

# **UMass Memorial Health Care: Securing Our Future While We Continue to Care for Our Community**

We know that you read and hear stories daily about changes in health care.

- The cost of health care is increasing, including health insurance premiums for both employers and families. We spend \$2.5 trillion on health care annually in the United States — triple what we spent 20 years ago.
- Yet, hospitals often are being paid less than it actually costs to provide care. Payment rates by Medicare, Medicaid and private insurers are dropping so quickly our nation's health care providers are at risk.
- Fewer patients are seeking care because of the difficult economic climate and high copays.
- Both Massachusetts and federal health reform have introduced uncertainty as to how care will be delivered and paid for in the future.

At UMass Memorial Health Care hospitals and physician practices, the shifting health care landscape is making it increasingly difficult to provide high-quality, affordable care for our patients. As the region's largest health care provider, we are committed to reducing costs and improving health care. Therefore, to better meet the needs of our patients, we are working hard to change some of the ways our system of care operates.

We see this as an unprecedented opportunity to further ensure that you, your family and your neighbors can continue to rely on the high-quality and safe care that our physicians, nurses and other staff so ably deliver.

Transforming our organization to be the health care system of tomorrow is challenging. We are putting in place a comprehensive plan that focuses on quality care, community needs and lower costs. You will be hearing more from us about the steps we are taking.

As we change to meet the times, we know the critical role we play in Central New England. We will always be here to give you high-quality, safe care; to deliver a great workplace experience for our employees; and to nurture the longstanding relationships we have with the communities we serve.

Thank you for trusting UMass Memorial hospitals and physicians for your health care. And thank you to our clinicians, administrators and staff for their partnership on this journey to ensure that UMass Memorial continues to be one of the best places to give and to receive care.

**Thank you for reading about our UMass Memorial Health Care work to become more affordable for our patients. We'd like to hear from you. E-mail us at [communications@umassmemorial.org](mailto:communications@umassmemorial.org).**

