



MOAB REGIONAL HOSPITAL

NONPROFIT CRITICAL ACCESS HOSPITAL



COMMUNITY BENEFIT REPORT

2025



LETTER FROM THE CEO



Jennifer Sadoff
CHIEF EXECUTIVE OFFICER

As we look back on 2025, I am reminded that the heart of healthcare isn't found in buildings, technology, or systems—it's found in the relationships we build with our patients, families, and community. This past year has brought both challenges and opportunities, as patients and providers have navigated uncertainty around insurance coverage, healthcare policy, and access to care.

At Moab Regional Hospital, our response is straightforward: put people first. Every decision, program, and innovation is designed to make care more accessible, compassionate, and trustworthy. From helping patients navigate coverage questions to expanding specialty services, recovery programs, and pharmacy access, we work to remove barriers so our community can focus on what matters most—their health and well-being.

In 2025, we continued investing in services across the hospital, including primary care, imaging, and specialty programs like our Recovery Center. We launched new services, expanded access to care, invested in our workforce, and strengthened the systems that help patients receive the right care at the right time. These efforts reflect the priorities our community identified through our 2025 Community Health Needs Assessment and reinforce our commitment to addressing the healthcare needs of our community.

Healthcare is built on trust, and trust is earned in every interaction. Whether you visit our emergency department, schedule a routine checkup, or seek support for mental health or substance use, our commitment remains the same: to listen, to connect, and to care. Thank you for trusting us with your health and for letting us serve this remarkable community.

With gratitude,

Jennifer Sadoff
Moab Regional Hospital

BOARD OF DIRECTORS

Moab Regional Hospital is a nonprofit organization governed by a volunteer Board of Directors. The board provides oversight and guidance, helping shape the hospital's mission and long-term direction while ensuring care continues to meet the needs of the community.

Our mission is to put patients first by delivering high-quality, cost-effective care and supporting the health and wellness of the people we serve. We are grateful for the Board's service and commitment to strengthening local healthcare.



Holly Sloan
Board Chair



Lynda Smirz, MD
Board Vice-Chair



Angela Alexander, MD
Service Years: 2020–2025



Dee Gullede, RN
Service Years: 2017–2025



Brendon Cameron



Alison Ling, JD



Kelly Vagts, LCSW, BCN



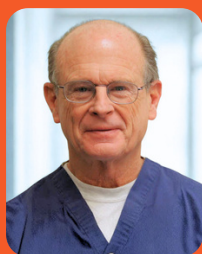
Libby Bailey



Maddy Fisk, MBA

A LEGACY OF CARE IN MOAB

Dr. Steven Rouzer



For more than 40 years, Dr. Steven Rouzer has cared for patients with skill and dedication, including over three decades in Moab. Through family medicine, obstetrics, and emergency care, he became a trusted physician for generations of families.

He also served as Moab Regional Hospital's first Chief Medical Officer, helping guide the hospital's growth and strengthening rural healthcare in the community.

Dr. Rouzer is known for his steady leadership, deep commitment to patients, and lasting impact on the care provided in Moab.

Georgia Russell, APRN



Georgia Russell began her career at Allen Memorial Hospital in 1985 and has spent more than four decades caring for the Moab community. She served in roles from Director of Nursing to Nurse Practitioner, helping shape local healthcare and support generations of patients.

Known as the "hospital mom," Georgia has been a steady presence for patients and staff—offering calm, experience, and care when it is needed most.

Her career reflects compassion, leadership, and a lifelong commitment to this community.



CARE GUIDED BY COMMUNITY

Setting Priorities Together

Every three years, Moab Regional Hospital completes a Community Health Needs Assessment (CHNA) to better understand what matters most to the people we serve and guide regional healthcare priorities. The 2025 assessment saw record participation, with more than 500 patients, families, providers, and organizations sharing their input across our service area.

This success was made possible through strong community partnerships. Schools, local businesses, healthcare partners, and regional organizations helped distribute the survey, ensuring voices across our rural region were heard and strengthening the relationships behind informed care decisions.

More than just data, the 2025 assessment provides clear direction shaped directly by our community—reinforcing the power of listening, collaboration, and shared responsibility in building a stronger healthcare system.

Based on community feedback and local health data, four priority areas were identified to guide the hospital's work from 2025–2028.

MENTAL & BEHAVIORAL HEALTH

Expand mental health and addiction services while reducing barriers to care.

PRIMARY & SPECIALTY CARE

Expand access to local doctors, specialists, and telehealth through better care coordination.

SENIOR CARE

Support healthy aging and independence through expanded therapy and coordinated care.

WORKFORCE & COMMUNITY TRUST

Recruit, train, and retain healthcare professionals while building community trust.



**SCAN TO ACCESS THE 2025–2028
Community Health Needs Assessment
& Implementation Plan.**

mrhmoab.org/community-health/



SUPPORTING OUR PATIENTS

Financial Access & Transparency

When people need healthcare, they shouldn't have to choose between getting care and paying other essential bills. That's why Moab Regional Hospital is committed to providing financial assistance and helping patients understand their options.

In 2025, the hospital provided more than \$4.3 million in financial support to over 3,400 patients. Behind every dollar is a person or family who received support during a time of need, helping make healthcare more accessible across our community.

Here are the ways we can support you:

- **Financial Navigators:** Our Financial Navigators work one-on-one with you to explore financial assistance, interest-free payment plans, and eligibility for programs like Medicaid or CHIP.
- **Self-Pay Savings:** Patients without insurance receive a 39% discount, with an additional 20% discount for bills paid within 30 days.
- **Financial Assistance:** We offer a sliding-scale assistance program for qualified individuals and families, so cost doesn't keep essential medical care out of reach.

Clear Estimates: You have the right to a Good Faith Estimate before your visit, so you can plan for the cost of your care. Contact the Business Office or a Financial Navigator directly at 435-719-3536.

We're here to support your health—beyond treatment.

Healthcare costs can feel overwhelming, but patients don't have to navigate them alone. Our team helps connect people with resources & support so they can focus on getting the care they need.

FINANCIAL AID

Patients Supported: 456

Total Assistance: \$1,413,156

UNINSURED DISCOUNTS

Patients Supported: 2,977

Total Discounts: \$2,919,890



COMMITTED TO BETTER CARE

Listening to Improve Care

Moab Regional Hospital continues to improve the patient experience by listening to patients and continually looking for ways to improve care.

When a concern is raised, whether it involves billing, insurance, or clinical care, it is taken seriously and routed through a dedicated team focused on resolving issues and improving care.

The hospital has also expanded access to real-time performance dashboards across departments. These dashboards provide visibility into key measures such as emergency department wait times, time to treatment,

patient flow through admission, and other operational indicators that affect the overall care experience. This real-time data helps staff identify delays, solve problems faster, and improve consistency in care delivery.

At Moab Regional Hospital, patients should feel confident that their voice matters. Questions, concerns, and feedback are not only welcomed—they are used to guide improvement. The hospital remains committed to continuous improvement, shaped by both staff involvement and the input of the community it serves.

Helping Patients Heal at Home

Going home from the hospital is a critical step in recovery. Our goal is to help patients get better during their stay and continue supporting their health once they return home.

In a rural community, leaving the hospital can present unique challenges. Resources like follow-up care, transportation, and pharmacy access aren't always nearby. To bridge this gap, our nurses, care coordinators, social workers, and recovery specialists work together to ensure patients leave with the support they need.

This coordinated approach helps patients recover safely at home and is reflected in a 2025 Medicare readmission rate of 8%—well below the national average for similar hospitals.

Over the past year, we have implemented new processes to respond more quickly to patient concerns. Patients can now share direct feedback on physician care, which helps support accountability & continuous improvement.

Jennifer Sadoff, CEO



RECOVERY CENTER

Meeting People Where They Are

Recovery looks different for everyone. Some people are ready to make a change. Others are just beginning to ask for help. Wherever someone is in their journey, the Moab Regional Recovery Center starts with respect, support, and hope.

Our outpatient model allows individuals to continue working, caring for family, and living their lives while receiving medication-assisted treatment, counseling, and peer support.

By offering flexible outpatient care that allows people to continue working, caring for family, and managing daily responsibilities, the program helps people seek treatment earlier and stay connected to support longer.

In 2025, more people than ever turned to the Recovery Center for help. More than 350 individuals were actively engaged in treatment,

accounting for over 3,500 visits throughout the year—a 47% increase from the previous year. As one of Utah's few rural programs offering comprehensive medication-assisted treatment, including methadone, the Recovery Center provides vital options for people seeking recovery when specialized care is limited.

Recovery begins with trust, says Dr. Paula Cook. When people feel safe & heard, healing can start.

Immediate Treatment

In 2025, the Emergency Department began offering immediate treatment for opioid addiction, providing a critical lifeline to people in crisis. Initial grant funding allowed eligible patients to begin medication-assisted treatment immediately in the Emergency Department and receive up to three months of follow-up care at no cost, helping establish this important service.

3,500+

Patient visits
in 2025

350+

Individuals actively
engaged in treatment

47%

Increase in
visits from 2024



MEDICARE & MAMMOGRAPHY



Medicare Wellness Visits: Staying Healthy & Independent

In 2025, Moab Regional Hospital began expanding its Medicare Annual Wellness Program to reach more local seniors. These free visits help patients identify health risks early and stay on track with preventive care.

During a one-on-one visit with a registered nurse, patients review their health history, discuss current concerns, and look at key risk factors. Together, they create a simple, personalized plan to support long-term health.

Answers When You Need Them

Finding a change in your breast health can be stressful. Waiting for answers can be even harder. When a patient needs more than a routine screening mammogram, Moab Regional Hospital provides diagnostic mammograms to take a closer look at areas of concern. Using targeted imaging, radiologists can determine whether a finding is harmless or whether additional care is needed.

Working with Utah Imaging has improved access to care, reduced wait times, and helped patients receive results faster.

In 2026, the Annual Wellness Program aims to reach approximately 350 eligible patients, improving access to preventive care.





ACCESS TO SPECIALTY CARE

Healing Wounds & Restoring Lives

A chronic wound can make everyday life difficult—limiting a person's ability to work, stay active, and stay independent.

Moab Regional Hospital's Wound Care Program helps patients heal from hard-to-treat conditions like diabetic ulcers, pressure injuries, burns, surgical wounds, and complex infections.

In 2025, the program expanded with visiting wound care physicians Dr. Garrett Caputo and Dr. Heath Cotter, who work alongside a dedicated nursing team to provide advanced treatments, including wound grafting and other therapies that support healing and reduce complications.

To meet growing demand, the clinic expanded to twice-weekly visits—helping more patients access specialized care so they can return to the activities that make life meaningful and maintain their independence.



Expanding Access Through Visiting Providers

Cardiology

Dermatology

Gynecology

Neurology

Oncology

Opthamology

Pain Management

Podiatry

Urology

Wound Care

*I felt well taken care of.
I appreciate this level of
care in such a small town.
Thanks MRH!*

14,473

FAMILY MEDICINE VISITS

6,051

EMERGENCY ROOM VISITS

7,482

URGENT CARE VISITS

74

BABIES BORN

297

EMPLOYEES

14,280

IMAGING & X-RAYS

2025

BY THE NUMBERS

3,129

SPECIALTY CLINIC VISITS

3,333

RECOVERY CENTER VISITS

89,868

LABORATORY TESTS

703

SURGERIES

1,682

INFUSIONS

2,009

MENTAL HEALTH VISITS

ECONOMIC IMPACT

INVESTING IN OUR COMMUNITY

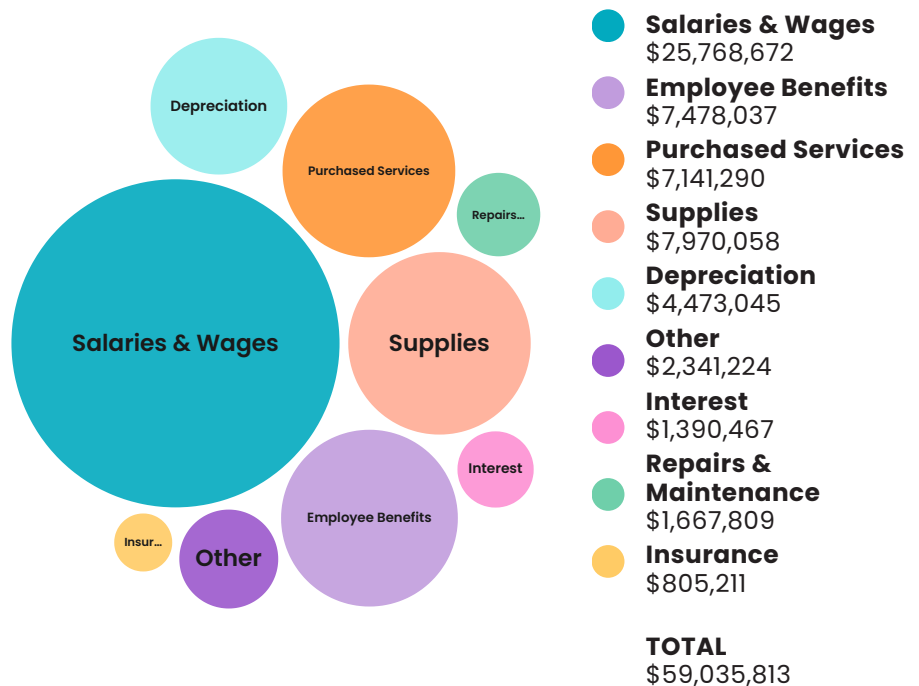
A community hospital does more than provide healthcare. It creates jobs, supports families, and helps strengthen the local economy.

In 2025, Moab Regional Hospital employed nearly 300 people and invested more than \$33 million in salaries and benefits. Those dollars support local households, businesses, and services throughout Grand County.

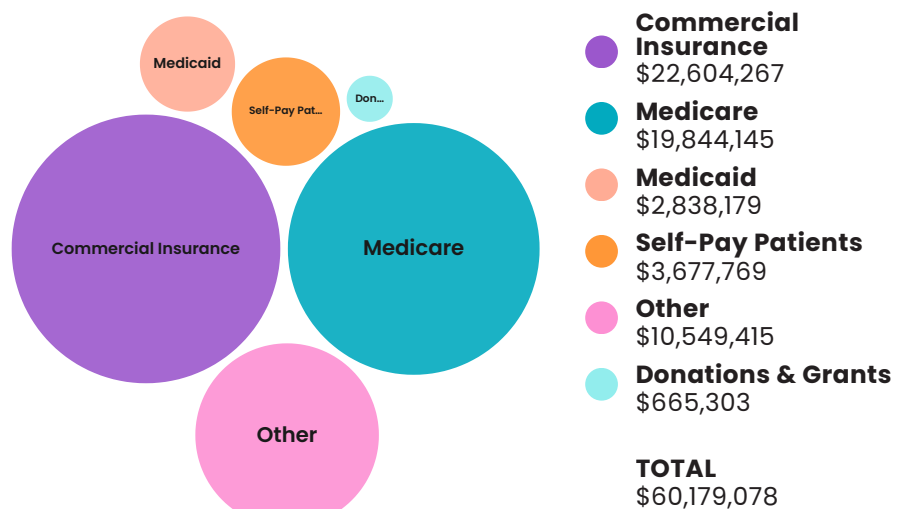
A strong healthcare system is an investment in the entire community. By keeping care available locally, patients spend less time traveling for treatment, families stay closer together, and more healthcare dollars stay in the region.

Supported by insurance, Medicare, Medicaid, self-pay patients, and charitable giving, MRH's \$59.5 million in annual revenue helps sustain essential services, recruit specialists, invest in new technology, and keep high-quality care available locally.

2025 Expenses



2025 Revenue



Source: Moab Regional Hospital 2025 Audited Financial Statements



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

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