



Filing a Complaint

As a patient of this Facility, you have a right to express a complaint or formal grievance about the care and services received, and to receive resolution to that complaint or grievance in a timely manner. We ask that you first communicate your concerns to the staff or supervisor directly involved in your care, if possible, so that we can work to resolve the issue during your stay.

Complaints of a more serious nature, those that arise after leaving our Facility, and/or those that you do not feel comfortable addressing to staff immediately involved in your care should be directed to the following Facility Contact(s):

Primary Contact:

Janet Gordon, Administrator
120 NE Saint Luke's Blvd.
Lee's Summit, MO 64086
(816)347-5800

Alternate Contact:

Mary Kay Davis, Director of Nursing
120 NE Saint Luke's Blvd.
Lee's Summit, MO 64086
(816)347-5800

Concerns about patient safety and quality of care that have not been addressed by Facility personnel to your satisfaction may be directed to our accrediting organization, The Joint Commission, or to the following State/Federal agencies:

The Joint Commission

One Renaissance Boulevard
Oakbrook Terrace, Illinois 60181
Online: www.jointcommission.org
Phone: (800) 994-6610
E-mail:
complaint@jointcommission.org

Missouri Department of Health and Senior Services

Phone: (573) 751-6303
Medicare Beneficiary Ombudsman
Online: www.cms.hhs.gov/center/ombudsman
Phone: (800) 633-4227
Medicare Website: www.medicare.gov