



The Mardi Gras EVENT June 8, 2018

Holiday Inn, Johnstown
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SPRING 2018

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The Nathan Littauer Foundation is governed by a volunteer Board of Directors. The purpose of the Board is to direct the planning and financial management of the Foundation, and to direct all of the philanthropic activities to support Nathan Littauer Hospital and Nursing Home. The Board members are deeply committed to and passionate about the mission of the Foundation and dedicate countless hours to advocate and raise critical funding for Littauer.

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Littauer introduces Rev. Brian Dykema as on-call chaplain

Littauer announces the addition of the Reverend Brian Dykema. He is Littauer’s new On-Call Chaplain, now assisting the Rev. Bonnie Orth with Littauer’s Pastoral Care. He began working with Littauer in December 2017.

“I have to say, I really enjoy the people here at Littauer,” said Dykema. “I am greatly impressed with the true kindness and compassion I see exhibited here daily.”

Rev. Dykema grew up in Michigan with a legacy of family involved in ministry. It wasn’t until he was a young adult that he knew this calling was his as well. He completed his college and seminary training in Michigan. He then completed five units of Clinical Pastoral Education (CPE) at Bronson Methodist Hospital in Kalamazoo, Michigan.

Rev. Dykema moved to this community originally as the pastor of the Calvary Reformed Church in Hagaman. He then served as the pastor of the Johnstown Reformed Church for 10 years.

He and his wife Sarah reside in Johnstown. They have a 15-year-old chocolate-lab mixed dog appropriately named Coco.

Rev. Dykema, who likes to be called simply Brian, can be reached through Littauer Pastoral Care at (518) 773-5655.

The Pastoral Care office is located on the second floor of the hospital.



Littauer 2017 Guardian of Excellence Award



Doctor Goldberg and Ms. Norris

Press Ganey Associates recently announced that Nathan Littauer Hospital & Nursing Home is the recipient of the 2017 Guardian of Excellence Award. This award is given to an organization who has achieved the 95th percentile or higher for the composite overall rating based on the standard Press Ganey reports during the course of the award year.

“This prestigious honor is awarded to only 14 hospitals from over 400 eligible organizations across the country,” noted Dr. Frederick Goldberg, Littauer VP Medical Affairs & Chief Medical Officer. “To be considered for this award Renee Norris, Clinical Data Analyst at NLH submitted data to the Centers for Medicare & Medicaid Services from approximately 3,000 patient interactions. It was a major undertaking that yielded impressive results.”

According to Goldberg, these data sets document the excellent care delivered to NLH patients, specifically in the areas of pain management, endoscopy procedures, obstetrical and newborn care, chest pain management and emergency department efficiency.

For 30 years, Press Ganey has supported health care providers in understanding and improving the entire patient experience. They assist by helping healthcare organizations improve safety, quality, and experience of care through performance analytics and strategic advisory solutions.

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The 2018
Adirondack Challenge
Lake Pleasant
JULY 13, 2018



Golfers

8:00 am shotgun start
The ever-popular “Scrambled” Scramble Format

\$110.00 per person
Includes: 18 holes of golf, golf cart, breakfast goodies, on-course food and drinks, prizes and lunch at The Inn at Speculator

Foursomes
Men, Women or Mixed: **Division 1:** up to age 65 **Division 2:** age 65 and over. Reserve a spot for your foursome or we will team you up!

Prizes
1st, 2nd and 3rd place teams; Closest to the line; Closest to the pin (2 chances)

Not a golfer

Join us at The Inn at Speculator for a sumptuous lunch, an afternoon of networking, a cash bar, and raffle prizes. **\$50 per person.**

T-Signs and Sponsorship Opportunities

Advertise your support of the Gloversville Dialysis Center at Nathan Littauer Hospital with a tee-sign for \$100. Other levels of sponsorship are available, Contact Kelly Colby at 518-773-5505

Raffle Donations

Promote your business by donating one or more raffle prizes, contact Kelly Colby 518-773-5505

The Nathan Littauer Foundation

Presents

The Fifteenth Annual

Adirondack Challenge Golf Tournament



JULY 13, 2018

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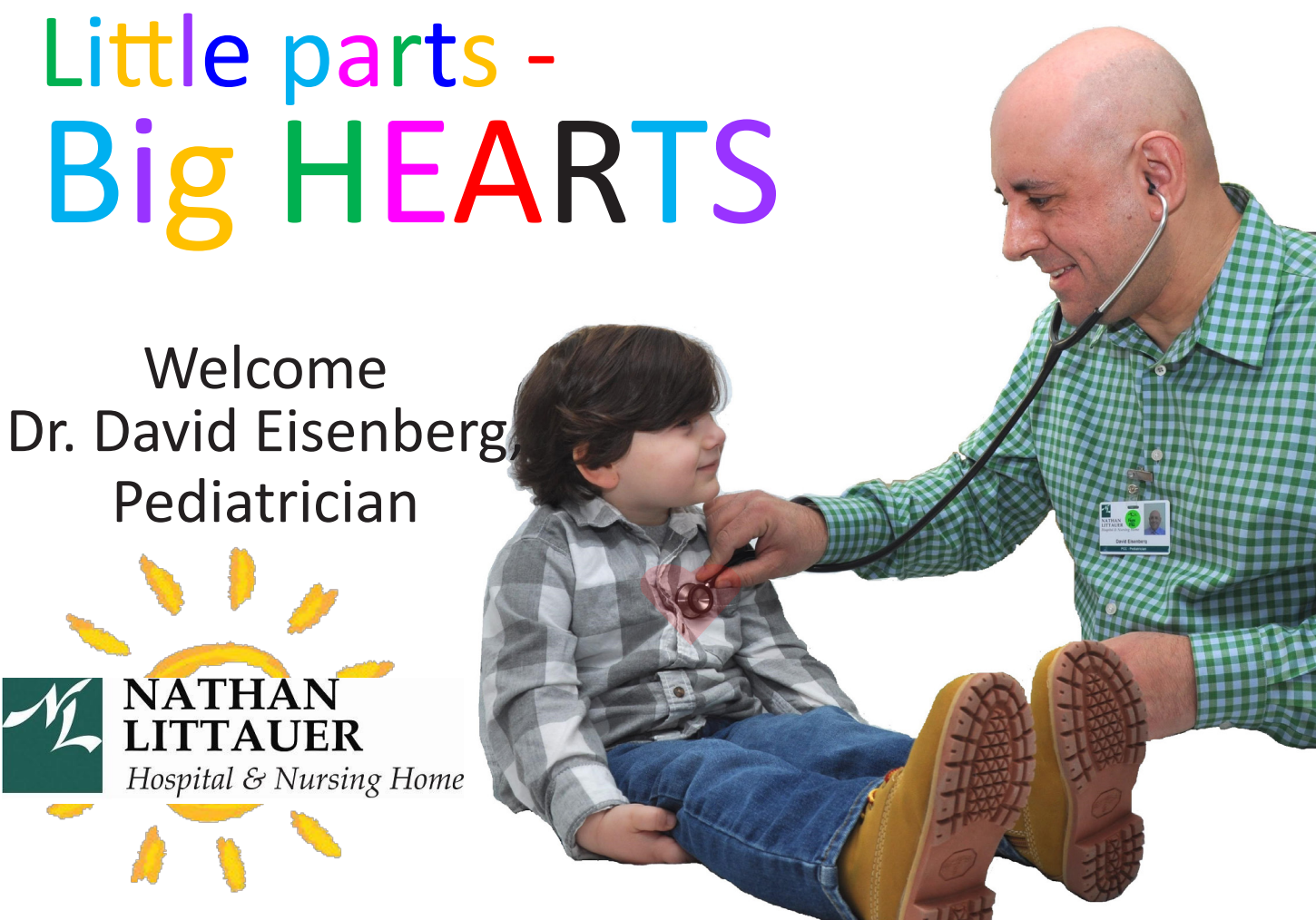
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Welcome
Dr. David Eisenberg,
Pediatrician

Nathan Littauer Hospital & Nursing Home is proud to welcome David Eisenberg, M.D., F.A.A.P., to their pediatric staff at Perth Primary/Specialty Care Center.

Doctor Eisenberg medical career has spanned 20 years. He is the founder /pediatrician of Eisenberg Pediatrics establishing a 10-year practice in Long Island. He comes to Littauer from private practice in both Putnam and Westchester Counties, as well as in Greenwich, Connecticut.

“I am thrilled to be practicing at Littauer,” said Dr. Eisenberg. “I’d like to think I will be a positive influence as I practice in this community.”

Dr. Eisenberg received his Doctor of Medicine degree from the State University of New York at Stony Brook and completed his residency at North Shore University Hospital, Manhasset, New York. He is a member of the American Academy of Pediatrics and certified by the American Board of Pediatrics, and a Fellow of the American Academy of Pediatrics.

“Littauer is fortunate to have Dr. Eisenberg practicing in our community,” states Cheryl McGrattan, Littauer VP Marketing/Communications. “His experience and expertise are exceptional. He is bringing the latest in pediatric healthcare to Littauer’s youngest patients.”

Dr. Eisenberg is practicing at Littauer’s Primary/Specialty Care Center in Perth Monday through Friday. For an appointment, please call (518) 883-8624.

Littauer Birthing Center recognized again for higher quality in maternity care

Excellus BlueCross BlueShield has once again recognized the Nathan Littauer Hospital Birthing Center with a Blue Distinction® Center for Maternity Care designation as part of the Blue Distinction Specialty Care program. Blue Distinction Centers are nationally designated hospitals that show expertise in delivering improved patient safety and better health outcomes, based on objective measures that were developed with input from the medical community.

Nearly four million babies are born in the U.S. annually, making childbirth the most common cause of hospitalization, and cesarean sections the most common operating room procedures, according to National Centers for Health Statistics and the Agency for Healthcare Research & Quality (AHRQ). Reducing early elective delivery is an area of focus for the American College of Obstetricians and Gynecologists (ACOG) and the American Academy of Pediatrics (AAP). According to Health Affairs, elective inductions result in more cesarean deliveries and a longer maternal hospitalization. The Blue Distinction Centers for Maternity Care program evaluates hospitals on quality measures for vaginal and cesarean delivery.



Healthy moms and babies at Nathan Littauer Hospital with Littauer Lactation Consultant Nancy Quinlan, RN, IBCLC, at center

Littauer is proud to be recognized by Excellus BlueCross BlueShield for meeting the rigorous Blue Distinction Center quality selection criteria for maternity care set by the Blue Distinction Specialty Care program. “I am so proud of our team,” said Maureen Mosher, Littauer Manager of Maternal Child Health. “Last year, we were one of the first hospitals designated as a Blue Distinction Center for Maternity Care. It is a distinction we achieve through our heartfelt dedication to our patients and community.”

Blue Cross and Blue Shield (BCBS) companies across the nation have recognized more than 1,000 hospitals as Blue Distinction Centers for Maternity Care. Hospitals recognized with this designation are assessed using a combination of quality information supplied by hospitals and cost measures derived from BCBS companies’ medical claims.

Since 2006, the Blue Distinction Specialty Care program has helped patients find quality specialty care in the areas of bariatric surgery, cancer care, cardiac care, maternity care, knee and hip replacements, spine surgery, and transplants while encouraging healthcare professionals to improve the care they deliver. Research shows that compared to other hospitals, those designated as Blue Distinction Centers demonstrate better quality and improved outcomes for patients.

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- Town of Caroga/Nick Stoner Golf Course
- Valleyview Golf Course
- Wal-Mart - Amsterdam
- Wine and Roses Restaurant

And the NLH & NH employees who created baskets for our annual raffle and the hundreds of Littauer employees and community members who purchased tickets for our basket raffle and our Event Jewelry raffle.



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Norman Clo and Family
Deb and Mark Finkle
Donald Frank
Mary Jane Fredericks
Carol Gabrielli
Michael and Donna Gendron
Susan Hathaway-Ringland
Jim and Barbara Hemstreet
Carl and Andree Jenner
Jack and Sandy Kicinski
Mary Jo, Barb, and Mike Lomanto

Carol Maider
Barbara Skoda
Thomas and Camille Smullen
James J. Vacek, MD
Jay Waylett
Kathy Waylett
Tom Waylett
Wes Waylett
John and Lois Widdemer
Jeanne Wilkinson
Ellen J. Wood
Ron and Trina Zimmerman

In Memory of Betty L. Coloney
Herschel J. Coloney

In Memory of Arthur P. Cotugno
Drs. Kyle and Aaron Cotugno

In Memory of Carmela Cuomo
Frances Cuomo

Auxiliary Gift in Kind
Donations (cont'd)

Gladys Prentice
Sew N’ Sew of the First Presbyterian Church
Carol Sleezer
Velma Speer
Stewart’s Ice Cream Shop
Studio Herbage
“Tammy and Tina”
The Pizza Joint
“Three Friends”
Pat Travis-Doull
Evelyn Trippodo
Barbara Tucci
Barbara VanSlyke
Phyllis VanSteenburgh
Irene Viola
Margaret Warner
Jeanne Wilkinson
Judy Wolniewicz
Pat Wood
Eileen Wrightsman



Auxiliary members serve punch and cookies for Staff Appreciation Day
Feburary 14, 2018



Auxiliary Reflection Garden

Saying Goodbye

The Nathan Littauer Family had to recently say goodbye to Doctor David V. Clough. Doctor Clough died peacefully on December 2, surrounded by his loving family.

Doctor Clough and his family came to Gloversville (his wife, Ann Lee’s hometown) where he established his private practice in 1963. In addition to maintaining his private family practice, Doctor Clough served as Nathan Littauer Hospital’s chief of medicine, vice chief of staff, and chief of staff. Doctor Clough was involved with the Hamilton County Rural Task Force and established and directed a medical clinic in Wells from 1978 to 1990. He was active in recruiting family practitioners to this area.



Doctor Clough also developed a special area of expertise in the treatment of respiratory illness and was responsible for establishing and operating Littauer’s Respiratory Care Department. He was also instrumental in the development of an asthma camp which evolved into Camp SuperStarrs, a summer day camp for children with chronic breathing disorders, cystic fibrosis, and diabetes.

In 1989, Doctor Clough was named Family Physician of the Year by the New York State Academy of Family Physicians. At the time the academy reported, “*He has continued to be a caring, dedicated, outstanding family physician who has given his personal and professional life to his community, his colleagues and his students.*” In 1992, he was also named one of the most influential physicians in New York State.

Following his departure from his private family practice, Doctor Clough served as the medical director of Nathan Littauer Hospital.

Thank you, Doctor Clough, for your service to not only Nathan Littauer Hospital, but our community as a whole. We will miss you.

*A life that touches
others goes on
forever.*



Donation to our Auxiliary (cont’d)

Kathy True	Lois C. Widdermer
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Susan Turner	Marie H. Wilson
United Way	Amy Wolf
James J. Vacek, MD	Ellen J. Wood
Bill VanNostrand	Pat Wood
Mr. Douglas VanNostrand	Eileen Wrightsman
Vintage Cafe	Cecile Zajaceskowski
Carol and Chris Warner	Ms. Brenda Zimmerman
Noreen Weil	Ron and Trina Zimmerman
Mrs. Betty J. Wentworth	

Auxiliary Gift in Kind Donations

“A Friend”	Tammy Gerdes
Sherin Akey	Audrey Goebel
Edna Anadio	Christan Hanna
Anonymous	Harold’s Restaurant
Gina Bachner	Nancy Hayes
Virginia Baker	Nancy J. Hayes
Judy Betler	Holiday Inn Johnstown-Gloversville
Joan Bezio	House of Pizza
Blossoms and Bows	Judy Hunter
Betty Bossick	Celeste Hyde
Audrey Bowman	Carla Kolbe
Bowman’s Market	Sandy LaFountain
Patty Brooks	Matilda Lock
“Carol”	Lohse’s Florist
Robin Carr	Nancy Lomanto
Kathleen Chizek	Longfellow’s Restaurant
Frank Clemente	Duffy Madonna
Kelly Colby	Jean Machere
Colonial Little Theatre	Elsie Maile
Arlene Comstock	Carolyn Maxon
Norma Cozzolino	Mendetta’s Pizzeria & Bakery
Patty Cunningham	Gladys Meola
Terry Darby	Lisa Moore
Shirley Dingman	Terry Morrison
Wanda Ellis	Mountain Valley Hospice
Norma Faville	NLH & NH Auxiliary
Martha Field	NLH & NH Diagnostic Imaging Department
Food-n-Fuel	Lorraine Oates
Forget-Me-Knots	Olde Bryan’s Inn
Brigit Fosmire	Palatine Nursing Home
Joyce Frisch	Peck’s Flowers
Georga Gay	Plaza Italian Bistro

Memorials (cont’d)

In Memory of Claudine Dalmata
Catherine M. Dalmata

In Memory of Richard Darling
Jody M. Palmer

In Memory of Pasquale DeLilli
Chas and Sue DeLilli

In Memory of Frank Deredita
Paul Deredita

In Memory of Marion Downer
Deborah J. Calderwood
Concordia Ladies Chorus and Auxiliary of the
Concordia Singing Society
Ron and Trina Zimmerman

In Memory of David C. Edwards
Lorrie and Randy Elmendorf
Fulton County Board of Supervisors
Ronald M. and Nancy A. Travis

In Memory of Robert A. Ferguson
Nathan Brownback
Melanie J. Loots
Priscilla Parkhurst Ferguson
Jane Spinak

In Memory of Charles and Pauline Finkle
David Finkle

In Memory of Angelo M. Friello
Catherine A. Friello

In Memory of Babette D. Frisbie
Gerald R. Frisbie

In Memory of James Gavin
Ruth Gavin

In Memory of Harry J. Hayner, Sr.
Cora I. Hayner

In Memory of Nancy L. Hisert, RN
Fellow RNs at Nathan Littauer Hospital

In Memory of Carroll H. Ioele
Francis A. Ioele

Memorials (cont’d)

In Memory of Helen J. Jakubec
John J. Jakubec

In Memory of Robert Johnson
Lorrie and Randy Elmendorf

In Memory of Richard Johnston
Evelyn Kalensher Kirschenfeld
Ronald M. Olinsky and Nancy A. Travis

In Memory of Dorothy Kowalski
Barbara Donnelly

In Memory of Bettie E. Lambo
Charles and Camille Ruggeri

In Memory of Sal and Catherine Landrio
Jim and Kelly Landrio
Sally Landrio

In Memory of Mr. Warren M. Larter
Carol F. Larter

In Memory of Keith Lockwood
Janis Lockwood

In Memory of Loretta C. Mabie
Robert J. Mabie

In Memory of James C. and Lucile R. MacIntyre
Dr. and Mrs. Bruce MacIntyre

In Memory of Robert Maider
Carol Maider

In Memory of Josephine Malaret
Anonymous

In Memory of Paul A. Matthews
Jo-Anne M. Matthews

In Memory of Linda McGovern
Ronald M. Olinsky and Nancy A. Travis

In Memory of Mom and Dad
Frank Deredita

Memorials (cont’d)

In Memory of Stanley J. Moore

Helen Moore
Gary, Edward, and David Soltner

In Memory of Nathan J. Muskin

Nancy H. Muskin

In Memory of Stuart Myzal

Ronald M. Olinsky and Nancy A. Travis

In Memory of Richard Nare

Peg Nare

In Memory of Hal and Esther Neal

Nancy Neal Yeend

In Memory of Carole Oathout Vail

Bob and Shirley Gray
Jeffrey Gray
Michael and Michelle Gray and Family
Rob and Debbie Gray and Family
Hillary Heintz and Family
Steve and Kathe LaMantia
Steven and Tammy LaMantia and Family

In Memory of Jacob and Sally Olinsky

Ronald M. Olinsky and Nancy A. Travis

In Memory of Elwyn L. Olmstead

Arlene Olmstead

In Memory of Rae Phillips Olson

Kathy Judd

In Memory of Gary O’Rourke

John Granath
Deb O’Rourke
Larry O’Rourke

In Memory of Frederick E. Paul, Sr.

Winnona V. Negrich

In Memory of Doris Pine

Ronald M. Olinsky and Nancy A. Travis

In Memory of Lynn C. Rudolph

Ronald M. Olinsky and Nancy A. Travis

Memorials (cont’d)

In Memory of Steve Samuelson

Roger and Margaret Gray

In Memory of Rae and Louis Schwartz

Mr. and Mrs. Wallace Truesdell

In Memory of William Sneider

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Shantilal Ramani, Matt Romell, Megan Sandal, Bonnie
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In Memory of Miriam (Mimi) Sommers

Ronald M. Olinsky and Nancy A. Travis

In Memory of Harry Starr

Mark A. Harris

In Memory of Anthony Tascillo

Ron and Trina Zimmerman

In Memory of Aileen Thompson Reinhart

NLH Nurses Alumnae Association

In Memory of Christian Joseph Rohr

Ronald M. Olinsky and Nancy A. Travis

In Memory of Harrison O. and Alberta Travis

Ronald M. Olinsky and Nancy A. Travis

In Memory of Evelyn Trippodo

John H. and Sunday K. Blackmon
Ginger and Ron Miner
Ronald M. Olinsky and Nancy A. Travis
Dan and Lori Rooney
The Greco Olinsky Wealth Management Group of
Wells Fargo Advisors

In Memory of Mason E. Warner

Maryland V. Warner

In Memory of William Zajicek

Kathy Zajicek and Family

Please note, while we have made every effort to ensure the accuracy
of this list, please call Kelly Colby with any changes or
corrections: 518-773-5505

Donations to our Auxiliary (cont’d)

Kelly Jean Hendershot
Suzanne Herrick
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Holiday Inn Johnstown-Gloversville
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Willie and Fran Mosconi
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Robert and Linda Suits
Katie Sullivan
Jan and Chuck Swatling
Marge and Ed Sweeney
Janet Sweet
Debra Taylor
Taylor Made Group, LLC
The Mohawk Group @ Morgan Stanley
Ginger Trippodo



The NLH & NH Auxiliary’s primary goal it “to aid in the comfort of the patient”. The Auxiliary realizes it’s goal through an ambitious array of programs, fund raisers, and services that enables it to truly enhance the total care of our Hospital and Nursing Home patients.

Auxiliarns are actively a part of our Littauer team. Some of their services include gift shop, information desk, patient mail, veteran’s flag program, blood drives, Tree of Lights, as well as afternoon nourishment, Mass, pet therapy, visiting, story telling, and reading in the Nursing Home.

Donations to our Auxiliary

Please note, while we have made every effort to ensure the accuracy of this list, please call Susan McNeil with any changes or corrections: 518-773-5408

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Richard A. Hendershot

A Time to Reflect and a Look to the Future

This publication is a celebration of what a community financially committed to supporting vital services can accomplish. We have asked for help, and you have answered. Today we say thank you. The CEO and senior leadership team at Nathan Littauer Hospital & Nursing Home recently completed a new, comprehensive, five-year strategic plan. I want to share with you the mission and vision statements that were developed and refined as part of that process.

Mission Statement

The Nathan Littauer Hospital and Nursing Home and its Family of Health Services is committed to providing safe, high-quality health and wellness services and improving the health of our communities in a caring, contemporary environment.

Vision Statement

Littauer will be a patient-centered, regionally relevant, independently owned and operated healthcare organization. We will use technology, talent, and facilities to provide a seamless and integrated continuum of care. We will be the organization of choice for patients, providers, and employees.

We are proud of the stable financial position which we have worked tirelessly to achieve, and are equally proud of our continued independence as a healthcare presence in upstate New York, despite great odds.

Our new outpatient renal Dialysis Center and new Primary Care Center in Fonda are open and serving patients daily. Now, we are in the midst of another vital multi-project initiative. Our plans include new Primary and Specialty Care Centers in Broadalbin and on the hospital campus, an expanded inpatient Rehabilitation Unit, enhanced technology and equipment, and modernized patient rooms in both the hospital and nursing home. These investments will allow us to add new services, enhance patient comfort, and attract new providers.

These projects are exciting, and advance our mission of providing excellent and comprehensive healthcare. However, none of it is possible without the support of our communities. Accomplishing our plans will require an unprecedented financial commitment. In the coming months, The Nathan Littauer Foundation will be communicating with you our plans for a partnership with the community to bring these initiatives to fruition

Thank you,

Geoffrey W. Peck
Vice President of Population Health
Nathan Littauer Hospital & Nursing Home
Executive Director
Nathan Littauer Foundation



Nathan Littauer Hospital proposes primary care clinic in Broadalbin

'It's got the potential for growth; we think it will grow in the next 10 years'

John Cropley
January 23, 2018



Lawrence E. Kelly, president and CEO of Nathan Littauer Hospital & Nursing Home.
Photographer: Provided

BROADALBIN — Nathan Littauer Hospital wants to build a \$2.1 million medical clinic on Route 29 in Broadalbin. The facility would be the 11th primary care facility for the Gloversville hospital and the first in the rural Fulton County town. The hospital submitted a request Friday to the state Department of Health for a certificate of need. The proposal also must undergo town review. Hospital officials are optimistic about receiving both approvals early enough to break ground in June; if all goes well, they hope to open the doors early next year. “We’re thinking a year, first-quarter 2019,” said Lawrence E. Kelly, president and CEO of Nathan Littauer Hospital & Nursing Home. “If we can break ground in June, we can have it ready.”

He said Littauer was interested in Broadalbin because its population has seen slight growth, and sitting on the Saratoga County border, it may see further growth as development pushes west from Saratoga Springs. Also, Kelly said, Littauer is the main provider of care in Fulton County, and the town of Broadalbin lacks a medical provider. Finding a site took about six months, he said. The hospital settled on 249-256 Route 29, a vacant piece of land at the intersection of Eagle Mills Road, not far from the Galway border. Engineering tests showed the soil suitable for a septic system, and test drilling showed a well would be viable. The site is good for present and future needs, Kelly said. “It’s got the potential for growth; we think it will grow in the next 10 years,” he said. “Also, we don’t have anything in the town of Broadalbin and patients have been asking.”

The facility would be operated by a physician and a nurse practitioner or physician assistant, plus support staff. It would be large enough that additional medical providers could be added if needed in the future. It would provide primary, prenatal and pediatric care; specialty care including urology, neurology and gastroenterology would be available on a rotating part-time basis. It would also be a regional specimen collection center and would provide retail pharmacy service delivery, due to limited pharmacy options in the area. It would be a continued expansion of Littauer’s model of putting basic and preventive medical care in the communities where people live, so they will be able to use it more easily. Those patients are then referred to the main hospital in Gloversville for more advanced or specialized care.

Kelly said the model is working well for patients because they can develop relationships with a single primary care doctor who will monitor and treat long-term poor-health predictors such as high blood pressure and high blood cholesterol. “That’s really good medicine — to keep people as healthy as possible,” he said. It’s also good for the hospital, which Kelly said has possibly the strongest financial performance of any small rural hospital in New York state. In surrounding metropolitan areas, such as Utica, Glens Falls and Albany, large physician groups provide primary care and refer the specialty care to themselves, he said.

“We do both; we do the primary care, and our physicians refer to us,” Kelly said. “It’s been a pretty successful model.” Littauer’s inpatient admissions increased 21 percent in 2017 over 2016, he added.

Littauer certified to ISO 9001 Quality Management System by DNV GL

Nathan Littauer Hospital & Nursing Home has been awarded Healthcare full certification to the ISO 9001 Quality Management System by DNV GL.

Littauer is dedicated to providing the safest and most effective healthcare services possible,” says Christine Waghorn, Littauer Director of Performance Improvement. “ISO certification not only reflects that mission but helps to empower it. The certificate is not just a piece of paper, but the effort required to achieve it fundamentally transforms the way we do business. ISO 9001 is ideally suited to the complex, people-intensive challenges of running a hospital.”

ISO 9001 is the most widely-accepted quality management system in use around the world and is quickly gaining acceptance among US healthcare providers as a foundation for their quality and patient safety programs.

“Littauer has worked hard to achieve this certification, and they have done so with an unwavering commitment from their top leadership to make their hospital the best it can be,” says Patrick Horine, President of DNV - GL Healthcare. “ISO certification isn’t just an award or trophy for something you’ve done; it’s public evidence that you are at the top of your game with an obvious plan in place to make excellence an everyday objective.”

ISO 9001 brings science to the art of caregiving; it helps to standardize processes around things that are proven to work, by the people doing the work, thus empowering frontline workers while creating an environment of predictability for the entire organization.

The ultimate impact of ISO within hospitals is the reduction or elimination of variation so that critical work processes are done consistently and the “best ideas” aren’t held by one person or one department, but are ingrained in the organization itself. Businesses that implement ISO do so for both the internal and external benefits.

Internally it helps staff create clear and consistent processes of patient care, and ensure that progress is constantly being made toward specific quality objectives. Externally, it tells the public, as well as insurers and regulatory agencies, that the hospital is not only talking about quality but is pursuing it with discipline and transparency.

“ISO 9001 is like sheet music for an orchestra; it gets everyone on the same page and helps us achieve our objectives,” says Waghorn. “We are honored to accept the DNV certificate of accreditation on behalf of Nathan Littauer Hospital and Nursing Home. This is not a certification that can be achieved by a single person or department; rather, it takes the effort of an entire workforce. This certification truly symbolizes our commitment to a culture of safety and quality.”

“Littauer has worked hard to achieve this certification, and they have done so with an unwavering commitment from their top leadership to make their hospital the best it can be,” says Patrick Horine, President of DNV - GL Healthcare

About DNV GL

DNV GL Healthcare, with offices in Cincinnati and Houston, is a division of DNV GL - Business Assurance, part of the DNV GL Group, an independent foundation dedicated to safeguarding life, property and the environment. Globally, DNV GL - Business Assurance has more than 100 offices and is one of the world’s leading certification, assessment and training companies. For more information about DNV hospital accreditation, visit www.dnvglhealthcare.com.



Christine Waghorn