

A Year of Service

COVID RELIEF
NEW SERVICE AREAS

NEW PARTNERSHIPS
COMMUNITY INVOLVEMENT

2021 In Review



Amistad Community Health Center

Serving Lives in Corpus Christi and Surrounding Communities Since 2007

Some 2021 Events

- | | |
|-------|---|
| Jan | -First drive through vaccination -County COVID Clinic moved to on-site |
| Feb | -Mobile Unit Arrived |
| March | -Robstown Pedi Roadside Event |
| April | -Begin Patient Satisfaction Team |
| May | -Free Sports Physical Events -Board Strategic Planning Conference -Johnson and Johnson Grant Received |
| June | -Army IRT Participation -Celebrated Robstown 1 year anniversary -First Aransas Pass Event at Shrimpooree Parade -1 Year Care Van Anniversary |
| July | -Marketing Team Starts |
| Aug | -“Amistad Way” training begins -Employee Experience Team Starts |
| Sept | -Capital Grant Award -First home monitoring BP cuff given -One Call Team first meeting -DelMar Staff Training Begins |
| Oct | -Employee BBQ -Rockport Sea Fair -Begin full time Robstown Pediatrics |
| Nov | -First Zoom Luncheon -Aransas Pass Clinic Opened -First Suboxone Patient Seen |
| Dec | -Santa Visits Robstown -Aransas Pass and Corpus Lighted Parades |



Quality Care



2021 the clinic reached new highs on UDS (Uniform Data System) quality care reporting through improved communication and teamwork that led to solid root cause analysis, targeted activities, and exceptional care.

Paving the Road Ahead

The Amistad Board of Directors held Board 101 training in April, and in May developed a three-year strategic plan.



Message from the CEO

Eric Baggerman, MD



Amistad continued to grow in 2021 with efforts to further fulfill the mission. Engaged staff led the way with ideas and energy moving us forward. We sought and found areas of need outside of our walls among COVID services, satellite expansion, services in schools and businesses, and work in the Colonias. Strong community partnerships have helped us achieve and we look forward to our expanding opportunities in 2022.

Be it Resolved



In May Amistad received a Resolution of honor from the Texas House of Representatives for Amistad's dedicated service to area residents during the COVID-19 pandemic.

NEW AND REVITALIZED STAFF PROGRAMS

- Cash Awards for Humana Go365 Program
- Enrollment in staff savings plan and matching
- Engagement in marketing, patient experience, and employee experience teams
- All Staff Meetings
- Clinic Provided Staff Uniforms
- Evaluations personalized and new employee driven mid-year reviews begun
- Employee Zoom and Appreciation Lunches started

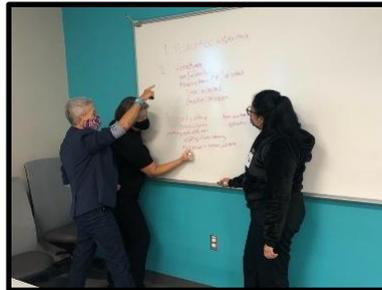
On The Street

- In March the clinic provided Robstown citizens with street side outreach providing health information and food.
- Amistad participated in Aransas Pass June Shrimporree and December Holiday parades, winning 1st in lights at the Holiday Parade. The clinic also participated in the Corpus Christi Harbor Lights Boat Parade.
- In October, Dr Sadovsky led Amistad participation in the Rockport Sea Fair event reaching new patients North of the Bridge.
- In November, Amistad educated citizens of Robstown at the annual Cotton Fest.



Customer Service Training

Seeking an available and welcoming ambiance, a grant was obtained to enhance the accessibility for underserved through staff and manager training. This led to the development and implementation of a new customer service mode, **The Amistad Way**, as well as new partnerships with Del Mar Professional Services and Mission 911.



Care Van

June 2021 marked the 1st anniversary of the Blue Cross Blue Shield Care Van and the Caring Foundation of Texas. This partnership helped financially support many of the outreach events. Amistad was featured twice during the year in national stories highlighting the community contributions of our efforts through this partnership. The Care Van contributed to:

- **112 Events** which include Covid vaccines, school vaccines, and Physicals.
- **6298 Vaccines** provided including Covid vaccines to the communities and schools.
- **6 Community Health Fairs** and 9 days with the Army I.R.T.

We continue to look for ways to serve the communities in the surrounding areas. The Caring Foundation and Blue Cross Blue Shield CareVan gratefully provide assistance and support allowing Amistad to extend our hand further and fulfill our mission.

Outreach in the Community

Caring in COVID

Over 8000 COVID vaccinations and 1600 COVID tests were given by Amistad staff during 2021. These were primarily at local events and partnerships with Nueces County, local businesses, the National Guard, and the school Districts of Corpus Christi, Robstown, Aransas Pass, Sinton, and Taft.

Amistad continued to operate the **Nueces County Covid Clinic**. Approximately 2600 Covid positive patients received telephone or in person care from providers while Amistad staff connected patients with oxygen and medication needs. The service saved lives at a time when resources were scarce and hospitals overwhelmed.

Reaching the Colonias

Amistad participated in the Army Reserve Innovative Readiness Training in June. This 10-day event in partnership with Texas A&M brought care to the Colonias surrounding Corpus Christi. Amistad contributed in the months of planning and during the event supplied workers to help sign citizens up with health insurance and connect with other services.

Reaching the Children

Active living promoted with over 400 free Sports Physicals conducted from May through August in the pediatric clinic, at Robstown ISD, Taft ISD, and in Portland Methodist Church.

Amistad participates in health events at Corpus schools and Head Start Programs

Amistad serves as Pediatric Consultant for Corpus Christi and Robstown School Districts

New Points of Care

Robstown

The Robstown clinic celebrated its **one-year anniversary** following a very successful year of becoming an important part of the community. Pediatric care then began full time service in September.

Aransas Pass

Amistad proudly opened a **new service location to fill needs in Aransas Pass**. Pediatrics and Behavioral Health opened with plans for Adult Primary Care to be added soon in 2022.

Elbow Room and New Opportunities

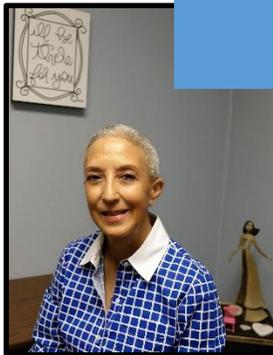
A HRSA Capital Grant was prepared and awarded for **expansion of the Robstown clinic** and construction of a **Community Life Building** at the Corpus Christi Brownlee site.

Service on Wheels

Amistad's **new mobile unit** arrived in February of 2021 and began being used on site for Covid testing. It was later utilized by the Army during June's IRT training and in August officially became a new site for Amistad.



Filling the Gap with Care



A new **Care Navigator** service was added to improve the lives of those struggling with managing chronic care needs. Ana Olivera-Hamm began developing the role and within a few months many patients connected with services never before achieved and a life had been saved. Ana has also trained to assist in diabetes education and reach new patients by adding bilingual classes.

Giving Back Lives

SBIRT

Amistad took part in the SBIRT program (Screening, Brief Intervention, and Referral to Treatment) with training for staff and integration between medical and behavioral services at the clinic to maximize treatment for reaching people with substance use disorders.



MAT

Amistad Internal Medicine and Behavioral Health Departments partnered to start a Medication-Assisted Treatment (MAT) program providing an evidenced based avenue to end substance abuse.