



**AMISTAD
COMMUNITY HEALTH CENTER**

STRATEGIC PLAN

2017-2019

**IMPROVE THE HEALTH AND
WELL-BEING OF OUR COMMUNITY**

EXECUTIVE SUMMARY

Dear Amistad Community Members and Stakeholders,

It is with pleasure the Board of Directors and its senior Executive Team introduce ***Amistad Community Health (ACH) 2017 Strategic Plan***. As we move forward into another phase of our organization's history, ACH continues to seek opportunities to improve its vision, operations and service excellence culture to insure citizens of Corpus Christi have access to quality primary patient-centric medical services.

ACH overarching goal is to optimize its service delivery processes and clinical care models to advance the health and well-being of its patients and residents of South Texas Costal Bend communities.

Our road-map for future service delivery improvement is captured in our ***Strategic Plan 2017-2019***. This plan represents a culmination of intense planning, organizational analysis, and operation activities. ACH has brought together its Board of Directors and community stakeholders to effectively evaluate the needs of its patient population, and how it plans to proceed at re-engineering ACH's clinical care pathways. ACH is aiming to ensure its service delivery remains sustainable to continuing meeting its mission to provide safe and high quality care-centric primary medical and behavioral health services to individuals throughout Corpus Christi and Costal Bend communities.

This plan is a living document, which will be evaluated and updated routinely to assure ACH is progressing towards the identified strategic imperatives, and serve as a guide to advance ACH opportunity to benefit from new concepts, technologies, and emerging changes occurring throughout the healthcare landscape.

Since the release of our ***Strategic Plan 2015***, much has been learned and much has changed. We have been able to accomplish the integration of primary and behavioral healthcare services, obtain funding to meet ADA compliance requirements, and establish dental service offerings to meet the oral health needs of our patients.

With Strategic Plan 2017-2019 ACH will outline its service deliver goals and forecasted improvement plans to maintain excellent safe high-quality access to primary, oral, and behavioral health care services.

ACH is innovatively preparing for the future by changing how its patient population access medical services. This systemic organizational transformation has resulted into patients receiving timely ***access to any primary care service offering within 48 hours***. ACH will strengthen its current clinical efficiencies to ensure each patient receives a “delightful” service- oriented experience that is timely and patient focused.

This planning process comes at a critical time in ACH history. As the uncertainty of healthcare reform becomes visible, and health centers and hospital networks nationally wait to respond to possible healthcare regulatory changes. ACH is determined to forge ahead in the spirit of its mission which is to continue providing holistic, affordable, and quality health care services to those that are in need.

ACH will do this through increasing it organizational efficiencies and effectiveness; as we continue to collaborate with our community stakeholders to make certain residents of the Corpus Christi and Costal Bend communities have access to timely quality primary medical services well into the future.

As you read and unpack this action plan, we invite you to continue to work with Amistad Community Health in a collaborative manner. As we we come together to provide medical service that are designed to meet the care demands of the residents of the Corpus Christi and Costal Bend Communities

I would like to thank our President and Board Chairman, members of Amistad’s Board of Governance, employees, and key stakeholders for their unwavering commitment and collective input to continue to advance the health and well-being of the Corpus Christi community and support the sustainability of Amistad Community Health Center, Inc.

Sincerely,

Kenneth Waller, MBA, FACHE
Chief Executive Officer

INTRODUCTION

Amistad Community Health (ACH) was founded in 2005 as a non-profit faith-based health services delivering organization. Its primary focus is to address healthcare disparities, and the growing number of community members lacking access to affordable primary and behavioral healthcare services.

ACH is a Federally Qualified Health Center (FQHC) which is a designation assigned to non-profit or public health entities located in **Designated Medically Underserved Geographical Regions** to provide primary medical care services to the uninsured and or underserved populations.

As an FQHC, ACH is chartered to provide timely, safe, quality, culturally and linguistically primary medical care service access. We are expected to provide comprehensive medical care services regardless of a person ability to pay. This is accomplished by utilizing a sliding fee scale payment methodology (**FPL**). ACH service offerings are designed to provide care –centric medical services to all people of all ages of the life cycle.

The genesis for **ACH Strategic Plan 2017-2019** is to improve organizational operations, its medical service delivery processes strengthening ACH's community presence, and expand its service delivery capacity to meet the uninsured and underserved populations in Corpus Christi.

Our overarching goal is to continue to provide affordable quality episodes of primary medical care services to the Corpus Christi community and to sustain ACH mission and vision well into its future.



MISSION

To show and share the love of Jesus Christ to the Corpus Christi community by providing holistic, affordable and quality health care services. We recognize that Jesus Christ is the true healer of individuals and their communities and the source of our ability to serve.

VISION

ACH strives to provide the underserved healthcare population in the Corpus Christi community with the highest quality medical care available in the spirit and strengthen of Jesus Christ. We foresee a future that includes being the place of choice for comprehensive healthcare, meeting the spiritual, emotional, and physical needs of the community, and impacting the lives of those around us through the love and actions of Christ.

FOSTERING

THE HEALTH AND WELL –BEING FOR THE CORPUS CHRISTI COMMUNITY

Financial Accountability and Service Sustainability

To ensure Amistad Community Health remains well positioned to meet and support the increasing medical care demands for primary and behavioral health services in Corpus Christi. Design and Innovate clinical programming to improve how healthcare is delivered. Provide service excellence and collaborate effectively with others to improve care outcomes across all healthcare settings and networks; and offer preventative care and wellness solutions. A continuation of good financial stewardship, as we utilize scarce resources in a responsible manner to successfully align with the “Quadruple Aim” aspirations and goals.

Service Growth and Medical Access

By conducting ongoing environmental analysis to bring into line Amistad’s medical service offerings, and the community to meet the care demands that are affecting and impacting the lives of our patients and the community we serve. Integrating clinical pathways, and developing primary care service capacity to meet our patient’s medical needs and desires in a comprehensive and holistic manner. Creating seamless medical care infrastructure which will serve to foster safety, quality, appropriateness, and timely access to primary and specialty clinical services.

IT-Data Analytics and Population Health

Optimizing existing EHR capabilities to improve health outcomes of our patients. Increasing patient engagement to enhance their involvement into their individual care outcomes. Establishing data warehousing and key analytic strategies to identify high to low-risk medical patients to ensure optimal care is provided consistently, and more significantly utilizing our technologies to facilitate the reduction of medical cost and strengthen medical care efficacy.

Customer Service and Patient Experience

Establish and organization culture that embodies a patient –centric philosophy. Acknowledging the importance of internal and external customer service, and the value it contributes to the advancement of our patient’s overall health and well-being. Continuous due diligence to promote a servant leadership mindset among all Amistad’s associates, which is to always meet the demands and concerns of our patients, and seek opportunities to offer our patients and employees a great experience. ACH will continue to have a steady and consistent process to ensure measurable improvement of its patient’s overall health and well-being. We will achieve this by putting each patient first one episode at a time. Remaining fully aware of the experiences we are offering to them during that moment in time.

Human Resources

Designing an organizational workplace environment and workforce that will meet the needs of each Amistad’s patients and employees.

Establishing an intra-professional collaborative approach to ensure all employees are heard and are playing an active role in meeting Amistad’s organizational short and long term goals. Recognizing the need to create intrinsic value for its personnel and making Amistad a workplace of choice in the Corpus Christi community.

STRATEGIC PRIORITIES

As the United States health systems and networks undergo a transformation, Amistad Community Health is also changing to meet the care needs of its community. We are proactively engaging the future trajectory of the healthcare landscape by working in a collaborative spirit with community stakeholders to make certain the uninsured and under-served is afforded safe, timely and quality access to primary and behavioral healthcare services. ACH overarching goal is to provide *forwarding-thinking preventive care solutions through key strategies of:*



THESE PILLARS WILL SERVE TO GUIDE THE IMPLEMENTATION OF AMISTAD COMMUNITY HEALTH CENTER STRATEGIC PRIORITIES:

- **Access to Care:** Timely access to primary medical services is critical to improve overall community health. Serving as a primary care delivery system Amistad will have a pivotal role at reducing emergency department visits, patient re-admissions, and decreasing the overall medical care cost of healthcare in the Coastal Bend geographical region.
- **Leadership:** Remaining responsible stewards of scarce resources to ensure the long-term success of Amistad's mission and vision. Making certain that a sustainability plan is implemented and well-managed so that the Corpus Christi community have access to safe quality, and affordable primary medical care services.
- **Quality Clinical Outcomes:** Continuation of reinforcement to deliver excellent medical care outcomes for our patients. Improving and always strengthening our internal medical service delivery efficacy to provide optimal clinical coordinated continuity medical services to each patient in a holistic way that will serve to address not just her/his medical needs, but social determinants as well.

•**Community Collaboration:** Work effectively with all stakeholders to create value for our patients and community partners. Continue to outreach and recruit relevant service entities to support our mission and vision and close medical care gaps for our patients in the Corpus Christi Coastal Bend communities.

•**Patient Experience:** Always have an unwavering commitment and standard of care to provide our patients with a superior medical care experience that attributes to her/his health and well-being. Always seeking an opportunity to offer a delightful engagement for patients and families one patient at a time.



SPONSORED IN PART BY:



**United Way of
the Coastal Bend**



"Serving Humanity to Honor God"