



PUBLIC NOTICE

The Joint Commission on Accreditation of Healthcare Organizations will conduct unannounced accreditation surveys of Community Hospitals and Wellness Centers (CHWC). The purpose of these surveys will be to evaluate the organization's compliance with nationally established Joint Commission standards. The survey results will be used to determine whether, and the conditions under which accreditation should be awarded the organization.

Joint Commissions Standards deal with organizational quality of care issues and the safety of the environment in which care is provided. Anyone believing that he or she has pertinent and valid information about such matters may request a public information interview with the Joint Commission's field representatives at the time of survey. Information presented at the interview will be carefully evaluated for relevance to the accreditation process. Requests for a public information interview must be made in writing and should be sent to the Joint Commission. The requests must also indicate the nature of the information to be provided at the interview. Such requests should be addressed to:

**Division of Accreditation Operations
Office of Quality Monitoring
Joint Commission on Accreditation of Healthcare Organizations
One Renaissance Boulevard
Oakbrook Terrace, IL. 60181**

or Faxed to 630-792-5636

or E-mailed to complaint@jcaho.org

The Joint Commission will acknowledge such request in writing or by telephone and will inform the organization of the request for any interview. The organization will, in turn, notify the interviewee of the date, time, and place of the meeting.

The Joint Commission also has a toll-free hot line to provide patients, families, caregivers, and others with an opportunity to share concerns regarding quality-of-care issues. The toll-free number is:

1-800-994-6610

The toll-free number is available 24 hours a day, seven days a week; however, staff members are available to answer calls only on weekdays between 8:30 A.M. and 5:00 P.M. CST.

The Joint Commission's website URL is:
<http://www.jointcommission.org/>