

George E. Wahlen Ogden Veterans Home

Ogden, Utah

Skilled Nursing Facility/Memory Care

Mission

To honor each individual veteran and veteran family member through exceptional care and service

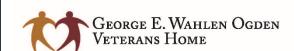
Numbers

120 Residents224 Staff members

Contact

Andrea Aston
Director of Social Services
(801) 334-4302





Highlights

- ❖ The GEWOVH has implemented multiple fact-based innovative practices: Namaste culture to support our residents and our staff, pre- and probiotics to reduce UTI's, anti-gravity program to reduce falls, and assisting veterans in the community that are on our waiting list.
- ❖ The GEWOVH demonstrates Pinnacle Best In Class in all customer satisfaction areas. We also have Five Star ratings in all categories.
- ❖ Developed a culture of "finding a way to say 'yes'" to veteran and family requests. This is a key method by which we accomplish our core competency of "providing person-centered care."
- The GEWOVH has processes and systems that are continually reviewed and updated using a triple check process to provide exceptional care. This is the method by which we accomplish our core competency of "managing using systems and processes."

The Journey to Gold

The AHCA quality award program as been an exciting adventure. The improvements that we have seen based on using the Baldrige Criteria to selfassess have been amazing. Our staff has embraced the importance of evaluation, improvement, and innovation that helps us make progress in better serving our Veterans. The recognition at various levels – Bronze, Silver, and now Gold – have helped us recognize that we are on the right path to demonstrate performance excellence in serving Veterans and their families.