JCAHO Public Notice

The Joint Commission on Accreditation of Healthcare Organizations (JCAHO) now conducts only random unannounced surveys. This started in January of 2006.

The purpose of the survey is to evaluate the compliance of Howard University Hospital and other JCAHO accredited hospitals with nationally established Joint Commission standards. The survey results will be used to determine whether, and the conditions under which, accreditation should be awarded to the organization.

Joint Commission standards deal with organizational quality of care issues and the safety of the environment in which 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 at the time of the survey. Information presented at the interview will be carefully evaluated for relevance to the accreditation process. Requests for a public information interview must be made in writing and should be sent to the Joint Commission no later than five working days before the survey begins. The requests must also indicate the nature of the information to be provided at the interview. Such requests should be addressed to:

Division of Accreditation Operations
Office of Quality Monitoring
Joint Commission on Accreditation of Healthcare Organizations
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
or Faxed to 630-792-5636
or E-mailed to complaint@jcaho.org

The Joint Commission will acknowledge such requests in writing or by telephone, and will inform Howard University Hospital of the request for any interview. A Howard University Hospital representative will, in turn, notify the interviewee of the date, time, and place of the meeting.

The public may contact the Joint Commission's Office of Quality Monitoring to report any concerns or register complaints about a Joint Commission-accredited health care organization by either calling 1-800-994-6610 or emailing complaint@jcaho.org.