



GILA REGIONAL
Medical Center

COMMUNITY BENEFIT REPORT FY 2024



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At Gila Regional Medical Center, we are deeply committed to improving health and advancing equity in our surrounding communities. For nearly 140 years, GRMC has proudly cared for people across Southwest New Mexico. We are incredibly grateful to everyone in Grant County and the surrounding areas who entrust us with their care. I am proud to lead Gila Regional Medical Center, where we continually strive to create a better and more vibrant future for our health system, for the patients we serve, and for our communities.

Great local care requires hard work and dedication by all of our caregivers. Our investments in people, equipment, facilities, and our community partners showcase our efforts to move health outcomes forward. I am honored to lead such a bright and talented group of people. They inspire me to keep moving our Mission forward: *Providing exceptional quality, patient-centered care in healing environments*. Community health improvement will always be at the forefront of all we do.

I look forward to sharing our progress with you in the coming year.



Robert Whitaker
Robert Whitaker, CEO

CAPITAL IMPROVEMENTS & PROVIDER EXPANSION

In Fiscal Year 2024, Gila Regional Medical Center remained committed to strengthening healthcare access and quality for the communities we serve. With support from local partners and state legislators, GRMC invested in key infrastructure and service upgrades designed to enhance patient care, safety, and comfort.

To meet growing healthcare needs, we also expanded our medical team with the addition of highly skilled practitioners: Dr. Thomas Herr, Pediatrician and Tiffany Maxey, Physician Assistant-Certified. Their expertise supports our goal of delivering comprehensive, local care across a wider range of specialties.

Significant capital projects completed this year include:

- Brand new Women & Newborn Services unit
- Implementation of advanced 3D mammography technology
- Upgrade to a modern telemetry monitoring system
- Remodel of the Sterile Processing Dirty Unit (SPDU)
- Installation of the HUGS infant protection system
- Secure fencing around the bulk oxygen storage facility
- Replacement of all inpatient beds with state-of-the-art models
- Landscape enhancements at GRMC's Emergency Department/Outpatient Registration entrance
- Replacement of outdoor campus signage to improve visibility and enhance patient and visitor wayfinding

These improvements reflect GRMC's continued investment in the health and well-being of our region, ensuring patients receive high-quality care in a safe, modern, and healing environment.



\$1.3M
OPERATING PROFIT



\$2.23M
CAPITAL EXPENSES



\$895K
CHARITY/BAD DEBT



\$36.0M
SALARIES & BENEFITS



2,186
NUMBER OF ADMISSIONS



16,075
NUMBER OF ER VISITS



2,963
NUMBER OF SURGERIES



274
NUMBER OF DELIVERIES



7,865
NUMBER OF CANCER CENTER
AND INFUSION VISITS



46,202
NUMBER OF OUTPATIENT VISITS



75,291
NUMBER OF TOTAL PATIENT ENCOUNTERS

470

VOLUNTEER HOURS
GRMC FOUNDATION



7,349

VOLUNTEER HOURS
GRMC AUXILIARY

\$16,875

DONATED TO THE HOSPITAL
FOR PROJECTS BY THE
GRMC FOUNDATION



\$13,241

DONATED TO THE HOSPITAL
FOR PROJECTS BY THE
GRMC AUXILIARY

\$33,860

TOWARDS SPONSORSHIPS
FOR THE COMMUNITY



GRMC'S SIX AIMS

IMPROVE
PATIENT
OUTCOMES

ENHANCE THE
PATIENT
EXPERIENCE

CARE
FOR THE
CAREGIVER

REDUCE
THE COST
OF CARE

GROWTH AND
OPERATIONAL
EXCELLENCE

BUILD STRONG
COMMUNITY
PARTNERSHIPS