

# Case study Paradise Valley Hospital

## Destination Center of Superior Performance

### Background

Paradise Valley Hospital is a 291 bed acute care community hospital located in the competitive South Bay area of San Diego, California. Paradise Valley saw the opportunity to meet the needs of the South Bay community with a comprehensive spine care program. In 2013, they partnered with Stryker's Performance Solutions to implement a Destination Center of Superior Performance for Spine with the goal to create a unique and exceptional spine program. Stryker worked closely with Paradise Valley to redesign their care delivery model and implement a patient- and family-centric spine program focused on healing and excellent post-operative outcomes.

### Results

A dedicated spine team was specifically trained and selected to staff the new spine unit helping to ensure knowledge and experience gaps didn't interfere with the consistency of care being delivered to patients. Paradise Valley fosters a culture of continuous learning and requires mandatory education and competency skills are completed annually to keep up with industry best practices. In addition, the Medical Director has implemented standardized order sets to help deliver consistent and predictable outcomes.

Patient education and staff training on pain management has allowed Paradise Valley to implement and leverage a collaborative multi-modal approach to post-operative pain. Pain management protocols have helped improve patient expectations, experience and satisfaction.

Paradise Valley Hospital has experienced a 62% increase in volume. Properly preparing patients for their surgery and standardizing their care has resulted in over 90% of patients being discharged to home and has shortened their length of stay by 21%.

As the positive reputation of Paradise Valley's spine unit has spread, many new physicians were recruited to Paradise Valley. Providers were impressed not only with the ability to measure and review Hospital and Patient Reported Outcomes but with the transparency in which the data was used to make continuous quality improvements for their spine program.

 Paradise Valley Hospital



Paradise Valley

San Diego, CA

Region: West

# 90%

of patients are discharged to home

# 62%

increase in patient volume

# 21%

reduction in length of stay

## Methods

With the help of Stryker's program management team, key staff and physicians from Paradise Valley utilized the proprietary 4 A's Methodology to build and implement a customized service line program that was based on the hospital's unique strengths and opportunities.

### Assess

**Assess** | Together Stryker and Paradise Valley assessed and benchmarked current service line programs, processes and outcomes to help understand their potential opportunities.

### Architect

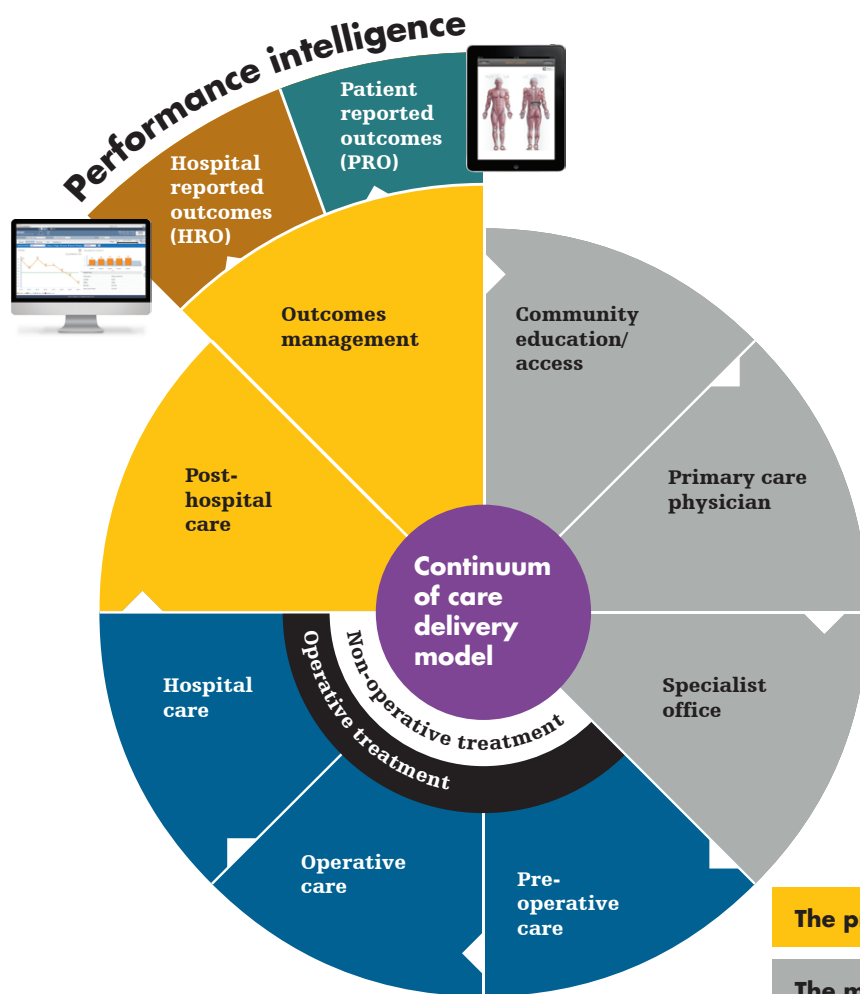
**Architect** | Based on the assessment findings, Stryker helped Paradise Valley architect a project plan to achieve service line goals and objectives.

### Assemble

**Assemble** | Stryker and Paradise Valley assembled a dedicated performance improvement team to help implement the necessary processes and protocols for the service line program success.

### Assure

**Assure** | Stryker benchmarked and reported the clinical, operational and patient performance data Paradise Valley needed to assure their program was on the pathway to sustainable success.



## Why Stryker?

Stryker's Performance Solutions partners with hospitals and physician practices to help improve quality outcomes, patient satisfaction and profitability. We work closely with you to strengthen your orthopedic and surgical service lines, turn performance data into effective plans and implement the most suitable alignment and risk strategies. Together, we help identify, measure and optimize your performance objectives. We make recommendations and implement the lasting changes you need. We're with you every step of the way.

**The program drives the metrics**

**The metrics drive the program**

**To learn more about Stryker's Performance Solutions, contact us:**  
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