ISO 9001 FOR HEALTHCARE
- demonstrate your commitment to quality and patient focus

ISO 9001 is the most recognised international quality management standard. It promotes patient satisfaction through continual improvement of your management system's effectiveness.

Certification of your quality management system 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. The ISO 9001 standard provides specific requirements for a quality management system that will enhance your ability to consistently deliver care that meets patient needs - as well as statutory and regulatory requirements.

Independent assessment and certification of your quality management system by DNV GL gives a clear demonstration to stakeholders that you work to apply an effective quality management system in your organization.

Why ISO 9001 for healthcare?
Improving quality and enhancing patient safety through the implementation of a quality management system is the best way to provide patient centred care. ISO 9001 provides a model for a quality management system which focuses on the effectiveness of clinical, business and support processes to ensure high quality care is provided. The standard promotes the adoption of a process approach emphasising the requirements, added value, process performance and effectiveness, and continual improvement through objective measurements.

Previous versions of ISO 9001 were tailored to the manufacturing industries and called for extensive system documentation. The current version is more generic and can be applied in organizations of any size and industry. It's increasingly recognised as a well suited standard for healthcare organizations that wish to deliver high quality, patient centred healthcare.

Why is certification good for my organization?
Certification of your management system 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.
- Comply with relevant international and national legal requirements.
- Implement best practice routines and procedures.
Prevent incidents from occurring.
Identify areas of improvement and ensure continual enhancement of your quality management system.
Provide assurance to patients, authorities and other stakeholders that you have implemented a well-functioning management system and are committed to continual improvement.

How do I get 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 familiarised 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. DNV GL offers pre-assessments to identify gaps.
- 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.
- Engage an accredited certification body to get started with the certification process.

Risk Based Certification™ - tailored to your needs
DNV GL applies our Risk Based Certification methodology to provide more value to your organization through focused audits. We start by asking you to identify the most significant risks to your core services. In addition to measuring against the selected standard, we tailor the audit to address the identified risks. This is vital in helping you pinpoint key improvement areas, and allows you to focus on the areas that are most important to you. We tailor both the certification audits and the yearly audits. We help you improve in your focus areas, and will customise the audits as your risk landscape changes.

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, having certified or accredited close to 2,400 healthcare organizations internationally.

DNV GL works with national healthcare authorities and healthcare providers around the world to effectively manage risk and improve healthcare delivery. Our healthcare activities are supported by a multidisciplinary research group based in Oslo that is committed to improving patient safety through collaborative research.

Risk Based Certification is a registered EU trademark of DNV GL AS.

Contact us: business.assurance@dnvgl.com
www.dnvgl.com/healthcare