



**2012
Annual Report**

Letter from the Executive Director

Dear Friends of the Health Wagon,

This annual report is a wonderful and exciting opportunity to highlight the special activities and exceptional accomplishments throughout a year that we can all be extremely proud of. The Health Wagon has experienced continued growth during the fiscal year 2012. Our growth can be attributed to the 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:

- The Health Wagon opening a new clinic location in Wise, VA
- Mobile units being made available in new locations and counties, expanding our services for the great needs of the Appalachians
- Executive Director Teresa Gardner winning a Domestic Humanitarian Award for 2012
- Clinical Director Paula Meade winning an AANP state of excellence award
- Virginia Health Care Foundation Support of Expansion of Health Care Services to the Underserved in Southwest Virginia
- The Health Wagon partnering with the United Breast Cancer Foundation to help women at risk for breast cancer obtain screening mammograms and diagnostic services as well as providing thousands of dollars' worth of Tempur-Pedic mattresses to those in need
- 4,591 patients receiving comprehensive health care services during our regular clinics, resulting in the expansion of our clinic sites due to increased demand
- The RAM Wise County project completing its 13th year and providing over 7,000 patient encounters and \$1.5 million in free care on the way to being heralded as the nation's largest health care outreach of its kind

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

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, 2012 and December 31, 2012.

History

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.



Remote Area Medical

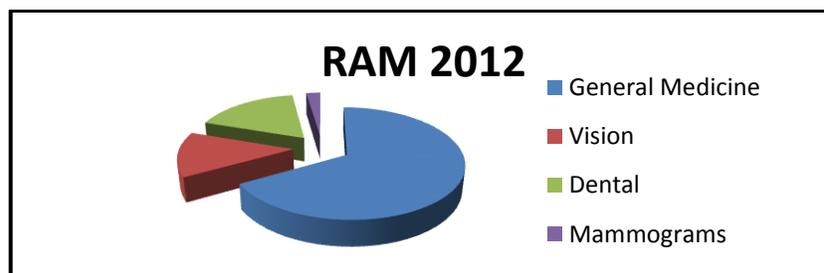
The Remote Area Medical® (RAM) Volunteer Corps is a non-profit, volunteer, air-borne relief corps dedicated to serving mankind by providing free health care, dental care, eye care, veterinary services, and technical and educational assistance to people in remote areas of the United States and the world.

Founded in 1985, 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 event in Wise, VA for various medical and dental needs.



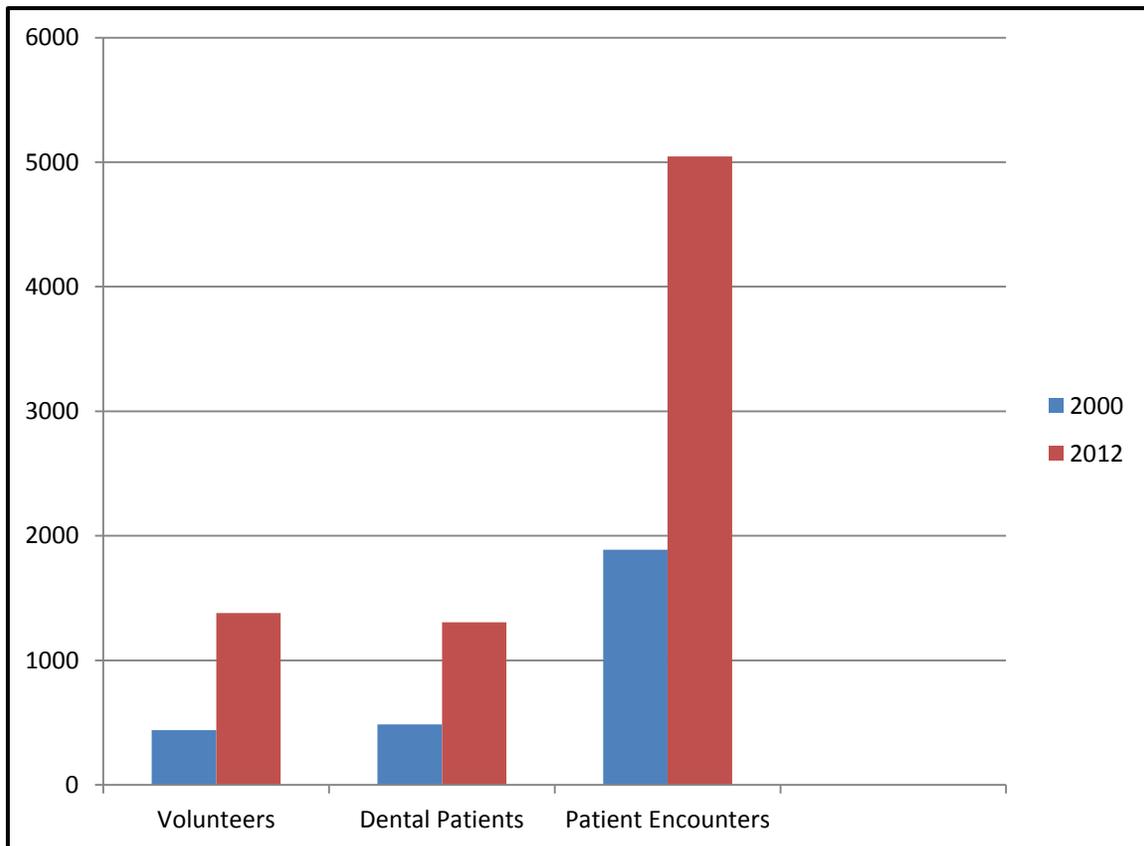
Estimated value of total care provided: **\$1,500,000**

“A Picture is Worth a Thousand Words”



13 Years of Remote Area Medical

- 1,888 patient encounters in 2000. 5,046 patient encounters in 2012. That is a 279% increase.
- 65,568 patient encounters over the last 12 years.
- 486 dental patients in 2000. 1,263 dental patients in 2012. That is a 160% increase.
- 439 volunteers in 2000. 1,467 volunteers in 2012. 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.



In the News...



Virginia Health Care Foundation Supports Expansion of Health Care Services to the Underserved in Southwest Virginia

(Clintwood, VA) – The Health Wagon announced that the Virginia Health Care Foundation has provided funding to support the expansion of health care services to the underserved in Southwest Virginia. The funding has allowed The Health Wagon to hire two new part-time nurse practitioners, and increase The Health Wagon service area into two additional counties.

The three year grant program will focus on the expansion of primary health care services, specialty clinics, outreach, and chronic disease management across Southwest Virginia. According to the Virginia Health Care Foundation:

“Nurse practitioners are essential to the delivery of health care in Virginia, particularly within Virginia’s health safety net. Virginia’s free clinics and community health centers rely on the continuity of care and compassion provided by nurse practitioners serving the uninsured and medically underserved.

“As front line medical care providers who stress both care and cure, nurse practitioners have unique challenges in helping patients prevent and control diseases and achieve optimum wellness.”

About the Health Wagon

The Health Wagon strives to meet the unique challenges of health care delivery to the medically underserved and indigent in poverty-stricken areas of rural Appalachia. For more information about The Health Wagon, visit www.thehealthwagon.org.

About Virginia Health Care Foundation

The Virginia Health Care Foundation is a public-private partnership dedicated to increasing access to primary health care for uninsured Virginians and those in underserved areas. For more information about the Virginia Health Care Foundation, visit www.vhcf.org.

The Health Wagon Opens New Clinic



In 2012 The Health Wagon opened its new specialty clinic in Wise, VA. Wise County officials provided us with the land for the new clinic and Richard Gilliam gave a generous donation for the building. The new clinic offers a variety of specialty services including mammography, chest x-rays, diabetes education, diagnosis specialists, cardiologists, and pulmonology. This 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.

Please follow the link below to watch the ribbon cutting ceremony for our new facility:
<http://snipurl.com/HWRibbonCeremony>



Clinic lobby



Exam room



Local Free Clinic Provider Wins AANP State of Excellence Award

(Wise, VA) – The Health Wagon would like to announce and congratulate Clinical Director Dr. Paula Hill Meade for receiving the 2013 Virginia AANP Nurse Practitioner State Award for Excellence. The AANP State Award for Excellence is given annually to a nurse practitioner in each state who has demonstrated excellence in nurse practitioner clinical practice. Dr. Meade will be recognized for this achievement during an award presentation at the AANP 28th National Conference which will be held in Las Vegas, NV at The Venetian and The Palazzo & Sans Expo and Convention Center on June 19-23, 2013. The Salute to the States Award Ceremony and Reception will be held from 5:30-7:30 P.M. on Friday, June 21. Recognition will also be given during the 2013 Virginia Council of Nurse Practitioner Conference held on March 6, 2013.



Dr. Meade with her award.

Dr. Meade has over 23 years of experience as a primary care provider, educator, clinical manager, and expert on rural health care delivery. She currently serves as the Clinical Director for The Health Wagon, a mobile clinic for the uninsured, underinsured, and indigent in rural Appalachia. She has served as adjunct/preceptor faculty for multiple academic institutions including University of Virginia, Appalachia College of Pharmacy, East Tennessee State University, Ball State University, Virginia Tri-College of Nursing, and Old Dominion University. She is a native of Wise County in Southwest Virginia and has a special interest in mentoring nurse practitioner peers

and students, promoting rural health care delivery, and improving the quality of patient care for residents in Central Appalachia. She is also frequently requested to lecture on rural health care, the Remote Area Medical Expedition, and health care reform at national, state, and local meetings. Most recently, she spoke on National Nurses Day at the National Institute of Health in Washington, D.C.

Virginia Nurse Practitioner Teresa Gardner Wins Domestic Humanitarian Award

(Charlottesville, VA) – Teresa Gardner, DNP, MSN, FNP-BC, FAANP, has won the 2012 American Academy of Nurse Practitioners (AANP) Domestic Humanitarian Award for her efforts and commitment to caring for needy patients in rural Appalachia. She currently resides in Coeburn, VA.

Gardner, who is a member of the Virginia Council of Nurse Practitioners (VCNP), was honored at the 27th Annual AANP National Conference June 21, 2012, in Orlando, FL.

Gardner is the executive director of The Health Wagon, which provides health care clinics to rural patients in the Appalachian region, many of whom would not otherwise have access to care. The clinics are aimed at improving the health of these patients while promoting prevention and education.



(L to R) Award recipients Teresa Gardner, Lindani Sibanda, and Mary Behrens with Loretta Ford.

The Health Wagon is a key collaborative partner in the 3-day Remote Area Medical (RAM) Volunteer Corps clinics held annually in Wise, VA. The event has grown to be the largest free mobile health clinic in the nation and provides thousands of patients each year with free medical and dental care.

“The members of VCNP are proud of Teresa’s accomplishments and her dedication to providing quality health care to those in need,” said Phyllis Everett, MSN, RN, AOCN, NP-C, president of VCNP. “This award recognizes her for the many hours of time and passion she has devoted to her profession and to patients in rural Appalachia.”

Nominated by her peers for the award, Teresa has brought national and international media attention to the issue of health-care access for those in need. She has been interviewed on such television programs as 60 Minutes and Inside Edition.

The AANP Domestic Humanitarian Award is given annually by the American Academy of Nurse Practitioners to honor a nurse practitioner who has had a substantial impact on the health of a community or patient population, gained the attention of national or local leaders, implemented an innovative project aiming toward sustainable long-term health success, or directed, provided, or developed services that affected a large number of people or a special population.



UBCF Provides Generous Tempur-Pedic Mattress Donation to South West Virginia Community

(Huntington, NY / Wise, VA) – The United Breast Cancer Foundation (UBCF) is pleased provide a very generous donation of Tempur-Pedic mattresses to the Southwest Virginia area on Saturday, October 20th. UBCF is working closely with The Health Wagon of Wise, VA to distribute the mattress donation. There are a limited number of twin size mattresses available to those in need in the community. People interested in receiving a mattress should contact The Health Wagon at 276-926-2260 to set-up an appointment to receive a mattress. Mattresses will be distributed on a first-come-first-served basis. Financial need will also be taken into consideration.



“The United Breast Cancer Foundation has been providing breast health and wellness services to Virginia communities since 2005,” said Stephanie Mastroianni, UBCF Executive Director. “UBCF is so pleased to continue supporting the members of this community. Tempur-Pedic is the most highly recommended bed in America, particularly for its health benefits. We often take for granted the value of a good night’s sleep; however, sleep is so critical to our health and wellness. It is my personal hope that this donation brings peaceful nights to many deserving people.”



National Kidney Foundation Offers Free Health Screening

(Clintwood, VA) – The National Kidney Foundation will conduct a free health screening for people at increased risk for kidney disease on Saturday, November 3, 2012 from 9 a.m. to 12:30 p.m. at Valley View Freewill Baptist Church on W. Main Street in Clintwood.

The screening is part of the National Kidney Foundation's *Kidney Early Evaluation Program (KEEP)* designed to identify and educate people at risk – **those with diabetes and/or high blood pressure or a family history of kidney disease.**



Health Wagon staff showing their support

“We know that if we start early with education, detection, and if necessary, medical intervention, we can often postpone the onset of kidney disease or kidney failure and in some cases even prevent it from ever developing,” said Pamela Gatz, Division President of the National Kidney Foundation serving Virginia.

KEEP screening participants will have their weight and blood pressure checked. Medical professionals will collect blood and urine samples from those who require further testing. A physician is on-site to review results with participants.

More than 26 million Americans have chronic kidney disease and most don't even know it because symptoms are usually absent until the disease's end stages. One in three Americans are at risk of developing kidney disease. To register for the free screening or to learn more, contact The Health Wagon at 276-328-8850. Pre-registration is preferred, however, walk-ins are welcomed.

The National Kidney Foundation is dedicated to preventing kidney and urinary tract disease, improving the health and well-being of individuals and families affected by these diseases, and increasing the availability of all organs for transplantation.

Please visit our website at www.kidneyva.org.

AstraZeneca HealthCare Foundation
**Connections for
Cardiovascular HealthSM**

Connections for Cardiovascular HealthSM Announces Grant to The Health Wagon

(Clintwood, VA) – Today the AstraZeneca HealthCare Foundation program *Connections for Cardiovascular HealthSM* 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*.

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 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.”
– Dr. Teresa Gardner

“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, The 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 home centered on those patients.

“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 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 amount 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

Patient Demographics

Clinic Summary

Number of Clinics.....	215
Number of Active Patients.....	2,410
Number of Encounters.....	4,591
Telemedicine Consults.....	212

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)

Services and Initiatives

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...

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

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