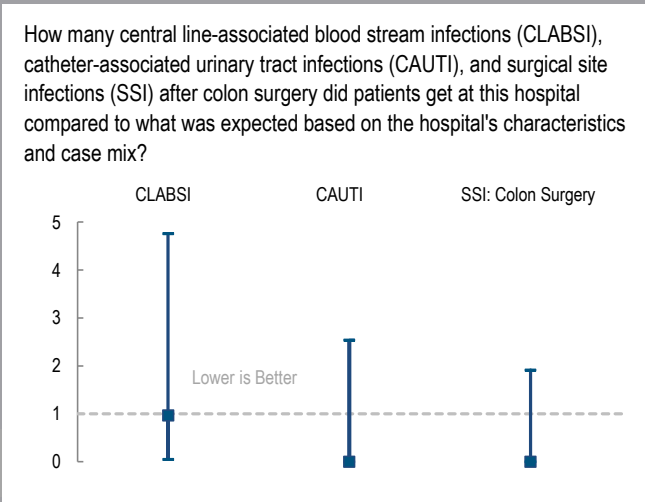
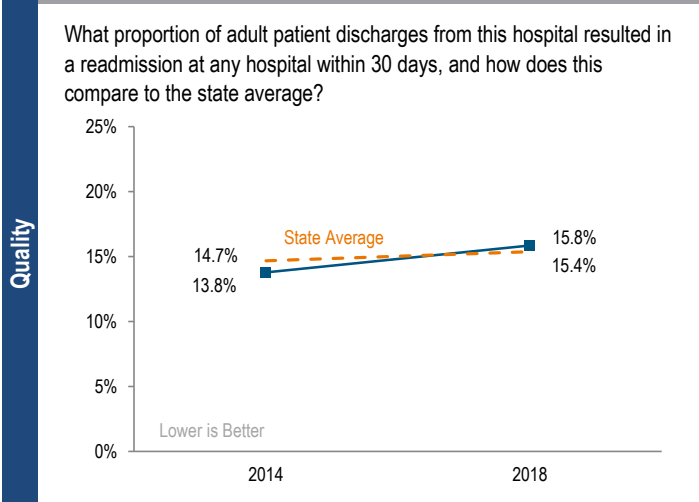
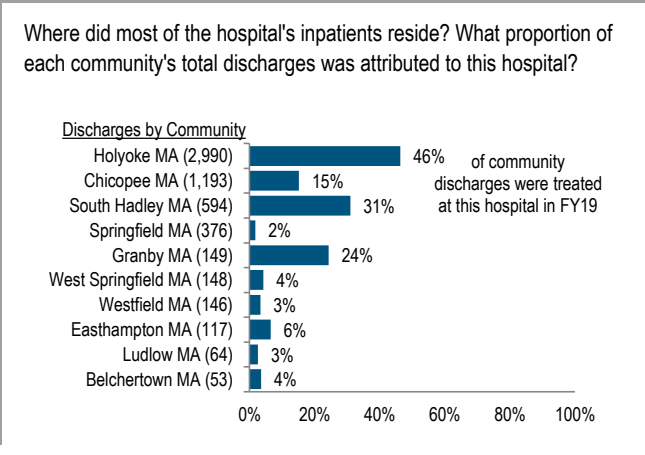
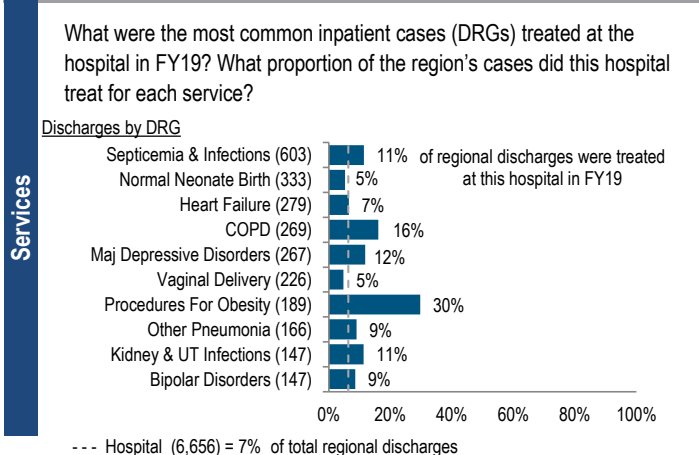


Holyoke Medical Center is a mid-size, non-profit community-High Public Payer (HPP) hospital located in the Western Massachusetts region. Between FY15 and FY19, the volume of inpatient discharges at the hospital increased by 16.2% compared to a median decrease of 2.7% at cohort hospitals. Outpatient visits increased 58.9% for the hospital between FY15 and FY19, compared to a median increase of 2.1% for its peer cohort. Holyoke Medical Center reported a profit in each year of the five-year period. In FY19 its total margin of 2.6% was lower than its peer cohort median of 3.3%.

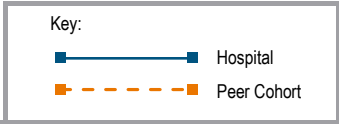
<b>At a Glance</b>	<b>Overview / Size</b>		<b>Payer Mix</b>	
	Hospital System Affiliation:	Valley Health System	Public Payer Mix:	77.2% (HPP* Hospital)
	Hospital System Surplus (Deficit) in FY19:	\$437,940	CY18 Commercial Statewide Relative Price:	0.77
	Change in Ownership (FY15-19):	Not Applicable	Top 3 Commercial Payers:	Blue Cross Blue Shield Health New England BMCHP
	Total Staffed Beds:	107, mid-size acute hospital	<b>Utilization</b>	
	% Occupancy:	71.0%, > cohort avg. (66%)	Inpatient Discharges in FY19:	6,656
	Special Public Funding:	HCIII <sup>q</sup> , CHRTF <sup>o</sup>	Change FY18-FY19:	-4.7%
	Trauma Center Designation:	Not Applicable	Emergency Department Visits in FY19:	49,773
	Case Mix Index:	0.92, < cohort avg. (0.96); < statewide (1.16)	Change FY18-FY19:	-1.1%
			Outpatient Visits in FY19:	151,870
		Change FY18-FY19:	12.0%	
		<b>Quality</b>		
<b>Financial</b>		Readmission Rate in FY18:	15.8%	
Inpatient NPSR per CMAD:	\$8,825	Change FY14-FY18 (percentage points):	2.1	
Change FY18-FY19:	3.2%	Early Elective Deliveries Rate:	0.0%	
Inpatient:Outpatient Revenue in FY19:	23%:77%			
Outpatient Revenue in FY19:	\$102,504,883			
Change FY18-FY19:	13.3%			
Total Revenue in FY19:	\$178,865,148			
Total Surplus (Deficit) in FY19:	\$4,693,916			



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

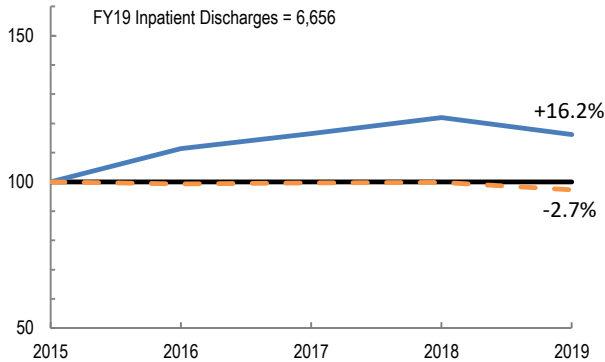
# 2019 HOSPITAL PROFILE: HOLYOKE MEDICAL CENTER

Cohort: Community-High Public Payer Hospital

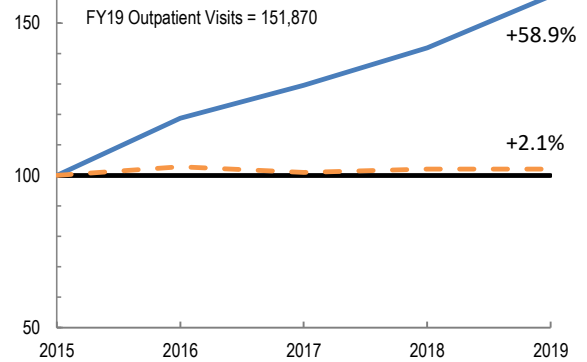


## Utilization

How has the volume of the hospital's inpatient discharges changed compared to FY15, and how does this compare to the hospital's peer cohort median? (FY15=100)

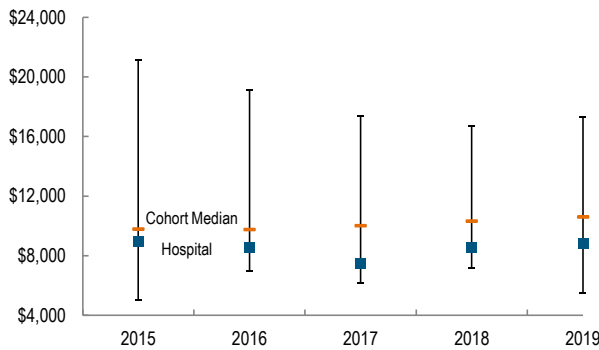


How has the volume of the hospital's outpatient visits changed compared to FY15, and how does this compare to the hospital's peer cohort median? (FY15=100)

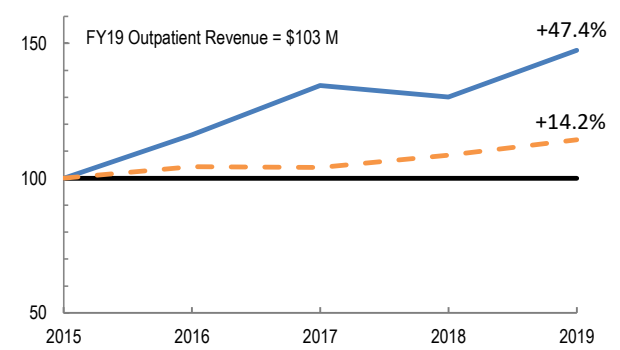


## Patient Revenue Trends

What was the hospital's net inpatient service revenue per case mix adjusted discharge between FY15 and FY19, and how does this compare to the hospital's peer cohort median?



How has the hospital's net outpatient revenue changed compared to FY15, and how does this compare to the hospital's peer cohort median? (FY15=100)



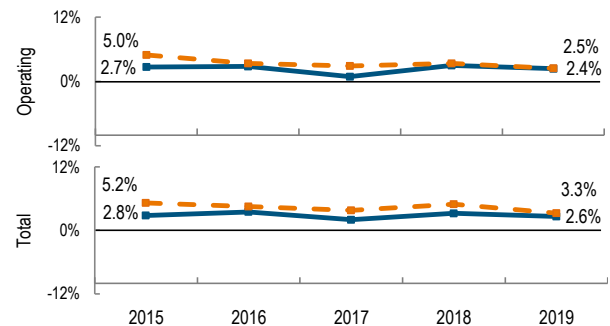
## Financial Performance

How have the hospital's total revenue and costs changed between FY15 and FY19?

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

FY	2015	2016	2017	2018	2019
<b>Operating Revenue</b>	\$ 127.1	\$ 142.4	\$ 153.2	\$ 167.2	\$ 178.5
<b>Non-Operating Revenue</b>	\$ 0.1	\$ 1.0	\$ 1.6	\$ 0.4	\$ 0.4
<b>Total Revenue</b>	\$ 127.2	\$ 143.4	\$ 154.8	\$ 167.6	\$ 178.9
<b>Total Costs</b>	\$ 123.6	\$ 138.4	\$ 151.8	\$ 162.2	\$ 174.2
<b>Total Profit (Loss)</b>	\$ 3.6	\$ 5.0	\$ 3.0	\$ 5.4	\$ 4.7

What were the hospital's total margin and operating margins between FY15 and FY19, 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.

θ For more information on Community Hospital Reinvestment Trust Fund (CHRTF) special funding, please contact the Massachusetts Executive Office of Health and Human Services (EOHHS).

η For more information on Health Care Innovation Investment Program (HCII) special funding, please contact the Health Policy Commission (HPC).