

2013 Hospital Profile:

**MASSACHUSETTS EYE AND EAR INFIRMARY**

Specialty Hospital  
Metro Boston

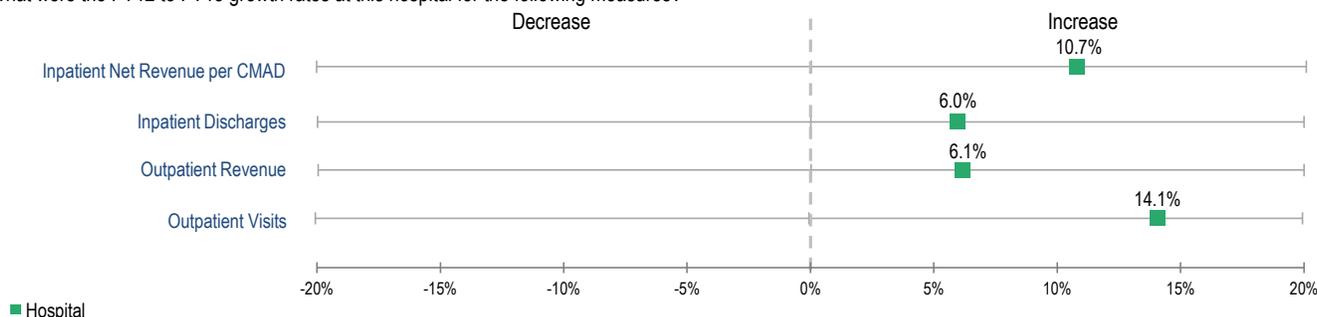
Massachusetts Eye and Ear Infirmary is a small, non-profit specialty hospital located in the Metro Boston region. Mass Eye and Ear provides specialized services for disorders of the eye, ear, nose, and throat, including a 24-hour emergency department for these conditions. Mass Eye and Ear is a teaching hospital of Harvard Medical School. It had a negative operating margin each year from FY09 to FY13, but a positive total margin each year except FY10 in the five-year period.

**AT A GLANCE**

TOTAL STAFFED BEDS: 41	PUBLIC PAYER MIX: 44% (Non-DSH* Hospital)
% OCCUPANCY: 40%	SPECIAL PUBLIC FUNDING: Not Applicable
CASE MIX INDEX in FY13: 1.17	CY13 COMMERCIAL PAYER PRICE LEVEL: 43rd Percentile
INPATIENT DISCHARGES in FY13: 1,512	ADJUSTED <sup>†</sup> COST PER DISCHARGE: \$11,024
TRAUMA CENTER DESIGNATION: Not Applicable	INPATIENT:OUTPATIENT REVENUE in FY13: 12%:88%
EMERGENCY DEPT VISITS in FY13: 18,506	CHANGE IN OWNERSHIP (FY09-FY13): Not Applicable

**GROWTH MEASURES**

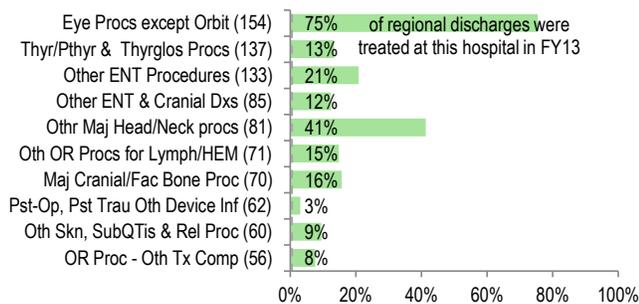
What were the FY12 to FY13 growth rates at this hospital for the following measures?



**SERVICES**

What were the most common inpatient cases (DRGs) treated at the hospital? What proportion of the region's cases did this hospital treat for each service?

Discharges by DRG



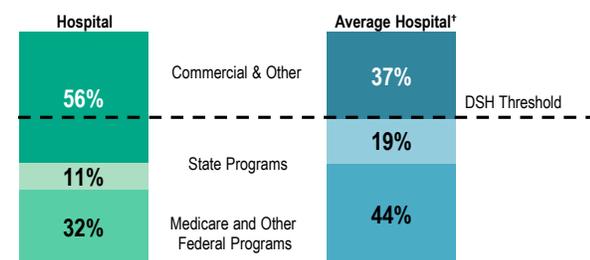
--- Hospital (1,512) = 1% of total regional discharges

Where did most of the hospital's inpatients reside? What proportion of each community's total discharges were attributed to this hospital?

This graph has been suppressed as no single community accounted for more than 4% of the hospital's total discharges.

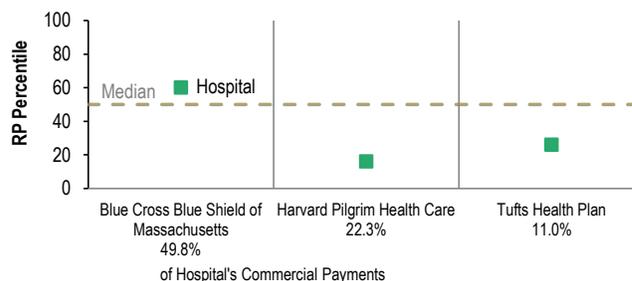
**PAYER MIX**

What was the hospital's overall payer mix (gross charges) in FY13, and how does this hospital compare to the average acute hospital's payer mix?



Percentage calculations may not sum to 100% due to rounding

What were the hospital's CY13 payer-specific relative price levels for its top three commercial payers?

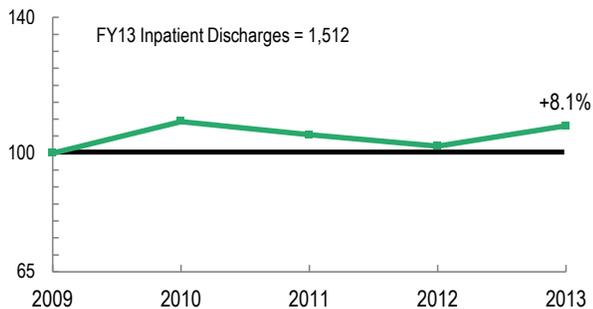


For descriptions of the metrics, please see Technical Appendix.

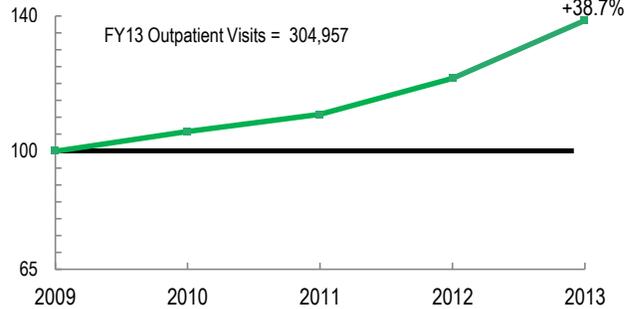


**UTILIZATION TRENDS**

How has the volume of the hospital's inpatient discharges changed compared to FY09? (FY09=100)

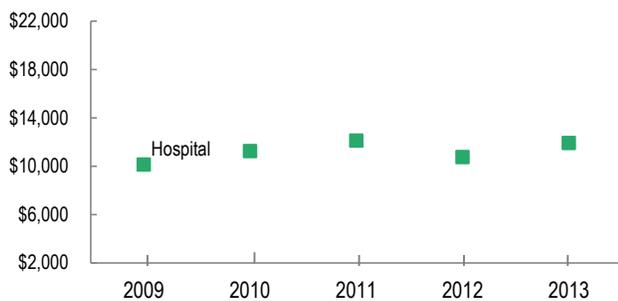


How has the volume of the hospital's outpatient visits changed compared to FY09? (FY09=100)

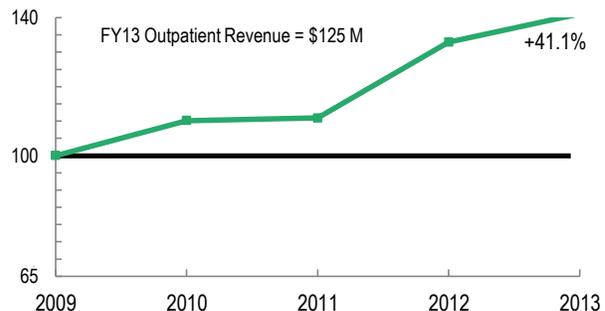


**PATIENT REVENUE TRENDS**

What was the hospital's net inpatient service revenue per case mix adjusted discharge between FY09 and FY13?



How has the hospital's total outpatient revenue changed compared to FY09? (FY09=100)



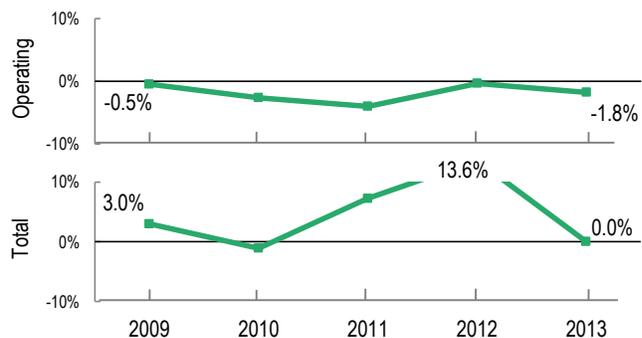
FY13 Inpatient Revenue per CMAD = \$11,904 | Full Cost per CMAD = \$11,263

**FINANCIAL PERFORMANCE**

How have the hospital's total revenue and costs changed between FY09 and FY13?

Revenue, Cost & Profit/Loss (in millions)					
FY	Total Revenue	Operating Revenue	Non-Operating Revenue	Total Costs	Total Profit/Loss
2009	\$222	\$214	\$8	\$215	\$6.6
2010	\$193	\$190	\$3	\$195	(\$2.1)
2011	\$217	\$193	\$25	\$202	\$15.8
2012	\$234	\$202	\$33	\$202	\$31.8
2013	\$224	\$219	\$4	\$224	\$0.1

What were the hospital's total margin and operating margin between FY09 and FY13?



For descriptions of the metrics, please see Technical Appendix.

\* Disproportionate Share Hospitals (DSH) receive a minimum of 63% of gross patient service revenue from public payers.

‡ Costs were adjusted to exclude direct medical education costs and physician compensation.

† Average Hospital does not include Specialty hospitals.

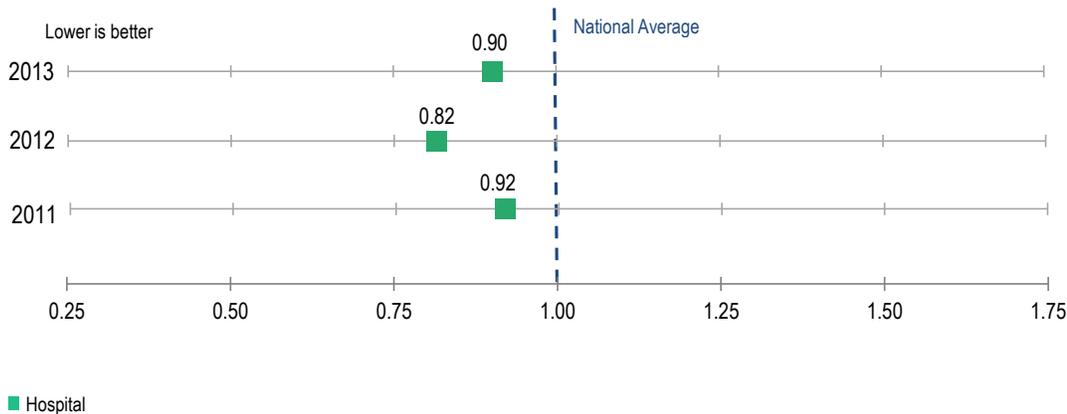
### QUALITY OVERVIEW

The selected quality measures displayed in this hospital's profile are derived from the Commonwealth's Standard Quality Measure Set (SQMS). CHIA is required to uniformly report hospital performance on SQMS measures. SQMS measures are used by health plans for tiering providers for certain insurance products. They may also be used to inform consumers about the quality and safety of their care providers. The selected indicators are hospital-specific measures based on information that hospitals self-report to CHIA and other entities, including the federal Centers for Medicare and Medicaid Services (CMS) and The Leapfrog Group.

Specialty hospitals were not included in any cohort comparison analysis due to the unique patient populations they serve and/or the unique sets of services they provide.

### PATIENT SAFETY

How many complications or adverse events were reported at this hospital for conditions included in the **PSI-90 Composite**, relative to the annual national average of 1.00?

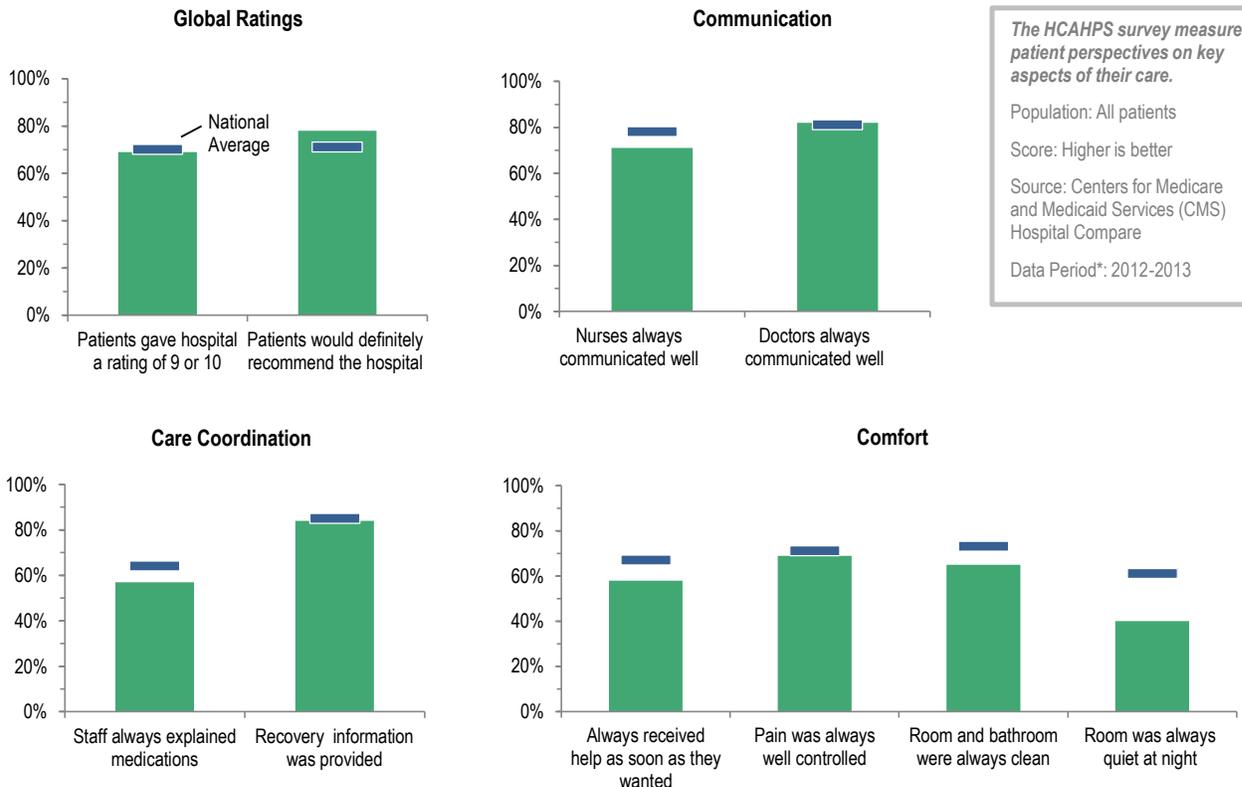


*The PSI-90 is a summary of 11 Patient Safety Indicators (PSIs) that measure adverse events for various procedures.*

Population: All patients  
 Score: Lower is better  
 Source: Hospital Discharge Data (HDD); CHIA-calculated indicator, risk adjusted  
 Data Period\*: 10/1-9/30

### PATIENT EXPERIENCE

How well did the hospital fulfill the following **key expectations for patient experience**, based on patient surveys? How does this compare to the national average?



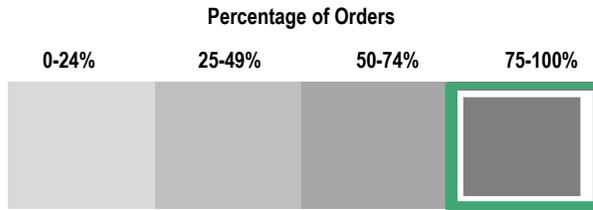
*The HCAHPS survey measures patient perspectives on key aspects of their care.*

Population: All patients  
 Score: Higher is better  
 Source: Centers for Medicare and Medicaid Services (CMS) Hospital Compare  
 Data Period\*: 2012-2013

For descriptions of the metrics, please see Technical Appendix.

**CARE PRACTICES**

What percentage of medication orders were entered by a physician using an electronic system that included error checking?



*Computerized Physician Order Entry (CPOE) is believed to increase efficiency and reduce transcription errors.*

Population: This hospital responded to this survey

Score: Higher is better

Source: The Leapfrog Group Hospital Survey^

Data Period\*: 2012-2013

**READMISSIONS**

What percentage of Medicare patients who were discharged from this hospital were readmitted to any hospital within 30 days? How does this compare to the national average?



*Hospital-Wide All-Cause 30-Day Readmissions follows patients for 30 days from discharge and determines if they are readmitted to any hospital for any unplanned reason.*

Population: Medicare Fee For Service (FFS) patients age 65+

Score: Lower is better

Source: CMS Hospital Compare

Data Period\*: 2011-2012

**OBSTETRIC CARE**

What percentage of all newborn deliveries at this hospital were clinically unnecessary inductions before the recommended 39 weeks of gestation?

Data for this quality measure is not available, either because the hospital did not report the data or does not provide obstetric services.

*Clinically Unnecessary Elective Deliveries before 39 weeks of gestation are associated with higher risks for newborns.*

Population: Non-clinically complicated births. 41 Hospitals reported data for this measure.

Score: Lower is better

Source: The Leapfrog Group Hospital Survey^

Data Period\*: 2011-2012 and 2012-2013

**OBSTETRIC CARE COMPLICATIONS**

Out of every 1,000 births, how many patients experienced an adverse event?

Data for this quality measure is not available, either because the hospital did not report the data or does not provide obstetric services.

*Complications and adverse events during birth can harm both the mother and infant.*

Population: 42 Hospitals are included in this analysis

Score: Lower is better

Source: HDD; CHIA-calculated indicator, not risk adjusted

Data Period\*: 2012-2013

For descriptions of the metrics, please see Technical Appendix.

\* Data Periods vary by measure based on data source. Please see Technical Appendix for measure-specific reporting periods.

^ Measures from The Leapfrog Survey are voluntarily reported by hospitals. Not all hospitals report this data.

