

## Press Release

### For Immediate Release

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## **Houston Healthcare Certified to ISO 9001 Quality Management System by DNV**

Houston Medical Center and Perry Hospital have been awarded by DNV Healthcare full accreditation to the ISO 9001 Quality Management System.

“Houston Healthcare strives to provide safe and effective healthcare services for our community,” says Charles Briscoe, President and Chief Executive Officer for Houston Healthcare. “We are so pleased that both Houston Medical Center and Perry Hospital have reached this level of distinction. ISO certification reflects the effort required to fundamentally transform the way we do business. ISO 9001 is ideally suited to the complex, process challenges of running a hospital.”

ISO 9001 is the most widely-accepted quality management system in use around the world, and is quickly gaining acceptance among US healthcare providers as a foundation for their quality and patient safety programs.

“Both Houston Medical Center and Perry Hospital have worked hard to achieve this certification, and they have done so with unwavering commitment from their top leadership to make their hospitals the best they can be,” says Patrick Horine, President of DNV Healthcare USA Inc. “ISO 9001 certification isn’t just an award or trophy for something you’ve done, it’s public evidence that you are at the top of your game with an obvious plan in place to make excellence an every day objective.”

ISO 9001 brings science to the art of caregiving; it helps to standardize processes around things that are proven to work, by the people doing the work, thus empowering frontline workers while creating an environment of predictability for the entire organization. The ultimate impact of ISO within hospitals is the reduction or elimination of variation, so that critical work processes are done consistently and the “best ideas” aren’t held by one person or one department but are ingrained in the organization itself.

Businesses that implement ISO 9001 do so for both the internal and external benefits. Internally it helps staff create clear and consistent processes of patient care and ensure that progress is constantly being made toward specific quality objectives. Externally, it tells the public, as well as insurers and regulatory agencies, that the hospital is not only *talking* about quality, but is *pursuing it* with discipline and transparency.

“I’m proud of the work our staff and physicians have done towards obtaining this certification,” says Briscoe.

#### **About Houston Healthcare**

Houston Healthcare is a system consisting of seven separate entities serving over 300,000 people every year. Our two hospitals totaling 282 beds, three urgent care facilities, eight physician practices and numerous ancillary services have one goal—taking care of the people that call Houston County and surrounding communities home. We provide a wide range of services, including: inpatient and outpatient surgery, Maternity and neonatal intensive care, Advanced cardiovascular care, Urgent care, Electronic intensive care units, Advanced imaging services, Psychiatric care, Physical and cardiac/pulmonary rehabilitation, Orthopedics and joint replacement, Oncology treatment and 24-hour emergency care.

#### **About DNV**

DNV is a global independent certification, assurance and risk management provider, operating in more than 100 countries. Through its broad experience and deep expertise, DNV advances safety and sustainable performance, sets industry benchmarks, drives innovative solutions.

Whether certifying a company’s management system or products, accrediting hospitals, providing training, assessing supply chains or digital assets, DNV enables customers and stakeholders to make critical decisions with confidence, continually improve and realize long-term strategic goals sustainably.

DNV draws on its wide technical and industry expertise to help companies worldwide build consumer and stakeholder trust. Driven by its purpose, to safeguard life, property, and the environment, DNV helps tackle the challenges and global transformations facing its customers and the world today and is a trusted voice for many of the world’s most successful and forward-thinking companies.

For more information about DNV, visit [www.dnvcert.com/healthcare](http://www.dnvcert.com/healthcare)



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