

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL036-352	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 02/05/2026
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NAME OF PROVIDER OR SUPPLIER NEW BRIDGE	STREET ADDRESS, CITY, STATE, ZIP CODE 2442 SANDHURST COURT GASTONIA, NC 28054
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V 000	<p>INITIAL COMMENTS</p> <p>A follow-up survey was completed on 02/05/2026. Deficiencies were 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 4 and currently has a census of 4. The survey sample consisted of audits of 1 current client.</p>	V 000		
V 366	<p>27G .0603 Incident Response Requirements</p> <p>10A NCAC 27G .0603 INCIDENT RESPONSE REQUIREMENTS FOR CATEGORY A AND B PROVIDERS</p> <p>(a) Category A and B providers shall develop and implement written policies governing their response to level I, II or III incidents. The policies shall require the provider to respond by:</p> <p>(1) attending to the health and safety needs of individuals involved in the incident;</p> <p>(2) determining the cause of the incident;</p> <p>(3) developing and implementing corrective measures according to provider specified timeframes not to exceed 45 days;</p> <p>(4) developing and implementing measures to prevent similar incidents according to provider specified timeframes not to exceed 45 days;</p> <p>(5) assigning person(s) to be responsible for implementation of the corrections and preventive measures;</p> <p>(6) adhering to confidentiality requirements set forth in G.S. 75, Article 2A, 10A NCAC 26B, 42 CFR Parts 2 and 3 and 45 CFR Parts 160 and 164; and</p> <p>(7) maintaining documentation regarding Subparagraphs (a)(1) through (a)(6) of this Rule.</p>	V 366		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE _____ TITLE _____ (X6) DATE _____

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V 366	<p>Continued From page 1</p> <p>(b) In addition to the requirements set forth in Paragraph (a) of this Rule, ICF/MR providers shall address incidents as required by the federal regulations in 42 CFR Part 483 Subpart I.</p> <p>(c) In addition to the requirements set forth in Paragraph (a) of this Rule, Category A and B providers, excluding ICF/MR providers, shall develop and implement written policies governing their response to a level III incident that occurs while the provider is delivering a billable service or while the client is on the provider's premises. The policies shall require the provider to respond by:</p> <p>(1) immediately securing the client record by:</p> <p>(A) obtaining the client record;</p> <p>(B) making a photocopy;</p> <p>(C) certifying the copy's completeness; and</p> <p>(D) transferring the copy to an internal review team;</p> <p>(2) convening a meeting of an internal review team within 24 hours of the incident. The internal review team shall consist of individuals who were not involved in the incident and who were not responsible for the client's direct care or with direct professional oversight of the client's services at the time of the incident. The internal review team shall complete all of the activities as follows:</p> <p>(A) review the copy of the client record to determine the facts and causes of the incident and make recommendations for minimizing the occurrence of future incidents;</p> <p>(B) gather other information needed;</p> <p>(C) issue written preliminary findings of fact within five working days of the incident. The preliminary findings of fact shall be sent to the LME in whose catchment area the provider is located and to the LME where the client resides,</p>	V 366		

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V 366	<p>Continued From page 2</p> <p>if different; and</p> <p>(D) issue a final written report signed by the owner within three months of the incident. The final report shall be sent to the LME in whose catchment area the provider is located and to the LME where the client resides, if different. The final written report shall address the issues identified by the internal review team, shall include all public documents pertinent to the incident, and shall make recommendations for minimizing the occurrence of future incidents. If all documents needed for the report are not available within three months of the incident, the LME may give the provider an extension of up to three months to submit the final report; and</p> <p>(3) immediately notifying the following:</p> <p>(A) the LME responsible for the catchment area where the services are provided pursuant to Rule .0604;</p> <p>(B) the LME where the client resides, if different;</p> <p>(C) the provider agency with responsibility for maintaining and updating the client's treatment plan, if different from the reporting provider;</p> <p>(D) the Department;</p> <p>(E) the client's legal guardian, as applicable; and</p> <p>(F) any other authorities required by law.</p> <p>This Rule is not met as evidenced by: Based on records review and interviews, the facility failed to implement written policies governing their response to Level II incidents.</p>	V 366		

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V 366	<p>Continued From page 3</p> <p>The findings are:</p> <p>Review on 02/05/2026 of the facility's incident reports from 11/01/2025 - 02/04/2026 revealed: -11/17/2025; Client #1's aggressive/destructive behavior, law enforcement, and Emergency Medical Services (EMS) involvement incident. -12/01/2025; Former Client (FC)'s aggressive behavior incident. -12/08/2025; FC's aggressive/destructive behavior, law enforcement, and EMS involvement incident.</p> <p>Review on 02/05/2026 of the facility's records revealed: There was no documentation to support the evaluation of the above incidents for the: -Developed and implemented corrective measures according to provider specified timeframes not to exceed 45 days. -Assigned persons to be responsible for implementation of the corrections and preventive measures. -Maintained documentation regarding Subparagraphs of this Rule.</p> <p>Interview on 02/05/2026 with the Executive Director/Licensee revealed: -"We did not do anything separate for the incidents."</p> <p>This deficiency constitutes a recited deficiency and must be corrected within 30 days.</p>	V 366		
V 367	<p>27G .0604 Incident Reporting Requirements</p> <p>10A NCAC 27G .0604 INCIDENT REPORTING REQUIREMENTS FOR CATEGORY A AND B PROVIDERS</p>	V 367		

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V 367	<p>Continued From page 4</p> <p>(a) Category A and B providers shall report all level II incidents, except deaths, that occur during the provision of billable services or while the consumer is on the providers premises or level III incidents and level II deaths involving the clients to whom the provider rendered any service within 90 days prior to the incident to the LME responsible for the catchment area where services are provided within 72 hours of becoming aware of the incident. The report shall be submitted on a form provided by the Secretary. The report may be submitted via mail, in person, facsimile or encrypted electronic means. The report shall include the following information:</p> <ol style="list-style-type: none"> (1) reporting provider contact and identification information; (2) client identification information; (3) type of incident; (4) description of incident; (5) status of the effort to determine the cause of the incident; and (6) other individuals or authorities notified or responding. <p>(b) Category A and B providers shall explain any missing or incomplete information. The provider shall submit an updated report to all required report recipients by the end of the next business day whenever:</p> <ol style="list-style-type: none"> (1) the provider has reason to believe that information provided in the report may be erroneous, misleading or otherwise unreliable; or (2) the provider obtains information required on the incident form that was previously unavailable. <p>(c) Category A and B providers shall submit, upon request by the LME, other information obtained regarding the incident, including:</p> <ol style="list-style-type: none"> (1) hospital records including confidential 	V 367		

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V 367	<p>Continued From page 5</p> <p>information;</p> <p>(2) reports by other authorities; and</p> <p>(3) the provider's response to the incident.</p> <p>(d) Category A and B providers shall send a copy of all level III incident reports to the Division of Mental Health, Developmental Disabilities and Substance Abuse Services within 72 hours of becoming aware of the incident. Category A providers shall send a copy of all level III incidents involving a client death to the Division of Health Service Regulation within 72 hours of becoming aware of the incident. In cases of client death within seven days of use of seclusion or restraint, the provider shall report the death immediately, as required by 10A NCAC 26C .0300 and 10A NCAC 27E .0104(e)(18).</p> <p>(e) Category A and B providers shall send a report quarterly to the LME responsible for the catchment area where services are provided. The report shall be submitted on a form provided by the Secretary via electronic means and shall include summary information as follows:</p> <p>(1) medication errors that do not meet the definition of a level II or level III incident;</p> <p>(2) restrictive interventions that do not meet the definition of a level II or level III incident;</p> <p>(3) searches of a client or his living area;</p> <p>(4) seizures of client property or property in the possession of a client;</p> <p>(5) the total number of level II and level III incidents that occurred; and</p> <p>(6) a statement indicating that there have been no reportable incidents whenever no incidents have occurred during the quarter that meet any of the criteria as set forth in Paragraphs (a) and (d) of this Rule and Subparagraphs (1) through (4) of this Paragraph.</p>	V 367		

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V 367	<p>Continued From page 6</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to file a required incident report within 72 hours, and facility failed to submit to the Local Management Entity (LME)/Managed Care Organization (MCO) upon requests other information regarding the incident. The findings are:</p> <p>Review on 02/05/2026 of the facility's incident reports from 11/01/2025 - 02/04/2026 revealed: -There was no incident report for Client #1's restrictive intervention incident dated 01/30/2026. -01/17/2026: Client #1's aggressive/destructive behaviors, police involvement, and EMS involvement incident. -01/22/2026: Client #2's aggressive/destructive behaviors incident. -01/30/2026: Client #1's aggressive/destructive behavior, police involvement, and EMS involvement incident.</p> <p>Review on 02/05/2026 of an IRIS Report dated 01/18/2026 for Client #1 revealed: -The incident occurred on 01/17/2026. -The provider learned of the incident on 01/17/2026. -The report was submitted 01/18/2026. -LME/MCO Comments dated 01/20/2026: " This IRIS report has been reviewed by MCO staff. There is information missing, that needs clarification and/ or that requires further explanation or correction. Please see below for the info that needs to be completed. Once</p>	V 367		

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V 367	<p>Continued From page 7</p> <p>completed, please save and resubmit this IRIS report. Please resubmit within 5 days of the date of this notification. 1. Enter Tailored Plan Client Record Number."</p> <p>Review on 02/05/2026 of an IRIS Report dated 01/23/2026 for Client #2 revealed: -The incident occurred on 01/22/2026. -The provider learned of the incident on 01/22/2026. -The report was submitted 01/23/2026. -LME/MCO Comments dated 01/25/2026: "This IRIS report has been reviewed by MCO staff. There is information missing, that needs clarification and/ or that requires further explanation or correction. Please see below for the info that needs to be completed. Once completed, please save and resubmit this IRIS report. Please resubmit within 5 days of the date of this notification. 1. Answer question, "when did consumer last receive a mental health service," as well as corresponding questions."</p> <p>Review on 02/05/2026 of an IRIS Report dated 01/30/2026 for Client #2 revealed: -The incident occurred on 01/30/2026. -The provider learned of the incident on 01/30/2026. -The report was submitted 01/31/2026. -LME/MCO Comments dated 02/01/2026: " This IRIS report has been reviewed by MCO staff. Provider reported, "...staff stopped her, by holding her arms & client began to dig her nails into the staff,s hands & hit them." Complete Restrictive Intervention as staff engaged in a physical intervention that hindered the member's movement. Be sure to complete all sections of the restrictive intervention. Once completed, both save and submit the report for review."</p>	V 367		

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V 367	<p>Continued From page 8</p> <p>Interview on 02/05/2026 with the Executive Director/Licensee revealed: -"We did not get an email to provide updated information (on the IRIS report for the LME). I will have to check IRIS every day until the incident is closed." -She forgot to complete the IRIS report for the restrictive intervention for Client #1 dated 01/30/2026.</p> <p>This deficiency constitutes a recited deficiency and must be corrected within 30 days.</p>	V 367		