



Welcome to Children's Wisconsin-Fox Valley

Neenah, WI



Visit our website at
www.childrenswi.org

Children's Wisconsin-Fox Valley

130 Second St.

Neenah, WI 54956

(920) 969-7900

*A freestanding hospital located
on the campus of ThedaCare-Neenah.*

**Children's in Neenah is the only hospital in the Fox Valley
dedicated exclusively to the care of kids**

*Children's contracts with ThedaCare for support services
to include pharmacy, imaging, lab, surgical,
health information management, security, biomedical systems,
facilities management and environmental services.*



Inpatient services



Pediatrics

- 14 bed unit
- Pediatric acute care for newborns to patient's 18th birthday. The age criteria may be extended on a case-by-case basis to meet individual patient care needs and/or developmental age.
- Patients may be admitted with inpatient, observation or short stay medical or surgical status.
- Services include infusion therapy and long-term neuro monitoring
- Pediatric hospitalists available 24/7
- Pediatric consultation available 24/7
- Telemedicine consultation available with select pediatric specialists
- Staff is specially trained and experienced in treating children and adolescents
- Family-centered care



Inpatient services



Casandra ZumMallen, MD, Medical Director, Inpatient Pediatrics and Medical Director, Respiratory Care Services overseeing the community-based team's clinical practice and quality matters.



Petra Laeven-Sessions, MD, Medical Director, Infusion Clinic overseeing infusion therapy services. Dr. Laeven-Sessions also serves as medical director of ThedaCare's Newborn Nursery.



Claudia Nevarez Flores, MD, Associate Specialty Practice Unit Leader within the section of Pediatric Hospital Medicine overseeing workforce planning matters.



Inpatient services

Neonatal intensive care

- 28-bed unit
- Part of Level III regional perinatal center
- Premature newborns from approximately 23 weeks gestation to post term and infants requiring critical care services
- Neonatologists and neonatal nurse practitioners available 24/7
- Neonatal consultation and transport services available 24/7
- Staff is specially trained and experienced in treating critically ill infants



Michael Hokenson, MD Medical Director, Neonatal Intensive Care Unit

Care closer to home

All kids should have access to high-quality care, no matter where they live.

[Connected for Kids](#) is a partnership between Children's Wisconsin, Emplify Health by Bellin and Froedtert ThedaCare Health to advance pediatric care in Northeast Wisconsin.

**Children's Wisconsin
Appleton Clinic/Urgent Care**
2575 E. Evergreen Dr.
Appleton, WI 54915

Our [Appleton clinic](#) offers convenient access to pediatric specialists to families in Northeast and Central Wisconsin.

[Urgent Care](#) is open Monday-Sunday 9:00 am – 8:00 pm for urgent medical needs.



Care closer to home

Children's Wisconsin Ashwaubenon Clinic

2550 S Ashland Ave
Ashwaubenon, WI 54304

Children's [Ashwaubenon Clinic](#), located in the same building as the Emplify Health by Bellin Children and Adolescent Center, offers convenient access to pediatric specialists to families in Northeast and Central Wisconsin as well as the Upper Peninsula of Michigan.



Resources to promote health care to children in our community

Catalpa Health

- Offers diagnosis and treatment of the full spectrum of mental health disorders to children and adolescents up to age 18

Fox Valley Child Advocacy Center

- Provides assessments to children who may have been harmed. Protects children from abuse and provides resources to help them heal

Children's Resource Center-Northeast

- Provides services to assure that children and youth with special health care needs are identified early, receive high-quality coordinated care, and their families receive the support they need

Parenting resources

- Grief support, health, safety

(Click on each resource above for more information.)

Vision, mission, values and strategy

Who we are

VISION

Wisconsin kids will be the healthiest in the nation.

MISSION

Caregiving

Advocacy

Research

Education

VALUES

Purpose

We act in service of children and families.

Collaboration

We work together to care for and about children, families and each other.

Integrity

We build confidence and trust in all interactions.

Health

We are at our best.

Innovation

We commit to improvement with breakthrough ideas and solutions.

INCLUSION, DIVERSITY & EQUITY COMMITMENT

We will create and support an environment and culture that are intentionally inclusive, diverse and anti-racist.



Vision, mission, values and strategy

2023-2027 STRATEGY Advancing every aspect of child & adolescent health

Addressing every aspect of health and providing a connected experience.

- WHOLE CHILD & ADOLESCENT HEALTH
- PREVENTION & EARLY INTERVENTION
- CONNECTED CARE EXPERIENCES
- ACCESS & GROWTH

We are redefining the pediatric experience to include **physical, mental, social and dental well-being**, while meeting families where they are when they need us.



Investing and growing in critical areas that will evolve our care.

- DATA & ANALYTICS
- IMPROVEMENT & BREAKTHROUGHS
- DIGITAL & TECHNOLOGY EVOLUTION
- PURPOSEFUL PARTNERSHIPS

Delivering top-quality care through sustained investment in our core performance areas.

- PEOPLE & CULTURE
- QUALITY OUTCOMES
- FINANCIAL & OPERATIONAL PERFORMANCE
- COMMUNITY & EXTERNAL ENGAGEMENT

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Children's Wisconsin-Fox Valley leadership

Gil Peri, CEO
Children's Wisconsin

Jonathan Brouk, EVP
Chief Operating Officer, CW

Alyson Capp, VP
NE Regional Services

Sarah Pouzar
Executive Director
NE Regional Services

Becky Browning
Director, Patient Care



Fox Valley Medical Staff leadership

Chief Medical Officer
Michelle Linsmeier, MD (pediatrician)
(414) 266-7656

Associate Chief Medical Officer
Jonathon Gutzeit, MD (pediatric hospitalist)
(920) 969-7928

Department Chief, Medicine
Matthew Buelow, MD (pediatric cardiologist)
(920) 969-5305

Section Chief, Medicine
(Includes medical specialties not represented by a section)
Mary Bartel, MD (pediatric hospitalist)
920-969-7900

Section Chief, Hospital Medicine
Claudia Nevarez Flores, MD (pediatric hospitalist)
920-969-7900

Section Chief, Neonatology
Kimberly Seeger Langlais, MD (neonatologist)
920-969-7900

Section Chief, Imaging and Pathology
Douglas Conners, MD (radiologist)
(920) 722-1840

Department Chief, Surgery
Larry Burton, MD (otolaryngologist
with significant interest in pediatrics)
(920) 969-1768

Section Chief, Surgery
(Includes surgical specialties not represented by a section)
Annie Zeug, MD
(general surgeon)
(920) 725-4527

*Section Chief, Anesthesiology/
Director, Anesthesia Services*
Elliot Domask, MD
(anesthesiologist)
(920) 729-3080



Medical Staff bylaws

The medical staff bylaws are a document approved by the hospital's board of directors that establishes the requirements for the members of the medical staff (which includes professional healthcare providers) to perform their duties, and standards for the performance of those duties.

All providers acknowledge that they are aware of and agree to comply with the Medical Staff Bylaws.

Access to the Medical Staff Bylaws: www.childrenswi.org/staff. Choose Children's Wisconsin-Fox Valley, under Medical Staff governance.

Board certification requirements

- **For appointment:**

- Proof of current board certification in **primary** area of practice, or
- A commitment to obtain board certification in **primary** area of practice within the time period required by the certifying board.

- **For continued membership:**

- Maintain board certification in **primary** area of practice and, to the extent required by the applicable specialty/subspecialty board, satisfy recertification requirements.
- Recertification will be assessed at reappointment.



Communication requirements

Members are required to:

- **Maintain a current email address with Medical Staff Services.**
 - Email will be the official mechanism used to communicate information.
- **Inform the Associate Chief Medical Officer or Medical Staff Services on any changes in:**
 - Licensure status or DEA controlled substance authorization
 - Professional liability insurance coverage and any filing of claims, lawsuits, or requests for mediation
 - Membership/clinical privileges status at other health care organization(s) as a result of peer review activities
 - Criminal history to include arrest, charge, indictment, conviction, an Alford plea, or plea of not guilty or no contest in any criminal manner
 - Medicare/Medicaid status to include exclusion or preclusion from participation, any sanctions imposed
 - Ability to safely and competently exercise clinical privileges or perform the duties and responsibilities of appointment because of health status issues, including, but not limited to, impairment due to addiction, and any charge of, or arrest for, driving under the influence



Provider identification

IMPORTANT - Wear your hospital identification badge

- The Pediatric Unit and NICU are locked units. Access can be provided by use of your Children's or ThedaCare ID badge. A phone outside the secured unit is also available for you to request access.
- Your hospital ID badge is to be worn above the waist and visible at all times. Hospital staff may request to see your hospital ID badge or other form of identification before allowing you to enter the unit or to provide services to a patient.



Medical records

Children's-Fox Valley uses Epic for its electronic health record system.

- Inpatient services are linked with ThedaCare's EPIC

Providers will receive Epic access and training based on their practice.



Medical records

Downtime

There may be times when access to the electronic medical record is unavailable. When this occurs:

Inpatient Medical Records

- Refer to downtime packet located at the health unit coordinator's station on the Pediatrics Unit or NICU or log into ThedaCare's intranet to find [Epic Downtime Procedures](#) – Inpatient; Children's Wisconsin.

Medical records

Important documentation reminders

- **History and Physical (H&P)** – complete within 24 hours after admission or prior to discharge, whichever is first; complete prior to a surgical procedure. If completed within 30 days prior to admission/surgery must be updated within 24 hours of admission/surgery. If delegated to an appropriately privileged professional healthcare provider or to a resident, the physician must countersign the H&P and assume full responsibility for the H&P.
- **Operative report** – complete brief written postoperative note prior to the patient being transferred to the next level of care or discharged from the recovery unit. *If the procedure and findings are directly ENTERED (i.e., template, dragon) – are not dictated - no note is required. If the procedure is dictated, a brief post-operative note listing the procedure and findings is required due to gap between dictation and transcription.* A dictated operative report is required within 24 hours of the procedure describing the findings and technique and is signed by the physician who performed the procedure.



Medical records

- **Progress notes** – Inpatients must be seen on a daily basis. Documentation pertinent to the patient's condition is required.
- **Discharge summary** – Primary tool for communication with the provider(s) who will assume care after discharge and should be completed within three business days after discharge. Summarizes the principle reasons for the hospitalization and incorporate: a final/principal diagnosis; other diagnoses; a brief summary of the hospital course; the key therapeutic interventions; procedures; the patient's medical state; pertinent discharge physical exam findings; recommended follow-up care; discharge disposition; and teaching/supervising physician attestation as appropriate.
- **Verbal orders** – use infrequently. If used, must be authenticated within 48 hours. Physicians can authenticate for their direct partners “with the understanding that the signing physician is then professionally and legally responsible for the treatments and medications prescribed under the orders, as well as the diagnostics on which the orders are based.”



Medical records

Timely completion is important

- An inpatient medical record is considered delinquent after 7days post-discharge.
- Closer monitoring or suspension may be taken for continual noncompliance in timely completing medical records.

Focused professional practice evaluation (FPPE)

The purpose of FPPE is to:

- Evaluate and determine the privilege-specific competence of a newly privileged provider who does not have current professional performance documentation at Children's—Fox Valley.
- Evaluate the privilege-specific competence of a provider in response to concerns regarding the provider's provision of safe, high-quality patient care

*The best preparation for good work tomorrow is to do good work today -
Elbert Hubbard*



Focused professional practice evaluation (FPPE)

Upon the granting of clinical privilege(s), you will be notified of the following:

- Initiation of the FPPE process and assigned proctor
- Proctoring method/minimum number of cases/procedures to be evaluated

Children's-Fox Valley will monitor your clinical activity and will forward your cases to the proctor for review. After the minimum number of cases have been reached and are evaluated, you will be notified on the final FPPE decision



Ongoing professional practice evaluation (OPPE)

The purpose of OPPE is to:

- Allow the Medical Staff to set clear expectations for provider performance
- Establish a systematic process to ensure that there is sufficient information available to confirm the current expectations for performance
- Recognize excellent performance, as well as identify areas of improvement opportunities
- Provide periodic provider-specific profiles, allowing individuals the opportunity to self-improve based on the information provided

OPPE applies to all providers granted clinical privileges to provide care, treatment and services at Children's-Fox Valley.



Ongoing professional practice evaluation (OPPE)

Medical Staff leaders, with input from members of each section, determine what data is to be collected and what criteria will be used to evaluate provider professional performance.

Provider-specific profiles will be compiled, reviewed and distributed at a minimum semiannually.

Information resulting from OPPE is factored into the decision to maintain, revise or revoke any existing privileges of an individual provider prior to or at time of reappointment.



Reappointment

Membership/privileges are granted for a period not to exceed two years.

After initial appointment/privileges, a provider is added to the reappointment cycle according to his/her birthdate. The first reappointment cycle for a provider may be before the two-year period. Once in the cycle, reappointment will be every two years.

An on-line reappointment application is provided approximately four months before current membership/privileges will expire, giving the provider the opportunity to renew his membership/privileges.

Providers must complete reappointment applications in a timely manner. Failure to complete all components of the application in time for review by the appropriate committees may result in a lapse of membership/privileges.



Professional Health Committee

Confidential voicemail box
 (414) 266-6280

- Dedicated to facilitating and promoting the health and well-being of all credentialed providers.
- Addresses issues related to physical impairments, mental health needs, emotional and behavioral problems that adversely impact personal lives or professional practices.
- Functions in advocacy, NOT disciplinary actions.
- Contacts can be made by any provider, employee, patient/patient family member.
- Urgent issues that may have a serious potential impact on patient care should be immediately reported to the Associate Chief Medical Officer.



Duty to Report

The [2009 Wisconsin Act 382](#) places a legal duty upon all licensed physicians to report the unsafe practice of other physicians to the Wisconsin Medical Examining Board, i.e., the other physician:

- Is engaging or has engaged in acts that constitute a pattern of unprofessional conduct.
- Is engaging or has engaged in an act that creates an immediate or continuing danger to one or more patients or to the public.
- Is or may be medically incompetent.
- Is or may be mentally or physically unable safely to engage in the practice of medicine or surgery.

No physician who reports to the WI MEB may be held civilly or criminally liable or be found guilty of unprofessional conduct for reporting in good faith.



SBARR

Providers can use **SBARR** for effective person-to-person communication in the service of patients.

- **S** = Situation (*What is happening right now? A concise statement.*)
- **B** = Background (*How did we get to this point?*)
- **A** = Assessment (*What do I think the problem is? My analysis.*)
- **R** = Recommendation (*How I think we should respond to the problem*)
- **R** = Response (*Collaboration resulting in a plan of action*)

Emergency alerts

Dial 444 from any hospital telephone in the event of a:

- Medical emergency/Code Blue
- Building/Bomb threat
- Behavioral emergency/security assist
- Abduction/Missing person
- Fire
- Hazardous spill



To request non-urgent assistance from Security Services, **dial 2442** from any hospital telephone.

Active shooter response

If an active shooter is in your immediate area:

- Get out.
- Call out. When you are safe, **dial 444** from hospital phone or 911 from cell phone
- Hide out, if escape is not possible. Lock door/block entry
- Take out, only when your life is in imminent danger

Emergency operations

Children's-Fox Valley's Emergency Operations Plan (EOP) describes the management process for mitigating, preparing for, responding to and recovering from hospital-wide emergency situations.

Incident Command is activated when an emergency is greater than the immediately available resources.

Children's-Fox Valley is a hospital within a hospital model and is not a designated disaster receiving center by itself. Children's-Fox Valley partners with ThedaCare Regional Medical Center–Neenah to respond to external and internal disasters. This includes running a joint incident command process. Both entities maintain independent emergency management teams as well as participate in each other's planning activities.



Children's Wisconsin Milwaukee Physician referral and consultation

**One number – One call,
24-hour service**

**Urgent and non-urgent needs
Consults, Referrals, Transports
Toll-free (800) 266-2460**



- Provides access to the pediatric specialists at Children's in Milwaukee.
- Calls are triaged to determine appropriate priority and need.
- Call to refer a patient, discuss a case, arrange a direct admission, arrange a transport

This service is not intended for use by patients/families.

Children's Wisconsin Website: www.childrenswi.org

Choose “[Medical Professionals](#)” for the following:

- Use the Patient Referral Toolkit to:
 - ✓ Find a specialist
 - ✓ Coordinate a patient visit: transport, referral
 - ✓ Access co-management guidelines
 - ✓ Communicate with patients
 - ✓ EpicCare link
- Latest news from Children's Wisconsin
- CME education and events
- Clinical guidelines
- Staff remote access
- Transport



Children's–Fox Valley is accredited by The Joint Commission

The Joint Commission is the nation's predominant accrediting body in health care. Its accreditation process evaluates an organization's commitment to meeting certain quality and performance standards.

Our goal is to meet the health care needs of your patients. If for some reason you feel we are not fulfilling your expectations, we encourage you to discuss this with our leaders.

- Jonathon Gutzeit, MD, Associate Chief Medical Officer: jgutzeit@childrenswi.org
- Alyson Capp, VP, NE Regional Services: acapp@childrenswi.org
- Sarah Pouzar, Executive Director: spouzar@childrenswi.org



Children's–Fox Valley is accredited by The Joint Commission

If you have a concern that we are unable to satisfactorily address, you may contact The Joint Commission. Children's will not take disciplinary or other action because a provider reports safety or quality-of-care concerns to The Joint Commission.

The Joint Commission

Online: [Submit a new patient safety event or concern](#)



Medical Staff Services/ Physician Liaison

Need assistance? Please reach out to the following:

Children's WI-Fox Valley Medical Staff Services.

- Debbie Woods, CPCS, CPMSM, Medical Staff Services coordinator, (920) 969-5308 or dwoods@childrenswi.org
 - Credentialing/reappointment review/decisions
 - FPPE and OPPE
 - Medical Staff project management/administration

Physician liaison.

- Diane Dorow 920-370-9381 or ddorow@childrenswi.org
 - Connects Children's with community providers
 - Provides assistance and resources regarding Children's to Northeast Wisconsin physicians
 - Provides hospital tours upon request

Safety Education

Children's commitment is to provide the best and safest care.

Safety education is required as part of your orientation for Children's Wisconsin-Fox Valley.

To complete the education, [click here](#) or go to www.childrenswi.org/staff , choose Children's Wisconsin-Fox Valley and under Initial education, choose Safety education

Compliance and HIPAA Privacy

Children's Wisconsin expects all providers to follow state and federal laws and regulations and hospital policies and to maintain patient privacy.

Compliance and HIPAA Privacy education is required as part of your orientation for Children's Wisconsin-Fox Valley.

To complete the education, [click here](#) or go to www.childrenswi.org/staff, choose Children's Wisconsin-Fox Valley, and under Initial Education, choose Compliance and HIPAA privacy education.



To view policies and procedures relevant to the orientation and safety education presentations (listed below) [click here](#), Choose Children's Wisconsin-Fox Valley, Relevant policies and procedures.

- Focused Professional Practice Evaluation (FPPE)
- Ongoing Professional Practice Evaluation (OPPE)
- Code of Contact
- Consent for Treatment
- Documentation Standards
- Transfers out of Children's WI-Fox Valley and EMTALA
- Fire Alarm
- Fire Plan – 3rd floor NICU
- Fire Plan – 4th floor Pediatrics
- Language Services
- Visitors and Special Guests
- Pain Assessment and Management
- Procedural Sedation Policy and Quiz
- Child Abuse and Neglect Identification and Reporting
- Caregiving Misconduct
- Suspected Impairment
- Restraints

To view policies and procedures relevant to the orientation and safety education presentations (listed below) [click here](#), Choose Children's Wisconsin-Fox Valley, Relevant policies and procedures.

- Hazard Communication Program
- Behavioral Outbursts
- Workplace Violence Prevention
- Managing Patient Behavioral Events
- Bloodborne Pathogen Exposure
- Blood and Body Fluids Post Exposure Procedure
- Isolation Precautions Infection Control Policy and Chart

**Thank you for completing your
orientation.**

**Everything we do shows
our passion for children**

