

2023

# AT-A-GLANCE



# 200 Years



## **A LEGACY OF HEALING. A FUTURE OF HOPE.**

In 2024, Mass Eye and Ear celebrates its 200th year of serving patients locally and throughout the world. As we commemorate this milestone, we can't help but stand in awe of where we've been, and all our predecessors have accomplished. But our legacy is one that we'll never rest on. Instead, we're constantly in motion, working towards a future where we:

- Continue to harness bold science and visionary minds to find life-changing and life-saving cures for conditions of the eyes, ears, throat, head and neck
- Heighten our commitment to training future generations of trailblazing researchers and physicians in the Harvard Medical School Departments of Ophthalmology and Otolaryngology—Head and Neck Surgery
- Never stop serving our community, remembering that before we were the world's preeminent resource for treating blindness, deafness and diseases of the head and neck, we started as a one-room clinic to treat those in the Boston community who needed eye care

Today, we are a vital part of the Mass General Brigham integrated healthcare system, determined to build on our significant history. As we move forward, our mission remains clear: more cures found, more transformations enacted, more lives improved, and more hope fulfilled.

## ABOUT US

2,400  
TOTAL EMPLOYEES

12  
Physician  
Assistants

50  
Audiologists

360  
NURSES

730  
PHYSICIANS (MEEA, COMMUNITY  
AND RESEARCHERS)

16  
Optometrists

20  
CRNAs

14  
NURSE  
PRACTITIONERS

## HIGHEST QUALITY PATIENT CARE

Mass Eye and Ear physicians and caregivers treat adults and children with diseases of the eyes, ears, nose, throat, head and neck. We offer care at more than 20 locations throughout Greater Boston and Providence, Rhode Island and virtually.

### LEADERSHIP AND MAJOR INITIATIVES

- **CarolAnn Williams** named first female President of Mass Eye and Ear
- **Daniel Polley, PhD**, named Director of the Eaton-Peabody Laboratories (EPL) and Vice Chair for Basic Research in the Department of Otolaryngology—Head and Neck Surgery (OHNS)
- Introduced "For Every Patient" initiative to pursue improvements across four main areas of patient experience: effective care, safe care, equitable care and personalized experience
- Opened new, expanded center for eye care in Lexington, MA and new audiology practice in Charlestown, MA
- Introduced an Emergency Department (ED) hotline for ophthalmology to better manage patient volume and wait times in the ED
- Launched Vitals, a new system-wide intranet and other tools for an improved employee experience
- Nearly completed a major 10,000-square-foot renovation of the Eaton-Peabody Laboratories (EPL), featuring new, state-of-the-art space that will create optimized scientific and academic environments to advance hearing research

### KEY HIGHLIGHTS

352,000 Outpatient Visits

31,400 Surgical Procedures (OR, Laser)

1,100 Inpatient Discharges

29,000 Emergency Department Visits

*\*Not all results are parallel to previous years.*

### QUALITY



Top ranked hospital in Ophthalmology and Otolaryngology by *U.S. News & World Report*



Accredited by The Joint Commission



Measuring patient experience outcomes for inpatient and ambulatory visits through NRC patient survey program

## ADVANCING RESEARCH

Mass Eye and Ear is home to the world's largest vision and hearing research centers, offering hope and healing to patients everywhere through discovery and innovation.

### RESEARCH HIGHLIGHTS

- Published the results of a groundbreaking clinical trial of a cornea treatment co-developed at Mass Eye and Ear in which stem cells taken from a patient's healthy eye are grown and expanded in the lab and delivered to the patient's other eye with severe cornea damage
- Led a study examining the number of people who do not regain their sense of smell or taste following COVID-19 infection
- Released the results of several preclinical studies led by investigators in the Eaton-Peabody Laboratories testing novel gene therapy treatment approaches for age-related and genetic forms of hearing loss
- Developed an artificial intelligence tool that accurately predicts which patients with dystonia will benefit from Botox® injections, a costly standard of care that does not work for all patients
- Identified a new biological explanation for why common colds and other respiratory infections are more likely to occur in cooler temperatures
- Identified new genetic mutations that cause childhood glaucoma, opening the door to better screening and treatments for this devastating disease
- Led a study with Mass General Brigham research colleagues identifying a new genetic variant that is protective against Alzheimer's disease

To learn more about our research findings, please visit [Focus.MassEyeAndEar.org](https://Focus.MassEyeAndEar.org)

### TOTAL RESEARCH FUNDING

\$38M

Federal Direct

\$2M

Industry Direct

\$23M

Other Sponsored Direct

\$4M

Foundation Direct

\$21M

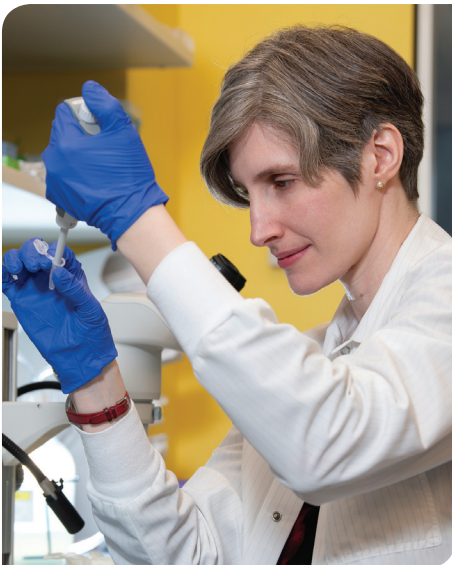
Federal Indirect

\$1M

Industry Indirect

\$4M

Other Indirect





## ACADEMIC EXCELLENCE

As a Harvard Medical School teaching hospital, Mass Eye and Ear provides world-class training to future medical leaders in ophthalmology and otolaryngology through residency programs as well as clinical and research fellowships.



### HARVARD MEDICAL SCHOOL TRAINING PROGRAMS

#### OPHTHALMOLOGY

34

Ophthalmology  
Residents

2

Optometric  
Residents

32

Clinical Fellows

99

Research Fellows

#### OTOLARYNGOLOGY

Head and Neck Surgery

25

OHNS  
Residents

2

Research  
Residents

8

Clinical Fellows

56

Research Fellows

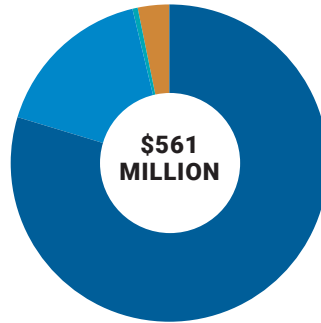
### DIVERSITY, EQUITY AND INCLUSION AND COMMUNITY HIGHLIGHTS

- In collaboration with Mass General Brigham DEI and United Against Racism (UAR) initiatives, the Mass Eye and Ear DEI Council marked its third year, with a focus on building community and understanding through monthly meetings, all staff open forums and educational sessions
- Hosted the Harvard Ophthalmology Research Scholars Program for medical students from underrepresented and disadvantaged groups to increase diversity in the field of ophthalmology
- Expanded the Voice and Speech Laboratory (VSL) Gender Affirming Program, which helps patients match their voice to their personality and gender identity
- To help develop a pipeline for audiology recruitment, partnered with the MGH Institute of Health Professions to create an accelerated Doctor of Audiology program in which Mass Eye and Ear audiologists serve pro bono as instructors in both the classroom and in the clinic
- Conducted a series of screenings and information sessions at Camp Harbor View and other community partners focused on vision, hearing and head and neck cancer
- Launched a partnership between the Department of Otolaryngology—Head and Neck Surgery and Boston Healthcare for the Homeless

## FINANCIAL STRENGTH

### REVENUE

● Net Patient Service Revenue	\$447M
● Total Research Funding	\$93M
● Total Academic Revenue	\$3M
● Other Revenue	\$18M
<b>Total Revenue</b>	<b>\$561M</b>



### OTHER FINANCIALS

Total Expenses	\$551M
Income from Operations	\$10M
Total Margin	\$27M

## PHILANTHROPY

Together, we raised \$31M to invest in our people, programs, and state-of-the-art facilities and accelerate cures for blindness, deafness and diseases of the head and neck.

Thank you to all of our generous friends for their support!

Bold science and life-changing cures are possible thanks to your generosity.

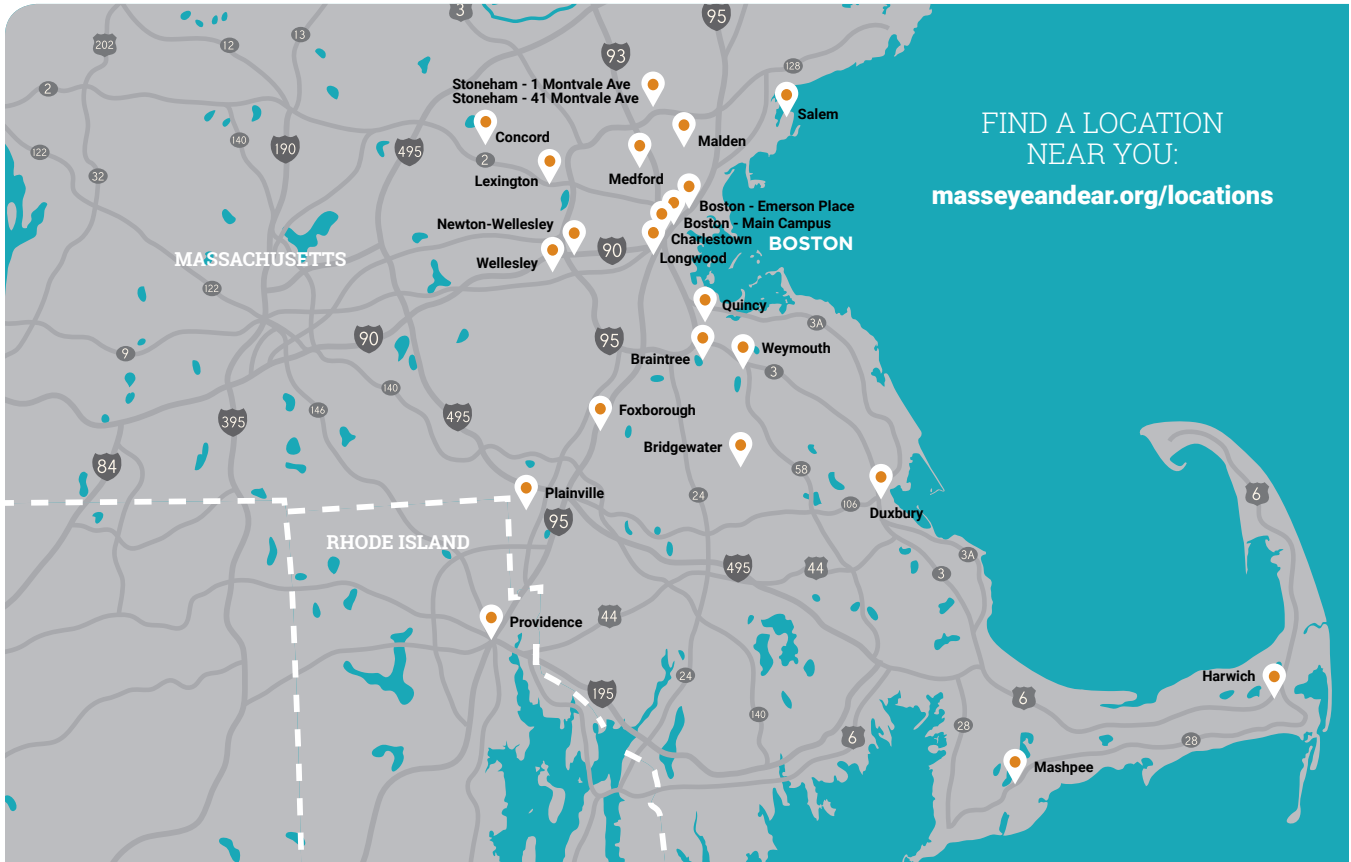
FY 23 TOTAL  
\$31 Million



### EVENT HIGHLIGHTS

- Raised more than \$1 million at the 14th Annual Sense-ation! Gala
- Fifty one runners successfully completed the 127th running of the Boston Marathon® and 22 represented Mass Eye and Ear in the ASICS Falmouth Road Race, raising more than \$600,000
- Hosted the 3rd Annual Mass Eye and Ear Golf Invitational

## OUR LOCATIONS



### MASS EYE AND EAR / CAPE COD

Harwich  
Mashpee

### MASS EYE AND EAR / NORTH

Stoneham - 1 Montvale Ave  
Stoneham - 41 Montvale Ave  
Medford  
Malden  
Salem

### MASS EYE AND EAR / WEST

Concord  
Lexington  
Newton-Wellesley  
Wellesley

### MASS EYE AND EAR / BOSTON

Main Campus  
Charlestown  
Longwood  
Emerson Place

### MASS EYE AND EAR / SOUTH

Quincy  
Weymouth  
Duxbury  
Braintree  
Bridgewater  
Plainville  
Providence  
Foxborough











For appointments: 617-573-3041

More information: [masseyeandear.org](http://masseyeandear.org)

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