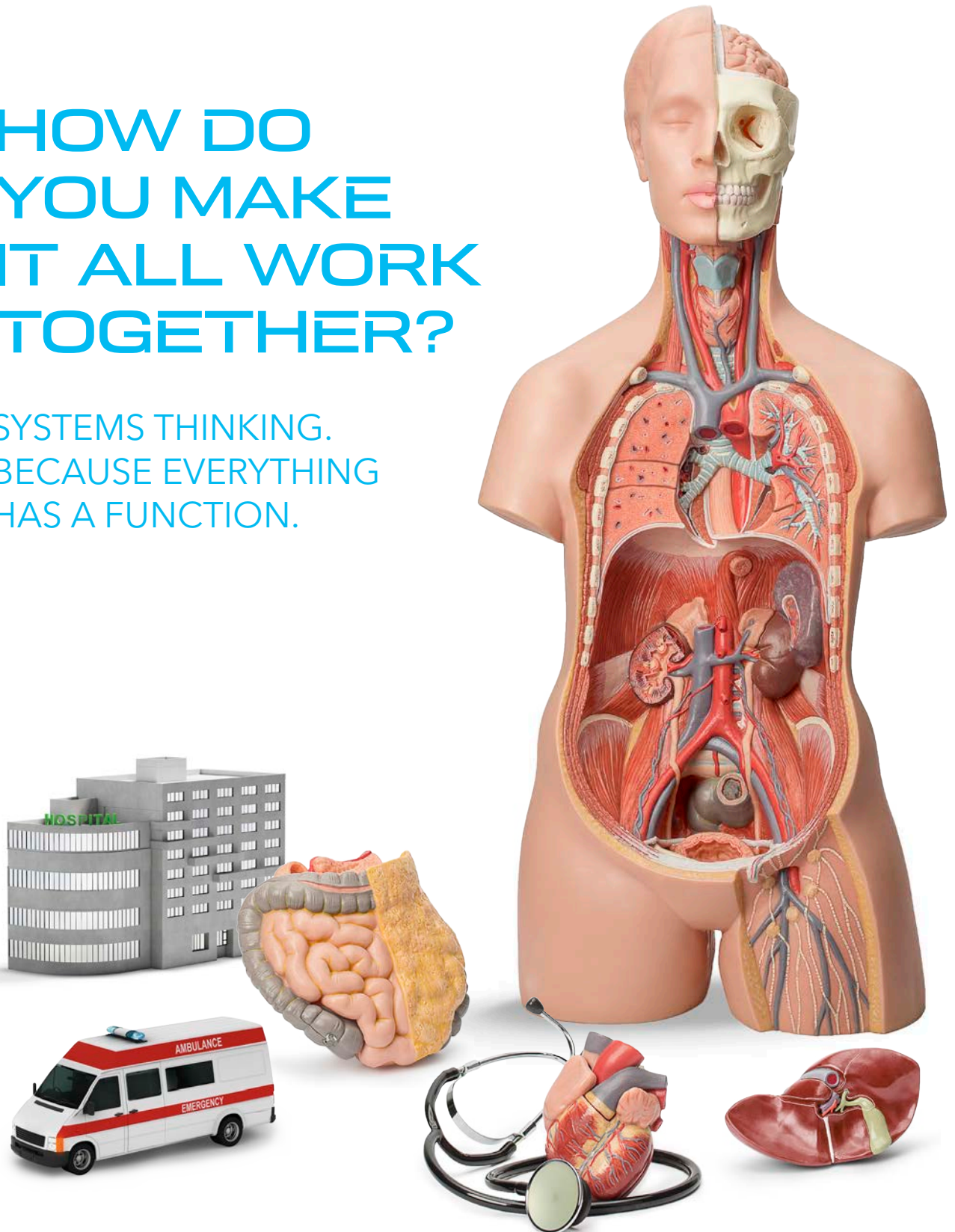


HOW DO YOU MAKE IT ALL WORK TOGETHER?

SYSTEMS THINKING.
BECAUSE EVERYTHING
HAS A FUNCTION.



INTRODUCTION

Systems thinking can be equally applied to healthcare organizations as it can to organs and patients. DNV GL supports over 2,400 healthcare providers across the world to apply systems thinking to address their risks and ensure the care they provide is quality focused and person centred. We do this through healthcare accreditation, managing infection and medical device risk certification, as well as certification to other management system standards and training.

A SYSTEMATIC APPROACH TO EXCELLENCE

Implementing internationally recognized standards and using proven assessment methodologies to examine governance and management systems can guide your journey towards providing safe- and quality care and fostering a culture that achieves results and continually strives for improvement.

We in DNV GL believe that every patient and service user across the globe should get the highest quality care possible. Our goal is to help share good practice and innovation by tapping into the knowledge and experience of experts, practitioners and patients and setting standards that improve patient outcomes and experience, as well as operational performance.

WHY PARTNER WITH DNV GL?

As a world-leading accreditation and certification body, DNV GL works with healthcare providers, national and regional health authorities, policymakers, payers and key stakeholders around the world. We help them develop and implement quality schemes

to improve healthcare outcomes and facilitate the provision of person-centered, safe care, building on almost 150 years of expertise in working with high risk industries to make them safer. From primary care to psychiatric care, from delivering precision medicine in hospitals to manufacturers of medical devices, we help our customers across the world to manage their operations and improve performance.

With a presence in over 100 countries, we speak your language, know your local needs and understand diverse cultures.

A COLLABORATIVE AND TRUSTED PARTNER

With the objective to safeguard life, property and the environment, DNV GL is committed to support healthcare organizations improve patient safety. We have applied the lessons learned in working with other safety critical industries to improve safety by a focus on proactive risk assessment, the development of a culture of safety, ensuring effective measurement and monitoring of systems and processes, and establishing accountability in the development of its international healthcare standards.

Our healthcare activities are supported by a multidisciplinary research group based in Oslo, Norway that is committed to improving patient safety through collaborative research.

OUR HEALTHCARE SERVICES

To ensure that we meet the differing needs of healthcare providers around the world, we offer both international and national services. Our international service portfolio includes the following:

- International Healthcare Accreditation to DNV GL's International requirements (ISQua approved)
- Managing Infection Risk Certification
- Medical Device Certification
- Management System Certification to international standards:
 - Quality Management - ISO 9001
 - Environmental Management - ISO 14001
 - Energy Management - ISO 50001
 - Information Security Management - ISO/IEC 27001
 - Occupational Health & Safety - OHSAS 18001
- Training

INTERNATIONAL HEALTHCARE ACCREDITATION



Accreditation supports hospitals and other healthcare organizations to optimize performance, enhance patient safety and improve trust in your healthcare system.

Patients expect high quality care tailored to their needs, delivered consistently and in a coordinated manner. Yet the provision of healthcare can be extremely complex and challenging to manage, where risks to patients, staff and the organization itself are significant and varied. Accreditation is a strategic business tool that helps healthcare providers take a systematic approach to identify, assess and manage these expectations. Whether mandated by law, or embraced voluntarily to build prestige, accreditation is a valuable asset to help all hospitals ensure safer, smarter and sustainable care.

The requirements of DNV GL's International Healthcare Accreditation program are based upon those in DNV GL's NIAHO® standards that have been approved by the US Government's Centers for Medicare and Medicaid (CMS). The international requirements have been adapted so as to have applicability internationally, with sensitivity to local laws, practices and regulations, and have been accredited by the International Society for Quality

in Health Care (ISQua). Our approach integrates proven quality and risk management principles with specific clinical and physical environment requirements.

Our accreditation program is designed to support the development and continual improvement of healthcare quality and patient safety in healthcare organizations. It also addresses general safety for workers, patients and other visitors.

Our surveys provide insight and understanding of what is working effectively and what can be improved, and the accreditation provides assurance to your patients, staff and stakeholders that your hospital is working to international best practices.

WHAT ARE THE BENEFITS?

DNV GL's accreditation requirements provide healthcare organizations with a clear framework for the improvement of patient safety and quality of care in a language that healthcare workers intuitively understand. Our accreditation program employs surveyor teams that combine international experience with local knowledge, providing a supportive and objective third party assessment of your systems, processes and facilities.

Our management systems approach makes accreditation against the standard a tool for identifying goals and implementing change at every level of your organization, and experience shows that it delivers:

- Improved patient safety and quality of care
- Increased management confidence and assurance
- Active identification of areas for improvement
- Enhanced reputation and trust
- Improved staff satisfaction and motivation

DNV GL'S APPROACH

Our requirements are free and publicly available. They cover key aspects of organizational governance and clinical care, including:

- Quality management system and governance
- Proactive risk management
- High risk services such as anesthesia, obstetrics and ER
- Medication management
- Patient rights

Our accreditation requirements have been developed for the following types of healthcare organizations:

- Hospitals
- Primary care providers
- Specialist outpatient clinics

All surveyors have a healthcare background and specialize in one of three areas: management systems, clinical care or the physical environment. Our surveyors employ a variety of methods for assessment, including staff interviews, medical record review, organizational document review, building and offsite visits, and patient interviews and feedback.

PREPARING FOR ACCREDITATION

Knowledge fosters an organization's ability to embed standards and create lasting cultural change. Our goal is to help you to engage your organization in a process that supports continuous learning and

improvement at every level. DNV GL offers training to enhance preparation and understanding of our International Healthcare Accreditation requirements.

Our interactive training uses practical case study materials to give you knowledge you can apply in your organization, creating a meaningful learning experience and a more effective way of retaining knowledge. The following public courses are run periodically and are also available to be run in-house:

- Accreditation foundation course (1 day)
- Accreditation internal surveyor course (2 days)
- Accreditation implementation course (3-4 days)

"DNV GL accreditation is an important achievement as it shows we are meeting all requirements for providing the best in healthcare while meeting global quality standards."

John Lofthouse, CEO, King Edwards VII's Hospital, London, UK



The requirements of the DNV GL International Healthcare Accreditation for Hospitals and our DNV GL Accreditation Program have been accredited by the International Society for Quality in Health Care (ISQua).

MANAGING INFECTION RISK CERTIFICATION



Our program for Managing Infection Risk (MIR) can help you proactively manage and reduce risk associated with healthcare acquired infections.

Healthcare organizations today are faced with an ever increasing demand to improve the quality of patient care and to provide a safe and cost effective business that contributes to growth and sustainable business development.

Coupled with lower risk tolerance, more intense scrutiny by stakeholders and the community, and with the need to stay ahead of the game, many healthcare institutions need to demonstrate careful management of infection risks and ultimately to reduce healthcare associated infections (HAI). In order to achieve this, organizations need to adopt a structured and robust approach to manage these challenges, measure their performance and manage change.

The Managing Infection Risk standard is developed by DNV GL to provide a modern, comprehensive and practical framework to help organizations improve their management of infection risk. It adopts a structure based upon 18 elements addressing

all areas associated with the design, operation and management of healthcare facilities. The standard is compatible with the World Health Organization (WHO), the US Centers for Disease Control and Prevention (CDC) and other national guidelines to allow better integration and ease of implementation.

In addition to using the MIR standard as the basis for conducting assessment activities, the standard can be used to facilitate management system design, hazard identification and risk assessment, gap analyses as well as training. DNV GL has developed a number of tools and training materials to support organizations wishing to implement MIR and will continue to add to this toolbox in the coming years.

THE MIR PROGRAM'S THREE SEQUENTIAL STAGES

Establishing a baseline

This stage builds awareness of the MIR approach among key staff involved in managing infection risk. Our alpha assessment collects the opinions of a cross-section of an organization's personnel to provide a snapshot of the perception of how an organization is currently managing infection risk, using the elements of the MIR standard as a basis.

In addition, there is a focus on gathering baseline surveillance information related to HAIs and the associated costs that are incurred as a result.

Becoming a MIR Partner and establishing a learning program

Once a baseline has been established, and following a commitment by the organization towards implementing MIR, then it can be recognized by DNV GL as a MIR Partner. Thereafter a tailored program will be developed to suit their particular needs. Typically the training focuses on understanding the MIR requirements as well as tools and methodologies that will be required to implement a risk based system across an organization.

DNV GL's surveyors will also provide at least one GAP assessment for DNV GL MIR Partners. The initial GAP assessment will be an in-depth review whereby all elements are addressed in detail with a view to identifying missing or broken processes that require resolution prior to becoming a MIR Centre of Excellence. Additional GAP assessments are optional and may be system-wide or they may be targeted at individual processes or departments.

MIR Centre of Excellence

Center of Excellence (CoE) status would be achieved through demonstrating conformity with the requirements of the MIR standard. Focus for hospitals awarded CoE status would be on continual improvement with a three year cycle of annual external assessments by DNV GL.

WHAT ARE THE BENEFITS?

Our MIR program enables organizations to improve performance through the adoption of recognized good practice in infection risk management. Organizations that enter the program are recognized as DNV GL MIR Partners and given access to the learning collaborative.

Becoming a DNV GL MIR Partner will help you to:

- Reduce the potential for harm to patients, visitors and staff;
- Improve business performance through reductions in infection risk;
- Improve MIR performance beyond legislative requirements and promote continuous improvement through a structured approach;
- Create significant competitive advantage through reduction and prevention of errors, leading to better reputation and higher cost savings;
- Enhance confidence and satisfaction in patient care and quality.

The requirements laid out in the MIR standard are rigorous and comprehensive and those awarded CoE status can proudly claim to be an organization that is leading the fight against healthcare acquired infections.

MEDICAL DEVICE CERTIFICATION



Production of medical devices is strictly regulated; these products can be crucial in matters of life and death. In almost all countries, and for most medical products, requirements and standards exist with which manufacturers have to comply.

DNV GL offers a range of services related to medical devices and can provide guidance and interpretation of the standards relevant to your products, as well as training for a better understanding of a complex area. We are a member of the European Association of Notified Bodies for Medical Devices and deliver certification of medical devices to different standards from our offices all around the world.

Our portfolio includes

- CE Marking Certification:
 - Medical Device Directive 93/42/EEC
 - In Vitro Diagnostic Medical Devices Directive 98/79/EC
- Quality Management System Certification:
 - Medical Devices Quality Management System ISO 13485:2016

- Access to Global Markets:

- Canadian Medical Devices Conformity Assessment System - CMDCAS
- Taiwan Technical Cooperation Program - TCP

MEDICAL DEVICE DIRECTIVE 93/42/EEC

The Medical Devices Directive (MDD) applies to all general medical devices not covered by the Active Implantable Medical Devices Directive or the In Vitro Diagnostics Directive. In order to be compliant with MDD, you need to classify your products correctly. The MDD divides products into different classes, based on risk and intended use, which again determines the relevant conformity assessment procedure. For products classified with medium to high degree of risk, the MDD requires a conformity assessment procedure involving a notified body, such as DNV GL.

WHAT ARE THE BENEFITS?

Apart from demonstrating that you produce safe and reliable medical devices, compliance with MDD provides your organization with:

- Access to the European market
- Conformity with regulatory requirements
- Commitment to quality and safety
- Expert partnership with a notified body

DNV GL is providing medical devices certification services with a high degree of competence and integrity. As this service covers equipment with life critical functions the competence requirements are extremely high.

ACCESS TO MARKET

DNV GL is appointed as a notified body for all medical devices under the quality modules of the Medical Devices Directive. In this capacity, we are authorized to assess and certify your quality system so that you can affix the CE mark to your products according to MDD. The CE mark is a requirement to be able to sell medical products and equipment in the EU. Additionally, an increasing number of other markets require CE marking. Our MDD services include:

- Technical documentation/file or design dossier assessment/review
- Production quality assurance equivalent to ISO 13485
- Full quality assurance equivalent to ISO 13485

MEDICAL DEVICES QUALITY MANAGEMENT SYSTEM - ISO 13485

ISO 13485 is the internationally recognized standard for quality management systems in the medical device industry. It specifies requirements for a quality management system where an organization needs to demonstrate its ability to provide medical devices and that related services consistently meet customer requirements and applicable regulatory requirements. It is designed and intended for use by organizations for the design and development, production, installation, servicing and sales of medical devices.

The primary objective of ISO 13485 is to facilitate harmonized medical device regulatory requirements for quality management systems. ISO 13485 is a standalone standard. It is largely based on the structure of ISO 9001, but includes some particular requirements for medical devices such as risk analy-

sis, sterile manufacturing and traceability. Apart from demonstrating that you produce safe and effective medical devices, certification to ISO 13485 provides your organization with:

- Expanded market opportunities/access
- Improved overall performance
- Conformity with regulatory requirements
- Commitment to quality and safety
- Increased efficiency such as cost savings and monitor supply chain performance

A PREREQUISITE FOR MDD AND OTHER STANDARDS

Legal access to markets for products is essential for manufacturers of medical devices. ISO 13485 is often required by national regulations as part of the approval process for medical devices, e.g. for the EU directive on medical devices (Medical Device Directive 93/42/EEC, In Vitro Diagnostic Directive 98/79/EC, Active Implantable Medical Devices 90/385/EEC).

DNV GL and our joint-venture partners are appointed as a notified body to carry out conformity assessment and quality management certification according Medical Device Directive 93/42/EEC for all product types and risk classes.

MANAGEMENT SYSTEM CERTIFICATION



Management systems certified by an independent third party to internationally recognized standards can help you address specific issues, building stakeholder trust and sustainable healthcare performance.

Management systems provide the framework of processes and procedures needed for organizations to manage and continuously improve its performance in areas such as quality, environmental management, energy efficiency, information security, and health and safety. Because they support your organization in managing economic, social and environmental impacts, management systems serve as a platform from for building sustainable business performance. By providing a systematic approach to identifying, managing and mitigating the risks most critical to the business and its external stakeholders, well implemented management systems help you meet your organizational goals today while putting sustainability at the heart of the way you operate.

For many, a quality management system can serve as a great starting point or compliment to hospital accreditation while certification to other standards can help address and drive performance in a

specific area. While one can benefit from one single standard, it is also possible to integrate one or more management systems.

THE VALUE OF CERTIFICATION

Certification of your management system by an accredited certification body shows that the way you operate your organization and manage your material risks complies with internationally best practices.

It is a highly visible demonstration of your commitment to all stakeholders and at the same time helps you meet regulatory requirements. Moreover, it assures patients and their families that you are serious about improving the care they receive and work actively to reduce any negative impacts from operating a hospital, for example. A well implemented management system can also instill confidence inside your organization - from the boardroom to the examination room.

HOW DO I GET STARTED?

In order to put a certifiable management system in place, you need to first familiarize yourself with the requirements in the relevant international standard. Then you should set clear targets for implementa-

tion and assessment of the management system. The process is a journey that does not end with the first certification. To drive performance, the management system has to be kept alive. Management system certification is therefore cyclical and DNV GL performs yearly audits with re-certification every third year.

Some key steps to get started:

- Get familiarized with the standard. We offer training and the standards can be acquired on ISO's website (www.iso.org)
- Ensure top management commitment. A good management system needs commitment starting at the top level and running throughout the entire organization
- Assess the current status of your management system. Are you ready for certification? DNV GL offers pre-assessments to identify gaps
- Take action to improve the areas that need enhancement to be prepared for certification
- Engage an accredited certification body, like DNV GL, to start the certification process

HOW WE SUPPORT YOU

DNV GL has extensive experience with helping companies and organizations measure the performance of their management systems and demonstrate compliance with international standards. For years, we have been the preferred certification partner for many Fortune 500 companies, as well as for medium and smaller businesses, in most industry sectors. Today we have issued more than 70,000 certificates worldwide.

When you choose to partner with us, you get much more than a certificate. While a management system can help you manage your operational challenges today, it can also help you build sustainable business performance over time. We apply our Next Generation Risk Based Certification™¹ methodology in every audit to help you take a broader view, going beyond your organization's walls to include

stakeholder expectations and so identify and prioritize the most critical risks that could impact on your mission and goals. This helps you address your challenges today while building more sustainable performance over time.

ISO STANDARDS

ISO² is the world's largest developer of voluntary international standards. Together with partners and industry stakeholders, it develops and publishes international standards providing tools for tackling many of today's global challenges. They help companies address issues from managing quality and information security to global water resources and improving the safety of the food we eat.

Whether addressing systems or products, the ISO standards aim to ensure that business operations are as efficient as possible, increase productivity and help companies' access new markets. Whether healthcare specific or generic, there are a number of ISO standards that can help healthcare organizations address specific issues to improve their operations and build sustainable business performance over time.

DNV GL uses auditors with a healthcare background to audit against these generic management system standards to make sure that certification is tailored with the healthcare industry's processes and operations in mind.

Learn more about the different ISO standards on the next pages.



1) Risk Based Certification is a registered trademark of DNV GL AS.

2) The International Organization for Standardization.

ISO 9001

DEMONSTRATE YOUR COMMITMENT TO QUALITY AND PATIENT FOCUS



THE MOST WIDELY USED AND RECOGNIZED INTERNATIONAL QUALITY MANAGEMENT STANDARD, ISO 9001 PROMOTES PATIENT SATISFACTION THROUGH CONTINUAL IMPROVEMENT OF YOUR MANAGEMENT SYSTEM'S EFFECTIVENESS.

Improving quality and enhancing patient safety through the implementation of a quality management system is the best way to provide person centred care. ISO 9001 provides a model for a quality management system which focuses on the effectiveness of clinical, business and support processes to ensure that high quality care is provided. The standard promotes the adoption of a process approach emphasizing the requirements, added value, process performance and effectiveness, and continual improvement through objective measurements.

Previous versions of ISO 9001 were tailored to the manufacturing industries and called for extensive system documentation. The current version is more generic and can be applied in organizations of any size and industry. It's increasingly recognized as a well suited standard for healthcare organizations that wish to deliver high quality, person centred healthcare.

WHAT ARE THE BENEFITS?

Certification of your management system to ISO 9001 demonstrates your organization's ability to meet the requirements and needs of those using your services. It will help you:

- Ensure quality and safety in the treatment of patients.
- Identify and manage risk to patients, staff and the organization.
- Determine, manage, monitor and improve complex and inter-related processes.
- Comply with relevant international and national legal requirements.
- Implement best practice routines and procedures.
- Systematically work to prevent undesired incidents and learn from them when they do occur.
- Identify areas of improvement and ensure continual enhancement of your quality management system.
- Provide assurance to patients, authorities and other stakeholders that you have implemented a well-functioning management system and are committed to continual improvement.

ISO 14001

MANAGE YOUR
ENVIRONMENTAL HEALTH



THE INTERNATIONAL STANDARD FOR ENVIRONMENTAL MANAGEMENT SYSTEMS, ISO 14001 PROVIDES A FRAMEWORK FOR HEALTHCARE PROVIDERS LOOKING TO IDENTIFY AND CONTROL THEIR ENVIRONMENTAL IMPACT.

While the main focus for healthcare providers is to deliver high quality care, there is increasing appreciation that such organizations impact the environment in many ways. Factors, such as building management, energy and water usage, antibiotic usage, laboratory work, construction work and handling of hazardous chemicals may generate emissions and waste. An efficient environmental management system helps you to control the environmental footprint related to all these activities.

ISO 14001 provides a systematic approach to planning, implementing and managing your environmental management system. Implementation allows your organization to control its environmental impact and ensure it meets legal requirements, both national and international.

WHAT ARE THE BENEFITS?

The potential benefits of ISO 14001 are numerous, but the most significant and tangible ones are that it enables your organization to:

- Identify, understand and monitor the environmental impacts of your activities and the risks involved.
- Be aware of the organization's direct environmental impact, as well as indirect impact through you suppliers.
- Implement necessary controls in order to manage all factors impacting the environment.
- Establish an environmental policy and objectives.
- Comply with applicable legal requirements and meet stakeholder demands.
- Continually improve your management system.
- Improve your resource management, including use of energy, which also may imply a reduction in the cost of running your operations.
- Facilitate reductions in pollution, waste generation, chemical handling and unintended discharges to the environment.
- Enhance your environmental performance over time.

ISO 50001

IMPROVE YOUR ENERGY
PERFORMANCE



ISO 50001 IS AN INTERNATIONAL ENERGY MANAGEMENT STANDARD THAT OUTLINES A FRAMEWORK FOR IMPROVING ENERGY PERFORMANCE.

CERTIFICATION TO ISO 50001 DEMONSTRATES THAT YOUR ORGANIZATION HAS A SOUND ENERGY MANAGEMENT SYSTEM AIMING TO SAVE ENERGY, CUT COSTS AND REDUCE ITS ENVIRONMENTAL IMPACT.

Effective energy management is an advantage both for your business and the environment. Through systematic examination of your energy use and consumption, you can identify areas with an untapped potential for energy reduction. Most of the energy savings is achieved through changes in how energy is managed in an organization, rather than through installation of new technologies. ISO 50001 provides a clear management framework to continually improve energy performance.

ISO 50001 is a voluntary international standard for energy management systems and is applicable to any type of healthcare organization -large or small. It specifies requirements for management practices that are important to obtain improved energy performance.

WHAT ARE THE BENEFITS?

Certification to ISO 50001 shows your patients, employees and stakeholders that efficient use of energy is prioritized in your organization and that energy is managed systematically. Implementation of an energy management system can contribute to:

- Improvement of energy performance, including energy efficiency, use and consumption.
- Reducing environmental impact, including greenhouse gas emissions, without affecting activities and simultaneously increasing profitability.
- Continual improvement of the energy management systems.
- Ensuring measurement, documentation, reporting and benchmarking of energy consumption.
- Credible communication about energy performance efforts to patients, authorities and other stakeholders.

ISO/IEC 27001

SECURING VITAL
INFORMATION



FEW ORGANIZATIONS HANDLE MORE SENSITIVE AND PERSONAL DATA THAN HEALTHCARE PROVIDERS. ENSURING THAT DATA IS SAFE, SECURE AND ACCESSIBLE IS CRITICAL TO MANAGEMENT.

AN ISO/IEC 27001 CERTIFIED MANAGEMENT SYSTEM HELPS YOU ENSURE THE APPROPRIATE LEVEL OF INFORMATION SECURITY.

An organization stores information digitally, on paper and as employee knowledge. Secure information is an important factor when it comes to patient safety in healthcare institutions. Patient journals and data such as laboratory reports are sensitive and should only be accessed and used by those with correct authorization. Also, timely access to updated information is crucial for medical personnel in order to maintain safety and ensure correct medical treatment based on correct data. Failing to provide necessary patient or medical information can, worst case, result in lives lost. IT systems are necessary to store and access patient data, as well as conduct medical research.

ISO/IEC 27001 is an internationally acknowledged management system standard for information security. By implementing an information security management system compliant with ISO/IEC 27001 you ensure that your organization identifies and mitigates the risks related to handling sensitive and vital data. A certified management system is compliant with applicable national legislation and international best practice. A certified information security management system demonstrates to patients, authorities and other stakeholders of a commitment to the protection of information and provides confidence that assets are suitably protected – whether held on paper, digitally, or as employee knowledge.

WHAT ARE THE BENEFITS?

By taking a systematic approach to minimizing risk and ensuring compliance with legal and other requirements, ISO/IEC 27001 will help your healthcare organization to:

- Control, manage and correctly handle the information that your organization possess.
- Take an active approach to data management and to securing vital information.
- Identify and mitigate risk related to handling of information.
- Comply with relevant national and international legislation.
- Ensure continuity of business in case of information security incidents.
- Provide assurance to patients, authorities and other stakeholders that sensitive information is safe.

OHSAS 18001

PROTECTING YOUR MOST
VALUABLE ASSET



THE INTERNATIONAL
STANDARD FOR
OCCUPATIONAL HEALTH
AND SAFETY OHSAS 18001
IS AN EFFECTIVE WAY
TO REDUCE THE RISK OF
POTENTIAL HEALTH AND
SAFETY INCIDENTS.

CERTIFICATION TO OHSAS
18001 DEMONSTRATES
RESPONSIBILITY TOWARDS
YOUR EMPLOYEES AND
ENSURES REGULATORY
COMPLIANCE. WHILE NOT
AN ISO STANDARD YET,
OHSAS 18001 WILL BE
REPLACED BY THE SOON
TO BE RELEASED ISO
45001 STANDARD UNDER
DEVELOPMENT.

OHSAS 18001 is an international standard for occupational health and safety management. Becoming OHSAS 18001 certified is an effective way to reduce risks related to potential health and safety incidents. It demonstrates responsibility towards your employees and ensures regulatory compliance, and can help protect your brand.

Independent assessment and certification of your occupational health and safety management system proves that you have a compliant system in place. An OHSAS 18001 certification demonstrates that you adhere to high standards with regards to health and safety, thus enabling you to enhance your reputation and brand.

WHAT ARE THE BENEFITS?

There are several benefits of applying OHSAS 18001, but the most significant are tangible and demonstrable improvements in occupational health and safety performance and a greater level of control in the area of legal compliance.

The OHSAS 18001 standard enables your organization to:

- Establish and continually improve an OH&S management system to eliminate or minimize risk to personnel and other interested parties who could be exposed to occupational health and safety hazards associated with your activities or services.
- Work systematically to achieve improvements in occupational health and safety performance and prevent (re)occurrence of accidents and incidents.
- Assure its conformance with its stated occupational health and safety policy and demonstrate such conformance to others.
- Continually comply with applicable OH&S legal requirements.

Many regulatory authorities and other organizations recognize the value of an occupational health and safety management system based on OHSAS 18001, especially if the system has been externally assessed and certified by an accredited certification body.



HIGH-IMPACT TRAINING COURSES



Equipping employees with awareness, knowledge and skills is essential in any effort to implement effective management systems and so lay the foundation for sustainable practices.

No matter how well designed the processes and procedures; a management system is only as good as the people implementing it. That's why training is a key component in the success of any management system. It gives those involved an in-depth understanding of the standard being followed and the knowledge and skills they need for successful implementation. Training helps organizations embed management systems in their way of working – and so manage their challenges today while building sustainable healthcare performance over time.

For instance, training on an environmental management system can equip your employees to drive the organization's energy efficiency or waste management. Meanwhile, training on a quality management system can improve compliance. And workplace safety can rise as a result of training on a health and safety management system. In short, training can help put sustainability at the heart of your business.

INSPIRE AND EMPOWER

For many employees today, sustainability aligns with their strongly held personal beliefs. As well as helping them implement an effective management system, receiving training in an area that supports sustainable performance can inspire and empower them to put their values into action. In this way, investing in training can unlock the potential of your people to build sustainable performance while managing operational challenges today.

HOW WE SUPPORT YOU

At DNV GL, we design and deliver a wide range of high-impact training courses covering everything from quality and environmental management to health and safety and sustainability reporting.

Our trainers are all subject experts with many years of hard-won experience in their chosen fields. That means you can tap into the wealth of hands-on experience they have accrued working with companies across industries. They are also skilled and experienced trainers who understand how to make learning memorable and immediately applicable back in the workplace.

DNV GL training courses are highly interactive and practical. We believe in the value of hands-on exercises rather than detailed theory. We challenge participants to identify how they will apply their learning the moment the training ends.

We run face-to-face workshops and multi-day courses. We also design e-learning programmes, which can be a cost-effective and flexible way of delivering training across your organization.

DNV GL runs highly regarded training for customers around the world. We cover an array of subjects that all contribute to sustainable healthcare performance. Key areas include:

- Quality and patient safety
- Proactive risk management
- Accident and incident investigation
- Managing Infection risk
- Energy and environment
- Health and safety
- Information management
- Sustainability management
- Responsible supply chain management
- Sustainability reporting and assurance

OUR RESEARCH & INNOVATION PROGRAMME

We are committed to the continuous development of our people and to undertaking research that drives innovation. Based in Norway, our Healthcare Research Programme comprises a multinational and multidisciplinary team that draws from DNV GL's wide experience in both healthcare and other safety critical sectors.

Our research program works to adapt risk management methodologies and test these in the healthcare environment. With a strong focus on co-creation of healthcare and person centered care they regularly publish articles and guides that can be found here:

www.dnvgl.com/technology-innovation/sri

business.assurance@dnvgl.com
www.dnvgl.com/care

DNV GL

Driven by our purpose of safeguarding life, property and the environment, DNV GL enables organizations to advance the safety and sustainability of their business. With our origins stretching back to 1864, our reach today is global. Operating in more than 100 countries, our 14,000 professionals are dedicated to helping our customers make the world safer, smarter and greener.

As a world-leading certification body, DNV GL helps businesses assure the performance of their organizations, products, people, facilities and supply chains through certification, verification, assessment, and training services. Partnering with our customers, we build sustainable business performance and create stakeholder trust.