



2015 Annual Report

New heights in health care delivery
for Southwest Virginia



Health Wagon History

It all began with Sister Bernie and her Volkswagen Beetle

Our organization was started 36 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 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, 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.

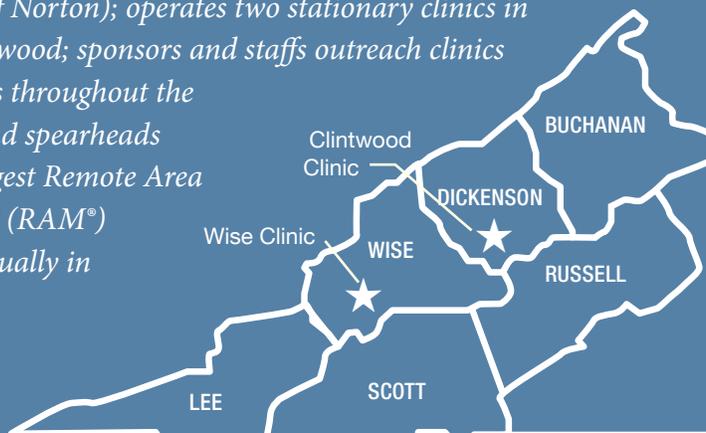


TIM C. COX

The newest Health Wagon mobile unit was dedicated in November 2014.

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



Clinic locations

Smiddy Clinic at Wise

5626 Patriot Drive
Post Office Box 7070
Wise, VA 24293
Phone: 276-328-8850, 276-328-8851
Fax: 276-328-8853

Clintwood Clinic

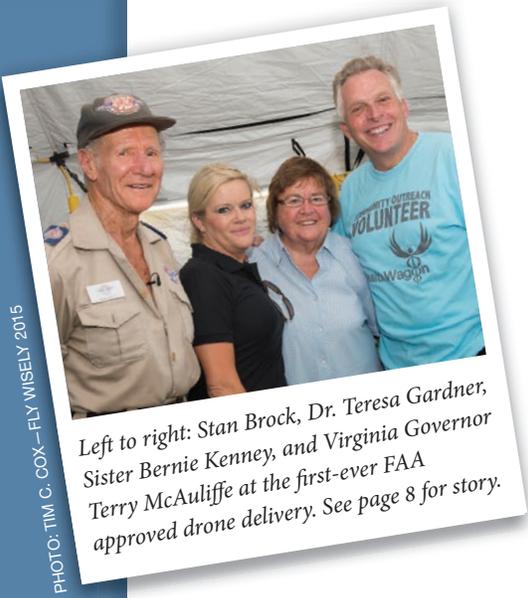
233 Chase Street, Suite 100
Post Office Box 709
Clintwood, VA 24228
Phone: 276-926-2254, 276-926-2260
Fax: 276-926-2257

www.thehealthwagon.org

-  facebook.com/thehealthwagon
-  twitter.com/health_wagon
-  youtube.com, search “health wagon”



PHOTO: TIM C. COX—FLY WISELY 2015



Left to right: Stan Brock, Dr. Teresa Gardner, Sister Bernie Kenney, and Virginia Governor Terry McAuliffe at the first-ever FAA approved drone delivery. See page 8 for story.

From the Executive Director

This annual report is a wonderful and exciting opportunity to highlight the special activities and exceptional accomplishments of 2015. The Health Wagon has experienced continued growth that can be attributed to the kindness and generosity of our donors and the dedication of our staff and volunteers. Some of the many highlights of 2015 include:

- The RAM® Wise County project provided more than 5,000 patients free care during the July three-day event.
- The first historic FAA approved drone delivery took flight as part of the Wise RAM® event.
- A new dental clinic room was added to the Wise clinic location to provide much-needed care.
- 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.
- Health and wellness education outreach was emphasized with monthly health information.
- Specialty clinics such as pulmonology, radiology, cardiology, endocrinology, ostomy, urology, nephrology, ear nose and throat, women's health (colposcopy), wound care, sleep studies, mental health, and dermatology were offered in the region specifically for those patients 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 and challenges that we must continue to rise 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

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Health Wagon Highlights: 2015



Health Wagon medically-equipped RVs serve Central Appalachia as mobile health clinics.



Dr. Turner and Registered Nurse Haley Cantrell hosted a free cardiology clinic at the Smiddy Clinic at Wise, providing cardiology consults, labs, and EKGs. Other specialty medical clinics are offered throughout the year at both Wise and Clintwood clinics.



Health Wagon professionals Dr. Teresa Gardner, Dr. Paula Meade, David Meade, Marcus Adkins, and Anna Baker were inducted into the Order of Kentucky Colonels. The Honorable Order of Kentucky Colonels reaches out to support those in need and preserve the rich cultural heritage of the region.



Dr. Joseph Smiddy MD, Dr. Paula Hill-Meade DNP, Dr. Teresa Gardner DNP, were invited by Gov. McAuliffe to attend the State of the State address in the Virginia Capital Building.

AstraZeneca HealthCare Foundation Connections for Cardiovascular HealthSM



Health Wagon receives \$180,000 Astra Zeneca Foundation grant for cardiovascular health. 2016 marks Health Wagon's fifth year as a grant recipient—the first grantee to be recognized more than three years.

January



Dr. Crystal Kilgore, Instructor of Pharmacy Practice at Appalachian College of Pharmacy joins Health Wagon to provide Clinical Pharmacy Services.



April

2015 brings a renewed emphasis on health education and preventative care for a healthier Central Appalachia. April health fairs are a key opportunity and with more than 250 patient encounters per day.

May

A new dental room in the Wise clinic was ready for use in May. Dr. Kelley, DDS, and his wife Mary Kelley, RDH, donated their time to serve more than 100 patients in 2015.



Staff prepare for patients at one of the 11 regular sites on the mobile Health Wagon rounds.



The Health Wagon Director of Operations, David Meade, shares the mission and vision of The Health Wagon at community events and organizations across the region—all year long.



(above) The 2015 Wise RAM® event hosted the first FAA-approved drone delivery “Let’s Fly Wisely.” The project brought emergency medications on-site as part of a “Kitty Hawk” moment. (below and right) Volunteers contributed more than 40,000 hours of care.



Health education partnerships such as those with schools of medicine at Virginia Commonwealth University (VCU), East Tennessee State University (ETSU) and the University of Virginia, result in provision of hundreds of volunteer hours at Health Wagon events by students and faculty.



Right: Dr. Joseph Smiddy MD and his father, “Papa Joe” Smiddy have been volunteers with the Health Wagon for more than ten years.



Left: Stan Brock, founder of Remote Area Medical Volunteer Corps® (RAM).

July

September

October

December



The three-day Wise RAM® event in July served more than 3,000 patients. Crowds gathered early and waited patiently for the chance to receive free, medical, dental, and vision care. Dental volunteers served 1,104 patients.



The second annual Lee County RAM® event hosted by the Health Wagon served more than 400 patients with 611 dental procedures, 180 pairs of glasses, and 100 free flu immunizations.



The Health Wagon learns it will be featured on *60 Minutes* in January 2016. A 2014 segment inspired donations from hundreds of people from all parts of the country.

Left: Health Wagon received a donation of Henry Schein Cares Medical Kits valued at \$5,000.

An Ounce of Prevention

It's an uphill battle in Southwest Virginia, but Health Wagon is on board to stem a health care crisis through preventative care.

During 2015, Health Wagon made a harder push than ever to distribute health education and offer preventative medicine to Southwest Virginians. A major obstacle is that people in the region often wait too long to get medical help.

“That’s something we combat daily,” says Dr. Paula Hill-Meade, Health Wagon’s Clinical Director. “The people here are isolated due to the mountainous terrain; many lack transportation, and 98 percent are uninsured. Often, by the time we (Health Wagon) see them, multiple, complex illnesses are present.”

In addition to these obstacles, medical access in general is limited. The ratio of people to primary care physicians in the region is about 4,000-to-one. Also, poverty is high — about 70 to 140 percent higher than in the rest of the state.

“Due to all the factors, death rates from common causes are considerably higher here,” Dr. Hill-Meade contends.

Health Wagon (through its outreach platforms) offers numerous types of free screenings, including those for bone density, pulmonary function, cholesterol, hearing, diabetes, retinal, cardiovascular risk and various types of cancer (ovarian, cervical, breast, lung, skin, colon, prostate).



The Wise Clinic's new dental care facility.

Meeting Dental Care needs at the Wise Clinic.

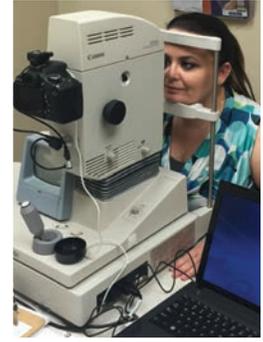
Regular access to dental care is an ongoing need for Southwest Virginia's low-income citizens. In May 2015, the Health Wagon made progress toward meeting this need by establishing a dental care room in the Wise Clinic. In its first six months, more than 100 patients were served by volunteer dentists and dental care professionals. More volunteers are needed, and care continues in 2016.



Health Wagon clinics provide free access to chest X-ray procedures for disease detection and early intervention.

Notably, during 2015, one woman came to the Wise clinic complaining of recurring episodes of nausea. Attributing the symptom to normal aging, the patient ignored the situation for several months. When she did seek help, it was discovered that stage 4 colorectal cancer was present that was inoperable.

“Because she waited, this patient had to undergo chemotherapy treatment,” notes Dr. Hill-Meade. “If a



Patients can now receive diabetic retinopathy screening in the Wise clinic.

Diabetic Retinopathy Scan equipment and its impact.

Patients can now receive diabetic retinopathy screening in the Wise Clinic. Led by a partnership with Virginia's Department of Ophthalmology, the diabetic eye disease prevention program has screened about 2,000 patients, and more than 80 individuals have been saved from irreversible blindness through early detection of disease.

colonoscopy screening had been done at an earlier stage of the disease, the cancer could have been removed and recovery would have been easier. We're constantly trying to educate people about how making lifestyle changes and early detection of disease can save lives."

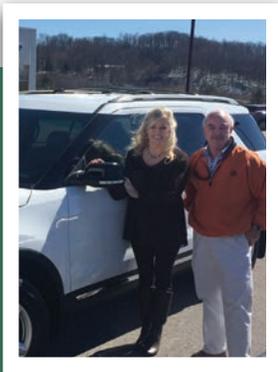
To that end, Health Wagon added a couple of new initiatives during 2015 that emphasize prevention. One is a comprehensive program for diabetics, which promotes healthy eating and physical activity. As part of the initiative, patients are asked to attend weekly, small-group sessions led by certified lifestyle coaches. After starting the program, participants began losing weight and exhibiting healthier behaviors.

Also, during 2015, a diabetic eye disease screening program was added at Health Wagon through a partnership with the University of Virginia's Department of Ophthalmology. Led by Dr. Paul Yates, the initiative detects damage to the tiny blood vessels in the retina, which, if left untreated, can lead to blindness. Since starting the program, about 2,000 Health Wagon patients have been screened through UVA, and more than 80 individuals have been saved from irreversible blindness.



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



Dr. Teresa Gardner and board member Gordon Scott with the new Health Wagon sport utility vehicle.

Funds raised through a 2015 GoFundMe campaign combined with a USDA grant to make the purchase of a new sport utility vehicle (SUV) a reality for Health Wagon. The vehicle is desperately needed to transport medical supplies to RAM events, health fairs and into remote areas visited by our organization's mobile medical units. Due to this generosity from friends and donors, Health Wagon staff now have access to a 2016 Ford Explorer to use when completing medical missions.

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

Flying High on Drone Technology

How Health Wagon's 2015 RAM® Wise healthcare outreach event made history

July 17, 2015, was no ordinary day in Health Wagon's history. The date marked the 16th year that we had partnered with Remote Area Medical® (RAM®) to deliver the largest, free medical clinic in the nation.

It was also the day Health Wagon helped make aviation history. Our organization, along with several other entities, carried out the first federally-approved drone delivery ever made in the United States.

Drones were used to deliver medical supplies that were used during the 2015 RAM® clinic at the Wise County Fairgrounds.

According to Dr. Teresa Gardner, Health Wagon's executive director, helping pull off the first FAA-approved drone delivery was a privilege. "Matthew Sweeney, the CEO of Flirtey, the drone's manufacturer, heard about our RAM® clinic being the largest in the country and contacted us in 2014 about doing a delivery," she said. "It was a huge, cooperative endeavor, and Health Wagon was thrilled to play a role."

Flirtey, the company that produces the drones, also worked with the Mid-Atlantic Aviation Partnership (MAAP), located at Virginia Tech; and NASA's Langley Research Center in Hampton (Virginia) to carry out the medical mission. The Flirtey company is dually based in



A member of the Flirtey team displays the delivery drone and the NASA aircraft that brought the medications to the Wise event.

Sydney, Australia, and Reno, Nevada.

Locally, Wise County Clerk of Court Jack Kennedy helped orchestrate the event. Using a branding campaign called "Let's Fly Wisely," the county is looking to drone technology as one way to strengthen the region's economy and improve the quality of life in Wise County.

During the 2015 RAM® event, drones were used to lower six packages containing 24 different containers of medications and supplies onto the premises. The Langley Research Center

Health Outreach Events

1,015

Lee County Outreach Encounters

6,714

Wise County Outreach Encounters

Value of Health Care

\$2,426,480

Wise Outreach

\$ 191,324

Lee County Outreach

\$ 1,011,158

Pharmacy Assistance

\$ 1,720,800

Mobile and Clinics

\$5,349,762

Total Value, 2015

\$1 SUPPORT = **\$100** MEDICAL CARE



provided an SR-22 remotely piloted aircraft to deliver the supplies from the Tazewell County Airport to Lonesome Pine airport. A safety pilot was on board for this stretch of the venture. Once the supplies were delivered, much smaller unmanned aircraft systems (UASs) made by Flirtey began making the deliveries to the RAM® event.

“The UAS has a tethering mechanism that can lower the cargo,” Rose Mooney, Executive Director of MAAAP, told one reporter. “I think that certainly makes it safer, because you can control where you’re going to leave the package a little better. It also makes flight operations more complicated. Of course, that’s what we’re studying. We have a controlled flight path and a controlled place where we’re leaving the packages.”

When the first drone landed, Virginia Gov. Terry McAuliffe was on hand to pull the package from the 12-pound white and black aircraft. Because it was the nation’s first FAA-approved drone delivery, the event and its initiators — including Health Wagon — were

given unprecedented media coverage by news outlets across the country. It was Dr. Gardner’s idea to deliver medicines through this innovative means.

More about the RAM® Event

The 2015 RAM® clinic in Wise was the largest in its history, with more than 6,700 patient encounters taking place. The event was carried out with help from literally hundreds of volunteers, including healthcare professionals, medical students and general support volunteers. The monetary value of the medical care provided was estimated at nearly \$2.5 million.

The healthcare provided is a god-send for the local population, most of whom can’t afford health insurance. The patients often travel for hours and sleep in their cars overnight to receive the free medical, dental and vision care. For many patients, it is the only time they see a physician during the entire year.



Success! Virginia Governor McAuliffe celebrates as the first FAA-approved drone delivery brings critical medicines to the Wise, Virginia, RAM® event.

Patient Demographics

6,258 Health Wagon Patient Census

8,604 Patient Encounters

38 Average Age

98% Uninsured

61% Female

39% Male

88% Income < 200 Poverty Level



6,258 Health Wagon Patient Census



8,604 Patient Encounters



Watch Flirtey fly.

Partnerships and Support

We cherish the support of the partners, sponsors, and volunteers who help Health Wagon achieve its mission.

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.

Pharmacy Connect of Southwest VA

Free medications are obtained for outreach events and year-round in-clinic 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 2015, more than 990 program applications were submitted for Health Wagon patients by



Pharmacy Connect, resulting in ordered medications valued at more than \$1 million.

Mission of Mercy

Since 2000, Health Wagon has relied on Mission of Mercy (MOM) to provide free dental care at the annual Wise County Outreach event. The program was the first of three created by the Virginia Dental Association Foundation that provide free dental care to underserved Virginians.

Higher Education

The Health Wagon works with many higher education entities to provide health care services to its clients and opportunities for medical professionals in training. Schools include Appalachian College of Pharmacy, Bluefield College of Nursing, Chamberlain College, East Tennessee State University, Georgetown University, Gonzaga University, Kaplan University, Lincoln Memorial University, Mountain Empire Community College, Radford University, University of North Carolina, University of Virginia at Charlottesville, University of Virginia at Wise, Vanderbilt University, Virginia Commonwealth University, Virginia Tech, Wake Forest University, and York College of Pennsylvania.

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). Check thehealthwagon.org for more items.

Medical Supplies

Ace-wraps
Adult diapers
Alcohol wipes
Band aids
Blood glucose strips
Blood pressure cuffs
Colostomy supplies
Dental assistant cart
Dentist/assistant chairs
Dressings
Exam gloves
Exam table paper
Gauze
Syringes
Insulin syringes
Kerlix
KY Jelly (water base)
Medical tape
O₂ Cannulas
Prophylactic kit/equipment

Safety needles
Scalpels
Specula
Surgical face masks
Sutures
Tongue blades
UA dip sticks

Medications

Allergy medication
Antacids
Anti-diarrheas
Anti-fungal
Antibacterial ointment
Aspirin/Ibuprofen
Decongestants
Foot/skin cream/lotion
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

Want to 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 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
- Make a financial donation at thehealthwagon.org

Major Donors

The work of Health Wagon impacts thousands of individuals' lives each year. Special thank you to these major sponsors, who make this work possible:



John C. Fricano Foundation



Maren Foundation



Virginia General Assembly
E.C. Wareheim Foundation
Westwind Foundation • CVS Caremark
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United Way of Southwest Virginia

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Clintwood, Virginia

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Norton, Virginia

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Binns-Counts Community Center
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Wise Co PSA Assistant Director of Project Development
Norton, Virginia

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Clintwood, Virginia

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Barnette Contracting
Norton, Virginia

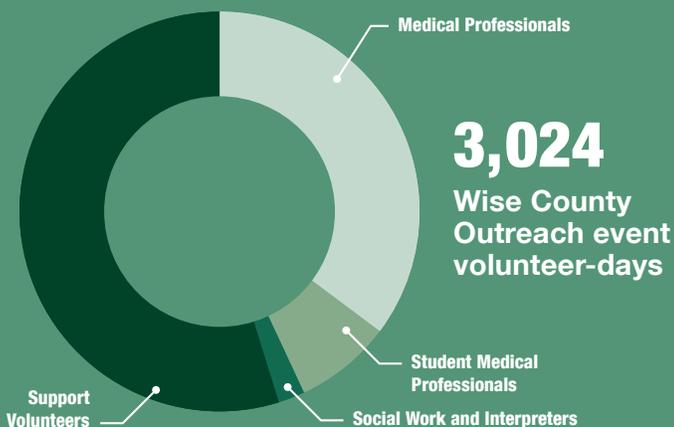
Shirley Woodward
Volunteer
Coeburn, Virginia

Jennifer Hammons
Appalachian College of Pharmacy, student
McClure, 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.

2,058 Health Wagon Clinic Volunteer Hours



Health Wagon Staff

Dr. Teresa Gardner
Executive Director

Christa Kennedy
Registered Nurse, BSN

Dr. Paula Hill-Meade
Clinical Director

Heather Mays
Pharmacy Connect Coordinator
Licensed Practical Nurse

Dr. Joseph Smiddy
Medical Director

Anna Baker
Licensed Practical Nurse

David Meade
Director of Operations

Crystal Clark
Licensed Practical Nurse

Marcus Adkins
Director of Development

Adam Horne
IT Analyst
Data Systems Administrator

Pat Campbell
Secretary

Alana Yates
Administrative Assistant

Haley Cantrell Meade
Registered Nurse, BSN

Barbara Hale
Financial Coordinator

Willie Hamilton
Family Nurse Practitioner

Ashton Gardner
Receptionist

Ashley Fleming
Outreach Coordinator
Registered Nurse, BSN



Health Wagon

*Delivering Health Care
to Southwest Virginia*

Mission:

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

Vision:

*The 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

Smiddy Clinic at Wise

5626 Patriot Drive
Post Office Box 7070
Wise, VA 24293

Phone: 276-328-8850
276-328-8851

Fax: 276-328-8853

Clintwood Office

233 Chase Street, Suite 100
Post Office Box 709
Clintwood, VA 24228

Phone: 276-926-2260
276-926-2254

Fax: 276-926-2257

www.thehealthwagon.org



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twitter.com/health_wagon



[youtube.com, search "health wagon"](https://www.youtube.com/search?q=health+wagon)



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smart phone to make a donation
online, or visit [https://donatenow.
networkforgood.org/thehealthwagon](https://donatenow.networkforgood.org/thehealthwagon)

Text 41444 to
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

