



Massachusetts - Eye and Ear

From the Bench to the Bedside

- Since 1824



Massachusetts Eye and Ear

- **Eye Care**
- Our ophthalmology services and specialties range from eye-care checkups to treating the most complex vision and eye-related issues.

- **Ear, Nose, Throat, Head & Neck Care**
- Specialties in otolaryngology range from sinus care and sleep disorders to head and neck cancer, thyroid and parathyroid surgery, and facial nerve reconstruction.



Our Mission

The Massachusetts Eye and Ear Infirmary is a specialty hospital dedicated to excellence in the care of disorders that affect the eye, ear, nose, throat, and adjacent regions of the head and neck. The Mass. Eye and Ear provides primary care and serves as a referral center for outpatient and inpatient medical and surgical care.

In conjunction with Harvard Medical School, Mass. Eye and Ear is committed to the education of future health care professionals, as well as the education of the public concerning the prevention, diagnosis, and treatment of the diseases in its specialties and concerning the rehabilitation of patients handicapped by these diseases.

In order to provide the highest quality of contemporary care and even better care in the future, Mass. Eye and Ear conducts laboratory and clinical research in its areas of specialty.

Mass. Eye and Ear recognizes its obligation to serve as a source of excellence in patient care, teaching, and research in Massachusetts, the United States, and the world



Our Vision

- Massachusetts Eye and Ear Infirmary will be the preeminent world-wide source of advances and leaders in preserving and restoring vision, hearing, balance and voice, as well as in curing disorders of the head and neck.
- We will achieve this vision through our mission:
 - Providing exceptional clinical care
 - Conducting cutting-edge translational and bench research
 - Teaching tomorrow's leaders and today's medical community



Our Values

- **Quality Patient Care.** In every decision we make, we will ensure that our primary focus is on the delivery of the highest quality of patient care possible and that we will continue to work to improve what is possible for patients everywhere.
- **Service Excellence.** We want to make access to the care we provide easier for a wider range of patients, expanding our range by forging new relationships and alliances. We want our patients, physicians, researchers and employees to have the best experience possible in a healthcare environment, respecting the unique needs and goals of all.
- **Research and Academic Leadership.** The progress of patient care depends on the innovations created by our researchers and the future of our health care activities presumes superb educational programs.
- **Fiscal Health.** To accomplish our mission, we all must work to strengthen our financial performance.



2011 Quality Initiatives

- 2011 Quality Goals

Our quality goals will focus on improving care and service. The 2011 quality goals established are based on feedback received from our patients and staff and are:

- 1. Transparency Through Outcomes

- • Measure effectiveness of clinical practice.
- • Publicly report clinical outcomes data.
- • Use outcome data to benchmark for improvement.

- 2. Provider Excellence

- • Implement centralized credentialing process.
- • Recruit and retain leaders in patient care, research, and teaching.
- • Optimize process for verifying correct patient, procedure and site.

- 3. Gold-Standard Patient Experience

- • Provide front-line staff with customer service training and support.
- • Design outpatient satisfaction survey.



Vital Statistics

- Inpatient beds: 42
Operating rooms: (14 major; 3 Surgicenter): 17
Total surgical procedures: 19,806
Total outpatient visits: 217,207
Emergency room visits: 22,747
Mass. Eye and Ear operating revenue: \$134,677,796
Mass. Eye and Ear Associates operating revenue:
\$55,631,533
Mass. Eye and Ear Associates (hospital-based) physicians:
104
Community based physicians: 323
Employees: 1,526
Nurses: 230
Sponsored research: \$23,623,531
- *(Numbers are from FY2007)

