



## Lenawee Community Mental Health Authority

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[www.lcmha.org](http://www.lcmha.org)

### MEMO

To: All LCMHA staff, Contracted Licensed Independent Practitioners, Other Individuals

From: Kathryn Szewczuk, Executive Director  
Michael Crafts, Quality and Compliance Coordinator

Date: January 2, 2024

Re: Reporting Safety/Quality Concerns to the Joint Commission

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As Lenawee Community Mental Health Authority (LCMHA) is accredited by the Joint Commission, LCMHA is required to notify all LCMHA staff and Licensed Independent Practitioners (LIPs) that any employees, LIPs, or other individuals who provide care to our consumers and who have concerns about the safety or quality of care provided by the organization may report these concerns to the Joint Commission. LCMHA will take no disciplinary or punitive action if an employee, LIP or other individual who provides care to our consumers reports safety or quality of care concerns to the Joint Commission.

If you, as an employee, LIP, or other individual who provides care to our consumers would like to make a complaint about safety or the quality of care offered by Lenawee Community Mental Health Authority, you may do so by contacting the Joint Commission at:

#### Online:

- Submit a consumer safety event or concern at <https://www.jointcommission.org/resources/patient-safety-topics> and click on the "Report a Patient Safety Event" link.
- Or individuals may also choose to use this direct link to the reporting form: <https://apps.jointcommission.org/QMSInternet/IncidentEntry.aspx>

#### Mail:

- Office of Quality & Patient Safety, The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181
- Download a printed form to mail a copy. [https://www.jointcommission.org/-/media/tjc/documents/resources/patient-safety-topics/20230523\\_report-a-safety-concern-by-mail\\_update.pdf](https://www.jointcommission.org/-/media/tjc/documents/resources/patient-safety-topics/20230523_report-a-safety-concern-by-mail_update.pdf)

You may submit complaints with your name and contact information or anonymously. The Joint Commission will treat your name as confidential information and not disclose it to any other party; however, it may be necessary to share the complaint with the subject organization in the course of a complaint investigation.