



DNV GL HEALTHCARE

ACCREDITATION | CERTIFICATION | TRAINING

DNV GL Healthcare is dedicated to helping healthcare organizations improve quality, patient safety, and healthcare delivery. Our team of specialists have an innovative, advanced approach to help healthcare providers achieve excellence through accreditation, certification, and training.

CHANGING THE CULTURE OF ACCREDITATION

Since the introduction of our breakthrough NIAHO® hospital accreditation program in 2008, DNV GL Healthcare has accredited/certified more than 600 hospitals in the United States. We are the only accreditation organization that integrates ISO 9001 quality management standards with the Medicare Conditions of Participation (CoP). Fused with a quality focused, patient centered mentality we represent a much-needed change in the culture of accreditation, one based on empowerment not fear. DNV GL aims to create a sustainable culture of quality while simultaneously empowering hospitals to achieve their accreditation, financial, patient safety and quality goals.

HOW ISO 9001 TRANSFORMS HEALTHCARE

ISO 9001 is a process standard ideally suited to complex, people-powered businesses. The more variables and interdependencies in your organization, the more relevant ISO 9001 becomes.

As DNV GL hospitals often say, ISO 9001 provides the structure for staff to focus on common goals – like patient care and safety. ISO 9001 puts everyone on the same page, turning individuals into teams, and teams into high-performing enterprises. That's why it's called a quality management system. ISO 9001 helps you create a clear path to sustainable excellence.

Our management system approach makes accreditation against the standard a tool for identifying goals and implementing change at every level of your organization, and experience shows it delivers:

- Improved patient safety & quality of care
- Increased management confidence and assurance
- Active identification of areas for improvement
- Enhanced reputation and trust
- Improved staff satisfaction and motivation

OUR APPROACH

DNV GL's accreditation requirements provide healthcare organizations with a clear framework for the improvement of patient safety and quality of care in a language that healthcare workers intuitively understand. DNV GL Healthcare prides itself on providing a supportive and objective third party assessment of your systems, processes and facilities.

Our requirements are free and publicly available. They cover key aspects of organization governance and clinical care, including:

- Quality management system and governance
- Pro-active risk management
- High risk services such as anaesthesia, obstetrics and ER
- Medication management
- Patient rights
- Physical environment

OUR SURVEYORS

All surveyors have a healthcare background and specialize in one of three areas: management system certification, clinical care or the physical environment. Our surveyors employ a variety of methods for assessment, including staff interviews, medical record review, organizational document review, building and offsite visits, and patient interviews and feedback.

"I greatly appreciate the role the surveyors take in answering questions and also giving examples they have seen at other hospitals to help us improve our processes."

Feedback from a 2019 Customer Satisfaction Survey

CLINICAL CERTIFICATION PROGRAMS

Building on the success of our hospital accreditation and credentialing programs, DNV GL Healthcare offers several certification programs to recognize excellence in your organization. Certification validates that the healthcare organizations specialty program and staff have the knowledge, skills and processes necessary to provide quality care in complex specialty areas.

Our clinical certification programs include:

- Stroke Certification Programs
- Orthopaedic Center of Excellence
- Cardiac Center of Excellence
- Certification in Infection Prevention
- Sterile Processing Program Certification
- Palliative Care Program Certification

TRAINING PROGRAMS

Our healthcare training programs help you realize the full potential of your accreditation and quality management system programs. Whether you are new to DNV GL, are integrating new personnel or are seeking more value from your ISO 9001 commitment, you'll find a training course designed to meet your needs. Our team of healthcare experts understands the challenges of working in the healthcare sector. Our interactive training uses practical case study materials to give you knowledge you can apply in your organization, creating a meaningful learning experience and a more effective way of retaining knowledge.

Our training programs include, but are not limited to:

- NIAHO® and ISO 9001 Integration
- Proactive Risk Management Courses
- ISO 9001 Foundation Courses
- Clinical Excellence Training Courses: Sterile Processing, Infection Prevention, Restraints and Seclusion
- Certified Healthcare Operations Professional Courses

WHY PARTNER WITH DNV GL?

As a world-leading certification body with objectives to safeguard life, property and the environment, DNV GL is committed to support healthcare organizations improve patient safety. With operations in over 100 countries, we are uniquely positioned to serve the needs of the global healthcare community. We have applied the lessons learned in working with other safety critical industries to improve safety by maintaining a focus on proactive risk assessment, the development of a culture of safety, ensuring effective measurement and monitoring of systems and processes, and establishing accountability in the development of healthcare standards.

"The ISO 9001 process has brought our hospital and its staff to another level of quality. Improved communication between departments and an awareness of how meaningful this work is has raised the level of critical thinking throughout the facility and has brought a new level of performance to all employees. This process has been a major factor in sustaining the positive improvements made thus far. I truly believe that by embracing these processes, that this has changed the way we have previously approached survey. This process is one of evaluation and consistent improvement."

Feedback from a 2019 Customer Satisfaction Survey

Learn more by visiting our website and downloading our standards free of cost!
www.dnvgcert.com/healthcare