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Dosher Earns ISO 9001 Quality Certification for Healthcare

The ISO 9001 standard provides specific requirements for a quality management system that will enhance ability to consistently deliver care that meets patient needs.

SOUTHPORT - Dosher Memorial Hospital has recently earned their ISO 9001:2015 certification. The ISO 9001 standard is a quality management certification which promotes adaptation of a process approach and demonstrates commitment to consistency, continual improvement, and patient satisfaction. The ISO 9001 standard for healthcare 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.

Dosher was awarded the certification by DNV, an independent certification, assurance and risk management provider. DNV has worked with Dosher since 2018 as their hospital's accreditation body, which, through annual independent assessments, ensures the safety of hospitals to participate in Medicare and Medicaid programs. The DNV accreditation process for hospitals is based on the ISO 9001 quality management system, with a focus on continuous improvement of quality to enhance patient care.

Dr. Brad Hilaman, CEO/CMO of Doshier Memorial Hospital said, "With our patient centered focus and dedication to quality and safety, an ISO 9001 certification is a way for Doshier to formalize this commitment and to ensure continual improvement of our quality management system."

Lynda Stanley, President of Doshier Memorial Hospital and Foundation, said, "The ability for us to deliver consistent, high quality care that meets patients' needs is critical. An ISO certification is an extra level of checks and balances to help verify that every patient encounter and every process within our organization is executed according to the highest standards."

About Doshier Memorial Hospital

Dosher is an independent critical access hospital located in Southport, North Carolina which operates a network of medical and surgical services in the Smithville Township area. In addition to hospital and surgical services, Dosher runs six primary care clinics in southern Brunswick County, as well as a medical clinic on Bald Head Island open seasonally, a Convenient Care, a general surgery practice, and a women's health clinic.

About DNV

DNV is a global independent certification, assurance and risk management provider, operating in more than 100 countries. Through its broad experience and deep expertise, DNV advances safety and sustainable performance, sets industry benchmarks, drives innovative solutions.

DNV enables customers and stakeholders to make critical decisions with confidence, continually improve and realize long-term strategic goals sustainably.

DNV draws on its wide technical and industry expertise to help companies worldwide build consumer and stakeholder trust. Driven by its purpose, to safeguard life, property, and the environment, DNV helps tackle the challenges and global transformations facing its customers and the world today and is a trusted voice for many of the world's most successful and forward-thinking companies.www.dnvcert.com/healthcare.

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Photo: L – R: Dosher Chief Nursing Officer Kate Mohr, Dosher CEO/CMO Dr. Brad Hilaman, Dosher Hospital and Foundation President Lynda Stanley, Dosher Director of Finance Brandon Hughes, Dosher Director of Quality and Patient Safety Lesa Anderson, Dosher Director of Plant Operations Mark Rollins, Robert Howard, Chairman Dosher Board of Trustees, Debbie Wood, Vice Chair, Dosher Board of Trustees