

OUR COMMITMENT TO HIGH-QUALITY, COMPASSIONATE CARE



Platinum Home Health Care is proudly JCO-accredited, which means we have met the high standards set by The Joint Commission (JCO) for patient safety, quality of care, and operational excellence.

How does The Joint Commission differ from the Department of Health (DOH)?

The Joint Commission (JCO) is an independent, not-for-profit organization that provides accreditation to healthcare organizations like ours. Founded in 1951, The Joint Commission seeks to continuously improve health care for the public, in collaboration with other stakeholders, by evaluating health care organizations and inspiring them to excel in providing safe and effective care of the highest quality and value. Accreditation from JCO is voluntary but demonstrates our commitment to high-quality patient care and safety. Their surveys focus on areas like patient safety, continuous improvement, and operational excellence, ensuring we meet national standards in healthcare. The Joint Commission is the nation's oldest and largest standards-setting and accrediting body in health care.

The NYS Department of Health (DOH), is the New York State government agency responsible for regulating public health and ensuring compliance with state and federal laws. The NYS DOH has been overseeing the health, safety, and well-being of New Yorkers since 1901 – from vaccinations to utilizing new developments in science as critical tools in the prevention and treatment of infectious diseases. In the face of today's new public health challenges and evolving health care system, health equity is foundational to everything the NYS DOH does to help all people achieve optimal physical, mental and social well-being.

*In short, while DOH ensures that we comply with all health care laws and regulations, JCO ensures that we are delivering top-quality care **beyond the minimum** legal requirements, focusing on **continuous improvement and patient outcomes**.*

If the you have any unresolved safety concerns or complaints you may contact The Joint Commission's Office of Quality and Patient Safety at (800) 994-6610.

***Website: www.jointcommission.org**

***Email: complaint@jointcommission.org**

***Mailing Address: The Joint Commission
Office of Quality Monitoring
One Renaissance Boulevard
Oakbrook Terrace, IL 60181**

