ANNUAL REPORT
2016  Delivering Health Care to Southwest Virginia
From the Executive Director

This annual report is a wonderful and exciting opportunity to highlight the special activities and exceptional accomplishments of Health Wagon in the 2016 calendar year – work we can all be proud of. Over the 37 years of its operation, Health Wagon has experienced continued growth – responding to a growing need for healthcare services in the region of Southwest Virginia. This growth – and the effort to respond to the needs – has only been possible due to kindness of our donors. We appreciate them allowing us to be stewards of their generosity. Some of the many highlights of 2016 include:

- Three Remote Area Medical® (RAM®) events – in Wise, Lee, and Smyth counties in Virginia – provided more than 24,000 patient encounters and more than $2.6 million in free dental, vision and healthcare services.
- The Health Wagon received national and international press coverage with a repeat appearance on 60 Minutes in January 2016. A feature on PBS Newshour in November spotlighted medical services at a Remote Area Medical held in Grundy, Virginia.
- Thousands of patients received comprehensive health care services during our regular clinics and expansion of new clinic sites in Wise County (Coeburn, Norton, and Clintwood), Scott County (Duffield), Russell County (St. Paul) and Lee County (Pennington Gap).
- Specialty clinics such as pulmonology, radiology, cardiology, endocrinology, ostomy, nephrology, ear nose and throat, women’s health (colposcopy), mental health, and dermatology clinics were offered in the region specifically for patients without insurance.
- A partnership with the University of Virginia pioneered the use of telemedicine for bladder cancer screenings (page 8).
- The Health Wagon continues expansion of partnerships with regional medical colleges.

The Health Wagon currently has more than 9,000 active patients. As you read this report, please reflect upon the extraordinary work that is being performed within our community and the profound unmet health care needs that we must continue to rise to the challenge to meet. We salute our entire family of benefactors: our dedicated staff, exceptional volunteers, Board of Trustees, the business community, community partners, foundations, elected officials, and individual donors. Thank you.

Sincerely,

Teresa Gardner Tyson, DNP, FNP-BC, FAANP
Executive Director

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2016 Summary

Patient Demographics

- **6,300** Active Health Wagon Patients
- **8,956** Health Wagon Patient Encounters
- **38** Average Age
- **98%** Uninsured
- **60%** Female
- **40%** Male

**24,797** Patient encounters at Wise, Lee, and Smyth County

Remote Area Medical Volunteer Corps® (RAM®) events

- **3,108** Patients received medication assistance
- **9,006** Patient encounters at stationary and mobile clinics

Value of Health Care

- **$1,888,368** Wise RAM®
- **$300,788** Lee County RAM®
- **$500,000** Smyth County RAM®
- **$1,720,800** Mobile and Clinics
- **$1,082,612** Pharmacy Connect
- **$626,433** Laboratory Services
- **$6,119,001** Total 2016

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**Health Wagon Services**

- Acute Disease Management
- Behavioral Health Clinic
- Cardiac Specialty Clinics
- Cardiovascular Disease Management
- Chronic Disease Management
- Colposcopy Clinic
- Ear, Nose, and Throat (ENT) Clinic
- Endocrinology Clinics
- Hearing Aid Assistance
- Influenza Vaccine
- Lab & Diagnostic Services
- Medical Therapy Management
- Medication Assistance & Pharmacy Connect
- Nephrology Specialty Clinics
- Ostomy Clinics
- Pastoral Support
- Pre- and Post-op Surgery Clinic
- Physical Assessments
- Pulmonary Clinic
- Referrals & Follow-up Systems
- Sleep Studies
- State-of-the-Art Telemedicine Capabilities
- Transportation Assistance
- Women’s Health Clinic
- Wound Care Clinics

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**Health Wagon Initiatives**

- Community Health Fairs
- Connections for Cardiovascular Health Detection Program
- Diabetes Outreach Program
- Every Woman’s Life & Mammogram Assistance Program
- Immunization Programs
- Loan Closet Program for Medical Equipment
- Lung Cancer Early Screening Program
- Obstructive Sleep Apnea Resources
- Outreach Screening Programs
- Pediavision Screening for Schools
- Retinopathy Screening Program
- Sr. Bernie Kenny Scholarship
- Wellness Classes & Health Teaching Components

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$1 SUPPORT = $100 MEDICAL CARE
2016 Year in Review

On Jan. 24, 2016, Health Wagon was again featured on the CBS news program “60 Minutes.” Notably, two people featured in a previous segment (2014) about Health Wagon have since died. Also, patient load has doubled due to continuing coal mining job losses in Central Appalachia.

The Dominion Foundation, a branch of Dominion Resources Inc., donated $25,000 to Health Wagon this month. The organization’s contributions since 2008 come to more than $260,000.

Dr. Jim Blasetto of the AstraZeneca Foundation presented Health Wagon with a $180,000 check for its innovative work in provision of cardiovascular healthcare. 2016 marked our sixth year as a grant recipient.

The Smithsonian’s National Air and Space Museum announced the Flirtey drone, which delivered medical supplies to our 2015 Wise RAM® clinic, would become part of its permanent aircraft exhibit. The drone was used to carry out the first FAA-approved drone delivery in the nation and joins other notable flying machines on display, such as Space Shuttle Discovery and the first aircraft ever operated by Fed-Ex.

On April 30-May 1, 2016, a Remote Area Medical (RAM®) clinic (above) was held for the first time at the Mountain Empire Airport in Smyth County, Virginia. More than 773 patients registered and nearly $500,000 worth of medical services was provided.

Victor and Anamaria Mitchell of Castle Rock, Colorado, pledged to match dollar-for-dollar donations made by June 2016 to Health Wagon for expansion of nursing services. We’re proud to say the match was achieved!

At a May 26 ceremony in Richmond, Health Wagon’s medical director Dr. Joseph Smiddy (below) was honored as an Unsung Hero and presented with the 2016 Heroes in Healthcare award by the Virginia Health Care Foundation. Due to the recognition, Health Wagon was also given a $2,000 grant by the foundation.

On June 28, 2016, Health Wagon took its mobile unit to West Virginia and assisted victims of the historic flood that struck the state five days earlier. The natural event, which left 23 dead, was one of the worst floods in the state’s history.

The not-for-profit Catholic Bon Secours Health System, based in Marriottsville, Maryland, generously donated a medical mobile unit to Health Wagon. Thank you, Bon Secours!

During May, Health Wagon held its first Pippin Urology Clinic, (left) directed by Dr. Tracey Krupski, a urologist with University of Virginia Medical Center. Creation of the Pippin Urology Clinic moved forward a major pilot partnership with the University of Virginia Department of Urology, making Health Wagon the first in the world to detect bladder cancer in patients using telemedicine.
Health Wagon announced a partnership with Amazon to participate in AmazonSmile, a service through which shoppers can choose to donate 0.5 percent of all eligible purchases to Health Wagon. Shoppers must start at smile.amazon.com to participate.

One day before the 2016 Wise RAM® was held, representatives from Aetna (left) arrived to present Health Wagon with a generous $50,000 donation. We’re so grateful, Aetna!

Following the Wise RAM® clinic, Health Wagon was assisted by volunteers (above) from Barnabas Health, a network of independent healthcare providers in New Jersey, based out of West Orange. Their help was invaluable in addressing follow-up care for patients treated at the Wise RAM® clinic held in July.

Health Wagon’s staff assisted in the third annual Lee County RAM® event held September 10-11 at Lee County High School in Jonesville, Virginia. A total of 522 patients registered, with more than $299,000 in medical, dental and eye care services provided.

July

17TH ANNUAL RAM® CLINIC AT WISE

On July 22–24, 2016, Health Wagon assisted with the 17th annual RAM® clinic held at the Wise County Fairgrounds. Drawing patients from 13 states, the 2016 event delivered health services worth more than $1.3 million to registrants.

More than 1,600 dental patients were served at the 2016 Wise RAM® event.

More than 2,195 volunteers put in time valued at more than $790,000 at the Wise RAM® event.

August

For the first time ever, cystoscopies, which are screenings for detecting bladder cancer, were offered to patients at the Wise RAM® clinic. Seven of the procedures were performed; no tumors were found.

Virginia Governor Terry McAuliffe (above, left) was present on the first day of the 2016 Wise RAM® event and toured the grounds with our Executive Director Teresa Tyson and RAM founder Stan Brock.

September

Novo Nordisk Inc., the U.S. affiliate of Novo Nordisk A/S, one of the world’s leading diabetes care companies, awarded Health Wagon a $10,000 grant to build a walking trail around our Smiddy Clinic at Wise. Gratefully, we were one of only five organizations in the country to receive the award. Novo Nordisk’s U.S. headquarters are located in Plainsboro, New Jersey, but the company’s business presence stretches from coast to coast.

On September 20, executive director Teresa Tyson (below, right) traveled to Richmond for a personal meeting with Virginia Gov. Terry McAuliffe. The purpose was to discuss ways for improving access to quality health care for all Virginians.

Health Wagon’s Teresa Tyson and Paula Hill-Meade are shown at left with Loretta Ford at the 2016 Nurse Practitioners Women’s Healthcare Conference, held September 28 in New Orleans, Louisiana. Ford is recognized as one of the first nurse practitioners in the country, and both Tyson and Meade were keynote speakers at the conference.
October

The groundwork was laid in October for a partnership with the U.S. Army to conduct an Army Readiness Training event at the Wise County Fairgrounds in spring 2017. The event would provide additional free eye, dental and medical care for Southwest Virginians, as well as provide free veterinary spaying and neutering services for pets.

November

On November 15, urology, dermatology and endocrinology clinics were conducted at our Smiddy Clinic at Wise. The physicians providing the services not only administered free healthcare to patients but also left us a generous $25,000 donation. Pictured (left to right) are Dr. Kenneth Olshansky; Dr. Paula Hill-Meade, clinical director at Health Wagon; Dr. Ike (Isaac) Koziol; and Dr. David Gardner.

December

Due to fires that devastated Gatlinburg and Pigeon Forge, Tennessee, in late November, Health Wagon loaded up with medical supplies and traveled to RAM® headquarters in Knoxville. The team collaborated with RAM® in providing much needed solace to victims. Sadly, 14 people died, and 191 were injured in the heartbreaking Sevier County wildfires.

Health Wagon Service Area

Health Wagon is a nonprofit organization providing mobile health services to the medically underserved population in Southwest Virginia since 1980. The Health Wagon has mobile units that visit 11 sites in Virginia’s Buchanan, Dickenson, Russell, Lee, Scott, and Wise counties (and the City of Norton); operates two stationary clinics in Wise and Clintwood; sponsors and staffs outreach clinics and health fairs throughout the service area; spearheads the nation’s largest Remote Area Medical Corps® (RAM®) event, held annually in Wise, Virginia; and coordinates annual RAM® events in Lee and Smyth Counties in Virginia.
Volunteers

Although medical, dental, and vision professionals are always needed, volunteers of all skill sets are very important to the work of the Health Wagon. Visit thehealthwagon.org/hwwp/volunteer for information.

2,195 Wise RAM® Volunteers
$790,200 Value of Wise RAM® Volunteer Hours

Wish List

These are some of the items that we use regularly at our clinic. All medicines and supplies must be unopened and not out of date (expired).

Ongoing Needs
- Alcohol wipes
- Blood glucose strips (easy max)
- Surgical face masks
- Ace-wraps
- Sutures
- UA dip sticks
- Band aids
- Safety needles
- Exam table paper
- Exam gloves
- Nebulizer and neb tubing
- Gauze
- Syringes
- Blood pressure cuffs
- KY Jelly (water base)
- Tongue blades
- Medical tape
- O2 Cannulas
- Prophylactic kit/equipment
- Scalpels
- Surgical face masks
- Sutures

Over-the-Counter Medications
- Ibuprofen
- Iron Supplements
- Antacids
- Decongestants
- Dandruff Shampoo
- Sterile Saline
- Aspirin
- Anti-diarrheas
- Zantac Allergy Medication
- Antibacterial ointment

Office Supplies
- Copy paper
- Hand sanitizer
- Paper clips
- Paper products
- Pens/pencils
- 3 Ring Binders
- Post-it notes, clipboards
- Postage stamps
- Coffee cups, K-cups
- Letter size manila folders
- Sharpies & Highlighters
- Disinfecting wipes
- 33 gallon garbage bags
- Batteries
- Stapler and staples
- White-out
- Heavy duty 3-hole punch
- Scotch tape
- Stapler remover
- Mailing envelopes
- Gift cards to Wal-Mart

Patient Personal Care
- Body wash
- Feminine hygiene products
- Liquid detergent
- Razors, shaving cream
- Deodorant
- Soap
- Lotion
- Toothbrushes & toothpaste
- Dental floss
- Toilet paper
- Sunscreen
- Diapers

Scan this QR code with your smartphone to make a donation online, or visit https://donatenow.networkforgood.org/thehealthwagon

What can you do?

- Become a volunteer
- Contribute hours as a group to clean
- Donate an item or service to a silent auction for a fundraising event
- Donate gifts-in-kind from our wish list
- Give a gift in honor or memory
- Attend or hold a fundraising event to support the Health Wagon
- Invite a Health Wagon speaker for your church, school, or social group
- Schedule a tour of the Health Wagon for yourself and a friend by calling the office
- Make a financial donation (any amount makes a difference)
A primary goal of Health Wagon is to push boundaries when it comes to improving access to medical services for Central Appalachians. That goal was overwhelmingly achieved during 2016 when we partnered with the University of Virginia (UVA) in Charlottesville to conduct the world’s first screenings for bladder cancer accomplished via telemedicine.

The effort is part of a pilot research initiative being carried out by Dr. Tracey Krupski in UVA’s Department of Urology – through funds provided by the Tobacco Region Revitalization Commission (often called the Virginia Tobacco Commission).

“We’re thrilled to be partnering with UVA to make the life-saving screenings accessible to many more people in our mountain region – most of whom have limited access to urology services and generally can’t afford the screening even if it were abundantly available,” stated Health Wagon Executive Director Teresa Tyson.

Without the partnership, Health Wagon patients would need to travel hours in order to find a physician qualified to do the screening. However, with assistance from UVA’s Karen S. Rheuban Center for Telehealth, the test, which involves using a small camera to view a patient’s bladder, can be performed at our own Smiddy Clinic in Wise.

While on-screen results are assessed locally, they are also being simultaneously streamed for viewing – and diagnosis – by UVA urologists in Charlottesville. Known technically as telecystoscopies, the procedures, accomplished using telemedicine, are believed to be the first of their kind in the world.

Dr. Krupski, who is vice president of urology at UVA, began conducting free, periodic urology clinics for Health Wagon in May 2016 and performed three of the telecystoscopies during that month – which resulted in one cancer tumor being detected. In November, two more of the procedures were carried out, with four more planned for February 2017.

While bladder cancer rates in Southwest Virginia tend to be low, researchers suspect that residents largely ignore symptoms – the presence of blood or excess protein in the urine – and avoid getting the test due to the lack of urology services and/or because they’re “under or uninsured.”

“The people we most want to reach are those who have been told they need this type of screening done but have
“Most products that they (Central Appalachians) can buy are usually the worst for you. The highly processed foods, the highly sugared drinks, all of those things are not good for you either health-wise or dental wise.”

— Statement made by Dr. Terry Dickinson, head of the Virginia Dental Association and RAM® volunteer

Our organization was started 37 years ago when Sister Bernadette Kenny, a medical missionary from Massachusetts, came to Appalachia and began offering free medical care from the back of a donated Volkswagen Beetle. The locals relied on Kenny for basic medical needs — referring to her simply as “Sister Bernie” and the care she provided as “the Health Wagon.” In those days, her work was sponsored by St. Mary’s Hospital of Norton, Virginia.

For the next 25 years, Sister Bernie painstakingly promoted her mission, growing the clinic’s outreach through donated operations and medications, recycled equipment and ecumenical community support. Eventually, her automobile was replaced with an actual mobile medical unit; and, in 2005, the organization’s mantle of leadership was passed to Teresa Gardner Tyson, a family nurse practitioner who had worked with Health Wagon for the previous nine years.

Operating today as a nonprofit charity, Health Wagon currently has nine full time and seven part time staff, bringing free healthcare to Southwest Virginia through two stationary clinics (in Clintwood and Wise) and two mobile medical units. In 2000, we partnered with the Remote Area Medical Volunteer Corps to stage a three-day, mega clinic at the Wise County, Virginia, fairgrounds. The event, now held annually, drew thousands of people and has become the largest RAM® clinic in the nation. Health Wagon began offering a second RAM® event in Jonesville, Virginia, in 2014. A Smyth County RAM® was added in 2016, serving 773 patients in its first year.

Working in partnership with UVA’s Karen S. Rheuban Center for Telehealth, bladder cancer screenings can be performed at our own Smiddy Clinic in Wise.
During 2016, Health Wagon partnered for the first time with medical teams from Saint Barnabas Medical Center (SBMC), a hospital in Livingston, New Jersey. The facility is part of RWJBarnabas Health, which is that state's largest health care system.

Margie Heller, the hospital's administrative director of community health and outreach, was the lead instigator of the partnership, after learning about Health Wagon's work through a segment of “60 Minutes,” the TV news show.

The program moved Heller, and she decided serving the medically underserved living in and near Southwest Virginia needed to become one of SBMC's community outreach efforts. She contacted Dr. Ernani Sadural, who is director of RWJBarnabas’ Global Health, about assisting in Health Wagon's work, and the rest is history.

Sadural liked the idea, since he is also co-founder and chief medical officer for the LIG (Life is Great) Global Foundation, a non-profit dedicated to bringing medical and non-medical volunteers to underserved populations.

“We asked them (Health Wagon) to identify five needs not being met for their patients,” Heller explained. And, as a result, two medical missions were planned to Wise, Virginia, during 2016. The first visit occurred in August and focused on provision of free women's health and general medical care. SBMC and LIG sent three physicians and five support crew members who treated 79 patients and performed more than 200 eye exam screenings for local school children.

The October visit by the Saint Barnabas Medical Center team included gastrointestinal and anesthesiology specialists.

A second trip took place in October and brought care by gastrointestinal and anesthesiology specialists who saw 42 patients and performed 67 procedures.

“We came to help, like a neighbor would,” notes Dr. Sadural of the visits. “We want to make this a reflection of who we are at Saint Barnabas Medical Center – to always remember to help for no other reason than that.”

In addition to providing care for patients, the mission teams got a chance to learn more about the general health needs and cultural of Central Appalachians. The more they learn about us, the better they can help us,” stated Teresa Tyson, Health Wagon’s executive director. “We feel so honored to be working with the outstanding medical professionals at Saint Barnabas and the LIG Global Foundation. They are making a tremendous contribution to Health Wagon and the local communities here, and we hope our partnership continues for many years to come.”

Scan the QR codes to view videos produced by Saint Barnabas Medical Center about the Southwest Virginia visits.
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Health Wagon Leadership

Above: Dr. Teresa Gardner Tyson,
Health Wagon executive director,
and Dr. Paula Hill-Meade, clinical
director, with Scott Pelly of 60
Minutes. The Health Wagon was
featured on 60 Minutes in
January 2016.

Health Wagon Staff

Dr. Teresa Gardner Tyson
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Dr. Paula Hill-Meade
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Janice Piklenton
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Annual Report 2016

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