- Youth Reach, Inc., Allison Park, PA
- YouthPlaces, Inc., Pittsburgh, PA
- YWCA Gettysburg & Adams County, Gettysburg, PA
- YWCA Greater Harrisburg, Harrisburg, PA
- YWCA of Greater Pittsburgh, Pittsburgh, PA

Appendix D: Concept Mapping Methodology

Overview:

UPMC's 2022 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 and 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)

APPENDIX D: Concept Mapping Methodology

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?

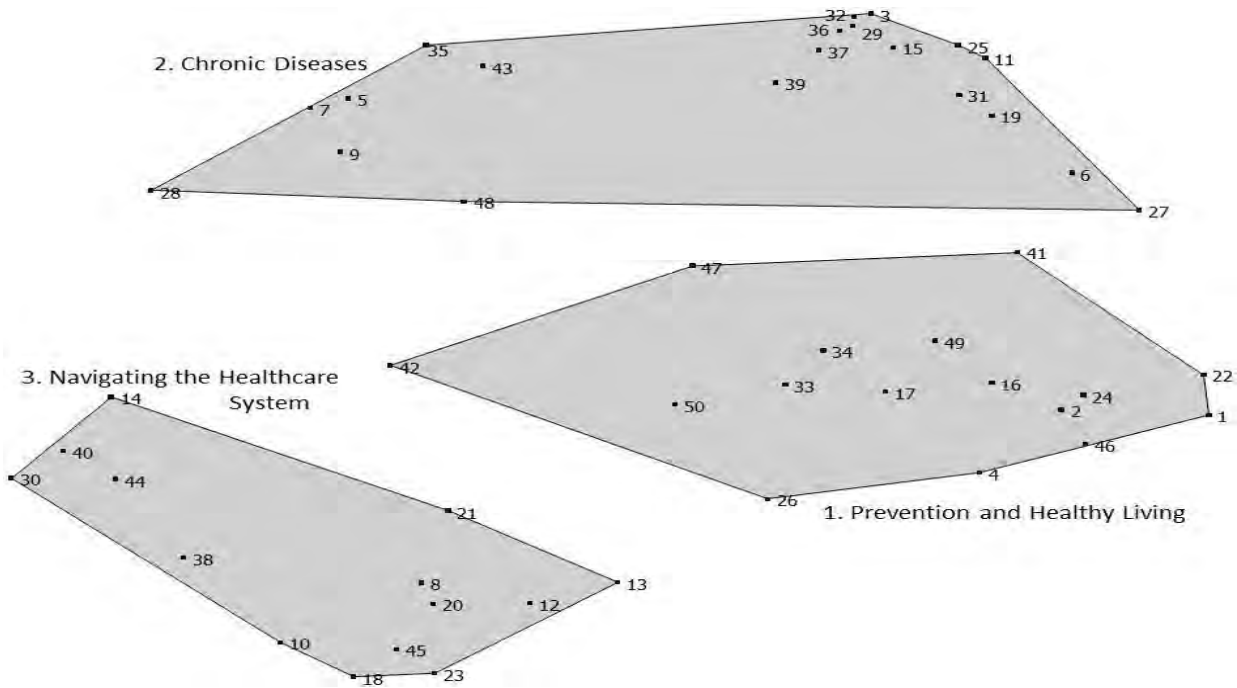
(1 = no ability; 5 = great ability)

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.