



VIRGINIA HOSPITAL  
& HEALTHCARE  
ASSOCIATION

An alliance of hospitals and health delivery systems

# Outstanding Service Awards Luncheon

20

24

**Awards Luncheon Ceremony**

*The Omni Homestead Resort  
November 7 | Hot Springs, VA*

Presented with Support from:





# PROGRAM AGENDA

## VHHA Awards Luncheon Agenda

*Welcome and Awards Criteria*

Mary N. Mannix  
Governance Chair, VHHA Board of Directors  
President and CEO, Augusta Health

*Remarks on Leadership and Service*

Taylor Justice  
Co-Founder and President, Unite Us

*Distinguished Service Award*

Nancy Howell Agee  
CEO Emeritus, Carilion Clinic

*Meritorious Service Award*

Dr. Karen Schulder Rheuban  
Pediatric Cardiologist, Professor, UVA Health

*Excellence in Governance Award*

E. Stuart Crow  
Board Member Emeritus, Augusta Health

*Excellence in Governance Award*

Wiley "Buddy" Kling  
Board Member, Bath Community Hospital

*Excellence in Governance Award*

Harry Smith  
Board Chair, Valley Health





# Your Partner for Social Care

Unite Us is proud to partner with the Virginia Hospital and Healthcare Association.

Unite Virginia is a statewide network funded by the Virginia Department of Health (VDH) that includes government agencies, health plans, healthcare providers, and community-based organizations (CBOs). Using Unite Us' shared technology platform, these stakeholders securely communicate, collaborate, and coordinate care to serve more than **54,000 clients** to date across the state and foster healthier communities.



Learn more about the network at [Virginia.UniteUs.com](https://Virginia.UniteUs.com).

Data from Unite Virginia network. Updated October 2024.



## DISTINGUISHED SERVICE AWARD

**Nancy Howell Agee**  
CEO Emeritus  
Carilion Clinic

*VHHA Distinguished  
Service Award  
Honoree*



Nancy Howell Agee personifies health care servant leadership. Her journey has been a quintessential self-made American success story from her days as a candy striper following a teenage injury and hospitalization, as the first person in her family to graduate from high school, to her work as a hospice and surgery nurse, her civic engagement on behalf of the Commonwealth and its people, her accomplished tenure leading Carilion Clinic, and her service as past Chair of the American Hospital Association's (AHA) Board of Trustees and the Virginia Hospital & Healthcare Association's (VHHA) Board of Directors.

Nancy Howell Agee joined Carilion as a nurse in 1973 then rose through the ranks to become the health system's first and only female top executive in 2011. You could say her affiliation with the health system began even before that as she was born at Roanoke Memorial Hospital. During her tenure leading the health system, she helped transform health care in Virginia to ensure it is high quality, affordable, and accessible. As a result of her expansive vision, Carilion today is widely viewed as a national model for rural care delivery, medical education and collaborative partnerships. She stepped down as CEO on Sept. 30, 2024 and became CEO-emeritus. Before doing so, she helped reorganize Carilion from a collection of hospitals into the fully integrated, physician-led system it is today.

Nancy Howell Agee also pursued critical partnerships such as the collaboration with Virginia Tech to create a medical school and research institute, and her leadership on the public-private merger of Jefferson College of Health Sciences – a longtime teaching arm of Carilion – with Radford University to form new nursing and health science programs that stimulate economic development in the Roanoke Innovation Corridor. Her steady leadership guided Carilion through challenging times, including restoring system finances following the Great Recession of 2008 and steering it through the COVID-19 pandemic. Overall, she grew Carilion's footprint across Southwestern Virginia, overseeing a historic \$1 billion facilities investment that includes a tower addition to the flagship Roanoke Memorial Hospital that is on track for completion in 2025.

She also elevated philanthropy, launching the largest fund-raising campaign in Carilion's history to construct a new Cancer Center. She will continue her philanthropic work as CEO emeritus, while continuing to grow Carilion's partnerships and reputation. Her career is a testament to her passion for better health in our community. It has been her life's work to eliminate health disparities within the Carilion service area, and she launched and approved dozens of initiatives and programs to make health care delivery more equitable and accessible for everyone. Over the years, she has led, mentored, and inspired thousands with her vision, accomplishments, and servant leadership style.



# MERITORIOUS SERVICE AWARD

**Dr. Karen Rheuban**  
Pediatric Cardiologist,  
Professor, UVA Health

*VHHA Meritorious  
Service Award  
Honoree*



Dr. Karen Schulder Rheuban has had an extraordinary career spanning more than 50 years at UVA Health, during which she has made a profound impact on health care locally and nationally through her pioneering work in telemedicine in support of an unwavering commitment to improving patient care. She is a physician leader with remarkable energy, a genuine dedication to rural communities, and a talent for integrating the technical aspects of telehealth with an authentic commitment to helping people in meaningful ways.

She serves as a Professor of Pediatrics, Senior Associate Dean for Continuing Medical Education and External Affairs, and Director of the University of Virginia Center for Telehealth, which she co-founded in 1995. Under her leadership, the Center has become a crucial hub for a telemedicine network spanning more than 100 sites across Virginia. This initiative is supported with state and federal funding and has helped revolutionize health care access by offering ambulatory and specialty care, e-consults, remote patient monitoring, and educational opportunities for health care providers and patients. Since 2011, the Center has also hosted the Mid-Atlantic Telehealth Center, which has secured more than \$30 million in funding to expand telehealth services in the Commonwealth.

Dr. Rheuban has also served as Chair of the Virginia Board of Medical Assistance Services, led the Virginia Department of Health (VDH) and VHHA COVID-19 Response Telehealth Working Group, and she is a fellow of the American College of Cardiology, the American Academy of Pediatrics, and the American Telemedicine Association. She has also served as Executive Editor of the Journal of Telemedicine and eHealth, has testified before the U.S. Congress, and is a founder of the Telehealth Village, a learning resource for telehealth fundamentals, technology, practice, policy, business development, and innovation and specialty applications.

She is an academic leader who has successfully pursued many grant-funded opportunities to support telemedicine and clinical excellence. Dr. Rheuban is also a tireless servant leader who readily volunteers her time and expertise to advance the cause of patients and the health care delivery system in support of the health and well-being of the Commonwealth and Virginians.





## EXCELLENCE IN GOVERNANCE AWARD

**E. Stuart Crow**  
Board Member Emeritus  
Augusta Health

*VHHA Excellence in  
Governance Award  
Honoree*



E. Stuart Crow has been called an encouraging mentor and a civic-minded servant who embodies the spirit of community stewardship. His values are rooted in the belief that all people should thrive, including those who are struggling. That belief animates his drive to give back to the community - a belief that is aligned with the mission of Augusta Health, an organization Crow has served for more than 27 years.

His legacy includes a heightened focus on Quality and Patient Safety, which he directed to be the first order of business at each Augusta Health Board meeting. Through his professional expertise as an engineer, he has brought careful analysis and rigorous oversight to his leadership role in regards to construction and development projects on the 230-acre main campus in Fishersville. This includes the Cancer Center, Heart and Vascular Center, Outpatient Pavilion, the Medical Office Building, and the new Emergency Department. During his tenure, Augusta Health has established more than 54 practice sites across a seven-county region.

Over the years, E. Stuart Crow has served on the Quality and Patient Safety Committee, the Governance Committee, the Executive Committee, the Planning Committee, and the Property and Facilities Committee. He has also traveled to Richmond to engage with the General Assembly on behalf of Augusta Health.

Throughout his term of service, E. Stuart Crow has consistently demonstrated the ability to guide and govern in a way that enabled Augusta Health to pursue ambitious goals with careful prudence, to meet current needs while anticipating and accommodating future growth, and to move the organization forward while navigating the complex realities of health care delivery in an evolving climate. He has been instrumental in the development of Augusta Health over the years and has set a bold, strategic vision to help chart its future.



## EXCELLENCE IN GOVERNANCE AWARD

**Wiley "Buddy" Kling**  
Board Member  
Bath Community Hospital

*VHHA Excellence in  
Governance Award  
Honoree*



Wiley "Buddy" Kling is recognized as an outstanding leader and ambassador for Bath Community Hospital (BCH). Since joining the hospital's board of directors in 1996, Buddy has proudly worn his Bath Community Hospital attire, embodying the spirit and mission of the small-town, non-profit, critical access hospital.

Over the years, Wiley "Buddy" Kling has stepped up to take on interim roles, ensuring that the hospital governing body remains strong and cohesive. He has also served as a mentor, guiding fellow board members and professionals within the organization. His leadership and support have been invaluable, fostering growth and collaboration that have significantly enriched the community served by the hospital.

Dedication to the community is evident in all that Wiley "Buddy" Kling does. He consistently represents the hospital with unwavering pride, building relationships and trust among residents and staff. His approachable demeanor and genuine concern for others have made him a beloved figure in the community. He knows all the staff by name and maintains a positive and courteous attitude, demonstrating the utmost respect for everyone's role at BCH.

As a neighbor to a vital institution, Wiley "Buddy" Kling has played a crucial role in welcoming many who have lived in temporary housing, from doctors and their families to CEOs and on-call radiologists, making them feel valued and integral to the BCH team.

Beyond his board member role, Wiley "Buddy" Kling actively engages with local events and initiatives, advocating for the health and well-being of the community. His efforts have not only enhanced the visibility of Bath Community Hospital, they have also strengthened the bonds between the hospital and the residents it serves.

It is not an overstatement to say that Wiley "Buddy" Kling exemplifies the responsibilities of a board member, embodying a dedication and style that is uniquely his own. His unwavering devotion and passion for the community truly set him apart as an exemplary ambassador for Bath Community Hospital.





# EXCELLENCE IN GOVERNANCE AWARD

**Harry Smith**  
Board Chair  
Valley Health

*VHHA Excellence in  
Governance Award  
Honoree*



Harry Smith has long been an active and engaged member of the community and a contributor to the civic well-being of the Winchester area. He has done this through his work as Market President of United Bank and across his financial services career in the Northern Shenandoah Valley.

He has demonstrated his commitment to civic life by serving two terms on the Winchester City Council, and through his active volunteerism with local, regional, and national organizations including service as a member of the Shenandoah University Board of Trustees, as a member of the American Hospital Association Regional Three Policy Board, as a long-serving member of the Handley High School Board of Trustees, and as a founding member of the Community Foundation of the Northern Shenandoah Valley, among other community leadership roles.

Harry Smith has spent 11 years as a member of the Valley Health System Board of Trustees, serving as Board Chair since 2022. He also served 12 years on the Winchester Medical Center Board (2004-2016). During his tenure with Valley Health, the health system has made significant, positive strides across the enterprise.

For all of these contributions, Harry Smith has been selected as a recipient of the 2024 Excellence in Governance Award from the Virginia Hospital & Healthcare Association (VHHA), a non-profit organization that represents hospitals and health systems across the Commonwealth of Virginia.

The Excellence in Governance Award recognizes a person who serves on the governing body of a member hospital or health system who has a history of making significant contributions to health care, on the state and local level, through a commitment to service and leadership.

The track record of service Harry Smith has provided to his community, and to Valley Health, demonstrates that he is eminently qualified for, and deserving of, this award.





# VHHA AWARD CRITERIA

## VHHA Outstanding Service Awards

The VHHA Outstanding Service Awards recognize individuals who have made a real difference to Virginia's hospitals and health systems, and to health care in general, by being selfless, energetic, and passionate. The Awards are presented in three categories.

### Distinguished Service Award

The Distinguished Service Award is given to a past or current chief executive officer with a long record of performing outstanding, valuable, and unique services to the hospital and health system community.

### Meritorious Service Award

The Meritorious Service Award honors a person, other than a CEO, affiliated with a VHHA member who has a history of making significant contributions to health care, on the state and local level, through a commitment to service and leadership.

### Excellence in Governance Award

The Excellence in Governance Award recognizes a person who serves on the governing body of a member hospital or health system who has a history of making significant contributions to health care, on the state and local level, through a commitment to service and leadership.



# PAST VHHA AWARD WINNERS

## Distinguished Service Award

(1968) Charles P. Cardwell Jr.  
(1974) Max Goodloe  
(1980) Charles S. Elliott  
(1984) William H. Flannagan  
(1984) William H. Green Jr.  
(1984) John F. Harlan Jr.  
(1984) David G. Williamson Jr.  
(1985) W.C. Bloxom  
(1985) Raymond E. Hogan  
(1985) William R. Reid  
(1985) Robert H. Thomas  
(1986) George E. Bokinsky  
(1986) Hunter A. Grumbles  
(1986) Gibson Howell  
(1987) Nathan Bushnell III  
(1987) Harold Prather  
(1989) Stuart D. Ogren  
(1993) J. Edward Sweet Jr.  
(1994) E.L. Derring  
(1995) Kenneth H. Axtell  
(1995) Glenn R. Mitchell  
(1996) Lester L. Lamb  
(1997) Kenneth L. Waddell  
(1998) John N. Simpson

## Distinguished Service Award

(1999) Thomas L. Robertson  
(2001) Wickliffe S. Lyne  
(2002) T. Carter Melton Jr.  
(2003) Donald S. Buckley  
(2005) Chris A. Lumsden  
(2006) Michael J. Halseth  
(2007) Christopher M. Carney  
(2007) Laurens Sartoris  
(2009) William M. Moss  
(2010) George W. Dawson  
(2012) Rodger H. Baker  
(2013) Deborah R. Lipes  
(2013) Sheldon M. Retchin  
(2015) David L. Bernd  
(2017) John F. Duval  
(2018) John L. Fitzgerald  
(2019) Fred M. Rankin III  
(2022) James B. Cole  
(2022) Mark H. Merrill  
(2023) James D. Dahling  
(2023) William B. Downey  
(2023) Howard P. Kern  
(2023) Dr. Kurt Newman





# PAST VHHA AWARD WINNERS

## Meritorious Service Award

(1992) Donald E. Lorton  
(1995) Gordon D. McLean  
(1996) E. George Middleton Jr.  
(1997) Edna Brockwell  
(1997) Charles M. "Pete" Hearn  
(1998) Archie E. Cromer Jr.  
(1998) Howard L. Greenhouse  
(1999) William S. Tennant  
(2000) William A. "Pete" Johnston  
(2001) James S. Watkinson  
(2003) Katharine M. Webb  
(2004) L. Darrell Powers  
(2005) Edward A. Smith, Jr.  
(2006) Xavier R. Richardson  
(2006) Calbreith L. Simpson  
(2008) Beth M. Duke  
(2009) Shirley Rogers Gibson  
(2011) Dale A. Carroll, MD, MPH  
(2012) Jennifer A. Smith  
(2015) Rear Admiral Alton L. Stocks,  
MD (Ret.)  
(2017) Rev. Dr. Sylvia Tucker  
(2018) Nathaniel L. Bishop, D.Min.  
(2019) Donald B. Halliwill  
(2019) Dr. Jose Oberholzer, MD  
(2022) Nancy W. Littlefield  
(2023) Eileen L. Dohmann  
(2023) Peter F. Gallagher

## Excellence In Governance Award

(2005) J. Samuel Glasscock  
(2006) Douglas V. Carson  
(2007) Barbara B. Stoltzfus  
(2008) George B. Cartledge, Jr.  
(2008) Rodger W. Fauber  
(2009) Constance R. Kincheloe  
(2009) John M. Touts  
(2009) Joseph R. Wilson  
(2010) Spencer D. Quesenberry  
(2011) F. Dixon Whitworth, Jr.  
(2012) Warner Dalhouse  
(2012) John F. Fick III  
(2013) Frank R. Campbell  
(2015) Otey C. Dudley  
(2017) James A. Hartley  
(2018) Alda L. White and Robert  
"Bob" C. Fort  
(2019) Alan S. Witt  
(2022) Penelope A. "Penny"  
Gross  
(2022) Dian Calderone  
(2023) Steve Danziger





