

# Better access and efficiency: Valley Health achieves record high surgical volumes

## The vision

Valley Health knew it was time to double-down on perioperative services. It needed to increase surgical volumes and resource efficiencies, but prior attempts had missed the mark. To overcome long-standing barriers and ensure the operating room (OR) functioned optimally, the health system needed clear governance and data-driven decision-making.

## Co-creating the solution

Supported by continuous executive sponsorship and data-driven governance, the team established an enterprise-wide steering committee of key stakeholders. The physician community was engaged to foster alignment with the new transparent process and preemptively address potential bottlenecks.

Valley Health partnered with Chartis to establish a data-backed, resource-sensitive process for OR scheduling, including risk stratification for pre-admission testing. Partnering with the EHR vendor enabled the health system to leverage electronic workflows for case requests, create critical dashboards and reports, establish data definitions and benchmarks, and enhance EHR functionality for OR management.

## Believe in better

Valley Health now has a roadmap to grow surgical volume while allocating resources appropriately. Electronic workflows reduce manual rework, increase efficiency, and improve safety. A cultural shift promotes data-driven decisions rooted in transparency for the greater good of patients and the organization. This process has increased operative cases during primetime hours while reducing after-hours operations, improving stakeholder satisfaction.

### Meaningful outcomes

OR redesign has yielded strong outcomes, including:

**\$3M-\$4M**  
year-over-year profit margin

**Highest**  
volume of surgical cases  
in its history

**Improved**  
safety profile for patient  
optimization for surgery

### Building to better

Optimizing the OR for patient safety, appropriate resource allocation, and increased revenue requires the following:

#### ENTERPRISE ALIGNMENT AND COLLABORATION:

Revamp OR scheduling processes together

#### SUSTAINED EXECUTIVE SPONSORSHIP:

Ensure structured governance and guidance to sustain gains

#### TECHNOLOGICAL OPTIMIZATION:

Leverage data to support decision-making and increase efficiency

## Authors

**Sudhi Rao, RN**

Senior Partner,  
Clinical  
Transformation

[srao@chartis.com](mailto:srao@chartis.com)

**Terri Carbone, RNA**

Partner, Digital  
& Technology  
Transformation

[tcarbone@chartis.com](mailto:tcarbone@chartis.com)

**Sarah Mitschke**

Associate Partner, Clinical  
Transformation

[smitschke@chartis.com](mailto:smitschke@chartis.com)



The challenges facing US healthcare are longstanding and all too familiar. We are Chartis, and we believe in better. We work with over 900 clients annually to develop and activate transformative strategies, operating models, and organizational enterprises that make US healthcare more affordable, accessible, safe, and human. With over 1,000 professionals, we help providers, payers, technology innovators, retail companies, and investors create and embrace solutions that tangibly and materially reshape healthcare for the better. Our family of brands—Chartis, Jarrard, Greeley, and HealthScape Advisors—is 100% focused on healthcare and each has a longstanding commitment to helping transform healthcare in big and small ways.

© 2025 The Chartis Group, LLC. All rights reserved. This content draws on the research and experience of Chartis consultants and other sources. It is for general information purposes only and should not be used as a substitute for consultation with professional advisors.