

Baystate Wing Hospital

Hospital Fiscal Year 2024 Profile

OVERVIEW

City/Town:	Palmer & Ware, MA	Trauma Center Designation:	Not Applicable
Region:	Western Massachusetts	Total FTEs in HFY 2024:	492.97
Hospital Type:	Community-High Public Payer Hospital	FY24 Case Mix Index:	0.80
Total Staffed Beds in HFY 2024:	46, Small Hospital	Average Age of Plant in HFY 2024:	17: Increased from HFY23
Hospital System Affiliation:	Baystate Health	Public Payer Mix ¹ :	72.6%: HPP Hospital
Hospital System Surplus (Deficit) in HFY 2024:	(\$146,034,000)	CY 2023 Commercial Statewide Relative Price:	-
Hospital System Operating Margin in HFY 2024:	(2.5%)	Teaching Hospital Status ² :	0.00
Hospital System Total Margin in HFY 2024:	(6.0%)	HFY 2023 Medicare Mix:	49.1%
Change in Ownership HFY 2020 - HFY 2024:	Not Applicable	HFY 2023 Medicaid Mix:	20.5%
Tax Status:	Non-profit		

FINANCIAL

GROSS AND NET PATIENT SERVICE REVENUES (GPSR & NPSR) ³					
	HFY20	HFY21	HFY22	HFY23	HFY24
Inpatient GPSR	\$57.1M	\$69.0M	\$76.2M	\$77.4M	\$67.6M
Outpatient GPSR	\$146.7M	\$154.8M	\$178.4M	\$200.4M	\$202.4M
Inpatient and Outpatient GPSR	\$203.8M	\$223.7M	\$254.6M	\$277.8M	\$270.1M
Inpatient NPSR per CMAD	\$11,824	\$12,945	\$13,189	\$12,544	\$12,650
Inpatient NPSR	\$33.4M	\$41.1M	\$40.7M	\$39.3M	\$37.1M
Outpatient NPSR	\$45.3M	\$46.9M	\$50.8M	\$56.7M	\$57.6M

Data Source: CHIA Hospital Cost Reports

REVENUE AND EXPENSES

	HFY20	HFY21	HFY22	HFY23	HFY24
Operating Revenue	\$86.3M	\$97.5M	\$97.8M	\$108.9M	\$103.8M
Non-Operating Revenue ⁴	\$0.1M	\$1.6M	(\$1.6M)	\$0.4M	(\$6.0M)
Total Revenue	\$86.4M	\$99.1M	\$96.1M	\$109.3M	\$97.8M
Total Expenses	\$93.7M	\$98.7M	\$108.1M	\$110.7M	\$106.3M
Total Surplus (Deficit)	(\$7.3M)	\$0.3M	(\$12.0M)	(\$1.3M)	(\$8.5M)
Operating Margin	(8.6%)	(1.2%)	(10.8%)	(1.6%)	(2.5%)
Non-Operating Margin	0.2%	1.6%	(1.7%)	0.4%	(6.2%)
Total Margin	(8.4%)	0.3%	(12.5%)	(1.2%)	(8.7%)

Data Source: CHIA Hospital Standardized Financial Statements

SOLVENCY AND LIQUIDITY

	HFY20	HFY21	HFY22	HFY23	HFY24
Total Net Assets or Equity	\$38.6M	\$43.8M	\$25.7M	\$25.8M	\$20.0M
Current Ratio	1.0	1.1	0.8	0.7	0.6
Debt Service Coverage Ratio ⁵	(0.1)	3.9	(3.8)	2.2	(1.9)
Cash Flow to Total Debt ⁵	(1.7%)	10.3%	(13.2%)	4.8%	(7.5%)

Data Source: CHIA Hospital Standardized Financial Statements

HFY2024 HOSPITAL REVENUE TO COST RATIO

	All Payer	Medicare	Medicaid	Commercial	Other ⁷
Revenue to Cost Ratio	1.01	0.99	0.94	1.07	0.78
Payer Mix	48.5%	18.4%	27.0%	6.1%	

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

UTILIZATION

	HFY20	HFY21	HFY22	HFY23	HFY24
Licensed Beds	74	68	68	68	46
Available Beds	74	68	68	68	46
Staffed Beds	74	68	68	68	46
Percentage Occupancy	63.0%	80.7%	88.8%	86.5%	92.5%
Inpatient Discharges	3,350	3,620	3,565	3,766	3,663
Inpatient Days	17,069	20,027	22,030	21,479	15,580
Average Length of Stay	5.10	5.53	6.18	5.70	4.25
Emergency Department Visits	31,749	31,543	34,554	38,860	39,557
Outpatient Visits	114,290	131,924	133,463	134,823	128,288

Data Source: CHIA Hospital Cost Reports

TOP INPATIENT DIAGNOSES IN HFY 2024

Diagnosis ⁶	Discharges	Percent of Total Hospital Discharges	Percent Change (HFY23 - HFY24)
Septicemia & Disseminated Infections	606	16.5%	13.9%
Heart Failure	342	9.3%	(5.0%)
Major Respiratory Infections & Inflammations	153	4.2%	(19.9%)
Chronic Obstructive Pulmonary Disease	119	3.2%	9.2%
Acute Kidney Injury	112	3.1%	5.7%

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)
Ware, MA	512	14.0%	(10.0%)
Palmer, MA	387	10.6%	(8.1%)
Wilbraham, MA	372	10.2%	6.6%
Belchertown, MA	365	10.0%	8.0%
Ludlow, MA	351	9.6%	9.3%

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 Baystate Wing Hospital. For more information regarding Baystate Health, 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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