

# Joint Commission Public Notice

## Concerned about Safety or Quality of Care?

### What is The Joint Commission?

The Joint Commission is an independent, not-for-profit national accrediting body. Established more than 50 years ago, The Joint Commission sets the standards by which health care quality is measured in America and around the world.

To achieve accreditation by The Joint Commission, the organizations must submit to a thorough on-site review by The Joint Commission professionals. Participating in the accreditation process is entirely voluntary. This means the participating organization must choose to be measured against national standards for excellence in providing quality patient care. Joint Commission accreditation means that our organization complies with the highest national standards for safety and quality of care.

At Twin Valley Behavioral Healthcare, we are continuously striving to improve patient care and the environment in which care is delivered. We encourage members of the general public, families, patients, or other individuals who have a concern regarding patient care or safety, to notify the staff on duty, or any member of our management team. If you have discussed your concern with the staff on duty and you believe the issue has not been resolved, please contact the Chief Executive Officer at (614) 752-0333.

If your concerns cannot be resolved through the hospital administration, you may contact The Joint Commission's Office of Quality Monitoring. You may provide your name and contact information, or you may report anonymously.

### Telephone/Voice Mail

To contact The Joint Commission by phone or to leave a voice mail message before or after business hours call: (800) 994-6610.

### Fax

The Joint Commission Office of Quality Monitoring fax number is (630) 792-5636.

### E-mail

Send e-mail correspondence to: [complaint@jointcommission.org](mailto:complaint@jointcommission.org)

### Mail

Written correspondence should be sent to:

Office of Quality Monitoring  
The Joint Commission  
One Renaissance Blvd.  
Oakbrook Terrace, IL 60181

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The Joint Commission does not address individual billing issues and payment disputes. Also, we do not have jurisdiction in labor relations issues or the individual clinical management of a patient. The Joint Commission does not review complaints of any kind in unaccredited organizations.