Transforming Health Care
THE YEAR IN REVIEW
FISCAL YEAR 2015
OUR MISSION

UPMC’s mission is to serve our community by providing outstanding patient care and to shape tomorrow’s health system through clinical and technological innovation, research, and education.

OUR VISION

UPMC will lead the transformation of health care. The UPMC model will be nationally recognized for redefining health care by:

• Putting our patients, health plan members, employees, and community at the center of everything we do and creating a model that ensures that every patient gets the right care, in the right way, at the right time, every time.

• Harnessing our integrated capabilities to deliver both superb state-of-the-art care to our patients and high value to our stakeholders.

• Employing our partnership with the University of Pittsburgh to advance the understanding of disease, its prevention, treatment and cure.

• Serving the underserved and disadvantaged, and advancing excellence and innovation throughout health care.

• Fueling the development of new businesses globally that are consistent with our mission as an ongoing catalyst and driver of economic development for the benefit of the residents of the region.
It was another extraordinary year for UPMC, as the organization extended its record of growth and leadership in an increasingly challenging and volatile business environment. Dramatic changes are sweeping across both the national and regional health care markets, as competition intensifies, consumers assume a greater role in health care decisions, and business incentives emphasize value. Through it all, UPMC continues to build on its history of delivering award-winning clinical care while maintaining solid fiscal performance and extending an impressive record of ongoing community reinvestment.

The following pages detail the organization’s many accomplishments and transformations of the past year. Some of the most impressive successes in Fiscal Year 2015 were seen in the evolution and recognition of UPMC’s integrated payer-provider model. With 18 years of experience in operating a large provider system and health plan together under one roof, UPMC is able to offer residents of western Pennsylvania the highest-quality health care, for an affordable price.

UPMC is stepping boldly into the future. Supported by an agile culture which developed over the last two decades, as UPMC evolved from a standalone academic medical center into an entrepreneurial leader, the organization is quickly adapting and continually evolving to stay ahead of the curve in transforming itself to meet the challenges of the future. Today, driven by the contributions of more than 60,000 dedicated employees, the UPMC organization is stronger and more accomplished than ever before.

UPMC remains deeply committed to serving the many communities it calls home, and continues to set national standards for health care excellence. In the years to come, we will carry on with our efforts to raise the bar on success and achievement, and will lead the way in delivering the finest care to the people of western Pennsylvania.
UPMC IS THRIVING
in a Rapidly Changing Marketplace
The organization excelled by all traditional forms of measurement.

A SNAPSHOT OF FISCAL YEAR 2015

Continued Growth

• UPMC achieved strong financial performance — operating revenue reached $12 billion.

• Patient volume and market share remained high in Allegheny County and in the 29-county western Pennsylvania region, driven by UPMC’s reputation for superior-quality care.

• Membership in UPMC Insurance Services products reached an all-time high of more than 2.7 million members — a 17 percent year-over-year increase.

Robust New Revenue Streams and Business Development

• UPMC formed the Pittsburgh Health Data Alliance through partnership with the University of Pittsburgh and Carnegie Mellon University — establishing infrastructure for ongoing innovation and commercial business growth.

• The initial public offering of Evolent Health resulted in a gain for UPMC of greater than $200 million as of June 30, 2015.

• UPMC International entered into long-term business agreements in China, Lithuania, and Columbia, and continues to conduct business in more than a dozen countries that include Italy, Kazakhstan, and Ireland.

Exceptional Quality and Service

• For the 16th year, UPMC was recognized by the U.S. News & World Report Honor Roll of Best Hospitals as one of the top 15 hospitals in the country, while ranking No. 1 in Pittsburgh.

• UPMC Health Plan achieved honors for “excellent” quality and the highest levels of customer satisfaction, including top 20 rankings from NCQA and Consumer Reports.

• UPMC’s workforce — numbering more than 60,000 dedicated individuals, including 3,500 physicians — continued to support the delivery of Life Changing Medicine.

Unparalleled Reinvestment in Western Pennsylvania Communities

UPMC invested nearly $900 million — or $2.4 million each day — in community benefits that offer charity care, improve the health of the region’s population, and support scientific research, discovery, and education.
An Ongoing Record of Growth and Success

With revenues comparable to a corporation ranking No. 254 on the Fortune 500 list — on par with Visa, Inc. (No. 238), Facebook (No. 242), ADP (No. 251), and BlackRock (No. 267) in Fiscal Year 2015 — UPMC is uniquely positioned in the health care marketplace.

FISCAL YEARS 2001-2015

11 percent Average Annual Growth Rate in Revenues
5 percent Average Annual Growth Rate in Employees
U.S. News & World Report — Honor Roll Recognized 16 times
A New Era in Health Care

Prompted by unsustainable growth in the cost of U.S. health care, the Affordable Care Act (ACA) stimulated changes that are leading to the commoditization and consumerization of medicine. The ACA is also increasing emphasis on government-sponsored insurance options, such as Medicare and Medicaid, while spurring migration away from commercial insurance options to health insurance exchange products.

The western Pennsylvania region has evolved into one of the most competitive health care markets in the country. Over the past several years, UPMC led a transformation to a highly competitive environment with two large integrated delivery networks, three national insurers, and dozens of community hospitals.
The Power of Consumer Choice: Consumer Response Has Been Clear

Today, western Pennsylvania health care consumers are reaping the benefits from increased competition, stabilized premium growth, and significantly enhanced choice. Consumers are actively selecting insurance coverage, shifting to what is now approaching a three-way distribution among UPMC, a competing integrated delivery network, and national insurers.
THE WORLD IS TAKING NOTICE

UPMC Emerges as a Model for U.S. Health Care

UPMC’s Integrated Delivery and Finance System (IDFS) brings together payer-provider incentives to manage premiums. UPMC’s current structure is seen as the model health care organizations nationwide can follow.
“All the incentives are aligned the right way. It’s the beauty of being the payer and the provider at the same time. The alignments of interest are just so pure.”

Excerpt from Steven Brill, America’s Bitter Pill and TIME Magazine, 2015

UPMC President and CEO Jeffrey Romoff being interviewed by Lesley Stahl of 60 Minutes.
Showcasing UPMC’s Integrated Structure

UPMC’s payer-provider structure, which aligns economic incentives with clinical and academic excellence to create a world-class medical center, continues to receive national attention. UPMC was prominently featured in *America’s Bitter Pill* — a book by Steven Brill — and covered in *TIME Magazine*, as well as on CBS’s 60 Minutes.

“Other hospital systems, such as California-based Kaiser Permanente, had tried the same thing. But Kaiser was not perceived as having the network of best-brand hospitals and doctors that dominated their markets the way UPMC did.”

Excerpt from Steven Brill, *America’s Bitter Pill*, 2015
The Value of the Integrated Payer-Provider Model Was Further Affirmed by Wall Street

UPMC closed the year with the successful initial public offering (IPO) of Evolent Health, a joint venture between UPMC and The Advisory Board Company. Evolent Health commercializes and productizes UPMC’s integrated technology and tools, and assists health care organizations nationwide in advancing health care value, coordination, and efficiency.

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“On Friday, June 5th, Evolent Health debuted on the New York Stock Exchange ... a meteoric rise for a company that was founded in just 2011 with the backing of The Advisory Board Company and UPMC.”

RockHealth, How Evolent Health grew to a billion dollar company and IPO in just four years, June 20, 2015

UPMC’S EQUITY INTEREST IN EVOLENT HEALTH HAS DEMONSTRATED EXPONENTIAL GROWTH

“Evolent and other companies in its space represent ... business models that focus on preventing illness rather than providing treatment, and on improving efficiency rather than inflating costs ... form and grow at something closer to Silicon Valley speed than traditional health-care speed...”

Brookings Institution, Disruptive entrepreneurship is transforming U.S. Healthcare March 2015

“With the passage of federal health care laws, medical practices have started using software to better track the health outcomes of their patients — a metric by which they are reimbursed ... companies, such as Evolent Health, have focused on large medical practices and hospitals.”


After the public offering in Fiscal Year 2015, the company’s value was greater than $1 billion, with a projected trajectory for much more.
AN ORGANIZATION STRUCTURED FOR SUCCESS

UPMC is guided by its Strategic Framework, which allows the organization to rapidly adjust to changing market requirements while maintaining its course to accomplishment and leadership.

Building the Future
Focused on the Consumer

UPMC is transforming from volume to value, and leveraging the unique dynamics of the integrated payer-provider structure, to deliver on its core mission of unmatched quality of care, wide network access, and competitively priced health care products. The organization’s ongoing success will rest on the ability to deliver value firmly anchored by UPMC’s three foundations:

EXPERIENCE
UPMC puts the consumer — patients, health plan members, employees, and the community — at the center of everything it does.

QUALITY
Superior clinical and operational excellence define the UPMC organization, and distinguish it from others.

SOUND FINANCE
UPMC’s responsible, agile operating model supports market-competitive, affordable products and services for consumers.
The UPMC Strategic Framework
UPMC’s innovative approaches to manage health care costs place Pittsburgh at the forefront in delivering low-cost, high-quality, accessible care. Consumers are demanding simple, affordable ways to get their health care. UPMC is delivering.
Throughout the UPMC organization, transformation is occurring in the way care is structured and delivered. UPMC is challenging its physicians to eliminate no-value care, initiate innovative and efficient new models of care, and focus on delivering consistent, seamless, customer-centric experiences at every level.

UPMC Is Leading the Nation in Affordable Access to High-Quality Health Care

• In the past year, UPMC offered residents of Allegheny and Erie counties the lowest-priced Silver-, Gold-, and Platinum-level health insurance plans on the 2015 Health Insurance Exchange marketplace, as well as the lowest-priced Medicare Advantage products on the market.

• The Kaiser Family Foundation ranked Pittsburgh and western Pennsylvania as two of the 10 lowest-priced markets in the country in its January 2015 study of insurance marketplaces.
Innovative Approaches to Keep People Healthy

UPMC draws on its academic and clinical expertise to keep patients and health plan members in optimal health, while caring for them in the most convenient and least intensive settings possible — preferably at home.

- UPMC primary care medical homes promote healthy behaviors and encourage disease prevention. This year, UPMC expanded office hours, virtual care options, and use of advanced practice providers.

- UPMC announced a new partnership with Family Hospice and Palliative Care, Pennsylvania’s largest nonprofit hospice and palliative care organization, to leverage shared expertise and maintain the highest standards of end-of-life care.

- Hospital Discharge Centers were created to help patients make the transition from hospital to home while reducing readmissions.
In Fiscal Year 2015, UPMC invested more than $412 million in capital spending, including new, state-of-the-art outpatient services across western Pennsylvania.

UPMC Offers a One-Stop-Shop Health Care Experience

UPMC continued to grow the breadth and depth of its services, expanding its geographic footprint and rolling out new products that embrace new populations. Western Pennsylvania residents can increasingly access UPMC’s full continuum of high-quality medical services close to their homes and families.

- The UPMC CancerCenter network affiliated with Cole Memorial of Coudersport, Pennsylvania, and integrated with Blair Medical Oncology of Altoona. With more than 40 centers treating more than 74,000 individuals each year, UPMC CancerCenter operates one of the largest community cancer networks in the United States.

- UPMC continued major integration of its care delivery systems in Altoona and Erie.

Spine Center — UPMC Passavant
(above) One-stop shop for evaluation, testing, treatment, and rehabilitation in Pittsburgh’s North Hills.

Breast Health Center — UPMC Altoona
(below) A convenient location with upgraded technology; the first comprehensive breast health service in Blair County.
• The UPMC Rehabilitation Institute at UPMC East was opened and became the eighth inpatient rehab location in UPMC’s network of more than 70 inpatient, outpatient, and long-term care facilities.

• UPMC Hamot merged with Safe Harbor Behavioral Health, one of the area’s largest providers of outpatient and crisis mental health services.

• UPMC received approval from United Network for Organ Sharing (UNOS) to begin performing kidney transplants at UPMC Hamot, paving the way for kidney recipients in northwestern Pennsylvania to have access to the same world-class care offered at UPMC hospitals in Pittsburgh, where organ transplantation was pioneered.
The new UPMC Lemieux Sports Complex is a combination sports facility and medical clinic located in Cranberry Township. The first facility of its kind in the country, the $70-plus million complex is entirely patient-focused, and houses orthopaedic and rehabilitation services, a public ice rink, and athletic training facilities for the Pittsburgh Penguins and youth hockey leagues.
Using Smart Technology to Redefine Care Delivery, Convenience, and Transparency

UPMC deployed innovative and intelligent technology solutions to advance clinical care, support patient and physician engagement, and enable operational and financial excellence.

- **Virtual Care**: The MyUPMC portal, UPMC’s customer-facing electronic front door, lets patients manage their health care when and where it suits them best. Patients can communicate with physicians, view medical records and test results, and renew prescriptions. In Fiscal Year 2015, the portal was expanded to include UPMC AnywhereCare virtual visit functionality, as well as direct appointment scheduling. MyUPMC users increased by more than 100,000 over the past year to 400,000 patients. Meanwhile, approximately 13,000 telemedicine encounters were completed at UPMC, including at three UPMC teleconsult centers — UPMC Northwest, UPMC Bedford Memorial, and UPMC Horizon — which serve UPMC’s more remote and rural communities.

- **UPMC** entered a new phase of Enterprise Analytics, adding genetic information to allow for personalized medicine on topics including gynecology and cancer. Other advances include HealthPlaNET, used by UPMC Insurance Services to predict and prevent readmissions.

- **UPMC** ranks in the top 90th percentile of Electronic Health Record deployment in the United States, according to the HIMSS Adoption Model. In Fiscal Year 2015, UPMC continued to leverage eRecord tools to support the development and integration of clinical pathways and systems that enhance the provider and patient experience. Examples include Next Generation Imaging (NGI) — in partnership with GE, which supports development of a patient-centric, end-to-end imaging solution.
TRANSPARENCY THAT EMPOWERS CONSUMERS

• This year, UPMC took important steps to help consumers make informed and empowered health care choices. UPMC became the first health system in Pennsylvania to post patient feedback comments and satisfaction ratings on its “Find a Doctor” website.

• UPMC Insurance Services integrated cost transparency tools into its member online portal.

• UPMC continued to expand its interactive Quality Transparency tool to now include rehabilitation and stroke outcomes.

Retooling Infrastructure to Enable Transformation

In Fiscal Year 2015, UPMC realigned in anticipation of changes tied to consumerism and reimbursement.

Health Services Division was formed to unify UPMC hospitals and physicians. Now organized around clinical service lines that cover both the ambulatory and inpatient services a patient may need to treat their condition, this structure supports the delivery of patient-focused care and also facilitates payer-provider integration.

UPMC Enterprises and UPMC International Services were restructured as dedicated divisions to bring UPMC-developed products and services to market.

Leadership emphasized the importance of a culture of quality and the delivery of exceptional patient and member experiences.

Costs were reduced by regionalizing hospitals and eliminating expenses. A cost management system and service line analytics were implemented to support decision making.

Investments were made in technology, staffing, and training to create a safer and more secure environment for patients and employees.

Data security was reinforced to defend against cybercrime attacks, and to protect our patient, member, and employee data.

UNIQUE POSITION OF EXCELLENCE
In Every Health Care Sector

TOP-QUALITY CLINICAL CARE PROVIDER

• Top 15 hospitals nationally in U.S. News & World Report Honor Roll

• Nearly 3,600 employed physicians

FASTEST-GROWING INSURANCE SERVICES

• 2nd-largest provider-owned Health Plan with more than 2.7 million members and $5B in revenue

• Top-rated for quality and satisfaction

CUTTING-EDGE ACADEMIC MEDICAL CENTER

• #5 in NIH funding with $457 million for clinical research with the University of Pittsburgh

• One of the largest programs in the U.S. with 1,800 residents and fellows

BUSINESS AND ENTREPRENEURIAL INNOVATION

• International presence in more than a dozen countries

• Commercial Ventures: Evolent Health IPO valued at more than $1 billion

• IT: “Most Wired,” “Innovator Award”
The next generation of health care will be dramatically different from today’s environment. UPMC is aggressively leading the charge for innovation that can radically transform the business and delivery of health care.
Cultivation of Pittsburgh’s Innovation Ecosystem is One of the Most Exciting Developments of Fiscal Year 2015

UPMC, the University of Pittsburgh, and Carnegie Mellon University entered into the Pittsburgh Health Data Alliance, which will leverage Big Data to revolutionize health care and wellness. This alliance lays the foundation for machine learning to enable rapid advances in health care quality and efficiency, while giving rise to new technologies, products, and services.

Funded by UPMC, as well as through existing research grants at all three institutions, the Alliance has the potential to unleash the next generation of health care, the next generation of Information Technology, and the next generation of Pittsburgh. Innovations produced through the Alliance will be spun off as companies, which will further economic development in the region and produce ongoing sources of funding for the future.

The close proximity and world-leading talent among these organizations provides the ideal setting to transform all aspects of health care, not just in western Pennsylvania, but around the world.
UPMC is accelerating the creation of new revenue streams by commercializing its core expertise and investing in new capabilities that put UPMC at the forefront of the consumer-focused retail revolution. By protecting the organization’s core academic and clinical mission with a highly competitive, entrepreneurial veneer, UPMC is positioning itself to preserve the future of western Pennsylvania’s outstanding health care environment in a time of reduced funding through traditional reimbursement.
Taking UPMC’s Expertise to Market

UPMC Enterprises and UPMC International are bringing to market new products and services, drawing on expertise gained through Evolent Health and nearly 20 years of experience in international markets.

• UPMC advanced a strategic equity investment in Health Fidelity in Fiscal Year 2015. The company is developing Natural Language Processing (NLP) and analytics to help health systems perfect the risk adjustment cycle.

• UPMC continued work on other businesses in which it holds an equity interest. Collaborative joint ventures and co-development initiatives include imaging and pathology solutions, which hold promising potential for business-to-business sales.

UPMC Insurance Services’ diverse portfolio of products — including WorkPartners, EBenefits, Askesis Development Group — is generating business in nearly every state in the country.

UPMC’s international footprint continues to grow with ventures in a dozen countries, ranging from the ISMETT transplant hospital and research facility in Italy, to cancer centers worldwide.

• This year, UPMC entered into long-term contracts in China to establish the Xiangya International Medical Center, to deliver cancer care in Lithuania and Colombia, and provide training for more than 75 clinical and administrative personnel from Kazakhstan and China.

• In the past year, three new international telemedicine agreements were formalized and nearly 1,500 telemedicine cases were completed, in areas including but not limited to pathology, radiology, and neurosciences.

• UPMC International Services is delivering evidence-based solutions to target geographies.
  - Sicily’s ISMETT, including its cell factory, was formally recognized as a government-approved research hospital.
  - Through research initiatives in Kazakhstan, UPMC initiated genotyping studies for non-small cell lung cancer, which will pave the way for future expanded investigations.
The pace of accomplishment is accelerating, and recognition of the organization’s success is growing rapidly.
ACCOMPLISHMENT HIGHLIGHTS

Fiscal Year 2015
Financial and Operational

UPMC continued to build on its record of strong financial and operational management, enabling ongoing investment in the organization and in the future of western Pennsylvania.

ACHIEVED STRONG FINANCIAL RESULTS

• UPMC’s operating revenues reached $12 billion, up by 37 percent since Fiscal Year 2011.
• Operating Income was $338 million, representing a 2.8 percent positive operating margin.
• Operating EBIDA reached $804 million, the highest in UPMC’s history, and exceeded $500 million for the eleventh consecutive year.

DEMONSTRATED COMMITMENT TO PUBLIC TRANSPARENCY

• UPMC achieved SOX 404 certification — the only nonprofit to do so for 10 consecutive years.

POSITIVE RATING AGENCY REVIEWS

• Moody’s Investors Service Aa3 Rating.
• Rated AA- by Fitch Ratings.
• Rated A+ by Standard and Poor’s.

IMPROVED OPERATIONAL EFFICIENCY

• Achieved cost productivity improvements by eliminating duplication and integrating functions.
• Increased inpatient occupancy rates, while maintaining a flexible footprint.

REINVESTED IN WORLD-CLASS HEALTH CARE DELIVERY AND INFRASTRUCTURE

• Invested more than $400 million each year — including new facilities and information technology — to support delivery of world-class patient care.
Market Growth: Health Services

Driven by its reputation for outstanding clinical care, UPMC continued to grow patient volume.

PATIENT VOLUME GROWTH: WESTERN PENNSYLVANIA

• UPMC hospital admissions and observations grew by 12 percent since Fiscal Year 2012 — despite an annual 3 percent contraction of inpatient services in the region overall.

• UPMC is the health care destination of choice in western Pennsylvania. UPMC maintained strong market share.

Q.

When thinking about the spectrum of health care — who provides superior care?

Source: Civic Science, survey of consumer preference

A.

UPMC
**Market Growth: Insurance Services**

UPMC achieved tremendous growth across all Insurance Services product lines. With $5.3 billion in Insurance Services revenue, UPMC is the second largest provider-owned IDFS in the country.

**UPMC INSURANCE SERVICES MEMBERSHIP GREW BY MORE THAN 400,000 NEW MEMBERS TO REACH 2.7 MILLION — AN ALL-TIME HIGH.**

![Membership Growth Chart]

- UPMC commercial insurance market share reached 24 percent in western Pennsylvania, and increased by more than 30 percent since 2012.
- UPMC implemented new individual and Health Insurance Exchange products — membership quadrupled with nearly 50,000 new members since last year.

**UPMC HAS A STRONGHOLD IN THE GOVERNMENT INSURANCE MARKET, HOLDING MORE THAN 30 PERCENT SHARE IN EACH PRODUCT LINE.**

**UPMC HEALTH PLAN’S WESTERN PENNSYLVANIA MARKET SHARE INCREASED IN ALL GOVERNMENT PRODUCTS**

- UPMC’s Community Care Behavioral Health is the largest Medicaid behavioral health company operating in Pennsylvania.

**UPMC Insurance Enrollment revenue reached $5.3 billion in Fiscal Year 2015, a 14 percent average annual growth rate over the past three years, despite premium compression in many products.** $5.3 BILLION
Community Benefits: Giving Back to Make a Difference

UPMC continues to make significant and sustained investments in the health and well-being of western Pennsylvania.

**UPMC DEDICATED $2.4 BILLION TO COMMUNITY-FOCUSED PROGRAMS AND SERVICES OVER THE PAST THREE YEARS**

- UPMC contributed nearly $900 million in IRS-defined community contributions — or $2.4 million each day to improve the health of the region.

**WEAVING THE SAFETY NET**

- UPMC provides outstanding care, regardless of an individual’s ability to pay for services. More than 64,000 community members accessed UPMC’s financial assistance program in 2014.
- UPMC provided $346 million in charity care and subsidized government programs for the poor. UPMC’s charity care represents 65 percent of all hospital charity care in western Pennsylvania.
- UPMC and its employees contributed more than $2 million to the United Way, making the organization the largest contributor in the region. UPMC employees are also major contributors to countless initiatives in the community.

**STRENGTHENING THE LOCAL ECONOMY: $25.5 BILLION TOTAL ECONOMIC IMPACT**

- UPMC provided $104 million in support for minority- and women-owned businesses.
- As the largest nongovernmental employer in Pennsylvania, UPMC accounts for one in five hospital jobs in the state.

**BIG GIVING**

UPMC’s community commitment is illustrated by the people it helps, the jobs it creates, and the lives it touches throughout western Pennsylvania.
Of all hospital-supported research in western Pennsylvania

96%

Of all hospital-supported research in western Pennsylvania

1st

Recognized by Sustainable Pittsburgh as the first organization to achieve its “Champion Level” status

1,200

UPMC staff members are current or former members of the armed forces

#1

in Geriatric Care in Pennsylvania, as ranked by U.S. News & World Report

$345 million

+ $888 million

$1,233 million

Recognized by Sustainable Pittsburgh as the first organization to achieve its “Champion Level” status

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$345 million

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$1,233 million
A Hub of Clinical Excellence and Innovation

UPMC is defining the future of health care by advancing cutting-edge medical research in collaboration with the University of Pittsburgh (Pitt). The organization’s core academic mission translates directly into world-class health care for residents of western Pennsylvania.

NATIONALLY RECOGNIZED QUALITY AND PATIENT CARE

U.S. News & World Report Rankings

- UPMC ranks No. 1 in the Pittsburgh metro area and No. 13 in the nation as best hospital.
- UPMC ranks top 10 nationally for excellence in six specialties: Ear, Nose and Throat; Orthopedics; Gastroenterology; Psychiatry; Gynecology; and Rheumatology.
- Children’s Hospital of Pittsburgh of UPMC ranks No. 8 in the nation.

National Cancer Institute Recognition

The University of Pittsburgh Cancer Institute (UPCI) was rated “Outstanding” and was renewed as a designated NCI Comprehensive Cancer Center — among an elite group nationwide.

Centers for Medicare and Medicaid Services (CMS) Insurance Quality Rating

UPMC achieved a 4-star rating for its Medicare HMO.

National Committee for Quality Assurance (NCGA) Private Health Insurance Plan Ratings for 2015-2016

UPMC Health Plan and UPMC Health Coverage are among the highest-rated HMO commercial plans in the nation. UPMC Health Coverage is one of only 11 commercial HMO plans in the nation to receive a 5 out of 5 rating.

Magnet® Recognition for Nursing Excellence

UPMC St. Margaret, UPMC Shadyside, and Children’s Hospital of Pittsburgh of UPMC achieved recognition for nursing excellence from the American Nurses Credentialing Center — one of the highest achievements possible.

TOP 5 IN FUNDING AMONG RESEARCH INSTITUTIONS

- UPMC’s academic partner, the University of Pittsburgh, and its affiliates were awarded $457 million in funding from the National Institutes of Health (NIH).
- Personalized Medicine: UPMC investigators are pursuing evidence-based solutions for overdiagnosis and overtreatment. Promising results this year include progress in identifying biomarkers for cancer.
- High-Value and High-Touch Care: UPMC is leveraging its integrated payer-provider structure to design and test care models that enhance the patient experience, reduce per-capita health care cost, and improve patient health.

HIGHLY RECOGNIZED RESEARCH INSTITUTIONS

UPMC’s academic partner, the University of Pittsburgh, and its affiliates were awarded $457 million in funding from the National Institutes of Health (NIH).
A Culture of Service Excellence

UPMC puts people — patients, health plan members, employees, physicians, and the community — at the center of everything it does.

A CULTURE THAT DEMONSTRATES DIGNITY AND RESPECT

UPMC creates exceptional patient and member experiences:

• Nearly 90 percent of patients rate their UPMC physician as a “9” or “10” on a scale of 1 to 10.

• UPMC Health Plan scored significantly higher in provider satisfaction, compared to other health plans nationally.

• Service excellence translates to exceptional UPMC Health Plan retention rates — 98 percent for Medicare members and 95 percent for employer group members. Member satisfaction is at 97 percent.

UPMC IS AN EXCELLENT PLACE TO BUILD A CAREER

• UPMC is the most-searched-for employer on Google in Pennsylvania, and is among the top six health care organizations searched nationally. (Source: The Economist, 2015)

• The National Business Group on Health designated UPMC a Platinum Best Employer for Healthy Lifestyles.

CONCIERGE-BASED SERVICE

• J.D. Power and the following major industry organizations recognized UPMC for outstanding customer service:
BOARD OF DIRECTORS
UPMC is governed by a volunteer, unpaid Board of Directors who represent a broad cross-section of the communities and constituencies we serve.

OFFICERS
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Eva Tansky Blum
First Vice Chairperson

Mark J. Laskow
Second Vice Chairperson

Robert M. Hernandez
Chairperson, Finance Committee

Jeffrey A. Romoff
President and CEO

Robert A. DeMichiei
Chief Financial Officer

W. Thomas McGough, Jr.
Chief Legal Officer

C. Talbot Heppenstall, Jr.
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Gregory Spencer
William E. Strickland, Jr.
John P. Surma
Stephen R. Tritch

UPMC EXECUTIVE MANAGEMENT
The following individuals are responsible for policy implementation and management of programs, services, facilities, and support operations at UPMC.

Jeffrey A. Romoff
President and CEO, UPMC

Charles E. Bogosta
Executive Vice President, UPMC

Leslie C. Davis
Senior Vice President, UPMC

Robert A. DeMichiei
Executive Vice President and Chief Operating Officer, Health Services Division

David M. Farner
Executive Vice President, UPMC

C. Talbot Heppenstall, Jr.
Executive Vice President and Treasurer, UPMC Enterprises

Diane P. Holder
Executive Vice President, UPMC

W. Thomas McGough, Jr.
Chief Medical and Scientific Officer

Marshall W. Webster, MD
Senior Vice President, UPMC
ABOUT UPMC
A world-renowned health care provider and insurer, Pittsburgh-based UPMC is inventing new models of accountable, cost-effective, patient-centered care. It provides more than $888 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 nongovernmental employer in Pennsylvania, UPMC integrates more than 60,000 employees, more than 20 hospitals, more than 500 doctors’ offices and outpatient sites, a more than 2.7-million-member health insurance division, and international and commercial operations. Affiliated with the University of Pittsburgh Schools of the Health Sciences, UPMC ranks No. 13 in the prestigious U.S. News & World Report annual Honor Roll of America’s Best Hospitals. For more information, go to UPMC.com.

UPMC is an equal opportunity employer. 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 racial, ethnic, and cultural diversity. This 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.