

UMass Memorial Medical Center

2021 Hospital Profile

OVERVIEW

City/Town:	Worcester, MA
Region:	Central Massachusetts
Hospital Type:	Academic Medical Center
Total Staffed Beds in HFY21:	793, 4th Largest Hospital
Hospital System Affiliation:	UMass Memorial Health Care
Hospital System Surplus (Deficit) in HFY21:	\$220,736,000
Change in Ownership HFY17-HFY21:	Not Applicable

Tax Status:	Non-profit
Trauma Center Designation:	Adult: Level 1, PEDI: Level 1
Total FTE's in HFY21:	7,901.26
FY21 Case Mix Index:	1.55
Public Payer Mix ² :	66.0%: HPP Hospital
Percent of Total GPSR - Medicare/Medicaid/Commercial:	42% / 22% / 30%
CY20 Commercial Statewide Relative Price:	1.14

FINANCIAL

GROSS AND NET PATIENT SERVICE REVENUES (GPSR & NPSR)

	HFY17	HFY18	HFY19	HFY20	HFY21
Inpatient GPSR	\$2,071.7M	\$2,056.2M	\$2,241.3M	\$2,306.2M	\$2,561.9M
Outpatient GPSR	\$2,650.3M	\$2,669.9M	\$2,944.2M	\$2,817.3M	\$3,396.5M
Total GPSR	\$4,721.9M	\$4,726.0M	\$5,185.5M	\$5,123.5M	\$5,958.4M
Inpatient NPSR per CMAD	\$12,473	\$12,425	\$13,432	\$13,893	\$14,692
Inpatient NPSR	\$710.5M	\$722.1M	\$822.0M	\$828.2M	\$906.1M
Outpatient NPSR	\$732.5M	\$720.3M	\$747.4M	\$766.8M	\$897.7M

REVENUE & EXPENSES

	HFY17	HFY18	HFY19	HFY20	HFY21
Operating Revenue	\$1,686.4M	\$1,731.3M	\$1,878.8M	\$2,018.4M	\$2,154.7M
Non-Operating Revenue ⁴	\$16.3M	\$9.5M	\$12.3M	\$19.9M	\$49.3M
COVID Funding Included in Operating Revenue ⁵	-	-	-	\$131.9M	\$22.3M
Total Revenue	\$1,702.7M	\$1,740.8M	\$1,891.1M	\$2,038.3M	\$2,203.9M
Total Expenses	\$1,680.8M	\$1,739.1M	\$1,842.8M	\$1,991.9M	\$2,139.5M
Total Surplus (Deficit)	\$21.9M	\$1.7M	\$48.3M	\$46.4M	\$64.4M
Operating Margin	0.3%	(0.4%)	1.9%	1.3%	0.7%
Non-Operating Margin	1.0%	0.5%	0.6%	1.0%	2.2%
Total Margin	1.3%	0.1%	2.6%	2.3%	2.9%

SOLVENCY AND LIQUIDITY

	HFY17	HFY18	HFY19	HFY20	HFY21
Total Net Assets or Equity	\$89.1M	\$177.3M	\$194.8M	\$434.1M	\$479.3M
Current Ratio	1.1	1.2	1.8	1.1	1.1
Debt Service Coverage Ratio	1.3	2.4	3.8	3.5	9.9
Cash Flow to Total Debt	11.9%	9.0%	15.5%	10.6%	22.7%
Equity Financing Ratio	7.0%	14.7%	14.4%	26.4%	32.2%
Average Age of Plant	10.0	14.0	14.0	13.0	13.0

UTILIZATION

Licensed Beds in HFY21:	818
Available Beds in HFY21:	818
Staffed Beds in HFY21:	793
HFY21 Percentage Occupancy:	84.3%
Inpatient Discharges in HFY21:	39,789
Change HFY20-HFY21:	2.2%
Percent of Total Region Discharges in HFY21:	54.1%
Percent of Statewide Total Discharges in HFY21:	5.3%
Inpatient Days in HFY21:	244,037
Change HFY20-HFY21:	10.5%
Percent of Total Region Inpatient Days in HFY21:	61.0%
Percent of Statewide Total Inpatient Days in HFY21:	6.1%
Average Length of Stay in HFY21:	6.13
Change HFY20-HFY21:	7.9%
Emergency Department Visits in HFY21:	108,168
Change HFY20-HFY21:	(2.3%)
Percent of Total Region Emergency Department Visits in HFY21:	38.2%
Percent of Statewide Total Emergency Department Visits in HFY21:	4.2%
Outpatient Visits in HFY21:	940,820
Change HFY20-HFY21:	15.1%

TOP DISCHARGES BY INPATIENT CASE (DRG) IN FY21

Inpatient Case (DRG) ⁶	Discharges	Percent of Total Hospital Discharges
Normal Neonate Birth	3,492	8.86%
Vaginal delivery	2,607	6.61%
Septicemia & Disseminated Infections	1,791	4.54%
Major Resp Infect & Inflamm	1,558	3.95%
Cesarean delivery	1,313	3.33%
Heart failure	791	2.00%
Infectious & Parasitic Dis Incl HIV W/ O.R. Proc	636	1.61%
Per Coronary Inter W/ Ami	488	1.23%
Chronic Obstructive Pulmonary Disease	428	1.08%
Acute Kidney Injury	427	1.08%

TOP DISCHARGES BY COMMUNITY IN FY21

Community ⁶	Discharges	Percent of Total Community Discharges
Worcester, MA	12,574	60%
Shrewsbury, MA	1,787	59%
Marlborough, MA	1,072	26%
Fitchburg, MA	1,016	21%
Leominster, MA	984	21%
Webster, MA	892	39%
Auburn, MA	892	50%
Holden, MA	766	56%
Southbridge, MA	749	34%
Millbury, MA	703	50%

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

¹ Data from the FY2017 through FY2021 CHIA Cost Reports and Financial Statements.

² High Public Payer Hospitals (HPP) reported a minimum of 63% of gross patient service revenue from public payers.

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.

⁵ Federal and State COVID-19 relief funding was distributed to hospitals as part of the Coronavirus Aid, Relief, and Economic Security (CARES) Act beginning in FY2020. A portion of this funding was reported as operating revenue.

⁶ Inpatient cases and communities with less than 25 discharges have been omitted from the Top Discharges by Inpatient Case (DRG) and Top Discharges by Community charts.

For more information, please contact:

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