

# Fact Sheet

## About Universal Health Services

Founded in 1979 by Chairman and CEO Alan B. Miller, Universal Health Services (NYSE: UHS) is one of the world's largest [and most respected](#) hospital management companies. A pioneer and leader in the industry, UHS attributes its longevity and success to an unwavering commitment to putting patients first [in all the communities](#) we are proud to call home.

UHS and its affiliates provide high quality, compassionate care across 350+ acute care hospitals, behavioral health and residential treatment facilities and outpatient centers across the U.S., Puerto Rico and the United Kingdom. UHS strives to be a provider and employer of choice and we are committed to continually enhancing our programs and service offerings to meet the needs of our patients, staff and partners. To this end, UHS consistently invests (including \$1.5 billion in the past three years alone) in facility and technology upgrades to drive innovation, improve safety and optimize the patient experience.

We also provide hundreds of millions of dollars annually in uncompensated/charity care, while also supporting and volunteering time with countless leading philanthropic organizations nationally and locally.

### Owns and Operates:

- 26 Inpatient Acute Care Hospitals
- 9 Freestanding Emergency Departments
- 6 Ambulatory Surgery Centers and surgical hospitals
- 350+ Behavioral Health Facilities

### 2018 Patients Treated:

- Over 2.6 million

### Employees:

- Over 87,000 people

### 2018 Revenues:

- \$10.7 billion

### Our Mission:

To provide superior quality healthcare services that:  
PATIENTS recommend to family and friends,  
PHYSICIANS prefer for their patients,  
PURCHASERS select for their clients,  
EMPLOYEES are proud of, and  
INVESTORS seek for long-term returns.

### Our Principles:

We provide superior quality patient care  
We value each member of our team and all their good work  
We are committed to being a highly ethical healthcare provider  
We are devoted to serving our local community

## **UHS Clinical Quality Reputation, Accomplishments and Awards:**

We have a longstanding, independently validated and evidence-based record of providing quality healthcare services to patients and their families:

- All UHS hospitals are fully accredited by independent organizations including The Joint Commission (TJC) and/or Commission on Accreditation of Rehabilitation Facilities (CARF), whose rigorous clinical assessment protocols are widely respected throughout the healthcare industry. Many facilities also hold advanced specialty accreditations.
- In the 40-year history of UHS, no facility has failed to be accredited or re-accredited by TJC or any other CMS-deemed organization.

### ***Behavioral Health Division***

- In the past three years, UHS Behavioral Health (BH) facilities underwent 300+ Joint Commission (TJC) surveys with a 100% success rate for re-accreditation.
- Between 2012 and 2015, 83 UHS facilities (including 69 in the Behavioral Health Division) were publicly designated as *Top Performers on Key Quality Measures*® by TJC. In the BH Division, over half of UHS's eligible facilities received this quality recognition during the program's four-year existence. To be a *Top Performer*, a facility was required to achieve performance of 95% or above on HBIPS (Hospital Based Inpatient Psychiatric Services) accountability metrics for the prior calendar year.
- While TJC abated the *Top Performer* program in 2016, UHS BH facilities continue to routinely exceed the national average in HBIPS scores while also receiving other laudable distinctions. For example, Hartgrove Hospital was the first hospital in the nation to be awarded a rigorous Disease-Specific Certification for Trauma-Informed Care from TJC.
- All UHS BH hospitals participate in CMS' Inpatient Psychiatric Facility Quality Reporting Program (IPFQR) used by over 1,600 BH hospitals across the U.S. to measure a broad set of evidence-based clinical practices linked to positive patient outcomes and are published on CMS' Hospital Compare web site. **UHS BH hospitals' aggregated results regularly exceed national and state averages and the scores of its major BH multi-facility competitors.**
- Between January 2015 and June 2018, over one million UHS BH patients completed anonymous patient satisfaction surveys (with nearly 70% return rate). On a five-point scale (1 being low and 5 being very high), **UHS patients rated their overall satisfaction during this period at 4.5<sup>1</sup>, with 92% indicating that they felt better after care.<sup>2</sup>**
- In 2017, 166 UHS BH facilities and RTCs representing 571 distinct treatment programs captured evidence based clinical outcomes measures for 137,240 patients. UHS continues to dramatically expand use of these tools to benchmark performance and enhance our patients' quality of life. In the past year approximately 75% of UHS BH patients exhibited statistically meaningful improvement.

### ***Acute Care Division (medical-surgical hospitals and outpatient centers)***

Many quality awards and recognitions have been attained by our hospitals in the past 3 years, including:

- **American Heart Association®/American Stroke Association®** Get With The Guidelines® Stroke Participation Certificate
- **American Heart Association®/ American Stroke Association's®** Heart-Check Mark for Advanced Primary Stroke Center Certification.
- **National Hospital Organ Donation Campaign Award**
- **Healogics®**, Center of Excellence Awards for Wound Care
- **The Joint Commission Pioneer Quality** – 2017 Data Contributor
- **The Joint Commission and the American Heart Association®/American Stroke Association®** Comprehensive Stroke Center, one of less than 3% of U.S. hospitals

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<sup>1</sup> All scores are rounded up to the nearest decimal point. UHS' BH Division scores were 4.47 in 2015, 4.46 in 2016, 4.47 in 2017 & 4.45 in through Q2 2018.

<sup>2</sup> See UHS 2017 Annual Report, at 18, available at <https://uhsinc.gcs-web.com/static-files/1b87501f-c3e4-4eca-9722-377f4238e7f9>

- **Leapfrog Group** “A” Hospital Safety Grade and Top Hospital designations
- **World Health Organization (WHO) and the United Nations Children’s Fund (UNICEF) Baby-Friendly Hospital Initiative (BFH)**, a global program to recognizing hospitals that offer an optimal level of care for infant feeding and mother/baby bonding
- **Healthgrades®** Patient Safety Excellence Award recognizing hospitals in the top five percent in the nation for safety
- **Healthgrades®** America’s 100 Best in Coronary Intervention, Overall Cardiac Care
- **Healthgrades®** America’s 50 Best in Cardiac Surgery
- **Blue Cross/Blue Shield Association Blue Distinction®** Center for Maternity Care
- **Commission on Cancer (CoC) Accreditation** with Commendation (2016-2019).
- **Texas Department of State Health Services** Texas Mother Friendly Worksite
- **Aetna Institute of Quality** for Bariatric Surgery
- **Optum Health** Bariatric Center of Excellence for Bariatric Surgery
- **International Lactation Consultant Association® (ILCA)** Excellence in lactation Award
- **Immunize Nevada** Silver Syringe Award for Immunization Rates of 90%+

#### **Business and Financial Stewardship Recognition:**

UHS is respected for its financial stewardship and business success in the healthcare industry. The company has built an impressive record of achievement and performance, growing since inception into a Fortune 500 corporation (ranked #293 in 2019) with annual revenues of \$10.7 billion. UHS has been recognized with awards and esteemed rankings including:

- Fortune Magazine *Worlds’ Most Admired Companies* for 9 Years in a Row (including 2019)
- *Fortune 500* list (#293 in 2019)
- Forbes Magazine’s inaugural *America’s Top 500 Public Companies* (#275 in 2017)
- Business Insider / Payscale *30 Most Meaningful Companies to Work for in America*, based on the overwhelming number of our employees rating their work as having “high job meaning.”
- Alan B. Miller has been named to the Modern Healthcare ‘100 Most Influential People in Healthcare’ for 16 consecutive years.

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