



UPMC | SHADYSIDE

**PATIENT CARE SERVICES
ANNUAL REPORT 2023**

TABLE OF CONTENTS

Letter from CNO.....	1
Magnet® Journey Update.....	2
Nursing Strategic Plan.....	3
Shared Leadership.....	4-15
Essential Services Council	4
Evidence-Based Practice and Research Council	5
Quality and Safety Council	6-9
Night and Weekend Council	9
Procedural Ambulatory Council (PAC)	10
Informatics and Technology Council	11
Professional Practice and Development Council (PPDC)	12-13
Transformational Leadership Council	14-15
Structural Empowerment.....	16-26
Nursing Certifications.....	16
Nursing Degrees.....	17
Podium Presentations.....	18
Poster Presentations.....	19
Leadership Positions in Professional Organizations.....	19
Above and Beyond Recipients.....	20-21
DAISY Award Recipients.....	22
PETALS Award.....	23
ACES Recipients.....	24
Nurses Week Awards.....	25
Employee Resource Groups.....	26
Transformational Leadership.....	27
Patient Care Services Nursing Division Leaders.....	27
Resources.....	28-30
Staff Respite Rooms.....	28
Tuition Assistance.....	29
Life Solutions.....	30



Letter from Chief Nursing Officer
Amy McLaughlin, MSN, RN, NE-BC
Chief Nursing Officer
Vice President Patient Care Services

The new year is a wonderful time of year to celebrate new growth and renewal. Last March, I had the privilege of accepting the position of Chief Nursing Officer / Vice President, Patient Care Services at UPMC Shadyside. While not new to Shadyside, I am thankful for the growth opportunities and additional responsibilities to serve our patients and staff.

UPMC Shadyside has a rich history. Our Shared Leadership model is “*Rooted in caring and guided by innovation.*” Shadyside is known for providing excellent care to our patients and improving both patient outcomes and the patient experience.

We focus on key elements to create a high quality and safe environment for our patients and staff. A culture of caring where we show support for one another is evident in our hallways and the departments of Shadyside.

It has been wonderful to see staff advance through the My Nursing Career ladder this year. Many have taken advantage of growth opportunities and utilized tuition reimbursement for formal education and national certifications.

This year’s Annual Report illustrates the excellent work of our Shared Leadership Councils. This structure provides the framework to allow our Magnet® journey to continue. Our document submission to the ANCC will take place in April in pursuit of our fourth Magnet® Designation. The exemplars in the document represent the execution of both the art and science of nursing.

We have so much to be proud of, and together we will continue to build on our solid foundation to face the challenges ahead. Your commitment to Shared Leadership and the UPMC Experience is second to none. Thank you for your dedication and determination to make our hospital an exceptional place to work and heal. I am proud to serve as your Chief Nurse and look forward to the future success of UPMC Shadyside.

Sincerely,
Amy McLaughlin



Magnet® Journey Update
Jennifer Maley MSN, RN, TCRN, NE-BC
Magnet® Program Director
UPMC Shadyside



The Magnet® program is recognized as the gold standard of nursing excellence. Achieving this status is considered a great accomplishment for any hospital. 8% of hospitals in the United States can boast this recognition, and only 3%, including UPMC Shadyside, have achieved designation 3 times.

The legacy does not stop there. In April 2024, we will submit the document to the American Nurses Credentialing Center (ANCC) Magnet® Program Office. Upon successful review, a site visit will be awarded, and UPMC Shadyside will be on our way to our 4th designation!

“Pride” is a feeling of deep satiation derived from achievements. The Magnet® culture is embedded in everything we do. Our Professional Practice Model: Rooted in Caring, Guided in Innovation lives through all of us.

Our shared leadership councils include and support the following:

1. Professional role of the registered nurse including accountability for one’s own practice
2. Evidence based practice
3. Contemporary management concepts and theory
4. Patient needs, patient population demographics, nursing staff needs, and ratio of nurses serving in various roles and levels
5. Continuity of Care
6. CARE DELIVERY MODEL

Magnet® organizations integrate evidence-based practice and research into clinical and operational processes. Nurses apply evidence to improve the science of nursing. Innovations in patient care, nursing, and the practice environment are the trademark of organizations that receive Magnet® recognition. Establishing new ways of achieving high quality, effective, and efficient care is the outcome of transformational leadership and exemplary professional practice in nursing.

I am honored to be on this journey with you!
Very Sincerely Yours,
Jen

UPMC Shadyside
Shared Leadership Councils



Rooted in Caring / Guided by Innovation

Nursing Strategic Plan

UPMC Shadyside

Each year we collectively reflect on the needed services of the hospital from the perspective of our patients, families, and staff. The UPMC Shadyside Nursing Strategic Plan 2020-2025 reflects nurses' collaborative efforts to improve patient experience, quality outcomes, and staff engagement. The strategic plan determines how our nursing profession is directed and creates processes to attain our end goals. This plan evolves annually and can be modified to reflect our changing healthcare environment.

UPMC System-Wide Strategic Goals are cascaded down to our hospital and refined to meet the needs of our UPMC Shadyside's patient and staff populations. The hospital's goals are coordinated by our shared leadership councils and developed by our front-line staff. The Strategic Plan has four Pillars to focus our nursing efforts: **Service, People, Quality, and Finance**.

Each of the pillars encompasses a nursing goal, strategic initiative, and empirical outcome. The measurements are for the assurance that UPMC Shadyside is leading through data analytics, evidence-based practice, and research.

UPMC Presbyterian Nursing Strategic Plan 2020 -2025 UPMC Shadyside Nursing Strategic Plan 2020 -2025				
Goals	Service	People	Quality	Finance
	Improve the Patient Experience	Improve the Employee Experience	Improve the Quality and Efficiency of Patient Care	Operate All Departments to Budget
Nursing Strategies	<ul style="list-style-type: none"> Continue The Patient Experience Work Develop Collaborative & Multi-disciplinary Care Build Interdepartmental Relationships 4 Key Behaviors Optimize Ambulatory Care Access 	<ul style="list-style-type: none"> Maintain Magnet Designation Reduce Turnover Increase Recruitment & Retention Complete Succession Planning & Professional Development Increase BSN & Certification Rates Continue Shared Leadership Ensure Staff Safety Promote Interdepartmental Relationships Recognition Programs Promote Healthy Workforce Programs 	<ul style="list-style-type: none"> Working to Scope Evidence-based Practice and Research Promote Publications, Regional, National & International Visibility Outperform National Quality Indicator Benchmarks Reduce 7-day Readmissions Care Transitions Calls 24/7 Regulatory Readiness Patient Safety Reduce HAI's 	<ul style="list-style-type: none"> LOS Ensure Direct/Indirect Operating Costs to Budget

UPMC Nursing Vision

Our vision for UPMC Nursing is to create the best patient experience, nationally and internationally, through the selection, development, retention, and reward of the highest performing nurses, while creating systems and programs that create consistency and excellence in patient care.

Essential Services Council Achievements

Chair: Kurt Weber

Co-Chair: Dante Donato

SHARED
LEADERSHIP

Out and About (helping guests get to where they need to be throughout the hospital)

- ◆ Prepared dinner for Family House (Shadyside Location)
- ◆ Performed safety room checks to reduce falls and complete major repairs
- ◆ Held Coat and Sock Drive
- ◆ Reviewed Patient Comments from Press Ganey / HCAHPS Reports to Implement Changes
- ◆ Partnered with other councils to resolve issues
- ◆ Established quarterly ESC Award September 2020



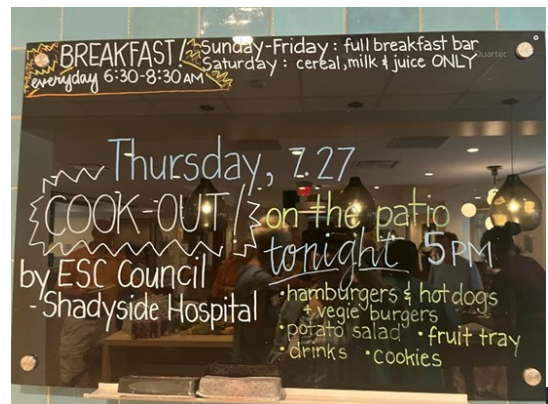
March 2023 Winner
Gary Lorey, Parking



October 2023 Winner
Paula Shields, EVS



Family House Summer Cookout



Evidence Based Practice and Research Council

Chair: Kelly Thompson, BSN, RN

**Co-Chair: Crystal Sasinowski, MPH, BSN, BS,
REHS/RS, RN, CIC**



The Evidence-Based Practice and Research (EBPR) Council welcomed many new participants to the council and sustained a core group of members who are eager to implement new evidence-based projects and research. We continued to host hybrid meetings with in-person attendance encouraged to maintain flexibility of our nightshift members. To increase networking opportunities for our members, we planned our December meeting to be less formal and more about building relationships. We modified our meeting structure to better meet the needs of the group. Our journal club, which is instrumental in promoting and strengthening members' skills in reviewing literature and identifying relevant EBP topics, has been moved to every-other-month rather than every month. This change was made to devote more time to dissecting and analyzing articles.

This year, we achieved an acceptable number of members to facilitate creating teams, each focusing on a different area for improvement. These multidisciplinary teams have been able to create a diverse list of project opportunities. Two nurses reported outcomes of nursing research completed at Shadyside. Ongoing education and skill building of council members remains a priority. The EBPR Council members continue to recruit more members, partner with nurse residency groups for project development, increase dissemination of EBP information outside the council, foster a spirit of inquiry and engagement throughout the hospital, and generate ideas for EBP and quality improvement projects within the next year.



Quality and Safety Council Achievements

Chair: Lynn Pederson, RN

**Co-Chair: Stephanie Montemurro, RN, BSN,
CMSRN**

Facilitator: Tim Herzer, MSN, RN



UPMC Shadyside Quality & Safety Council

Monthly Presentations

- ◆ Julia Bost, Trish George, Jill Kelly, Dr. Lauren Ray, Kelly Sines, and Peg Verrico - Monthly Patient Safety Updates, which include case studies, to discuss at our meetings.
- ◆ Amy McLaughlin - Monthly State of the Organization updates and Q&A discussions with council members.
- ◆ Rachael Bitterice, Erin Catanese, and Maria Cukrzynski – Quality Improvement Updates, statistics, and areas of focus.
- ◆ Morgan Showalter and Lauren Wingert – On-The-Go wellness activities to do during our meeting and suggestions on how to implement them into our everyday lives: Stretching, Mindfulness, Breathing, Yoga.

Updates and Awareness

- ◆ Shawn Hennen – Presentation on Staff Reallocation
- ◆ Kellie Antinori-Lent – Lantus Pen Changes, POC Changes
- ◆ Amy Folk – End of Year HAPI Reports
- ◆ Kim Klamut - Stroke Updates
- ◆ Kelly Sines – Condition Support presentation, Verbal De-escalation Training
- ◆ Mandi Powell – Nursing Informatics
- ◆ Maria Cukrzynski – PCN Allergy Project Education Road Show
- ◆ Allison Ruckus and Kelly Root – Pre-op Prep
- ◆ Diane Charity - Fall Prevention Awareness
- ◆ Ashley Ayres – Infection Prevention
- ◆ Jennifer Maley – Magnet Exemplars
- ◆ Megan Marmol, Taylor Spangler – Secure Port Education
- ◆ Quality and Safety council members participated in the My Voice Action Plan Meeting

Project Support and Innovation

- ◆ Rachel Bitterice, Maria Cukrzynski, and Erin Catanese - Quality Improvement Specialists who assisted with Project Focus Discussion.
- ◆ Audrey Alcorn - Innovation Improvement Specialist who provides project support and ideas, as well as led council through the steps of process change.

Project Work

- ◆ Council continuation project from 2022
 - ◆ Education for Discharge
 - ◆ Medication Reconciliation for Discharge
- ◆ Developed AIM statements for each branch of project.
- ◆ Provided additional discharge phone call questions to gather information on patient's discharge understanding.
- ◆ Determined current discharge process through brainstorming, experience, and observations.
- ◆ Conducted literature search to pull national discharge process information.
- ◆ Reviewed available discharge process resources within the UPMC system.
- ◆ Focused on areas in the current discharge process in which we want to implement changes for each branch of the project.
- ◆ Provided eye catching discharge-specific folders for the target units.
- ◆ Wrote instructions on implementation of each branch of the project for the target nursing units.
- ◆ Gathered information on project outcomes through discharge phone calls, unit feedback, and ultimately 7- and 30-day readmission rates.



Outreach Activities

Nurses Week Participation

- ◆ Rounding Event – Bee the Next Link! We received 734 entries over 2 days, which included positive statements about a UPMC coworker engaging staff on weekend, daylight, and off shifts.
 - ◆ These entries were displayed in the Main Lobby during Nurses Week
 - ◆ Event was also utilized at the Shadyside School of Nursing.
- ◆ Throw No Mercy Cornhole Basket Raffle Donation.



Quality and Safety Council Achievements Continued



Community

- ◆ Collection of new toys for Batch A Toys at our December meeting to donate to the Best of the Batch Foundation's Annual Holiday Drive (December 2022)
- ◆ December 2023, partnered with Essential Services Council to provide holiday meals for 90+ visitors of the Family House.
 - ◆ Monetary donations collected from council members to help fund the meal.
 - ◆ Time and energy pledged by council members to prepare and serve the meal.
 - ◆ Collection of requested hygiene products for the Family House to have on hand for visitors in need.



Hygiene Products Collected for the Family House

Continued Collaboration

- ◆ Work in project focus groups in conjunction with Quality Improvement Specialists and Innovation Improvement Specialists for goal specific outcomes.
- ◆ Potentially modify Discharge Project based on information gathered from phone survey results, targeted unit feedback, and readmission rates.



Celebrating Our Wins!

- ◆ Returned to 4-hour, engaging, full agenda, in-person meetings with high attendance from council members. Mastered use of Teams and other technology related to virtual and hybrid meetings.
- ◆ Exceeded goal for Nurses Week Activity engagement by spreading 734 affirming statements, directed from one person to the next, throughout the hospital.
- ◆ Under the direction of Audrey Alcorn, we learned the steps involved in process change and implemented them to develop our Group Discharge Project.

Night and Weekend Council Achievements

Chair: Michael Archer, BSN , RN

Co-Chair: Jamilyn Kennell, MSN, RN, OCN

We are a group with a Passion that calls us toward a Mission of ensuring the well-being of Patients, Families and Staff during the “Off-Shift.”



2023 saw many new and exciting changes for the Night and Weekend Council. Alongside the changes we made in our format and structure, we kept many of the attributes that made us who we are.

Our first major change came in the form of transitioning to full in-person meetings for the first time in over three years. This change afforded the Council the opportunity to engage directly with each other and fostered stronger conversations, communication, and idea generation. For this to work, the Council opted to change our meeting day and time from Friday evenings to Monday mornings. This change made attending in-person meetings more conducive to all of our members.

Staying with tradition, the Council continued its partnership with the Essential Services Council in reviewing the nominations and voting for the Essential Services Award. This partnership not only benefits the Essential Services Council, but continues to deliver to our members a unique insight into the amazing work performed by our essential peers.

Our annual Nurses Week Nightingale Crawl step challenge saw more participants than ever before, strengthening our Council’s commitment to bettering the overall health and well-being of our peers.

The major outcome of 2023 for the Night and Weekend Council came in the form of solidifying our commitment to the Healthy Nurse, Healthy Nation program. Through a grant from the Shadyside Foundation, the Night and Weekend Council begin the Healthy Night Shift Nurse Project. This Project will see the tenets of the Healthy Nurse, Healthy Nation program brought to our off-shift peers in the form of monthly podcasts, and ultimately, a night shift health fair.

Our aim is true and our vision steadfast. We continue to strive to create and maintain a hospital environment that sees patient and family care equal across all spectrums, twenty-four hours a day, seven days a week. We challenge ourselves to be the resource that is needed by the night and weekend staff and to serve their needs not only in the workplace, but to the betterment of their physical and emotional well-being.

Procedural Ambulatory Council Achievements

Chair: Radune Mautz, BSN, RN

Co-Chair: Breanna Unger, BSN, BS RN, CEN, EMT-P

- ◆ Chair – Radune Mautz (Non Invasive Cardiology)
- ◆ Co-Chair – Breanna Unger (Emergency Department)
- ◆ Appointed Leadership Facilitators – Jenilynn Porter and Shannon Swierczynski
- ◆ Administrative Sponsor – Kitty Zell
- ◆ Innovation support from Dianne Charity
- ◆ Multiple presentations of awareness from supporting departments including Infection Protection, Transport, Patient Safety, HR, Informatics, Education and many others.
- ◆ Continuing Current Initiative—Ambulatory / Transport / Inpatient Unit Collaboration
 - ◆ Cardiac Monitor Training established for Transporters – incorporated into all new hire orientation.
 - ◆ Grant received by Transport for RFID tags to facilitate locating wheelchairs
 - ◆ Pilot between Radiology and the Mains – workflow - utilizing the HUC as bridge for communication between radiology and the RN and entering requests in teletracking.
 - ◆ Develop a model utilizing Hospitality Associates / Patient Family Concierge to communicate with patients regarding impending testing and preparation for testing.
- ◆ Continue to collaborate with the Presbyterian PAC to share topics and project ideas



2023 Procedural Ambulatory Council Members

Informatics and Technology Council Achievements

Chair: Pamela King, CCRN , BSN

Co-Chair: Sue Evanchak, RD, LDN



In 2023, council meetings moved to a 3-hour duration and continued in a hybrid format with focus on in-person meetings. We added polls, word cloud activities, and favorite pictures as a way to increase engagement. We implemented a regular “Getting to Know You” presentation at the start of our meetings as a way of getting more familiar with our council members.

- ◆ Work was completed on a shortened version of Admission Assessments and rolled out to Staff. The Inter-op compliance goals were increased, and the format for reporting moved to power-bi, which allows staff to identify deficiencies more easily. This helped improve scores.
- ◆ Diet orders were updated and changes were made to unit meal reports with the addition of the FIN/DOB/Patient Age/Admission Date, and affirmed name in quotes.
- ◆ Collection manager was updated and rolled out with a few issues, which were soon corrected.
- ◆ We collaborated with ESS for a cookout at the Family House, and a fun time was had by all!
- ◆ The council had a Nurses Week table and offered potted plants and seeds to all. The plants and seeds were planted and bagged by council members.
- ◆ We had a table at the Shadyside Informatics Fair where we offered explanations of Power-Bi and showcased our council. We will end the year with a potluck and white elephant gift exchange.



Family House Summer Cookout Collaboration

- ◆ The council will start 2024 with new leadership. Susan Evanchak will move into the chair position, and Karen Urban will be our newly elected Co-Chair.
- ◆ With the decision to embrace Epic as our EHR, the council will be participating as needed.

Professional Practice and Development Council Achievements

Chair: Shannon Grainy, BSN

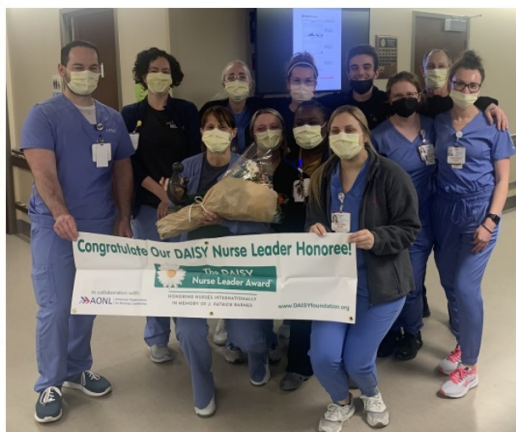
Co-Chair: Michael Gallant, BSN, CWON

In 2023, the Professional Practice and Development Council reunited and began in person meetings, while still having a virtual option if needed. The focus of the council this year was to work on bedside shift report and incorporate fall safety into bedside shift report to reduce falls and increase patient safety. Throughout the year, Lauren Charles, Patient Experience Coach, assisted PPDC with reviewing proper ways to complete BSSR. Each member of the council was to validate BSSR on each of his or her units. Lauren Charles also reviewed hourly rounding, which is now called Purposeful Rounding.



2023 Professional Practice and Development Council Members

We continued providing Daisy awards to our extraordinary nurses. We created a new Daisy award category and were able to present Kathleen Finn as the first Nurse Leader Daisy winner.



1st Shadyside Daisy Nurse Leader Award Recipient

Kathleen Finn, Clinician (MICU)

The WOC team was our Team Daisy winner for 2023. We were so fortunate to have the Barnes Family visit for the last Daisy celebration. We celebrated Renee Maccamy from 4 Main and shared a wonderful story about her caring and compassion in the intricate care of her 4 Main patients. Additionally, we received a gracious grant from the Shadyside Foundation to incorporate a Daisy statue near the entrance of the hospital to share nursing's commitment to compassionate care with our visitors and patients.



WOC Team - Team Daisy Winner for 2023



In addition to nominating Daisy winners, PPDC continued to vote for the Cameos of Caring Awards and other categories during Nurses Week. During Nurses Week, PPDC provided a wonderful basket of “Nursing Essentials” to be raffled. To keep the council up-to-date, Manju Jain was able to present our patient experience scores and explained how we are progressing. Trish George shared peer review cases with us during each meeting and provided education and feedback for each case. We continued our monthly agenda items including pharmacy updates by Brian Tuttle, policy updates from Linda Lakdawala, and infection prevention updates.

Amy McLaughlin provided helpful administrative updates regarding staffing shortages, retention and recruitment, and hospital construction. This allowed council members to have the most up to date information to disseminate to their units/departments. We continue to try to have a representative from every unit/department in Shadyside!

Transformational Leadership Council Achievements

Chair: Erin O'Brien, MSN, RN, CMSRN

Co-Chair: Heidi Stoichkova, MSN, RN



The purpose and mission of the Transformational Leadership Council is to earn the satisfaction of our customers, the respect and trust of those who govern us, and the pride of our employees; to be a resource to our staff, patients and families; to attract, develop, motivate and retain a workforce within a supportive environment; to provide leadership while supporting the mission, vision, and values of the organization.

2023 Highlights:

- ◆ Clinician Engagement and Leadership Development
 - ◇ Clinician Retreat held on November 3, 2023
 - ◇ Led by Ashley Lint, UD facilitator for the Clinician group, and the Co-Chairs for the Clinician group; William Kegg and Patti Gabriel
 - ◇ Small group formed to assist with planning of events and agenda to help enhance the Clinician group's knowledge and leadership skills
- ◆ RN and PCT Floating
 - ◇ Developed Floating Survey for staff to provide feedback to units that staff float to.
 - ◇ Unit Directors are expected to monitor the Floating Survey weekly for any opportunities to enhance the floating experience on their units.

- ◆ Recruitment and Retention
 - ◇ Collaboration with Talent Acquisition and Human Resources at biweekly meetings
 - ◇ Monitoring of Days to Decision from application of a new candidate to the offering of a position
 - ◇ Engagement and partnership with the Shadyside School of Nursing on site
 - ◇ Partnership with Talent Acquisition to attend multiple School of Nursing events in the Pittsburgh area



- ◆ Enhancement of the UPMC Experience for Patients and Staff
 - ◇ Discussion of Essential Services Survey and collaboration with interdisciplinary departments
 - ◇ Discussion of HCAHPS and Adopter Questions
 - ◇ My Voice Survey Action Planning
- ◆ Capacity Management
 - ◇ Daily management of discharges and decreasing average length of stay
 - ◇ Promotion and education on each unit regarding the Discharge Lounge
- ◆ Service Project
 - ◇ Our service project will be a donation to a Nursing School student in need from Shadyside School of Nursing during the holiday season

For 2024, our council will continue to focus on:

- ◇ Continued collaboration with interdisciplinary teams throughout Shadyside Hospital
- ◇ Staff retention
- ◇ My Voice Survey Strategic Action planning
- ◇ Decreasing average length of stay and early discharges through capacity updates and collaboration with our HUC group
- ◇ Continued promotion of the Discharge Lounge to improve capacity management
- ◇ Improving overall hospital HCAHPS scores at Shadyside hospital
- ◇ Enhancing our Adopter Behaviors through The UPMC Experience framework
- ◇ Continued collaboration with Human Resources on UPMC Career Ladders adjustments and enhancements
- ◇ Continued collaboration with Talent Acquisition to decrease Days to Decision and improve the overall onboarding process for new hires

STRUCTURAL EMPOWERMENT

UPMC Shadyside prides itself on the exemplary care given to patients and values the excellence of the nursing staff providing this care. One way to acknowledge this excellence is through encouraging our eligible clinical nurses to achieve a certification in their specialty. By achieving certification, it demonstrates to patients, employers, and the public that the nurse’s knowledge, skills, and abilities meet the rigorous national standards and reflects a deep commitment to patient safety. Today, there are over 100 different nursing specialty certification exams available. UPMC supports our nurses’ efforts and will reimburse the nurse when he/she successfully completes the certification exam. Certification is part of our professional development process and promotion within the *My Nursing Career Ladder*. Currently UPMC Shadyside has a certification rate of **32.61%**

NURSING CERTIFICATIONS

ACM-RN

Donna Eubanks

BMTCN

Kelly Thompson

CCRN

Taylor Anderson
Christina Filiaggi
Patrick Herres
Laura Tingley

CEN

Jenny Eckert

CNOR

Pamela Lemley

CGRN

Morgan Yates

CIC

Kimberly Edwards

CMSRN

Michael Moeslein

CNN

Daesil Kwak

CNOR

Jennifer Miller
Flora Palmquist

CSRN

Lynn Capella
Laura Roth
Andrew Soltesz
Laura Strine

CST

Johanna Spaeter

CWON

Valerie Schalm

HNB-BC

Eric Schwab

NPD-BC

Feather Bacher

OCN

Rose Collier
Shannon Grainy
Natalie McLane
Megan Pietrusinski
Emma Ranft

Patient Safety Essentials

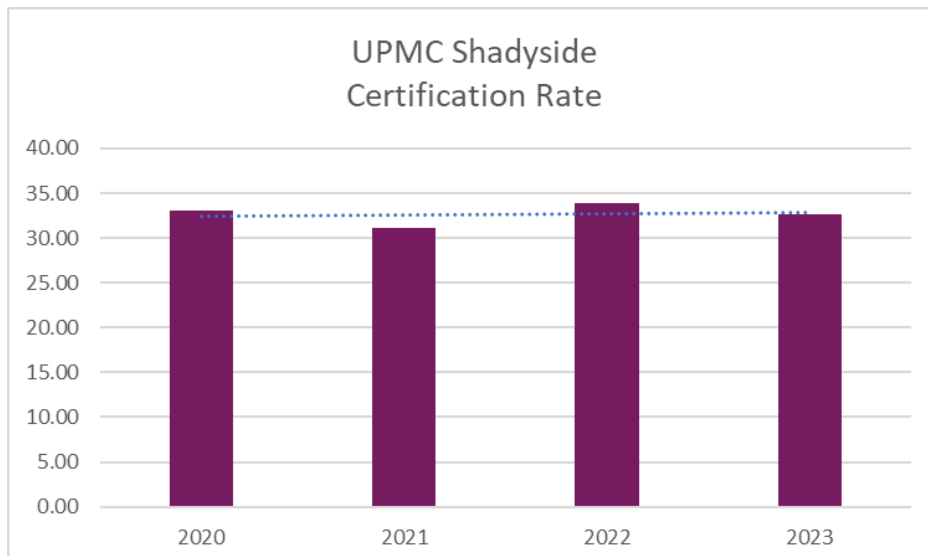
Nathan Duer
Carriann Zacharias

PCCN

Paula Corinna Arieta

PMHN

Heather Logan



UPMC Shadyside also supports professional development through nurses obtaining a higher degree of nursing. UPMC provides many resources and tools to support our nurses' pursuit of higher education. Through the programs and benefits offered as part of our Total Rewards Program, nurses can advance their degree with features that include tuition assistance benefits and tuition discounts through various higher education institutions. These opportunities can broaden our nurses' knowledge and skill set while advancing the nurse through the *My Nursing Career Ladder*. Currently, our nursing workforce with a minimum Bachelor's of Science in Nursing (BSN), through the Master's degree and Doctorate level is **66.97%**

NURSING DEGREES

BS

Edinboro University
Beatrice Herring

University of Pittsburgh
Isabel Delosrios
Elise Palatine

BSN

Capella University
Whitney Colosimo
Shannon Grainy
Kayla Holmes
Megan Little
Philip Pietropaolo

Charles Eric Staderman
Mindy White
Caroline Witt

Chamberlain University
Erin Wearing

Pennsylvania Western University
Brooke Panfil

University of Mary
Jie Hall

University of Pittsburgh
Daniel Duenas

West Virginia University
Brianna Heck

Diploma
Heritage Valley School of Nursing
Alexis Zendt

UPMC Shadyside School of Nursing
Beatrice Herring

DNP

Walden University
Rebecca McClelland

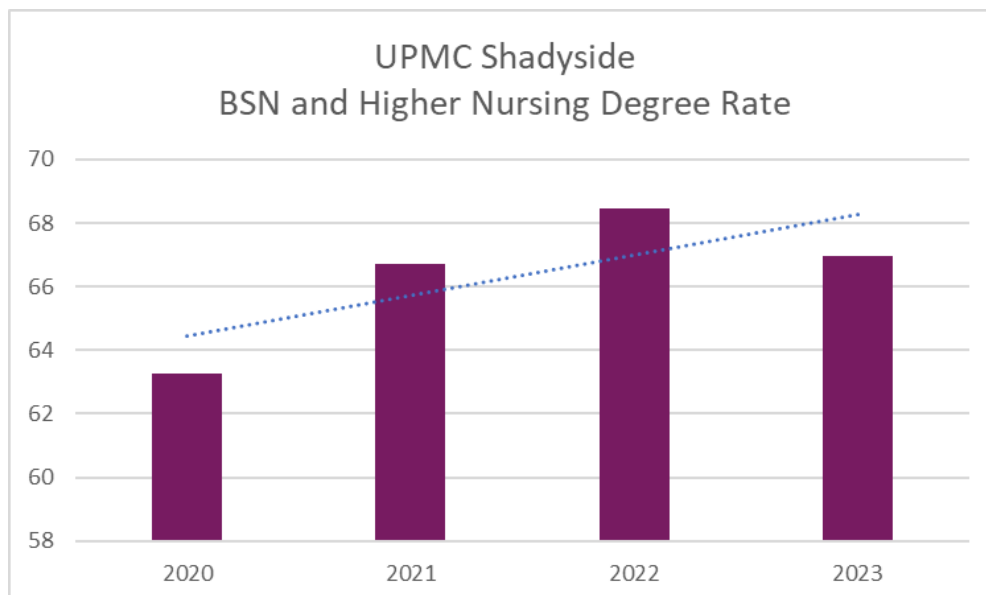
FNP

Carlow University
Meghan Rosen

MSN

Carlow University
Meghan Rosen

Capella University
Christina Baker
Michelle McIntosh
Alexis Schwartz
Abigail Smith



UPMC Shadyside encourages our nurses to consistently evaluate our current nursing practices. Through this evaluation, we often discover opportunities to improve our practices that are beneficial to our patients, as well as our nursing workforce. When the outcomes support the efforts of our new and innovative practices, our nurses look to share our best practices with colleagues, locally, regionally, nationally, and even internationally. One way to share our best practices is by presenting at various conferences either as a panelist, podium, or poster presenter.

PODIUM PRESENTATIONS

Antinori-Lent, K. (2023, June). *Prioritizing Patient Experiences in the Management of Diabetes and its Complications: Prevention and Management of Hypoglycemia*. Endocrine Society 2023. Chicago, IL

Dodge, M., Crago, E., George, E., Scott, P. (2023, June). *Back to Sleep: An Evaluation of Sleep Patterns in Hospitalized Patients*. UPMC St. Margaret 18th Annual Clinical Research Forum. UPMC St. Margaret, Pittsburgh, PA

Folk, A. (2023, June). *Urinary Diversion and Post-Op Convexity*. WOC Next (Wound, Ostomy, Continence Nursing Society). Las Vegas, NV

Kennell, J., Charnego, M., George, E., Watters, S. (2023, June). *An Organizational Evaluation of Moral Distress Among Registered Nurses*. Greater Pittsburgh Chapter of the Oncology Nursing Society's Congress Review Event. Pittsburgh, PA

Matthews, C., Nistor, C. (2023, June). *Multi-Disciplinary Collaboration in Developing Analytical-based HAPI Prevention Plan*. WOC Next (Wound, Ostomy, Continence Nursing). Las Vegas, NV

Matthews, C., Zamarripa, C. (2023, June). *Fistula Hands-On Workshop*. WOC Next (Wound, Ostomy, Continence Nursing). Las Vegas, NV

Kennell, J., Charnego, M., George, E., Watters, S. (2023, August). *An Organizational Evaluation of Moral Distress Among Registered Nurses*. SWPONL Conference. Oglebay, WV



POSTER PRESENTATIONS

Mathews, C., Craig, A., Zamarripa, C., (2023, June) *"Going With the Flow" to Develop a Robust External Female Catheter Implementation Process.* Poster presented at Wound, Ostomy, Continence Nursing Society, Las Vegas, Nevada

UPMC LIFE CHANGING MEDICINE

"GOING WITH THE FLOW" TO DEVELOP A ROBUST EXTERNAL FEMALE CATHETER IMPLEMENTATION PROCESS

ALEXANDRA CRAIG, BSN, RN, WTA-C; CECILIA ZAMARRIPA, PHD, RN, CWON; CAROL MATHEWS, BSN, RN, CWON
(1) WOUND, OSTOMY, CONTINENCE (WOC), NURSING DEPARTMENT, THE UNIVERSITY OF PITTSBURGH MEDICAL CENTER PRESBYTERIAN SHADYSIDE (PUH SHY), PITTSBURGH, PA.

Purpose
To evaluate the effectiveness of External Female Catheters in decreasing skin breakdown and decreasing UTI incidence for females with incontinence in the acute care setting.

Background
Urinary incontinence (UI) affects 28% of adult women in some acute care hospital settings. UI often leads to skin damage such as incontinence associated dermatitis (IAD). The association between IAD and prevalence of hospital-acquired pressure injury (HAPI) in the sacrococcygeal area is noted to be statistically significant. Our hospital system WOC Nurse teams conducted and led a quality improvement project to compare women that utilized external female catheters (EFCs) to women who did not use them to explore objective improvement in female patients' skin integrity.

Methods
-Quality improvement study across eight UPMC hospitals
-Two different external female catheters evaluated
-Criteria was shared across sites; QI process site specific
-PUH SHY campus: WOC Nurse consult placed by bedside RNs for "External Female Catheter".
-Inclusion criteria were confirmed by WOC team members
-Instructions/supplies delivered by the WOC team
-Initial device placement by WOC RN.
-Daily follow-ups: check skin integrity, supply needs and answer questions.

Inclusion Criteria
Cooperative with care
Immobile
Urinary incontinent (Unable to void using alternative means)
Existing/at risk skin breakdown
Urine output monitoring

Exclusion Criteria
Skin breakdown where the device is directly applied
Vaginal or uterine conditions
Patient refusal
Frequent bowel incontinence
Urinary retention

NEW SKIN BREAKDOWN- CONTROL
No, 40, 53%
Yes, 36, 47%

NEW SKIN BREAKDOWN- DEVICE USE
Yes, 10, 6%
No, 114, 92%

SKIN CONDITION AFTER DEVICE USE

RETAINED	57, 45%
IMPROVED	44, 35%
UNCHANGED	15, 12%
WORSENERD	3, 2%
NEW BREAKDOWN	7, 6%

Results
-Over a nine-month period 120 women included in project.
-8.1% developed new skin breakdown,
-46.3% retained intact skin
-11.3% experienced improved skin integrity
-34% unchanged from their baseline.
-When compared to a control group of 76 women, 47.4% of the control group developed skin breakdown at some point during their hospital stay with no device intact.

Conclusion
Based on these results, a specific brand device was chosen to be utilized to manage female urinary incontinence throughout our health system and a new nurse driven process and standard for urinary incontinence care in females was introduced.

References
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-Phlips, L., Gray, M., & Call, E. (2019). Time of Onset to Changes in Skin Condition During Exposure to Synthetic Urine. *Journal of Wound, Ostomy & Continence Nursing*, 46(4), 315-320. <https://doi.org/10.1097/won.0000000000000549>

LEADERSHIP POSITIONS IN PROFESSIONAL ORGANIZATIONS

Professional organizations can be beneficial to all nurses since these organizations can close the loop between the clinical nursing practice and outside influences that impact nursing. Whether one has a passion for a particular organization or one wants to expand their knowledge for their specialty, there are various professional organizations that UPMC Shadyside nurses belong to locally, regionally, nationally, and even internationally. Participation in such organizations shows a true commitment to the nursing profession. The following nurses are actively leading professional organizations in various capacities.

Carlow University Nursing Program

Tim Herzer MSN, RN
Advisory Board Member

Greater Pittsburgh Chapter of the Oncology Nursing Society

Megan Marmol BSN, RN
Adjunct Board Member

Natalie McLane MSN, RN, CPN
President-Elect

Southwestern Pennsylvania Cystic Fibrosis Foundation

Lauren O'Donnell, PhD, MSN, RN, NEA-BC
Board Member

Southwestern Pennsylvania Organization of Nurse Leaders (SWPONL)

Lauren O'Donnell, PhD, MSN, RN, NEA-BC
Member at Large

UPMC School of Nursing

Susan Shaffer MSN, RN, CNE
Director

UPMC System Evidence Based Nursing Council

Kathryn Riman, PhD, RN
Chair

Western Pennsylvania Lactation Counselors Association (WPLCA)

Amanda White BS, RN, CLC
Board Member

2023 ABOVE AND BEYOND RECIPIENTS

UPMC Shadyside, in collaboration with UPMC, offers many opportunities to honor the outstanding contributions from our associates. The quarterly **Above and Beyond** Program acknowledges our associates who go out of their way to provide service *Above and Beyond* the expectations of our patients, guests, and one another.



Jacqueline Goughnour
Sr. Professional Nurse, BSN
5 Main



Robert Mannino
HIM Technician
Health Information Management



Lorraine Mitchell
Food Service Attendant
Patient Services



Cassandra Ricketts
Lead Office System Assistant
Radiology Support



Christina Schaffner
Patient Care Technician
7 West



Denise Young
Environmental Services Associate
Environmental Services



3 Pavilion Staff



5 Main Nursing Staff

Above and Beyond not pictured:

Kallai Singletary
Patient Care Technician
4 Main Oncology Surgery

2023 ABOVE AND BEYOND

HONORABLE MENTIONS

3 Main

Marcia Colbert, RN
Casey O'Connor, Sr. Clinician
Michael Pastirik, RN
Emily Seckar, BSN
Caitlin Stefano, BSN
Katherine Syper, PCT

4 Main

Rachel Ballard, RN
Theresa Brindle, RN
Irene Clee, BSN
Leslie Devaughn, PCT
Alexa Dominytus, RN
Jacquelyn Garner, Sr. Clinician
Sharleen Risinger, PCT

5 Main

Aimee Shaw, BSN

3 Pavilion

Lynn Thomas, Clinician
Brianna VILLELLA, RN,BSN

5 Pavilion

Andrea Johnson, PCT
Luann Logan, RN, BSN
Jill Ward, RN, BSN

6 Pavilion

Sonia Brookspenn, NA
Makayla Dixon, PCT
Cameron Evans, PCT
Danae Komar, RN
Jessica Mandik, RN
Lauren Montgomery, RN, BSN
Jeffrey Price, RN

7 Pavilion

Justin Nemec, PCT
Jeffrey Price, RN

3 East

Megan Barr, BSN
Christopher Boyle, Sr. Clinician
Kaitlyn Deemer, RN, BSN
Tina Fullum, HUC
Ashok Kadariya, Sr. PCT
Marina Shanoskie, Sr. Clinician

4 East

Derwin Jenkins, HUC
Dionne Lane, HUC
Maria Torrelli, HUC

3 West

Kelly Cerminara, RN

Cardio-Pulmonary Rehab

Julianne Hagmann
Daniel Norman
Kristin Wynn, RN

Emergency Department

Christine Schluep, RN

Environmental Services

Cherita Bryant
Michael Griffin
Jaymaryl (Jay) Latimer
Jada Strayhorn
Bertha Weimer

Food & Nutrition

Angelique (Angel) Fabrizi

Patient Services Department

Precious Woods

Physicians

Vikram Gorantla, MD
David Lazris, Resident
Eric Miller, MD
Alessandro Paniccia, MD
Alanna Peterson, MD

Radiology

Jamall Mattox, OSA

Radiation Therapy Department

Redman McCal

Rehab Services

Sanya Jones, Occupational Therapist
Whitney Pursoo, Physical Therapist

Respiratory

Randy Vickers, Respiratory Therapist,
CRT

Short Stay

Staff

Transport Services

Tasia Lofton
Karen Mentkowski



2023 DAISY AWARD RECIPIENTS



“We’re excited to share that we recently received a grant from the Shadyside Foundation to purchase a Large Healer’s Touch Statue, which will be placed near the front entrance of the hospital.”

Shannon Grainy
Daisy Coordinator



Shannon Coppola

6 West



Renee Maccamy

4 Main



Danielle Shermock

2 Main



Michelle Spade

6 West

The DAISY Award is awarded through the Daisy Foundation. The DAISY Foundation was created in honor of Patrick Barnes who died at age 33 from the auto-immune disease ITP (Idiopathic Thrombocytopenic Purpura). Patrick’s family was by his side during his courageous battle against ITP and acknowledged the compassionate care he received from nurses throughout his final days.

The DAISY Award® was created by the Barnes family as a “thank you” to nurses everywhere. Currently, there are 5,000 healthcare facilities and schools of nursing in all 50 states and 31 international countries participating in the program. Nurses can be nominated by anyone in the organization—patients, family members, other nurses, physicians, and other clinicians and staff—anyone who experiences or observes the compassionate care provided by a nurse.

PETALS Award

Every DAISY has petals extending from its core that makes it the perfect flower. The PETALS (Professional Exemplar That Actively Lends Support) Care Partner Award Program is a meaningful recognition program for extraordinary care partners such as Nursing Assistants (NAs), Patient Care Technicians (PCTs), Advanced Patient Care Technicians (APCTs), Health Unit Coordinators (HUCs), Care Attendants, and Telesitters. The PETALS Award is sponsored by UPMC Shadyside Nursing Administration to recognize those who partner with nurses in caring for our patients and families.

The award recognizes those who emulate the Core Values of UPMC. The description for the PETALS acronym is used to help in the nomination / selection process.

- P** – Passion / Compassion
- E** – Exemplary interdisciplinary relationships
- T** – Trust and Teamwork of families, patients, and peers
- A** – Admirable attributes possessed
- L** – Learner
- S** – Selflessness



To submit a nomination, please search “PETALS Award” on the Infonet.

Each winner will receive a PETALS Awardee pin presented by Nursing Leadership. As nurses, we rely on our care partners as part of our team in getting the work done and impacting the patient experience.



2022 ACES RECIPIENTS

At UPMC, we work alongside incredibly dedicated and passionate people who make Life Changing Medicine happen every day. Among all our great teams and individuals, our Award for Commitment and Excellence in Service (ACES) winners shine as champions of Our Values, exhibiting excellence in everything they do, and going above and beyond to serve our patients, our members, our communities, and each other. Our ACES winners have set themselves apart as our very best. Our 2022 ACES winners join the ranks of less than 1% of UPMC employees who receive this exclusive honor every year. Most incredibly, in a year filled with extraordinary adversity, our awardees rose to the occasion like only they could.

To all of our 2022 ACES winners, thank you for making your team members and leaders proud. On behalf of UPMC, congratulations on this incredible honor.



Sergei Chernyshov
Senior Professional Staff Nurse II



Stacy Clever
Administrative Supervisor



Tina Fullum
Health Unit Coordinator



Katie Jarvis
Pharmacist



Lea Odorisio
Outpatient Nurse Coordinator I
RN-BC, CMSRN, CDP

Aces Recipients not pictured:

- **Samantha Pappert** Senior Professional Staff Nurse, BSN

2023 ACES Winners will be announced in March 2024

Do you have a colleague you would like to nominate?

Above and Beyond

<https://upmchs.sharepoint.com/sites/infonet/UPMCEXperience/Recognition/Pages/Above-and-Beyond.aspx>

ACES

<https://upmchs.sharepoint.com/sites/infonet/UPMCEXperience/Recognition/ACES/Pages/default.aspx>

DAISY Award

<https://upmchs.sharepoint.com/sites/infonet/UPMCEXperience/Recognition/Pages/DAISY-Award.aspx>



2023 Nursing Awards



Champion of Nursing
Louise R. Brown
Vice President, Development
Shadside Foundation



Nursing Beyond the Bedside
Community Service
Kristen George, BA, BSN, RN, TNCC
Emergency Department



Cameos of Caring
Lifetime Achievement Award
Nicolette Mininni, BSN, RN, MEd,
CCRN-K



Outstanding Student
Advocate
Alyssa Tethal, BSN, RN
MICU



Rising Star Award
Benjamin Debolt, RN
7 Main



Cameos of Caring
Case Manager Award
Karen Gallis-Davis, BSN, RN
Clinical Care Coordination



Cameos of Caring
Donate Life Award
Stephanie Welsh, RN
4 Main



Cameos of Caring
Quality and Safety Award
Kimberly Klamut, MSN, RN,
CCNS



Cameos of Caring
Advanced Practice
(Manager Focus) Award
Don Perry, BSN, RN



Cameos of Caring
Advanced Practice (Clinical Focus) Award
Marcy Zoller, CRNP, ACNP-BC
Critical Care Medicine



Cameos of Caring
Honoree Award
Shannon Grainy, BSN,
RN

Employee Resource Groups

Michelle Gilbert, Practice Manager, Rheumatology

Danielle Robinson, Project Analyst, Nursing Education

Dana Thompson-Smith, MBA, Technical Pro Analyst
Information Services

Employee Resource Groups (ERGs) are voluntary, employee-led, sponsored groups whose aim is to foster a diverse, inclusive workplace. The Presbyterian Shadyside Employees of Color & Allies (EOC&A) ERG has been in existence since November 2020. Since 2020, the group has grown to over of 100+ members. The EOC&A ERG exists to provide support for personal or career development and to create a safe space where employees can bring their whole selves to the table.



The purpose of the ERG is to:

- ◇ Educate about the history, culture, and heritage of persons of color, and to raise awareness of the inequities they face
- ◇ Raise awareness of inequities that our patients of color face
- ◇ Provide professional opportunities for all employees of color at Presbyterian and Shadyside Hospitals
- ◇ Provide a forum to discuss topics of diversity and inclusion, to collaboratively promote creating a better workplace for employees of color

The UPMC Presbyterian Shadyside EOC&A ERG has participated in and led a variety of activities including Kneeling against Racism, Hispanic Heritage Month Celebration, and Juneteenth Marketplace. We have worked on service projects such as Karing for Kids, MLK Day of Service, and Wrap a Batch Wrapping Party. In June of this year, the Diversity Mentorship Program with 13 mentees and mentors from Presbyterian Shadyside was implemented. As well, we continue to work on identifying reasons for disproportionate amounts of patients of color who leave against medical advice. We hosted two Diversity Townhalls, provided our members with monthly leadership opportunity listings, and assisted with the promotion of the Patient Family Advisory Council to help recruit patients of color to improve the diversity of the group.

The group is led by co-chairs, Michelle Gilbert, Danielle Robinson, and Dana Thompson-Smith. The ERG meets the 3rd Tuesday of each month from 12 – 1 PM, with the subcommittees meeting as follows:

- ◇ Cultural Celebrations on the 1st Tuesday of each month from 12-1pm
- ◇ Professional Development on the 4th Tuesday of each month from 11am-12pm
- ◇ Patient Experience on the 1st Thursday of each month from 12- 1pm.



The EOC&A ERG is actively seeking new members. If you are interested in joining, please contact us at EOCAERGPS@UPMC.EDU.

PATIENT CARE SERVICES

NURSING DIVISION

LEADERS



Amy McLaughlin
Chief Nursing Officer
Vice President,
Patient Care Services



Shelley Watters
Sr Director,
Cultural Excellence



Lisa Donahue
Sr Director, Patient
Safety & Innovation



Cindy Conte
Director, Patient Care
Services



Lauren O'Donnell
Director,
Nursing Education



Jen Maley
Magnet® Program
Director



Sharon Hachett
Clinical Director



Shawn Hennen
Clinical Director



Susan Killmeyer
Clinical Director



Glenn Zinsmeister
Clinical Director

Staff Respite Rooms

UPMC | SHADYSIDE

Caregiver well being is important. To help, UPMC Shadyside has set up “Respite Rooms” to provide a space to take a quick break, to recharge, or to decompress in a safe and private space.

Respite Room Locations:

Location	Details
5 West (MICU)	Currently available; ID badge access; coordinated by nursing UD (Nicholas Speedy)
1 st Fl. West Wing Volunteer Suite	Currently available; punch code access (9-8-7) Weekend/off-shift access code to the outer suite door (4-5-6)
ED South Connector Hallway	Currently available; punch code access (9-8-7)
4 East Lounge	Currently available; punch code access (9-8-7)
6 West (BMT)	Currently available; coordinated by nursing UD (Natalie McLane); limit to oncology staff
4 West (NSICU)	Currently available; ID badge access

Respite Room Guidelines:

- Available to all staff and providers – intended for staff use ONLY, no visitors or patients
- Individual use only (1 person at a time)
- Request users limit time so others may use the room
- Indicate the room is “In Use” or occupied via door hanger or wall sign
- Not intended to be used as a lunch break room
- Return all items to their original location and dispose of any trash
- Please disinfect (wipe down) surfaces after use before leaving
- Indicate the room is “Vacant” via door hanger when exiting
- Request that users log their visit on the provided paper form or with smart phone via QR Code
(no personal information collected, only utilized to gauge usage)

Amenities Provided: (may vary by individual room)

- Recliner chair
- Sound machine
- Inspirational quotes
- Resource handouts
- Soft lighting
- Massage wand
- Food refreshments
- Hand sanitizer
- Nature artwork
- Aromatherapy stickers
- Tissues
- Sanitizing wipes

The AODs have location and code access information if needed

For questions / comments contact: Dianne Charity (623-3029) charityd2@upmc.edu
and Audrey Alcorn (623-6440) alcornag@upmc.edu

Provided with generous grant funding from the Shadyside Hospital Foundation



Shadyside Hospital Foundation
Founded in 1925

Tuition Assistance



For those interested in advancing your careers, consider the below:

Tuition Discounts

As an additional benefit, the following schools provide a tuition discount to UPMC staff. The characteristics and qualifications of each school's discount program are unique and are subject to change at any time. We encourage you to investigate the programs directly with the schools listed. UPMC does not maintain any details about the programs other than the general overviews listed below. UPMC does not endorse, guarantee, solicit, nor have any interest in any organization listed here. You, as an individual and potential student, are fully responsible for all interactions with these schools.

- American Sentinel College of Nursing & Health Sciences at Post University
- Aspen University
- California University of Pennsylvania
- Capella University
- Carlow University
- Chamberlain University
- Chatham University
- Community College of Allegheny County
- Drexel University
- Duquesne University
- Eastern University
- Elizabethtown School of Graduate and Professional Studies
- Gannon University
- Geneva College
- Grand Canyon University
- La Roche College
- Mercyhurst University
- Messiah University
- Penn State Altoona
- Pennsylvania College of Health Sciences
- Pittsburgh Technical Institute
- Point Park University
- Robert Morris University
- Saint Francis University
- Seton Hill University
- University of Phoenix
- University of Pittsburgh
- Walden University

Additional information can be found: <https://upmchs.sharepoint.com/sites/infonet/Benefits/BenefitOptions/TuitionAssistance/Pages/Tuition-Discounts.aspx>

Tuition Assistance for Staff

If you are classified as regular full-time, flex full-time, job share, or regular part-time, you are eligible for tuition assistance upon employment, provided the school term or class date begins on or after the employment date.

Types of Tuition Assistance for Staff

[Tuition advancement](#) allows your eligible tuition assistance benefit to be paid directly to your school at the beginning of the term.

[Tuition reimbursement](#) allows you to pay your school directly at the beginning of the semester, then request reimbursement for eligible out-of-pocket tuition expenses from UPMC at the completion of the term.

Additional information can be found: <https://upmchs.sharepoint.com/sites/infonet/Benefits/BenefitOptions/TuitionAssistance/Pages/Tuition-Assistance-for-Staff.aspx>

Employee Assistance Program



LifeSolutions employee assistance program (EAP) can help you balance your work and personal needs to become healthier, happier, and more productive.

Our trained professionals can help with:

- Stress, anxiety, or depression.
- Parenting resources.
- Caregiving support.
- Financial and legal worries.
- Overuse of alcohol.
- Grief and loss.
- Work-related challenges.
- Making healthy lifestyle changes.

Our consultation and problem-solving services include:

- Short-term coaching and counseling in person, by telephone, or via video.
- Parenting resources and options for children.
- Support for those who are caring for an older loved one.
- Community referrals and information to address many everyday concerns.
- 24/7 phone support for immediate help.

We offer various support services for workgroups, including:

- Disruptive event management (workplace crisis support).
- Personal and professional development trainings.

You have access to free, 30-minute consultations with a licensed attorney and/or a certified financial adviser. During these consultations, you can address:

- Legal concerns, such as landlord/tenant issues, real estate transactions, bankruptcy, child custody and other family matters, estate planning, immigration issues, and criminal matters.
- Debt management, credit concerns, student loans, mortgages, retirement planning, and financial hardships.

Our interactive website includes thousands of tools to help you and your family address most major life issues. Available resources include:

- Skill builder courses and articles.
- Wellness, fitness, nutrition, and emotional well-being materials.
- Expert-led webinars on personal development, health topics, and caregiving.
- Financial education tools and legal forms, educational information, and discount offers.

Remember, EAP services are private and confidential, and they are available to you and members of your household at no cost.

LifeSolutions@upmc.edu
1-800-647-3327 (TTY: 711)

To access the Work-Life section of our website, go to www.lifesolutionsforyou.com, click Login, and enter your company code: UPMC

Click on the Work-Life Resource Portal under Featured resources.

Here's to our team of employees— real people who are making real sacrifices to care for our patients and their families every day.

You are the soul of UPMC and we thank you.



WE ♥ OUR
HEALTH CARE
HEROES

Heroes.UPMC.com

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