

# Meet Ron Reynolds

President, UPMC Muncy and President,  
Operations, UPMC in Clinton County



## How long have you worked in the health care industry?

This is my 20th year with UPMC and 34th year in the health care industry. I started in Home Health and Hospice but have touched many different areas since then, including being the President of UPMC Divine Providence for 7 years. At UPMC Divine Providence, we opened the first cancer center in the region and was there to help create the Breast Health Center. The Breast Health Center sees 23 thousand women and some men. I also helped launch The Gatehouse, an in-patient hospice unit, which has gone beyond our expectations all these years later.

I was asked to take over UPMC Muncy, where I worked on a lot of great projects from 2012 to 2017. We evolved the UPMC Emergency Room, it changed the face of UPMC Muncy. It gave the staff, the community, a greater sense of pride. This modernization improved the perception of care, it made it really as what it always should have been.

I'd also like to mention the decision on Lock Haven and its Outpatient Emergency department. It was a controversial decision, but necessary. It took a lot of courage from a lot of people to make that decision, and I can confidently say it has gone beyond our wildest dreams. We took that risk, knowing it was for the right reasons. This gave us the confidence to not be afraid of change – without this, we would become stagnant.

## Why are UPMC Muncy and the UPMC Outpatient Emergency Department in Lock Haven important resources to the surrounding communities?

As a Critical Access Hospital, UPMC Muncy provides emergent and specialty care, so patients do not need to drive long distances. We are a full-service critical access hospital and have 20 inpatient beds. As part of our critical access status, we also have a swing bed program. This program allows for patients who may no longer require acute hospital care but would benefit from an advanced level of care.

The same is true for the Outpatient Emergency Department in Lock Haven. We provide 24/7 care, so residents do not need to travel. We also offer lab, imaging, and specialty care. Residents can be confident in the care they receive and know that UPMC Williamsport is close by for advanced care if needed.

It is remarkable when we look at our community's needs. Access to behavioral healthcare, transportation, food and nutrition are the top needs of our community. We recognize that these need to be improved and that is something we work towards within our own system and with our community partners.

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## What are the key services at UPMC Muncy?

Our emergency services are the window to our hospital, and we pride ourselves on having the highest patient experience rating in the UPMC system. In addition, we have a robust Surgical Services division. The tenure and competency of the staff, their commitment to high quality outcomes, and accessibility to our facilities offers patients superior surgical options. As of right now, we are on point to complete 4,000 surgeries this year.

UPMC Muncy also has UPMC Magee-Womens health services. We have had an exponential increase in our women's health services because we have expanded their space here on campus. The hospital also offers heart and vascular care and a robust rehabilitation program with physical, occupational, and speech therapies.

I would be remiss if I did not mention our wonderful skilled nursing facility, Muncy Place. The senior community is right on the UPMC Muncy campus. Many members of the community have or have had family members and loved ones stay at Muncy Place. This is a vital resource for our community.

## What other UPMC services are available in the community?

There are plenty of primary care locations within the area where patients typically start their health care journey. Along with primary care, we have great physical therapy clinics. I'd also like to emphasize that we have same-day appointments for imaging services like MRIs, CAT scans, 3D mammograms, and specialized ultrasounds at UPMC Muncy and in Lock Haven.

## Why should patients choose UPMC?

First and foremost is the complete focus and commitment on patient experience. The resources UPMC has is phenomenal. If we are not able to care for a patient at UPMC Muncy, we have Williamsport and if we are not able to care for a patient at UPMC Williamsport, we have Pittsburgh. We will get patients to the right place. Patients can receive the same level of care no matter where they are.



## Working at UPMC is a mission of meaningful work.

I am very proud of our facilities; we have some of the cleanest facilities in the system. I work directly with the EVS (environmental services) staff, our food and nutrition services staff, and our security staff who keep patients, visitors, and employees safe, now more than ever. I'm proud of the "unsung heroes" that support us every day. I also want to highlight our incredible volunteers. We could not do this without them. They are there to greet and guide patients and visitors. Instead of just pointing patients in the direction of where they need to be, our volunteers actually walk patients and visitors where they need to be, and always with a friendly smile and positive attitude.

Even my dog, Chloe, serves as a volunteer therapy dog. She's brought joy to thousands of patients. We go above and beyond for patients in countless ways.

## What does UPMC mean to you?

Working at UPMC is a mission of meaningful work. I can honestly say I am excited to go to work, and it's what gets me out of bed every day. My passion and dedication to the health care of my community drives me. This place means so much to me, not just on a professional level, but on a personal level. I am blessed to work for an organization that helps so many people. I look forward to the future of UPMC in North Central Pa. as health care constantly evolves.