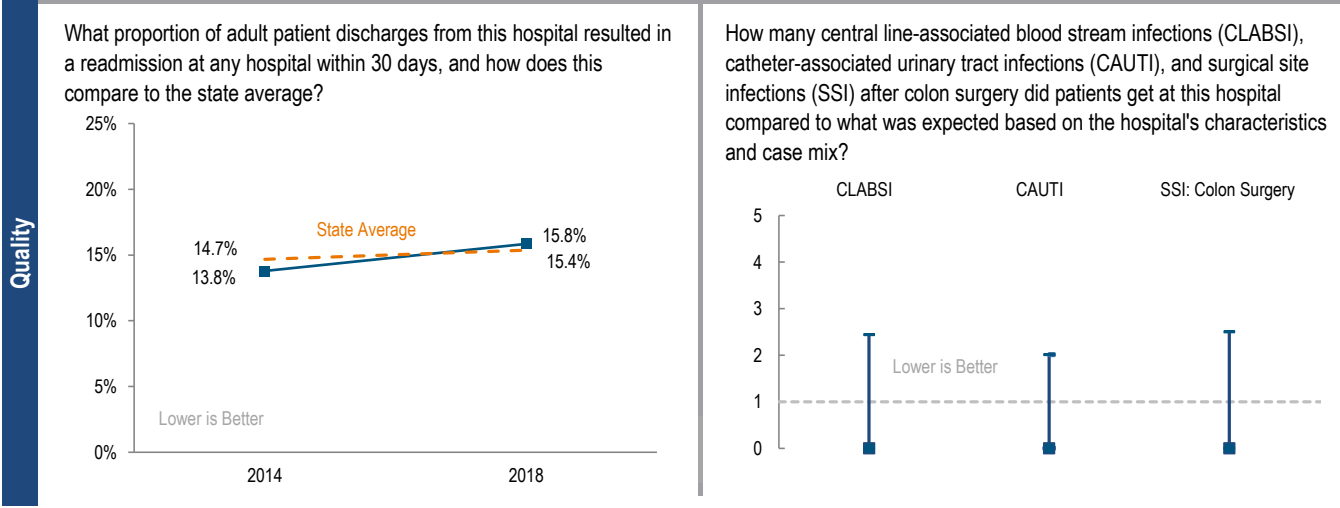
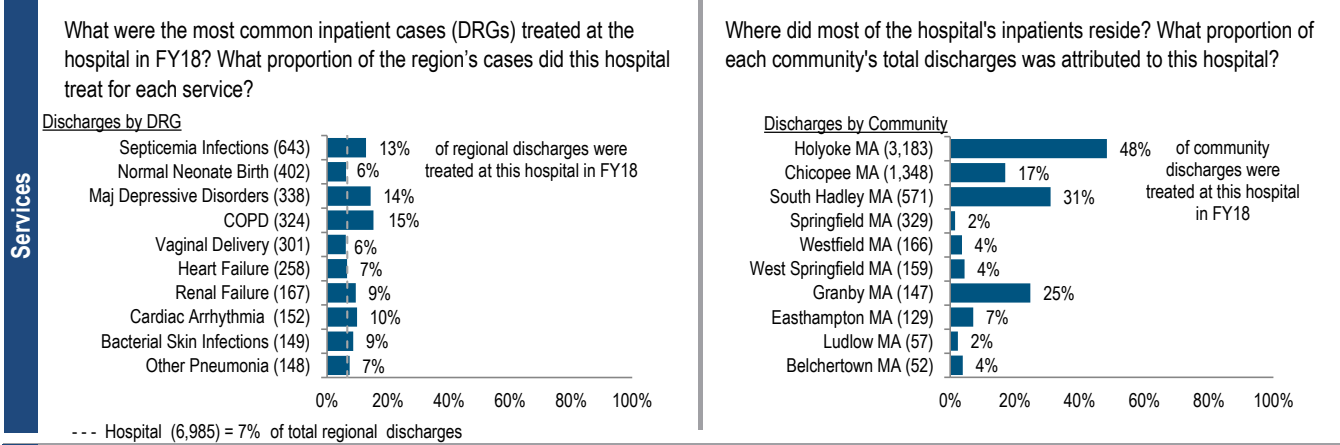


Holyoke Medical Center is a mid-size, non-profit community-High Public Payer (HPP) hospital located in the Western Massachusetts region. Between FY14 and FY18, the volume of inpatient discharges at the hospital increased by 24.9% compared to a median increase of 3.1% at cohort hospitals. Outpatient visits increased 65.0% for the hospital between FY14 and FY18, compared to a median increase of 5.0% for its peer cohort. Holyoke Medical Center reported a profit in each year of the five-year period. In FY18 its total margin of 3.2% was lower than its peer cohort median of 5.0%.

<b>At a Glance</b>	<b>Overview / Size</b>	
	Hospital System Affiliation:	Valley Health System
	Hospital System Surplus (Loss) in FY18:	\$1,878,105
	Change in Ownership (FY14-18):	Not Applicable
	Total Staffed Beds:	107, mid-size acute hospital
	% Occupancy:	73.9%, > cohort avg. (67%)
	Special Public Funding:	CHART <sup>^</sup> , ICB <sup>°</sup>
	Trauma Center Designation:	Not Applicable
	Case Mix Index:	0.92, < cohort avg. (0.93); < statewide (1.14)
	<b>Financial</b>	
Inpatient NPSR per CMAD:	\$8,550	
Change FY17-FY18:	14.2%	
Inpatient:Outpatient Revenue in FY18:	25%:75%	
Outpatient Revenue in FY18:	\$90,447,161	
Change FY17-FY18:	-3.2%	
Total Revenue in FY18:	\$167,615,948	
Total Surplus (Loss) in FY18:	\$5,440,052	
<b>Payer Mix</b>		
Public Payer Mix:	77.2% HPP Hospital	
CY17 Commercial Statewide Relative Price:	Not Available	
Top 3 Commercial Payers:	Blue Cross Blue Shield of Massachusetts Health New England, Inc. Network Health, LLC (Medicaid MCO)	
<b>Utilization</b>		
Inpatient Discharges in FY18:	6,985	
Change FY17-FY18:	4.6%	
Emergency Department Visits in FY18:	50,332	
Change FY17-FY18:	13.3%	
Outpatient Visits in FY18:	135,557	
Change FY17-FY18:	9.5%	
<b>Quality</b>		
Readmission Rate in FY18:	15.8%	
Change FY14-FY18 (percentage points):	2.1	
Early Elective Deliveries Rate:	0.0%	



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

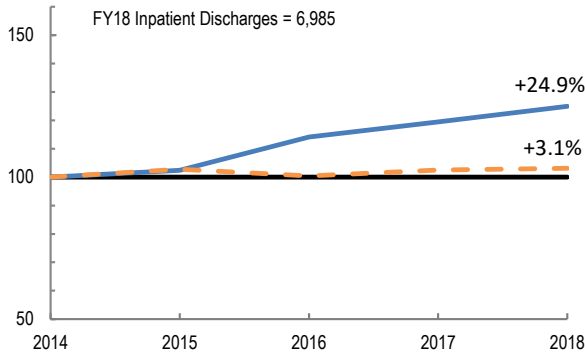
# 2018 HOSPITAL PROFILE: HOLYOKE MEDICAL CENTER

Cohort: Community-High Public Payer Hospital

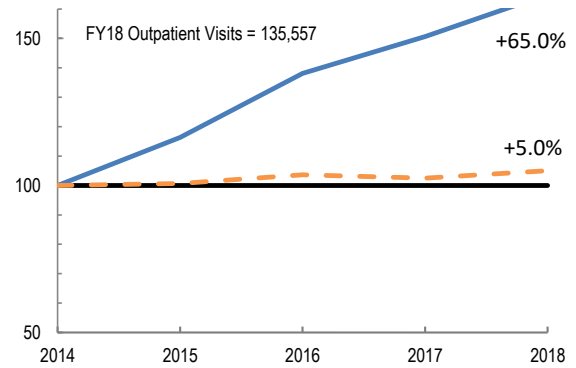


Utilization

How has the volume of the hospital's inpatient discharges changed compared to FY14, and how does this compare to the hospital's peer cohort median? (FY14=100)

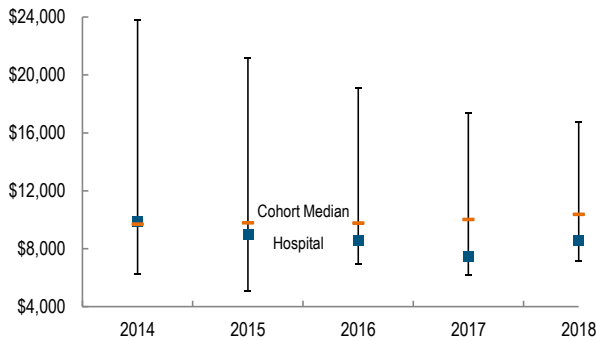


How has the volume of the hospital's outpatient visits changed compared to FY14, and how does this compare to the hospital's peer cohort median? (FY14=100)

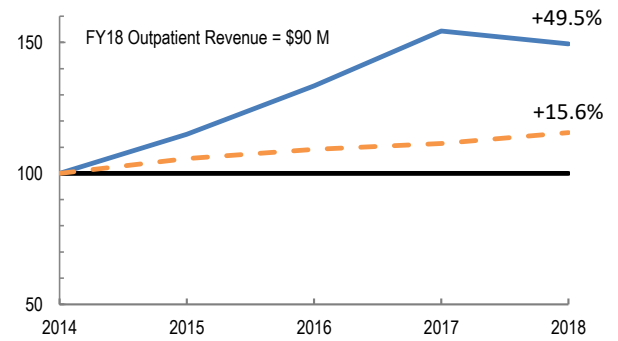


Patient Revenue Trends

What was the hospital's net inpatient service revenue per case mix adjusted discharge between FY14 and FY18, and how does this compare to the hospital's peer cohort median?



How has the hospital's total outpatient revenue changed compared to FY14, and how does this compare to the hospital's peer cohort median? (FY14=100)



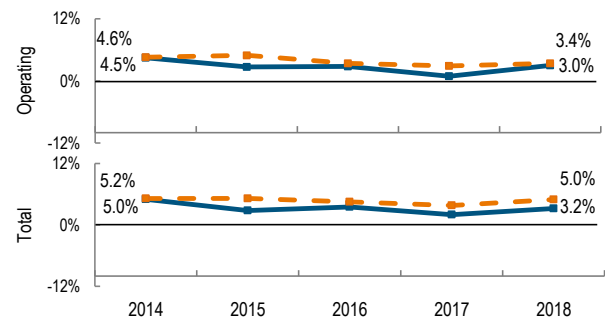
Financial Performance

How have the hospital's total revenue and costs changed between FY14 and FY18?

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

FY	2014	2015	2016	2017	2018
<b>Operating Revenue</b>	\$ 122.8	\$ 127.1	\$ 142.4	\$ 153.2	\$ 167.2
<b>Non-Operating Revenue</b>	\$ 0.7	\$ 0.1	\$ 1.0	\$ 1.6	\$ 0.4
<b>Total Revenue</b>	\$ 123.5	\$ 127.2	\$ 143.4	\$ 154.8	\$ 167.6
<b>Total Costs</b>	\$ 117.3	\$ 123.6	\$ 138.4	\$ 151.8	\$ 162.2
<b>Total Profit (Loss)</b>	\$ 6.2	\$ 3.6	\$ 5.0	\$ 3.0	\$ 5.4

What were the hospital's total margin and operating margins between FY14 and FY18, and how do these compare to the hospital's peer cohort medians?



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

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

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

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