

HOW TO CONTACT JOINT COMMISSION WITH A QUALITY OR SAFETY CONCERN

Do you have a complaint about the quality of care at a Joint Commission-accredited health care organization? The Joint Commission wants to know about it.

EFFECTIVE September 1, 2018, callers to The Joint Commission's patient safety event phone line -- 1-800-994-6610 -- will receive automated instructions on how to file a report or concern; the line will no longer be answered by a staff member. This is being done to lessen confusion and to provide more accurate information for the caller.

Patient safety events must be submitted in writing online or sent by mail or fax. Summarize the issues in one to two pages and include the name, street address, city, and state of the health care organization.

- At www.jointcommission.org, using the "Report a Patient Safety Event" link in the "Action Center" on the home page of the website.
- By fax to 630-792-5636.
- By mail to The Office of Quality and Patient Safety (OQPS), The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, Illinois 60181.

The Joint Commission encourages anyone who has concerns or complaints about the safety and quality of care to bring those concerns or complaints first to the attention of the health care organization's leaders, which will often lead to more immediate resolution of the matter. Matters concerning billing, insurance, payment disputes, individual personnel or labor relations issues are not within The Joint Commission's scope. Also, The Joint Commission does not review complaints of any kind in unaccredited organizations.

In the course of evaluating a report, The Joint Commission may share the information with the organization that is the subject of the report. Joint Commission policy forbids accredited organizations from taking retaliatory actions against employees for reporting quality of care concerns to The Joint Commission.

Patient safety event reports can be submitted anonymously and confidentially. However, those who provide their name and contact information enables The Joint Commission to contact them for more information, if necessary, and to confirm how the report is handled.