Certification to ISO 9001 demonstrates your commitment to consistency, continual improvement and patient satisfaction. These are tangible benefits that play an important part in building a sustainable culture of high performance.

ISO 9001 is the world’s most recognized quality management standard, helping complex organizations reduce variation and continually improve their performance. ISO 9001 Certification is a growing trend among hospitals dedicated to better care.

ISO 9001 certifications are awarded every year to organizations worldwide.

"It’s process improvement, constant process improvement, so you don’t keep repeating the same mistakes.”

Director of Quality
Kootenai Health

* iso.org
WHY IS CERTIFICATION GOOD FOR OUR HOSPITAL?

Certification to ISO 9001 demonstrates your organization’s ability to meet their requirements and needs. It will help you:

- Ensure quality and safety in the treatment of patients.
- Identify and manage risk to patients, staff and the organization.
- Determine, manage, monitor and improve complex and interrelated processes.

The 2015 update to ISO 9001 puts additional emphasis on risk-based thinking, offers improved applicability for services, and has increased leadership requirements.

* asq.org

Getting started.

In order to put a certified quality management system in place you need to know the requirements in the ISO 9001 standard and to set clear targets for implementation and assessment of the management system. Certification and continuous improvement of your management system is a journey. We perform yearly audits and re-certification every third year.

These are important steps to get started:

- Get familiarized with the ISO 9001 standard. Training programs are available, and the standard can be acquired on iso.org.
- Make an assessment of your current management system.
- Take action to improve the areas that need enhancement to prepare for certification.
- Ensure top management commitment. A good management system needs to ensure commitment from top level through to the entire organization.

Certification is appropriate for literally any size hospital or healthcare system.

HOW ISO MAKES PROGRESS SUSTAINABLE

ISO implementation has many speeds but only one direction: forward.

ISO 9001 certification puts into place a self-correcting system of continual improvement. Self correcting means the organization is held accountable—to itself—for documenting, deploying, explaining and verifying the critical work processes that govern its everyday activities. These processes directly impact the way patients are cared for, how their charts are managed and how problems are solved, or even better, prevented.

Training Programs

We support all of our Certification programs with healthcare specific training courses to help you achieve optimum results. Learn more about courses and schedules at www.dnvglhealthcare.com/training.