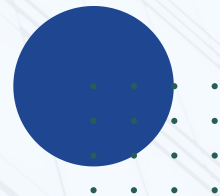




**2023**

# **YEAR IN REVIEW**



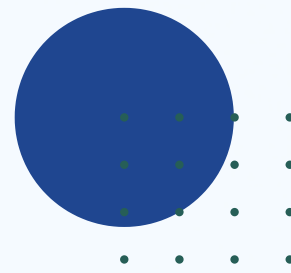
**PROVIDING AFFORDABLE,  
QUALITY HEALTHCARE FOR ALL**

**[www.amistadchc.com](http://www.amistadchc.com)**

# A YEAR OF SERVICE AND COMMUNITY IN THE COASTAL BEND



**ERIC BAGGERMAN**  
CEO



## 2023 Highlights

- Over 36,000 Patient Visits (23% increase year over year)
- Over 300 Patients enrolled in insurance plans
- 95% Positive patient feedback
- New construction for expanding services
- New partnerships in education
- 19% increase in Amistad team members
- New healthcare partners
- 10 New providers added in 2023

## From the CEO

We are proud to share this report of Amistad's contributions and growth during 2023. We are fortunate to have a wonderful, growing staff with a passionate mission in the Coastal Bend. Over the year we learned from our patients and each other, making the center stronger and more impactful. We love being part of this community, and with other non profit partners work hard to be the right solution for health and wellness.

"I absolutely love Amistad Health on Brownlee!! My children are not afraid to see the doctor. Thank you, Amistad & ALL staff, there!!"

--Satisfied Patient

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## Finding and Filling Community Needs

# EXPANDING SERVICE

### Women's Health Grand Opening



Full service Women's Health and Obstetrics opened in early 2023 and flourished and expanded throughout the year.



### Ground Breaking

Ground was broken on the new Community Life Center at Amistad's Corpus Christi Location on Brownlee

### Growth in Robstown

Construction completed for:

- 2 new exam rooms
- Dedicated counseling room
- Improved staffing capacity

"We are very appreciative that we have Dr. Fuentes & Amistad Health Center in our town. Dr. Fuentes truly is an excellent listener, who takes great care with patients."

--Satisfied Patient

### Gloria Hick's Elementary Expansion



- New Monday evening services available throughout the year
- In school Amistad counseling program developed
- HRSA School Based Expansion Grant received

Amistad staff is greatly appreciative of Ms. Gloria Hicks, Principal Kathy Ortiz, and CCISD for supporting this unique healthcare delivery to bring care into the neighborhood.

# QUALITY CARE

High Quality, Patient Centered Care is key to Amistad's success.

## Flying Colors on Accrediation

Amistad performed very well with the Health Resources and Services Administration's Operation Site Visit. This visit tests all aspects of Amistad functioning as a high-quality Community Health Center.



## Caring When It's Needed

Pediatrics became certified as a **3 in 30 Provider**, offering specialized care for children placed in Child Protective Services.



## Leading North of the Bay

Amistad's new Aransas Pass center was recognized as the leader in teen vaccination for San Patricio County

## Quality Participation

Amistad's Quality Team successfully completed an award-winning project in collaboration with TACHC Quality Axis Program. The program aimed to reduce elevated blood sugars in diabetic patients and the team exceeded expectations.





## Partnering for Quality Care

Under the leadership of April Loveless and efforts by the clinical teams, Amistad gained success in quality care measures in the partnership with Managed Care Organizations including Wellmed, Driscoll Health Plan, Superior Health Plan, and United Healthcare.

## Going to the Need

The Mobile Unit increased service in 2023, hitting the road most days of the week

- Juvenile Detention Center
- Upbring Transitional Foster Care
- Compass Immigrant Center
- Multiple Vaccine Events



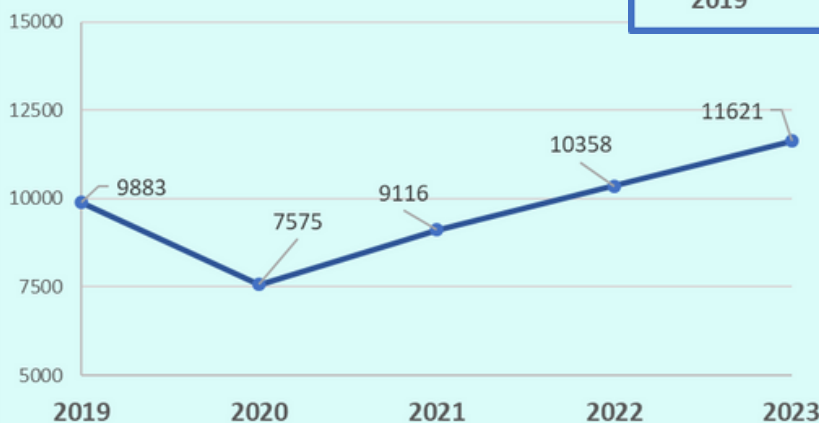
## Pediatrics New Service

In 2023 Pediatrics began serving youth at the Nueces Juvenile Detention Center

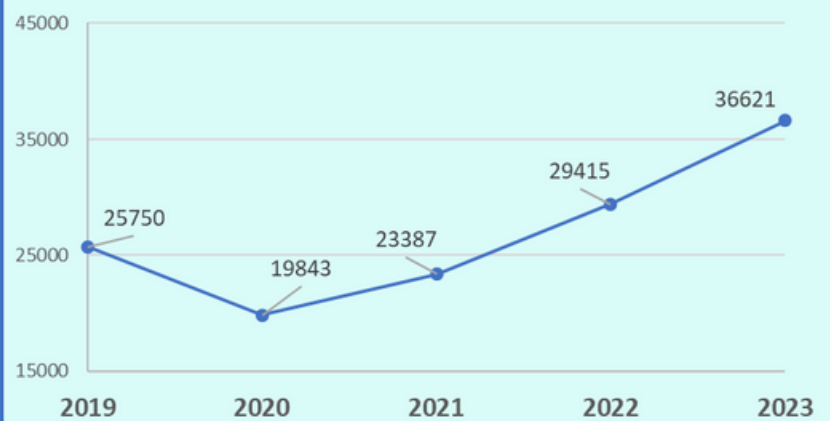
## Setting Records in Service

Amistad Grew in Outreach and Persons Reached

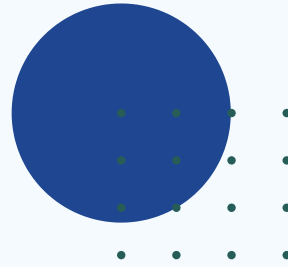
Individual Patients Cared for by Year



Patient Visits Per Year



# PART OF THE COMMUNITY



As a Federally Qualified Health Center, Amistad Health takes pride in being not just a Health Center but a Community Partner and Participant.



## Parade Time

Amistad marked 8 years of celebrating with Corpus Christi in the Buc Days Parade

## Army Innovative Readiness Training (IRT)

Once again Amistad served at all locations for the Annual IRT with the Army Reserves serving Nueces County Colonias. Amistad served both on site and as a referral center for persons needing care.



## Amistad, an Academic Center

In November, Amistad incorporated HCA Internal Medicine residents into the center's training system which includes Pediatric Residents, Medical Assistants, Nursing, Nurse Practitioners, and Medical and Counseling students.

## A Good Way to Start the Spring

Mission 911 and Amistad partnered for a spring bike give away for all ages.





## 1st Annual Amistad Trunk or Treat

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



## An Appreciated Honor

The Port Aransas Middle School Leadership Club raised \$500 to support the community and selected Amistad as the recipient.

## Focus on Community

During the year, focus groups conducted at all locations proved instrumental in identifying gaps and addressing the needs of the health center and the community.

## Health Through Vaccination

In 2023, Amistad attended 62 health education events where the center was also able to provide over 150 COVID-19 and Flu vaccines.



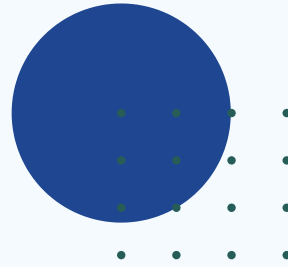
## Amistad Family Shares

Amistad staff came together to support Christmas for 20 youth at the Boys and Girls Club.

"I love my doctors and the staff they always treat me well"

--Satisfied Patient

# AMISTAD STAFF MAKES THE DIFFERENCE



## A Growing Family

In 2023 Amistad staff grew to over 100 strong contributing to the mission.



## Succeeding Together

Together Amistad staff met 2023 performance goals in Patient Satisfaction, Quality Care Measures, Financial Stewardship, Expansion, and Employee Retention.



## Teams Make a Difference

Amistad was blessed in 2023 to have diverse contributions from center staff teams.

- Patient Experience
- One Call
- Employee Experience
- UDS Quality Care
- Continuous Process Improvement

## Making Care Available

Janie Hernandez served the community well by connecting 306 individuals with affordable health insurance in 2023.





## Continuing the Amistad Way

With the support of Evelyn Ferrer, Amistad continued improving care with Amistad Way training, prioritizing customer service excellence.



## Support for Schools

Amistad staff served on Corpus Christi ISD and Robstown ISD School Health Advisory Councils

## Staff Make Health Center Week a Giving Time

- Fan donation to HUD housing
- Toiletry donation to Mission 911
- Coloring and balloons with children
- Patient Appreciation Day
- Gathering of Church Leaders, Partners, and Local Representatives

## Staff Growth

The Amistad family celebrated four college graduations of staff in 2023 along with Dr Judith Rubano passing her internal medicine board renewals.

## Backed by Excellence

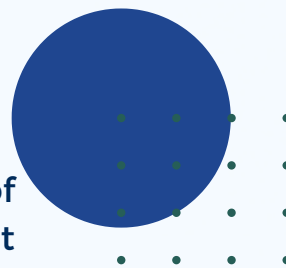
During the year the Amistad team benefited greatly from a strong, supportive, and community minded Board of Directors. Their leadership continues to guide Amistad to new levels of service.

### 2023 Board of Directors

- Mark Meyer-President
- Suzelle Tinnell-VP
- Steve Woerner-Treasurer
- Bill Larsen-Secretary
- Angela Leal
- Chris Nicosia
- Diana Rivers
- Dolly Trolley
- Dr Esther Jones
- Melissa Ramsden
- Dr Nick Adame
- Pamela Brower
- Dr Stephen Gates
- Susanne Wood

# IT TAKES A VILLAGE

Amistad is proud to be a part of a network of like minded, community organizations that make a difference in the Coastal Bend. We would like to thank all those who partner with us regularly in the mission of health.



Driscoll Pediatric Residency  
Texas A&M School of Nursing  
South Coastal AHEC  
Corpus Christi Office of the Mayor  
Costal Bend Wellness Foundation  
Corpus Christi ISD  
Juvenile Justice Center  
Aransas Pass ISD  
Texas A&M CBHEC  
Wesley Nurses of MHM  
Del Mar College Assoiate Nursing  
Avalon Corpus Christi Transitional Center  
MD Anderson Cancer Research  
NCCAA Head Start



American Heart Association  
Nueces County Hospital District  
Upbring Transitional Foster Care  
Nueces County Child Welfare  
Texas A&M School of Nursing  
Nueces MHID  
Mission 911  
Driscoll Health Plan  
Mission of Mercy  
Robstown ISD  
HCA Internal Medicine Residency  
UT Area Health Education Center  
Nueces County Community Action Agency  
South Texas Vocational Technical Institute

## Support Makes It All Happen

Amistad is extremely grateful for so many who supported us with financial or in kind donations during 2023. From the City of Corpus Christi, to amazing organizations such as Methodist Health Ministries, to all the individuals who contributed through the Coastal Bend Day of Giving, we make it our mission to be good stewards and maximize all we are entrusted with for the community.



Above, Asbury Methodist Women's Connection group supports Children's Christmas at Amistad and throughout the year provided wonderful staff care events



# CARE INSIDE AND OUTSIDE THE WALLS OF AMISTAD





## Our Mission

To show and share the love of Jesus Christ to the Coastal Bend Community by providing holistic, affordable, and quality healthcare services. We recognize that Jesus Christ is the true healer of individuals and their communities and the source of our ability to serve.

## Our Vision

Amistad Health strives to provide the underserved healthcare population in the Coastal Bend community with the highest quality medical care available in the spirit and strength of Jesus Christ.

We foresee a future that includes being the place of choice for comprehensive health care, 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.

The best way to find yourself is to lose yourself in the service of others.  
-Mahatma Gandhi

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