

We appreciate any opportunity to work with our patients, staff and families in meeting healthcare needs safely and with a high quality. For compliments, complaints, issues, or other types of problems, the Central Arkansas Veterans Healthcare System has a Patient Representative Department that can be contacted at 501-257-5410 or by calling the facility operator at 501-257-1000. Below are alternate reporting agencies if a patient, staff or family member prefers not to discuss issues with our Patient Representative Department.



The Joint Commission requires that all organizations provide staff and patients information about reporting concerns about safety and quality of care. No adverse effect or disciplinary action will be associated with patients or staff reporting to Joint Commission. You may use any of the following

methods to contact Joint Commission:

Toll Free Telephone: 1-800-994-6610

E-mail: complaint@jointcommission.org

Fax: Office of Quality Monitoring
(630) 792-5636

Mail: Office of Quality Monitoring
The Joint Commission

One Renaissance Boulevard
Oakbrook Terrace, IL 60181

Helping our veterans by doing things right and doing the right things.

VHA has established the Compliance and Business Integrity (CBI) Helpline in an effort to correct and prevent business errors, thereby assuring that we are serving our veterans ethically and being good caretakers of our communities' resources.

CBI Officer for CAVHS: Casper Nehus

Location: 1C-112 (North Little Rock)

Email Address: casper.nehus@va.gov

Phone number: 501-257-5492

Or toll-free

1-866-842-4357

<http://vaww.vhaco.va.gov/cbi>