



Accreditation Quality Report





Welcome to the Joint Commission's Quality Report. We know how important reliable information is to you and your family when making health care decisions. This Quality Report will help you make the right decisions to meet your needs. Since 1951, Joint Commission has been the national leader in setting standards for health care organizations. When a health care organization seeks accreditation, it demonstrates commitment to giving safe, high quality health care and to continually working to improve that care.

The Quality Report is only one way to determine whether a health care organization can meet your needs. Discuss this report with your doctor or with other professional acquaintances before making a care decision. In addition to the accreditation status of the organization, the Quality Report uses checks, pluses, and minuses in the key area of National Patient Safety Goals - safety guidelines that target the prevention of medical errors such as surgery on the wrong side of the body and safe medication use.

Not all measures are relevant to or available for all types of health care organizations. The Joint Commission will add relevant measures of health care quality as more measures become available. Your comments are just as important to us. The content and format of the Quality Report will be updated from time to time based on changes in the health care industry and your suggestions. Please call Customer Service at 630-792-5800 or e-mail the Joint Commission at qualityreport@jointcommission.org with your comments and suggestions.

Mark R. Chassin, MD, MPP, MPH
President of the Joint Commission




Summary of Quality Information

Symbol Key

-  The organization has met the National Patient Safety Goal.
-  The organization has not met the National Patient Safety Goal.
-  The Goal is not applicable for this organization.

For further information and explanation of the Quality Report contents, refer to the "Quality Report User Guide."

| Accreditation Programs | Accreditation Decision | Effective Date | Last Full Survey Date | Last On-Site Survey Date |
|---------------------------------------------------------------------------------------------------|------------------------|----------------|-----------------------|--------------------------|
|  Ambulatory Care | Accredited | 2/28/2018 | 11/10/2017 | 9/11/2018 |

| Certified Programs | Certification Decision | Effective Date | Last Full Review Date | Last On-Site Review Date |
|-------------------------------------------------------------------------------------------------------------------------------|---------------------------|----------------|-----------------------|--------------------------|
|  Primary Care Medical Home - Ambulatory Care | Primary Care Medical Home | 3/1/2018 | 11/10/2017 | 9/11/2018 |

The following standard(s) were found to be out of compliance:

- Medication orders are clear and accurate.
- Medications are labeled. Note: This standard is applicable to all organizations that prepare and administer medications.
- Staff and licensed independent practitioners performing waived tests are competent.
- Staff are competent to perform their responsibilities.
- The organization effectively manages its programs, services, or sites.
- The organization identifies risks for acquiring and transmitting infections.
- The organization implements infection prevention and control activities.
- The organization inspects, tests, and maintains emergency power systems. Note: This standard does not require organizations to have the types of emergency power equipment discussed below. However, if these types of equipment exist within the building, then the following maintenance, testing, and inspection requirements apply.
- The organization performs quality control checks for waived testing on each procedure. Note: Internal quality controls may include electronic, liquid, or control zone. External quality controls may include electronic or liquid.
- The organization reduces the risk of infections associated with medical equipment, devices, and supplies.
- The organization safely manages emergency medications.
- The organization safely manages high-alert and hazardous medications.
- Existence at time of survey of a condition, which in the Joint Commission's view, poses a threat to patients or other individuals served.

Ambulatory
Care

2017 National Patient Safety Goals

Compared to other Joint Commission Accredited Organizations

Nationwide

Statewide





Locations of Care

* Primary Location

| Locations of Care | Available Services |
|------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| La Casa Community Behavioral Health Services 110 E. Mescalero Rd. Roswell, NM 88201 | Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Adult/Child/Youth) Developmental Disabilities - Programs / Services (Non 24 Hour Care - Adult/Child/Youth) Eating Disorders (Non 24 Hour Care - Adult/Child/Youth) |
| La Casa Community Behavioral Health Services PSR Center 1010 S. Garden Roswell, NM 88201 | Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Adult) Community Integration (Non 24 Hour Care) |
| La Casa de Buena Salud, Inc. (Main Site) Portales, NM * DBA: La Casa Family Health Center 1515 W. Fir Portales, NM 88130 | Joint Commission Certified Programs: <ul style="list-style-type: none"> Primary Care Medical Home - Ambulatory Care Services: <ul style="list-style-type: none"> Dentistry (Outpatient) Family Practice (Outpatient) Pediatric Medicine (Outpatient) Pharmacy/Dispensary, General (Outpatient) |
| La Casa Family Health Center 1521 West 13th Street Clovis, NM 88101 | Joint Commission Certified Programs: <ul style="list-style-type: none"> Primary Care Medical Home - Ambulatory Care Services: <ul style="list-style-type: none"> Dentistry (Outpatient) Family Practice (Outpatient) Internal Medicine (Outpatient) Pediatric Medicine (Outpatient) Pharmacy/Dispensary, General (Outpatient) |
| La Casa Family Health Center 1511 S. Grand Roswell, NM 88201 | Joint Commission Certified Programs: <ul style="list-style-type: none"> Primary Care Medical Home - Ambulatory Care Services: <ul style="list-style-type: none"> Family Practice (Outpatient) Internal Medicine (Outpatient) Pharmacy/Dispensary, General (Outpatient) |
| La Casa Family Health Center DBA: ENMU Student Health Services 75 University Blvd. Suite 130 Roswell, NM 88201 | Joint Commission Certified Programs: <ul style="list-style-type: none"> Primary Care Medical Home - Ambulatory Care Services: <ul style="list-style-type: none"> Dentistry (Outpatient) Family Practice (Outpatient) |



La Casa De Buena Salud, Inc.

DBA: La Casa Family Health Center,
1515 West Fir, Portales, NM

Org ID: 249012



Locations of Care

* Primary Location

| Locations of Care | Available Services |
|--------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| La Casa Family Health Center DBA: ENMU Student Health Services 1500 S. Avenue K, Station 31 Portales, NM 88130 | Joint Commission Certified Programs: <ul style="list-style-type: none"> Primary Care Medical Home - Ambulatory Care Services: <ul style="list-style-type: none"> Family Practice (Outpatient) |
| La Casa Family Health Center - School Wellness Clinic 701 E. Country Club Road Roswell, NM 88201 | Joint Commission Certified Programs: <ul style="list-style-type: none"> Primary Care Medical Home - Ambulatory Care Services: <ul style="list-style-type: none"> Dentistry (Outpatient) Family Practice (Outpatient) Pediatric Medicine (Outpatient) |
| La Casa Family Health Center - School Wellness Clinic 100 Commerce Way Clovis, NM 88101 | Joint Commission Certified Programs: <ul style="list-style-type: none"> Primary Care Medical Home - Ambulatory Care Services: <ul style="list-style-type: none"> Family Practice (Outpatient) Pediatric Medicine (Outpatient) |
| La Casa Family Health Center - School Wellness Dental Clinic 1113 S. Oak Street Clovis, NM 88101 | Services: <ul style="list-style-type: none"> Dentistry (Outpatient) |
| La Casa Family Health Center - School Wellness Dental Clinic 500 W. 14th Street Clovis, NM 88101 | Services: <ul style="list-style-type: none"> Dentistry (Outpatient) |
| La Casa Family Health Center - School Wellness Dental Clinic 400 N. Davis Clovis, NM 88101 | Services: <ul style="list-style-type: none"> Dentistry (Outpatient) |
| La Casa Family Health Center - School Wellness Dental Clinic 1121 Maple Clovis, NM 88101 | Services: <ul style="list-style-type: none"> Dentistry (Outpatient) |
| La Casa Family Health Center - School Wellness Dental Clinic 100 Commerce Way Clovis, NM 88101 | Services: <ul style="list-style-type: none"> Dentistry (Outpatient) |
| La Casa Family Health Center - School Wellness Dental Clinic 1400 Cameo Clovis, NM 88101 | Services: <ul style="list-style-type: none"> Dentistry (Outpatient) |



La Casa De Buena Salud, Inc.

DBA: La Casa Family Health Center,
1515 West Fir, Portales, NM

Org ID: 249012



Locations of Care

* Primary Location

| Locations of Care | Available Services |
|--------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| La Casa Family Health Center - School Wellness Dental Clinic 500 W. Hobbs Roswell, NM 88203 | Joint Commission Certified Programs: <ul style="list-style-type: none"> Primary Care Medical Home - Ambulatory Care Services: <ul style="list-style-type: none"> Dentistry (Outpatient) Family Practice (Outpatient) Pediatric Medicine (Outpatient) |
| La Casa Family Health Center - School Wellness Dental Clinic 1601 E. Bland Roswell, NM 88201 | Joint Commission Certified Programs: <ul style="list-style-type: none"> Primary Care Medical Home - Ambulatory Care Services: <ul style="list-style-type: none"> Dentistry (Outpatient) Family Practice (Outpatient) Pediatric Medicine (Outpatient) |
| La Casa Family Health Center - School Wellness Dental Clinic 615 S. Sycamore Ave. Roswell, NM 88203 | Services: <ul style="list-style-type: none"> Dentistry (Outpatient) |
| La Casa Family Health Center - School Wellness Dental Clinic 25 W. Martin Street Roswell, NM 88203 | Services: <ul style="list-style-type: none"> Dentistry (Outpatient) |
| La Casa Family Health Center - School Wellness Dental Clinic 606 West O'Connor Road Roswell, NM 88203 | Services: <ul style="list-style-type: none"> Dentistry (Outpatient) |
| La Casa Family Health Center - School Wellness Dental Clinic 2807 W. Bland Street Roswell, NM 88203 | Services: <ul style="list-style-type: none"> Dentistry (Outpatient) |
| La Casa Family Health Center - School Wellness Dental Clinic 201 S. Knoxville Portales, NM 88130 | Services: <ul style="list-style-type: none"> Dentistry (Outpatient) |
| La Casa Family Health Center - School Wellness Dental Clinic 700 E. 3rd Portales, NM 88130 | Services: <ul style="list-style-type: none"> Dentistry (Outpatient) |
| La Casa Family Health Center - School Wellness Dental Clinic 1000 N. Avenue M Portales, NM 88130 | Services: <ul style="list-style-type: none"> Dentistry (Outpatient) |



La Casa De Buena Salud, Inc.

DBA: La Casa Family Health Center,
1515 West Fir, Portales, NM

Org ID: 249012



Locations of Care




* Primary Location

| Locations of Care | Available Services |
|----------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| La Casa Family Health Center - School Wellness Dental Clinic 1415 S. Globe Portales, NM 88130 | Services: <ul style="list-style-type: none"> Dentistry (Outpatient) |
| La Casa Family Health Center - School Wellness Dental Clinic 701 W. 18th Portales, NM 88130 | Services: <ul style="list-style-type: none"> Dentistry (Outpatient) |
| La Casa Family Health Center - School Wellness Dental Clinic 520 W. 5th Portales, NM 88130 | Services: <ul style="list-style-type: none"> Dentistry (Outpatient) |
| La Casa Family Health Center - School Wellness Dental Clinic 312 E. Mountain View Road Roswell, NM 88203-0818 | Services: <ul style="list-style-type: none"> Dentistry (Outpatient) |
| La Casa Family Health Center - School Wellness Dental Clinic 600 E. Hobbs Street Roswell, NM 88203 | Services: <ul style="list-style-type: none"> Dentistry (Outpatient) |
| La Casa Family Health Center - School Wellness Dental Clinic 1208 E. Bland Street Roswell, NM 88203 | Services: <ul style="list-style-type: none"> Dentistry (Outpatient) |
| Los Ninos Pediatrics DBA: La Casa Family Health Center 200 W. Wilshire Blvd., Suite A Roswell, NM 88201 | Joint Commission Certified Programs: <ul style="list-style-type: none"> Primary Care Medical Home - Ambulatory Care Services: <ul style="list-style-type: none"> Pediatric Medicine (Outpatient) |













2017 National Patient Safety Goals

Symbol Key

-  The organization has met the National Patient Safety Goal.
-  The organization has not met the National Patient Safety Goal.
-  The Goal is not applicable for this organization.

For further information and explanation of the Quality Report contents, refer to the "Quality Report User Guide."

Ambulatory Care

| Safety Goals | Organizations Should | Implemented |
|------------------------------------------------------|-------------------------------------------------|--------------------------------------------------------------------------------------|
| Improve the accuracy of patient identification. | Use of Two Patient Identifiers |  |
| | Eliminating Transfusion Errors |  |
| Improve the safety of using medications. | Labeling Medications |  |
| | Reducing Harm from Anticoagulation Therapy |  |
| | Reconciling Medication Information |  |
| Reduce the risk of health care-associated infections | Meeting Hand Hygiene Guidelines |  |
| | Preventing Surgical Site Infections |  |
| Universal Protocol | Conducting a Pre-Procedure Verification Process |  |
| | Marking the Procedure Site |  |
| | Performing a Time-Out |  |