

# 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 <sup>1</sup> :	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 <sup>2</sup> :	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)<sup>3</sup>

	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 <sup>4</sup>	\$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 <sup>5</sup>	3.5	9.9	(0.1)	0.8	8.1
Cash Flow to Total Debt <sup>5</sup>	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 <sup>7</sup>
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 <sup>6</sup>	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 <sup>6</sup>	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>.

<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).



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