



Margaret R. Pardee Memorial Hospital
800 North Justice Street, Hendersonville, NC 28791
www.pardeehospital.org

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Pardee selects new quality-based accreditation program from DNV Healthcare

(Hendersonville, N.C.) Pardee Hospital announced today that it is the first hospital in the state of North Carolina to receive DNV Healthcare certification, a new quality-based accreditation program that focuses on the quality of patient care throughout an entire health care system.

DNV's service is the first new federally-approved accreditation program in more than 40 years, and offers Pardee the opportunity to simultaneously satisfy its Medicare accreditation requirements and implement the ISO 9001 Quality Management System.

"We're honored to be the first hospital in the state to receive this accreditation," said Kris Hoce, CEO of Pardee Hospital. "This is more than a new accreditation program- it's a catalyst for our ongoing commitment to patient safety and clinical quality."

ISO 9001 is recognized by businesses around the world as the benchmark for continuous quality improvement. Innovative hospitals are embracing ISO as a way to identify and focus on the most successful approaches to the delivery of the highest quality patient care, and also improve billing and other critical aspects of running a modern hospital, according to Hoce.





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“Accreditation can directly affect the quality of a patient’s hospital care and impacts the way hospitals operate,” said Hoce. “While undergoing the accreditation process, a hospital makes critical decisions about how it treats diseases, stores medications, allocates nurse staffing, and conducts billing and reimbursement.”

By law, hospitals must be accredited by a CMS (Center for Medicare and Medicaid Services)-approved accreditation program or be approved by an equivalent State Agency in order to be reimbursed for care provided to patients covered by Medicare and Medicaid. “Without it, most hospitals would only be able to provide care for a small fraction of the community they serve,” said Hoce.

According to Beth Long, compliance and accreditation officer for Pardee Hospital, the DNV accreditation program provides a new option for accreditation as well as a new approach to improving service. For example, DNV surveys the hospital every year and this regular contact promotes a culture of continuous improvement. DNV also does not limit the focus to clinical services. Every department in the organization is included in the survey and efforts are directed toward identifying opportunities to improve service across the organization.

“DNV standards are very familiar to hospitals and consistent with federal guidelines. The combination of clinical standards with internationally accepted ISO





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quality standards is a unique approach to accreditation. It is a welcomed change and is definitely a positive step for Pardee Hospital," said Long.

DNV was approved by the U.S. Centers for Medicare and Medicare Services on Sept. 26, 2008. DNV accreditation protocols closely follow the Medicare Conditions of Participation and require Pardee to become fully ISO 9001 compliant within two years.

DNV Healthcare Inc. is a division of DNV, an independent foundation dedicated to safeguarding life, property and the environment. DNV (<http://www.dnv.com>) has 300 offices in 100 different countries. For more information about the hospital accreditation program, visit <http://www.dnv.com/industry/healthcare>.

Pardee Hospital is a not-for-profit community hospital founded in 1953. The main hospital is licensed for 222 acute care beds and is the second largest employer in Henderson County. The hospital has several locations separate from the main campus, including an adult day services center, a health education center in the Blue Ridge Mall, home care services, a rehab and wellness center, a midwifery program, various family and internal medicine practices, and an urgent care facility. For more information or to find a physician, call 1-866-790-WELL (9355) or visit www.pardeehospital.org.

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