UMASS MEMORIAL MEDICAL CENTER

2020 Hospital Profile

Worcester, MA
Academic Medical Center
Central Massachusetts

UMass Memorial Medical Center is a large, non-profit academic medical center (AMC) located in the Central Massachusetts region. UMass Memorial is a member of UMass Memorial Health Care, and one of nine organ transplant centers in Massachusetts. It also qualifies as a High Public Payer (HPP) hospital. Outpatient visits decreased by 18.0% between FY16 and FY20, compared with the cohort median decrease of 16.2%. UMass Memorial earned a profit each year from FY16 to FY20, including a profit of \$46.4M in FY20 and a total margin of 2.3% compared to its peer cohort median of 4.2%.

Overview / Size

Hospital System Affiliation:

Hospital System Surplus (Deficit) in FY20:

Change in Ownership (FY16-20):

Total Staffed Beds:

Occupancy:

Trauma Center Designation:

Case Mix Index:

UMass Memorial Health Care
(\$23,048,000)

Not Applicable

774, 4th largest acute hospital
78.0%, lowest in cohort avg. (84%)

Adult: Level 1, Pedi: Level 1

L53, < cohort avg. (1.63); > statewide (1.16)

Financial

Inpatient NPSR per CMAD:	\$13,893
Change FY19-FY20:	3.4%
Inpatient Outpatient Revenue in FY20:	45%:55%
Outpatient Revenue in FY20:	\$766,814,080
Change FY19-FY20:	2.6%
Total Revenue in FY20:	\$2,038,258,000
COVID Funding Included in Total Revenue:	\$131,926,639
Total Surplus (Deficit) in FY20:	\$46,403,000

Paver Mix

Public Payer Mix¹: 66.5% HPP Hospital
CY19 Commercial Statewide Relative Price: 1.090
Top 3 Commercial Payers: Blue Cross Blue Shield
Fallon
Tufts HMO

Utilization

Inpatient Discharges in FY20:	38,918	
Change FY19-FY20:	-7.8%	
Emergency Department Visits in FY20:	110,665	
Change FY19-FY20:	-17.5%	
Outpatient Visits in FY20:	817,416	
Change FY19-FY20:	-14.4%	

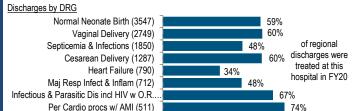
Quality

Readmission Rate in FY20: 16.7%
Change FY19-FY20 (percentage points): 0.3
Early Elective Deliveries Rate: 2.7%

Where did most of the hospital's inpatients reside? What proportion of

each community's total discharges was attributed to this hospital?

What were the most common inpatient cases (DRGs) treated at the hospital in FY20? What proportion of the region's cases did this hospital treat for each service?



CVA Occlusion w/ Infarct (477)

Renal Failure (474)

--- Hospital (38,918) = 52% of total regional discharges

57%

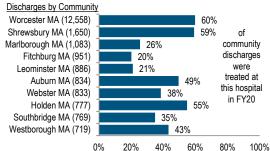
80%

100%

60%

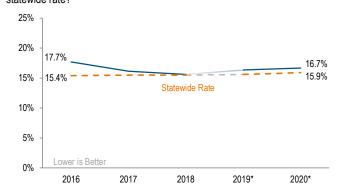
45%

40%

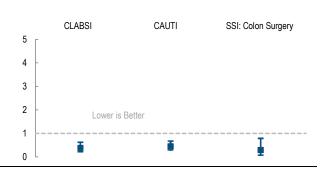


What proportion of adult patient discharges from this hospital resulted in a readmission at any hospital within 30 days, and how does this compare to the statewide rate?²

20%



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?



2020 HOSPITAL PROFILE: UMASS MEMORIAL MEDICAL CENTER

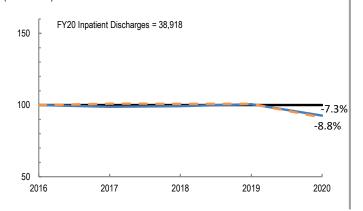
Cohort: Academic Medical Center

Utilization

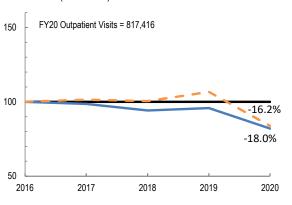
Financial Performance



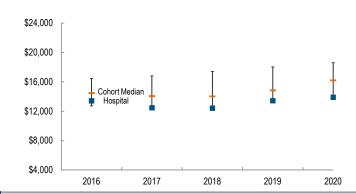
How has the volume of the hospital's inpatient discharges changed compared to FY16, and how does this compare to the hospital's peer cohort median? (FY16=100)



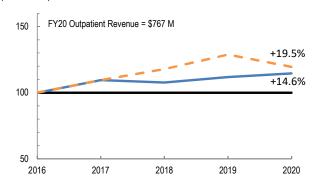
How has the volume of the hospital's outpatient visits changed compared to FY16, and how does this compare to the hospital's peer cohort median? (FY16=100)



What was the hospital's net inpatient service revenue³ per case mix adjusted discharge between FY16 and FY20, and how does this compare to the hospital's peer cohort median?



How has the hospital's net outpatient revenue³ changed compared to FY16, and how does this compare to the hospital's peer cohort median? (FY16=100)

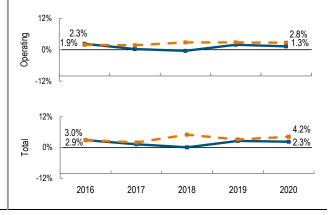


How have the hospital's total revenue and costs changed between FY16 and FY20? (COVID funding affects FY20 only)

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

		•	•		
FY	2016	2017	2018	2019	2020
Operating Revenue	\$ 1,621.5	\$ 1,686.4	\$ 1,731.3	\$ 1,878.8	\$ 2,018.4
COVID Funding Include	ded in Opera	ting Revenue	•		\$ 131.9
Non-Operating Revenue ⁴	\$ 10.7	\$ 16.3	\$ 9.5	\$ 12.3	\$ 19.9
Total Revenue	\$ 1,632.2	\$ 1,702.7	\$ 1,740.8	\$ 1,891.1	\$ 2,038.3
Total Costs	\$ 1,584.6	\$ 1,680.8	\$ 1,739.1	\$ 1,842.8	\$ 1,991.9
Total Profit (Loss)	\$ 47.6	\$ 21.9	\$ 1.7	\$ 48.3	\$ 46.4

What were the hospital's total margin and operating margins between FY16 and FY20, and how do these compare to the hospital's peer cohort medians? (Note: FY20 margins include COVID funding)



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

¹ High Public Payer Hospitals (HPP) reported a minimum of 63% of gross patient service revenue from public payers.

² For 2019 and 2020 readmission rates, a new methodology was used. These rates may not be comparable to earlier years. For more information, please see: https://www.chiamass.gov/assets/docs/r/pubs/2022/Readmissions-Technical-Appendix-2011-2020.pdf

³ Effective FY 2020 supplemental revenue is not included in net patient service revenue for all hospitals. Prior to FY 2020, reporting of supplemental revenue varied by hospital

⁴ There was an accounting change adopted by most hospitals beginning in FY 2020 in which unrealized gains and losses on investments are now recognized as non-operating income