


INFOGRAPHIC: Reporting a Patient Safety Concern

To assist its accredited health care organizations, The Joint Commission is providing the following infographic with the most up-to-date information about how to report a patient safety concern. This infographic is available on your *Joint Commission Connect*® extranet site under the “Continuous Compliance” tab; click on “Quality & Patient Safety,” then click on “Learn More.” The Joint Commission encourages health care organizations to share this infographic and/or the information with all staff and care recipients. 



Report a Patient Safety Concern



Do you have a patient safety concern about a health care organization?



What we do...

The Joint Commission helps accredited health care organizations improve patient safety and the quality of their services. Your report of a patient safety or quality of care concern will help us guide the organization to make the necessary improvements, which will reduce or preferably eliminate the likelihood of harm to patients in the future.

The Joint Commission's goal is to evaluate performance of the organization based on our established standards of care; therefore The Joint Commission does not evaluate the appropriateness of specific care of an individual patient; or address billing issues, payment/financial disputes, or legal matters/disputes.

If you prefer, you also have the option to contact and work directly with the health care organization to seek resolution of your patient safety concern and/or on matters beyond the scope of The Joint Commission's review, as listed above.

How to report a concern...

The preferred method for submitting a concern is through our **online submission form**. This is the quickest and most direct way to reach us. You also have the option to submit your safety concern or event anonymously.



▶ **Online:** www.jointcommission.org; Click on tab at bottom of page to “Report a Safety Event.”

▶ **Mail:** Provide a brief (please limit to two pages) summary of your safety concern and the complete name and address for the location where care was received. Please be as specific as possible.



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In order to protect your Personal Health Information, The Joint Commission will not accept copies of medical records, photos, or billing invoices and other related personal information. Any such document received will be shredded upon receipt, per our policy.