



BMC FACTS

ABOUT BOSTON MEDICAL CENTER

Boston Medical Center (BMC) is a private, not-for-profit, 487-bed, academic medical center located in Boston's historic South End. The hospital is the primary teaching affiliate for Boston University School of Medicine. BMC emphasizes community-based care, with a mission to provide consistently accessible health services to all. The largest safety net hospital in New England, BMC provides a full spectrum of pediatric and adult care services, from primary care and 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 132,148 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 72 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; thirty two percent do not speak English as a primary language. BMC 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 25,328 admissions and 1,108,461 patient visits in the last year, BMC provides a comprehensive range of in- and outpatient, clinical, and diagnostic services in more than 70 areas of medical specialties and subspecialties, including cardiac care, 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 1,486 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 BMC is one of the most extensive in New England. In addition to providing face-to-face interpreters on-site in 14 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 interpreting services 24 hours a day, 365 days a year 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 302,991 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, BMC 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. BMC operates 62 residency training programs with 788 resident and fellowship positions.

RESEARCH

Boston Medical Center is a recognized leader in groundbreaking medical research. BMC is the 11th largest recipient of funding in the U.S. from the National Institutes of Health among independent hospitals. BMC received more than \$117 million in budgeted sponsored research funding in 2016, and oversees 568 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 and specialty care, and dental services at sites located throughout Boston and in nearby communities. 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 2016, Boston HealthNet health center patients accounted for 32.2 percent of outpatient visits and 37.8 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 220,000 members across the state through several product lines that include MassHealth (Medicaid, including CarePlus) and Qualified Health Plan. BMCHP also offers a Senior Care Options plan for individuals age 65 and older who are also eligible for Medicaid.

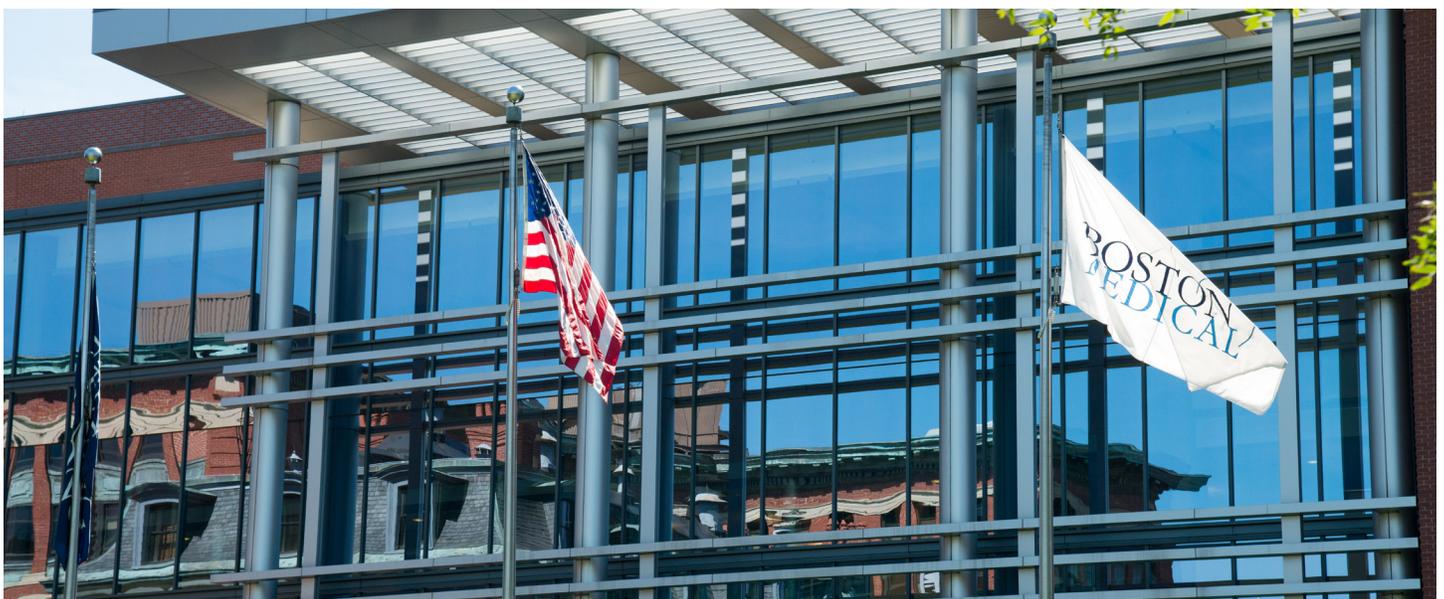
Because of its ongoing commitment to quality, BMC HealthNet Plan's HMO is rated 4 out of 5 – on a scale of 1 to 5 – by NCQA's Medicaid Health Insurance Plan Ratings 2016-2017. This rating gives BMCH HealthNet Plan the distinction of being one of the highest rated Medicaid health plans in the nation. BMC HealthNet Plan's Medicaid HMO also has been awarded Excellent Accreditation status by the National Committee for Quality Assurance. In addition, BMC HealthNet Plan's Qualified Health Plan program has been awarded Accredited status from NCQA, the highest accreditation level available at this time.

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. Well Sense Health Plan's Medicaid HMO has received Commendable Accreditation status from the National Committee for Quality Assurance (NCQA) based on the results from its recent submission of HEDIS® and CAHPS® data to NCQA. In addition, Well Sense Health Plan's Medicaid HMO is rated 4 out of 5 – on a scale of 1 to 5 – among Medicaid plans in the U.S., according to NCQA's Medicaid Health Insurance Plan Ratings 2016-2017. Well Sense is the highest rated Medicaid plan in New Hampshire.

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, such as 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. Visit bmchp.org or wellsense.org for more information.

EMPLOYEES

Boston Medical Center employs a diverse work force, with 5,123 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 – 2016

LICENSED BEDS

Medicine/Surgery	332
Obstetrics/Gynecology	30
Intensive and Coronary Care	74
Neonatal Intensive Care	15
Pediatric Intensive Care	6
Pediatrics	30
TOTAL	487

TOTAL BASSINETS	21
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AVERAGE LENGTH OF STAY

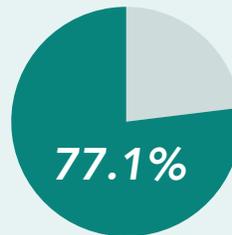
Medical/Surgical Acute



Newborn (includes NICU)



Occupancy Rate
(of licensed beds)



25,328
ADMISSIONS

OUTPATIENT ACTIVITY



Physicians



Residents and Fellows



Nurses



Full-time equivalent employees

