



The Basics of DNV Accreditation and ISO 9001

DNV Healthcare is a new and innovative provider of hospital accreditation under CMS

Webinar T2732

Thursday, February 9, 2012
12:00 noon – 1:00 p.m. (CST)

Overview

The DNV Healthcare accreditation program is called the National Integrated Accreditation for Healthcare Organizations (NIAHO®). The NIAHO® standards integrate requirements based on the CMS Conditions of Participation (CoPs) with the internationally recognized ISO 9001:2008 Standards for the formation and implementation of the Quality Management System. The ISO 9001:2008 quality management system is the solution and provides the infrastructure that can ultimately improve the healthcare industry to improve processes, reduce medical errors, improve patient safety and impact cost management practices. As part of its program development, DNV Healthcare has cultivated highly motivated field surveyors throughout the country. Working in tight-knit teams comprised of clinicians, generalists and life safety specialists, DNV Healthcare surveyors will visit hospitals annually to ensure progress and help hospitals meet their quality goals. This Webinar is designed to provide information regarding DNV Healthcare accreditation process, overview of ISO 9001:2008 as a part of the accreditation and summary of the updates to their accreditation requirements.

Target Audience

CEOs, COOs, CFOs, CMOs, Board Members, Joint Commission Coordinators, Performance Improvement Leaders, Risk Managers, Safety Officers and Compliance Officers

Program Topics

- Key ways DNV Healthcare's approach is different from other accreditation models
- How ISO 9001:2008 quality management system can be an effective approach to improving manage processes more effectively and improve performance
- How DNV Healthcare's accreditation program is designed to move hospitals beyond traditional approaches to quality and performance improvement
- What to expect of a DNV Healthcare hospital accreditation survey
 - Approach to the survey process
 - Demeanor of the survey team
 - Follow up process for corrective actions to address noncompliance

Faculty

Pat Horine, MHA is responsible for oversight and management of the National Integrated Accreditation of Healthcare Organizations (NIAHO®) program for DNV Healthcare, Inc. He has played an integral role in the development of the NIAHO® Accreditation Program, pursuant to recognition of deeming authority from the Centers for Medicare and Medicaid Services (CMS). Patrick has more than 20 years of healthcare management experience and holding leadership positions in hospitals. His experience includes positions as Chief Executive Officer, Chief Operating Officer and Vice President for Quality and Business Development. His expertise includes hospital operations, performance improvement, patient safety, data inventory development and analysis, and adverse event investigations. Patrick has presented numerous seminars as well as worked on-site with healthcare organizations on an international level.

Certificates of Attendance

Certificates of Attendance will be issued to all registrants. These certificates should be placed on file at your hospital as evidence of attendance. Certificates of Attendance will not be awarded for recorded sessions.

Registration

\$190 for AHA members

Registration includes **one** Internet connection and **one** telephone connection at **one** location and an unlimited number of participants from your organization in **one** listening room.

Participants should register at least five business days prior to the event to ensure optimal processing of conference materials. To register, please submit the attached registration form. If you have not received an e-mail with instructions [via the e-mail provided on the registration form](#) or if you are unable to download or open presentation materials, at least three business days prior to the event, please contact Anna Sroczyński at 501-224-7878, or via e-mail to asroczyński@arkhospitals.org. **Without payment (via check or credit card), your registration cannot be processed, and you will not receive connection instructions.**

Prior to the event, you will receive instructions and passwords for accessing the event, along with the slide presentation and other resource materials. It is the responsibility of the registrant to download and/or access presentation materials prior to the day of the event.

Substitution, Transfer and Cancellation Policy

Refunds, minus a \$25 processing fee, will be granted if requests are received in writing by the AHA at least 5 business days prior to the program. No refunds will be issued after that date. Substitutions, however, are permitted. Fax refund requests to Anna Sroczyński at 501-224-0519.

REGISTRATION FORM

The Basics of DNV Accreditation and ISO 9001

DNV Healthcare is a new and innovative provider of hospital accreditation under CMS

Webinar T2732

Thursday, February 9, 2012

Registration Fee \$190 for AHA members

Registration fee covers one or multiple participants at one location (**one connection per registration**) and includes one set of instructional materials/handouts. Upon receipt, additional handouts can be copied.

Name and Title of Contact Person _____

Organization _____

Mailing Address _____

City, State, Zip _____

Telephone _____ Fax _____ E-mail _____

Method of Payment

Check in the amount of \$_____ payable to the Arkansas Hospital Association is enclosed.

Credit Card # _____ Visa MasterCard

Cardholder's Billing Address (including zip code) _____

Expiration Date _____ Name on card _____

Signature _____ Card Holder's Phone # _____

Mail form and payment to

Education Department, Arkansas Hospital Association, 419 Natural Resources Drive, Little Rock, AR 72205; 501-224-7878; or fax form with credit card information to 501-224-0519.