



NORTH CAROLINA
STATEWIDE TELEPSYCHIATRY PROGRAM

Quarterly Progress Updates



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North Carolina Statewide Telepsychiatry Program (NC-STeP)



NC-STeP Status as of June 2015

- 71 hospitals in network
 - 56 hospital currently live
 - 2 hospitals ready to go live, waiting on credentialing
 - 13 additional hospitals in process (i.e. contract negotiations, equipment being ordered, etc)
- 3,391 total Telepsychiatry Assessments were conducted under the program during this three month period (including both initial and follow-up assessments).



NC-STeP Status as of June 2015

- 1030 ED patients who received telepsychiatry services had an IVC in place during their ED stay.
 - 258 (25%) of those patients did not have an IVC when they were discharged.
- Of the ED patients who received telepsychiatry services, 40% were discharged to home. 54% were discharged to another facility.



NC-STeP Status as of June 2015

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



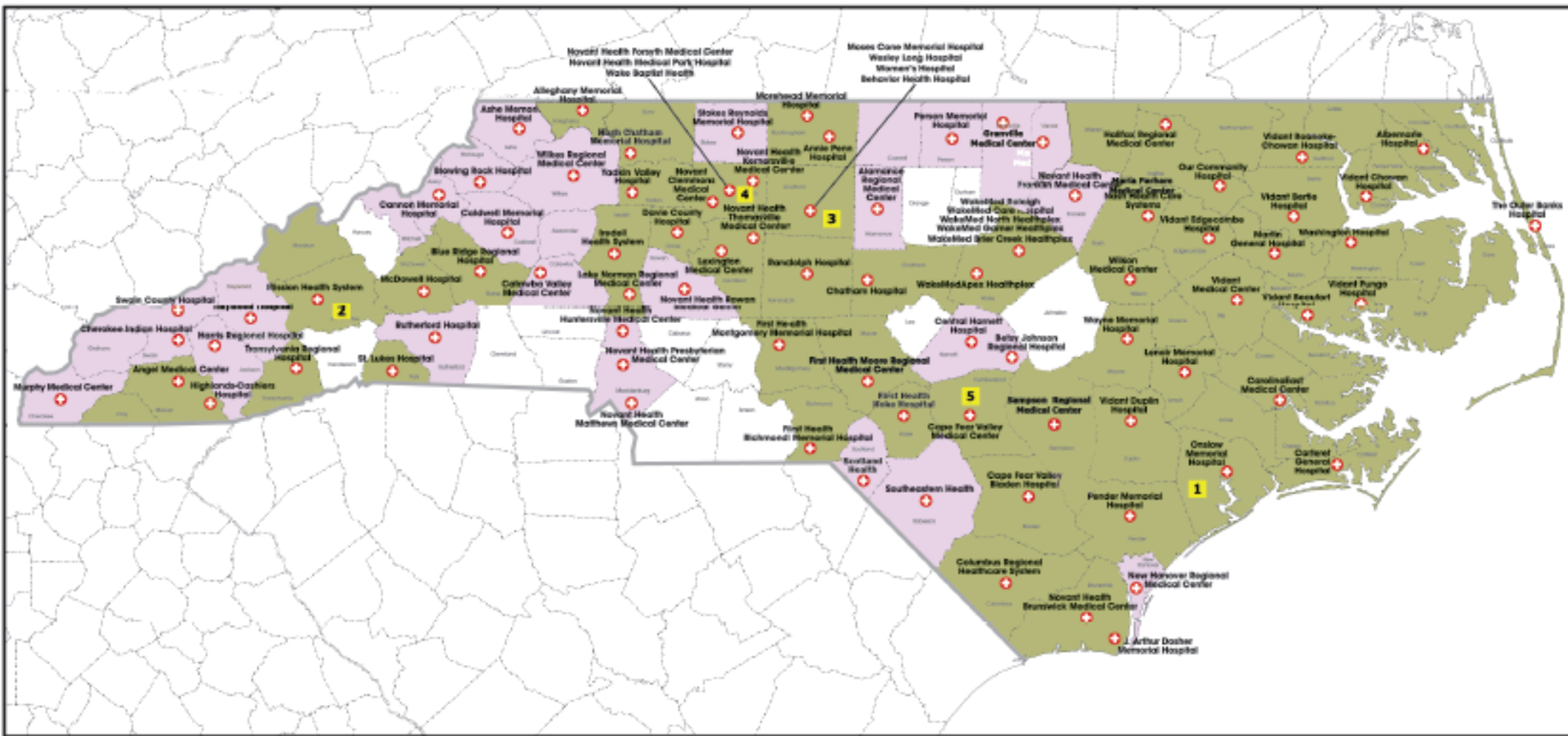
NC-STeP Status as of June 2015

EVALUATION CRITERIA	BASELINE VALUES/MEASURES AS REPORTED ON ORIGINAL GRANT APPLICATION	TARGET TO BE REACHED BY 06/30/2015	VALUES/MEASURES REACHED AS OF 6/30/2015
1. To maintain the number of full-time equivalent (FTE) positions supported by this contract at 0.70 FTEs	0.70 FTEs	0.70 FTEs	.95 FTE
2. To increase the number of overturned involuntary commitments by 978, from 172 to 1,150 in order to address unnecessary hospitalization of behavioral health patients	172	1,150 Target met	258 in this quarter Cumulative total since program inception = 1320
3. To increase the number of participating consultant providers by 21, from 12 to 33	12	33	32
4. To increase the number of telepsychiatric assessments conducted by 15,618, from 2,382 to 18,000	2,382	18,000	3,391 this quarter Cumulative total since program inception = 14,056
5. To increase the number of telepsychiatry referring sites by 40, from 19 to 59	19 referring sites	59 referring sites	58 total <ul style="list-style-type: none"> • 56 site live • 2 equipped – waiting on credentialing • Equipment ordered for 7 additional hospitals, contracts currently in negotiations

NC-STeP Status as of June 2015

EVALUATION CRITERIA	BASELINE VALUES/MEASURES AS REPORTED ON ORIGINAL GRANT APPLICATION	TARGET TO BE REACHED BY 06/30/2015	VALUES/MEASURES REACHED AS OF 6/30/2015
6. To increase the reports of involuntary commitments to an enrolled hospital by 4,631, from 369 to 5,000	369	5,000 Target met	1030 this quarter Cumulative total since program inception = 5403
7. To reduce the average Length of Stay for all patients with a primary mental health diagnosis across all dispositions by approximately 10 hours, from 33.08 to 23 hours	33.08 hours	23 hours	43.2 mean this quarter Median = 26.1
8. To establish a minimum score of 85% "satisfied" or "strongly satisfied" satisfaction rate among internal and external customers participating in the statewide telepsychiatry program	Baseline data not established (Surveying not started in Year 1)	85%	See attached detail
9. To increase the ratio of the overall revenues (billing, subscription fees), exclusive of grant funding, to program costs (exclusive of start-up costs)	0.45:1.00	>1.00:1.00	0.61

NC-STeP Status - June 2015

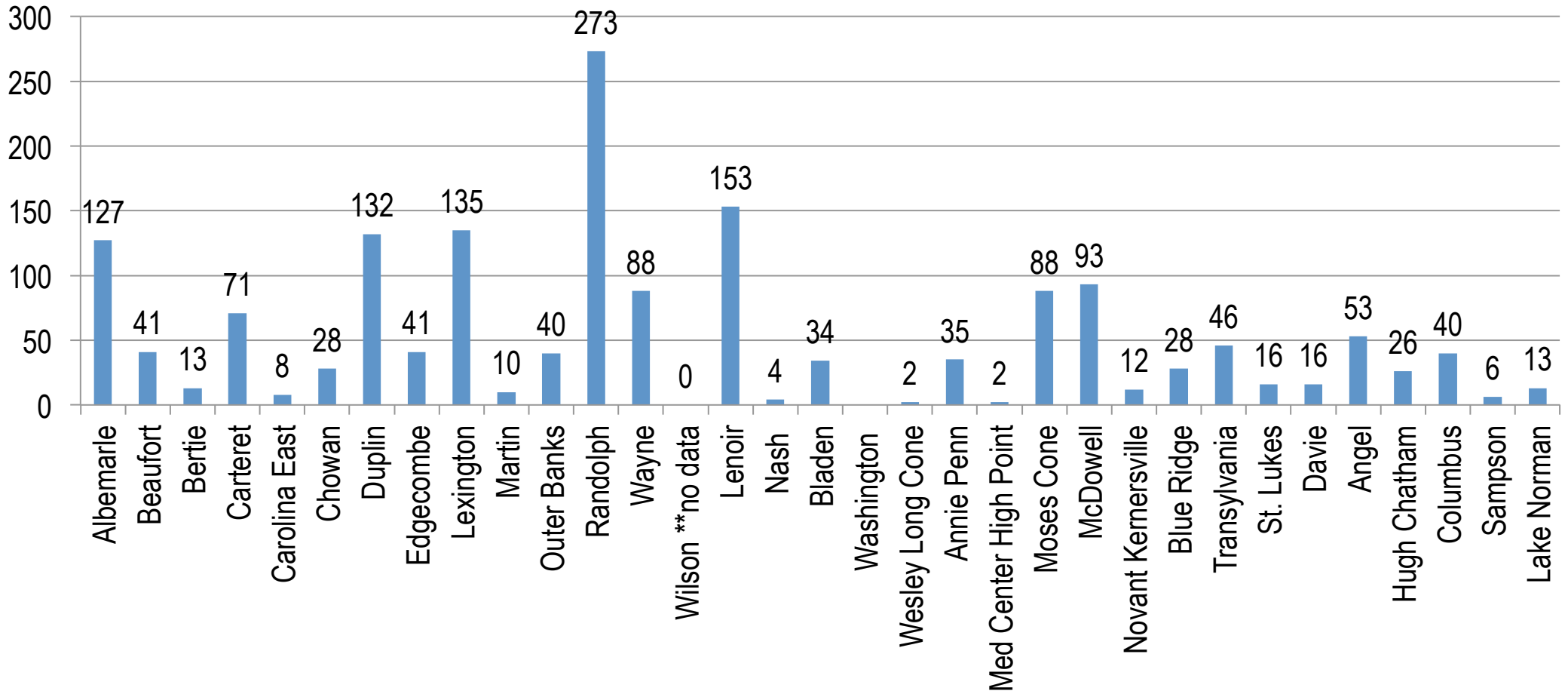


Provider Hubs

- 1. Coastal Carolina Neuropsychiatric Center**
- 2. Mission**
- 3. Cone Health**
- 4. Novant**
- 5. Cape Fear**



Total Number of ED Telepsychiatry Patients by Hospital - for April - June 2015

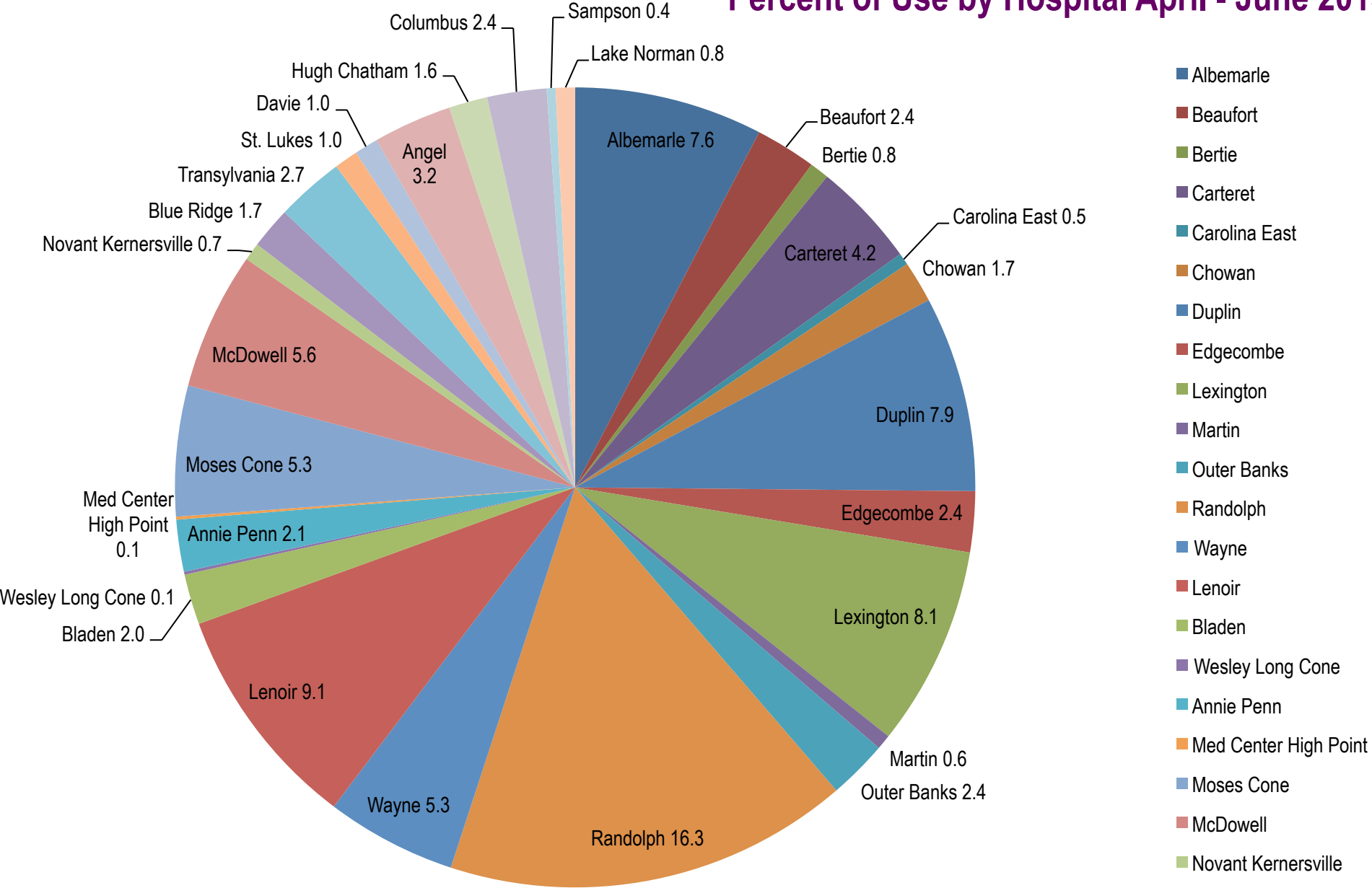


NC-STeP

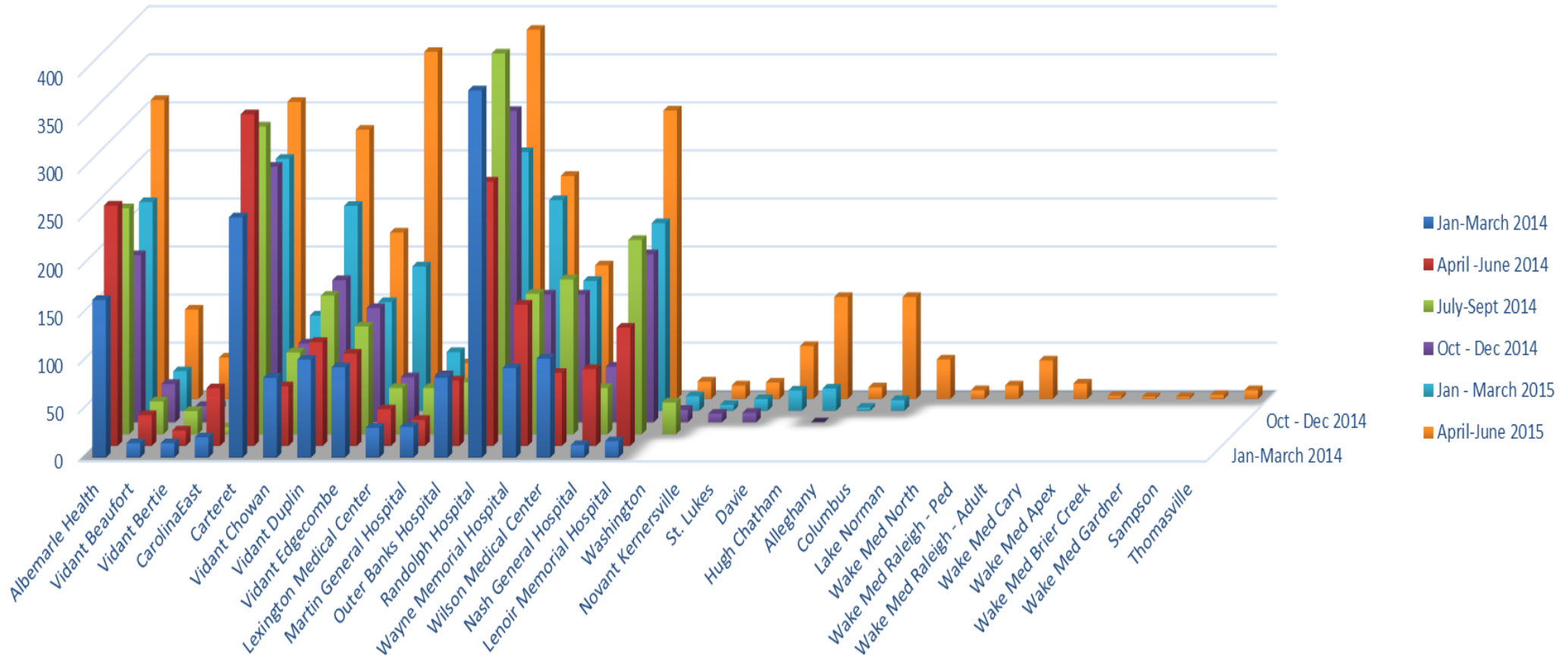


East Carolina University
CENTER FOR TELEPSYCHIATRY

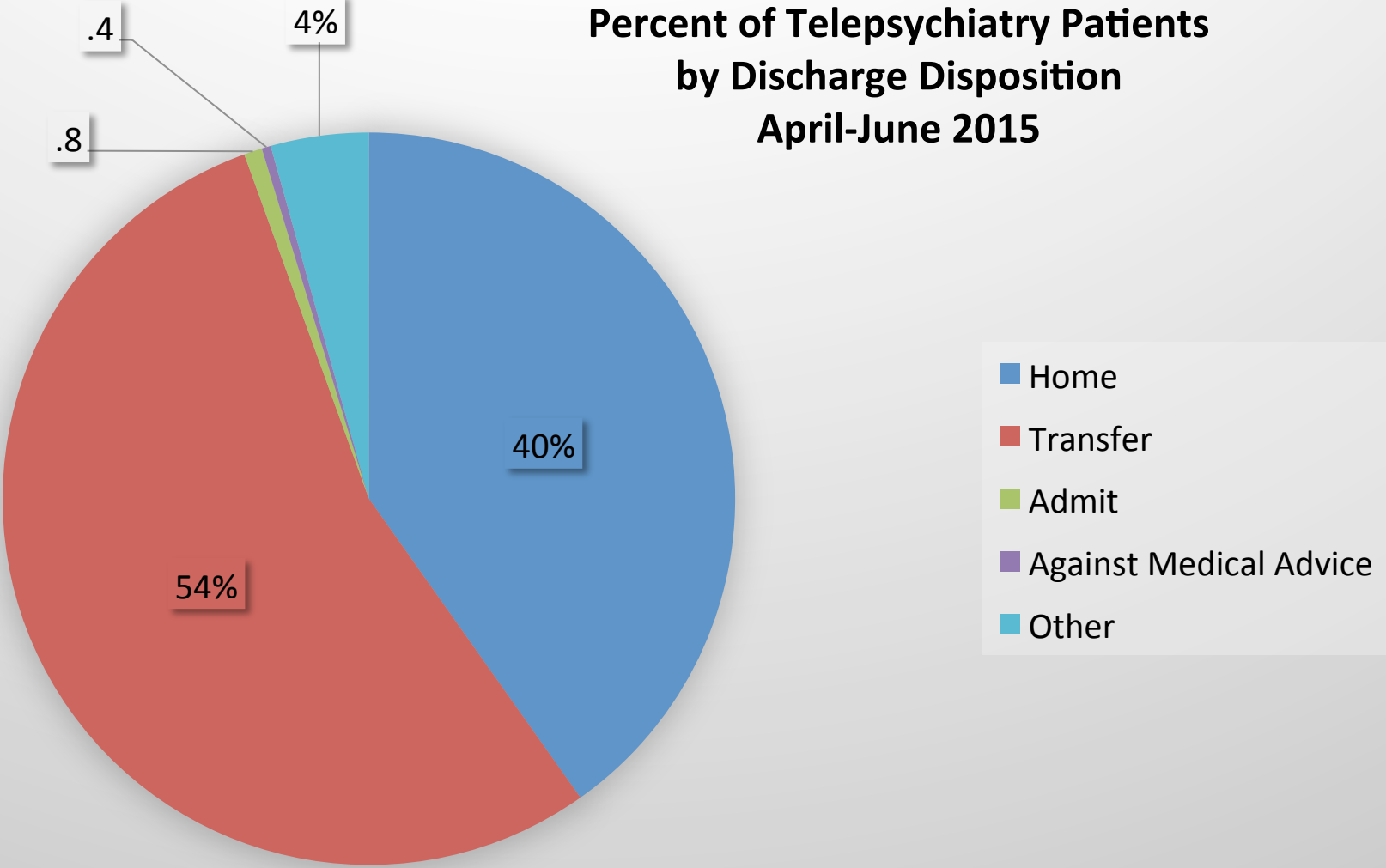
Percent of Use by Hospital April - June 2015



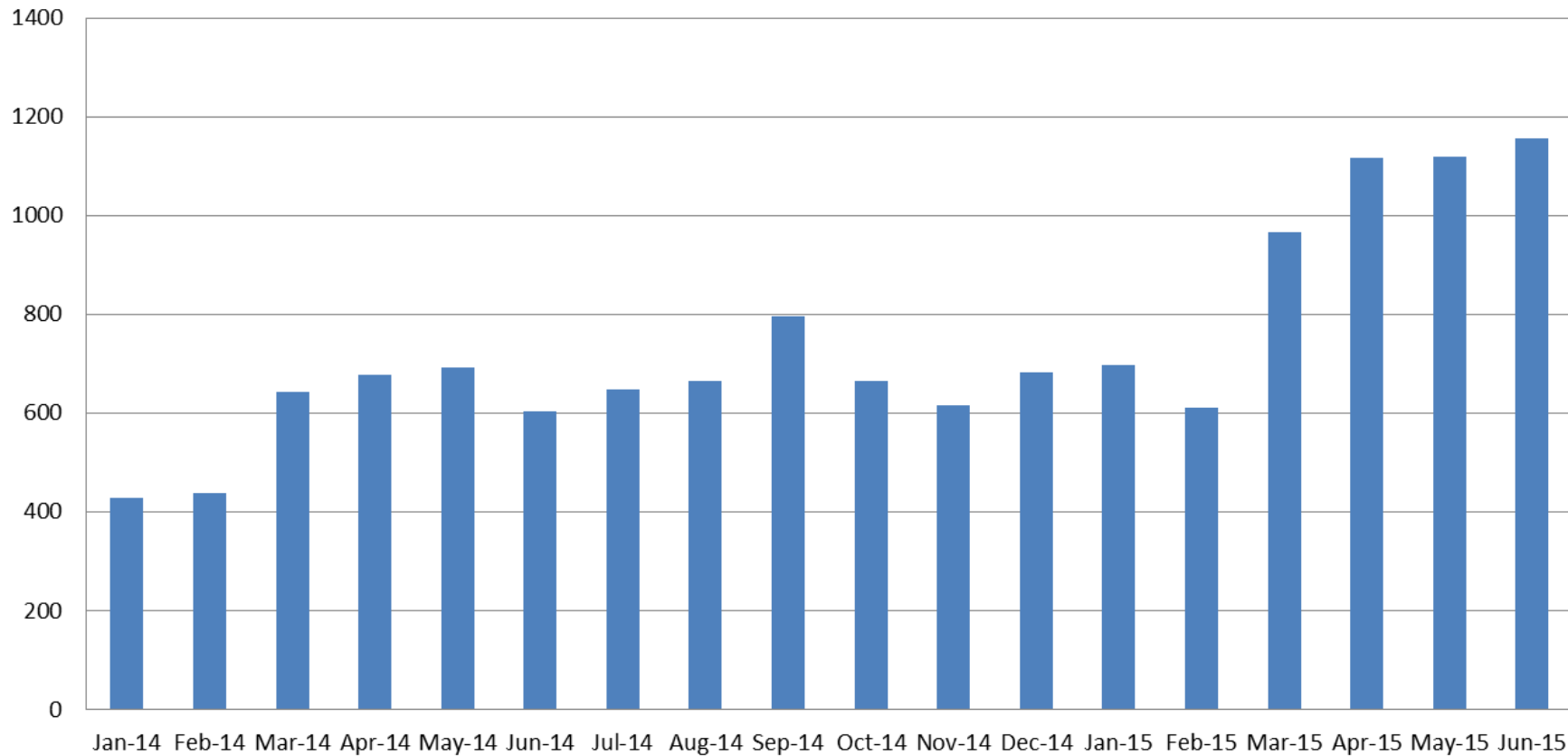
NC STeP Number of Total Assessments by Hospital by Quarter



Percent of Telepsychiatry Patients by Discharge Disposition April-June 2015



NC STeP Number of Total Assessments Billed by Month (January 2014 - June 2015)

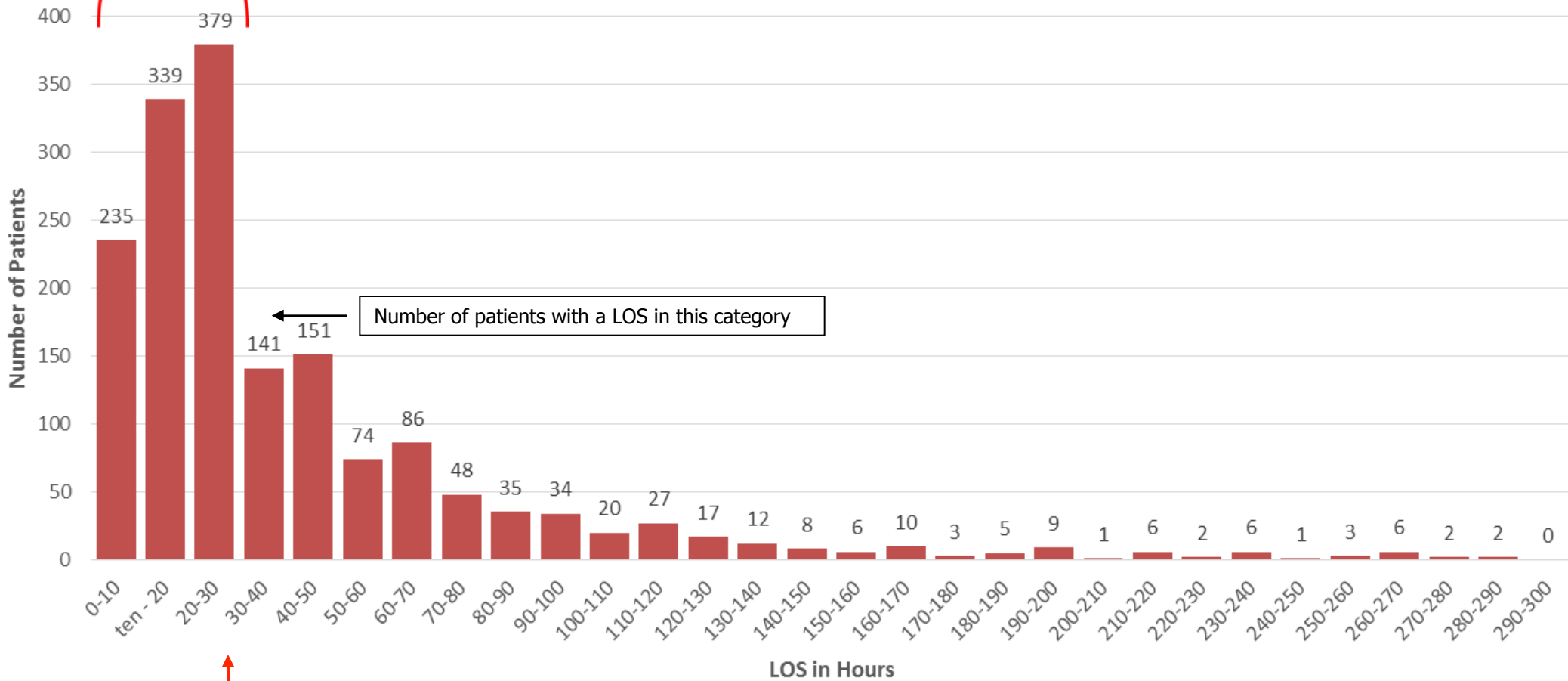


	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15
■ Number of Total Assessments Billed	427	438	643	678	692	603	647	664	795	664	616	681	697	610	965	1117	1119	1155



57% percent of patients
Had a LOS of 30 hours or less

NC STeP April - June 2015 Number of Patients by LOS Category (in hours)



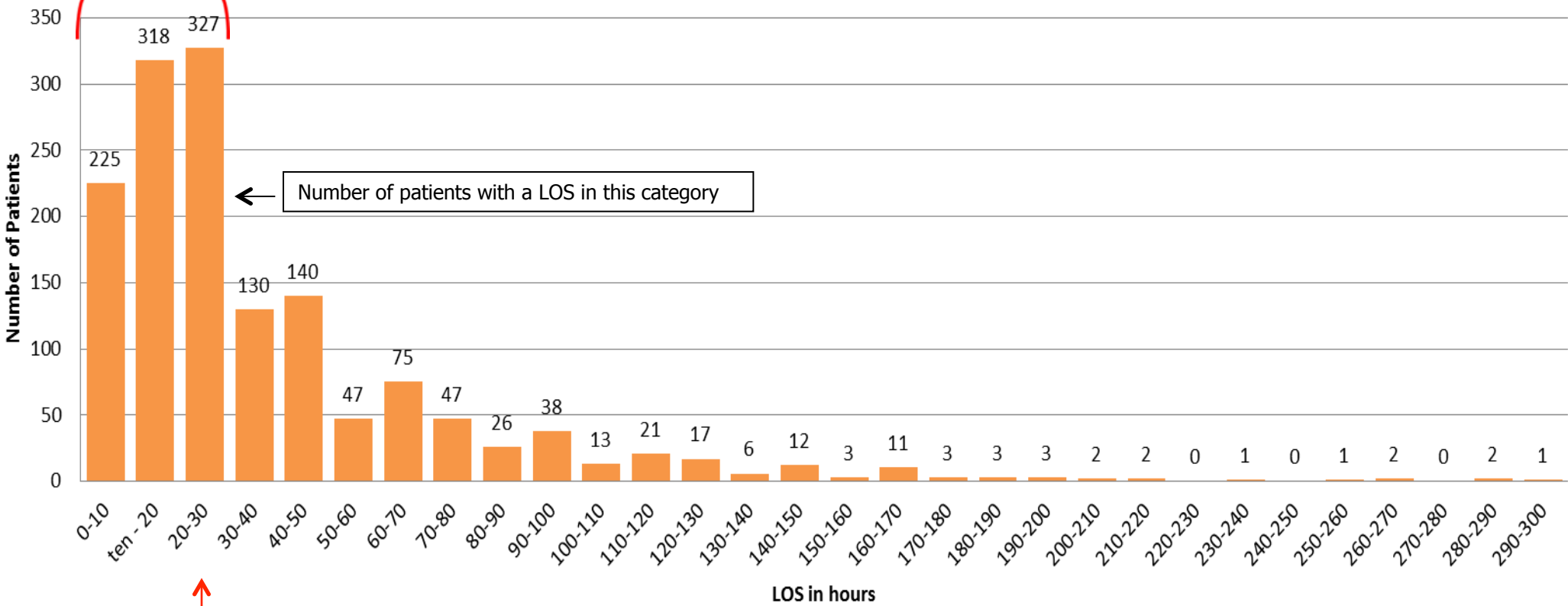
Median Length of Stay for April 2015 – June 2015 = 26.1 Hours



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

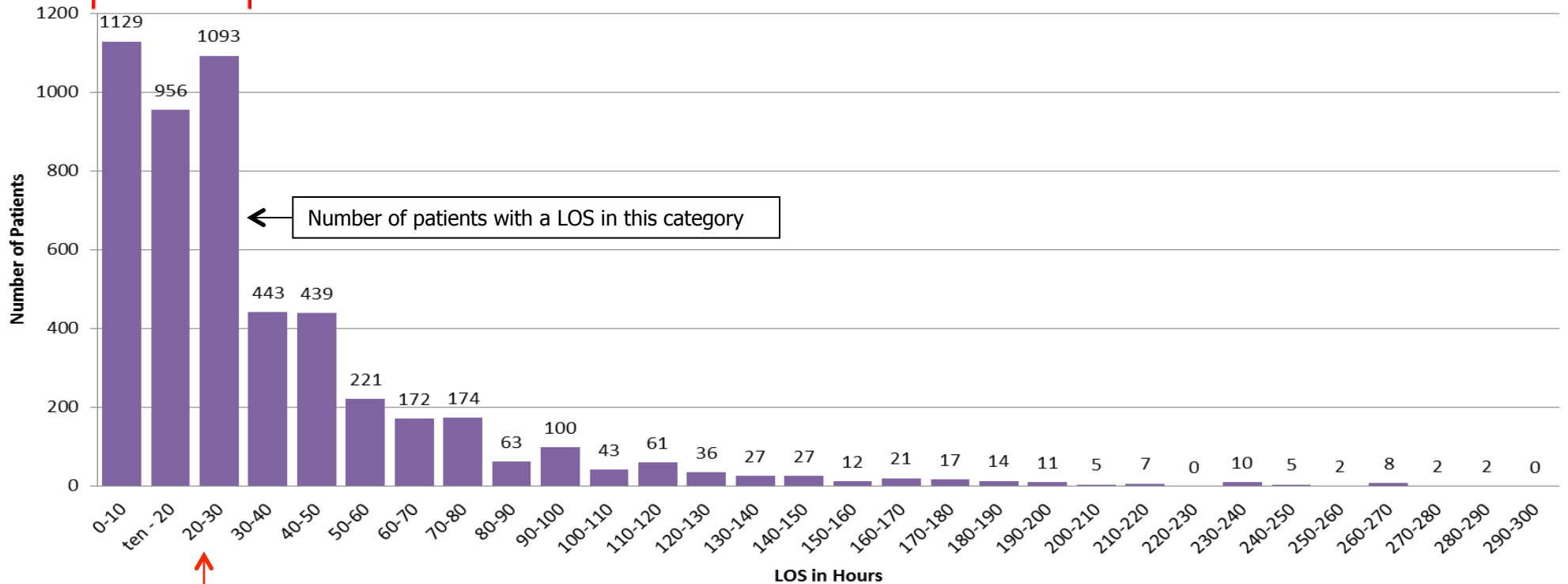


Median Length of Stay for Jan 2015 – March 2015 = 24.7 Hours



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

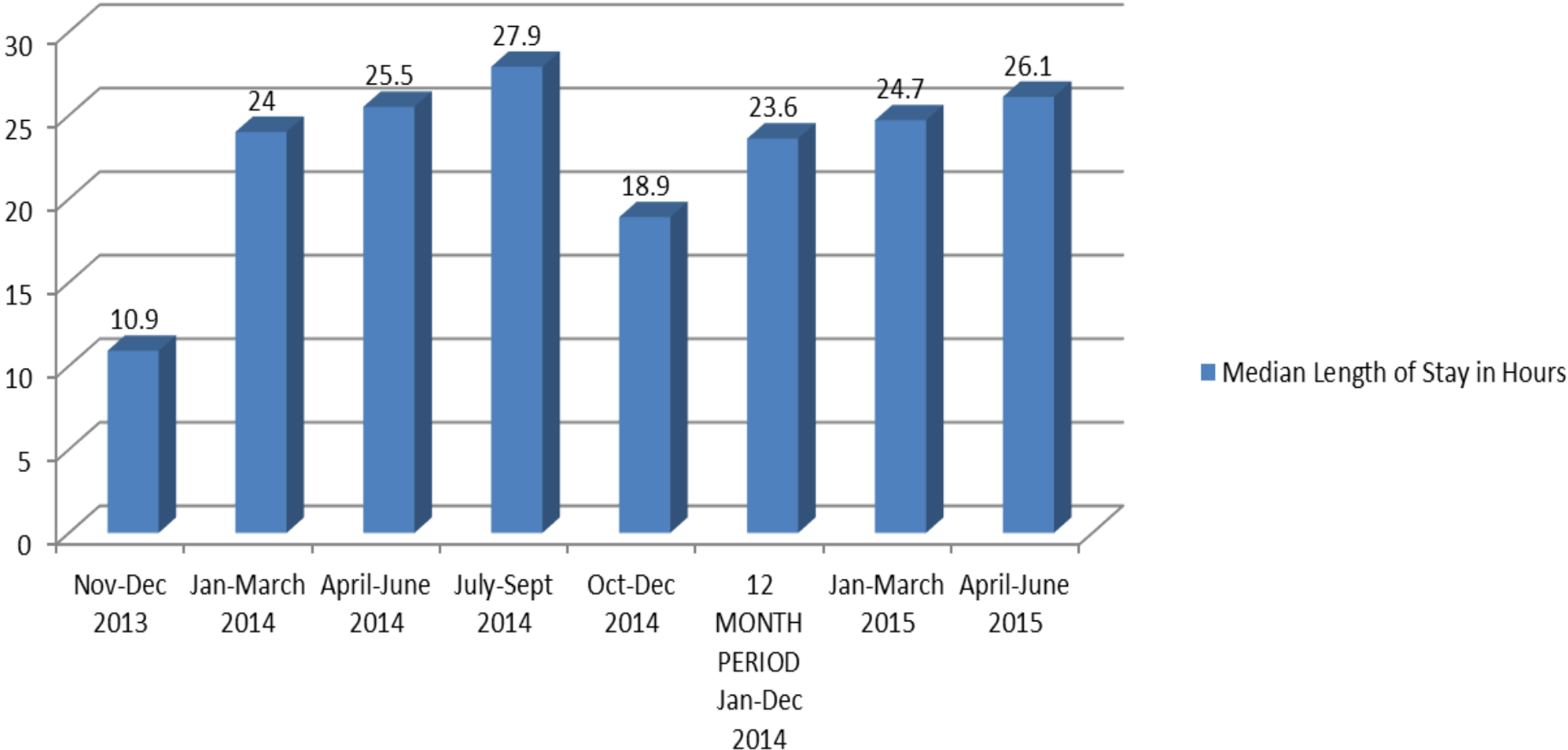
NC STeP January - December 2014 Number of Patients by LOS Category (in hours)



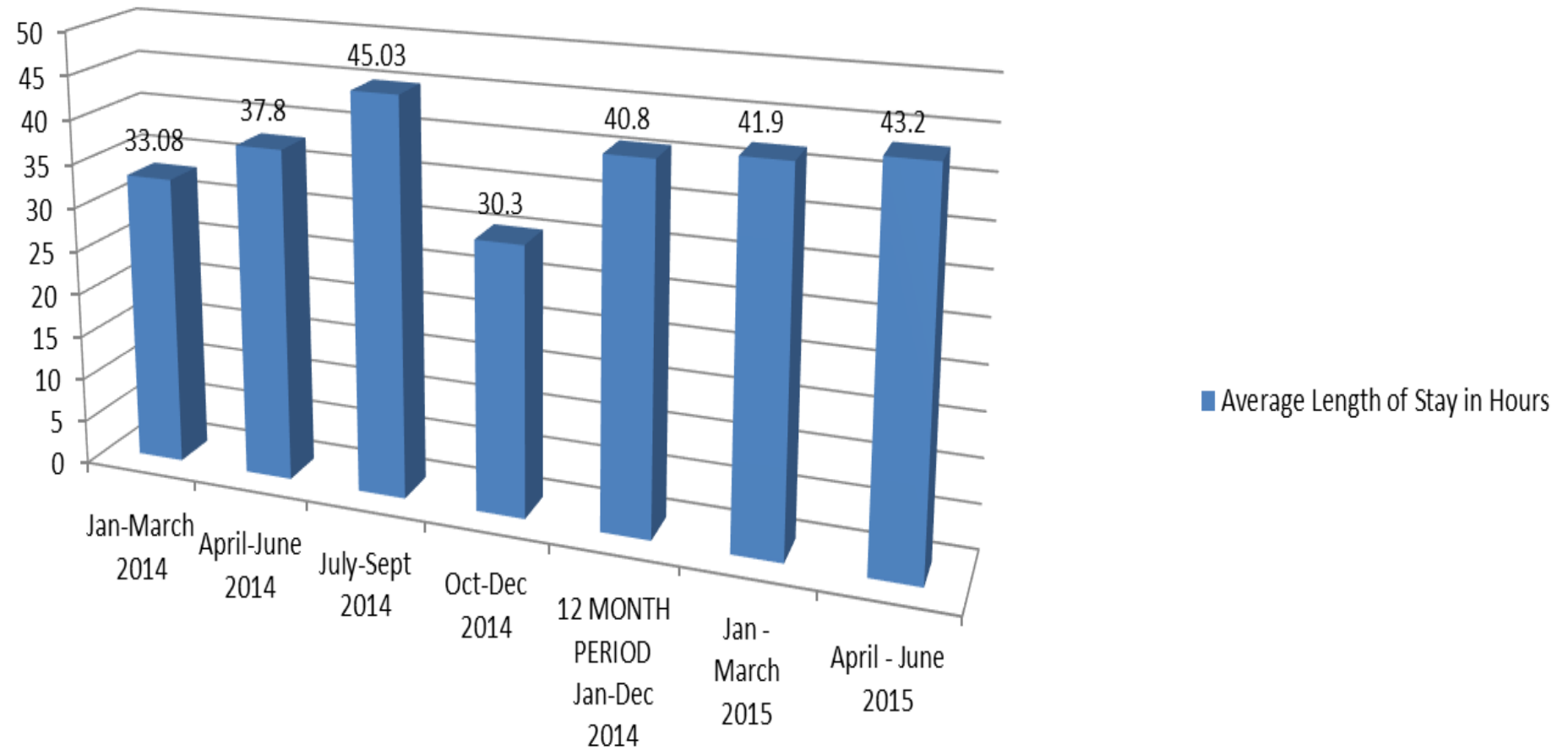
Median Length of Stay for Jan 2014 – Dec 2014 = 23.6 Hours



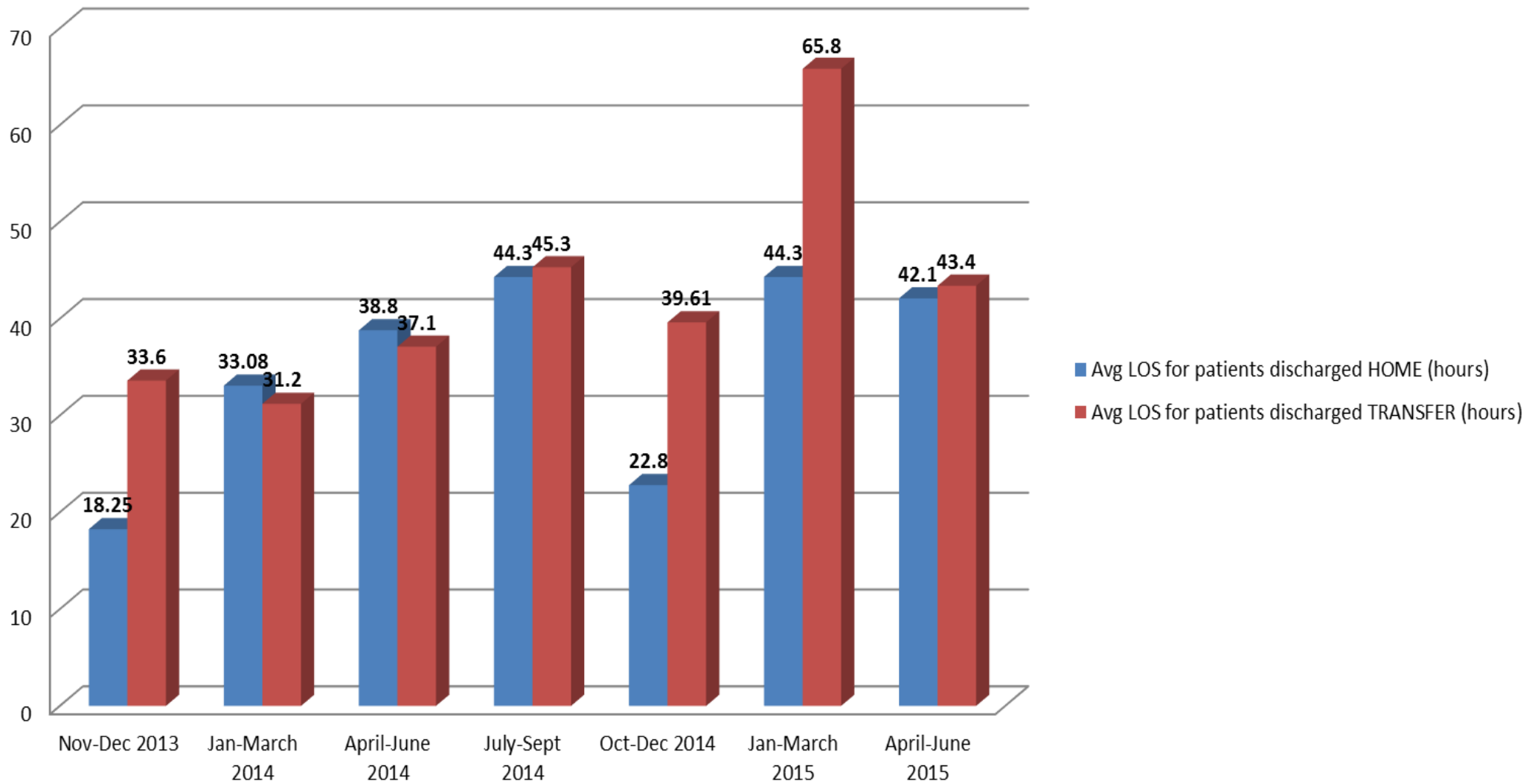
Median Length of Stay in Hours



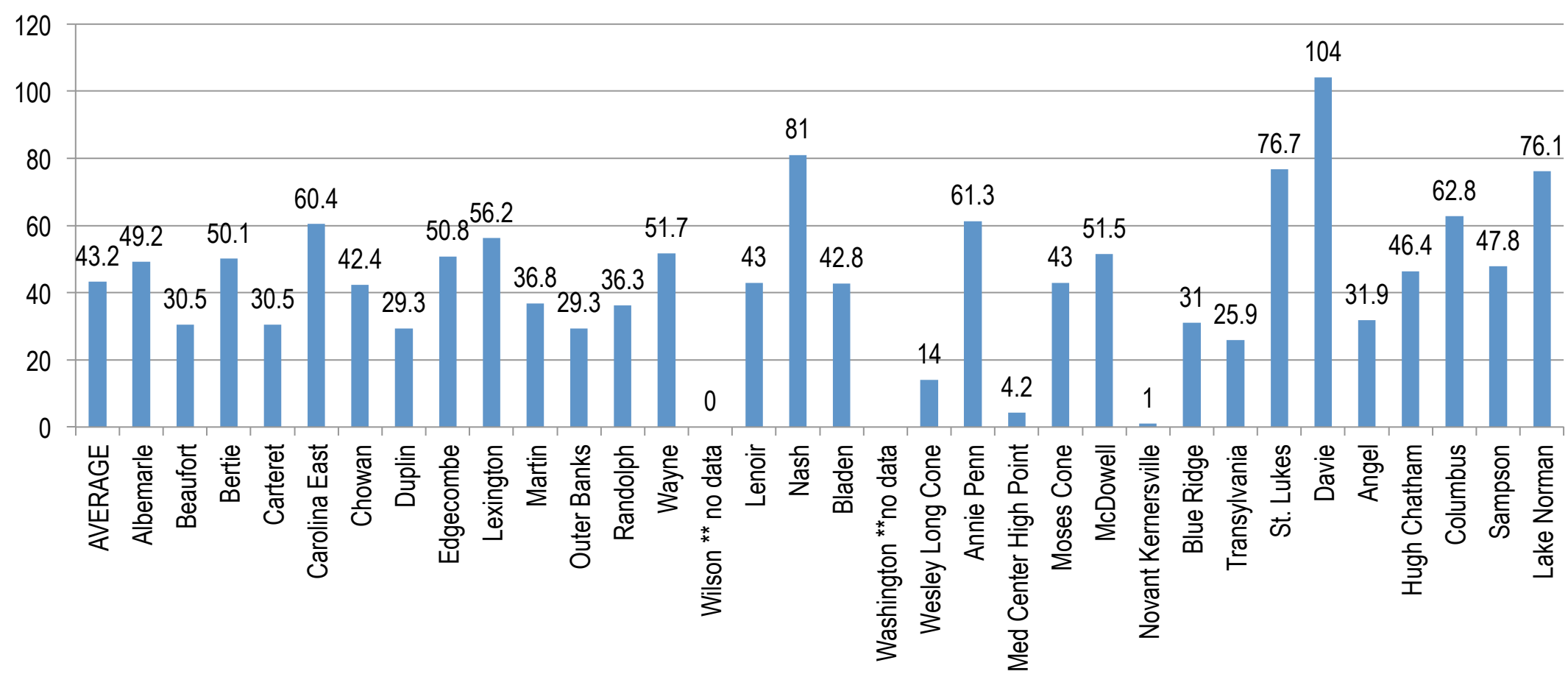
Average Length of Stay for Hospitals Participating in NC STeP



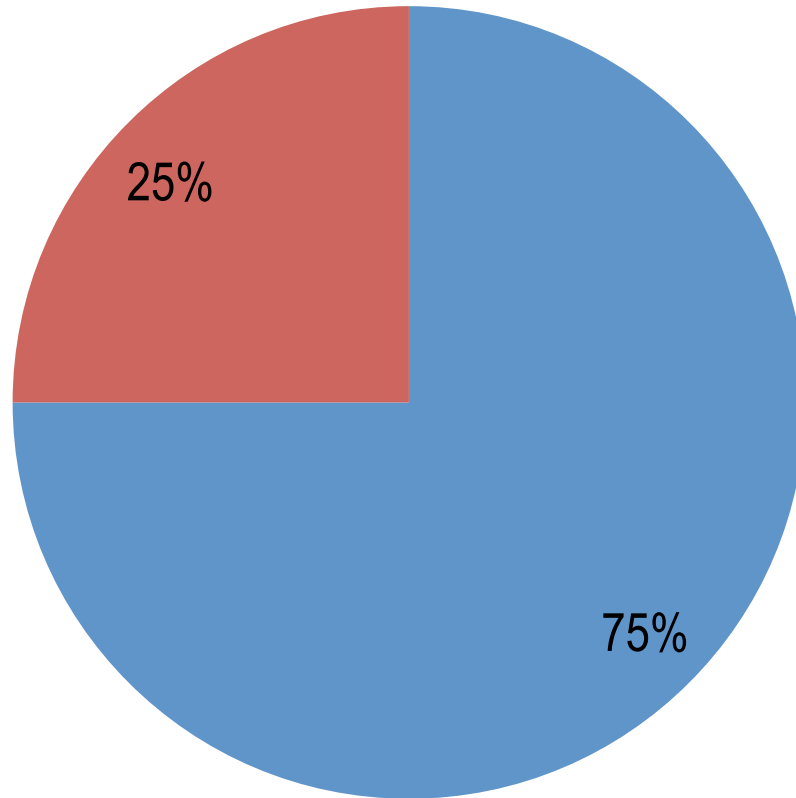
Average Length of Stay for Patients Discharged to Home or Transfer



Average Length of Stay for ED Telepsych Patients in Hours by Hospital - for April -June 2015



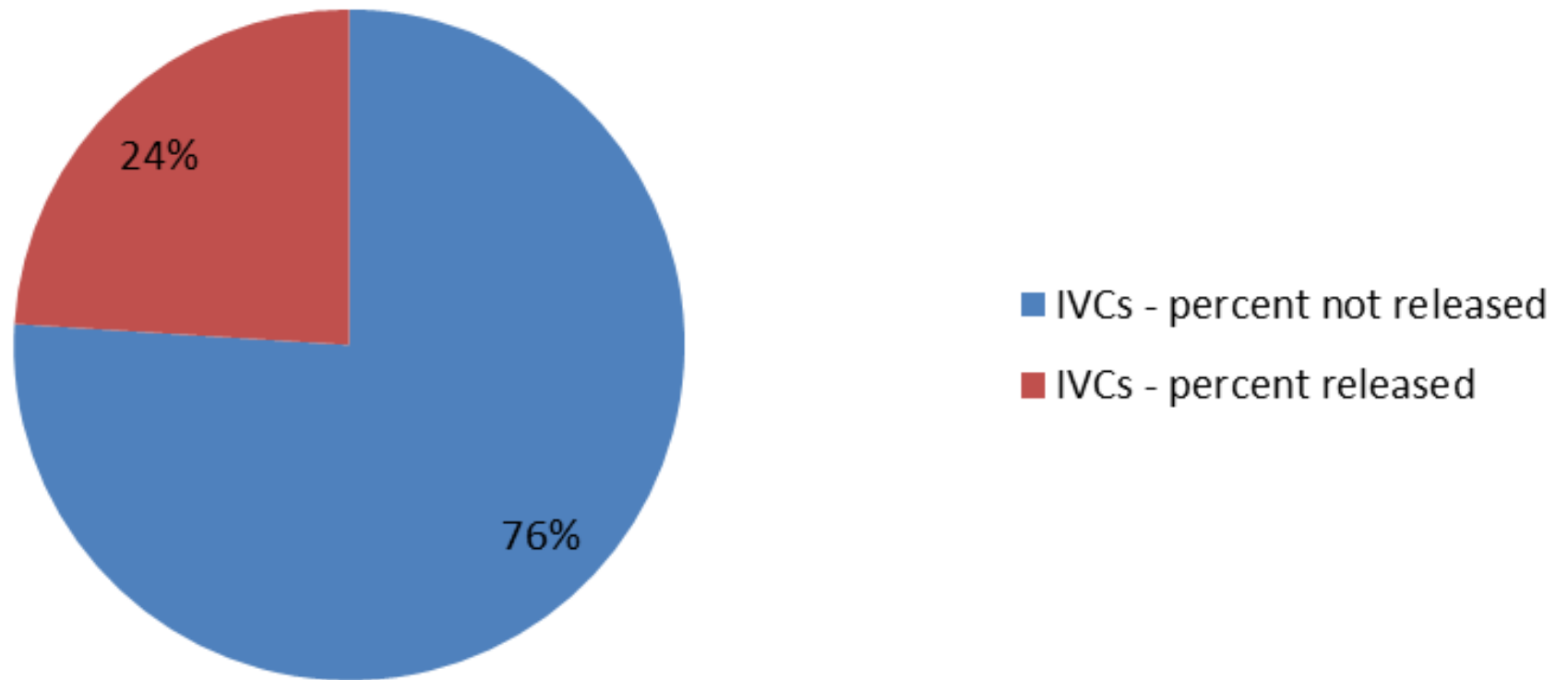
IVCs - by Release Status April - June 2015



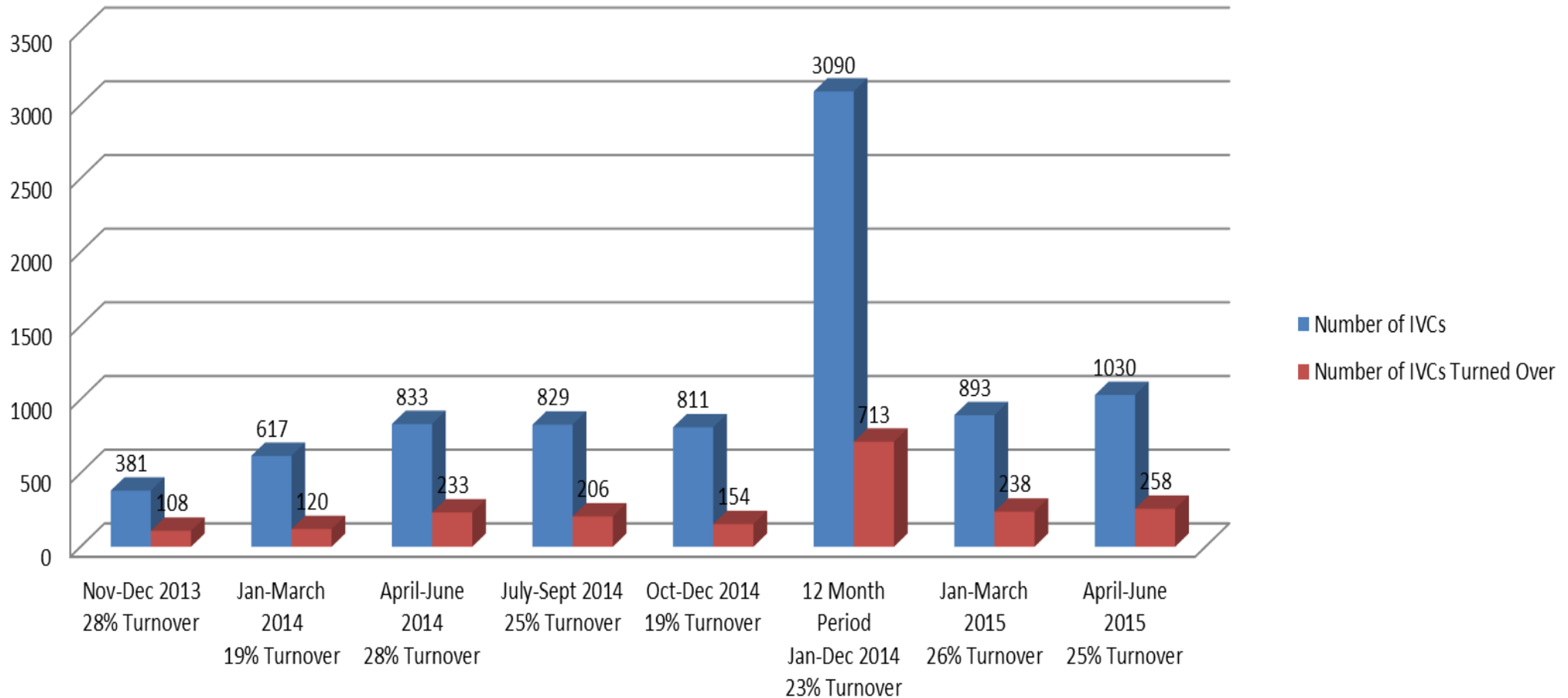
- IVCs - percent not released
- IVCs - percent released



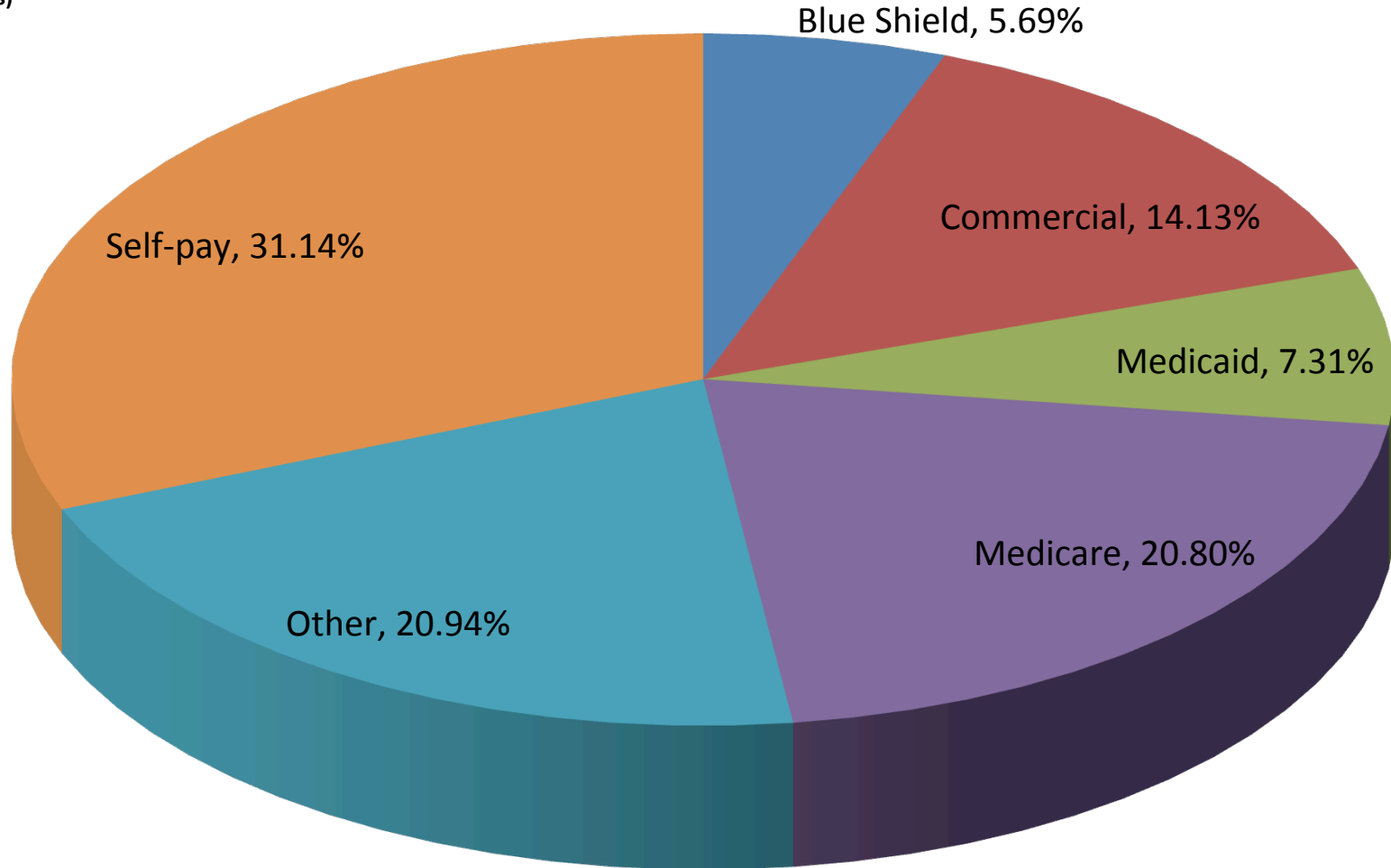
IVCs - By Release Status January - December 2014



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



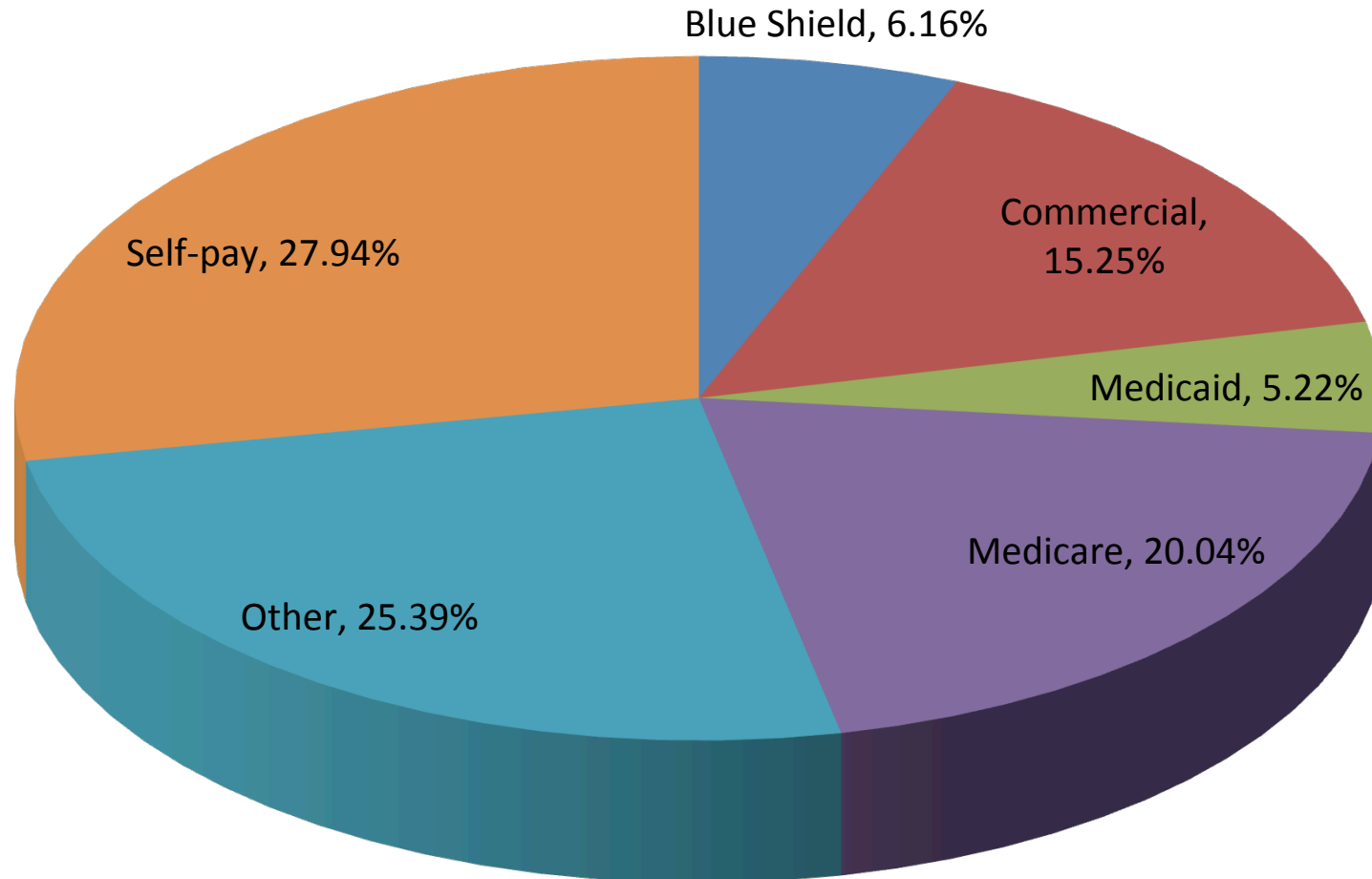
NC-STeP CHARGE MIX
PROJECT TO DATE
10/1/13 - 6/30/15
(based on initial status)



NC-STeP CHARGE MIX

FYTD 2015 (July 2014- June 2015)

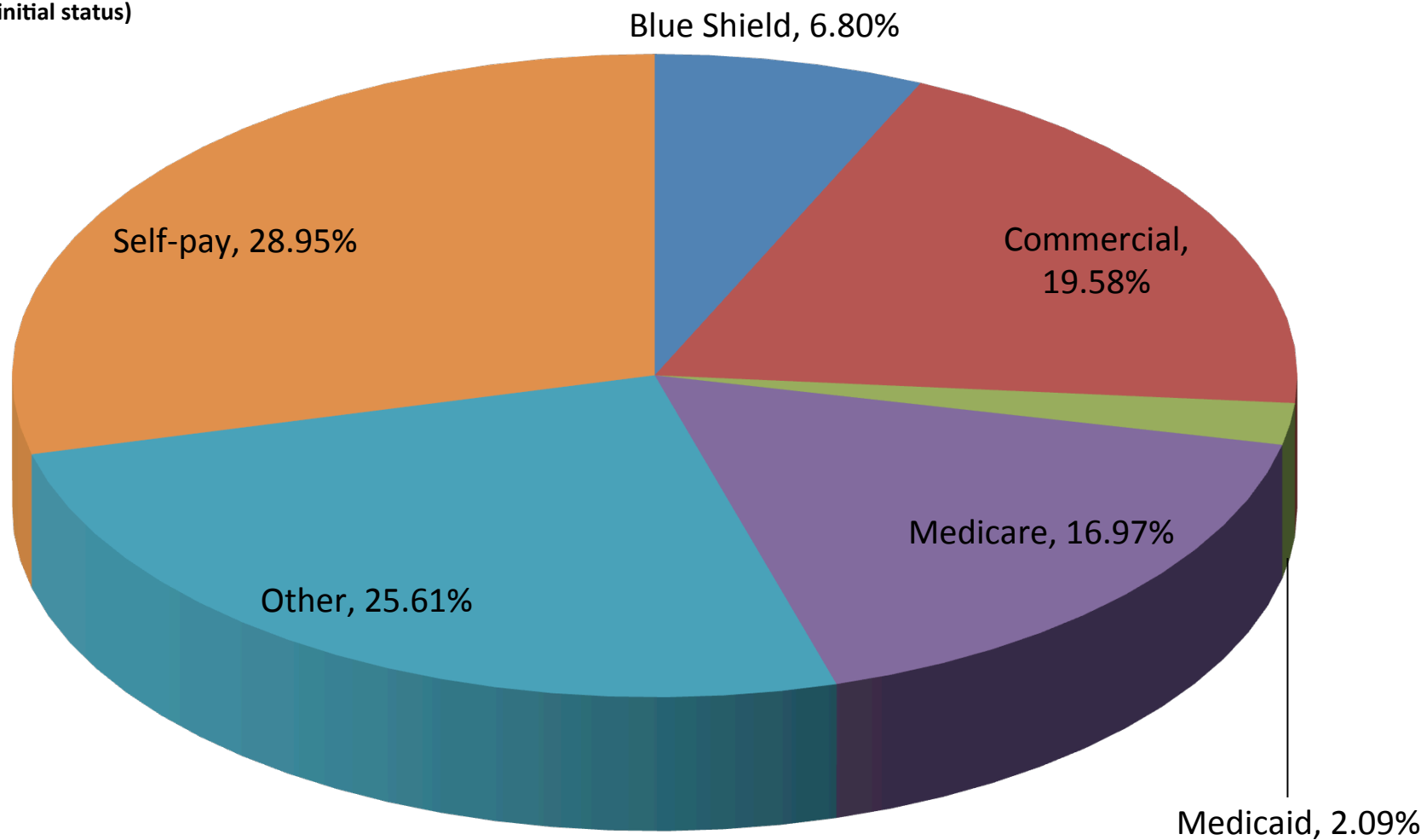
(based on initial status)



NC-STeP CHARGE MIX

QTD 2015 - Quarter 4

(based on initial status)



Satisfaction Data

Satisfaction surveys were conducted in June 2015 with 4 groups:

- **Emergency Department Physicians**
 - **Hospital Emergency Department Staff**
 - **Hospital CEOs/COOs**
 - **Provider (HUB) Physicians**
-
- 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

The following number of individuals from each group responded:

- Emergency Department Physicians (19 responded)
- Hospital Emergency Department Staff (34 responded)
- Hospital CEOs/COOs (1 responded – too small to present results)
- Provider (HUB) Physicians (6 responded)

For each group, one summary question is selected for an overall “satisfaction” rate. These are then averaged for a total rate.

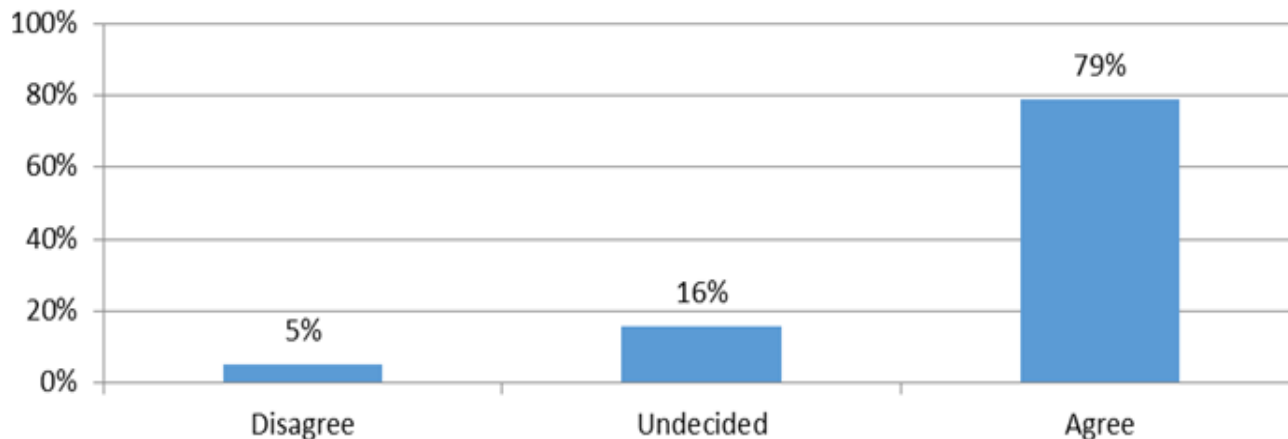


Hospital ED Physicians results:

- Telepsych consults are easy to obtain 79%
- Consultants respond quickly to the telepsych requests 53%
- Evaluations are complete and thorough 79%
- Consult disposition recommendations are helpful 68%
- Consults have improved the quality of care for mental health/ substance abuse patients in the ED 79%

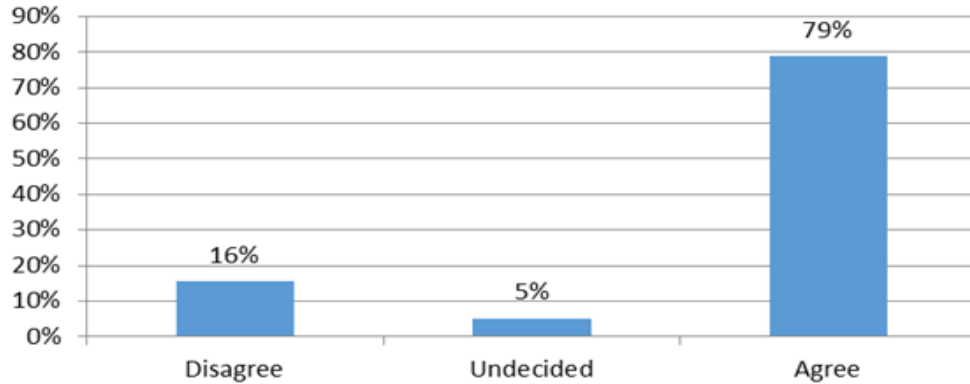
ED Doc: Telepsych consults have improved the quality of care for mental health and substance abuse patients in the ED

**This question used to measure overall satisfaction

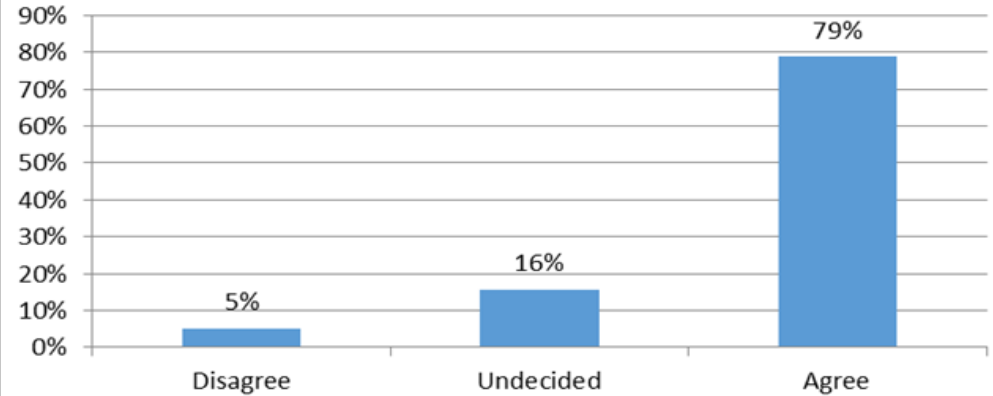


Hospital ED Physicians Satisfaction Results

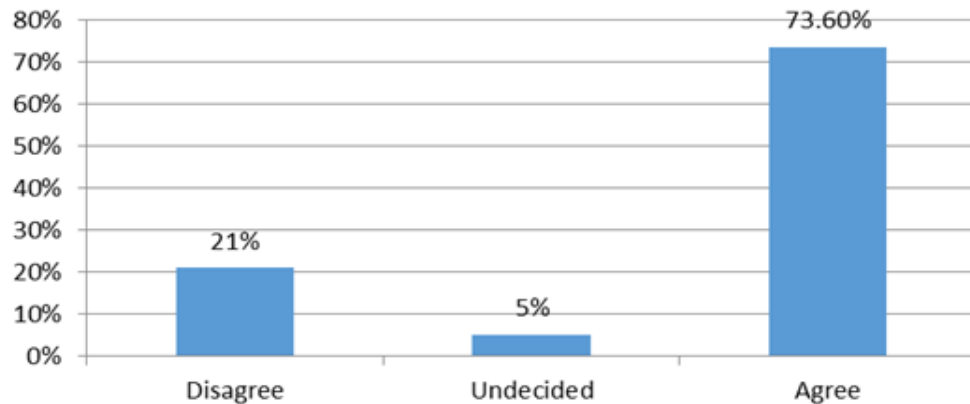
ED Doc: Telepsychiatry consults are easy to obtain



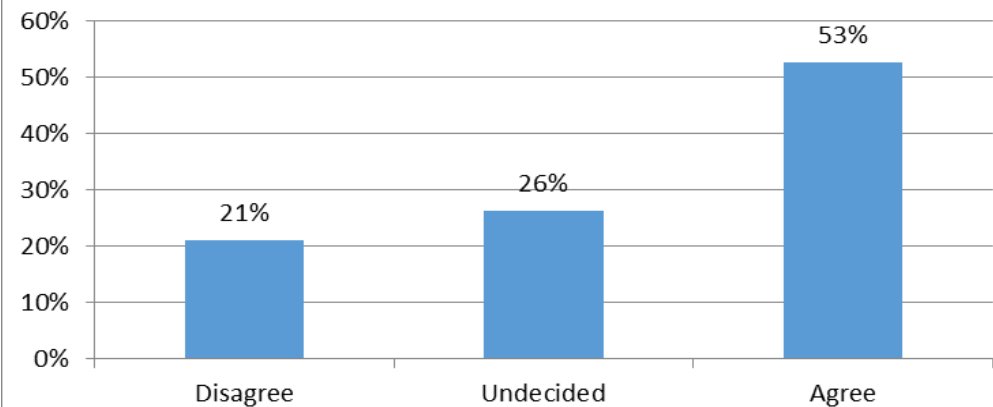
ED DOC: Telepsychiatry evaluations are complete and thorough



ED Doc: Telepsychiatry equipment is reliable and seldom down



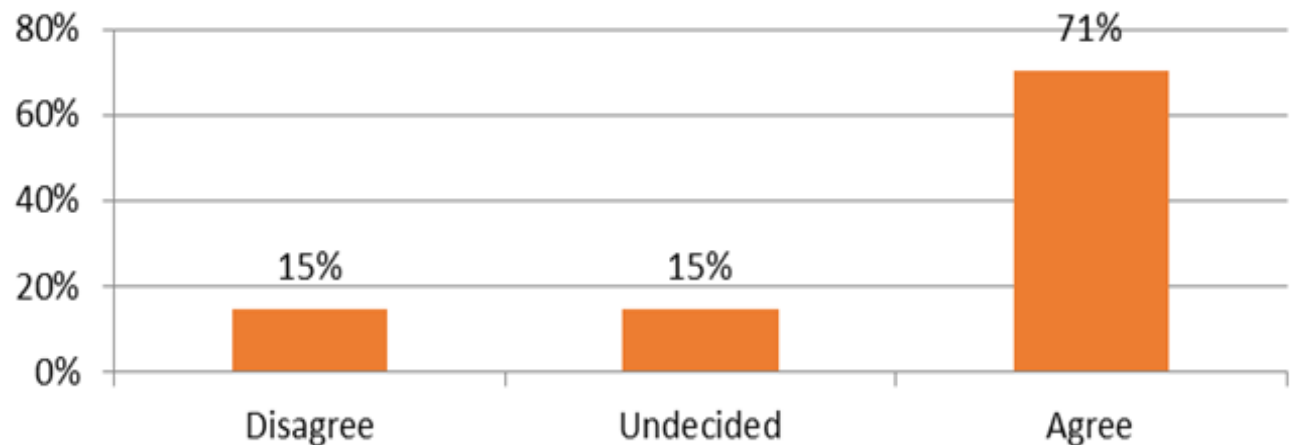
ER DOC: Consultants respond quickly to telepsychiatry requests



Hospital Staff Satisfaction Results

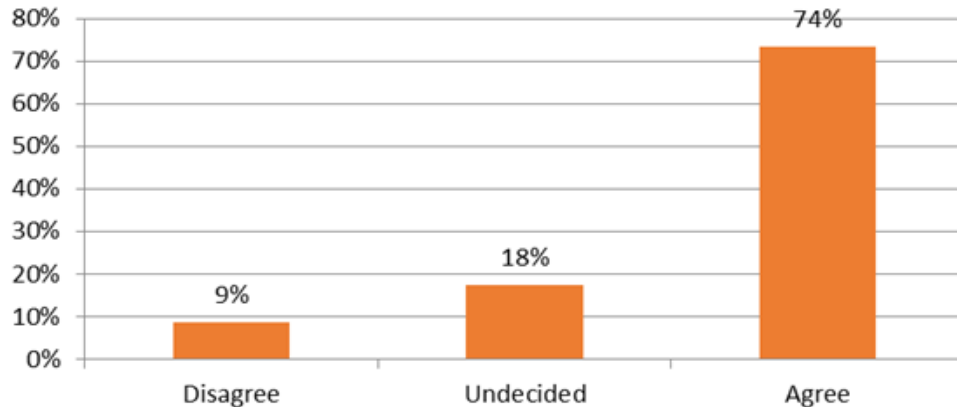
- Program has improved patient care in our ED 71%
- Patients appear comfortable 74%
- Patients were cooperative 85%.
- Fax system of requesting a consult is easy to use 52%

ED Staff: Telepsychiatry consults have improved patient care in our ED
****This question used to measure overall satisfaction**

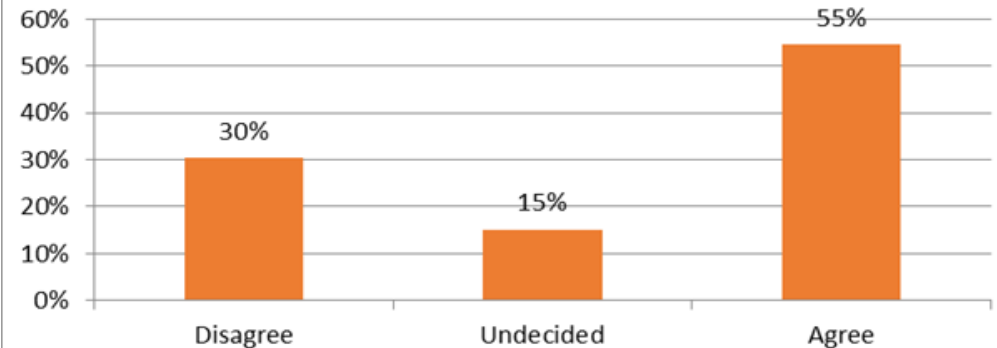


Hospital Staff Satisfaction Results

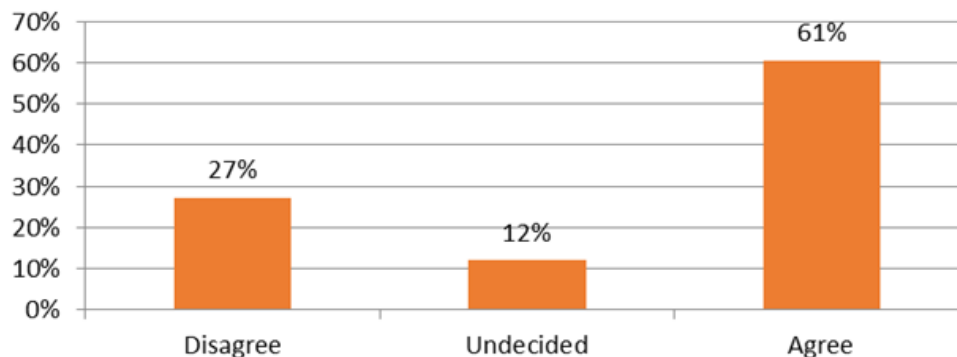
ED Staff: The telepsychiatry equipment is easy to use



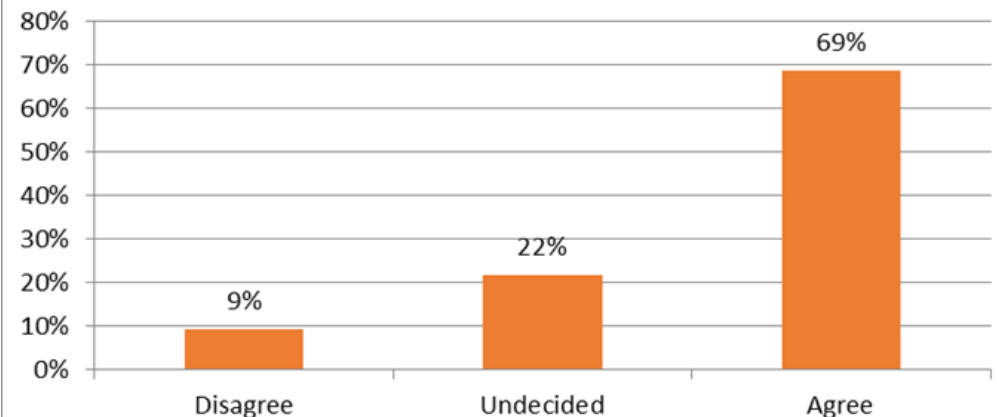
ED Staff: I received adequate training/instruction preparing me to use the system



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

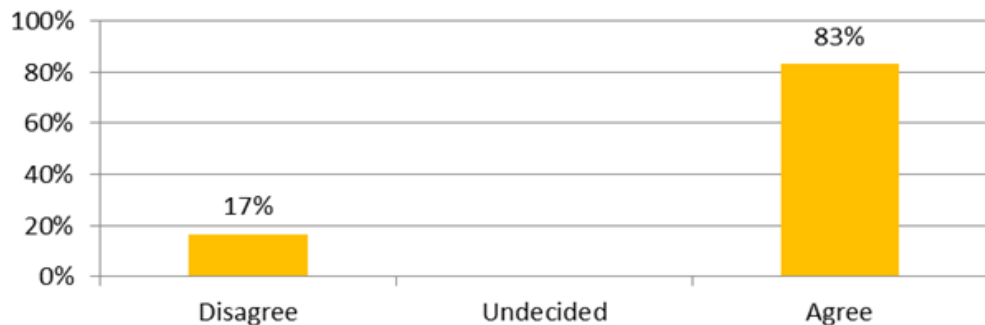


ED Staff: Assisting in telepsychiatry consults is an efficient use of my time

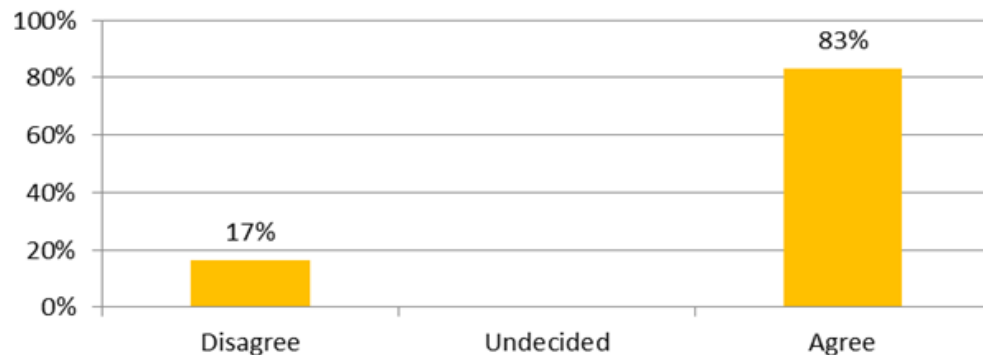


Provider Psychiatrist results:

Psychiatrist: Providing telepsych services is an effective and efficient way of assessing and treating patients with mental health/substance abuse issues

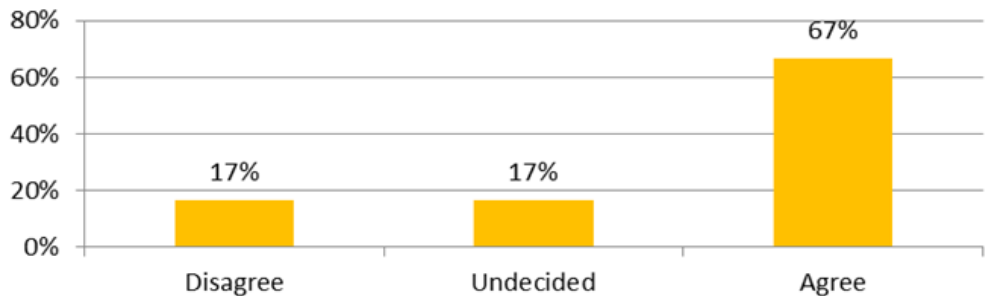


Psychiatrist: Telepsychiatry equipment is easy to use and safely arranged



Psychiatrist: I am satisfied with providing psychiatric consults via telepsychiatry

*This question used to measure overall satisfaction

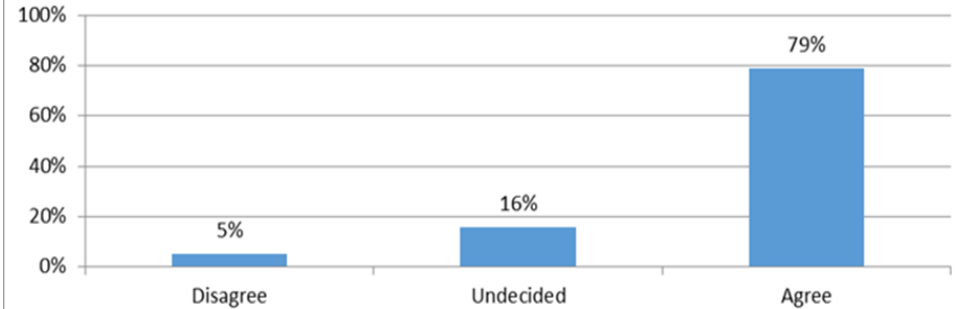


Overall Satisfaction: Determined by a weighted average of the satisfaction measures for the user groups. The weighted average for April-June 2015 was 73% satisfied.

- Provider Psychiatrists = 67%.
- ED Physicians = 79%.
- ED staff = 71%.

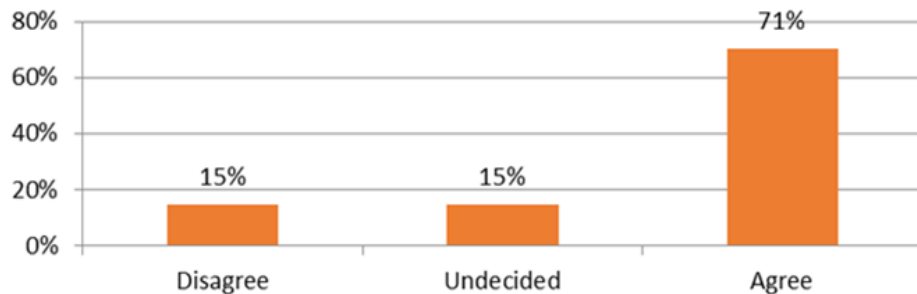
ED Doc: Telepsych consults have improved the quality of care for mental health and substance abuse patients in the ED

**This question used to measure overall satisfaction



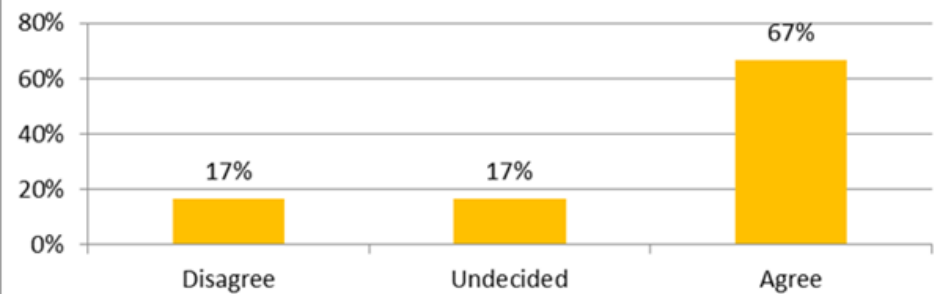
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NC-STeP

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