



PATIENT CARE AND SAFETY CONCERNS



If you experience or witness an event at the Salem VA Medical Center regarding patient care and safety please follow the following steps to report this event.

Step 1- Contact the Star Service Team Advocate for the unit where the incident occurred. If no resolution is made at this level please, proceed to step 2.

Step 2- Discuss concerns with the Patient Advocate at ext. 1000, in the front lobby area. If no resolution is made with this, proceed to step 3.

Step 3- Discuss concerns and previous actions taken with a member of hospital management including the Service Line Chief, Nurse Executive, Chief of Staff, Associate Director, and/or the Director.

If the resolution to your complaint was not satisfactory after following the above methods then you may contact the Joint Commission's Office of Quality Monitoring by calling or e-mailing:

1-800-994-6610

complaint@jointcommission.org