PUBLIC NOTICE

The Joint Commission conducts periodic unannounced accreditation surveys of the VA Pacific Islands Healthcare System (Ambulatory Care, Behavioral Health, Long Term Care, Home Care and Laboratory/Point of Care Testing).

The purpose of the survey 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.

This notice is to advise veterans that when an individual has any concerns about patient care and safety in the organization that the organization has not addressed, he/she is encouraged to contact the organization’s management. If the concerns cannot be resolved through the organization, the individual is encouraged to contact the Joint Commission via mail, phone, fax or e-mail. Information will be carefully evaluated for relevance to the accreditation process. Such requests should be addressed to:

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

Phone:  1-800-994-6610
Fax:  (630) 792-5636
E-mail:  complaint@jointcommission.org

Your report to the Joint Commission should include a 1-2 page overview of the issue, and it is important that you include the name and address of the facility. You may submit your concern anonymously, however providing your name and contact information makes it possible for Joint Commission staff to contact you should additional information be needed and to inform you of actions being taken in response to your concern.

Date Posted (facility webpage, hard copy throughout facility, incorporated into LTC Resident Handbook, Home Care Program Orientation Packet, New Veteran Orientation Guide, Distributed to Veteran Service Organizations & incorporated into New Employee Orientation)

September 9, 2005

Date Revised (Public Notice added to VA internet site via link) http://www.va.gov/hawaii/visitor_info.htm

January 9, 2007

Date Revised (Changed name and e-mail address; added phone number)

February 22, 2007