



Joint Commission Public Notice

The Joint Commission conducts periodic accreditation surveys of Sherman Oaks Hospital.

The purpose of these surveys is to evaluate the organization's compliance with nationally established JOINT COMMISSION standards. Their results are used to determine whether, and the conditions under which, accreditation should be awarded to the organization.

Joint Commission standards deal with organizational quality of care issues and patient safety and the safety of the environment in which care is provided. Any individual believing that he or she has concerns regarding patient safety or quality of care concerns at Sherman Oaks Hospital that the hospital has not addressed appropriately may contact:

The Joint Commission
Office of Quality Monitoring
One Renaissance Boulevard
Oakbrook Terrace, IL 60181

Fax: 630-792-5636
Phone: 1-800-994-6610
Email: complaint@jointcomission.org

When submitting a complaint to the Joint Commission about an accredited organization, you may either provide your name and contact information or submit your complaint anonymously. Providing your name and contact information enables the Joint Commission to inform you about the actions taken in response to your complaint, and also to contact you should additional information be needed. It is the Joint Commission's policy to treat your name as confidential information and not to disclose it to any other party. However, it may be necessary to share the complaint with Sherman Oaks Hospital in the course of a complaint investigation.

Joint Commission policy forbids an accredited organization from taking retaliatory actions against employees for having reported a patient safety or quality of care concern to the Joint Commission.

Please note: The Joint Commission does not address individual billing issues and payment disputes. It also does not have jurisdiction in labor relations issues or the individual clinical management of a patient.

We also prefer that you contact Sherman Oaks Hospital directly through the following:

Bockhi Park, CEO
818-907-4540

Roland Santos, Chief Nursing Officer
818-205-1996