



NORTH CAROLINA
STATEWIDE TELEPSYCHIATRY PROGRAM

Quarterly Progress Updates



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North Carolina Statewide Telepsychiatry Program (NC-STeP)



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NC-STeP Status as of March 2015

- 66 hospitals in network
 - 43 hospitals currently live
 - 8 additional hospitals have equipment in place and are just waiting on EMR training with providers to go live
 - 15 additional hospitals are scheduled to go live within the next several months:
 - 7 waiting just on credentialing
 - 8 waiting on combination of credentialing, contracts, and/or equipment.



NC-STeP Status as of March 2015

- Five Clinical Providers' Hubs
 - Cape Fear Valley
 - Coastal Carolina Neuropsychiatry
 - Cone Health
 - Mission
 - Novant

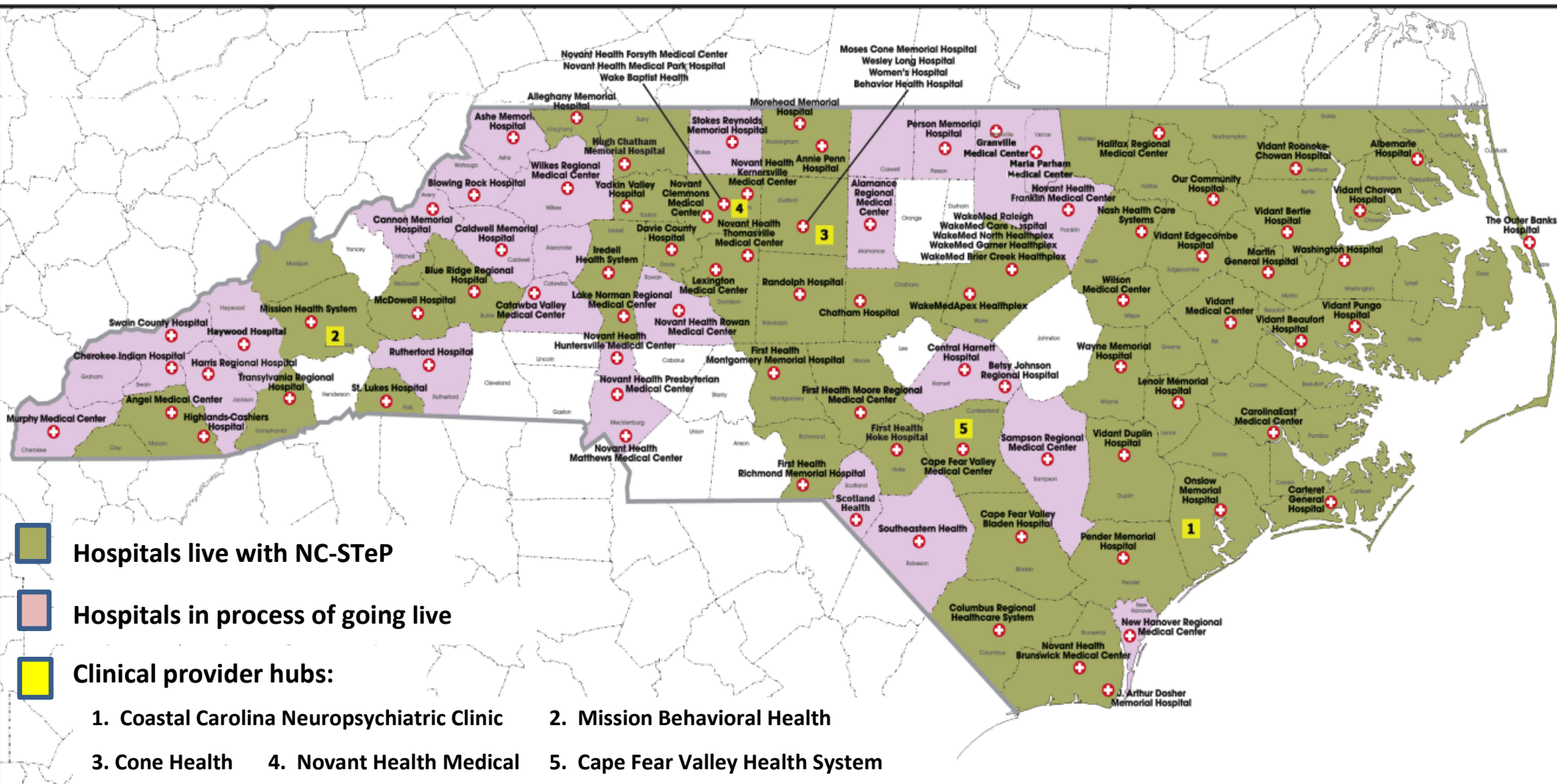


Program Timeline Required by the Legislative Plan

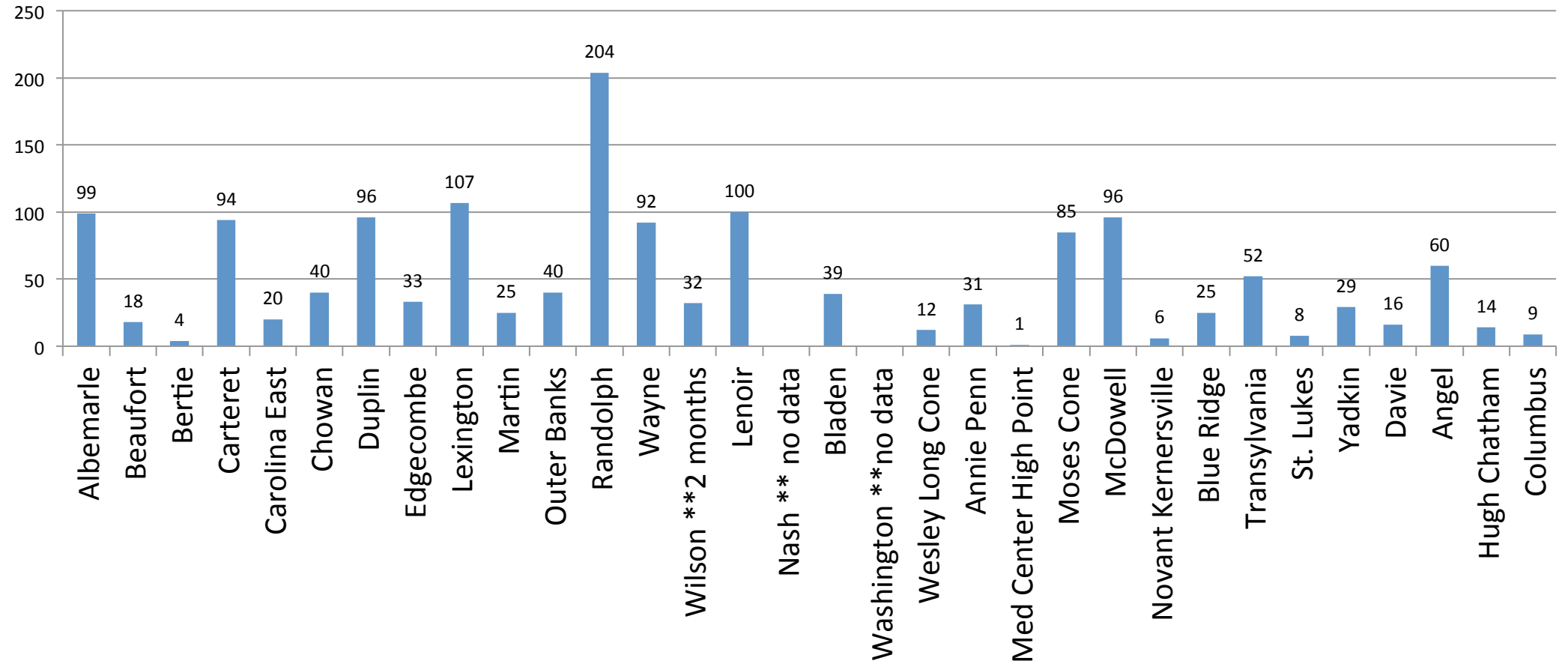
January – March 2015

Timeline	Result
Seven referral sites "Go Live" (total in network= 52).	66 hospitals in network: 43 hospitals currently live and 23 additional in various stages of implementation.
ECU submits quarterly performance report and financial statements to DHHS Office of Rural Health and Community Care.	Completed.
ECU Center for Telepsychiatry prepares Year-3 budget and submits to DHHS Office of Rural Health and Community Care.	In process.
Apply for additional Duke Endowment funding, if needed.	We plan to apply for renewal of the current grant.

NC-STeP Status - January 2015



Total Number of ED Telepsychiatry Patients by Hospital - for January - March 2015

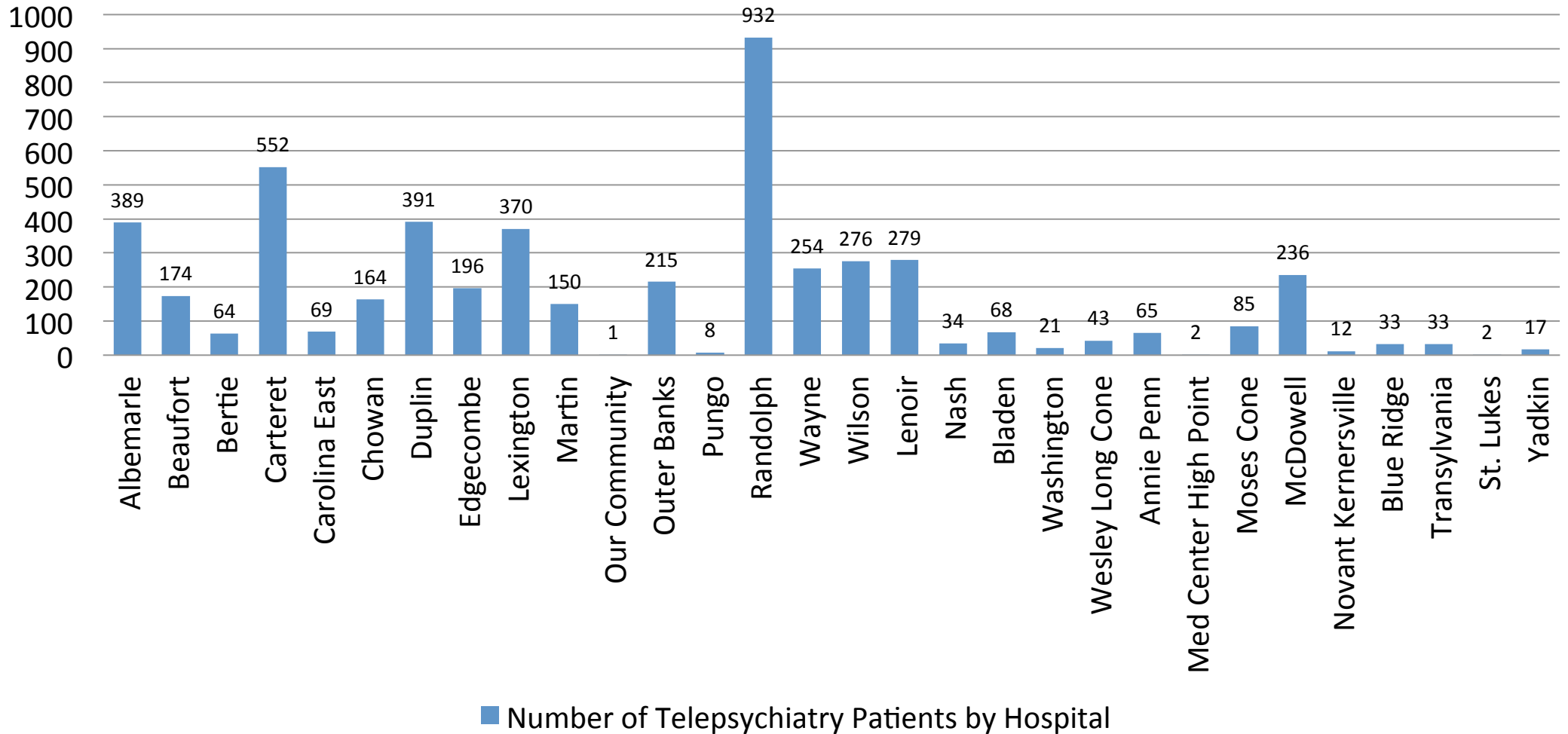


NC-STeP

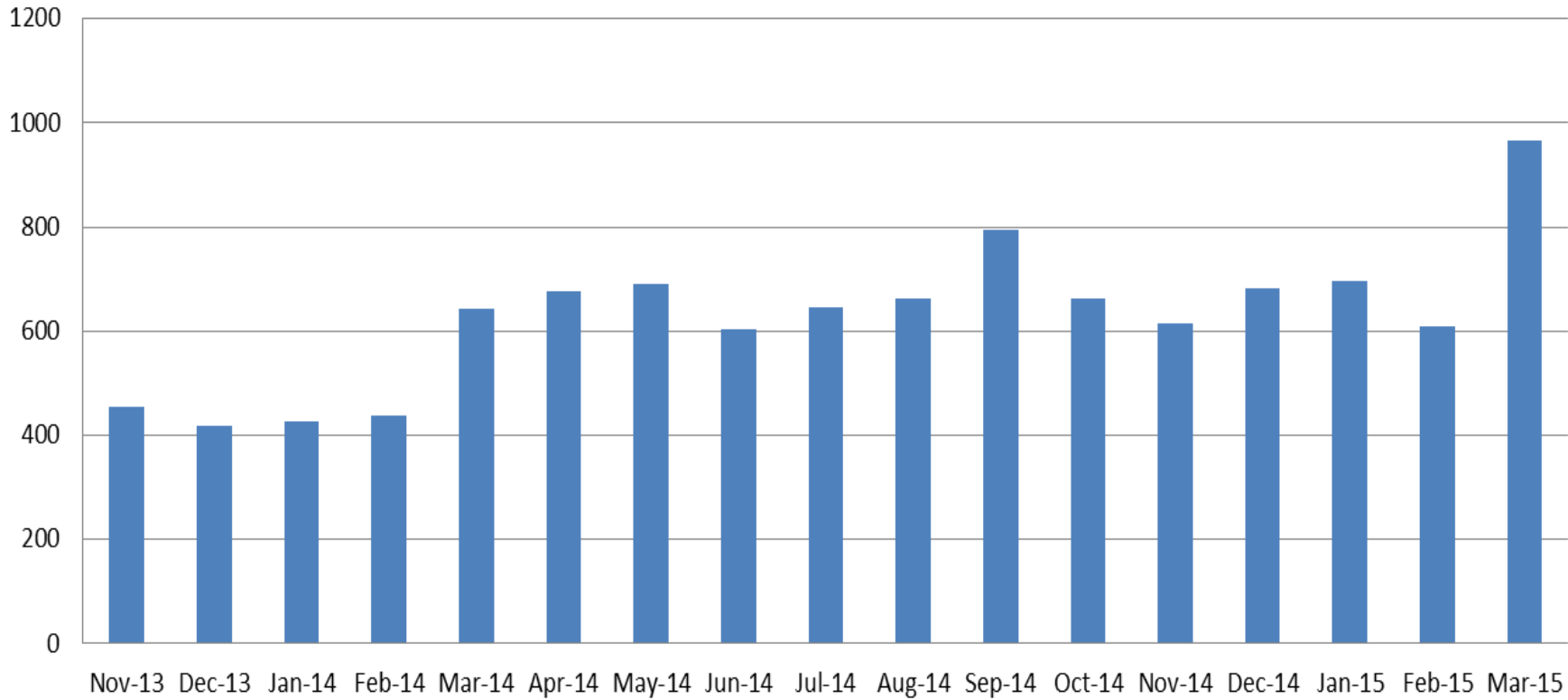


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Total Number of ED Telepsychiatry Patients by hospital - for January - December 2014



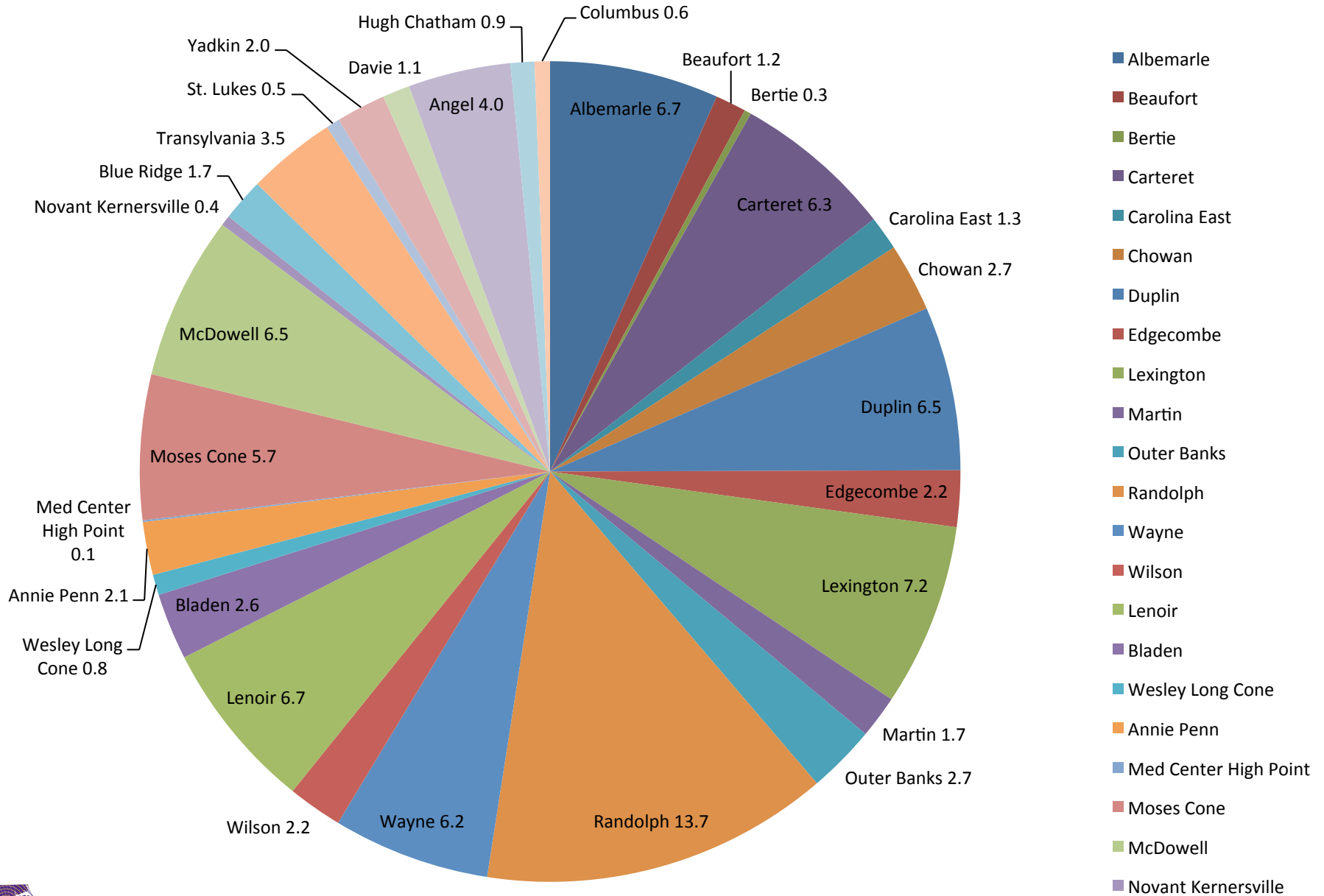
NC STeP Number of Total Assessments Billed by Month (Nov 2013-March 2015)



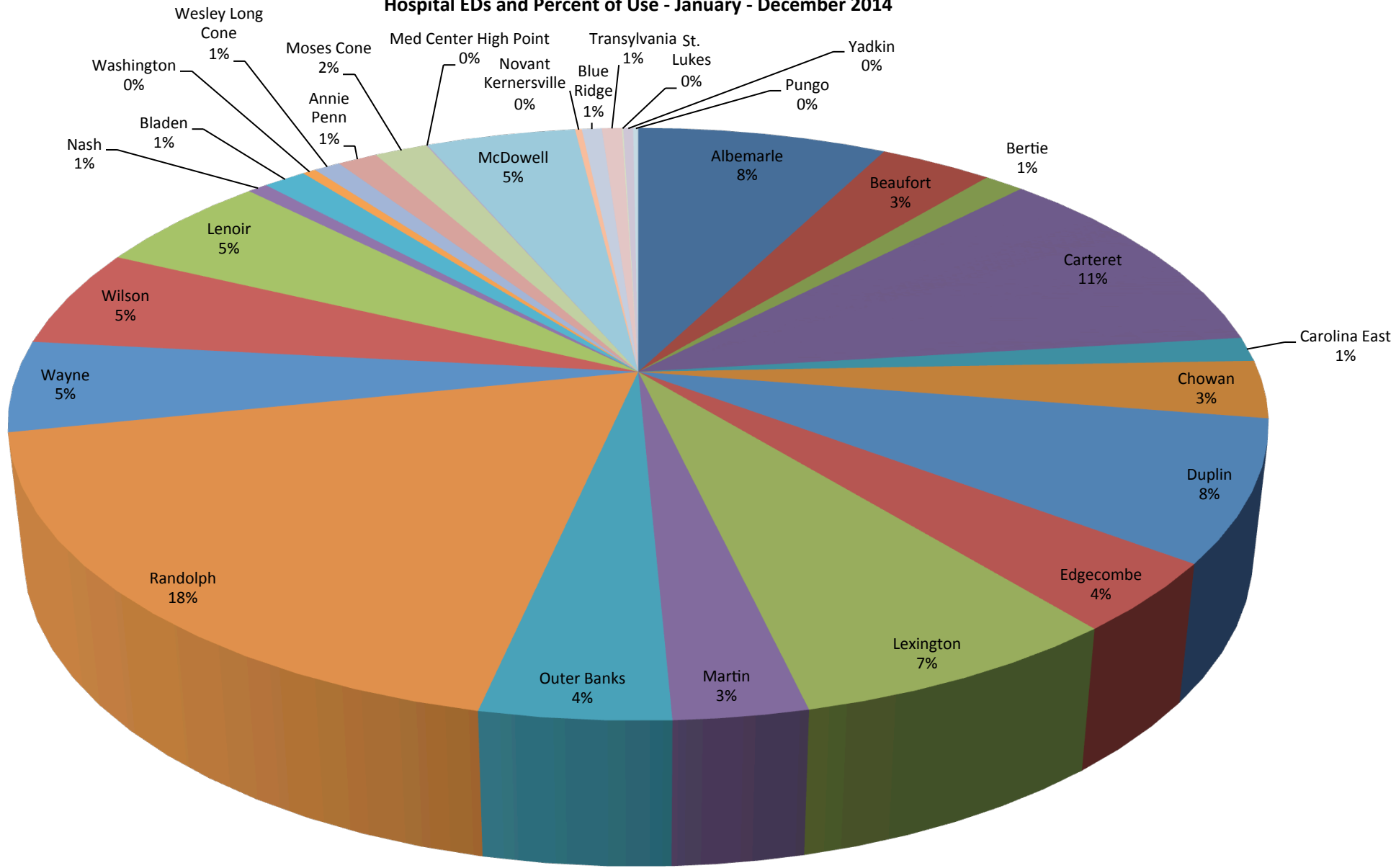
	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
■ Number of Total Assessments Billed	456	418	427	438	643	678	692	603	647	664	795	664	616	681	697	610	965



Percent of Use- January to March 2015

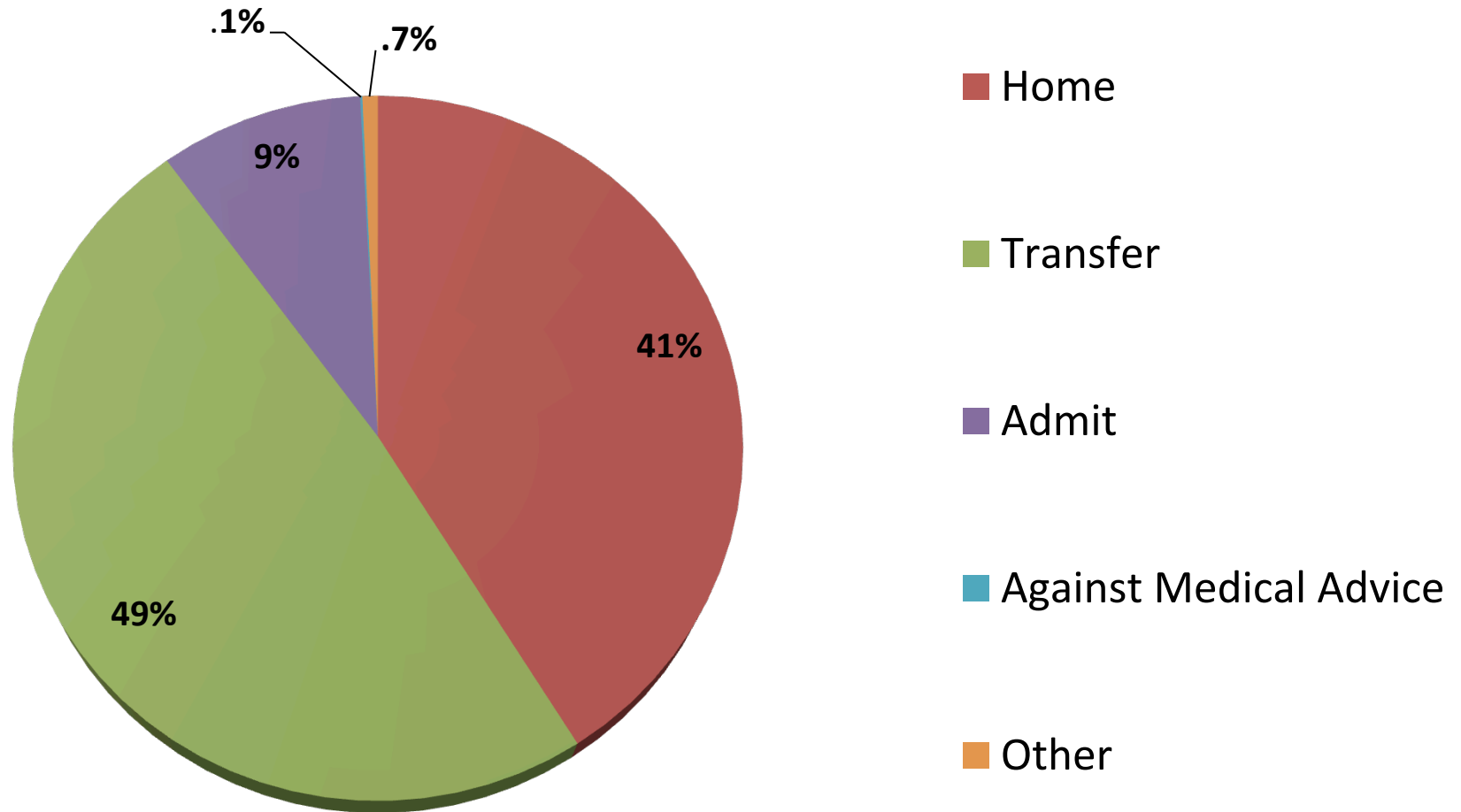


Hospital EDs and Percent of Use - January - December 2014

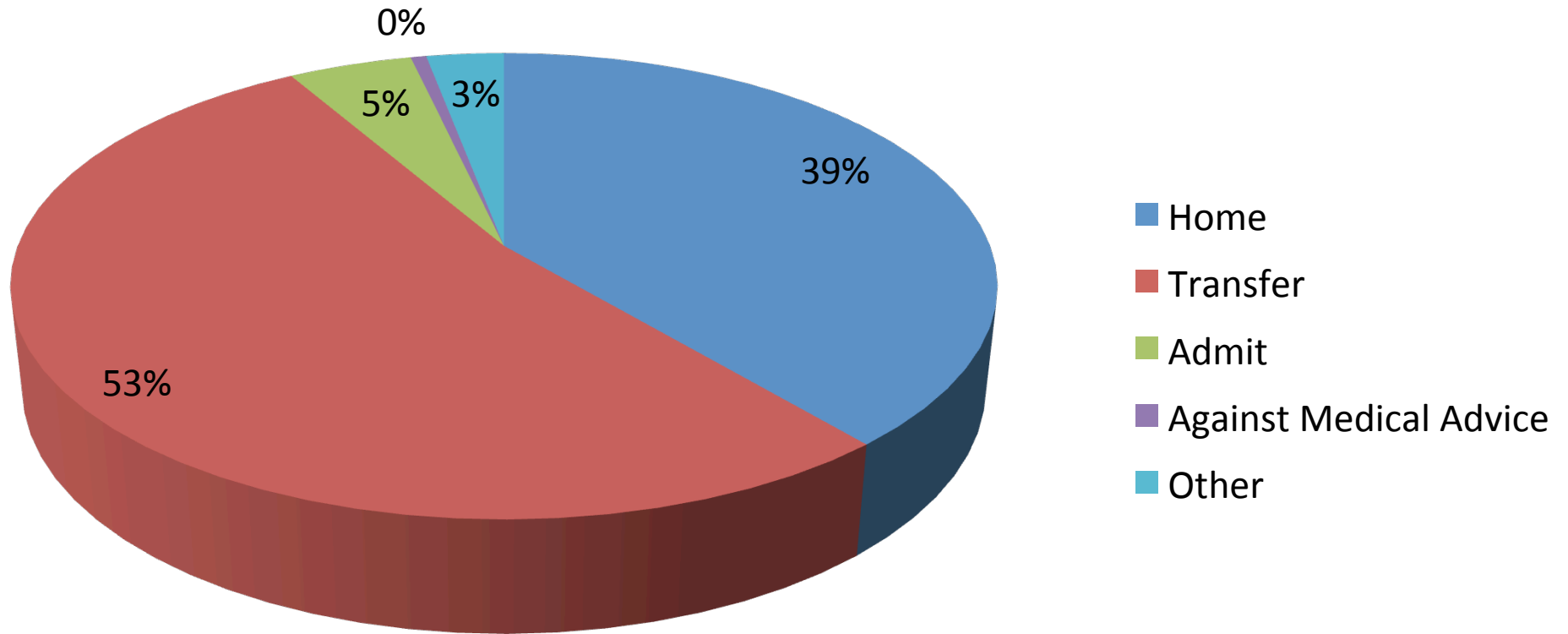


Percent of Telepsychiatry Patients by Discharge Disposition

Jan - March 2015



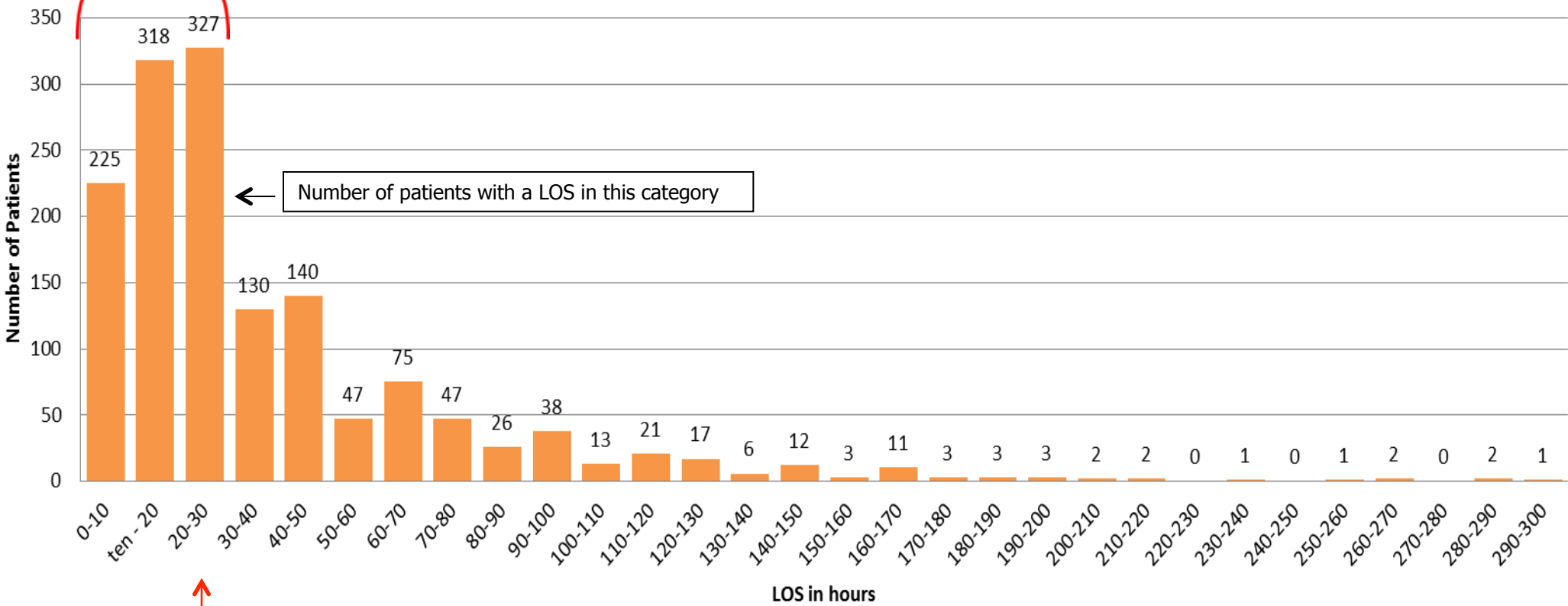
Percent of ED Telepsychiatry Patients by Discharge Disposition January - December 2014



NC STeP January - March 2015

Number of Patients by LOS Category (in hours)

59% percent of patients
Had a LOS of 30 hours or less

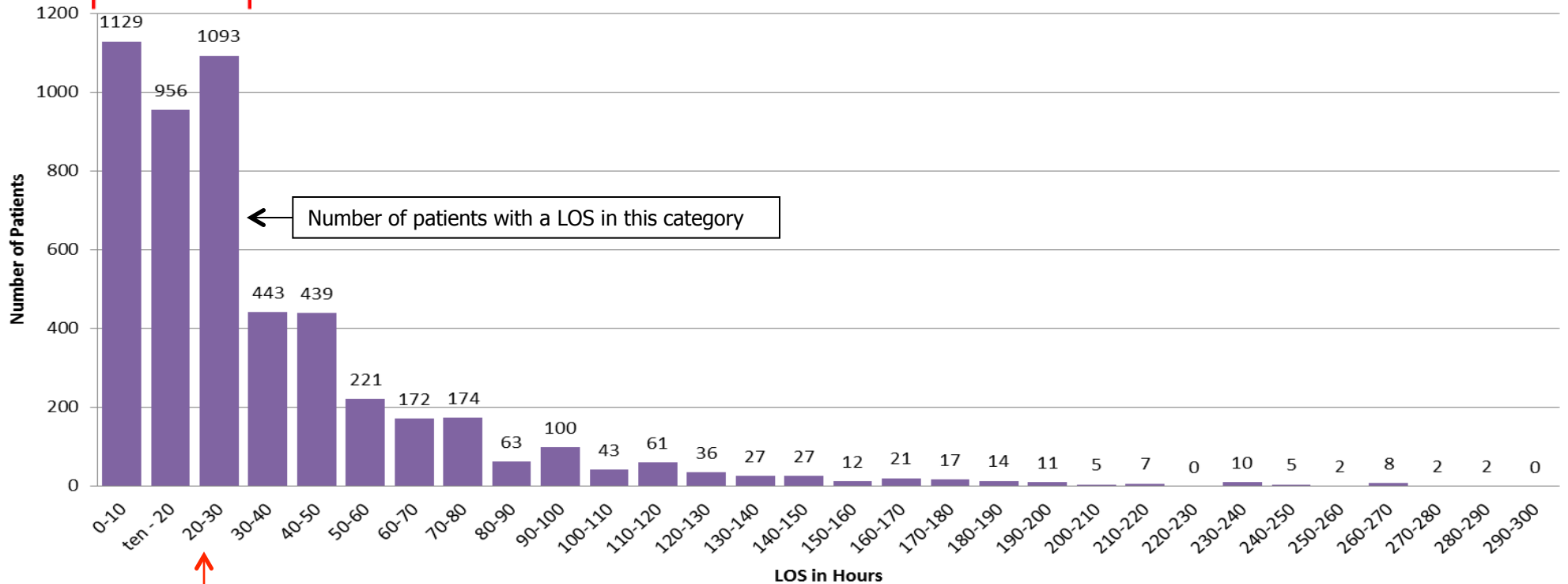


Median Length of Stay for Jan 2015 – March 2015 = 24.7 Hours



62% percent of patients
Had a LOS of 30 hours or less

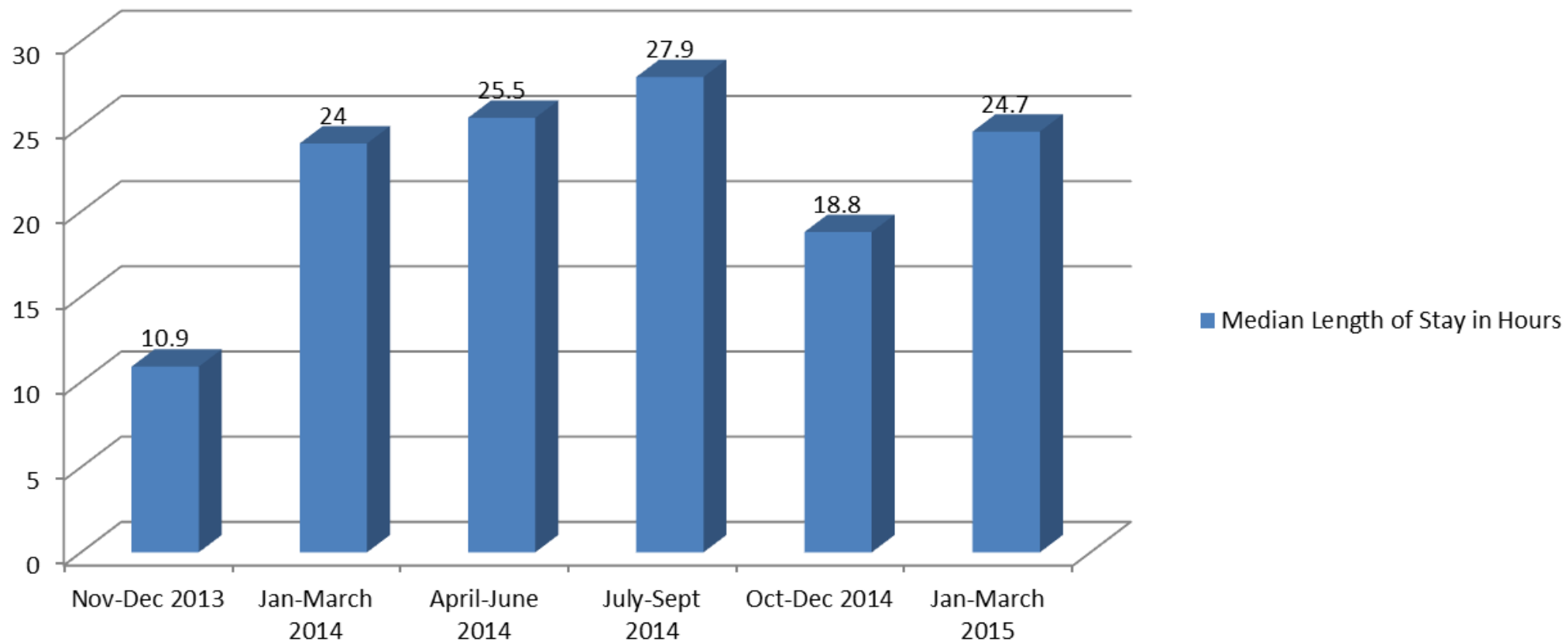
NC STeP January - December 2014 Number of Patients by LOS Category (in hours)



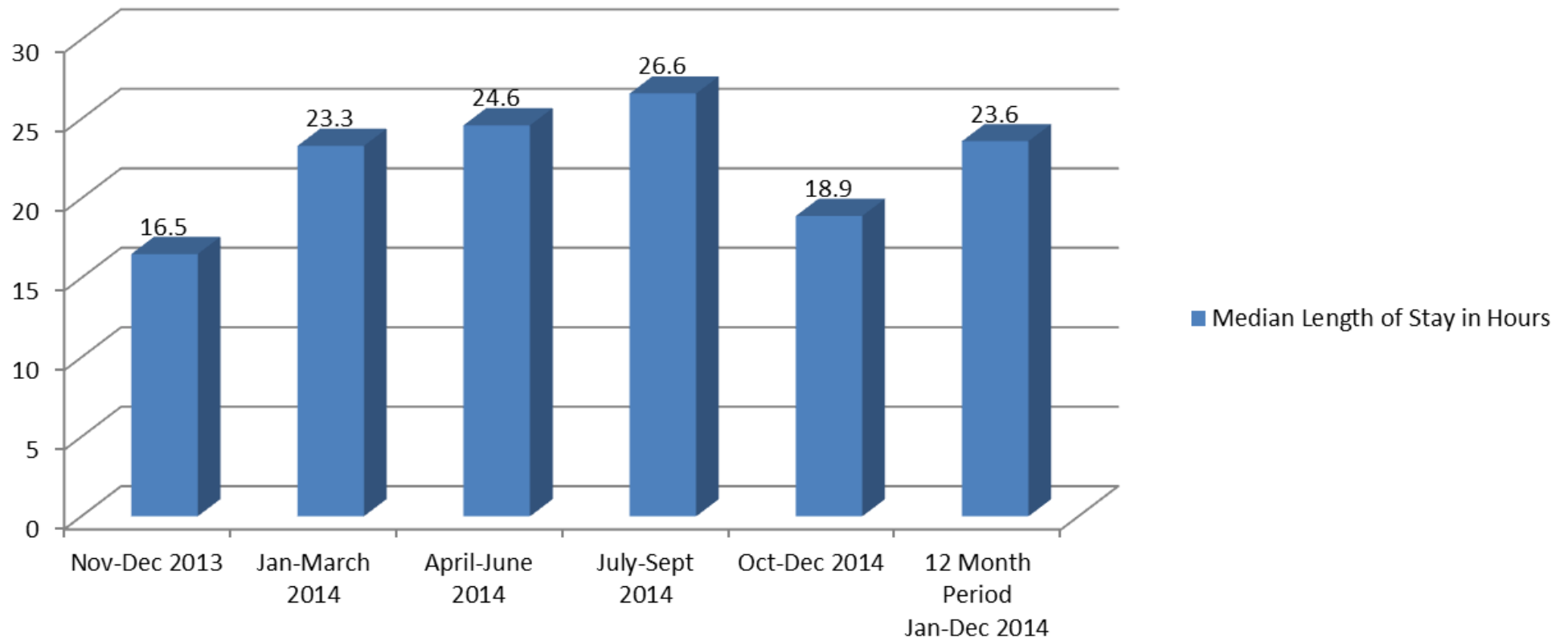
Median Length of Stay for Jan 2014 – Dec 2014 = 23.6 Hours



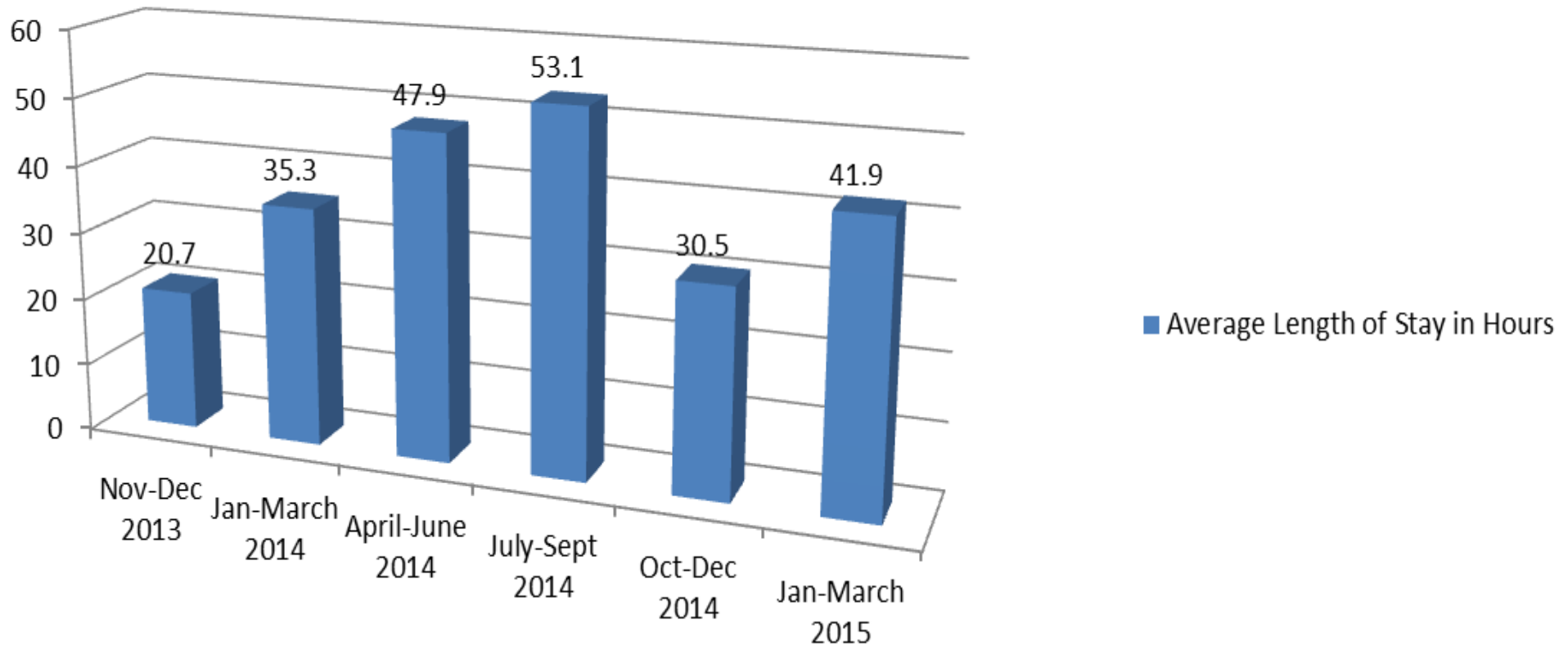
Median Length of Stay in Hours



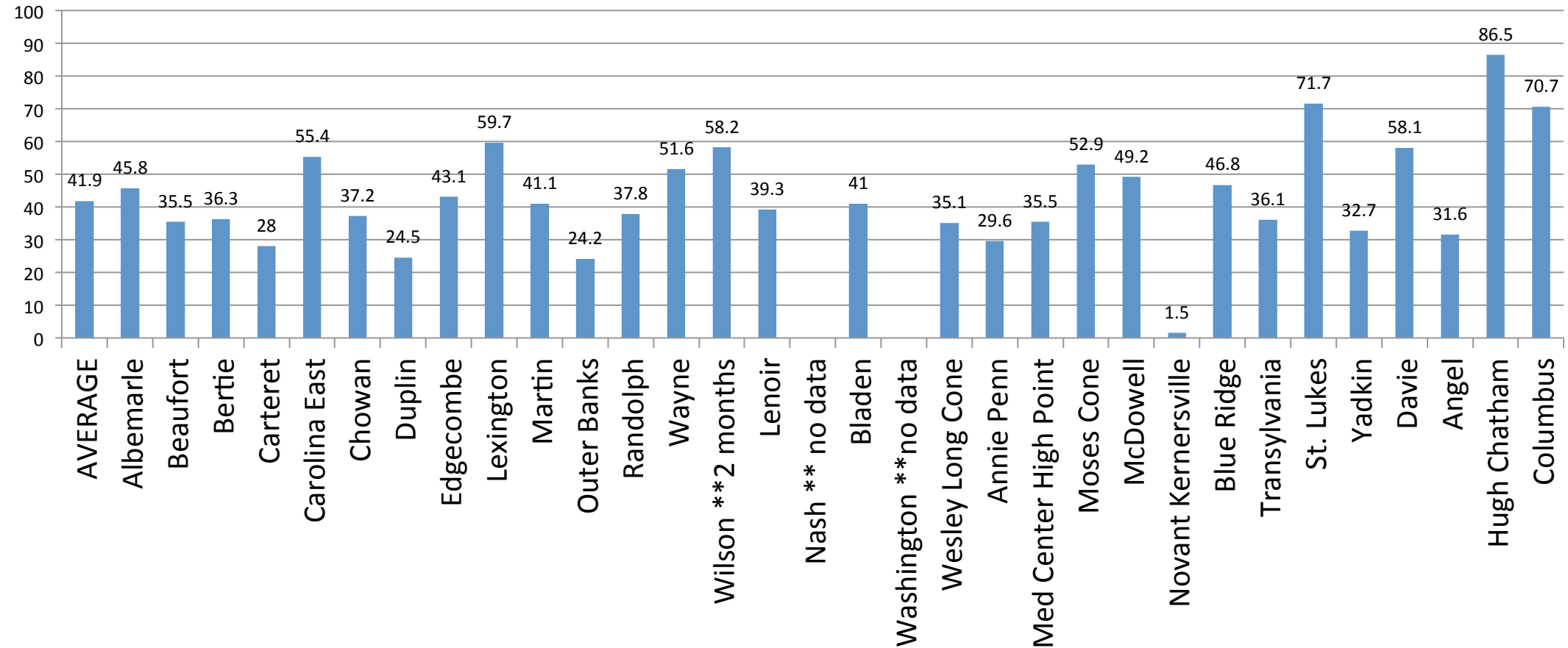
Median Length of Stay in Hours



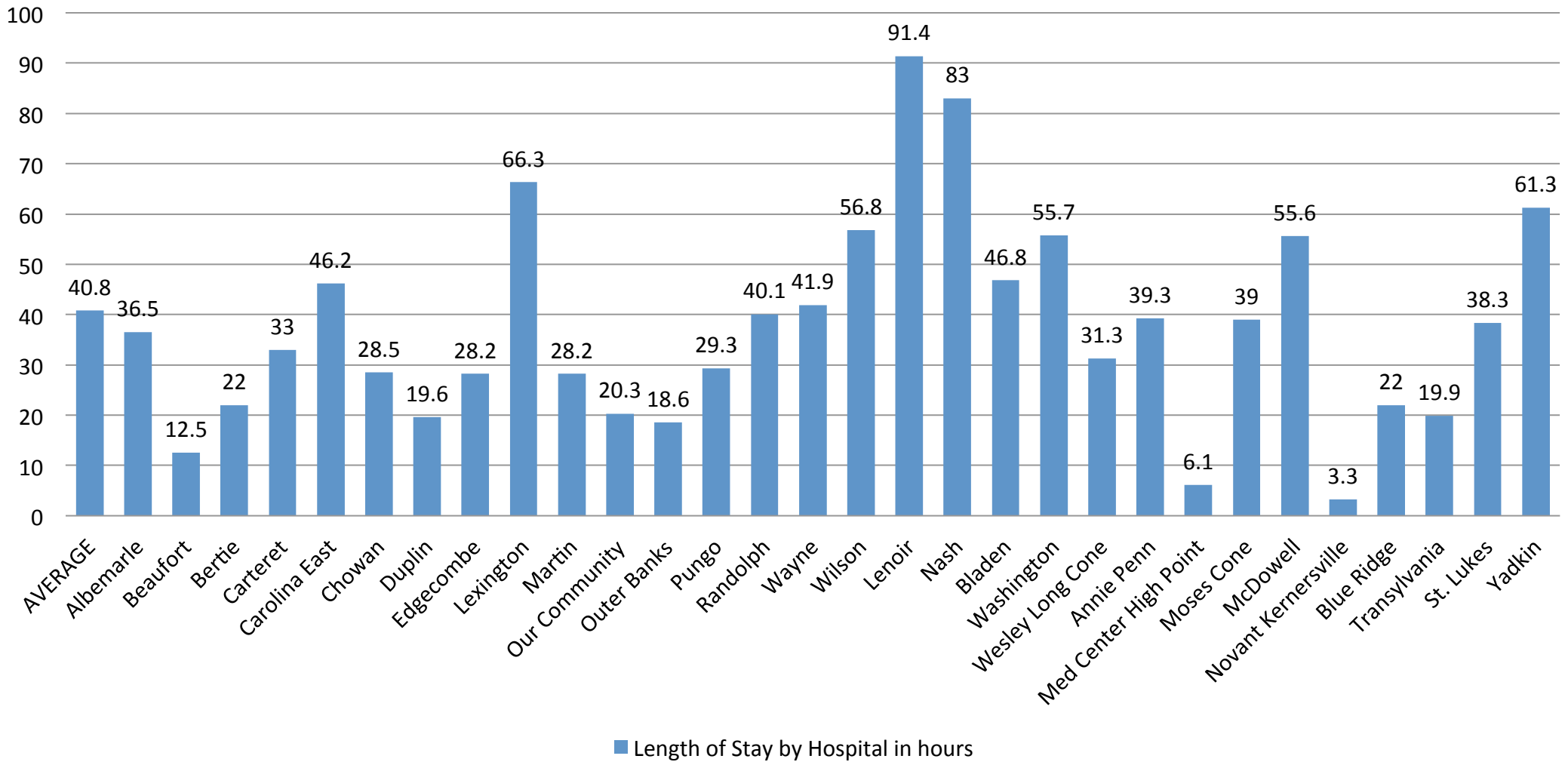
Average Length of Stay for Hospitals Participating in NC STeP



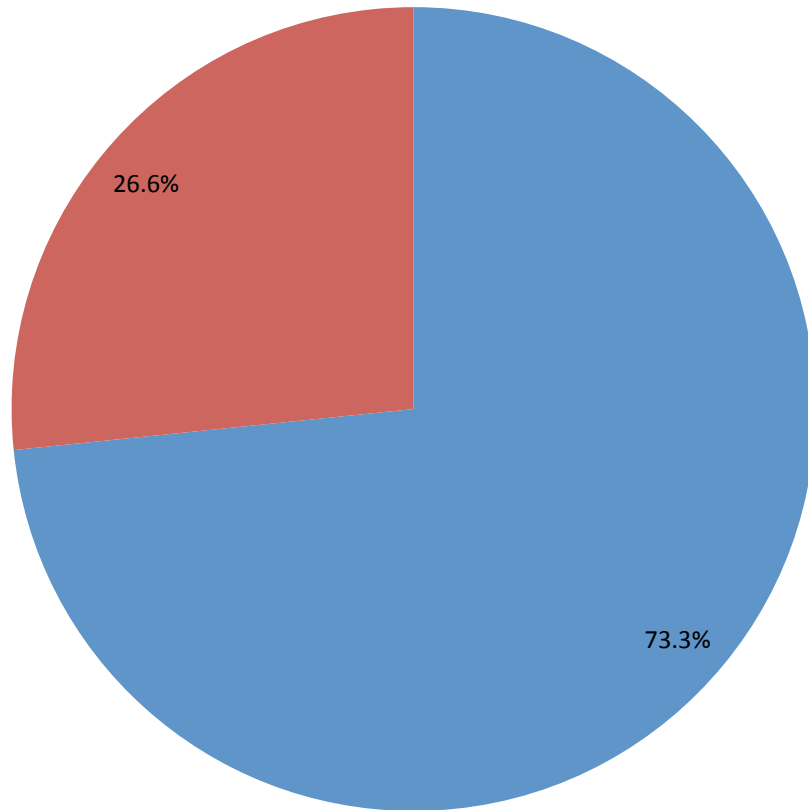
Average Length of Stay for ED Telepsych Patients in Hours by Hospital - for January -March 2015



Average Length of Stay for ED Telepsych Patients in Hours by hospital - for January - December 2014



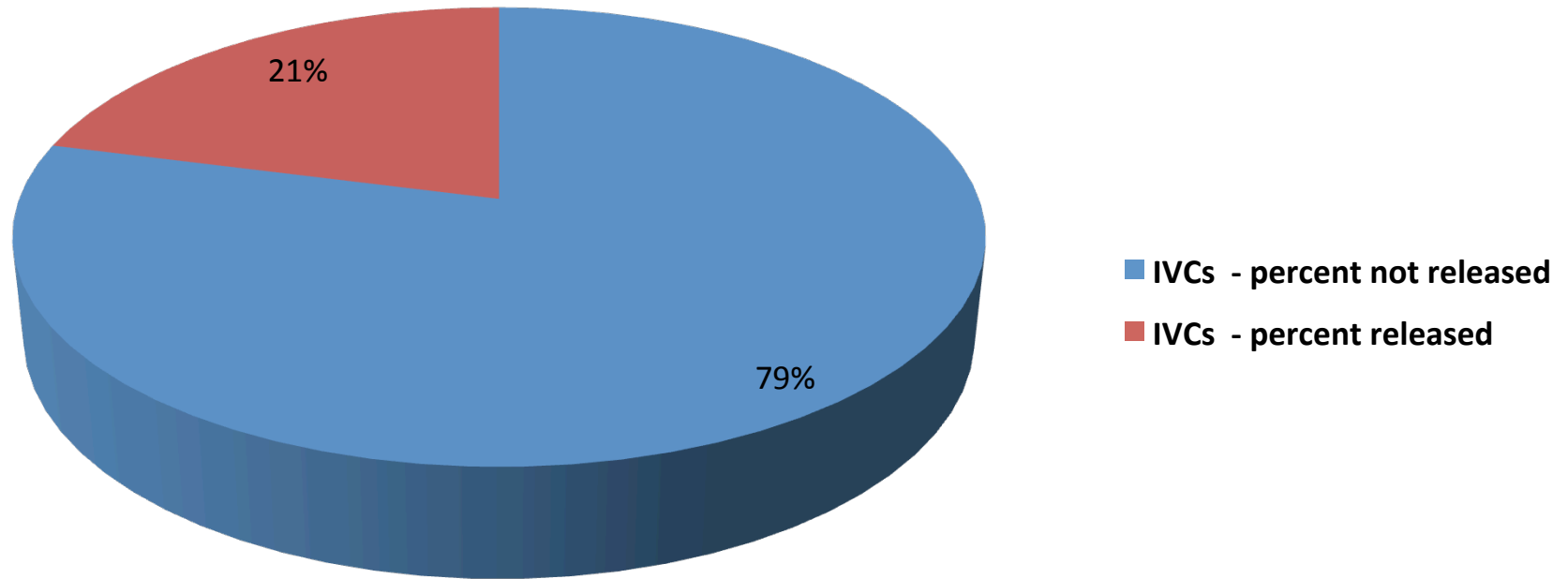
IVCs - by Release Status January - March 2015



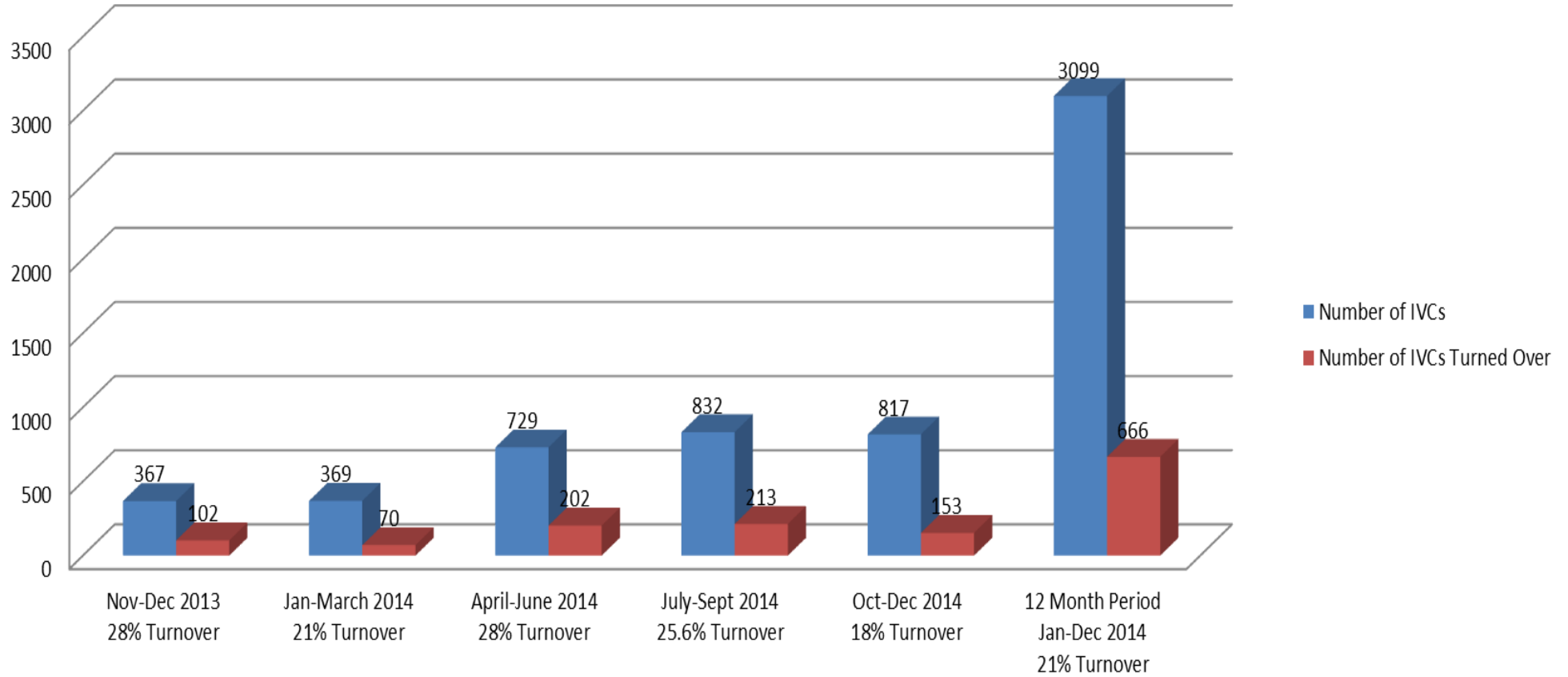
- IVCs - percent not released
- IVCs - percent released



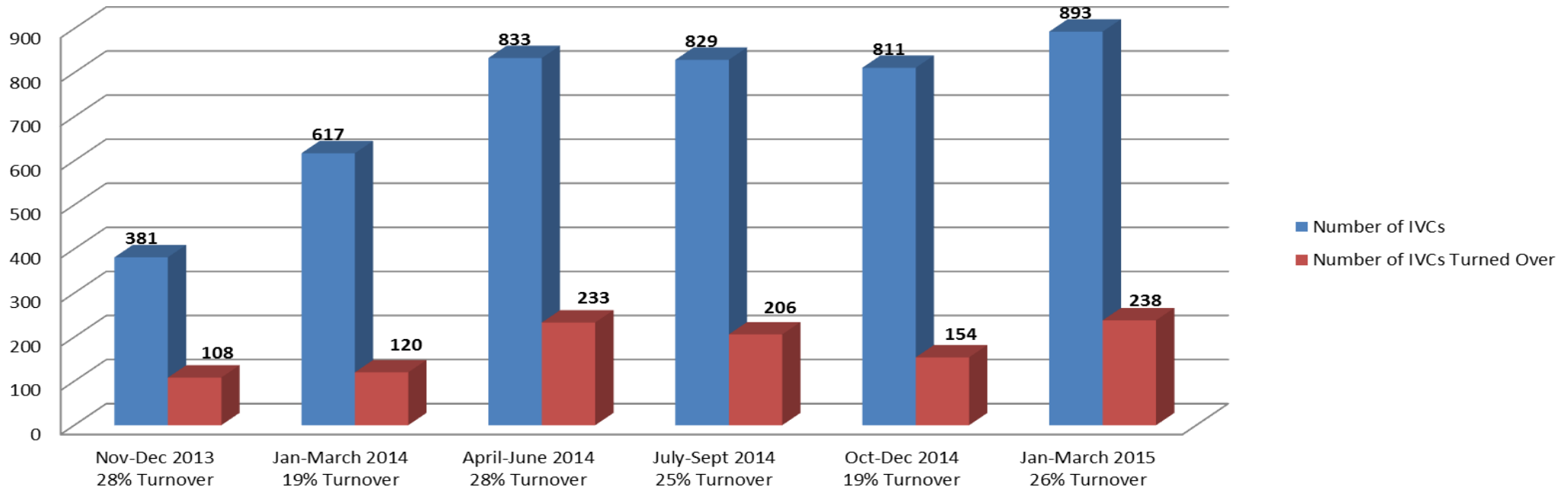
IVCs - By Release Status January - December 2014



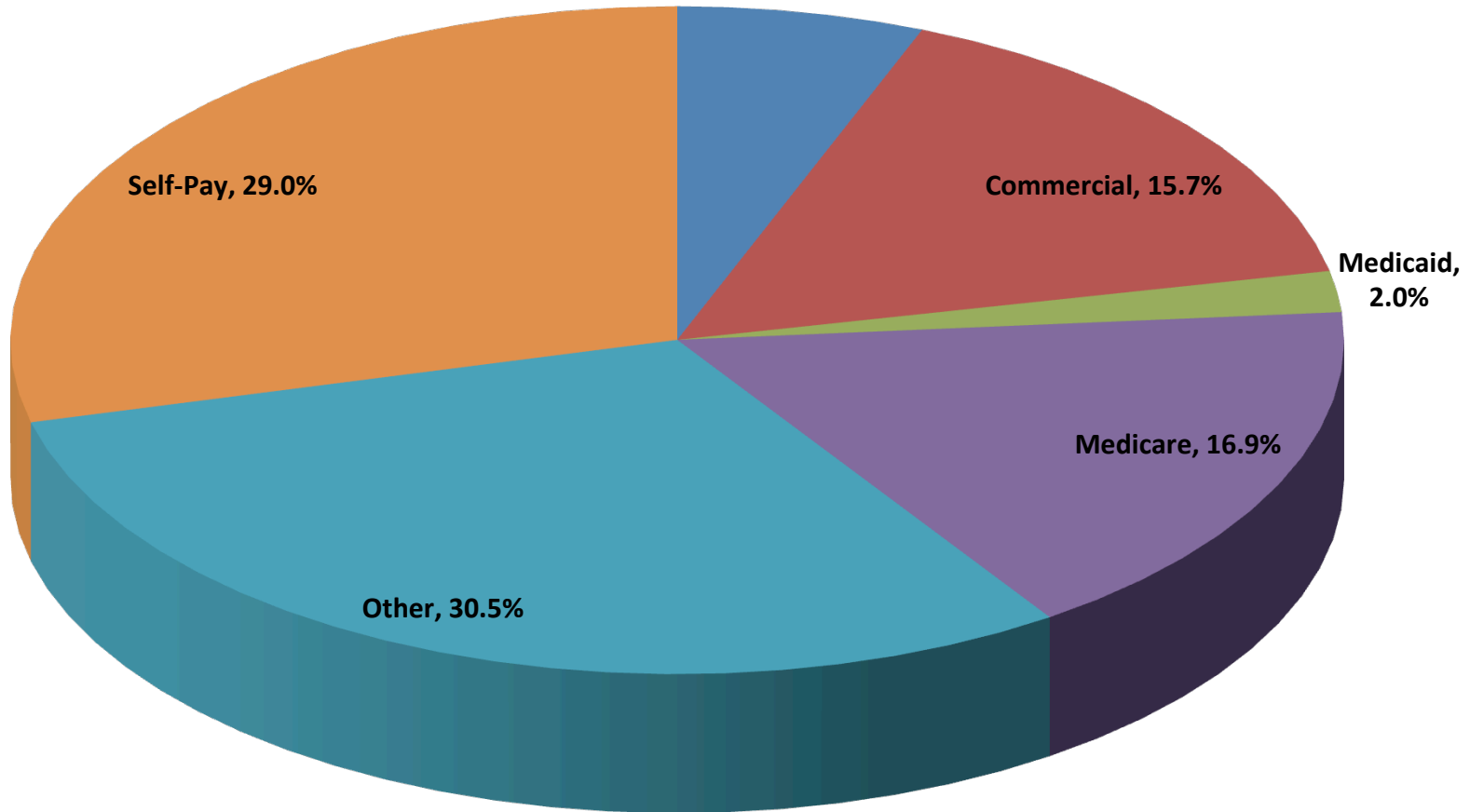
NC STeP: Number of IVCs for Participating Hospitals by Quarter and for Year 2014



NC STeP: Number of IVCs for Participating Hospitals by Quarter



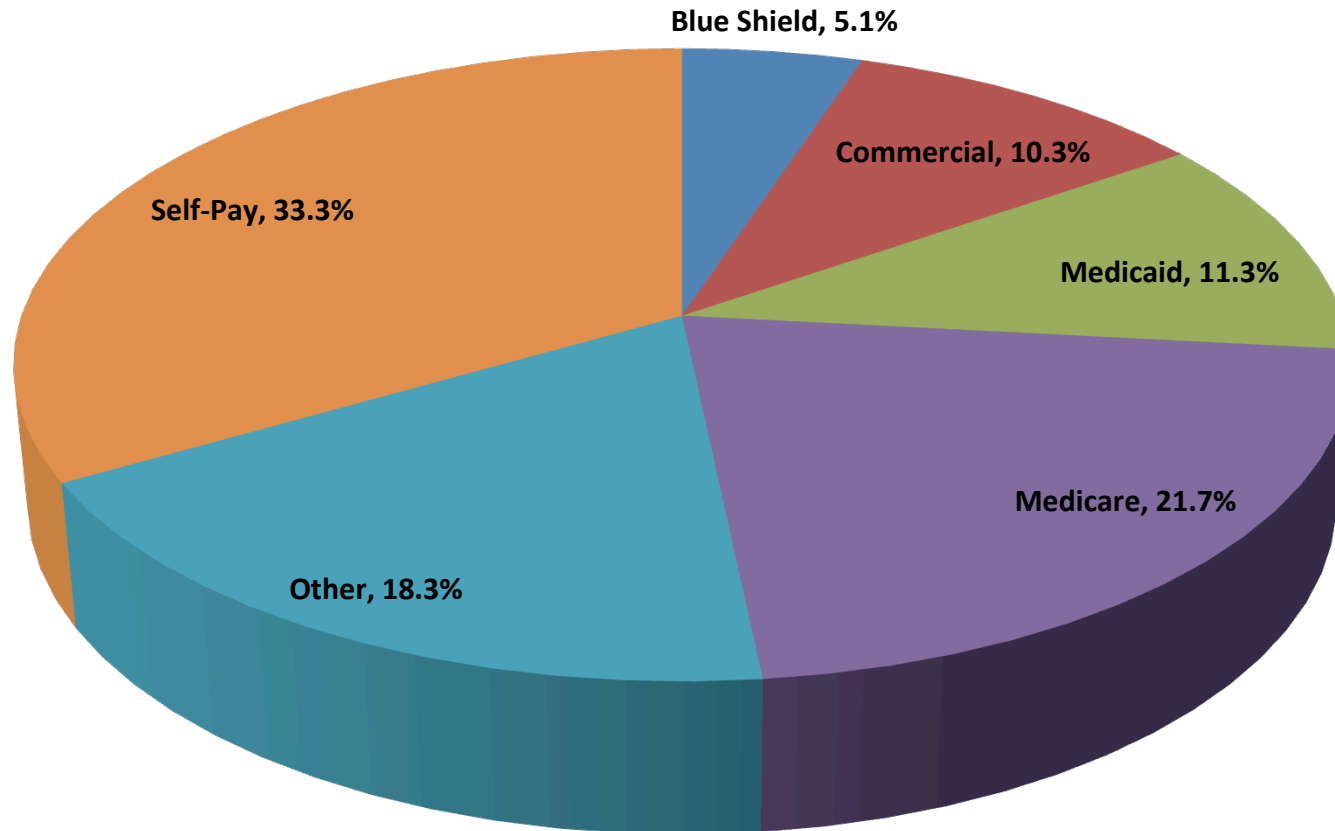
**NCSTeP
CHARGE MIX
QTD 2015 - Quarter 3**
(Based on 100% Blue Shield, 6.0%)



NC-STeP CHARGE MIX

PROJECT INCEPTION TO DATE

(based on initial status)



NC-STeP



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Satisfaction Surveys

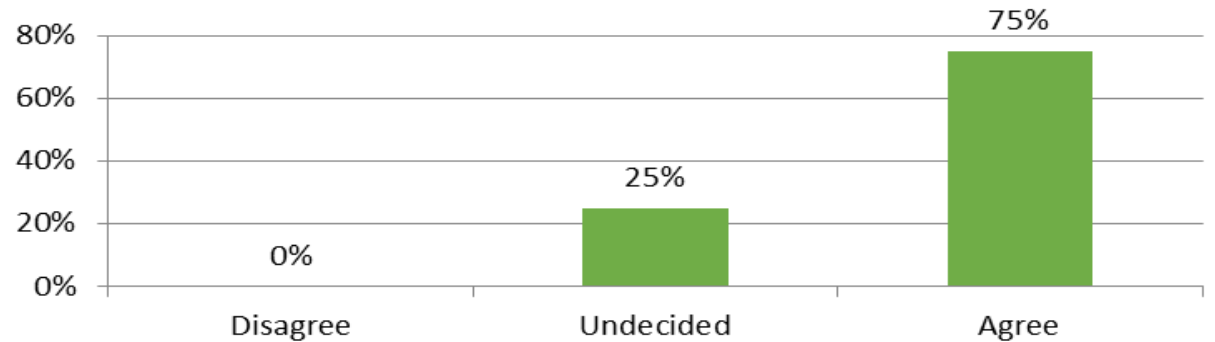
- Conducted in March 2015
- Three groups:
 - Emergency Department Physicians (17 responded)
 - Hospital Emergency Department Staff (36 responded)
 - Hospital CEOs/COOs (4 responded)
- Invitations to participate were sent via electronic mail
- Surveys were completed online via Qualtrics software
- Each group was given a different survey (with different questions) based on their role in the telepsychiatry program
- For each group, one summary question is selected for an overall “satisfaction” rate



Hospital CEOs/COOs results

Hospital CEO: The overall quality of care for psychiatric patients utilizing the ED has improved

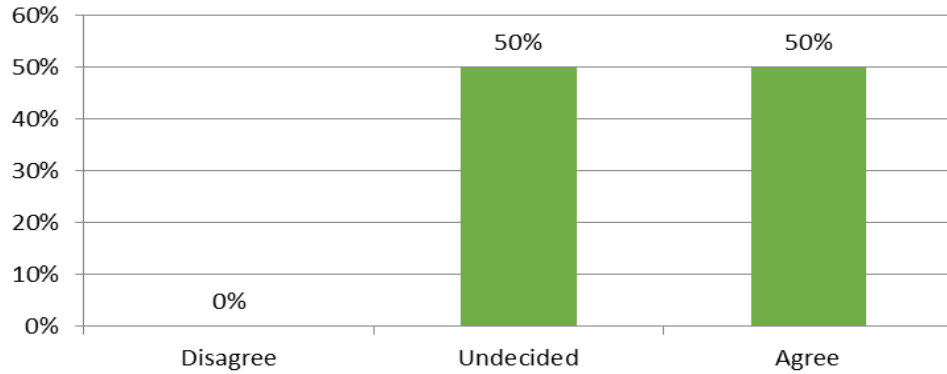
*This question used to measure overall satisfaction



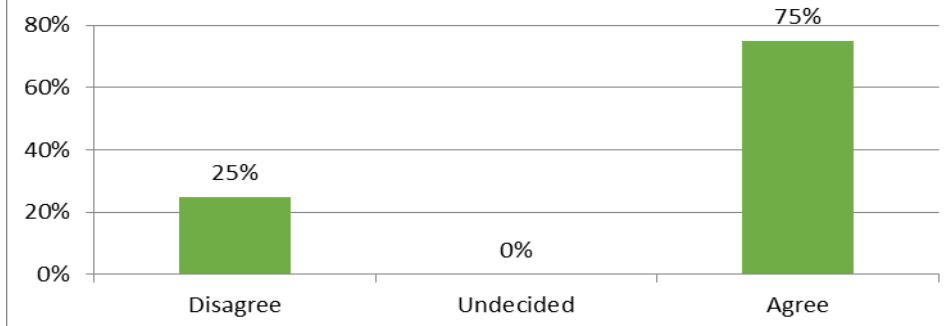
- 50% reported that the Length of Stay for psychiatric patients in the ED has reduced. 50% were undecided. None disagreed with this statement.
- 75% felt there had been an improvement in discharge planning for psychiatric patients.
- 75% felt the hospital's use of telepsychiatry consults has been cost effective.
- 100% said they would recommend this program to other hospitals.



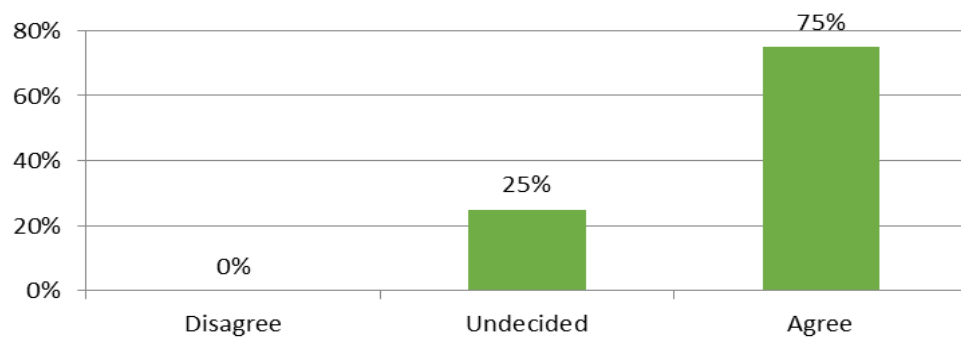
Hospital CEO: The LOS for psychiatric patients in the ED has reduced



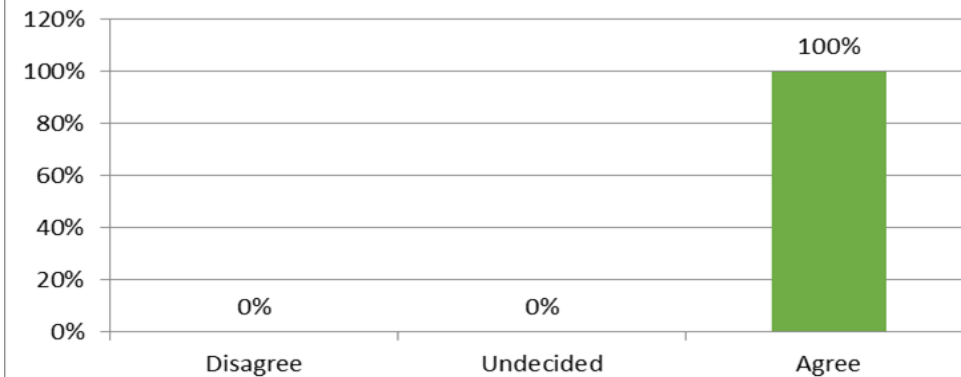
Hospital CEO: There has been an improvement in discharge planning and referrals for psychiatric patients



Hospital CEO: Our hospital's use of telepsych consults has been cost effective

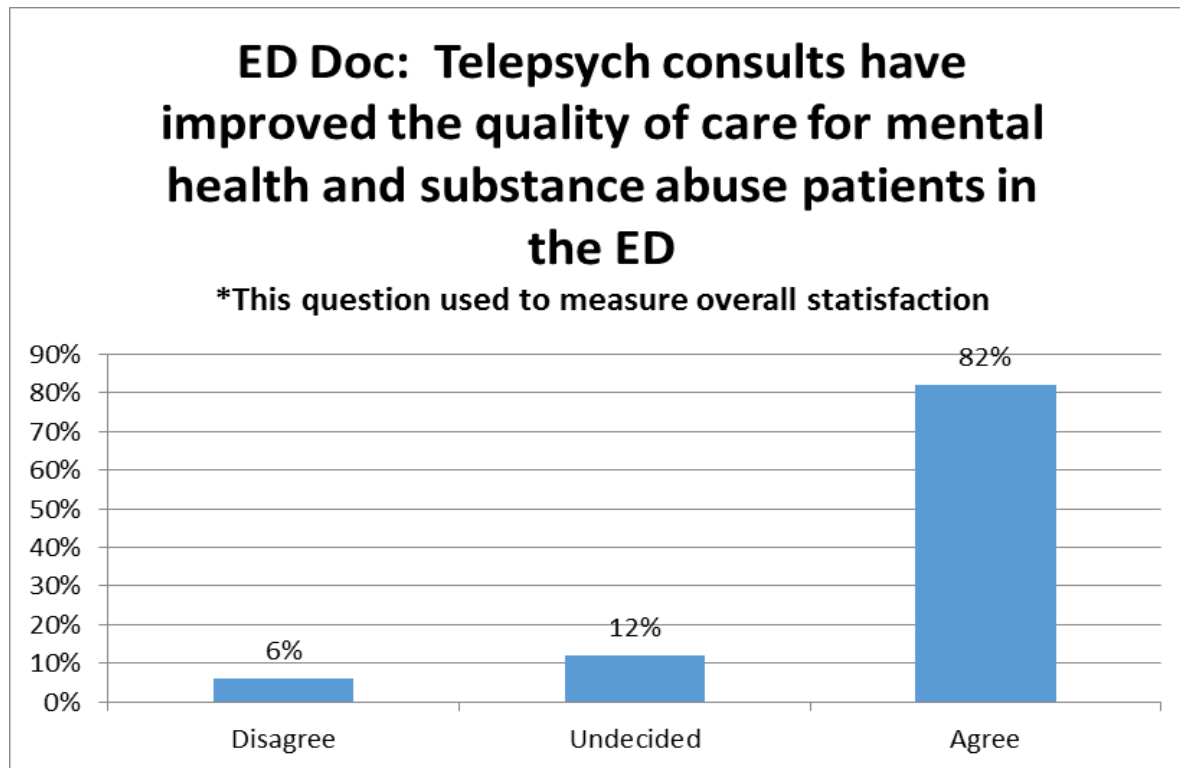


Hospital CEO: I would recommend this program to other hospitals

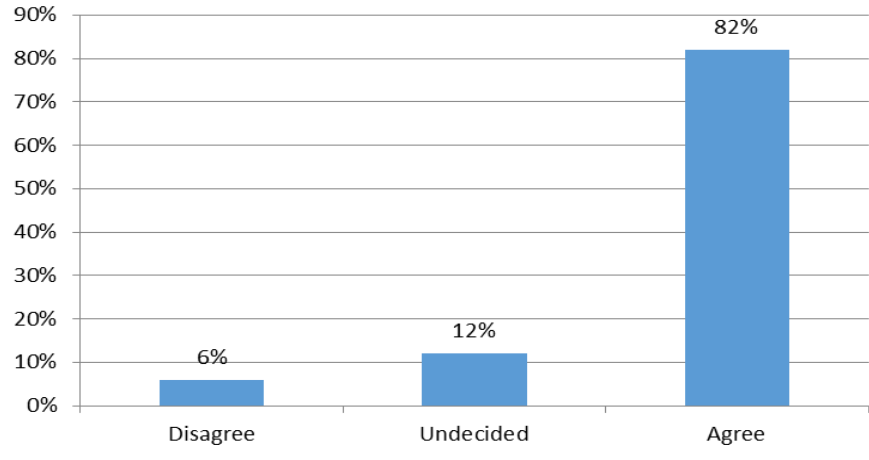


Hospital ED Physicians results:

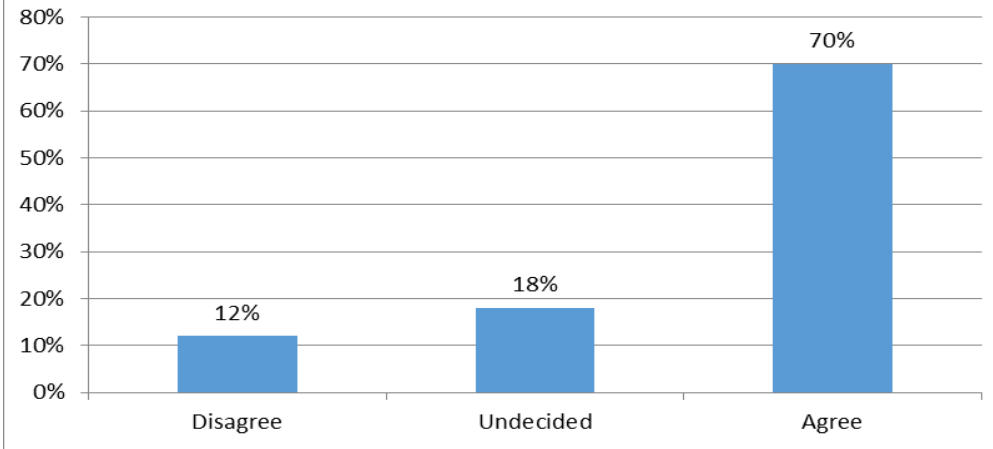
- 82% report that the telepsych consults are easy to obtain.
- 70% report that the consultants respond quickly to the telepsych requests.
- 82% report that the evaluations are complete and thorough.
- 69% say the consult disposition recommendations are helpful.
- 82% report that the consults have improved the quality of care for mental health/ substance abuse patients in the ED.



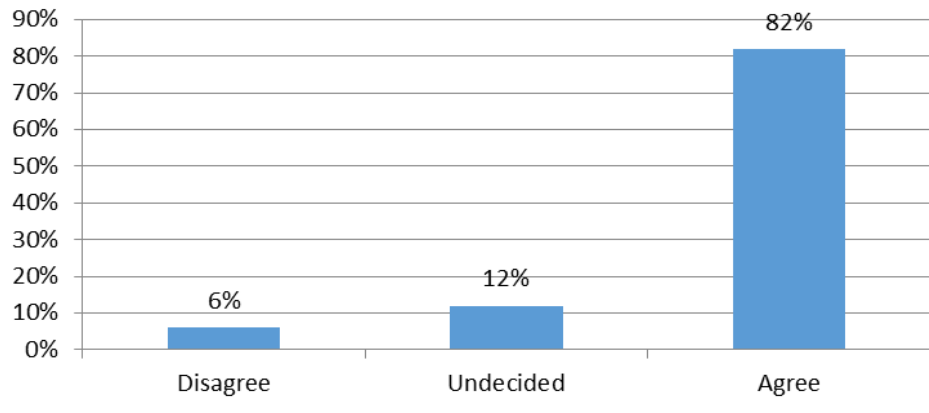
ED Doc: Telepsychiatry consults are easy to obtain



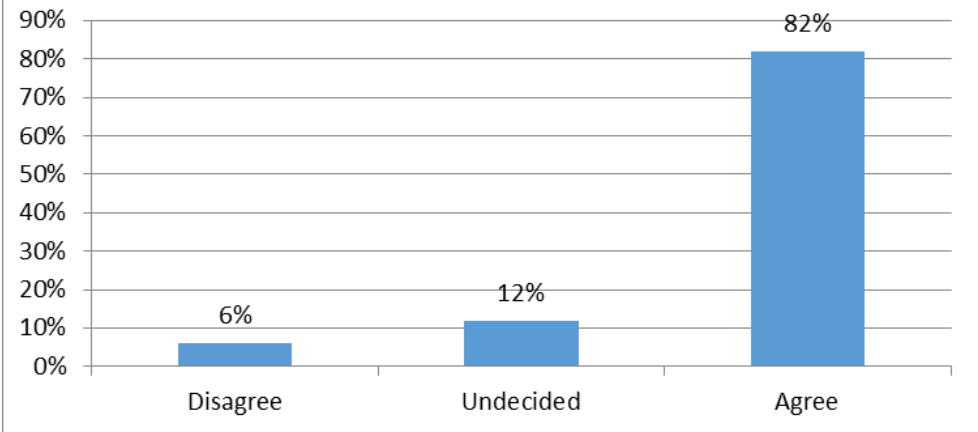
ED DOC: Consultants respond quickly to telepsychiatry requests



ED DOC: Evaluations are complete and thorough

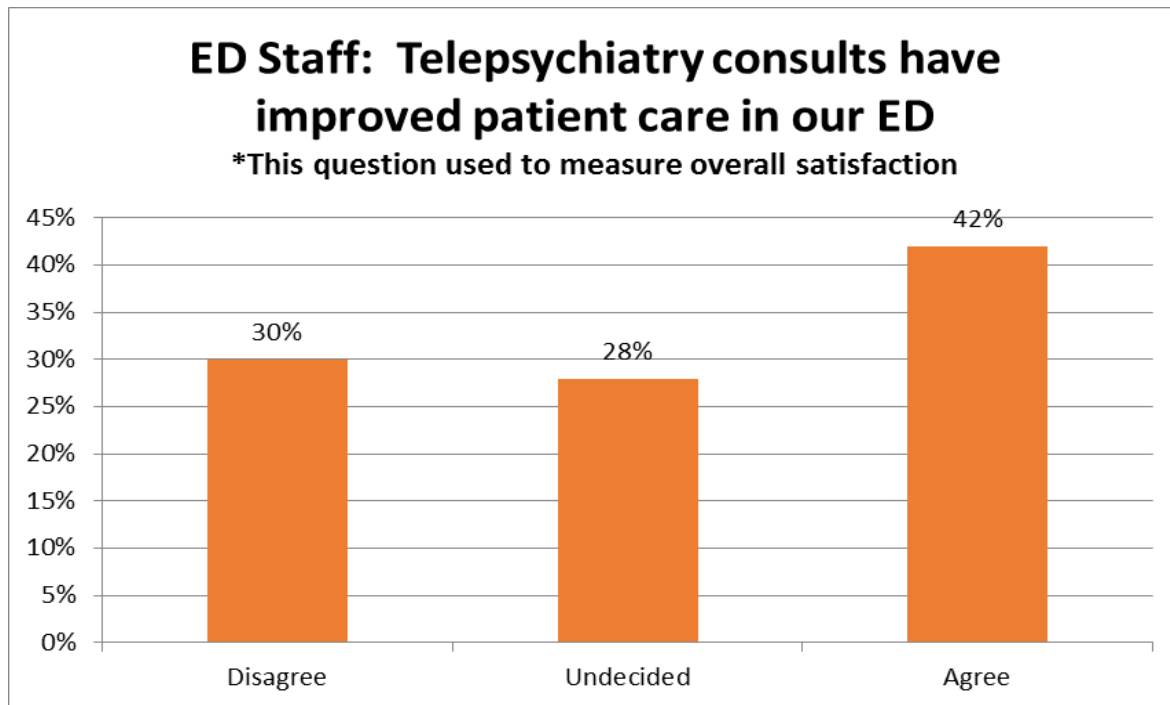


ED Doc: Telepsychiatry documentation is straightforward

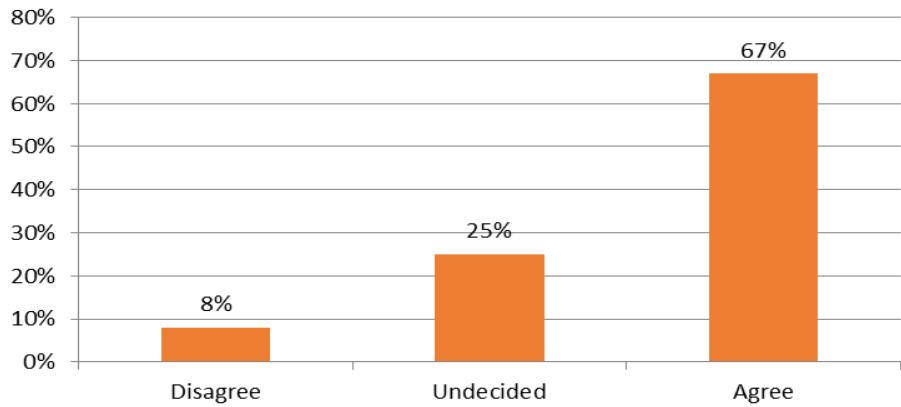


Hospital Staff results:

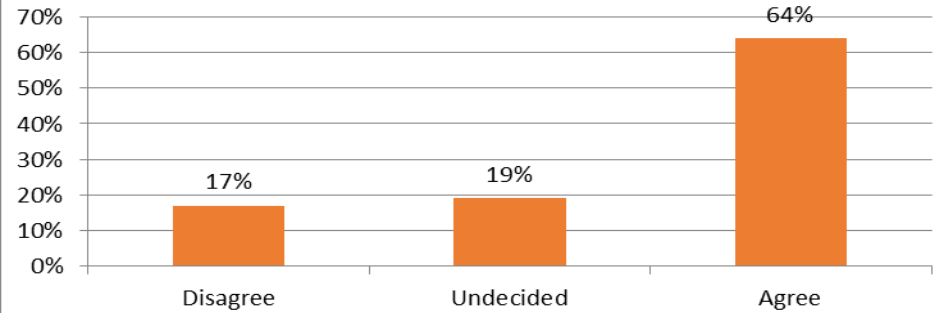
- 67% report the equipment is easy to use.
- 64% reported that they received adequate training and instruction.
- 53% reported that the system works well, without static, delays in transmission, or limits of picture or audio.
- 47% agreed with the statement that it is an efficient use of their time.
28% disagreed with this statement, and 25% were undecided.
- 61% reported that patients appear comfortable, and 64% said patients were cooperative.
- 42% agreed with the statement that the program has improved patient care in our ED.



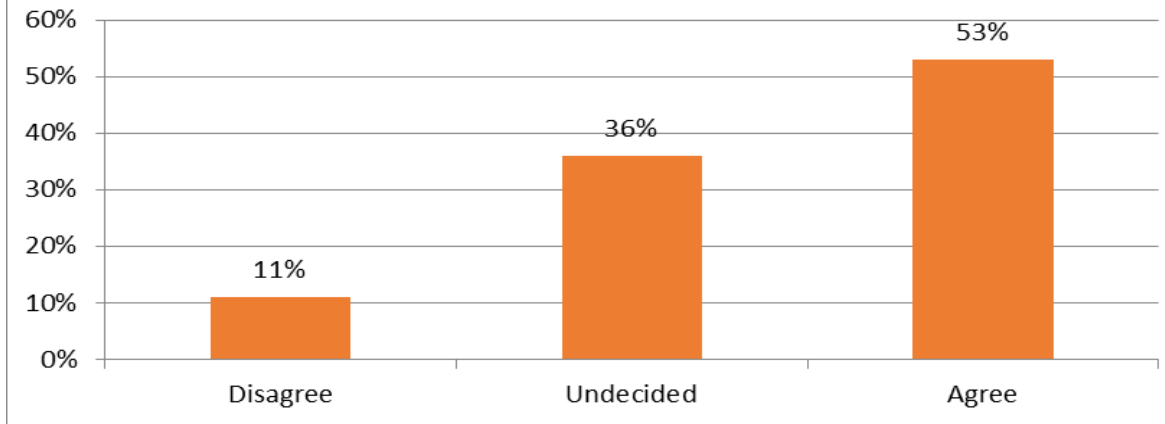
ED Staff: Equipment is easy to use



ED Staff: I received adequate training and instruction preparing me to use the system



ED Staff: The system works well without static, delays in transmission, or limits of picture or audio



Program Outcomes Summary

Data for the Period January-March 2015

- NC-STeP is either ahead of schedule or on time with all of the legislatively defined timelines.
- 66 hospitals in network:
 - 43 hospitals currently live
 - 8 additional hospitals have equipment in place and are just waiting on EMR training with providers to go live
 - 15 additional hospitals are scheduled to go live within the next several months



Program Outcomes Summary

Data for the Period January-March 2015

- 2,272 total Telepsychiatry Assessments were conducted under the program during this three month period (including both initial and follow-up assessments).
- The Median Length of Stay for all ED patients who received telepsychiatry services was 24.7 hours.



Program Outcomes Summary

Data for the Period January-March 2015

- 893 ED patients who received telepsychiatry services had an IVC in place during their ED stay. 238 of those patients (26%) did not have an IVC in place on discharge.
- Of the ED patients who received telepsychiatry services, 41% were discharged to home. 48.7% were discharged to another facility.





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