

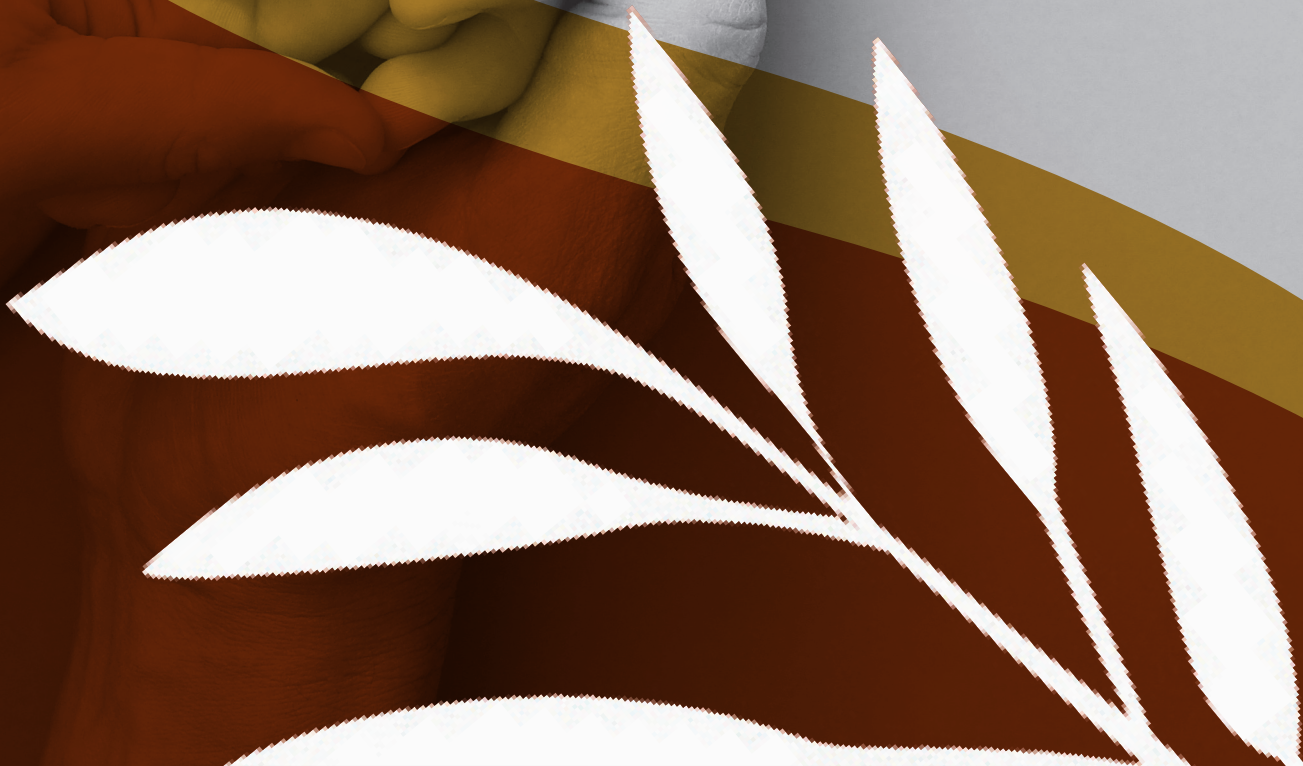


Clínica Amistad

A Project of Amistad y Salud

AMISTAD Y SALUD
2022-2023
ANNUAL
REPORT

July 1, 2022 - June 30, 2023





ABOUT US

Clínica Amistad is a free health clinic that opened in March of 2003 serving Tucson's low-income, uninsured community. The clinic is a project of Amistad y Salud, a non-profit 501(c)3 organization..

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MISSION STATEMENT

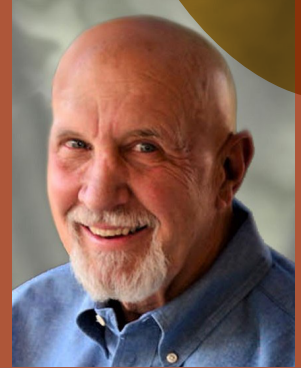
To provide free primary health care, preventive services, and education to those in need and without access to health care throughout the greater Tucson area.

FROM THE PRESIDENT



Dear Friends,

Yet again, Clínica Amistad's most recent financial year has been filled with many challenges. With the passing of Father Ricardo Elford* we have lost the last of the founders of the clinic still practicing there. He was a force for good in the community and will be sorely missed. Despite it all, our providers, staff, and volunteers continued to accomplish our mission to provide integrative health services to those in need in the greater Tucson area.



The number of patient visits increased this year to nearly 2,400. Concurrently, the need to help those patients who required assistance outside the clinic also rose dramatically. We continue to seek providers who are willing to provide services that are not available at the clinic and to do so at no cost or significantly reduced pricing. This provides the opportunity, on a limited basis, to provide life altering care to those most in need.

There are many people who must be thanked for the clinic's ongoing success. Our providers-doctors, registered nurses, nurse practitioners, and other caregivers-are so vitally important. Our small staff of paid consultants and employees work countless hours, too. And then there are the volunteers, many from the University of Arizona, who help ensure patients are treated with courtesy and respect during their appointments.

Finally, and just as importantly, there are the individual and organizational donors. And although their dollar support can easily be measured in terms of cash received on a daily basis, the value is more than just financial support. A dollar sign doesn't illustrate the caring behind the donation, nor the love for aiding a fellow human in need.

We do not judge those we serve because until you have the misfortune or opportunity to walk a mile in their shoes, you will never truly understand the gravity of their situation.

Thank you for your ongoing support and we look forward to another successful year at Clínica Amistad, a project of Amistad y Salud.

Sincerely,

Brian Bickel
President, Board of Directors
Clínica Amistad

**Please see last page for a special message.*

To operate an innovative health center that improves and maintains the health and well-being of the most vulnerable members of our community through a continuum of care that includes on-site services and selective referrals.

VISION
STATEMENT



FROM OUR CLINIC MANAGER



We write to you with immense gratitude and appreciation as we reflect on the remarkable journey we have shared not only over the past year but also over the 20 years that Clínica Amistad has been a part of the community.

We are pleased to present our annual report, which serves as a testament to the efforts of our dedicated team of staff and directors, the unwavering support of our volunteers, and the generosity of our donors and supporters. Together, we have accomplished remarkable milestones that have significantly enhanced the quality of healthcare services we provide.

Our mission at Clínica Amistad is to provide free primary health care, preventive services, and education to those in need and without access to health care. In the past fiscal year, we had 2,370 patient visits, providing comprehensive medical services, preventative care, and health education to 1,343 unique patients. Your trust in our clinic has allowed us to address the diverse healthcare needs of our community, creating a healthier and more resilient population.

Our clinic is fortunate to be supported by a dedicated workforce of over 150 volunteers whose commitment to service is truly commendable. Together, they have logged over 7,000 volunteer hours in the past year, creating a positive and welcoming environment for our patients at Clínica Amistad. Whether through administrative support, medical assistance, or health education, our volunteer providers and staff exemplify the spirit of service that defines our organization.

While we celebrate our achievements, we are also mindful of any challenges that lie ahead. As we move forward, we are committed to continuous

improvement of our operations, innovation in medical care, and expanding our reach to ensure more people in our community are cared for.

In closing, we express our gratitude to each member of our community – patients, volunteers, supporters, and donors alike. Your belief in our mission and vision has been instrumental in making Clínica Amistad a beacon of hope and healing. The Spanish saying, “en la unión está la fuerza,” which means “in unity there is strength”, rings true for Clínica Amistad. If we have community, there is nothing we cannot accomplish together. Thank you for being part of Clínica Amistad, we are excited about the positive impact we will continue to make in the years to come as we come together.

Sincerely,
Hector Rico
Clinic Manager





COMMUNITY IMPACT



Value of Services Provided to the Community

\$441K

Clínica Amistad is a crucial component of southern Arizona's medical infrastructure and healthcare system. Our commitment to the community can be measured in terms of medical savings, patient care, and professional development. Our team is composed of hundreds of dedicated and passionate credentialed and non-credentialed health professionals who deliver medical services to our patients with excellence and care. We strongly believe in our mission and vision to provide quality, easy, and accessible medical services for all southern Arizonans, especially our uninsured and underserved.

Value of Hours Provided by our Healthcare Providers

\$156K

Value of Hours Provided by Clínic and Administrative Staff

\$101K

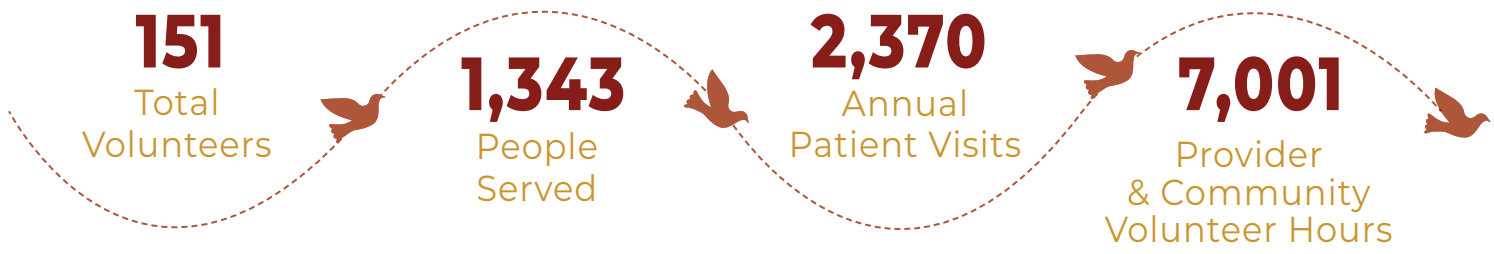
Value of Clinic Appointments (based on CPT codes)

\$183K

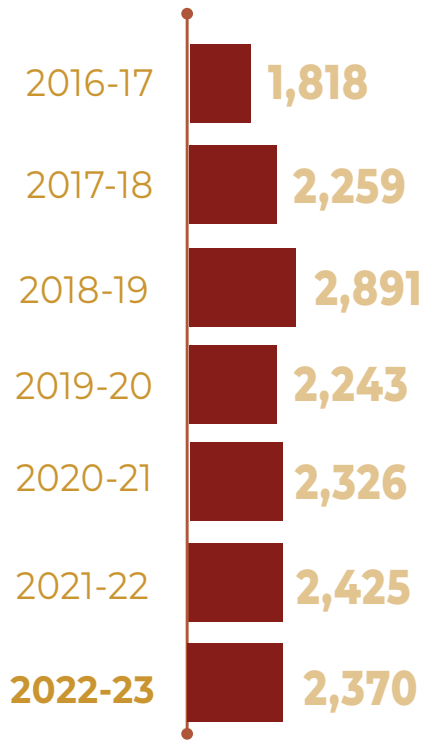


PATIENT VISITS

TOTAL CLINIC OPERATIONS AT-A-GLANCE



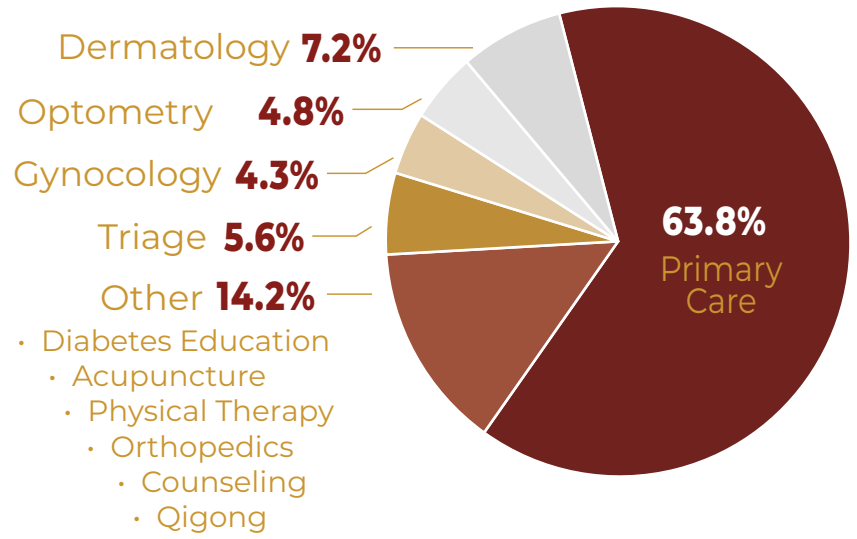
Total Appointments By Year



We Fulfilled



Appointments By Speciality Type



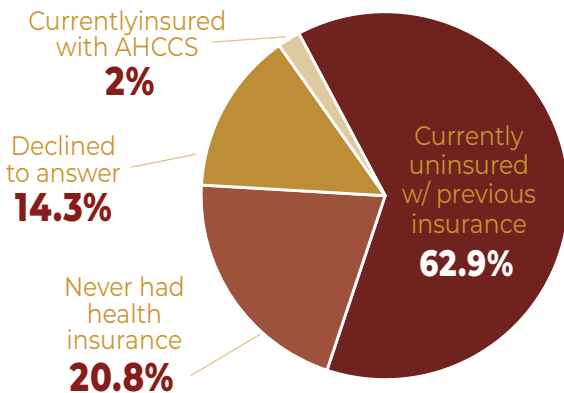
PATIENT DEMOGRAPHICS

Total Number of Unique Patients Served

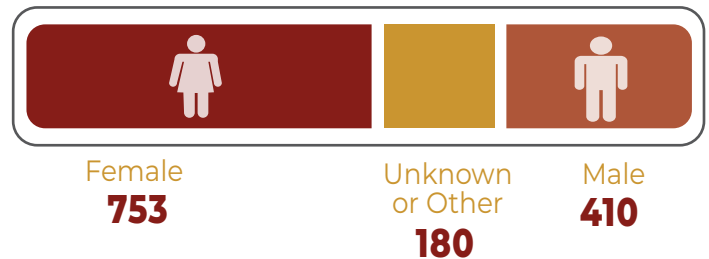
1,343

 Average Age **51 years old**

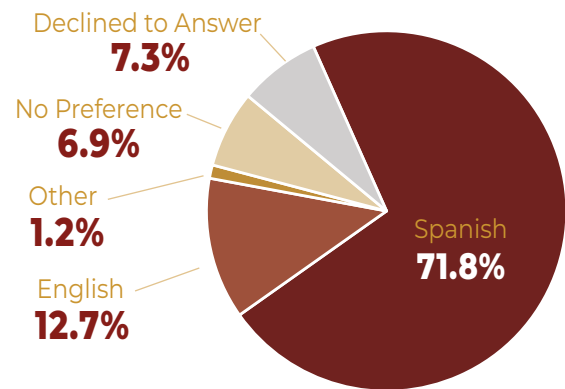
Patient by Insurance Status



Patients By Gender



Language Preference

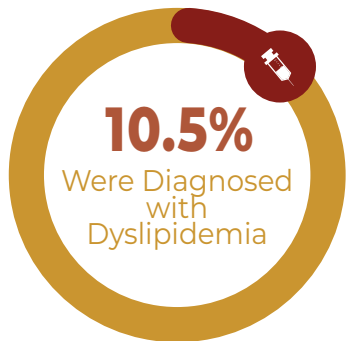
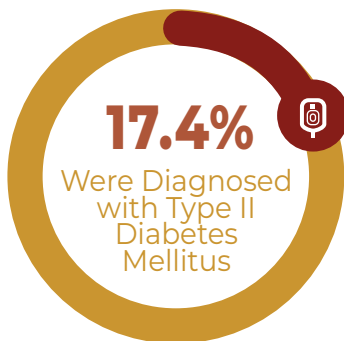
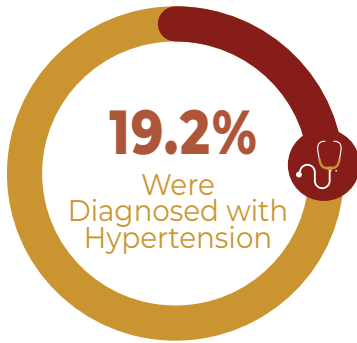
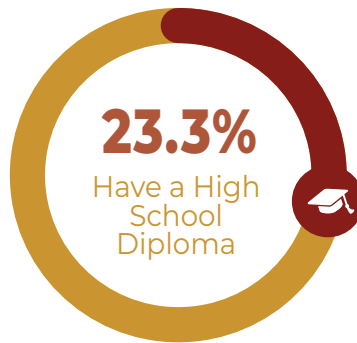


Patient Race & Ethnicity



PATIENT HEALTH INFORMATION

Of 1,343 Unique Patients



Common Diagnosis

Hypertension (HTN)
258 ● **19.2%**
of patients

Diabetes (All types)
234 ● **17.4%**
of patients

Dyslipidemia 10.5%
141 ● **10.5%**
of patients

*Percentages were calculated by dividing the number diagnosed by the number of unique patients seen at Clínica Amistad.





PATIENT TESTIMONIALS

Why we continue serving: **To improve patient lives!**

Mr. Herrera is an immigrant and had limited resources when moving to the United States. When he heard about the Clínica Amistad from his sister, he started coming to the clinic and says he has found a lot of help and support. During his first visit with Dr. Kerwin, he felt that Dr. Kerwin understood all of his problems and gave him resources that helped him improve his pain.



Patient is with Dr. Thomas Nelson, MD in orthopedics

Ms. Platt has been a patient at Clínica Amista for about 4 years. She heard about Clínica Amistad through a friend. She likes how the clinic offers different services and does not have to transfer to another facility for different specialties. Ms. Platt appreciates that her appointments always run smoothly and she can get the care she needs all in one place.



Juan Carlos

Mr. Carlos heard about Clínica Amistad through a sibling a few years ago. While he was being treated for some thyroid problems, he heard that the clinic offered Qigong. Then, he started Qigong with practitioner Christopher Apodaca. Mr. Carlos says he always recommends the clinic to his friends and family because he has been treated so well. He feels as though he has received excellent care. Mr. Carlos remembers talking a lot with Padre. He says that Padre was a strong patient advocate and always made sure he was treated and received anything he needed. Mr. Carlos likes how the clinic is growing in terms of specialties, and now he has greater access to health care.

OUR VOLUNTEERS



Clínica Amistad is primarily operated by volunteers who dedicate their time to serve the greater Tucson community. Our volunteers come from a variety of academic and professional backgrounds. Not only does Clínica Amistad offer essential health care to Tucson's uninsured population, but it also provides excellent opportunities for students pursuing a career in health care to gain experience with patients.



40

Total Healthcare Providers

111

Total Clínica Staff

8

Total Interns

7,001

Total Number of Hours

FELLOWS & INTERNS



The Coverdell Fellows program provides a great opportunity for returned Peace Corps Volunteers to continue their service to underserved communities while also pursuing graduate studies at a reduced cost. Clínica Amistad is fortunate to have two outstanding Coverdell Fellows through the University of Arizona who work on a variety of projects around the clinic.

Clínica Amistad offers multiple internship opportunities for students looking to make an impact on community health. Through partnerships with the University of Arizona and Pima Community College, Clínica Amistad has brought in student interns from different academic backgrounds such as public health, nutrition, and nursing. Currently, Clínica Amistad hosts six interns from the University of Arizona who help advance the clinic's mission and vision through their work.



PimaCommunityCollege

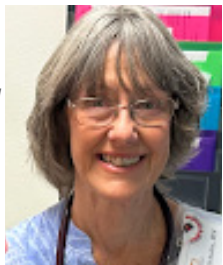




MEET OUR PROVIDERS



Dr. Wolfe was in the Commitment to Underserved People (CUP) program as a medical student and really enjoyed it. She has loved her career in primary care over the last 40 yrs and has a passion for teaching. Dr. Wolfe volunteers at Clínica Amistad because she has fun doing it and the patients are very appreciative. She has the opportunity to learn more Spanish and enjoys spending time with students because they are supportive. At Clínica Amistad, she is able to keep learning and is able to practice medicine in a positive atmosphere. "It's not always easy but it is rewarding." - Dr. Wolfe



"I was a critical care nurse educator for 40 years and I wanted to keep my nursing license current, love nursing and didn't want to give it up. A neighbor told me about Clínica Amistad and I started volunteering here. I enjoy the patients, volunteers, and the staff here. It was humbling to move from critical care to a Clinical setting and I have learned so much. I love being able

to see patients walk-in and get them the help they need. When I worked as a critical care nurse, I did a lot of work on order sets and protocols. I have been able to do a little of that in the clinic as well." - Dee Schultz (RN)



Dr. Chen enjoys making connections with patients. It took a while for her to realize the most challenging thing in caring for our patients is to build trust and make them feel that they are going to work together as a team. She enjoys seeing her patients over and over again and having that rapport and trust. Even though she has been at Clínica Amistad for a little over one year, she can see the trust she is building with her patients. She feels like her and her patients are a team helping each other.

Getting to know the patient is encouraging and hearing their stories is amazing." - Dr. Wendy Chen



Credentialed Volunteers

- 10** Medical Doctor (MD)
 - 1** Doctor of Osteopathic Medicine (DO)
 - 5** Nurse Practitioner (NP)
 - 1** Family Nurse Practitioner (FNP)
 - 1** Certified Nurse Midwife (CNM)
 - 1** Pharmacist (PharmD)
 - 1** Optometrist (OD)
 - 3** Physician Assistant (PA-C)
 - 8** Registered Nurse (RN)
 - 2** Doctor of Philosophy (PhD)
 - 2** Physical Therapist (PT)
 - 3** Licensed Acupuncturist (LAc)
 - 1** Licensed Master Social Worker (LMSW)
 - 1** Emergency Medical Technician (EMT)
-
- 40** Total credentialed volunteers

VOLUNTEER TESTIMONIALS



"I volunteer at Clínica Amistad because, at a young age, I witnessed the strongest figure in my life, my mother, become crippled with debilitating chronic illnesses. As such, my primary interest resides in the management of complex comorbidities. I grew up in rural conditions, and I understand the importance of offering quality healthcare to other resource-poor communities."

- Chris Loudon

"I volunteer at Clínica Amistad to help an under-represented population that I myself am a part of. Having a parent that has a life troubling disease only encourages me to help not just my family, but my whole community."

- Jairo Flores- Intern and Volunteer

"La razón por la que estoy desempeñándome como estudiante de enfermería en Clínica Amistad es porque me gusta ayudar a las personas en todo lo que esté a mi alcance y ayudar a los pacientes y más que nada a mis paisanos en Clínica Amistad me enorgullece mucho el saber que estoy ayudando a otras personas en un país el cual no es el mio, la razon la cual elegí esta carrera es porque es una carrera la cual estás cien por ciento con el paciente estas en todo momento con él ayudando en todos los aspectos que sean necesarios, siempre haré lo mejor de mi para que el paciente se sienta en confianza conmigo y se vaya feliz".

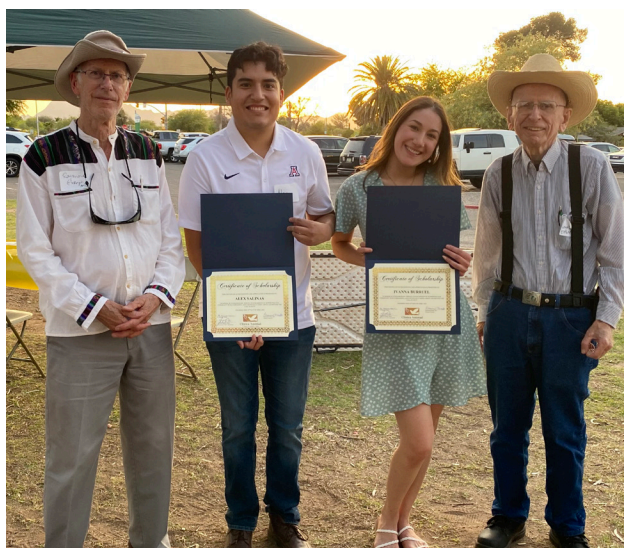
The reason I am volunteering as a nursing student here at Clínica Amistad is because I love helping people in everything I can. I like helping patients and helping my community more than anything. I am happy knowing I am helping other people in a country that isn't mine. The reason I chose this career pathway is because I want to pursue a career where I am with the patient 100% of the way helping them in all aspects necessary. I will always do my best so that the patient feels comfortable with me and leaves happy and better than when they came in." - Roy Escalante- Intern



VOLUNTEER WITH US



We appreciate our volunteers!



How to Become a Volunteer

Are you passionate about making a positive impact on your community? We welcome licensed medical professionals, students, and community members who are dedicated to making a positive impact on the health and well-being of our community.

Simply visit our website at [Clínicaamistad.org/volunteer](https://Clinicaamistad.org/volunteer) and fill out our volunteer application to express your interest. Whether you have medical expertise or simply a willingness to help, your time can make a difference!

WHAT A DIFFERENCE A YEAR MAKES!



Clínica Amistad, a project of Amistad y Salud, has made significant strides in providing essential healthcare services to the community over the past year. Our mission to ensure access to quality healthcare for all individuals, regardless of their financial circumstances, remains at the forefront of our efforts.

Financially, we have relied on the generous support of donors, grants, and community partnerships to sustain our operations. We are grateful for the continued support we have received, which has allowed us to maintain our commitment to providing free healthcare services. However, we also recognize the need for long-term sustainability and are actively exploring additional funding opportunities to ensure the continuity of our services.

In terms of community outreach, we have actively engaged with local organizations, schools, and community centers to raise awareness about our clinic and the services we offer. By fostering strong relationships within the community, we have been able to reach individuals who may not have been aware of the free healthcare options available to them.

Looking ahead, we remain committed to our mission and are constantly striving to improve the quality and accessibility of our services. We will continue to explore innovative ways to expand our reach and meet the evolving healthcare needs of our community.

We would like to express our heartfelt gratitude to all our dedicated staff, volunteers, donors, and community partners who have contributed to the success of Clínica Amistad. Without your support, none of our achievements would have been possible.

Thank you for your continued support and belief in our mission. We look forward to another year of serving the community and making a positive impact on the lives of those in need.

Yours in good health,
Nicole Glasner
Executive Director

Your help is so important! A special thank you to our community sponsors, we are immensely grateful for your support. Thank you for making a difference every day!

B&D Brady Foundation

The Congregation of the Sisters of Charity of the Incarnate Word

Z Fund

Stonewall Foundation Fund held at the Community Foundation for Southern Arizona

Connie Hillman Foundation

Pima County Community and Workforce Development

City of Tucson

Community Foundation of Southern Arizona

Southwest Gas Foundation

Tucson Electric Power

Del Sol Research Management, LLC

US Community Project Funding/Congressionally Directed Spending - sponsored by Congressman Raul Grijalva



2022-2027 STRATEGIC PLAN

Every year, the Amistad y Salud Board of Directors undertake several strategic planning sessions to determine the future direction of Clínica Amistad. Planning for the future is essential to ensuring our organization's viability and commitment to our community. Our top four goals and strategies for better achieving our mission & vision are presented below:

Four Main Initiatives:

Community Outreach

- Provider recruitment
- Community outreach
 - Religious organizations
 - City and County officials
 - 12 x newsletter
- Communications and outreach for patients
 - Donor awareness, outreach
 - Public awareness
 - Redesign website/brochures

Deliver High-Impact Programs

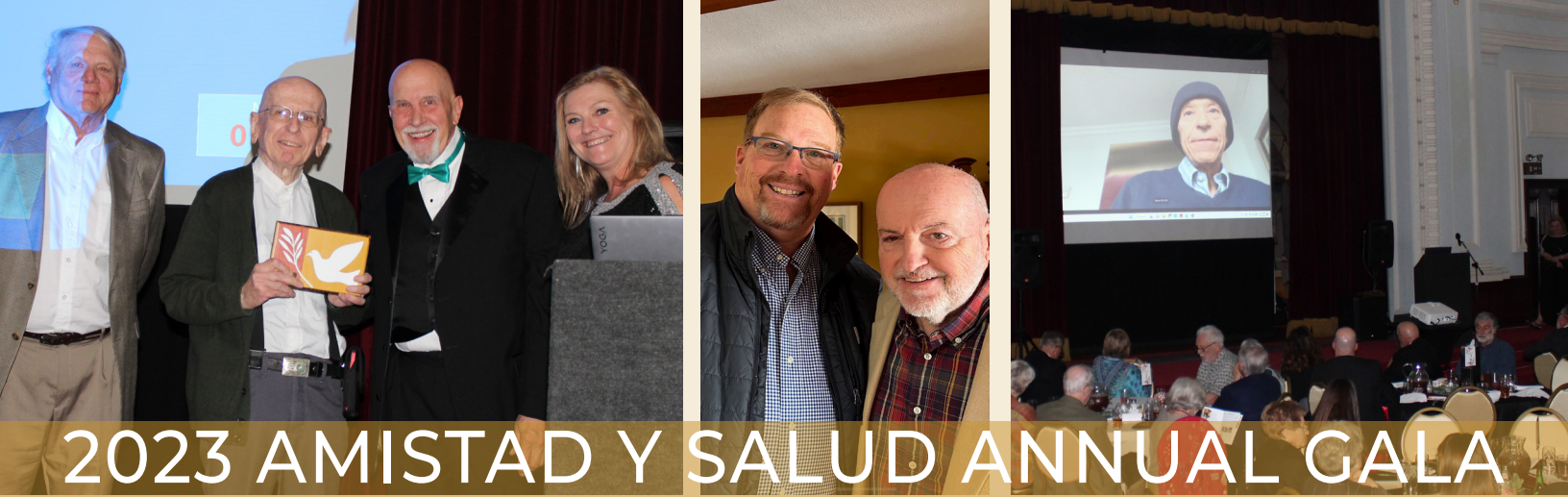
- Expand clinic sessions to one extra day a week for Diabetes Program (beginning Summer 2022)
- Prediabetes/Diabetes Program
- Workforce Training Program
- Launch Women's Health Initiative
- Social Services and referrals

Board/Staff Development

- Succession Plan complete
- Set policy for Onboarding new Board members
- Develop staff Review policy
- Board development/training – Committee Structure
- Create Committee Charters

Invest in the Future

- Enhance AyS financial viability by securing reserve funding and monitoring one-time gifts
- AyS will transfer to accrual bookkeeping to track long term-multiyear gifts
- Staff will continue to train in finance, non-profit, and medical best practices
- Work with city and county for in-kind donations
- Enhance financial resources
 - Launch a bequest program
- Expand the physical clinic within 2 years
- Increase number of patients served (2020-21 with covid = 1059 unique patients)
- Transition to Electronic Medical Records
- Expand open days up to 5 days a week



2023 AMISTAD Y SALUD ANNUAL GALA

TO SUPPORT CLÍNICA AMISTAD

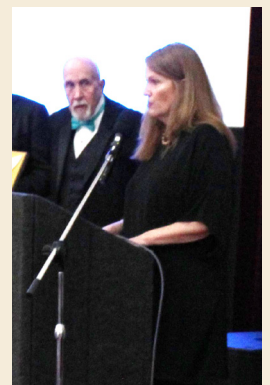
We are thrilled to announce the resounding success of our annual Amistad y Salud gala to support Clínica Amistad which took place on March 11th, 2023. This year's event exceeded all expectations, bringing together a compassionate community of supporters dedicated to advancing Clínica's mission. Through their generous contributions, we have the ability to strengthen our commitment to delivering quality healthcare services to underserved populations. The overwhelming support received at the gala underscores the vital role our clinic plays in the community and highlights the collective effort to make a positive impact on the lives of those we serve. We extend our gratitude to all who contributed, volunteered, and attended, making this gala an amazing celebration! A special thank you to the Scottish Rite Cathedral for hosting the event and our development committee for coordinating this year's gala!

This year we recognized and honored multiple key figures who each have had a unique role in the development of Clínica Amistad over our 20-year history.

Founder's Award
Fr. Ricardo Elford
Evan Kligman, MD
Susan Gallegos

Clínica Amistad
 Community Partner Award
Southwest Gas

Clínica Amistad's
 Community Impact Award
**Rick Small & The Stonewall
 Foundation**





Amistad y Salud is a gold designated Guidestar Charity. There are many ways you can support the mission of Amistad y Salud.

Planned Giving

To make a lasting gift to support the mission of Amistad y Salud:

Estate Gift – Name Amistad y Salud as a beneficiary of your will.

Donor Advised Funds – Direct your Donor Advised Fund to make a donation to Amistad y Salud.

Individual Gift

Make a direct donation to Amistad y Salud online or send a check to our PO Box.

In-Kind Gifts

We accept some in-kind donations to help support our clinic operations. Please contact us for a list of needs.



MAKING A DIFFERENCE

Matching Gifts

Business Matching Gifts – Some businesses and organizations will match charitable contributions made by their employees. Double your impact by checking with your employer today.

Individual Matching Gift Challenge – Support Amistad y Salud while personally matching others' contributions.

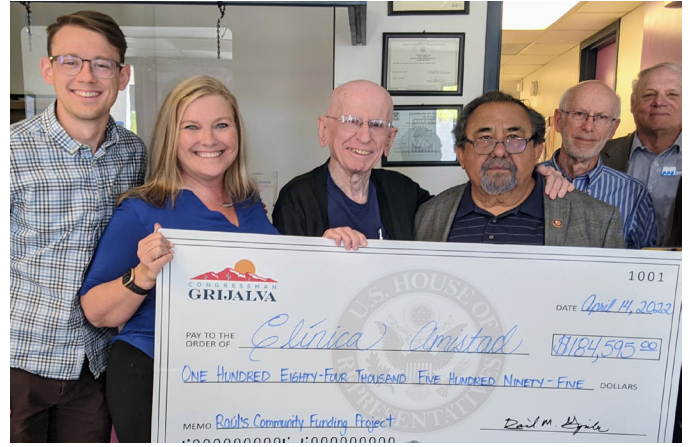
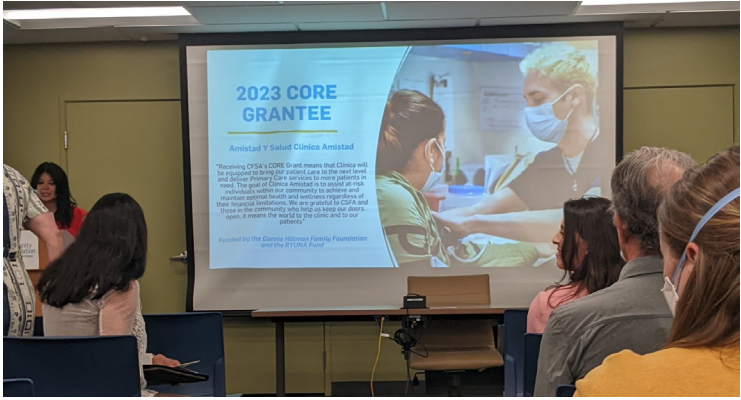
Sponsorships

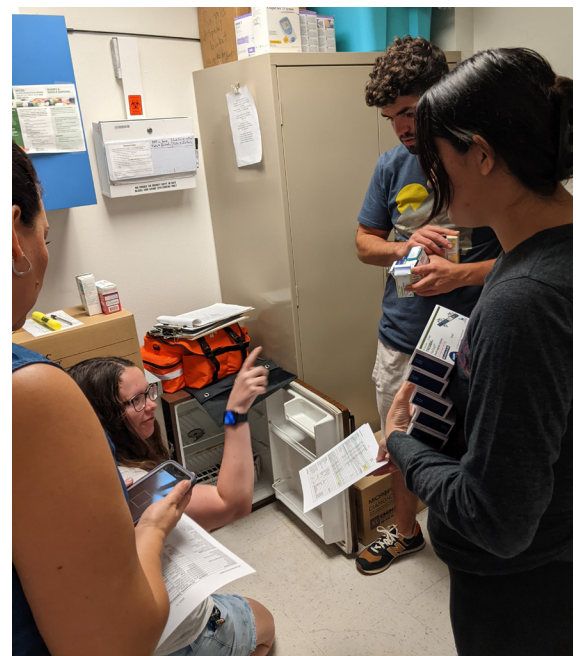
Many businesses and individuals sponsor events, including our annual gala, our virtual walk or the volunteer appreciation event.

Support Clínica Amistad for FREE!

By giving to Amistad y Salud, you could be earning a dollar-for-dollar credit on your Arizona state taxes. Clínica Amistad is a Qualified Charitable Organization. Your gift of up to \$421/individual or \$841/married couple may qualify for the Arizona State Tax Credit. The Arizona State Tax Credit program allows you to make a donation to Clínica and receive a dollar-for-dollar credit against your Arizona state taxes. Amistad y Salud's Arizona QCO CODE is: 20284. Make a contribution by giving online at [Clínicaamistad.org/donate](https://Clinicaamistad.org/donate) or by sending a check to:

Clínica Amistad
PO Box 27284
Tucson, AZ 85726





BOARD MEMBERS & STAFF

AMISTAD Y SALUD BOARD OF DIRECTORS

Brian Bickel
President, July 23-present

Larry Jagnow
President November 2018-July 2023

Alejandra Zapien-Hidalgo, MD, MPH
Vice President

Linda Bucyk
Secretary

Liz Temple, JD, MPH
Treasurer

Directors

Alejandra Rodriguez

Lori Shaw

Chuck Tatum, PhD

Kenneth Iserson, MD

ExOfficio Board Members

Nicole Glasner
Executive Director

Raymond Graap, MD
MEC Chair November 2022- June 2023

Fred Fiastro, MD
MEC Chair June 2023 - Present

MEDICAL EXECUTIVE COMMITTEE (MEC)

Raymond Graap, MD
Chair November 2022- June 2023

Fred Fiastro, MD
Chair June 2023 - Present

Carol Wolfe, MD

Ramish Karra, MD

Patricia Ferrer, PA-C

CLÍNICA AMISTAD STAFF

Nicole Glasner
Executive Director

Hector Rico
Clinic Manager

Ycied Talavera
Assistant Manager

THANK YOU

Dedicated in memory of Father Elford Ricardo "Padre" 1938-2023, Co-Founder of Amistad y Salud

We realize that this report reflects the fiscal year of 2022-2023. However, we would be remiss if we did not mention the effect of Fr. Ricardo's passing this fall has had on our organization.

