



# 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](mailto: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
 Behavioral Health Care and Human Services	Accredited	6/1/2021	3/19/2021	3/19/2021

Behavioral Health Care and Human Services

2021National Patient Safety Goals

Compared to other Joint Commission Accredited Organizations	
Nationwide	Statewide
	 *



# Change Academy at Lake of the Ozarks, LLC

DBA: Embark Behavioral Health,  
3133 W Frye Rd., Unit 525, Chandler, AZ

Org ID: 652582



## Locations of Care

### \* Primary Location

Locations of Care	Available Services
<b>Calo Programs of Missouri</b> DBA: Calo 130 Calo Lane Lake Ozark, MO 65049	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>96 Calo Court, Buildings D&amp; E</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Residential Care - Child/Youth)</li> <li>Peer Support (Non 24 Hour Care)</li> </ul>
<b>Calo Programs of Missouri</b> DBA: Calo 29 Goldenrod Lake Ozark, MO 65049	<b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Residential Care - Adult/Child/Youth)</li> <li>Peer Support (Non 24 Hour Care)</li> </ul>
<b>Calo Programs of Missouri</b> DBA: Calo 52 Bruce Road Lake Ozark, MO 65049	<b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Residential Care - Adult/Child/Youth)</li> <li>Peer Support (Non 24 Hour Care)</li> </ul>
<b>Change Academy at Lake of the Ozarks, LLC *</b> DBA: Embark Behavioral Health 3133 W Frye Rd, Unit 525 Chandler, AZ 85226	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Embark Virtual</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Community Integration (Non 24 Hour Care)</li> <li>Technology-Based Behavioral Health Svcs (Non 24 Hour Care - Adult/Child/Youth)</li> </ul>
<b>Change Academy at Lake of the Ozarks, LLC</b> DBA: Embark at Woodland Hills 21051 Warner Center Lane, Suite 150 Woodland Hills, CA 91367	<b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Day Programs - Adult) (Non 24 Hour Care - Adult) (Partial Hospitalization - Adult)</li> <li>Community Integration (Non 24 Hour Care)</li> <li>Technology-Based Behavioral Health Svcs (Non 24 Hour Care - Adult)</li> </ul>
<b>Change Academy at Lake of the Ozarks, LLC</b> DBA: Embark at Rockville 1445 Research Blvd, Suite 100 Rockville, MD 20850	<b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Day Programs - Adult/Child/Youth) (Non 24 Hour Care - Adult/Child/Youth) (Partial Hospitalization - Adult/Child/Youth)</li> <li>Community Integration (Non 24 Hour Care)</li> <li>Outpatient Crisis Stabilization</li> <li>Technology-Based Behavioral Health Svcs (Non 24 Hour Care - Adult/Child/Youth)</li> </ul>
<b>Change Academy at Lake of the Ozarks, LLC</b> DBA: Embark Behavioral Health 3072 Early Street NW, 2nd Floor Atlanta, GA 30305	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Embark Virtual</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Peer Support (Non 24 Hour Care)</li> <li>Technology-Based Behavioral Health Svcs (Non 24 Hour Care - Adult/Child/Youth)</li> </ul>



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Locations of Care	Available Services
<b>Change Academy at Lake of the Ozarks, LLC</b> DBA: Embark Behavioral Health 5340 S Quebec St. Greenwood Village, CO 80111	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Embark Virtual</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Peer Support (Non 24 Hour Care)</li> <li>Technology-Based Behavioral Health Svcs (Non 24 Hour Care - Adult/Child/Youth)</li> </ul>
<b>Change Academy at Lake of the Ozarks, LLC</b> DBA: Embark Behavioral Health 20116 Ashbrook Place, Suite 110 Ashburn, VA 20147	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Embark Virtual</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Peer Support (Non 24 Hour Care)</li> <li>Technology-Based Behavioral Health Svcs (Non 24 Hour Care - Adult/Child/Youth)</li> </ul>
<b>DC Metro Behavioral Health Services, LLC</b> DBA: Embark at Cabin John 7945 Macarthur Blvd Suite 202 Cabin John, MD 20818	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>7945 Macarthur Blvd Suite 210</li> <li>7945 Macarthur Blvd Suite 214</li> <li>Embark Virtual</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Day Programs - Child/Youth) (Non 24 Hour Care - Child/Youth) (Partial Hospitalization - Child/Youth)</li> <li>Peer Support (Non 24 Hour Care)</li> <li>Technology-Based Behavioral Health Svcs (Non 24 Hour Care - Child/Youth)</li> </ul>
<b>Doorways, LLC</b> DBA: Doorways 4747 N. 7th Street, Suite 450 Phoenix, AZ 85014	<b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Day Programs - Child/Youth) (Non 24 Hour Care - Child/Youth) (Partial Hospitalization - Child/Youth)</li> <li>Family Support (Non 24 Hour Care)</li> <li>Peer Support (Non 24 Hour Care)</li> <li>Technology-Based Behavioral Health Svcs (Non 24 Hour Care - Child/Youth)</li> </ul>
<b>Dragonfly Programs, LLC</b> DBA: Dragonfly Transitions 35 N Third St (A&B) Ashland, OR 97520	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Dragonfly Transitions Residence (34 Union St.)</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Transitional Living - Adult) (Supervised - Adult)</li> <li>Community Integration (Non 24 Hour Care)</li> <li>Peer Support (Non 24 Hour Care)</li> </ul>
<b>Dragonfly Programs, LLC</b> DBA: Embark at Dragonfly 13221 Mann Road Klamath Falls, OR 97601	<b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Transitional Living - Adult) (Residential Care - Adult) (Supervised - Adult)</li> <li>Community Integration (Non 24 Hour Care)</li> </ul>



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Locations of Care	Available Services
<b>Dragonfly Programs, LLC</b> DBA: Dragonfly Transitions 901 Main Street Klamath Falls, OR 97601	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>• Dragonfly Transitions Academic Center &amp; Residence (925 High St.)</li> <li>• Dragonfly Transitions Community Center (1010 Pine St.)</li> <li>• Dragonfly Transitions Student Residence (311 N 9th St.)</li> <li>• Dragonfly Transitions Student Residence (919 High St.)</li> <li>• Dragonfly Transitions Student Residence (933 High St.)</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>• Behavioral Health (Transitional Living - Adult) (Supervised - Adult)</li> <li>• Community Integration (Non 24 Hour Care)</li> <li>• Peer Support (Non 24 Hour Care)</li> </ul>
<b>Embark at Atlanta North</b> 960 North Point Pkwy #450 Alpharetta, GA 30005	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>• Embark Virtual</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>• Behavioral Health (Day Programs - Child/Youth) (Non 24 Hour Care - Child/Youth) (Partial Hospitalization - Child/Youth)</li> <li>• Peer Support (Non 24 Hour Care)</li> <li>• Technology-Based Behavioral Health Svcs (Non 24 Hour Care - Child/Youth)</li> </ul>
<b>Embark at Flathead Valley</b> 9705 Lost Prairie Road Marion, MT 59925	<b>Services:</b> <ul style="list-style-type: none"> <li>• Behavioral Health (Residential Care - Child/Youth)</li> <li>• Family Support (Non 24 Hour Care)</li> <li>• Peer Support (Non 24 Hour Care)</li> </ul>
<b>InnerChange Chrysalis, LLC</b> DBA: Chrysalis 77 Trails End Road Eureka, MT 59917	<b>Services:</b> <ul style="list-style-type: none"> <li>• 24-Hour Therapeutic School (Residential Care - Child/Youth)</li> <li>• Peer Support (Non 24 Hour Care)</li> </ul>
<b>Innerchange Chrysalis, LLC</b> DBA: Chrysalis 305 5th Avenue East Kalispell, MT 59901	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>• 1005 8th Avenue East</li> <li>• 205 5th Avenue East</li> <li>• 520 1st Avenue East</li> <li>• 527 2nd Avenue West</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>• Behavioral Health (Residential Care - Child/Youth)</li> <li>• Family Support (Non 24 Hour Care)</li> <li>• Peer Support (Non 24 Hour Care)</li> </ul>
<b>InnerChange Lake House, LLC</b> DBA: Lake House Academy 447 Lily Pad Lane Flat Rock, NC 28731	<b>Services:</b> <ul style="list-style-type: none"> <li>• 24-Hour Therapeutic School (Residential Care - Child/Youth)</li> <li>• Peer Support (Non 24 Hour Care)</li> </ul>



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<b>InnerChange OPI, LLC</b> DBA: Optimum Performance Institute 21050 Vanowen St. Woodland Hills, CA 91303	<b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Day Programs - Adult) (Transitional Living - Adult) (Residential Care - Adult) (Partial Hospitalization - Adult) (Supervised - Adult)</li> <li>Community Integration (Non 24 Hour Care)</li> <li>Peer Support (Non 24 Hour Care)</li> </ul>
<b>InnerChange OPI, LLC</b> DBA: Optimum Performance Institute 21051 Warner Center Lane #105 Woodland Hills, CA 91367	<b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Day Programs - Adult) (Transitional Living - Adult) (Non 24 Hour Care - Adult) (Partial Hospitalization - Adult) (Supervised - Adult)</li> <li>Community Integration (Non 24 Hour Care)</li> </ul>
<b>NVW East, LLC</b> DBA: First Light Wilderness Therapy 889 Wimpy Mill Rd Dahlonega, GA 30533	<b>Services:</b> <ul style="list-style-type: none"> <li>Outdoor Behavioral health (Residential Care - Child/Youth)</li> </ul>
<b>NVW Newco, LLC</b> DBA: New Vision Wilderness Therapy 807 Impala Drive Medford, WI 54451	<b>Services:</b> <ul style="list-style-type: none"> <li>Outdoor Behavioral health (Residential Care - Child/Youth)</li> </ul>
<b>NVW Oregon Newco, LLC</b> DBA: Deschutes Wilderness Therapy 160 SW Scale House Bend, OR 97702	<b>Services:</b> <ul style="list-style-type: none"> <li>Outdoor Behavioral health (Residential Care - Adult/Child/Youth)</li> </ul>
<b>Potomac at Hobble Creek</b> DBA: Embark at Hobble Creek 266 Left Fork Hobble Creek Canyon Springville, UT 84663	<b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Residential Care - Child/Youth)</li> <li>Peer Support (Non 24 Hour Care)</li> </ul>
<b>Solacium Fulshear, LLC</b> DBA: Fulshear Treatment to Transition 10514 Oberrender Road Needville, TX 77461	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Fulshear Treatment to Transition Ranch-2, 4800 Sugar Grove D</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Residential Care - Adult)</li> <li>Peer Support (Non 24 Hour Care)</li> </ul>





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<b>Solacium Fulshear, LLC</b> DBA: Fulshear Treatment to Transition 4800 Sugar Grove Boulevard, Suite 275 Stafford, TX 77477	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Embark Virtual</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Transitional Living - Adult) (Supervised - Adult)</li> <li>Community Integration (Non 24 Hour Care)</li> <li>Peer Support (Non 24 Hour Care)</li> <li>Technology-Based Behavioral Health Svcs (Non 24 Hour Care - Adult/Child/Youth)</li> </ul>
<b>Solacium Holdings, LLC</b> DBA: Embark at San Martin 1470 East Middle Avenue San Martin, CA 95046	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Embark at San Martin, 12325 New Avenue, San Martin, CA 95046</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Residential Care - Child/Youth)</li> <li>Family Support (Non 24 Hour Care)</li> <li>Peer Support (Non 24 Hour Care)</li> </ul>
<b>Solacium Holdings, LLC</b> DBA: Embark at Tysons Corner 1934 Old Gallows Rd, Suite 210 Vienna, VA 22182	<b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Day Programs - Child/Youth) (Non 24 Hour Care - Child/Youth) (Partial Hospitalization - Child/Youth)</li> <li>Family Support (Non 24 Hour Care)</li> <li>Peer Support (Non 24 Hour Care)</li> </ul>
<b>Solacium Holdings, LLC</b> DBA: Embark at Main Line 1031 Old Cassatt, Suite 100 Berwyn, PA 19312	<b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Day Programs - Child/Youth) (Non 24 Hour Care - Child/Youth) (Partial Hospitalization - Child/Youth)</li> <li>Family Support (Non 24 Hour Care)</li> <li>Outpatient Crisis Stabilization</li> <li>Peer Support (Non 24 Hour Care)</li> </ul>
<b>Solacium Holdings, LLC</b> DBA: Embark at Poconos 108 Country Place Lane White Haven, PA 18661	<b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Residential Care - Child/Youth)</li> <li>Family Support (Non 24 Hour Care)</li> <li>Peer Support (Non 24 Hour Care)</li> </ul>
<b>Solacium Holdings, LLC</b> DBA: Embark at Campbell 910 E Hamilton Avenue, Suite 110 Campbell, CA 95008	<b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Day Programs - Child/Youth) (Partial Hospitalization - Child/Youth)</li> <li>Family Support (Non 24 Hour Care)</li> <li>Outpatient Crisis Stabilization</li> <li>Peer Support (Non 24 Hour Care)</li> </ul>





## Locations of Care




### \* Primary Location

Locations of Care	Available Services
<b>Solacium New Haven, LLC</b> DBA: New Haven 228 W 400 North Saratoga Springs, UT 84045	<b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Residential Care - Child/Youth)</li> <li>Peer Support (Non 24 Hour Care)</li> </ul>
<b>Solacium New Haven, LLC</b> DBA: New Haven 2172 East 7200 Spanish Fork, UT 84660	<b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Residential Care - Child/Youth)</li> <li>Peer Support (Non 24 Hour Care)</li> </ul>
<b>Solacium Sunrise, LLC</b> DBA: Sunrise 65 North 1150 West Hurricane, UT 84737	<b>Other Clinics/Practices located at this site:</b> <ul style="list-style-type: none"> <li>Sunrise Residential Treatment Center, 3585 South Camino Real</li> </ul> <b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Residential Care - Child/Youth)</li> <li>Peer Support (Non 24 Hour Care)</li> </ul>
<b>Solacium Sunrise, LLC</b> DBA: Sunrise 3585 S Camino Real Washington, UT 84780	<b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Residential Care - Child/Youth)</li> <li>Peer Support (Non 24 Hour Care)</li> </ul>
<b>The Forge School</b> DBA: Embark at The Forge 5842 TN Hwy 30 Benton, TN 37307	<b>Services:</b> <ul style="list-style-type: none"> <li>Behavioral Health (Residential Care - Child/Youth)</li> <li>Family Support (Non 24 Hour Care)</li> <li>Peer Support (Non 24 Hour Care)</li> </ul>






## 2021 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 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	