




CULTURAL COMPETENCE

UPMC Systemwide Annual Mandatory Training

Being culturally aware helps employees, patients, and their families, health plan members, residents, and customers feel valued and respected, and also enhances their experience with UPMC.





UPMC has designed a model to help employees understand the diverse attributes that make every individual unique, and serves as a reminder to treat others the way they want to be treated.

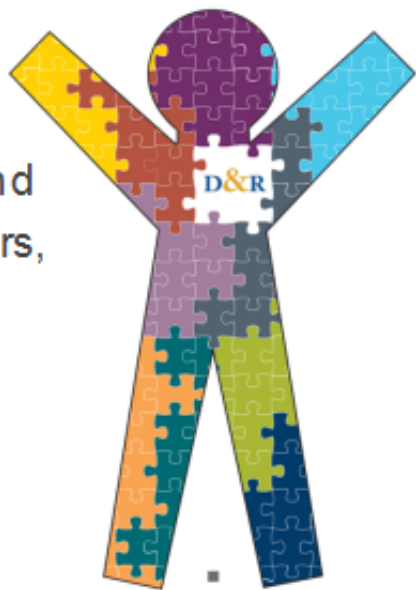
Tools and recourses support this model to help us respond to the beliefs, practices, cultural and linguistic needs of our diverse patients, employees, and health plan members.

It's called the C.H.R.I.S. Model

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Meet C.H.R.I.S.

Commitment to cultural competency and
Health literacy for our patients, members,
and their families while improving
Retention of diverse employees by
Integrating UPMC values into
Systemwide practices



C.H.R.I.S. considers the perspectives of others:



DIGNITY & RESPECT



Personality, Emotions and Mental Health



Intellectual and Cognitive Abilities



Physical Health, Abilities and Mobility



Relationships and Family History



Vision, Hearing, Language and Communication



Ethnicity, Race, and Origin



Education, Work and Socioeconomic Status



Gender and Sexual Orientation



Culture, Religion, and Spirituality



Generation and Age



Living Environment and Community



By considering perspectives of others and living the C.H.R.I.S. model, we create an environment of cultural awareness.



PLATINUM RULE:

Treat others the way **THEY** want to be treated.

UPMC Tools

Our tools help us provide quality health care for all communities, including LGBT, immigrants, interfaith, people of color, refugees, and people with disabilities (in partnership with the UPMC Disability Resource Center). And our community partners help validate our approach.

C.H.R.I.S. integration into the Electronic Health Record:

This initiative ensures accurate diversity attributes are included in the patient record across all systems, including inpatient and outpatient. When we have accurate information, we can effectively communicate with patients and their families and ensure we are prepared to address the diverse needs of patients when they arrive at a UPMC facility.

C.H.R.I.S. Hotline:

1-855-50-CHRIS (24747)

This 24-hour- a-day/7-day-a-week hotline connects staff to resources that help ensure that patients receive timely, culturally appropriate care.

“Our hotline is a one-stop-shop number for staff to call for any available UPMC service a patient may need - from translation services to accessible devices. Ultimately, our process creates efficiency, expedites patient care, and satisfies everyone involved,” said Tami Minnier, Chief Quality Officer.

CultureVision™:

This user-friendly database gives UPMC employees access to patient care information to help deliver culturally appropriate care.

UPMC is seeing a growing number of patients with diverse cultural backgrounds, and understanding their particular needs is critical.

The more you know about someone's health care beliefs or practices, the more your care and treatment plans can be designed for the best health outcomes possible.

You can access Culture Vision from any UPMC location

CyraCom (Translation Services):

UPMC is **required by law** to provide patients and their families with translation services.

CyraCom provides 24/7 access to trained medical interpreters both over-the-phone video remote and on-site interpretation.

CyraCom provides translation services to help you deliver effective patient care in any language.

Interfaith Pocket Guide:

At UPMC, an important aspect of providing high-quality care is awareness of the diverse faith, religious, and cultural needs of our patients and their families.

This pocket brochure provides a brief overview of religious backgrounds and related information to assist in better understanding and meeting those needs.

Each faith is presented in its traditional form. An expanded listing of faiths is available on the Infonet in the Interfaith Guide: Meeting the Religious and Spiritual Needs of Patients and Families.

Disability Resource Center:


The DRC was established in 2007 to ensure that health care is accessible to people with disabilities at UPMC. Our work focuses on four areas: education and training, facility accessibility, community engagement, and policy.

What training is available?

- Disability Awareness
- Providing Effective Communication in Health Care for Individuals Who Are Deaf, Deaf/Blind, or Hard of Hearing
- How to Use an Assistive Listening Toolkit
- ADA Training for Maintenance Workers
- Service Animals
- What Is an ADA Accessible Inpatient Room?

LGBTQ Training:

We partner with the PERSAD CENTER to offer an array of training programs designed to help us work successfully with LGBTQ employees and patients. The goal of our partnership is to increase awareness about sexual orientation and gender issues and how they can affect our work environment and patient care. The programs also help avoid sexual orientation discrimination or harassment issues.



By using the tools outlined in this training we are putting our patients, health plan members, employees, and community at the center of everything we do and are creating a model that ensures that every patient gets the right care, in the right way, at the right time, every time.

