



CRITICAL ACCESS HOSPITAL RECOGNITION: FY2016 INNOVATION IN CARE COORDINATION

Gunnison Valley Hospital

Gunnison, Utah

[Gunnison Valley Hospital \(GVH\)](#), located in Gunnison, Utah, implemented a process of bedside reporting. During bedside reporting nurses finishing and starting a shift meet with the patient to give report on current treatment plans and to address any questions or concerns. An emphasis is placed on talking with the patient rather than about the patient.



Staff at Gunnison Valley Hospital receive CAH Recognition Certificate

Positive Outcomes

- Clear understanding and review of the goals for patient
- Improved patient safety, satisfaction, knowledge and input
- Improved team dynamics among nursing staff and enhanced ownership

Top Accomplishments

Mark Dalley, Gunnison Valley Hospital's Chief Executive Officer, attributes the success of the initiative to the effort of nursing leadership and staff by saying:

"We're willing to make changes because it would mean an improvement in the way we care for our patients and their families."

The time spent with the patient during bedside reporting allows the nurses to physically check the patient, update the whiteboard and address any immediate needs, all of which help to ensure that patients feel informed and knowledgeable about their care. All of this increases patient engagement and participation, which has led to improved Hospital Consumer Assessment of Healthcare Providers and System (HCAHPS) scores at the facility helping contribute to GVH receiving a Centers for Medicare & Medicaid Services (CMS) Five-Star rating for two consecutive quarters.