



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
 Behavioral Health Care and Human Services	Accredited	6/1/2021	5/5/2023	5/5/2023

Behavioral Health Care and Human Services

2021 National 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
Calo Programs of Missouri DBA: Calo 130 Calo Lane Lake Ozark, MO 65049	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> 96 Calo Court, Buildings D& E Services: <ul style="list-style-type: none"> Behavioral Health (Residential Care - Child/Youth) Family Support (Non 24 Hour Care)
Calo Programs of Missouri DBA: Calo 29 Goldenrod Lake Ozark, MO 65049	Services: <ul style="list-style-type: none"> Behavioral Health (Residential Care - Adult/Child/Youth) Family Support (Non 24 Hour Care)
Calo Programs of Missouri DBA: Calo 52 Bruce Road Lake Ozark, MO 65049	Services: <ul style="list-style-type: none"> Behavioral Health (Residential Care - Adult/Child/Youth) Family Support (Non 24 Hour Care)
Change Academy at Lake of the Ozarks, LLC DBA: Embark Behavioral Health 370 North Wiget Lane Walnut Creek, CA 94598	Services: <ul style="list-style-type: none"> Behavioral Health (Day Programs - Adult/Child/Youth) (Non 24 Hour Care - Adult/Child/Youth) (Partial Hospitalization - Adult/Child/Youth) Technology-Based Behavioral Health Svcs (Non 24 Hour Care - Adult/Child/Youth)
Change Academy at Lake of the Ozarks, LLC DBA: Embark Behavioral Health 5000 Birch Street, Suite 1400 Newport Beach, CA 92660	Services: <ul style="list-style-type: none"> Behavioral Health (Day Programs - Adult/Child/Youth) (Non 24 Hour Care - Adult/Child/Youth) (Partial Hospitalization - Adult/Child/Youth) Community Integration (Non 24 Hour Care) Outpatient Crisis Stabilization Peer Support (Non 24 Hour Care) Technology-Based Behavioral Health Svcs (Non 24 Hour Care - Adult/Child/Youth)
Change Academy at Lake of the Ozarks, LLC DBA: Embark Behavioral Health 11620 Wilshire Blvd., Suite 1150 Los Angeles, CA 90025	Services: <ul style="list-style-type: none"> Behavioral Health (Day Programs - Adult/Child/Youth) (Non 24 Hour Care - Adult/Child/Youth) (Partial Hospitalization - Adult/Child/Youth) Community Integration (Non 24 Hour Care) Outpatient Crisis Stabilization Peer Support (Non 24 Hour Care) Technology-Based Behavioral Health Svcs (Non 24 Hour Care - Adult/Child/Youth)



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Locations of Care	Available Services
Change Academy at Lake of the Ozarks, LLC DBA: Embark Behavioral Health 21051 Warner Center Lane, Suite 140 Woodland Hills, CA 91367	Services: <ul style="list-style-type: none"> Behavioral Health (Day Programs - Adult/Child/Youth) (Non 24 Hour Care - Adult/Child/Youth) (Partial Hospitalization - Adult/Child/Youth) Community Integration (Non 24 Hour Care) Outpatient Crisis Stabilization Peer Support (Non 24 Hour Care) Technology-Based Behavioral Health Svcs (Non 24 Hour Care - Adult/Child/Youth)
Change Academy at Lake of the Ozarks, LLC DBA: Embark Behavioral Health 7373 N. Scottsdale Road, Suite D120 Scottsdale, AZ 85253	Services: <ul style="list-style-type: none"> Behavioral Health (Day Programs - Adult/Child/Youth) (Non 24 Hour Care - Adult/Child/Youth) (Partial Hospitalization - Adult/Child/Youth) Family Support (Non 24 Hour Care) Peer Support (Non 24 Hour Care)
Change Academy at Lake of the Ozarks, LLC * DBA: Embark Behavioral Health 3133 W Frye Rd, Unit 525 Chandler, AZ 85226	
Change Academy at Lake of the Ozarks, LLC DBA: Embark at Rockville 1445 Research Blvd, Suite 100 Rockville, MD 20850	Services: <ul style="list-style-type: none"> Behavioral Health (Day Programs - Adult/Child/Youth) (Non 24 Hour Care - Adult/Child/Youth) (Partial Hospitalization - Adult/Child/Youth) Community Integration (Non 24 Hour Care) Outpatient Crisis Stabilization Technology-Based Behavioral Health Svcs (Non 24 Hour Care - Adult/Child/Youth)
Change Academy at Lake of the Ozarks, LLC DBA: Embark Behavioral Health 3072 Early Street NW, 2nd Floor Atlanta, GA 30305	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Embark Virtual Services: <ul style="list-style-type: none"> Behavioral Health (Day Programs - Adult/Child/Youth) (Non 24 Hour Care - Adult/Child/Youth) (Partial Hospitalization - Adult/Child/Youth) Eating Disorders/Adult/Child/Youth (Day Programs - Adult/Child/Youth) (Partial Hospitalization - Adult/Child/Youth) Peer Support (Non 24 Hour Care) Technology-Based Behavioral Health Svcs (Non 24 Hour Care - Adult/Child/Youth)



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Change Academy at Lake of the Ozarks, LLC DBA: Embark Behavioral Health 5340 S Quebec St. Greenwood Village, CO 80111	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Embark Virtual Services: <ul style="list-style-type: none"> Behavioral Health (Day Programs - Adult/Child/Youth) (Non 24 Hour Care - Adult/Child/Youth) (Partial Hospitalization - Adult/Child/Youth) Family Support (Non 24 Hour Care) Peer Support (Non 24 Hour Care) Technology-Based Behavioral Health Svcs (Non 24 Hour Care - Adult/Child/Youth)
Change Academy at Lake of the Ozarks, LLC DBA: Embark Behavioral Health 20116 Ashbrook Place, Suite 110 Ashburn, VA 20147	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Embark Virtual Services: <ul style="list-style-type: none"> Behavioral Health (Day Programs - Adult/Child/Youth) (Non 24 Hour Care - Adult/Child/Youth) (Partial Hospitalization - Adult/Child/Youth) Community Integration (Non 24 Hour Care) Outpatient Crisis Stabilization Peer Support (Non 24 Hour Care) Technology-Based Behavioral Health Svcs (Non 24 Hour Care - Adult/Child/Youth)
Change Academy at Lake of the Ozarks, LLC DBA: Embark Behavioral Health 3205 Twyman Road Independence, MO 64058	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Embark Virtual Services: <ul style="list-style-type: none"> Addiction Services/Child/Youth (Non-detox - Child/Youth) Behavioral Health (Day Programs - Child/Youth) (Residential Care - Child/Youth) (Partial Hospitalization - Child/Youth) Chemical Dependency (Day Programs - Child/Youth) (Residential Care - Child/Youth) (Partial Hospitalization - Child/Youth) (Non-detox - Child/Youth) Family Support (Non 24 Hour Care) Peer Support (Non 24 Hour Care)
Change Academy at Lake of the Ozarks, LLC DBA: Embark Behavioral Health 63140 Dickey Rd. Bend, OR 97702	Services: <ul style="list-style-type: none"> Behavioral Health (Day Programs - Child/Youth) (Residential Care - Child/Youth) (Partial Hospitalization - Child/Youth) Family Support (Non 24 Hour Care) Peer Support (Non 24 Hour Care)



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DC Metro Behavioral Health Services, LLC DBA: Embark at Cabin John 7945 Macarthur Blvd Suite 202 Cabin John, MD 20818	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> 7945 Macarthur Blvd Suite 210 7945 Macarthur Blvd Suite 214 Embark Virtual Services: <ul style="list-style-type: none"> Behavioral Health (Day Programs - Adult/Child/Youth) (Non 24 Hour Care - Adult/Child/Youth) (Partial Hospitalization - Adult/Child/Youth) Peer Support (Non 24 Hour Care) Technology-Based Behavioral Health Svcs (Non 24 Hour Care - Adult/Child/Youth)
Doorways, LLC DBA: Embark Behavioral Health 4747 N. 7th Street, Suite 450 Phoenix, AZ 85014	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Embark Virtual Services: <ul style="list-style-type: none"> Behavioral Health (Day Programs - Adult/Child/Youth) (Non 24 Hour Care - Adult/Child/Youth) (Partial Hospitalization - Adult/Child/Youth) Family Support (Non 24 Hour Care) Peer Support (Non 24 Hour Care) Technology-Based Behavioral Health Svcs (Non 24 Hour Care - Adult/Child/Youth)
Dragonfly Programs, LLC DBA: Embark at Dragonfly 13221 Mann Road Klamath Falls, OR 97601	Services: <ul style="list-style-type: none"> Behavioral Health (Transitional Living - Adult) (Residential Care - Adult) (Supervised - Adult) Community Integration (Non 24 Hour Care)
Dragonfly Programs, LLC DBA: Dragonfly Transitions 901 Main Street Klamath Falls, OR 97601	
Dragonfly Programs, LLC DBA: Dragonfly Transitions 34 Union Street Ashland, OR 97520	
Dragonfly Programs, LLC DBA: Dragonfly Transitions 1010 Pine Street Klamath Falls, OR 97601	
Dragonfly Programs, LLC DBA: Dragonfly Transitions 301 N 9th Street Klamath Falls, OR 97601	



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Dragonfly Programs, LLC DBA: Dragonfly Transitions 933 High Street Klamath Falls, OR 97601	Services: <ul style="list-style-type: none"> Behavioral Health (Transitional Living - Adult) (Supervised - Adult) Community Integration (Non 24 Hour Care) Peer Support (Non 24 Hour Care)
Dragonfly Programs, LLC DBA: Dragonfly Transitions 919 High Street Klamath Falls, OR 97601	Services: <ul style="list-style-type: none"> Behavioral Health (Transitional Living - Adult) (Supervised - Adult) Community Integration (Non 24 Hour Care) Peer Support (Non 24 Hour Care)
Dragonfly Programs, LLC DBA: Dragonfly Transitions 925 High Street Klamath Falls, OR 97601	Services: <ul style="list-style-type: none"> Behavioral Health (Transitional Living - Adult) (Supervised - Adult) Community Integration (Non 24 Hour Care) Peer Support (Non 24 Hour Care)
Dragonfly Programs, LLC DBA: Dragonfly Transitions 311 N 9th Street Klamath Falls, OR 97601	Services: <ul style="list-style-type: none"> Behavioral Health (Transitional Living - Adult) (Supervised - Adult) Community Integration (Non 24 Hour Care) Peer Support (Non 24 Hour Care)
Dragonfly Programs, LLC DBA: Dragonfly Transitions 35 N Third St (A&B) Ashland, OR 97520	Services: <ul style="list-style-type: none"> Behavioral Health (Transitional Living - Adult) (Supervised - Adult) Community Integration (Non 24 Hour Care) Peer Support (Non 24 Hour Care)
Embark at Atlanta North 960 North Point Pkwy #450 Alpharetta, GA 30005	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Embark Virtual Services: <ul style="list-style-type: none"> Behavioral Health (Day Programs - Adult/Child/Youth) (Non 24 Hour Care - Adult/Child/Youth) (Partial Hospitalization - Adult/Child/Youth) Peer Support (Non 24 Hour Care) Technology-Based Behavioral Health Svcs (Non 24 Hour Care - Adult/Child/Youth)
Embark at Flathead Valley 9705 Lost Prairie Road Marion, MT 59925	Services: <ul style="list-style-type: none"> Behavioral Health (Residential Care - Child/Youth) Family Support (Non 24 Hour Care) Peer Support (Non 24 Hour Care)



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InnerChange Chrysalis, LLC DBA: Chrysalis 77 Trails End Road Eureka, MT 59917	Services: <ul style="list-style-type: none"> 24-Hour Therapeutic School (Residential Care - Child/Youth) Peer Support (Non 24 Hour Care)
Innerchange Chrysalis, LLC DBA: Chrysalis 520 1st Avenue East Kalispell, MT 59901	Services: <ul style="list-style-type: none"> 24-Hour Therapeutic School (Residential Care - Child/Youth) Community Integration (Non 24 Hour Care) Family Support (Non 24 Hour Care) Peer Support (Non 24 Hour Care)
Innerchange Chrysalis, LLC DBA: Chrysalis 205 5th Avenue East Kalispell, MT 59901	
Innerchange Chrysalis, LLC DBA: Chrysalis 305 5th Avenue East Kalispell, MT 59901	Services: <ul style="list-style-type: none"> 24-Hour Therapeutic School (Residential Care - Child/Youth) Community Integration (Non 24 Hour Care) Family Support (Non 24 Hour Care) Peer Support (Non 24 Hour Care)
InnerChange Lake House, LLC DBA: Lake House Academy 447 Lily Pad Lane Flat Rock, NC 28731	Services: <ul style="list-style-type: none"> 24-Hour Therapeutic School (Residential Care - Child/Youth) Peer Support (Non 24 Hour Care)
InnerChange OPI, LLC DBA: Optimum Performance Institute 21050 Vanowen St. Woodland Hills, CA 91303	Services: <ul style="list-style-type: none"> Behavioral Health (Day Programs - Adult) (Transitional Living - Adult) (Residential Care - Adult) (Partial Hospitalization - Adult) (Supervised - Adult) Community Integration (Non 24 Hour Care) Peer Support (Non 24 Hour Care)
InnerChange OPI, LLC DBA: Optimum Performance Institute 21051 Warner Center Lane #105 Woodland Hills, CA 91367	Services: <ul style="list-style-type: none"> Behavioral Health (Day Programs - Adult) (Transitional Living - Adult) (Non 24 Hour Care - Adult) (Partial Hospitalization - Adult) (Supervised - Adult) Community Integration (Non 24 Hour Care)
InnerChange OPI, LLC DBA: OPI STR 6123 Woodlake Avenue Woodland Hills, CA 91367	Services: <ul style="list-style-type: none"> Behavioral Health (Residential Care - Adult) Community Integration (Non 24 Hour Care) Family Support (Non 24 Hour Care) Peer Support (Non 24 Hour Care)



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NVW East, LLC DBA: First Light Wilderness Therapy 889 Wimpy Mill Rd Dahlonega, GA 30533	Services: <ul style="list-style-type: none"> Outdoor Behavioral health (Residential Care - Child/Youth)
NVW Newco, LLC DBA: New Vision Wilderness Therapy 133 W State St. Medford, WI 54451	Services: <ul style="list-style-type: none"> Outdoor Behavioral health (Residential Care - Child/Youth)
NVW Oregon Newco, LLC DBA: Deschutes Wilderness Therapy 160 SW Scale House Bend, OR 97702	Services: <ul style="list-style-type: none"> Outdoor Behavioral health (Residential Care - Adult/Child/Youth)
Potomac at Hobble Creek DBA: Embark at Hobble Creek 266 Left Fork Hobble Creek Canyon Springville, UT 84663	Services: <ul style="list-style-type: none"> Behavioral Health (Residential Care - Child/Youth) Peer Support (Non 24 Hour Care)
Solacium Fulshear, LLC DBA: Fulshear Treatment to Transition 10514 Oberrender Road Needville, TX 77461	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Fulshear Treatment to Transition Ranch-2, 4800 Sugar Grove D Services: <ul style="list-style-type: none"> Behavioral Health (Residential Care - Adult) Peer Support (Non 24 Hour Care)
Solacium Fulshear, LLC DBA: Fulshear Treatment to Transition 4800 Sugar Grove Boulevard, Suite 275 Stafford, TX 77477	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> Embark Virtual Services: <ul style="list-style-type: none"> Behavioral Health (Transitional Living - Adult) (Supervised - Adult) Community Integration (Non 24 Hour Care) Peer Support (Non 24 Hour Care) Technology-Based Behavioral Health Svcs (Non 24 Hour Care - Adult/Child/Youth)
Solacium Holdings, LLC DBA: Embark at San Martin 1470 East Middle Avenue San Martin, CA 95046	Services: <ul style="list-style-type: none"> Behavioral Health (Residential Care - Child/Youth) Family Support (Non 24 Hour Care) Peer Support (Non 24 Hour Care)
Solacium Holdings, LLC DBA: Embark at Tysons Corner 1934 Old Gallows Rd, Suite 210 Vienna, VA 22182	Services: <ul style="list-style-type: none"> Behavioral Health (Day Programs - Adult/Child/Youth) (Non 24 Hour Care - Adult/Child/Youth) (Partial Hospitalization - Adult/Child/Youth) Family Support (Non 24 Hour Care) Peer Support (Non 24 Hour Care)



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Locations of Care

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Solacium Holdings, LLC DBA: Embark at Main Line 1031 Old Cassatt, Suite 100 Berwyn, PA 19312	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> • Embark Virtual Services: <ul style="list-style-type: none"> • Behavioral Health (Day Programs - Adult/Child/Youth) (Non 24 Hour Care - Adult/Child/Youth) (Partial Hospitalization - Adult/Child/Youth) • Family Support (Non 24 Hour Care) • Outpatient Crisis Stabilization • Peer Support (Non 24 Hour Care) • Technology-Based Behavioral Health Svcs (Non 24 Hour Care - Adult/Child/Youth)
Solacium Holdings, LLC DBA: Embark at Poconos 108 Country Place Lane White Haven, PA 18661	Services: <ul style="list-style-type: none"> • Behavioral Health (Residential Care - Child/Youth) • Family Support (Non 24 Hour Care) • Peer Support (Non 24 Hour Care)
Solacium Holdings, LLC DBA: Embark Behavioral Health 910 E Hamilton Avenue, Suite 110 Campbell, CA 95008	Other Clinics/Practices located at this site: <ul style="list-style-type: none"> • Embark Virtual Services: <ul style="list-style-type: none"> • Behavioral Health (Day Programs - Adult/Child/Youth) (Non 24 Hour Care - Adult/Child/Youth) (Partial Hospitalization - Adult/Child/Youth) • Family Support (Non 24 Hour Care) • Outpatient Crisis Stabilization • Peer Support (Non 24 Hour Care)
Solacium Holdings, LLC DBA: Embark Behavioral Health 12325 New Avenue San Martin, CA 95046	Services: <ul style="list-style-type: none"> • Behavioral Health (Residential Care - Child/Youth) • Family Support (Non 24 Hour Care) • Peer Support (Non 24 Hour Care)
Solacium New Haven, LLC DBA: New Haven 228 W 400 North Saratoga Springs, UT 84045	Services: <ul style="list-style-type: none"> • Behavioral Health (Residential Care - Child/Youth) • Peer Support (Non 24 Hour Care)
Solacium New Haven, LLC DBA: New Haven 2172 East 7200 Spanish Fork, UT 84660	Services: <ul style="list-style-type: none"> • Behavioral Health (Residential Care - Child/Youth) • Peer Support (Non 24 Hour Care)
Solacium Sunrise, LLC DBA: Sunrise 3585 S Camino Real Washington, UT 84780	Services: <ul style="list-style-type: none"> • Behavioral Health (Residential Care - Child/Youth) • Peer Support (Non 24 Hour Care)



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Solacium Sunrise, LLC DBA: Sunrise 195 W 500 N La Verkin, UT 84745	Services: <ul style="list-style-type: none">Family Support (Non 24 Hour Care)
The Forge School DBA: Embark at The Forge 5842 TN Hwy 30 Benton, TN 37307	Services: <ul style="list-style-type: none">Behavioral Health (Residential Care - Child/Youth)Family Support (Non 24 Hour Care)Peer Support (Non 24 Hour Care)



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	