



AccessOne: Medical officer of the day changes

HSHS St. Vincent Hospital and HSHS St. Mary's Hospital Medical Center have utilized medical officer of the day coverage to serve as the point of contact for admitting patients through AccessOne.

On Feb. 1, 2023 the medical officer of the day coverage was removed. All AccessOne requests will go directly to the admitting provider for diagnosis and acceptance of direct inpatient admissions. If you have not yet done so, please share this information with your team(s).

Questions about this process change may be directed to Leah Bergstrom, Director of Emergency Services, Trauma, SANE and AccessOne (leah.bergstrom@hshs.org) or Dave Palubiak, MD, Hospitalist, HSHS Eastern Wisconsin Hospitalists Medical Director (david.palubiak@prevea.com).

SPRING/SUMMER 2023

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Important information for those who coordinate care with HSHS via AccessOne

AccessOne is now utilizing a voice message system to coordinate care for transfer requests. The goal of the new system is to quickly identify and prioritize emergency transfers when multiple calls are coming in.

AccessOne callers are greeted with a message to *press 1* for emergency transfer requests such as stroke, trauma, stemi, or vascular emergencies. These calls will immediately be connected to an RN to facilitate your request.

For non-emergency needs, callers will be instructed to *press 2* to leave a message with basic information. When pressing 2, the call will ring directly to the RNs and if available at that time, will answer the call directly. If unavailable, the caller will be routed to the answering system, where they will be asked to leave the following information:

1. The name of the referring provider and their specialty.
2. Referring location.
3. Referring telephone number.

4. Patient name (clearly articulated and spelled) or MRN, if available.
5. Patient date of birth.
6. Reason for calling.

If all the nurses are on other calls, after about 4 rings, the caller will be put through to the answering system where they will be asked to leave a message. When a message is left and the call has been addressed by an AccessOne Registered Nurse, the caller will then be provided with the direct extension for the nurse working on the request so additional contact will not need to go through the messaging system when completing the transfer process.

This information will reduce the amount of time the caller is on the phone and will allow AccessOne to promptly and efficiently fulfill your request.

AccessOne 2022 by the numbers

Accepted Transfers in 2022

REGION	COUNT
EASTERN	4,819
WESTERN	2,834
GRAND TOTAL	7,653

AccessOne Call Center Experience

REGION	COUNT
TOTAL YEARS NURSING EXPERIENCE OF 14 RNS	332
AVERAGE YEARS EXPERIENCE PER RN	24

Total Calls Received in 2022 = 20,451

Prevea Vascular announces limb preservation program

Prevea Vascular Care in Eastern Wisconsin offers a comprehensive, multidisciplinary approach to limb preservation. Working hand in hand with other medical specialties, Prevea vascular surgeons ensure patients receive the highest quality of care to prevent limb loss and promote healing.

Conditions that can increase the risk of lower limb disease include:

- Aneurysm in legs.
- Atherosclerosis (hardening of the arteries).
- Diabetic foot disease.
- Function and mobility issues due to orthopedic conditions.
- Peripheral vascular disease (PVD)/Peripheral artery disease (PAD) of the leg.
- Traumatic injury.
- Wounds and/or infections.

Our limb preservation program offers multiple treatment options, including:

- Lifestyle modification and monitoring/preventive care.
 - o Non-surgical treatment options, including medication and medical management to improve blood flow.
- Surgical treatment options:
 - o State-of-the-art minimally invasive procedures to improve blood flow, including endovascular or catheter-based techniques to help wounds heal and improve functional and ambulatory ability in an outpatient setting with improved recovery and return to daily activities.
 - o Surgical revascularization (surgery to restore blood flow to a body part) by board certified, fellowship-trained surgeons to manage severe arterial and complex venous conditions.
 - o Limb-salvage angioplasty.
 - o Lower-extremity bypass.
 - o Endovascular intervention, which treats blood vessels for conditions like PAD.
 - o Advanced wound care involving specialists trained in modern patient-focused treatment plans. These specialists are certified to administer hyperbaric oxygen therapy, advance diagnostics and regenerative tissue therapies.

To refer a patient to Prevea Vascular Care call (920) 436-1358 or refer in Epic as an ambulatory referral to vascular surgery. Once the patient is referred, they will be contacted within three business days to schedule an appointment.



Dr. Stephen Serio
Vascular Surgeon



Dr. Rishi Subbarayan
Vascular Surgeon

Prevea Surgery Center receives AAAHC accreditation

The Prevea Surgery Center in Green Bay has been accredited by the Accreditation Association for Ambulatory Health Care (AAAHC). Accreditation distinguishes the surgery center from many other outpatient facilities through its adherence to rigorous standards of care and safety.

Ambulatory health care organizations seeking AAAHC accreditation undergo an extensive self-assessment and onsite survey by AAAHC expert surveyors – physicians, nurses and administrators who are actively involved in ambulatory care. The survey is peer-based and educational, presenting best practices to help an organization improve its care and services.

The Prevea Surgery Center is a non-profit facility owned by HSHS St. Vincent Hospital and managed by Prevea Health. To learn more visit prevea.com/surgerycenter.

Achieved Accreditation by



Neurosurgery in Sheboygan

Prevea Health and Fox Valley-based Neuroscience Group are pleased to announce the expansion of their partnership to provide neurosurgical and surgical spine care in the Sheboygan community.

Sumon Bhattacharjee, MD, FACS, a fellowship trained neurosurgeon with Neuroscience Group sees patients at the Prevea Allouez Health Center in Green Bay and the Prevea Sheboygan Medical Office Building in Sheboygan.



Dr. Bhattacharjee performs surgery at HSHS St. Vincent Hospital and HSHS St. Mary's Hospital Medical Center in Green Bay and HSHS St. Nicholas Hospital in Sheboygan.

Dr. Bhattacharjee's goal is to provide the best surgical interventions possible in addressing each person's special needs. Appointments can be made by calling (920) 458-3791 or by entering an ambulatory referral to neurosurgery in Epic.



Dr. Sumon Bhattacharjee
Neurosurgeon

HSHS St. Vincent Children's Hospital in Green Bay offers TeleNICU

HSHS St. Vincent Children's Hospital TeleNICU program offers a team of board-certified neonatologists who utilize state-of-the-art technology to connect with regional hospitals.

OSF St. Francis Hospital in Escanaba, Mich. delivers approximately 325 babies each year. OSF utilizes the HSHS St. Vincent Children's Hospital TeleNICU program which is accessible 24/7 for emergency situations. When a newborn needs a higher level of care, OSF providers can immediately connect with the neonatology team at HSHS St. Vincent Children's Hospital. Through assistance from a robot, the

neonatologist can assess the baby and monitor vitals while developing a plan of care for the baby collaboratively with the OSF team. If further care is required, the baby can be transferred to the Level III NICU at HSHS St. Vincent Children's Hospital.

Since the program began in fall 2022, approximately 50 percent of the babies who required a higher level of care were treated using the TeleNICU program safely and effectively without requiring transfer to a NICU facility, and best of all, were able to stay in the place they love best — their local hospital with loved ones nearby.

ACCESSONE

800.433.2858 | Available 24/7

Transfers • Admits • Consults

**CONTACT BUSINESS DEVELOPMENT -
CARE COORDINATOR FOR MORE INFORMATION:**

AccessOne@hshs.org or (800) 433-2858