MedStar Health

It's how we treat people.

Innovation at MedStar Health

ABHI September 2025 Delegation

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September 15, 2025

MedStar Health at a glance.

- Largest healthcare provider in Maryland and the Washington, D.C., region
- Not-for-profit, regional healthcare system based in Columbia, Maryland; 300+ locations
- Georgetown University medical education and clinical partner; among largest graduate medical education programs nationally

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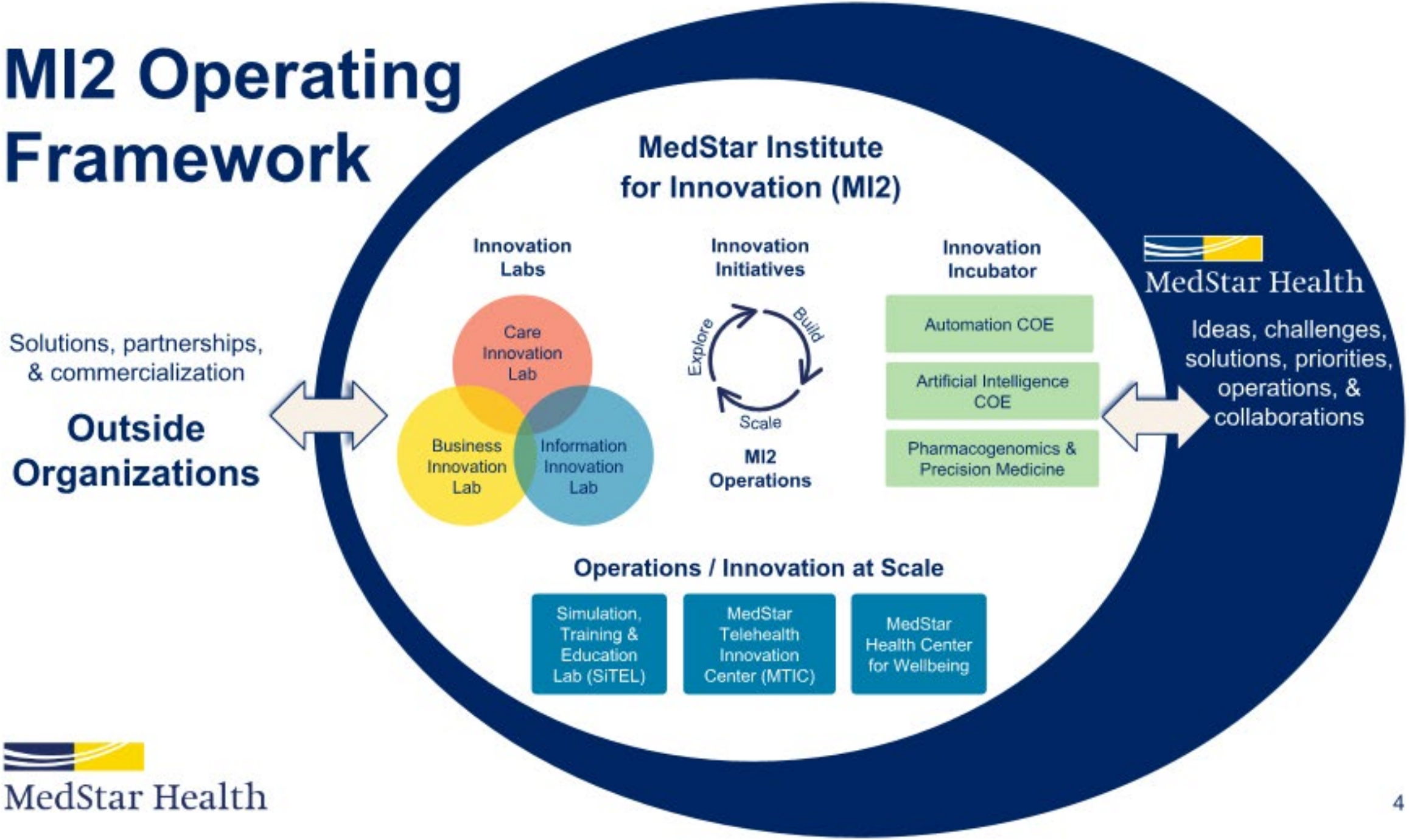
Fiscal year 2024

Total number of inpatient admissions	**118,861**
Total number of outpatient visits	**6,140,570**
Number of observations	34,932
Number of home health visits	315,443
Number of emergency department visits	428,289
Number of physician office visits	2,750,039
Number of ambulatory visits and surgeries	2,526,859
Net operating revenue	**$8.3 B**
Money spent caring for patients	**$8.1 B**
Earnings from operations that were reinvested	**$159.3 M**
Investments in information technology	**$72.1 M**
Philanthropy	**$65.5 M**
Total number of associates	**35,489**
Nurses	9,233
Residents and fellows	1,175
Total number of physicians	**3,995**
Employed physicians	2,683

MI2 Operating Framework



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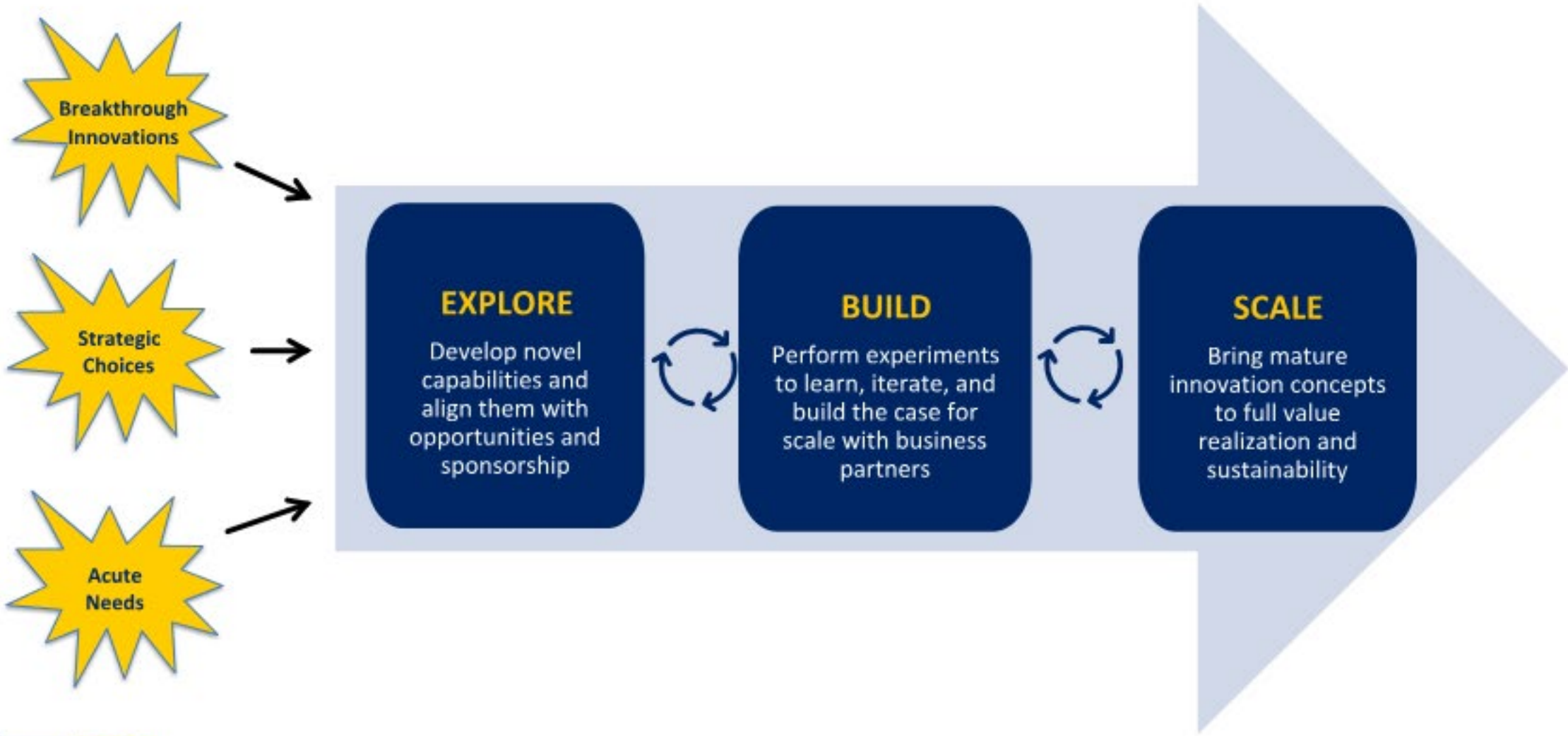
Our Innovation Process



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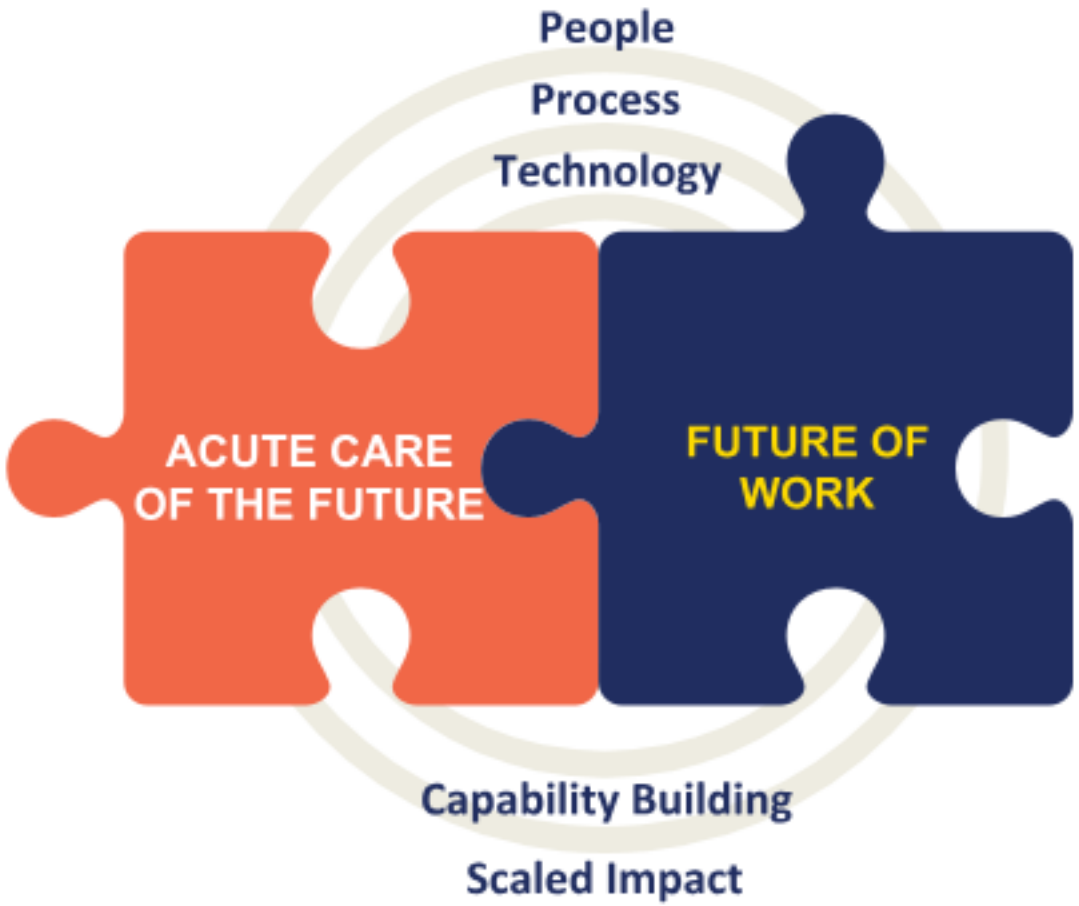
Current Focus Areas



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Current Pain Points & Healthcare Delivery Challenges

- Labor shortages and operational inefficiencies
  - The Future of Work - AI & Automation
  - Care Model Redesign (Hospital, Ambulatory, Home, Digital)
- Patient Access (digital and analog)
  - Digital patient engagement, digital care, omnichannel communication
- Financial Pressures
  - Policy, labor, supply, risk, payers, non-traditional competition
- Infrastructure and Technology Challenges

Working with Innovators & Entrepreneurs

- Long history of partnering with health tech companies to build, test and scale their solutions at MedStar health
  - Focus on usability, safety, experience and evaluating impact (human foctors, research)
- Try to match our pain points with innovative solutions in the market
- People, Process & Technology…. Not just technology
- Early and growth stage investment possibility for companies that we have deployed in our system

Thank you

It's how we treat people.

MedStar Heal