



525-535 West Jefferson Street • Springfield, Illinois 62761-0001 • www.dph.illinois.gov

May 19, 2023

Re: Complaint #2310600 – Hope Clinic for Women

Dear,

This letter acknowledges receipt of your complaint concerning the above noted hospital. The hospital is licensed by the Illinois Department of Public Health but is accredited by The Joint Commission (TJC). Hospitals accredited by TJC are determined by law to meet federal health and safety requirements for participation in the Medicare and Medicaid programs.

Federal law authorizes us to investigate a complaint against an accredited hospital only if the complaint alleges the existence of a specific condition(s) that may result in a finding of a substantive health and safety deficiency under federal requirements. We have reviewed your allegation and appreciate your concern. However, from the information submitted, we do not find that the nature of your concern establishes the potential for a significant health or safety deficiency under federal requirements. Consequently, we cannot request an authorization from the Centers for Medicare and Medicaid (CMS) for an investigation.

We are not implying that your complaint is not important, or that the incidents you describe did not occur. Under the Medicare law, CMS can authorize a complaint investigation against accredited hospitals only in the circumstances described above. The complaint must be so serious that, if substantiated, CMS would take action to remove the hospital from the Medicare program and stop all Medicare payments. We do not have the authority to impose lesser penalties on hospitals.

We cannot by law reveal your identity to TJC. Therefore, you may contact the accrediting organization for the assistance in filing your complaint. The Joint Commission contact information is below:

Website link:

<https://www.jointcommission.org/resources/patient-safety-topics/report-a-patient-safety-concern-or-complaint/>

Mail:

The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181

Page 2

PROTECTING HEALTH, IMPROVING LIVES

Nationally Accredited by PHAB



525-535 West Jefferson Street • Springfield, Illinois 62761-0001 • www.dph.illinois.gov

Please note the attachment with contact numbers for other agencies that may be better able to address your complaint. For instance, complaints against specific physicians or other licensed health care personnel should be addressed to the Illinois Department of Professional Regulation. For complaints concerning billing issues or insurance disputes, please contact either the Attorney General's Health Care Fraud Unit or the Illinois Department of Insurance.

In addition, we have referred the complaint to the Illinois Department of Professional Regulations who regulates and licenses physicians in the State of Illinois and asking them to do an investigation and take appropriate action. If you wish to follow-up with the Illinois Department of Professional Regulation you may contact them at 312-814-6910.

If you have any questions, please contact me at 217/782-7412, or send your request to Illinois Department of Public Health, Division of Health Care Facilities and Programs, 525 West Jefferson, 4th Floor, Springfield, IL 62761-0001. The Department's TTY number is (800) 547-0466, for use by the hearing impaired.

Sincerely,

Karen Senger, RN, BSN
Division Chief of the Office of Health Care Regulation
Division of Health Care Facilities and Programs