

Organization & Administration

Mission, Vision, and Values

MISSION

Boston EMS, the provider of emergency medical services for the City of Boston, is committed to compassionately delivering excellent pre-hospital care and protecting the safety and health of the public.

VISION

Boston EMS' vision is to expand upon our role as a critical public safety agency that delivers exceptional pre-hospital emergency medicine in an urban environment. The department will remain at the forefront of EMS advancements, driving progress in clinical care, operations, research, and training. As a leader in all-hazard emergency preparedness, we will enhance our workforce and community's ability to be resilient when confronted by man-made and natural disasters. Boston EMS will continue to be viewed as a challenging, diverse and rewarding place to work as well as a model for other EMS agencies.

VALUES

- **Patient Advocacy:** The health and well-being of the patient is always our first priority. We are professionals who treat every patient with respect and compassion.
- **Clinical Excellence:** The members of Boston EMS are highly skilled and specially trained to provide state of the art pre-hospital emergency medical services. We provide every patient with excellent clinical care.
- **Leadership & Innovation:** As a leader in the field of pre-hospital emergency medicine, we pride ourselves on innovating and leveraging the latest advances in both medicine and technology, bringing cutting edge care to the streets of Boston.
- **People:** Our people are our greatest asset. The knowledge, experience, and compassionate nature of our employees make our service exceptional. Our workforce includes skilled professionals from different backgrounds and cultures, reflecting the diversity of the communities we proudly serve.
- **Collaboration:** We strive to work effectively with our public safety and public health partners to solve problems, make decisions, and achieve common goals.
- **Pride & Unity:** We are proud of the work we do and the strength of our service. We are committed to one another and the patients we serve.
- **Preparedness:** We are a leader in the field of emergency preparedness and take an active role in planning, training, response and recovery efforts to mitigate the medical consequences of disasters. We maintain the highest level of organizational and individual preparedness.