

## **JCAHO PUBLIC NOTICE**

The Joint Commission on Accreditation of Healthcare Organizations (JCAHO) conducts unannounced accreditation surveys of hospitals across the USA, including St. John's Mercy Medical Center. The purpose of these surveys is to evaluate the organizations' compliance with nationally established standards relating to hospitals and care of patients. The survey results are used to determine whether, and the conditions under which, accreditation should be awarded to St. John's Mercy.

The JCAHO standards deal with organizational quality of care issues and the safety of the environment in which the 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. Information presented at the interview will be carefully evaluated for relevance to the accreditation process.

You must submit a written request for a public information interview. The request must indicate the nature of the information to be provided at the interview. Requests may be submitted by mail to:

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

- You may fax your request to 630-792-5636.
- You may e-mail your request to [complaint@jcaho.org](mailto:complaint@jcaho.org).
- You may call the JCAHO directly at 1-800-994-6610.

The JCAHO will acknowledge such requests in writing or by telephone, and will inform St. John's Mercy Medical Center of requests for public information interviews. St. John's Mercy will, in turn, notify the requestor of the date, time and place of the interview.

This notice is posted in accordance with the Joint Commission on Accreditation of Healthcare Organizations requirements.