

## Joint Commission: Public Notice Unannounced Survey Process

The Joint Commission can conduct an accreditation survey of La Casa Family Health Center at anytime. The purpose of the survey is to evaluate the organization's compliance with the established Joint Commission standards that promote quality healthcare delivery. The survey results will be used to determine whether, and the conditions under which, re-accreditation should be awarded to the organization.

Joint Commission accreditation is one more way La Casa Family Health Center shows it is dedicated to improving healthcare services for the people in southeastern New Mexico.

The Joint Commission standards deal with organizational quality of care issues and the safety of the environment in which care is provided. In the past, when the surveys were announced or scheduled, anyone who believes that he or she had pertinent and valid information about such matters could request an interview with a Joint Commission surveyor at the time of the survey. The Joint Commission encourages the public to seek resolution of their concerns through the designated channels of the organization by calling 575-356-6695 or submitting their concerns to:

**La Casa Family Health Center  
Attention: Administration  
P.O. Box 843  
Portales, NM 88130**

If concerns brought to the organizations' attention are not satisfactory to the patient, the Joint Commission may be contacted. The preferred method for submitting a concern is through Joint Commission's online submission form as it allows for more direct, timely receipt and review of your concerns.

**Office of Quality and Patient Safety  
The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace, IL 60181  
1-800-994-6610  
[jointcommission.org](http://jointcommission.org)**