



Press Release

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Accreditation Affirms WMH's Quality Care

Following a stringent three-day, on-site survey, War Memorial Hospital has received the word it meets all federal regulations required by Medicare and Medicaid.

“This validates that our entire team is truly focused on taking the best care of our patients and meeting the standards of excellence required to be accredited even in a health care system that is constantly changing,” explained David Jahn, WMH President & CEO.

All U.S. hospitals must be accredited every three years to receive payments for care from the federal government. Medicare and Medicaid payments make up about 50 percent of WMH annual revenue.

The DNV integrates clinical and patient safety requirements with ISO 9001 Quality Management System principles. This standard has achieved global recognition and is accredited by the International Society for Quality in Health Care. The standard is designed to be effective in any healthcare system and in the context of national healthcare systems.

“We have taken an entirely different approach to accreditation, and hospitals are really responding,” says DNV GL - Healthcare CEO Patrick Horine. “Since accreditation is a must-have credential for just about every hospital in this country, why not make it more valuable, and get more out of it? That’s where ISO 9001 comes into play, and turns the typical get-your-ticket-punched accreditation exercise into a quality transformation.”

“Our accreditation is good for three years but to keep us on track, we undergo intensive, annual DNV surveys because it’s all about continuous improvement,” said Emily Bochniak, WMH’s Quality Management Director. Bochniak added achieving accreditation through DNV is a strategic tool for identifying ways to improve safety and the patient experience.

As part of the DNV accreditation process, WMH will submit data in January to be considered for certification under International Organization for Standardization (ISO) 9001. The ISO is a network of institutions in 161 countries seeking to establish standards for quality and requirements of materials, products, processes and management systems. The ISO does not legislate or enforce regulations but through technical committees of

experts from industry, science, governmental and private organizations works to develop international standards to improve the customer and patient experience. The hospital expects to receive notification in February.

“Healthcare is a very complicated business with the added dimension of providing high quality, caring and compassionate service at what is often a very emotional and stressful time for patients and loved ones. I’m proud that our entire team can share in this accomplishment and see this three year accreditation as evidence that all of their hard work to continually improve is effective and being recognized.” Jahn said.

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Staff members from many WMH departments take a minute at the end of the daily safety meeting to celebrate receiving notification of accreditation. “It’s all about continuous improvement” explained Emily Bochniak, holding certificate, WMH’s Quality Management Director.