



Union Hospital Achieves ISO Certification

Union Hospital is now certified as an ISO 9001:2008, Quality Management Systems compliant organization. This certification is accredited by DNV Certification Inc. of Houston TX.

ISO 9001 is a standard related to quality management systems and designed to help organizations ensure that they meet the needs of customers, shareholders and employees allowing Union Hospital to develop sustainable performance.

The certification of compliance with ISO 9001:2008 recognizes that the policies, practices and procedures of Union Hospital ensure consistent quality services we provide to our patients. While the ISO 9001 certification process is better known within industry, Carol Murphy RN, UH Director of Quality Improvement, says the ISO management standards are applicable to healthcare to improve all aspects of their operations.

“The ISO Quality Management System requires the organization to document what we do, do what we say we do, prove that we do it and continually improve,” Murphy said. “In an industry as complex as healthcare, this process is crucial.”

To become certified as ISO 9001:2008 compliant, Murphy says Union Hospital underwent a 48-month evaluation process that included development of a formal quality management system (QMS), management systems review, employee training, process documentation, establishment of process metrics and a pre-audit initial assessment; all of which are required to be in compliance with the ISO 9001:2008 standard. The process culminated in a 3 day registration audit by DNV. A certificate of registration was issued to Union Hospital on January 13, 2014.