



Surgical Specialty
Hospital of Arizona

Surgical Specialty Hospital of Arizona
6501 North 19th Avenue
Phoenix, AZ 85015
602-795-6020 phone
602-795-6022 fax
www.sshaz.com

Surgical Specialty Hospital of Arizona (SSHAZ) is a full service inpatient and outpatient physician owned surgical hospital accredited by The Joint Commission with a caring medical, nursing and support staff. The hospital is licensed for 33 beds, including a 6 bed Multi-Organized Service Unit (MOSU), which can provide care for ICU, intermediate and surgical patients. Family members can be accommodated overnight if desired in the patient's room, or in an adjacent patient room.

We have a full service Lab including blood services, and an Imaging Center with Phillips equipment, 1.5 Tesla MRI and 16 slice CT, as well as 3 mobile C-Arms for use intraoperatively.



There are no limits under the hospital's licensure and certification to the complexity of surgery performed at SSHA and the length of post operative stay may be as long as the patients' condition warrants. A hospitalist group is on staff to assist in the medical management of patients. While we do not have an Emergency Department, and therefore there is not a physician in-house 24 hours per day, all of our nurses are ACLS certified. We have a 4 to 1 patient to nurse ratio in Med-Surg, 2 to 1 for intermediate care and 1 or 2 to 1 for ICU care. Our nurses are experienced ortho, spine and surgical nurses who prefer working in a small hospital environment focusing on surgical cases and appreciate the generous patient to nurse ratio. We rarely have nursing vacancies with a low turnover rate of 2 to 4% compared to the national average of 12 – 14%.

We are proud of the following achievements at SSHAZ:

- Our hospital-acquired infection rate is an extremely low 0.02%; HAI's seldom occur here.
- Our patient satisfaction rate as measured by Press Ganey is consistently at the 90th percentile.
- Healthgrades in 2009 rated the spine program at our hospital as a 5 Star Center of Excellence and the #1 hospital in Phoenix (Mayo was #2).

We hope you choose SSHAZ for your surgery. It is our shared goal to provide excellent care and services to you and your family.



Surgical Specialty Hospital of Arizona

VISION

To be the Safest Hospital in America

MISSION

Our mission is to provide our patients and their families the highest quality surgical care services in a compassionate manner that exceeds their expectations.

CORE VALUES

Patient Safety
Compassionate Service
Stewardship of Resources

OUR EXPECTED ASSOCIATE BEHAVIORS

"TRADITION"

Adopted by the SSHA Governing Board on February 23, 2010



STANDARDS OF EXCELLENCE

TRADITION!

- Teamwork** - We work together in a helpful manner to achieve the best possible patient outcomes.
- Respect** - We value the unique qualities and needs of those around us and are committed to understanding the diversity of different cultures, belief systems and experiences of each person we encounter.
- Attitude** - We will contribute to a healthy work environment by maintaining a positive attitude.
- Desire** - We will embrace each task throughout our day with willingness and enthusiasm.
- Integrity** - We will conduct ourselves in a transparent manner by communicating in an open and honest fashion while being fully accountable for our actions. The consistency in which we conduct ourselves throughout our days will enhance the trust in all we do.
- Timeliness** - We recognize our guests' time is valuable and respond to their needs promptly.
- Innovative** - As clinicians and ancillary support staff we are creative in all we do. Through our specialized treatment and personalized care we separate ourselves from other healthcare facilities.
- Ownership** - We are a part of the solution. We assume ownership of the problem until it is resolved regardless of who is responsible for the solution. See it... Own it... Fix it!
- Neighborly** - We are always ready to lend a helping hand to our guests and each other whenever necessary. To better serve our patients and guests we wear our ID badges in plain view so we are easily identified.

TRADITION