



DEPARTMENT OF THE NAVY
NAVAL HOSPITAL
3475 N SARATOGA STREET
OAK HARBOR, WASHINGTON 98278-8800

19 Jun 08

COMMANDING OFFICER'S
REPORTING SAFETY OR QUALITY OF CARE CONCERNS TO THE JOINT
COMMISSION POLICY

As Commanding Officer of Naval Hospital Oak Harbor, I reaffirm the importance of The Joint Commission (TJC) mission to continuously improve the safety and quality of care provided to the public. This is accomplished through their provision of health care accreditation and related services that support improvement in health care organizations.

As part of the TJC accreditation process, I fully support your right, as staff of this hospital, to report your concerns about the safety or quality of care provided in this facility through your chain of command or directly to the Joint Commission. In so doing, no disciplinary or retaliatory action shall be taken against you.

If you have a question about how to file your complaint, you may call The Joint Commission at this toll free telephone number: 1-800-994-6610, from 0830 to 1700, central time, weekdays, or by using the following contact information:

Email: <http://www.jointcommission.org/GeneralPublic/complaint/>
Telephone number: Office of Quality Monitoring - (630) 792-5462

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


J. A. THRALLS