

# Fact Sheet

## About Universal Health Services, Inc.

Founded in 1979 by Executive Chairman Alan B. Miller, Universal Health Services, Inc. (NYSE: UHS) is one of the largest [and most respected](#) providers of hospital and healthcare services in the U.S. and the United Kingdom. Under the leadership of President and CEO Marc D. Miller, UHS continues to be a pioneer and leader in the industry. We attribute our 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 patients, staff and partners. To this end, UHS consistently invests (including more than \$2.3 billion in the past three years) in facility and technology upgrades to drive innovation, improve safety and optimize the patient experience.

We also provide billions of dollars annually in uncompensated/charity care to Acute Care patients, while also supporting and volunteering time with countless leading philanthropic organizations nationally and locally.

## Through its Subsidiaries, UHS Owns and Operates:

- 27 Inpatient Acute Care Hospitals
- 27 Freestanding Emergency Departments
- 10 Acute Care Outpatient Centers and 1 Surgical Hospital
- 333 Inpatient Behavioral Health Facilities
- 10 Outpatient Behavioral Health Facilities

## 2023 Patients Treated:

- Approximately 3.6 million

## Employees:

- Approximately 96,700 people

## 2023 Revenues:

- \$14.3 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.
- All UHS BH Medicare 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 for the majority of metrics evaluated.**
- In 2023, more than 378,500 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 2023, 172 UHS Behavioral Health facilities with 968 distinct treatment programs captured severity rating scales for more than 425,700 patients. UHS continues to expand its use of these tools to benchmark performance and enhance our patients' quality of life. **Overall, 83% of our participating patients experience statistically meaningful improvement on patient and informant symptom 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 2023, the UHS Behavioral Health Division's Net Promoter Score was 40, which represents the **percentage** of promoters minus the **percentage** of detractors. This score is considered very good/great by industry standards.
- **Black Bear Lodge (GA), PRIDE Institute (MN), Skywood Recovery (MI), Talbott Recovery (GA) and The Ridge Behavioral Health System (KY)** were on Newsweek/Statista's America's Best Addiction Treatment Centers 2024 list.
- **Arrowhead Behavioral Health (OH), Black Bear Lodge (GA), Calvary Healing Center (AZ), La Amistad Behavioral Health Services (FL), Popular Springs Hospital (VA), Summit Oaks Hospital (NJ), Talbott Recovery (GA), Talbott Recovery Dunwoody (GA), University Behavioral Center (FL) and Wekiva Springs Center (FL)** earned Blue Cross Blue Shield's Blue Distinction® Center for Substance Use Treatment and Recovery.
- **Hill Crest Behavioral Health's Higdon Hill School** named a Cognia School of Distinction in 2022.
- **Cygnnet** facilities consistently maintain our high standards across the portfolio; 83% of services evaluated are rated Good or Outstanding by U.K. regulators.
- 100% of inpatient schools in **Cygnnet's** Child and Adolescent Mental Health Services rated "Good" by the Office for Standards in Education, Children's Services and Skills.

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<sup>1</sup> UHS' Our Impact in 2023 - 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)** Five-Star Overall Hospital Quality Rating, a designation given based on performance across key quality measures (e.g., safety of care, readmission rate)
- **The Leapfrog Group** “A” Hospital Safety Grade, Top General and Top Teaching Hospital designations
- **Newsweek/Statista’s** World’s Best Hospitals – United States
- **U.S. News & World Report’s** Best Regional Hospitals
- **Healthgrades®** 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®** Outstanding Patient Experience Award™ for overall patient experience based on nine measures, including hospital cleanliness, noise levels, post-discharge care instructions, among others
- **Press Ganey’s** Human Experience (HX) Guardian of Excellence Award® – Emergency Department Site for Patient Experience
- **Women’s Choice Awards** for 100 Best Hospitals for Patient Experience and America’s Best Hospitals for Patient Safety
- **American College of Surgeons’** Level 1 and II Trauma Center designations
- **The Joint Commission (TJC)** and the **American Heart Association® (AHA)/American Stroke Association®(ASA)**’s Advanced Certification as a Primary Heart Attack Center
- **AHA/ASA’s** Get With The Guidelines Gold Plus Heart Failure Award
- **American Heart Association®** Mission: Lifeline® Gold Plus STEMI Receiving Center Quality Achievement Award and Mission: Lifeline® Gold NSTEMI Quality Achievement Award
- **National Cardiovascular Data Registry/American College of Cardiology,** Chest Pain, MI Registry, Platinum Performance Achievement Award
- **Healthgrades®** America’s 100 Best Hospitals for Cardiac Care, Gastrointestinal Surgery, General Surgery, Prostate Surgery and Spine Surgery
- **Women’s Choice Awards** for America’s Best Hospitals for Bariatric Surgery, Emergency Care, Minimally Invasive Surgery
- **Healthgrades®** America’s 100 Best Hospitals for Joint Replacement
- **Newsweek/Statista’s** America’s Best Physical Rehabilitation Centers
- **TJC’s** Gold Seal of Approval for Advanced Certification for Total Hip and Total Knee Replacement
- **Uniform Data System for Medical Rehabilitation** (now part of Netsmart) top 10% of inpatient rehabilitation facilities in the United States
- **Healthgrades®** Five-Star Recipient C-Section Delivery, Gynecologic Procedures and Hysterectomy
- **Newsweek/ Statista’s** America’s Best Maternity Hospital
- **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.
- **U.S. News & World Report’s** Best Hospitals for Maternity Care (Uncomplicated Pregnancy)
- **Women’s Choice Awards** for America’s Best Hospitals for Comprehensive Breast Cancer Center, Mammogram Imaging Center, Obstetrics and Women’s Services

**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 \$14.3 billion. UHS has been recognized with awards and esteemed rankings including:

- **Fortune** magazine World's Most Admired Companies for 14 Years in a Row (including 2024)
- **Fortune 500** list (#299 in 2024)
- #399 among U.S. companies on **Forbes** Magazine's Global 2000 World's Largest Public Companies (2024)
- **American Opportunity Index** - Top 100 Employers of Choice, a measurement of how well America's largest companies drive economic mobility and positive career outcomes for their employees (#56 out of 100; #1 in Medical Care Facilities category in 2024)
- **Philadelphia Business Journal's** Largest Health Systems in the Greater Philadelphia area (#6 in 2024)
- **Philadelphia Business Journal's** Largest Public Companies in the Philadelphia area (#5 in 2024)
- **Modern Healthcare's** Largest Hospital Systems (#20 in 2024)
- **Newsweek's** America's Greatest Workplaces 2024 for Diversity
- **Press Ganey's** 2023 Human Experience (HX) Guardian of Excellence Award® winner
- Marc D. Miller named among **CEOWORLD** magazine's list of the World's Most Influential CEOs and Business Executives of 2024, **Philadelphia Business Journal's** 2024 Most Admired CEOs and **The CEO Forum Group's** Top 10 CEOs Transforming Healthcare in America in 2023.
- Marc D. Miller and Steve Filton, Executive Vice President and Chief Financial Officer, were also recognized among **Becker's Hospital Review** list of top performing CEO/CFO for health systems and hospitals.
- Marc D. Miller named to the **Modern Healthcare's** '100 Most Influential People in Healthcare' (2022)
- Alan B. Miller named to the **Modern Healthcare's** '100 Most Influential People in Healthcare' for 17 consecutive years (2003-2019)

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