



MOAB REGIONAL HOSPITAL

NONPROFIT CRITICAL ACCESS HOSPITAL



COMMUNITY BENEFIT REPORT

2024



LETTER FROM THE CEO



Jennifer Sadoff
CHIEF EXECUTIVE OFFICER

As I reflect on the past year—and my tenth year as CEO of Moab Regional Hospital—I'm filled with gratitude for the journey and the people who I've shared it with. In 2024, we completed a major campus expansion that touched nearly every part of our facility. Years in the making, this project marks a significant step forward in our commitment to caring for this community. From the first plans in 2017 to breaking ground in 2021, our staff were there every step of the way, ensuring the design reflected the needs of the people we serve.

We reached this milestone while navigating some of the most complex challenges in modern healthcare: a global pandemic, a transition to a new electronic medical record system, and an unprecedented workforce shortage. Through it all, we've been steadily building something bigger than bricks and mortar. We've been laying the foundation—both physical and operational—for the future of care in our region.

Now, with that foundation in place, we're turning our focus to the heart of healthcare: the people who deliver it and the programs that improve lives. That includes embracing new technologies—like artificial intelligence—to support our clinicians, reduce administrative burden, and improve patient outcomes. When thoughtfully applied, innovation can help restore the most human part of medicine: time to listen, time to connect, and time to care.

I've lived in Moab for nearly 25 years, and I continue to be inspired by the spirit of this town. Leading Moab Regional Hospital isn't just my job—it's a privilege rooted in love for this place and the people who call it home. Thank you for your trust, your partnership, and your belief in what we're building together.



Jennifer Sadoff

BOARD OF DIRECTORS

Moab Regional Hospital, a nonprofit organization, is governed by a dedicated board of volunteers. The board is responsible for developing and reviewing the hospital's overall mission and strategy, ensuring that the health needs of the community are addressed. It's our mission to put patients first, deliver quality, cost-effective healthcare, and promote wellness to all we serve.



Holly Sloan
Board Chair



Lynda Smirz, MD
Board Vice-Chair



Angela Alexander, MD



Dee Gulledge, RN



Brendon Cameron



Alison Ling, JD



Kelly Vagts,
LCSW, BCN

Service Recognition



We sincerely thank Beth Logan, for her dedicated service on the Moab Regional Hospital Board from 2016 to 2024.

Her steady leadership and care for our community have made a real difference. We're grateful that Beth continues to support local healthcare as board chair of the Moab Healthcare Foundation, helping to ensure everyone in our region has access to quality care.



Annie Relph
(1977-2024)

In Memoriam

We honor Annie Relph, a dedicated nurse and leader at Moab Regional Hospital for nearly 16 years. Her compassion, strength, and mentorship touched countless lives in the Emergency Department and beyond.

Annie's legacy lives on in the patients she cared for, the colleagues she inspired, and the values she embodied. We extend our deepest sympathies to her family and our gratitude to the first responders who, like Annie, devote their lives to helping others. She will be deeply missed.



COMMUNITY HEALTH

At Moab Regional Hospital, we're committed to understanding and addressing the healthcare needs of our community. Every three years, we conduct a Community Health Needs Assessment (CHNA), gathering surveys, input from local leaders, and health data to inform our priorities.

The 2022 CHNA informed our 2024 progress, which included adding specialists, expanding behavioral health services, reducing cost barriers, and promoting wellness.

Our 2025 CHNA is now available online, with updated priorities for 2025–2027.

View the Community Health Needs Assessment: mrhmoab.org/community-health/

Mental Health & Recovery

- \$1.18M grant funds ER opioid treatment & follow-up care.
- 46% more Recovery Center visits & 16% more patients.
- New groups for healthy living, nicotine cessation, cancer support, & recovery support.
- Expanded addiction team, including 24/7 ER peer support.

Reducing Financial Barriers

- Simplified financial aid process.
- Offered \$60 annual comprehensive blood draw (valued at \$630) & \$25 sports physicals for student athletes.
- Free patient shuttle & case-by-case regional transport when needed.
- Simplified billing statements & new payment portal.

Primary Care & Specialties

- Added specialists in gynecology, cardiology, and sports medicine.
- Additional orthopedic coverage for busy weekends.
- New neonatal ventilator & advanced lung testing machines keep care local, reducing transfers.

Wellness Education

- Wellness programs including yoga, Tai Chi, knitting, & ear acupuncture.
- Launched Antibiotic Stewardship Program to ensure responsible antibiotic use.
- Refreshed Hospital Education Center with new paint & carpet.



CUTTING-EDGE TECHNOLOGY



Upgraded Lab Services

Our expanded lab now offers more space and privacy, featuring three blood draw stations and dedicated areas for pathology and microbiology. With advanced equipment and a skilled team, we deliver fast, accurate results—often on the same day.

In 2024, we processed over 84,867 lab tests. From routine bloodwork to specialized diagnostics, our lab helps providers get answers quickly, so you can receive timely care—close to home and without delay.

Specialized Newborn Care

Moab Regional Hospital now offers a state-of-the-art neonatal ventilator to support newborns who need help breathing. Our skilled cardiopulmonary team is specially trained to care for these tiny patients with both expertise and compassion.

In 2024, more than 15 babies received this advanced care—allowing their families to stay in Moab during a challenging time. We may be a small hospital, but we're committed to delivering the highest level of care.





Cost-Effective Healthcare

As an independent nonprofit, we're committed to making high-quality healthcare accessible for everyone in our community. That means price transparency, billing accountability, and real help when it comes to managing medical costs. Here's how we can help:

- **20% Prompt Pay Discount:** Get 20% off when you pay within 30 days of your first statement.
- **39% Discount for Uninsured Cash-Pay Patients:** Automatically applied—no extra steps needed.
- **Interest-Free Payment Plans**
- **Financial Assistance:** Based on income and family size, this support can also help insured patients with co-pays and deductibles.
- **Financial Navigators:** Our team is here to guide you through the process.

We're here to support your health—and your peace of mind.



No matter the situation, help is available. Whether a patient has insurance or not, the team works to find savings. Many individuals in the community live paycheck to paycheck, and reducing medical expenses is a rewarding part of the job.



FINANCIAL AID

Patients: 407

Total: \$1,366,071

UNINSURED DISCOUNTS

Patients: 3,013

Total: \$2,742,918



Connie Beason, Financial Navigator



EXPANDING ACCESS TO SPECIALTY CARE

New Visiting Providers & Expanded Offerings:

Gynecology

Dr. Kathryn Sarnoski joined Dr. Michael White in providing monthly gynecology care, making it easier for women in our community to get the health services they needed.

Cardiology

Dr. Maureen Maher offered monthly heart care with advanced imaging and prevention—paying special attention to women's heart health, which is often underdiagnosed in rural areas.

Urology

Dr. Amir Beshai provided monthly urology visits, including prostate biopsies—so more patients could get important procedures without leaving town.

Dermatology

Dr. Caroline Laggis added more days to her monthly visits to help meet the high demand for local skin care and treatment.

Sports Medicine & Disordered Eating

Dr. Sara Walker visited quarterly to help prevent injuries and provide care for those struggling with disordered eating—specialized services rarely available in rural areas.



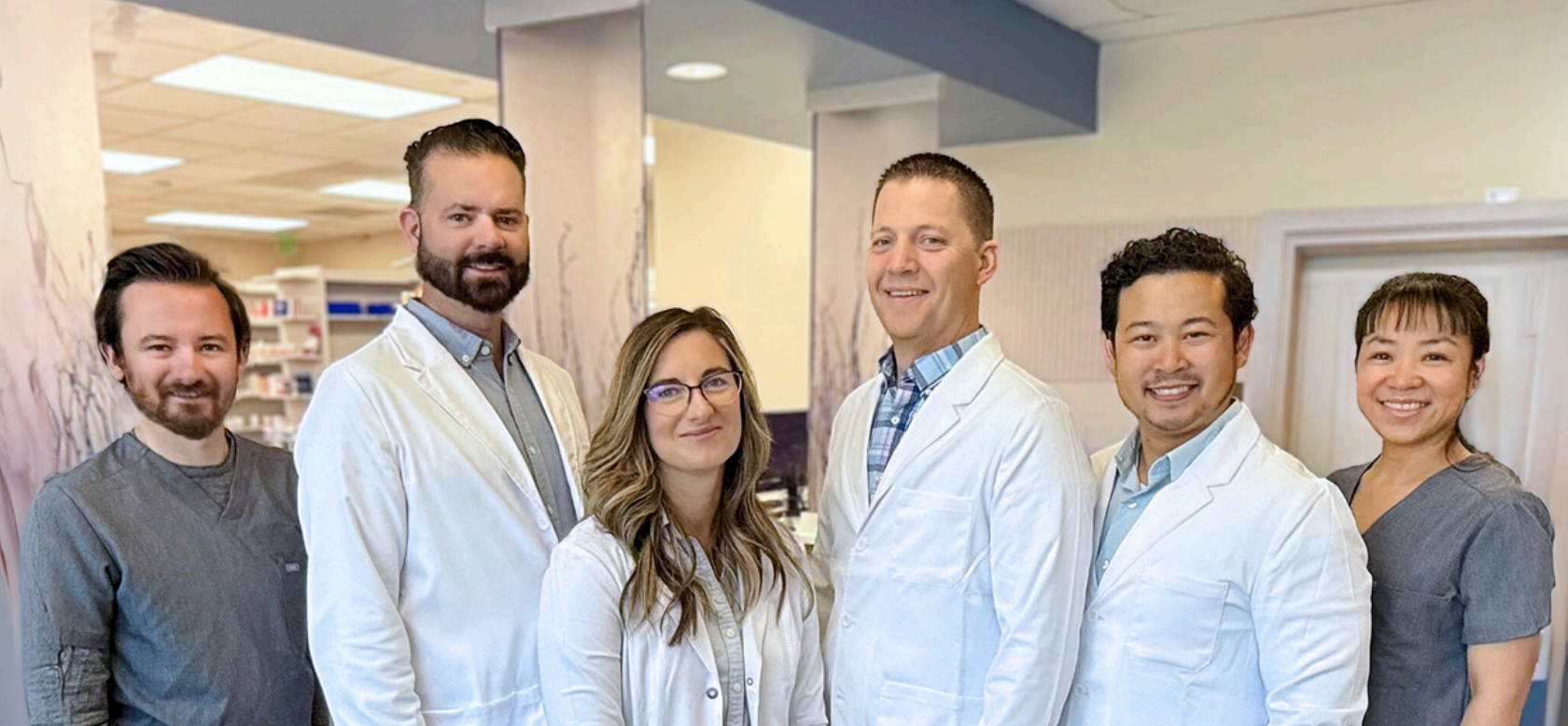
Ongoing Specialty Care from Visiting Providers:

Podiatry

Neurology

Oncology

Pain Management



PORTAL PHARMACY NOW OPEN 7 DAYS A WEEK!



A Pharmacy Designed Around Patient Needs

Too often, patients leaving Urgent Care or the ER on evenings or weekends had nowhere to go for medications—causing delays, stress, and missed doses that could slow recovery. We opened Portal Pharmacy to change that.



SERVICES INCLUDE:

- Popular prescriptions in stock
- Walk-in and drive-thru pick-up
- Help finding the most affordable price
- Over-the-counter items, with next-day delivery (M-F), if not in stock



At the heart of this service is James Le, always ready to help—making medications easy to understand, finding ways to save on costs, and ensuring patients get the medication they need.



Supporting Recovery, Strengthening Community

Now available in our Emergency Room, Medication for Opioid Use Disorder (MOUD) offers a critical lifeline to individuals in crisis. Funded through a state grant (\$1,176,000 over two years), this evidence-based treatment helps manage withdrawal and cravings—making it possible to stabilize and begin recovery.

Backed by our Recovery Center, this new service ensures anyone facing an opioid-related crisis can access timely, compassionate care—day or night, the moment they are ready.

In 2024, our Recovery Center treated 383 individuals for a range of substance use disorders. In a community of 10,000, national data suggests that as many as 900 people may be living with a substance use disorder. Reaching over 40% of those in need highlights both the impact of our services and the ongoing need for accessible, local treatment.

We remain committed to improving community health. This program expands our ability to support those impacted by addiction with hope, dignity, and expert care.

Our Commitment to Addiction Care

The Recovery Center was featured in a December 2024 PBS NewsHour segment on the opioid crisis, which highlighted both the challenges of accessing care and the progress being made.

In the feature, Dr. Paula Cook, our Medical Director, emphasized methadone's vital role in treating opioid addiction and noted that our clinic is one of the few in the region offering this life-saving medication.

In addition to outpatient services, the Recovery Center provides addiction treatment programs at the local jail. These programs offer support, education, and practical tools to help participants better understand their addiction and prepare for healthier, more stable lives after release.

14,830

FAMILY MEDICINE VISITS

5,999

ER PATIENT VISITS

7,363

URGENT CARE VISITS

90

BABIES BORN

290

EMPLOYEES

16,826

IMAGING & X-RAYS

2024

BY THE NUMBERS

3,231

SPECIALTY CLINIC VISITS

2,782

RECOVERY CENTER VISITS

84,867

LAB TESTS

868

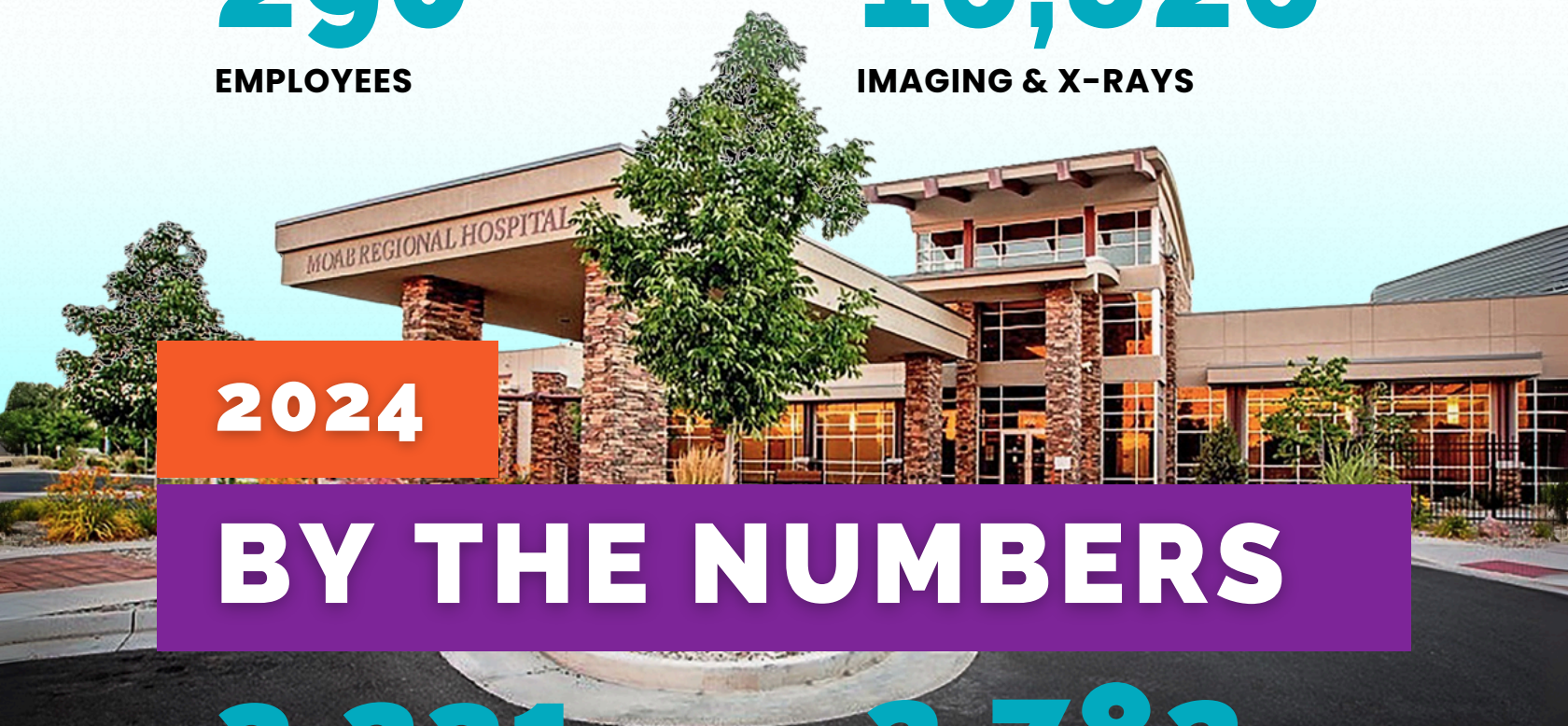
SURGERIES

1,565

INFUSIONS

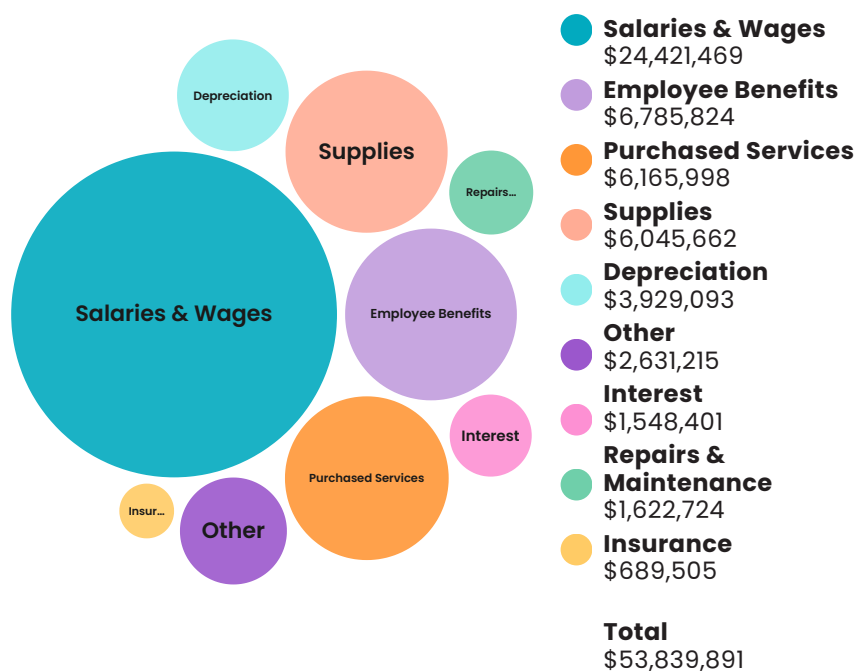
2,689

MENTAL HEALTH VISITS

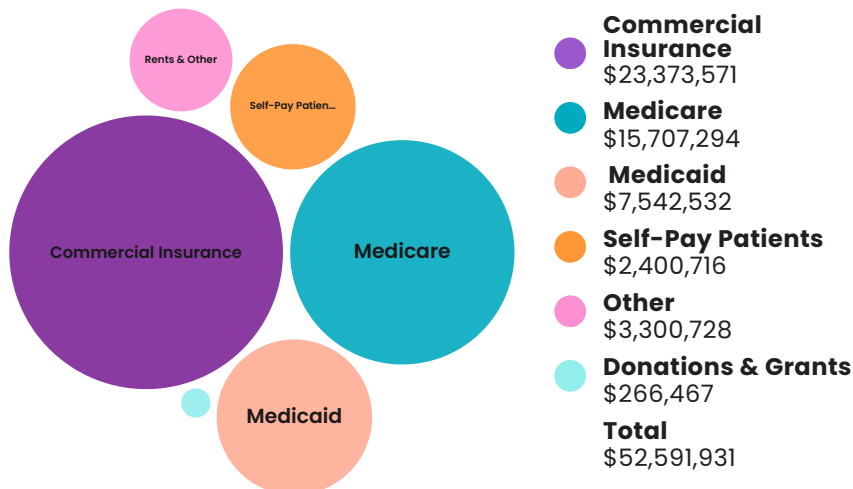


ECONOMIC IMPACT

2024 Expenses



2024 Revenue



Figures from 2024 Financial Audit

Economic Diversity

Moab Regional Hospital isn't just here for your health—we're part of what keeps our economy healthy. As the largest private employer in Grand County, our team of nearly 300 people is helping power the local economy.

In 2024 alone, we paid out over \$24 million in wages—supporting local families, fueling small businesses, and strengthening our region as a whole.

We're proud to be a hospital that heals and helps our community thrive.

Rural Healthcare

Rural hospitals face unique challenges—like remote locations, small populations, and fewer resources—but we believe everyone deserves quality care, no matter where they live.

By keeping healthcare local, we improve health outcomes, reduce the need for travel, and strengthen the local economy—all while supporting the well-being of our entire community.



MOAB REGIONAL HOSPITAL

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