Accreditation Quality Report

The Joint Commission

Version: 4

Date: 4/6/2019

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

Accreditation Programs	Accreditation Decision	Effective Date	Last Full Survey Date	Last On-Site Survey Date
🟡 Behavioral Health Care	Preliminary Denial of Accreditation	3/8/2019	3/7/2019	3/7/2019

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

- A complete and accurate assessment drives the identification and delivery of the care, treatment, or services needed by the individual served.
- Documentation in the clinical/case record is entered in a timely manner.
- Entries in the clinical/case record are authenticated.
- For organizations providing food services: The organization has a process for preparing and/or distributing food and nutrition products.
- For organizations that do not operate a pharmacy but administer medications: The organization safely obtains prescribed medications.
- Identify individuals at risk for suicide.
- Leaders create and maintain a culture of safety and quality throughout the organization.
- Leaders establish priorities for performance improvement. (Refer to the "Performance Improvement" [PI] chapter.)
- Leaders use organizationwide planning to establish structures and processes that focus on safety and quality.
- Maintain and communicate accurate medication information for the individual served.
- Medication orders are clear and accurate. Note: This standard is applicable only to organizations that prescribe medications. The elements of performance in this standard do not apply to prescriptions written by a prescriber who is not affiliated with the organization.
- Staff are competent to perform their job duties and responsibilities.
- The mission, vision, and goals of the organization support the safety and quality of care, treatment, or services.
- The organization assesses the outcomes of care, treatment, or services provided to the individual served.
- The organization bases the planned care, treatment, or services on the needs, strengths, preferences, and goals of the individual served. Note: For opioid treatment programs: Methadone has well-documented effects on several systems, including the respiratory, nervous, and cardiac systems, and the liver. Additionally, many medications including methadone can act to increase the QT interval on an electrocardiogram and potentially lead to torsades de pointes, a potentially life-threatening cardiac arrhythmia. Therefore, it is important for the program physician to consider all of the medications the patient is currently taking (including actual versus prescribed doses, illicit drugs, medically active adulterants potentially present in illicit substances, and medically active over-the-counter or natural remedies). Given consideration of this information, the program physician can determine whether the treatment drug will be methadone, buprenorphine, or another medication and whether the treatment indicated for the patient is induction, detoxification, or maintenance.
- The organization collects data to monitor its performance.
- The organization compiles and analyzes data.
- The organization conducts fire drills.
- The organization coordinates the care, treatment, or services provided to an individual served as part of the plan for care, treatment, or services and in a manner consistent with the organization's scope of care, treatment, or services. (For more information, refer to Standard CTS.03.01.07.)

Summary of Quality Information

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

- The organization designs and manages the physical environment to comply with the Life Safety Code. Note: This standard applies to behavioral health care settings that provide sleeping arrangements for four or more individuals served as a required part of their care, treatment, or services.
- The organization evaluates staff performance.
- The organization evaluates the effectiveness of its Emergency Management Plan.
- The organization evaluates the effectiveness of its medication management system. Note 1: This evaluation includes reconciling medication information. (Refer to NPSG.03.06.01 for more information) Note 2: This standard is applicable only to organizations that prescribe, dispense, or administer medications.
- The organization has a plan for care, treatment, or services that reflects the assessed needs, strengths, preferences, and goals of the individual served.
- The organization has a reliable emergency electrical power source.
- The organization implements its infection prevention and control plan.
- The organization inspects, tests, and maintains emergency power systems. Note: This standard does not require organizations to have the types of emergency power equipment described in the elements of performance of this standard. However, if these types of emergency equipment exist within the building, then the following maintenance, testing, and inspection requirements apply. This does not apply to generators used only for convenience purposes.
- The organization maintains fire safety equipment and fire safety building features. Note: This standard does not require organizations to have the types of fire safety equipment and building features described in the elements of performance of this standard. However, if these types of equipment or features exist within the building, then the following maintenance, testing, and inspection requirements apply.
- The organization maintains the integrity of the means of escape. Note 1: This standard applies to small behavioral health care settings that provide sleeping arrangements for 4 to 16 individuals served as a required part of their care, treatment, or services. Note 2: If the organization locks doors so that individuals served are prohibited from leaving the building or space, then Standards LS.02.01.10 through LS.02.01.70 apply. Note 3: See Standard EC.02.03.03 for fire drill requirements.
- The organization manages safety and security risks.
- The organization screens all individuals served for their nutritional status.
- The organization verifies and evaluates staff qualifications.

		Compared to other Joint Commission Accredited Organizations	
		Nationwide	**Statewide**
Behavioral Health Care	**2019National Patient Safety Goals**	⊖	N/A *

Locations of Care

* Primary Location

Locations of Care	Available Services
Bear River Health Outreach DBA: Bear River Health Outreach 829 west main street Suite G Gaylord, MI 49735	**Services:** • Addiction Care/Adult) (Non-detox - Adult) • Behavioral Health (Day Programs - Adult) (Non 24 Hour Care - Adult) (Partial - Adult) • Case Management (Non 24 Hour Care - Adult) • Chemical Dependency (Day Programs - Adult) (Non 24 Hour Care - Adult) (Partial - Adult) (Non-detox - Adult) • Community Integration (Non 24 Hour Care) • Employment Services (Non 24 Hour Care) • Family Support (Non 24 Hour Care) • Peer Support (Non 24 Hour Care) • Technology-Based Addiction Services (Non 24 Hour Care - Adult) (Detox - Adult)
Walloon Lake Recovery Lodge DBA: Bear River Health Outreach 8484 M-119 Ste 17B Harbor Springs, MI 49740	**Services:** • Addiction Care/Adult) (Non-detox - Adult) • Behavioral Health (Day Programs - Adult) (Non 24 Hour Care - Adult/Child/Youth) (Partial - Adult) • Case Management (Non 24 Hour Care - Adult/Child/Youth) • Chemical Dependency (Day Programs - Adult) (Non 24 Hour Care - Adult/Child/Youth) (Partial - Adult) (Non-detox - Adult) • Community Integration (Non 24 Hour Care) • Developmental Disabilities - Programs / Services (Day Programs - Adult) (Non 24 Hour Care - Adult/Child/Youth) (Partial - Adult) • Employment Services (Non 24 Hour Care) • Family Support (Non 24 Hour Care) • Permanent Housing (Non 24 Hour Care - Adult/Child/Youth) • Technology-Based Addiction Services (Non 24 Hour Care - Adult/Child/Youth) (Non-detox - Adult) • Technology-Based Behavioral Health Srvs (Non 24 Hour Care - Adult/Child/Youth)

Locations of Care

* Primary Location

Locations of Care	Available Services
Walloon Lake Recovery Lodge DBA: Bear River Health Outreach Boyne City 337 State Street Boyne City, MI 49712	**Services:** ● Addiction Care/Adult/Child/Youth) (Non-detox - Adult) ● Behavioral Health (Day Programs - Adult/Child/Youth) (Non 24 Hour Care - Adult/Child/Youth) (Partial - Adult/Child/Youth) ● Case Management (Non 24 Hour Care - Adult/Child/Youth) ● Chemical Dependency (Day Programs - Adult/Child/Youth) (Non 24 Hour Care - Adult/Child/Youth) (Partial - Adult/Child/Youth) (Non-detox - Adult) ● Community Integration (Non 24 Hour Care) ● Developmental Disabilities - Programs / Services (Day Programs - Adult/Child/Youth) (Partial - Adult/Child/Youth) ● Eating Disorders/Adult/Child/Youth) (Non 24 Hour Care - Adult/Child/Youth) ● Employment Services (Non 24 Hour Care) ● Family Support (Non 24 Hour Care) ● Peer Support (Non 24 Hour Care) ● Permanent Housing (Non 24 Hour Care - Adult) ● Technology-Based Addiction Services (Non 24 Hour Care - Adult) (Non-detox - Adult) ● Technology-Based Behavioral Health Srvs (Non 24 Hour Care - Adult)
Walloon Lake Recovery Lodge, LLC * DBA: Bear River Health at Walloon Lake 2594 Springvale Road Boyne Falls, MI 49713	**Other Clinics/Practices located at this site:** ● Detoxification **Services:** ● Addiction Care/Adult) (Detox/Non-detox - Adult) ● Behavioral Health (Non 24 Hour Care - Adult) ● Case Management (Non 24 Hour Care - Adult) ● Chemical Dependency (Day Programs - Adult) (Non 24 Hour Care - Adult) (24-hour Acute Care/Crisis Stabilization - Adult) (Residential Care - Adult) (Partial - Adult) (Detox/Non-detox - Adult) ● Family Support (Non 24 Hour Care) ● Technology-Based Addiction Services (Non 24 Hour Care - Adult) (Detox/Non-detox - Adult)

2019 National Patient Safety Goals

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	⊖

Symbol Key

✓ The organization has met the National Patient Safety Goal.

⊖ The organization has not met the National Patient Safety Goal.

N/A 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."