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

CHARTIS

Authors

Sudhi Rao, RN
Senior Partner,
Clinical
Transformation

srao@chartis.com

Terri Carbone, RNA
Partner, Digital
& Technology
Transformation

tcarbone@chartis.com

Sarah Mitschke
Associate Partner, Clinical
Transformation

smitschke@chartis.com