



Operational or Quality Concerns

The Joint Commission standards relate to quality and safety of care issues. Anyone believing that he or she has pertinent and valid information about such matters should report these to the management of Encore Medical Staffing. If the concerns cannot be resolved through Encore, the individual is encouraged to contact The Joint Commission.

Notify Encore of your concern by contacting Management at the Corporate Office. Clients should utilize the Client Complaint and Grievances Process, and Employees should follow the Employee Grievance Policy found in the Employee Handbook.

To report the details about your complaint or concern to The Joint Commission, use one of the following options:

Online:

www.jointcommission.org

E-mail:

patientsafetyreport@jointcommission.org

By Fax:

630-792-5636

By Mail:

Office of Quality and Patient Safety
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181