

CMS-Approved Accrediting Organization Complaint Contacts

Accreditation Association for Ambulatory Health Care (AAHHC)

Approved Programs: ASC

Contact Name: Cheryl Pistone - Clinical Director

eMail: cpistone@aaahc.org **Phone:** 847-853-6060

Contact Name: Tarin English - Assistant Director, Regulatory Compliance

eMail: tenglish@aaahc.org **Phone:** 847-853-6087

Complaint Website: NONE

Accreditation Commission for Health Care, Inc (ACHC)

Approved Programs: HHA, Hospice

Contact Name: Josh Boatright - Customer Service Quality Specialist

eMail: jboatright@achc.org **Phone:** 919-785-1214 ext 308

Complaint Website: NONE

CMS-Approved Accrediting Organization Complaint Contacts

American Association for Accreditation of Ambulatory Surgery Facilities (AAAASF)

Approved Programs: ASC, OPT, RHC

Contact Name: Jeanne Henry - Director of Accreditation

eMail: jhenry@aaaasf.org **Phone:** 847-775-1970

Complaint Website: NONE

American Osteopathic Association/Healthcare Facilities Accreditation Program (HFAP)

Approved Programs: ASC, CAH, Hospital

Contact Name: Meg Gravesmill - CEO

eMail: mgravesmill@hfap.org **Phone:** 312-202-9062

Contact Name: Karen Beem - Standards Interpretation Team

eMail: kbeem@hfap.org **Phone:** 312-202-8069

Complaint Website: NONE

CMS-Approved Accrediting Organization Complaint Contacts

Community Health Accreditation Partner (CHAP)

Approved Programs: HHA, Hospice

Contact Name: Frances Petrella - SVP Accreditation

eMail: fran.petrella@chapinc.org **Phone:** 202-467-1710

Contact Name: Celeste Gee - Senior Compliance Analyst

eMail: Celeste.Gee@chapinc.org **Phone:** 800-656-9656

Contact Name: CHAP Complaints Inbox - NA

eMail: complaints@chapinc.org **Phone:** 800-656-9656

Contact Name: Barbara McCann - President & CEO

eMail: barbara.mccann@chapinc.org **Phone:** 202-467-1705

Contact Name: Leah Kaufman - Quality Analyts

eMail: leah.kaufman@chapinc.org **Phone:** 202-862-3413

Contact Name: Margaret Terry - VP Quality and Standards

eMail: margaret.terry@chapinc.org **Phone:** 202-862-3413

Contact Name: Leah Kaufman - Quality Analyst

eMail: leah.kaufman@chapinc.org **Phone:** 202-862-3413

Contact Name: Grace Minner - Quality Specialist

eMail: grace.minner@chapinc.org **Phone:** 202-862-3413

Complaint Website: NONE

CMS-Approved Accrediting Organization Complaint Contacts

DNV GL - Healthcare (DNV GL)

Approved Programs: CAH, Hospital

Contact Name: Judith Purdy - Accreditation Specialist

eMail: judith.purdy@dnvgl.com **Phone:** 866-496-9647

Contact Name: Complaints - Complaints - Public Mailbox

eMail: hospitalcomplaint@dnvgl.com **Phone:** 866-496-9647

Contact Name: Wally Cwalina - Accreditation Specialist

eMail: walter.matthew.cwalina@dnvgl.com **Phone:** 866-496-9647

Complaint Website: NONE

The Joint Commission (TJC)

Approved Programs: ASC, CAH, HHA, Hospice, Hospital, Psychiatric Hospital

Contact Name: Stephanie Kaufman - Project Manager, External Reporting Management, CMS

eMail: skaufman@jointcommission.org **Phone:** 630-792-5708

Contact Name: Management Quality - Office of Quality and Patient Safety

eMail: Complaint@jointcommission.org **Phone:** 800-994-6610

Contact Name: Steve Misenko - Project Director, External Reporting Management, CMS

eMail: smisenko@jointcommission.org **Phone:** 630-792-5836

Complaint Website: NONE

CMS-Approved Accrediting Organization Complaint Contacts

Center for Improvement in Healthcare Quality (CIHQ)

Approved Programs: Hospital

Contact Name: Richard Curtis - Executive Director & CEO

eMail: rcurtis@cihq.org **Phone:** 866-324-5080

Complaint Website: NONE

The Compliance Team (TCT)

Approved Programs: RHC

Contact Name: Kate Hill - Vice President of Clinical Services

eMail: khill@thecomplianceteam.org **Phone:** 215-654-9110 Ext 114

Contact Name: Steve Simmerman - Vice President, Operations

eMail: ssimmerman@thecomplianceteam.org **Phone:** 215-654-9110 Ext 114

Contact Name: Lesa Merchant - Vice President, Field Operations

eMail: lmerchant@thecomplianceteam.org **Phone:** 215-654-9110 Ext 114

Contact Name: Cindy Melanson - Regulatory Strategic Advisor

eMail: cmelanson@thecomplianceteam.org **Phone:** 215-654-9110 Ext 114

Complaint Website: NONE

CMS-Approved Accrediting Organization Complaint Contacts

Institute for Medical Quality (IMQ)

Approved Programs: ASC

Contact Name: MOQ Associate - Maintenance of Quality

eMail: AmbulatoryInfo@imq.org **Phone:** None

Complaint Website: NONE

National Dialysis Accreditation Commission (NDAC)

Contact Name: Curt Anliker - Chief Executive Officer

eMail: c.anliker@ndacommission.com **Phone:** 630-387-6680

Contact Name: Jennifer Vavrinchik - Chief Operating Officer

eMail: j.vavrinchik@ndacommission.com **Phone:** 630-387-6680

Contact Name: Glenda Payne - Chief Compliance Officer

eMail: g.payne@ndacommission.com **Phone:** 630-387-6680

Complaint Website: NONE