

TAKING Quality TO THE Highest Level



LRGHealthcare is proud to share that Lakes Region General Hospital (LRGH), Franklin Regional Hospital (FRH), and all LRGHealthcare affiliated practices have achieved ISO 9001 Quality Management System Certification, reflecting our long-term commitment to quality, safety, and patient satisfaction. This achievement was no small feat as the journey to ISO 9001 Certification began in 2015 and culminated in 2018 with certification achieved.

With this certification, LRGH and FRH are part of an elite group of only 5% of hospitals nationwide that have achieved ISO 9001 status. The certification is valid for three years and is provided by DNV GL – Business Assurance, part of the DNV GL Group, a world-leading certification body known for its safety and efficiency standards.

What Is it?

ISO 9001 is most well known in industries like manufacturing and the airlines and is a pathway to accreditation using a consistent and reliable approach to meet the standards. DNV GL, LRGHealthcare's accrediting body, created an ISO model for healthcare taking the required standards for accreditation to a much higher level. To achieve ISO certification, in addition to accreditation, requires the development of a series of systematic, standardized processes which are constantly reviewed and revised to assure a high level of quality and safety.



The ISO 9001 Quality Management System is based on seven principles:

- 1. Customer Focus:** *Understand the needs of our patients, meet their requirements and strive to exceed those expectations.*
- 2. Enhance Leadership Involvement:** *The leadership team is expected to be fully committed and heavily involved in strengthening our quality management program requiring unity of purpose across all environments.*
- 3. Engagement of People:** *Full involvement of EVERYONE at LRGHealthcare.*
- 4. Process Approach:** *Requires all activities and resources to be managed as a process involving documenting and implementing processes, resources, methods and controls to demonstrate compliance with ISO 9001.*
- 5. Enable People & Process Improvement:** *A permanent objective across the organization to consistently focus on improvement.*
- 6. Evidence Based Decision Making:** *Analyze data to drive decisions.*
- 7. Relationship Management:** *Effectively manage relationships across the organization from the hospitals to the provider practices to create value.*

How Did We Achieve It and Continue to Sustain It?

It was a lot of work and required the involvement of everyone at the organization across all departments.

More specifically, we put ourselves under the microscope. This involved multiple survey visits from DNV GL who would review our processes and inform us of areas that required improvement.

To tackle those areas of improvement, we have an in-house DNV Workgroup, which includes employees from all disciplines. They met and continue to meet every two weeks to discuss needed areas of improvement and create corrective action plans for how to improve. These action plans are shared with DNV GL.

We also did and continue to do extensive review of ourselves internally, conducting our own internal audits to uncover areas where we may be lacking and implement improvements as needed. Often times though, when we work in something every day, we can be too close to it to see the problems. Therefore, as a way to ensure continual improvement, the audits are performed by staff who are unfamiliar with the process being audited.

“The goal is better managed, more efficient, patient centered care,” states Sandra Van Gundy, LRGHealthcare Director of Quality, Patient Safety & Patient Experience.

What Does this Mean for Our Patients?

In choosing to go for ISO certification and achieving it, LRGHealthcare patients can be confident that the organization has refined, and will continue to refine its processes to improve quality, safety, and the patient experience. They can expect to receive high level care each and every time they visit one of LRGHealthcare’s hospitals or provider practices because we have designed our systems that way.

“We are extremely proud of our commitment to quality and I am especially proud of all our staff, leadership and providers who have worked hard for this achievement,” says Kevin W. Donovan, President and CEO of LRGHealthcare. “Everyone at LRGHealthcare is dedicated to continuing our work to sustain this certification, which helps us continually move forward and allows us to reaffirm our dedication to excellence for our community.” ■