

# 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 more than 400 acute care hospitals, behavioral health facilities, outpatient facilities and ambulatory care access points 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 \$2.2 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:

- 28 Inpatient Acute Care Hospitals
- 19 Freestanding Emergency Departments
- 6 Ambulatory Surgery Centers and 1 Surgical Hospital
- 335 Inpatient Behavioral Health Facilities
- 14 Outpatient Behavioral Health Facilities

### 2021 Patients Treated:

- Approximately 3.2 million

### Employees:

- 89,000 people

### 2021 Revenues:

- \$12.6 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.

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

- UHS BH facilities continue to routinely exceed the national average in TJC's Hospital-Based Inpatient Psychiatric Services (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 1,500 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 2021, approximately 360,000 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 4.4, with 91% indicating that they felt better after care<sup>1</sup>.**
- In 2021, 170 UHS Behavioral Health facilities with 888 distinct treatment programs captured evidence-based clinical outcomes measures for nearly 310,000 patients. UHS continues to dramatically expand use of these tools to benchmark performance and enhance our patients' quality of life. **We are pleased that UHS can demonstrate that of patients measured, approximately 77% exhibited statistically meaningful improvement using patient self-report rating scales<sup>1</sup>.**
- We measure loyalty using the question, "How likely would you be to recommend this facility to a friend or family member?" In 2021, the UHS Behavioral Health Division's Net Promoter Score was 37.1, which represents the **percent** of promoters minus the **percent** of detractors. This score is considered very good by industry standards.
- **Arrowhead Behavioral Health (OH), Black Bear Treatment Center (GA), Calvary Healing Center (AZ), La Amistad (FL), Schick Shadel Hospital (WA), Summit Oaks Hospital (NJ), Talbott Recovery Dunwoody (GA), University Behavioral Center (FL), and Wekiva Springs (FL)** earned Blue Cross Blue Shield's Blue Distinction® Center for Substance Use Treatment and Recovery.
- **PRIDE Institute (MN) and The Ridge Behavioral Health (KY)** among Newsweek's Best Addiction Treatment Centers 2021 list.
- **TMC Behavioral Health Center (Texas) earned Cigna Center of Excellence designation for Adult Mental Health in 2021. The program evaluates patient outcomes and cost data for network-participating providers.**
- **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.
- **Cygnnet Health Care** facilities consistently maintain our high standards across the portfolio; 82% are rated Good or Outstanding by U.K. regulators.
- **Cygnnet Meadows Mews and Cygnnet Heathers** gained Approved Provider accreditation with Headway, the Brain Injury Association.

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<sup>1</sup> UHS' 2021 By the Numbers

### **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
- **U.S. News & World Report's** Best Regional Hospital
- **Healthgrades**<sup>®</sup> Patient Safety Excellence Award™ recognizing hospitals in the top 10% in the nation for patient safety, with lowest occurrences of 14 preventable patient safety events
- **Healthgrades**<sup>®</sup> America's 50 Best Hospitals for Cardiac Surgery and America's 100 Best Hospitals for Cardiac Care, General Surgery, Joint Replacement and Prostate Surgery
- **The Joint Commission** and the **American Heart Association**<sup>®</sup>/**American Stroke Association**<sup>®</sup> Comprehensive Stroke Center, one of about 4% of U.S. hospitals
- **The Joint Commission and the American Heart Association**<sup>®</sup> Advanced Certification as a Primary Heart Attack Center
- **American Heart Association**<sup>®</sup>/**American Stroke Association's**<sup>®</sup> Get With The Guidelines<sup>®</sup> Target: Stroke Honor Roll Elite Plus
- **American Heart Association**<sup>®</sup>/**American Stroke Association's**<sup>®</sup> Get With The Guidelines<sup>®</sup> Gold Plus Stroke Quality Achievement Award
- **American Heart Association**<sup>®</sup>/**American Stroke Association's**<sup>®</sup> Heart-Check Mark for Advanced Primary Stroke Center Certification
- **American Heart Association**<sup>®</sup> **Mission: Lifeline**<sup>®</sup> Gold Plus STEMI Receiving Center Quality Achievement Award
- **American College of Cardiology's** NCDR Chest Pain – MI Registry Gold Performance Achievement Award, an honor given to only 124 hospitals nationwide
- **National Hospital Organ Donation Campaign Award**
- **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**<sup>®</sup> Examiner's Award of Excellence in lactation
- **TJC's** Gold Seal of Approval for Total Hip and Total Knee Replacement
- **Women's Choice Awards** for America's Best Hospitals for Patient Safety, America's Best Hospitals for Bariatric Surgery, America's Best Hospitals for Emergency Care, America's Best Hospitals for Obstetrics, and America's Best Stroke Centers
- **Newsweek's World's** Best Hospitals 2022 – United States
- **Society for Obstetric Anesthesia and Perinatology's** Center of Excellence designation, recognizing just 70 institutions and programs worldwide that demonstrate excellence in obstetric anesthesia care, sets a benchmark level of expected care to improve the standards nationally, and provides a broad surrogate quality metric of institutions providing obstetric anesthesia care.
- **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 Surgery

### **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 \$12.6 billion. UHS has been recognized with awards and esteemed rankings including:

- *Fortune Magazine* World's Most Admired Companies for 12 Years in a Row (including 2022)

- *Fortune 500* list (#270 in 2021)
- *Forbes Magazine's* ranking of U.S.' Largest Public Companies (#307 in 2021)
- Alan B. Miller named to *Forbes' "America's Most Innovative Leaders"* ranking (#95 in 2019)
- 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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**Revision Date: March 2022**