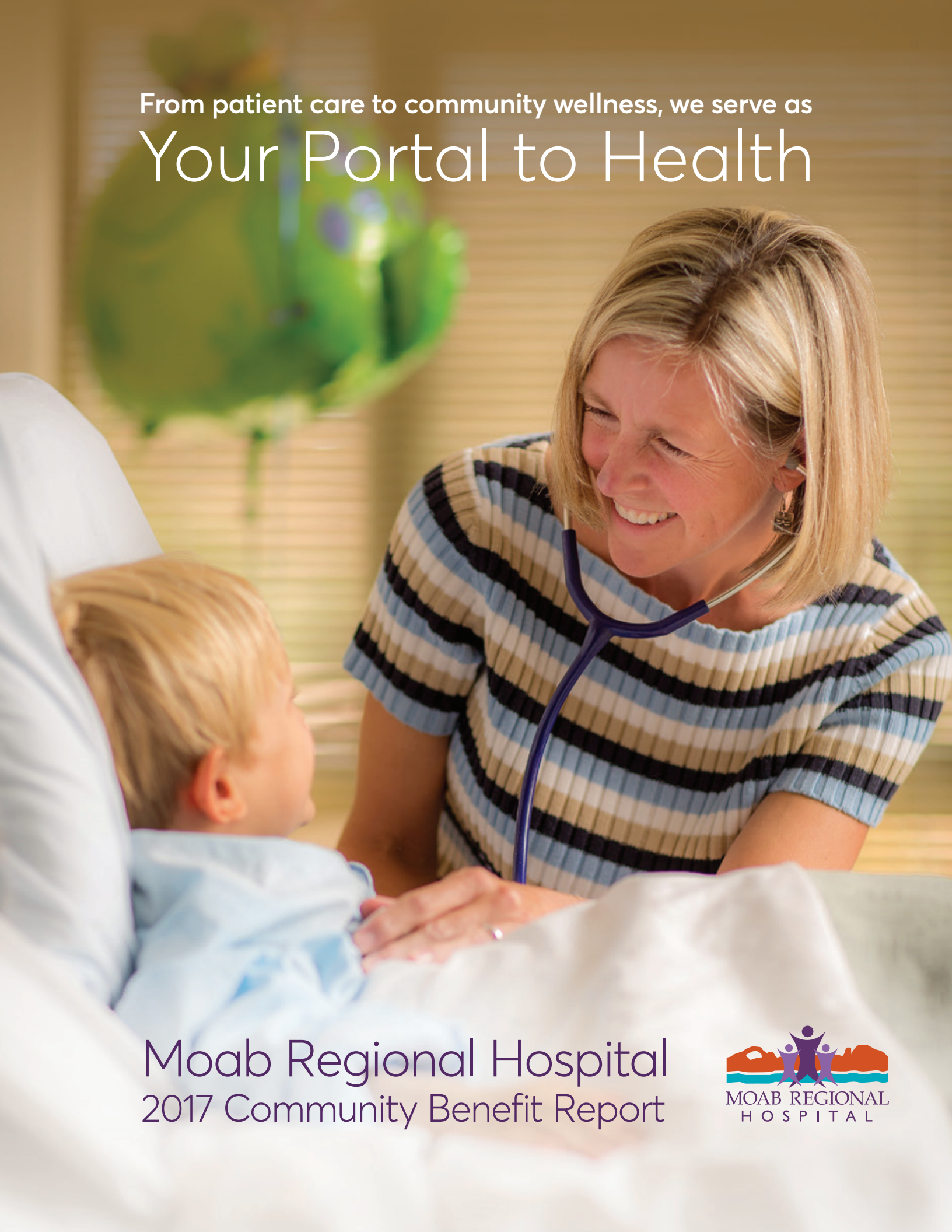
From patient care to community wellness, we serve as

Your Portal to Health



Moab Regional Hospital

2017 Community Benefit Report

MOAB REGIONAL HOSPITAL

MOAB REGIONAL HOSPITAL

Letter from the CEO

I'm proud to share our Annual Report with you, a document which reflects the accomplishments and dedication of an extraordinary team of people. 2017 was a year marked by significant growth at Moab Regional Hospital. Our major accomplishments of the year focused on expanding and developing healthcare services requested by our community and improving quality and the patient experience through a variety of initiatives.

On the first day of the year, Moab Family Medicine joined our team of employed physicians at the hospital. In an increasingly complex world of regulations, reporting and reimbursement models, joining forces allows the family practice physicians to focus on caring for their patients while we support them with the rest of the rigmarole of practice management. Mid-year, Dr. Pablo Johnson joined our team of family practice providers and we added a clinic-based social worker to assist with mental and behavioral health care coordination. In our specialty clinic, we added two new visiting specialists- gynecology and urology services are now available locally!

We determine our direction of growth at Moab Regional Hospital by evaluating data and listening to our community's concerns. Our Community Health Needs Assessment in 2016 identified Substance Use Disorder and Access to Affordable Care as primary health concerns in our community. After preparing the ground work for several years, in 2017 we began caring for patients through a new Addiction Medicine Clinic that provides medication assisted therapy for people with opioid substance use disorder. We also opened Moab Regional Urgent Care on September 1st, providing affordable access to medical providers after-hours and on the weekends.

At Moab Regional Hospital, we are committed to providing exceptional care because our patients are our neighbors, teachers, local business owners; those we greet with a smile in the grocery store and cheer alongside at our children's sport events. I thank the many members of our team, including the Hospital Board, the Executive and Management teams, medical staff, employees, and the many community partners who we work with for their compassion, service, and commitment to patient- and family-centered care. Thank you for your trust in allowing our family to care for your family.

Jennifer Sadoff CHIEF EXECUTIVE OFFICER

2017 Board of Directors

Sue Kirkham BOARD CHAIR

Kim Brandau, MD
Sam Crane
David Everett
Robert Farnsworth
Doug Fix
Dee Gulledge
Bob Jones
Beth Logan
Jonas Munger, MD

Thank you:

Mike Bynum served as the Board Chair eleven years and retired from the position in 2017. Taking on a pivotal role in the hospital construction process, building ties with family practice, and now as a member of the Moab Healthcare Foundation board, Mike has always been a champion for improving and expanding healthcare in Moab.

Thank you for your service, Mike.

Mission

Our dedicated team puts the patient first, delivers quality cost-effective healthcare and promotes wellness to all we serve

Vision

From patient care to community wellness,
Moab Regional Hospital serves as your Portal to Health

Values

Compassion, Honesty, Excellence

MOAB REGIONAL HOSPITAL

Committed to Community Health

Taking Action

In 2017, Moab Regional Hospital developed a **CHNA Strategic Plan** program which outlines actions that will be taken in upcoming years. The Strategic Plan drives our efforts to directly address Grand County's **top community health concerns**.

Click to view the Plan:
Community Health Needs Assessment

Community Health Needs Assessment

Community Health Needs Assessments (CHNA) give non-profit hospitals a better picture of the community's top health concerns. The CHNA Report helps us prioritize program development and organizational growth in areas that we know are important to our community. MRH is required to conduct a CHNA every three years.

Here's what our 2016 Report focused on:

Top community health concerns

- Alcohol/Substance Abuse
- Cancer
- Obesity
- Mental Health Issues
- Access to care

Criteria for a healthy community

- Access to health care
- Affordable housing
- Good jobs/healthy economy
- Healthy behaviors and lifestyles

Plan for improving access to care

- Removal of cost barriers
- More primary care providers
- More specialists
- Outpatient services

Community Wellness

MRH Wellness Lectures

Over 100 community members received health education through a free wellness lecture series. Topics covered skin cancer prevention, grief support, disease prevention, diabetes, and more.

Community Effort Support

Numerous health events are sponsored or supported by MRH each year including: Moab Pride Festival, Moab Senior Games, and Skinny Tire Festival. MRH also sponsors several sports teams and student organizations. Active people are healthier people and lead happier lives.

Childbirth Preparation Education

20 families were served by the MRH Labor and Delivery Department which offers resources for new parents including orientations to the facility, a childbirth preparation course, and breast feeding class.

Youth Education

Over 100 students received health education led by MRH. Middle school students learned about the cardiovascular system by dissecting cow hearts, 5th grade students at HMK Elementary School and Moab Charter School received Maturation Education, and teens received anatomy and sex education in partnership with Planned Parenthood Association of Utah.

Low-cost Sports Physicals for Student Athletes

48 student athletes received physicals at Moab Regional Health Center's annual lost-cost sports physical fundraiser. Providers donated their time to perform physicals, and proceeds from copays were given to the Grand County High School Athletic Department.

Health Fair and Low-cost Blood Draw

303 community members had their blood tested at the annual Low Cost Blood Draw which offers blood tests for just $60. Typically, this panel of tests would cost a patient over $600. Dozens of Moab residents also visited the 2017 Health Fair, where they received their lab results. The Health Fair featured booths from various healthcare providers in the region.

St. Mary's Blood Drive

Over 219 community members donated blood through the St. Mary's Bloodmobile events hosted at MRH. St. Mary's supplies the blood used for transfusions and traumas at the hospital.

Community Wellness
219 community members
20 families
48 student athletes
Dozens of Moab residents

1,411 imaging/x-rays 252 telemedicine patients
585 surgeries 58,468 lab tests
1,879 EKGs 71,865 patient meals served
Community Care

MOAB REGIONAL HOSPITAL

Community Care

585 Surgeries

Kim Brandau, M.D. is the general surgeon at Moab Regional Hospital and performs a wide variety of procedures. Michael Quinn, M.D., the facility's orthopedic surgeon, treats minor to serious injures needing orthopedic surgical intervention. Additional surgeries performed: gynecology, podiatry, urology, and C-sections.

252 Telemedicine patients

Telestroke is a videoconferencing system that allows an MRH Emergency Department physician to consult with a University of Utah neurologist in real time in order to provide stroke victims with remote diagnosis and treatment. This service is vital in providing quick care for stroke victims who live in our rural community.

71,865 Meals served

The Portal Grill at the hospital provides room service to all in-patients at the hospital and residents of Canyonlands Care Center, and also serves as a full cafeteria for hospital staff during the day.

1,879 EKGs

EKG tests are among the most utilized tests within our Cardiopulmonary Department. This noninvasive test can measure many aspects, from how fast the heart beats to how well its chambers conduct electrical energy.

11,411 Imaging/X-rays

The hospital's state of the art imaging equipment is available 24/7 to our patients. This includes mammography for breast cancer screening, ultrasound, MRI, CT, and DEXA bone density scanning.

635 Wound care/Infusion patients served

The Wound Care and Infusion Center serves patients who have cancer or other chronic diseases. The nursing team, certified by the Oncology Nursing Society, works with patients and their off-site oncologists to provide many of their necessary cancer services locally, eliminating some travel for care.

58,468 Lab tests

The laboratory offers many services from simple blood count and urine tests to hematology and immunology services overseen by a consulting pathologist.

Clinic Highlights

Clinics are the heartbeat of Moab Regional Hospital. Community members utilize the clinics on a regular basis for their yearly checkups, specialist appointments, and urgent care.

Urgent Care Clinic

In order to offer a more affordable alternative to the emergency room, Moab Regional Urgent Care was opened on September 1, 2017 to serve residents and visitors alike. There was a significant demand for this type of non-emergency medical care in the community including after-hours access. Urgent Care expands the opportunities to quickly see a provider for non-life threatening immediate needs such as animal or insect bites, minor broken bones, sprains, allergies, or urinary tract infections.

Specialty Clinic

Along with full-time in-house surgeons, various specialists visit the facility so that Moab residents can access specialty care locally. Visiting specialties are chosen based on availability in the region as well as community need. **See page 11 for a complete list of specialties offered.**

Family Medicine Clinic

On January 1, 2017, the providers and staff of Moab Family Medicine joined the Moab Regional Hospital team. Family medicine physicians also provide hospital inpatient care as well as obstetric services. Also in 2017, a clinic-based social worker was hired to manage a behavioral health program to provide children with mental health screening at well-child check-ups. This allows for earlier development of mental health wellness treatment plans.

Opioid Addiction Clinic

The opioid crisis is a growing epidemic and Utah has one of the highest overdose rates in the country. In April 2017 two MRH physicians, Dr. Steven Rouzer and Dr. Phil Kopell, began seeing patients in a clinic to treat individuals with Opioid Substance Use Disorder. The clinic is the result of a two-year partnership with the University of Utah's Neuropsychiatric Institute, which guided MRH in the development of the current clinic model.

Addiction 19 2,853 Specialty Visits
Clinics – the heartbeat of MRH
Family Medicine 21,221 Urgent Care 1,332

MOAB REGIONAL HOSPITAL

Department Highlights

From the beginning to end of life, Labor and Delivery and Hospice serve the community while the Emergency department provides critical trauma care for residents and visitors alike.

Labor and Delivery Department – New Services

In early 2017, the Labor and Delivery Department began offering hydrotherapy as a comfort technique for laboring women. Women who participate in hydrotherapy during birth report a greater comfort level during labor and increased satisfaction with their childbirth experience. Nitrous oxide was also added in 2017 as an effective pain management technique.

Emergency Department

Many of the patients who find themselves in the Emergency Room are there because of accidents on the trails. The Moab area is full of destinations for outdoor recreation, which in turn creates many opportunities for accidents while playing outside.

Bicycling injuries were the most common followed by hiking and motorcycling/dirt biking. Some areas where people are most prone to injury include the Whole Enchilada Bike Trail and Porcupine Rim, Arches National Park, and Sandflats Recreation Area. Injuries and accidents are most commonly caused by these activities:

- **Bicycling**
- **Hiking**
- **2-Wheel Motorized Activities**
- **4-Wheel Motorized Activities**
- **Creek Swimming**
- **Climbing & Rope Sports**
- **Base Jumping & Skydiving**
- **River Activities**

Grand County Hospice

Grand County Hospice works to support patients and their families through the physical, emotional, and spiritual journey of dying. Grand County Hospice carries out many outreach activities to educate the public and raise awareness about local hospice services.

The four major outreach events held every year include:

- **Death Over Dinner** during National Hospice and Palliative Care Month
- **Advance Directives Workshops** to teach community members how to fill out necessary paperwork
- **Moab Valley Multicultural Center Day of the Dead** event table and exhibit
- **Serious Illness Conversation Guide Training** for regional healthcare providers

2017 Services by the Numbers

- **Family Medicine: 21,221** physician/PA visits
- **Emergency Medicine: 6,364** visits
- **Specialty Clinic: 2,853** specialty physician visits
- **Urgent Care: 1,332** visits in 4 months
- **Grand County Hospice: 500** volunteer hours
- **Medical Interpretation: 321** hours for **148** individual clients
- **Labor and Delivery: 90** babies born
- **Addiction Clinic: 19** patients participated

Going Greener

- **Light bulbs replaced: 1,400** During 2017, MRH replaced all light bulbs in the facility to a greener, energy-reducing alternative which will reduced annual energy use by 11,000 kW hours.

MOAB REGIONAL HOSPITAL

Giving Back to the Community

Moab Regional Hospital offers a robust financial aid program, available to all patients served in the facility. Financial aid is granted on a case by case basis, taking into account income and family size. Moab Regional Hospital extends a 39% discount for payments made the day of treatment and an additional 20% discount for cash payments. Financial aid counselors work with patients to create payment plans based on each unique situation. At Moab Regional Hospital, we believe healthcare should be available to all, regardless of ability to pay.

2017 Expenses

Salaries & Wages	$12,002,155
Employee Benefits	$3,019,015
Supplies	$2,958, 725
Other	$1,830,614
Purchased Services	$3,634,049
Depreciation	$2,310,413
Interest	$1,780,955
Insurance	$374,082
Total	**$27,910,008**

2017 Revenue

Patient Payments	$3,272,316
Commercial Insurance	$15,419,581
Medicare	$8,468,722
Medicaid	$3,444,472
Donations & Grants	$855,658
Rents & Other	$828,816
Total	**$32,289,565**

Figures are from 2017 Financial Audit

Uninsured discounts, charity care, and uncompensated care:

2,300 patients received financial assistance at the cost of nearly

$2.8 million

Our People Make the Difference

Family Practice Providers

435-719-5500

Dylan Cole, D.O.
Pablo Johnson, M.D.
Jonas Munger, M.D.
Katherine Williams, M.D.
Kenneth Williams, M.D.
Keely Hanson, PA-C
Eve Maher-Young, PA-C
Desiree Westfall, PA-C

Local Full-Time Providers

435-719-5500

GENERAL SURGERY
Kim Brandau, M.D.

ORTHOPEDIC SURGERY AND SPORTS MEDICINE
Michael Quinn, M.D.

ANESTHESIOLOGY
Philip Kopell, M.D.
Laird Clark, CRNA
Daniel Roush, CRNA

RADIOLOGY
Jimmy Walling RPA/RA

Emergency Medicine & Urgent Care Providers

Angela Alexander, M.D.
Julia Heaton, M.D.
Paul Reay, D.O.
Steven Rouzer, M.D.
Patrick Scherer, D.O.
Angela Mercier, APRN
Georgia Russell, APRN

Visiting Providers

435-719-5500

CARDIOLOGY
Charlie Brunson, M.D.
Richard Garmany, M.D.

GENERAL SURGERY
Eric J Hanley, M.D.

GYNECOLOGY
Michael J White, M.D.

NEUROLOGY
Seth Kareus, M.D.
Ann Collier, M.D.

ONCOLOGY
Virgina Tjan, M.D.

PLASTIC SURGERY
Leland Chick, M.D.

PODIATRY
Selina Sekulic, D.P.M.

UROLOGY
Amir Beshai, M.D.
Gregory Tarman, M.D., FACS

Employees of the Year

Each year, our 214 employees vote to recognize one of our own as **Employee of the Year**. Additionally, our physicians nominate a **Clinical and Non-Clinical Employee of the Year**. These individuals embody the heart and spirit of our three core values: compassion, honesty, and excellence, and are often hard at work behind the scenes to ensure that we are delivering the best patient care possible. We are proud to introduce you to the 2017 award recipients.

Employee of the Year

Jess Erikson
RADIOLOGY TECH

Physicians' Choice Clinical Employee of the Year

Rachel Melo
RADIOLOGY TECH

Physicians' Choice Non-clinical Employee of the Year

Lydia Tangren
MEDICAL STAFF SERVICE

MOAB REGIONAL
HOSPITAL

450 Williams Way, Moab, Utah 84532 • (435) 719-3500 • mrhmoab.org

Moab Regional Hospital is a 17-bed not-for-profit Critical Access Hospital and Level IV Trauma Center located in Moab, Utah and is the leader in healthcare in southeastern Utah.