

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 largest [and most respected](#) providers of hospital and healthcare services in the U.S. and the United Kingdom. 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 superior quality care across 400 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 \$1.9 billion in the past three years) 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
- 14 Freestanding Emergency Departments
- 6 Ambulatory Surgery Centers and 1 surgical hospital
- 328 Inpatient Behavioral Health Facilities
- 21 Outpatient Behavioral Health Facilities

2019 Patients Treated:

- Approximately 3.5 million

Employees:

- 90,000 people

2019 Revenues:

- \$11.4 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 CARF.

Behavioral Health Division

- Between 2015 and 2019, UHS Behavioral Health (BH) facilities underwent 600+ TJC surveys with all achieving and maintaining accreditation.
- UHS BH facilities continue to routinely exceed the national average in HBIPS scores while also receiving other laudable distinctions. For example, in 2019, 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 averages and the scores of its major BH multi-facility competitors.**
- In 2019, nearly 370,000 UHS BH patients completed anonymous patient satisfaction surveys. On a five-point scale (1 being low and 5 being high), **UHS patients rated their overall satisfaction during this period at 4.5, with 91% indicating that they felt better after care.** And 86% indicated they would refer a friend or family member in need of care¹
- In 2019, 171 UHS BH facilities representing 866 distinct treatment programs captured evidence-based clinical outcomes measures for 267,263 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.**
- **Garfield Park Behavioral Hospital** was winner 2019 Quality Excellence Achievement Award for Patient and Family Engagement Award from Illinois Health and Hospital Association (IHA) based on presentation of evidence-based practices and quality outcomes.
- **Arrowhead Behavioral Health (OH), Calvary Healing Center (AZ), La Amistad (FL), Schick Shadel Hospital (WA), Summit Oaks Hospital (NJ), University Behavioral Center (FL), Wekiva Springs (FL)** earned Horizon Blue Cross Blue Shield's Blue Distinction[®] Center for Substance Use Treatment and Recovery (as of March 2020)
- **Texas NeuroRehab** earned Joint Commission's Gold Seal of Approval[®] for Brain Injury Rehabilitation by demonstrating continuous compliance with its performance standards. The Goal Seal is a symbol of quality that reflects the facility's commitment to providing safe and quality patient care.
- **Cygnets Cedars** and **Cygnets Sherwood Lodge** earned an "Outstanding" rating from Care Quality Commission "Outstanding" in all five Key Lines of Enquiry (KLOEs)— Safe, Effective, Caring, Responsive, and Well-Led. They are the only two services of their type in the nation to achieve this. **Cygnets Elms** earned "Outstanding" ratings in all five KLOEs in June 2018.
- In May 2019, all six of Cygnets' learning disability and autism services held overall "Outstanding" ratings.

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:

- **Centers for Medicare & Medicaid Services (CMS)**' 5-star Medicare Hospital Compare Rating, the highest rating for quality from this organization
- **Leapfrog Group** "A" Hospital Safety Grade, Top General and Top Teaching Hospital designations

¹ UHS' 2019 By the Numbers

- **U.S. News & World Report's** Best Regional Hospital
- **TJC Pioneer Quality** –2019 Data Contributor
- **Healthgrades®** Patient Safety Excellence Award™ recognizing hospitals in the top 10% in the nation for patient safety
- **Healthgrades®** America's 50 Best Hospitals for Cardiac Surgery and America's 100 Best Hospitals for Cardiac Care and General Surgery
- **The Joint Commission** and the **American Heart Association®/American Stroke Association®** Comprehensive Stroke Center, one of about 4% of U.S. hospitals
- **American Heart Association®/American Stroke Association's®** Get With The Guidelines® Target: Stroke Honor Roll Elite Plus Gold Plus Stroke Quality Achievement Award
- **American Heart Association®/ American Stroke Association's®** Heart-Check mark for Advanced Primary Stroke Center Certification.
- **American Heart Association® Mission: Lifeline® Gold Receiving Quality Achievement Award**
- **American College of Cardiology's** NCDR ACTION Registry Platinum Performance Achievement Award, an honor only given to 203 US hospitals
- **Commission on Cancer Accreditation** with Commendation (2016-2019)
- **Lung Cancer Alliance's** Screening Center of Excellence
- **National Hospital Organ Donation Campaign Award**
- **Healogics®**, Center of the Year and President's Circle Center of Excellence for Wound Care
- **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
- **International Board of Lactation Consultant Association®** Examiner's Award of Excellence in lactation
- **Premier's Hospital Improvement Innovation Network Award**, one of 27 hospitals nationwide that excel in patient safety
- **TJC's** Gold Seal of Approval for Total Hip and Total Knee Replacement
- **TJC's** Disease-Specific Certification for Trauma-Informed Care, making UHS the first to receive the award in the U.S.
- **Women's Choice Awards** for America's Best Hospitals Patient Safety and America's Best Stroke Centers
- **Blue Cross Blue Shield's** Blue Distinction Center / Blue Distinction Center + Designation – Knee and Hip Replacement
- **Blue Cross Blue Shield's** Blue Distinction Center / Blue Distinction Center + Designation – Maternity Care
- **Blue Cross Blue Shield's** Blue Distinction Center / Blue Distinction Center + Designation – Bariatric Surgery
- **Blue Cross Blue Shield's** Blue Distinction Center – Spine Surgery²

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 with annual revenues of \$11.4 billion. UHS has been recognized with awards and esteemed rankings including:

- *Fortune Magazine* World's Most Admired Companies for 10 Years in a Row (including 2020)
- *Fortune 500* list (#281 in 2020)
- *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." (2015)
- Alan B. Miller named to *Forbes'* "America's Most Innovative Leaders" ranking (#95 in 2019)

² This facility indicated voluntarily that Radiologists, Anesthesiologists, Pathologists, Hospitalists, and Intensivists who provide services for elective (scheduled) procedures related to this Blue Distinction Specialty Care program are in the local Plan's Blue Card PPO network.

- Alan B. Miller has been named to the *Modern Healthcare* '100 Most Influential People in Healthcare' for 17 consecutive years (including 2019).
- In 2019, Alan B. Miller received the Admiral Charles Le Moyne Distinguished Civilian Award from the Ben Franklin Global Forum in recognition of his leadership and accomplishments in providing behavioral healthcare to active duty military, veterans and their families.

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