

Hospital	Hospital Contact Information	Accreditation Contact Information	State Health Department Contact Information
Pacific Medical Centers	Pacific Medical Centers Email Address: stayhealthy@pacmed.org Phone Number: 1-888-4-PACMED (1-888-472-2633) Mailing Address: 1200 12th Avenue South Seattle, WA 98144	Contact the state's department of health to file a formal complaint.	If a patient or family member wishes to lodge a formal complaint with the Washington State Department of Health, they may do so by mail, online form, or Email Address: Washington State Department of Health Health Systems Quality Assurance Complaint Intake P.O. Box 47857 Olympia, WA 98504-7857 Phone Number: 1-800-633-6828 Form: https://fortress.wa.gov/doh/providercredentialsearch/ComplaintIntakeForm.aspx Email Address: hsqacomplaintintake@doh.wa.gov
Providence Centralia Hospital	Providence Centralia Hospital Quality Services Email Address: pch.qualityservices@providence.org Phone Number: 360-827-6500	The Joint Commission The public may contact The Joint Commission's Office of Quality and Patient Safety to report any concerns or register complaints about a Joint Commission accredited health care organization. Report a Patient Safety Concern or File a Complaint The Joint Commission Office of Quality and Patient Safety The Joint Commission Online Form (NEW Incident): https://apps.jointcommission.org/QMSInternet/IncidentEntry.aspx Online Form (UPDATE or ASK Question on Previous Incident Submitted – Incident Number is Required): https://apps.jointcommission.org/QMSInternet/IncidentUpdate.aspx Mail to: Office of Quality and Patient Safety The Joint Commission One Renaissance Boulevard Oakbrook Terrace, Illinois 60181	If a patient or family member wishes to lodge a formal complaint with the Washington State Department of Health, they may do so by mail, online form, or Email Address: Washington State Department of Health Health Systems Quality Assurance Complaint Intake P.O. Box 47857 Olympia, WA 98504-7857 Phone Number: 1-800-633-6828 Form: https://fortress.wa.gov/doh/providercredentialsearch/ComplaintIntakeForm.aspx Email Address: hsqacomplaintintake@doh.wa.gov

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Providence Regional Medical Center Everett	Providence Regional Medical Center Everett Patient Safety Department Email Address: NWRPatientSafety@providence.org Phone Number: 425-261-3927	The Joint Commission The public may contact The Joint Commission's Office of Quality and Patient Safety to report any concerns or register complaints about a Joint Commission accredited health care organization. Report a Patient Safety Concern or File a Complaint The Joint Commission Office of Quality and Patient Safety The Joint Commission Online Form (NEW Incident): https://apps.jointcommission.org/QMSInternet/IncidentEntry.aspx Online Form (UPDATE or ASK Question on Previous Incident Submitted – Incident Number is Required): https://apps.jointcommission.org/QMSInternet/IncidentUpdate.aspx Mail to: Office of Quality and Patient Safety The Joint Commission One Renaissance Boulevard Oakbrook Terrace, Illinois 60181	If a patient or family member wishes to lodge a formal complaint with the Washington State Department of Health, they may do so by mail, online form, or Email Address: Washington State Department of Health Health Systems Quality Assurance Complaint Intake P.O. Box 47857 Olympia, WA 98504-7857 Phone Number: 1-800-633-6828 Form: https://fortress.wa.gov/doh/providercREDENTIALsearch/ComplaintIntakeForm.aspx Email Address: hsqacomplaintintake@doh.wa.gov
Providence St. Peter Hospital	Providence St. Peter Hospital Quality Services Email Address: psph.qualityservices@providence.org Phone Number: 360-493-7352	The Joint Commission The public may contact The Joint Commission's Office of Quality and Patient Safety to report any concerns or register complaints about a Joint Commission accredited health care organization. Report a Patient Safety Concern or File a Complaint The Joint Commission Office of Quality and Patient Safety The Joint Commission Online Form (NEW Incident): https://apps.jointcommission.org/QMSInternet/IncidentEntry.aspx Online Form (UPDATE or ASK Question on Previous Incident Submitted – Incident Number is Required): https://apps.jointcommission.org/QMSInternet/IncidentUpdate.aspx Mail to: Office of Quality and Patient Safety The Joint Commission One Renaissance Boulevard Oakbrook Terrace, Illinois 60181	If a patient or family member wishes to lodge a formal complaint with the Washington State Department of Health, they may do so by mail, online form, or Email Address: Washington State Department of Health Health Systems Quality Assurance Complaint Intake P.O. Box 47857 Olympia, WA 98504-7857 Phone Number: 1-800-633-6828 Form: https://fortress.wa.gov/doh/providercREDENTIALsearch/ComplaintIntakeForm.aspx Email Address: hsqacomplaintintake@doh.wa.gov

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Kadlec Regional Medical Center	Kadlec Regional Medical Center Patient Advocacy Email Address: wakadleccareconcerns@kadlec.org Phone Number: 509-942-2171	The Joint Commission The public may contact The Joint Commission's Office of Quality and Patient Safety to report any concerns or register complaints about a Joint Commission accredited health care organization. Report a Patient Safety Concern or File a Complaint The Joint Commission Office of Quality and Patient Safety The Joint Commission Online Form (NEW Incident): https://apps.jointcommission.org/QMSInternet/IncidentEntry.aspx Online Form (UPDATE or ASK Question on Previous Incident Submitted – Incident Number is Required): https://apps.jointcommission.org/QMSInternet/IncidentUpdate.aspx Mail to: Office of Quality and Patient Safety The Joint Commission One Renaissance Boulevard Oakbrook Terrace, Illinois 60181	If a patient or family member wishes to lodge a formal complaint with the Washington State Department of Health, they may do so by mail, online form, or Email Address: Washington State Department of Health Health Systems Quality Assurance Complaint Intake P.O. Box 47857 Olympia, WA 98504-7857 Phone Number: 1-800-633-6828 Form: https://fortress.wa.gov/doh/providercredentialsearch/ComplaintIntakeForm.aspx Email Address: hsqacomplaintintake@doh.wa.gov
Providence Holy Family Hospital	Providence Holy Family Hospital INWA Clinical Risk & Patient Relations Email Address: wecare@providence.org Phone Number: 509-474-3000	The Joint Commission The public may contact The Joint Commission's Office of Quality and Patient Safety to report any concerns or register complaints about a Joint Commission accredited health care organization. Report a Patient Safety Concern or File a Complaint The Joint Commission Office of Quality and Patient Safety The Joint Commission Online Form (NEW Incident): https://apps.jointcommission.org/QMSInternet/IncidentEntry.aspx Online Form (UPDATE or ASK Question on Previous Incident Submitted – Incident Number is Required): https://apps.jointcommission.org/QMSInternet/IncidentUpdate.aspx Mail to: Office of Quality and Patient Safety The Joint Commission One Renaissance Boulevard Oakbrook Terrace, Illinois 60181	If a patient or family member wishes to lodge a formal complaint with the Washington State Department of Health, they may do so by mail, online form, or Email Address: Washington State Department of Health Health Systems Quality Assurance Complaint Intake P.O. Box 47857 Olympia, WA 98504-7857 Phone Number: 1-800-633-6828 Form: https://fortress.wa.gov/doh/providercredentialsearch/ComplaintIntakeForm.aspx Email Address: hsqacomplaintintake@doh.wa.gov

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Providence Mt. Carmel Hospital	Providence Mt. Carmel Hospital INWA Clinical Risk & Patient Relations Email Address: wecare@providence.org Phone Number: 509-685-5491	The Joint Commission The public may contact The Joint Commission's Office of Quality and Patient Safety to report any concerns or register complaints about a Joint Commission accredited health care organization. Report a Patient Safety Concern or File a Complaint The Joint Commission Office of Quality and Patient Safety The Joint Commission Online Form (NEW Incident): https://apps.jointcommission.org/QMSInternet/IncidentEntry.aspx Online Form (UPDATE or ASK Question on Previous Incident Submitted – Incident Number is Required): https://apps.jointcommission.org/QMSInternet/IncidentUpdate.aspx Mail to: Office of Quality and Patient Safety The Joint Commission One Renaissance Boulevard Oakbrook Terrace, Illinois 60181	If a patient or family member wishes to lodge a formal complaint with the Washington State Department of Health, they may do so by mail, online form, or Email Address: Washington State Department of Health Health Systems Quality Assurance Complaint Intake P.O. Box 47857 Olympia, WA 98504-7857 Phone Number: 1-800-633-6828 Form: https://fortress.wa.gov/doh/providercREDENTIALsearch/ComplaintIntakeForm.aspx Email Address: hsqacomplaintintake@doh.wa.gov
Providence Sacred Heart Medical Center	Providence Sacred Heart Medical Center INWA Clinical Risk & Patient Relations Email Address: wecare@providence.org Phone Number: 509-474-3000	The Joint Commission The public may contact The Joint Commission's Office of Quality and Patient Safety to report any concerns or register complaints about a Joint Commission accredited health care organization. Report a Patient Safety Concern or File a Complaint The Joint Commission Office of Quality and Patient Safety The Joint Commission Online Form (NEW Incident): https://apps.jointcommission.org/QMSInternet/IncidentEntry.aspx Online Form (UPDATE or ASK Question on Previous Incident Submitted – Incident Number is Required): https://apps.jointcommission.org/QMSInternet/IncidentUpdate.aspx Mail to: Office of Quality and Patient Safety The Joint Commission One Renaissance Boulevard Oakbrook Terrace, Illinois 60181	If a patient or family member wishes to lodge a formal complaint with the Washington State Department of Health, they may do so by mail, online form, or Email Address: Washington State Department of Health Health Systems Quality Assurance Complaint Intake P.O. Box 47857 Olympia, WA 98504-7857 Phone Number: 1-800-633-6828 Form: https://fortress.wa.gov/doh/providercREDENTIALsearch/ComplaintIntakeForm.aspx Email Address: hsqacomplaintintake@doh.wa.gov

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Providence St. Joseph Hospital	Providence St. Joseph Hospital INWA Clinical Risk & Patient Relations Email Address: wecare@providence.org Phone Number: 509-685-5491	The Joint Commission The public may contact The Joint Commission's Office of Quality and Patient Safety to report any concerns or register complaints about a Joint Commission accredited health care organization. Report a Patient Safety Concern or File a Complaint The Joint Commission Office of Quality and Patient Safety The Joint Commission Online Form (NEW Incident): https://apps.jointcommission.org/QMSInternet/IncidentEntry.aspx Online Form (UPDATE or ASK Question on Previous Incident Submitted – Incident Number is Required): https://apps.jointcommission.org/QMSInternet/IncidentUpdate.aspx Mail to: Office of Quality and Patient Safety The Joint Commission One Renaissance Boulevard Oakbrook Terrace, Illinois 60181	If a patient or family member wishes to lodge a formal complaint with the Washington State Department of Health, they may do so by mail, online form, or Email Address: Washington State Department of Health Health Systems Quality Assurance Complaint Intake P.O. Box 47857 Olympia, WA 98504-7857 Phone Number: 1-800-633-6828 Form: https://fortress.wa.gov/doh/providercREDENTIALsearch/ComplaintIntakeForm.aspx Email Address: hsqacomplaintintake@doh.wa.gov
Providence St. Luke's Rehabilitation Center	Providence St. Luke's Rehabilitation Center INWA Clinical Risk & Patient Relations Email Address: wecare@providence.org Phone Number: 509-474-3000	The Joint Commission The public may contact The Joint Commission's Office of Quality and Patient Safety to report any concerns or register complaints about a Joint Commission accredited health care organization. Report a Patient Safety Concern or File a Complaint The Joint Commission Office of Quality and Patient Safety The Joint Commission Online Form (NEW Incident): https://apps.jointcommission.org/QMSInternet/IncidentEntry.aspx Online Form (UPDATE or ASK Question on Previous Incident Submitted – Incident Number is Required): https://apps.jointcommission.org/QMSInternet/IncidentUpdate.aspx Mail to: Office of Quality and Patient Safety The Joint Commission One Renaissance Boulevard Oakbrook Terrace, Illinois 60181	If a patient or family member wishes to lodge a formal complaint with the Washington State Department of Health, they may do so by mail, online form, or Email Address: Washington State Department of Health Health Systems Quality Assurance Complaint Intake P.O. Box 47857 Olympia, WA 98504-7857 Phone Number: 1-800-633-6828 Form: https://fortress.wa.gov/doh/providercREDENTIALsearch/ComplaintIntakeForm.aspx Email Address: hsqacomplaintintake@doh.wa.gov

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Providence St. Mary Medical Center	Providence St. Mary Medical Center Quality Department Email Address: patient.concerns@providence.org Phone Number: 509-897-5866	The Joint Commission The public may contact The Joint Commission's Office of Quality and Patient Safety to report any concerns or register complaints about a Joint Commission accredited health care organization. Report a Patient Safety Concern or File a Complaint The Joint Commission Office of Quality and Patient Safety The Joint Commission Online Form (NEW Incident): https://apps.jointcommission.org/QMSInternet/IncidentEntry.aspx Online Form (UPDATE or ASK Question on Previous Incident Submitted – Incident Number is Required): https://apps.jointcommission.org/QMSInternet/IncidentUpdate.aspx Mail to: Office of Quality and Patient Safety The Joint Commission One Renaissance Boulevard Oakbrook Terrace, Illinois 60181	If a patient or family member wishes to lodge a formal complaint with the Washington State Department of Health, they may do so by mail, online form, or Email Address: Washington State Department of Health Health Systems Quality Assurance Complaint Intake P.O. Box 47857 Olympia, WA 98504-7857 Phone Number: 1-800-633-6828 Form: https://fortress.wa.gov/doh/providercREDENTIALsearch/ComplaintIntakeForm.aspx Email Address: hsqacomplaintintake@doh.wa.gov
Swedish Ballard	Providence Swedish Clinical Quality Investigations Email Address: SMC-CQI@swedish.org Phone Number: 206-386-2111 Fax: 206-860-6740 Mailing Address: Clinical Quality Investigations: 747 Broadway, Seattle, WA 98122-4307	The public may contact the DNV to report any concerns or register complaints about a Det Norske Veritas (DNV) accredited health care organization. Report a Patient Safety Concern or File a Complaint Det Norske Veritas (DNV) Patient Complaint Office Phone Number: 866-496-9647 Fax: 281-870-4818 Online Complaint Form: https://www.dnvhealthcareportal.com/patient-complaint-report Email: hospitalcomplaint@dnv.com Mailing Address: DNV Healthcare USA Inc. Attn: Hospital Complaints 4435 Aicholtz Road, Suite 900 Cincinnati, OH 45245	If a patient or family member wishes to lodge a formal complaint with the Washington State Department of Health, they may do so by mail, online form, or Email Address: Washington State Department of Health Health Systems Quality Assurance Complaint Intake P.O. Box 47857 Olympia, WA 98504-7857 Phone Number: 1-800-633-6828 Form: https://fortress.wa.gov/doh/providercREDENTIALsearch/ComplaintIntakeForm.aspx Email Address: hsqacomplaintintake@doh.wa.gov

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Swedish Cherry Hill	Providence Swedish Clinical Quality Investigations Email Address: SMC-CQI@swedish.org Phone Number: 206-386-2111 Fax: 206-860-6740 Mailing Address: Clinical Quality Investigations: 747 Broadway, Seattle, WA 98122-4307	The public may contact the DNV to report any concerns or register complaints about a Det Norske Veritas (DNV) accredited health care organization. Report a Patient Safety Concern or File a Complaint Det Norske Veritas (DNV) Patient Complaint Office Phone Number: 866-496-9647 Fax: 281-870-4818 Online Complaint Form: https://www.dnvhealthcareportal.com/patient-complaint-report Email: hospitalcomplaint@dnv.com Mailing Address: DNV Healthcare USA Inc. Attn: Hospital Complaints 4435 Aicholtz Road, Suite 900 Cincinnati, OH 45245	If a patient or family member wishes to lodge a formal complaint with the Washington State Department of Health, they may do so by mail, online form, or Email Address: Washington State Department of Health Health Systems Quality Assurance Complaint Intake P.O. Box 47857 Olympia, WA 98504-7857 Phone Number: 1-800-633-6828 Form: https://fortress.wa.gov/doh/providercredentialsearch/ComplaintIntakeForm.aspx Email Address: hsqacomplaintintake@doh.wa.gov
Swedish Edmonds	Providence Swedish Clinical Quality Investigations Email Address: SMC-CQI@swedish.org Phone Number: 206-386-2111 Fax: 206-860-6740 Mailing Address: Clinical Quality Investigations: 747 Broadway, Seattle, WA 98122-4307	The public may contact the DNV to report any concerns or register complaints about a Det Norske Veritas (DNV) accredited health care organization. Report a Patient Safety Concern or File a Complaint Det Norske Veritas (DNV) Patient Complaint Office Phone Number: 866-496-9647 Fax: 281-870-4818 Online Complaint Form: https://www.dnvhealthcareportal.com/patient-complaint-report Email: hospitalcomplaint@dnv.com Mailing Address: DNV Healthcare USA Inc. Attn: Hospital Complaints 4435 Aicholtz Road, Suite 900 Cincinnati, OH 45245	If a patient or family member wishes to lodge a formal complaint with the Washington State Department of Health, they may do so by mail, online form, or Email Address: Washington State Department of Health Health Systems Quality Assurance Complaint Intake P.O. Box 47857 Olympia, WA 98504-7857 Phone Number: 1-800-633-6828 Form: https://fortress.wa.gov/doh/providercredentialsearch/ComplaintIntakeForm.aspx Email Address: hsqacomplaintintake@doh.wa.gov

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Swedish First Hill	Providence Swedish Clinical Quality Investigations Email Address: SMC-CQI@swedish.org Phone Number: 206-386-2111 Fax: 206-860-6740 Mailing Address: Clinical Quality Investigations: 747 Broadway, Seattle, WA 98122-4307	The public may contact the DNV to report any concerns or register complaints about a Det Norske Veritas (DNV) accredited health care organization. Report a Patient Safety Concern or File a Complaint Det Norske Veritas (DNV) Patient Complaint Office Phone Number: 866-496-9647 Fax: 281-870-4818 Online Complaint Form: https://www.dnvhealthcareportal.com/patient-complaint-report Email: hospitalcomplaint@dnv.com Mailing Address: DNV Healthcare USA Inc. Attn: Hospital Complaints 4435 Aicholtz Road, Suite 900 Cincinnati, OH 45245	If a patient or family member wishes to lodge a formal complaint with the Washington State Department of Health, they may do so by mail, online form, or Email Address: Washington State Department of Health Health Systems Quality Assurance Complaint Intake P.O. Box 47857 Olympia, WA 98504-7857 Phone Number: 1-800-633-6828 Form: https://fortress.wa.gov/doh/providercredentialsearch/ComplaintIntakeForm.aspx Email Address: hsqacomplaintintake@doh.wa.gov
Swedish Issaquah	Providence Swedish Clinical Quality Investigations Email Address: SMC-CQI@swedish.org Phone Number: 206-386-2111 Fax: 206-860-6740 Mailing Address: Clinical Quality Investigations: 747 Broadway, Seattle, WA 98122-4307	The public may contact the DNV to report any concerns or register complaints about a Det Norske Veritas (DNV) accredited health care organization. Report a Patient Safety Concern or File a Complaint Det Norske Veritas (DNV) Patient Complaint Office Phone Number: 866-496-9647 Fax: 281-870-4818 Online Complaint Form: https://www.dnvhealthcareportal.com/patient-complaint-report Email: hospitalcomplaint@dnv.com Mailing Address: DNV Healthcare USA Inc. Attn: Hospital Complaints 4435 Aicholtz Road, Suite 900 Cincinnati, OH 45245	If a patient or family member wishes to lodge a formal complaint with the Washington State Department of Health, they may do so by mail, online form, or Email Address: Washington State Department of Health Health Systems Quality Assurance Complaint Intake P.O. Box 47857 Olympia, WA 98504-7857 Phone Number: 1-800-633-6828 Form: https://fortress.wa.gov/doh/providercredentialsearch/ComplaintIntakeForm.aspx Email Address: hsqacomplaintintake@doh.wa.gov

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Swedish Mill Creek	Providence Swedish Clinical Quality Investigations Email Address: SMC-CQI@swedish.org Phone Number: 206-386-2111 Fax: 206-860-6740 Mailing Address: Clinical Quality Investigations: 747 Broadway, Seattle, WA 98122-4307	The public may contact the DNV to report any concerns or register complaints about a Det Norske Veritas (DNV) accredited health care organization. Report a Patient Safety Concern or File a Complaint Det Norske Veritas (DNV) Patient Complaint Office Phone Number: 866-496-9647 Fax: 281-870-4818 Online Complaint Form: https://www.dnvhealthcareportal.com/patient-complaint-report Email: hospitalcomplaint@dnv.com Mailing Address: DNV Healthcare USA Inc. Attn: Hospital Complaints 4435 Aicholtz Road, Suite 900 Cincinnati, OH 45245	If a patient or family member wishes to lodge a formal complaint with the Washington State Department of Health, they may do so by mail, online form, or Email Address: Washington State Department of Health Health Systems Quality Assurance Complaint Intake P.O. Box 47857 Olympia, WA 98504-7857 Phone Number: 1-800-633-6828 Form: https://fortress.wa.gov/doh/providercredentialsearch/ComplaintIntakeForm.aspx Email Address: hsqacomplaintintake@doh.wa.gov
Swedish Redmond	Providence Swedish Clinical Quality Investigations Email Address: SMC-CQI@swedish.org Phone Number: 206-386-2111 Fax: 206-860-6740 Mailing Address: Clinical Quality Investigations: 747 Broadway, Seattle, WA 98122-4307	The public may contact the DNV to report any concerns or register complaints about a Det Norske Veritas (DNV) accredited health care organization. Report a Patient Safety Concern or File a Complaint Det Norske Veritas (DNV) Patient Complaint Office Phone Number: 866-496-9647 Fax: 281-870-4818 Online Complaint Form: https://www.dnvhealthcareportal.com/patient-complaint-report Email: hospitalcomplaint@dnv.com Mailing Address: DNV Healthcare USA Inc. Attn: Hospital Complaints 4435 Aicholtz Road, Suite 900 Cincinnati, OH 45245	If a patient or family member wishes to lodge a formal complaint with the Washington State Department of Health, they may do so by mail, online form, or Email Address: Washington State Department of Health Health Systems Quality Assurance Complaint Intake P.O. Box 47857 Olympia, WA 98504-7857 Phone Number: 1-800-633-6828 Form: https://fortress.wa.gov/doh/providercredentialsearch/ComplaintIntakeForm.aspx Email Address: hsqacomplaintintake@doh.wa.gov