

What You Need to Know About Quality



Advocate hospitals are **accredited by DNV** which ensures that we comply with Centers for Medicare and Medicaid (CMS) regulations. Advocate At Home is accredited by The Joint Commission and Dreyer by AAAHC.

DNV Requirements:

- **To promote improvements** in Quality, Patient Safety and Service, **must be ISO 9001 certified**
- **Must have a Quality Management System and comply with the CMS COPs (Conditions of Participation)**

Where to Find Resources: Advocate Online – Resources Tab



To embrace and live by our commitment to provide the Advocate Experience and become a High Reliability Organization, **Advocate adopted a leadership-driven Quality Management System (QMS) and the ISO9001 standards.**

ISO 9001 is an international standard for a Quality Management System, and the basis for Advocate's (QMS).

ISO 9001 requires that organizations have documented policies for:

- **Document Control** - Ensures that key documents are controlled, accessible to associates, and kept up-to-date so that associates have access to the documents/policies/procedures that they need to do their job and that the right decisions can be made. Found on Advocate Online – Resources Tab - Advocate Document System (ADS)
- **Record Control** – Defines how records are identified, stored, and disposed. (Found in the Record Retention Matrix, Advocate Online/Resources.)
- **Non-conforming Products** - Standardized process for identifying and eliminating products that are damaged, expired, opened or recalled. Clinical products are placed into green bins. (Policy in ADS and Job Aid.)
- **QMS Audits** – Ensures an objective and systematic examination of our key processes to identify process breakdowns and variations, which could have a negative impact on patient outcomes and on operations.
- **Corrective and Preventive Actions (CAPAs)** – Plans to address identified process weaknesses and those not meeting expectations to make Advocate's processes more reliable/consistent.

When DNV surveyors visit each hospital, they will determine if ISO 9001 requirements are met.



Advocate's Quality Management System (QMS) provides the framework to support High Reliability and the Advocate Experience. ISO 9001 is the basis for our Quality Management System. It helps us to achieve our goals by requiring that we "Say what we will do," and then "Do what we say we will do."

Advocate's ISO9001 Quality Management System (QMS) helps Advocate reduce variation and increase effectiveness/efficiency at our sites of care.

Are DNV and ISO 9001 the same?

DNV is Advocate's hospital accreditation organization while ISO 9001 is an international standard for a Quality Management System, and the basis for Advocate's (QMS).

There are 3 fundamental objectives of ISO called the 3Cs:

- **Consistency in Service** delivery and performance to ensure that the patient experience is safe, high quality, and efficient every time, always.
- **Continual Improvement** ensures we reach our expected outcomes through process improvement and process redesign.
- **Customer/Patient Satisfaction** ensures patients' expectations are met...or exceeded

The 3Cs form the foundation for delivering Safety, Quality and Service ALWAYS.

Advocate's Safety and Quality KRAs are the key metrics that Advocate uses to measure Quality.

As an Advocate Associate, your role is to provide...

Consistent CARE → Safety
Continual IMPROVEMENT → Quality
Customer focused EXPERIENCE → Service
Everyone contributes!