



## **Public Notification Regarding Quality/Safety Concerns**

**Greater Binghamton Health Center is working to make safety a priority. Everyone has a role in ensuring quality behavioral health care is provided in a safe environment, including patients, clients, family, friends, staff and administrators. In assuming this role, there are avenues you can take to report concerns you might have.**

**In the event you have concerns about quality of patient/client care and/or client/patient/staff safety at GBHC, you are encouraged to express such concerns to the respective Program Manager of the particular unit/department. If you are not satisfied with the response/outcome of the particular situation, you are further encouraged to notify the Office of the Executive Director.**

**If you continue to have concerns, you have the option to report such concerns to the Joint Commission on Accreditation of Healthcare Organizations, without fear of retaliation. The Joint Commission is a national regulatory body that accredits healthcare systems. On a triennial basis, it reviews each healthcare system to several hundred standards of performance. JCAHO is interested in the provision and delivery of quality healthcare in a safe environment.**

**The contact to JCAHO may be made to the Joint Commission Office of Quality Monitoring via:**

**1) Telephone: 1-800-994-6610**

**or**

**2) E-Mail: [complaint@jcaho.org](mailto:complaint@jcaho.org)**

**or**

**3) Mail: Joint Commission on Accreditation of Healthcare Organizations  
One Renaissance Boulevard  
Oakbrook Terrace, Illinois 60181**