



# 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 Residents  
224 Staff members

## Contact

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



GEORGE E. WAHLEN OGDEN  
VETERANS HOME

## The Journey to Gold

The AHCA quality award program has been an exciting adventure. The improvements that we have seen based on using the Baldrige Criteria to self-assess 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.

## 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."

