



Wednesday, October 15, 2008

Harry Greiner
350 Deep Dale Drive
Norwalk, OH 44857

Regarding: Cleveland Clinic
Incident #81019Qsx-21143JAA

Dear Mr. & Mrs. Greiner:

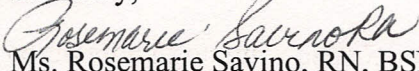
This is to confirm receipt of the complaint you forwarded to us about the above organization. It is The Joint Commission's policy to treat the source of complaints as confidential information and not to disclose it to any other party. We would like to contact the organization for its response to this matter. ***The Joint Commission is requesting permission to release your name and share a copy of your complaint with the organization.*** Please submit your permission statement via our website, using your complaint reference number to: www.jointcommission.org, go to "Report a Complaint" and click on "Click here to submit an update to a complaint. (You must have your complaint reference number)" link or via US Mail to:

Office of Quality Monitoring
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181.

The Joint Commission gives serious consideration to all issues that may reflect noncompliance with The Joint Commission standards and we appreciate you providing us this information. We will evaluate the potential standards implications and the organization's response and will follow up until a decision is made by us that the organization is in compliance with The Joint Commission standards. Please be aware our current Public Information Policy precludes us from providing you with the specific results of any complaint investigation.

Thank you for bringing your concerns to our attention. Please identify the above incident number on any inquiry relating to this subject.

Sincerely,


Ms. Rosemarie Savino, RN, BSN
Office of Quality Monitoring



Tuesday, November 25, 2008

Harry Greiner
350 Deep Dale Drive
Norwalk, OH 44857

Regarding: Cleveland Clinic
Incident #81019Qsx-21143JAA

Dear Mr. Greiner:

I am writing in response to the issues you communicated to The Joint Commission regarding Cleveland Clinic. We did a thorough review of your submission and contacted Cleveland Clinic for its written response. Their response has been submitted, accepted and the case status is closed. Per our Public Information Policy, the following information is provided upon request as it becomes available:

- The number of standards-related written complaints filed against an accredited organization that have met criteria for review
- The applicable standards areas involved in a specific complaint review
- The standards areas in which requirements for improvement were issued as a result of onsite complaint evaluation activities
- When an unannounced or unscheduled survey is based on information derived from a complaint or public sources, the standards areas related to the complaint
- Any determination that the complaint is not related to Joint Commission standards

In addition, you may also wish to refer to the organization's Quality Report, which is available at the Joint Commission's web site (<http://www.jointcommission.org/>, and click Quality Check), to obtain general information about the organization's performance on key quality measures. To obtain a hard copy of the report, please contact our Customer Service Center at (630)792-5800 or write to the Customer Service Center at:

Customer Service Center
The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181

The Joint Commission stands ready to receive and review issues of concern about accredited organizations at any time and will act in accordance with all the information that is provided to us.

Sincerely,


Ms. Rosemarie Savino, RN, BSN
www.jointcommission.org

Headquarters

One Renaissance Boulevard
Oakbrook Terrace, IL 60181
630 792 5000 Voice