



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 | 11/12/2016 | 11/6/2019 | 11/6/2019 |
|  Behavioral Health Care | Accredited | 7/2/2018 | 11/6/2019 | 11/6/2019 |

| 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 | 1/25/2017 | 11/6/2019 | 11/6/2019 |

Ambulatory Care

2016National Patient Safety Goals



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Behavioral Health Care

2018National Patient Safety Goals



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Compared to other Joint Commission Accredited Organizations

Nationwide

Statewide



Three Lower Counties Community Services, Inc.

DBA: Chesapeake Healthcare,
32033 Beaver Run Drive, Salisbury, MD

Org ID: 347474



Locations of Care

* Primary Location

| Locations of Care | Available Services |
|---|---|
| Delmarva Pharmaceutical Services, Inc. DBA: Chesapeake Health Care 1615 Tree Sap Court Salisbury, MD 21802 | Services: <ul style="list-style-type: none"> Pharmacy/Dispensary, General (Outpatient) |
| Eastern Shore OB/GYN a Division of Chesapeake Health Care DBA: Chesapeake Health Care 1647 Woodbrooke Drive Salisbury, MD 21804 | Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Adult/Child/Youth) Community Integration (Non 24 Hour Care) Dentistry (Outpatient) Gynecology (Outpatient) Obstetrics (Outpatient) Urology (Outpatient) |
| Salisbury Pediatrics DBA: Chesapeake Health Care 223 Phillip Morris Drive Salisbury, MD 21804 | 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) |
| Three Lower Counties Community Service DBA: Chesapeake Health Care 1813 Sweetbay Drive Salisbury, MD 21804 | Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Child/Youth) Family Support (Non 24 Hour Care) Peer Support (Non 24 Hour Care) |
| Three Lower Counties Community Services DBA: Chesapeake Health Care 560 Riverside Drive Suite A-204 Salisbury, MD 21801 | Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Adult/Child/Youth) Community Integration (Non 24 Hour Care) Family Support (Non 24 Hour Care) Peer Support (Non 24 Hour Care) |
| Three Lower Counties Community Services DBA: Chesapeake Health Care 1615 Tree Sap Court Suite A Salisbury, MD 21804 | Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Dental Services: <ul style="list-style-type: none"> Dentistry (Outpatient) |



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Locations of Care

* Primary Location

| Locations of Care | Available Services |
|--|---|
| Three Lower Counties Community Services, Inc DBA: Chesapeake Health Care 9956 North Main Street Suite # 2 Berlin, MD 21811 | Joint Commission Certified Programs: <ul style="list-style-type: none"> Primary Care Medical Home - Ambulatory Care Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Adult Medicine Mental Health Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Adult/Child/Youth) Family Support (Non 24 Hour Care) Other Medical/Dental Services (Outpatient) Pediatric Medicine (Outpatient) Peer Support (Non 24 Hour Care) |
| Three Lower Counties Community Services, Inc. WBK DBA: Chesapeake Health Care 1665 Woodbrooke Drive Salisbury, MD 21804 | Joint Commission Certified Programs: <ul style="list-style-type: none"> Primary Care Medical Home - Ambulatory Care Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Adult) Community Integration (Non 24 Hour Care) Family Support (Non 24 Hour Care) Internal Medicine (Outpatient) Peer Support (Non 24 Hour Care) |
| Three Lower Counties Community Services, Inc.- Corp. office * DBA: Chesapeake Health Care 32033 Beaver Run Drive Salisbury, MD 21804 | |
| Three Lower Counties Community Services, Inc.-Dental DBA: Chesapeake Health Care 12165 Elm Street Princess Anne, MD 21853 | Services: <ul style="list-style-type: none"> Dentistry (Outpatient) |
| Three Lower Counties Community Services, Inc.-Healthway Dr DBA: Chesapeake Health Care 1104 Healthway Drive Salisbury, MD 21804 | Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Healthway Drive Mental Health Services 2nd floor Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Adult/Child/Youth) Family Support (Non 24 Hour Care) Peer Support (Non 24 Hour Care) |



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DBA: Chesapeake Healthcare,
32033 Beaver Run Drive, Salisbury, MD

Org ID: 347474



Locations of Care




* Primary Location

| Locations of Care | Available Services |
|---|---|
| Three Lower Counties Community Services, Inc.-Pocomoke DBA: Chesapeake Health Care 305 10th Street Pocomoke City, MD 21851 | Joint Commission Certified Programs: <ul style="list-style-type: none"> Primary Care Medical Home - Ambulatory Care Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Adult Medicine Mental Health Pediatric Medicine Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Adult/Child/Youth) Community Integration (Non 24 Hour Care) Family Support (Non 24 Hour Care) Internal Medicine (Outpatient) Pediatric Medicine (Outpatient) Peer Support (Non 24 Hour Care) |
| Three Lower Counties Community Services, Inc.-PA Medical DBA: Chesapeake Health Care 12145 Elm Street Princess Anne, MD 21853 | Joint Commission Certified Programs: <ul style="list-style-type: none"> Primary Care Medical Home - Ambulatory Care Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Adult Med Mental Health Services 2nd floor OBGyn Pediatrics TLC Pharmacy Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Adult/Child/Youth) Community Integration (Non 24 Hour Care) Family Support (Non 24 Hour Care) Gynecology (Outpatient) Internal Medicine (Outpatient) Obstetrics (Outpatient) Other Medical/Dental Services (Outpatient) Pediatric Medicine (Outpatient) Peer Support (Non 24 Hour Care) Pharmacy/Dispensary, General (Outpatient) |













2016 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.

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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 |  |







2018 National Patient Safety Goals

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Behavioral Health Care

| Safety Goals | Organizations Should | Implemented |
|---|---|---|
| Improve the accuracy of the identification of individuals served. | Use of Two Identifiers |  |
| Improve the safety of using medications. | Reconciling Medication Information |  |
| Reduce the risk of health care-associated infections. | Meeting Hand Hygiene Guidelines |  |
| The organization identifies safety risks inherent in the population of the individuals it serves. | Identifying Individuals at Risk for Suicide |  |