



YOU MUST REINVESTIGATE
YOUR 2010/2011
BOTCHED/INCOMPLETE
"INVESTIGATION" !!!

Monday, November 2, 2020

Nida Family

Regarding: Gottlieb Memorial Hospital
Incident #83568CCX-43691QMO

Dear Nida Family:

Thank you for sharing your concerns with The Joint Commission regarding Gottlieb Memorial Hospital. Please accept our condolences on your loss.

The Joint Commission takes seriously any information about one of our accredited organizations. However, it is difficult to conduct a thorough evaluation of an organization after such a significant amount of time has passed. In general, the Office of Quality and Patient Safety does not review concerns that occurred over three years ago. We do incorporate them into our quality monitoring database, and we will continue to track the performance of this facility over time. By monitoring patterns and trends, we can see if performance improves or if the organization continues to have quality and safety issues.

The Joint Commission is here to help organizations improve. We will use your report to better understand systems of care and guide improvement. The Joint Commission does not evaluate the care of an individual, or whether that care was appropriate. Instead, our evaluation focuses on processes that are required within our standards. The Joint Commission does not address billing issues, payment/financial disputes, case management concerns or act on behalf of an individual.

The information you shared is used to help improve the quality of care delivered by our accredited organizations. Thank you for bringing your concerns to our attention.

Sincerely,

Office of Quality and Patient Safety