**QUALITY AND PATIENT SAFETY CONCERNS REPORTING**

**HOSPITAL STAFF**

In an effort to create a “safe” reporting environment, King Faisal Specialist Hospital & Research Centre – (KSH&RC) encourages **all the staff** who have concerns about the safety or quality of patient care provided by the hospital to report them via following channels:

1. The staff immediate supervisor or manager
2. The Quality Information System (QIS) that is used to report Safety and Quality related incidents (Reference: APP-105 – Reporting and Management of Incidents).
3. Executive Directors, Chairmen, and Department Heads following the Open Door Policy and Chain of Command (GD: 126-1432 dated on 03 October 2011).
4. Suggestion to CEO and other Executives link on the Hospital Portal

In case the staff concern is not resolved through the Hospital reporting channel(s), he or she may report to the concern:

**Joint Commission International (JCI) Website**

<https://www.jointcommissioninternational.org/contact-us/report-a-quality-and-safety-issue/>

**Email:** [JCIQuality@jcrinc.com](mailto:JCIQuality@jcrinc.com)

**Mail:** Quality and Safety Monitoring

Joint Commission International Accreditation

1515 West 22nd Street, Suite 1300W

Oak Brook, Illinois 60523 US

Any individual Hospital staff member (clinical or administrative) can report concerns about patient safety and quality of care to JCI without retaliatory action from the Hospital.

To support this culture of safety, reporting is permitted. In addition, the hospital will take no formal disciplinary actions (for example, demotions, reassignments or change in working conditions or hours) or informal punitive actions (for example, harassment, isolation or abuse) in retaliation for reporting concerns to JCI.