



# FACTS

EXCEPTIONAL CARE. WITHOUT EXCEPTION.

## **About Boston Medical Center**

Boston Medical Center is a private, not-for-profit, 508-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 to family medicine to advanced specialty care. BMC is the largest and busiest provider of trauma and emergency services in New England. The Emergency Department had 128,231 visits last year.

On April 12, 2011, BMC celebrated the opening of the Carl J. and Ruth Shapiro Ambulatory Care Center, a 245,000-square foot, nine-story building on the corner of East Concord and Albany streets that provides state-of-the-art outpatient care. Outpatient clinical services that are located across BMC's urban campus have been consolidated in a patient-centered environment designed to maximize comfort and privacy. Key clinical support services, such as phlebotomy and radiology, also are housed in the building.

## **Commitment to the Community**

Unwavering in its commitment to serve the community, Boston Medical Center is dedicated to providing accessible health care. Approximately 70 percent of our patients come from underserved populations, including low-income families, elders, people with disabilities and immigrants. Seventy percent of all patients are from racial and ethnic minority populations, and 30 percent do not speak English as a primary language. Approximately 200,000 of our patients have MassHealth, Commonwealth Care or no insurance at all. 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 29,070 admissions and 853,343 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, orthopaedics, 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 1,505 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 22 languages, 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. As part of the Health Care Team, our interpreters help to break language barriers as well as serve as cultural brokers to patients and staff. Last year, they assisted in 178,094 interactions with patients and visitors, by 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 85 residency training programs with 832 resident and fellowship positions.

## **Research**

Boston Medical Center is a recognized leader in groundbreaking medical research. Boston Medical Center received more than \$137 million in sponsored research funding in 2011, and oversees 574 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 the Sickle Cell Center, 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 15 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 FY 2011 Boston HealthNet health center patients made up almost 33 % of all inpatient admissions to Boston Medical Center.

## **Boston Medical Center HealthNet Plan**

Boston Medical Center (BMC) HealthNet Plan is a not-for-profit health maintenance organization founded by Boston Medical Center in 1997. The Plan serves 240,000 members across Massachusetts through three product lines -- MassHealth (Medicaid), Commonwealth Care and commercial -- and is the largest Medicaid health plan in the state. BMC HealthNet plan earned the #3 rank among Medicaid plans in the nation from the National Committee for Quality Assurance (NCQA) in its Medicaid Health Insurance Plan Rankings, 2011–2012. Comprehensive coverage for hospital, primary, specialty and behavioral health care are among the benefits and services provided. The Plan also offers extras beyond traditional benefits; all members receive discounts on Weight Watchers® and fitness club memberships plus access to a 24/7 Nurse Advice Line. In addition, MassHealth members receive free car safety seats and bike helmets for kids and manual breast pumps for nursing mothers. Go to [bmchp.org](http://bmchp.org).

## **Employees**

Boston Medical Center employs a diverse work force, with 5,079 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 and tuition reimbursement, and skill-based training seminars including cultural diversity forums.



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# STATISTICS

## FISCAL YEAR – 2011

### Staffed Beds

Medicine/Surgery	332
Obstetrics/Gynecology	39
Intensive and Coronary Care	74
Neonatal Intensive Care	15
Pediatric Intensive Care	6
Pediatrics	30
Rehabilitation	12

**Total** **508**

### Average Length of Stay

Medical/Surgical Acute	4.57 days
Acute Rehabilitation	21.29 days
Newborn (includes NICU)	4.46 days

**Occupancy Rate** (of staffed beds) **74.6%**

**Discharges** **29,070**

### Outpatient Activity

Outpatient Clinic Visits	635,672
Outpatient Ancillary Visits	244,080
Emergency Department Visits	128,231
Ambulatory Surgery	20,035
Outpatient Observation	7,165

**Physicians** **1,240**

**Residents and Fellows** **832**

**Nurses** **1,505**

### Employees

Full-time equivalent employees **5,079**