# **2017 Hospital Profile**

Holyoke Medical Center is a mid-size, non-profit community-High Public Payer (HPP) hospital located in the Western Massachusetts region. Between FY13 and FY17, Holyoke Medical Center inpatient discharges increased by 12.6%, compared to a 1.1% median increase for its peer cohort hospitals. Over this time period, its outpatient visits increased by 44.5% compared to a 2.3% median increase for its peer cohort. Over this same time period, its outpatient revenue increased by 57.2% compared to a 20.2% median increase for its peer cohort. Holyoke Medical Center has been profitable for each year in the five-year period.

## Overview / Size

Hospital System Affiliatio	n:	Valley Health System
Change in Ownership (F'	Y13-17):	Not Applicable
Total Staffed Beds:		107, mid-size acute hospital
% Occupancy:		72.7%, > cohort avg. (66%)
Special Public Funding:		CHART^, DSTI <sup>θ</sup> , ICB°
Trauma Center Designat	ion:	Not Applicable
Case Mix Index:	0.87, < cohort a	vg. (0.92); < statewide (1.12)

#### **Financial**

Inpatient NPSR per CMAD:	\$7,488
Change FY16-FY17:	-12.6%
Inpatient:Outpatient Revenue in FY17:	26%:74%
Outpatient Revenue in FY17:	\$93,415,653
Change FY16-FY17:	15.7%
Total Revenue in FY17:	\$154,844,903
Total Surplus (Loss) in FY17:	\$3,024,660

## **Payer Mix**

Public Payer Mix:		76.0% (HPP* Hospital)
CY16 Commercial Statewide	Relative Price:	0.73
Top 3 Commercial Payers:		Health New England, Inc.
	Blue Cross Blu	e Shield of Massachusetts
		Tufts Public Plans

#### Utilization

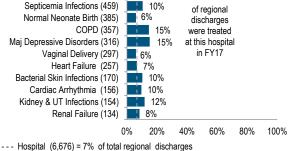
Inpatient Discharges in FY17:	6,676
Change FY16-FY17:	4.6%
Emergency Department Visits in FY17:	44,406
Change FY16-FY17:	2.7%
Outpatient Visits in FY17:	123,788
Change FY16-FY17:	9.1%

## Quality

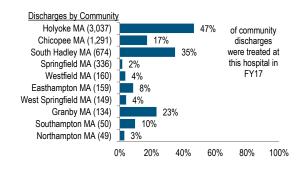
at an arrive	
Readmission Rate in FY16:	14.5%
Change FY12-FY16 (percentage poir	its): -1.6
Early Elective Deliveries Rate:	0.0%

What were the most common inpatient cases (DRGs) treated at the hospital in FY17? What proportion of the region's cases did this hospital treat for each service?

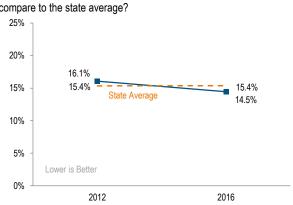
Discharges by DRG Septicem



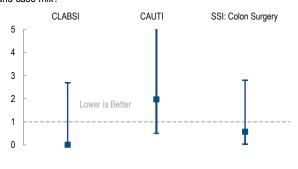
Where did most of the hospital's inpatients reside? What proportion of each community's total discharges was attributed to this hospital?



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?



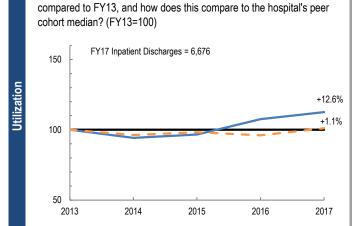
For descriptions of the metrics, please see the technical appendix.

## 2017 HOSPITAL PROFILE: HOLYOKE MEDICAL CENTER

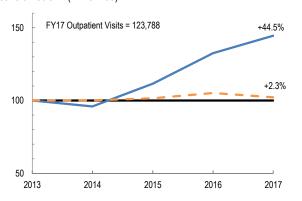
How has the volume of the hospital's inpatient discharges changed

Cohort: Community High Public Payer Hospital





How has the volume of the hospital's outpatient visits changed compared to FY13, and how does this compare to the hospital's peer cohort median? (FY13=100)



What was the hospital's net inpatient service revenue per case mix adjusted discharge between FY13 and FY17, and how does this compare to the hospital's peer cohort median?

\$24,000
\$20,000
\$16,000
\$16,000

Hospital Cohort Median

2013

Patient Revenue Trends

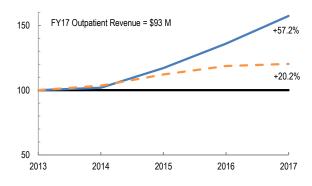
**Financial Performance** 

\$12,000

\$8,000

\$4,000

How has the hospital's total outpatient revenue changed compared to FY13, and how does this compare to the hospital's peer cohort median? (FY13=100)



How have the hospital's total revenue and costs changed between FY13 and FY17?

2015

2016

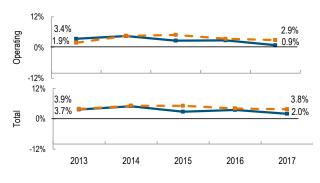
2017

2014

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

FY	2013	2014	2015	2016	2017
Operating Revenue	\$ 121.2	\$ 122.8	\$ 127.1	\$ 142.4	\$ 153.2
Non-Operating Revenue	\$ 0.4	\$ 0.7	\$ 0.1	\$ 1.0	\$ 1.6
Total Revenue	\$ 121.6	\$ 123.5	\$ 127.2	\$ 143.4	\$ 154.8
Total Costs	\$ 117.1	\$ 117.3	\$ 123.6	\$ 138.4	\$ 151.8
Total Profit (Loss)	\$ 4.5	\$ 6.2	\$ 3.6	\$ 5.0	\$ 3.0

What were the hospital's total margin and operating margins between FY13 and FY17, and how do these compare to the hospital's peer cohort medians?



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

θ For more information on Delivery System Transformation Initiative (DSTI) special funding, please contact the Massachusetts Executive Office of Health and Human Services (EOHHS).

<sup>\*</sup> High Public Payer Hospitals (HPP) receive a minimum of 63% of gross patient service revenue from public payers.

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

<sup>°</sup> For more information on Infrastructure and Capacity Building (ICB) special funding, please contact the Massachusetts Executive Office of Health and Human Services (EOHHS).