

Pediatrics Monthly Newsletter

November 2025

Dear Colleagues,

I'm Theresa Alcoverde, and over the past five months in my role as Associate Director, I have had the privilege of working alongside an incredible pediatric team. From providers and clinic leaders to administrative staff, everyone has been exceptionally welcoming, patient and supportive as we've navigated many changes in a short period of time. I am deeply grateful for the grace, insight, and compassion you have shown throughout this transition.

Growing our Administrative Team

Our administration team has expanded significantly growing from just two or three individuals to a robust team of nine. Today our team includes:

- 1 Associate Director
- 1 Supervisor Business Analyst
- 5 Office Coordinators
- 1 Residency Associate Manager
- 1 Residency Program Administrator

We are also excited to welcome our final team member, Lisbeth, who will join us on November 24th as our new Pediatric Residency Program Administrator. Please help us give her a warm welcome

Recognizing Team Efforts

As with any period of rapid growth, there have been challenges, but I want to recognize the dedication and resilience shown across our team:

- Our **Office Coordinators** have worked diligently to learn their respective divisions/areas while also stepping in to support other divisions as needed. A shout out to **Diane Hagan, Rachael Cho, Edna Bustamante, Mary Kelso and Rachael Harvey** - Thank you for your flexibility, dedication and commitment.
- **Annie** has revitalized the Observership Program, which was paused during our staffing shortage. She has updated the workflows while simultaneously learning her new role and supporting her direct reports. We appreciate her initiative and hard work.
- **Elizabeth** has jumped right in to lead resident interview efforts, ensuring a smooth and well-coordinated process. Thank you for your leadership and adaptability.

Collaboration with Clinic Leaders

- **Lori Throne, Lisa Stephens, Courtney McClellan, Josiephine Guerrero, Jeanie Helmick, Sabrina Mackin and Mindie Fox** I want to extend a sincere thanks to our clinic leaders for your ongoing collaboration, communication and partnership. Your openness in sharing needs, concerns, barriers and updates continues to strengthen our shared commitment to functioning as one unified team.



Collaboration with Pediatric Faculty, Leadership, UA Administration Team to include GME/Development Team

Thank you for all your continuous effort, teamwork and dedication. Our progress is a direct reflection of the people who make up this remarkable department

Covering the Department Administrator Role

We recognize that we are still missing a vital role within our department the Department Administrator. Please rest assured that we are doing everything we can to cover all bases and meet the departmental needs during this interim period. I would like to extend a special thank you to **Ericka** for her tremendous efforts and support while she, like many of us, is learning a new role and operating in a new capacity. We sincerely appreciate everyone's patience and understanding as we work through this transition. Recruitment for open faculty and APP positions is also actively ongoing.

Provider Productivity Dashboard Coming Soon

We are excited to share that new provider productivity dashboard will soon be available. This tool will allow providers to access month over month data, including productivity metrics, working RVUs, and additional detailed information.

End-of-Year Reminders

As we approach the end of the calendar year, please keep the following deadline in mind:

- Reimbursements

If you plan to travel by December 31st, please contact your Office Coordinator to process your travel request and submit all documentation by November 25th.

If you plan on utilizing any remaining 2025 CME, please send your Office Coordinators your receipts/documentation by December 5th.

Friendly reminder any unused CME Funds will not roll over and will be forfeited.

Warm Holiday Wishes

As we enter the holiday season, we wish you and your loved ones a happy Thanksgiving and joyous holidays. Thank you again for your ongoing dedication, and commitment to our department and the patients we serve.

Best,
Theresa Alcoverde
Associate Director



Don't forget / Upcoming action items:



- Faculty portfolio (UA Vitae annual reviews):
 - All faculty hired prior to July 2025 need to have their annual portfolio completed by January 31, 2026.
 - Please reach out to Cindy Thompson at crthompson@arizona.edu if you need assistance!
 - Completed portfolios will then be forwarded to supervisors, committee members, and department chair.
- Accounting team group email: peds-finance@list.arizona.edu
 - This distribution list includes our Financial Manager, two Financial Analysts, and Operational Support Analyst (Leisa Grijalva, Crystal Stubbins, Donna Etter and Carlene Hugues, respectively).
- Our Promotion & Tenure (P&T) process is moving along to the next steps, being committee review and department chair review, followed by COM-T review.
- UA Life & Work Connections: Resources for childcare & parenting, adult & older adult care, physical health, mental health, and home resources.
- Don't forget to recognize employees (both faculty & staff) doing an excellent job! This is part of our new Employee Recognition Program. Email your leader and they will forward to Casey Nelson for tracking.
- **Upcoming UA / Banner Holiday Time Off:**
 - UA Thanksgiving Closure: Thursday 11/27 and Friday 11/28
 - Banner Thanksgiving Closure: Thursday 11/27
 - UA Winter Closure: Wednesday 12/24 through Friday 1/2.
 - Returning 1/5/26
 - Banner Holidays: Thursday 12/25 and Thursday 1/1



Happy Milestone
Work Anniversary



Dr. Helen Felman
Anna Maureen Williams, Research Professional
Miranda Hyslop-Garza, Administrative Associate



Katrina Davis, Research Specialist

Welcome!

Lisbeth Haaheim
Pediatric Residency
Program Administrator
GME office



Pediatrics in the news

- Banner – University Medical Center Tucson held a ribbon cutting ceremony for the new pediatric emergency department (ED) lobby on Tuesday, 11/4/25.
 - The new Warden Family Pediatric Waiting Room will create a welcoming, family-centered experience where children and families feel prioritized. The project builds on the vision of the Banner Health Foundation and community partners who helped establish Banner Children's at Diamond Children's Medical Center.
 - Starting Nov. 5, families will enter the pediatric ED through a dedicated lobby and check-in process, separate from the adult ED.
 - Click [here](#) to read more!



- Kids of Steele
 - [KGUN 9 news article from Fam Fest](#)



Upcoming Community Events & Volunteer Opportunities:

Walk with a Doc

Join **Dr. Cindy Chin** at Rillito River Park ramada east of Swan Road on the south bank just north of Camp Lowell.

Saturday January 10th at 8:00am

- Health benefits:
 - Reduces the risk of coronary heart disease
 - Improves blood pressure and blood sugar levels
 - Reduces the risk of osteoporosis
 - Aids in maintaining body weight and lowers the risk of obesity
 - Enhances mental well-being
 - Reduces the risk of breast and colon cancer
 - Improves blood lipid profile
 - Reduces the risk of Type 2 diabetes

Interested in leading a walk?

- Anyone can lead the walk, such as a researcher, PhD, or even medical students!
 - 2nd Saturday of each month
 - We still need to fill:
 - March
 - April
 - September
 - October
 - November
 - December

Email Lori Castro at loricastro@arizona.edu



Thank you for reading!

For suggestions contact:
Casey Nelson
caseycastle@arizona.edu
medicine.arizona.edu/pediatrics

An illustration showing three diverse individuals (a man with a beard, a woman with dark skin, and a woman with curly hair) holding up signs that together read "REFER YOUR FRIENDS".

Open positions in Pediatrics:

Banner:
[Click here!](#)

UA:
[Click here!](#)

An illustration of a speech bubble with the words "Don't forget" written in it.

Operational reminders:

- Planning to travel? Don't forget to notify your Banner Coordinators and UA Admins.