

mobile  
healthcare  
association

# Advancing The Mission

Annual Impact Report **2024**





# Mobile Healthcare Association

## Annual Impact Report 2024

At Mobile Healthcare Association, our mission is simple: to increase access to care for all by supporting the mobile healthcare field. We stand with the providers and communities working every day to deliver compassionate, equitable care, meeting people where they are. Together, we’re creating a future in which healthcare reaches everyone, everywhere.

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# A Letter from Elizabeth Wallace

Executive Director, Mobile Healthcare Association

To our valued community and partners,

At its core, mobile healthcare is about bringing care directly to those who need it most — breaking down barriers and expanding access for individuals and communities too often overlooked. But it's also about people: the providers, advocates, and organizations who make this work possible, and the communities they serve with such heart and resilience.

In 2024, we were proud to advance this mission in meaningful ways you'll find throughout this Impact Report. One of the most inspiring moments of the year was gathering with more than 600 dedicated professionals at our 20th annual conference — a space alive with connection, learning, and mutual support. It was a powerful reminder of the strength and solidarity within this community.

We also launched new initiatives this year to meet our members where they are and address the challenges they told us they're facing. Among them: our inaugural Technical Assistance Program, pairing newer clinics with seasoned peer coaches to help them navigate operational hurdles and strengthen services; and our Mobile Healthcare Learning Lab, a free, practical resource offering best practices, troubleshooting support, and real-world solutions to the everyday challenges of mobile care delivery.

Already 2025 has been marked by challenges none of us could have fully anticipated, and these disruptions will have real consequences — for providers, for patients, and for the communities we serve. But through it all, the Mobile Healthcare Association remains attentive, adaptive, and committed to standing beside you. We will continue to listen, respond, and find new ways to support our members with the resources we have — because health equity is not just a goal, it's a necessity.

With 531 organizational members and counting, our growing network is a powerful reminder of what's possible when we come together for a common purpose. Thank you for your trust, your partnership, and the vital work you do each day. We are honored to be able to do that work with you.

With gratitude,





# By the Numbers, Our Members Are:

## An Activated Community

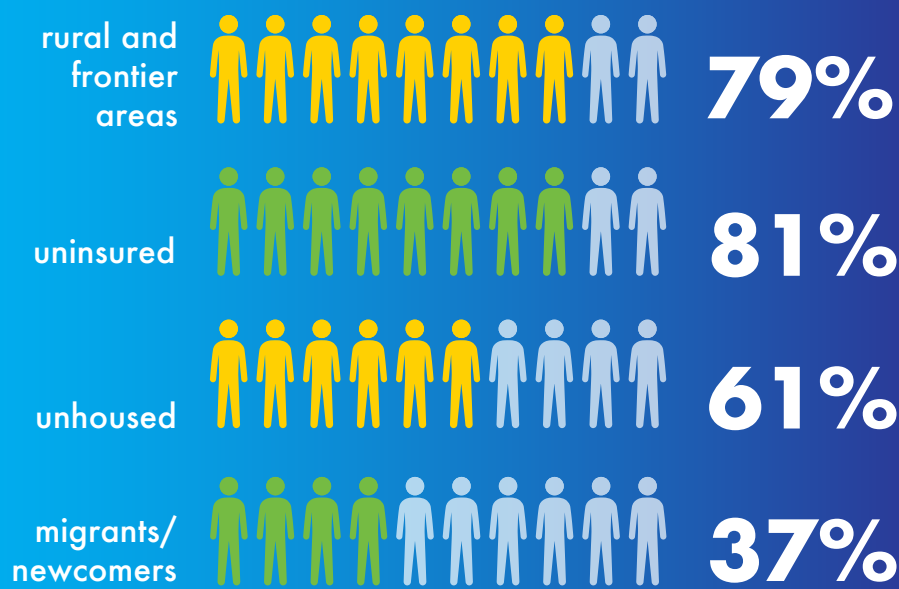
**137**  
New organizational members

**2,104**  
Event attendees

**5,777**  
Resource library visits

**37,959**  
Website visits

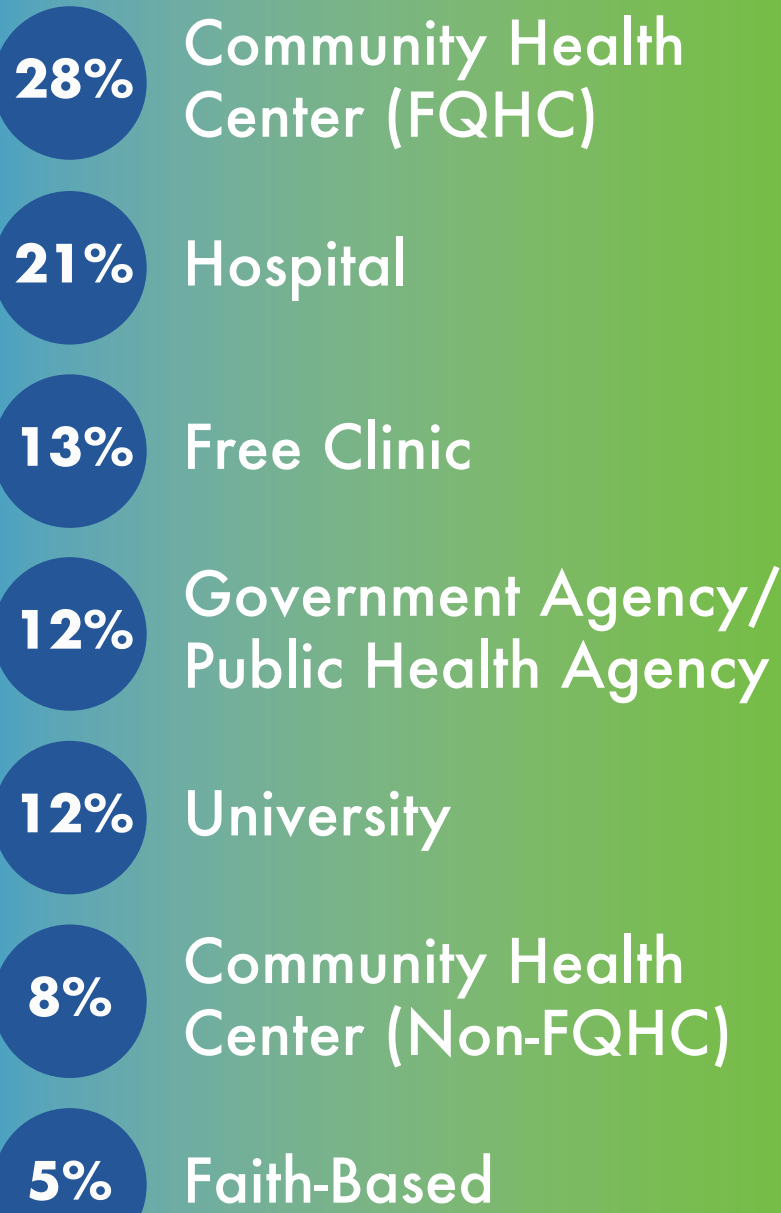
## Providing Access for All



## Top 5 Services Delivered

- Adult/Family Primary Care
- Health Screenings
- Dental/Oral Health
- Health Education
- Immunizations

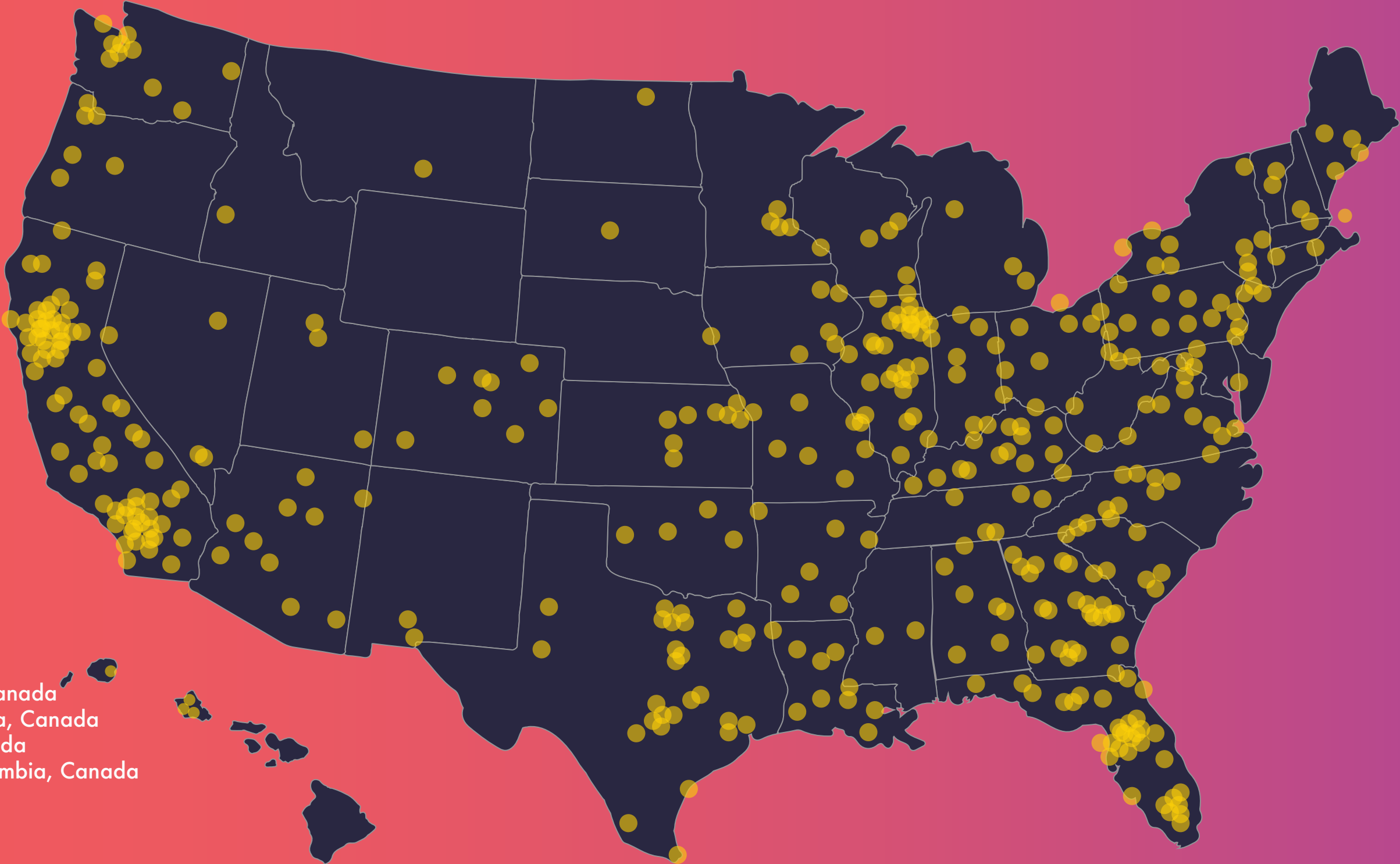
## Representing All Providers





# Meeting Communities Where They Are

Our 531 member organizations, by region



Other Locations:

- Boisbriand, Quebec, Canada
- Dartmouth, Nova Scotia, Canada
- Toronto, Ontario, Canada
- Vancouver, British Columbia, Canada
- Puebla, Mexico
- Fajardo, Puerto Rico
- Barrigada, Guam
- Tamuning, Guam
- Romania



# A Milestone Meeting: Annual Mobile Health Clinics Conference

A photograph of a man in a grey polo shirt and a light blue baseball cap, smiling and speaking into a microphone. He is standing in front of a group of people seated at tables. The image is overlaid with a semi-transparent magenta circle containing white text statistics.

**633** Attendees

**30** Poster presentations

**78** Speakers

**24%** Increase in attendance  
from the previous year

“Collective Momentum: Leading With Collaboration and Innovation” was the 20th Annual Mobile Health Clinics Conference – our annual gathering of mobile healthcare providers and administrators representing hospitals, universities, Federally Qualified Health Centers, and community clinics from across North America and beyond.

We’ve come a long way since 2005, when the inaugural forum, the first of its kind, hosted 85 people in partnership with the American Telemedicine Association. In this milestone year, we welcomed more than 600 attendees from 37 states and 4 countries for four days of learning, connecting, and knowledge sharing in Fort Worth, Texas.

“This was our first conference, and we left with so many ideas and plans. Our minds are still spinning.”



# A Milestone Meeting: Annual Mobile Health Clinics Conference

“This year’s conference motivated me to make meaningful changes to my program — and I left with the information needed to successfully execute those new ideas.”



## Education and Inspiration

Four days of intensive training, dynamic general sessions, interactive workshops, and exhibits covered a wide range of topics — from harnessing data and serving new arrivals to vehicle maintenance and leading with empathy. Specialty-specific breakout sessions and geographically organized seating added a personal touch, ensuring every attendee found meaningful, relevant opportunities to learn, connect, and be inspired.



## A Room of Their Own

Mobile health programs are often isolated within their parent organizations, left to navigate challenges without a dedicated network of peers. Recognizing this lack — and understanding the power of connection — we were inspired to create this annual conference. Designed to grow and strengthen our community, this now essential gathering offers attendees a space to share challenges, exchange solutions, and connect with the unique group of professionals who truly understand the work they do.



# Financial Sustainability

The Strengthening & Sustaining Mobile Healthcare Grant Program, made possible through the generosity of the Leon Lowenstein Foundation, is an annual initiative designed to address a rotating set of priorities identified by our members. For 2024, the focus was safety. Applicants sought up to \$10,000 in funding for critical needs such as safety assessments, locks and security cameras, de-escalation training, and staff time to develop standard operating procedures.

A panel of reviewers selected 10 recipients for this year's grants. Here's a look at three of them:

**Advocate Children's Hospital** (Park Ridge, Illinois) purchased 360-degree exterior security cameras for two vehicles and walkie-talkies for its teams and school partners to improve safety and streamline communication.

**Eye Thrive** (St. Louis, Missouri) addressed gaps in existing safety protocols for lockdowns, inclement weather, fire evacuation, conflict resolution, and more.

**Premier Mobile Health Services** (Fort Myers, Florida) installed a state-of-the-art router with a VPN firewall to secure remote access for off-site users; implemented hardware security keys on all computers; and upgraded its wireless network with an access point that supports secure WiFi.

"This grant provided a wonderful opportunity to update our safety protocols, and our team feels safer with its extra set of eyes and ears."

— Advocate Children's Hospital

**50 member organizations have received \$792,000 in the past three years.**

"We had plans to deploy a second mobile vision clinic, but we needed foundational support. Thanks to the Mobile Healthcare Association, we're on track to have safety protocols in place before we hire staff for the second clinic."

— Eye Thrive



# Financial Sustainability

“The Fundraising News Alerts give us connections and tools to help secure resources we need to support our mission.”

## A Hub of Opportunities

Financial instability is a leading cause of program closures, so it is no surprise that the issue tops the list of members’ concerns. To help ease that fear, we maintain our own list of curated potential grantors and funders on our website. Updated bi-monthly, this directory has become a go-to resource for programs in need.

## Fundraising News Alerts

Launched in January 2024 and delivered directly to members’ inboxes, our monthly e-blasts offer invaluable up-to-the-minute information about grant opportunities in the areas of mobile health and health equity, as well as useful fundraising tips and best practices. Topics include utilizing data in grant proposals, hosting nonprofit events, and deepening donor relationships.



# Ask the Experts



**Our Learning Lab was accessed more than 3,200 times in its first six months.**

## Mobile Healthcare Learning Lab

The Mobile Healthcare Learning Lab series, which debuted in 2024, breaks down topics related to the establishment, maintenance, and operation of a mobile health clinic, with to-do lists and practical solutions for real-life scenarios. The easily digestible content is designed for busy healthcare professionals with only a few minutes to spare.

Here is what the series covers:



**Choosing a Manufacturer**  
Simplifying one of a clinic’s biggest decisions



**Contingency Planning**  
Preparing for the “surprises” that interrupt service



**Generator Maintenance**  
Keeping the lights on



**Internet Connectivity**  
Staying online while on the road



**Social Determinants of Health**  
Gathering critical patient information



**Mobile Healthcare Association Resources**  
Harnessing valuable resources



# Ask the Experts

## Technical Assistance Program

Responding to a member-highlighted need — specifically, the support of mobile healthcare veterans for new mobile programs — Direct Relief funded Mobile Health Technical Assistance: A Coaching Program. The no-cost, six-month program offered mentorship in a group setting — not to mention valuable peer accountability — to 36 young (less than three years old) clinics. Grouped by the challenges they prioritized — community outreach and engagement, funding, or program operations and logistics — mobile clinic leaders met regularly to learn how to achieve desired outcomes, learn best practices, and improve.

### A Participant's Perspective:

“Being able to discuss concerns and arrive at solutions together was invaluable. Mobile practitioners often feel isolated, but this group was inclusive and understood the challenges we face.”

— Vickie Cranford-Lonquich, Fort Defiance Indian Hospital, Fort Defiance, Arizona

### A Coach's Perspective:

“We were able to launch these programs two years forward — leaps and bounds ahead of where they'd still be if they had to do it all by themselves.”

— Laura Bollan, Sarah Bush Lincoln Health System, Mattoon, Illinois



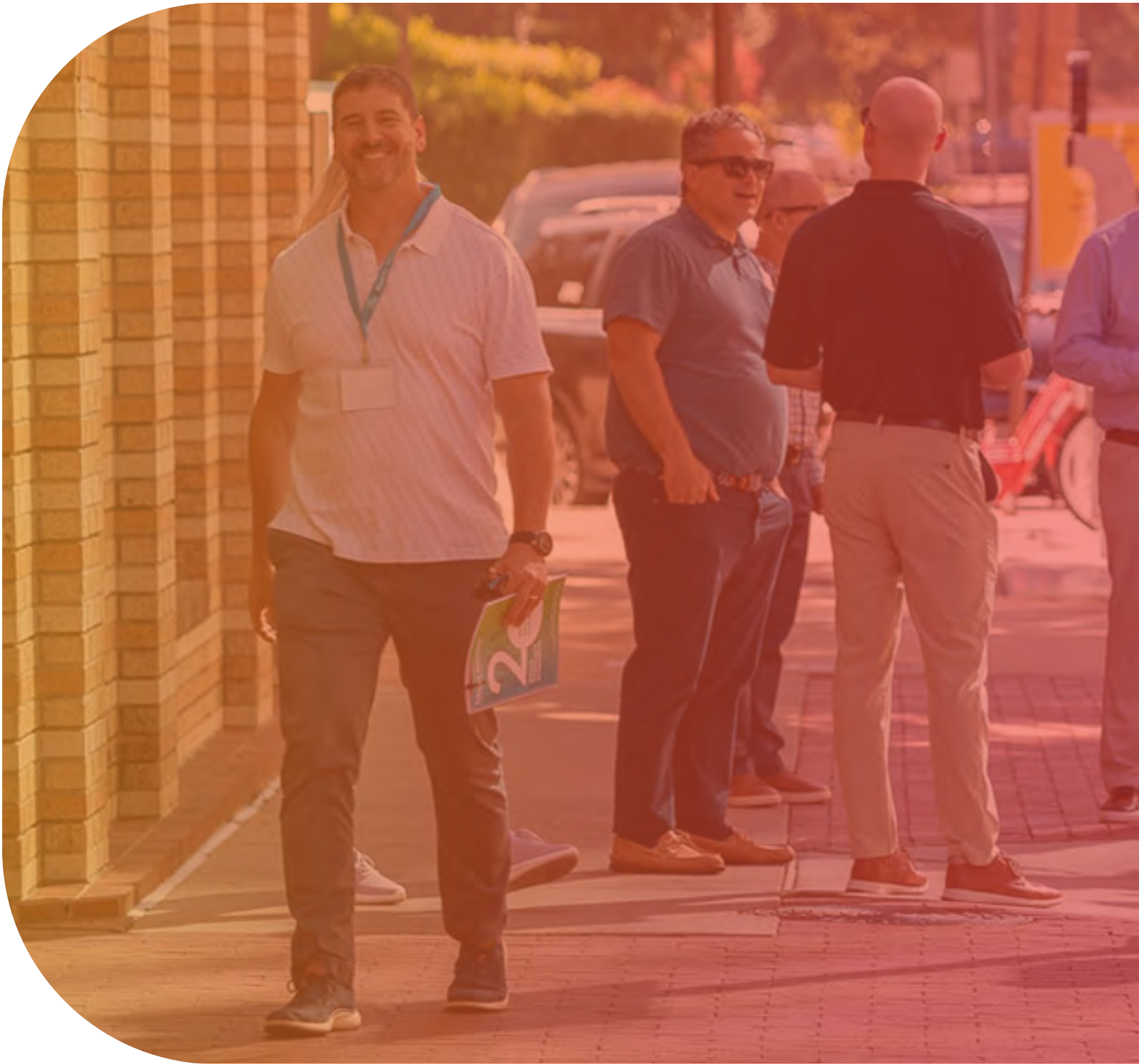
# Advancing Access Together

In mobile healthcare, success is always a team effort — and the same is true for the work that supports it. The initiatives highlighted in these pages are made possible thanks to the generous contributions of these organizations.



Leon  
Lowenstein  
Foundation

We’re grateful to our long-standing partner organizations, whose commitment to our shared mission drives these efforts forward.





# Hear from Our Members

"The Association provides invaluable support and resources. You are the backbone of our mobile health initiatives. We can't tell you how much we value what you do for us."

"The Association's Spring Intensive Training Course was a game-changer. The instructors' expertise and passion for mobile healthcare were evident, making the experience not only educational but inspiring. I highly recommend the course to anyone looking to elevate their skills and make a meaningful impact."

"The Association's Resource Library taught us how to engage community partners more effectively, leading to increased attendance at clinics."

"The support we've received from the Association — from access to information to collaboration with other members — has made our program efficient, effective, and sustainable. I strongly recommend that anyone in mobile healthcare join the Association."



# Future in Focus

## Letter from the Board Chair

I tell everyone that I have the best job in the world! Not only do I get to go out into the community to see patients who don't otherwise have access to care, I also get to work with people who are passionate about helping marginalized, sometimes fearful, under-resourced patients. I am surrounded by colleagues who routinely bend over backwards to make sure patients receive all the medical and social services they need. I am so fortunate to work alongside each of them – and now all of you, too, as I begin my tenure as the board chair of this incredible organization.

Mobile Healthcare Association is a valuable resource for programs, whether they are embarking on a new journey to start a mobile clinic or have been running one for 30 years. By continuously developing ways to help and modifying and expanding our member benefits – technical assistance, grant guidance, leadership training, or simply moral support – we continue to evolve every year. Mobile Healthcare Association board dedicated the last 9 months to creating and formalizing a new strategic plan, so we see the future of the Association and the field with an even sharper focus.

Over the next few years, the Association aims to place a greater emphasis on policy and advocacy. I believe that Mobile Healthcare Association has been an advocacy organization since our inception, dedicated to supporting each of our members and the field of mobile healthcare. But now we want to think even bigger by focusing on effective, targeted legislation and policy from the local to the federal level. There are so many cumbersome barriers to our work, and advocating to reduce those barriers is vital. It is time for us as an association to lay the groundwork for lasting change. I'm excited to see the day when we can reach more patients, with greater ease, as a result of our concentrated effort.

With gratitude,

Sanghamitra Misra, MD, MEd  
Medical Director, Mobile Clinics Programs  
Texas Children's Mobile Healthcare Association Board Chair





To learn more about the  
Mobile Healthcare Association  
or to become a member, visit  
[mobilehca.org](http://mobilehca.org).

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