



2016

MISSOURI QUALITY AWARD RECIPIENT

GOLDEN VALLEY MEMORIAL HEALTHCARE



Golden Valley Memorial Healthcare (GVMH) is a not-for-profit healthcare delivery organization consisting of a 56-bed hospital, a home health service, and physician and outpatient clinics located in west-central Missouri.

Guided by the Golden Path to Success, or “GPS”, GVMH uses a robust strategic planning process to align its goals and action plans around five Pillars of Excellence: People, Service, Quality, Financial and Growth. A focus on performance excellence and organizational learning is embedded in the GVMH culture and is reinforced through a series of processes designed to assure the achievement of our mission “to provide exceptional health and wellness services with friendliness and compassion” to Henry County and the surrounding areas.

Exceptional, friendly and compassionate service is provided by physicians, staff, and volunteers who are bound by a set of guiding principles, called the *Behaviors of Excellence*, which all employees strive to demonstrate when interacting with patients, families, and other GVMH team members.

SCOPE OF SERVICES

GVMH’s core competencies are the scope of services and providers available to the community; exceptional, friendly and compassionate service

delivery; and a care delivery system that uses advanced technology to provide accuracy, integrity, reliability, timeliness, security and confidentiality of organizational data, information and knowledge.

The scope of services and specialty physicians available at GVMH allows most patients to receive care near home where they have easy access and family support. In addition to inpatient and emergency services, outpatient services include cardiac, pulmonary, oncology, nephrology, wound care, and therapy services. A recent expansion includes a much larger Outpatient Treatment Center that enables GVMH to provide specialty clinics more frequently and add specialties as patient needs require.



In addition, the 100,000 square feet of new space centralizes outpatient services, including imaging, with a dedicated entrance and registration area, as well as point-of-service registration for some departments. To meet a growing need, the expansion provides six new surgical suites, two more than previously available.

Also, a larger patient-centered expansion of the Emergency Department allows GVMH’s highly competent team to diagnose, stabilize, and/or treat

emergency situations. Over the past few years, the GVMH Emergency Department has undergone several changes to strengthen care and patient satisfaction – from physicians focused on excellence in emergency medicine, to a team approach that provides care while supporting optimal outcomes and a positive patient experience.



GVMH uses advanced technologies to enhance patient safety, such as smart pumps, an electronic health record, computerized order entry, and bar coding of medications. State of the art diagnostic tools, such as a 128-slice CT scanner and advanced nuclear gamma camera, coupled with telemedicine capabilities, provide accurate and timely diagnostics.

RANGE OF CARE

Multi-specialty physician clinics, located in Clinton, Osceola, Warsaw and Windsor offer 43 providers, 11 specialties, walk-in clinics with extended hours, laboratory, radiology, diagnostic ultrasound and mammography services. In addition, all clinics are Level 3 recognized from the National Committee for Quality Assurance Patient Centered Medical Home.

GVMH's Home Services Department is ranked in the top 1% of home services in the country. The staff of professional nurses, aides, therapists, and social services provides the care patients need to remain in their own homes for as long as possible.

Food and Nutrition Services provide patients, guests and staff with hotel-style room service ordering and delivery that is consistently ranked among the top in the nation on patient experience surveys.

To facilitate the continuum of care, patients are called by staff after discharge to encourage follow up visits with their doctor, to make sure they understand their instructions and how to take their medications. Patients are also given the opportunity to recognize care givers and support staff that provided exceptional care and customer service.

A COMMUNITY ANCHOR

Located near Truman Lake, Golden Valley Memorial Healthcare provides rural residents with big city services, while living up to the community slogan, "Great People, by Nature." Specialty clinics, state-of-the-art medical equipment, nationally recognized food "room service", walk-in clinics, and home health services ranked among the best in the nation, complement excellent inpatient, outpatient, emergency and rehabilitation services. With four physician clinics, and an amazing support staff of environmental service workers, engineers, and administrative support personnel, GVMH provides a great place for patients to receive care, staff to work, and providers to practice.

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MISSION

To provide exceptional health and wellness services with friendliness and compassion.

VISION

To make a positive difference in the health and wellness of each life we touch.

VALUES

Quality ~ Professionalism ~ Accountability ~
Compassion ~ Excellence