

# Holyoke Medical Center

## Hospital Fiscal Year 2024 Profile

### OVERVIEW

City/Town:	Holyoke, MA
Region:	Western Massachusetts
Hospital Type:	Community-High Public Payer Hospital
Total Staffed Beds in HFY 2024:	213, Mid-Size Hospital
Hospital System Affiliation:	Valley Health System
Hospital System Surplus (Deficit) in HFY 2024:	\$138,392
Hospital System Operating Margin in HFY 2024:	0.4%
Hospital System Total Margin in HFY 2024:	0.0%
Change in Ownership HFY 2020 - HFY 2024:	Not Applicable
Tax Status:	Non-profit

### FINANCIAL

#### GROSS AND NET PATIENT SERVICE REVENUES (GPSR & NPSR)<sup>3</sup>

	HFY20	HFY21	HFY22	HFY23	HFY24
Inpatient GPSR	\$84.3M	\$101.8M	\$165.3M	\$161.7M	\$200.9M
Outpatient GPSR	\$257.9M	\$302.4M	\$365.2M	\$430.8M	\$453.6M
Inpatient and Outpatient GPSR	\$342.2M	\$404.2M	\$530.6M	\$592.5M	\$654.5M
Inpatient NPSR per CMAD	\$11,987	\$14,840	\$15,005	\$12,712	\$13,167
Inpatient NPSR	\$56.6M	\$72.3M	\$84.0M	\$75.0M	\$88.2M
Outpatient NPSR	\$81.9M	\$79.0M	\$92.9M	\$116.9M	\$129.6M

Data Source: CHIA Hospital Cost Reports

#### REVENUE AND EXPENSES

	HFY20	HFY21	HFY22	HFY23	HFY24
Operating Revenue	\$186.7M	\$185.5M	\$210.9M	\$237.1M	\$260.4M
Non-Operating Revenue <sup>4</sup>	\$4.8M	(\$0.7M)	(\$2.6M)	(\$2.0M)	(\$1.9M)
Total Revenue	\$191.6M	\$184.8M	\$208.4M	\$235.1M	\$258.6M
Total Expenses	\$173.3M	\$184.0M	\$208.3M	\$238.1M	\$256.6M
Total Surplus (Deficit)	\$18.3M	\$0.8M	\$0.0M	(\$3.0M)	\$2.0M
Operating Margin	7.0%	0.8%	1.3%	(0.4%)	1.5%
Non-Operating Margin	2.5%	(0.4%)	(1.2%)	(0.8%)	(0.7%)
Total Margin	9.5%	0.4%	0.0%	(1.3%)	0.8%

Data Source: CHIA Hospital Standardized Financial Statements

#### SOLVENCY AND LIQUIDITY

	HFY20	HFY21	HFY22	HFY23	HFY24
Total Net Assets or Equity	(\$10.8M)	\$10.5M	\$33.7M	\$40.8M	\$39.5M
Current Ratio	1.6	1.3	1.3	1.1	0.9
Debt Service Coverage Ratio <sup>5</sup>	7.9	2.1	2.1	1.3	2.8
Cash Flow to Total Debt <sup>6</sup>	40.7%	9.9%	9.4%	4.3%	9.0%

Data Source: CHIA Hospital Standardized Financial Statements

#### HFY2024 HOSPITAL REVENUE TO COST RATIO

	All Payer	Medicare	Medicaid	Commercial	Other <sup>7</sup>
Revenue to Cost Ratio	1.01	0.90	1.19	1.03	0.89
Payer Mix		48.1%	27.4%	19.1%	5.5%

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

Trauma Center Designation:	Not Applicable
Total FTEs in HFY 2024:	1,367.00
FY24 Case Mix Index:	0.94
Average Age of Plant in HFY 2024:	21: Decreased from HFY23
Public Payer Mix <sup>1</sup> :	79.9%: HPP Hospital
CY 2023 Commercial Statewide Relative Price:	0.76
Teaching Hospital Status <sup>2</sup> :	0.00
HFY 2023 Medicare Mix:	47.5%
HFY 2023 Medicaid Mix:	29.4%: High Medicaid Hospital

### UTILIZATION

	HFY20	HFY21	HFY22	HFY23	HFY24
Licensed Beds	198	205	219	219	219
Available Beds	192	205	219	219	219
Staffed Beds	185	199	213	213	213
Percentage Occupancy	36.2%	39.7%	49.1%	51.0%	54.8%
Inpatient Discharges	5,488	5,442	6,168	6,279	7,093
Inpatient Days	24,518	28,802	38,172	39,643	42,745
Average Length of Stay	4.47	5.29	6.19	6.31	6.03
Emergency Department Visits	43,532	39,834	42,158	44,721	44,387
Outpatient Visits	141,893	159,543	165,382	180,489	187,685

Data Source: CHIA Hospital Cost Reports

#### TOP INPATIENT DIAGNOSES IN HFY 2024

Diagnosis <sup>6</sup>	Discharges	Percent of Total Hospital Discharges	Percent Change (HFY23 - HFY24)
Septicemia & Disseminated Infections	696	9.8%	16.4%
Major Depress Disorders & Other/Unspecpsychoses	492	6.9%	10.1%
Schizophrenia	374	5.3%	21.8%
Bipolar Disorders	336	4.7%	(13.6%)
Heart Failure	284	4.0%	(14.7%)

Data Source: CHIA Hospital Discharge Dataset

#### TOP DISCHARGES BY COMMUNITY IN HFY 2024

Community <sup>6</sup>	Discharges	Percent of Total Hospital Discharges	Percent Change (HFY23 - HFY24)
Holyoke, MA	2,712	38.2%	14.2%
Chicopee, MA	1,425	20.1%	17.0%
Springfield, MA	629	8.9%	8.3%
South Hadley, MA	607	8.6%	8.4%
West Springfield, MA	204	2.9%	3.6%

Data Source: CHIA Hospital Discharge Dataset

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

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

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

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

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

<sup>4</sup> 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.

<sup>5</sup> 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.

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

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



CENTER FOR HEALTH INFORMATION AND ANALYSIS

501 Boylston Street, Boston MA 02116  
617-701-8100  
[www.chiamass.gov](http://www.chiamass.gov)