

## **The Joint Commission on Accreditation of Healthcare Organizations (JCAHO)**

The Joint Commission on Accreditation of Healthcare Organizations (JCAHO) conducts accreditation surveys of organizations to determine their compliance with nationally established Joint Commission standards. These standards deal with organization quality, safety-of-care issues, and the safety of the environment in which care is provided. Anyone believing that they have issues concerning safety and quality of care in this organization on a continuous basis are encouraged to contact the organization by calling the Olean General Hospital's Quality Assurance Department at 716-375-6163 or 6162. If the concern in question cannot be resolved at this level, then the Joint commission may be contacted as stated below:

Division of Accreditation Operations

Office of Quality Monitoring

Joint Commission on Accreditation of Healthcare Organizations

One Renaissance Boulevard

Oakbrook Terrace, IL 60181

Fax: (630) 792-5636

Email: [complaint@jcaho.org](mailto:complaint@jcaho.org)

### **UPCOMING SURVEY:**

The Joint Commission on Accreditation of Healthcare Organizations will be conducting an unannounced survey onsite to assess Olean General Hospital's compliance to their nationally established standards.