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ACHC Earns ISO Quality Management System Approval

First accreditation organization to achieve ISO certification, ACHC has maintained this certification since 2004

Cary, NC- Accreditation Commission for Health Care (ACHC) has earned approval from the International Organization for Standardization (ISO) for its Quality Management System for the 13th straight year. This news comes as a result of an on-site system audit conducted by TÜV SÜD in June. A Quality Management System is a set of policies, processes, and procedures used to optimize ACHC's core business. The objective of the three-day audit was to examine the management system, standard operating procedures, and business practices currently in place at ACHC. The purpose of implementing a Quality Management System is to control, measure, and improve business performance throughout the organization.

"ISO certification provides a strategic methodology to build quality and customer focus into our organization," said Barb Sylvester, ACHC Director of Regulatory Affairs & Quality. "The commitment of staff and leaders to comply with the ISO principles is essential to the provision of superior customer service."

ACHC is pleased to announce that there were no non-conformities noted by the lead auditor. In addition, the audit report included three positive comments regarding corporate milestones that ACHC achieved. The lead auditor, Gurdeep Mahal, noted the commitment of ACHC's management team, focus on customer service, and customer inquiry process as commendable strengths. The auditor was very pleased to see ACHC's customer-oriented operations, even mentioning that he saw it in action during his visit. "Customer focus takes time," said Mr. Mahal, "ACHC already has that in place. It's in your DNA."

"This is a proud moment for our organization," said José Domingos, ACHC CEO, reflecting on the results of the audit. "This was simply a demonstration of what we do every day." ACHC was the first accreditation organization to have its Quality Management System ISO-certified, and has maintained certification since 2004. In the spirit of this long-term commitment, ACHC is currently implementing requirements to comply with the new ISO 9001:2015 standards for its system audit next spring.

The International Organization for Standardization (ISO) began in 1946 with the intention of creating processes that would facilitate communication and coordination of seamless industrial standards throughout the world. ISO International Standards ensure that products and services are safe, reliable, and of good quality. ISO is widely recognized among a variety of industries ranging from technology, food safety, agriculture, and healthcare, and has published more than 21,000 International Standards in 162 countries around the world.

ACHC is a non-profit accreditation organization that has stood as a symbol of quality and excellence for 30 years. ACHC offers nationally recognized accreditation services for home health, hospice, private duty, sleep and pharmacy organizations, including the Pharmacy Compounding Accreditation Board (PCAB). ACHC has Centers for Medicare & Medicaid Services (CMS) Deeming Authority for Home Health, Hospice, and Durable Medical Equipment, Prosthetics, Orthotics, and Supplies (DMEPOS). ACHC's consultative approach to accreditation is designed to improve the quality

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of patient care while enhancing business efficiencies through service-specific standards and industry-based best practices. Throughout the entire accreditation process, ACHC is dedicated to delivering the best possible experience.

For more information on ACHC's accreditation programs and educational resources, or to download ACHC Accreditation Standards, please visit www.achc.org or contact customerservice@achc.org or (855) 937-2242.

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