

Heywood Hospital

Hospital Fiscal Year 2024 Profile

OVERVIEW

City/Town:	Gardner, MA	Trauma Center Designation:	Not Applicable
Region:	Central Massachusetts	Total FTEs in HFY 2024:	775.33
Hospital Type:	Community-High Public Payer Hospital	FY24 Case Mix Index:	0.86
Total Staffed Beds in HFY 2024:	147, Mid-Size Hospital	Average Age of Plant in HFY 2024:	17: Decreased from HFY23
Hospital System Affiliation:	Heywood Healthcare	Public Payer Mix ¹ :	69.4%: HPP Hospital
Hospital System Surplus (Deficit) in HFY 2024:	(\$10,215,394)	CY 2023 Commercial Statewide Relative Price:	0.75
Hospital System Operating Margin in HFY 2024:	(4.2%)	Teaching Hospital Status ² :	0.00
Hospital System Total Margin in HFY 2024:	(4.2%)	HFY 2023 Medicare Mix:	48.3%
Change in Ownership HFY 2020 - HFY 2024:	Not Applicable	HFY 2023 Medicaid Mix:	18.7%
Tax Status:	Non-profit		

FINANCIAL

GROSS AND NET PATIENT SERVICE REVENUES (GPSR & NPSR)³

	HFY20	HFY21	HFY22	HFY23	HFY24
Inpatient GPSR	\$52.9M	\$49.0M	\$52.3M	\$69.3M	\$92.1M
Outpatient GPSR	\$236.4M	\$253.9M	\$282.5M	\$296.9M	\$345.8M
Inpatient and Outpatient GPSR	\$289.3M	\$302.9M	\$334.8M	\$366.2M	\$437.9M
Inpatient NPSR per CMAD	\$8,883	\$6,768	\$7,423	\$7,343	\$8,949
Inpatient NPSR	\$32.6M	\$24.8M	\$26.0M	\$25.3M	\$30.6M
Outpatient NPSR	\$93.5M	\$109.9M	\$109.5M	\$118.5M	\$125.3M

Data Source: CHIA Hospital Cost Reports

REVENUE AND EXPENSES

	HFY20	HFY21	HFY22	HFY23	HFY24
Operating Revenue	\$147.6M	\$131.1M	\$155.0M	\$186.3M	\$191.8M
Non-Operating Revenue ⁴	\$1.7M	\$4.2M	(\$0.3M)	(\$1.9M)	\$0.1M
Total Revenue	\$149.3M	\$135.3M	\$154.8M	\$184.4M	\$191.9M
Total Expenses	\$146.2M	\$151.0M	\$174.6M	\$197.9M	\$202.4M
Total Surplus (Deficit)	\$3.2M	(\$15.7M)	(\$19.8M)	(\$13.5M)	(\$10.4M)
Operating Margin	1.0%	(14.7%)	(12.6%)	(6.3%)	(5.5%)
Non-Operating Margin	1.2%	3.1%	(0.2%)	(1.0%)	0.0%
Total Margin	2.1%	(11.6%)	(12.8%)	(7.3%)	(5.4%)

Data Source: CHIA Hospital Standardized Financial Statements

SOLVENCY AND LIQUIDITY

	HFY20	HFY21	HFY22	HFY23	HFY24
Total Net Assets or Equity	\$40.7M	\$27.2M	\$9.4M	(\$10.9M)	(\$14.4M)
Current Ratio	1.7	0.6	0.8	0.5	1.1
Debt Service Coverage Ratio ⁵	2.3	(2.6)	(3.1)	(2.7)	(1.0)
Cash Flow to Total Debt ⁵	8.6%	(12.5%)	(14.3%)	(8.2%)	(5.6%)

Data Source: CHIA Hospital Standardized Financial Statements

HFY2024 HOSPITAL REVENUE TO COST RATIO

	All Payer	Medicare	Medicaid	Commercial	Other ⁷
Revenue to Cost Ratio	0.90	0.74	0.93	1.13	1.16
Payer Mix	47.7%	18.4%	28.2%	5.7%	

Data Source: CHIA Hospital Discharge Dataset and CHIA Hospital Cost Reports

For descriptions of the metrics, please see the technical appendix at <https://www.chiamass.gov/hospital-profiles>.

All data included pertains to Heywood Hospital. For more information regarding Heywood Hospital, please refer to the CHIA Annual Performance Dashboard: <https://www.chiamass.gov/hospital-and-hospital-health-system-annual-performance>.

¹ High public payer (HPP) Hospitals reported a minimum of 63% of Gross Patient Service revenue from public payers in HFY 2023.

² Teaching hospitals reported at least 25 Full-Time Equivalent medical school residents per 100 Inpatient Beds in HFY 2023.

³ Effective HFY 2020, Supplemental Revenue is not included in Net Patient Service Revenue for all hospitals.

⁴ There was an accounting change adopted by most hospitals beginning in HFY 2020 in which Unrealized Gains and Losses on investments are now recognized as Non-Operating Revenue.

⁵ Starting in HFY 2023, Unrealized Gains and Losses were removed from the Debt Service Coverage Ratio and Cash Flow to Total Debt metrics. They are included in prior year calculations.

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

⁷ Payers included in Other category: Workers Comp, Self-pay, Other Government, Other, ConnectorCare, Health Safety Net (HSN).

UTILIZATION

	HFY20	HFY21	HFY22	HFY23	HFY24
Licensed Beds	147	147	147	147	147
Available Beds	99	106	147	147	147
Staffed Beds	99	106	147	147	147
Percentage Occupancy	61.1%	57.7%	41.8%	40.2%	41.7%
Inpatient Discharges	4,357	4,121	3,752	3,795	3,972
Inpatient Days	22,147	22,314	22,432	21,547	22,454
Average Length of Stay	5.08	5.41	5.98	5.68	5.65
Emergency Department Visits	22,871	22,404	25,734	26,280	24,898
Outpatient Visits	72,038	70,138	72,587	79,515	80,139

TOP INPATIENT DIAGNOSES IN HFY 2024

Diagnosis ⁶	Discharges	Percent of Total Hospital Discharges	Percent Change (HFY23 - HFY24)
Normal Neonate Birth	323	8.1%	19.6%
Septicemia & Disseminated Infections	312	7.9%	21.9%
Vaginal Delivery	270	6.8%	19.5%
Other Pneumonia	261	6.6%	(7.1%)
Major Depress Disorders & Other/Unspecpsychoses	242	6.1%	57.1%

Data Source: CHIA Hospital Discharge Dataset

TOP DISCHARGES BY COMMUNITY IN HFY 2024

Community ⁶	Discharges	Percent of Total Hospital Discharges	Percent Change (HFY23 - HFY24)
Gardner, MA	1,114	28.0%	3.4%
Athol, MA	503	12.7%	24.2%
Winchendon, MA	427	10.8%	(3.6%)
Orange, MA	242	6.1%	44.0%
Fitchburg, MA	214	5.4%	1.4%

Data Source: CHIA Hospital Discharge Dataset



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