THE *People* OF HEALTH CARE

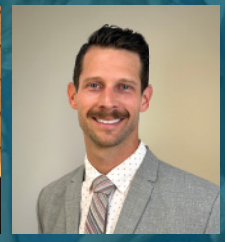
















REPORT TO OUR COMMUNITY

A message from our CEO

OUR ANNUAL REPORT to the Community is one of the communications we use to provide an update on your community hospital and clinics. 2024 has been a continuation of 2023 to include the purchase of two specialty clinics: The Pain Institute of Southern Arizona – Safford office of Dr. Nick Elkins is now Mount Graham Spine and Pain, and Dr. Rex Bryce's Gila Valley Orthopaedics is now Mount Graham Orthopaedics. Mount Graham Orthopaedics also recently welcomed a new board-certified orthopedic surgeon, Dr. Jake Henrichsen. We also hired two board-certified OB/GYN physicians, Dr. Natasha Patel and Dr. Kevin Bedford, at Mt. Graham OB/GYN.

We started construction of our second medical office building in our medical office complex which will house several specialty services, including physical, occupational and speech therapy services and our orthopedic, OB/GYN, and spine and pain clinics.

We are now offering inpatient dialysis and telemedicine endocrinology. All these services are in response to requests from the community. Our Foundation held a well-attended Gala for the first time in several years, raising money for a fetal monitoring system to be used in our obstetrics department. Our Auxiliary held several fundraisers throughout the year for several essential clinical instruments and equipment.

All of the above, and more, have been realized through the guidance and stewardship of our Hospital Board of Directors. I am grateful for their leadership as well as the efforts of our medical staff, administration, employees and volunteers.

All of us at MGRMC understand our role as the connection between our history and our future and we pledge our commitment to the community that established us more than 50 years ago with the Mission of serving the healthcare needs of our community.



Honored to serve you,

Roland Knox

Roland Knox
CEO

Continued Dedication to Growth

THE GOVERNING BOARD of Directors at Mount Graham Regional Medical Center takes immense pride in the dedication and exceptional care our staff provides to the community. Year after year, we have maintained an unwavering commitment to our goals: encouraging clinic growth and stability, providing quality care and services, being the employer of choice in the region, advancing innovation and technology, improving financial sustainability, and fostering community engagement.

We are thrilled to have added new clinical service lines and expanded several existing service lines during 2023 and 2024. This includes:

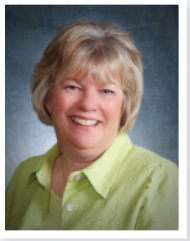
- Opening Mt. Graham OB/GYN, Mount Graham Orthopaedics and Mount Graham Spine and Pain
- Adding a full-time gastroenterologist, a second orthopedic surgeon and a third OB/GYN to our staff
- Beginning construction on a second medical office complex

In addition, we have strengthened our recruitment efforts and hired highly qualified people for several hard-to-fill positions in our Cardiopulmonary, Imaging, Obstetrics, Surgery, Revenue Cycle and Laboratory departments.

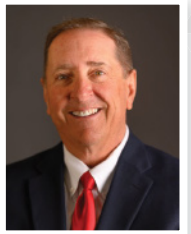
We are excited to build on this momentum as we plan for additional growth. Our dedication to ensuring our community has access to high-quality, compassionate care remains stronger than ever, and we look forward to continuing to improve and expand in any way we can.



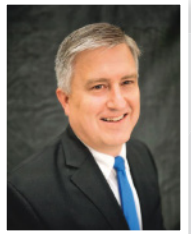
Caro Gaethje
President, MGRMC Board of Directors



Cindy Bryce



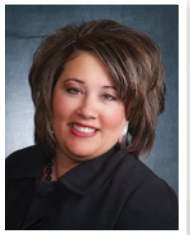
Bart Carter, MD, FACS



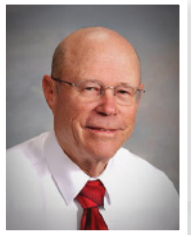
Clint Damron, DO



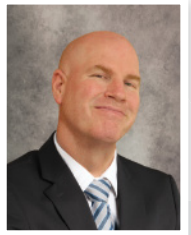
Cecil Evans, CRNA



Caro Gaethje



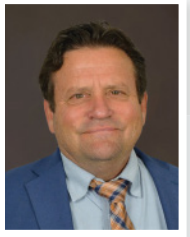
Steve Goodman



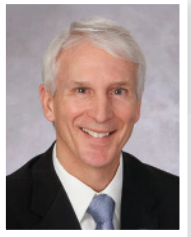
Clay Hargis, DO



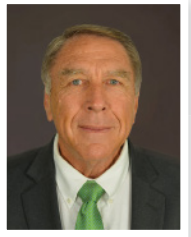
Susan Jones, MD



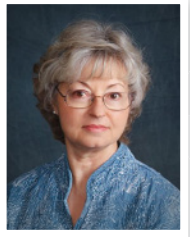
Kip Kempton



Roland Knox



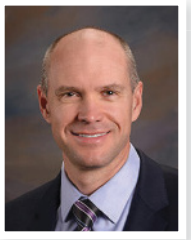
Jim Palmer



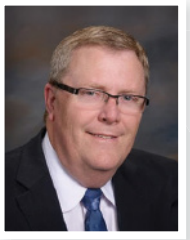
Jean Reynolds



Debbie Watson



Brandon Welker, DO



Eldon Woodall

Growing Our Team

Meet five new providers in the Mount Graham Regional Medical Center family.

AT MGRMC, we are dedicated to continually finding ways to better meet the needs of our patients and community. We are thrilled to welcome two new providers to Mt. Graham OB/GYN and a new orthopedic surgeon at Mount Graham Orthopaedics, as well as a psychiatric-mental health nurse practitioner and a telemedicine endocrinology provider at Copper Mountain Clinic.

Namitha K. Bhat, MD



Dr. Bhat offers endocrinology telemedicine visits through our Copper Mountain Clinic. As a board-certified endocrinologist, she has extensive experience caring for patients with endocrine disorders and simple and complex diabetes.

After receiving her Bachelor of Medicine and Bachelor of Surgery degrees from Rajiv Gandhi University of Health Sciences in Bangalore, India, in 2009, Dr. Bhat went on to complete her residency at New York Medical College at Westchester Medical Center in 2014. She completed a fellowship at Virginia Commonwealth University in 2016, specializing in endocrinology, diabetes and metabolism.

Dr. Bhat provides convenient telemedicine services for patients with a wide range of endocrine disorders.

■ **To make an appointment, call 928-348-1600.**

Jake Henrichsen, MD



Dr. Henrichsen, a board-certified orthopedic surgeon, joined the team at Mount Graham Orthopaedics in summer 2024. A native of southern Utah, he completed medical school at Oakland University William Beaumont School of Medicine in 2019 followed by a residency at the University of Iowa Hospitals and Clinics in 2024.

"I'm really excited to be here," Dr. Henrichsen says. "I love the small town and I'm excited to take care of the community."

Dr. Henrichsen, along with Rex Bryce, MD, and Cole Bryce, PA-C, provide the full scope of orthopedic care, including hand and elbow surgery; orthopedic trauma surgery; shoulder, hip and knee replacement; and sports medicine care.

■ **To make an appointment, call 928-348-3703.**



Kevin Bedford, DO, FACOOG, NCMP

Dr. Bedford joined the team at Mt. Graham OB/GYN in August 2024. As a board-certified OB/GYN, Dr. Bedford provides the full spectrum of gynecological and obstetrical care. He is also a certified menopause practitioner and has a special interest in osteopathic manipulative treatment during pregnancy.

"Initially I was fascinated by childbirth and that part of life, and that expanded to incorporate all of women's health," Dr. Bedford says. "I became passionate about infertility and helping women create families, as well as women's health later on in life."

Dr. Bedford earned his Doctor of Osteopathic Medicine degree from Western University of Health Sciences in Lebanon, Oregon. He then went on to complete an obstetrics and gynecology residency at St. Joseph Mercy Oakland Hospital in Pontiac, Michigan. He and his family, including his wife and five daughters, recently moved from Texas to the Gila Valley to be closer to extended family. In his spare time, he loves cycling and spending time outdoors with his family.

■ **To make an appointment, call 928-424-4444.**



Natasha Patel, MD, FACOG

Originally from New York City, Dr. Patel earned her medical degree from Ross University School of Medicine in Roseau, Dominica, and continued her training at the University of Buffalo in Upstate New York. She is passionate about caring for women throughout pregnancy.

"There's no other specialty where I could say routinely that I get to spend the best day of your life with you," Dr. Patel says. "Every member of our team is very dedicated to providing the best health care for women in our community and the surrounding communities as well."

Dr. Patel, who works at Mt. Graham OB/GYN, has published articles in a variety of medical journals. She has also served as a Clinical Assistant Instructor for medical student education and an organic chemistry teaching assistant. She is thrilled to now have the opportunity to make her home in Safford.

■ **To make an appointment, call 928-424-4444.**

A Growing Team on a Growing Campus



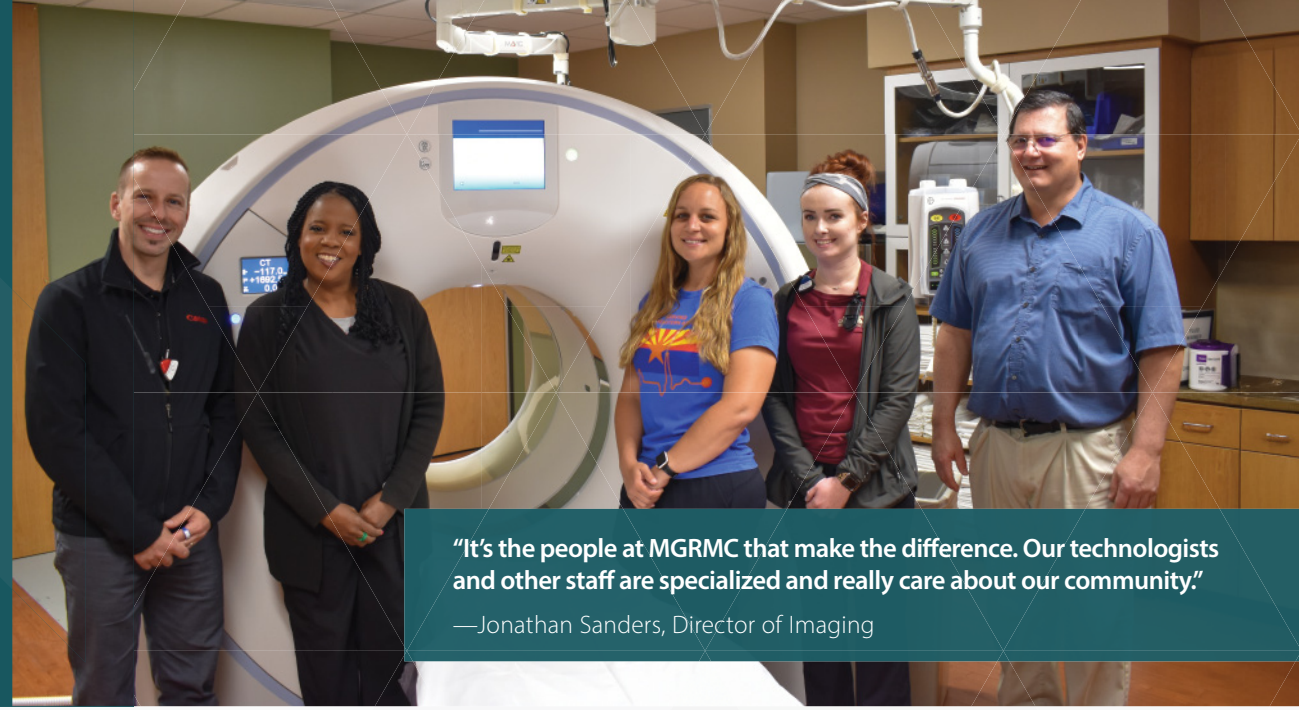
On Nov. 9, 2023, Mount Graham Regional Medical Center celebrated the grand opening of its second Medical Office Complex. The new 32,000-square-foot complex will be home to Mt. Graham OB/GYN, Mount Graham Orthopaedics, Mount Graham Spine and Pain, and Roadrunner Rehab. The new Medical Office Complex is scheduled to be complete in early 2025.



To make an appointment, call 928-348-1600.

Staying on Top of **Technology**

The Radiology and Laboratory departments at Mount Graham Regional Medical Center offer the highest level of care with updated equipment.



"It's the people at MGRMC that make the difference. Our technologists and other staff are specialized and really care about our community."

—Jonathan Sanders, Director of Imaging

AT MGRMC, we are committed to providing advanced care close to home, all under one roof. That's why we continue to upgrade our imaging and lab capabilities, allowing you to get what you need without traveling long distances.

Enhanced Imaging Services

The Radiology department now offers advanced MRI equipment that uses artificial intelligence and deep learning technology.

"The new technology makes the reconstruction of images more efficient and helps us get clearer pictures," says Jonathan Sanders, Director of Imaging at MGRMC. "This allows us to make more accurate diagnoses."

One of the biggest benefits of the new MRI equipment is enhanced abdominal imaging, which requires patients to hold their breath for short intervals. Radiologists can now get high-quality images with shorter breath holds, making the experience more comfortable for patients.

"We take pride in taking care of our family, friends and neighbors, and they deserve the best," Sanders says. "We are fortunate to have the support of our Board to have the caliber of equipment that we do and to be able to offer excellent imaging services to our community."

Specialized Lab Analysis Tools

Exciting updates have also happened in the Laboratory department. The lab recently added new analyzers that can quickly:

- Detect herpes viruses, including the varicella-zoster virus, which causes chickenpox and shingles
- Measure hemostasis, the process that stops bleeding, to use blood products only when necessary
- Perform analysis on semen samples in a matter of seconds

"Our lab has state-of-the-art instrumentation that provides high-quality, accurate results," says Joy Oliver, Lab Director at MGRMC. "Our goal is to continue to grow our services by offering in-house testing with better turnaround times. This helps with timely diagnosis and treatment for our patients."

Looking Ahead

Upgrading technology will remain a top priority for the Radiology and Laboratory departments. Expanding staff is another priority.

"We're growing, just like the rest of the community," Sanders says. "We're focused on increasing our staffing to meet growing needs."

MGRMC is also very involved with training, working with Eastern Arizona College to help train the next generation of imaging technologists. Northland Pioneer College in Holbrook also recently graduated its first class of X-ray technologists.

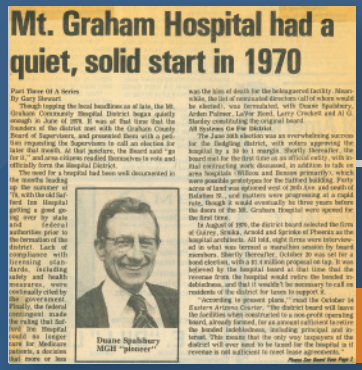
"We are always striving to provide excellent care and looking for opportunities to improve any way we can," Sanders says. "Feel free to reach out to us if you have any suggestions on what we can focus more on in the future."

■ Visit www.mtgraham.org/ourservices for more information on Radiology and Laboratory services.

A History of DEDICATION

Since 1973, Mount Graham Regional Medical Center has proudly provided our community with high-quality health care.

Here's a look back at how we have evolved.


Mt. Graham Hospital had a quiet, solid start in 1970

Part Three Of A Series

By Gary Stewart

Though topping the local headlines as of late, the Mt. Graham Community Hospital District began quietly enough in June of 1970. It was at that time that the founders of the district met with the Graham County Board of Supervisors, and presented them with a petition requesting the Supervisors to call an election for later that month. At that juncture, the Board said "go for it," and area citizens readied themselves to vote and officially form the Hospital District.

The need for a hospital had been well documented in the months leading up the summer of '70, with the old Safford Inn Hospital getting a good going over by state and federal authorities prior to the formation of the district. Lack of compliance with licensing standards, including safety and health measures, were continually cited by the government. Finally, the federal contingent made the ruling that Safford Inn Hospital could no longer care for Medicare patients, a decision that more or less was the kiss of death for the beleaguered facility. Meanwhile, the list of contractual directors (all of whom would be elected), was formulated, with Duane Spalsbury, Arden Palmer, LaVar Reed, Larry Crockett and Al G. Stanley constituting the original board.

All systems Go For District

The June 30th election was an overwhelming success for the fledgling district, with voters approving the hospital by a 30 to 1 margin. Shortly thereafter, the board met for the first time as an official entity, with initial contracting work discussed, in addition to talk on area hospitals' millions and Bonson primarily, which were possible prototypes for the Safford building. Forty acres of land was agreed west of 26th Ave. and south of Relative St., and matters were progressing at a rapid rate, though it would eventually be three years before the doors of the Mt. Graham Hospital were opened for the first time.

In August of 1970, the district board selected the firm of Gurley, Straka, Arnold and Sprinke of Phoenix as the hospital architects. All told, eight firms were interviewed in what was termed a marathon session by board members. Shortly thereafter, October 20 was set for a bond election, with a $1.4 million proposal on tap. It was believed by the hospital board at that time that the revenue from the hospital would retire the bonded indebtedness, and that it wouldn't be necessary to call on residents of the district for taxes to support it.

"According to present plans," read the October 16 Eastern Arizona Courier, "the district board will leave the facilities when constructed to a non-profit operating board, already formed, for an amount sufficient to retire the bonded indebtedness, including principal and interest. This means that the only way taxpayers of the district will ever need to be taxed for the hospital is if revenue is not sufficient to meet lease agreements."

Please See Board Story Page 2

Duane Spalsbury MGH "pioneer"

1971–1973

Community members Larry Crockett, Dr. Frederick W. Knight, Robert E. Lee, Irval Mortenson, Isobel Nelson, Arden Palmer, Lavor Reed, Al G. Stanley and Duane Spalsbury formed the Mount Graham Community Hospital District. Graham County voters approved the district and Jay and Eva Green donated 20 acres of land. The hospital opened its doors on Dec. 3, 1973.



1990s

Services expanded as specialists joined the team in Surgery, Medical-Surgery nursing, the Intensive Care Unit, the Emergency Room and Obstetrics.



2006

With the help of fundraising by the MGRMC Foundation, the Cancer Center opened on May 14, 2006.



2020–2024

New clinics opened to better serve our patients. These include Copper Mountain Clinic, Mount Graham Surgical Associates, Mt. Graham OB/GYN, Mount Graham Orthopaedics and Mount Graham Spine and Pain.



2024

MGRMC Foundation's transatlantic cruise-themed gala celebrated our 50th year. We also developed a strategic plan for an enhanced focus on community engagement to ensure we continue to meet the needs of our patients as we grow.

To learn more about the Foundation, visit www.mtgrahamgiving.org.

MGRMC Foundation:
Champions of Our Community

Through fundraisers, partnerships and education, the MGRMC Foundation continues to help Mount Graham Regional Medical Center expand and meet the needs of residents of the Gila Valley.





SINCE THE INCEPTION of MGRMC in 1973, the dedicated volunteers of the MGRMC Foundation have not slowed down when it comes to supporting the community.

"In the beginning, each patient room at MGRMC was literally funded by local businesses and benefactors," says Danny Smith, Executive Director of the MGRMC Foundation. "Since then, the MGRMC Foundation has successfully raised millions of dollars for MGRMC. Yet we still have tremendous potential to further improve the community by fundraising for extended medical options that residents must currently still travel to find."

Year-Round Fundraising

The Foundation holds events and campaigns throughout the year to not only raise money for the hospital but also spread awareness to residents in the area.

"The Foundation is the conduit for our community-owned hospital to receive funds to benefit patients and residents of Graham County," Smith says. "Our purpose is to create and cultivate opportunities to obtain a steady and sustaining stream of inspired charitable giving."

One of the biggest fundraising events of the year is the annual gala. In 2024, we celebrated our 50-year anniversary by transforming the Manor 415 Events Venue in Safford into an elegant cruise ship setting, complete with dinner and dancing. The gala raised $140,000, which was matched by the United Way of Graham and Greenlee Counties for a total of $280,000.

Throughout the month of December, community members took part in the Light the Hospital event. When a donation was made to the hospital, a luminaria lantern was lit in memory or honor of a loved one. The lanterns were placed next to the sidewalks and main hospital entrance, where they remained until Dec. 31.

Other important sources of funds include the twice-yearly golf tournament held in the spring and the fall, which is open to the public and sponsored by area businesses and organizations.







The MGRMC Foundation raised funds for MGRMC through golf tournaments, our Gala, Light the Hospital and generous donations from our community and United Way of Graham and Greenlee Counties. These funds were used for nursing scholarships and new labor and delivery beds for our OB department.

Improving Care for All

Funds raised by the Foundation are used to upgrade hospital services in all departments, making it easier for area residents to access care without having to travel for hours. Some of the projects we've funded through the years include:

- Advanced imaging equipment in the Radiology department for more detailed results
- Landscaping at the Cancer Center outside the windows of treatment rooms for patients and families to enjoy
- New, more comfortable treatment chairs at the Cancer Center
- Updated monitoring equipment in the Emergency department

In 2024, the $280,000 raised from the MGRMC Gala was donated to the Obstetrics department for the purchase of a Philips IntelliSpace Perinatal system, which includes updated fetal monitors. With approximately 500 babies delivered at MGRMC each year and 600 patients triaged, the new system is an important upgrade to ensure the health and safety of mothers and babies. The new surveillance function transmits information from monitors and generates alerts for critical events.

"The surveillance program allows the nurses to have central monitoring, as well as a charting system that integrates with the patient's electronic medical record," Smith says. "Currently, our nurses must chart in two separate places. The new system communicates with software already in use at the hospital, requiring nurses to only chart once."

New mobile monitors also allow mothers more freedom to move without being tethered to equipment.

"Moms can walk in the hallway, which is a great comfort to those who need to stay for extended periods of time," Smith says.

How You Can Help

There are many options for local residents to help support the MGRMC Foundation. In addition to participating in events like the annual gala and golf tournaments or supporting the Light the Hospital campaign, you can make donations directly online.

In 2025, we are also kicking off a new giving campaign that includes employer matching. Local businesses throughout the community can collect and match the donations of their employees.

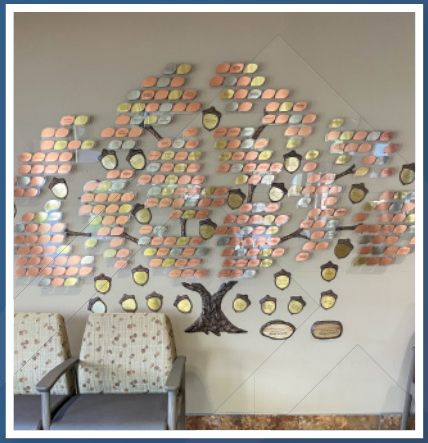
■ **To learn more about the Foundation or make a donation, visit www.mtgrahamgiving.org.**



MGRMC FOUNDATION

"A group of citizens starting a hospital in 1973 from scratch—with success not certain, but knowing it must be done—took courage, and we are now celebrating 51 years. We are thankful for our brave founders, and we love the challenge of continually adding care and treatments to better serve our patients."

—Danny Smith,
Executive Director of the
MGRMC Foundation



The Tree of Life

Entering the front lobby of the hospital, patients and families see the Tree of Life, which is made of leaf- and acorn-shaped plaques that recognize those who make donations to the MGRMC Foundation. Plaques feature donor names and are given for donations at certain levels:

- **Bronze leaf: $100–$249**
- **Silver leaf: $250–$499**
- **Gold leaf: $500–$999**
- **Bronze acorn: $1,000 and above**



From left to right, Kay Matlock, President; Nannette Shelledy, Vice President; Lois Widner, Secretary; and Sheri Jones, Treasurer.

Mount Graham Regional Medical Center Auxiliary volunteers are committed to supporting patients, visitors and staff all year round.

Making an Impact on the Community

SINCE ITS INCEPTION IN 1973, the MGRMC Auxiliary has made an exceptional mark on the community with its fundraising efforts and other activities to bolster MGRMC.

"Over 51 years, we have raised approximately $850,000, which has been used to purchase needed equipment for the hospital," says Virginia Slusher, President of the MGRMC Auxiliary. "We are here to serve our patients and visitors and support our hospital staff however we can."

Meeting Evolving Needs

While the goals of the Auxiliary have held steady over the decades, volunteer activities have evolved.

"Over the years, our responsibilities have changed as the hospital constantly makes improvements," Slusher says. "We currently manage the gift shop and assist at the information desk and the MGRMC Cancer Center. We all try to make our patients and visitors feel comfortable and cared for as they come into the facility."

The volunteers at the information desk walk patients to their check-in points and accompany visitors to their destinations in the hospital. Gift shop volunteers help patients, visitors and staff find the perfect gift or other items they are looking for. The gift shop stocks snacks, drinks, fresh flowers, balloons, newborn gifts and stuffed animals. In addition, patrons can find jewelry, religious items and necessities like charging cords. During the holidays, a variety of festive baubles are also on hand.

In the Cancer Center, volunteers take care of patients in the infusion room by giving out snacks, drinks, warm blankets and pillows.

"We also have wigs, hats, scarves and other items donated by community members we can give to our patients," Slusher says. "Sometimes, volunteers just visit with the patients in the Cancer Center to keep them company."

Year-Round Fundraising

In addition to proceeds from the gift shop, the Auxiliary donates funds raised from various activities throughout the year. A Christmas House Boutique takes place at the hospital in November, and events like raffles, bake sales, dinners and auctions sometimes raise additional money for the hospital.

All funds raised are used to buy valuable equipment upgrades and new technology, such as IV pumps and pulse oximeters for the Respiratory Therapy lab.

■ **For more on the MGRMC gift shop, visit www.mtgraham.org/gift-shop/.**

Donate Your Time

Interested in becoming an Auxiliary member? Print an application online at www.mtgraham.org/auxiliary/ or pick one up at the information desk or gift shop. You must be 18 and willing to complete a free medical screening, drug screening and background check.

Exceeding Our Goals

2023 brought a strong financial performance for Mount Graham Regional Medical Center, demonstrating our commitment to our community.

MGRMC CONTINUES TO meet and exceed goals, as evidenced in the numbers for 2023.

"MGRMC's 2023 data shows strong financial performance," says Kathleen Williams, Chief Financial Officer for MGRMC. "The net operating revenue of $89.6 million surpasses the operating expenses of $83.6 million, indicating the hospital has a healthy operating margin, which speaks to financial stability and effective cost management."

Breaking Down the Numbers

The numbers for 2023 reflect our dedication to offering high-quality local health care. Employee benefits and salaries make up a large portion of expenses, demonstrating our focus on maintaining a competitive workforce, a crucial part of providing high-level care.

The stats for 2023 also show that MGRMC is equipped to handle a wide variety of medical, surgical and imaging needs while also supporting patients of all ages through multiple stages of care. Maternity care is one area we are focused on.

"Our hospital is incredibly proud to have welcomed 482 newborns into the world this past year," Williams says. "Each birth represents a family entrusting us with one of the most important moments in their lives, and we are honored to be a part of that journey."

Looking Ahead

The team at MGRMC continues to strive to improve services.

"We are committed to evolving in order to meet the needs of our patients, employees and community," Williams says. "Our key goals for the coming year reflect this vision."

These goals include:

- **Expanded use of technology.** We are dedicated to embracing technology to help us enhance patient care and operational efficiencies by implementing the use of advanced equipment and optimizing digital health solutions.
- **New and expanded service lines.** This includes specialized care in inpatient dialysis and new fertility treatments. "Our goal is to ensure that our patients have access to the latest treatments and comprehensive care close to home," Williams says.
- **Staff recruitment.** We strive to recruit talented new team members by offering a supportive work environment, professional development opportunities and competitive benefits.

■ **Visit www.mtgraham.org and click on "Sign up for our newsletter" to receive regular updates from the hospital.**

2023 Numbers

Net operating revenue:
$89,618,377

Net operating expenses:
$83,642,548

Total employee benefits & salaries:
$45,953,332

Total inpatient admissions:
979

Total outpatient visits:
117,691

Total ED visits:
22,715

Total births:
482

Total surgeries:
1,772

Total imaging procedures (radiology, MRI, nuclear, CT):
36,865

Total laboratory tests:
174,097




MOUNT
GRAHAM
REGIONAL MEDICAL CENTER