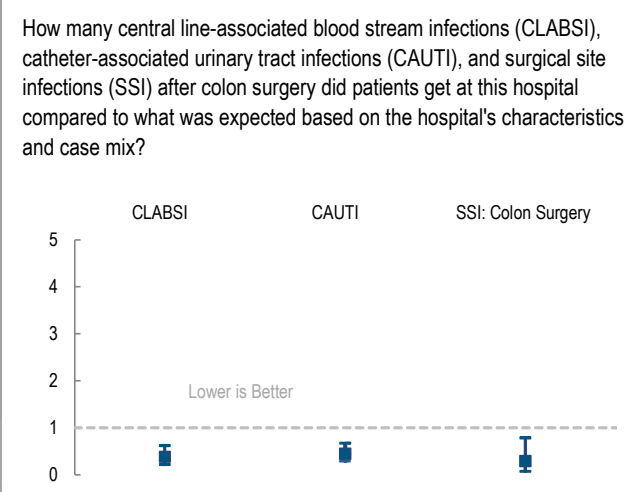
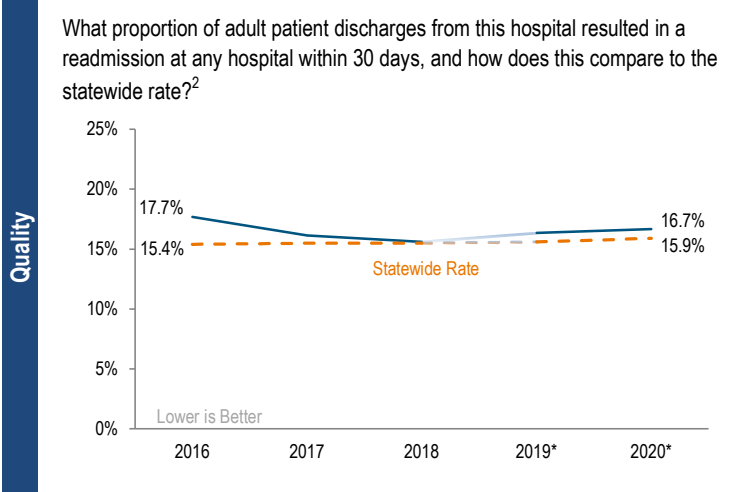
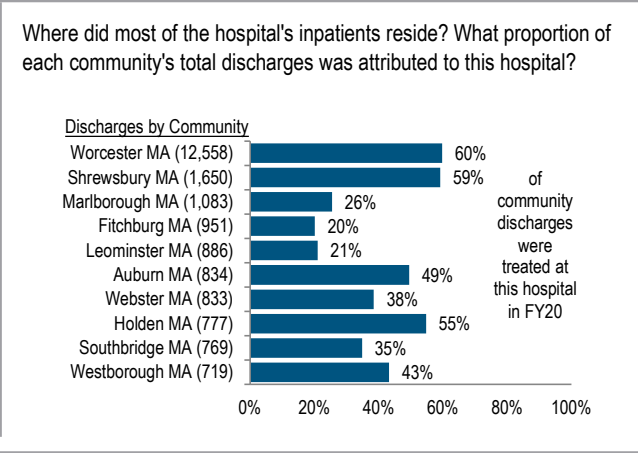
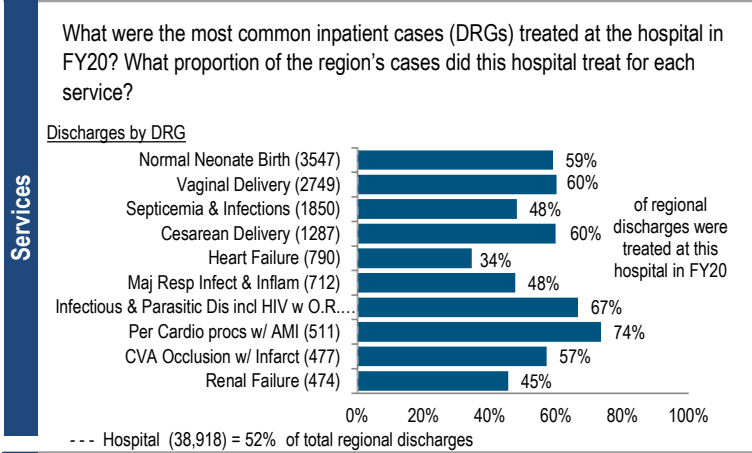


UMass Memorial Medical Center is a large, non-profit academic medical center (AMC) located in the Central Massachusetts region. UMass Memorial is a member of UMass Memorial Health Care, and one of nine organ transplant centers in Massachusetts. It also qualifies as a High Public Payer (HPP) hospital. Outpatient visits decreased by 18.0% between FY16 and FY20, compared with the cohort median decrease of 16.2%. UMass Memorial earned a profit each year from FY16 to FY20, including a profit of \$46.4M in FY20 and a total margin of 2.3% compared to its peer cohort median of 4.2%.

At a Glance	Overview / Size		Payer Mix	
	Hospital System Affiliation:	UMass Memorial Health Care	Public Payer Mix ¹ :	66.5% HPP Hospital
	Hospital System Surplus (Deficit) in FY20:	(\$23,048,000)	CY19 Commercial Statewide Relative Price:	1.090
	Change in Ownership (FY16-20):	Not Applicable	Top 3 Commercial Payers:	Blue Cross Blue Shield Fallon Tufts HMO
	Total Staffed Beds:	774, 4th largest acute hospital		
	% Occupancy:	78.0%, lowest in cohort avg. (84%)		
	Trauma Center Designation:	Adult: Level 1, Pedi: Level 1		
	Case Mix Index:	1.53, < cohort avg. (1.63); > statewide (1.16)		
	Financial		Utilization	
	Inpatient NPSR per CMAD:	\$13,893	Inpatient Discharges in FY20:	38,918
Change FY19-FY20:	3.4%	Change FY19-FY20:	-7.8%	
Inpatient Outpatient Revenue in FY20:	45%:55%	Emergency Department Visits in FY20:	110,665	
Change FY19-FY20:	3.4%	Change FY19-FY20:	-17.5%	
Outpatient Revenue in FY20:	\$766,814,080	Outpatient Visits in FY20:	817,416	
Change FY19-FY20:	2.6%	Change FY19-FY20:	-14.4%	
Total Revenue in FY20:	\$2,038,258,000			
COVID Funding Included in Total Revenue:	\$131,926,639	Quality		
Total Surplus (Deficit) in FY20:	\$46,403,000	Readmission Rate in FY20:	16.7%	
		Change FY19-FY20 (percentage points):	0.3	
		Early Elective Deliveries Rate:	2.7%	



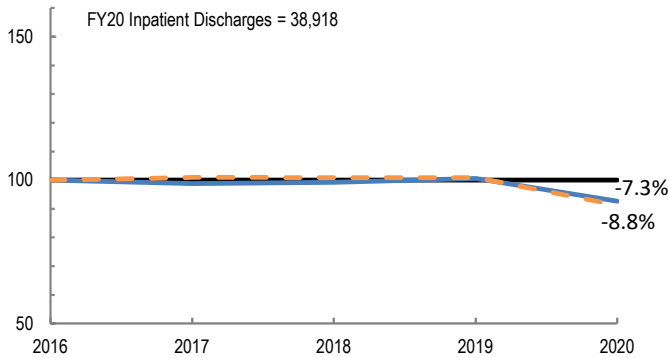
2020 HOSPITAL PROFILE: UMASS MEMORIAL MEDICAL CENTER

Cohort: Academic Medical Center

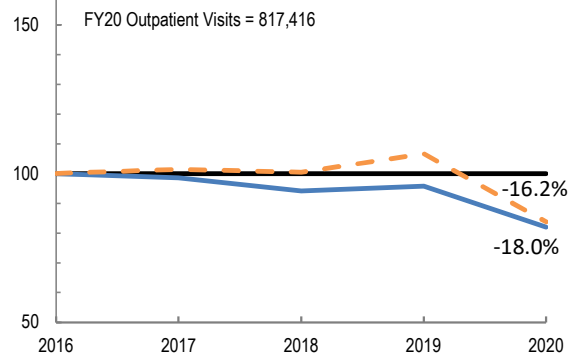


Utilization

How has the volume of the hospital's inpatient discharges changed compared to FY16, and how does this compare to the hospital's peer cohort median? (FY16=100)

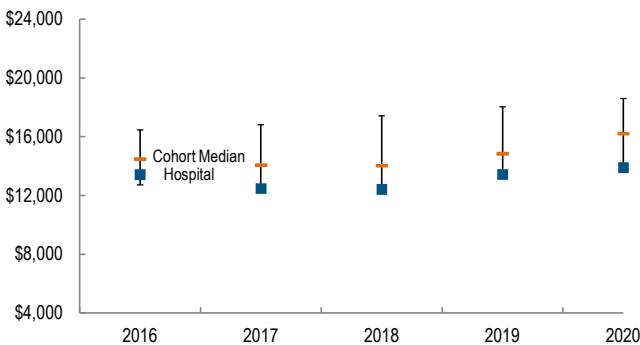


How has the volume of the hospital's outpatient visits changed compared to FY16, and how does this compare to the hospital's peer cohort median? (FY16=100)

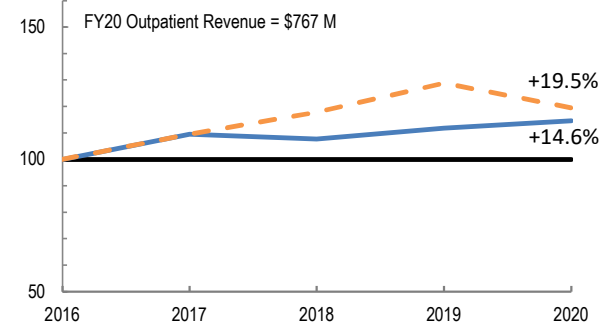


Patient Revenue Trends

What was the hospital's net inpatient service revenue³ per case mix adjusted discharge between FY16 and FY20, and how does this compare to the hospital's peer cohort median?



How has the hospital's net outpatient revenue³ changed compared to FY16, and how does this compare to the hospital's peer cohort median? (FY16=100)



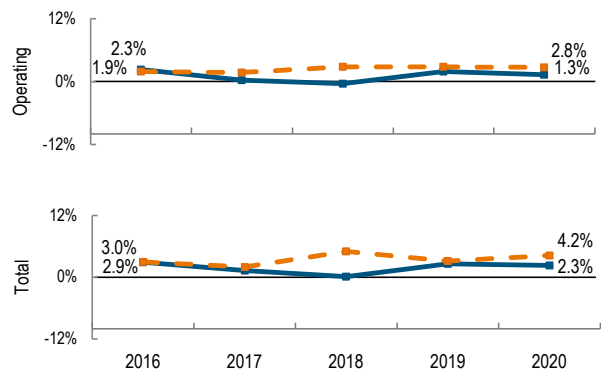
Financial Performance

How have the hospital's total revenue and costs changed between FY16 and FY20? (COVID funding affects FY20 only)

Revenue, Cost, & Profit/Loss (in millions)

FY	2016	2017	2018	2019	2020
Operating Revenue	\$ 1,621.5	\$ 1,686.4	\$ 1,731.3	\$ 1,878.8	\$ 2,018.4
COVID Funding Included in Operating Revenue					\$ 131.9
Non-Operating Revenue⁴	\$ 10.7	\$ 16.3	\$ 9.5	\$ 12.3	\$ 19.9
Total Revenue	\$ 1,632.2	\$ 1,702.7	\$ 1,740.8	\$ 1,891.1	\$ 2,038.3
Total Costs	\$ 1,584.6	\$ 1,680.8	\$ 1,739.1	\$ 1,842.8	\$ 1,991.9
Total Profit (Loss)	\$ 47.6	\$ 21.9	\$ 1.7	\$ 48.3	\$ 46.4

What were the hospital's total margin and operating margins between FY16 and FY20, and how do these compare to the hospital's peer cohort medians? (Note: FY20 margins include COVID funding)



For descriptions of the metrics, please see the technical appendix.

¹ High Public Payer Hospitals (HPP) reported a minimum of 63% of gross patient service revenue from public payers.

² For 2019 and 2020 readmission rates, a new methodology was used. These rates may not be comparable to earlier years. For more information, please see: <https://www.chiamass.gov/assets/docs/r/pubs/2022/Readmissions-Technical-Appendix-2011-2020.pdf>

³ Effective FY 2020 supplemental revenue is not included in net patient service revenue for all hospitals. Prior to FY 2020, reporting of supplemental revenue varied by hospital.

⁴ There was an accounting change adopted by most hospitals beginning in FY 2020 in which unrealized gains and losses on investments are now recognized as non-operating income