



# FACTS

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EXCEPTIONAL CARE. WITHOUT EXCEPTION.

## **About Boston Medical Center**

Boston Medical Center is a private, not-for-profit, 496-bed, academic medical center located in Boston's historic South End. The hospital is the primary teaching affiliate for Boston University School of Medicine. Boston Medical Center emphasizes community-based care, with its mission to provide consistently accessible health services to all. The largest safety net hospital in New England, Boston Medical Center provides a full spectrum of pediatric and adult care services, from primary care and family medicine to advanced specialty care. Boston Medical Center is the largest and busiest provider of trauma and emergency services in New England. The Emergency Department had 128,840 visits last year.

## **Commitment to the Community**

Unwavering in its commitment to serve the community, Boston Medical Center is dedicated to providing accessible health care. Approximately 75 percent of our patient visits come from underserved populations, such as the low-income and elderly, who rely on government payors such as Medicaid, the Health Safety Net, and Medicare for their coverage, and 31 percent do not speak English as a primary language. Boston Medical Center also offers numerous outreach programs and services, including skin cancer screenings, cholesterol tests, blood pressure screenings, prostate cancer screenings, osteoporosis screenings, eye exams, smoking cessation counseling, and flu shots. In addition, cancer education and prevention seminars are offered in the community, and youth outreach workers are trained for involvement in schools and health fairs.

## **Patient Care**

With more than 26,064 admissions and 874,770 patient visits in the last year, Boston Medical Center provides a comprehensive range of inpatient, clinical, and diagnostic services in more than 70 areas of medical specialties and subspecialties, including cardiac care and surgery, hypertension, neurological care, orthopedics, geriatrics, and women's health.

## **Nursing**

In partnership with patients, families, and physicians, nurses at Boston Medical Center provide a consistent standard of excellent care that identifies patient needs, defines expected outcomes, and respects patient rights. With a strong focus on patient education, our 1,308 nurses deliver compassionate patient care every day.

## **Interpreter Services**

Boston Medical Center values its diverse patient population and is committed to honoring their ethnic, religious and cultural differences. The Interpreter Services Department at Boston Medical Center is one of the most extensive in New England. In addition to providing face-to-face interpreters on-site in 15 spoken languages, American Sign Language, and Certified Deaf Interpreting, the department utilizes the latest advances in technology such as telephonic and video interpreting, in order to provide 24 hours a day/365 days a year interpreting services to our patients in 240 languages. As part of the health care team, our interpreters help to break language barriers as well as serve as cultural brokers between patients and staff. Last year, they assisted in 282,538 interactions with patients and visitors, providing the best possible care for our patients with limited English proficiency and deaf and hard of hearing patients.

## **Teaching**

As the principal teaching affiliate of Boston University School of Medicine, Boston Medical Center is devoted to training future generations of health care professionals. Every member of the hospital's

medical and dental staff holds an academic appointment at the Boston University School of Medicine or at the Boston University Goldman School of Dental Medicine. Boston Medical Center operates 68 residency training programs with 702 resident and fellowship positions.

### **Research**

Boston Medical Center is a recognized leader in groundbreaking medical research. Boston Medical Center received more than \$118 million in budgeted sponsored research funding in 2014, and oversees 529 research and service projects separate from research activities at Boston University School of Medicine. The world-renowned researchers at Boston Medical Center conduct both basic, laboratory-based biomedical research, and clinical research programs, including sickle cell, infectious disease, cardiology, vascular biology, Parkinson's disease, geriatrics, endocrinology, and hematology/oncology.

### **Boston HealthNet**

Focusing strongly on urban health, Boston Medical Center is a founder of Boston HealthNet, a network affiliation of the medical center, Boston University School of Medicine, and 14 community health centers. Established in 1995, Boston HealthNet is an integrated health care delivery system whose partners provide outreach, prevention, primary care and specialty care, and dental services at sites located throughout Boston's neighborhoods and Quincy. Physicians who practice at HealthNet locations provide a wide range of comprehensive health care services to adults and pediatric patients, with a focus on disease prevention and health education. Patients receiving primary care at HealthNet sites have access to highly trained specialists and cutting-edge technology at BMC while maintaining individualized and culturally sensitive care in their neighborhoods. In 2013, Boston HealthNet health center patients accounted for 36 percent of all inpatient admissions to Boston Medical Center.

### **Boston Medical Center Health Plan, Inc.**

Boston Medical Center Health Plan (BMCHP) is a not-for-profit health maintenance organization founded in 1997 by Boston Medical Center. BMCHP's Massachusetts business, BMC HealthNet Plan, serves over 300,000 members across the state through several product lines that include MassHealth (Medicaid, including CarePlus) and Qualified Health Plan. Offices are located in Boston (headquarters), Springfield, and New Bedford.

BMC HealthNet Plan, which is the largest MassHealth health plan in Massachusetts, was recognized for its ongoing commitment to quality when it was ranked fourth highest among Medicaid health plans in the country according to the National Committee for Quality Assurance (NCQA) Medicaid Health Insurance Plan Rankings 2014-2015. In addition, it has maintained excellent accreditation from NCQA for its Massachusetts Medicaid plan since its initial accreditation in 2009. Its Qualified Health Plan has received accredited status, the highest currently available for Qualified Health Plan coverage.

In New Hampshire, BMCHP does business as Well Sense Health Plan. More than 70,000 Medicaid recipients have joined Well Sense Health Plan since New Hampshire began offering managed care coverage to Medicaid recipients in December 2013. Well Sense Health Plan's regional office is located in Manchester.

Comprehensive coverage for hospital, primary, specialty, and behavioral health care are among the benefits and services provided to all members. In addition, members receive extras beyond traditional benefits. Medicaid members in Massachusetts and New Hampshire receive free car safety seats and bike helmets for kids, manual breast pumps and dental kits (including electric toothbrush), access to a 24/7 Nurse Advice line, and reimbursements for Weight Watchers® and qualified gym memberships. QHP members receive reimbursements for memberships to Weight Watchers and qualified gyms. Visit [bmchp.org](http://bmchp.org) or [wellsense.org](http://wellsense.org) for more information.

### **Employees**

Boston Medical Center employs a diverse work force, with 4,767 full-time equivalent employees who work together to provide the highest quality, patient-focused care. Boston Medical Center offers employees competitive wages and benefits, education assistance, tuition reimbursement, and skill-based training seminars.

# STATISTICS

## FISCAL YEAR – 2014

### Licensed Beds

Medicine/Surgery	300
Obstetrics/Gynecology	32
Intensive and Coronary Care	58
Neonatal Intensive Care	22
Pediatric Intensive Care	6
Pediatrics	30
Normal Newborn Bassinets	34
<b>Total</b>	<b>482</b>

### Average Length of Stay

Medical/Surgical Acute	5.29 days
Newborn (includes NICU)	4.60 days

**Occupancy Rate** (of staffed beds) 79.2%

**Discharges** 26,119

### Outpatient Activity

Outpatient Clinic Visits	720,132
Outpatient Ancillary Visits	206,297
Emergency Department Visits	128,839
Ambulatory Surgery	29,406
Outpatient Observation	7,928

**Physicians** 836

**Residents and Fellows** 702

**Nurses** 1,308

### Employees

Full-time equivalent employees	4,767
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