

HSHS Eastern Wisconsin Division

Medical Staff Services

Scope of Service



Department Vision Statement:

To maximize the hospitals' market position, revenue, and regional standing as a healthcare leader through promoting positive physician relationships, peer review/performance monitoring, and serving as the credentialing experts within the Hospital Sisters Health System Eastern Wisconsin Division. To provide the highest quality standard of care and patient safety to patients throughout the Eastern Wisconsin Division.

Locations:

HSHS St. Vincent Hospital	835 S. Van Buren St. Green Bay, WI 54301	Van Buren Street Entrance (1 st floor)
HSHS St. Mary's Hospital Medical Center	1726 Shawano Ave. Green Bay, WI 54303	Administration Entrance (1 st floor)
HSHS St. Nicholas Hospital	3100 Superior Ave. Sheboygan, WI 53081	Main Entrance (1 st floor)
HSHS St. Clare Memorial Hospital	855 S. Main St. Oconto Falls, WI 54154	Main Entrance (1 st floor)
Libertas Treatment Center	1701 Dousman St. Green Bay, WI 54303	

Hours of Operation:

HSHS St. Vincent Hospital	Phone: (920) 433-8208 Fax: (920) 884-5368	Monday through Friday 7:30 a.m. to 4:00 p.m.
HSHS St. Mary's Hospital Medical Center	Phone: (920) 498-4359 Fax: (920) 498-3506	Monday through Thursday 6:00 a.m. to 3:00 p.m.
HSHS St. Nicholas Hospital	Phone: (920) 459-4624 Fax: (920) 451-7480	Monday through Friday 7:00 a.m. to 3:00 p.m.
HSHS St. Clare Memorial Hospital	Phone: (920) 848- 6359 Fax: (920) 846-0250	Monday through Friday 8:00 a.m. to 4:30 p.m.
Libertas Treatment Center	Phone: (920) 498-8600 Fax: (920) 496-0227	24/7

Scope of Services:

- Medical Staff and APC Credentialing for HSHS St. Vincent Hospital, HSHS St. Mary's Hospital Medical Center, HSHS St. Nicholas Hospital, HSHS St. Clare Memorial Hospital, and Libertas Treatment Center
- Epic User Support – Clinical Optimization Specialists (in collaboration with IT)
- Oversight of Physician practice evaluation via Peer Review/Performance Monitoring, Focused and Ongoing Professional Practice Evaluation
- Manage Unassigned Physician Call Schedules
- Support for the organized Medical Staff (i.e., By-laws, Credentialing Policies; elections; organizational charts, online directory, database maintenance, meeting agenda and minutes, etc.)
- Coordination of Medical Students, PA Students, Resident Rotations, and Medical Staff Job Shadowing
- Orientation for Medical Staff Appointees and Advanced Practice Clinicians (APC)
- Relationship building with Medical Staff and Advanced Practice Clinicians
- Selection, Support, and Orientation of Medical Staff Leaders
- Support for the Medical Staff E-NEWS letter

What Every New Leader Needs to Know About this Department:

Frequently asked questions:

- 1. What is the role of the Medical Staff Services Department?** *The Medical Staff Services Department is to the Medical Staff and Advanced Practice Clinicians as the People Services Department is to the hospital's colleagues.*
- 2. What is the Credentials Verification Office (CVO) and who do they serve?** *The Credentials Verification Office is a service provided within the Medical Staff Services Department that verifies the credentials of all medical professionals who are appointed to the Medical Staff or authorized to function as Advanced Practice Clinicians at HSHS St. Vincent Hospital, HSHS St. Mary's Hospital Medical Center, HSHS St. Nicholas Hospital, HSHS St. Clare Memorial Hospital, and/or Libertas Treatment Center.*
- 3. Who is included in HSHS St. Vincent Hospital's, HSHS St. Mary's Hospital Medical Center's, HSHS St. Nicholas Hospital's, HSHS St. Clare Memorial Hospital's, and Libertas Medical Center Medical Staff?** *This includes physicians, dentists, and psychologists. All medical staff fall into one of the following categories – Active, Consulting, Courtesy, Locum Tenens, Affiliate, Honorary, and Non-Staff Telemedicine.*
- 4. Who is included in HSHS St. Vincent Hospital's, HSHS St. Mary's Hospital Medical Center's, HSHS St. Nicholas Hospital's, HSHS St. Clare Memorial Hospital's, and/or Libertas Treatment Center Advanced Practice Clinician (APC) categories?** *We have several independent Advanced Practice Clinicians that do not require a medical staff sponsor and supervised APCs that must be employed or sponsored by a member of the Medical Staff.*
- 5. How do I know if a member of the Medical Staff or an AHP has privileges for a particular procedure or treatment?** *Refer to the electronic provider's privilege card or scope of practice card listed on the HSHS eastern WI Intranet, Physician & APC Directory. You may contact the Eastern WI Division Medical Staff Services Department's CVO Office at 920-433-8208 during regular business hours and/or the Nursing Supervisor at each of the hospitals.*
- 6. Where can I find the Unassigned Call Schedules for physicians?** *Unassigned Call Schedules are located on the EWD intranet under the Quick Links. For questions/concerns regarding call schedules, please contact Denise Benning, Medical Staff Specialist at (920) 459-4624 and Lisa Terry, Credentialing Specialist at (920) 848-6359 for HSHS St. Clare Memorial Hospital.*
- 7. Whom do I call for Epic support?** *Clinical Optimization Specialists (COS). All COS's will provide cross coverage as needed. Available weekdays 0700 to 1630, weekends and after hours by appointment in the hospital or at your clinic.*

HSHS St. Vincent Hospital & HSHS St. Mary's Hospital Medical Center	Kristin Heurkens Jon Mills	(920) 884-5445 (920) 884-5444
HSHS St. Nicholas Hospital	Heather Foth	(920) 459-4622
HSHS St. Clare Memorial Hospital	Mike Stapleton	(920) 848-8501
- 8. Who reviews the performance of the Medical Staff members?** *Medical staff members participate in a peer review/performance monitoring program, including focused professional practice evaluation (FPPE), and ongoing professional practice evaluation (OPPE) where physicians evaluate each other's work and performance. For more details on this peer review/performance monitoring process or a copy of our plan, contact Paula Sproat, Director at 920-433-8508, or Crystal Guns, Clinical Review Specialist at 920-431-3181.*
- 9. What is the "CME" Program?** *The Continuing Medical Education Program is coordinated through our HSHS affiliate, Prairie Education and Research Cooperative (PERC). For more information contact Sharon Pierre, Credentialing Specialist at 920-433-8230 or email sharon.pierre@hshs.org.*

10. **What is the MEDICAL STAFF E-NEWS?** *A newsletter that is printed and distributed bi-monthly to all local and regional physicians. Entries for the newsletter can be submitted to Angela Deja in Marketing and Communications, angela.deja@prevea.com.*
11. **What is HSHS St. Vincent Hospital's, HSHS St. Mary's Hospital Medical Center's, HSHS St. Nicholas Hospital's, HSHS St. Clare Memorial Hospital's, and Libertas Treatment Center's relationship with Prevea Health Services?** *HSHS St. Vincent Hospital, HSHS St. Mary's Hospital Medical Center, HSHS St. Nicholas Hospital, HSHS St. Clare Memorial Hospital, and Libertas Treatment Center are partnered with Prevea Health Services.*
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Medical Staff Appointee's and Advanced Practice Clinician (APC) orientation reference materials can be accessed via the EWD Intranet, under Departments, and Medical Staff Services

- Bylaws
 - Continuing Medical Education (CME)
 - Credentials – Policies
 - Ethics Committee
 - Library Services & Resources
 - Medical Staff E-News
 - Medical Staff Meeting Rosters
 - Missions and Core Values
 - Organizational Charts
 - Organizational Manuals
 - Orientation Resources
 - Practitioner Lookup/Provider Directory
 - Quality & Patient Care
 - Rules and Regulations
 - Safety and Security
 - Safety Event Reporting
 - UpToDate Online
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Just For Fun:

What is the Hippocratic Oath Anyway?

The Hippocratic Oath is one of the oldest binding documents in history, written in antiquity, its principles are held sacred by doctors to this day: treat the sick to the best of one's ability, preserve patient privacy, and teach the secrets of medicine to the next generation, and so on. "The Oath of Hippocrates," holds the American Medical Association's Code of Medical Ethics (1996 edition), "has remained in Western civilization as an expression of ideal conduct for the physician." Today, most graduating medical school students swear to some form of the oath, usually a modernized version. Indeed, oath-taking in recent decades has risen to near uniformity, with just 24 percent of U.S. medical schools administering the oath in 1928 to nearly 100 percent today.

The original oath calls for free tuition for medical students and for doctors never to "use the knife" (that is, conduct surgical procedures) both obviously out of step with modern day practice.