



# Children's Clinics

*Comprehensive Care  
for Kids & Teens*



2018 | REPORT TO THE COMMUNITY

LEADERS IN MEDICAL CARE, COMFORT, AND SUPPORT



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# LETTER FROM LEADERSHIP

Happy 2018!

For nearly 28 years, Children's Clinics has provided exceptional care for children and their families in southern Arizona. Year after year, we continue to grow and evolve with our community. Last year, we saw over 33,000 visits from our kids! In this report, we hope to share with you some of our most meaningful moments of 2017, share our vision for 2018, and express our gratitude for so many of you who make our successes possible.

We understand that families with children who have complex medical needs face challenges that are often significantly different than families with typically developing children. At Children's Clinics, we know that our families may not be able to take their child in a wheelchair/walker "trick-or-treating" for Halloween. We know that navigating a busy shopping mall to take a photo with Santa may not be possible. We also know that our kids might need an adaptive tricycle if they want to experience the freedom and joy that comes with riding a bike. That's why in addition to the expert medical, rehabilitative, behavioral health and specialty care that we conveniently provide, we do everything we can to provide normal childhood experiences for our children. We strive to provide more than just a visit to the doctor, we want to create positives memories that will last a lifetime.

The Children's Clinics provides comprehensive medical care for more than 5,000 families, in an environment that aims to reduce the stress and anxiety of living with a complex medical condition. We make it easier for everyone to navigate and manage their unique care needs by offering services like child life, care-coordination, and our new family support services. But we couldn't do what we do without our generous partners.

We are the legacy of dedicated community partners that together have been serving southern Arizona for over 70 years. We are tremendously grateful for our employees, physicians, dentists, board members, donors, volunteers, and friends who make the Clinic experience excellent. We are grateful to our partners, Square and Compass, Tucson Medical Center, and Banner University Medical Center for their ongoing support of our mission and vision. And we are grateful for you—the one reading our report, and sharing in our commitment to our children, families, and community.

Sincerely,



  
Jared Perkins  
CHIEF EXECUTIVE OFFICER



  
Tracy Nuckolls  
PRESIDENT, BOARD OF DIRECTORS

## GRATITUDE:



*We are so grateful for our committed partners and their ongoing support of our mission and their dedication to serving children and families in southern Arizona.*



Banner  
University Medical Center  
Tucson





# 2017 IMPACT



We serve  
**5,009** kids!  
In 2017 our kids came in  
for **33,852** visits!

**61** volunteers  
who spent  
**3,600+**  
hours helping  
to make our  
families feel  
supported!



**99** staff  
employed  
by the Clinic and  
dedicated to  
improving the lives  
of our children,  
families, and  
community

**283** special  
event volunteers  
who spent a total of  
**1,000+** hours  
working to make our  
clinic events a success!



**460**  
unique  
donors





## What is Child Life?

At Children's Clinics, our Child Life Specialists provide developmentally-appropriate education, preparation, support, and activities to help ease the stress and anxiety that is often felt in the healthcare environment.



## Did you know?

Children's Clinics is one of the few outpatient clinics to offer Child Life services.

## Behavioral Health is Growing!

We've added a new service for our patients and families. **Family Support Services** provide patients and families with short-term counseling outpatient services. Our trained professionals can help address things like stress, difficulties with transitions, grief and loss, anger management, coping skills, and communication strategies, and much more. Patients and/or their families can meet with a licensed professional for up to three sessions and may explore guided imagery, mindfulness, or expressive arts.



## Our Services

### PRIMARY CARE

PEDIATRICS  
INTERNAL MEDICINE

### PEDIATRIC SUBSPECIALTIES

ANESTHESIOLOGY  
CARDIOLOGY  
DENTAL & ORTHODONTIA  
DEVELOPMENTAL PEDIATRICS  
PEDIATRIC DERMATOLOGY  
ENDOCRINOLOGY  
EAR, NOSE, & THROAT  
GASTROENTEROLOGY  
GENETICS  
HEMATOLOGY  
NEPHROLOGY  
NEUROLOGY  
NEUROSURGERY  
OPHTHALMOLOGY  
OPTOMETRY  
ORTHOPAEDICS  
OSTEOPATHIC MANUAL MANIPULATION  
PALLIATIVE CARE  
PEDIATRIC SURGERY  
PLASTIC SURGERY  
PULMONOLOGY  
RHEUMATOLOGY  
UROLOGY  
WOUND CARE

### MULTIDISCIPLINARY CLINICS

CEREBRAL PALSY  
NEURO CUTANEOUS  
NEUROMUSCULAR  
CLEFT CARE  
ORAL MAXILLARY  
SPINA BIFIDA- CHILD AND TEEN  
SICKLE CELL  
DOWN SYNDROME CLINIC

### REHABILITATIVE THERAPIES

PHYSICAL THERAPY  
OCCUPATIONAL THERAPY  
SPEECH & LANGUAGE THERAPY  
AUDIOLOGY  
NUTRITION

### SUPPORT SERVICES

RN CARE COORDINATORS  
EDUCATIONAL SPECIALISTS  
CHILD LIFE SPECIALISTS  
LAB TECHNICIANS  
RADIOLOGY TECHNOLOGISTS  
PET THERAPISTS  
MEDICAL SOCIAL WORKERS

### BEHAVIORAL HEALTH

BOARD CERTIFIED BEHAVIOR ANALYSTS  
COUNSELORS  
PSYCHOLOGISTS  
PSYCHIATRISTS  
FAMILY SUPPORT SERVICES



Children's  
Clinics



# NEW! Down Syndrome Clinic

In partnership with Southern Arizona Network for Down Syndrome, we launched our first ever multidisciplinary Down Syndrome Clinic. Clinics are held monthly and are designed to serve both young children and adolescents. There are over 30 children currently being seen in these clinics.

## SPECIALTIES FOR CHILDREN:

MED PEDS | OPHTHALMOLOGY | REGISTERED DIETITIAN  
PHYSICAL THERAPIST | AUDIOLOGY | RN CARE COORDINATOR  
MEDICAL ASSISTANT | SOCIAL WORKER  
EAR NOSE AND THROAT | EDUCATION SPECIALIST

## SPECIALTIES FOR TEENS:

MED PEDS | OPTOMETRIST | REGISTERED DIETITIAN  
PHYSICAL THERAPIST | AUDIOLOGY | RN CARE COORDINATOR  
MEDICAL ASSISTANT | SOCIAL WORKER

Monica Cook, PT working with a patient in the clinic



## Family Advisory Board (FAB)

Our FAB Team celebrated their one year anniversary in 2017! The FAB meets monthly and provides a venue for patients and families to advocate for themselves. This group of committed parents and advocates works in partnership with the leadership and clinical staff of Children's Clinics to generate ideas about initiatives that would improve our services to the community and provide ongoing feedback and advice regarding quality, patient safety, and the overall experience of our patients and families



**Adrienne Crawford**  
FAB TEAM MEMBER  
SANDS REPRESENTATIVE

*Learn more about  
Adrienne and Bentley  
on Page 9!*



# WELCOME Raising Special Kids!

We've expanded our education support services and welcomed a new partner, Raising Special Kids. Raising Special Kids serves approximately 35 families every month. Their services include a parent information network, parent support, and educational workshops.

## WORKSHOPS:

POSITIVE BEHAVIOR SUPPORT

IEP/504 PLAN

GUARDIANSHIP

*Workshops are scheduled once a month and by request.*



**Our partnership with Pilot Parents, another education advocacy organization, is still strong. Both Pilot Parents and Raising Special Kids are located right in our building!**

## Integrative Touch for Kids (ITK)

Integrative Touch for Kids (ITK) shared many special moments with us this year. Not only do they offer services in our pediatric palliative care clinic, but they also hosted their first two "Healing Circles" at the Clinic in 2017. Healing Circles are a place for families to receive integrative wellness therapies, play, and find a sense of community – free of charge. Therapies include bodywork, acupuncture, sound healing, energy therapies, play, art, and movement therapies like Tai Chi, Qi Gong, and many more.



Integrative Touch for Kids





# BRIGHTER

## Making Childhood Brighter

The Clinic recognizes that having a child with special healthcare needs can make it difficult for families to enjoy all of the fun, "normal" childhood experiences. We are committed to bringing those experiences to our families. We host several events throughout the year to promote kids just being kids and to foster a sense of community at the Clinic.



## 2017 Highlights

- Spring Festival
- Back to School Fair – Thank you, **Chapman Automotive** for donating **500** backpacks!
- Halloween Party
- Holiday Toy Days – Over 2,000 children received a toy for the holidays
- ITK Healing Circles
- Teddy Bear Clinic
- El Tour de Tucson – 192 kids and families participated in the Children's Clinics El Tour Fun Ride Team!



THANK YOU  
to our generous sponsors!





## EVERY Child is an Athlete.

Shouldn't every child be able to experience the freedom and joy of riding a bike? We think so. And we've spent the past two years committed to putting smiles on faces and wheels on the ground. Our adaptive recreation program is designed to help kids do things like ride a bike, play sports, or get involved in the arts. 2017 was a successful year filled with lots of growth, and even more is on the horizon for the future. Stay tuned!

## Did you know?

In 2017, our adaptive recreation program gave away 95 bikes!

The Adaptive Recreation Program holds a series of mini-events throughout the year to continue to grow; Our 2017 events included:

- Bikes and Brews! At Catalina Brewing Company
- Get Into Gear! At Borderlands Brewery
- El Tour de Tucson practice rides
- El Tour de Tucson main event
- El Tour de Tucson Fun Ride
- Kyle's Eagle Scout Project

Loved one of our events? Let us know! We're getting the wheels spinning on our 2018 events!






# MEET BENTLEY!

Bentley is one of the kindest nine-year-olds you may ever meet. He's active, inquisitive, and a true jokester. Bentley takes gymnastics, plays soccer, and loves riding the tandem bike with his family. Bentley also has Down Syndrome.

Bentley and his family moved to Tucson from Detroit, Michigan in 2015 when Bentley's dad took a new position in a multispecialty clinic (Hint—it's here! Dr. Crawford is a Med/Peds physician in our Primary Care department). Their family likes to go camping and travel, and Bentley is always up for an adventure!

 **Bentley has a special zest for life and knows how to make the fullest of any occasion!"**

— Adrienne —

When Bentley visits the Clinic, he loves watching movies in the lobby. He also loves going to visit his dad upstairs. The Clinic, to Bentley and his family, is a home away from home. Like many of our kids, our staff know Bentley and his siblings by name and are always happy to see them.

Bentley's mom, Adrienne, is active in our community, as well. As a member of the Children's Clinics Family Advisory Board, and as the Southern Arizona Network for Down Syndrome Representative, she has a powerful voice as an advocate for her children and all children in our region.

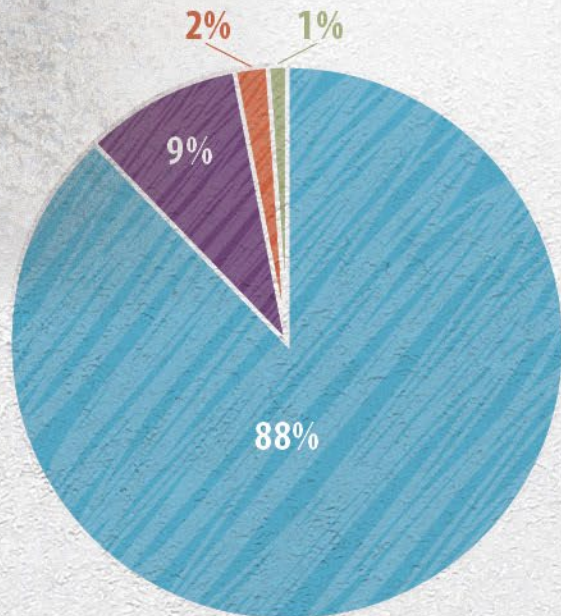
Adrienne says this about Bentley: "He is extremely witty and knows how to make people laugh. He's also very sensitive and worries about people who are hurt or sick. Bentley has a special zest for life and knows how to make the fullest of any occasion! He has a contagious laugh and a joyful spirit!"





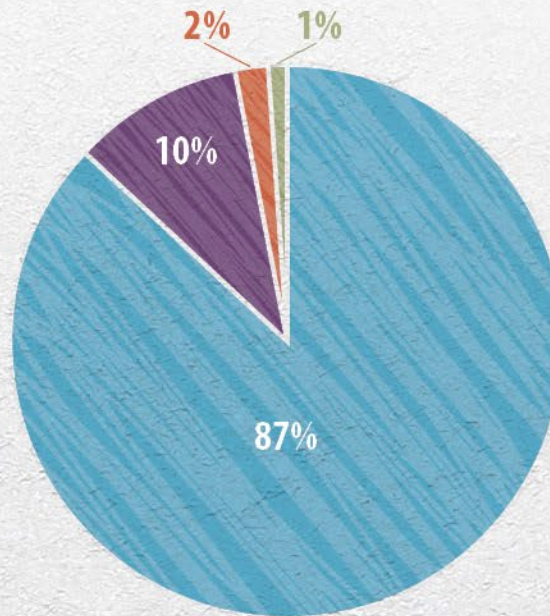
# PATIENT SATISFACTION

## Please Rate Your Overall Experience



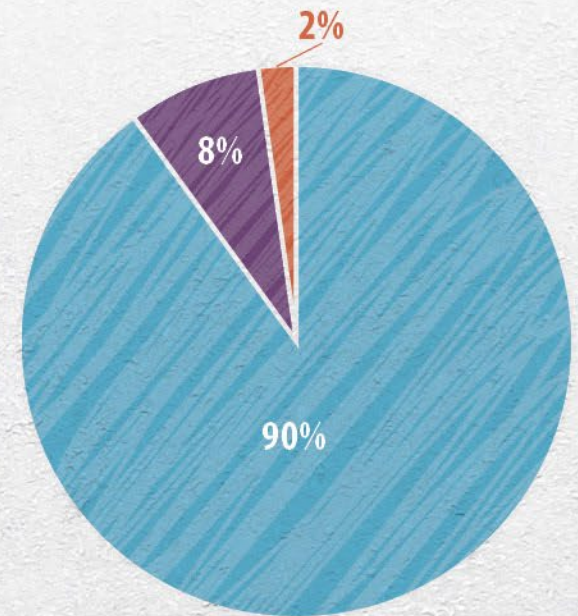
- Excellent
- Very Good
- Good
- Fair

## Please Rate The Care You Received From The Children's Clinics Staff



- Excellent
- Very Good
- Good
- Fair

## Please Rate The Care You Received From Your Doctor or Therapist



- Excellent
- Very Good
- Good

We're proud of the patient experience we offer at Children's Clinics. In 2017, we collected over 1300 patient satisfaction surveys. We greatly appreciate feedback and work hard to create the experience our families deserve.





## Angel Heart Pajama Project Library



Angel Heart Pajama Project generously donated a Library to Children's Clinics in May of 2017. The Library is named in fond memory of Graciela Lopez, Founder of Angel Heart Pajama Project. Children are invited to visit the library, read, and to take a book home for their very own each time they are at the Clinic. Between May and December 2017, Angel Heart Pajama Project supported the literacy needs of children at the Clinic by providing nearly 3,000 books in both English and Spanish. The Volunteers and Board of Directors of Angel Heart Pajama Project participate and volunteer in many of the Children's Clinic activities.

## Lots of Love for Little Hooves and Big Hearts!



Little Hooves & Big Hearts is a nonprofit organization located in Oracle, Arizona that provides equine therapy. Every six weeks, the miniature horses and their handlers make the trek down to Tucson to visit the families and staff at the Children's Clinics. These horses may seem small in size but they have a big mission, which is to improve the physical and emotional well-being of our children by providing positive interactions and a fun environment.





# VOLUNTEER SUPERSTAR!

## Bradley Lewis

Brad's been a volunteer with Children's Clinics since November 2016. As a volunteer, Brad plays a role in ensuring the patients and families that visit the Clinic have the best possible experience. He greets the families with a hospitality cart full of snacks, coffee, and water and makes them feel comfortable. Families often have to wait with their children before their appointment, so this is the time where volunteers have the biggest impact. Volunteers are equipped with a wide range of toys and crafts to do with kids to help time pass.



We asked Brad why he volunteers at the Clinic.

"Interacting with the children and putting a smile on their face is why I volunteer. The kids and families that come to the clinic are usually from a lower socioeconomic status and may be struggling to get by. When they come to the clinic, I can have a positive impact on the kids and just play games and make crafts while the parent can relax and not worry about keeping their child busy. Allowing kids to have an enjoyable time at the clinic and be happy when they leave is why I love working at Children's Clinics.

I will be applying to medical school in June and want to become an orthopedic surgeon where hopefully I can volunteer my time with Doctors without Borders and other local organizations to provide medical for the disadvantaged.



**Interacting with the children and putting a smile on their face is why I volunteer."**

Bradley Lewis

## Ways to Give

The staff and providers at the Clinic are able to enhance the lives of our children and families because of generous community support. You can give to help our kids in many ways:

- Cash gift
- Arizona State Tax Credit
- Community Fundraiser
- Appreciated stocks
- Bequest gift
- Beneficiary of a life insurance policy or retirement plan
- IRA rollovers
- Volunteer

To find out which options are right for you, please call us at 520-324-3026 or email us at [info@childrensclinics.org](mailto:info@childrensclinics.org)

## Donate Online!

[www.childrensclinics.org](http://www.childrensclinics.org)

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

## Impact of Giving

Gifts from our friends, volunteers, and donors make it possible for 5,000+ children in southern Arizona to enjoy meaningful childhood experiences that are not covered by insurance, but are essential to their quality of life. For that, we thank you sincerely.





## Square & Compass Board of Directors

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## Ex Officio Directors

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Executive Director

**Jared Perkins**  
Children's Clinics CEO



For more than 70 years, Square & Compass has provided families in Southern Arizona with an exceptional healthcare facility where children with the most complex medical conditions can receive care. It gives us great pride to know that Square & Compass's original vision of caring for medically challenged children, has not changed in all those years.

Our founders' vision began in a small playhouse with one clear mission in mind: to provide rehabilitation services for children. We have honored that mission, for more than 70 years, by adapting to meet the current needs of the clinic's patients, whenever possible. Square & Compass, with the help of faithful and generous donors, is able to provide a state-of-the-art facility while lessening the burden on 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.

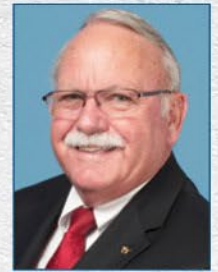
Square & Compass is also host to the Shriners for Children Medical Center Outreach Clinics twice a year. The Outreach Clinics serve children in Southern Arizona and Northern Mexico who require consultation or follow-up appointments. We welcome the Pasadena physicians to Tucson and help them facilitate the visits with their young patients who live in our region.

We are proud of our role in these honorable endeavors, and we're 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



Van Elrod



Amy Burke





## The Square & Compass / Children's Clinics Partnership

From our humble beginnings in a playhouse in 1947, to the more permanent place we called home for 50 years, and now in our current home since 1991, our mission to help children has never wavered. Square & Compass Children's Clinic's 50,000 square foot facility on the campus at Tucson Medical Center houses 68 specialty and primary care providers in 28 pediatric disciplines, 22 rehabilitation staff, nine nurses, and five social workers all dedicated to serving children with unique healthcare needs.

In 1991, when we partnered with Children's Clinics, the operational arm of all pediatric treatment was placed in their care. Children's Clinics is a one-stop medical facility that eases the burden of care on families with children with unique healthcare requirements. Patients receive all their care under one roof, from laboratory and radiology services to physical and occupational therapies.

In addition to providing a warm and welcoming facility, Square & Compass also provides funding for the healthcare costs of Children's Clinics' patients who are uninsured or underinsured for medical items and services they need. The cost of caring for a child with complex medical conditions can put a financial strain on families and we have made it part of our mission to help relieve some of those financial concerns so that families can put their attention back where it belongs, on the love and care of their child.

Square & Compass is proud of our partnership with the dedicated medical professionals at Children's Clinics. We remain very much involved in delivering comprehensive, multi-disciplinary medical care for children in Southern Arizona with complex medical conditions, and support Children's Clinics as they endeavor to deliver those services.

Although Square & Compass doesn't directly provide medical care, we're grateful to be able to support the Children's Clinics' pediatric specialists who do. Our vision, born out of necessity, remains the same as it was in 1947: to facilitate the care of children. Square & Compass remains dedicated to that ideal and legacy.

Over the past year, Square & Compass has fulfilled 270 requests for medical assistance to children for items such as:

- Prescriptions
- Lab Work & X-rays
- Prosthesis & 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](mailto:info@childrensclinics.org)

*Our gratitude to David Van Gelder for the generous donation of the photography for this publication.*



[www.childrensclinics.org](http://www.childrensclinics.org) | [squareandcompassclinic.com](http://squareandcompassclinic.com)