

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 | 4/8/2017 | 4/7/2017 | 4/7/2017 |
|  Behavioral Health Care and Human Services | Accredited | 4/8/2017 | 4/7/2017 | 4/7/2017 |

| 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 | 4/8/2017 | 4/7/2017 | 4/7/2017 |

| | | Compared to other Joint Commission Accredited Organizations | |
|---|---|---|---|
| | | Nationwide | Statewide |
| Ambulatory Care | 2017 National Patient Safety Goals |  |  * |
| Behavioral Health Care and Human Services | 2017 National Patient Safety Goals |  |  * |



Locations of Care




* Primary Location

| Locations of Care | Available Services |
|--|---|
| <p>Banning Family Community Health Center 1070 E Ramsey Street Banning, CA 92220</p> | <p>Joint Commission Certified Programs:</p> <ul style="list-style-type: none"> Primary Care Medical Home - Ambulatory Care <p>Services:</p> <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Adult/Child/Youth) Community Integration (Non 24 Hour Care) Dentistry (Outpatient) Family Practice (Outpatient) Pediatric Medicine (Outpatient) Pharmacy/Dispensary, General (Outpatient) Telehealth (Outpatient) Telehealth - Non-Surgical (Outpatient) |
| <p>Inland Behavioral and Health Services, Inc. * 1963 North E Street San Bernardino, CA 92405</p> | <p>Services:</p> <ul style="list-style-type: none"> Addiction Services/Adult (Non-detox - Adult) Case Management (Outpatient) (Non 24 Hour Care - Adult/Child/Youth) Chemical Dependency (Day Programs - Adult) (Non 24 Hour Care - Adult/Child/Youth) (Partial Hospitalization - Adult) (Non-detox - Adult) Community Integration (Non 24 Hour Care) |
| <p>Inland Behavioral and Health Services, Inc. DBA: Inland Family Community Health Center 665 North D Street San Bernardino, CA 92401</p> | <p>Joint Commission Certified Programs:</p> <ul style="list-style-type: none"> Primary Care Medical Home - Ambulatory Care <p>Services:</p> <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Adult/Child/Youth) Community Integration (Non 24 Hour Care) Convenient Care (Outpatient) Dentistry (Outpatient) Family Practice (Outpatient) General Practice (Outpatient) Gynecology (Outpatient) Internal Medicine (Outpatient) Obstetrics (Outpatient) Pediatric Medicine (Outpatient) Pharmacy/Dispensary, General (Outpatient) Telehealth (Outpatient) Telehealth - Non-Surgical (Outpatient) Urgent/Immediate Care (Outpatient) |
| <p>Whitney Young Family Health Clinic 1755 West Maple San Bernardino, CA 92411</p> | <p>Joint Commission Certified Programs:</p> <ul style="list-style-type: none"> Primary Care Medical Home - Ambulatory Care <p>Services:</p> <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Adult/Child/Youth) Community Integration (Non 24 Hour Care) Dentistry (Outpatient) Family Practice (Outpatient) Pediatric Medicine (Outpatient) |













2017 National Patient Safety Goals

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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 |  |







2017 National Patient Safety Goals

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Behavioral Health Care and Human Services

| 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 |  |

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