

Got a concern or complaint about the quality of care or safety in our hospital??

CSH encourages the involvement of staff, clients, family members, visitors, and others who advocate for our clients to ensure that we provide quality services in a safe and secure environment.

How to Report a Concern:

- For employees, talk to your immediate supervisor or other hospital supervisor or manager. For other concerned individuals, talk to someone in a supervisory or management position at the hospital.
- A “*Hospital Hot Line*” (1-478-445-7248) is available 24 hours a day for employees and other individuals to report concerns anonymously if they choose. Individuals can leave a message on an answering machine identifying at minimum the hospital service, department or office where the concern exists. The concern will be forwarded to the appropriate service of the hospital to be addressed.
- In addition to the “*Hospital Hot Line*,” employees and individuals may contact the Central State Hospital Compliance Officer electronically at regionalcomplianceoffice@centralstatehospital.org or contact the Safety Department or Client Safety Committee for any safety concerns.
- Anyone may contact the Central State Hospital Compliance Officer electronically at regionalcomplianceoffice@centralstatehospital.org for any clients’ rights issues.

Concern Resolved?

If not, employees and other individuals can contact the Joint Commission on the Accreditation of Healthcare Organizations as indicated below. **(The CSH Leadership Team assures employees that there will be no reprisals or retaliatory disciplinary actions against an employee who reports safety or quality of care concerns to the Joint Commission).**

E-Mail: complaint@jcaho.org

Fax: Office of Quality Monitoring
(630) 792-5636

Mail: Office of Quality Monitoring
Joint Commission on Accreditation of Healthcare Organizations
One Renaissance Boulevard
Oakbrooke Terrace, IL 60181

More information on how to report a complaint is available on the Joint Commission’s website, www.jcaho.org. A direct link to the Joint Commission’s website is located on the hospital’s website, <http://www.jointcommission.org/GeneralPublic/Complaint/>.