

Dean Jeffrey S. Flier Remarks – July 17, 2012

MGH Named #1 Best Hospital - US News & World Report

Introduction

I can't tell you how happy I am to be with you today, Peter, to congratulate you, Torch, and the entire Mass General community for attaining the No. 1 spot on the US News & World Report's Best Hospital List.

I am extremely proud of the work that is done at this fine institution and of our longstanding partnership. We count ourselves fortunate to have such strong ties with a leader among the many fine hospitals in our network. As I know you sometimes like to say here, MGH is the "original and largest teaching hospital" and we all benefit from your dedication.

Praise for leadership

Peter, you have shepherded Mass General through a variety of challenges and changes, guiding this multi-faceted institution through many transitions while also celebrating its many accomplishments.

Such as last year, when MGH marked its bicentennial anniversary, a testament to centuries of extraordinary achievement in patient care and innovative medicine.

We all watched with pride as President Obama sent a videotaped message of congratulations, and former U.S. Secretary of State Henry A. Kissinger shared his reflections on just how important and inspiring a place this hospital is.

You also launched The Paul S. Russell, MD Museum of Medical History and Innovation, a tribute to the rich legacy of progress in medicine and health care here. We know it will educate both the local community and the international visitors who are drawn to Boston for your world-class care.

Your community is both global and local, and MGH successfully strives to meet the countless diverse medical needs of those not only here in our own back yard but also across the globe. You have created a model that many seek to emulate.

Peter, you have encouraged and fostered programs that enable your talented staff to make a difference not only here on the hospital campus, but in many places where their care and expertise has been of vital assistance. Mass General responded quickly and generously after the Haiti earthquake. It was just one example of the many global medical emergencies to which MGH has responded over the years.

You have also helped hundreds of New England-area Service Members, Veterans and families affected by combat or deployment-related stress or traumatic brain injury. They receive therapy through the Home Base Program, which you created with the Red Sox Foundation, providing education and counseling to returning veterans with PTSD and other forms of trauma.

Ultimately, you treat not just the patient, but also the entire family, recognizing the importance of including them in the healing process.

Outstanding care at MGH

The truth is, we didn't need to see MGH at the top of this list to know how special this hospital is.

MGH's excellence is reflected through the excellent, compassionate care that is delivered here on a daily basis. The breadth and caliber of research that is conducted is extraordinary, and the seamless integration of therapies from bench to bedside is exemplary.

Patients and their loved ones are treated with kindness and respect, and they receive care that integrates the latest technological advances with tried-and-true medical practice.

I want to applaud the incredible team here at MGH that works diligently, day and night, ensuring that patients have a positive and comfortable stay, whether they are here for a routine appointment or a complicated procedure. Your dedication and the quality of your work is reflected today with this outstanding recognition.

Closing

On behalf of all of my colleagues at Harvard Medical School, I extend my sincerest congratulations on this achievement.

We are inspired by the work being done here every day by staff and members of the clinical care team at every level.

This couldn't happen without your fine leadership, Peter and Torch. Within this ecosystem of the world's best hospitals, MGH has yet again set the bar for excellence and continues to impress and inspire those in the health care community. Congratulations on a job well done.