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 GrandLakeHealth.org

Joint Township District
 Memorial Hospital

Grand Lake
 Family Practice & Pediatrics
 at the Celina Medical Center

Wapakoneta Primary Care
 at the Wapakoneta Medical Center

Grand Lake Home Health

Grand Lake Hospice

Grand Lake OB/GYN

Grand Lake Occupational Medicine

Grand Lake Primary Care
 at St. Marys

Grand Lake Sleep Center

Miami & Erie
 Family Practice & Pediatrics

Urgent Care at JTDMMH

James Reichert, D.O.

New Day
 Pain Management Center

Grand Lake Neurological Center

Vanan ENT & Sinus Center

PRESS RELEASE

FOR IMMEDIATE RELEASE — DECEMBER 12, 2014

Joint Township District Memorial Hospital Certified to ISO 9001 Quality Management System by DNV GL

Joint Township District Memorial Hospital has been awarded by DNV full certification to the ISO 9001:2008 Quality Management System.

“Joint Township is dedicated to providing the safest and most effective healthcare services possible,” says President & CEO Kevin Harlan. “ISO certification not only reflects that mission, but helps to empower it. The certificate is just a piece of paper, but the effort required to achieve it fundamentally transforms the way we do business. ISO 9001 is ideally suited to the complex, people-intensive challenges of running a hospital.”

ISO 9001:2008 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.

“Joint Township has worked hard to achieve this certification, and they have done so with unwavering commitment from their top leadership to make their hospital the best it can be,” says Patrick Horine, President of DNV-GL Healthcare. “ISO 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 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.

About DNV GL

DNV GL Healthcare, with offices in Cincinnati and Houston, is a division of DNV GL-Business Assurance, part of the DNV GL Group, an independent foundation dedicated to safeguarding life, property and the environment. Globally, DNV GL-Business Assurance has more than 100 offices and is one of the world’s leading certification, assessment and training companies. For more information about DNV hospital accreditation, visit www.dnvglhealthcare.com.

About Joint Township District Memorial Hospital and Grand Lake Health System

Proudly committed to serving the community with compassionate care, advanced technology and expertise, Grand Lake Health System is a comprehensive health system offering a wide range of primary, acute and therapy services to the people of the Grand Lake region. Joint Township District Memorial Hospital offers: modern facilities; state-of-the-art equipment; caring medical professionals; high qualified, experienced physicians; the widest array of medical services and specialties — all with quality and convenience. Joint Township District Memorial Hospital and Grand Lake Health System remain committed to our long tradition of serving with skill, expertise, quality, care and compassion. — ■

INFORMATION CONTACT

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