HEALTHCARE

ACCREDITATION, CERTIFICATION & TRAINING

For total system excellence
The DNV GL NIAHO® accreditation program is more than just another way to validate Medicare compliance. It is a complete foundation for quality management. One that reverses the “gotchya” mentality of old-style surveys, and engages everyone—from top management to frontline staff—to contribute new ideas.

"We've stopped that roller coaster of going up then going back down."

"Before, our staff would run and hide when the surveyors showed up. Now, with DNV GL, they can't wait to show them the progress they're making."

"I've never seen this level of service from any vendor we’ve worked with."

"We've always wanted to standardize our processes but never had a way to do it."

"It's a total change in the culture of how we approach accreditation."
by asking why

Why do we have multiple (sometimes conflicting) policies for a single task?

Why isn't it easier to get staff more engaged?

Why can't we be more consistent with our processes?

Why does there seem to be a disconnect between departments?

Why does our staff expect to be criticized during accreditation surveys?

DNV GL represents a much-needed change in the culture of accreditation, one based on empowerment not fear.

so why not

embrace a new approach that offers more value and less hassle? One that truly unleashes the potential of your commitment to quality and patient safety.
Since the introduction of our breakthrough hospital accreditation program in 2008, we have been working hard to develop assurance services across the spectrum of care. Always focused on innovation, staff engagement, and patient well being.

**CMS Accreditations**
Our NIAHO® standards rewrote the book on how to get more out of hospital accreditation. Annual surveys help lower the stress on staff and dramatically boosts your level of readiness. That’s because you are not preparing for surveys, you are continuously improving your processes and patient care.

**ISO Certifications**
Hospitals face all of the modern challenges of other industries, including data security, workplace safety, quality management and environmental stewardship. Leading organizations apply ISO standards via formal certification to these crucial operational concerns.

**Clinical Specialty Certifications**
Pardon the pun, but the heart of what a hospital does lies in its clinical expertise addressing its community’s most pressing illnesses and injuries. It’s where most of the healing happens. DNV GL - Healthcare offers certification programs for a growing number of specialties most needed by our customers.

**Service Line Certifications**
Key service lines like stroke care are often a competitive advantage for hospitals, and becoming certified to a standard of excellence helps create notoriety and confidence. In a growing number of states, these certifications also determine where emergency services should take patients, and how those services will be reimbursed.
Addressing the continuum of care

SETTING A NEW STANDARD

Our accreditation programs directly address CMS requirements and our certification programs leverage the guidance and best practices of clinical specialty organizations across healthcare.

- US Centers for Medicare & Medicaid Services
- Brain Attack Coalition
- American Heart Association
- International Organization of Standardization
- World Health Organization

Our NIAHO® standards rewrote the book on how to get more out of hospital accreditation. Annual surveys help lower the stress on staff and dramatically boosts your level of readiness.

ISO TRANSFORMS HEALTHCARE

ISO 9001 is a process standard – not a manufacturing standard – ideally suited to complex, people-powered businesses. The more variables and interdependencies in your organization, the more relevant ISO becomes. As DNV GL hospitals often say, ISO provides the structure for staff to focus on common goals. Like patient care and safety. ISO puts everyone on the same page, turning individuals into teams, and teams into high-performance enterprises. That’s why it’s called a quality management system. ISO helps you create a clear path to sustainable excellence.
A REMARKABLE THING about our training programs is how many hospitals not yet using DNV GL accreditation seek to be trained on it. In sessions across the country they join DNV GL hospitals to master the fresh new ideas embodied in our NIAHO® standards. Time after time, these “get smart” visits become the first step toward switching to DNV GL accreditation.

Our complete spectrum of training courses helps hospitals gain maximum advantage from our accreditation and certification programs.

<table>
<thead>
<tr>
<th>DNV GL Accreditation (NIAHO®)</th>
<th>Healthcare Management System Implementation</th>
<th>Managing Infection Risk</th>
</tr>
</thead>
<tbody>
<tr>
<td>DNV GL Accreditation is a basic course designed to train healthcare professionals in the principles and requirements of DNV GL - Healthcare’s approach to hospital accreditation. This course is taught in a manner compatible with the ISO 9001 standards &amp; the NIAHO® requirements.</td>
<td>Healthcare Management System Implementation is designed to train healthcare professionals in the flexible approaches to ISO 9001:2008 Quality Management System (QMS) implementation. This course demonstrates the ISO QMS as an infrastructure to business and identifies the benefits of a system approach to quality.</td>
<td>Managing Infection Risk (MIR) Workshop is a comprehensive overview of the framework underpinning the MIR standard as well as the proactive risk assessment methodology used in its development.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Proactive Risk Assessment</th>
<th>Internal Audits for Healthcare</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proactive Risk Assessment (3 days) is designed to provide participants with the fundamental concepts, techniques, and applications for a practical, pro-active approach to improving safety, managing risks, controlling loss and maximizing opportunities. It adopts a fresh approach to learning and introduces delegates to pro-active risk assessment tools that have been used extensively in other safety critical industries to improve safety.</td>
<td>This 3-day ISO 9001:2008 course is a healthcare specific auditor course focused on the hospital and healthcare setting. This course is designed to train potential auditors in the principles and practices of QMS auditing and the use of ISO 9001 standards in the process approach to system auditing.</td>
</tr>
</tbody>
</table>
Putting new ideas into action

You can implement NIAHO® without training, but why would you? Our programs help empower you to get the most out of your DNV GL accreditation.
BROADER VIEW

DNV GL Healthcare is part of DNV GL - Business Assurance, all of which is part of the global DNV GL Group. Our mission in Business Assurance is to help complex organizations achieve sustainable business performance. Our services help SIMPLIFY organizational processes and VALIDATE your commitment to excellence.

SUSTAINABLE BUSINESS PERFORMANCE

OUR WORLD is the world of standards and verifiable best practices that promote fair trade and continual improvement. DNV GL Healthcare is one part of DNV GL - Business Assurance, all of which is part of the global DNV GL Group. Our mission in Business Assurance is to help complex organizations achieve sustainable business performance.

In today’s world, that is easier said than done, which is why we work so hard to develop services that help SIMPLIFY organizational processes and VALIDATE your commitment to excellence.
Safety culture is the way in which organizations live and breathe safety. For healthcare providers, this is the frontline for ensuring patient safety and for improving clinical outcomes. Without a fundamental culture of safety, good intentions and best efforts and strategy are simply not sustainable. At DNV GL, we are on the forefront of safety science for high-risk industries. We understand the transformative effect of systems thinking on organizational culture. And now we are prototyping an advanced “mixed methods” safety culture assessment program for hospitals. We have tested the program in several countries and findings show that mixed methods assessment results give a much more concrete picture of strong points and improvement areas, thus guiding leaders for improvement efforts.

Next generation genomics is a breakthrough technology positioned to change healthcare. In the coming years, it will improve the speed, accuracy and range of diagnostics and therapeutic interventions available to enable truly personalized care. To achieve the technology’s full potential, a wide range of stakeholders must work together to address issues that include privacy and ethics, standardization, quality assurance and the secure management of sensitive big data. DNV GL is already at work developing mechanisms for secure and trusted exchange of quality assured genomic data to support the next big revolution in global healthcare.
We constantly have our eye on where healthcare is going, and how we are going to help the marketplace move forward. With our presence across the globe we can tap into the best minds for ideas and input. We have teams of researchers and analysts who explore emerging trends in healthcare. WE SEE interesting times ahead, holding great promise for communities around the world.

WORKER EMPOWERMENT

Healthcare workers face some of the most difficult challenges of any job imaginable. Their safety and their ability to be supported in the work they do is paramount to better healthcare outcomes. And to the sustainability of the healthcare profession itself. At DNV GL we are working with stakeholders around the world to better manage these risks and provide hospitals with methods and knowledge on how to proactively prevent workers from being burnt out or committing fatal errors because of workload strain. At the heart of it all is the ability to impact the whole system of care, not just individual employees or departments.

PERSON CENTERED CARE

Healthcare systems continue to become more complex, pulling focus away from the patient and toward the mechanics of delivering care across disparate service lines. Provider networks—often formed by mergers and acquisitions—struggle with cultural differences, IT incompatibility, and sudden changes in community demographics. Financial uncertainties, aging populations, and the rise of drug-resistant diseases place further strain on these fragile delivery systems. DNV GL is deeply involved in the complexity challenge of healthcare, working with hospitals, policy makers, governments and researchers to find new ways to restore efficiency to healthcare systems and bring the patients—and their families—back into focus.
DNV GL is a world-leading certification body. We help businesses assure the performance of their organizations, products, people, facilities and supply chains through certification, verification, assessment, and training services.

Within healthcare we help our customers achieve excellence by improving quality and patient safety through hospital accreditation, managing infection risk, management system certification and training.

The DNV GL Group operates in more than 100 countries. Our 15,000 professionals are dedicated to helping our customers make the world safer, smarter and greener.