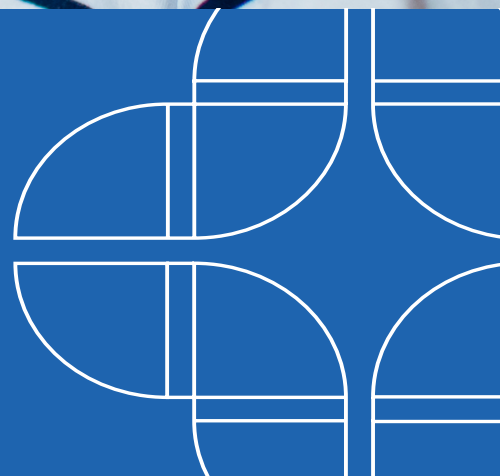




NeighborHealth 
COMMUNITY. WELLNESS. TOGETHER.

2024 Annual Report







NEIGHBORHEALTH'S

Mission & Vision

OUR MISSION STATEMENT

We work with communities in Greater Boston to deliver a great health care experience that is compassionate, person-centric, culturally relevant and accessible to all—driven by diversity, equity, and inclusion.

We believe in care that goes beyond the clinic to address wellness where it starts: in the interconnected lives of the people we serve.

OUR VISION STATEMENT

We envision caring communities that bring longer, healthier lives for all.

We're
more than
providers:
we're
neighbors.

“
This is what
health equity
looks like.”

We are the leading provider of high-quality primary care to the largest number of minority and underinsured patients across Massachusetts. We bring down economic and cultural barriers to provide the right care to everyone who needs it.

A MESSAGE FROM Greg Wilmot



Dear Friends and Partners,

As we reflect on FY24, one truth stands out: **NeighborHealth thrives because we are bold enough to lead, courageous enough to adapt, and determined enough to succeed.**

Healthcare organizations face extraordinary challenges—financial pressures, policy shifts, and workforce shortages—but NeighborHealth is better positioned than most. Through tough decisions and transformative actions, we’ve reimaged what’s possible for our patients and community.

This year, we committed to bold actions to serve our patients of today and tomorrow:

- **We put patients first, creating a new ACO with WellSense Community Alliance**, to prioritize patient care and safeguard our financial health. In 2024, we saw the rewards of this decision benefit our patients and our bottom line.
- **We expanded access to emergency behavioral health services**, ensuring same-day care when our community needed it most.
- **We made way for much-needed primary care clinical space** to serve even more families by relocating administrative offices from 20 Maverick in East Boston.
- **We launched a new name, NeighborHealth**, that resonates with our diverse community and reflects our mission of compassionate, equitable care.
- **We opened a state-of-the-art Radiology suite in the South End**, enhancing diagnostic services for our patients.

Each step demonstrates our commitment to health equity, innovation, and patient-centered care. In 2025, we’ll continue to transform and innovate—introducing pharmacy services in the South End, creating new access points, and investing in infrastructure, technology, and people to deliver exceptional care.

NeighborHealth’s strength lies in bold action and your steadfast partnership. Thank you for being part of this incredible mission.

With gratitude,

Greg Wilmot

PRESIDENT & CEO

Our Community-Based Board of Directors

Rita Sorrento
Doris Rubio
Sandra Caggiano
Jennifer C. Blanco
Nancy M. Christoff
Allison Eng
Lawrence F. Keegan, Jr.
Mayra Negrón-Roche
Frank M. Ramirez
Lou Scapicchio
Josefina Silva
Jean Staropoli
Erika Wilkinson



Programs & Services



ADULT CARE

Adult & Family Primary Care
Ob/Gyn Women's Health
Integrated Behavioral Health
Specialty Care

Medical Case Management Programs

- Program of All-Inclusive Care For The Elderly (PACE)
- Senior Care Options (SCO)
- HIV Services (Project Shine)
- Adult Lifestyle And Nutrition (Health In Action)
- Recovery Services

PEDIATRIC & ADOLESCENT CARE

Pediatric & Family Primary Care
Integrated Behavioral Health
Specialty Care
School-Based Health Centers
Medical Case Management Programs

- Pediatric Complex Care (CATCH Program)
- Youth Lifestyle and Nutrition (Let's Get Movin')

EMERGENCY CARE

24/7 Emergency Department
Behavioral Health Same Day Urgent Care
Pediatric Same Day Clinic

COMMUNITY CARE

Community Resource And Wellness Center
Education & Training Institute (ETI)
Farmers Market
Community Healing Response Network
East Boston Alliance for Support, Treatment, Intervention & Education (EASTIE Coalition)

SERVICES

Dental
Interpreter Services
Insurance Support (MassHealth)
Assistance
Laboratory
Optical Shop
Pharmacy
Radiology
Vision Care
Women Infants & Children (WIC)



Our
healthcare
team in your
community

Our Healthcare Team

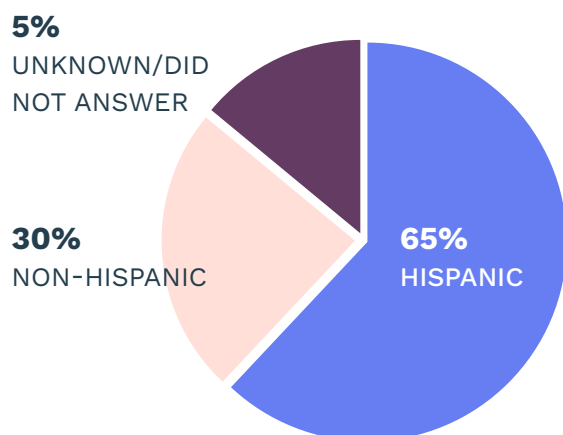
A healthful workplace is essential to great patient care. That's why we are committed to the wellbeing of our team, building a safe and supportive space where staff are recognized and valued for their work, and patients are treated based on their unique needs by providers they trust.

- As the largest employer in East Boston, we don't just serve the community, we belong to it.
- Supporting the careers of 2,000 staff members across Greater Boston.
- More than 50% of our staff come from the communities we serve.

Who we serve

ETHNICITY

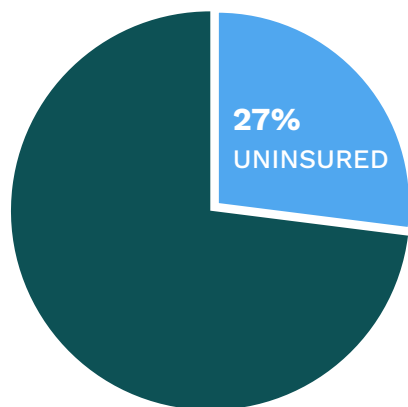
65% identify as Hispanic/Latino.



We are the largest provider of primary care to the Hispanic/Latino community in Massachusetts.

INSURANCE

27% of patients are uninsured.

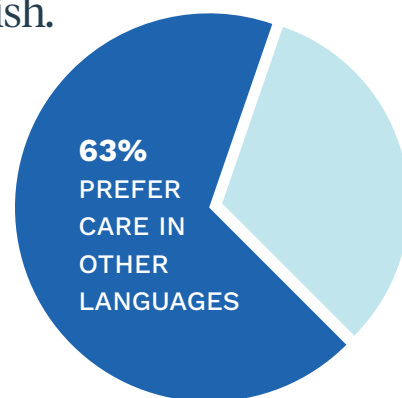


We provide care to the largest number of Health Safety Net patients in the state—a largely undocumented population who are under or uninsured.

LANGUAGE

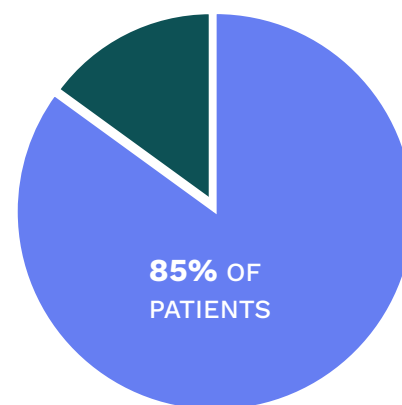
63% prefer care in a language other than English.

We are the second largest provider of medical translations in the state.



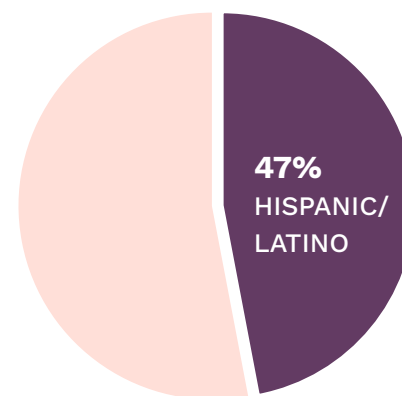
INCOME

85% of our patients are at or below 200% of the federal poverty level.



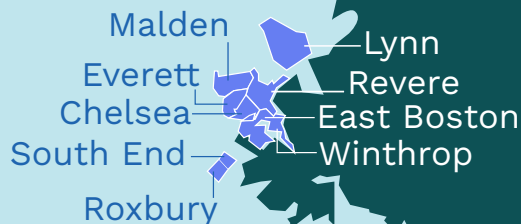
STAFF

47% of our staff identify as Hispanic/Latino.



This is What Health Equity Looks Like

Over 75% of our patients come from these communities



The Largest Community-Based Primary Care System in Massachusetts

NeighborHealth serves more people in local communities across Massachusetts than any other primary care provider, ensuring access to high-quality care close to home.

Leading in Care for Minority and Underinsured Populations



We partner with over **130,000** individuals and families statewide, focusing on breaking barriers to healthcare for minority and underinsured communities.

Award-winning quality care



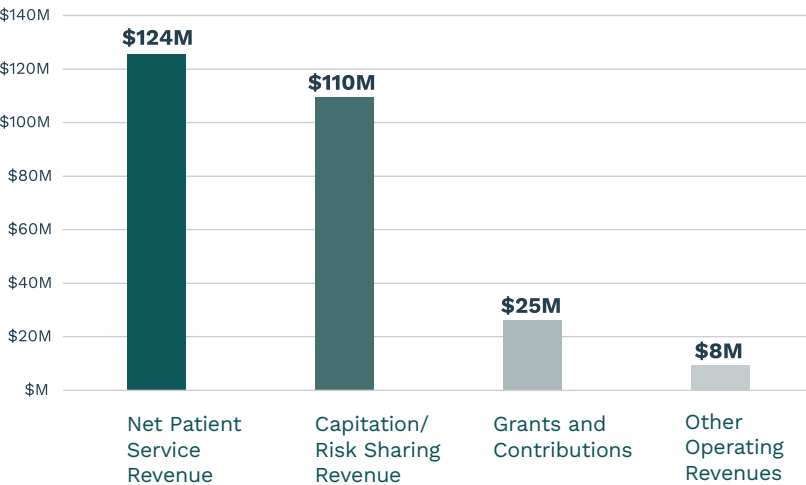
“Too many people face barriers to high-quality care due to disparities tied to race, zip code, or economic status. Our award-winning care isn’t provided in spite of serving minority, uninsured, or low-income patients, but because of them. We are driven to break down these barriers and ensure that everyone, regardless of background, receives the right care when they need it.”

-Mimi Gardner,
Vice President and Chief Equity Officer

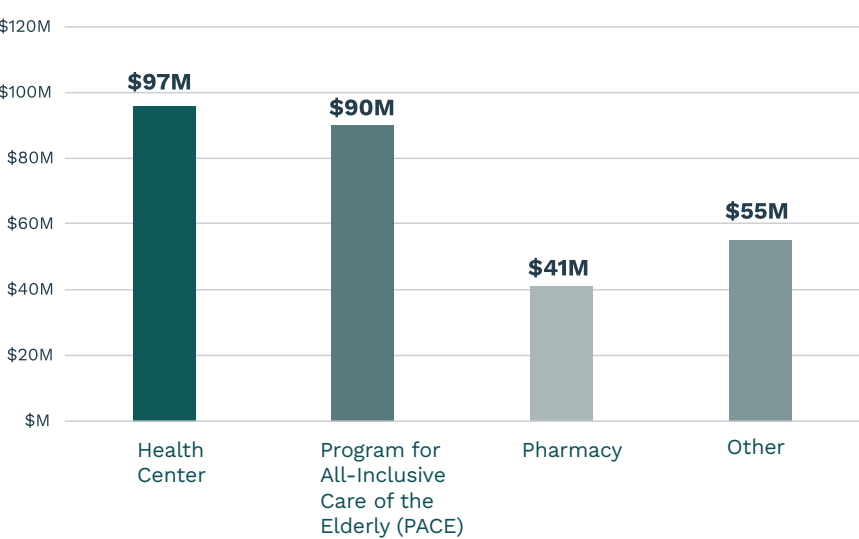
Financial Summary

OPERATING REVENUE & EXPENSES FOR FISCAL YEAR 2024

Operating Revenues



Operating Expenses



We invest in our communities

Through our commitment to prioritize investments in MWBE (Minority/Women-Owned Business Enterprises), we help elevate the overall economic health of our communities.



Highlights FY2024

Award-Winning Quality Care

The quality of our care is among the top in the nation. We are committed to providing high-quality, evidence-based care in a safe and compassionate environment. Our clinical teams consistently exceed national quality benchmarks. HRSA has recognized us with awards for Health Center Quality Leadership, Cancer Screening, and Advancing Health IT.

Commitment to our Community

ALWAYS OPEN, WHEN OTHERS AREN'T

Our Emergency Department is open 24/7/365, with some of the lowest wait times and the 4th highest patient volume in Boston.

YOUR EXPERIENCE MATTERS

Over 90% of surveyed patients report satisfaction with their care, outperforming national standards. Our Patient Advocate Office ensures we uphold this commitment to exceptional service.

ELEVATING PATIENT VOICES

Beyond the clinic, we amplify our patients' voices in the community. We embrace all forms of expression through offerings like yoga, art therapy, and public art—because we're here to listen.

FIGHTING HEALTH DISPARITIES

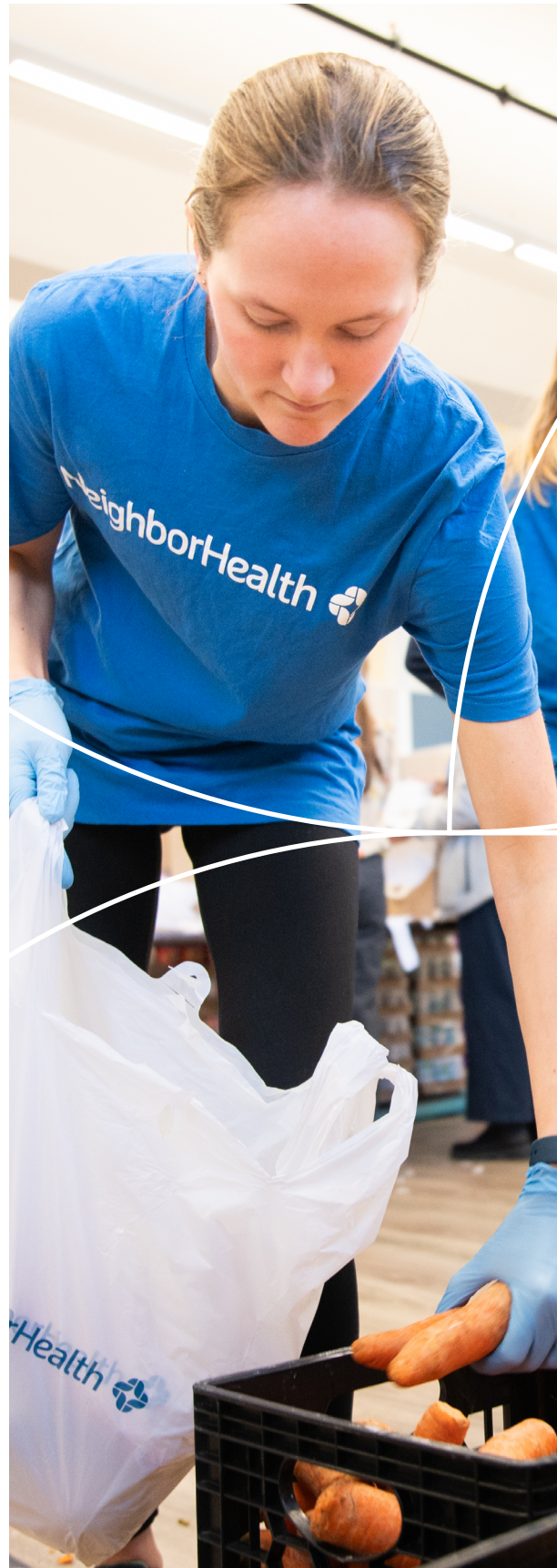
We're expanding services to reach more patients than ever. In 2024, we opened a state-of-the-art radiology suite with 3-D mammography and X-ray in the South End.

FOOD IS MEDICINE

Supporting wellness starts at home. Each year, our kitchen prepares over 130,000 meals for seniors, while our partnership with the American Red Cross and Spoonfuls helps alleviate food insecurity.

NEIGHBORHEALTH: OUR NAME, OUR MISSION

With 14 patient care locations across five cities in Greater Boston, our health system has rebranded as NeighborHealth, reflecting our commitment to inclusivity and underscoring our work to reduce disparities and build healthier communities.





“I am proud to be the first patient to receive a mammogram in the South End and I was so happy with the attention they gave me. I want to invite everyone to come to our clinic and use our wonderful services. It is easy to get here and the care is excellent.”

Patricia

NEIGHBORHEALTH PATIENT SINCE 2010

INNOVATIVE SENIOR CARE

As needs evolve, so does our approach to care. We proudly offer wrap-around case management for older adults through Senior Care Options (SCO) and the Program of All-Inclusive Care for the Elderly (PACE).

A DIVERSE TEAM FOR A DIVERSE COMMUNITY

We are part of the community we serve. Over half our staff come from the communities we serve, many sharing lived immigrant experiences. Additionally, over 60% of our board and executive team are women, and 50% identify as minorities.

BREAKING LANGUAGE BARRIERS FOR HEALTH EQUITY

Last year, we completed over 250,000 medical interpretations in over 47 languages, ranking as the second-largest provider of medical translations in Massachusetts. Every interaction strengthens our community of care.

For news and to learn more about our special projects, scan here.





Show your support!

NeighborHealth relies on the generosity of people like you! To support our work towards eliminating health disparities with a tax-deductible contribution, visit NeighborHealth.com and donate now.





neighborhealth.com

