

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL0411270	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 09/05/2025
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NAME OF PROVIDER OR SUPPLIER BRIDGE 2 SUCCESS GROUP HOME	STREET ADDRESS, CITY, STATE, ZIP CODE 902 KROLL LANE HIGH POINT, NC 27260
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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
V 000	<p>INITIAL COMMENTS</p> <p>An annual, complaint and follow survey was completed on 9/5/25. The complaint was substantiated (intake #NC00232884). A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .1700 Residential Treatment Staff Secure for Children or Adolescents.</p> <p>This facility is licensed for 3 and has a current census of 3. The survey sample consisted of audits of 3 current clients and 3 former clients.</p>	V 000		
V 298	<p>27G .1706 Residential Tx. Child/Adol - Operations</p> <p>10A NCAC 27G .1706 OPERATIONS</p> <p>(a) Each facility shall serve no more than a total of 12 children and adolescents.</p> <p>(b) Family members or other legally responsible persons shall be involved in development of plans in order to assure a smooth transition to a less restrictive setting.</p> <p>(c) The residential treatment staff secure facility shall coordinate with the local education agency to ensure that the child's educational needs are met as identified in the child's education plan and the treatment plan. Most of the children will be able to attend school; for others, the facility will coordinate services across settings such as alternative learning programs, day treatment, or a job placement.</p> <p>(d) Psychiatric consultation shall be available as needed for each child or adolescent.</p> <p>(e) If an adolescent has his 18th birthday while receiving treatment in the facility, he may remain for six months or until the end of the state fiscal year, whichever is longer.</p>	V 298		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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V 298	<p>Continued From page 1</p> <p>(f) Each child or adolescent shall be entitled to age-appropriate personal belongings unless such entitlement is counter-indicated in the treatment plan.</p> <p>(g) Each facility shall operate 24 hours per day, seven days per week, and each day of the year.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to coordinate services across settings to meet the needs of 2 of 3 audited former clients (FC) (#4 and #6). The findings are:</p> <p>Review 9/3/25 of FC #6's record revealed: - Admission date: 2/6/25 - Discharge date: 6/5/25 - Diagnoses: Disruptive Mood Dysregulation Disorder and Post-Traumatic Stress Disorder</p> <p>Review 9/3/25 of FC #4's record revealed: - Admission date: 12/2/24 - Discharge date: 4/21/25 - Diagnoses: Attention-Deficit Hyperactivity Disorder; Disruptive Mood Dysregulation Disorder; and Post Traumatic Stress Disorder</p> <p>Review 9/5/25 of FC #6's medical record revealed: - Last medical appointment was 5/23/25. - No documentation that the facility staff cancelled follow up appointment in June 2025.</p> <p>Review 9/5/25 of FC #4's medical record revealed: - Date of appointment: 1/22/25</p>	V 298		

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V 298	<p>Continued From page 2</p> <ul style="list-style-type: none"> - "She is accompanied by her caregiver today." - "The goal from last week's visit was to bring any known medical history to today's visit. Caregiver states that she does not have much information on patient's medical history. Patient was seen by psychiatrist within the last week but caregiver cannot recall the name and does not have the information with her." - Date of appointment: 2/24/25 - Was brought to the medical appointment by former staff #15. - "Doesn't have her meds with her today." <p>Attempted Interview on 9/4/25 with FC #4 and FC #5's medical provider:</p> <ul style="list-style-type: none"> - She did not return phone call. <p>Interview on 9/4/25 with FC #6's Department of Social Services Legal Guardian revealed:</p> <ul style="list-style-type: none"> - FC #6 missed medical appointments but did not have the dates of the missed appointments. <p>Interview on 9/4/25 with FC #4's Department of Social Services Legal Guardian revealed:</p> <ul style="list-style-type: none"> - She had provided the facility staff with client #4's medical history when client #4 was admitted. <p>Interview on 9/5/25 with the Qualified Professional revealed:</p> <ul style="list-style-type: none"> - Her first day was 8/30/25 - Did not know if clients had missed medical appointments "because I am so new." <p>Interview on 9/5/25 with the Licensee/staff #1 revealed:</p> <ul style="list-style-type: none"> - Denied that staff failed to provide client #4's medical history or MAR at medical appointments. - Denied that client #6 missed any medical appointments other than when she ran away on 6/4/25. 	V 298		

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V 298	Continued From page 3 - She had no documentation nor verification that FC #6's medical appointment in June 2025 was cancelled.	V 298		