

BOSTON
MEDICAL
CENTER

EXCEPTIONAL CARE. WITHOUT EXCEPTION.



Dear Friends of Boston Medical Center,

Every day, I witness the unique combination of expertise, innovation and compassion that defines our ongoing mission of *exceptional care, without exception*. We strive to put our patients first—providing them with the highest quality, coordinated and state-of-the-art care available, anywhere. Our patients deserve no less.

Our expert medical staff and researchers are the foundation for the quality care BMC delivers. In 2010, 60 BMC physicians in 30 different specialties were honored on the *Boston Magazine* “Top Docs” list—more than two and a half times the number than the year before. On the academic front, our research enterprise thrived this past year, with nearly 600 projects underway. Our investigators are leaders in areas including Parkinson’s disease, cardiology, vascular biology, regenerative medicine, geriatrics, endocrinology and infectious disease.

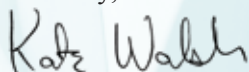
In 2010, BMC continued to pioneer projects and technologies to make sure that the care we provide is as efficient and informed as it can be. One such initiative is BMC’s Project RED—a standardized system of patient discharge—that is helping to dramatically reduce readmission rates to the hospital, something that’s good for our patients and for ensuring that we use our health care resources wisely. This BMC pilot project has been so successful that it has been cited by the federal Centers for Medicare and Medicaid Services for use by other hospitals across the country.

As health care reform is implemented and the health care landscape is poised to change dramatically, BMC remains uniquely positioned to thrive as a center of medical excellence, integrated with our 15 community health center partners and our BMC HealthNet Plan. We’re proud that the HealthNet Plan was ranked 4th in the nation by *US News & World Report* in 2010. The HealthNet Plan continues to allow us to pilot innovations that enable BMC to provide the best in care management.

In early spring 2011, we celebrated the opening of the beautiful Carl J. and Ruth Shapiro Ambulatory Care Center, the culmination of five years of careful planning and execution by our staff. As more and more health care services are provided in an ambulatory care setting, this new outpatient facility is not only a top notch resource for our patients, but also one very visible symbol of BMC’s bright future.

These are challenging times for all health care organizations, but there is no question that BMC, in touching thousands of lives every day, plays a vital and irreplaceable role in Boston’s health care system. I am so proud to lead an institution that is a national model of care, and caring, for all.

Sincerely,



Kathleen E. Walsh
President and Chief Executive Officer

EXCEPTIONAL CARE.

BMC MISSION STATEMENT

Boston Medical Center is committed to providing consistently excellent and accessible health services to all in need of care regardless of status and ability to pay.

FISCAL YEAR 2010 FINANCIAL HIGHLIGHTS

*A summarized statement of revenues and expenses (in thousands)
for the year ended September 30, 2010:*

Operating Revenue	FY 2010
Net Patient Revenue	\$ 881,825
Grants & Contract Revenue	84,538
Other Revenue	39,469
Total Operating Revenue	<u>1,005,832</u>
Operating Expenses	
Salaries, Wages and Benefits	456,729
Supplies and Expenses	380,872
Depreciation and Amortization	66,583
Interest Expenses	9,868
Provision for Bad Debt	29,416
Research, Sponsored Programs and Community Health Services	97,305
Total Operating Expenses	<u>1,040,773</u>
Loss from Operations	<u>\$ (34,941)</u>
Monies Allocated to Capital Expenditures	<u>\$ 66,647</u>

BY THE NUMBERS

Every year, we continue to expand our services to ensure our growing patient population receives the best care possible.

FY 2010

Staffed Beds	508
Annual Patient Visits	844,184
Admissions	30,215
Emergency Department Visits	132,348
Interpreter Interactions	168,214
BMC HealthNet Plan Members	250,000
Community Health Center Patients Served	218,090
BMC Admissions from Community Health Centers	30.4%

WITHOUT EXCEPTION.

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*Deceased May 3, 2011

BOSTON HEALTHNET COMMUNITY HEALTH CENTERS

Codman Square Health Center

*637 Washington Street, Dorchester
617-825-9660*

Dorchester House Multi-Service Center

*1353 Dorchester Avenue, Dorchester
617-288-3230*

East Boston Neighborhood Health Center

*10 Gove Street, East Boston
617-569-5800*

Geiger-Gibson Community Health Center

*250 Mount Vernon Street, Dorchester
617-288-1140*

**Greater Roslindale Medical and
Dental Center**

*4199 Washington Street, Roslindale
617-323-4440*

Harvard Street Neighborhood Health Center

*632 Blue Hill Avenue, Dorchester
617-825-3400*

**Boston Health Care for the
Homeless Program**

*780 Albany Street, Boston
857-654-1000*

Manet Community Health Center

*110 West Squantum Street, N. Quincy
617-376-3030*

Mattapan Community Health Center

*1425 Blue Hill Avenue, Mattapan
617-296-0061*

Neponset Health Center

*398 Neponset Avenue, Dorchester
617-282-3200*

**Roxbury Comprehensive Community
Health Center**

*435 Warren Street, Roxbury
617-442-7400*

South Boston Community Health Center

*409 West Broadway, South Boston
617-269-7500*

South End Community Health Center

*1601 Washington Street, Boston
617-425-2000*

Upham's Corner Health Center

*415 Columbia Road, Dorchester
617-287-8000*

Whittier Street Health Center

*1125 Tremont Street, Roxbury
617-427-1000*





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One Boston Medical Center Place, Boston, MA 02118
617.638.8000 | www.bmc.org



Boston University School of Medicine

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