

Quality Improvements and Success

Kaleida Health is proud of the outstanding work employees do every day to meet patients' needs. Thank you for helping to enhance Kaleida Health's quality management system.

Be prepared for ISO auditors. Can you answer these questions?

- 1. Where can I find the Kaleida Health Quality Policy?** The Quality Manual on *KaleidaScope*.
- 2. How do I know if I have the most current policy version?** *KaleidaScope*'s Policy and Procedure Manual is home to the most current version of any policy.
- 3. Do you know where to find information about calibrating medical equipment?** The Medical Equipment Management Plan on *KaleidaScope*.
- 4. What is one reason we conduct internal audits?** To facilitate continual improvement within the organization.
- 5. If something is not working, what process is used to fix it?** The Corrective Action Process.
- 6. What process is used to identify and eliminate issues that could become problems in the future?** The Preventative Action Process.
- 7. Where would I find information that states how long a specific record needs to be kept?** The Control of Records Process.
- 8. What are the three essentials of ISO 9001?**
1) Provide consistent service, 2) Improve patient satisfaction, and 3) Continually improve the organization.

Need more information?

For more information about ISO 9001 accreditation, call your site quality director, the Corporate Quality Department at (716) 859-8049 or email ISOcoordinator@kaleidahealth.org.



Achieving ISO 9001 Certification

IMPROVING QUALITY STANDARDS

In 2010, Kaleida Health replaced The Joint Commission with DNV as its formal accrediting agency due in part to DNV's adherence to International Organization for Standardization (ISO) continuous quality improvement standards.



Approved by the Centers for Medicare and Medicaid Services, DNV is overseeing Kaleida Health's transition to become a fully compliant ISO 9001 certified organization by fall 2013 during the annual accreditation audit.

What is ISO 9001?

ISO 9001 is a proven quality management system (QMS) that outlines business practices for achieving and improving quality. The goals of ISO 9001 are to 1) provide consistent service, 2) improve patient satisfaction, and 3) continually improve the organization.

ISO 9001 will also help Kaleida Health increase efficiencies, improve internal communication and achieve higher job satisfaction among employees.

Quality at Kaleida Health

Kaleida Health has a new Quality Policy, which demonstrates the coordinated and continuous improvement approach Kaleida Health will follow in the Quality Management System (QMS).

Procedures to ensure compliance with the QMS are located in the Quality Manual, which documents the scope of Kaleida Health's QMS, identifies ISO 9001-compliant procedures and explains how major processes (i.e. registration, admissions, treatment and discharge) interact to provide consistently high quality results.

Implementing ISO 9001

Kaleida Health's improvement processes empower staff to acknowledge current and potential problems. When a process is not meeting a patient's needs, not working as intended, or leading to inconsistent service, it must be fixed.

ISO 9001 Tools and Processes

- **Internal Audit Process** allows Kaleida Health employees serving as internal auditors to evaluate systems and processes and improve quality by:
 - Reviewing planned and documented processes;
 - Assessing if work is carried out as intended;
 - Determining if processes consistently meet the needs of our patients.
- **Corrective Action Process** identifies the root cause of problems and redesigns processes to find solutions.
- **Preventative Action Process** averts potential problems through early detection of issues. Employees who identify a potentially error-prone situation should talk to their managers.
- **Control of Nonconforming Product Process** describes the process to follow when supplies, medications, equipment or other items are out of date, broken or do not meet expectations.
- **Document Control Process** outlines the use of the online Policy and Procedure Manual on *KaleidaScope* to obtain the most accurate and up-to-date version of policy and procedure documents.
- **Control of Records Process** details how to identify, store, protect, retrieve, retain and dispose of patient records and other important documents.

- **Medical Equipment Management Plan** provides processes for the acquisition, safe use and appropriate selection of medical equipment. Equipment operators should perform a check of equipment before each patient use.

Employees' Roles in ISO 9001 Certification

ISO 9001 auditors will evaluate Kaleida Health's QMS in all hospital areas by asking questions, talking to employees and monitoring processes. Following Kaleida Health's policies and procedures assures that we meet all recommended criteria for ISO 9001 certification.

- **Say what you do:** Auditors will compare current policies, procedures and other documentation to the regulatory standards to ensure compliance.
- **Do what you say:** Auditors will verify that Kaleida Health follows documented procedures by watching employees do their work and comparing the processes to Kaleida Health's policies and procedures.
- **Prove it:** Auditors will review records to verify compliance with all Kaleida Health policy and procedure requirements.
- **Improve it:** Auditors will look for evidence that Kaleida Health repeatedly measures, monitors and takes steps to continuously improve quality.

