

# Clinica Amistad

## 2020 ANNUAL REPORT

*July 1, 2019 - June 30, 2020*



Clínica Amistad  
*A Project of Amistad y Salud*  
101 W. Irvington Rd, Building 3-C  
Tucson, AZ 85714  
(520) 305-5107

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# Message From Leadership/Mensaje Del Liderazgo

Dear Friends and Patrons of Clínica Amistad,

To say this year has been difficult is an understatement. It's been trying for every individual and institution in this nation, as well as in the entire world. Yet, we continue on.

For Clínica Amistad, that has meant keeping our doors open as a free, primary healthcare facility. In fact, in these times we feel it is even more important to help the poor and underserved. We have not altered our hours of operation. We have, however, instituted a number of precautions in accordance with federal, state and local rules regarding the Covid-19 pandemic.

We've been able to continue operating for two major reasons.

First, we have a dedicated number of unpaid professionals—doctors, nurses and others in the healthcare field. In addition, we have volunteers assisting with other duties. Many of these volunteers are enrolled at the University of Arizona in various healthcare studies.

Second, we have received tremendous financial support in the form of contributions and grants. This includes a one-time, very large emergency contribution from the Stonewall Foundation, which was given along with our annual grant. Pima County joined our growing list of contributors. And the City of Tucson has assisted us during these difficult times. Late in 2019, we hosted our annual gala dinner, which included honoring U.S. Representative Raúl Grijalva and his wife, Ramona, for all that they have done for the people of the greater Tucson area. This event was sponsored in part by Southwest Gas, Desert Diamond Casinos and Entertainment, and several generous individuals. Finally, we continue to receive generous and very welcome contributions from many donors and institutions.

Indeed, people like you are the very soul of our clinic.

Because of you, Clínica Amistad looks forward to its 17th year of service. In so doing, we pledge to continue upholding our mission, which is “to provide free primary and integrative healthcare to those in our community who are without health insurance and unable to pay for these services.”

Sincerely,

Lawrence Jagnow, President  
*Clínica Amistad Board of Directors*



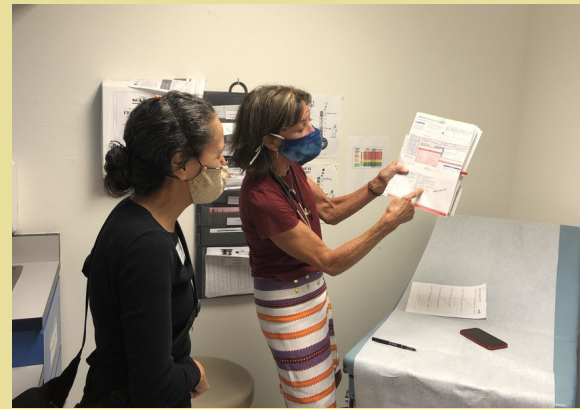


# Testimonies/Testimonios



We never closed for COVID. This statement makes me even more proud to be part of the Clínica Amistad medical volunteer team. Typical health conditions that need addressing never stop, and neither should we. Being the dermatology provider for Clínica, I have continued to diagnose and treat several skin cancers, medically manage chronic skin conditions requiring close follow-up, and take care of other common dermatological problems for our uninsured population. Next year will be my 11th year with Clínica Amistad and when I started, I would have never guessed we'd be so organized with a solid medical and student volunteer staff. Our administrators, Board of Directors, and fundraising team have created an infrastructure that allows us to practice safely, effectively, and efficiently...even through this challenging time. I am just as grateful to them as our patients are to us! - Patricia Ferrer, PA-C

Why do I continue to volunteer at Clínica Amistad? It is simply because I wholeheartedly enjoy the patients, the staff and the mission of this special "medical home" for so many. I know that by keeping my patients healthy I can help them care for their families and stay out of expensive and ineffective emergency rooms. Clínica is a place where I have the ability to work side by side with not only incredibly generous and talented physicians, nurse practitioners, and physician assistants, but with steadfast and reliable students all of whom are hoping to find their place in a medical field. Lastly, I enjoy being a part of the team at Clínica because I know I'm a part of a family that is making a contribution to a better tomorrow for our patients and their families. - Dana Smith, FNP



Volunteering and helping manage Clínica Amistad was one of the most impactful experiences I had while living in Tucson. I showed up on my first day of volunteering as a nervous, fresh nursing student, looking to help out my new community, and left that night buzzing, knowing that I had stumbled upon a special place. Clínica Amistad isn't just a place where volunteers give to their community, it's a place where community is made, where patients and providers come together and share and give and learn. Clínica Amistad gives so much to Tucson and to its patients, but it also gives just as much to its providers and volunteers. At the end of my four years in Tucson, I saw countless patients receive support, care, medicine, and understanding. And, I felt myself receive gratitude, inspiration, and patient experiences that shape my practice as a nurse to this day. - Lindsey Warne, RN

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# Testimonies/Testimonios

I first began volunteering at Clínica Amistad in 2017. It was my first clinical experience and it reinforced my interest in pursuing a career in medicine. Through my years of volunteering I have learned about the clerical work that goes on behind the clinic, how to conduct vital signs on patients, and how to interpret for physicians and patients during a visit. One of the most amazing things about Clínica Amistad is that it has provided me the opportunity to interpret for all types of health professionals including: physicians, nurse practitioners, counselors, physical therapists, acupuncturists, and more. Although I have been a volunteer for a few years, I always learn something new. I always love when patients recognize me and feel comfortable enough with me to share life experiences or pictures of their family members. - Ana Maria Driesen, Student Volunteer



If there is anything better than to be loved it is loving. Love is the driving force behind Clínica Amistad and is the reason why patients continue to seek services from our volunteers. It is also the reason why volunteers continue to serve our patients. In the short time I've been volunteering at Clínica Amistad I've learned so much; I've learned that Clínica Amistad is a place of peace and comfort, a place of diversity and inclusion, and a place of happiness and health. Every patient and volunteer at Clínica Amistad have a unique story and an important lesson to tell. We've all laughed together, we've all mourned together, and we've all cried together. From these cathartic experiences we all grow stronger; from serving at Clínica Amistad alone my own heart and mind have grown two sizes larger. But nothing is left in despair at Clínica Amistad, because every day we are there we know that we are making difference improving not only the lives of our patients and community, but of ourselves. - Bailey Hollingsworth, MPH Student Volunteer

Clínica Amistad has always welcomed volunteers, and there is no question about all the learning and practice opportunities it provides. However, something that is rarely mentioned is how unique the clinic is at its core. The level of dedication and commitment of every provider, nurse, administrative and other nonclinical volunteer is unmatched. Not only in Tucson, but even in the state of Arizona. I recently moved to the Phoenix metro area and - after a year and a half here - I have not found anything remotely close to Clínica Amistad. It is more than a place of health care and healing...it is a home for a plethora of curious minds, working together to better the lives of the entire community. - Milena Douglas, RHIA, Student Volunteer

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# Our Clinic/Nuestra Clínica

## Board of Directors

*President* - Lawrence Jagnow

*President Emeritus* - Evan Kligman, MD

*Director* - Raymond Graap, MD

*Secretary* - Alejandra Rodriguez

*Treasurer* - Scott Maish, CPA, MA

## *Directors:*

Fr. Ricardo Elford

Brian Bickel

Linda Bucyk

Kris Olson-Garewal, MD

Kenneth Iserson, MD

Raymond Lárez, MPH

Chuck Tatum, PhD

Marta Silva, WHNP

Alejandra Zapien-Hidalgo, MD, MPH

Liz Temple, JD, MPH

## Management Team

*Medical Director* - Raymond Graap, MD

*Clinic Manager* - Francelia Garcia, MBA

*Administrative Coordinator* - Barbara Fleming, MBA

*Patient Services Coordinator* - Graciela Robinson, MLS

*Executive Director for Development* - Nicole Glasner

## Mission

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.



## Vision

To operate an **innovative health center** that improves and maintains the health and well-being of the **most vulnerable** members of our community.

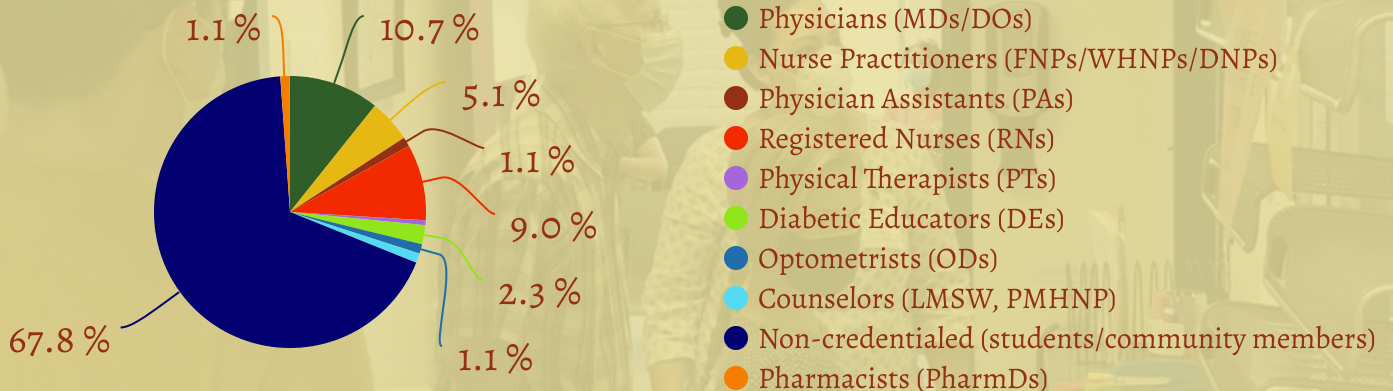


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# Who We Are/Quienes Somos

## Our Volunteers/Nuestros Voluntarios



### Credentialed Volunteers

**57**  
MDs/DOs, NPs, ODs,  
PAs, RNs, PharmDs



**Total Volunteer  
Hours: 8,100 +**



### Non-Credentialed Volunteers

**120**  
Students and  
Community Members

Clínica Amistad is run entirely by volunteers! From aspiring health professionals to licensed practitioners, our team is dedicated to providing equitable care to patients from Tucson and across Southern Arizona.

Clínica Amistad provides students with invaluable health care experience while preparing them to meet the needs of our community. Our volunteers are trained to record vital signs, manage medical records, and shadow health care providers. They also develop Spanish-English medical interpretation skills through their patient interactions.

If you are interested in being a STAFF VOLUNTEER (Vitals, Medical Records, etc.) please email your resume and completed application to our volunteer coordinator at [clinicaamistadvolunteercoord@gmail.com](mailto:clinicaamistadvolunteercoord@gmail.com).

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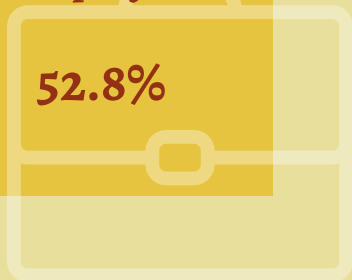


# Who We Serve/A Quien Servimos

## Demographic Snapshot:

Currently  
Employed

52.8%



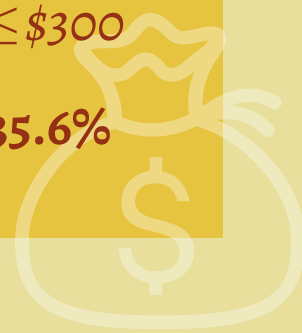
Lack Health  
Insurance

99.4%



Weekly Income  
≤ \$300

35.6%



Gender

65.4%  
Female



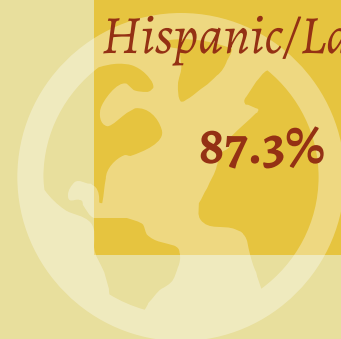
Average Age

50.3  
Years



Identify As  
Hispanic/Latino

87.3%



The majority of our patients are low-income individuals living below the poverty line; most do not have insurance and 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.

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# Our Services/Nuestros Servicios



Total Appointments  
Scheduled

**2,964**

Total Appointments  
Kept

**2,343**



Optometry  
Appointments

**128**

Dermatology  
Appointments

**168**

Women's Health  
Appointments

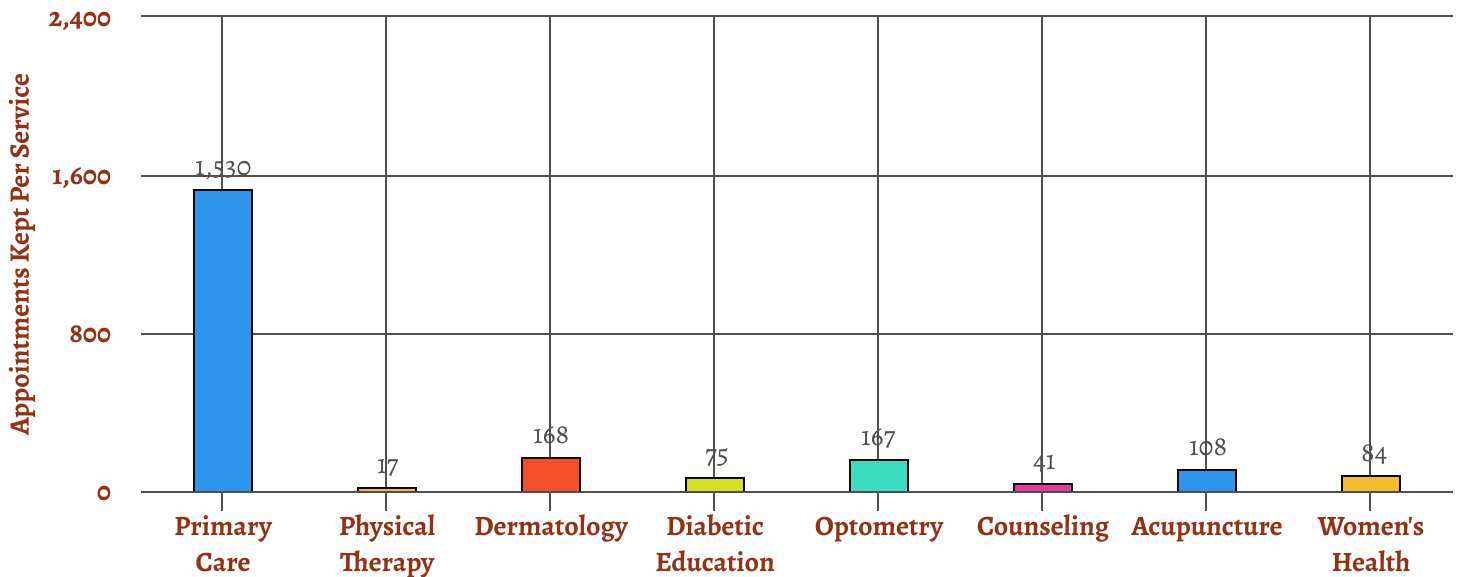
**84**

Primary Care  
Appointments

**1,530**

Clínica Amistad provides many in-clinic services such as: medical evaluations and treatments, dermatology screenings, diabetes management and education, social services support, referrals to community specialists, and acupuncture, optometry, and physical therapy. Appointments can be made in advance, or patients may be seen on a "walk-in" basis.

## Services Provided in 2019-2020



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# Our Services/Nuestros Servicios

Average Plasma  
Glucose Reading

**141.1 mg/dL**

Average Blood  
Pressure Reading

**136.2/79.8  
mmHg**

Average Weight

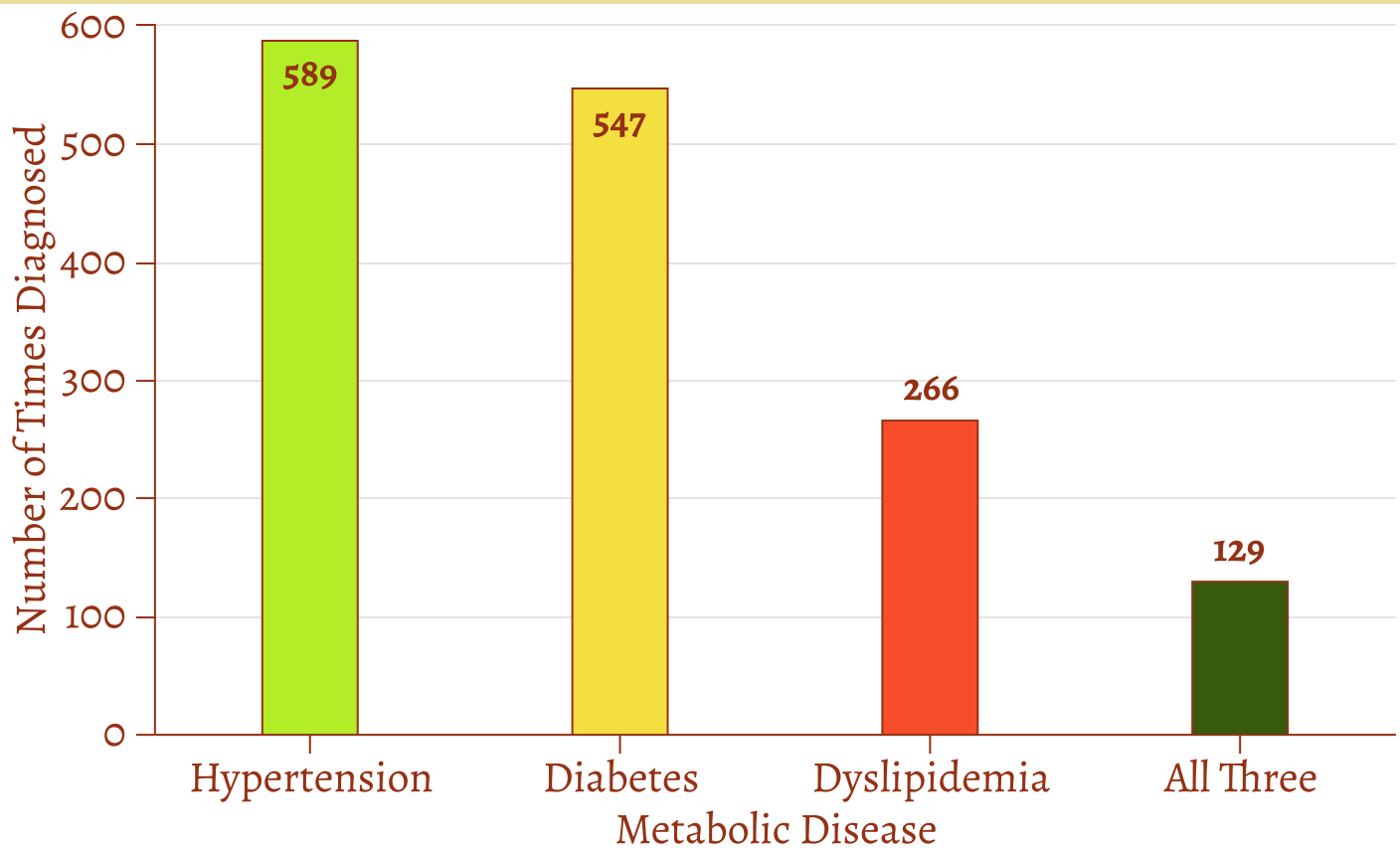
**185.8 Lbs**

Average Height

**64.7 inches**



## 2019-2020 Metabolic Disease Prevalence



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# Support From Our Community/ Apoyo de Nuestra Comunidad

## Annual Gala and Silent Auction

Over 180 people gathered in the Scottish Rite Cathedral in downtown Tucson on November 9th, 2019 for Amistad y Salud's 8th annual Gala Dinner and Silent Auction. In addition to the usual festivities, the clinic honored U.S. Representative Raúl Grijalva and his wife, Ramona, with our Community Impact Award for the "amazing work they do to champion the underserved in our community." The gala raised over \$30,000. We are so grateful to our gala sponsors, those who attended the gala, and to those who make contributions throughout the year.



**Clínica Amistad is a non-profit 501(c)3 organization** and is supported by grants, private donations, patient donations, and contributions from generous community partners.

## Community Funding

*The Stonewall Foundation*

*Cardinals Charities*

*Arizona Community Foundation*

*Z Fund*

*Southwest Gas Corporation Foundation*

*Poverello House of Tucson*

*Pima County Community and Workforce Development*

*City of Tucson*

*Desert Diamond Casinos and Entertainment*



# Clínica Amistad





# Our Goals for 2021/Nuestras Metas para 2021

## Increase Financial Resources

Continue developing community partnerships and applying for grants.



### Goal 1

## Cultivate Senior Leadership

Continue developing clinic personnel and Board of Directors.

### Goal 2



## Enhance Working Relationship with UArizona

- Increase outreach efforts to student organizations and UArizona Health Sciences programs.



### Goal 3

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Clínica Amistad's care would not be possible without the assistance from people like you. If you feel moved to help us continue our work, please consider a contribution. You can give securely on-line at Clínica Amistad's website: [clinicaamistad.org/donate](http://clinicaamistad.org/donate).

If you wish to donate by check, please send it directly to:

Clínica Amistad  
PO Box 27284  
Tucson, AZ 85726

*¡Muchísimas Gracias!*



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