

# HOLYOKE MEDICAL CENTER

## 2014 Hospital Profile

Holyoke, MA  
Community, Disproportionate Share Hospital  
Western Massachusetts

Holyoke Medical Center is a mid-size, non-profit community-Disproportionate Share Hospital (DSH) located in the Western Massachusetts region. Between FY10 and FY14, Holyoke Medical Center had a 0.6% increase in outpatient visits, compared with a median decrease of 3.6% in its cohort. Its outpatient revenue increased 26.7% from FY10 to FY14, compared to a median increase of 11.2% in its cohort. Holyoke Medical Center earned a profit each year in the period, with a 5.0% total margin in FY14, compared to a 5.3% median total margin in its peer cohort.

### At a Glance

#### Overview / Size

Hospital System Affiliation:	Not Applicable
Change in Ownership (FY10-FY14):	Not Applicable
Total Staffed Beds:	107, mid-size acute hospital
% Occupancy:	61.5%, < cohort avg. (66%)
Special Public Funding:	CHART <sup>A</sup> , DSTI <sup>F</sup>
Trauma Center Designation:	Not Applicable
Case Mix Index:	0.84, < cohort avg. (0.85); < statewide (1.00)

#### Financial

Adjusted <sup>T</sup> Cost per Discharge:	\$8,758
Inpatient NPSR per CMAD:	\$9,893
Change FY13-FY14:	0.7%
Inpatient:Outpatient Revenue in FY14:	27%:73%
Outpatient Revenue in FY14:	\$60,518,646
Change FY13-FY14:	1.9%
Total Revenue in FY14:	\$123,496,760
Total Surplus (Loss) in FY14:	\$6,185,448

#### Payer Mix

Public Payer Mix:	76.2% (DSH* Hospital)
CY14 Commercial Payer Price Level:	29th Percentile
Top 3 Commercial Payers:	Blue Cross Blue Shield of Massachusetts Health New England, Inc. Fallon Health and Life Assurance Company

#### Utilization

Inpatient Discharges in FY14:	5,591
Change FY13-FY14:	-5.7%
Emergency Department Visits in FY14:	41,987
Change FY13-FY14:	-3.1%
Outpatient Visits in FY14:	82,150
Change FY13-FY14:	-4.1%

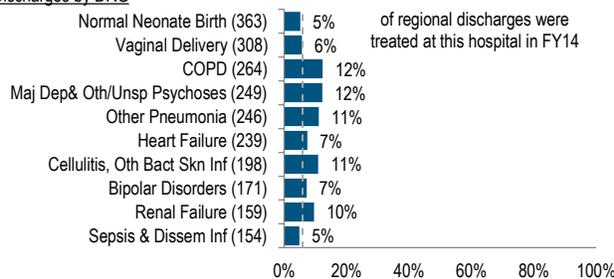
#### Quality

Readmission Rate in FY13:	14.8%
Change FY11-FY13 (percentage points):	-2.3%
Early Elective Deliveries Rate (Jan 2014-Jun 2015):	0.0%

### Services

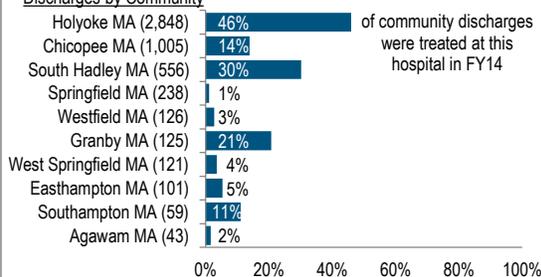
What were the most common inpatient cases (DRGs) treated at the hospital in FY14? What proportion of the region's cases did this hospital treat for each service?

#### Discharges by DRG



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

#### Discharges by Community

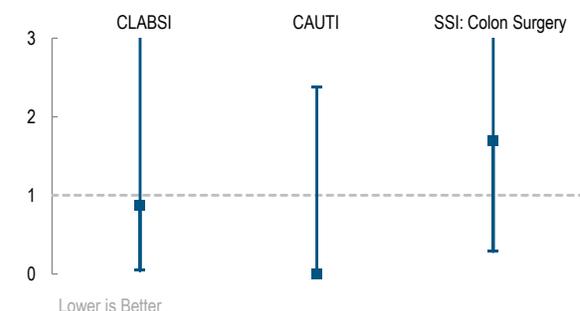


### Quality

What proportion of adult patient discharges from this hospital resulted in a readmission at any hospital within 30 days, and how does this compare to the state average?



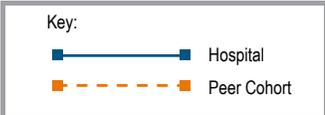
How many central line-associated blood stream infections (CLABSI), catheter-associated urinary tract infections (CAUTI), and surgical site infections (SSI) after colon surgery did patients get at this hospital compared to what was expected based on the hospital's characteristics and case mix?



For descriptions of the metrics, please see the technical appendix.

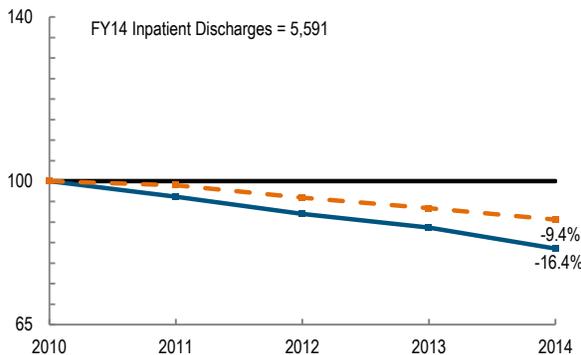
# 2014 HOSPITAL PROFILE: HOLYOKE MEDICAL CENTER

Cohort: Community, Disproportionate Share Hospital

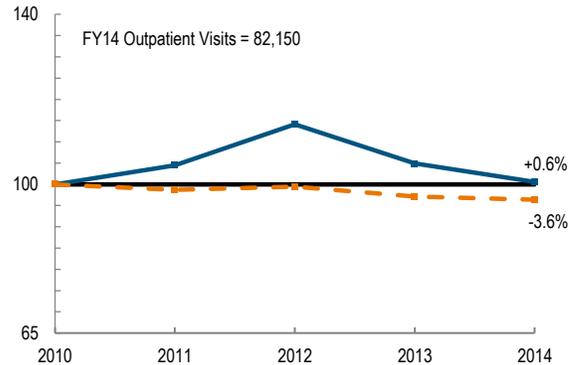


## Utilization

How has the volume of the hospital's inpatient discharges changed compared to FY10, and how does this compare to the hospital's peer cohort median? (FY10=100)

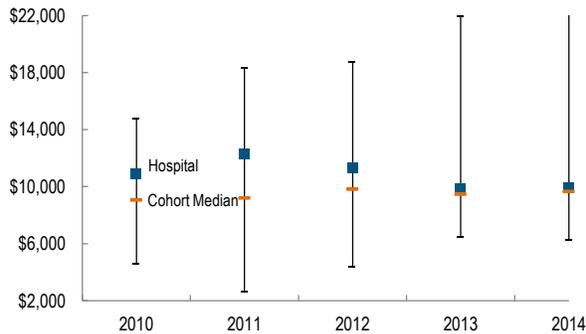


How has the volume of the hospital's outpatient visits changed compared to FY10, and how does this compare to the hospital's peer cohort median? (FY10=100)

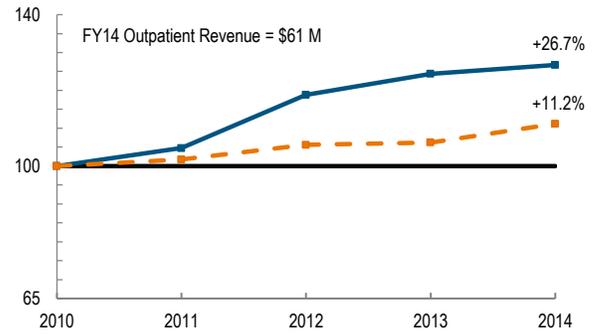


## Patient Revenue Trends

What was the hospital's net inpatient service revenue per case mix adjusted discharge between FY10 and FY14, and how does this compare to the hospital's peer cohort median?



How has the hospital's total outpatient revenue changed compared to FY10, and how does this compare to the hospital's peer cohort median? (FY10=100)



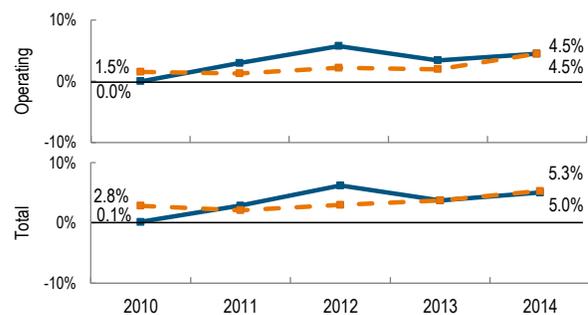
## Financial Performance

How have the hospital's total revenue and costs changed between FY10 and FY14?

### Revenue, Cost, & Profit/Loss (in millions)

FY	2010	2011	2012	2013	2014
<b>Operating Revenue</b>	\$ 116	\$ 122	\$ 129	\$ 121	\$ 123
<b>Non-Operating Revenue</b>	\$ 0	\$ (0)	\$ 1	\$ 0	\$ 1
<b>Total Revenue</b>	\$ 116	\$ 122	\$ 130	\$ 122	\$ 123
<b>Total Costs</b>	\$ 116	\$ 119	\$ 122	\$ 117	\$ 117
<b>Total Profit (Loss)</b>	\$ 0.2	\$ 3.5	\$ 8.0	\$ 4.5	\$ 6.2

What were the hospital's total margin and operating margins between FY10 and FY14, and how do these compare to the hospital's peer cohort medians?



For descriptions of the metrics, please see the technical appendix.

<sup>1</sup> For more information on Delivery System Transformation Initiative (DSTI) special funding, please contact the Massachusetts Executive Office of Health and Human Service (EOHHS).

<sup>^</sup> For more information on Community Hospital Acceleration, Revitalization and Transformation (CHART) special funding, please contact the Health Policy Commission (HPC).

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

<sup>†</sup> Costs were adjusted to exclude direct medical education costs and physician compensation.

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