Annual Report 2011

Painting the Picture of Good Health

A premier deliverer of mobile health services to the medically under served in the mountains of Appalachia
Introduction

The Health Wagon remains dedicated and strongly committed to serving the health care needs of the uninsured, underinsured, and disenfranchised in the mountains of Appalachia in Southwest Virginia.

The services of the Health Wagon have never been more needed than today. The nation’s economic turmoil has only compounded the already existing chronic financial depression of the region. In recent months, there has been an overwhelming increase of new patients seeking care that were previously covered by insurance. Daily we faced dire circumstances with overstretched resources. More than likely, these challenges will only escalate as the crisis continues.

The passage of the recent health care reform legislation will more than likely do little to alleviate the overworked health care system of the region. The area is known as a health care professional shortage area and even if a perfect payer system was implemented tomorrow, the marginalized and unmet health care needs of the region will only continue. It may even harm as past and potential supporters believe that the health care crisis is resolved.

As the Health Wagon serves some of the poorest and most disadvantaged, it is done with such a palpable spirit of enthusiasm and determination to reach those without. The Health Wagon provides a full range of comprehensive health services at no cost to its patients. With the deep commitment of its staff, board, volunteers, and organizational partners, the Health Wagon has developed an operational model that is unparalleled in its commitments to providing health care access. The Health Wagon is able to provide an innovative and comprehensive solution addressing the complex health care needs of those we serve.

The following report details patient services, outreach initiatives, and statistics between January 1, 2011 and December 31, 2011.
Dear Friends of the Health Wagon,

This annual report is a wonderful and exciting opportunity to highlight the special activities and exceptional accomplishments during the year that we can all be extremely proud of. The Health Wagon has experienced continued growth during the fiscal year 2011. Our growth can be attributed to kindness of our donors, to whom we offer this summary of our fiscal year with appreciation for allowing us to be stewards of their generosity. Some of the many highlights include:

- Construction was complete for our new facilities in Wise, VA in December 2011. The Health Wagon now has two stationary sites in Clintwood, VA and Wise, VA to better fulfill the needs of the area.

  ![Construction Site](image)

- Our mobile units are now in new locations and counties to expand our services for the great needs of the Appalachians.
- The regional director for the Department of Health and Human Services, Joanne Grossi visited the Health Wagon in June of 2011.
- 3,450 patients received comprehensive health care services during our regular clinics and expansion of clinic sites due to increased demand.
- Amerigroup corporations donated a new mobile unit to help further the operation opportunities of the Health Wagon.
- The RAM Wise County project completed its 12th year, being heralded as the nation’s largest health care outreach of its kind in the nation. The 12th year provided over 7,000 patient encounters and over 1.5 million in free care.

As you look through the annual 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. We could not do this work without your support.

Sincerely,

Teresa Gardner, DNP, MSN, RN, FNP-BC, FAANP
Over 28 years ago, the Health Wagon was founded by Sr. Bernie Kenny with the order of Medical Missionaries of Mary. She started the program when she began dispensing health care and a kind touch from her Volkswagen Beetle. St. Mary’s Hospital provided a valuable partnership and sponsored the program for over twenty-five years. Sr. Bernie turned over the reins of the organization in December 2005 to Teresa Gardner who has been with the Health Wagon for over eighteen years.

The Health Wagon continues to strive to meet the unique challenges of health care delivery to the medically underserved and indigent in poverty-stricken areas of rural Appalachia. Through the use of this innovative mobile health unit, health care doors are opened to many needy individuals, families and communities; doors that would have otherwise remained closed.

The Health Wagon is staffed by two certified family nurse practitioners, four nurses, an administrative assistant, social worker, program developer, nurse educator and data systems coordinator. The Health Wagon visits eight sites in Southwest Virginia’s Buchanan, Dickenson, Russell, and Wise counties on a weekly, bi-weekly, and monthly basis. Accessibility to culturally sensitive primary health care services that emphasize education and prevention is considered the key to improving the health status for populations residing in these rural areas. Services are rendered free of charge; however, donations are encouraged and accepted.
The Remote Area Medical® (RAM) Volunteer Corps is a non-profit, volunteer, air-borne relief corps dedicated to serving mankind by providing free health care, dental care, eye care, veterinary services, and technical and educational assistance to people in remote areas of the United States and the world.

Founded in 1985, Remote Area Medical® (RAM) is a publicly supported all-volunteer charitable organization. Volunteer doctors, nurses, pilots, veterinarians and support workers participate in expeditions (at their own expense) in some of the world’s most exciting places. Medical supplies, medicines, facilities and vehicles are donated.

Ram has conducted over 660 expeditions, both in the USA and abroad. The nature of the expeditions has varied as needs arose and resources became available. The most frequent sort of expedition consists of vision, dental, and women’s health services in Appalachia. Each month, our volunteers spend a weekend providing care in communities where we have been invited to help. While the expedition may only last for two or three days, literally months of work goes into each one.

Ram in Wise County is considered the largest medical outreach that exists in the United States today.

Over 7,000 patients were seen at this year’s past RAM in Wise, VA varying from numerous medical and dental needs.

Estimated value of total care provided

$1,500,000
A Picture Tells a Thousand Words
Twelve Years of Remote Area Medical

- **1,888** patient encounters in 2000. **7,249** patient encounters in 2011. That is a **279%** increase.

- Total patient encounters over the last 12 years = **65,568**.

- **486** dental patients in 2000. **1,263** dental patients in 2011. That is a **160%** increase.

- **439** volunteers in 2000. **1,467** volunteers in 2011. That is a **234%** increase.

- **13,106** total volunteers over the last 12 years.

- **10,057** total eye care patients over the last 12 years.
Mobile Outreach Vehicle Donated to the Health Wagon by Amerigroup Corporation

On September 30, 2011 the Health Wagon, a free clinic in Southwest Virginia, was honored to accept the donation of a mobile outreach unit from the Amerigroup Corporation. Marcus Adkins and Crystal Clark represented the Health Wagon at the presentation of the mobile unit in Wytheville, VA. The two Health Wagon Employees were met with open arms by the CEO of Amerigroup Virginia Dr. Christopher Gorton and Vice President Renee Maccaron. With the integration of this mobile outreach vehicle, the Health Wagon plans to expand its service areas further than ever before, providing quality health care for uninsured and underinsured residents of Southwest Virginia.
In the News...

Dominion gives to the Health Wagon

The Dominion Foundation recently presented a $10,000 check to the Health Wagon. The grant will help support the Health Wagon’s application for a Virginia Health Care Foundation Health Safety Net grant. The money will help fund the Health Wagon’s expansion of health care in Southwest Virginia and the addition of a nurse practitioner, which would enable the Health Wagon’s new Wise County clinic to have a full time health care provider. The addition of a nurse practitioner would also encourage more specialists to serve the uninsured and underinsured in Southwest Virginia, according to Teresa Gardner, the Health Wagon’s executive Director. Pictured are the Health Wagon’s Paula Meade (left) and Teresa Gardner and Greg Edwards of Dominion.
Department of Health and Human Visits the Health Wagon

Clintwood, VA—The Health Wagon will host the regional director for the Department of Health and Human Services on June 9, 2011. Joanne Grossi, Regional Director of the Department of Health and Human Services, will tour the Health Wagon’s stationary clinic and mobile unit in Clintwood, VA. Grossi will address the community on rural health initiatives at 11:30 a.m. at the Clintwood Community Center.

The Health Wagon is the recipient of a federal grant for nurse-managed clinics, which supports critical and innovative approaches to expanding health care services for vulnerable populations, and serves as an important clinical training site. The mission of the Health Wagon is to provide compassionate, quality medical care to the medically underserved in Southwest Virginia.

“We are honored to serve as a representative of health care in Southwest Virginia and excited to share our organization with a representative of the Department of Health and Human Services. The Health Wagon strives to meet the needs of patients who do not have access health care due to lack of insurance, transportation, or other resources,” Dr. Teresa Gardner, executive director of the Health Wagon, said.

Grossi was appointed by the Obama Administration as the Regional Director of the U.S. Department of Health and Human Services for Region III, which includes the states of Pennsylvania, Delaware, Maryland, Virginia, West Virginia, and the District of Columbia. As Regional Director, Grossi serves as the key representative in the region working with federal, state, local, and tribal officials on a wide range of health and social services issues.

For more information or to attend the event, please contact the Health Wagon at 276-926-2260.
In 2011 the Health Wagon began construction for our new specialty clinic located in Wise, VA. Wise County officials have provided the Health Wagon with the land for the new clinic and a generous donation for the building by Richard Gilliam. Randy Partin Construction Inc. worked tirelessly for the completion of the project. The new clinic will offer a variety of specialty services ranging from: mammography, chest x-rays, diabetes education, diagnosis specialists, cardiologists, and pulmonology. It is a great opportunity and we are pleased to be able to bring this exciting new clinic to Wise County for the benefit of the region as a whole.
The Health Wagon has partnered with the University of Virginia’s Mobile Mammography unit to provide free mammograms to the underserved woman of Southwest Virginia. The clinic, which is being made possible by a partnership with the Health Wagon and the Virginia Department of Health’s Every Women’s life program, is unique in that it offers free screening and will provide state-supported follow-up care to uninsured patients who need it.

In an effort to provide clinic patients faster mammography results, the UVA office of Telemedicine has equipped the mobile digital mammography van with a Proxy AutoConfig (PAC) server. This will allow X-ray technologists and mammographers to rapidly transmit the digital images from UVA telemedicine sites, like the Health Wagon, to radiologists at the Health System, who can then get screening results back to patients promptly.

An added obstacle in doing cancer screening in remote geographic areas involves the follow-up care with patients. “It’s not very helpful for patients to get a mammogram if they have no ability to pay when further care is needed, “says Gardner.

That’s where the Virginia Breast and Cervical Cancer Early Detection Program (BCCEDP), also known as Every Woman’s Life, comes into play. The state-supported program will provide funding for clinic patients to get further diagnostic screening and follow-up services if needed.
The goal of Discover the Joy Conference held annually is to bring together a variety of medical professionals that are interested in missionary work and the common goal of helping society. Physicians, dentists, nurses, physical therapists, pharmacist, laboratory technicians, and other allied health professionals were all in attendance at the conference. The Health Wagon set up an exhibit displaying our missionary work to help recruit specialists to our new specialty clinic in Wise, VA. It was a great experience and the Health Wagon staff got into contact with a lot of people that could help the organization in the future. One of the keynote speakers was our very own Dr. Joseph Smiddy. The speakers spoke about their experiences with their mission work around the region and entire globe. The Health Wagon staff gathered a lot of crucial information and advice at the conference and plan on making the conference an annual event.
CLINTWOOD, Va--The AstraZeneca HealthCare Foundation program, Connections for Cardiovascular HealthSM, today announced a grant of more than $155,000 to St. Mary’s Health Wagon in Clintwood in support of the organization’s Health Wagon program. This is the second consecutive year that St. Mary’s Health Wagon has received a grant from the Connections for Cardiovascular HealthSM.

“By establishing the Health Wagon as patient-centered health care for those with cardiovascular disease, barriers will be removed that can lead to positive patient outcomes”

The Health Wagon is designed to reduce cardiovascular health disparities, targeting adults who are uninsured and underinsured with limited access to health care in the Appalachian Mountains of southwest Virginia. The program will focus on early detection, prevention, education and improving access to best practices and protocols through e-health initiatives.

“By establishing the Health Wagon as patient-centered health care for those with cardiovascular disease, barriers will be removed that can lead to positive patient outcomes,” said Dr. Teresa Gardner, Health Wagon’s nurse practitioner and executive director. “This program stands to make a significant and worthwhile contribution to the southwest Virginia region.”

The program will provide direct patient care by facilitating coordination of care, promoting educational opportunities, enhancing preventative health services and promoting screening events to patients who would not otherwise receive care. A key component of the program will be screening initiatives, which will identify patients with or at-risk for cardiovascular disease. Access barriers will be removed as The Health Wagon continues as a patient centered home for those at risk for or with cardiovascular disease.

“We must work to decrease the risk of and prevent cardiovascular disease in the United States, by providing resources to those in need,” said James W. Blasetto, M.D., MPH, chairman of the AstraZeneca HealthCare Foundation. “St. Mary’s Health Wagon is providing an innovative program to improve cardiovascular health in communities across southwest Virginia.”
How You Can Help

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 such as personal hygiene items, computers or printers, cleaning supplies, etc.

Give a gift in honor or in memory of a person or event.

Volunteer on a committee or attend a fundraising event.

Hold your own club or neighborhood 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 size gift makes a difference

“God and Angels don’t get paid even though theirs is some of the most important work around. Ditto for volunteers.”

- Cherishe Archer
The Health Wagon Patient Demographics

Clinic Summary
Number of Clinics.................133
Number of Active Patients......1,711
Number of Encounters.........3,450
Telemedicine Consults..........199

Income Levels
$0-$9,999......................36%
$10,000-$19,999..........34%
$20,000-$29,999........18%
$30,000-$39,000...........8%
$40,000-$49,999..........2%
$50,000 & Over...........0%

Reason for Visit
No Insurance...............62%
Insured (Can’t afford co-pay)......3%
No Transportation........1%
Clinic Convenience........13%
Assistance with Meds.........1%
Care Given by Staff.........7%
Lab Assistance...............2%
Other.........................11%

Gender
Male..................35%
Female.................65%

Race
White..................97%
Black.................2%
Other...............1%

Marital Status
Married...............78%
Single..................15%
Divorced.................5%
Departed..................1%
Widowed..................1%

Insurance Status
Uninsured...............98%
Insured..................2%

Employment Status
Employed.................18%
Unemployed............76%
Disabled..................6%

Age
Patients under 18......73
Average Age.............38

Top Diagnoses
- Hypertension
- Diabetes
- Major Depressive Disorder
- Dyslipidemia (High Cholesterol)
- Obesity
- COPD
- Hypothyroidism
- Gastro Esophageal Reflux Disease
- Acute Illnesses (Colds, Strep Throat)
Health Wagon Services and Initiatives

Initiatives

- Loan Closet Program
- Every Woman’s Life Program
- American Breast Cancer Foundation
- Sr. Bernie Kenny Scholarship
- Community Health Fairs
- Influenza Vaccine and H1N1 Outreach sites and Drive – Thru Flu Shot Clinic
- Virginia Free Clinic Association and National Free Clinic Association
- Dental and Eye Clinic

Services

- Acute Disease Management
- Chronic Disease Management
- Low Cost Lab & Diagnostic Services
- Medication Assistance and Pharmacy Connect
- State of the Art Telemedicine capabilities with University of Virginia Health System Specialists
- Physical Assessments
- Immunization Programs
- Wellness Classes & Health Teaching Components
- Referrals and Follow-up Systems
- Cardiac Specialty Clinics
- Nephrology Specialty Clinics with renal ultrasound
- Lung Cancer Early Detection Program
- Women’s Health
- Cardiovascular Disease Outreach Screening Programs
- Community Health Fairs
- Remote Area Medical (RAM) Health Expedition
- Loan Closet for Medical Supplies
- Dental Clinics and Eye Clinics
- Diabetes Outreach Program
- Cancer Screenings
- And more…
## Board of Trustees Directory

**President**

**Larry Kennedy**  
Dickenson County Department of Social Services  
328 Whispering Pine Road  
Clintwood, VA 24228  
276-926-1661 • 276-926-4544  
larry.kennedy@dss.virginia.gov

**Vice President**

**Tim Mullins**  
11663 Railroad Hill Drive  
Pound, VA 24279  
276-708-1470  
timmullinspoundva@hotmail.com

**Secretary**

**Mary White**  
Binns Counts Community Center  
762 Rainwater Trail Road  
McCleure, VA 24269  
276-835-8198 • 276-835-8774  
binns_counts@mounet.com

**Treasurer**

**Tauna Galley, PhD, FNP-BC**  
University of Virginia at Wise  
1743 Brush Creek Road  
Clintwood, VA 24228  
276-926-5668  
tg6b@uvawise.edu

**Members**

**Frances Adams**  
Health Wagon Patient  
P.O. Box 333  
Clinchco, VA 24226  
276-835-8019 • 276-679-0160

**Carla Fleming, FNP-BC, MSN**  
Stone Mountain Health Clinic  
162 Medical Center Blvd  
Haysi, VA 24256  
276-865-5121  
carlajfleming@yahoo.com

**Sr. Mary Hecker, RN**  
Friends of the Library  
P.O. Box 288  
Hurley, VA 24260  
276-566-7529  
mhecker90@hotmail.com

**Mattie Ella Hill**  
Volunteer  
P.O. Box 1052  
Coeburn, VA 24230  
276-395-6222  
Mattieellahill7@yahoo.com

**Thomas Kennedy**  
Wise Lumber  
P.O. Box 2405  
201 Norton Road  
Wise, VA 24293  
276-328-9646 • 276-393-1731  
wislumberco@hotmail.com

**Sr. Jean Korkisch**  
St. Joseph Housing Repair Program  
P.O. Box 835  
Clintwood, VA 24228  
276-926-4328 • 276-218-0446  
sjbcsc@verizon.net

**Mark Leonard**  
Norton Community Hospital  
100 & 5th Street  
Norton, VA 24273  
276-679-9088  
leonardmt@msha.com

**Randy Partin**  
President Randy Partin Construction Inc.  
403 Norton RD  
Wise, VA 24293  
276-328-6868 • 276-679-5128  
randypartinconstruction@comcast.com

**Joseph F. Smiddy, MD**  
Pulmonary Associates Kingsport  
111 West Stone Drive  
Kingsport, TN 37660  
276-523-8764 • 423-765-5059  
josephfsmd@aol.com

**Mark Vanover**  
Dickenson Community Hospital  
312 Hospital Drive  
Clintwood, VA 24228  
276-926-0328 • 276-393-1069  
vanoferms@msha.com
**STAFF Directory**

**Teresa Gardner, DNP, FNP-BC, FAANP**  
Executive Director  
The Health Wagon, Inc. 233 Chase Street, Suite 100  
P.O. Box 709 Clintwood, VA 24228  
(276) 926-2260 • (276) 926-2257 (FAX)  
tgardner@thehealthwagon.org

**Paula Meade, DNP, FNP-BC, PNP-BC**  
Clinical Director  
The Health Wagon, Inc. 233 Chase Street, Suite 100  
P.O. Box 709 Clintwood, VA 24228  
(276) 926-2260 • (276) 926-2257 (FAX)  
phmeade@thehealthwagon.org

**Marcus Adkins, LPN, BA**  
Director of Operations  
The Health Wagon, Inc. 233 Chase Street, Suite 100  
P.O. Box 709 Clintwood, VA 24228  
(276) 926-2260 • (276) 926-2257 (FAX)  
madkins@thehealthwagon.org

**Tracy Geiger, LPN**  
The Health Wagon, Inc. 233 Chase Street, Suite 100  
P.O. Box 709 Clintwood, VA 24228  
(276) 926-2260 • (276) 926-2257 (FAX)  
tgeiger@thehealthwagon.org

**Heather Mays, LPN**  
Pharmacy Connect Coordinator  
The Health Wagon, Inc. 233 Chase Street, Suite 100  
P.O. Box 709 Clintwood, VA 24228  
(276) 926-2260 • (276) 926-2257 (FAX)  
hmays@thehealthwagon.org

**Alana Yates**  
Administrative Assistant  
The Health Wagon, Inc. 233 Chase Street, Suite 100  
P.O. Box 709 Clintwood, VA 24228  
(276) 926-2260 • (276) 926-2257 (FAX)  
ayates@thehealthwagon.org

**Teresa Potter, MSW**  
Social Worker  
The Health Wagon, Inc. 233 Chase Street, Suite 100  
P.O. Box 709 Clintwood, VA 24228  
(276) 926-2260 • (276) 926-2257 (FAX)  
tpotter@thehealthwagon.org

**Sarah Bolling, BSN**  
Outreach Patient Coordinator  
The Health Wagon, Inc. 233 Chase Street, Suite 100  
P.O. Box 709 Clintwood, VA 24228  
(276) 926-2260 • (276) 926-2257 (FAX)  
sbolling@thehealthwagon.org

**David Meade, BSBA**  
Executive Director Assistant  
The Health Wagon, Inc. 233 Chase Street, Suite 100  
P.O. Box 709 Clintwood, VA 24228  
(276) 926-2260 • (276) 926-2257 (FAX)  
dmeade@thehealthwagon.org

**Haley Cantrell**  
Registered Nurse Intern/Receptionist  
The Health Wagon, Inc. 233 Chase Street, Suite 100  
P.O. Box 709 Clintwood, VA 24228  
(276) 926-2260 • (276) 926-2257 (FAX)  
hcantrell@thehealthwagon.org

**Ashton Gardner**  
Receptionist  
The Health Wagon, Inc. 233 Chase Street, Suite 100  
P.O. Box 709 Clintwood, VA 24228  
(276) 926-2260 • (276) 926-2257 (FAX)  
agardner@thehealthwagon.org

**Adam Horne**  
IT Coordinator  
The Health Wagon, Inc. 233 Chase Street, Suite 100  
P.O. Box 709 Clintwood, VA 24228  
(276) 926-2260 • (276) 926-2257 (FAX)  
ahorne@thehealthwagon.org

**Charlotte Gardner**  
Clerical Support  
The Health Wagon, Inc. 233 Chase Street, Suite 100  
P.O. Box 709 Clintwood, VA 24228  
(276) 926-2260 • 276926-2257 (FAX)
233 Chase Street, Suite 100
Post Office Box 709
Clintwood, Virginia 24228
Phone: (276) 926-2260
Fax: (276) 926-2257

5626 Patriot Drive
Post Office Box 7070
Wise, Virginia 24293
Phone: (276) 328-8850
Fax: (276) 328-8853