



# 2013

## MISSOURI QUALITY AWARD RECIPIENT

### Golden Valley Memorial Healthcare

Golden Valley Memorial Healthcare (GVMH) is a not-for-profit healthcare delivery organization consisting of an 84 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 5 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.

GVMH’s core competencies are the scope of services and physicians 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, urology, wound care, and therapy services.

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.

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.



Multi-specialty physician clinics, located in Clinton, Windsor and Warsaw offer 30 providers, 11 specialties, walk-in clinics with extended hours, laboratory, radiology, diagnostic ultrasound and mammography services.

GVMH’s Home Services Department, includes home care, home health, and custom care, and is ranked in the top 1% of Home Services in the country. The staff of professional nurses, aides, therapists, and social services provide the care patients need to help them remain in their own home 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.

GVMH's highly competent emergency team can 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. Physicians focused on excellence in emergency medicine and an overall team approach to providing care supports optimal outcomes and a positive patient experience.

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 while they were in our care.



GVMH has invested in the future through ongoing facility improvements to upgrade and expand our services. Since 2006, new buildings have been built for all three physician clinics, and the hospital underwent a complete renovation in 2010-2011.



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 three 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 physicians to practice.

For more information, please contact:  
Penny Andrews, Director Quality Management  
Golden Valley Memorial Healthcare  
1600 North Second Street  
Clinton, MO 64735  
(660) 890-7292  
[pandrews@gvmh.org](mailto:pandrews@gvmh.org)

**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

