MAHEC





Year in Review

2025

EXPANDING ACCESS TO CARE FOR ALL

INSPIRING THE NEXT GENERATION

EQUIPPING THE HEALTHCARE WORKFORCE







OUR MISSION

We inspire and equip the next generation of healthcare professionals and expand access to care for all.

OUR VISION

To create a healthier community in WNC and beyond.



Photo of MAHEC Biltmore Campus on cover
© Jeyhoun Allebaugh/UNC-Chapel Hill

Dear Friends, Colleagues, and Partners,

As I reflect on 2024–2025 at MAHEC, I'm reminded of the strength, resilience, and shared purpose that define our work. This year brought both challenges and triumphs that reaffirmed our commitment as a nonprofit to improving health through education and expanded access to care, with a vision of a healthier region where everyone can receive care close to home.

During Hurricane Helene, our teams mobilized swiftly to deliver care under extreme conditions—setting up emergency clinics, delivering medications, and supporting vulnerable patients like pregnant women and those with chronic conditions. In other words, we did what MAHEC has always done: We ran toward the fire.

We celebrated significant growth in our academic offerings—including the integration of a four-year PharmD program on our campus through a partnership with UNC Eshelman School of Pharmacy—and since 2019, we've doubled the number of graduate medical education programs. We also strengthened our Teaching Health Center residencies and expanded interprofessional training opportunities.

And despite challenges to our mission and the communities we serve—threats to Medicaid, the 340B drug program, and federal support for safety-net providers, research, and graduate medical education—we remain confident. Not because the path is easy, but because we know who we are: educators, caregivers, and problem-solvers, deeply rooted in the communities we serve.

None of this would be possible without you—our alumni, donors, faculty, staff, students, funders, elected leaders, and community partners—whose trust, generosity, and shared vision have helped make our mission real for more than five decades.

Together, we'll continue to meet the needs of this moment, and the next, and the next. Whether it's a hurricane, a healthcare crisis, or everyday barriers to care, MAHEC will keep showing up.

And we'll keep running toward the fire.



William R. Hathaway, MD, FACC
Chief Executive Officer
Mountain Area Health Education Center

Our Regional Impact

254,607 PATIENT VISITS
in our family medicine, internal medicine, psychiatry, ob/gyn, and dental clinics

$4.3 MILLION
in prescription medications filled at no cost to eligible MAHEC patients

2,261
babies delivered

$1.3 MILLION
in charity care provided for our community

$16.2 MILLION
received from philanthropy & local/state/federal awards

800 EVENTS FOR 30,214 PARTICIPANTS
in continuing professional development

502 PROGRAMS FOR 14,770 PARTICIPANTS
in our state-of-the-art simulation center

6 RURAL FELLOWS
placed in **5 counties** across Western North Carolina

7 RURAL TEACHING SITES
embedded in **7 counties** across Western North Carolina

13,943 SCHOOL NURSE
encounters across **60 schools**

1,553 STUDENTS
provided with school-based therapy across **54 schools**

900+ GRADUATES
from our medical, dental, and pharmacy residency & fellowship programs **since 1978**

$668 MILLION
in economic output generated for WNC by our program graduates **since 1978**

25 RESEARCH PROJECTS
supported by strategic and evaluation services across all clinical departments

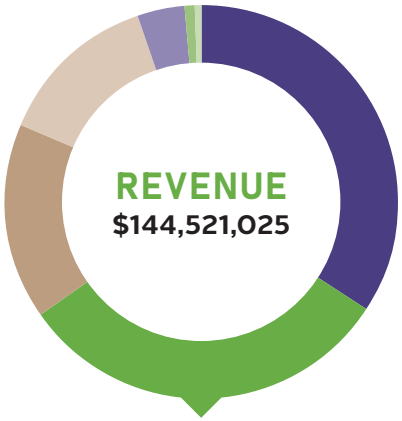
143 PRACTICES
benefited from **1,979 encounters** by our experienced practice supports coaches

1,000+ STUDENTS
attended our high school-level health career programs

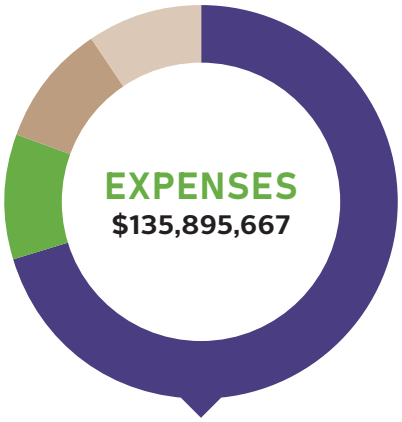
8,819
library service interactions

1,100+ EMPLOYEES
serving at MAHEC, including full-time & part-time positions

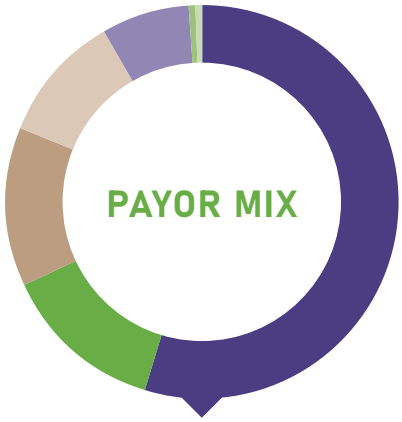
Financial Report



- **34.4%** Net Patient Revenue
- **31%** Contract Revenue
- **16.1%** State Appropriations
- **13.4%** Local, State, and Federal Grants
- **3.9%** Charitable Gifts and Grants
- **0.7%** Continuing Professional Development
- **0.5%** Other Revenue



- **70.5%** Salaries and Benefits
- **10.2%** Other Expenses
- **10%** Services
- **9.3%** Supplies



- **54.8%** Medicaid
- **13.3%** Medicare
- **13.2%** BlueCross BlueShield
- **10.6%** Managed Care (Aetna, United HealthCare, Cigna...)
- **7.2%** Self-Pay
- **0.5%** Commercial (out-of-network)
- **0.4%** Other Governmental

All impact and financial data sourced July 2024–June 2025

From Residency to Rural Roots: Our Alumni Choose to Stay and Serve

INVESTING IN WESTERN NORTH CAROLINA

Access to healthcare remains a challenge in many communities, where complex conditions often go untreated. But MAHEC continues to excel at retaining healthcare providers who've trained in our graduate medical education programs.

In 2025, **48% of graduates** from our 16 residency and fellowship programs stayed in Western North Carolina, bringing our three-year rolling average for initial retention in the region to 51%.

Notably, all six 2025 graduates of the MAHEC Hendersonville Rural Family Medicine Residency Program chose to remain in North Carolina, committed to delivering compassionate, high-quality care where it's needed most. Among them is Audrey Faber, MD, now practicing in Polk County.

> ***"Rural areas are incredible places to work," says Dr. Faber. "Living in these communities, knowing your neighbors, connecting with the land, and meeting a deep need—that's a meaningful life. I can't imagine doing anything else."***



Retention rates shine: Dr. Audrey Faber, pictured with MAHEC Hendersonville Rural Family Medicine Residency Program Director Dr. Daniel Yoder, chose to stay and serve in rural Western North Carolina following completion of her MAHEC training. A recent study recognized MAHEC as having the most effective graduate medical education program in North Carolina for producing rural physicians.*

**The Cecil G. Sheps Center for Health Services Research; June 30, 2025*

HOW A TRIO OF MAHEC GRADS ARE TRANSFORMING RURAL HEALTH

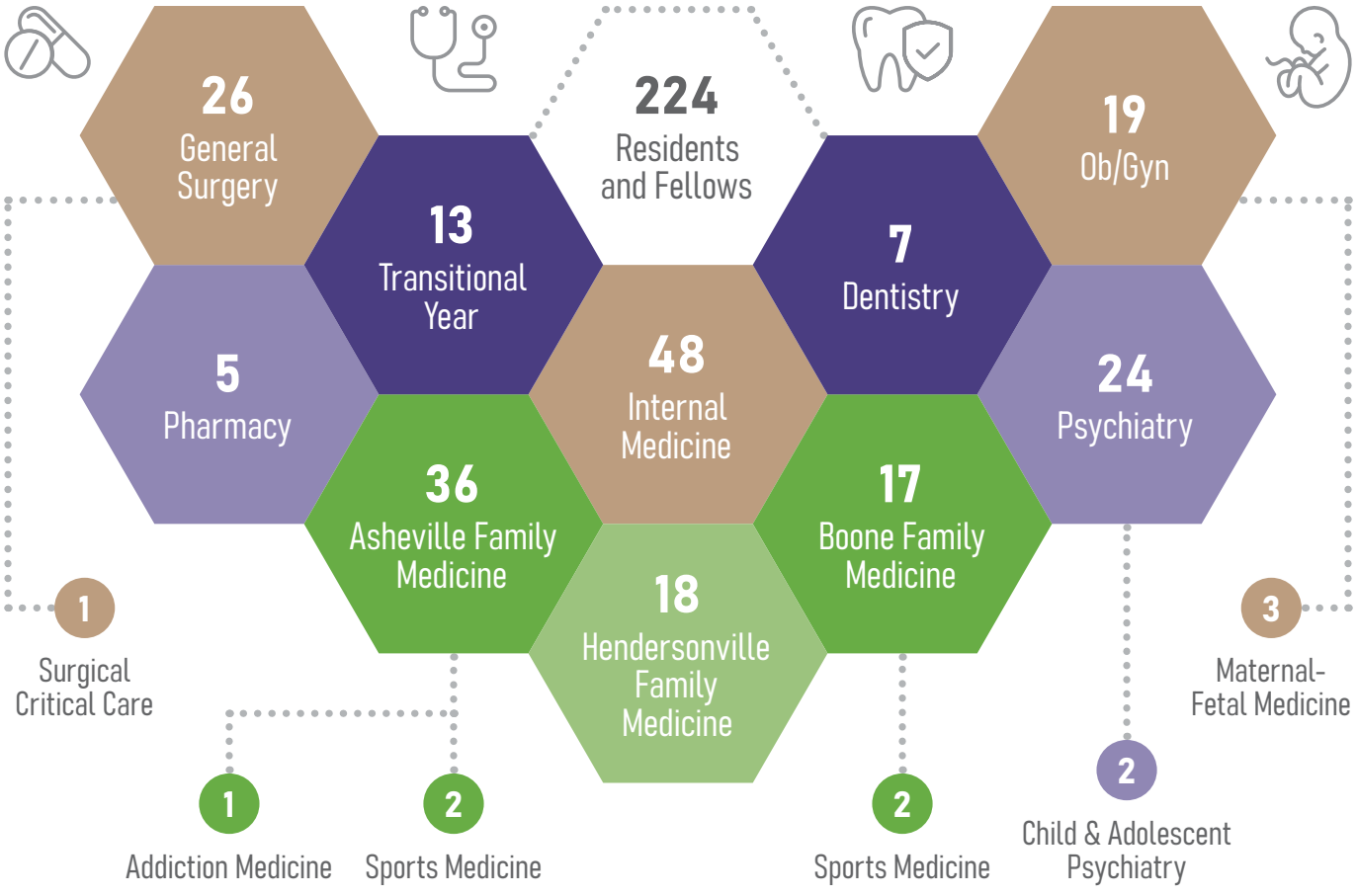


Seven Peaks Family Medicine opened this spring in rural Ashe County, founded by MAHEC Boone Rural Family Medicine Residency graduates Jessica Stevens, MD, Jason Karimy, MD, and Toria Knox, DO.

Dr. Knox is also completing a MAHEC Rural Fellowship, a yearlong opportunity that supports rural providers as they adapt to and serve their communities.

The launch of Seven Peaks is a powerful example of how MAHEC's training programs not only prepare the next generation of healthcare leaders—encouraging them to continue serving the mountain region—but also inspire innovative solutions that can transform rural health.

OUR 2024-2025 ACADEMIC COHORT





Expanding care, growing hope: Launched in 2020 with 12 therapists in 13 schools, MAHEC's School-Based Behavioral Therapy Program expanded to 48 therapists in 54 schools last year. In the 2025-2026 school year, the program will continue meeting rising mental health needs with 61 therapists in 83 schools.

MAHEC Brings Healing to the Hallways

When children feel sad, anxious, or unwell, learning becomes a struggle—and for families, accessing care can mean missed work or transportation barriers. That's why MAHEC meets students where they are, offering compassionate behavioral therapy, nursing care, and oral health services right in their schools.

In a year marked by the devastation of Hurricane Helene, MAHEC's presence was a lifeline. Following the storm, school-based behavioral health teams responded to a **34% surge in referrals—1,280 children seeking help for trauma, anxiety, and depression.** For these students, care wasn't just convenient—it was transformative.

BY THE NUMBERS 2024-2025

24,000 visits *by 1,553 students to 48 therapists in 54 schools through the MAHEC School-Based Behavioral Health Program, covering 4 counties*

13,943 encounters *between 31 school nurses and students in 60 schools through the MAHEC School Health Program; 65 health office visits resulted in calls to 911*

554 visits *by the MAHEC School Smiles Program in 9 schools to provide dentistry care for young children, 27 of whom had permanent molar decay*

Our Community Care Navigators Meet Patients Where They Are

At MAHEC, Community Care Navigators are often met with tears—not just of frustration or anxiety, but of relief and gratitude. These compassionate professionals help patients overcome social barriers that impact their health, from housing and food insecurity to transportation and access to medications.

Launched in February, this initiative reflects MAHEC's deep commitment to addressing the social determinants of health across Western North Carolina. In just four months, the team completed nearly **1,450 screenings** to identify patients in need of essential resources.

Of those whose screenings were positive, 80% requested assistance—and the Care Navigators delivered, arranging transportation for prenatal care, helping with access to affordable medications, connecting families displaced by Hurricane Helene with food and baby supplies, and even providing clothing and toys for the child of a patient in need. Our work is made possible by collaboration with other nonprofits across the region, including ABCCM, Eblen Charities, MANNA FoodBank, and others that share our vision and values.

"We listen, hold space, and help patients feel seen and heard," says Wakeena Casiano, MBA, EMT-P, Director of Care Navigation. And when the tears come, they're ready—with tissues and open hearts.

VOTED #1

MAHEC won 1st Place for Primary Care in the 2025 Best of Asheville Awards



Care beyond the clinic: Creative and resourceful, the Community Care Navigation team connects patients—screened for health-related social needs by their MAHEC provider—with support to improve their health and well-being.

MAHEC Powers Through Disaster to Support the Healthcare Workforce

Despite Hurricane Helene's disruption to power, internet, cell service, and water, MAHEC swiftly adapted—just like during the COVID-19 pandemic—to continue delivering high-quality Continuing Professional Development programs.

Just five weeks after the storm, MAHEC hosted our first in-person event: the 8th Annual Dr. Suzanne Landis Geriatric Summit. More than 75 healthcare and aging services professionals, along with 12 exhibitors, attended—the majority onsite, despite the lack of running water.

"Attendees took it all in stride, bringing their own water, using porta johns—proof of how essential this summit is to their education and licensures," said MAHEC planner Rosalyn Wasserman, PT, DPT. "Health professionals count on us year after year for this and other CPD offerings. And we delivered."

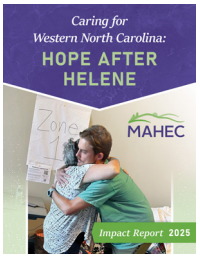
In total, MAHEC served **30,214 CPD participants** across health and human services, allied health, dentistry, medicine, mental health, and nursing last year—continuing to equip the region's healthcare workforce, even in the face of a natural disaster.



No water, no problem: The Geriatric Summit went on as planned just weeks after Hurricane Helene, despite the lack of running water. The 8th annual event named for Dr. Suzanne Landis (second from left) was one of 800 in-person, online, and hybrid Continuing Professional Development events planned, promoted, and hosted by MAHEC last year.

WE SHOWED UP

In the wake of Hurricane Helene, MAHEC stood strong. Read stats and stories about how we cared for Western North Carolina in the aftermath:



mahec.net/helene-impact-report

COMMUNITY RECOGNITION

MAHEC was honored with a 2025 Sky High Growth Award presented by the Asheville Area Chamber of Commerce.

This award is given to businesses and organizations that have achieved impressive growth, embraced innovation, supported their employees, and stepped up for the community in both good times and challenging ones.



Healing, Hospitality, Humanity—and Hope

If anyone understands hospitality, it's Asheville chef Luis Martinez. As a restaurant owner, hospitality to him means being truly seen and cared for—and that's exactly what he's found at MAHEC Internal Medicine.

A busy family man, 39-year-old Luis was diagnosed a decade ago with a diabetes-related condition. "My whole body shut down," he recalls. "I couldn't walk or talk. I was in pain." After being hospitalized multiple times, he's been concerned another stay could be in his future.

But he's feeling positive about the care he's received from Internal Medicine Resident Dr. Binil Jacob. "He's super awesome and I really like him," Luis says. "I can see that it's going to be OK." And the communications and information from MAHEC? "Superb," he says.

"There's a lot of humanity here—the way people treat you, as a person. *This* is hospitality. I'm very hopeful."



The future is bright: MAHEC Internal Medicine patient Luis Martinez is feeling hopeful about managing his chronic diabetes-related condition, thanks to what he calls the "hospitality" and "humanity" he's found at MAHEC along with medical expertise. The Asheville resident is celebrated in cities around the U.S. for his talents as a chef.



Providing for the most vulnerable: The MAHEC Community Pharmacy team helps patients who qualify navigate the complexities of medication assistance programs. Members of the public help, too: When you fill your prescriptions at our 340B pharmacies, it puts dollars directly back into the community and allows us to care for more patients.

Dispensing More Than Just Medications

CARING BEYOND THE COUNTER

Picking up a prescription can feel overwhelming—especially when you're navigating illness, caregiving, or the demands of daily life. Questions and worries often accompany the process: *Will this work? What are the side effects? What if I can't afford it?*

At MAHEC's Community Pharmacies at Biltmore and Enka/Candler, our team offers more than medications—they provide comfort, guidance, and reassurance. When a patient recently arrived anxious and afraid before surgery, a pharmacy team member gently led her to a private space, listened to her fears and concerns, and offered heartfelt support.

"This moment of compassion wasn't an exception—it's part of our culture," said Amy Lenell, PharmD, AAHIVP, CLC, Pharmacy Manager. "We believe healing begins with listening. Our staffing model ensures our team can take time for meaningful connections while maintaining smooth, thoughtful service for all."

Inspiring—and Being Inspired by—Future Healthcare Leaders in WNC

Physicians, pharmacists, dentists, and nurse practitioners—these are just a few of the career goals shared by students in the MAHEC Health Careers Academy, one of several pathway programs designed to spark interest in healthcare professions across rural Western North Carolina.

Offered at no cost during the spring semester, the Academy provides high school students with immersive learning experiences, culminating in the highly anticipated Health Careers Summer Camp. This four-day, three-night enrichment program includes hands-on activities like wilderness medicine simulations, building first aid and suture kits, and engaging discussions on career pathways and college preparation.

In 2024–2025, more than **1,000 high school students** participated in MAHEC's pathway programs. While our mission is to inspire the next generation of healthcare professionals, we're continually energized by the curiosity, passion, and purpose these students bring to the future of healthcare in our mountain region.

MILESTONE

Our first pathways program for high school students, the MAHEC Medical Mentoring Program, was founded in 2005



Inspiration and aspirations: MAHEC pathway programs provide opportunities to explore healthcare careers through hands-on activities like suturing. Emma, from McDowell Early College, aspires to be a pediatric orthopedist or radiologist, while her classmate Amelia is drawn to emergency medicine.

Centering Pregnancy: A Journey of Care, Connection, and Confidence

Autumn Hooker and Jonny Kantner had only been married a few months when they learned they were expecting. Encouraged by Autumn's mom, they chose MAHEC Ob/Gyn Specialists—where she had received care for two of her own births.

The couple joined MAHEC's Centering Pregnancy program, which combines individual checkups with group sessions that offer prenatal education and support alongside other expectant parents due around the same time.

"We were a bit hesitant at first," Jonny said, "but it seemed like an appealing idea to be with others going through the same thing." Autumn added, "You build real connections—not just with the group, but with your care team. I felt safe and supported."



At one of their final appointments, providers asked how the group felt about giving birth. "We all said it's because of Centering that we feel confident," said Autumn. **"We've learned so much, and our care team makes us feel like we can do this."** When she and Jonny arrived at the hospital, a familiar face from Centering walked in. "Calm washed over me," Autumn said. "She'd been with me the whole journey—and now she was here at the finish line."

SUPPORTING FAMILIES

After pausing due to the pandemic, MAHEC resumed Centering Pregnancy group prenatal care sessions in 2023 and has since benefited **213 families across 28 cohorts.**

Support before birth and beyond: For Autumn Hooker and Jonny Kantner, the bonds formed during Centering Pregnancy didn't end with the birth of their son, Jax. The group continues to share photos, milestones, and the ups and downs of parenting. "You feel so happy for everyone you've been with over the past nine months and it's really, really awesome," Autumn says.

Our Gratitude

The following list of donors generously supported MAHEC's mission during the 2024-2025 fiscal year. These gifts include contributions made in support of our endowment, MAHEC Annual Fund, Hurricane Helene relief, and initiatives that advance access to care, health professions education, and community health. MAHEC is grateful to all our donors for prioritizing our nonprofit organization as part of their philanthropy.*

1974 SOCIETY

$1 Million and Above

Dogwood Health Trust

William R. Kenan, Jr. Charitable Trust

$500,000 - $999,999

Direct Relief

$250,000 - $499,000

The Leon Levine Foundation

$100,000 - $249,000

Deerfield Charitable Foundation

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The Community Foundation of Western North Carolina - Ramble Charitable Fund

$50,000 - $99,999

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$25,000 - $49,999

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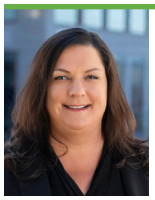
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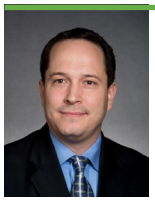
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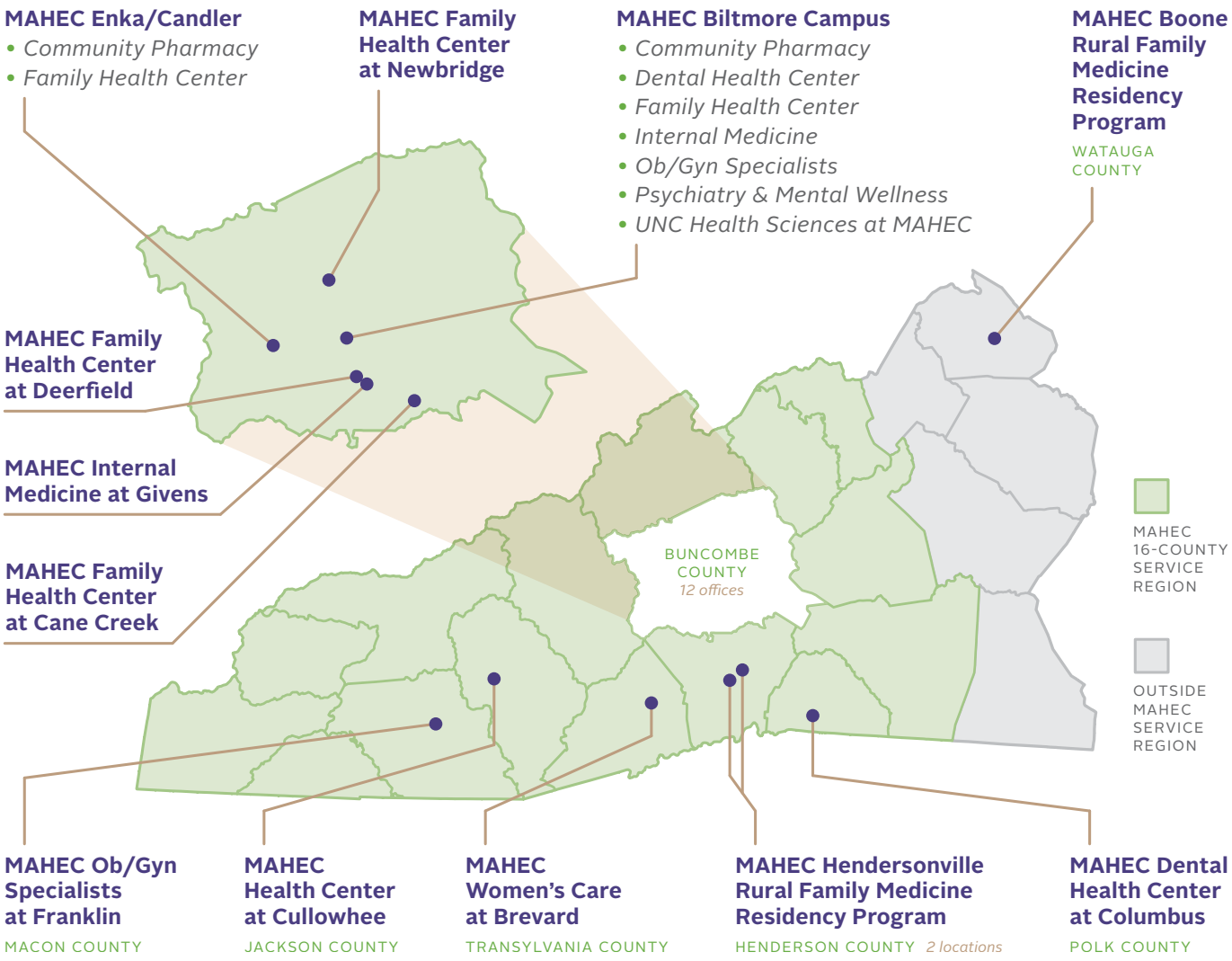


J. Jackson Teague III, DDS
Founder, Teague Dentistry



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