

The Joint Commission on Accreditation of Healthcare Organizations conducts ongoing accreditation surveys of hospitals nationwide, including Washington Hospital Healthcare System.

The purpose of these surveys is to evaluate the organization's compliance with nationally established Joint Commission standards. Survey results are used to determine whether, and the conditions under which, accreditation should be awarded the organization.

Joint Commission standards deal with organization quality, safety-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 a 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 request 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](mailto:complaint@jcaho.org)**

The Joint Commission's Office of Quality Monitoring will acknowledge in writing or by telephone requests received. An Account Representative will contact the individual requesting the public information interview prior to survey, indicating the location, date, and time of the interview and the name of the surveyor who will conduct the interview.

This notice has been posted in accordance with the Joint Commission's requirements.