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**For Immediate Release:**

## **BMH first Indiana hospital to achieve ISO certification**

MUNCIE—Ball Memorial Hospital continues to set the standard for Indiana hospitals by becoming the first in the state to earn the prestigious ISO 9001: 2000 certification.

“Not only is Ball Memorial the first in Indiana to reach this level, it’s also one of only 12 hospitals in the country to do so,” BMH President Brent Batman said. “I am very proud of this outstanding accomplishment and express appreciation to each member of our medical community for their hard work.”

The ISO certification is the Ball Hospital “family’s” second major recognition for quality in a two week span. Last week the hospital’s parent company, Cardinal Health System, was named a Top 100 Integrated Healthcare Network, for the sixth straight year by Verispan.

ISO is a family of standards for quality management maintained by the International Organization for Standardizations. Until recently, only manufacturers sought this certification. However, that has changed as other organizations have recognized the value of ISO’s quality management system.

Earning ISO 9001:2000 certification allows healthcare providers to better meet the needs of patients and other customers. It also helps improve consistency, standardizes processes to reduce errors, provides staff with written resources to guide daily work activities, helps in cost efficiency and allows for better management of risks, losses and resources. Only 12 other hospitals in the United States have this certification. Ball Memorial Hospital went through its ISO audit in October.

“Quality is so very, very important in every aspect of society, but especially healthcare,” Cardinal Health System President and CEO Kelly Stanley said. “BMH’s patients – and the outstanding group of physicians who practice at the hospital will be the main beneficiaries of this significant achievement. An improved process means improved service to our patients.”

ISO auditors spend the bulk of their audit time assessing organizations processes to make sure they are uniform. Ball Hospital scored high marks because it has thorough processes in place that address the needs of its patients, said Claire Lee, Senior Administrative Director, Quality and Safety.

“We monitored our processes based on data and when we identified an improvement opportunity, we would involve our staff to work on the process,” Lee said. “Once we improved our processes we needed a reliable method to make sure the procedure was carried out in the way we had identified to have the outcomes we wanted. If our patients told us that the registration process took too long, we would look to see if we could shorten it and then we’d monitor the time. But we didn’t stop there. We would continue to monitor the revised policy and make sure it was put into practice to eliminate any non conformance.”

BMH staff deserves the credit for their efforts in preparing for the ISO audit in October 2007, said Thomas Gardiner MD, Cardinal Health System’s Executive Vice President, Clinical Development.

“Simply put, the ISO process involves saying what you do and doing what you say,” Gardiner said. “It is an extremely thorough audit process. The process was very helpful. Preparation for it gave us an opportunity to look at policies as they relate to staff knowledge and work flow. The process standardized our work and helped us reexamine some of the ways in which we measure outcomes and it brings a continual improvement management system to what we do every day”

“When the auditors completed their four day review,” Lee said. “They were very impressed with the fact that we had a strong quality management system in place. They also commented on how the entire staff was committed to providing high quality care with a focus on safety and preventing harm and that we had processes in place to assure high reliability. This raises the bar and lowers the opportunity for error and harm.”

#### **About ISO 9001:2000**

This certification, based on standards developed by the International Standards Organization, indicates BMH complies with an international standard of system management focused on quality, and how the hospital manages its processes or activities to enhance customer satisfaction and meet regulatory requirements while improving its performance.

#### **About Cardinal Health System (CHS)**

Cardinal Health System is a regional integrated network providing a full range of health services to the people of East Central Indiana. The major components of the system are Ball Memorial Hospital and Cardinal Health Ventures, which includes Cardinal Health Partners, Midwest HealthStrategies and various joint ventures. Kelly N. Stanley is President and CEO of Cardinal Health System.

#### **About Ball Memorial Hospital (BMH)**

Ball Memorial Hospital is the flagship of Cardinal Health System. The hospital serves as a tertiary referral center and teaching hospital for East Central Indiana. Ball Hospital is accredited by the Joint Commission and maintains more than one million square feet of facilities. More than 18,000 patients are admitted every year and 150,000 outpatient procedures are completed annually. Brent L. Batman is President of Ball Memorial Hospital.

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