



Clínica Amistad



2018 ANNUAL
REPORT

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About Us

Clínica Amistad is a 501(c) (3) non-profit organization that opened in March of 2003. We offer free integrative health care to the low-income, uninsured and underserved population in Tucson, Arizona. Most of our patients identify as Hispanic and would otherwise be unable to meet their health care needs.

Note: This report was created by Data Manager Christina Baum using data collected by Clínica Amistad. For more information on data collection and analysis methods, please refer to the FY18 Annual Report Appendix.



Clínica Amistad's Mission & Vision

Our mission is to provide quality integrative health services and education at no cost to low-income, uninsured and underserved people in a friendly and supportive atmosphere.

Our vision is to create an innovative health center that improves and maintains the health and well-being of the most vulnerable members of our community.

President's message:

"I joined the Clínica Amistad Board of Directors in November 2016, and was elected as president in October 2018. **I am tremendously inspired by the work of the clinic.** Besides food and shelter, what can be more fundamental and more important to people than basic health care? This we provide, free of charge, to those who are needy and underserved. We do this willingly, today and tomorrow. Thus, for me, **my service can only be considered an honor and a privilege.**"

-- Larry Jagnow
President of the Board

FY2018: A YEAR IN NUMBERS

\$173k

VALUE OF SERVICES
PROVIDED TO THE
COMMUNITY

175

active volunteers

2,259

APPOINTMENTS
HELD

983

medications prescribed

1,017

UNIQUE PATIENTS
SERVED



Who we are

Clínica Amistad is run almost entirely by volunteers--- from our doctors and nurses, to our receptionists and translators. We are a dedicated group of both licensed providers and student volunteers that choose to spend our free time helping the Tucson community.



RNs:13

PTs:3

PAs:6

LAc:s:6

:1

MDs:26

NPs:10

Counselors

Non-credentialed volunteers:110

MD: Medical doctor
RN: Registered nurse
NP: Nurse practitioner
PA: Physician assistant
LAc: Licensed acupuncturist
PT: Physical therapist

"Clínica provided me and many other students with the unique opportunity to learn, grow, and give back in a clinic that serves as an example of how health care could be. It gave us a unique experience that we would not have gotten anywhere else and at the same time, we helped people in our community."

-Ray Larez, past volunteer and current Board Member

Numbers of volunteers by type



Who we are:

Our volunteers

175 VOLUNTEERS

8,679 HOURS

\$310,900 VALUE

Not only does Clínica Amistad offer essential health care to Tucson's uninsured population, it also provides excellent opportunities for students pursuing medical degrees to gain experience with patients.

"I began volunteering at Clínica Amistad in the summer of 2018. I share the same passions and goals of the agency, which are to provide health care services

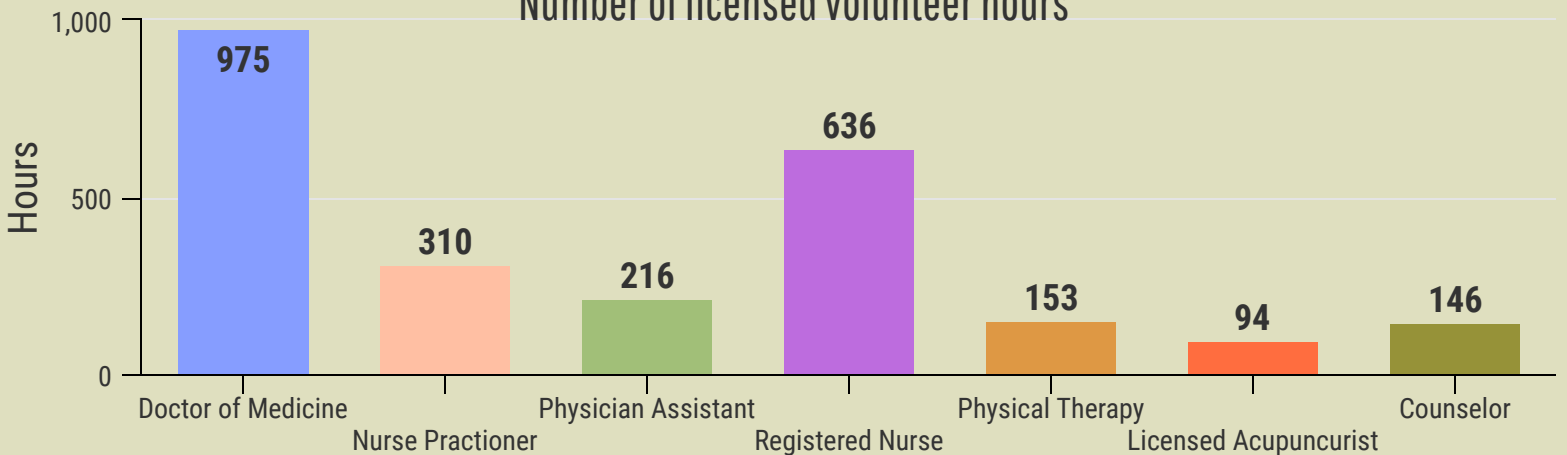
at no cost to the uninsured and medically underserved community of Tucson. I aspire to become a Physician Assistant one day and I want to always make it a priority to give back to my community."



-Genesis Roman, public health intern at Clínica Amistad, pictured above



Number of licensed volunteer hours





Who we are: Our Board of Directors & Clinic Leadership

BOARD MEMBERS

Larry Jagnow, President

Raymond Graap, MD, Medical Director

Alejandra Rodriguez, Secretary

Scott Maish, CPM, MA, Treasurer

Evan Kligman, MD, President Emeritus

Rebecca Crocker, PhD

Father Ricardo Elford

Susan Gallegos

Ken Iserson, MD, MBA

Ray Larez, MPH

Kristin Olson-Garewal, MD

Nelda Ruiz

Marta Silva, FNP

Chuck Tatum, PhD

Liz Temple, JD, MPH

Alejandra Zapien-Hidalgo, MD, MPH



Medical Director Dr. Graap, and Clinic Manager Francelia Garcia chat before clinic begins

CLINIC LEADERSHIP

Francelia Garcia, MBA, Clinic Manager

Casey McKaughan, MPH, Co-Manager

Nicole Glasner, Executive Director for Development

Barbara Fleming, MBA, Administrative Coordinator



Who we serve



Clínica Amistad is a free health clinic that serves anyone who cannot afford or qualify for health insurance. Our patients are largely low-income individuals living below the poverty line who would otherwise be unable to receive medical care. Many of them have not had medical evaluations for chronic health conditions, and few are able to purchase medications outside of the clinic.

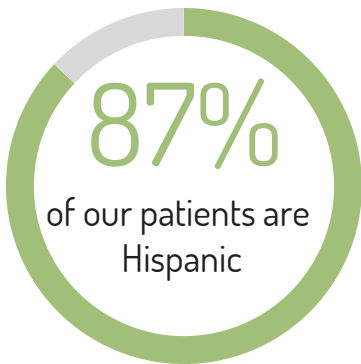
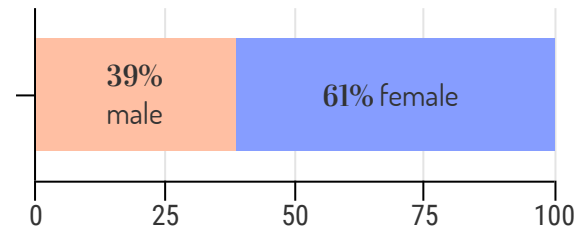


Who we serve: Patient demographics



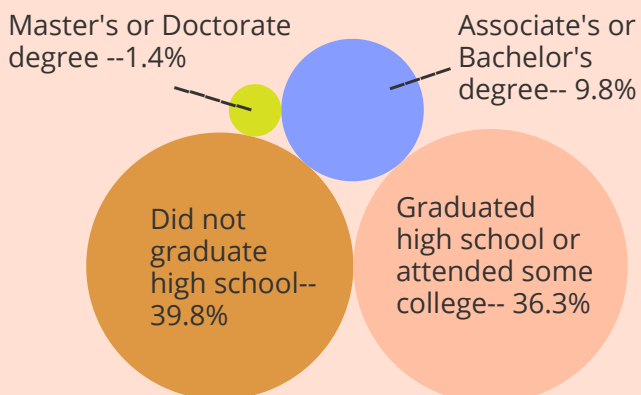
"When I first came to Clínica Amistad, I had serious hyperthyroidism. After seeing Dr. Graap over the past few years, I am now much healthier and have normal TSH levels"
--Clínica Amistad patient pictured to the left

Patient gender



- Hispanic (87.27%)
- White (8.75%)
- Black/African American (1.86%)
- Asian (0.80%)
- Hawaiian/Pacific Islander (0%)
- American Indian (0.27%)
- Other (1.06%)

Patients' level of education





Who we serve:

Employment & Income

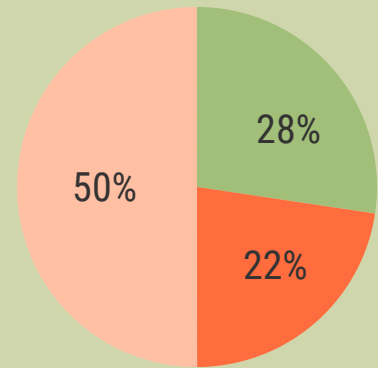


50%

of our patients

are employed

Patient employment status



● Part-time ● Full time ● Unemployed

Yet, only

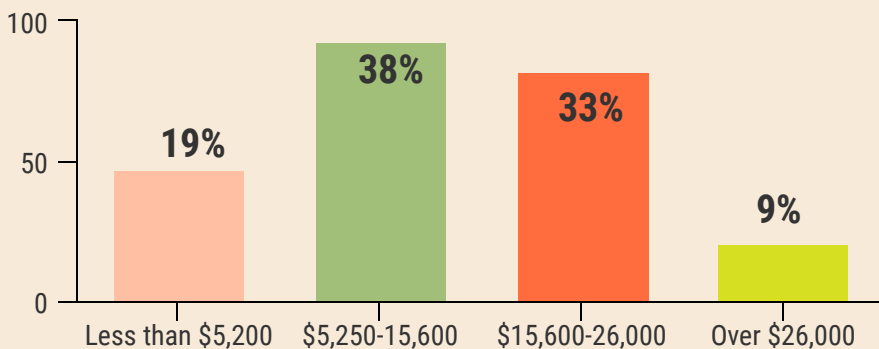
9%

of our patients have a household income of

more than \$26,000 per year



Annual household income

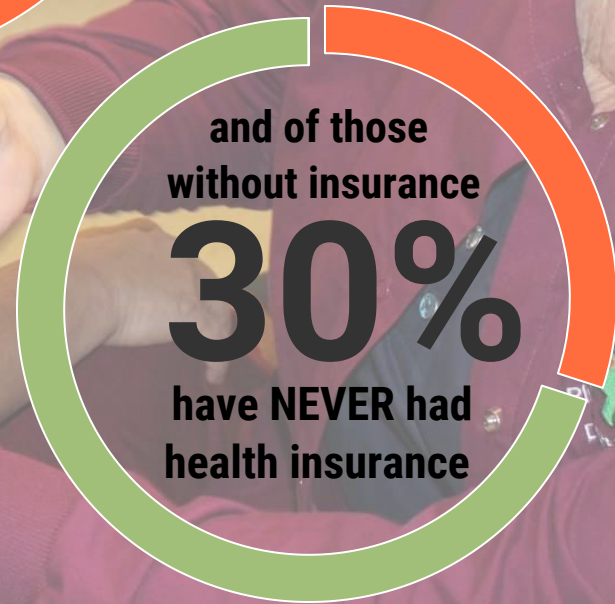


The majority of our patients fall below the national poverty level, which was defined in 2018 as an income of less than \$16,240 for a household of two.





Who we serve: Patient health insurance status



Read about one of our recent patients!

This year, a middle-aged man with a concerning mass in his chest approached Clínica Amistad. He was between jobs and didn't have insurance, but required a physical exam and chest x-ray for a new job. With no insurance and little money to afford a doctor's visit, he came to Clínica Amistad. Fortunately, an exam revealed that the mass was a fat pad, not a tumor. Because of Clínica Amistad, he was approved to begin his new job.

Reasons our patients report for losing their health insurance:

Couldn't afford premiums

Finished school

Changed or lost job

Divorce

No longer qualified

Moved

Unemployed

Missed enrollment

Turned 26

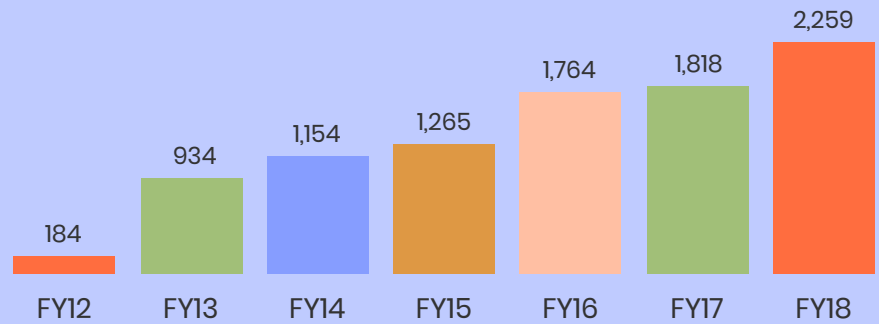


What we do: Clinic visits

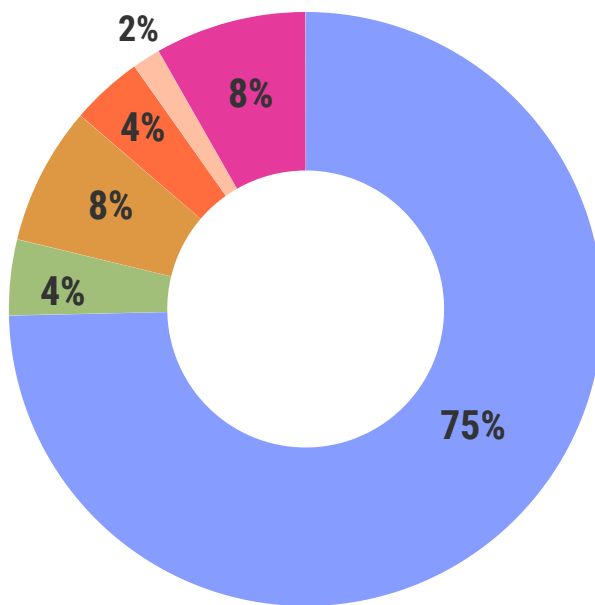
Growth.

Clínica Amistad has seen tremendous growth since data collection first began in 2012. This year, we completed 2,259 appointments.

Total Number of Appointments Per Fiscal Year



Types of services provided:



- Primary care
- Acupuncture
- Dermatology
- Counseling
- Diabetes Education
- Others:
 - Nutrition
 - Bowenwork
 - Women's health
 - Gynecology
 - Naturopathic medicine
 - Massage
 - Optometry
 - Cardiology
 - Social services

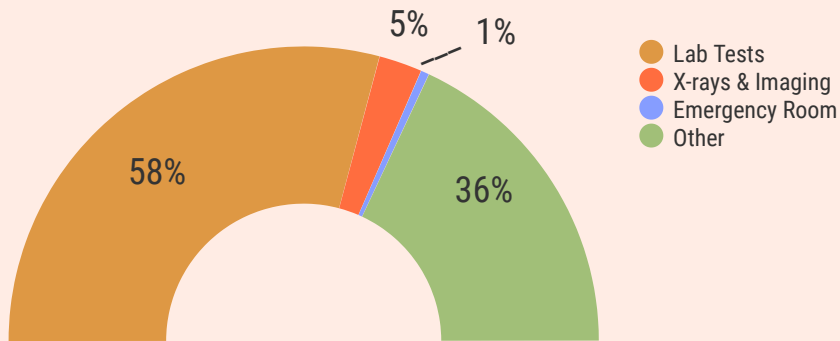


Left: One of our volunteers checks a patient's blood sugar.
 Right: One of our nurses helps translate a primary care appointment



What we do: Referrals & prescriptions

Types of Referrals in 2018

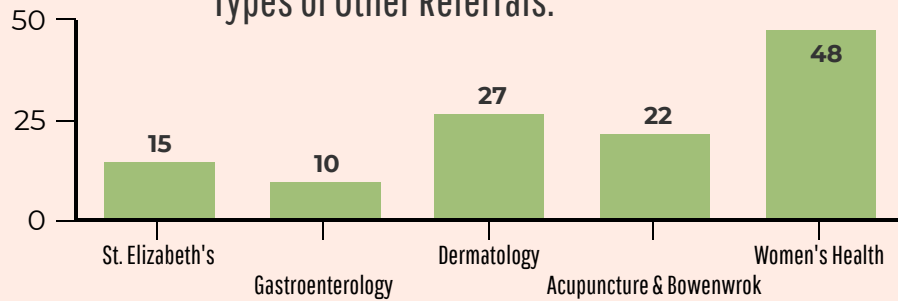


Clínica Amistad partners with a number of community consultants who provide patients with medically necessary services that cannot be performed at the clinic. These services are often paid for by Clínica Amistad.

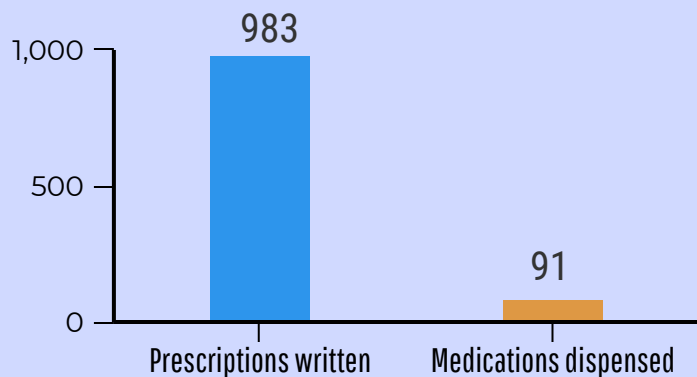


Bilingual front-desk volunteers help patients check in for their appointments

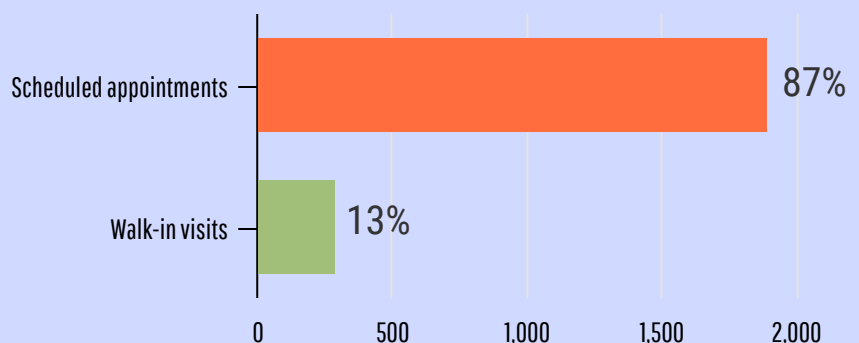
Types of Other Referrals:

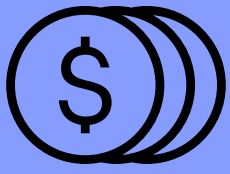


Prescriptions written and medications dispensed



Appointments versus walk-in visits





What we do: Monetary value of clinic services

Patients tell us that the services we provide are invaluable. But, if we had to put it into numbers, based on the level of our clinic services and their market costs...

Clínica Amistad has provided our community with services worth

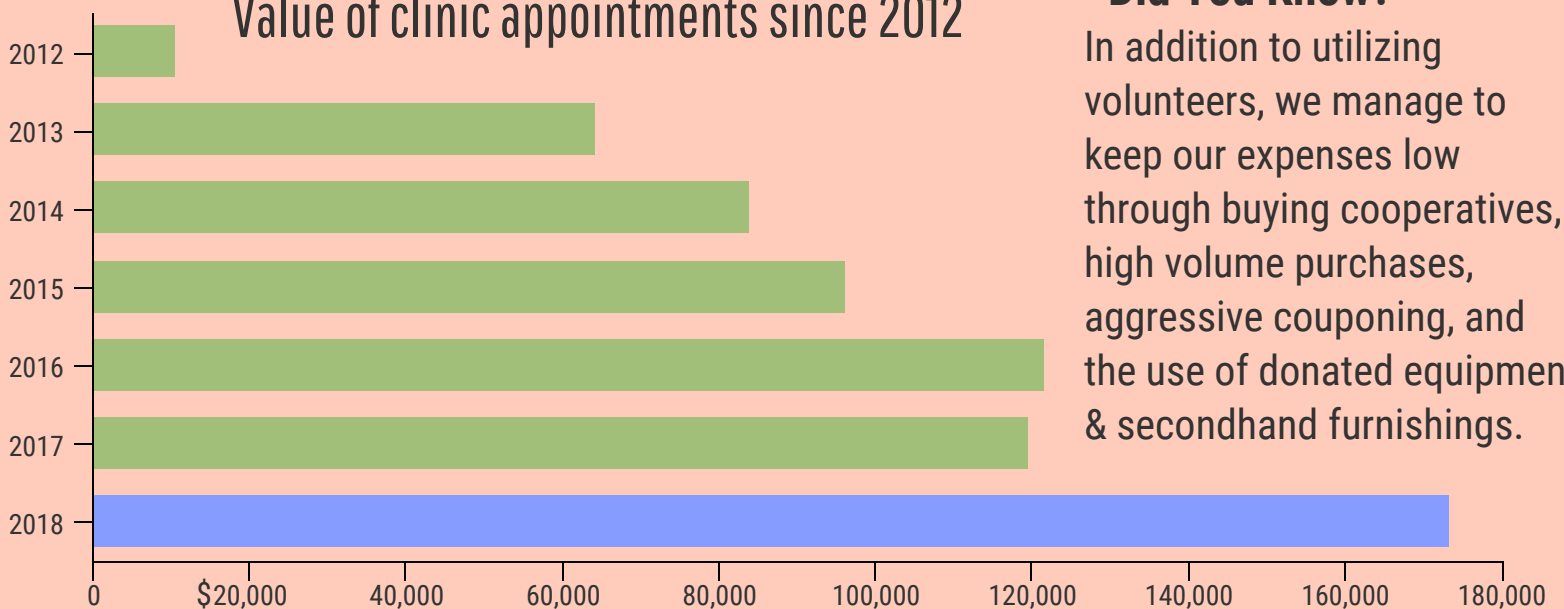
\$669,000

since 2012

and **\$173,500** in 2018 alone!



Value of clinic appointments since 2012



Did You Know?

In addition to utilizing volunteers, we manage to keep our expenses low through buying cooperatives, high volume purchases, aggressive couponing, and the use of donated equipment & secondhand furnishings.



What's next?

Over the past years, the Board of Directors has undertaken several strategic planning sessions. Because the clinic relies on the kindness of a large network of donors, planning for the future is essential to ensuring our organization's viability. Last year, we successfully hired both an Executive Director for Development and a Clinic Manager, accomplishing two major goals to ensure our continued success. Our top three goals for the coming year are presented below.



Clínica Amistad's Executive Director for Development, Nicole Glasner

Strategic Planning Goals:



Increase our financial resources



Continue to develop clinic personnel and the Board of Directors



Enhance our working relationship with the University of Arizona

THANK YOU!



The work we do at Clínica Amistad would not be possible without your continued support!

Clínica Amistad is grateful for the amazing community support we receive every year. If it were not for our dedicated volunteers, donors, and friends, the Clinic wouldn't be the haven it is for those who need it most. We are always in need of support from those who have been with us since the beginning, those who we have met along the way, and those who we have yet to meet!



All donations to the clinic are tax-deductible, and many of our our supporters take advantage of the Arizona state tax credit. If you feel moved to help us continue the work we do, please make a contribution by giving online at **clinicaamistad.org/donate** or by sending a check to :

Clínica Amistad
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