

NEWSLETTER

CLINIC QUALITY IMPROVEMENT PROJECT UPDATES

Improving clinic processes and treatment choices is a constant goal. The questionnaires give us feedback on how we are doing in terms of mental health, physical health, treatments etc. Two of the projects that we are actively working on include the Daily Care Check In and the Procedural Anxiety Projects.

The Daily Care Check In (DCC)

The Daily Care Check In (DCC) is the survey we have been asking children over 8 and adults to complete asking about things that make treatments difficult. The reason we are asking you to answer these questions at the beginning of your appointment is so we can help you identify any areas you would like to change and help develop plans for change. We may be modifying the questionnaire in the future to be more specific about certain treatments and to shorten it. If you have suggestions to make this questionnaire more helpful, please let us know!

The Procedural Anxiety Project

When people are highly anxious, they have lots of adrenaline (the fight/flight hormone) rushing through their system and their mind jumps in adding to the fear. This leads to a spiral that can get out of control. It also creates changes in our body, like tight muscles, which can make shots and other procedures more painful. In addition to the patient being anxious, parents may be anxious for their child, which can feed into the child's anxiety, hindering efforts to calm them, and reassuring that they should be afraid. There are ways we can help kids and parents reduce their anxiety and help make procedures go more smoothly. We will be asking about procedural anxiety and offering new strategies to help with procedures. Anyone who wants additional strategies is welcome – regardless of current coping with procedures.

CHANGES IN PHARMACY SERVICES

It is a great pleasure to introduce Tarah Chidiac, CPhT, the pharmacy patient advocate and newest member of our Cystic Fibrosis Team. Tarah has been a certified pharmacy technician for over 6 years, serving in a variety of settings including hospital pharmacy, outpatient retail pharmacy, and medication history. Tarah will help navigate medication issues as well as participate in the pre-visit planning phone calls. She will be a new face you may see in your upcoming clinic appointments. Tarah is very excited to begin this new adventure as the pharmacy patient advocate and getting to know all of the amazing patients and families.

At this time, the phone extension (520)694-9939 and voicemail no longer accept incoming calls. Please continue to utilize the appropriate avenues to contact your clinic staff.

For the pediatric CF center (option 1), the phone tree will link you to Banner Diamond Children's Patient Service Center (520)694-5437. Please follow the prompts to address the need you are calling for. If you need to connect with our nurse, please ask to speak with the

pulmonary nurses once connected. You may also utilize the patient portal for messaging. Prior to your clinic visit, someone from our pediatric CF team will reach out to you to complete the pre-visit planning session and confirm your appointment.

For the adult CF center (option 2), the phone tree will link you to the main scheduling line (520)694-8888. If you need to speak with our CF clinic LPN, Jeannine Valenzuela, please call (520)694-1258. You may also utilize the patient portal for messaging. Prior to your clinic visit, Jeannine Valenzuela, LPN, will reach out to complete the pre-visit planning session and to confirm your appointment.

Please welcome Tarah as you begin to see her in the clinic setting. Our team and support staff continues to diligently work to address your pharmacy needs by continuing to work on prior authorizations, refill requests, and other inquiries. We greatly appreciate your patience during this time of transition and look forward to seeing you in clinic at your next appointment.

PEDIATRIC CLINIC PHOTO UPDATES

We are working to update the photos and biographies in the pediatric clinic rooms. If your child is interested in being featured in a clinic room, please go to the following link to answer a few questions for the biography and to attach a

photo: When you are in clinic next, please let someone on the CF team know that you have filled out the biography questions, and we will give you a photo release to sign. We are excited to feature you!



UPCOMING CF CAREGIVER HANGOUT

We are back IN-PERSON! We are hosting a CF Caregiver Hangout on Monday, April 25 from 6-7PM at Culinary Dropout located at 2543 E Grant Rd, Tucson, AZ 85716.

We hope you join us to hang out, have a few laughs and enjoy some yummy food. Please grab your spouse, your parent,

or your best friend in the CF community and join us. If you want more information about what's happening in the Tucson CF community, scan this QR code with your phone's camera and follow the link.



WE WANT TO HEAR FROM YOU

In partnership with the CF Foundation our patients are receiving an Experience of Care (XoC) survey. After your next clinic visit, you may receive a survey invitation, and we would love for you to take a few minutes to share your comments — make sure that we have a current email or mobile phone number on file, so we can hear from you. Please note the following:

- This survey is short and easy to take.
- It covers in-person and virtual-care experiences.
- There are multiple options to respond, including by text message (SMS/link) and by email.
- You won't be asked more than twice a year to share your feedback.

Creating a better care experience is important to all of us — clinicians, professional staff, patients, and families. The data and narrative comments captured in this new survey will aid our CF clinic team in working with our patients and their families to form positive relationships, build trust, and partner to improve care.

We look forward to hearing from you!

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