

UMass Memorial Health Care: Becoming More Affordable While We Care for Our Communities

Progress is happening throughout the UMass Memorial Health Care system. We are enhancing our patient experience at every level and investing in new opportunities that will make us more efficient while providing even higher-quality patient care.

Right now, we have an unprecedented opportunity to further ensure that you, your family and your neighbors can continue to rely on the high-quality and safe health care provided by our physicians, nurses and staff. But, we must make necessary changes to provide that care more affordably. The more than 4,000 patients we care for every day deserve nothing less.

That's why we recently expanded cancer care at our Simonds-Sinon Regional Cancer Center at HealthAlliance Hospital and broke ground for our new cancer pavilion at Marlborough Hospital, both of which are part of the expansion of the expertise and services of our Cancer Center of Excellence, which is making a positive difference in our communities. We opened a new radiology suite at UMass Memorial Medical Center. We continue work on a new emergency department at Clinton Hospital. We also expanded our Community Medical Group primary care practices throughout Central New England.

And the recently announced sale of our clinical outreach laboratory business and collaboration with Quest Diagnostics, the world leader in diagnostic testing, information and services, will allow us to work together on many fronts to provide patients and the health care community with the highest-quality diagnostic testing through the lowest-cost delivery model.

These and many other changes are taking place in the context of our ongoing focus to become more affordable.

One difficult and unfortunate — but necessary — aspect of the changes that we will have to undergo will be the impact on people and jobs. For example, we have reformed our Worcester-based employees' pension plan and adjusted our health, welfare and benefits packages to align more competitively in the marketplace.

We thank our staff and our union partners at our Worcester-based operations — State Healthcare and Research Employees (SHARE), National Association of Government Employees (NAGE), United Food and Commercial Workers (UFCW) and the New England Coalition of Public Safety (NECOPS) — for their shared sacrifice in re-aligning these benefits so we ensure they are sustainable over the long term. We continue to engage with the Massachusetts Nurses Association (MNA) to join their colleagues to make care more affordable for our patients, as we work to treat all of our employees fairly.

While we have made substantial progress — including expense reductions totaling about \$20 million on an annualized basis — more is necessary on this transformational journey. We have a plan under way to address our continued need to reduce expenses while also improving the efficiency and effectiveness of our operations.

Thank you for trusting UMass Memorial hospitals, our physicians, nurses and staff and all the members of the UMass Memorial Health Care family for your health care. And thank you to our clinicians, administrators and staff for their partnership on this transformational journey. Our mandate is to provide the right care, at the right time, at the right price for all the communities we have the privilege of serving.

Thank you for reading about UMass Memorial Health Care's work to become more affordable for our patients. We'd like to hear from you.
Email us at communications@umassmemorial.org

