

UMass Memorial Medical Center

Hospital Fiscal Year 2024 Profile

OVERVIEW

| | | | |
|--|----------------------------|--|-------------------------------|
| City/Town: | Worcester, MA | Trauma Center Designation: | Adult: Level 1, Pedi: Level 1 |
| Region: | Central Massachusetts | Total FTEs in HFY 2024: | 8,752.00 |
| Hospital Type: | Academic Medical Center | FY24 Case Mix Index: | 1.23 |
| Total Staffed Beds in HFY 2024: | 816, 5th Largest Hospital | Average Age of Plant in HFY 2024: | 11: Increased from HFY23 |
| Hospital System Affiliation: | UMass Memorial Health Care | Public Payer Mix ¹ : | 67.8%: HPP Hospital |
| Hospital System Surplus (Deficit) in HFY 2024: | \$183,529,000 | CY 2023 Commercial Statewide Relative Price: | 1.17 |
| Hospital System Operating Margin in HFY 2024: | (2.3%) | Teaching Hospital Status ² : | 71.39: Teaching Hospital |
| Hospital System Total Margin in HFY 2024: | 4.1% | HFY 2023 Medicare Mix: | 42.5% |
| Change in Ownership HFY 2020 - HFY 2024: | Not Applicable | HFY 2023 Medicaid Mix: | 22.6%: High Medicaid Hospital |
| Tax Status: | Non-profit | | |

FINANCIAL

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

| | HFY20 | HFY21 | HFY22 | HFY23 | HFY24 |
|-------------------------------|------------|------------|------------|------------|------------|
| Inpatient GPSR | \$2,306.2M | \$2,561.9M | \$2,622.1M | \$2,996.1M | \$3,194.3M |
| Outpatient GPSR | \$2,817.3M | \$3,396.5M | \$3,810.6M | \$4,406.0M | \$5,183.5M |
| Inpatient and Outpatient GPSR | \$5,123.5M | \$5,958.4M | \$6,432.7M | \$7,402.1M | \$8,377.8M |
| Inpatient NPSR per CMAD | \$16,947 | \$17,827 | \$17,765 | \$18,117 | \$14,785 |
| Inpatient NPSR | \$828.2M | \$906.1M | \$887.7M | \$969.9M | \$821.0M |
| Outpatient NPSR | \$766.8M | \$897.7M | \$1,008.9M | \$1,154.3M | \$1,477.3M |

Data Source: CHIA Hospital Cost Reports

REVENUE AND EXPENSES

| | HFY20 | HFY21 | HFY22 | HFY23 | HFY24 |
|------------------------------------|------------|------------|------------|------------|------------|
| Operating Revenue | \$2,018.4M | \$2,154.7M | \$2,282.9M | \$2,376.7M | \$2,947.4M |
| Non-Operating Revenue ⁴ | \$19.9M | \$49.3M | \$6.1M | \$25.6M | \$19.9M |
| Total Revenue | \$2,038.3M | \$2,203.9M | \$2,288.9M | \$2,402.2M | \$2,967.4M |
| Total Expenses | \$1,991.9M | \$2,139.5M | \$2,372.6M | \$2,471.2M | \$2,890.2M |
| Total Surplus (Deficit) | \$46.4M | \$64.4M | (\$83.7M) | (\$68.9M) | \$77.1M |
| Operating Margin | 1.3% | 0.7% | (3.9%) | (3.9%) | 1.9% |
| Non-Operating Margin | 1.0% | 2.2% | 0.3% | 1.1% | 0.7% |
| Total Margin | 2.3% | 2.9% | (3.7%) | (2.9%) | 2.6% |

Data Source: CHIA Hospital Standardized Financial Statements

SOLVENCY AND LIQUIDITY

| | HFY20 | HFY21 | HFY22 | HFY23 | HFY24 |
|--|----------|----------|----------|----------|----------|
| Total Net Assets or Equity | \$434.1M | \$479.3M | \$357.9M | \$261.1M | \$324.8M |
| Current Ratio | 1.1 | 1.1 | 0.9 | 0.8 | 0.9 |
| Debt Service Coverage Ratio ⁵ | 3.5 | 9.9 | (0.1) | 0.8 | 8.1 |
| Cash Flow to Total Debt ⁶ | 10.6% | 22.7% | (2.0%) | (0.4%) | 16.2% |

Data Source: CHIA Hospital Standardized Financial Statements

HFY2024 HOSPITAL REVENUE TO COST RATIO

| | All Payer | Medicare | Medicaid | Commercial | Other ⁷ |
|-----------------------|-----------|----------|----------|------------|--------------------|
| Revenue to Cost Ratio | 1.03 | 0.80 | 1.19 | 1.21 | 1.10 |
| Payer Mix | | 42.4% | 21.9% | 29.7% | 6.1% |

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

UTILIZATION

| | HFY20 | HFY21 | HFY22 | HFY23 | HFY24 |
|-----------------------------|---------|---------|---------|-----------|-----------|
| Licensed Beds | 816 | 818 | 818 | 818 | 818 |
| Available Beds | 816 | 818 | 818 | 801 | 809 |
| Staffed Beds | 774 | 793 | 800 | 801 | 816 |
| Percentage Occupancy | 78.0% | 84.3% | 88.8% | 92.1% | 93.9% |
| Inpatient Discharges | 38,918 | 39,789 | 40,110 | 42,590 | 45,067 |
| Inpatient Days | 220,930 | 244,037 | 259,240 | 269,326 | 280,365 |
| Average Length of Stay | 5.68 | 6.13 | 6.46 | 6.32 | 6.22 |
| Emergency Department Visits | 110,665 | 108,168 | 123,820 | 129,572 | 137,108 |
| Outpatient Visits | 817,416 | 940,820 | 983,725 | 1,041,596 | 1,127,729 |

Data Source: CHIA Hospital Cost Reports

TOP INPATIENT DIAGNOSES IN HFY 2024

| Diagnosis ⁶ | Discharges | Percent of Total Hospital Discharges | Percent Change (HFY23 - HFY24) |
|--------------------------------------|------------|--------------------------------------|--------------------------------|
| Normal Neonate Birth | 4,460 | 9.9% | 10.9% |
| Vaginal Delivery | 3,081 | 6.8% | 5.7% |
| Septicemia & Disseminated Infections | 2,570 | 5.7% | 5.8% |
| Cesarean Delivery | 1,821 | 4.0% | 17.6% |
| Heart Failure | 927 | 2.1% | 5.8% |

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) |
|------------------------|------------|--------------------------------------|--------------------------------|
| Worcester, MA | 14,258 | 31.6% | 3.7% |
| Shrewsbury, MA | 1,957 | 4.3% | 2.3% |
| Fitchburg, MA | 1,379 | 3.1% | 39.7% |
| Leominster, MA | 1,267 | 2.8% | 23.2% |
| Marlborough, MA | 1,258 | 2.8% | 3.9% |

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 UMass Memorial Medical Center. For more information regarding UMass Memorial Health Care, 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).



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