

ASANTE® News

ASANTE ASHLAND COMMUNITY HOSPITAL | ASANTE PHYSICIAN PARTNERS | ASANTE ROGUE REGIONAL MEDICAL CENTER | ASANTE THREE RIVERS MEDICAL CENTER

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DNV's annual visit finds our strengths, and a few opportunities

Surveyors from DNV-GL Healthcare, the international certification organization that has accredited Asante's hospitals since 2008, wrapped up their annual visit last month. Their findings suggested that Asante Three Rivers, Asante Ashland and Asante Rogue Regional are doing a good job of living up to DNV's motto: "Say what you do, do what you say — and prove it."

Surveyors found some things that can be improved upon, including processes involving pain medication at all three hospitals. But the survey findings were mostly positive, and nearly all of the shortcomings pointed out in last year's surveys have now been resolved.

DNV documents three levels of nonconformity in its surveys:

- NC 1-condition, which means our process is severely compromised and patient safety could be affected. A hospital has 45 days to correct the problem or risk losing accreditation or certification.
- NC 1 means our processes are not working properly and we have 60 days to correct the problem.
- NC 2 means our processes are generally working but we have some opportunities to improve. DNV will look at NC 2s when they return for the next annual survey.



None of Asante's hospitals received a serious NC 1-condition nonconformity, but we did receive a collective seven NC 1s and 19 NC 2s.

Teams and actions plans will be developed to address the DNV survey findings. Those interested in supporting the effort or who have ideas for improving the quality of care at Asante should reach out to their managers.

DNV's hospital accreditation program recognizes that Asante's hospitals meet the Centers for Medicare & Medicaid Services standards as well as ISO 9001 standards for quality. DNV focuses on evaluating a hospital's processes to prevent medical errors as well as how it integrates new technology that can improve the health care system.

These visits give Asante valuable insight into opportunities for continuous improvement. "My favorite saying from the surveyor was, 'Perfection is our goal, but excellence will be tolerated,'" said Holly Nickerson, Asante's director of accreditation.