

# COMMUNITY PROVIDER SERVICES

## A COMMITMENT TO INCLUSION

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“As health care providers, we can never underestimate the importance of recognizing and including all of our customers, regardless of their abilities or disabilities, as we design and implement programs. This is particularly true given the aging demographic that we serve.”

—Deborah Brodine, president, Community Provider Services

### CUSTOMER

Provide quality, culturally competent patient and health plan member care and health awareness.

- **Aging Institute:** Fosters collaboration between the clinical settings of care and the University of Pittsburgh. A collaborative partnership between UPMC Senior Services through Community Provider Services and the university, the Aging Institute has a toll-free resource line to provide assistance and support to seniors and their caregivers, who are often in crisis. In addition, the Aging Institute promotes education and outreach services for older adults in western Pennsylvania.
- **Ageless Wisdom Sensitivity Training:** Gives frontline employees the opportunity to experience normal and abnormal aging changes. Various props are used to heighten sensitivity to the challenges faced by older adults. Explores dementia, mental health concerns, elder abuse, aging myths, and key factors in successful aging.
- **Disability Awareness Training:** Addresses attitudinal barriers, disability etiquette, and person-first language. Initial training is provided by the Disabilities Resource Center.
- **Effective Communication for Individuals Who Are Deaf, Deaf-Blind, or Hard of Hearing:** Provides training and additional resources, such as an FAQ sheet, instructions for how to access an interpreter, TTY, assistive listening toolkits for each business unit, and a list of hospital champions. A video clip filmed by the Center for Hearing and Deaf Services describes how to request an accommodation when going to a UPMC facility and how to address concerns while at a UPMC facility. The video clip, which features sign language and captions, can be viewed at [www.healthbridges.info](http://www.healthbridges.info).
- **The Vigil Program at UPMC Cranberry Place:** Ensures that no one dies alone. This volunteer program, which was initiated in 2006, provides peace and dignity at the end of life. Trained volunteers sit at the bedside of the dying resident when no loved one is present.

### COMPANY

Recruit, develop, and retain a diverse workforce.

- **Center for Rehab Services Professional Advancement Program:** Provides a supportive environment to encourage all employees to pursue their professional goals and career objectives through proactive performance management, continuing education and training, and advancement opportunities. All employees are encouraged to discuss professional career goals and objectives throughout the year and during the annual performance review process. Employees are given time and funding to pursue internal and external educational opportunities.
- **Geriatric Advancement Program:** Fosters clinical career advancement for bedside caregivers at UPMC Senior Communities and provides education and opportunity for promotion through enhancing staff knowledge and skills. The program has shown a positive impact on staff retention.
- **Recruitment Strategies:** Take advantage of opportunities with community organizations, including Goodwill Industries, Job Corps, PA CareerLink, the Veterans Benefits Administration, and Welfare to Work.

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## CULTURE

Create an inclusive workplace.

- **Random Acts of Kindness Week:** Participate in this national event and develop awareness of how we treat others and how little time it takes to be kind. A tip or story is sent out each day of the week to all employees. An event will be held to recognize Random Acts of Kindness Day on Friday, Nov. 12, 2011.
- **Employee Appreciation Event:** Celebrated at a Pittsburgh Pirates game in 2011. Community Provider Services paid half the cost of the ticket and tailgate, and employees and their families paid the other half.
- **Safety Committees:** Focus on efforts that reflect employee safety. Committees include the following:
  - **Home Health Employee Safety Committee:** Focuses on the most frequent injuries and ways to prevent them. Meets quarterly and is made up of field staff and office staff led by a UPMC Visiting Nurses Association of Venango County vice president. Human Resources and Work Partners are represented at each meeting.
  - **Senior Communities Safety Committees:** Contribute to a tremendous turnaround in employee safety metrics. Over the past 18 months, safety committees have been implemented in each Senior Communities facility. A summary presentation won the 2010 President's Award at the Community Provider Services Quality Fair. Facilities continue to keep safety at the forefront through monthly bulletin board communications and annual safety fairs. Safety committee chairs pursue continuing education via quarterly safety summits, where ideas are shared on how to improve each facility's safety efforts.
- **Patient- and Family-Centered Care Committees:** Focus on creating an ideal environment for patients, patients' families, physicians, and staff through initiatives such as a buddy system for new hires, newsletters, and events planning. Several work groups made up of managers, caregivers, and office administrative staff were developed in Home Health from the PFCC Employee Inclusion initiative within UPMC VNA.
- **Focus on the World Group at Sherwood Oaks:** Meets monthly to discuss world issues and promote tolerance and diversity. The group is overseen by the Sherwood Oaks Residents' Association and is composed of Sherwood Oaks residents. In 2010, the group sponsored a food collection to benefit the Cranberry Township Food Bank and donated to Haitian earthquake relief efforts.

## COMMUNITY

Promote economic development and community social responsibility through dignity and respect, healthy communities, and workforce development.

- **The Disabilities Resource Center:** Partners on several initiatives with various organizations, such as the Pennsylvania Health Policy Board, Allegheny 365, Blind and Vision Rehabilitation Services Board, Consumer Health Coalition Committee, Behavioral Health Task Force, and City County Task Force.
- **Staying at Home, Living at Home Program:** Provides blood pressure screenings, health education, and health fairs in the community. These services are offered at several subsidized senior high-rises to provide support to elderly residents and help them remain in their homes.
- **Rx Partners Ask the Pharmacist Program:** Holds informational sessions at various assisted living residences, independent living residences, and senior apartments.