



ANNUAL
REPORT
2024



50

YEARS OF SPECIAL

moments

GREETINGS ON BEHALF OF MAHEC

Dear Friends and Supporters of MAHEC,

Fifty years ago, this region faced a healthcare crisis that may sound all too familiar today. A severe shortage of healthcare providers, particularly in rural areas, left many residents without access to basic care. In response, a group of visionary leaders took action to ensure that our mountain community would have access to compassionate, high-quality healthcare—especially for those in rural areas. This commitment led to the founding of MAHEC (Mountain Area Health Education Center).

What began as a small family medicine training program in 1974 has evolved into a comprehensive hub for medical education, community outreach, and healthcare innovation and research. Since our inception, MAHEC has successfully recruited and trained well over 800 physicians, dentists, and pharmacists through our residency and fellowship programs. Notably, 50% of our graduates have stayed to practice in North Carolina; of those, 81% have chosen to serve in Western North Carolina. Remarkably, more than one in three family medicine providers in the region have MAHEC roots.

Over the past five decades, we've made significant strides. As highlighted in this Annual Report, we trained 218 residents and fellows during the 2023-24 academic year. We anticipate that number will exceed 250 in the near future. Throughout our 50-year journey, MAHEC has served hundreds of thousands of unique patients, consistently striving to create a healthcare experience that is accessible, inclusive, and compassionate. With a dedicated staff of over 1,000 team members, we are proud to be one of the largest nonprofit employers in Western North Carolina.

As we close another chapter in MAHEC's history, we invite you to join us in looking to the future of our beloved organization. Together, we can continue to build healthier, stronger communities for everyone in our mountain region.

Sincerely,



William R. Hathaway, MD
Chief Executive Officer
MAHEC



Casey Cooper, MBA
Chair, Board of Directors
MAHEC

MAHEC BOARD OF DIRECTORS



Casey Cooper, MBA
Board Chair

CEO, US PHS Indian Health Service, Cherokee Indian Hospital



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VP, Graduate Medical Education, HCA Physician Services Group



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UNC Health Pardee*



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*UNC Health Care System
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MSW, LCSWA**

*Bilingual Therapist, Clinical
Supervisor, US Committee
for Refugees & Immigrants*



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Founder, Teague Dentistry



**Marianne
Martinez, MPA**

*Chief Executive Officer,
Vecinos*



Darin Waters, PhD

*Deputy Secretary, Office
of Archives & History, NC
Department of Natural
& Cultural Resources*



Avril Pinder, MBA

*County Manager,
Buncombe County*



**William R.
Hathaway, MD**

*Chief Executive Officer,
MAHEC (Ex-Officio)*

UNC HEALTH SCIENCES AT MAHEC OVERSIGHT BOARD

VOTING MEMBERS

W. Louis Bissette Jr. | Former Chair, UNC Board of Governors;
Representative, MAHEC Board of Directors

Chris Clemens, PhD | UNC Provost & Chief Academic Officer

Casey Cooper, MBA | CEO, Cherokee Indian Hospital;
Representative, MAHEC Board of Directors

Janet Guthmiller, DDS | Dean, UNC Adams School of Dentistry

William R. Hathaway, MD | CEO, MAHEC

Angela Kashuba, PharmD | Dean, UNC Eshelman School of Pharmacy

Laura Linnan, ScD | Sr. Associate Dean for Academic & Student Affairs,
UNC Gillings School of Global Public Health

Cristy Page, MD, MPH | Executive Dean, UNC School of Medicine

Jennifer Wu, MD | Vice Dean for Academic Affairs, UNC School of Medicine

NON-VOTING MEMBERS

Zach Levin, CPA | CFO, MAHEC

Karlina Matthews, MBA | CFO and Vice Dean for Finance & Business Operations,
UNC School of Medicine

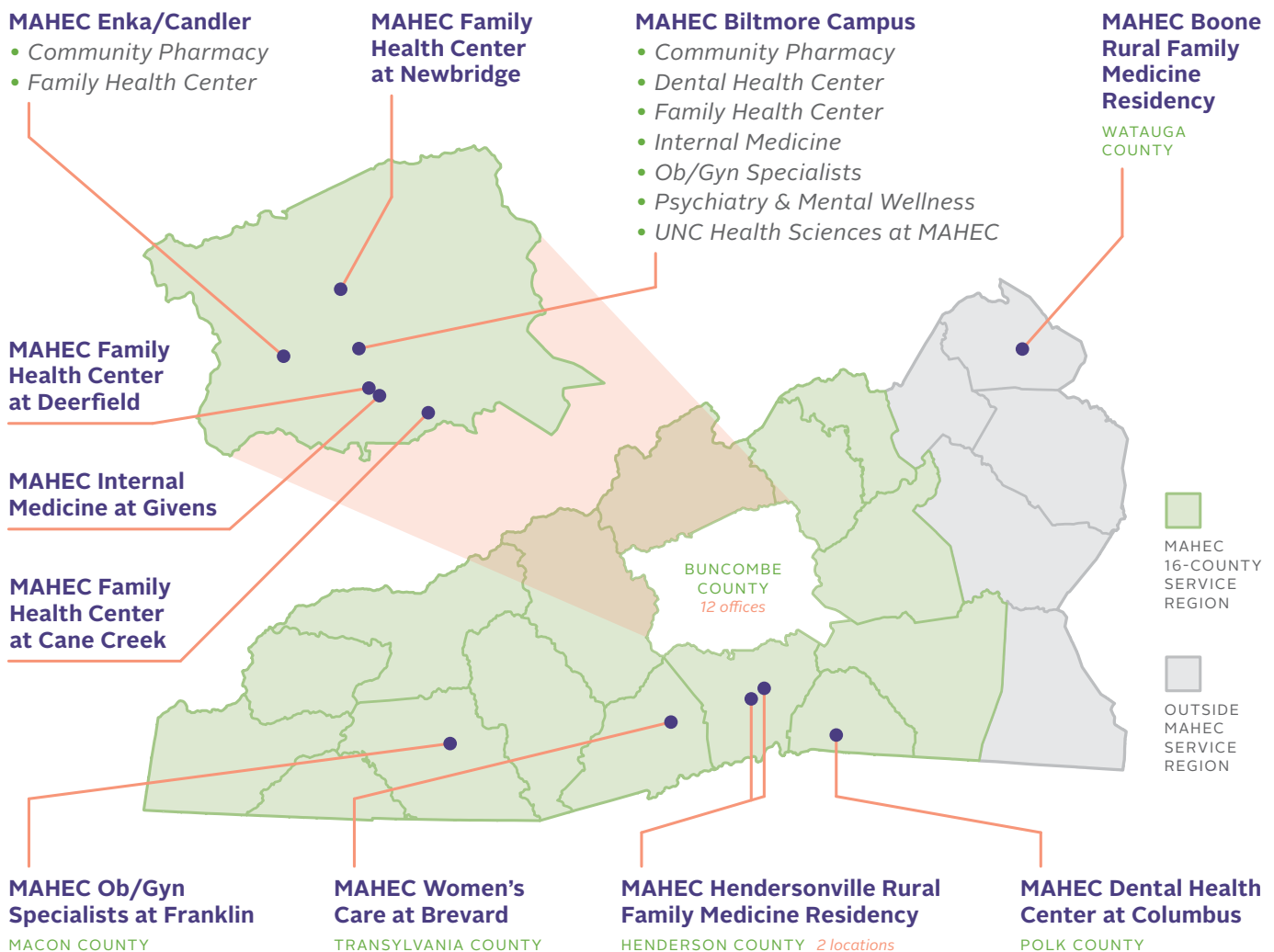
Kimberly van Noort, PhD | Chancellor, UNC Asheville

CARING FOR OUR COMMUNITY

MAHEC's impact can be felt across Western North Carolina, with patient care offered at our main, 14-acre Asheville location as well as at numerous satellites. Our providers can be found in 200+ medical practices, hospitals, and other clinical sites, while nurses, therapists, and oral health providers care for children in schools. As an Academic Health Center, MAHEC offers countless professional development opportunities and also serves as a branch campus for UNC schools of medicine, dentistry, pharmacy, and public health.



MAHEC Biltmore Campus



OUR REGIONAL IMPACT

247,320 PATIENT VISITS

in our family medicine, internal medicine, psychiatry, ob/gyn, and dental clinics



\$3.63 MILLION

in prescription medications were filled at no cost to eligible MAHEC patients

\$1.32 MILLION

in charity care for our community



2,499

babies delivered



\$21.4+ MILLION

in grants and gifts received to further our work

**925 EVENTS FOR
39,556 PARTICIPANTS**

in continuing professional development



**615 PROGRAMS FOR
8,698 PARTICIPANTS**

in our state-of-the-art simulation center

6 RURAL FELLOWS

placed in **5** Western North Carolina counties



11 RURAL TEACHING SITES

embedded in **8** Western North Carolina counties

13,827 SCHOOL NURSE

encounters across **62** local schools



1,510 STUDENTS

provided with school-based therapy across **44** local schools

800+ GRADUATES

from our medical, dental, and pharmacy residency and fellowship programs **since 1978**



\$641 MILLION

in economic output for WNC has been generated by our program graduates **since 1978**

1,000+ STUDENTS

attended our health career programs for high schoolers



1,000+ EMPLOYEES

serving at MAHEC, including full-time and part-time positions

14,230

library service interactions



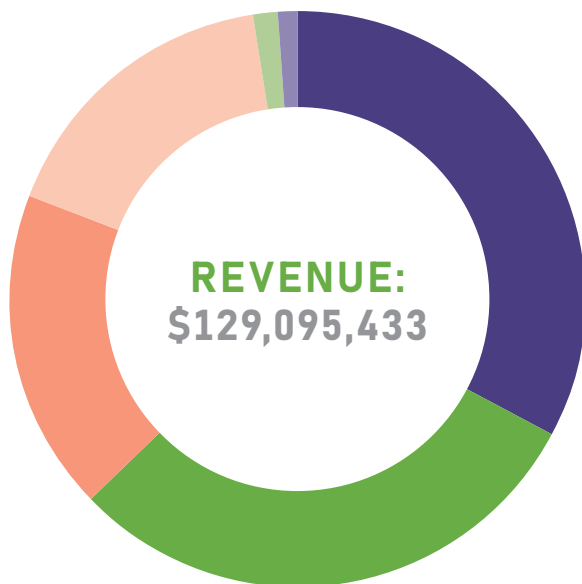
*All data sourced from
July 2023–June 2024*



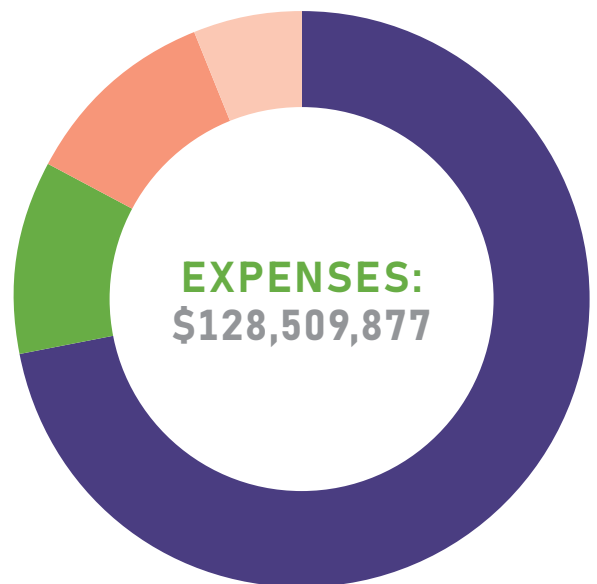
50 YEARS

of excellence in medical care and education

FINANCIAL REPORT



- 33% Contract Revenue
- 30% Net Patient Revenue
- 18% State Appropriations
- 16.5% Grant Revenue
- 1.5% Other Revenue
- 1% Continuing Professional Development



- 72% Salaries and Benefits
- 11% Services
- 11% Other Expenses
- 6% Supplies

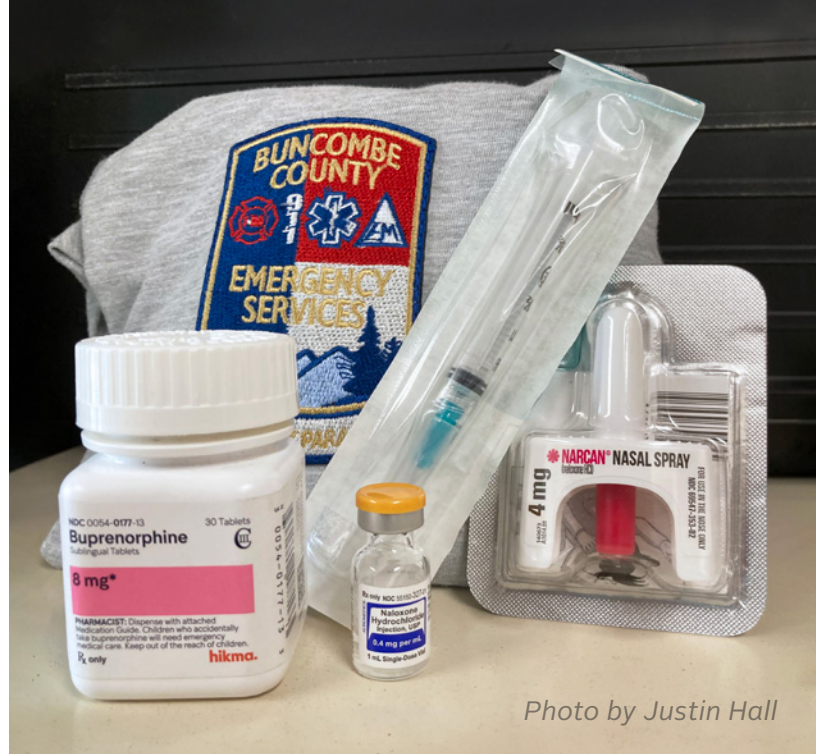


Photo by Justin Hall

Buncombe Bridge 2 Care: Reducing overdose deaths

This partnership with Buncombe County EMS aims to reduce overdose deaths by increasing access to lifesaving medication for people with opioid use disorder—"keeping people alive while they're doing what they're going to do," says Buncombe paramedic Justin Hall.

FAMILY MEDICINE

81%

*of our 2024 Family
Medicine Residency
Program graduates are
staying in WNC*

103,434

*patient visits to MAHEC
Family Health Centers*

MAHEC provides patient-centered, evidence-based care while training Family Medicine residents at our Family Health Centers across Buncombe County and in clinics in Hendersonville and Boone.

PRIMARY CARE FOR UNHOUSED

Family Medicine faculty and residents provide care at the AHOPE day shelter each week, with more than 175 encounters in 2023 through May 2024.

NEW MODEL SHARED NATIONALLY

The successful implementation of the Clinic First model, which improves patient continuity with providers and enhances resident satisfaction, was presented at the Society of Teachers of Family Medicine conference.

DENTISTRY & ORAL HEALTH

With locations at MAHEC's Biltmore Campus and a satellite in Columbus NC, MAHEC's dental residency and learner-focused practices offer state-of-the-art, patient-centered oral care with an emphasis on preventative wellness.

IMPLANT DENTISTRY

The addition of an implant expert to the faculty team increased availability to all patients—regardless of insurer or ability to pay.

CARING FOR CHILDREN

200 uninsured children—many who have never seen a dentist—have received oral care from the grant-funded School Smiles mobile dentistry program, which also offers dentistry students experience in pediatric care.

12,766

patient visits to MAHEC
Dental Health Centers

Dentistry in the OR

Some children, as well as adults with special needs, may struggle during in-office dental procedures. For these patients, treatment can be more effectively provided in an operating room setting, where anxiety can be managed, and access is easier and safer. Last year, MAHEC expanded its use of local operating rooms to better accommodate these patients' needs.



INTERNAL MEDICINE

Our expanding team of highly experienced Internal Medicine faculty physicians delivers exceptional care for adults from late adolescence through geriatrics while also training the next generation of Internal Medicine physicians.

OPERATION GATEWAY

Internal Medicine provides primary care and medication-assisted treatment for substance use disorders in partnership with this community-based nonprofit that supports justice-involved individuals.

20,877

patient visits to MAHEC Internal Medicine, nearly double that of last year

TRIBAL HEALTH

In collaboration with Dr. Rick Bunio and CEO Casey Cooper, a new Rural & Tribal Health Track was developed at Cherokee Indian Hospital to improve rural access to care and provide Internal Medicine residents with immersive training experiences.

Internal Medicine celebrates the first class of graduates

The Internal Medicine Residency Program has grown quickly since its launch in 2020, currently up to 49 residents (at full complement that number will be 60). Of the first class of residents, who graduated in 2024, 77% are staying in Western North Carolina to practice primary care or hospital medicine.



OBSTETRICS & GYNECOLOGY

With maternal-fetal medicine expertise and offices in Asheville, Brevard, and Franklin, MAHEC is the only high-risk obstetrics provider in the region.



65,242

*patient visits to
MAHEC Ob/Gyn*

2,421

*babies delivered
by our providers*

SUPPORTING FAMILIES

Centering Pregnancy, a supportive group care model that nearly eliminates preterm births, resumed after a pandemic pause. Nearly 120 participants joined 15 groups with similar due dates.

INTERNATIONAL FANS

Podcast listeners from 27 countries have tuned in to “Just Us: Before, Birth and Beyond,” now in its third season with 50 episodes produced on topics around perinatal and community health.

Project CARA: Providing stigma-free, non-judgmental care

Over the past 10 years, more than 1,500 pregnant and parenting people have received perinatal substance use treatment through Project CARA (Care that Advocates Respect/Resilience/Recovery for All), including Cailyn Morreale. Now in recovery she says, “I don’t know what I would have done without this program. My whole family is so grateful.”



School-based therapists earn high grades

"I consider MAHEC to be the gold standard of what we need at our schools. I cannot speak their praises enough," said the parent of a student receiving school-based therapy from MAHEC. With 1,510 clients in 44 schools, our team is rapidly expanding to meet the mental health needs of the region's youth.

PSYCHIATRY & MENTAL WELLNESS

As the region's only Certified Community Behavioral Health Clinic, MAHEC's Center for Psychiatry and Mental Wellness serves as a safety-net provider offering coordinated, comprehensive mental health and substance use care for children, adolescents, and adults.

SHARING EXPERTISE

NC-PAL (NC Psychiatry Access Line) chose MAHEC Psychiatry as the Western hub for mental health consultation and education, supporting providers in addressing children's behavioral health. The line has received 121 pediatric calls and engaged 40 providers across 27 practices in the region.

PATIENT ACCESS INNOVATION

MAHEC Psychiatry implemented new models of care, including the Open Access and Evaluation Clinic models, which reduces wait times and results in increased patient access to psychotherapy.

45,001

patient visits to the MAHEC Center for Psychiatry and Mental Wellness

PHARMACY

This department houses MAHEC's community pharmacy and clinical pharmacy initiatives as well as pharmacy residency programs in geriatrics and ambulatory care.

TEAM OF EXPERTS

Our team grew to 27 members, including pharmacists, pharmacy technicians, administrative staff, and pharmacy residents. Clinic-based pharmacists had 6,051 patient encounters in Family Health, Ob/Gyn, and Internal Medicine.

\$3.63M

*in medications
obtained for patients
at no cost to them*

COMMUNITY PHARMACIES

This year, MAHEC's two retail pharmacies filled more than 13,000 prescriptions. Both locations are open to the general public and MAHEC patients, offering over-the-counter products as well as medication support. Most insurance plans are accepted.

Mapping out a prescription plan for patients

As a Federally Qualified Health Center, MAHEC evaluated 525 patients for MAP last year, the 340B Medication Assistance Program. "I have patients tell me, 'I've been rationing my insulin. I have had to choose between whether I'm going to eat or pay for my medicine,'" Certified Pharmacy Technician Laura Bailey told a news reporter. "So being able to make that difference has meant everything to us."

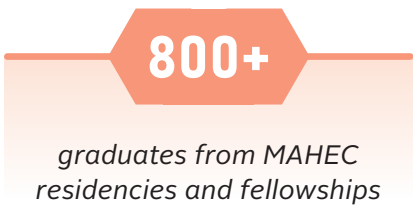


GRADUATE MEDICAL EDUCATION

MAHEC partners with 224 medical practices, hospitals, and other clinical sites across the region to train healthcare professionals in the communities that need them most, improving access to care today while building the healthcare workforce of tomorrow.

100% PASS RATE

All graduates of MAHEC GME programs have earned a 100% board pass rate for five consecutive years.

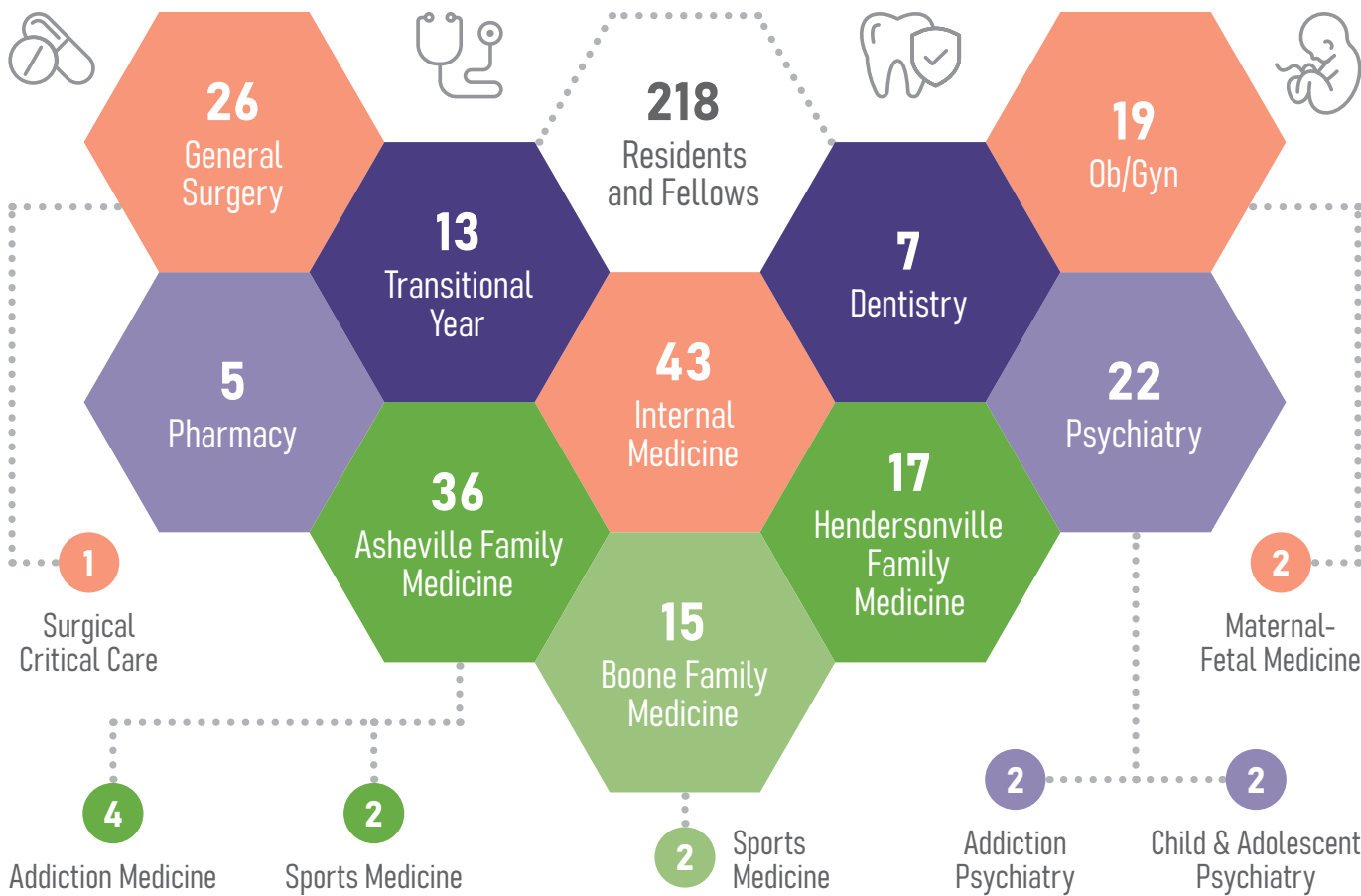


100% RETENTION RATE

All members of the Boone Rural Family Medicine Residency Program Class of 2024 are staying in the region to practice medicine, boasting a 100% retention rate.

Expanding programs to meet demand

In response to the growing need for qualified healthcare providers, MAHEC continues to expand our GME programs. This year, we trained 218 residents and fellows, compared to 185 last year and 153 before that. In academic year 2024-25, that number increases to 224.



HIGHLIGHTS FROM OUR PROGRAMS



Like father, like son—40 years later

In 1983, Dr. Alan Baumgarten began his family medicine residency at MAHEC. Now retired, he's returned as a community faculty member, but he's not the only Dr. Baumgarten here. Alan's son Dr. Nate Baumgarten, shown here, has begun his own residency at MAHEC. Following in his father's footsteps, Dr. Baumgarten says he's thrilled to join "the truly wonderful crew at MAHEC."



Celebrating a MAHEC graduate

Cherokee Indian Hospital Authority CEO Casey Cooper and Dr. Rick Bunio named Winona Houser, MD, Employee of the Year for 2024, saying she "embodies integrity, responsiveness, success, teamwork, and innovation, making her a deserving candidate." Dr. Houser completed her family medicine residency training at MAHEC in 2017.



Gathering to connect, mentor, give, and volunteer

As part of MAHEC's 50th anniversary celebration, we launched the MAHEC Alumni Association with a joyful "homecoming" event. This gathering welcomed GME graduates and their families—from recent graduates to alumni from the 1970s and 80s—fostering connections across generations.

ECONOMIC IMPACT OF MAHEC GRADUATES

MAHEC plays a vital role in healthcare workforce development in Western North Carolina. Focused on recruiting, training, and retaining the workforce necessary for healthier communities in our region and state, MAHEC's Graduate Medical Education programs are making a significant impact.

These initiatives not only enhance healthcare quality but also boost the local economy by creating jobs, expanding the tax base that funds community services, and supporting local businesses through the purchase of goods and services.

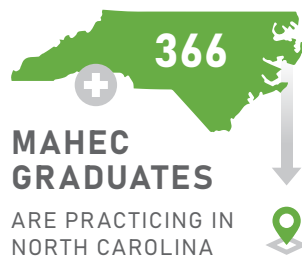
"I came to this program because I want to stay in Western North Carolina, and these are my people, this is my home. It is an honor to return to WNC at MAHEC and give back to the people who helped make me who I am today."

— Clay Ginn, DO
Psychiatry Resident
and native of Sylva, NC

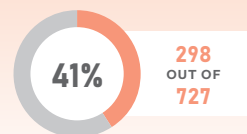
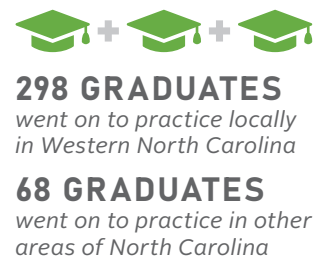
SINCE 1978

Our MAHEC residents and fellows from all programs have made a lasting impact on North Carolina.

Of the **727** graduates with available data...



Of the **366** graduates practicing in the state...



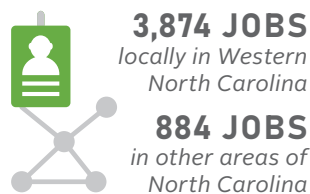
of our total graduates practice in Western NC



of our total graduates practice in the state



CREATING



4,758 JOBS STATEWIDE



GENERATING

\$641 MILLION
in local economic output for Western North Carolina
\$146 MILLION
in economic output for other areas of the state

\$787 MILLION STATEWIDE



IN ECONOMIC OUTPUT*

*THE AMA DEFINES "OUTPUT" AS DIRECT (MEDICAL REVENUES, JOBS/WAGES AND SALARIES CREATED BY THE PHYSICIAN, AND TAXES PAID) AND INDIRECT (SUPPLIES/EQUIPMENT PURCHASED BY PHYSICIANS, PRACTICE ADMINISTRATIVE SERVICES, CLEANING/PROPERTY MAINTENANCE SERVICES, AND CLINICAL AND LABORATORY SERVICES) BENEFITS.

ABOVE DATA INCLUDES ONLY GRADUATES WHOSE EMPLOYMENT STATUS COULD BE LOCATED

SCHOOL HEALTH PROGRAM

MAHEC school nurses provide comprehensive care to children in kindergarten through high school within area public and charter schools, addressing a variety of health and safety needs so students can focus on learning and reaching their full academic potential.

ADDRESSING ANXIETY & DEPRESSION IN STUDENTS

In collaboration with school therapists and school student services, school health nurses have begun the process of developing IHPs—Individual Healthcare Plans—for anxiety and depression.

MANAGING CHRONIC CONDITIONS

School health nurses case managed nearly 400 students with chronic health conditions and provided training in diabetes care management to more than 200 staff members at schools served by the program.

13,827

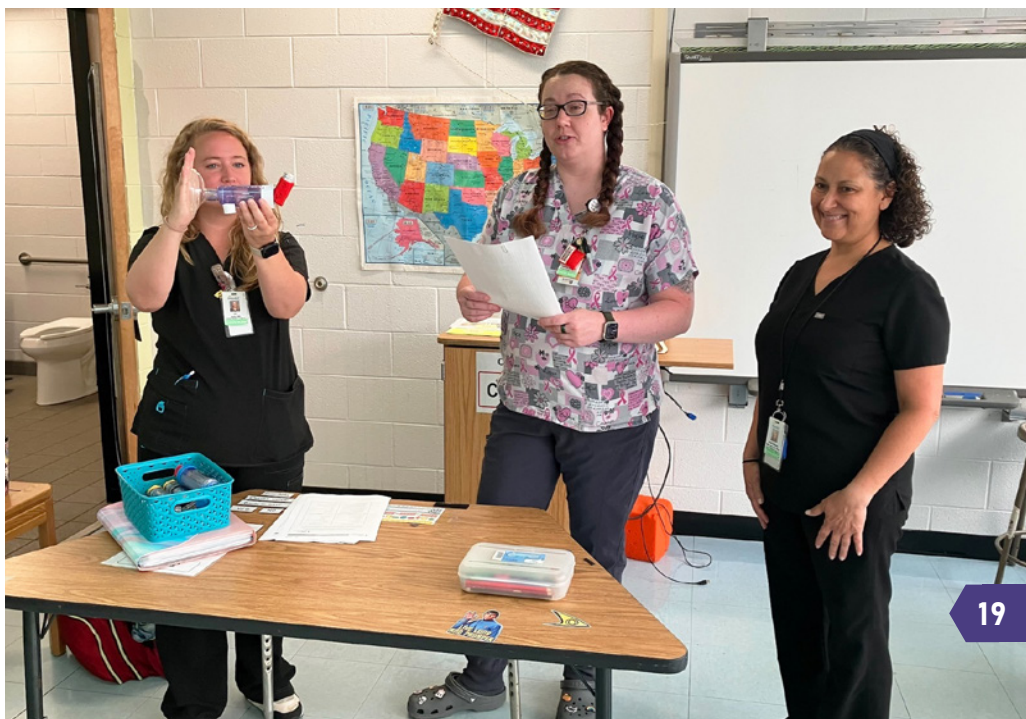
student/nurse encounters in the 62 schools served by the School Health Nursing program (85% of students returned to class after being seen)

1,073

presentations to students and staff on emergency preparedness, trainings, and health instruction

Engaging with kids, teachers, community

In addition to seeing students for everything from ADHD, asthma, and diabetes, to vision, respiratory, and cardiac problems, MAHEC school nurses also made educational presentations and attended community events to increase awareness of their services and health issues.



UNC SCHOOL OF MEDICINE ASHEVILLE CAMPUS

The Asheville Campus of UNC School of Medicine provides the next generation of physicians in their 3rd and 4th years of medical school with clinical education and training at MAHEC and at regional hospitals and outpatient practices.

CELEBRATING 15 YEARS

The UNC School of Medicine Asheville Campus, which opened at MAHEC in 2009 with just four students, graduated 36 students this year. With 255 total alumni, it is UNC's largest and longest-established regional campus.

366

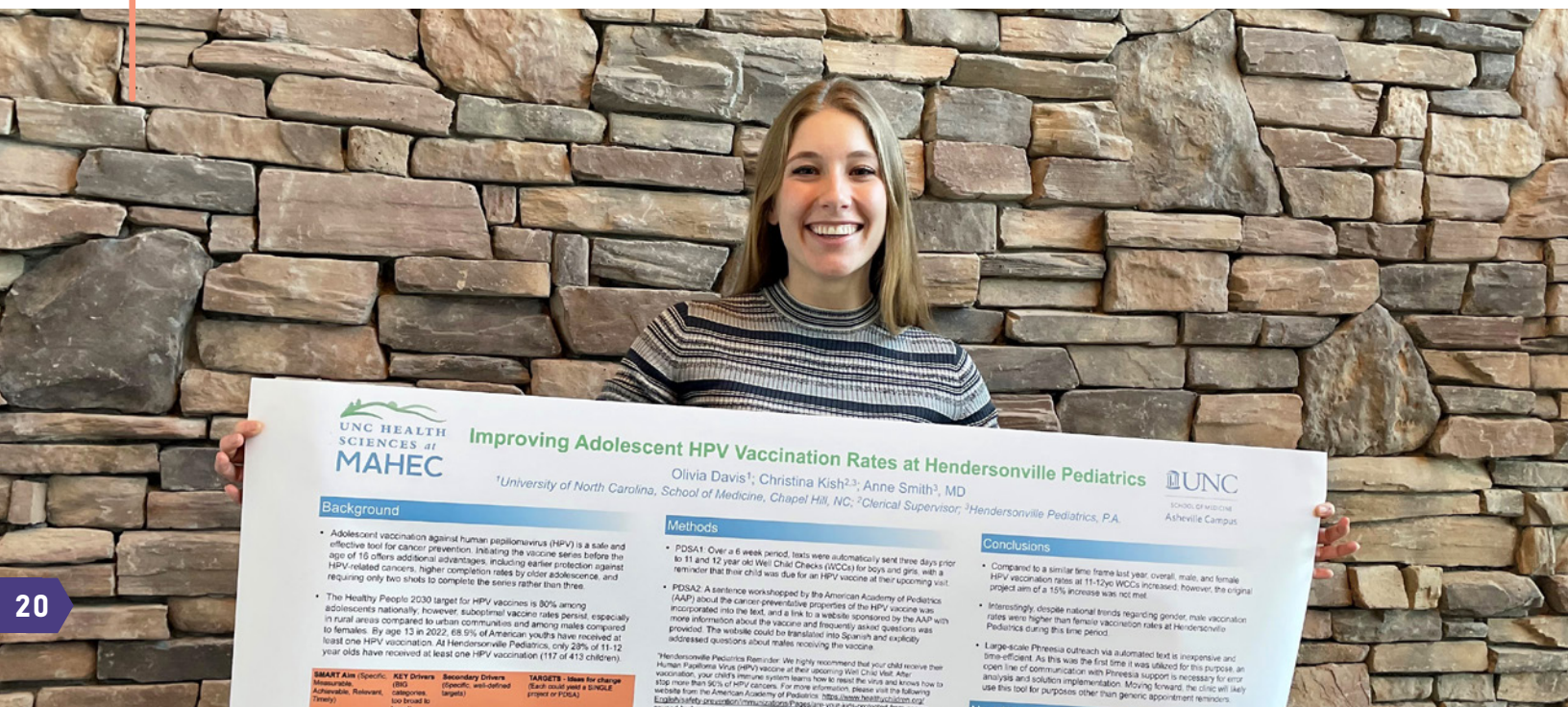
faculty appointments
to the UNC School of
Medicine Asheville
Campus

FAST TRACK TO INTERNAL MEDICINE

The School of Medicine's FIRST program—Fully Integrated Readiness for Service Training—enables students to graduate in three years and secure a residency in North Carolina. This year, the program welcomed its eighth student and the first to choose Internal Medicine.

Research focusing on Quality Improvement

As part of their Community-Based Longitudinal Curriculum, third-year medical students complete a Quality Improvement project. This year, they focused on various quality measures. Olivia Davis won first place for Best Individual Poster with her project on improving adolescent HPV vaccination rates.



UNC ESHELMAN SCHOOL OF PHARMACY

80

months of rotations
provided to pharmacy
students in 13 counties
across the MAHEC region

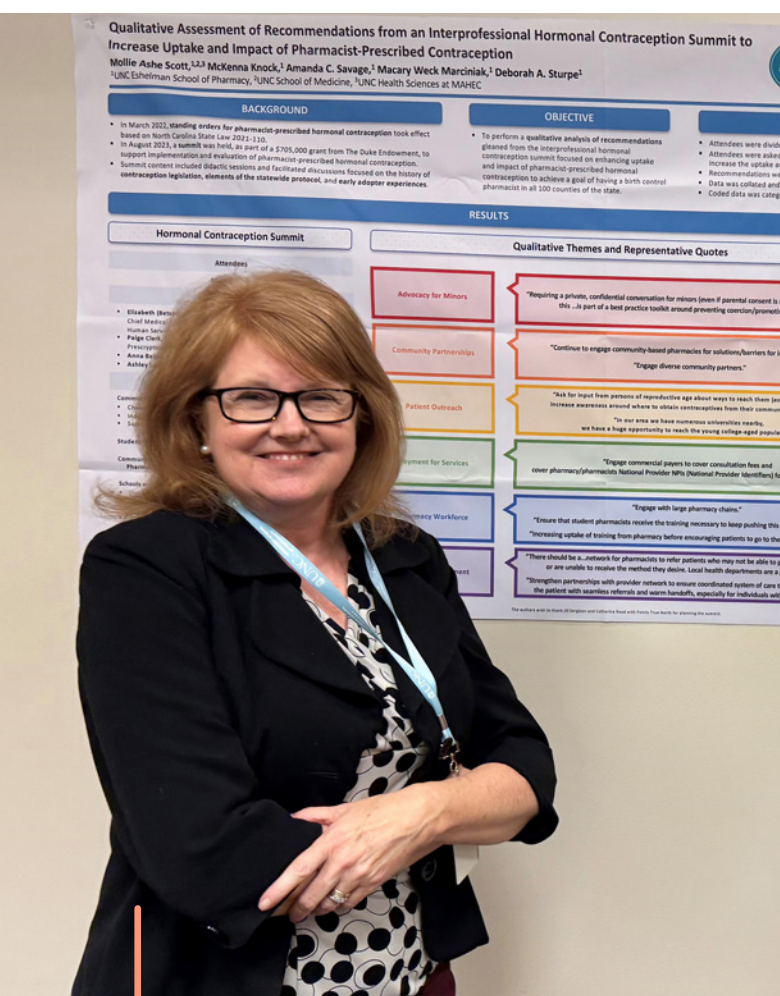
UNC Eshelman School of Pharmacy partners with MAHEC to offer student immersion experiences in ambulatory care, inpatient family medicine, and geriatrics. MAHEC faculty coordinate electives in geriatrics and substance use disorder at the School.

SERVING THE MOST VULNERABLE

Each week, pharmacy and medical students work together in a free clinic for vulnerable members of the community, providing a valuable service while giving students opportunities for an interprofessional learning experience.

TODAY & TOMORROW

This year, of the 11 graduates from the Asheville program, nine are entering postgraduate residency and two are entering practice in Western North Carolina. Next year, the School of Pharmacy plans to return to a four-year model, relocating to the UNC Health Sciences at MAHEC campus.



Advancing pharmacist-initiated contraception in NC

In the second year of a Duke Endowment grant to accelerate pharmacist-initiated hormonal contraception, the chair of the MAHEC Department of Pharmacy, Mollie Scott, PharmD, presents a poster on the topic at MAHEC Research & Scholarship Day. Out of 100 counties in the state, 93 have at least one pharmacist who can prescribe birth control.



State-of-the-art learning and care

With the newly acquired 3D printing program, dental students like Jacob Locklear (shown left, with Dental Resident Jamil Young, DDS, at MAHEC Dental Health Center at Columbus) can create a try-in partial to replace missing teeth and deliver it for a patient within 24 hours.

UNC ADAMS SCHOOL OF DENTISTRY

The Adams Rural Oral Health and Wellness Scholars (AROWS) program is an enriched dental school experience with educational and immersion opportunities that include evening learning events and a semester-long externship in rural and safety-net settings. The program aims to both equip students for a career of caring for rural populations and also create an immediate greater positive impact.

81%

of practicing AROWS graduates—or 17 out of 21—are embedded in rural areas

A PROGRAM IN HIGH DEMAND

In its fifth year, the AROWS program received 20 student applications for just eight positions.

MORE EXPERIENCE, GREATER CARE

AROW Scholars treat 53% more patients and deliver 53% more dental care than their counterparts in Chapel Hill. This translates to an additional 608 patients receiving care and 1,536 extra procedures each year, significantly enhancing healthcare service across the state.

UNC ASHEVILLE – UNC GILLINGS SCHOOL OF GLOBAL PUBLIC HEALTH

Jointly led by UNC Gillings School of Global Public Health and UNC Asheville and with in-person instruction on the MAHEC campus, the Master of Public Health program is designed to equip the next generation of public health leaders in Place-Based Health.

EXPECTATIONS EXCEEDED

Students worked with 27 organizations in six Western North Carolina counties and the Qualla Boundary, as well as 12 regionwide organizations, where 100% of preceptors reported that students' work met or exceeded high expectations.

INAUGURAL CLASS OF GRADUATES

This year, the first-of-its-kind joint program between a school of public health (UNC Gillings) and a liberal arts university (UNC Asheville) graduated its inaugural cohort with a jointly conferred MPH degree.

68%

*of the 51 MPH program
graduates to date have
remained in WNC*

Today's MPH graduates, tomorrow's providers

MAHEC Dental Assistant Juhi Barot, a native of India who graduated this year with her Master of Public Health in Place-Based Health, is now headed to UNC Adams School of Dentistry. Two other members of the MPH class of 2024 will be attending medical school, joining the healthcare providers of the future.



CONTINUING PROFESSIONAL DEVELOPMENT

MAHEC offers a wide range of regional, statewide, and national programs to meet the ongoing education and training needs of health and human service professionals. The Simulation Center provides hands-on experiential learning opportunities and educational programs.

8,698

participants in 615 Simulation Center programs, including residents, medical and nursing students, and high schoolers

ATTENDANCE RECORDS

MAHEC hosted its largest ever virtual program with more than 1,000 participants. In total, there were 925 continuing professional development programs this year with 39,556 participants from all 100 North Carolina counties.

TRAINING MODULES

In collaboration with Community Health Transformation colleagues, MAHEC developed 17 training modules for Community Health Workers, four for Healthy Opportunities Pilot care managers, and two for human service organizations.

Offering programs on a variety of topics

From the Perinatal Substance Use Disorder Summit to the Adolescent & Young Adult Oncology Symposium, from the RN Refresher Program to Subtle Yoga for Trauma Recovery, from sessions for ER nurses to classes on infant massage—MAHEC provided a wide range of learning opportunities this year.



CENTER FOR HEALTH PROFESSIONS EDUCATION

250+

students stayed in MAHEC housing in WNC while they completed clinical rotations

MAHEC helps build the healthcare workforce of tomorrow through educational programming and experiences that inspire and support learners of all education levels across the region, from middle and high school to post-residency fellows. A particular focus on rural students increases access to opportunities.



BOLSTERING WNC'S RURAL HEALTHCARE WORKFORCE

MAHEC's two rural fellowship programs, part of the Rural Health Initiative, support providers in rural practice and facilitate projects focused on innovative care delivery. To date, 58 fellows have participated in these programs; the 2023-24 cohort was the largest, with 12 total.

CULTIVATING THE NEXT GENERATION OF PROVIDERS

1,000+ high school students across 17 counties attended 50 health career learning events this year, including the Health Careers Summer Camp. Additionally, a Dogwood Health Trust grant expanded the MAHEC Medical Mentoring Program—a semester-long internship for high school students—from eight to 12 slots.

The pathway to a medical degree

"MAHEC has been such a special part of my career journey," says Bryanna Williams, whose participation in our pathway programs started in middle school and continued into adulthood. Now a student in the physician assistant program at Emory University School of Medicine, she says she's "living my childhood dreams!"

Research & Scholarship Day

Celebrating MAHEC Learner Scholarship

30th Annual Research & Scholarship Day

MAHEC colleagues submitted 25 abstracts on research subjects ranging from kratom use disorder in the perinatal population, to diabetes control in the presence of depression, to medical students' attitudes and interest in nephrology.

PROGRAM EVALUATION & RESEARCH

35

projects across all clinical departments at MAHEC were provided with evaluation services

The Department of Program Evaluation & Research supports or leads projects that range from early-learner scholarship efforts, to the assessment of healthcare innovations created in Western North Carolina, to large, federally funded, multicenter collaborations.

14

patients participated in a pivotal clinical trial of closed-loop insulin delivery for patients with Type 2 Diabetes

ATHLETES & DISORDERED EATING

Collegiate athletes from 34+ universities are enrolled in a study of disordered eating, a collaboration among residents and learners from Family, Internal, and Sports Medicine as well as Master of Public Health students.

INCARCERATION & OUD MEDICATION

In collaboration with George Mason University and funded with a National Institutes of Health grant, MAHEC researchers and Family Health providers are studying the effects of medications for opioid use disorder on those previously incarcerated.

LIBRARY SCIENCE

MAHEC Library Science provides expertise, value-added services, and resources that support the creation of new knowledge, education of health professionals, lifelong learning, and timely access to information for informed decision-making.

NEW RESOURCES

To support MAHEC Graduate Medical Education, the Library Science Department enhanced the AHEC Digital Library with new resources, including Access ObGyn (a McGraw-Hill eResource portal) and several eBooks.

14,230

service interactions with
MAHEC staff, learners,
and regional customers

HIGH UTILIZATION RATES

Regional colleagues utilized 19 guides curated by librarians 7,000+ times. MAHEC learners viewed the newly created online *School of Medicine @ MAHEC Student Guide* 500 times since February 2024.

MAHEC PUBLICATIONS

The Library Science Department regularly updates an online list of publications authored by MAHEC staff; it currently hosts more than 600 references.

Providing an invaluable resource to staff

Clinical Simulation Curriculum Manager Katie Neligan, MSN, RN, and Clinical & Research Librarian Ellen Justice, MLIS, AHIP, review new clinical resources in the MAHEC Simulation Center control room. "The library team is amazing and able to find resources that would take me days to find myself," says Katie.



PRACTICE SUPPORT

Consultants with MAHEC Practice Support and Quality Improvement provide direct support, education, and resources to healthcare providers in Western North Carolina—including primary and specialty care practices, Federally Qualified Health Centers (FQHCs), and Rural Health Clinics (RHCs)—helping them respond to the ever-changing landscape of healthcare and payment models, among other needs for assistance and expertise.

MEDICAID MANAGED CARE

MAHEC provided support for implementing and sustaining tailored care management, gearing up for the Children and Families Specialty Plan, and continued success with managed care for standard plans, among others.

1,820

*direct support encounters
with 158 practices across
16 counties in WNC*

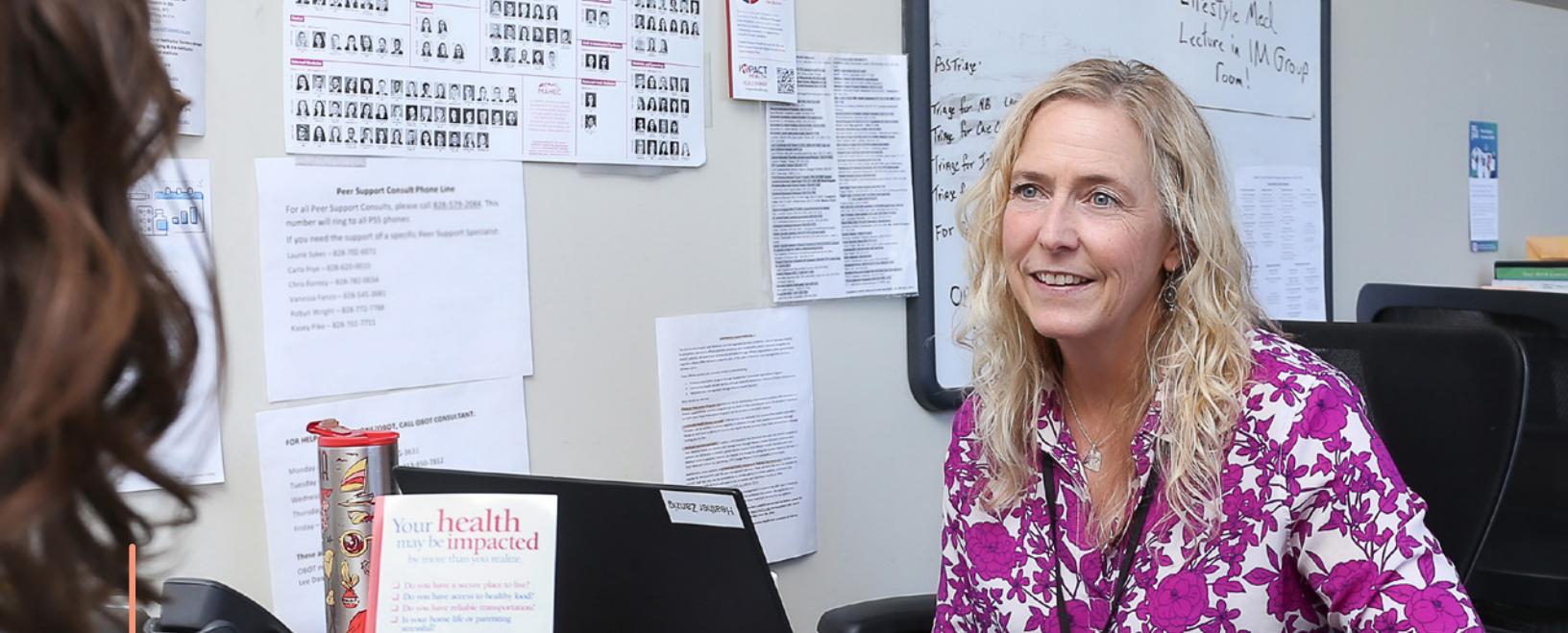
ASSISTANCE & EXPERTISE

Our practice support team assisted practices in navigating value-based care arrangements, optimizing operations, revenue cycle management, implementation of new payment models, maintaining successful accreditation with various bodies, and more.

The team to call on for help

"Thank you, MAHEC Practice Support—your support and guidance through this journey has been extremely valuable and greatly appreciated!" relayed Julie Walker, of The Cognitive Connection Behavioral & Substance Use Services. "Looking forward to year two and many more to come with Tailored Care Management service growth."





Focusing on the resources people need to stay healthy

Integrated Behavioral Healthcare Provider Heather Zanzig, MSW, LCSW, was an early MAHEC champion of NC's Healthy Opportunities Pilot. HOP demonstrates the personal benefits of addressing social determinants of health—housing, transportation, food, and assistance related to interpersonal violence.

COMMUNITY HEALTH TRANSFORMATION

Through convening, training, and technical assistance, MAHEC's Community Health Transformation (CHT) Division builds systems and supports that enhance regional and statewide capacity to address and improve the health-related social needs of individuals and communities, both at MAHEC and with partners.

TRAINING & EDUCATION

CHT leads statewide training and technical assistance for both the Healthy Opportunities Pilot program and the Community Health Worker (CHW) workforce through the North Carolina AHEC CHW Program.

COORDINATING, CONVENING & MORE

Through the Mountain Health Alliance, CHT coordinates cross-sector partners to tackle regional health issues. It also convenes the Western North Carolina Community Health Workers Coalition and offers training and technical assistance to organizations employing CHWs.

3,800

*completions of 17
Community Health
Worker training courses;
learners include CHWs
from across the state*

MAHEC prioritizes the development of creative and innovative strategies that harness the expertise, passion, and commitment of our team members to effectively tackle the significant public health challenges facing our region's communities.

COLLABORATING ON BIG IDEAS FOR ADDRESSING THE OPIOID CRISIS

The opioid crisis stands as one of the most urgent public health challenges in our country, with opioid-related deaths soaring by over 40% in recent years. The Southern Appalachians have been especially affected, with some regions reporting overdose rates more than twice the national average.

In response, MAHEC has partnered with Eshelman Innovation—a part of the UNC Eshelman School of Pharmacy dedicated to transforming innovative ideas into practical products and services—alongside High Alpha Innovation and the NC Collaboratory at UNC-Chapel Hill. Together, this coalition aims to develop digital solutions that enhance accessibility and effectiveness of care for individuals affected by opioid use disorder (OUD).

With support from National Opioids Settlement funds allocated by the NC General Assembly, representatives from these organizations convene over several weeks, utilizing the Venture Studio model.

This unique approach combines capital, strategic resources, and expert guidance to transform innovative concepts into viable startups.





Developing innovative solutions to combat the opioid epidemic

On Pitch Day, teams of entrepreneurial experts, MAHEC representatives, and others showcase their groundbreaking ideas for digital health startups aimed at making a meaningful impact in the fight against the opioid crisis.

At “Pitch Day” events hosted by MAHEC, promising business ideas have been showcased to investors, entrepreneurs, and innovators, including:



A technology platform that supports rural community pharmacists in integrating clinical OUD services, allowing patients to receive compassionate treatment close to home.



An overdose case-management tool for community paramedics and others, facilitating a coordinated post-overdose response for patients in need of care.

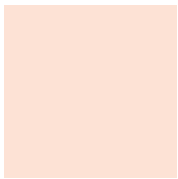
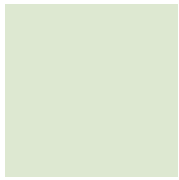


A technology platform that connects individuals in recovery from OUD with potential employers, fostering reintegration into the workforce.

“I am excited about this initiative and how it has coalesced disparate entities into a unified team,” said Bob Dieterle, Venture Studio Manager at Eshelman Innovation.

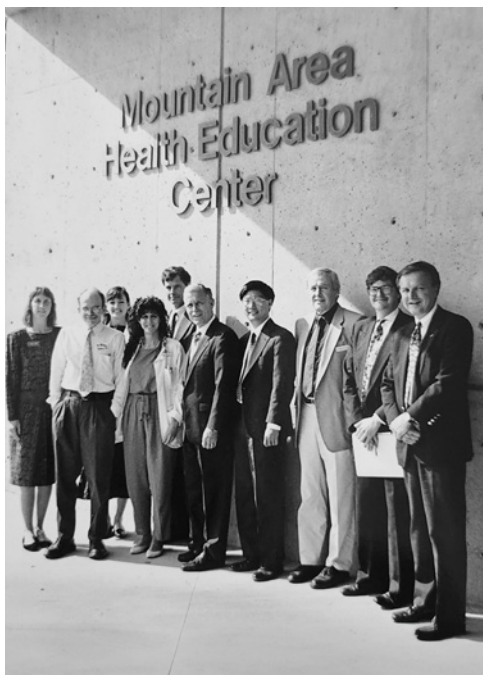
“We can flip the script and make Western North Carolina a hub for key addiction solutions. We can start turning the tide on this crisis.”

CHEERS TO





50 YEARS



CELEBRATING 50 YEARS OF MAHEC

1970s

- 1974** MAHEC is incorporated with Henry Uhl, MD, serving as first Executive Director.
- 1975** Ground-breaking ceremony takes place for the \$2.5M MAHEC Bridge Building, which opened in 1977.
- 1975** First cohort of Family Medicine-Asheville residents begins three-year program, graduating 1978.
- 1975** MAHEC has one of the first nurse practitioner programs in the United States.
- 1978** MAHEC Health Science Library established with the donation of Buncombe County Medical Society's medical library.
- 1978** Dan Reimer, MPH, named Executive Director after serving in an interim role upon departure of Dr. Uhl in 1977.

1980s

- 1980** Family Practice patient visits total 13,000; employment hits 100 for the first time; Library and Learning Resource Center services double.
- 1982** Tom Bacon, DrPH, named Executive Director after the departure of Dan Reimer in 1981 and Hettie Lou Garland, RN, MPH, EdD, serving in an interim role.
- 1984** 10 years after incorporation, a total of 48 family medicine residents had graduated from MAHEC.
- 1988** Department of Obstetrics & Gynecology is established in response to the need for safety-net and high-risk ob/gyn care in Western North Carolina.
- 1989** Arson results in \$1M of damage to Bridge Building.

1990s

- 1991** First cohort of Ob/Gyn residents begins four-year program, graduating 1995.
- 1992** The new MAHEC Family Health Center opens near UNC Asheville.
- 1995** Suzanne Landis, MD, MPH, spearheads the creation of Project Access.
- 1996** First cohort of Family Medicine-Hendersonville residents begins three-year program, graduating 1999.
- 1996** MAHEC is an early adopter of electronic medical records.
- 1996** First Rural Medicine fellow graduates.
- 1997** Teck Penland, PhD, named President & CEO after departure of Tom Bacon in 1996 and Hettie Lou Garland serving in an interim role.

A WALK DOWN MEMORY LANE

Get a glimpse at MAHEC's history, growth, and impact in this 50th anniversary mini-documentary video.



Scan QR
code to
watch



2000s

- 2002** With partners, the Pharmacy residency program is established.
- 2003** Plans begin for development of a unified campus for MAHEC.
- 2005** The MAHEC Medical Mentoring Program for high schoolers is launched as a collaboration with Mission Hospital, Western Carolina Medical Society, and physicians John P. Holt, MD, and Albert Anderson, MD.
- 2006** MAHEC Family Health Center at Cane Creek opens.
- 2007** First cohort of General Practice Dentistry residents begins one-year program, graduating 2008.
- 2008** Site work begins on the new 14-acre Biltmore campus.
- 2009** UNC School of Medicine Asheville Campus opens at MAHEC with its first cohort of four students.

2010s

- 2011** New Ob/Gyn and Education buildings open on Biltmore campus.
- 2011** UNC Eshleman School of Pharmacy opens branch campus at MAHEC.
- 2012** Jeff Heck, MD, named CEO upon retirement of Teck Penland.
- 2013** Biltmore Campus named in honor of former NC Rep. Mary C. Nesbitt.
- 2013** MAHEC Family Health Centers at Biltmore and Newbridge open, followed in 2014 by Enka-Candler.
- 2014** Project CARA perinatal substance use treatment program launches.
- 2015** First Sports Medicine-Asheville fellow begins.

- 2016** Simulation Center opens in the Education Building, expanding to current 15,000-sq-ft location in 2018.
- 2017** With state appropriations, construction begins on new 37,000-sq-ft UNC Health Sciences at MAHEC academic center.
- 2017** First cohort of Psychiatry residents begins four-year program, graduating 2021.
- 2017** First cohort of General Surgery residents begins five-year program, graduating 2023.
- 2018** UNC Asheville-UNC Gillings Master of Public Health Program opens at MAHEC.
- 2018** MAHEC Dental Health Center at Columbus opens.
- 2019** UNC Health Sciences at MAHEC building opens, with space for the new Center for Psychiatry & Mental Wellness.

2020s

- 2020** MAHEC takes lead role with other community partners in responding to the COVID-19 pandemic.
- 2020** First cohort of Family Medicine-Boone residents begins three-year program, graduating 2023. First Addiction Medicine fellows begin.
- 2021** First cohort of Internal Medicine residents begins three-year program, graduating 2024. First cohort of Transitional Year residents begins one-year program, graduating 2022. First Surgical Critical Care and Consultation-Liaison Psychiatry fellows begin.
- 2021** UNC Adams School of Dentistry establishes the Adams Rural Oral Health and Wellness Scholars (AROWS) program at MAHEC.
- 2021** Satellite Ob/Gyn offices open in Franklin and Brevard.
- 2022** First Sports Medicine-Boone and Maternal-Fetal Medicine fellows begin.
- 2022** William Hathaway, MD, named CEO upon retirement of Jeff Heck, MD.
- 2022** MAHEC designated as Federally Qualified Health Center (FQHC) Look-Alike.
- 2023** First Addiction Psychiatry and Child & Adolescent Psychiatry fellows begin.
- 2023** 457-space employee parking deck opens on Biltmore campus.
- 2023** Community retail pharmacies open at Biltmore and Enka-Candler.
- 2024** Asheville City Council proclaims March as MAHEC's 50th Anniversary Month.
- 2024** The MAHEC Annual Fund launches as part of the 50th anniversary.

LEADERSHIP LEGACY

EXECUTIVE DIRECTORS & CEOs

Henry Uhl, MD

Executive Director | September 1, 1973–June 30, 1977

Daniel Reimer, MPH

Interim Executive Director | July 1, 1977–June 30, 1978

Executive Director | July 1, 1978–December 31, 1981

Hettie Lou Garland, MPH, RN, EdD

Interim Executive Director | January 1, 1982–June 30, 1982

Thomas J. Bacon, DrPH

Executive Director | July 1, 1982–May 31, 1996

Hettie Lou Garland, RN, MPH, EdD

Interim Executive Director | June 1, 1996–July 31, 1997

Teck Penland, PhD

President & Chief Executive Officer | August 1, 1997–February 1, 2012

Jeffery E. Heck, MD

Chief Executive Officer | February 4, 2012–February 4, 2022

William R. Hathaway, MD

Chief Executive Officer | February 7, 2022–present

BOARD LEADERSHIP

John A. McLeod, MD

President | 1974–1976

William E. Highsmith

President & Chair | 1977–1978

F. Maxton Mauney Jr., MD

President | 1979–1981

Alexander Maitland, MD

President | 1982–1983

Cary Owen

President | 1984–1985

W. Otis Duck, MD

President | 1987–1990

Robert F. Burgin

President | 1991–1995

Thomas T. Atkinson, MD

President | 1996–1997

Chair | 1998–1999

K. Ray Bailey

Chair | 2000–2007

Dale Fell, MD

Chair | 2008–2013

Ron Paulus, MD

Chair | 2014–2019

William R. Hathaway, MD

Chair | 2019–2020

Alan Stiles, MD

Chair | 2020–2023

Casey Cooper, MBA

Chair | 2024–present



Incorporation Ceremonies

OUR GRATITUDE

*The following donors generously supported MAHEC's mission through gifts to our endowment, general operations, and initiatives that advance access to care, community health, and research.**

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Julia Abraham
Deborah Aiton
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Jim Anketell
Armand Antommaria
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 First Horizon Bank
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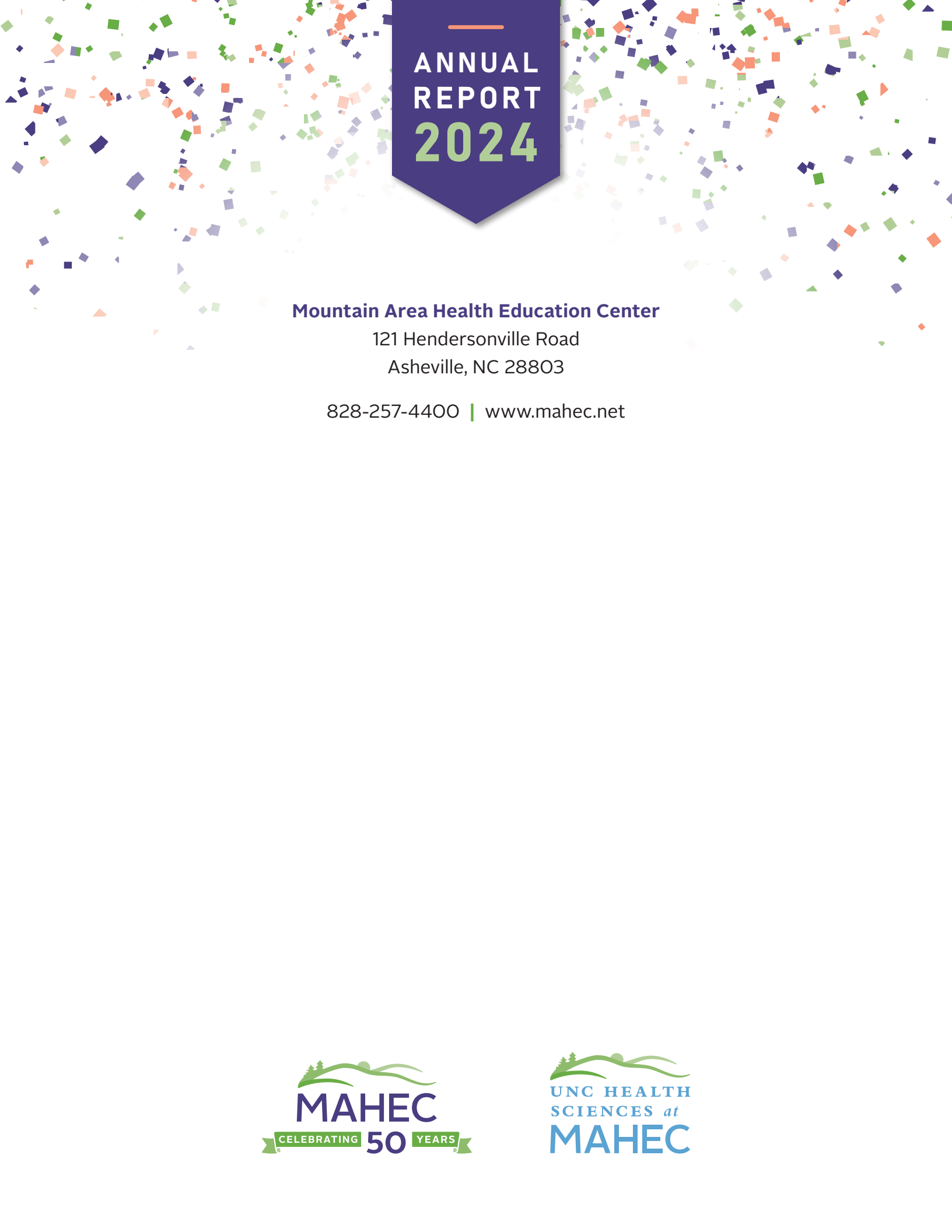
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