

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.






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 | 1/28/2019 | 11/16/2018 | 5/10/2019 |
|  Behavioral Health Care and Human Services | Accredited | 1/28/2019 | 11/15/2018 | 11/15/2018 |

| 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 | 1/28/2019 | 11/16/2018 | 5/10/2019 |

Ambulatory Care

2018 National Patient Safety Goals



Behavioral Health Care and Human Services

2018 National Patient Safety Goals



Compared to other Joint Commission Accredited Organizations

Nationwide

Statewide



Locations of Care

* Primary Location

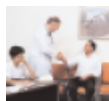
| Locations of Care | Available Services |
|--|--|
| Family Centerrs Inc. DBA: Dolan Middle School Based Health Center 51 Toms Road Stamford, CT 06902 | Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Child/Youth) Pediatric Medicine (Outpatient) Telehealth (Outpatient) Telehealth - Non-Surgical (Outpatient) |
| Family Centers Inc. DBA: Rippowam/AITE School Based Health Center 381 High Ridge Road Stamford, CT 06901 | Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Child/Youth) Pediatric Medicine (Outpatient) Telehealth (Outpatient) Telehealth - Non-Surgical (Outpatient) |
| Family Centers Inc. DBA: Cloonan Middle School/School Based Health Center 11 West North Street Stamford, CT 06902 | Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Child/Youth) Pediatric Medicine (Outpatient) Telehealth (Outpatient) Telehealth - Non-Surgical (Outpatient) |
| Family Centers Inc. DBA: Family Centers Inc Center for HOPE 590 Post Road Darien, CT 06820 | Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Adult/Child/Youth) |
| Family Centers Inc. DBA: Stillmeadow Elementary School Based Health Center 800 Stillwater Ave. Stamford, CT 06902 | Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Child/Youth) |
| Family Centers Inc. DBA: Family Centers Health Care at Wilbur Peck Court 111 Wilbur Peck Court Greenwich, CT 06830 | 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) General Practice (Outpatient) Pediatric Medicine (Outpatient) Telehealth (Outpatient) Telehealth - Non-Surgical (Outpatient) |
| Family Centers Inc. 20 Bridge Street Greenwich, CT 06830 | Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Adult/Child/Youth) Employment Services (Non 24 Hour Care) |
| Family Centers Inc. 60 Palmer's Hill Rd. Stamford, CT 06902 | Services: <ul style="list-style-type: none"> Behavioral Health (Non 24 Hour Care - Adult/Child/Youth) Case Management (Non 24 Hour Care - Adult/Child/Youth) Employment Services (Non 24 Hour Care) Permanent Housing (Non 24 Hour Care - Adult) |



Locations of Care




* Primary Location

| Locations of Care | Available Services |
|---|---|
| Family Centers Inc. 888 Washington Blvd Stamford, CT 06902 | Services: <ul style="list-style-type: none">• Case Management (Non 24 Hour Care - Adult) |
| Family Centers Inc. DBA: Stamford High School Based Health Center 55 Strawberry Hill Ave Stamford, CT 06902 | Services: <ul style="list-style-type: none">• Behavioral Health (Non 24 Hour Care - Child/Youth)• Pediatric Medicine (Outpatient)• Telehealth (Outpatient)• Telehealth - Non-Surgical (Outpatient) |
| Family Centers Inc. * 40 Arch Street Greenwich, CT 06830 | |
| Family Centers Inc. DBA: School Based Health Center at Westhill High School 125 Roxbury Road Stamford, CT 06902 | Services: <ul style="list-style-type: none">• Behavioral Health (Non 24 Hour Care - Child/Youth)• Dentistry (Outpatient)• Pediatric Medicine (Outpatient)• Telehealth (Outpatient)• Telehealth - Non-Surgical (Outpatient) |













2018 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 |  |







2018 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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