



## CRITICAL ACCESS HOSPITAL RECOGNITION: FY2013 INNOVATION IN COMMUNITY ENGAGEMENT

### Central Valley Medical Center

Nephi, Utah

[Central Valley Medical Center \(CVMC\)](#), located in Nephi, Utah, has demonstrated excellence in quality initiatives with improvements in patient safety and satisfaction. CVMC was one of the first critical access hospitals (CAH) in Utah to report quality measures and has continued to lead by example.



Central Valley Medical Center in Nephi, Utah

### Positive Outcomes

- Sustained 100% of patients receiving complete instruction upon discharge for multiple years after Performance Improvement Committee redesigned the discharge process and materials
- Established Patient Safety Committee which has helped reduce medication errors
- Introduced “send us your feedback” program where patients are encouraged to provide feedback and suggestions via the CVMC website

### Top Accomplishments

Mark Stoddard, President and CEO of Central Valley Medical Center, said:

*“We are pleased to be recognized by the National Rural Health Resource Center for excellence and innovation in quality. This designation is truly and honor because it validates to those we serve the commitment and dedication we have to provide the highest quality of care. We know this recognition is directly attributed to the excellent physicians and employees at CVMC, who are continually striving for process improvement.”*