



# Health Wagon



## 2014 Annual Report

PO BOX 7070 | WISE, VA 24293 | 276.328.8850

**Rx** *Delivering health care  
to Southwest Virginia*

THEHEALTHWAGON.ORG



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Medical Director Dr. Joseph F. Smiddy, MD (right) with his father, "Papa Joe" Smiddy, at the dedication of the Smiddy Clinic at Wise.

## Health Wagon Staff

Dr. Teresa Gardner  
*Executive Director*

Dr. Paula Hill-Meade  
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Dr. Joseph Smiddy  
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*Registered Nurse, BSN*

Ashley Fleming  
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Christa Kennedy  
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Heather Mays  
*Pharmacy Connect Coordinator  
 Licensed Practical Nurse*

Anna Baker  
*Licensed Practical Nurse*

Crystal Clark  
*Licensed Practical Nurse*

Adam Horne  
*IT Analyst  
 Data Systems Administrator*



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## Smiddy Clinic at Wise

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[www.thehealthwagon.org](http://www.thehealthwagon.org)

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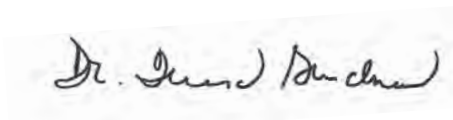
[youtube.com](https://youtube.com), search "health wagon"

## From the Executive Director

This annual report is a wonderful and exciting opportunity to highlight the special activities and exceptional accomplishments that we can all be extremely proud of. The Health Wagon has experienced continued growth that can be attributed to kindness of our donors, to whom we offer our appreciation for allowing us to be stewards of their generosity. Some of the many highlights of 2014 include:

- The RAM Wise County project provided more than 5,000 patient encounters and nearly \$2 Million in free care during the July 2014 three-day event.
- Health Wagon was featured on CBS *60 Minutes*!
- Thousands of patients received comprehensive health care services during our regular clinics and expansion of new clinic sites in Wise County, Scott County, Russell County, Dickenson County, Lee County, Buchanan County, and the City of Norton due to increased demand.
- Specialty clinics such as pulmonology, radiology, cardiology, endocrinology, ostomy, nephrology, ear nose and throat, women's health (colposcopy), mental health, and dermatology clinics for patients offered in the region specifically for those without insurance.

As you look through this 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.



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



TIM COX

NOVEMBER 4, 2014 | *Health Wagon Executive Director Dr. Teresa Gardner expresses heartfelt thanks to the volunteers, sponsors and donors who made the new Health Wagon mobile unit a reality.*

### Mission:

*St. Mary's Health Wagon provides compassionate, quality health care to the medically under-served people in the mountains of Appalachia.*

### Vision:

*St. Mary's Health Wagon is an innovative leader in the provision of quality health care services that are compassionate, comprehensive, and accessible whose ultimate mandate is to promote a healthy community through education, empowerment, collaboration, and outreach.*

### Values:

- Inclusiveness
- Community Outreach
- Collaboration
- Spirituality
- Empowerment

# Health Wagon Works

*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; and spearheads the nation's largest Remote Area Medical Corps® (RAM®) event, held annually in Wise, Virginia.*

## Our history

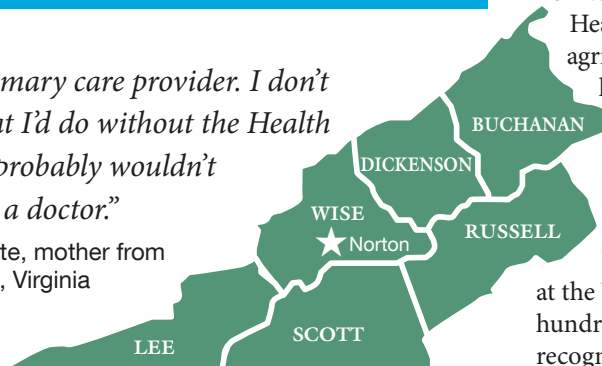
Our organization was started 35 years ago when Sister Bernadette Kenney, a medical missionary from Massachusetts, came to Appalachia and began offering free medical care from the back of a donated Volkswagen Beetle. The locals grew to rely on the medical help, referring to her simply as “Sister Bernie” and the services she provided—then sponsored by St. Mary’s Hospital in Norton, Virginia—as “the health wagon.”



*Sister Bernadette Kenney (center) and her assistant Teresa Gardner (left) with an earlier Health Wagon RV.*

*“It’s my primary care provider. I don’t know what I’d do without the Health Wagon. I probably wouldn’t ever go to a doctor.”*

—Tina White, mother from McClure, Virginia



TIM COX

*The newest Health Wagon mobile unit was acquired in July 2014 and dedicated in November.*

As time passed, Sister Bernie continued to promote her mission, growing the clinic’s outreach through donated supplies and medications, recycled equipment and ecumenical community support. Her Volkswagen was eventually replaced with a mobile medical unit, and five other similar vehicles have followed since—the last one (a brand new, medically equipped unit) acquired in 2014. Most weeks, year-round, the Health Wagon’s mobile units have climbed the winding mountain roads to bring much needed medical care to people in six counties and the City of Norton in Southwest Virginia. Ironically, the more

Health Wagon has stabilized and grown, the more agriculture and coal mining in this part of Appalachia has declined—leading more and more of the population to rely on Health Wagon for care.

In 2000, Sister Bernie and Dr. Teresa Gardner took an extraordinary step and partnered with Stan Brock, founder of the Remote Area Medical Volunteer Corps®, to stage a three-day, mega clinic at the Wise County Fairgrounds. This event, which drew hundreds its first year has continued annually and is recognized as the largest RAM® event in the nation.

**5,693**

Patient encounters  
at Wise and Lee County

**Remote Area Medical  
Volunteer Corps®**

(RAM®) events

**32**

Outreach clinic  
and health fair  
events

**4,026**

Patient encounters  
at stationary and  
mobile clinics

**Health Wagon**

**The numbers show the need**

The Health Wagon provides needed medical care to the people of six Southwest Virginia counties and the City of Norton through stationary and mobile Health Wagon clinics, outreach clinics and health fairs, and weekend RAM® events.



The annual RAM® event in Wise, Virginia, began in 2000.

In 2005, Sister Bernie took a position on the Health Wagon's board of directors and passed our organization's leadership to Dr. Teresa Gardner, a family nurse practitioner from Coeburn who had worked with Health Wagon since 1993.

Today, Health Wagon sustains four avenues through which it offers free medical services in Southwest Virginia:

- Two mobile medical units that stop at least once monthly in each of the six county areas.
- Two stationary clinics—one based in Clintwood and a second, the Smiddy Clinic at Wise (built in 2012)—each of which sees an average of 20 patients daily.
- Annual coordination of the three-day Remote Area Medical Volunteer Corps® (RAM®) Expedition in both Wise and Lee counties.
- Sponsorship of monthly health fairs and clinics for delivering regular health screenings and general health information.

*"It's the feel of a country doctor. They don't just rush 'em in and out; they talk to them. It's old-fashioned medicine in a lot of ways. You get a feel there that they're treating the patient and not just the symptoms."*

— Henry Schuster, 60 Minutes Executive Producer



Two stationary clinics—one based in Clintwood (right) and a second, the Smiddy Clinic at Wise (above, built in 2012)—provide access to primary health care services with emphasis on education and prevention. Each clinic handles about 20 patients daily.



# Impact

## “Medical Mercy” for Southwest Virginia: a year in review

*The work of the Health Wagon, known formally as St. Mary’s Health Wagon, is slowly becoming legendary in America.*

Established in 1980, it was, until recently, largely just another charity trying to make a difference. But events during 2014, including the organization’s featured appearance on the CBS program *60 Minutes*, have lifted it to a new level of hope, vitality, and human service.

Executive Director Dr. Teresa Gardner believes the work of Health Wagon is more important now than ever before. “The number of people in Southwest Virginia who need free medical care is up 70 percent due to recent coal mining layoffs and the many ancillary jobs that the industry affects,” she says.



Funded through philanthropic support and corporate and private donations, the Health Wagon is a literal lifeline to thousands in this region who make too much to qualify for Medicaid but too little to afford health insurance. Scott Pelly, CBS news correspondent, calls the Health Wagon “a medical mercy for those left out of Obamacare.”

Below are some of the events of 2014 that made this a memorable year for Health Wagon:

- More than 9,486 patients were given access to free healthcare, valued at more than \$4 million.
- Health Wagon partnered for the 15th year (July 18-20, 2014) with Remote Area Medical Corps® (RAM®) to



*Health Wagon sponsors and stakeholders participate in the ribbon cutting for the new mobile unit and Smiddy Clinic at Wise on November 4, 2014.*



*The RAM® partnership provides the opportunity to offer vision and dental care to Health Wagon patients. In 2014, the 3-day event provided dental care for 1,291 patients and vision care to 833 individuals. The need for care exceeds the capacity, and hundreds are often turned away.*

hold a three-day clinic in Wise. The event offered free medical, dental, and vision services—nearly \$2 million value—through 5,227 patient encounters.

- For the first time, a RAM® event, coordinated by Health Wagon, was also held at Lee County Airport on September 13–14, 2014, offering 466 patient encounters.
- Virginia Governor Terry McAuliffe visited Health Wagon’s Smiddy Clinic at Wise early in 2014 and also made an appearance at the July RAM®-Wise event.
- Health Wagon was mentioned in a number of major publications during the year in articles about the Affordable Care Act and the need for Medicaid expansion in some states. Publications included the *Washington Post*, *New York Times*, *Politico* and others.
- Health Wagon was awarded a \$200,000 grant—an unprecedented fourth—from AstraZeneca HealthCare Foundation to support improving the region’s cardiovascular health. No grant recipient had ever received a fourth year of funding.
- Health Wagon and its work were featured in an April 6, 2014, segment of the CBS news program *60 Minutes*; the program re-aired on August 17.
- Due to the *60 Minutes* exposure, individual donations to Health Wagon increased more than 60 percent.
- Virginia Senator Mark Warner publicly commended Health Wagon’s work and its “demonstration of really stretching dollars” during a senate meeting.
- The Health Wagon partnered with UVA telemedicine for the first ever telemedicine wound care clinic in the United States.

## Patient Demographics

<b>4,623</b>	Active Health Wagon Patients
<b>5,693</b>	Patient Encounters, RAM®
<b>38</b>	Average Age
<b>98%</b>	Uninsured
<b>65%</b>	Female
<b>35%</b>	Male
<b>70%</b>	Income less than \$20k/year

## Service Statistics

<b>7,242</b>	General Medical Checks
<b>3,299</b>	Outreach Medical Services
<b>867</b>	Specialty Medical Services
<b>919</b>	Pharmacy Assistance Applications
<b>1,291</b>	Dental Encounters
<b>833</b>	Eye Care Encounters
<b>502</b>	Pediatric Eye Screenings

## Value of Health Care

<b>\$1,930,572</b>	Wise RAM®
<b>\$ 215,461</b>	Lee County RAM®
<b>\$1,566,688</b>	Mobile and Clinics
<b>\$1,006,675</b>	Pharmacy Connect
<b>\$4,719,396</b>	Total 2014

## Top Diagnoses

Acute Illnesses (Cold, Strep Throat)  
 Chronic Obstructive Pulmonary Disease (COPD)  
 Diabetes  
 Dyslipidemia (High Cholesterol)  
 Gastroesophageal Reflux Disease (Acid Reflux)  
 Hypertension  
 Hypothyroidism  
 Major Depressive Disorder  
 Obesity

**\$1 = \$100**

SUPPORT MEDICAL CARE

## 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  
 Pre- and Post-op Surgery Clinic  
 Physical Assessments  
 Pulmonary Clinic  
 Referrals & Follow-up Systems  
 State-of-the-Art Telemedicine Capabilities  
 Transportation Assistance  
 Women's Health Clinic  
 Wound Care Clinics

## 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  
 Lung Cancer Early Screening Program  
 Outreach Screening Programs  
 PediaVision Screening for Schools  
 Retinopathy Screening Program  
 Sr. Bernie Kenney Scholarship  
 Wellness Classes & Health Teaching Components

# Support

Health Wagon depends on the support of key partnerships, willing volunteers, and generous sponsors. Special thank you to these major sponsors, who make our work possible:



U.S. Tobacco Commission Sanford & Bernstein Palatine Church Mountain Empire Older Citizens WestWind Foundation E.C. Warehein United Way of Southwest Virginia Alpha Natural Resources

## Our partnerships in medical service

We could not fulfill our mission without strategic partnerships in medical service. Below are just some of the many organizations who help Health Wagon provide needed health care to the people of Southwest Virginia.



### Selfless Volunteers

Our roster of volunteers—including several thousand highly-trained medical professionals and everyday people from across the nation—continues to grow.

We are endlessly thankful for their generosity of time, expertise, and support.

### Mission of Mercy

Since 2000, Health Wagon has relied on Mission of Mercy (MOM) to provide free dental care at the annual RAM<sup>®</sup>-Wise event. The program was the first of three created by the Virginia Dental Association Foundation that provide free dental care to underserved Virginians. MOM fulfills its mission by positioning mobile clinics in strategic locations across the state.

### Pharmacy Connect of Southwest VA

Free medications are obtained for RAM<sup>®</sup> patients and year-round for Health Wagon patients through Pharmacy Connect, funded by the Virginia General Assembly and operated through a cooperative of eight organizations. Pharmaceutical companies participate by providing free medications to patients who meet eligibility criteria. During 2014, 919 prescription applications were submitted for Health Wagon patients by Pharmacy Connect for ordered medications valued at more than \$1 million.



### Remote Area Medical Corps<sup>®</sup> (RAM<sup>®</sup>)

Health Wagon partnered with RAM<sup>®</sup>, a Knoxville-based, volunteer relief corps, in 2000 and has coordinated their clinical services (currently vision and dental care) at the local RAM<sup>®</sup>-Wise event ever since. Founded in 1985 by British-born Stan Brock, RAM<sup>®</sup> is known for bringing free medical services and technical and educational assistance to people in remote areas around the world.



Over the years, partnerships with the Schools of Medicine at Virginia Commonwealth University (VCU) and East Tennessee State University (ETSU) have been key. VCU contributes medical services such as screenings for diabetes, hypertension, colon cancer, breast cancer (mammography) and diabetic retinopathy; chest x-rays; and pulmonary function studies. ETSU Quillen College of Medicine was an early RAM<sup>®</sup> partner and currently assists with Health Fairs.

The University of Virginia Health System and Volunteer Optometric Services to Humanity have also been major partners in the success of the RAM<sup>®</sup> events.



# 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](http://thehealthwagon.org/hwwp/volunteer) for information.

**1,218** RAM® Volunteers

**2,058** Health Wagon 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).

### Medical Supplies

Ace-wraps  
Adult diapers  
Alcohol wipes  
Band aids  
Blood glucose strips (easymax)  
Blood pressure cuffs  
Colostomy supplies  
Cotton balls  
Dental assistant cart  
Dentist/assistant chairs  
Dressings  
Exam gloves  
Exam table paper  
Gauze  
Syringes  
Insulin syringes  
Kerlix  
KY Jelly (water base)  
Medical tape  
O<sub>2</sub> Cannulas  
Prophylactic kit/equipment  
Safety needles  
Scalpels  
Specula  
Surgical face masks  
Sutures  
Tongue blades  
UA dip sticks  
Welsh-Allyn specula (14mm)

### Medications

Allergy medication  
Antacids  
Anti-diarrheas  
Anti-fungal  
Antibacterial ointment  
Aspirin/Ibuprofen  
Dandruff shampoo  
Decongestants  
Foot/skin cream/lotion  
Nutritional and vitamin supplements  
Prilosec  
Sterile saline  
Zantac

### Office Supplies

All standard items

### Personal Care Items for Patients

Dental floss  
Deodorant  
Feminine hygiene products  
Liquid detergent  
Lotion  
Razors  
Shaving cream  
Soap and body wash  
Sunscreen  
Toilet paper  
Toothbrushes  
Toothpaste



TIM COX

Health Wagon volunteers come from all walks of life.

*“I applied for a volunteer position with the Health Wagon the next day ... I knew enough about any job—especially in health care—that paperwork is always required. I could do that. I was willing to serve wherever their greatest need.”*

—Health Wagon volunteer Pat Clark, [awisejourney.com](http://awisejourney.com)

## 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)



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

# Recognition

*“The fact that the 60 Minutes producers wanted to learn more about our work was gratifying. The show’s clarity and message of need significantly boosted our individual donor support for 2014 and seems to have inspired a new generation of volunteers, both from the medical community and from the general population. We are eternally grateful for such an outpouring of support.”*

—Dr. Teresa Gardner, Health Wagon Executive Director



CBSNEWS.COM

Scan the barcode with your smart phone to see the 60 Minutes video coverage of The Health Wagon.



## Inspiring 60 Minutes Coverage: “On the Road with the Health Wagon”

IN LATE 2013, Health Wagon managed to catch the proverbial brass ring for good public relations, when producers of the CBS news magazine *60 Minutes* came to Wise and captured the inspiring work of Health Wagon on video. The segment called “On the Road with the Health Wagon” aired April 6, 2014, and again on August 17, revealing the stark reality that thousands in Southwest Virginia would not have access to medical care if not for the presence of Health Wagon. The *60 Minutes* producers first learned about Health Wagon’s work in 2008, when taping a story about Remote Area Medical Corps.® The show’s producers said they always wanted to return and learn more about Health Wagon. Scott Pelly, *60 Minutes* news correspondent, was particularly moved by the serious health needs of so many Southwest Virginians: “These folks, many of whom work full time at minimum wage, make too much money in those states to qualify for Medicaid, but they don’t make enough money even to buy insurance on the health care exchanges. So at least five million Americans now fall through this gap.”

## Sen. Mark Warner Commends Health Wagon on Senate Floor

VIRGINIA SEN. MARK WARNER viewed the *60 Minutes* segment about Health Wagon and, a few days later, commended the show and Health Wagon’s work during a senate session. He noted that a former governor had included funds for our organization in Virginia’s state budget, and that Health Wagon had grown dramatically ever since. “I want to commend the remarkable story that *60 Minutes* documented,” he said. “[The Health Wagon] is a demonstration of really stretching dollars. For every dollar of federal money, we get \$100 of healthcare services back.”



Scan the barcode with your smart phone to hear Senator Warner’s presentation.



4

PHOTO BY TIM C. COX



Scan the barcode with your smart phone or visit [thehealthwagon.org](http://thehealthwagon.org) to read more



## Health Wagon unveils new mobile unit

Health Wagon purchased a new mobile unit at the end of July, replacing its damaged Winnebago, which had served the organization's cause for more than 16 years. The event got plenty of media exposure, including a follow-up mention on the *60 Minutes* website. Journalist Stephen Igo covered a dedication of the mobile unit and the Health Wagon's Smiddy Clinic at Wise in a November 14 edition of *Kingsport Times News*. The Smiddy Clinic at Wise, he noted, was named after Dr. "Joe Frank" Smiddy, a local pulmonologist, who continues to donate countless hours of service to Health Wagon. Both Smiddy and his father, "Papa Joe," a chancellor emeritus at the University of Virginia's College at Wise, were present at the dedication.

PHOTO BY LILLIAN MALONEY



Scan the barcode with your smart phone or visit [thehealthwagon.org](http://thehealthwagon.org) to read more



## Visit by Bishop to RAM®-Wise Receives Coverage in *The Catholic Virginian*

*Photo: Bishop DiLorenzo blesses the hands of Health Wagon staff members.* • In July, Bishop Frances X. DiLorenzo from the Catholic Diocese of Richmond visited the RAM®-Wise event, formally blessing the Health Wagon's new mobile medical unit and the hands of Health Wagon staff. His visit was documented in an article by Jean Denton in the August 4, 2014, edition of *The Catholic Virginian*. The Bishop's diocese has historically provided financial assistance to Health Wagon's two stationary units. The article noted that Bishop DiLorenzo wants "to develop a strategy to engage the Catholic Diocese of Richmond in major funding of medical care for rural people who are uninsured or under-insured when they seek necessary care."

PHOTO BRISTOL HERALD-COURIER



Scan the barcode with your smart phone for more information from *Kingsport Times-News*, May 28, 2014



## New RAM® Event Held in Lee County

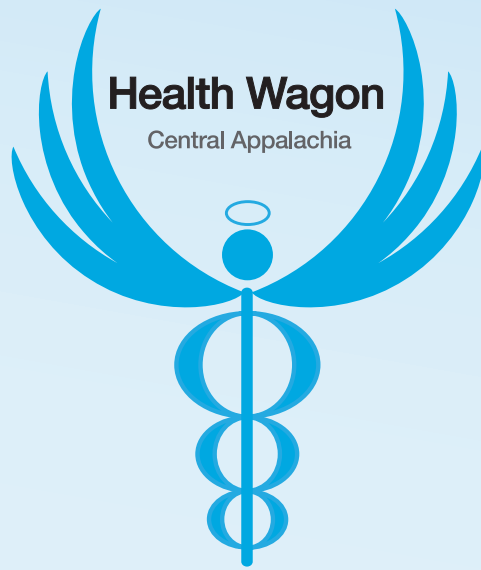
Health Wagon and Remote Area Medical Corps® held their first-ever, area-wide medical clinic in Lee County during 2014. The two-day event was conducted September 13-14 at the Lee County Airport in Jonesville. About 400 patients received medical services. Stan Brock, RAM's founder and president, noted that the additional clinic is part of his organization's larger effort to increase focus on Appalachian locations. "Both (Dr. Joe Smiddy) and (Health Wagon Executive Director Dr. Teresa Gardner) have told me year after year that Lee County is a place that really needs a lot of help . . . we thought it was high time that we came over there on their turf."

Scan the barcode with your smart phone for more information from *Roanoke Times*, November 19, 2014



## Virginia Tech PR Students Drive Campaign

In August, 30 of Kelly McBride's Virginia Tech public relations students partnered with Health Wagon to provide much-needed marketing assistance. Teams helped with social media; positioned Health Wagon's logo on a car in a Martinsville NASCAR race; and created a "Follow the Wagon" campaign, which promotes The Health Wagon's 12-stop fundraising tour. The tour included an on-campus unveiling of the new Health Wagon vehicle.



# Health Wagon

Central Appalachia

## Smiddy Clinic at Wise

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 Wise, VA 24293  
 Phone: 276-328-8850  
 Fax: 276-328-8853

## Clintwood Office

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 Clintwood, VA 24228  
 Phone: 276-926-2254  
 Fax: 276-926-2257

COVER PHOTO BY TIM C. COX



*Above: Remote Area Medical Corps® at Wise, Virginia, Fairgrounds, July 18–20, 2014. Photos courtesy of the Bristol Herald Courier.*




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**DONATE**  
 TO OUR CAUSE

To donate \$10  
 Text WAGON10 to 41444

To donate \$25  
 Text WAGON to 41444

To donate more than \$25  
 Text WAGON (insert amount) to 41444

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-  [twitter.com/health\\_wagon](https://twitter.com/health_wagon)
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