OVERVIEW OF MASSACHUSETTS GENERAL HOSPITAL

A premier academic medical center for patient care, teaching, and research
Mission

Guided by the needs of our patients and their families, we aim to deliver the very best health care in a safe, compassionate environment; to advance that care through innovative research and education; and, to improve the health and well-being of the diverse communities we serve.
Credo

As a member of the MGH community and in service of our mission, I believe that:

• The first priority at MGH is the well-being of our patients, and all our work, including research, teaching and improving the health of the community, should contribute to that goal.
• Our primary focus is to give the highest quality of care to each patient delivered in a culturally sensitive, compassionate and respectful manner.
• My colleagues and I are MGH’s greatest assets.
• Teamwork and clear communication are essential to providing exceptional care.

As a member of the MGH community and in service of our mission, I will:

• Listen and respond to patients, patients’ families, my colleagues and community members.
• Ensure that the MGH is safe, accessible, clean and welcoming to everyone.
• Share my successes and errors with my colleagues so we can all learn from one another.
• Waste no one’s time.
• Make wise use of the hospital’s human, financial and environmental resources.
• Be accountable for my actions.
• Uphold professional and ethical standards.
Boundaries Statement

As a member of the MGH community and in service of our mission, I will never:

- Knowingly ignore MGH policies and procedures.
- Criticize or take action against any member of the MGH community raising or reporting a safety concern.
- Speak or act disrespectfully toward anyone.
- Engage in or tolerate abusive behaviors.
- Look up or discuss private information about patients or staff for any purpose outside of my specified job responsibilities.
- Work while impaired by any substance or condition that compromises my ability to function safely and competently.
Original Campus

- Third oldest general hospital in America
- Chartered in 1811 by an act of the state legislature
- Bicentennial celebration in 2011
Current Campus

Including Liberty Hotel (on site of former Charles Street Jail) & Charles / MGH MBTA Station

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1846 The use of ether as an anesthetic is demonstrated. Surgery performed without pain for the first time.
1896 The first X ray image in the United States is made by an MGH physician just 30 days after the technique is discovered in Europe.
1960 Proton beam therapy is first used to treat tumors of the eye, neck and brain.
1962 MGH surgeons accomplish the first successful reattachment of a severed human limb.
More MGH Medical Milestones

2011 MGH researchers announce development of a blood test that could find traces of cancer cells in a person’s blood. It is hoped that this technology will be used by doctors to provide faster and more accurate diagnoses and personalized treatments for cancer patients.

2009 Jack W. Szostak, PhD wins Nobel Prize in Medicine for work predicting and then discovering telomerase, an enzyme that builds and maintains the protective caps at the tips of chromosomes.

2008 MGH pathologists and oncologists are first in the nation to routinely use molecular testing for gene mutations in all cancer patients. This “Snapshot” testing results in better targeted cancer therapy.

1993 MGH surgeons perform the first heart-liver transplant in New England.

1981 MGH, MIT and Shriners Burns Institute researchers create the first artificial skin made from living cells

1979 MGH radiologists pioneer use of MRI (magnetic resonance imaging) to diagnose illness and injury.
Affiliations

- The oldest and largest teaching hospital for Harvard Medical School
- A founding member in 1994 with the Brigham & Women’s Hospital of the Partners HealthCare System, Inc.
Affiliations

continued

- Affiliations with Dana Farber Cancer Institute, Martha's Vineyard Hospital, McLean Hospital, Newton-Wellesley Hospital, Nantucket Cottage Hospital, North Shore Medical Center, Spaulding Rehabilitation Hospital
MGH Statistics - FY 2010

• 47,243 inpatient admissions
• 1,440,548 outpatient and emergency visits
• Main campus and health centers
  – 903,786 MGH visits
  – 536,762 MA General Physicians Organization (MGPO) visits
• Five Largest Clinical Programs (% of FY10 Discharges)
  – Cancer Center 15.8%
  – Obstetrics 13.1%
  – Heart Center 12.3%
  – Digestive Healthcare Center 8.2%
  – Orthopaedics 7.6%
More about MGH…

Pediatrics at MGH *Caring for Children*
- Full range of primary and specialty care
- Inpatient, outpatient, procedural and ancillary services
- Pediatric emergency room
- Leader in family centered care

Licensed Community Health Centers
- Revere, Chelsea, Charlestown, Back Bay, North End (affiliated), East Boston (affiliated)

Thematic Centers
- Center for Computational & Integrative Biology
- Center for Regenerative Medicine
- Center for Human Genetic Research
- Wellman Center for Photomedicine
- Center for Systems Biology
MGH Research FY 2010

• Largest hospital-based research program in the United States
• $695.7 million of research activity
  – $363.6 million from the National Institutes of Health (NIH)
    - includes $40.7 million from ARRA
  – $19.5 million from other government sources
  – $44.5 million from industry sponsors
  – $60.5 million from foundations
  – $98.7 million from non-profits
  – $109.0 million from other sources
MGH Revenue – FY 2010

General Hospital Corporation Operating Revenue
Total Operating Revenue = $2,839,658,000
MGH Expenses – FY2010

Hospital Expenses
Total Expense = $2,663,992,000

- Direct Academic Expenses: 2.40%
- Direct Research Expenses: 18.82%
- Depreciation & Amortization: 4.63%
- Supplies, Utilities & Other Expenses: 32.27%
- Employee Compensation & Benefits: 40.75%
- Provision for Bad Debt: 1.13%
MGH Diversity Initiatives

- Identify and address racial and ethnic disparities in the delivery of healthcare
- Provide equal access and delivery of quality healthcare for all patients
- Train workforce to provide culturally competent care and service
- Recruit and retain a more diverse workforce
- Medical Interpreter Services available
- MGH Diversity Committee
  - Co-chaired by MGH president and MGPO CEO
- Multicultural Affairs Office (MAO)
Top Priorities

- Components of the Strategic Plan
- Quality and Patient Safety
- Capacity Management
- Innovations
- Technology (Information Systems)
- Workforce
- Clinical Growth
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