

Another year of

COMPASSIONATE HEALTHCARE

made possible by you

MANEC
2015
YEAR IN REVIEW





OUR MISSION

Train the next generation of healthcare professionals for WNC through quality healthcare, innovative education, and best practice models that can be replicated nationally.

STETHESCOPIES



not just a doctor's fashion accessory

They may be the most commonly used tool by doctors, but in the hands of a pregnant mother, they become a *symbol of self-empowerment*. Confidence builds with each heartbeat they hear of their own baby. Self-assurance grows alongside the swell of their bellies. The encouragement and support they receive in Centering Pregnancy™ is thanks to you.

You help make it possible for them to receive group care: to learn how to take their own vital signs, to know everything they're experiencing is *normal*, and to feel empowered about their own health and that of their baby. That's no small task.

Because of your support in 2015, we have been able to heal, to teach, and to advocate on your behalf. We've placed crying infants in the arms of proud, new mothers; inspired high school students to pursue healthcare careers; trained physicians for rural areas where there are few doctors to be found; warmed the hands and hearts of the sick and elderly; and been the ear to listen to those who have no one else to confide in, which sometimes matters most.

Thank you for making all of this possible.

But our work doesn't end here. We hope for this coming year to be even more successful than the last, and we need your help to do that. We ask for you to help in one of the most meaningful ways possible: *share our stories*.

Tell your friends, your family, your coworkers, and your neighbors. Tell them about your own experiences with MAHEC. Spread the word about the many great things you helped accomplish this year. Brag a little. Give yourself a pat on the back – you deserve it.

And invite others to join in on giving the gift of good health to WNC in 2016.

Long Walks

made possible by you

Honesty. Support. Compassion. Trust. Consistency in care.

All of these are important to Pat as she ages, and she's found every one of them at MAHEC.

With the failing health of her husband, Linton, Pat needed an extra level of support. She accompanied him to every visit with Dr. Plaut, and the three bonded. Pat smiles, relating the way she and Dr. Plaut "joshed" back and forth through those visits, but it meant much more than that.

"That friendship with him is what helped me through Linton's illness and all the decisions that had to be made," she says. "When I got the call that they were moving Linton from assisted living to skilled nursing, I told Dr. Plaut, 'I'm just lost.' He took me for a walk and got me through it."

With your support, moments like this between patients and doctors are made possible. Sometimes what's most important does not come from a prescription. It's something Pat found - She believes they are partners in her healthcare, and encourages others to be advocates of their own health. When her own doctor left, Pat was placed in Dr. Plaut's care.

"You just have to have somebody to count on. I feel like I'm well taken care of and anything I need or want to talk to someone about, I can go to Dr. Plaut. He's often my emotional support which is certainly important for maintaining my physical health."



TRUST US
— WE'RE —
DOCTORS

"Geriatric patients often see so many different doctors that they don't trust someone is really managing their care and helping them with all these things. MAHEC doctors are really good about that. Consistency of care – that trust is so important as you're aging."

- Pat

'Consistency of care – that trust is so important as you're aging'

SMILE
you'll feel better
ALL OVER

'I used to wear a mask over my face when I went anywhere because I was ashamed. Now I don't have to do that.'
- Teresa



SELF-CONFIDENCE

We owe it to you

All I want for Christmas is my two front teeth

All Teresa wanted for Christmas was a new set of teeth, and with your support, she got so much more.

Due to a fixed income and lack of transportation, Teresa had given up hope when there was no way to travel to an oral surgeon in Morganton. But when telling her doctor at Glenwood Family Medicine in Marion about how she wished she could have her teeth fixed, her doctor informed her about the MAHEC Dental Health Center and Center for Advanced Training - located in the same building.

Teresa made several appointments to have teeth pulled and impressions made for her new dentures, and on December 17th she went back to try them on for the first time.

"I was so excited!" says Teresa. "I was going on vacation and wanted to look presentable."

She was told if everything checked out ok that she would be able to leave that day with her new set of teeth. Teresa sat down in the chair and put in her new dentures.

"That just made my day," she says. "They gave me a mirror and I looked at them and just cried. I was so excited and overwhelmed. December 17th is the day I got them."

Before that day, she avoided going anywhere or looking at anyone.

"I used to wear a mask over my face when I went anywhere because I was ashamed. Now I don't have to do that."

In fact, she's now doing something she loves - smiling.

December 17th will now stand out for Teresa because it was the day she received more than just a new set of dentures - she was given her self-confidence back.

TREATING THE INDIVIDUAL

Thanks to your gifts

Each patient is different

A single-engine plane crash in 1998 left Bonnie with a partially severed nerve and unable to walk for a time. Bed-ridden, her physical symptoms overshadowed her symptoms of concussion. Nearly 15 years later Bonnie became immediately dizzy after a fall down a few stairs that left her with a twisted ankle, but it wasn't until another six months later during a physical therapy session that the idea of post-concussion syndrome arose. After hearing about the plane crash, her therapist referred her to the Concussion Clinic at MAHEC and Dr. Aaron Vaughan, Sports Medicine Fellowship Director.

"I was told before I went there that he had a whole team to treat all different aspects of concussion," says Bonnie. "It was just awesome because they approached it from all angles."

Since the crash, Bonnie had seen multiple providers including neurologists, orthopedists and even ear, nose and throat doctors. She was taking various medications and pain killers but was still manifesting symptoms that significantly impacted her life. The Concussion Clinic changed all of that. Dr. Vaughan helped facilitate and coordinate Bonnie's complicated treatment plan. Thanks to your support, not only do patients like Bonnie receive full continuity of care, but the Concussion Clinic also takes care of communication with schools and employers on the patients' behalf.

"The clinic is a gateway," says Dr. Vaughan. "In concussion management, my goal is to screen where people are symptomatic and assess for neurologic damage. Like a snowflake, every concussion is different, and we have to tailor individual rehab plans."

For Bonnie, that involved a lot of rest (up to 10-12 hours a night!), which is something she still takes into account every day. Her recovery from the plane crash has been a long, slow process, but she credits her friends, family and doctors for pushing her along during the times she wanted to give up. She's now back to work full-time and has even lost over 20 pounds, but still knows her limitations.



— embrace —
WELLNESS
— we'll —
HELP

"Patients' recovery is often delayed because they don't get the resources they need. Bonnie is a testament of what our clinic can do for people . . . Her fight and determination to get better is an inspiration. It is a pleasure to provide her with the tools to do that and exciting to see her results and recovery."

- Dr. Vaughan

GLOBAL HEALTH *is* RURAL HEALTH

'Our patients deal with many of the same issues as the community we work with in Honduras: Transportation, Poverty, and Education.'



You make
Global Change
happen locally

Strong relationships grow communities

That is just one of the many things Cate brought back from her experience with the global health brigade to Camasca, Honduras. Dropping a pin on a map in Central America may not bring up images of our corner of the world in Western North Carolina. But for Cate and the others who participate in global health experiences, they come home invigorated by the changes they see taking place through the long-standing relationship between MAHEC, the nonprofit organization Shoulder to Shoulder, Honduras and you.

Your commitment opened Cate's eyes to the possibilities for a community where strong relationships are built and nourished: paved roads and a new bilingual school.

"The global experience translates well to MAHEC's mission here in Western North Carolina," Cate says. "Our patients deal with many of the same issues as the community we work with in Honduras: *Transportation, Poverty, and Education*. These trips exemplify what the model of community partnership and long-term change look like in a way that's applicable to MAHEC and WNC."

Now imagine what can happen in our own rural area.

healthy
MOM,
healthy
FAMILY

*'Healthy women are
the key to healthy
communities.'*

-Dr. Elizabeth Buys



*{ CARING FOR THE WHOLE WOMAN,
HER WHOLE LIFE }* *with your help*

We have you covered

MAHEC cares for every stage of a woman's life from birth through her geriatric years. Women from across the region are even referred to MAHEC for consultation and care from Maternal-Fetal Medicine Specialists, who focus on 'at risk' pregnancies.

"It doesn't matter where they come from or what their financial resources are," says Dr. Jennifer Warren, Maternal-Fetal Medicine Specialist. "We take care of everybody." MAHEC provided \$7.5 million in safety net care last year, \$4.5 million of which went to women's healthcare for low-income and uninsured patients.

When a patient with a family history of diabetes received her prenatal care at MAHEC, she was given the extra support needed. Her grandmother had suffered with complications of diabetes, and the patient was serious about taking care of herself and her family. Through MAHEC, she saw a behavioral health specialist regarding tools for self-care, a nutritionist about how to make healthy lifestyle choices, and she was followed closely to ensure that her baby was born healthy with no complications. When returning for a postpartum visit, the patient told Dr. Elizabeth Buys, Division of Ob/Gyn Director, how grateful she was for the support and the tools she had been given to care for both herself and her family.

Women's health is priority at MAHEC. From general Ob/Gyn care, in-house nutritionists, ultrasounds, certified nurse-midwives, therapists, and a host of other well-woman services, we have you covered.

"We offer comprehensive care and try to meet the needs of the whole person emotionally and physically," says Ann Brown, Certified Nurse-Midwife at MAHEC Ob/Gyn Specialists. "People don't have to go to four different places. They can come here and do everything they need to do."

NEW BEGINNINGS

with your continued support

Passing the torch - one generation to the next

Three years ago, Dr. Ladson Gaddy-Dubac stepped into her new career as the first ObGyn in rural Franklin, NC. Starting a new practice on her own at Angel Medical Center was a little unnerving, but Dr. Gaddy-Dubac felt prepared from her residency at MAHEC.

“Coming to an area with limited resources can be frightening but having the relationship with MAHEC and knowing I have a team there to help me with high-risk patients was reassuring,” she says.

And the area embraced the new practice it had needed for so long. Another ObGyn, Dr. Carole Peterson, was hired as volume increased, and last year a third joined - Dr. Beth England, *another MAHEC graduate*. With your support, 60% of our MAHEC residents stay in Western North Carolina to practice, helping fill the shortage of primary care physicians.

Dr. Gaddy-Dubac also takes in fourth-year MAHEC residents to do rotations where they learn, *just as she did during her own residency*, how to provide comprehensive care in a limited resource setting.



STUDENT

is not a container
you have to fill but a
torch you have to

LIGHT UP

Albert Einstein

‘It’s the kind of residency where you’re going to learn a wide array of skills that prepare you to be in a rural setting.’

- Dr. Gaddy-Dubac

BY THE NUMBERS:

EMPLOYEE YEARS OF SERVICE



\$4.5 MILLION

Safety Net Care for women & their babies



2,247

Babies Delivered

Rx PRESCRIPTION

8,500+
Health Professionals Received Training

200+
Continuing Education Programs Offered

110,000+



Patient Visits



466

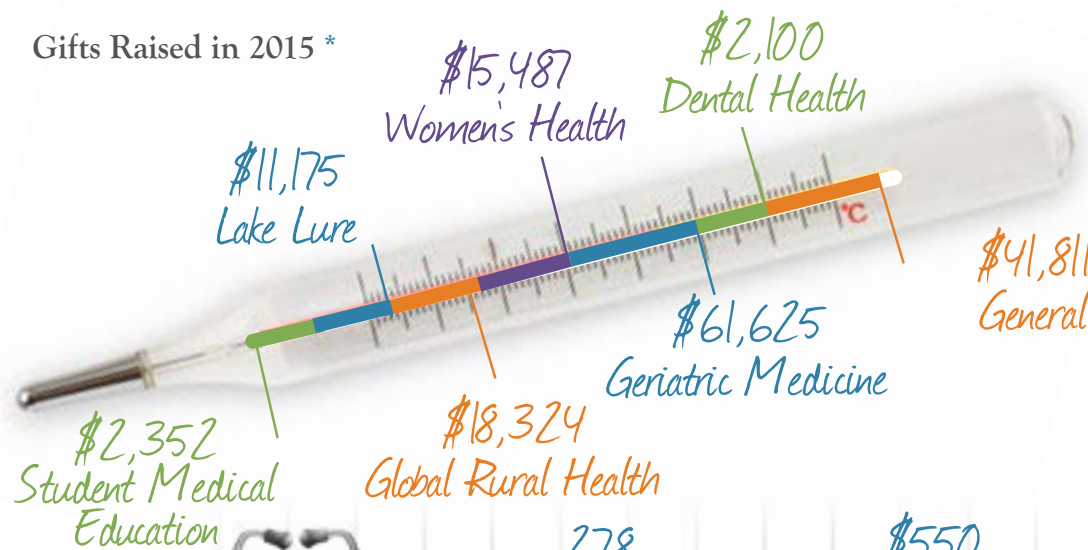
Medical and Dental Residency Graduates

2015 Total Number of Employees
537

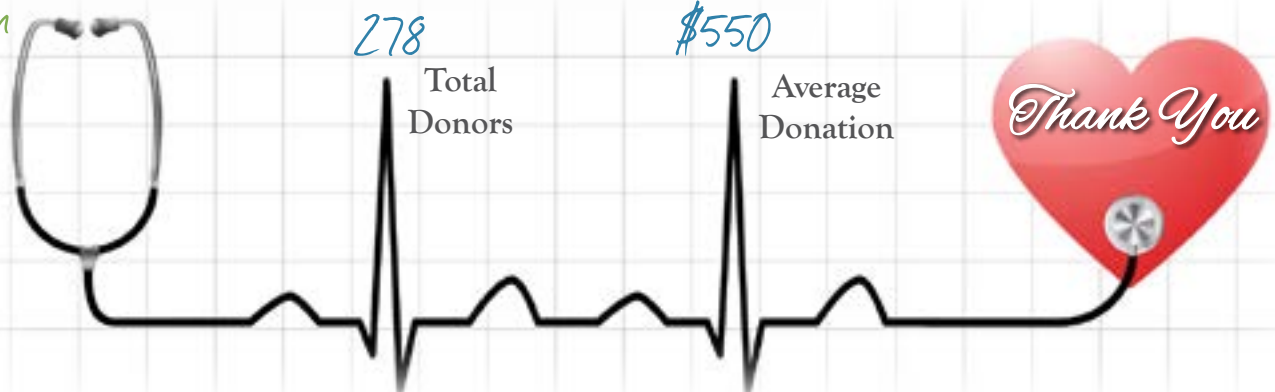
Positions Added
 50 75 106

Employees Hired
 75 125 194

Gifts Raised in 2015 *



* Statistics represent calendar year January 1, 2015 through December 31, 2015.



BOARD OF DIRECTORS

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MAHEC President/CEO
Jeffery E. Heck, MD

Who We Are

Established in 1974 as an independent non-profit, MAHEC (The Mountain Area Health Education Center, Inc.) provides quality, compassionate healthcare as a foundation for training top physicians, dentists and health professionals.

Our medical residency and fellowship programs recruit and train the best and the brightest from across the country to become future doctors and dentists for Western North Carolina. MAHEC patient care is provided at Family Health Centers in Asheville, Cane Creek, Enka/Candler, Hendersonville, Lake Lure, Mill Spring, Newbridge, Givens Estates, and Deerfield Retirement Community. MAHEC provides dental care in Asheville and Marion and Ob/Gyn care in Asheville with consults across the region.

The MAHEC Foundation connects the generosity of the community with opportunities to improve healthcare in WNC.

Our Values

We value Excellence, Innovation, Compassion, and Collaboration.

We represent these values through:

- Quality Education
- Innovative Ideas
- Compassionate Care
- Community Partnerships
- Professional Standards

www.mahec.net

Should you have any questions or want more information, contact our Development Office:

Brooke Brownlow, Development Officer
(828) 257-4494

Debbie Manley, Development Associate
(828) 257-4203



YOUR DOCTOR. YOUR TEACHER. YOUR ADVOCATE.

*As the need in our community grows, so do we.
Thank you for a wonderful year of support.*

