

PRINTED: 04/16/2025  
FORM APPROVED

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL0411169</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING: _____	(X3) DATE SURVEY COMPLETED  <b>04/15/2025</b>
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NAME OF PROVIDER OR SUPPLIER  <b>QUALITY CARE III, LLC/BRIDFORD HOME</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>1446 BRIDFORD PARKWAY, UNIT C GREENSBORO, NC 27407</b>
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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><b>INITIAL COMMENTS</b></p> <p>An annual survey was completed on 4/15/25. A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600B Supervised Living for Minors with Developmental Disabilities.</p> <p>The facility is licensed for 3 and has a current census of 2. The survey sample consisted of audits of 2 current clients.</p>	V 000		
V 114	<p><b>27G .0207 Emergency Plans and Supplies</b></p> <p>10A NCAC 27G .0207 EMERGENCY PLANS AND SUPPLIES</p> <p>(a) Each facility shall develop a written fire plan and a disaster plan and shall make a copy of these plans available to the county emergency services agencies upon request. The plans shall include evacuation procedures and routes.</p> <p>(b) The plans shall be made available to all staff and evacuation procedures and routes shall be posted in the facility.</p> <p>(c) Fire and disaster drills in a 24-hour facility shall be held at least quarterly and shall be repeated for each shift. Drills shall be conducted under conditions that simulate the facility's response to fire emergencies.</p> <p>(d) Each facility shall have a first aid kit accessible for use.</p>	V 114		

Division of Health Service Regulation  
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

*[Handwritten Signature]*

TITLE  
*owner/ceo*

(X6) DATE  
*4/27/26*

Rule: 10A NCAC 27G .0207 – Emergency Plans and Supplies  
Tag: V114

### **1. How the deficiency was corrected (Immediate Correction)**

Upon identification of the deficiency, the facility immediately implemented corrective actions to ensure compliance with fire and disaster drill requirements:

A full fire drill was conducted immediately after the survey for all active shifts (1st, 2nd, and 3rd shift if applicable).

Documentation of the drill included:

Date and time

Shift

Staff present

Evacuation time

Issues identified and corrective actions

All staff currently employed were retrained on fire and disaster drill procedures, including:

Evacuation routes

Emergency roles

Use of emergency equipment

### **2. How you identified the root cause (WHY it happened)**

The agency conducted a root cause analysis and determined:

There was no formal tracking system in place to ensure drills were completed quarterly AND per shift

Staff were not clearly assigned responsibility for scheduling and documenting drills

Supervisory oversight and QA monitoring were not consistently reviewing drill compliance

### **3. System changes made to prevent recurrence**

The facility has implemented the following systemic corrections:

Tracking & Scheduling

A Fire & Disaster Drill Log/Tracker has been created to monitor:

Quarterly completion

Each shift participation

A 12-month drill schedule has been established in advance

Assigned Responsibility

The House Manager / Program Manager is now responsible for:

Scheduling drills

Ensuring completion for ALL shifts

Ensuring documentation is completed same day

Documentation System

A standardized Fire Drill Report Form is now required for every drill

Forms will be kept in the Safety/Emergency Binder

### **Staff Training**

All staff will receive:

Initial training upon hire

Annual refresher training

Training includes:

Evacuation procedures

Fire safety response

Emergency preparedness expectations

### **4. Monitoring Plan (THIS IS WHAT SURVEYORS CARE ABOUT MOST)**

To ensure ongoing compliance:

The Qualified Professional (QP) / Administrator will:

Review fire drill documentation monthly

Verify:

Drills completed quarterly

All shifts included

A QA audit tool will be used monthly to track compliance

### **Compliance Goal:**

100% compliance with:

Quarterly drills

Each shift participation

### **5. Duration of Monitoring**

Monthly audits

Quarterly QA review meetings

### **6. Person Responsible**

Primary: House Manager / Supervisor

Oversight: Administrator / Qualified Professional (QP)

QA Monitoring: Quality Assurance Team

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V 114	<p>Continued From page 1</p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to ensure fire and disaster drills were held at least quarterly and repeated for each shift. The findings are:</p> <p>Review on 4/9/25 of the facility's fire drill log from 4/14/24 - 2/8/25 revealed:</p> <ul style="list-style-type: none"> <li>- No fire drills were held on first or third shift during the second quarter (April - June) of 2024</li> <li>- No fire drills were held on first or third shift during the third quarter (July - September) of 2024</li> <li>- No fire drills were held on first or third shift during the fourth quarter (October - December) of 2024</li> <li>- No fire drills were held on first or third shift during the first quarter (January - March) of 2025</li> </ul> <p>Review on 4/9/25 of the facility's disaster drill log from 4/20/24-2/22/25 revealed:</p> <ul style="list-style-type: none"> <li>- No disaster drills were held on second or third shift during the second quarter (April - June) of 2024</li> <li>- No disaster drills were held on second or third shift during the third quarter (July - September) of 2024</li> <li>- No disaster drills were held on second or third shift during the fourth quarter (October - December) of 2024</li> <li>- No disaster drills were held on second or third shift during the first quarter (January - March) of 2025</li> </ul> <p>Interview on 4/14/25 with the House Manager revealed:</p> <ul style="list-style-type: none"> <li>- Shifts were as follows: 7 am - 4 pm (1st shift); 4 pm - 12 am (2nd shift) and 12 am - 7 am (3rd shift)</li> <li>- He will ensure fire and disaster drills were held as required</li> </ul>	V 114		

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V 114	Continued From page 2  Interview on 4/15/25 with the Qualified Professional revealed: - Unclear as to why staff had not conducted drills as required as staff had been provided with the necessary information as to how and when drills should be held	V 114		