



NORTH CAROLINA
STATEWIDE TELEPSYCHIATRY PROGRAM

Quarterly Progress Update



Sy Saeed, M. D., MS, FACP_{psych},

Professor and Chair

Department of Psychiatry and Behavioral Medicine

Brody School of Medicine - East Carolina University

Director

North Carolina Statewide Telepsychiatry Program (NC-STeP)



NC-STeP Status as of September 30, 2015

- 74 hospitals in the network
 - 57 are “Live”
 - 17 are in process (i.e. waiting on credentialing, equipment, training, or portal)
- 3,843 total telepsychiatry assessments were conducted under the program during this three month period
 - 17,899 total telepsychiatry assessments have been conducted under the program since its inception
- 11,195 total encounters since program inception (9,756 at Model 1 hospitals and 1439 at Model 2 hospitals).



NC-STeP Status as of September 30, 2015

- 1134 ED patients who received telepsychiatry services had an IVC in place during their ED stay.
 - 230 (20.3%) of those patients did not have an IVC in place when they were discharged.
- Of the ED patients who received telepsychiatry services, 38% were discharged to home. 53% were discharged to another facility.



NC-STeP Status as of September 2015

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



NC-STeP Status as of September 30, 2015

EVALUATION CRITERIA	BASELINE VALUES/MEASURES AS REPORTED ON 03/31/2015	TARGET TO BE REACHED BY 06/30/2016	VALUES/MEASURES REACHED AS OF 09/30/2015
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 FTEs
2. To increase the number of overturned involuntary commitments by 106, from 1,059 to 1,165 in order to address unnecessary hospitalization of behavioral health patients	1,059	1,165	230 in this quarter Cumulative total since program inception 1567
3. To increase the number of participating consultant providers by 1, from 32 to 33	32	33	32
4. To increase the number of telepsychiatry assessments conducted by 1,067, from 10,665 to 11,732	10,665	11,732	3843 in this quarter Cumulative total since program inception 17,899
5. To increase the number of state-supported telepsychiatry referring sites by 14, from 59 to 73	59 referring sites	73 referring sites	74 total 57 sites live 17 in process (i.e contract negotiations, equipment being ordered, etc)

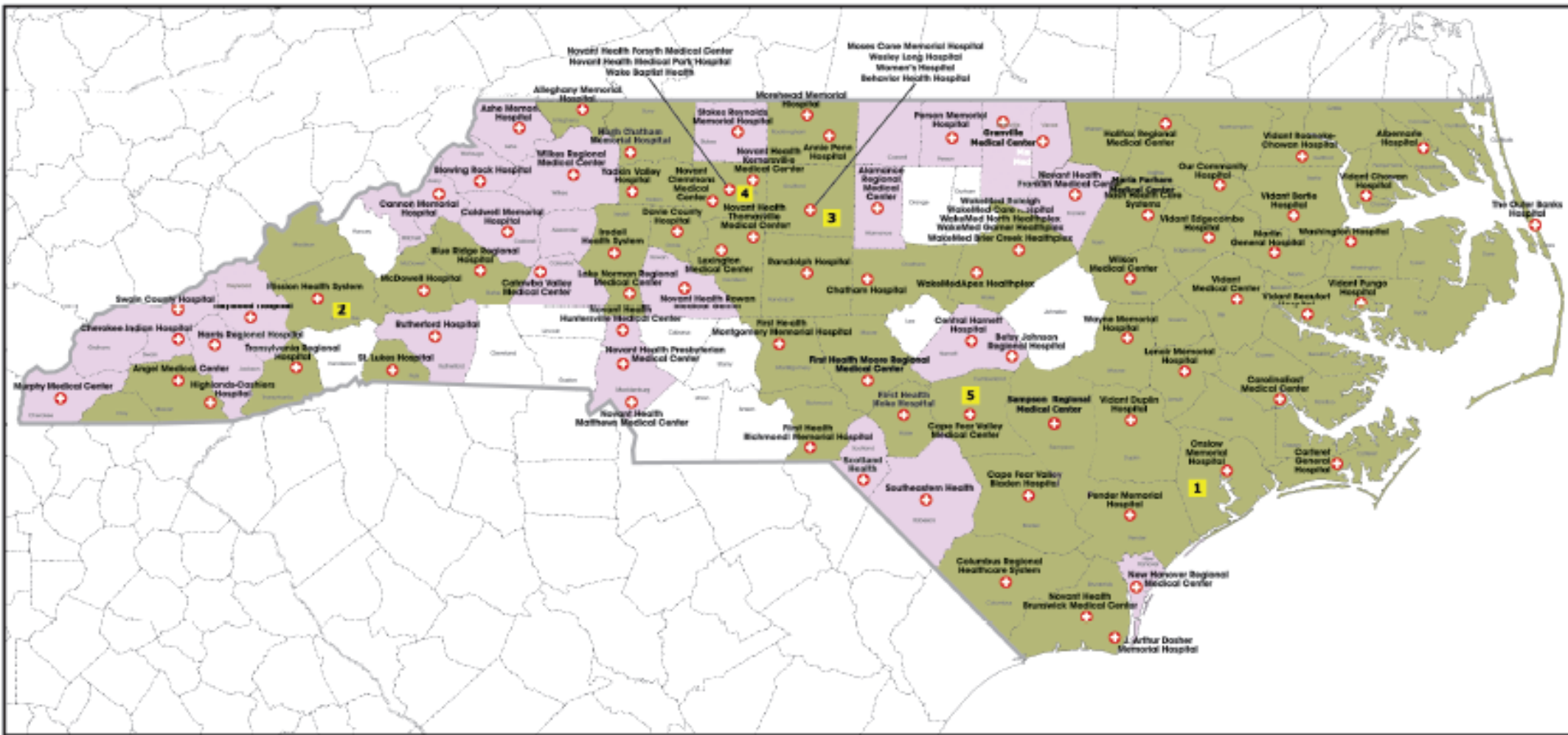
NC-STeP Status as of September 30, 2015

EVALUATION CRITERIA	BASELINE VALUES/MEASURES AS REPORTED ON 03/31/2015	TARGET TO BE REACHED BY 06/30/2016	VALUES/MEASURES REACHED AS OF 09/30/2015
6. To increase the reports of involuntary commitments to an enrolled hospital by 436, from 4,364 to 4,800	4,364	4,800	1134 in this quarter Cumulative total since program inception 6729
7. To reduce the average (mean) Length of Stay for all patients with a primary mental health diagnosis across all dispositions by approximately 19 hours, from 42 to 23 hours	42 hours	23 hours	50.1 mean this quarter Median = 27.4
8. To increase by 43 percentage points the minimum score of "satisfied" or "strongly satisfied" satisfaction rate among emergency department staff participating in the statewide telepsychiatry program	42%	85%	Satisfaction surveys to be conducted every other quarter. Next survey will be conducted at the end of Dec 2015
9. To increase by 10 percentage points the minimum score of "satisfied" or "strongly satisfied" satisfaction rate among CEOs/COOs participating in the statewide telepsychiatry program	75%	85%	Satisfaction surveys to be conducted every other quarter. Next survey will be conducted at the end of Dec 2015

NC-STeP Status as of September 30, 2015

EVALUATION CRITERIA	BASELINE VALUES/MEASURES AS REPORTED ON 03/31/2015	TARGET TO BE REACHED BY 06/30/2016	VALUES/MEASURES REACHED AS OF 09/30/2015
10. To establish a minimum score of "satisfied" or "strongly satisfied" satisfaction rate among consulting (hub) providers participating in the statewide telepsychiatry program	N/A – Hub Providers not surveyed until Year 3	85%	Satisfaction surveys to be conducted every other quarter. Next survey will be conducted at the end of Dec 2015
11. To increase by 3 percentage points the minimum score of "satisfied" or "strongly satisfied" satisfaction rate among emergency department physicians participating in the statewide telepsychiatry program	82%	85%	Satisfaction surveys to be conducted every other quarter. Next survey will be conducted at the end of Dec 2015
12. To increase the ratio of the overall revenues (billing, subscription fees), exclusive of grant funding, to program costs (exclusive of start-up costs)	0.93:1.00	>1.00:1.00	0.64

NC-STeP Status - June 2015

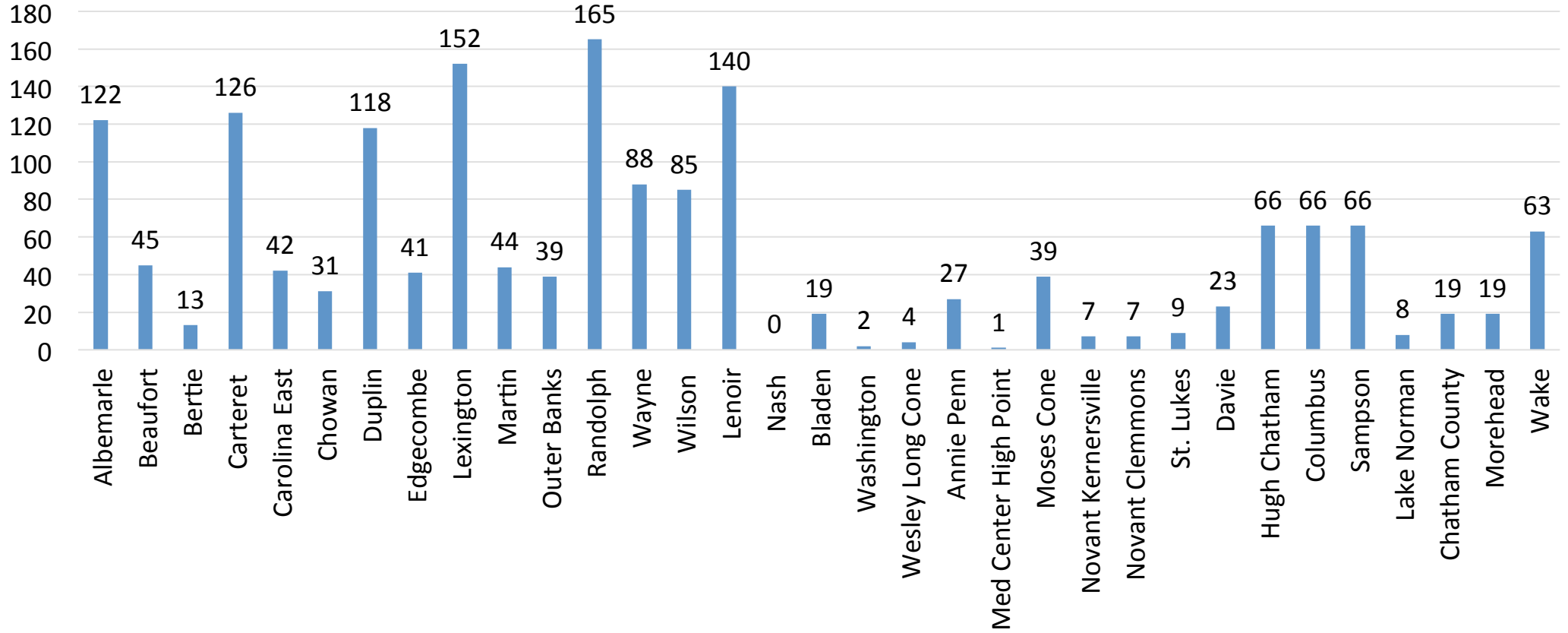


Provider Hubs

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



Total Number of ED Telepsychiatry Patients by Hospital July - Sept. 2015

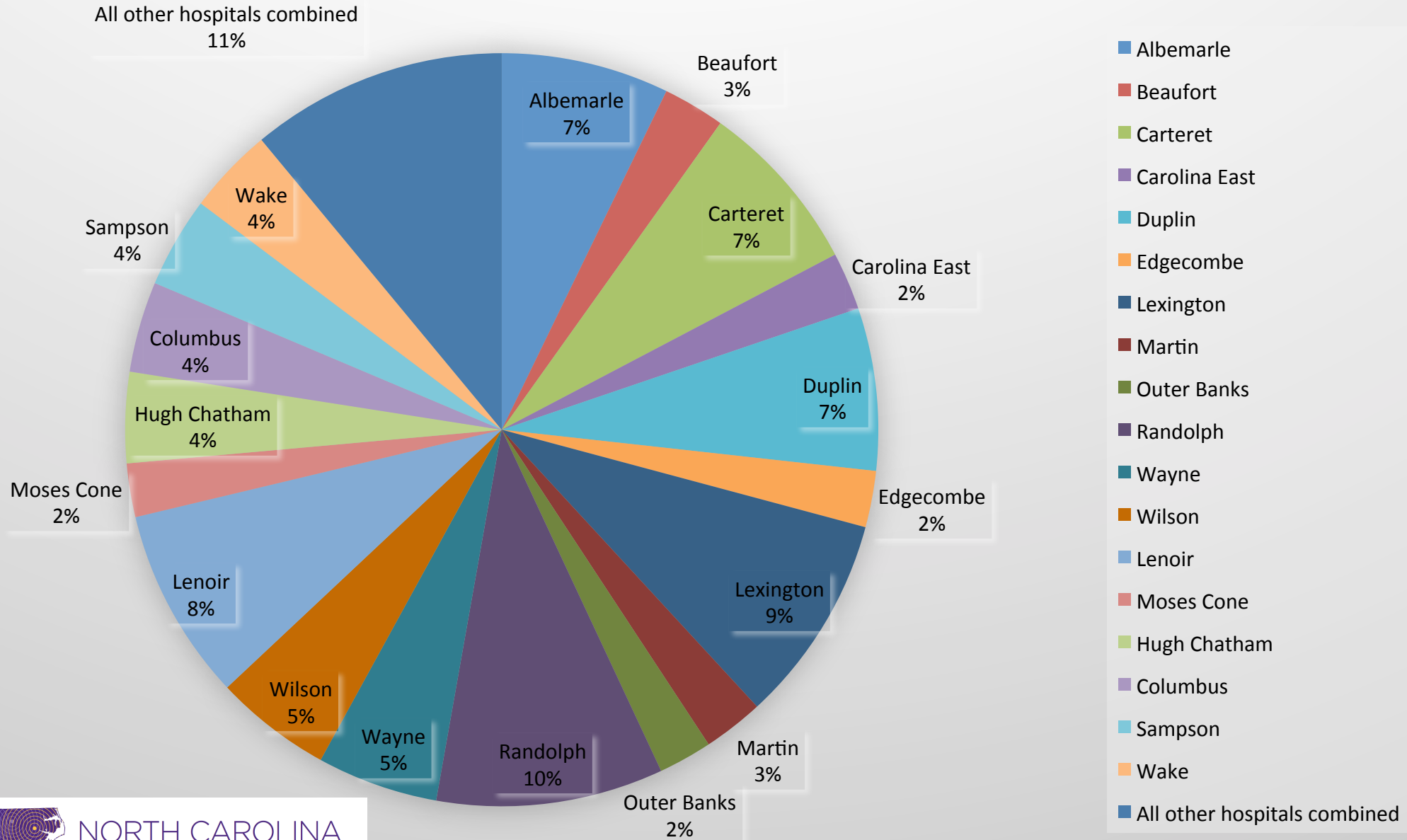


NC-STeP

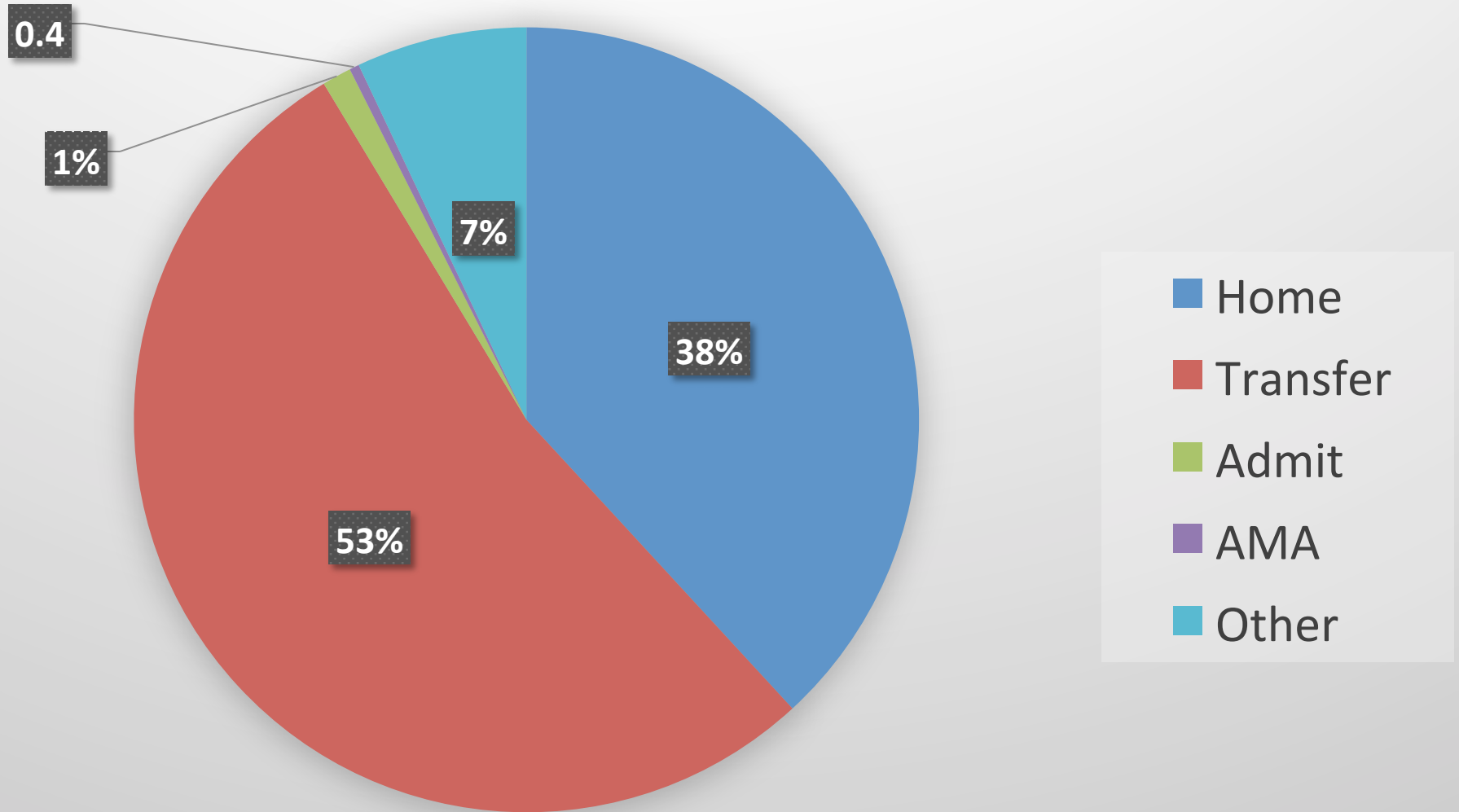


East Carolina University
CENTER FOR TELEPSYCHIATRY

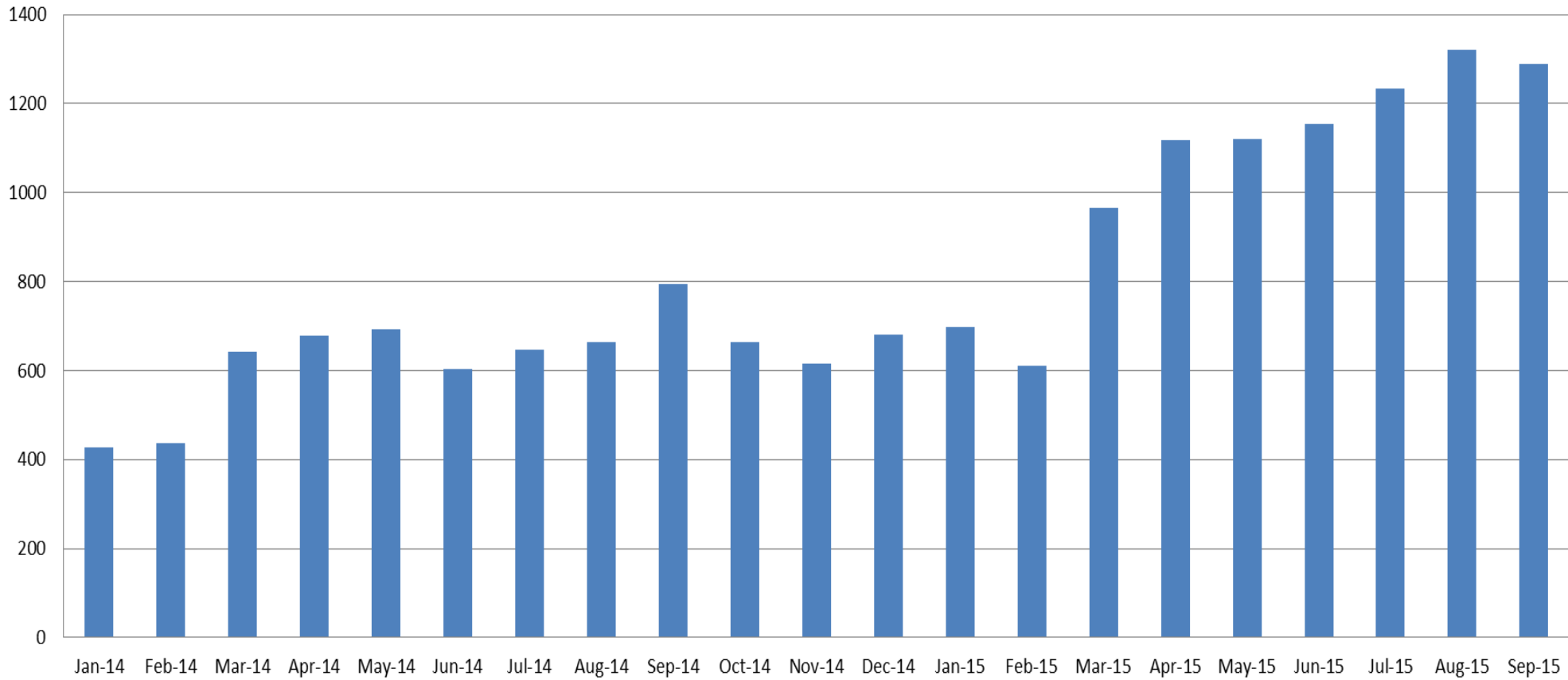
Percent of Use by Hospital - July - Sept. 2015 (for hospitals with 2% or more)



Percent of Telepsychiatry Patients by Discharge Disposition July-Sept 2015



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



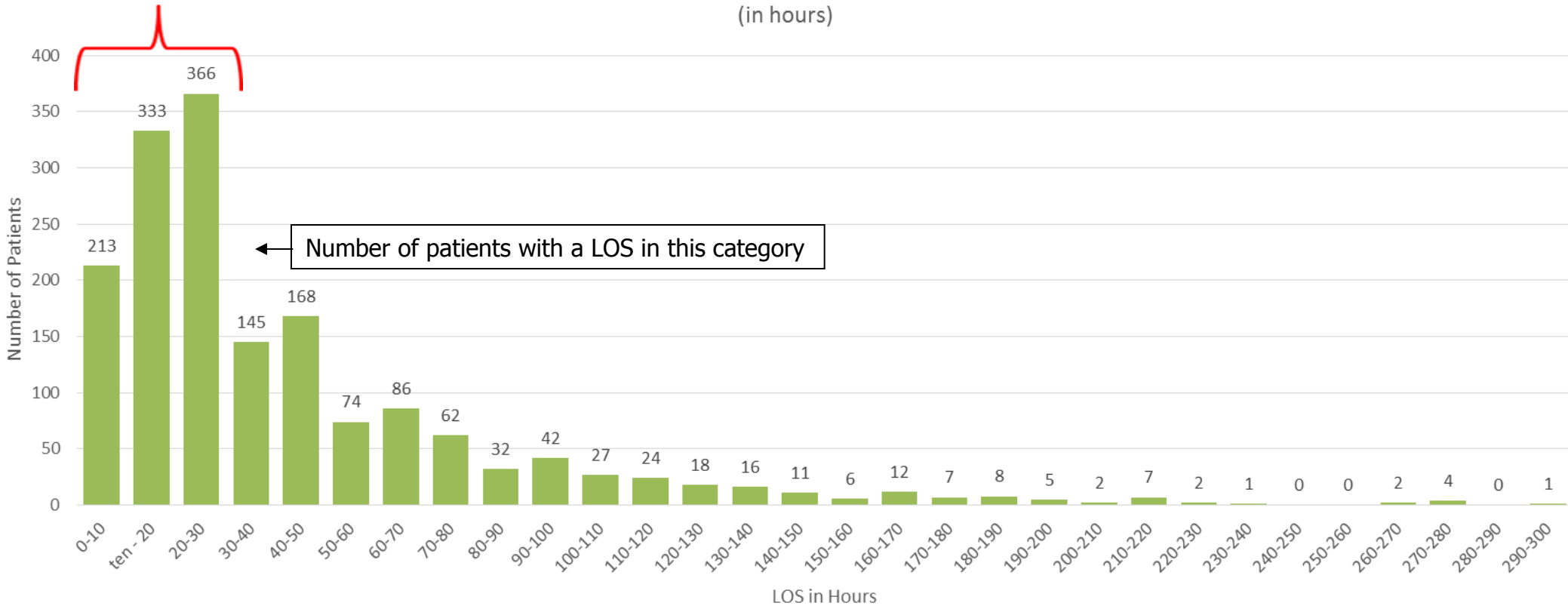
■ Number of Total Assessments Billed

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	Jul-15	Aug-15	Sep-15
427	438	643	678	692	603	647	664	795	664	616	681	697	610	965	1117	1119	1155	1233	1321	1289



54% percent of patients
Had a LOS of 30 hours or less

NC STeP July - September 2015 Number of Patients by LOS Category
(in hours)



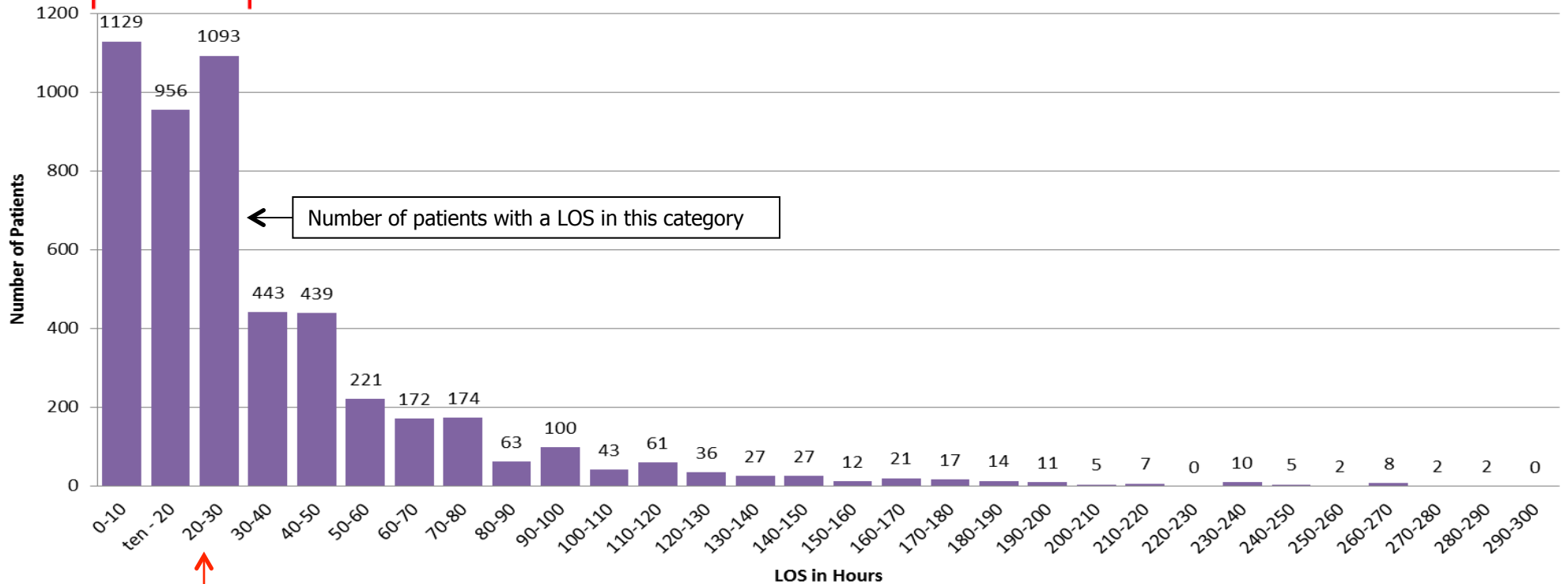
Median Length of Stay for July 2015 – Sept. 2015 = 27.4 Hours

There were 22 patients with a length of stay longer than 300 hours.



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

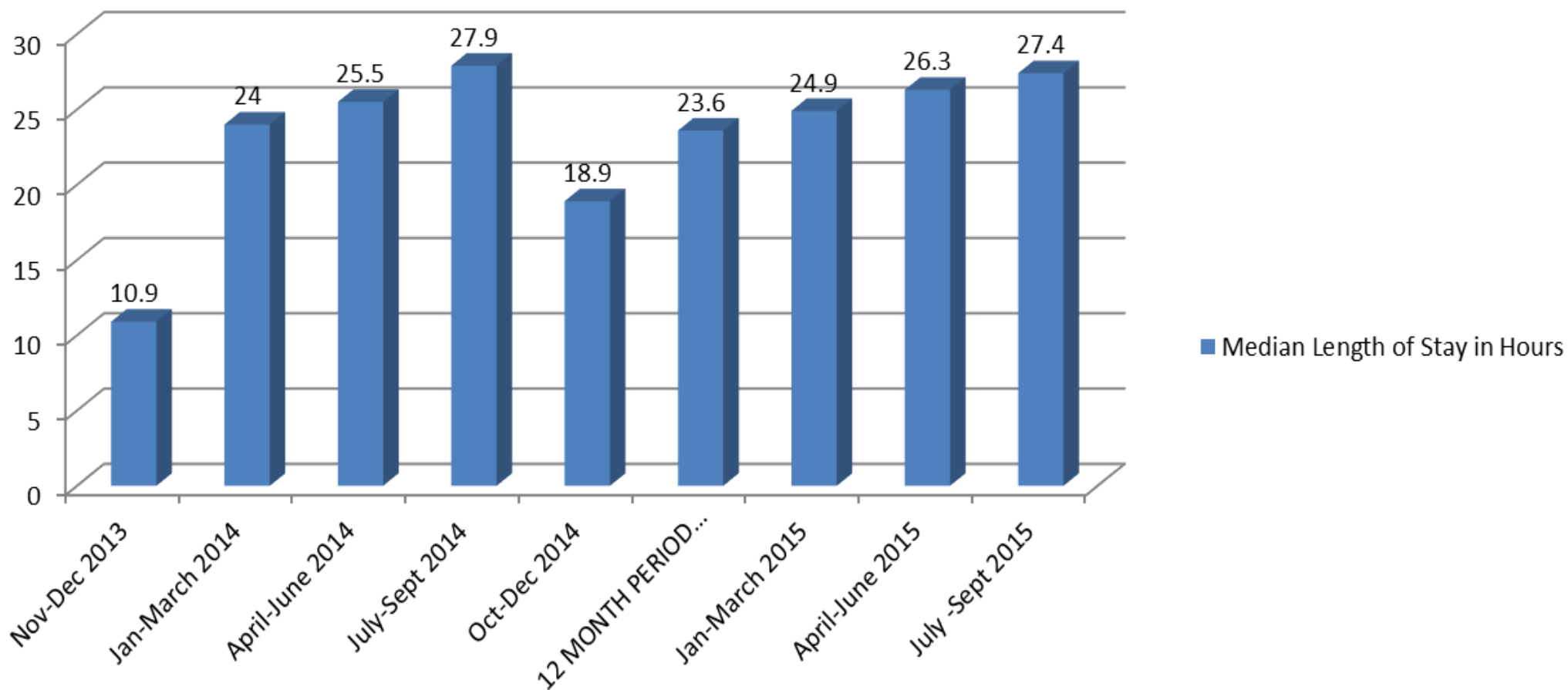
NC STeP January - December 2014 Number of Patients by LOS Category (in hours)



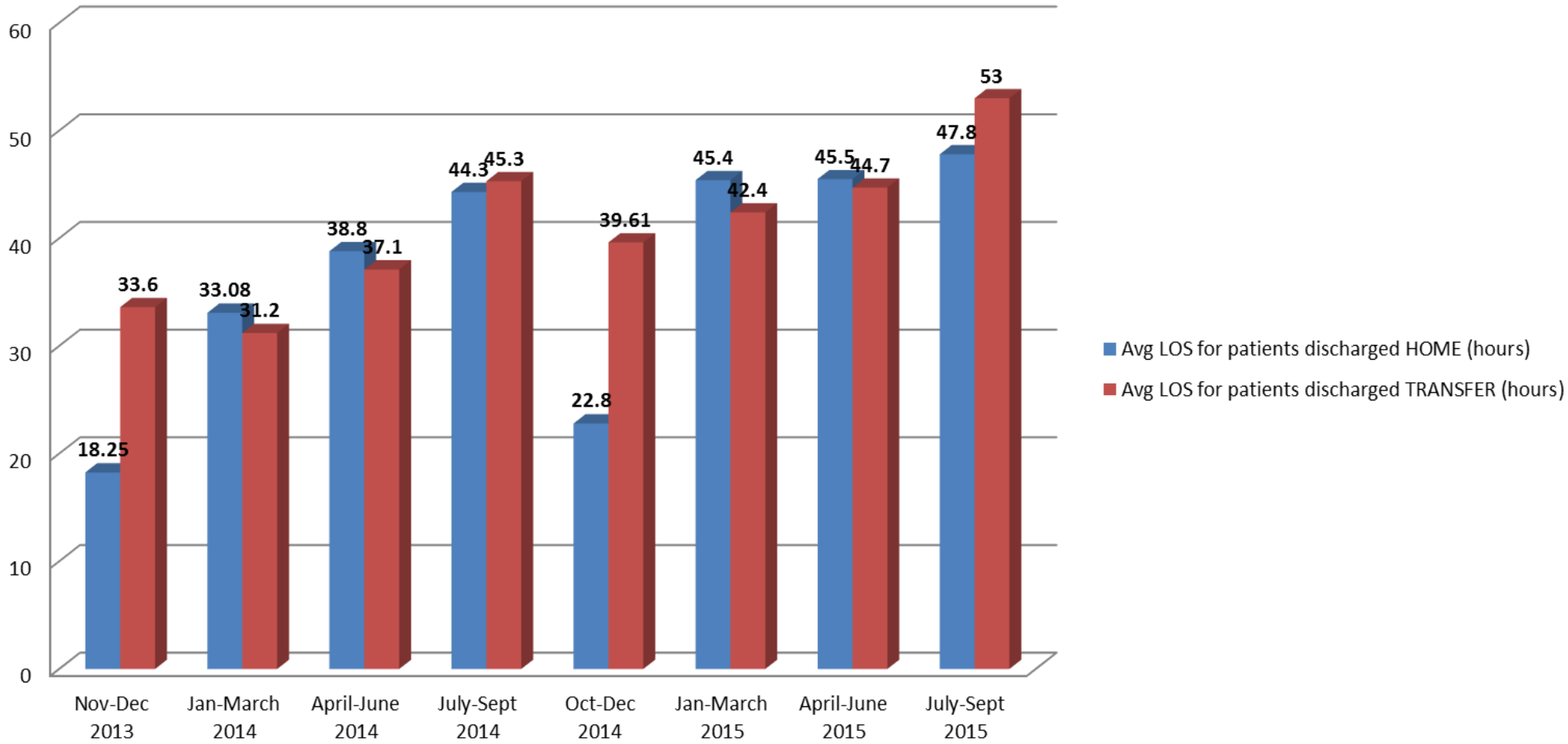
Median Length of Stay for Jan 2014 – Dec 2014 = 23.6 Hours



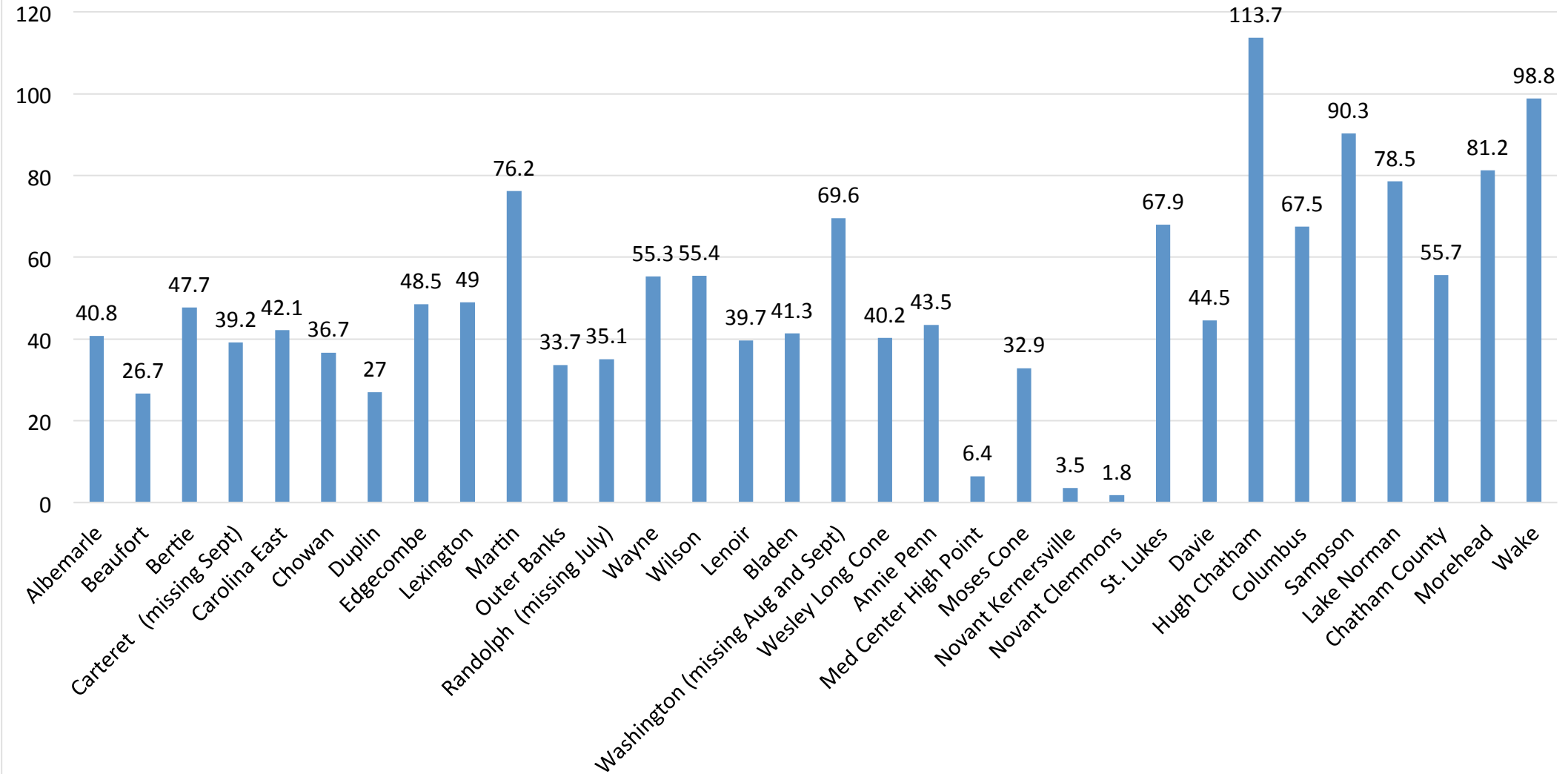
Median Length of Stay in Hours



Average Length of Stay for Patients Discharged to Home or Transfer



Average Length of Stay for ED Telepsych Patients in Hours by Hospital - for July - Sept. 2015

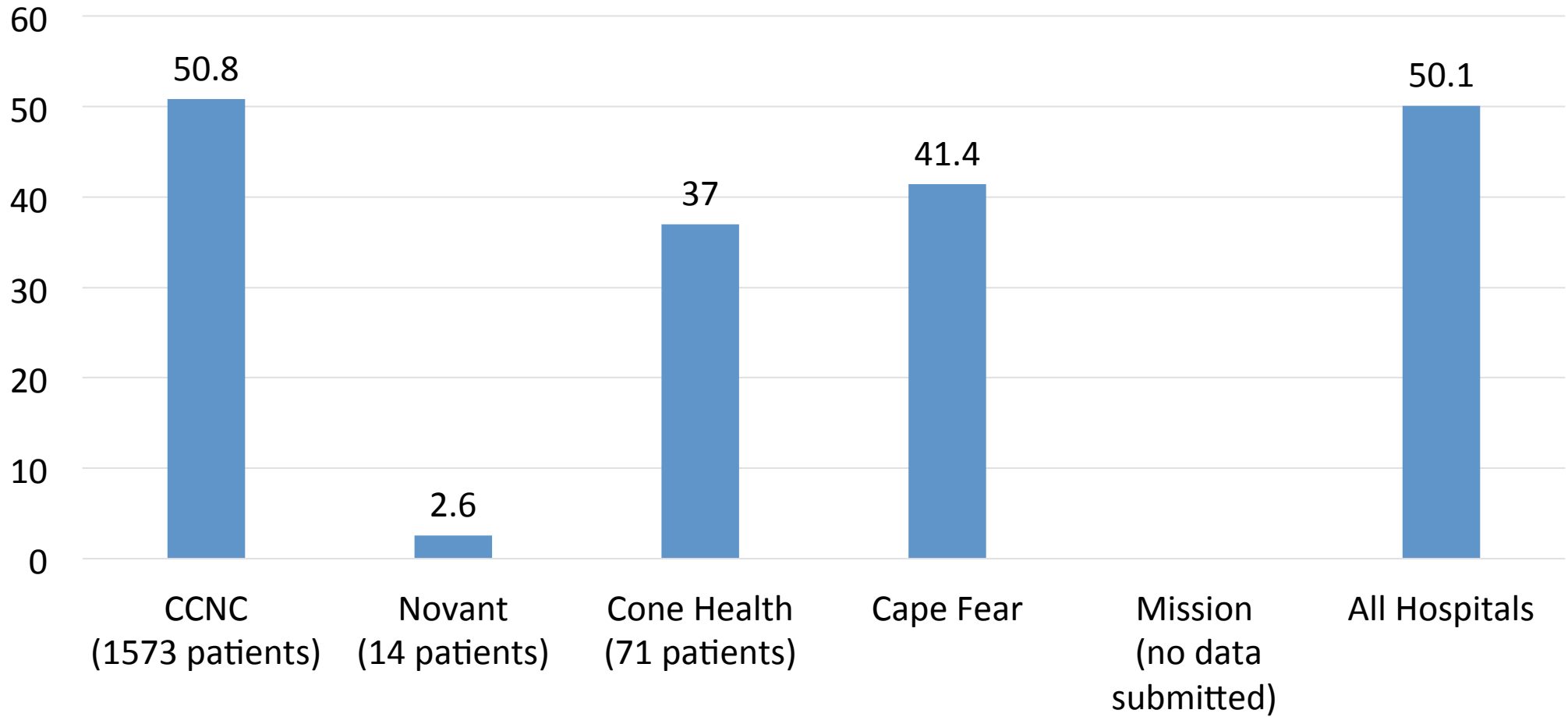


NC-STeP

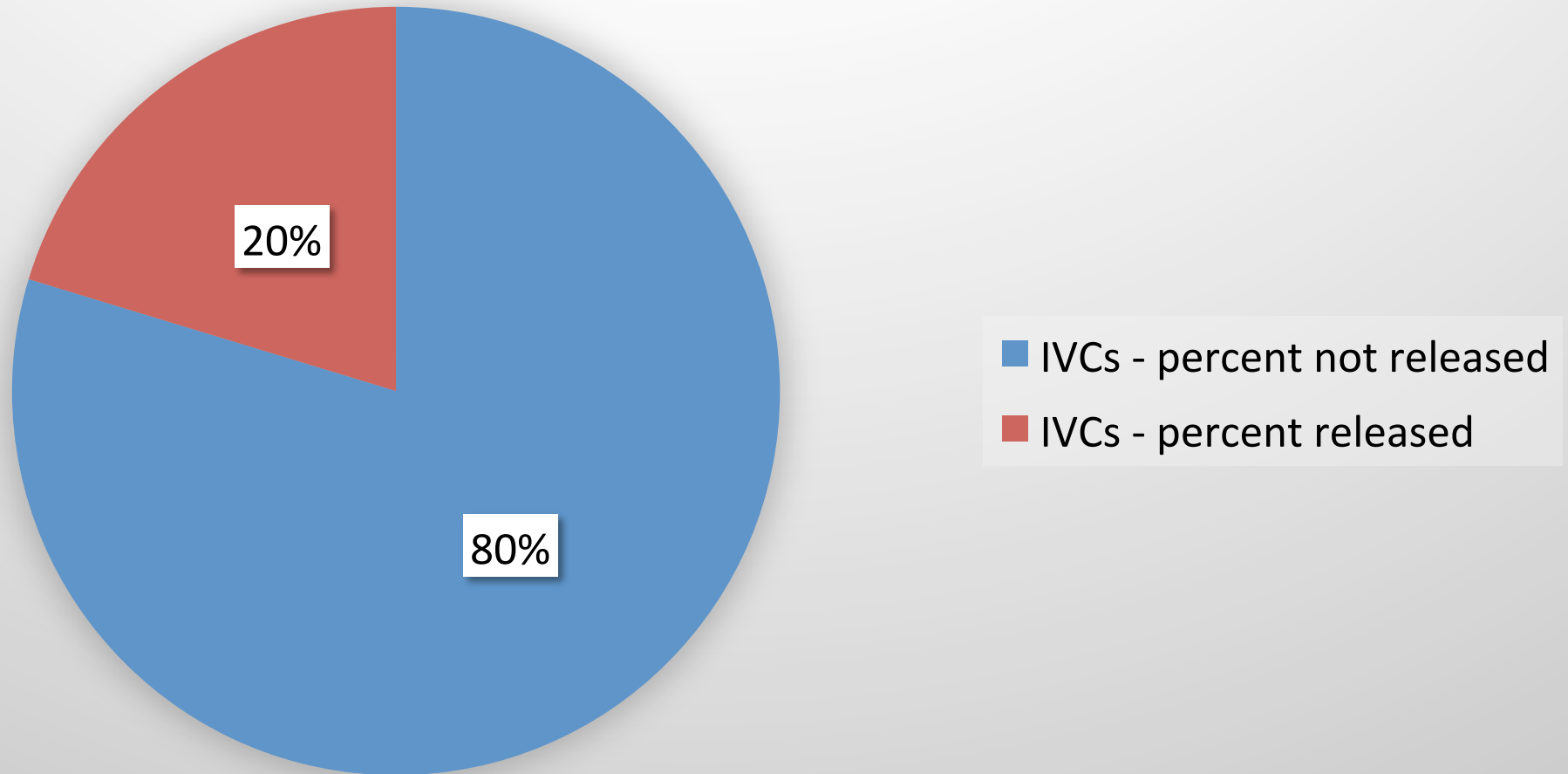


East Carolina University
CENTER FOR TELEPSYCHIATRY

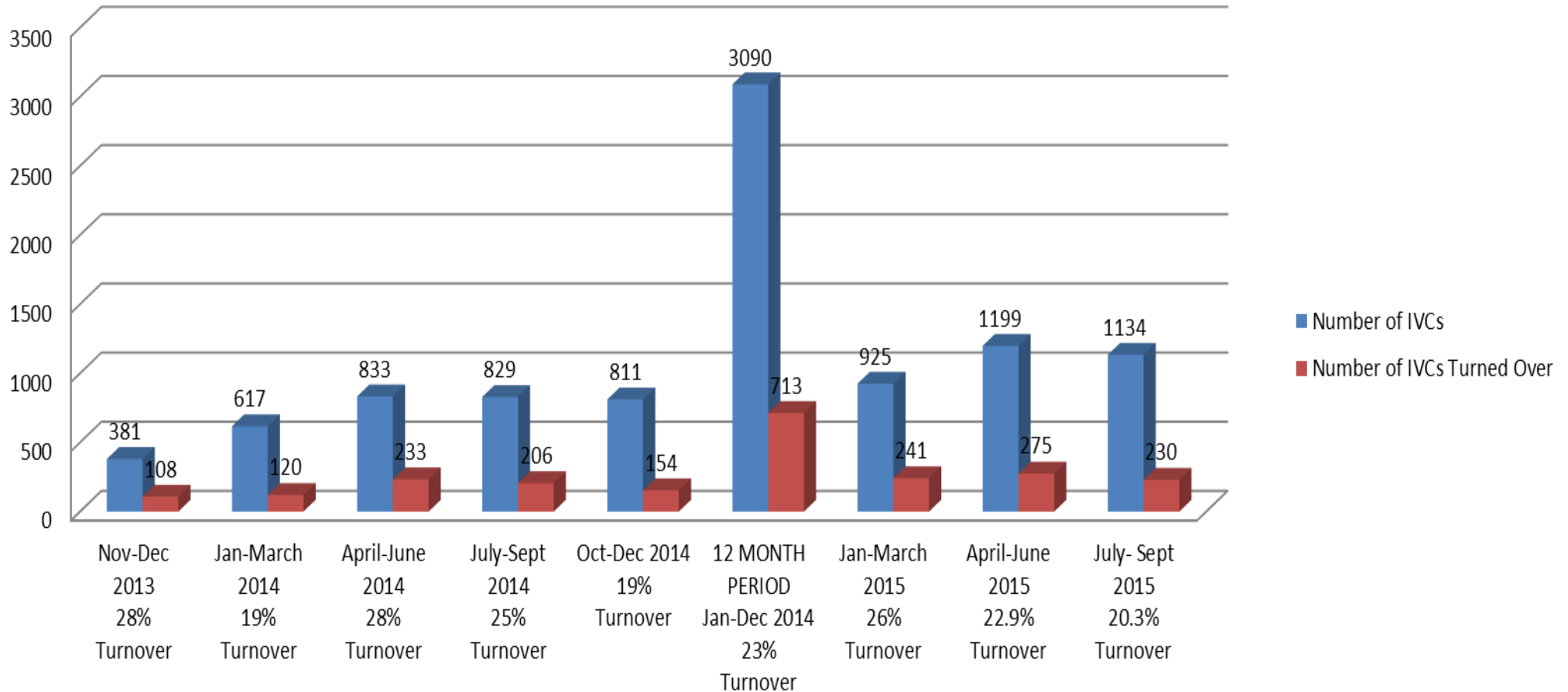
Average Length of Stay by Provider (in hours) July-Sept. 2015



IVCs - By Release Status July - Sept. 2015



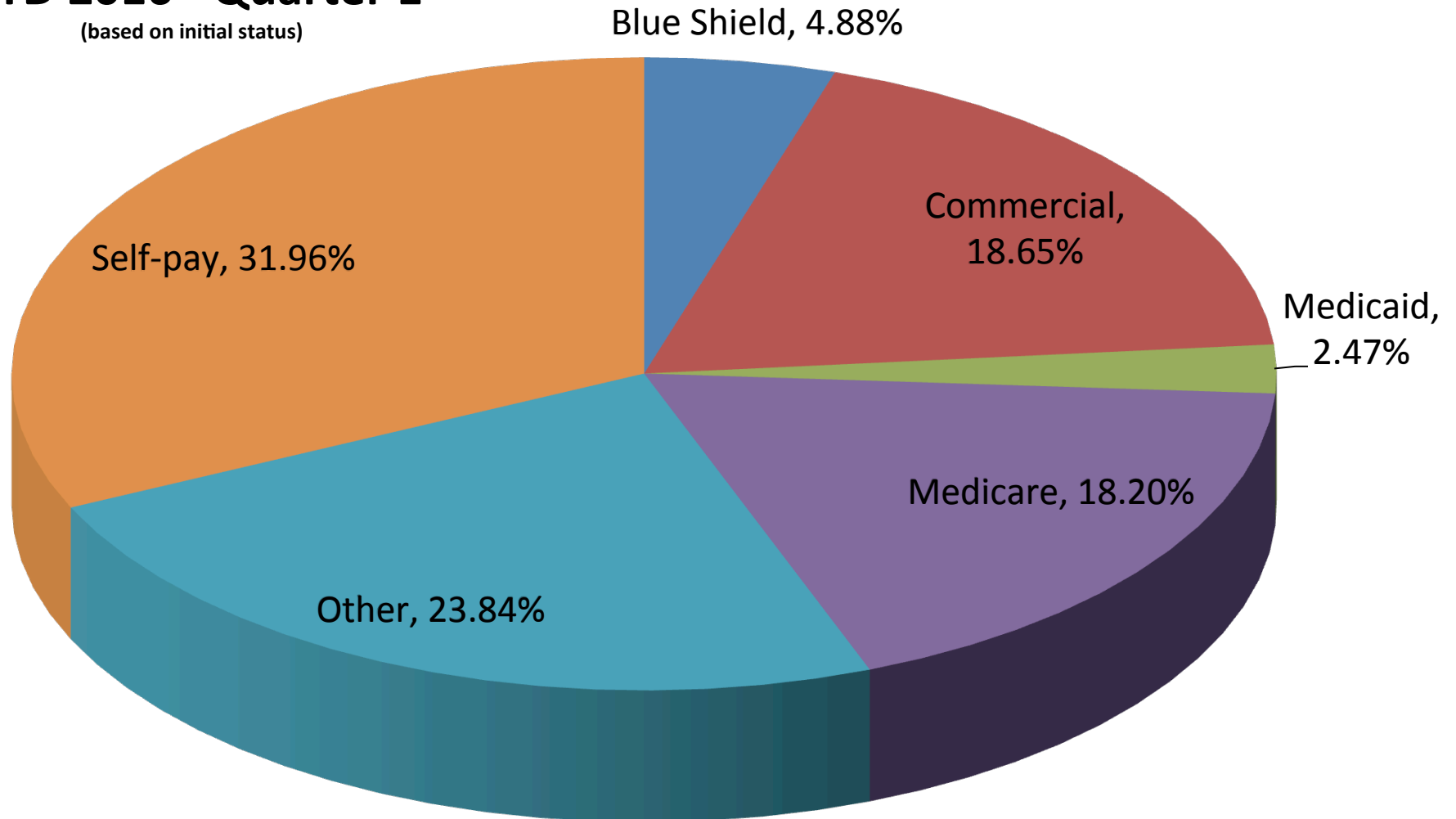
NC STeP: Number of IVCs for Participating Hospitals by Quarter and for Year 2014



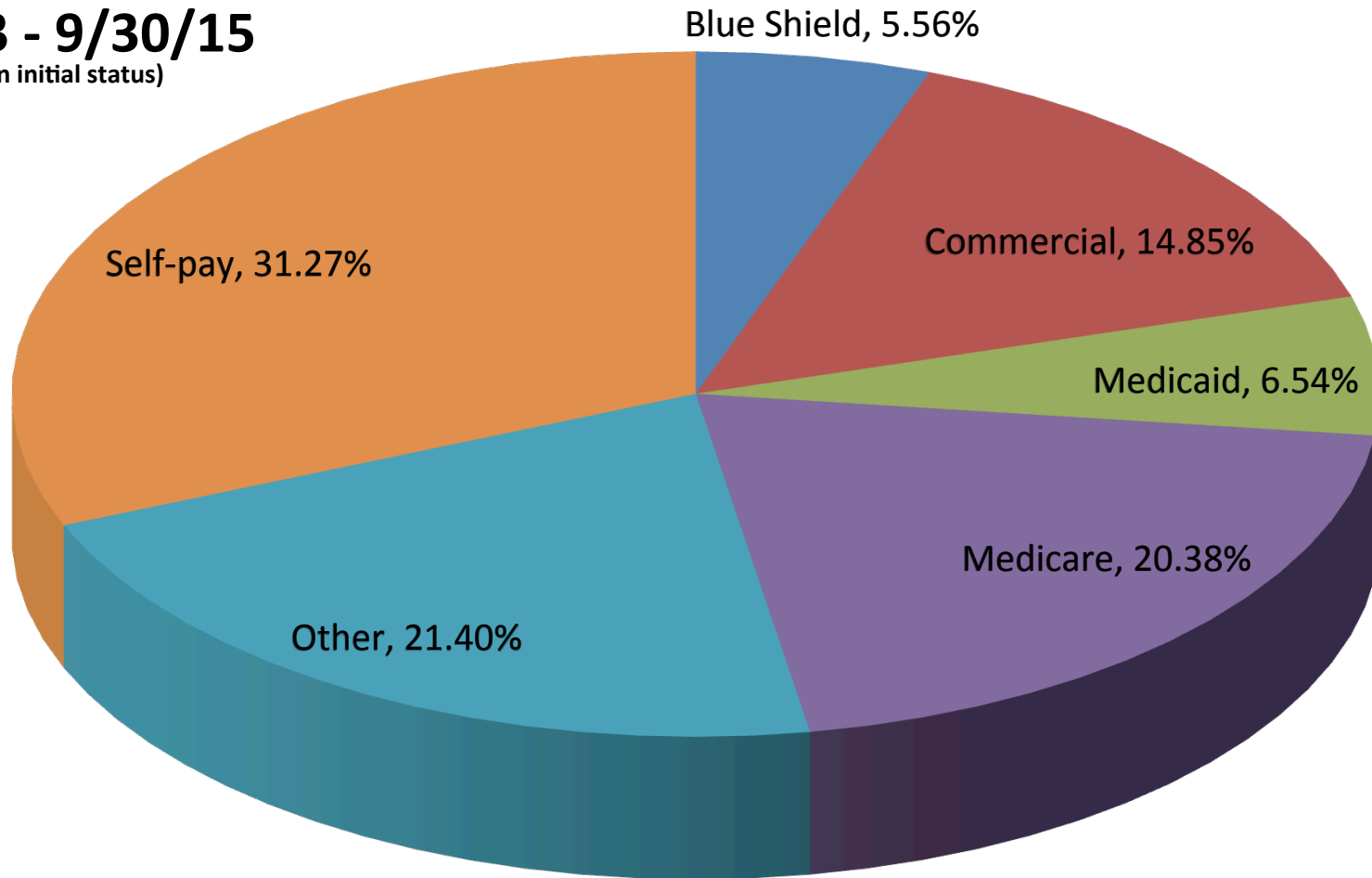
NC-STeP CHARGE MIX

QTD 2016 - Quarter 1

(based on initial status)



NC-STeP CHARGE MIX PROJECT TO DATE 10/1/13 - 9/30/15 (based on initial status)



NC-STeP Status as of September 30, 2015

- 74 hospitals in the network
 - 57 are “Live”
 - 17 are in process (i.e. waiting on credentialing, equipment, training, or portal)
- 3,843 total telepsychiatry assessments this quarter
 - 17,899 total telepsychiatry assessments since inception
- 11,195 total encounters since program inception
 - 9,756 at Model 1 hospitals
 - 1439 at Model 2 hospitals



NC-STeP Status as of September 30, 2015

- 1134 ED patients who received telepsychiatry services had an IVC in place during their ED stay.
 - 230 (20.3%) of those patients did not have an IVC in place when they were discharged.
- The Average Length of Stay for all ED patients who received telepsychiatry services was 50.1 hours.
- The Median Length of Stay was 27.4 hours
- Of the ED patients who received telepsychiatry services, 38% were discharged to home.
 - 53% were discharged to another facility.





NC-STeP

NORTH CAROLINA

STATEWIDE TELEPSYCHIATRY PROGRAM

