

The Joint Commission Standard

All employees play a role in helping to promote a safe patient care environment. If you have any concerns about patient care quality or patient safety, please discuss them with your supervisor, director, or the patient safety officer. If you have done so and believe the hospital has not addressed your concerns related to preventing or correcting problems that can have or have had a serious adverse impact on patients, you may contact The Joint Commission's Office of Quality Monitoring at 1-800-994-6610 or complaint@jointcommission.org. UPMC prohibits disciplinary retaliation for reporting instances of wrongdoing, which were made in good faith. This includes both formal disciplinary actions as well as informal punitive actions.