

WE CARE FOR SOUTHERN ARIZONA'S CHILDREN AND FAMILIES



2017



2017 Report to the Community



**Children's
Clinics**

Comprehensive Care for Kids & Teens

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Special Thanks

To our dedicated partners for their support of our mission and work at Children's Clinics.



Thanks

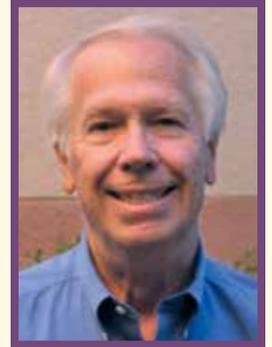
"Thanks" is one of those words we use in our society that can be the simple thank you we say when someone opens a door for us or as we checkout at the grocery store. It is also one of those words that can be so packed with meaning – a deep meaning that comes from our hearts when we are very thankful for those precious things that others do for us. It is those heartfelt thanks that I now express as Chairman of the Board. It is the thanks to all of those who have served and are currently serving on our board. It is the thanks to members of our medical staffs, both past and present. It is the thanks to all of the employees and volunteers. It is the thanks we give to all those who donate and support our mission. It is the thanks we give to the hospital partners who support the special mission of the Clinic – Banner University Medical Center and Tucson Medical Center. It is the thanks to the physicians of the College of Medicine and the physicians and dentists in the Tucson community. It is also thanks that we give to AHCCCS

and United HealthCare who recognize the unique needs of the children and families we serve. It is the thanks to Square & Compass whose generosity is foundational to the model of care that is provided to the children and families whom we serve – support which has continued for decades. And, it is our thanks to all of you, who are reading our annual report and continue to help and advocate for the needs of others.

Therein lies our deep and heartfelt thanks.



Tracy P. Nuckolls
President, Board of Directors



Dear Friends

The year 2016 was full of change, growth, and successes for Children's Clinics. Thanks to your dedication and generous support, together we accomplished a great deal. We continue to care for children and families every day in Southern Arizona, working towards a vision of strengthening our community.

After more than 25 years of pursuing our mission to "provide a family-centered, comprehensive medical home", we have learned the importance of finding balance. As a healthcare organization, we know we have to be innovative and nimble enough to evolve with our community, while also respecting our history which is our legacy. Together with our philanthropic partner, Square & Compass (who has a 70 year history of caring for Tucson's children) and our clinical partners Tucson Medical Center, Banner University Medical Center, University of Arizona College of Medicine, and many Tucson community providers, we continue to provide comprehensive, interdisciplinary care to some of Southern Arizona's most vulnerable children.

In 2016, Children's Clinics saw significant transformation. Here are just a few examples:

■ **Leadership changes:** After being with the Clinic for five years, former CEO, Mimi Coomler, accepted the position of Chief Nursing Officer at Tucson Medical Center. As the newly appointed CEO, I am committed to carrying on her passion and dedication to our families.

■ **Services:** The Clinic is continually seeking opportunities to better meet the medical needs for our families. This year the Clinic achieved a record number of 31,874 visits. Additionally, we, partnered with Tucson Medical Center, Banner University Medical Center, and community providers to launch a pediatric palliative care program and a specialty program for

Autism Spectrum Disorders. The Clinic continues to experience tremendous growth in our rehabilitative therapies, behavioral health program and primary care services. Acknowledging that visiting your doctor can often be a scary experience, we have implemented a "C.O.M.F.O.R.T. Promise" that commits to utilizing tools to alleviate anxiety, pain, and fear associated with every visit.

■ **Fund Development:** In order to truly enhance the quality of life for our patients, we have recognized that they have more than just medical needs, and that insurance and government funding does not cover all of these needs. In 2016, we began concentrating more actively on seeking philanthropic support from the community to sustain some of our most meaningful initiatives. Our efforts resulted in more than doubling the number of donors, and a 244% increase in donations.

Children's Clinics is proud to be the legacy of many of Tucson's impactful healthcare organizations and is steadfast in its commitment to providing exceptional quality medical care, while also continually seeking opportunities to meet our families' social needs. On behalf of our staff, Board, patients and families, thank you for your support. We look forward to another great year of partnering with our community to make a difference.

With gratitude,



Jared Perkins
CEO



2016 IMPACT

Donors

255 individuals gave a gift to help the kids at the Clinic

“ My husband Dan and I give to Children’s Clinics because we care about the very special kids that they serve. Children’s Clinics is a **one-of-a-kind** place for children and families in our community, and we are so grateful for the remarkable **impact** of this organization. We are proud to support all of the meaningful work they do.”

– Adaline Klemmedson

Two of our **most committed donors**, have given generously to the clinic for many years.

Dr. David Parry
Dr. Elias Stratigouleas

Not only do these remarkable physicians give of their time and expertise each year, they also generously donate their salaries back to Children’s Clinics. In 2016, this equated to 249 kids seen at the Clinic. Dr. Parry and Dr. Stratigouleas, like you, are the reason we are able to provide exceptional care to our kids.



Children

31,874
visits in 2016

5,066
unique kids

Volunteers

66 volunteers contributed

2,900+ hours of service

277 special event volunteers contributed

1,165 hours during annual events



Staff

94 staff committed to improving the lives of our kids and families

Donor Spotlight

Why I Give to Children's Clinics

“ From the first moment I walked in the door, I've been emotionally invested in the work of the Clinic. All it took was one look at the beautiful building, seeing all of the beautiful kids that spend so much of their time here, and observing the caring, supportive staff to know that I am supporting a charity that has an incredible impact in our community. I give to Children's Clinics because there isn't anywhere else like it. They take care of the most vulnerable children in our community, and I know that my gifts go directly to helping these kids. I am so proud to be part of the Children's Clinics family, and I know that I play an integral role in taking care of these children.”



About Gina Murphy-Darling

You might know Gina better as “Mrs. Green” from Mrs. Green's World, where she is raising environmental IQs and inspiring a global community of people to live life in a way that supports healthy people, healthy communities and a healthy, sustainable planet. You might also know Gina as a local friend, philanthropist, and community leader in Tucson, Arizona. Gina spent 30 years of her career dedicated to social services, and connects deeply with the mission of Children's Clinics.



You Can Give to Help Our Kids!

There are many ways that you can give to the kids of Children's Clinics:

- Cash gift
- Arizona State Tax Credit
- Community fundraiser
- Appreciated securities
- Bequest gift
- Beneficiary of a life insurance policy or retirement plan
- IRA required minimum distribution rollover
- Volunteer

For more information on giving, please call us at 520-324-3026 or email us at info@childrensclinics.org

Donate Online!
www.childrensclinics.org

Click the 'donate' button in the top right corner.

Volunteer Spotlight

Why I volunteer at Children's Clinics

“ I love volunteering at Children's Clinics. The staff and doctors treat me like I'm part of the team and I feel truly appreciated by the patients and families. Sometimes parents need to briefly escape the stress of being a parent of a child with special healthcare needs. Snowflake and I provide them with that relief. I think families also sometimes worry about being accepted. When I come to the clinic I don't see the kids as patients with disabilities. I see them as children who are part of a loving, caring family. This clinic is a really unique place. My job is very special and I feel responsible for making sure the families, patients, and providers all feel supported.”



About Carolyn McKee and Snowflake

Carolyn has been a volunteer at Children's Clinics for nearly five years, and she and her pet therapy partner, Snowflake, play an integral role in the clinic.

Snowflake is just one of many of Carolyn's rescued animals. “I help them get certified as therapy animals after they've survived really tough lives, and then I get to see them totally transform and find purpose and joy again,” says Carolyn, who has two other dogs and three cats. They go from neglected and alone, to being treated as important and valued.” Something many of the kids at Children's Clinics might be able to relate with. “Snowflake is incredibly spoiled by all the treats that she gets from nurses in the clinic. The Clinic truly takes care of everyone that is a part of the Children's Clinics family.”

Impact of Giving

*Gifts from our generous donors make it possible for our **5,000+ children** to experience the joys of childhood. **Your gift** makes it possible for **all** of our kids to enjoy meaningful childhood experiences that are not covered by insurance, but are essential to their quality of life. For that, we are so grateful.*

Patient Story

At age six it became apparent that our son, DJ, was very quickly losing his ability to hear. As we wrestled with our fears for him, our pediatrician connected us to Children's Clinics.

Our nerves were calmed a bit when we were greeted at the Clinic and saw the children in the lobby watching movies, saw the games and crafts for the kids, a beautiful fish tank, and more. It helped put our minds slightly at ease. I remember thinking "Maybe this *would* work out... Maybe this is not just a professional healthcare facility, but one that really cares about kids."

Mary, our audiologist, took the time to listen as we poured out our hearts and asked question after question. She was there not only for DJ but for my wife, Kim, and me, always going the extra mile.

DJ's diagnosis of progressive bilateral hearing loss was followed by several months of visits to Children's Clinics, seeing several interdisciplinary teams. Each time, we were treated with kindness, love, and respect, and the doctors and staff took the time to answer all of our questions, and also to make sure DJ was well cared for.

DJ was later diagnosed with bilateral enlargement of the vestibular aqueducts and a bicuspid aortic valve. But we had the answers we needed and knew that treatment was available. DJ adapted almost immediately to wearing hearing aids in both ears, and we saw improvement in his social and learning skills.

DJ was now able to enjoy life more, from shooting hoops, seeing the Diamondbacks play (he's a Diamondbacks SUPERFAN!) or enjoying a movie with his mom and dad. His progressive hearing loss continued, however, and his hearing aids finally reached their limits.

The Clinic then introduced us to cochlear implants, and DJ became a candidate. New-found hope brought tears to my eyes as we learned that implants would mean he would always have some level of hearing available. The surgeries were completed flawlessly



by Dr. Parry, another medical professional we met at Children's Clinics.

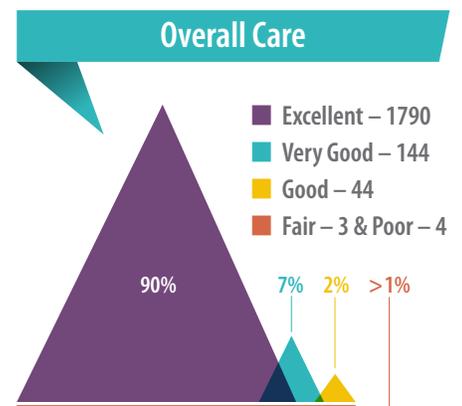
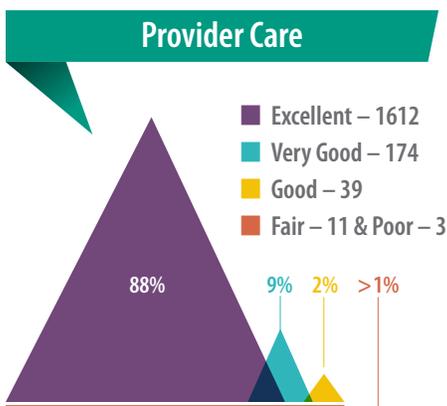
The implants work far beyond our hopes and dreams. With his implants he now hears better than I believe he ever did with hearing aids. It is absolutely amazing. From music, to speech, to going to a ballgame, DJ hears everything, and his learning and social growth have improved.

What a roller coaster of emotions this has been for us, from deep fear and sadness initially to a glowing heart, and knowing that our son is, and continues to be, taken care of. DJ has remained extremely strong this entire time. Now three years later, DJ is almost nine. I couldn't be more proud of my son's strength, as he continues to be a fun-loving, kind-hearted soul. He will do amazing things in his life, due in large measure to what Children's Clinics has done for him.

From the bottom of my heart, thank you... all of you. **You are making a difference.** Thank you.

– David J. Jacobson (DJ's father)

Patient Satisfaction - 2016



What We Do and What's New

Our Services

Pediatric Sub-Specialties

Anesthesiology
Cardiology
Dental and Orthodontia
Developmental Pediatrics
Pediatric
Dermatology **NEW!**
Endocrinology
Ear, Nose, & Throat
Gastrointestinal
Genetics
Hematology
Nephrology
Neurology
Neurosurgery
Ophthalmology
Optometry
Orthopedics

Osteopathic Manual
Manipulation **NEW!**
Palliative Care **NEW!**
Pediatric Surgery
Plastic Surgery
Pulmonology
Rheumatology
Urology
Wound Care

Rehabilitation Services

Audiology
Nutrition
Occupational Therapy
Physical Therapy
Speech & Language
Therapy

Support Services

Child Life Specialists
Education Specialists
Lab Technicians
Medical Social Workers
RN Care Coordinators
Pet Therapists
Radiology Technicians

Primary Care

Pediatrics
Internal Medicine
Family Nurse Practitioner

Behavioral Health

Board Certified Behavior Analyst
Counselors
Psychologists
Psychiatrists



“ The clinic is a place of daily miracles. It is a place where loving families, dedicated providers and inspired administrators come together to improve lives. We may not always cure, but, together, we almost always make it better. It is a place of intense challenge, hard work, immense compassion and kindness.”

– Dr. Sydney Rice,
Medical Director

Enhancing Family and Childhood Experiences

- Spring Festival
- Back-to-School Fair
- Halloween Party
- Holiday Toy Days
- Adaptive Recreation Program
- Teen and Young Adult Group



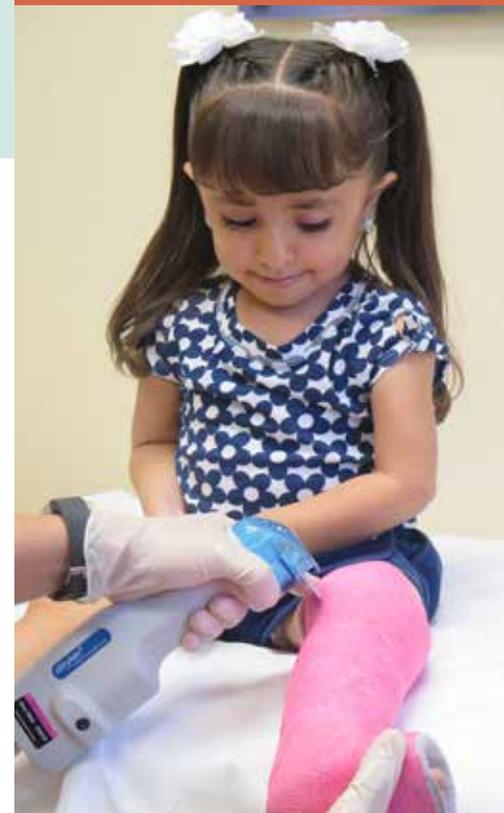
New! Palliative Care

Solace

Our new palliative care clinic, the **Solace** program, is a family-centered program that provides supportive care for children with chronic diseases. This multi-disciplinary approach addresses the disease process, reducing hospitalizations, and decreasing pain in order to improve quality of life. The team consists of physicians, social workers, registered nurses, and chaplains. **Coming in 2017!** A partnership with “Integrative Touch for Kids” to bring massage and alternative therapies to our palliative care services.

Our Comfort Promise

Our commitment is to minimize pain and anxiety for invasive procedures, immunizations, and blood draws in all of our clinics. Our new “Comfort Promise” includes child life, medications that decrease pain from injections, and distraction techniques to promote relaxation.



ADAPTIVE RECREATION



Where it all started

Emory and her mother, Adiba, refuse to be held back by Emory's medical condition of Cerebral Palsy. Emory was our first recipient of an adaptive tricycle and immediately started using it to play, learn, and grow. Emory and Adiba were so moved by the gift of her trike that Emory, in turn, raised over **\$3,000** to buy trikes for other kids *just like her*.



AMBUCs, Our New Partner

AMBUCs is committed to enhancing mobility and independence for people with disabilities. In the Fall of 2016, Children's Clinics was selected as the primary beneficiary of the AMBUCs national conference. Children's Clinics staff joined over 150 community volunteers to assemble and gift tricycles to 60 children in southern Arizona. Following this truly inspiring event, Children's Clinics partnered with AMBUCs to form a local chapter dedicated to fundraising, fitting, and granting trike wishes locally.

97 The number of trikes given to our kids in 2016.



Our 1st Year in El Tour de Tucson

Children's Clinics formed our inaugural El Tour de Tucson team this year to raise awareness and support for our Adaptive Recreation Program, which empowers children with special needs to participate in sports.

\$17,000

The total amount raised by our 16 adult riders.

66 The number of kids in adaptive tricycles that rode in the "Fun Ride".

OUR COMMUNITY

We understand that caring for a child with a complex illness is not only difficult and stressful, but it also robs kids of their childhood. We do everything we can to make sure families have every opportunity possible to experience the joys of childhood. This includes quarterly events hosted specifically for our kids and their families. These events would not be possible without the support of our generous staff, volunteers, donors, and community partners.

Spring Festival



150+ kids

- Easter bunny and egg hunt
- Games and Crafts

Thank you Square & Compass!



Back to School



400+ kids

Thank you UHC!

- Free school supplies
- Resource Fair
- Haircuts
- Games and Crafts



Halloween



250+ kids

- Accessible Haunted House
- Trick-or-Treating
- Games and Crafts

Thank you Chapman Green Team!



CHAPMANTUCSON.COM

Holiday Toy Days



2000+ kids

- Santa and Mrs. Claus
- Toy Workshop
- Games and Crafts

Thank you Vantage West!



Square & Compass



As we celebrate our 70th Anniversary, Square & Compass continues to provide families in Southern Arizona with an exceptional facility for children with the most complex healthcare needs. It gives us great pride to know that Square & Compass' original vision of caring for medically challenged children has not changed throughout the years.

Our founder's vision began in a small playhouse with one clear mission in mind... to provide rehabilitation services for children. We have honored that mission for 70 years by adapting to meet the current needs of the clinic's patients whenever possible. Square & Compass, with the help of faithful donors, is able to provide a state-of-the-art facility for families struggling with unique and complex healthcare needs.

Square & Compass owns and manages ongoing enhancements of the building that Children's Clinics calls home. This allows Southern Arizona's pediatric doctors, nurses, therapists, and other specialists to care for our children in a warm and inviting environment. We also assist with the cost of healthcare for uninsured and underinsured children and teens.

Additionally, Square & Compass hosts the Shriners for Children Medical Center Outreach Clinic twice a year to serve children in Southern Arizona and Northern Mexico who require consultation or follow-up appointments. We welcome the Los Angeles physicians to Tucson and help them facilitate the visits with their young patients who live in our region.

We are proud of our role in these honorable endeavors, and are humbled daily by donor contributions that allow us to continue to fulfill this critical mission in our community.

With Gratitude,



Van Elrod
President
Board of Directors,
Square & Compass
Children's Clinic



Amy Burke
Executive Director
Square & Compass
Children's Clinic



Square & Compass Building
2600 North Wyatt Drive | Tucson, Arizona 85712

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Amy Burke, Executive Director
Jared Perkins, Children's Clinics CEO



Ivan's Story



Ivan, who is now 24 years old, has been a patient at Children's Clinics for more than 17 years. Ivan began coming to the clinic for treatment of Cerebral Palsy, severe seizures, and Congenital Tracheomalacia. With the care and treatment he has received from a Cerebral Palsy team, neurologist, ENT, ophthalmologist, dentist, and primary care physician, Ivan has been able to lead a more comfortable, happy, and productive life.

The relationship Ivan has with his parents is awe inspiring. They are completely devoted to him and providing the care he needs. Sabino, Ivan's dad, said, "He is our source of energy to keep going. His will to live is a great inspiration to us." Ivan enjoys making music with Sabino. Ivan's mom, Antonia, helps him create beautiful works of digital art that are turned into heartfelt greeting cards. Though Ivan struggles with his health from time to time and is unable to venture out on public outings as much as he'd like, there is no shortage of social interaction with his family and friends. Ivan enjoys telephone and video calls from his grandparents and very close friends.

Sabino shared that Children's Clinics and Square & Compass have been a blessing to their family. Walking through the halls is very much like walking in their own home, but with a few more caring hands. They always receive smiles and prompt answers to their questions and concerns regarding Ivan's health. Children's Clinics and Square & Compass are not only with them when they are here, but have become an important part of their lives. They have had great experiences and have made life-long memories at the Clinic. Sabino commented, "From the front desk to the Square & Compass office, and in between, people have been so wonderful. Many of Ivan's experiences may have never occurred without the support of Children's Clinics and Square & Compass, and we know we are not the only ones blessed by their support. BIG THANKS!"

The partnership between Children's Clinics and Square & Compass has allowed Ivan and kids like him to receive complex medical care, and so much more, under one roof. With the help of contributions made by generous donors, we also lessen the burden on families, like Ivan's, that face these complicated issues every day.

To see music videos and artwork created by Ivan and his parents visit:
<https://www.youtube.com/user/saby7>

<https://www.facebook.com/Antonia.Ivan>

Over the past year, Square & Compass has fulfilled **400** requests for medical assistance to children for items such as:

- Prescriptions
- Lab Work & X-rays
- Prostheses & Orthotics
- Doctor Visits & Outpatient Hospital Procedures
- Medical ID Bracelets
- AmTrykes (Adaptive bikes designed for children with disabilities)
- Various other items not covered by insurance





**Children's
Clinics**

Comprehensive Care for Kids & Teens

Square & Compass Building | 2600 North Wyatt Drive, Tucson, Arizona 85712

Phone 520-324-5437 | Toll Free 1-800-231-8261 | Fax 520-324-3128 | E-mail info@childrensclinics.org

www.childrensclinics.org | squareandcompassclinic.com



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