

EMBRACING OUR COMMUNITY



UPMC Hamot

2011 Community Message



B. Scott Kern



John T. Malone

Over the course of a year of advancement and growth, the positive path that UPMC Hamot is taking has demonstrated our strength as an institution.

Our introspective approach to health care delivery and our affiliation with UPMC continue to move the organization to the forefront of innovation.

Our founding mission to serve is exemplified in the talent and dedication of our leaders, physicians, employees, volunteers, and benefactors. Their combined foresight, creativity, and skill position UPMC Hamot well.

For the organization, this past year has been a period of significant transformation.

We opened the Women's Hospital, and began revolutionizing health care for women in our region.

We affiliated with UPMC, enabling us to introduce advanced and enhanced medical services and remain fiscally sound, clinically innovative, and progressive in our efforts to provide greater accessibility and better care to our patients.

UPMC expertise has provided us with new opportunities for operational improvements and system-wide throughput, including major initiatives within our emergency department and lab, and in the expansion of intermediate care units.

UPMC Hamot has begun an extensive process to integrate its information technology with the systems supported by UPMC, ultimately improving process performance, quality of care, and patient safety.

The UPMC Hamot Physician Network has grown to comprise more than 230 providers, including 43 new physicians.

UPMC Hamot's values of superior-quality patient care and vision of growth for the tri-state region enable us to offer even stronger relationships with our regional hospital

patients. These affiliations create high-quality treatment pathways for patients and better access to affordable medical services for our communities.

Consistently recognized for best-practice care, UPMC Hamot serves as a model system for quality throughout the UPMC hospital network and the nation.

Our role as a corporate citizen begins with our providing care to all, regardless of their ability to pay. UPMC Hamot subsidizes several health organizations throughout the area to ensure a quality continuum of care, and also has in place numerous programs designed to advance the health and quality of our community.

We support the City of Erie, its schools, police and fire departments, Erie County and numerous area non-profit organizations. UPMC Hamot partners with Erie organizations, the government and its citizens to ensure a quality and safe community.

The Erie community, with a share in UPMC Hamot's continued success, is also obligated. Through the loyalty, support and generosity of the region, UPMC Hamot will continue to thrive.

Given the complexities hospital and health system leaders are facing, competition in health care is key to improving quality, expanding access, and reducing costs. UPMC Hamot's resolve to remain at the forefront of health care innovation will foster development within the organization and lead to a healthier community.

Well into the future, Erie and all the communities we serve, will choose UPMC Hamot because of the superior treatment and compassionate care we provide.

A handwritten signature in black ink that reads "B. Scott Kern".

B. Scott Kern
Chair of UPMC Hamot
Board of Directors

A handwritten signature in black ink that reads "John T. Malone".

John T. Malone
President & CEO of
UPMC Hamot

HIGHLIGHTS

The name UPMC Hamot became official early in 2011. And soon thereafter, significant investments in both facilities and services were realized, including advancements in medical services, clinical expertise, research opportunities and sophisticated technologies. These advancements—combined with UPMC Hamot’s continued spirit of leadership, excellence, and volunteerism—have strengthened UPMC Hamot’s position as the leading health care provider throughout the region.

It has been an especially good year for:

Revolutionizing health care for women. UPMC Hamot Women’s Hospital, the region’s only free-standing facility dedicated to offering comprehensive health care across the female life span, has already made a significant mark in the community since its January opening.

Collaborating with Magee-Womens Hospital of UPMC.

Specialists from Magee now work closely with highly skilled physicians at the UPMC Hamot Women’s Hospital to offer female patients throughout Erie and the region advanced care in areas such as maternal-fetal medicine, gynecologic oncology, urogynecology, reproductive endocrinology and infertility, and high-risk pregnancy—all while staying close to home.

Attracting world-renowned specialists. Specialized neurosurgeons Drs. Brad Bellotte and Raymond F. Sekula joined the medical staff this year, taking an already superior neurosurgical program to even greater heights.

Providing health care services where they’re needed most. UPMC Hamot and Hamot Health Foundation are currently establishing the City of Erie’s first School-Based Health Center. UPMC Hamot, in collaboration with more than 17 community organizations, will bring health care services to Wayne School and its surrounding community.

Growing the UPMC Hamot Physician Network. With the addition of 43 physicians in Fiscal Year 2011, the UPMC Hamot Physician Network now includes more than 230 providers.

Initiating an eRecord conversion. eRecords will enhance the flow of clinical information and reduce redundant data entry. Clinicians who currently use six systems will transition into one system yielding better safety and efficiency. This extensive system-wide process to integrate UPMC Hamot systems with those used throughout UPMC started in August and is scheduled to be completed in September 2012.

Launching a journey of dignity and respect. UPMC Hamot and the Erie Community Partnership and Diversity Committee have been working to further develop a spirit of dignity and respect, which will lead the organization and the community on a path of inclusion.

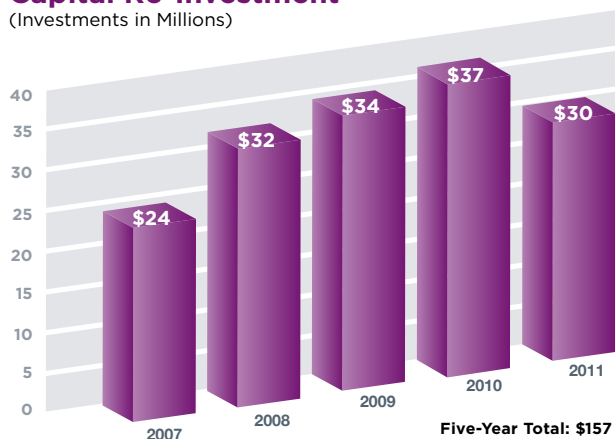
Serving as a role model for all UPMC. A model system for quality throughout the UPMC hospital network, superior programs and quality best practices have gained UPMC Hamot national attention.

Receiving unprecedented support. UPMC Hamot Aid Society pledged \$1.15 million in support of UPMC Hamot. This gift to UPMC Hamot to be used for much-needed renovations to the hospital’s Main Lobby, Hamot House, and the Radiology Department, as well as for support for nursing scholarships.

Continuing our regional growth. The ongoing growth of high-quality treatment pathways for patients and the improved access to affordable medical services provided to surrounding communities have helped reinforce UPMC Hamot’s regional growth strategy. The goal is to keep care local but, when necessary, provide streamlined access to high-quality care at UPMC Hamot.

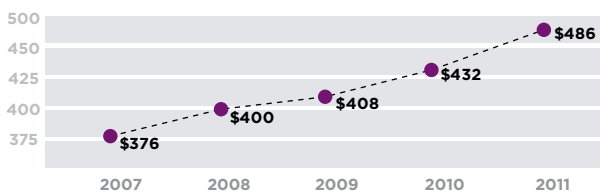
Capital Re-Investment

(Investments in Millions)



Revenue Growth

(Numbers in Millions)



Statistics

(in thousands)

	2007	2008	2009	2010	2011
Adult Admissions	18	19	18	18	18
Outpatient Visits*	542	568	582	658	880
Total Patients Served	560	587	600	676	898

* Includes employed physician offices

By The Numbers

Physicians on staff: 417 | Employees: 3,420 | Total number of beds: 412 | ER visits: 64,833 | Home care patients: 790/month
 Outpatient procedures at UPMC Hamot Surgery Center: 17,151 | Volunteers: 227