Quality Check®

Lionrock Behavioral Health, Inc.

DBA: Lionrock Recovery,

621 East Campbell Ave #17, Campbell, CA

Org ID: 529717

# Accreditation Quality Report




The Joint Commission

Version: 7

Date: 9/27/2018



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 |
|---|---|---|---|---|
| Behavioral Health Care | Accredited | 9/30/2015 | 6/8/2018 | 6/8/2018 |

| | | Compared to other Joint Commission Accredited Organizations | |
|---|---|---|---|
| | | Nationwide | Statewide |
| Behavioral Health Care | **2015National Patient Safety Goals** | ✓ | N/A * |


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# Locations of Care

* Primary Location

| Locations of Care | Available Services |
|---|---|
| **Lionrock Behavioral Health, Inc**<br>DBA: Lionrock Recovery<br>8601 Six Forks Road, Suite 400<br>Raleigh, NC 27615 | **Services:**<br>• Peer Support (Non 24 Hour Care)<br>• Technology-Based Addiction Services (Non 24 Hour Care - Adult) (Non-detox - Adult) |
| **Lionrock Behavioral Health, Inc**<br>DBA: Lionrock Recovery<br>9393 West 110th St Suite 500<br>Overland Park, KS 66210 | **Services:**<br>• Peer Support (Non 24 Hour Care)<br>• Technology-Based Addiction Services (Non 24 Hour Care - Adult) (Non-detox - Adult) |
| **Lionrock Behavioral Health, Inc.**<br>DBA: Lionrock Recovery<br>101 H Street, Suite G<br>Petaluma, CA 94952 | |
| **Lionrock Behavioral Health, Inc.**<br>DBA: Lionrock Recovery<br>202, 5 W Mendenhall St<br>Bozeman, MT 59715 | **Services:**<br>• Peer Support (Non 24 Hour Care)<br>• Technology-Based Addiction Services (Non 24 Hour Care - Adult) (Non-detox - Adult) |
| **Lionrock Behavioral Health, Inc.**<br>DBA: Lionrock Recovery<br>3348 Peachtree Road NE Suite 700<br>Atlanta, GA 30326 | **Services:**<br>• Peer Support (Non 24 Hour Care)<br>• Technology-Based Addiction Services (Non 24 Hour Care - Adult) (Non-detox - Adult) |
| **Lionrock Behavioral Health, Inc.**<br>DBA: Lionrock Recovery<br>225 Franklin Street 26th Floor<br>Boston, MA 02110 | **Services:**<br>• Chemical Dependency (Non 24 Hour Care - Adult) (Non-detox - Adult)<br>• Peer Support (Non 24 Hour Care)<br>• Technology-Based Addiction Services (Non 24 Hour Care - Adult) (Non-detox - Adult) |
| **Lionrock Behavioral Health, Inc.**<br>DBA: Lionrock Recovery<br>7633 E. 63rd Place Suite 300<br>Tulsa, OK 74133 | **Services:**<br>• Peer Support (Non 24 Hour Care)<br>• Technology-Based Addiction Services (Non 24 Hour Care - Adult) (Non-detox - Adult) |
| **Lionrock Behavioral Health, Inc.**<br>DBA: Lionrock Recovery<br>Two CityPlace Drive, 2nd Floor<br>Saint Louis, MO 63141 | **Services:**<br>• Peer Support (Non 24 Hour Care)<br>• Technology-Based Addiction Services (Non 24 Hour Care - Adult) (Non-detox - Adult) |
| **Lionrock Behavioral Health, Inc.**<br>DBA: Lionrock Recovery<br>8400 E Crescent Parkway, Suite 600<br>Englewood, CO 80111 | **Services:**<br>• Peer Support (Non 24 Hour Care)<br>• Technology-Based Addiction Services (Non 24 Hour Care - Adult) (Non-detox - Adult) |


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| **Lionrock Behavioral Health, Inc.**<br>DBA: Lionrock Recovery<br>7047 E. Greenwood Parkway, Suite 250<br>Scottsdale, AZ 85254 | **Services:**<br>• Peer Support (Non 24 Hour Care)<br>• Technology-Based Addiction Services (Non 24 Hour Care - Adult) (Non-detox - Adult) |
| **Lionrock Behavioral Health, Inc.**<br>DBA: Lionrock Recovery<br>13894 S Bangerter Pkwy, Suite 200<br>Draper, UT 84020 | **Services:**<br>• Peer Support (Non 24 Hour Care)<br>• Technology-Based Addiction Services (Non 24 Hour Care - Adult) (Non-detox - Adult) |
| **Lionrock Behavioral Health, Inc.**<br>DBA: Lionrock Recovery<br>128 Millport Circle<br>Greenville, SC 29607 | **Services:**<br>• Peer Support (Non 24 Hour Care)<br>• Technology-Based Addiction Services (Non 24 Hour Care - Adult) (Non-detox - Adult) |
| **Lionrock Behavioral Health, Inc.**<br>DBA: Lionrock Recovery<br>7 Waterfront Plaza<br>Honolulu, HI 96813 | **Services:**<br>• Peer Support (Non 24 Hour Care)<br>• Technology-Based Addiction Services (Non 24 Hour Care - Adult) (Non-detox - Adult) |
| **Lionrock Behavioral Health, Inc. ***<br>DBA: Lionrock Recovery<br>621 East Campbell Ave #17<br>Campbell, CA 95008 | **Other Clinics/Practices located at this site:**<br>• Beth Kane, MFT<br>• Carol Bass, LMFT<br>• Cathy Gromer, M.A.<br>**Services:**<br>• Chemical Dependency (Non 24 Hour Care - Adult) (Non-detox - Adult)<br>• Peer Support (Non 24 Hour Care)<br>• Technology-Based Addiction Services (Non 24 Hour Care - Adult) (Non-detox - Adult) |
| **Lionrock Behavioral Health, Inc.**<br>DBA: Lionrock Recovery<br>901 Mopac Expressway South Building 1, Suite 300<br>Austin, TX 78746 | **Services:**<br>• Chemical Dependency (Non 24 Hour Care - Adult) (Non-detox - Adult)<br>• Peer Support (Non 24 Hour Care)<br>• Technology-Based Addiction Services (Non 24 Hour Care - Adult) (Non-detox - Adult) |
| **Lionrock Behavioral Health, Inc.**<br>DBA: Lionrock Recovery<br>11670 Fountains Drive Suite 200<br>Maple Grove, MN 55369 | **Services:**<br>• Peer Support (Non 24 Hour Care)<br>• Technology-Based Addiction Services (Non 24 Hour Care - Adult) (Non-detox - Adult) |


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| **Lionrock Behavioral Health, Inc.**<br>DBA: Lionrock Recovery<br>1715 Indian Wood Circle<br>Suite 200<br>Maumee, OH 43537 | **Services:**<br>• Chemical Dependency (Non 24 Hour Care - Adult) (Non-detox - Adult)<br>• Peer Support (Non 24 Hour Care)<br>• Technology-Based Addiction Services (Non 24 Hour Care - Adult) (Non-detox - Adult) |
| **Lionrock Behavioral Health, Inc.**<br>DBA: Lionrock Recovery<br>650 N. E. Holladay Street<br>Suite 1600<br>Portland, OR 97232 | **Services:**<br>• Peer Support (Non 24 Hour Care)<br>• Technology-Based Addiction Services (Non 24 Hour Care - Adult) (Non-detox - Adult) |
| **Lionrock Behavioral Health, Inc.**<br>DBA: Lionrock Recovery<br>196 West Ashland Street<br>Doylestown, PA 18901 | **Services:**<br>• Peer Support (Non 24 Hour Care)<br>• Technology-Based Addiction Services (Non 24 Hour Care - Adult) (Non-detox - Adult) |
| **Lionrock Behavioral Health, Inc.**<br>DBA: Lionrock Recovery<br>11335 NE 122nd Suite 105<br>Kirkland, WA 98034 | **Services:**<br>• Peer Support (Non 24 Hour Care)<br>• Technology-Based Addiction Services (Non 24 Hour Care - Adult) (Non-detox - Adult) |
| **Lionrock Behavioral Health, Inc.**<br>DBA: Lionrock Recovery<br>970 Lake Carillon Drive<br>Suite 300<br>Saint Petersburg, FL 33716 | **Services:**<br>• Peer Support (Non 24 Hour Care)<br>• Technology-Based Addiction Services (Non 24 Hour Care - Adult) (Non-detox - Adult) |
| **Lionrock Behavioral Health, Inc.**<br>DBA: Lionrock Recovery<br>41000 Woodward Avenue<br>Suite 350<br>Bloomfield Hills, MI 48304 | **Services:**<br>• Peer Support (Non 24 Hour Care)<br>• Technology-Based Addiction Services (Non 24 Hour Care - Adult) (Non-detox - Adult) |
| **Lionrock Behavioral Health, Inc.**<br>DBA: Lionrock Recovery<br>10475 Crosspoint Blvd.<br>Suite 250<br>Indianapolis, IN 46256 | **Services:**<br>• Peer Support (Non 24 Hour Care)<br>• Technology-Based Addiction Services (Non 24 Hour Care - Adult) (Non-detox - Adult) |
| **Lionrock Behavioral Health, Inc.**<br>DBA: Lionrock Recovery<br>312 S. Fourth Street Suite 700<br>Louisville, KY 40202 | **Services:**<br>• Peer Support (Non 24 Hour Care)<br>• Technology-Based Addiction Services (Non 24 Hour Care - Adult) (Non-detox - Adult) |


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| **Lionrock Behavioral Health, Inc.**<br>DBA: Lionrock Recovery<br>10320 Little Patuxent Parkway Suite 200<br>Columbia, MD 21044 | **Services:**<br>• Peer Support (Non 24 Hour Care)<br>• Technology-Based Addiction Services (Non 24 Hour Care - Adult) (Non-detox - Adult) |
| **Lionrock Behavioral Health, Inc.**<br>DBA: Lionrock Recovery<br>232 Market Street<br>Flowood, MS 39232 | **Services:**<br>• Peer Support (Non 24 Hour Care)<br>• Technology-Based Addiction Services (Non 24 Hour Care - Adult) (Non-detox - Adult) |
| **Lionrock Behavioral Health, Inc.**<br>DBA: Lionrock Recovery<br>200 S. Virginia 8th floor<br>Reno, NV 89501 | **Services:**<br>• Peer Support (Non 24 Hour Care)<br>• Technology-Based Addiction Services (Non 24 Hour Care - Adult) (Non-detox - Adult) |
| **Lionrock Behavioral Health, Inc.**<br>DBA: Lionrock Recovery<br>7400 Beaufont Springs Drive Suite 300<br>Richmond, VA 23225 | **Services:**<br>• Peer Support (Non 24 Hour Care)<br>• Technology-Based Addiction Services (Non 24 Hour Care - Adult) (Non-detox - Adult) |
| **Lionrock Behavioral Health, Inc.**<br>DBA: Lionrock Recovery<br>301 N. Main Street Suite 2200<br>Baton Rouge, LA 70825 | **Services:**<br>• Peer Support (Non 24 Hour Care)<br>• Technology-Based Addiction Services (Non 24 Hour Care - Adult) (Non-detox - Adult) |
| **Lionrock Behavioral Health, Inc.**<br>DBA: Lionrock Recovery<br>1129 Northern Blvd. Suite 404<br>Manhasset, NY 11030 | **Services:**<br>• Peer Support (Non 24 Hour Care)<br>• Technology-Based Addiction Services (Non 24 Hour Care - Adult) (Non-detox - Adult) |
| **Lionrock Behavioral Health, Inc.**<br>DBA: Lionrock Recovery<br>725 Cool Springs Suite 600<br>Franklin, TN 37067 | **Services:**<br>• Peer Support (Non 24 Hour Care)<br>• Technology-Based Addiction Services (Non 24 Hour Care - Adult) (Non-detox - Adult) |
| **Lionrock Behavioral Health, Inc.**<br>DBA: Lionrock Recovery<br>1431 Opus Place Suite 110<br>Downers Grove, IL 60515 | **Services:**<br>• Peer Support (Non 24 Hour Care)<br>• Technology-Based Addiction Services (Non 24 Hour Care - Adult) (Non-detox - Adult) |
| **Lionrock Behavioral Health, Inc.**<br>DBA: Lionrock Recovery<br>2111 South 67th Street Suite 300<br>Omaha, NE 68106 | **Services:**<br>• Peer Support (Non 24 Hour Care)<br>• Technology-Based Addiction Services (Non 24 Hour Care - Adult) (Non-detox - Adult) |


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# Locations of Care

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| Locations of Care | Available Services |
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| **Lionrock Behavioral Health, Inc.**<br>DBA: Lionrock Recovery<br>90 Washington Valley Road<br>Bedminster, NJ 07921 | **Services:**<br>• Peer Support (Non 24 Hour Care)<br>• Technology-Based Addiction Services (Non 24 Hour Care - Adult) (Non-detox - Adult) |


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# 2015 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."**

## 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 | ✓ |


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