Based on CAHPS surveys completed by UPMC patients in 2015.

UPMC composite rating for the past three reporting periods ending December 2015.

UPMC Shadyside for the period July 1, 2014 through June 30, 2015.

UPMC policy prohibits discrimination or harassment on the basis of race, color, religion, ancestry, national origin, age, sex, genetics, sexual orientation, gender identity, marital status, familial status, disability, veteran status, or any other legally protected group status. Further, UPMC will continue to support and promote equal employment opportunity, human dignity, and social, ethical, and cultural diversity. The policy applies to admissions, employment, and access to and treatment in UPMC programs and activities. This commitment is made by UPMC in accordance with federal, state, and/or local laws and regulations.

About UPMC

A world-renowned health care provider and insurer, Pittsburgh-based UPMC is inventing new models of patient-centered, cost-effective, accountable care. It provides more than $892 million a year in benefits to its communities, including more care to the region’s most vulnerable citizens than any other health care institution. The largest non-governmental employer in Pennsylvania, UPMC integrates 45,000 employees, more than 20 hospitals, more than 500 doctor’s offices and outpatient sites, and a more than 2.9 million member Insurance Services Division, the largest medical and behavioral health services insurer in western Pennsylvania. Affiliated with the University of Pittsburgh Schools of the Health Sciences, UPMC ranks No. 12 in the prestigious "U.S. News & World Report" annual Honor Roll of America’s Best Hospitals. UPMC Enterprises functions as the innovation and commercialization arm of UPMC while UPMC International provides hands-on health care and management services with partners in 12 countries on four continents. For more information, go to UPMC.com.
Excellence starts with experts in primary care.

At UPMC, specialized care for some of the most complex problems starts with the expert, day-to-day care provided by our primary care doctors. These outstanding physicians provide the high level of attention and preventive care that helps their patients remain healthy and active through the years.

Our approach is based on treating the whole patient, not simply treating a disease. Patients who develop diabetes, arthritis, heart disease, asthma, and other chronic conditions receive individualized, multidisciplinary care in consultation with specialists when needed.

Our providers truly care about their patients...and our patients benefit from the close relationships they form with their UPMC caregivers.

PERSONALIZED MEDICINE

UPMC’s robust interactive tools make it easy for patients to manage their health care.

UPMC’s Personalized Medicine

LARGEST PRIMARY CARE NETWORK IN THE PITTSBURGH REGION.

OVERWHELMINGLY POSITIVE PATIENT EXPERIENCE:
When rated nationally, 81% of UPMC physicians ranked in the Top 5%.

MORE THAN 1,000 PRIMARY CARE DOCTORS KEEP PATIENTS HEALTHY AND COSTS DOWN.

MyUPMC Patients can easily view test results, renew prescriptions, and communicate securely with their doctors by using the MyUPMC portal. Today, more than 500,000 patients use MyUPMC.

UPMC AnywhereCare UPMC AnywhereCare gives patients access to round-the-clock online medical visits for non-emergency conditions from anywhere in Pennsylvania. Thousands of patients each year receive UPMC-quality care from UPMC AnywhereCare without leaving their home or office.

UPMC CareFinder UPMC CareFinder helps patients find the in-person care they need...when they need it. This new web app gives quick, convenient information that helps patients get directions to the closest open locations for the right care at the right time.
Patients and their families trust UPMC to provide expert, compassionate care for some of the most challenging, complex, and rare medical conditions. This subspecialty expertise is fueled by a passion to develop new technologies and treatments, engage in groundbreaking research, and offer hope to patients from around the world.

The following pages show just a few of the specialties for which UPMC has gained a national and international reputation for excellence.
Leaders in organ transplantation.

UPMC has been a pioneer in organ transplantation and continues to innovate in this complex field. This provides hope to the sickest patients, including many who have been turned away by other hospitals. Plus, we’re leading the way in living-donor liver and kidney transplantation, which allows healthy people to give the gift of life while mitigating the organ shortage. Today, there are more than 500 children on the national liver transplant waiting list in the United States, and more than 15,000 adults. As a world leader in transplantation, UPMC is committed to eliminating needless waiting list deaths.

Performance is key.

Performing the first BEATING HEART TRANSPLANT IN THE U.S.

World Leaders in Minimally Invasive Neurosurgery

- Less disfigurement
- Less trauma to brain and critical nerves
- Fewer side effects
- Faster recovery time
- Improved quality of life

UPMC is committed to eliminating needless waiting list deaths.

The only hospital in Italy designed exclusively for solid organ transplant and specialized therapies.

More than 1,600 transplants performed through ISMETT, a specialty hospital in Sicily managed by UPMC.

UPMC is a world leader in Endoscopic Endonasal Approach (EEA) brain surgery for hard-to-reach skull-base tumors. This allows surgeons to operate directly through the nose and sinuses with no facial incisions or disfigurement. UPMC’s experts have performed EEA surgery more than 2,000 times.

Another minimally invasive brain procedure, Gamma Knife® radiosurgery, was introduced to North America by UPMC more than 25 years ago. UPMC remains the leading center in the United States, having performed nearly 14,000 Gamma Knife procedures.

UPMC also was the site of the first microvascular decompression, now the standard of care for severe cranial nerve disorders, and has treated more than 20,000 patients with trigeminal neuralgia.

UPMC is home to the largest academic neurosurgery department in the U.S. With national and international recognition for minimally invasive neurosurgery and stroke research and treatment, our physicians are innovators in treating complex, life-threatening conditions of the brain and spine.

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Leading oncology care gives more options to cancer patients.

Our researchers and physicians are recognized as world leaders in cancer immunology and virology. We’re also leaders in treating advanced abdominal cancers with internal heated chemotherapy, known as HIPEC. As a pioneer in the use of robotic surgery for pancreatic cancer, we’re one of a handful of hospitals in the U.S. to offer the minimally invasive robotic Whipple procedure.

Robotic surgery at UPMC helps improve care for faster recovery.

UPMC was an early adopter of the da Vinci Surgical System, and has been instrumental in developing new applications for its use in a wide range of specialties. As one of the leading providers of robotic-assisted surgical procedures in the United States, UPMC has developed advanced techniques that have led to smaller incisions, fewer complications, faster recovery, and improved quality of life for thousands of patients.

UPMC physicians are among the world’s most experienced in robotic-assisted pancreatic surgery. We’re also leaders in transoral (through-the-mouth) robotic surgery for throat tumors, an approach that minimizes trauma and disfigurement. In addition, our experts share their knowledge with others through a formal robotic surgery training program that attracts physicians from around the globe.
Advanced care for advanced heart and vascular diseases.

CLINICAL EXCELLENCE

UPMC consistently ranks among the top hospitals in the United States for quality. Just 9% of hospitals achieve the Society of Thoracic Surgeons (STS) Adult Cardiac–Coronary Artery Bypass Grafting surgery top ranking of three stars. Achieving this designation at any one hospital is significant, and UPMC has achieved this through its system of hospitals.

UPMC experts have performed more than 500 transcatheter aortic valve replacements — more than any other heart program in the Pittsburgh region, and among the most in the country. Our artificial heart program, which utilizes ventricular assist devices (VADs), is one of the most active in the U.S., offering patients a bridge to heart transplantation or in some cases, the opportunity to heal without needing a transplant.

Lung care that gives patients relief.

The UPMC Comprehensive Lung Center is home to a multidisciplinary program with specialists in pulmonary medicine, transplant medicine and surgery, critical care medicine, and allergic disorders of the lung. We offer specialty programs in pulmonary hypertension, pulmonary transplant, asthma, COPD and emphysema, cystic fibrosis, sleep medicine, and interstitial lung disease.

Pulmonary hypertension, or high blood pressure in the blood vessels in the lungs, can lead to right heart failure and other complications. Our Comprehensive Pulmonary Hypertension Program offers a full range of treatment options, from cutting-edge therapies to a world-renowned lung transplant program.
Orthopaedics expertise keeps patients moving.

Recognized for orthopaedic surgery, UPMC Orthopaedic Care offers expert care for the full array of musculoskeletal injuries and conditions. The program is also a leading center for research and clinical trials, allowing our experts to deliver the latest treatments to patients.

This expertise is sought after by professional and collegiate athletes, as UPMC has been the long-time official sports medicine provider for the Pittsburgh Steelers®, Pittsburgh Penguins®, and the University of Pittsburgh Panthers®. We also provide injury treatment and conditioning for more than 60 Pittsburgh-area college and high school sports teams.

CLINICAL EXCELLENCE

TRUSTED BY MORE PATIENTS in the Pittsburgh region for ORTHO CARE.

A leader in concussion care and research.

Founded in 2000, the UPMC Sports Medicine Concussion Program has more than 17,000 patient visits annually, produces the most published research, and continues to set the standards of care. We are renowned for pioneering ImPACT®, the most widely used computerized concussion evaluation system, and for conducting evidence-based research and delivering personalized concussion treatment.

Our treatments include medical and vestibular (balance) therapies, and injury-management programs for all ages. We have also developed concussion management protocols and return-to-play guidelines for athletes and have begun to share our insights with partners around the world.

Concussion management protocols for ATHLETES AT ALL LEVELS including PROFESSIONALS.

Bringing the latest concussion treatment research worldwide with Ireland’s first National Concussion Symposium at Croke Park Stadium in Dublin, Ireland.
Committed to making women stronger.

More than a century of experience at Magee-Womens Hospital of UPMC informs our practice of specialized care for women and has made us the provider of choice in the Pittsburgh region. Our experts provide everyday and maternity care, as well as advanced gynecological and breast cancer treatment, routine and complex surgeries, maternal fetal medicine, and general health management. Our full range of services for women is available throughout the UPMC network.

We’re nationally recognized for our superior performance in women’s health, and our research and expertise in genetics and genomics further set us apart. We also have extensive experience in caring for premature babies, with the largest NICU in western Pennsylvania and one of the busiest in the United States.
The science behind high-quality care.

The Wolff Center at UPMC provides leadership and support that inspire us to work toward our shared goal: delivering the best health care possible. UPMC’s many recent quality initiatives include:

**IMPROVING PAIN MANAGEMENT:**
By empowering patients to participate more actively, we’ve improved pain management scores by 32%.

**BLOOD MANAGEMENT AND BLOODLESS MEDICINE:**
Our program has achieved a 24% reduction in non-evidence-based transfusions and $10 million in savings.

**EARLY MOBILITY INTERVENTION:**
Efforts to help patients increase post-surgical mobility can improve outcomes and shorten hospital stays. Our seven-facility length-of-stay analysis found that 50% were able to reduce stay length.

UPMC is ranked among the nation’s best hospitals by U.S. News & World Report and has consistently appeared on the prestigious Honor Roll, with many specialties ranking among the top 10 in the United States. In addition, since the launch of regional rankings, U.S. News has repeatedly ranked UPMC #1 in Pittsburgh.

UPMC’s providers truly care about their patients…and their patients benefit from the close bonds they form. When patients need a higher level of care, our world-renowned experts are available to provide care in a full range of specialty services.

UPMC is a nationally and internationally recognized health care leader, known for transforming medicine with innovative solutions that improve patients’ lives. Comprehensive, compassionate care is at the core of UPMC’s mission, and we are committed to excellence in both clinical care and the cutting-edge research that helps change lives for the better.

UPMC’s patients rate their physicians 4.8 out of 5 stars in Press-Ganey patient satisfaction surveys. In further recognition of UPMC’s excellence in patient care, 536 of UPMC’s physicians were featured in the 2016 Best Doctors in America® regional list, representing nearly 80% of the 687 named doctors.

With more than 20 hospitals, nearly 3,600 physicians, and 14,500 nurses, UPMC has the resources to provide a level of care that few others can deliver.
A global partner in delivering high-quality health care.

UPMC believes that everyone should have access to the best possible health care without having to leave his or her country or region. As a result, UPMC has expanded internationally to share our clinical, technological, and managerial expertise.

Through UPMC International, UPMC offers health care consulting and management services focused on advancing care in communities and regions across the globe. We assess what is needed to ultimately build a high-quality health system for an international community. Our versatile team shares a broad range of clinical expertise with our global partners, including expertise from our neurology, transplantation, and oncology service lines. We also share our best practices from years of experience in areas including facility planning, training, and health information technology solutions. We provide advice to ensure our partners and collaborators have access to the best resources possible in order to run an outstanding hospital, and we work with doctors and staff to ensure that the entire team understands their roles in creating and maintaining an excellent health care system.

While UPMC focuses on bringing best practices from the United States, we also take the time to develop collaborative relationships and get to know the people we work with to better understand their visions and the obstacles they face. We partner for the long-haul and work to ensure things run smoothly to help increase access and improve care for patients around the world.

As part of our effort to help bring high-quality care closer to home, UPMC offers the UPMC International Training Center. The Center provides training to health care administrators, physicians, nurses, and clinical fellows worldwide:

- The International Health Care Management Program
- The UPMC International Administrative Fellowship Program
- Nurse observership programs
- Medical student rotations

The Center focuses on multidisciplinary approaches to education, backed by theoretical principals and UPMC’s real-world experience to provide participants with the knowledge and experience to help create a positive impact on their local communities.

A clear choice.

Consumers prefer UPMC for high-quality, comprehensive care. Patients and their families trust UPMC to provide routine care that keeps them happy and healthy, and expert, compassionate care for some of the most challenging, complex, and rare medical conditions.

UPMC is honored to receive these accolades, and remains committed to excellence in everything we do.