

CMS-Approved Accrediting Organization Complaint Contacts

Accreditation Association for Ambulatory Health Care (AAAHHC)

Approved Programs: **ASC**

Contact Name: Mary Wei - Assistant Director, Accreditation Services

eMail: mwei@aaahc.org **Phone:** 847-324-7745

Contact Name: Cheryl Pistone - Clinical Director

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

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: <http://www.achc.org/contact/complaint-policy-process>

CMS-Approved Accrediting Organization Complaint Contacts

American Association for Accreditation of Ambulatory Surgery Facilities (AAAASF)

Approved Programs: **ASC, OPT, RHC**

Contact Name: Jeanne Henry - Associate Director of Accreditation

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

Contact Name: Tom Terranova - Interim CO

eMail: tterranova@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: <http://www.hfap.org/resources/complaintinformation.aspx>

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: http://cihq.org/report_concern.asp

Community Health Accreditation Partner (CHAP)

Approved Programs: **HHA, Hospice**

Contact Name: Frances Petrella - VP Accreditation

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

Contact Name: Celeste Gee - Quality & 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 - Interim President & CEO

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

Complaint Website:

<http://chapinc.org/AboutCHAP/Compliments%20and%20Complaints/Complaint%20Investigations%20for%20CHAP%20Accredited%20Organizations>

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

Complaint Website: <http://dnvglhealthcare.com/patient-complaint-report>

Institute for Medical Quality (IMQ)

Approved Programs: **ASC**

Contact Name: MOQ Associate - Maintenance of Quality

eMail: AmbulatoryInfo@imq.org **Phone:**

Complaint Website: NONE

CMS-Approved Accrediting Organization Complaint Contacts

The Compliance Team (TCT)

Approved Programs: **RHC**

Contact Name: Sandra Canally - President

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

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: http://www.thecomplianceteam.org/complaint_form.aspx

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The Joint Commission (TJC)

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

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

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

Contact Name: Monitoring Quality - Office of Quality Monitoring

eMail: OQM@jointcommission.org **Phone:** 630-792-5000

Contact Name: Management Quality - Office of Quality Management

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

Complaint Website: http://www.jointcommission.org/report_a_complaint.aspx