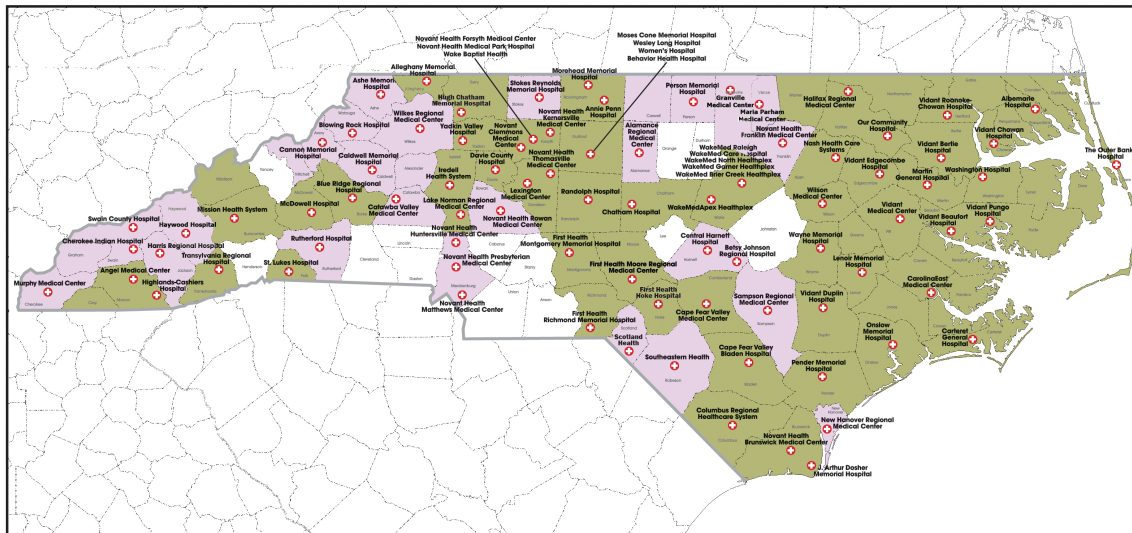




# NORTH CAROLINA STATEWIDE TELEPSYCHIATRY PROGRAM

- The N.C. Statewide Telepsychiatry Program (NC-STEP) was developed in response to Session Law 2013-360 directing the N.C. Department of Health and Human Services' Office of Rural Health and Community Care to "oversee and monitor establishment and administration of a statewide telepsychiatry program." (G.S. 143B-139, 4B).
- The General Assembly appropriated \$2 million in 2013-14 and 2014-15 to fund the program (\$4 million over two years).
- The vision of the Statewide Telepsychiatry Program is to assure that if an individual experiencing an acute behavioral health crisis enters an emergency department, s/he receives timely specialized psychiatric treatment through the statewide network in coordination with available and appropriate clinically relevant community resources.
- The plan for this program was developed in collaboration with a workgroup of key stakeholders including representatives from Universities in NC, hospitals/healthcare systems, NC Hospital Association, LME-MCOs, NC-DHHS, and others.
- ECU Center for Telepsychiatry is the home for this statewide program that is anticipated to connect 80-90 hospital emergency departments across the state of North Carolina. 57 hospitals are already part of NC-STEP network providing psychiatric assessments and consultations to patients presenting at these EDs.

## NC-STEP Status - January 2015

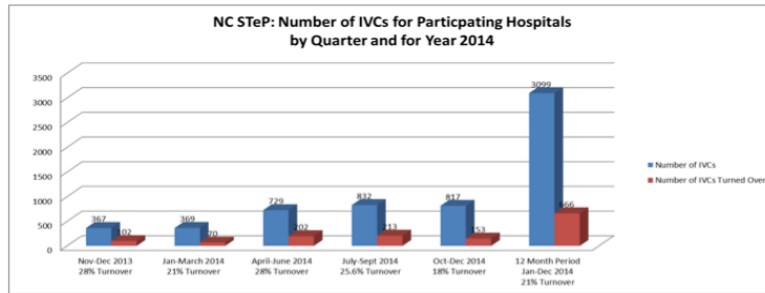
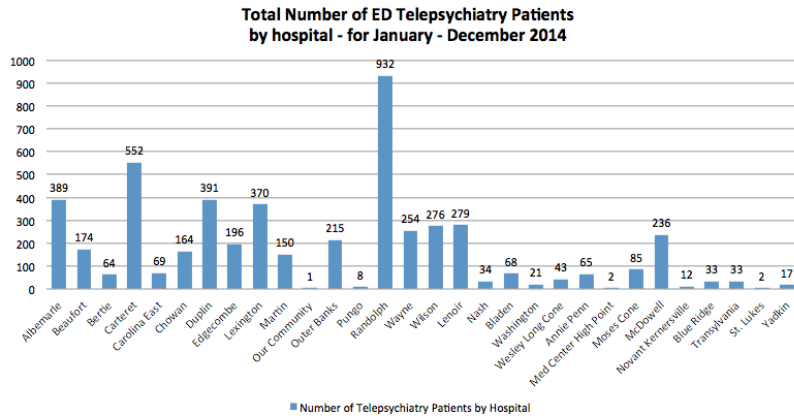


- Hospitals with NC-STEP Live
- Hospitals with NC-STEP in the Process of Going Live

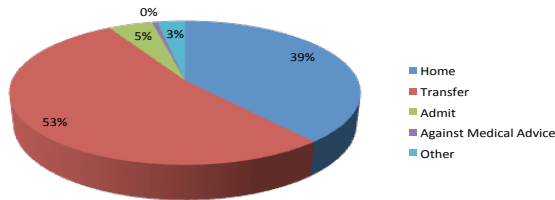


### January 2015 Program Outcomes Summary

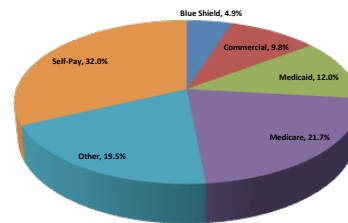
- NC-STEP is either ahead of schedule or on time with all of the legislatively defined timelines.
- 57 hospitals in network as of January 2015:
  - 40 hospitals currently live
  - 17 additional hospitals scheduled to go live within next two months.
- Anticipated to have 90 hospitals in the network by summer.
- Overall about 6000 total Telepsychiatry Assessments were conducted under the program during the calendar year 2014.
- The Median Length of Stay for all ED patients who received telepsychiatry services was 23.6 hours during the calendar year 2014.
- For calendar year 2014, of the ED patients who received telepsychiatry services, 3099 had an IVCs in place during an ED stay (about 50%). 666 of those were overturned (21%).
- Of the ED patients who received telepsychiatry services, 39% were discharged to home. 53% were discharged to another facility.



**Percent of ED Telepsychiatry Patients by Discharge Disposition January - December 2014**



**NC-SteP CHARGE MIX CALENDAR YEAR 2014**  
(Based on 1000 cases)



- An Advisory Group made up of stakeholders from across the state is working with the Statewide Telepsychiatry Program to promote a comprehensive, collaborative and coordinated result among all partners.
- Through collaboration with participating entities, ECU Center for Telepsychiatry is developing the quality management and outcomes monitoring for the statewide program.
- ECU Center for Telepsychiatry is creating a one-stop web portal that will coordinate and link to health information technology (HIT) functions required of the program. The portal will consist of separate but related technologies that will serve as the primary interface through which data is managed regarding patient encounters. The portal will also contain information about resources for participants, including hospitals, psychiatrists, and MCOs.

### Opportunities

- NC-SteP has the capability, and workable models, to expand to the community-based settings, if funded.
- NC-SteP is positioned well to create collaborative linkages and develop innovative models of mental health care:
  - EDs and Hospitals
  - Communities-based mental health providers
  - Primary Care Providers
  - FQHCs and Public Health Clinics
  - Others
- NC-SteP web portal, accessible by participating providers, can serve as a central point for coordinated care.
- NC-SteP can facilitate implementation of evidence-based practices to make recovery possible.