



Welcome to Children's Wisconsin-Fox Valley

Neenah, WI



Children's
Wisconsin

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, nutrition, imaging, lab, surgical, health information management, security, biomedical systems, facilities management and environmental services.



Inpatient services

Pediatrics

- 20-bed unit
- Outpatient procedures, infusion therapy, and short stay visits
- Family-centered care
- Pediatric hospitalists available 24/7
- Pediatric consultation available 24/7
- Child life specialists available to provide a supportive environment that allows children and adolescents to cope with their hospital stays
- Staff is specially trained and experienced in treating children and adolescents



Inpatient services



Petra Laeven-Sessions, MD, Medical Director, Pediatric Hospitalist Program overseeing the community-based team's clinical practice and quality matters.



Andrea Carberry, MD, Associate Specialty Practice Unit Leader within the section of Pediatric Hospital Medicine overseeing workforce planning matters.

Inpatient services

Neonatal intensive care

- 22-bed unit
- Part of Level III regional perinatal center
- Board-certified neonatologists and neonatal nurse practitioners
- Staff is specially trained and experienced in treating critically ill infants. Many hold certifications in neonatal individualized care and assessment and in lactation education.
- Neonatal consultation and transport service available 24/7. Transport team is composed of neonatal/pediatric nurses and respiratory care practitioners.



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.

Children's Wisconsin Appleton Clinic

2575 E. Evergreen Dr.
Appleton, WI 54915

Our Appleton location offers convenient access to more than 60 providers from more than 20 specialties to families in Northeast and Central Wisconsin.

For a listing of services provided at our Appleton Clinic or to request an appointment for your patient, go to our [website](#).



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

Northeast Regional Center Children and Youth with Special Health Care Needs

- 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

Children's Service Society of Wisconsin

- Offers child welfare services

(Click on each community 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

2

Children's Wisconsin-Fox Valley leadership

Peggy Troy, CEO
Children's Wisconsin

Scott Turner, EVP
Chief Operating Officer, CW

Gail Ostrander, VP
NE Regional Services

Sarah Pouzar
Executive Director
NE Regional Services

Kristi Seibert
Director, Patient Care



Children's–Fox Valley Medical Staff



Fox Valley Medical Staff leadership

Chief Medical Officer

Rainer Gedeit, MD (pediatric critical care medicine)
(414) 266-1681

Associate Chief Medical Officer

Jonathan Gutzeit, MD (pediatric hospitalist)
(920) 969-7928

Department Chief, Medicine

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

Section Chief, Emergency Medicine

Paul Duscher, DO
(emergency medicine physician)
(920) 729-2060

Section Chief, Family Medicine and Internal Medicine

(Includes medical specialties not represented by a section)
Kimberly Berg, MD
(family medicine physician)
(920) 727-3480

Section Chief, Pediatrics

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

Section Chief, Imaging

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)
Larry Burton, MD
(otolaryngologist)
(920) 969-1768

Section Chief, Anesthesiology/ Director, Anesthesia Services

Andrew Overturf, 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

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 no 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 7 days 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.



Patient safety

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 Response



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



Visitor/Staff Medical Emergencies:

In accordance to EMTALA, if a visitor or staff member asks for help for a medical emergency, the hospital is required to help regardless of the person's age.

- While at Children's, never take a person with a medical emergency to ThedaCare. On a hospital phone, **dial 444** for a Code Blue or Rapid Response Team for help.

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



Fire safety

In the event of a fire, remember **RACE**

R = Rescue/Remove – those in immediate danger.

A = Alarm – in the hospital or Neenah Clinic, use the pull box and dial 444.

C = Contain – close doors. Place blankets under doors.

E = Evacuate – to the next smoke compartment or out of the building. **DO NOT USE ELEVATORS.** Extinguish the fire if you can get out safely.

To use a fire extinguisher to put out a fire, remember **PASS**

P = Pull pin.

A = Aim nozzle at base of fire.

S = Squeeze handle.

S = Sweep side-to-side.



Fire Evacuation

At the hospital setting, move staff, providers and patients who are incapable of self-evacuating away from immediate fire/smoke danger to the next smoke compartment to shelter in place. Only evacuate the building if unsafe due to fire/smoke or the Fire Department or Incident Command orders you to do so.

Never use an elevator in the event of a fire.



Hazard Communication Program

“Right to Know”

- The right to request, in writing, and obtain information on hazardous chemicals that you may come in contact with at the hospital.
- The right to be informed of the hazardous chemicals used in your work area.
- The right to have access to the hospital’s written Hazard Communication Program.
- The right to file a complaint with OSHA if you believe that you have been discriminated against due to the exercising of your rights under this standard.

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.

ThedaCare-Neenah oversees Incident Command and may utilize Children's-Fox Valley's employees and providers. Each type of provider has a defined role and responsibility during an emergency.



Emergency operations

Position: Associate chief medical officer (ACMO)/designee

Responsibilities: Responds immediately upon activation and assumes the role of Medical Care Branch Director and is responsible for organizing and managing the delivery of emergency, inpatient, outpatient and casualty care, and clinical support services.

Position: All providers (in the facility or called in)

Responsibilities: Responds immediately upon notification/activation to the ThedaCare-Neenah Heritage Conference room as the designated labor pool site to receive their work assignment. A visible **ThedaCare/Children's hospital ID is required** in order to enter. Providers without IDs must go through ThedaCare's Security, be positively identified, and receive a temporary badge or other approved alternative.



Emergency operations

Position: Neonatologists

Responsibilities: Upon notification and activation should remain on patient care units to attend deliveries if necessary.

Non-privileged volunteer licensed independent providers are required to go through the disaster privileging process and may act only under the supervision of a current medical staff member of the same specialty, if possible.

Are you ready?

Consider having an emergency go bag packed and ready that holds the necessities while away from home or office in the event you are called to report to the labor pool.

- medications
- money
- important phone numbers, etc.



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

Resources



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:

- Patient Referral Toolkit
 - ✓ Find a specialist
 - ✓ Coordinate a patient visit: transport, referral
 - ✓ Request an appointment
 - ✓ Co-management guidelines
 - ✓ Communicate with patients: teaching sheets
- Education/CME opportunities
- EpicCare Link



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.

- Gail Ostrander, VP, NE Regional Services: (920) 967-9126
- Sarah Pouzar, Executive Director: (920) 969-7902
- Kristi Seibert, Director, Patient Care-Inpatient: (920) 969-7948



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](#)



Contacts

Children's WI-Fox Valley Medical Staff Services.

- Debbie Woods, CPCS, CPMSM, Medical Staff Office 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 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



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

- Focused Professional Practice Evaluation (FPPE)
- Ongoing Professional Practice Evaluation (OPPE)
- Consent for Treatment
- Language Services
- Pain Assessment and Management
- Child Abuse and Neglect Identification and Reporting
- Caregiving Misconduct
- Restraints
- Hazard Communication Program
- Workplace Violence Prevention
- Isolation Precautions Infection Control Policy and Chart
- Blood and Body Fluid Post Exposure Procedure
- Blood and Blood Components

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

