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 $3.2 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**
- Over 1000 licensed beds across four hospitals
- Over 4,800 babies born annually
- Over 196,000 Emergency Department visits annually

**Financial & Community Impact**
- Nearly 13,000 employees
- Over $3.2 billion total annual budget
- Largest provider of care for the underserved in western Massachusetts
- $180 million in unreimbursed care

**Hospitals**

**Baystate Medical Center (BMC)** is a 780-bed, 57-bassinet academic medical center in Springfield, Massachusetts. BMC 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. BMC 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-bassinet 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 65-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 with 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, regional health and wellness centers, convenient care clinics, and 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 Baystate 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 and Child Psychiatric Treatment Unit (inpatient hospital)
- Adult and Child Partial Hospitalization Programs
- Integrated behavioral health services available at primary care sites
- Outpatient behavioral health and psychiatric services for adults and children

**Baystate Neuroendovascular Program** at BMC is 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 7 million diagnostic laboratory tests conducted annually. BRL offers consumers 40 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 176,000 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 Partnerships, 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 Mason Square Neighborhood Health Center
- Baystate High Street Health Center

**Baystate Health Convenient Care** provides same-day, walk-in care with extended hours for unexpected illnesses and injuries that cannot wait for primary care appointment but not require an emergency room visit. The three Baystate Convenient Care locations, in Northampton, Palmer and Springfield, use the same electronic records database, coordinating care with your Baystate Health PCP.
Baystate Health and Wellness Centers with locations in Longmeadow and Northampton, provide 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 to patients and families, primarily in the comfort of their home. With a dedicated interdisciplinary team of over 230 professionals, they oversee and manage more than 140,000 home visits each year, offering a comprehensive range of home care, hospice and palliative care.

**Academics & Research**

Baystate is part of an academic health system that has been involved in in medical education and research for more than a century. In 2015, Baystate established the first regional campus of the University of Massachusetts Chan Medical School - Baystate. It is the site of the groundbreaking Population-based Urban and Rural Community Health Track (PURCH). External funding of $18.9 million, including $14.5 million in federal funds, provides opportunities for Baystate faculty to deliver innovative services, and conduct clinical, translational and health services research.

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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, UMass Amherst, 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).