

# Beyond Your Ordinary Inc.

McDonough, GA

has been Accredited by




## The Joint Commission

Which has surveyed this organization and found it to meet the requirements for the  
**Behavioral Health Opioid Treatment Accreditation Program**

February 23, 2023

Accreditation is customarily valid for up to 36 months.

  
Jane Englebright, PhD, RN, CENP, FAAN  
Chair, Board of Commissioners

ID #648304  
Print/Reprint Date: 05/23/2023

  
Jonathan B. Perlin, MD, PhD, MSHA, MACP, FACMI  
President and Chief Executive Officer

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**The Joint Commission**

May 22, 2023

Mya Cullins,  
Contact  
Beyond Your Ordinary Inc.  
97 Atlanta Street Suite 100  
McDonough, GA 30253

Joint Commission ID #: 648304  
Program: Behavioral Health Care and Human Services  
Accreditation Activity: 60-day Evidence of Standards  
Compliance  
Accreditation Activity Completed : 5/19/2023

Dear Ms. Cullins:

The Joint Commission is pleased to grant your organization an accreditation decision of Accredited for all services surveyed under the applicable manual(s) noted below:

**Comprehensive Accreditation Manual for Behavioral Health Care and Human Services**

This accreditation cycle is effective beginning February 23, 2023 and is customarily valid for up to 36 months. Please note, The Joint Commission reserves the right to shorten the duration of the cycle.  
Please note, if your survey was conducted off-site (virtually): Your organization may be required to undergo an on-site survey once The Joint Commission has determined that conditions are appropriate to conduct on-site survey activity.

Should you wish to promote your accreditation decision, please view the information listed under the 'Publicity Kit' link located on your secure extranet site, The Joint Commission Connect.

The Joint Commission will update your accreditation decision on Quality Check®.

Congratulations on your achievement.

Sincerely,

Deborah A. Ryan, MS, RN  
Executive Vice President  
Division of Accreditation and Certification Operations

**Unannounced Full Event  
02/21/2023 - 02/22/2023**

**HCO Name:** Beyond Your Ordinary Inc.  
**Program:** Behavioral Health Care and Human Services

**Likelihood to Harm a Patient/Visitor/Staff**

	ITL		
	High		
Moderate	CTS.02.01.03 EP8	CTS.02.02.07 EP2	CTS.02.03.13 EP1
	CTS.02.02.09 EP2		EM.03.01.03 EP3
	CTS.03.01.03 EP6		PI.03.01.01 EP4
	HRM.01.06.01 EP3		
	HRM.01.07.01 EP1		
Low	CTS.03.01.03 EP8	CTS.02.03.07 EP7	CTS.03.01.09 EP2
	EC.02.04.03 EP3	HRM.01.06.01 EP2	CTS.03.01.09 EP3
	EC.02.06.01 EP1	LD.03.01.01 EP1	EC.04.01.01 EP15
	HRM.01.01.01 EP1	LD.04.03.05 EP10	EM.01.01.01 EP2
	IC.02.04.01 EP6	RC.01.02.01 EP4	IC.03.01.01 EP1
	RC.02.01.01 EP2		
	Limited	Pattern Scope	Widespread

**Findings Text**

**Program:** Behavioral Health Care and Human Services

**Standard/EP:** CTS.02.01.03-EP EP8

**Likelihood to Cause Harm:** Moderate

**Scope:** Limited

Observed in Individual Tracer at Beyond Your Ordinary inc (97 Atlanta Street Suite 100, McDonough, GA) site.

The Psychosocial Evaluation observed in the record did not have a date to confirm it had been done within thirty days of admission. A "Run Date" of 9/3/22 was documented on the form indicating when it had been generated, however the patient had been admitted to services 1/31/22.

**Unannounced Full Event**  
**02/21/2023 - 02/22/2023**

**HCO Name:** Beyond Your Ordinary Inc.  
**Program:** Behavioral Health Care and Human Services

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**Program:** Behavioral Health Care and Human Services  
**Standard/EP:** CTS.02.02.07 EP EP2  
**Likelihood to Cause Harm:** Moderate  
**Scope:** Pattern

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Observed in Individual Tracer at Beyond Your Ordinary inc (97 Atlanta Street Suite 100, McDonough, GA) site.

Documented quarterly assessment updates were not observed during the first year in the tracers reviewed. The Program Director and Compliance Director confirmed that a process to update assessments quarterly and then semiannually after the first is not currently in place.

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-----&#x0D;§8.12(f)(4) Initial and Periodic Assessment Services. Each patient accepted for treatment at an OTP shall be assessed initially and periodically by qualified personnel to determine the most appropriate combination of services and treatment. The initial assessment must include preparation of a treatment plan that includes the patient's short-term goals and the tasks the patient must perform to complete the short-term goals; the patient's requirements for education, vocational rehabilitation, and employment; and the medical, psycho-social, economic, legal, or other supportive services that a patient needs. The treatment plan also must identify the frequency with which these services are to be provided. The plan must be reviewed and updated to reflect that patient's personal history, his or her current needs for medical, social, and psychological services, and his or her current needs for education, vocational rehabilitation, and employment services."

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**Program:** Behavioral Health Care and Human Services  
**Standard/EP:** CTS.02.02.09 EP EP2  
**Likelihood to Cause Harm:** Moderate  
**Scope:** Limited

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Observed in Individual Tracer at Beyond Your Ordinary inc (97 Atlanta Street Suite 100, McDonough, GA) site.

Lab results were completed and documented in the record on 5/12/22 for a patient admitted to services 1/31/22. The HCO Policy is that labs are completed within fourteen days of admission.

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-----&#x0D;§8.12(f)(2) Initial Medical Examination Services. OTPs shall require each patient to undergo a complete, fully documented physical evaluation by a program physician or a primary care physician, or an authorized healthcare professional under the supervision of a program physician, before admission to the OTP. The full medical examination, including the results of serology and other tests, must be completed within 14 days following admission.

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**Program:** Behavioral Health Care and Human Services  
**Standard/EP:** CTS.02.03.07 EP EP7  
**Likelihood to Cause Harm:** Low  
**Scope:** Pattern

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Observed in Individual Tracer at Beyond Your Ordinary inc (97 Atlanta Street Suite 100, McDonough, GA) site.

Assessment content for the organization failed to adequately capture detailed information regarding previous treatment. There was only a general question about previous treatment with no prompts or space for capturing response to previous treatment or the relapse history of the patient being assessed.

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## Unannounced Full Event

02/21/2023 - 02/22/2023

**HCO Name:** Beyond Your Ordinary Inc.

**Program:** Behavioral Health Care and Human Services

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**Program:** Behavioral Health Care and Human Services

**Standard/EP:** CTS.02.03.13 EP EP1

**Likelihood to Cause Harm:** Moderate

**Scope:** WideSpread

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Observed in Individual Tracer at Beyond Your Ordinary inc (97 Atlanta Street Suite 100, McDonough, GA) site.

There was no evidence in charts reviewed by both surveyors that the organization was using an evidence-based multidimensional tool to determine appropriate level of care placement.

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**Program:** Behavioral Health Care and Human Services

**Standard/EP:** CTS.03.01.03 EP EP6

**Likelihood to Cause Harm:** Moderate

**Scope:** Limited

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Observed in Individual Tracer at Beyond Your Ordinary inc (97 Atlanta Street Suite 100, McDonough, GA) site.

In one record reviewed, the treatment plan stated that individual sessions would be completed two times per month for a total of 60 minutes. Case notes completed only reflected monthly sessions, and, at times, for only 15 minutes.

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**Program:** Behavioral Health Care and Human Services

**Standard/EP:** CTS.03.01.03 EP EP8

**Likelihood to Cause Harm:** Low

**Scope:** Limited

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Observed in Individual Tracer at Beyond Your Ordinary inc (97 Atlanta Street Suite 100, McDonough, GA) site.

The treatment plan reviews observed in one record were documented quarterly during the first year and then were set to next be updated in a year. The Program Director and Compliance Director confirmed that the organization was updating treatment plans annually after the first year of care and not semi-annually as required.

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**Program:** Behavioral Health Care and Human Services

**Standard/EP:** CTS.03.01.09 EP EP2

**Likelihood to Cause Harm:** Low

**Scope:** WideSpread

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Observed in Individual Tracer at Beyond Your Ordinary inc (97 Atlanta Street Suite 100, McDonough, GA) site.

There was no evidence the organization was using the results of its standardized tools to inform the goals or objectives of the treatment plan in all records reviewed by both surveyors.

-----&#x0D;§8.12(c)(1) An OTP must maintain current quality assurance and quality control plans that include, among other things, annual reviews of program policies and procedures and ongoing assessment of patient outcomes.&#x0D;

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**Unannounced Full Event**  
**02/21/2023 - 02/22/2023**

**HCO Name:** Beyond Your Ordinary Inc.  
**Program:** Behavioral Health Care and Human Services

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**Program:** Behavioral Health Care and Human Services  
**Standard/EP:** CTS.03.01.09 EP EP3  
**Likelihood to Cause Harm:** Low  
**Scope:** WideSpread

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Observed in Data Session at Beyond Your Ordinary inc (97 Atlanta Street Suite 100, McDonough, GA) site.  
The organization had not yet developed and implemented a process to aggregate its data on the GAD-7 and/or PHQ-9 to use the data as a measure of program effectiveness.

§8.12(c)(1) An OTP must maintain current quality assurance and quality control plans that include, among other things, annual reviews of program policies and procedures and ongoing assessment of patient outcomes.&#x0D;

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**Program:** Behavioral Health Care and Human Services  
**Standard/EP:** EC.02.04.03 EP EP3  
**Likelihood to Cause Harm:** Low  
**Scope:** Limited

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Observed in Building Tour at Beyond Your Ordinary inc (97 Atlanta Street Suite 100, McDonough, GA) site.  
The automatic methadone pump used by the organization does not let the user proceed if it does not calibrate accurately and flashes a confirmation on the user screen that it has calibrated accurately at the start of use to dispense methadone. The organization, however, does not have a process to document the results of the calibration. This was confirmed by the Pharmacist and Program Director.

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**Program:** Behavioral Health Care and Human Services  
**Standard/EP:** EC.02.06.01 EP EP1  
**Likelihood to Cause Harm:** Low  
**Scope:** Limited

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Observed in Building Tour at Beyond Your Ordinary inc (97 Atlanta Street Suite 100, McDonough, GA) site.  
~~There was a ceiling tile with an approximate 2"x-2" square hole in it located in the medical records room.~~  
Additionally, there was a ceiling tile knocked out of its frame in the front, left hallway.

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**Program:** Behavioral Health Care and Human Services  
**Standard/EP:** EC.04.01.01 EP EP15  
**Likelihood to Cause Harm:** Low  
**Scope:** WideSpread

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Observed in Environment of Care Session at Beyond Your Ordinary inc (97 Atlanta Street Suite 100, McDonough, GA) site.  
There was no evidence the organization had engaged in and documented annual reviews of its environment of care plans over the last three years.

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**Program:** Behavioral Health Care and Human Services  
**Standard/EP:** EM.01.01.01 EP EP2  
**Likelihood to Cause Harm:** Low  
**Scope:** WideSpread

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Observed in Emergency Management Session at Beyond Your Ordinary inc (97 Atlanta Street Suite 100, McDonough, GA) site.  
Though the organization's Emergency Management Plan reflected possible emergencies it could encounter, there was no evidence of a risk assessment being completed that clearly identified its most likely and most potentially impactful emergency events.

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**Unannounced Full Event**  
**02/21/2023 - 02/22/2023**

**HCO Name:** Beyond Your Ordinary Inc.  
**Program:** Behavioral Health Care and Human Services

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**Program:** Behavioral Health Care and Human Services

**Standard/EP:** EM.03.01.03 EP EP3

**Likelihood to Cause Harm:** Moderate

**Scope:** WideSpread

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Observed in Emergency Management Session at Beyond Your Ordinary inc (97 Atlanta Street Suite 100, McDonough, GA) site.

The organization leadership acknowledged they had not conducted any exercises that represented activation of its emergency response, mitigation and recovery plan in response to an actual event or a scenario reflecting one of its most likely and/or most impactful risks.

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**Program:** Behavioral Health Care and Human Services

**Standard/EP:** HRM.01.01.01 EP EP1

**Likelihood to Cause Harm:** Low

**Scope:** Limited

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Observed in HR File Review at Beyond Your Ordinary inc (97 Atlanta Street Suite 100, McDonough, GA) site.

The organization's Program Director employee file had job descriptions for her role as a Substance Abuse Counselor and one for her Pharmacy Technician role, but there was no description of her duties and competencies related to her program management and oversight role.

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**Program:** Behavioral Health Care and Human Services

**Standard/EP:** HRM.01.06.01 EP EP2

**Likelihood to Cause Harm:** Low

**Scope:** Pattern

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Observed in HR File Review at Beyond Your Ordinary inc (97 Atlanta Street Suite 100, McDonough, GA) site.

The documented competence assessments for the Medical Director were completed by the CEO, a non-physician.

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**Program:** Behavioral Health Care and Human Services

**Standard/EP:** HRM.01.06.01 EP EP3

**Likelihood to Cause Harm:** Moderate

**Scope:** Limited

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Observed in HR File Review at Beyond Your Ordinary inc (97 Atlanta Street Suite 100, McDonough, GA) site.

The organization's Program Director acknowledged the organization did not have a competency assessment tool or process established for its nursing staff. The only exception to this is that they did have a 2-method competency assessment process established for waived testing.

-----&#x0D;\$8.12(f)(5)(i) OTPs must provide adequate substance abuse counseling to each patient as clinically necessary. This counseling shall be provided by a program counselor, qualified by education, training, or experience to assess the psychological and sociological background of patients, to contribute to the appropriate treatment plan for the patient and to monitor patient progress.&#x0D;

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**Unannounced Full Event**  
**02/21/2023 - 02/22/2023**

**HCO Name:** Beyond Your Ordinary Inc.  
**Program:** Behavioral Health Care and Human Services

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**Program:** Behavioral Health Care and Human Services

**Standard/EP:** HRM.01.07.01 EP EP1

**Likelihood to Cause Harm:** Moderate

**Scope:** Limited

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Observed in HR File Review at Beyond Your Ordinary inc (97 Atlanta Street Suite 100, McDonough, GA) site.

In review of the Program Director's HR file, there was no evidence of a documented annual performance evaluation.

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**Program:** Behavioral Health Care and Human Services

**Standard/EP:** IC.02.04.01 EP EP6

**Likelihood to Cause Harm:** Low

**Scope:** Limited

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Observed in Infection Control Tracer at Beyond Your Ordinary inc (97 Atlanta Street Suite 100, McDonough, GA) site.

There was no evidence in any of the organization's written infection control policy/plan content that described the methodology it uses to determine influenza vaccination rates.

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**Program:** Behavioral Health Care and Human Services

**Standard/EP:** IC.03.01.01 EP EP1

**Likelihood to Cause Harm:** Low

**Scope:** WideSpread

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Observed in Infection Control Tracer at Beyond Your Ordinary inc (97 Atlanta Street Suite 100, McDonough, GA) site.

The organization was unable to demonstrate a process or method in which they annually reviewed its infection prevention and control policy/plan.

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**Program:** Behavioral Health Care and Human Services

**Standard/EP:** LD.03.01.01 EP EP1

**Likelihood to Cause Harm:** Low

**Scope:** Pattern

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Observed in Leadership Session at Beyond Your Ordinary inc (97 Atlanta Street Suite 100, McDonough, GA) site.

The organization hosts staff meetings in which staff are encouraged to speak up about concerns but does not have a formal process for evaluating the culture of safety. This was confirmed by the CEO.

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**Program:** Behavioral Health Care and Human Services

**Standard/EP:** LD.04.03.05 EP EP10

**Likelihood to Cause Harm:** Low

**Scope:** Pattern

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Observed in HR File Review at Beyond Your Ordinary inc (97 Atlanta Street Suite 100, McDonough, GA) site.

The Community Relations plan reviewed notes that annual goals will be developed and that a public relations log will be kept. The organization was not able to present the goals and the log during the survey event.

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**Unannounced Full Event**  
**02/21/2023 - 02/22/2023**

**HCO Name:** Beyond Your Ordinary Inc.

**Program:** Behavioral Health Care and Human Services

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**Program:** Behavioral Health Care and Human Services

**Standard/EP:** PI.03.01.01 EP EP4

**Likelihood to Cause Harm:** Moderate

**Scope:** WideSpread

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Observed in Data Session at Beyond Your Ordinary inc (97 Atlanta Street Suite 100, McDonough, GA) site. The organization was unable to demonstrate efforts to aggregate and analyze its data over time to determine levels of performance, patterns, trends and/or variations.

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**Program:** Behavioral Health Care and Human Services

**Standard/EP:** RC.01.02.01 EP EP4

**Likelihood to Cause Harm:** Low

**Scope:** Pattern

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Observed in Individual Tracer at Beyond Your Ordinary inc (97 Atlanta Street Suite 100, McDonough, GA) site.

The two negative Columbia suicide screening tools reviewed; one at admission and one at re-assessment, were not authenticated with the signature of the clinician who completed the screening. One of the documents had a date of completion, however the other did not.

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**Program:** Behavioral Health Care and Human Services

**Standard/EP:** RC.02.01.01 EP EP2

**Likelihood to Cause Harm:** Low

**Scope:** Limited

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Observed in Individual Tracer at Beyond Your Ordinary inc (97 Atlanta Street Suite 100, McDonough, GA) site.

The Psychosocial Assessment update content reviewed for a pregnant female matched the exact language in another male patient's psychosocial assessment. It appeared that the updates were cloned and copied for both individuals and did not reflect the unique status of each patient served. &#x0D;

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May 22, 2023

Mya Cullins,  
Contact  
Beyond Your Ordinary Inc.  
97 Atlanta Street Suite 100  
McDonough, GA 30253

Joint Commission ID #: 648304  
Program: Behavioral Health Care and Human Services  
Accreditation Activity: 60-day Evidence of Standards  
Compliance  
Accreditation Activity Completed : 5/19/2023

Dear Ms. Cullins:

The Joint Commission is pleased to grant your organization an accreditation decision of Accredited for all services surveyed under the applicable manual(s) noted below:

**Comprehensive Accreditation Manual for Behavioral Health Care and Human Services**

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Congratulations on your achievement.

Sincerely,

Deborah A. Ryan, MS, RN  
Executive Vice President  
Division of Accreditation and Certification Operations