



IMPACT REPORT

2024

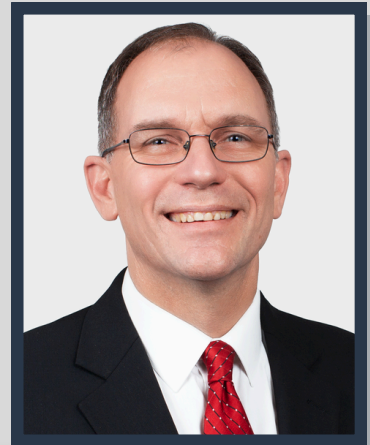
Providing Affordable, Quality
Healthcare For ALL



www.amistadchc.com

Table of Contents

- From the Board
- Quality Care
- Staff Makes the Difference
- Expanding Services
- Part of the Community
- Our Village
- Beyond the Walls
- Mission & Vision



From the CEO

Eric Baggerman

We are excited to share this year's achievements with you, and I am truly grateful for our community's unwavering support. Together, we have made a significant impact, providing care, hope, and healing to thousands of residents who rely on us.

This year, we have expanded access to our services, strengthened our programs, and formed new partnerships to promote a healthier community. Your generosity and belief in our mission have made all of this possible. We are humbled and grateful for all who share our passion for Amistad's mission of service.

-Eric Baggerman

From the President of the Board of Directors

Suzelle Tinnell

As the President of the Board of Directors at Amistad Health, I am proud of the exceptional care our Amistad team provides to the community. Our mission has always been to deliver high-quality healthcare in a nurturing and respectful environment to all individuals, regardless of their financial situation.

I am honored to be part of such a remarkable organization and look forward to continuing our unwavering commitment towards creating a healthier future for all.

-Suzelle Tinnell



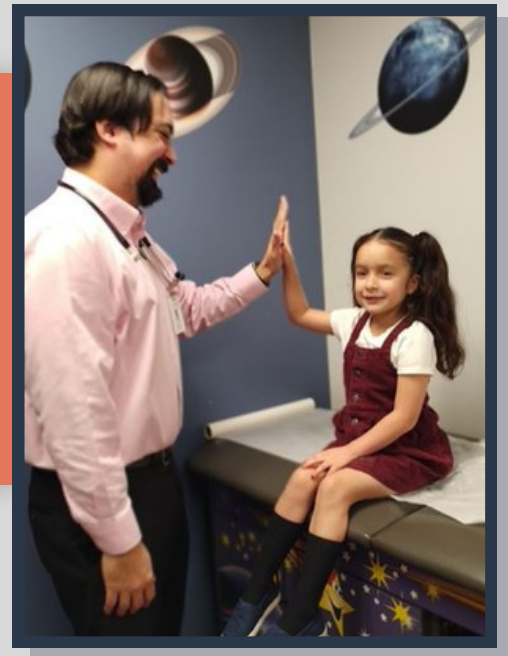
Board of Directors

- Suzelle Tinnell – President
- Steve Woerner- Vice President
- Mark Meyer – Ex Officio
- Alfredo Martinez
- Diana Rivers
- Angela Leal
- Susanne Wood
- Chris Nicosia
- Dr. Nick Adame
- Dr. Stephen Gates
- Pamela Brower
- Dolly Trolley

Quality Care

Quality Recognition

In 2024, Amistad Health proudly received two prestigious Quality Recognition Awards from the Health Resources and Services Administration (HRSA). As a recipient of the Access Enhancer Award, Amistad was recognized for its outstanding efforts to expand healthcare services, ensuring greater access to care for underserved communities. Additionally, the Health Disparities Reducer Award highlighted Amistad's impactful initiatives in addressing and minimizing health disparities, showcasing its commitment to equitable care for all. These accolades underscore Amistad Health's dedication to excellence, innovation, and improving the overall health of its community.



“The tech was very helpful in helping me setup my account and the referral specialist was kind and helpful with sending a referral request for my son.

- Satisfied Patient

”

Patient Experience

At Amistad, we prioritize providing culturally and linguistically competent care to ensure that every patient feels understood and valued. By integrating language services, training diverse staff, and implementing culturally responsive care models, we create an inclusive environment. This approach allows patients to receive high-quality, personalized healthcare that addresses their unique needs.

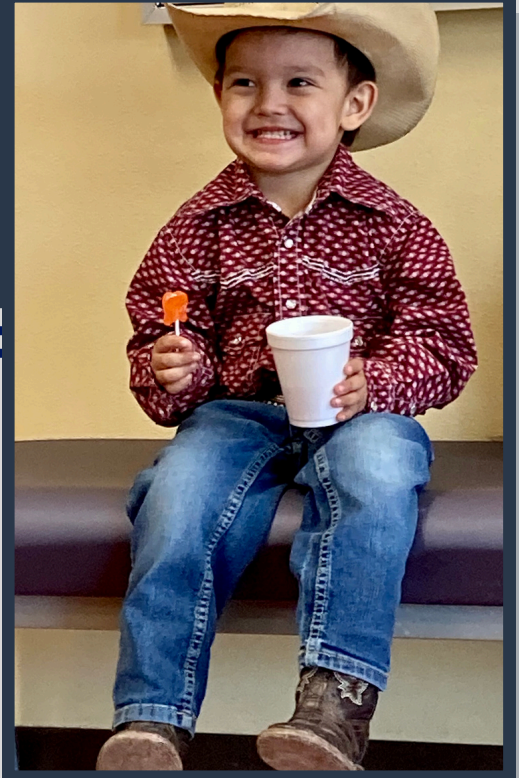
Did you know

According to the Centers for Disease Control, “social determinants of health (SDOH) are the nonmedical factors that influence health outcomes. They are conditions in which people are born, grow, work, live, worship, and age. These conditions include a wide set of forces and systems that shape daily life such as economic policies and systems, development agendas, social norms, social policies, and political systems. CDC has adapted this definition from the World Health Organization.” Centers for Disease Control and Prevention.

(2024). *Social Determinants of Health (SDOH) What To Know*.

Retrieved from

<https://www.cdc.gov/about/priorities/why-is-addressing-sdoh-important.html>



Amistad is a Health Home

Amistad's Pediatric Department has partnered with Driscoll Health Plan to become a Health Home. Our care navigators assist with pediatric specialty referrals and connect patients to social services.

Amistad Health
Exceeded
National & Texas
averages in several
important health
measures.

Exceeding Expectations

Amistad Health is proud to announce that we have exceeded both the national and Texas averages in several important preventive health measures. These include breast cancer screenings, cervical cancer screenings, adult BMI management, statin therapy, and colorectal cancer screenings. This accomplishment highlights our unwavering commitment to delivering exceptional care and prioritizing the health and well-being of our community.

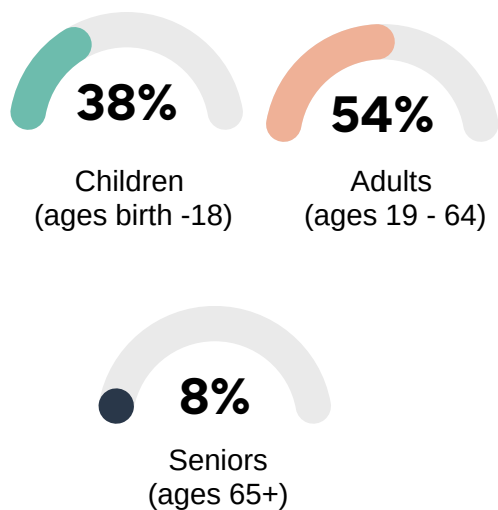
“
In the last 10 yrs I have never had a provider and staff be so
kind and understanding. I felt heard and was given
information in a way I was able to understand. Thank you.
- Satisfied Patient

”

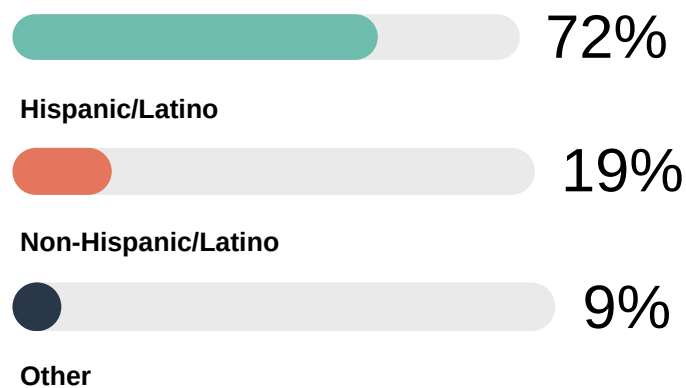
2024 Statistics

Over 12,000 Patients
Over 42,000 Patient Visits

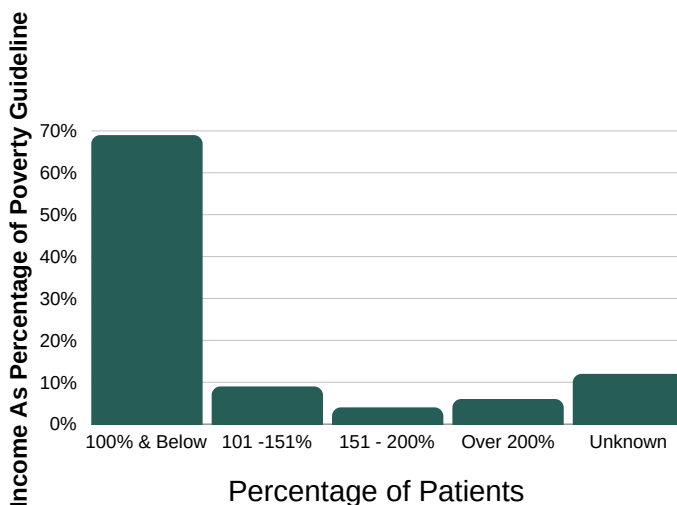
Patient Age



Patient Ethnicity



Federal Poverty Level



Staff Makes The Difference

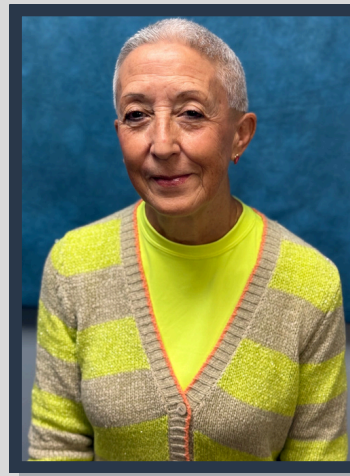
Over **42,000** Patient visits
in 2024 (A **15%** Increase)

New Amistad Members

Team Amistad has grown to over 140 dedicated staff members, fueling our mission to serve the community with compassion and care in multiple locations around the Coastal Bend.

Care Navigators

Care navigators Ana and Andrea are vital in assisting individuals and families in accessing necessary care and resources. They help patients navigate the healthcare system, make referrals to specialists, and connect with community resources, all while offering personalized support to help overcome barriers to care. In 2024, thanks to a generous grant from Tres Grace, we welcomed Andrea, a new pediatric patient navigator, at our central location. Andrea is dedicated to supporting families navigating their children's healthcare journeys.



“Mi familia y yo apreciamos la mejora en la atención del personal administrativo y mostrador. Gracias.

- Satisfied Patient”

Amistad New Graduates

The Amistad family congratulated recent graduates, Hrithika and Ganesh, on their completion of a Masters in Computer Science!

Expanding Services

We have **3** New Providers join our village

Expanding Care

Expanding Pediatric Care -South Side Corpus Christi

We are proud to announce the acquisition of two pediatric practices from the highly respected retiring physician Dr. Josefina Torres, MD, and semi-retiring physician Dr. William Fader. This union ensures that quality care will continue for pediatric patients in our community. With a smooth transition for families, all Dr. Torres' and Dr. Fader's staff, *including Dr. Fader*, joined the Amistad team, keeping familiar faces and trusted relationships in place. This thoughtful approach allows patients to experience uninterrupted care entering the broader Amistad Health family. We are honored to carry on this legacy of excellence and remain committed to addressing the healthcare needs of our youngest patients.



Coming Soon Adult Primary Care Services - Robstown



We are excited to announce that the Nueces County commissioners have approved the lease for medical office space at the Johnny S. Calderon Nueces County Center in Robstown. This development will help us expand access to healthcare services in the Robstown area. We are currently working on staffing and logistics to ensure the facility is fully equipped to provide high-quality care to the residents of Robstown and the surrounding areas, including the Colonias. This expansion will allow us to offer more comprehensive and convenient healthcare services, ultimately improving health outcomes where they are most needed.

“
Tiene buena atención y servicio.
- Satisfied Patient
”

Expanding Behavioral Health -All Locations

Amistad Health expanded its behavioral health services to meet the growing needs of our Coastal Bend community. We added full-time Licensed Professional Counselors (LPC) in our Satellite locations, Aransas Pass, Robstown, and our School-based clinic at Gloria Hicks Elementary. These expansions reflect our commitment to delivering comprehensive, accessible care to improve our patient's well-being.

22.9% Adults
in Texas with
Mental illness are
Uninsured

“ Always feel heard, always
leave feeling that I always have choices.
- Satisfied Patient ”

Community Life Building

The Community Life Building opened in 2024 and aims to promote connection, education, and growth within our community. This facility is designed to host educational workshops, health seminars, staff meetings, and a variety of community events. It also serves as a free venue for local non-profit organizations. The building provides a welcoming environment where individuals and families can learn and engage with one another.



Part Of The Community

Parade Time

Amistad Health marked nine years of celebrating with Corpus Christi in the Buc Days Parade. The first Buccaneer Days celebration was held in 1938 and is now the city's official event to kick off summertime!



Operation Health and Wellness

Amistad Health helped organize and participate in the county's annual health fair, Operation Health and Wellness (formerly IRT). The fair is open to the public and offers free health and wellness services such as health screenings, eye exams, vaccines, and health education.

“ I like my new Drs office.
The staff are friendly and kind.
- Satisfied Patient

”

National Health Center Week

Celebrating The Week August 4th -10th

- Monday, August 5:

- Team Amistad collected donated clothes and purchased hygiene products for individuals experiencing homelessness.

- The items were presented to The Free Store and The Purple Door.

- Tuesday, August 6:

- The Amistad Medical Mobile Unit traveled to the Colonias to provide health screenings and education.

- Wednesday, August 7:

- Team Amistad held a patient appreciation event with giveaways and snacks.

- Thursday, August 8:

- Baked goods were delivered to stakeholders as a gesture of appreciation.

- Friday, August 9:

- Team Amistad was celebrated with a staff appreciation luncheon and a scavenger hunt.

- Saturday, August 10:

- Concluded the week with reflections on the activities and impact of the events.



“Awesome! Great work; keep doing what you are doing! Thank you.
- Satisfied Patient”



Trunk or Treat

Amistad Health hosted its annual Trunk or Treat event, a fun-filled evening that brought together families and friends from across the community. The event featured trick-or-treating, exciting games, music, face painting and lots of good times. The celebration provided a safe, family-friendly environment. We're grateful to our staff, volunteers, and community partners for making this event a huge success!

Our Village

Community Support

We are **deeply grateful for the incredible support** we have received from our community this year. From the generosity of **Methodist Healthcare Ministries** and **Tres Grace**, whose commitment to expanding access to care has strengthened our mission, **to the many individuals** who contributed on the *Day of Giving*, every donation has made a significant impact. Your support enables us to provide essential healthcare services to those in greatest need. Thank you for standing with us in our mission to build a healthier, stronger community.



“ I have been treated at this location for many years. I have a good experience. Every single time when I have an issue, I reach out and explain to them what's happening, and they always find a way to help me. - Satisfied Patient ”

Amistad would like to **Thank**
All those who partner with us
regularly in the mission of health.

We have **2** new
Members Join
Our Village

It Takes a Village

- Driscoll Pediatric Residency
- Texas A&M School of Nursing
- South Coastal AHEC
- Corpus Christi office of the Mayor
- Coastal Bend Wellness Foundation
- Corpus Christi ISD
- Juvenile Justice Centers
- Aransas Pass ISD
- Texas A&M CBHEC
- Wesley Nurses of MHM
- Del Mar College Associate Nursing
- Avalon Corpus Christi Transitional Center
- MD Anderson Cancer Research
- NCAA Head Start
- Wenholz House
- 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
- Youth Odyssey



“They are an amazing team blessed to
have found this amazing clinic.

- Satisfied Patient

”

Beyond the Walls

“
From beginning to end of this visit they make you
feel comfortable and cared for. Most definitely a
wonderful and caring team.
- Satisfied Patient

”

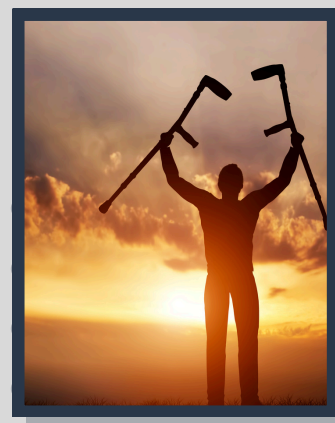
Patient Follow-up Success Story

You may have heard the story of a patient; we will call her Carey. Carey is a bedridden individual who urgently needed a new bed and physical therapy, but her insurance company declined her requests. It seemed there was no hope for her, but the Amistad team refused to accept "no" as an answer. Carey's needs were finally met after numerous calls and requests to durable medical equipment companies and physical therapy centers.

Overjoyed, Carey expressed her gratitude to the care team, stating, "One day, I will walk into Amistad Health."

We are thrilled to share that Carey has recently achieved a significant milestone! She has made a small step toward her goal of walking. Carey even shared a photo of her progress, sitting comfortably in a recliner. Getting out of bed and into a recliner is a monumental victory in her life. This shows hope is alive, and obstacles can be overcome with the proper support and a resilient attitude.

We are proud of Carey and look forward to continuing to support her journey to wellness.



Patient Story-Walking the Walk



A patient, we will call Tammy, presented to Dr. Fuentes at Amistad's Robstown location with an unthinkable challenge. Tammy had lost sight in both eyes and had been told by numerous doctors that nothing could be done to restore her vision. Understandably, she felt hopeless and worried that she would never see again.

It took time, but Dr. Fuentes found a specialist who would accept the patient for further evaluation. Tammy was scheduled and underwent a surgical procedure to regain her vision. The surgery was a success! When she returned for a follow-up visit with Dr. Fuentes, she expressed her heartfelt gratitude and said that she could now see how "handsome" he was!

Tammy has her life back and can go about her day with independence. Her story is a powerful reminder of the impact compassionate and proactive healthcare can have on a patient's life.

Thank you, Dr. Fuentes and the entire team, for making such a profound difference in Tammy's life!

Exceptional! Walking the Walk!

“Fue muy agradable el trato y muy buena la atención tanto de la doctora, como las enfermeras y la recepción.

- Satisfied Patient

”

Our Outreach 2024

JAN

- Healthy mom & Healthy Baby- Boys & Girl club
- Rotary Club

FEB

- Costal Bend Crossing COVID
- Health Fair Glen Oak

MAR

- West Side Helping Hand
- Vaccine Even- Public Health Dept.

- Tuloso Midway HS Health Fair
- Operation Health Return American Bank Center
- Innovative Readiness Training
- Miller HS Sports Physicals
- Back to School Bash

JUL

- L&F Distributers Health Fair
- Flour Bluff HS Back to School Health Fair
- Driscoll Health Immunization Fair
- Beeville ISD Back to School Health Fair
- Nueces County Public Health Dept Back to School Event
- Their Day Health Event

AUG

- Driscoll Children's Hospital Advocacy Event

SEP

APR

- Health Fair Calallen
- CCISD Mental Health Symposium

MAY

- Sinton Middle School Health Fair
- CCISD Vaccine Event
- Port Aransas HS Health Fair
- Moody HS Health Fair
- Bishop ISD Health Fair

JUN

- Women's Health and Child Nutrition Event
- Juneteenth Celebration

- Health Fair and National Night Out La Armada Apts
- Health Fair and National Night Out Calallen Apts
- Health Fair and National Night Out Greenwood Apts
- Amistad Health Trunk or Treat
- Driscoll Middle School Immunizations
- Robstown ISD Health Fair--Wiggins Rec Center Event
- Halloween with the Hooks
- Del Mar Trunk or Treat

OCT

- Gloria Hicks Elementary Fall Festival
- Methodist Children's Home Event

NOV

- Sarita Elementary Gym Health Fair- Flour Bluff HS Back to School
- Boys & Girls Club of the Coastal Bend
- Winter Wonderland South Texas Vocational Tech
- Ingleside Parks and Rec
- Nueces County Public Health - Ingleside Vendor Market Fair
- Whoville: Aransas Pass Charlie Marshall Elementary Health Fair
- Esperanza de Tejas 4th Annual Christmas of Hope YMCA

DEC



Mission & Vision

- Mission

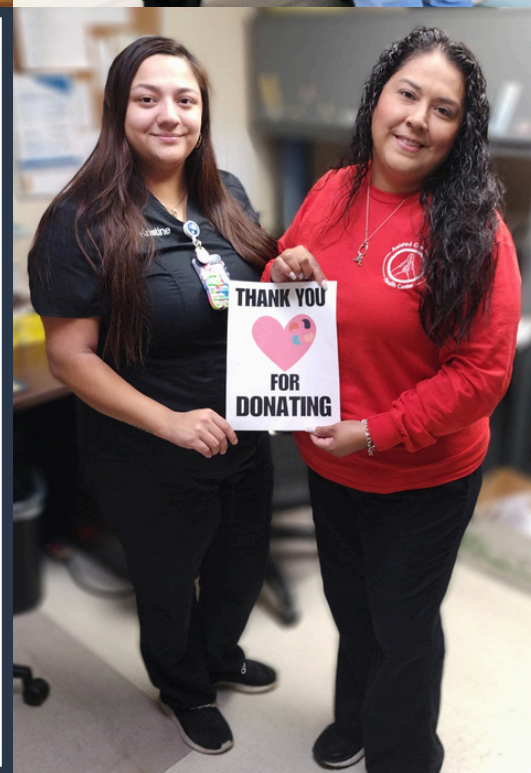
To show and share the love of Jesus Christ to the Coastal Bend Community by providing holistic, affordable, and quality healthcare services. We recognize that Jesus Christ is the true healer of individuals and their communities and the source of our ability to serve.

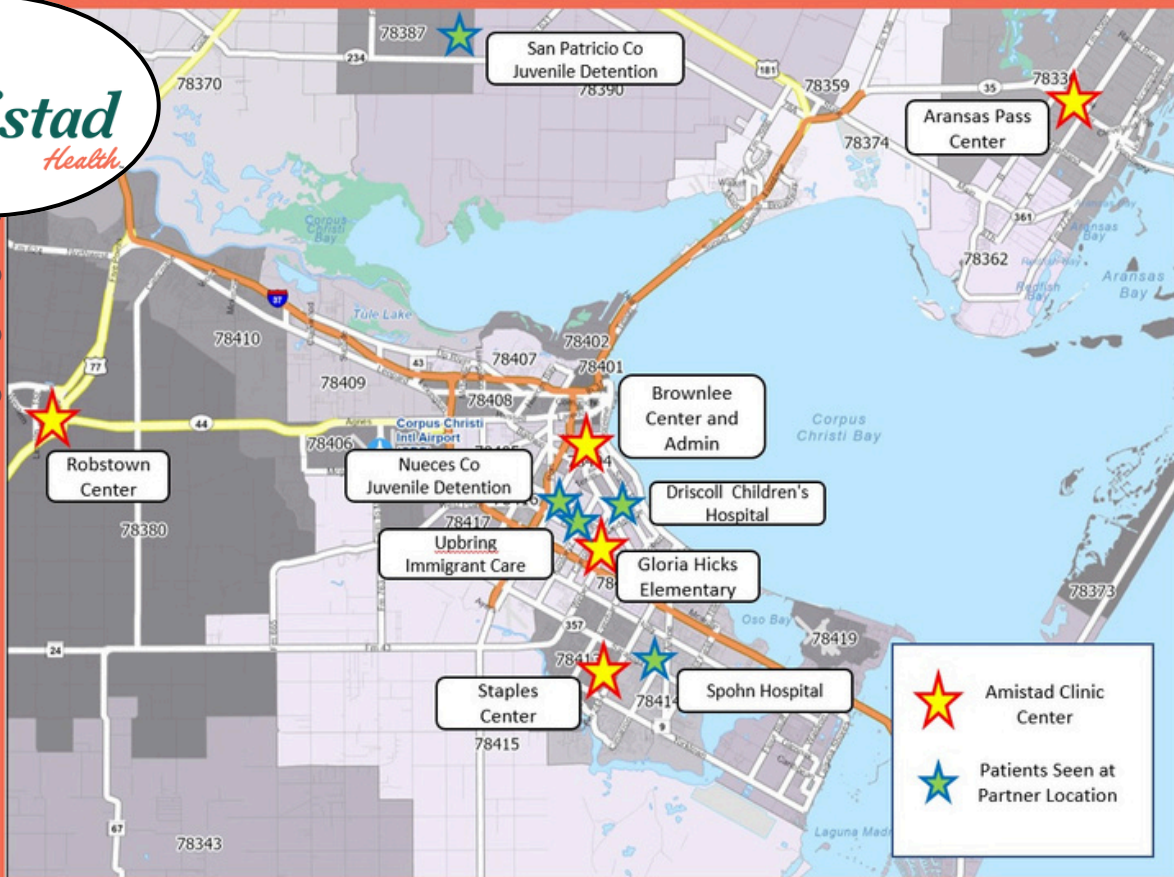
“
Very professional and trustworthy.
- Satisfied Patient
”

- Vision

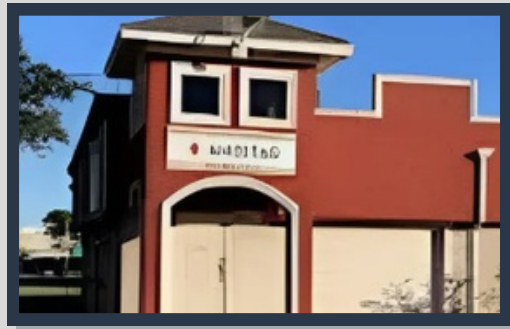
Amistad Health strives to provide the underserved healthcare population in the Coastal Bend community with the highest quality medical care available in the spirit and strength of Jesus Christ. We foresee a future that includes being the place of choice for comprehensive health care, meeting the spiritual,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







(361) 884-2242
1533 S Brownlee Blvd,
Corpus Christi, TX 78404



(361) 886-3025
1711 W Wheeler Ave #1,
Aransas Pass, TX 78336



(361) 994-7255
7017 S Staples St Suite 101,
Corpus Christi, TX 78413



(361) 886-3040
814 E Main Ave,
Robstown, TX 78380