







INTERNATIONAL MEDICAL OUTREACH

Sustainable Healthcare through Donations and Education





OUR MISSION

The International Medical Outreach (IMO) Program provides medical and educational assistance globally to promote sustainable healthcare and improved living standards in underserved communities.

OUR IMPACT

For more than 50 years, IMO has touched the lives of thousands of patients and families in more than 30 countries. Ongoing support from institutions, individuals and non-profit partners allows IMO to offer free educational opportunities to international medical personnel and free equipment to hospitals and clinics worldwide.

OUR COMMITMENT

Unlike most charitable organizations, IMO spends 100 percent of donated funds on designated projects. It does not use donations on fundraising or administrative expenses.





DEAR FRIENDS AND COLLEAGUES,

It was 1975 when we committed to helping Guatemala establish open heart surgery and a sustainable cardiac program. Today, the country remains a regional leader in cardiac care with more than 13,000 heart operations completed at UNICAR, the world-class Guatemalan Heart Institute.

We are proud to join our Central American colleagues in celebrating the 25th anniversary of UNICAR. The Institute continues to provide the most comprehensive cardiac care program in Central America due to the ongoing collaboration and determination with teams from Charlotte, NC.

We are conducting similar projects in Belize, where the cardiac program at the Karl Heusner Memorial Hospital in Belize City continues making strides. Now fitted with an echocardiography (echo) laboratory and connected virtually to medical teams in Charlotte through a communications portal, Karl Heusner is fully equipped to provide a range of routine cardiac services. It is now the only hospital in Belize that offers everything from an echo test to open heart surgery.

To ensure the sustainability of our efforts abroad, we continue to partner with other mission-driven organizations that help us more quickly offer patients high quality healthcare services and resources. This year, we partnered with Chiquita Brands International and together provided nine hospitals and rural clinics with much-needed medical equipment and supplies, and delivered 7,500 computers to 500 public schools in Central America.

In Charlotte, we hosted international visitors and trainees who traveled from countries as far as Chile and Tanzania to observe and train at our medical facilities. The clinical personnel at Carolinas HealthCare System continue to travel abroad to teach and assist with heart operations and other clinical procedures.

We look forward to entering another year of excellence in patient care and outreach. We hope you enjoy this report, a glimpse of our activities in 2013.

FRANCIS ROBICSEK, MD, PHD

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VICE PRESIDENT | International Medical Outreach, Carolinas HealthCare System PRESIDENT | Heineman Foundation of Charlotte





OUR 2013 BENEFICIARIES

BELIZE Karl Heusner Memorial Hospital (Belize City)

Holy Cross Anglican Primary School (Ambergris Caye)

BOLIVIA Medical Supplies to Orphanage (Cochabamba)

COSTA RICA Medical Clinic Equipment (Guapiles, Limon)

EL SALVADOR Hospital Pro-Familia (San Salvador)

GUATEMALA Fundación Guatemala SANA (Santa Maria)

Medical Missions Ministries (Various)

Hospital Nacional San Juan de Dios (Quetzaltenango) UNICAR, The Guatemalan Heart Institute (Guatemala City)

Fundación Sergio Paiz Andrade (FUNSEPA), Computer Materials (Guatemala City)

Salud y Paz (Quetzaltenango)

Hospital San Benito Petén, Hospital Totonicapán (Petén, Totonicapán)

HONDURAS Medical Clinic Equipment (La Lima, Cortes)

Hospital Escuela (Tegucigalpa)

NICARAGUA Medical Supplies, Global Brigades (Managua)

Ministerio de Salud-Centro Nacional de Cardiología/Centro de Insumos

Para La Salud (Managua)

PHILIPPINES Typhoon Medical and Disaster Relief, Kids International (Talcoban)

TANZANIA Muhimbili National Hospital (Dar es Salaam)

UGANDA Project for Insect Eradication in Feet

ZIMBABWE Medical Supplies (Doma)

2013 IMO PROGRAM ACCOMPLISHMENTS



Donated medical equipment to 9 different countries worth \$2 million if purchased new.



Donated more than 18,000 pieces of computer equipment and materials, enough to assemble more than 8,000 computers and worth \$2.3 million if purchased new.



Recycled more than 41,000 pounds of medical equipment.

We believe good health is also the outcome of a clean environment. It is part of our mission to provide sustainable healthcare while helping reduce the impact of medical waste.



GUATEMALA

Donation of Cardiac Catheterization Laboratories

The donations of three laboratories have increased access to cardiac care for thousands of patients in urban and rural areas. All laboratory donations are made possible due to the support of the Bissell Family Foundation and the Bowen family.

Donation of Medical and Dental Equipment

Medical facilities of all sizes have benefited from equipment and supplies such as operating room tables, respirators, surgical supplies and echocardiography machines.

Echocardiography Training and Network Expansion

With help from the Dickson Foundation, IMO is in the process of establishing and equipping at least 12 echocardiographic stations throughout Guatemala that can transfer test results to the Guatemalan Heart Institute in Guatemala City.

Physician Training in Cardiology/Surgery

Since the 1970s, IMO – in partnership with Carolinas HealthCare System's Sanger Heart & Vascular Institute – has helped train hundreds of Guatemalan cardiologists and surgeons. Such training resulted in the country's first heart catheterization and open heart surgery.

China

Costa Rica

El Salvador

England

Haiti*

Liberia

Moldova

Panama

Philippines

Zimbabwe

* = Ongoing projects

Technology to Educate Initiative

IMO has partnered with a local organization (Fundación Sergio Paiz Andrade) to establish computer laboratories for students in thousands of rural schools in Guatemala.

HONDURAS

Donation of Cardiac Catheterization Laboratories

The donations of two laboratories have increased access to cardiac care for thousands of patients in urban and rural areas.

Donation of Hospital Equipment and Supplies

Such donations have helped hospitals create and maintain special departments and intensive care units.

Physician Training in Cardiology/Surgery

IMO and Sanger Heart & Vascular Institute physicians continue to train medical personnel and physicians from hospitals and clinics in Honduras.

NICARAGUA

Donation of Cardiac Catheterization Laboratories

IMO's two laboratory donations have helped rebuild the country's National Center of Cardiology. Previously, Nicaragua's six million residents had no public heart catheterization laboratories. Today, one laboratory can perform 40 heart catheterizations per week.

Donation of Medical Equipment and Supplies

Medical facilities of all sizes have benefited from the equipment, supplies and fully-functional outpatient facilities available to underserved populations.

HAITI

Establishing Infirmary and Health Clinic

In partnership with other organizations, IMO is taking steps to establish a much-needed infirmary and health clinic in Haiti through the donation of medical equipment and supplies.

BELIZE

Cardiology and Cardiac Surgery Program

In an effort to create sustainable cardiac services at the public Karl Heusner Memorial Hospital (KHMH) in Belize City, IMO is helping establish a cardiac program that ensures ongoing echocardiography services, catheterizations and open heart surgeries. This has been made possible through the support of the Levine Foundation.

Echocardiography and Catheterization Training

Since the catheterization laboratory donation at KHMH, the IMO Program has facilitated catheterization training for Belizean medical personnel. It also has facilitated Charlottebased echocardiography training of Belizean echosonographers.

Provider Training in Cardiac Care

Over the past three years, IMO has helped train Belizean technicians to perform echocardiography and heart catheterizations. Today, it is helping KHMH's only cardiac surgeon to perform open heart surgeries. In July 2012, IMO helped perform the country's first open heart surgery.

TANZANIA

Development of Emergency Medicine Residency Program

Carolinas Medical Center, in coordination with University of California, San Fransisco, and the University of Chicago, is developing a sister emergency medicine residency program in Dar es Salaam. IMO generously supports this initiative.



CELEBRATING 25 YEARS OF CARDIAC EXCELLENCE IN GUATEMALA

BY FRANCIS ROBICSEK, MD, PHD

For decades, Central America has remained well behind in its medical progress compared to what one may see in industrialized countries. Among the six countries in the subcontinent, only Costa Rica had well-organized cardiac care and cardiac surgery. These services, in other Central American countries, were either vastly inferior or non-existing. Even today, one may see only a few occasional cases performed by fledging cardiac surgical programs or by visiting "brigades" of cardiac teams from the United States and Europe. The general public in these countries receives no consistent cardiac surgical care. The rich fly to Mexico City or to the United States.

There is an exception, however. A bright spot in the dark picture: UNICAR, the Guatemalan Heart Institute.

I have always been very interested in Central American archeology, and in the 1960s and 1970s spent most of my free days roaming the Mayan ruins of Guatemala, the site of the once-magnificent Maya civilization. On one of my Mayan jaunts in 1971, I was introduced to the country's president by my friend, Dr. John Keshishian, a thoracic surgeon from Washington, DC. I met President Carlos Arana Osorio, who was also deeply interested in preColumbian cultures. One evening, sitting at the campfire, the President asked me, "What do you do when you are not in the jungle?"

I replied, "Mainly operating on hearts." He suddenly became very interested and asked,

"Do we have heart surgery in Guatemala?" "No," was my answer.

I did not have to wait too long for the next question: "Could you make it possible?" "Yes," I said. "But you have to help me."

From there on, it was only a matter of time. The fact that the President was personally involved rapidly cut through the usual Central American bureaucratic maze. The Guatemalan Ministry of Health assigned a young Baylor-trained Guatemalan surgeon, Dr. Raul Cruz Molina, as the future head of the cardiac program in Guatemala. Dr. Cruz immediately flew to North Carolina, where he began an 18-month intensive cardiac surgical fellowship. Simultaneously, his supportive team of cardiologists, anesthesiologist, perfusionists and intensive care nurses traveled to

Charlotte to train at Carolinas HealthCare System's Carolinas Medical Center, then known as Charlotte Memorial Hospital. For these training opportunities, we operated on a shoestring budget. The Guatemalans usually stayed with their hosts, so the only costs incurred was the airfare. At the same time, we were able to procure used and refurbished perfusion equipment and vital-sign monitors. In 18 months, the Guatemalan team was ready to initiate the program.

In 1974, supported by a grant from the Heineman Foundation of Charlotte, we returned with our friends to Guatemala and carefully selected some patients with relatively simple anomalies, atrial and ventricular septal defects, and pure mitral stenosis, as the first surgical candidates. The diagnostic studies were made in Charlotte, and the operations took place in Guatemala. The great day arrived. The Guatemalans were backed by a team of eight Charlotte clinicians. The operations went smoothly and the patients came through well.

The program proceeded in an orderly fashion. Dr. Cruz gradually accepted more and more complex cases. Soon, however, it became evident that the moving of patients between Guatemala and Charlotte for diagnostic studies would exhaust our limited financial resources. So we called on the Guatemalan President again. After that conversation, a Guatemalan Air Force transport plane regularly landed at the Charlotte-Douglas International Airport, carrying between 35 and 40 patients in need of diagnostic studies. Those who required additional testing underwent heart catheterizations around the clock. It was a most welcome event when Dr. Federico Alfaro, now a renowned cardiologist practicing in Guatemala, but then a resident in Houston, Texas, arrived in Charlotte at midnight and joined our efforts. After being diagnosed, the patients were flown back to Guatemala, where those who in need of surgery were operated on by Dr. Cruz and his care team, still actively supported by a cardiac team from Charlotte.

The situation changed gradually. In 1976, with Dr. Cruz steering the ship, the cardiac program was officially established in Guatemala City at the Roosevelt Hospital, the largest health institution in Guatemala. The team at Carolinas Medical Center continued its supportive role but, within a year, the number of visiting Charlottean clinicians gradually decreased from eight to three and, finally, to none. By and large, the Guatemalans were on their own in the operating room.



Guatemalan Air Force transport plane bringing patients to Charlotte, NC, for diagnostic testing.

During the next three decades, the cardiac program in Guatemala City grew from a service of a half a dozen beds to a modern Department of Cardiac Surgery, which not only performed an important clinical task but also served as the first nucleus of training of Guatemalan cardiac surgeons. The year 1989 was an especially important year: it marked the opening of UNICAR, the Guatemalan Heart Institute, in a dedicated building on the Roosevelt Hospital campus.

The Cardiology-Cardiac Surgery Program gained significant momentum as the core of UNICAR, which today serves patients from across Guatemala, as well as from neighboring Honduras, Belize and Nicaragua.

With its Guatemalan-trained staff supplemented with noted, native cardiac surgeons and educators, including Dr. Rafael Espada and Dr. Aldo Castaneda, the scope of services at UNICAR is wide-ranging. It treats complex adult and neonatal cases and, in



1977, led to the establishment of its internationally renowned Department of Pediatric Surgery. Already of international fame, UNICAR obtained autonomic status in 2000 and, in 2013, the number of open heart operations performed at the Institute exceeded 800. Dr. Cruz and supportive teams from Charlotte were recognized with the highest civilian decoration in the country, The Order of the Quetzal.

One may justly ask: What is the secret of UNICAR's success? What made UNICAR conquer the difficulties which still plague the cardiac surgical programs of other Central American countries?

The answer is complex. The key ingredient was without question the dedication and hard work of our Guatemalan colleagues, supported by a federal government committed to their success, despite the country's ongoing financial difficulties. Did our

Charlotte teams also play a role? Undoubtedly. We were at the right place, at the right time. I want to emphasize one very strong point: We have supported surgeries in Central America for a long time, but seldom do we actually perform the operation. We assisted the local surgeon and assured that his initial results were good and that he received reliable support from his team.

As always, we remained available should there be a need for assistance. Our approach to assist has been different from the "visiting brigade" approach, where training seldom takes place and the procedures are done by the visiting clinicians, who leave after seeing a limited number of patients. Of course, some help is better than none, but the demand for the services remains after the visiting clinicians leave. Sustainability of cardiac care cannot be achieved without training local physicians and clinicians to be the main surgeons, interventionists or caregivers.

Is the approach of shipping patients to the United States any better? Again, you may save a few lives, but it does not respond to the need of a country. And it is costly.

With Dr. Cruz still at the helm of UNICAR, our cooperation and friendship continues. The training of healthcare providers between Guatemala City and Charlotte never ceased. Most recently, Carolinas HealthCare System engineers assisted in modernizing UNICAR's record-keeping system, transforming it from a manual system to a digital one. We are also helping UNICAR establish a unique, nationwide referral network of echocardiographic laboratories, a service previously available only in a few private clinics outside of UNICAR. The tests are performed in echocardiography stations in 13 rural hospitals in Guatemala, Belize and El Salvador, by technicians trained at UNICAR and in Charlotte. The images are transmitted digitally and are read at UNICAR, which, in turn, relates the results to the patient's treating physician. Any images may also be transmitted and problems discussed "live" through a special digital communication portal with the cardiologists and surgeons of UNICAR and Carolinas HealthCare System. In return, we expect UNICAR to help us to jump-start cardiac surgery in Belize.

To our friends at UNICAR – happy anniversary, and congratulations on your accomplishments:



25 YEARS 1,768 HEMODYNAMIC STUDIES
13,047 HEART OPERATIONS



UNICAR - The Guatemalan Heart Institute.



Dr. Cruz with his team in a cardiac catheterization laboratory in UNICAR.



Dr. Robicsek with Guatemala's first open heart patient, 40 years after her surgery.

CARDIAC PROGRAM ADVANCES IN BELIZE

The IMO Program and the Karl Heusner Memorial Hospital (KHMH) celebrated the establishment of Belize's first public cardiology and cardiac surgery program fully equipped to perform diagnostic and interventional services. The occasion was marked by the opening of a diagnostic echocardiography laboratory (echo lab) in 2013 at the KHMH in Belize City, the country's only public tertiary care hospital.

In 2011, IMO donated and installed Belize's first heart catheterization lab at the KHMH, modernizing cardiac care in the country by 30 years. More than 150 cardiac catheterizations, 12 interventions and 22 open heart surgeries, including Belize's first open heart surgery, have since been performed with support from medical teams from Carolinas HealthCare System.

Virtual Communications Portal

The IMO Program and Carolinas HealthCare System's Sanger Heart & Vascular Institute launched a virtual communication portal with the KMHM. The portal was the first established for consultation of cardiac cases in the public health system in Belize and the second launched by IMO in Central America – the first was launched in February 2012 with UNICAR in Guatemala. It also allows for a range of providers from Belize City and North and South Carolina to participate in medical conferences, meetings and other opportunities virtually.



The cardiac program, supported via equipment donations and personnel training by IMO, has evolved from having no equipment to deliver cardiac services to now offering echocardiographs, cardiac catheterizations and open heart surgeries.



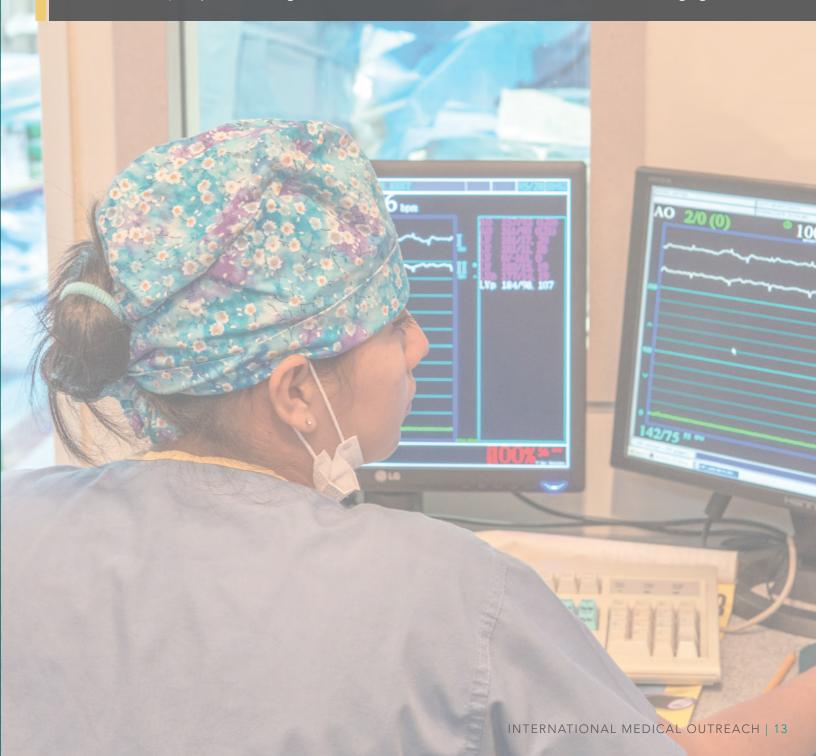
The virtual communications portal enables KHMH and Sanger cardiologists and cardiac surgeons to consult, in real time, on complex diagnostic cases using advanced video capabilities and the transfer of echocardiographic and radiological images of patients.

Medical Team Volunteers



The advancements and sustainability of the cardiac program at the KHMH would not have been possible without the ongoing support of dedicated expert medical teams from across the Carolinas and, at times, the nation.

Surgeons, cardiologists, nurses, anesthesiologists, perfusionists and techs, among others, have traveled to Belize City on a monthly basis to help train and support KHMH medical personnel to perform a range of cardiac services, from echocardiographs to open heart surgeries. Our heartfelt thanks to these teams for their life-changing work.



EXPANDING THE ECHO LAB NETWORK IN CENTRAL AMERICA

The IMO Program continues to support a longterm project to increase access to cardiology care services in Central America. In 2013, it helped establish three echocardiography laboratories (echo labs) in rural hospitals in Guatemala, El Salvador and Belize. It donated echo machines and helped train echo technicians at each hospital to properly use the machines for diagnosing patients with potential cardiac ailments.

Echo machines are one of today's most basic tools used to diagnose heart problems, yet they are not readily available to patients in rural areas in Central America. Because of this, many patients, especially children, currently receive no treatment. By providing the machines and training technicians to operate them properly, the IMO Program helps public hospitals aboard more effectively treat thousands of patients and provide such care at very low or no cost.

The opening of these labs brings IMO a few steps closer to its goal of providing 13 rural hospitals with fully functional echo labs.

This is part of an echo lab network launched in 2012, with support from the Dickson Foundation.



Results from echo labs across the continent are transferred to UNICAR, the Guatemalan Heart Institute, for interpretation, and results are relayed back to the local physician for consultation.



OUR ACTIVITIES IN CENTRAL AMERICA AND THE CARIBBEAN



A PARTNERSHIP FOR GLOBAL IMPACT

The IMO Program, Chiquita Brands International and Harris Teeter, Inc., collaborated to promote sustainable, quality healthcare and education in underserved communities globally.

"This collaboration is a tremendous example of global community building. Together, we are helping fulfill critical healthcare needs in a way that smartly leverages and multiplies our individual resources to provide benefits to underserved communities across Central America."

ED LONERGAN, president and chief executive officer for Chiquita

The three Charlotte-based organizations joined forces to facilitate the transportation and delivery of medical and computer equipment donations abroad.

Over the past year, they have together provided nine hospitals and rural clinics with much-needed medical equipment and supplies and delivered 7,500 computers to 500 public schools.

Equipment donations have also helped equip medical clinics on Chiquita farms in Central America. A commitment by its leadership to maintain healthy communities, Chiquita operates more than 24 medical clinics and dispensaries on its owned farms across Guatemala, Honduras, Costa Rica and Panama.





Costa Rica Farm Medical Clinics



To provide basic medical care to those in need in rural areas of Costa Rica, the IMO Program donated equipment and supplies to two medical clinics in Chiquita-owned farms in Gavilán Sarapiquí and Gigante.

Chiquita began planning for the clinics in 2012 to provide 2,800 workers on the farm, and their families, with more timely, accessible and personalized healthcare services. A more complete, modernized clinic opened in 2013 with new and/or refurbished equipment, including examination beds and lights, defibrillators, chairs and beds and more.

The clinic is staffed with a full-time physician and nurse, and is open five days a week. Medical services include diagnosis and treatment of common illnesses, work-related accidents, physicals (annual and pre-employment), pharmacy and prenatal care.



ADVANCING INTENSIVE CARE AND EDUCATION IN GUATEMALA

Intensive Care Units in Quetzaltenango

Continuing its decades of work in Guatemala, the IMO Program helped establish the first set of comprehensive intensive care units (ICUs) in Quetzaltenango, the country's second most populous city with more than 250,000 residents.



The units opened at Hospital Nacional San Juan de Dios, one of Guatemala's largest public hospitals, with more than **14,000 pounds of donated equipment** including bassinets, ventilators, patient monitors, stretchers and patient beds.

As a public hospital, Hospital Nacional offers free care services and treats a large number of medically underserved patients, primarily those who live in the Southwestern region of the country. Prior to this equipment donation, the rural hospital had only a minimally-equipped pediatric ICU and was lacking an established adult ICU.

Technology to Educate Project

The IMO Program's largest non-medical project, Technology to Educate, supports education through the use of computers. Since 2010, IMO has worked with Fundación Sergio Paiz Andrade (FUNSEPA) and Microsoft Corporation, to collect, donate and install computers in Guatemalan public schools. This includes 19,000 public schools, 95 percent of which lack access to technology.



In 2013, IMO donated more than 18,000 pieces of computer equipment and materials, enough to assemble more than **8,000 computers**. This has helped benefit more than 28,000 children in a single year.



To receive computer donations, schools must apply and meet certain criteria, such as having adequate space, electricity and doors with locks. The teachers also must be willing to undergo computer training. Computers are shipped from Charlotte to Guatemala, where techs prepare the computers for distribution to public schools.



The computers installed help both children and adults in rural communities thrive in today's digital society and workplace - the children use the computers at school during the day, and parents and other adults learn on the computers after school hours.

UPCOMING PROJECTS

Thanks to the generous, ongoing support of individuals and organizations, IMO continues working with partners abroad driven to help make a difference in the lives of those in need. Future projects include:

CARDIAC CATHETERIZATION LABORATORY in La Lima Medical Center in La Lima, Honduras

ULTRASOUND MACHINE to Ixchel Medical Center in Copan, Honduras

TWO ECHOCARDIOGRAPH MACHINES to rural hospitals in Guatemala, in Quiché and Zacapa

NURSING EXCHANGE PROGRAM with Karl Heusner Memorial Hospital in Belize City, Belize

ORTHOPEADIC SURGERY SUPPORT in Tequcigalpa, Honduras

WOMEN'S CANCER SCREENING CLINIC in Belize



Representatives from IMO, Chiquita Brands International and UNICAR meet with Guatemala First Lady, Rosa María Leal de Pérez, to discuss donations to hospitals in rural areas of Guatemala.

DEVELOPMENT OF SURGICAL SUITES and a REHABILITATION FACILITY and donation of KITCHEN EQUIPMENT in Antigua, Guatemala

VASCULAR ECHOCARDIOGRAPHY PROGRAM in Antigua, West Indies, Caribbean

EXPANSION OF VIRTUAL COMMUNICATIONS PORTAL to hospital in Chile, among other countries

RESEARCH STUDENT EXCHANGE with Universidad Mariano Gálvez in Guatemala

WOMEN'S CERVICAL CANCER SCREENING with Star Thrower in Nicaragua

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PARTICIPANTS AND VOLUNTEERS

Thank you to all of our participants and volunteers who have dedicated countless hours to helping the IMO Program become what it is today.





Tanya Rouleau and Ehlie Bruno, residents from Carolinas HealthCare System's Department of Oral Medicine traveled to Guatemala and worked in the dental clinic of Salud y Paz. Others, like Kim Blanding, DDS, traveled to Belize to work at the Holy Cross dental clinic.





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Carolinas HealthCare System, one of the nation's leading and most innovative healthcare organizations, provides a full spectrum of healthcare and wellness programs throughout North and South Carolina. Its diverse network of care locations includes academic medical centers, hospitals, satellite emergency departments, physician practices, surgical and rehabilitation centers, home health agencies, nursing homes, behavioral health centers, and hospice and palliative care services. Carolinas HealthCare System works to enhance the overall health and well-being of its communities through high quality patient care, education and research programs, and numerous collaborative partnerships and initiatives. CarolinasHealthCare.org.



The Heineman Foundation of Charlotte. Since its establishment in 1943, the Heineman Foundation of Charlotte has pursued a variety of local and international research and humanitarian projects focused on providing medical assistance and education. Located on the campus of Carolinas HealthCare System's Carolinas Medical Center in Charlotte, NC, Heineman works closely with Carolinas HealthCare System to provide medical training focused on cardiac care to health providers abroad, and to provide medical equipment and supplies to countries in need. Heineman.org.