

I am honored and privileged to serve as the Chief Nursing Officer and Vice President of Patient Care Services at UPMC Shadyside. In this role, I am committed to the advancement of both the profession of nursing and of the care and experience of our patients.

I have spent 38 years in various nursing roles at UPMC including clinical director of Nursing Administration, and most recently as a director of nursing. It is my belief that nurses are the link to better health outcomes both by providing high quality care and amazing patient experience. I am extremely proud of our progress with UPMC's patient experience work. We are currently ranked at the 84th percentile for the Hospital Consumer Assessment Healthcare Provider Survey (HCAHPS) overall "Rate the Hospital" metric. We have made great progress in this area, and I know that we will never stop working to improve the experience for our patients and their families.

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

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

UPMC Shadyside is actively and earnestly pursuing our 4th Magnet® redesignation. Magnet® is a designation bestowed from the American Nursing Credentialing Center. I see it in our everyday work creating a wonderful patient experience for every patient, and I see it when I witness the camaraderie throughout our multi-disciplinary team. As a team, I am confident that we will once again achieve this coveted designation at UPMC Shadyside.

We continue to foster a culture of kindness, support, and resilience that is 1,800 strong and counting. The community of Pittsburgh has showed us support, love, and appreciation through their many acts of kindness. We are here to serve our community.

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

Amy McLaughlin, MSN, RN, NE-BC
UPMC Shadyside
Chief Nursing Officer
Vice President, Patient Care Service