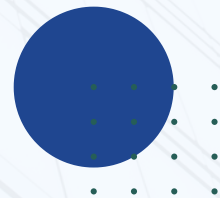




2022

**YEAR IN
REVIEW**



**PROVIDING AFFORDABLE,
QUALITY HEALTHCARE TO ALL**

www.amistadchc.com

I absolutely love and recommend this place and all of the staff. I know I am in great hands every time I have a concern they're always there to assist me.
- Satisfied Patient

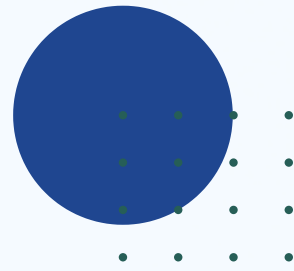


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I love this place and all the staff. We always felt seen, heard, and cared for from the moment we walk in the door to the time we check out. Exceptional Care!
- Satisfied Patient



A YEAR OF SERVICE AND COMMUNITY IN THE COASTAL BEND



ERIC BAGGERMAN

CEO

Introduction from the CEO

2022 at Amistad Health was a year of continued growth and new outreach as we journeyed along our mission to improve health for those in need in the Coastal Bend. Together the staff achieved new levels in quality, patient satisfaction, and number of lives touched.

During 2022 we were able to add providers and staff at the Corpus Christi location to meet needs and increase our impact in the area. Remote clinic service expanded as construction began in Robstown to add exam and counseling space and counseling services began in Aransas Pass. The beauty of seeing Amistad Health expand is that it does not expand for Amistad, but to fill needs as they arise.

This overview shares our experience together and with our community the pursuit of the mission of promoting better health for all we touch. My personal thanks go to the staff and community supporters who are making it happen.

2022 Highlights

- 29,415 Patient Encounters
- 26% Increase in patients visits
- 249 Patients enrolled in insurance plans
- 97% Positive patient feedback
- New construction for expanding services
- New partnerships in education
- 14% Increase in staff
- New healthcare partners
- Increased community support
- Numerous Research and Quality Improvement Projects
- Over 70 Mobile Clinic Stops

QUALITY CARE

- Quality and Patient
- Centered Care are key parts
- to Amistad's success.
- Below are a few highlights
- from 2022.

Pioneer Work in Blood Pressure Control

Amistad's Self-Measured Blood Pressure program put automatic reporting blood pressure machines in patient homes with direct monitoring in the clinic. Amistad Health was recognized in a regional meeting of the American Heart Association for our success in getting the program rolling and quality remote service to patients.



Army IRT Partnership

Amistad again played a significant role in the Innovative Readiness Training partnership between the US Army, Texas A&M, and local entities in getting care to the Colonias. Amistad staff worked all sites during the event and follow up care occurred at Amistad facilities.

New High Quality Providers

In 2022 Amistad Health was happy to welcome multiple new providers to the Amistad team: Dr Mfon Ofon, DNP, Ann Marchetta, NP, Molly West, NP, Dr Abigail Weisenburger, MD, Dr Matthew Garcia, MD, Dr Navid Anvaripour, MD, and Dr Elizabeth Loika, DNP.

Recognition for Compassionate Care

The Amistad Staff received great customer service reviews in 2022. Google reviews increased and with an average of 4.7 stars awarded for the year. The staff was able to celebrate various patient satisfaction landmarks on three occasions in 2022 with a movie night, a swim party, and a trip to Funtrackers. Appreciation is due to the ongoing Patient Experience Team and all the staff for making patient care and experience a top priority.



Quality Improvement 24/7

Quality Improvement is a daily experience for the clinic. In 2022, Amistad was fortunate to join others in the Texas Association of Community Health Centers in the Quality Axis Program. This has afforded additional staff training and additional best practice sharing.

The Amistad Way

2022 marked the second year of The Amistad Way. Refresher training and new staff training was conducted again by the Director of Patient Relations at Driscoll Children's Hospital.



Focus on Ease of Access

Amistad Health initiated a **One Call** scheduling system to allow patients to have their need for an appointment to be handled without repeated calls.

As part of the efforts, Faith Nebweogbu, a doctoral student at Texas A&M, volunteered her time to reach out to over 250 patients to help maximize communication and appointments.

Bringing Care to Where Needed

In March of 2022, the Mobile Unit began additional service for pediatric immigrant patients. Throughout the year immigrant patients were cared for at their facilities as well as at the Amistad's facility in Corpus Christi.



A Place for Teens

During the year Amistad Behavioral Health started Teen Workshops to provide a place for teens to discuss and learn about mental health topics.



PART OF THE COMMUNITY

As an FQHC, Amistad Health takes pride in being more than just a health center but a community partner and participant.

Celebrating with the Community

In May, Amistad Health continued annual participation in the Buc Days Night Parade. What a wonderful celebration for the community and a way to promote accessible healthcare. Amistad also joined the festivities north of the bridge in the Aransas Pass Shrimporee Parade and Rockport's Sea Fair celebrations.



Supporting the Little Ones

Multiple successful Head Start Health Fairs were supported by Amistad where physicals were provided for children otherwise going without.



Promoting with Literacy

Reading to children has been a passion of the pediatric department for years. Book donations from staff and the community continued to be a great link between our patients and exposure to reading.



Trick or Treat

In October, Amistad Pediatrics held the first annual Halloween Night with trick or treating and fun games at the Corpus Christi clinic.



Shining on the Water

Amistad won 1st place in the 2022 Corpus Christi Illuminated Boat Parade. Prize money was donated to Amistad's holiday fundraising drive for The Purple Door family violence center.

Community Support

Amistad Health was very humbled and grateful for the outpouring of community support that helped raise \$56,000 for needed patient care during the Coastal Bend Day of Giving.



Promoting Health in Aransas Pass

October saw the first big annual Amistad Health Fair since the start of COVID as Amistad brought the party to the community of Aransas Pass.

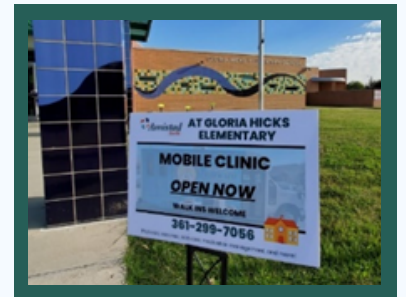


EXPANDING SERVICE

Amistad is always looking for the next community need to fill. In 2022, a number of opportunities presented where we were able to fulfill the mission.

Coming to the Community

In the Fall, the clinic partnered with CCISD for a chance to reach those in the vicinity of Gloria Hicks Elementary School, a high needs area, utilizing the school facilities and the Amistad Mobile Unit. The clinic looks for this to be a pilot program for care coming to the neighborhoods of those who would otherwise go without high quality health care.



Care for Immigrant Children

In 2022, through on-site and Mobile Unit utilization, Amistad Pediatrics had 1,649 compassionate visits caring for unaccompanied minors from Central America.

Room for More Robstown Service

In December, Amistad Health celebrated breaking ground for the expansion of the Robstown facility. With the addition of two exam rooms, a dedicated counseling room, and a staff work space, Robstown will have the capacity of full-time counseling and a second provider, greatly increasing services to better meet the needs of the area.

Helping Families Succeed

The Triple P Program, co-sponsored by Driscoll Children's Health Plan, was held by Amistad Health for five series in three towns during 2022. Parenting is not easy, but we hope it is a little more enjoyable and effective with the training provided.





A New Look, Same Great Service

To better convey the wide variety of healthcare to a diverse population, Amistad received a new look in November of 2022 with adoption of the new Amistad Health logo.

A Reason to Smile

In May of 2022, Amistad Health welcomed Dr Randy Mikulik back to his home town of Corpus Christi after practicing in Hawaii for two decades. His experience and patient care has made many people smile, and smile brighter. Additionally, thanks due to the dental team showing the Amistad Way by extending hours in August to help provide availability.



Growing Services in Aransas Pass

The Aransas Pass office in November celebrated one year of service in Pediatrics and during the year added much needed counseling with both group and individual opportunities. Kelly Pape-Simms not only helped patients within the clinic walls but continued to run the start up of the HOPE Squad suicide prevention program in Aransas Pass schools.

Education for Good Health

The T2 Diabetes program continued to perform strong in 2022 with new in person groups held Thursday evenings in English and Spanish. The program ended in December but diabetes education continues at Amistad.



Expanded Behavioral Health Groups

Over the year multiple approaches were made to maximize availability of new teen behavioral health group meetings as well as adult substance abuse group counseling.

AMISTAD STAFF MAKE THE DIFFERENCE

In This Together

In 2022 Amistad Health pioneered a new employee bonus system that is very unique in FQHCs. All employees benefited equally for clinic performance in areas of Quality, Outreach, Care, Fiscal, and Personnel success. The clinic together reached 62% of target the by end of year.

New Leadership

Amistad Health welcomed Dr Nelly Garcia-Blow as the new Chief Medical Officer in May. She brings with her a wealth of knowledge and personal passion that is leading Amistad to new heights.



NELLY GARCIA-BLOW
CHIEF MEDICAL OFFICER



LORI SMITH
DIRECTOR OF QUALITY CARE

In December of 2022, Lori Smith rejoined Amistad to serve in the newly formed position of Director of Quality Care.



Training on Trauma

Amistad continued staff and leadership training including crisis management training and Trauma Informed Care.

Modeling Health

28 staff met Gold Status in the Humana Go365 insurance health incentive plan in 2022. This is a 65% increase from the prior year and a wonderful way to model healthy lifestyle.



Amistad Staff Makes a Family

Whether celebrating our Medical Assistants for all they do, team building, or enjoying a holiday party we had many good reasons to come together.



COMMUNITY CONTRIBUTIONS THROUGHOUT 2022

COVID Testing

Jan

Robstown library event

Free Physicals at Promessa school



Aransas County Medical Society Inc. Fair

Feb

CCISD Health Fair

Rides for Mission 911

Mar

COVID boosters for Tejas Management Systems

April

Community Rummage Sale at Amistad

Free Sports Physicals Events at Local High Schools



May

CCISD Vaccinations

El día de los niños/El día de los libros

Port Aransas ISD Health Fair

June

HUD Juneteenth Event

Aransas Pass Elementary intro to being a doctor

Water at Cole Park Movie Nights

July

Flour Bluff Health Fair

Corpus Corpus YMCA

L.E.A.D. Back to School Fair

LaPalmera Mall Community Booth

Aug

Promessa School health fair

Robstown ISD Vaccinations



Sept

Grandparents and Other Relatives Raising Children

West Oso Health Fair

Oct

Del Mar's Spooktacular Mental Health Fair

Trunk or Treat for CC Parks and Rec and Robstown ISD

Gloria Hicks Elementary "Drop Everything and Read"

Nov

Driscoll Health Plan Fall Health Fair

Mental Health Workshop Robstown ISD

Aransas Pass Hope Week

Del Mar Drug Symposium

Aransas Pass ISD Open House

Dec

Vaccinations at Odem Food Give Away



Amistad

Health™