

# UPMC Chautauqua WCA



## GIVING BACK AND IMPROVING LIVES

*The doors of UPMC Chautauqua WCA are open every day around the clock, comforting and healing the lives of countless people in and around Chautauqua County. If you ask the care team how they impact the health of others, they will say, "Everything we do matters." Embodied in the fabric of its community, the hospital's mission is to be a positive agent in preserving the health of patients, families, neighbors, and communities. They bring more than 600 new lives into the world each year and provide hope and healing that improves and protects the quality of life.*

### Your Health. Our Mission

Touching lives and improving health, UPMC Chautauqua WCA actions begin with the unmatched commitment of the hospital's employees, physicians, and volunteers who live their mission. Amidst the many health care transformations over the years, the hospital brings together world-class health care that sustains a vibrant and healthy place to live, work, and play. With the support of world-renowned UPMC, the hospital invests in the community by expanding access to cutting-edge health care services, transforming operations to emphasize patient-centric care, and executing quality improvement initiatives that enhance patient safety.

In 2016, the hospital provided high-quality health care to

**291,300** outpatients

**37,743** people treated for emergency care

**7,295** people admitted for inpatient care

**611** babies delivered into the world

"We are so proud to be part of this community for more than 133 years," says Betsy T. Wright, president, UPMC Chautauqua WCA who added its workforce constitutes more than 1,400 residents in the region. "We live, work, and play in these neighborhoods and we care deeply about our responsibility to uphold the health of our districts. What matters most to us, is to make a real tangible difference in patients' and families' lives so they can enjoy living. Our footprint continues to grow with the driving force of our integration with UPMC which allows us to continue to step up to expand the compliment of services and care we afford this community. UPMC is investing at least \$25 million over the next ten years to support facility enhancements and upgrades that uphold the hospital's purpose. It is truly exciting to be part of UPMC Chautauqua WCA."

## Being A Good Neighbor

The hospital has a proud history of putting the needs of our patients, friends, and neighbors first. That tradition of service and excellence continues as they partner with community representatives from county hospitals and health organizations, who together with the Chautauqua County Assessment and Individual Community Service Plans, join forces on goals that identify health priorities in Chautauqua County including, preventing chronic diseases, reducing obesity in children and adults, promoting healthy women, infants, and children, promoting mental health wellness, and preventing substance abuse.



Evidenced-based community outreach programs provided at no cost, foster and teach healthy behaviors and strengthen the wellness of a region. Residents attended free events, lectures, and healthy activities:

- National Diabetes Prevention Program
- Patient Navigation in Cancer Care - National Consortium of Breast Centers
- National Cancer Institute Maximizing Mammography Participation – Shades of Pink Cervical and Breast Screening for the uninsured.
- New York State Smoke Free Tobacco Cessation Program
- Baby and Me Tobacco Free Program
- American Heart Association Hands-Only CPR Training
- Center For Disease Control and Prevention (CDC) Healthy Weight/ Rethink your Drink Vending
- CDC Chronic Disease Management Programs-Living Healthy
- CDC Support and Strategies for Breastfeeding Mothers and Babies
- Free stroke, diabetes, and blood pressure screenings
- Free education sessions including mindfulness and yoga exercises that empty your mind and find some much-needed calm amidst the hectic day



“We reach into the communities to provide preventive care, free screenings, and education that put individuals in the driver’s seat to manager their own care,” said Toni DeAngelo, RN, wellness manager, UPMC Chautauqua WCA. “Working with passionate and mission-driven community partners, we commit ourselves to improve the health and well-being of those we serve in response to patient morbidity and mortality data, demographic data, patient satisfaction surveys, and community feedback. Our findings are used to implement change-programs to improve the community’s access to care and prevention of disease. Collectively, we bring our missions to life and it just doesn’t get better than that.”



## Helping A Community in Crisis

Opioid addiction is gripping families across the nation, with communities in New York State neighborhoods being some of those hit the hardest. The UPMC Chautauqua WCA inpatient and outpatient chemical dependency and mental health care teams have been stepping up for more than 25 years to provide high-quality assessment and evidence-based treatment that combines the specialized skills and compassionate care necessary to treat those recovering from opioid, drug, alcohol, and mental health illness.

## Taking Care of the Workforce

UPMC Chautauqua WCA has been a leader of worksite wellness in Chautauqua County since 1984—awarded accolades by the CEO Cancer Gold Standard Accreditation and named one of Western New York’s Healthiest Employers by Buffalo Business First. Studies show that a healthy workforce benefits an organization by improving morale, reducing turnover and absenteeism, and lowering health care costs.

Free programs offered to UPMC Chautauqua WCA workforce include,

- Walking at work and work-out programs
- Health risk assessments and body composition testing
- Heart screenings and blood pressure checks
- Tobacco cessation programs and 1-1 counseling for employees and family members
- On-site exercise rooms
- Mobile in-house farmers market and outside gardens
- Weigh-in wellness coaching programs
- Annual physical examinations
- Cafeteria Grab n’ Go campaign, offering in-house healthy meals under 500 calories
- MyHealth@Work Center

“In addition to caring for patients, we care for ourselves,” Betsy acknowledged. “Health care is central to the mission of UPMC and we were excited to announce the opening of MyHealth@Work Center at the hospital this year designed to treat employees for minor illnesses and offer preventative wellness resources. If we take care of ourselves, we can take care of others. MyHealth@Work Center sees the cost of health care go down whereas employee wellness advance.”

Attracting and keeping health care professionals in our community is the true mark of success. With support made possible from generous community donors, talented local student employees pursuing the medical field are offered a promising bright future through W.C.A. Foundation scholarships and funds including:

- Dr. Harold M. and Joyce S. Childress Fund presented to an ambitious student employee
- Karen Ross Crossley Memorial Scholarship Fund for medical education

- Murray S. Marsh Scholarship Fund given to an outstanding graduate of UPMC Chautauqua WCA School of Radiology and Medical Laboratory Science Program
- Mary Lou Messina Nursing Scholarship bestowed to a nursing student
- Rosemary Billquist Scholarship for employees pursuing medical record and transcription field
- Vincent A. Messina Memorial Scholarship Fund given to an aspiring School of Radiology student
- Vivian Wettingfeld Nursing Education Fund



## \$196 MILLION

### Your Hospital Improves the Economy and Community

Hospitals and health systems across New York State play a vital role in improving local economies and communities. Not only do hospitals and health systems provide critical healthcare and emergency services, they contribute vital resources to communities through jobs, tax revenue, and capital improvements since they are among the largest employers across the state.

While it is well understood that hospitals across the U.S. provide vital health care services to millions of people to thousands of communities like ours, the significance of health care to our local economy is less understood. In addition to providing vital health care and specific programs that meet the community's needs, UPMC Chautauqua WCA is considered an economic engine, extending itself far beyond its role as the cornerstone of health care. **UPMC Chautauqua WCA annually has an impact of \*\$196,000,000** on the local economy through payroll and purchases through local vendors. When factoring in the contribution of the medical staff, UPMC Chautauqua WCA has an estimated total impact of \$250 million a year on the local economy. With an operating budget of nearly \$100 million, UPMC Chautauqua WCA generates more than \$2 of economic return for every \$1 it spends.

\*2017 HANYS Economic & Community Impact Report

### About UPMC Community Benefits

Nearly 600 UPMC Chautauqua WCA residents received essential diagnostic information through screenings in 2016. Health screenings are a small part of the more than \$892 million a year that UPMC provides in total IRS-defined community benefits, including more care to the Pittsburgh region's most vulnerable citizens than any other health care institution. Over the past five years, UPMC has dedicated nearly \$4 billion to community-focused programs and services, making a substantial impact for the well-being of the people who live, work, learn and raise their families in Pennsylvania. The complete UPMC Community Benefits Report is available online at [upmc.com](http://upmc.com).