

## REPORTING CONCERNS REGARDING SAFETY OR QUALITY OF CARE

Patients, Visitors, Medical Staff or Employees who have concerns about the safety or quality of care provided at Lafayette Surgical Specialty Hospital may report these concerns to the Administration of the Hospital, the Department of Health and Hospitals (State of Louisiana), Quality Improvement Organization, and / or The Joint Commission.

Patients, Visitors, Medical Staff and Employees can freely voice complaints and recommend changes without being subject to coercion, discrimination, reprisal or unreasonable interruption of care, treatment and services. You are encouraged to first bring your complaint to the attention of the health care organization’s leaders. If this does not lead to a resolution, you may bring your complaint to the Department of Health and Hospitals (State of Louisiana) and / or the Joint Commission for review.

To report concerns to Hospital Administration you may dial “o” from an in-house phone, or dial (337)-769-4100 and ask to speak to the Chief Nursing Officer (CNO) or you may mail your concern to:

Lafayette Surgical Specialty Hospital  
Administration Department  
1101 Kaliste Saloom Rd  
Lafayette, LA 70508

To submit concerns to the Department of Health and Hospitals: Toll Free 1-866-280-7737 or mail to:

Department of Health and Hospitals  
Health Standards Section  
PO Box 3767  
Baton Rouge, LA 70821

To submit concerns to Quality Improvement Organization (QIO) call:

KEPRO 1-844-430-9504 or visit [www.keproqio.com](http://www.keproqio.com)  
Rock Run Center, Suite 100  
5700 Lombardo Center Dr.  
Seven Hills, OH 44131

To submit concerns to The Joint Commission:

You may submit your complaint by mail, fax or e-mail. Summarize the issues in one to two pages. Please, include the name, street address, city and state of the health care organization.

Mail	Office of Quality and Patient Safety The Joint Commission One Renaissance Blvd. Oakbrook Terrace, IL 60181
Fax	Office of Quality and Patient Safety (630) 792-5636
Email	<a href="mailto:complaint@jointcommission.org">complaint@jointcommission.org</a>
If you have any questions about how to file your complaint, you may contact The Joint Commission at 1-800-994-6610 (Toll Free) weekdays from 8:30 a.m. to 5 p.m. (CST)	

The Joint Commission is an accreditation organization for healthcare facilities. The organization surveys hospitals monitoring quality of care and patient safety. As an accredited organization, Lafayette Surgical Specialty Hospital is subject to unannounced surveys by the Joint Commission every eighteen (18) to thirty nine (39) months.

When submitting your complaint to the Joint Commission about an accredited organization, you may either provide your name and contact information or submit your complaint anonymously. Providing your name and contact information enables the Joint Commission to inform you about the actions taken in response to your complaint. It also allows them to contact you should additional information be needed. Your name will be treated as confidential information and will not be disclosed to any other party.

### Complaint Evaluations

Complaint information is used to strengthen the oversight activities of the Joint Commission and improve the quality of care in accredited facilities. The Joint Commission addresses all complaints that relate to quality of care issues within the scope of our standards. These include issues such as patient rights, care of patients, safety, infection control, medication use and security.

The Joint Commission does not address individual billing issues and payment disputes. Also, they do not have jurisdiction in labor relations issues or the individual clinical management of a patient.

### How the Joint Commission Responds to Complaints

The Joint Commission's response to a complaint begins with a review of past complaints about the organization, if any, and the organization's accreditation survey report. Depending on the nature of the complaint, the Joint Commission will take one or more of the following actions:

- Where serious concerns have been raised about patient safety or standards compliance, the Joint Commission will conduct an unannounced, on-site evaluation of the organization.
- The Joint Commission may ask the health care organization to provide a written response to the complaint.
- The Joint Commission may incorporate the complaint in the quality monitoring database that is used to continuously track the performance of health care organizations over time.
- The Joint Commission may review the complaint at the time of the health care organization's next scheduled accreditation survey if it is scheduled in the near future.