

FAST FACTS about Baystate Health

Baystate Health is a not-for-profit health care organization serving more than 800,000 people in western Massachusetts. We are one of the largest health systems in New England with nearly 13,000 employees and an annual budget of over \$2.9 billion.

Mission

Our mission is to improve the health of the people in our communities every day, with quality and compassion.

Delivering Care in western Massachusetts

- 988 licensed beds across four hospitals
- Over 4,600 babies born annually
- Over 188,000 Emergency Department visits annually
- Over 37,000 surgeries each year

Financial & Community Impact

- Nearly 13,000 employees
- Over \$2.9 billion total annual budget
- Largest provider of care for the underserved in western Massachusetts
- Over \$134 million in unreimbursed care

Hospitals

Baystate Medical Center (BMC) is a 746-bed, 57-bassinets academic medical center in Springfield, Massachusetts. Baystate Medical Center Emergency & Trauma Center is the busiest single-site emergency department in Massachusetts providing the most comprehensive surgical care to the most seriously injured and ill patients 24/7, and the region's only Level 1 Trauma Center serving over 105,000 adult and pediatric patients.

The hospital also offers pre- and post-natal care for mothers giving birth at its Wesson Women & Infants' Unit, which is home to the region's only Level III Neonatal Intensive Care Unit (NICU) as well as the Baystate Reproductive Endocrinology program. Baystate Medical Center is also home to the UMass Chan Medical School - Baystate.

Baystate Medical Center has received Magnet® designation from the American Nurses Credentialing Center (ANCC) four consecutive times, placing it among leaders nationally in nursing excellence and quality patient outcomes.

Baystate Children's Hospital (BCH), located within BMC, is a 107-bed, 57-bassinets accredited full-service children's hospital and pediatric-specific emergency department in western Massachusetts. It provides primary and advanced medical care to babies, children, adolescents, and their families.

Baystate Franklin Medical Center (BFMC), located in Greenfield, Massachusetts, is an 89-bed acute care community hospital serving Franklin County, North Quabbin and surrounding regions. The hospital boasts a state-of-the-art surgical center, 24-hour emergency care, orthopedics and cancer care and infusion. In addition, the hospital delivers more than 400 babies each year in The Birthplace where birthing experiences are customized to patients' needs.

Baystate Noble Hospital (BNH), located in Westfield, Massachusetts, is an 85-bed acute care community hospital that offers a variety of inpatient and outpatient services including cardiology and cardiac rehabilitation, gastroenterology, women's health services including 3D mammography, and 24-hour emergency care for over 80,000 residents in Westfield and surrounding communities.

Baystate Wing Hospital (BWH), is a 68-bed acute care community hospital located in Palmer, Massachusetts, that offers 24-hour emergency care and a broad range of inpatient and outpatient services including primary and specialty care, cardiovascular services, endocrinology, gastroenterology and neurology. The hospital also offers Convenient Care, which is walk-in treatment for illness or injury.

Specialized Programs & Services

Baystate Medical Practices is a multi-specialty group of over 712 Physicians and 418 Advanced Practice Providers in primary care, specialty, and surgical disciplines with more than 115 practices across over 40 sites of service. Care is provided at urban, suburban, and rural practices, as well as community health centers, urgent care clinics, and via virtual visits. Baystate Primary Care offers patient-centered care that includes family practice, internal medicine, and pediatrics.

Davis Family Heart & Vascular Center at BMC provides a home for our award-winning Heart & Vascular Program where experts respond to and treat heart and vascular conditions from heart attacks to symptoms of vascular disease.

Care also includes a Cardiac Rehabilitation and Wellness Program certified by the American Association of Cardiovascular and Pulmonary Rehabilitation.

Baystate Medical Center was named a Watson Health Top 50 Cardiovascular Hospital in 2021 based on measures of quality, safety and experience

D'Amour Center for Cancer Care in Springfield provides integrated cancer care for adult and pediatric patients. The care team includes physicians and clinical staff, cancer survivors, community cancer support activists, administrators, and community members, who put their hearts and souls into designing and delivering the optimal patient experience.

Baystate is the only comprehensive cancer program – including leukemia, pediatric cancer, and gynecologic cancer care – and the only clinical research program in western Massachusetts.

Behavioral Health services at Baystate Health offer comprehensive mental health, behavioral medicine and employee assistance programs supported by licensed clinicians year-round, 24/7 with services including:

- Adult Psychiatric Treatment Unit (inpatient hospital)
- Child Psychiatric Treatment Unit (inpatient hospital)
- Adult and Child Partial Hospitalization Programs
- Integrated behavioral health services available at 13 primary care sites
- Outpatient behavioral health and psychiatric services for adults and children

Baystate Neuroendovascular Suite, at BMC the only of its kind in the region, specializes in emergency neurosurgery, cerebrovascular surgery, stroke treatment, and surgery for traumatic brain injury (TBI).

Baystate Reference Laboratories (BRL) is the region's largest reference laboratory providing state-of-the-art testing and management services to physicians, hospitals, and other healthcare services throughout western Massachusetts and Connecticut, with over 6 million diagnostic laboratory tests conducted annually. BRL offers consumers over 50 convenient locations for laboratory testing at its service centers throughout Massachusetts.

Health New England is Baystate Health's non-profit health plan offering a range of services including commercial, Medicaid, and Medicare supplemental coverage. With over 184,000 members, it is one of the largest managed care organizations in western Massachusetts. Health New England leads Baystate Health's work in caring for the underserved through the BeHealthy Partnership, its Medicaid Accountable Care Organization.

Care in Our Communities

Baystate Community Health Centers are anchors of public-health efforts in their respective Springfield neighborhoods, working in partnership with community members and groups to address some of the more pressing health challenges facing area residents. They provide comprehensive primary care for babies, children and adults of all ages as well as on-site access to specialty care services.

- Baystate Brightwood Health Center – Centro de Salud
- Baystate High Street Health Center/Adult and Pediatrics
- Baystate Mason Square Neighborhood Health Center
- Wesson Women's Clinic

Baystate Health Urgent Care provides walk-in medical services at its five locations across western Massachusetts, providing access to care for people of all ages with unexpected illnesses and injuries that cannot wait for a primary care appointment, but do not require an emergency room visit.

Baystate Health and Wellness Centers with locations in Longmeadow and Northampton, provides a wide range of primary care, specialty adult and pediatric physician practices and outpatient services such as imaging, lab services and mammography.

Baystate Home Health and Hospice provides high quality care and supplies to patients and families, primarily in their homes. Comprehensive in-home health care, hospice, and palliative care is provided by its staff of over 230 managing more than 140,000 visits annually. Hospice support is provided by a multidisciplinary hospice team including the hospice medical director, nurse, social worker, and chaplaincy.

Academics & Research

Baystate Health's history as an academic health system dates back more than a century with its involvement in medical education and research. In 2015 the first regional campus of the University of Massachusetts Chan Medical School – Baystate was established in Springfield. Baystate is also home to over 375 trainees, across 11 residencies and 23 fellowship programs.

External funding provides opportunities for Baystate faculty to deliver innovative services, and conduct clinical, translational and health services research. Our Clinical Trials Unit enrolls and supports patients participating in studies of new treatments.

Baystate partners with area colleges and universities to provide clinical hours for health professional students, including those attending Elms College, Westfield State University, American International College, Western New England University and the community colleges in Greenfield, Holyoke and Springfield.

The Nurse Residency Program is accredited with distinction as a Practice Transition Program by the American Nurses Credentialing Center's Commission on Accreditation (ANCC).