



NORTH CAROLINA
STATEWIDE TELEPSYCHIATRY PROGRAM

Quarterly Progress Update



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East Carolina University
CENTER FOR TELEPSYCHIATRY

NC-STeP Status as of June 30, 2016

- Four Clinical Providers' Hubs as of March 31, 2016:
 1. Cape Fear Valley
 2. Cone Health
 3. Mission
 4. Novant
- Three new provider hubs (since the last quarter) with a total of 17 new providers being credentialed.
- 29 hospitals are in process of going live (i.e. waiting on credentialing/restarting under new Provider hub) and
- 29 Hospitals are currently live under Model 2 hubs.



NC-STeP Quality Management and Outcomes Monitoring Processes: April-June 2016

- 31 hospitals are live as of 6/30/16.
- 13 hospitals reported Telepsychiatry patients in their ED during this period (several additional hospitals are live but did not have telepsychiatry patients).
- 108 patient assessments were billed for Model-1 hospitals during the report period.
- The Median Length of Stay was 38.1 hours.
- 41.2% were discharged to home.
- 51.8% were discharged to another facility.



NC-STeP Quality Management and Outcomes Monitoring Processes: April -June 2016

- The Average Length of Stay was 62.9 hours:
 - discharged to home = 55.3 hours
 - transferred to another facility = 65.6 hours
- 167 ED patients who received telepsychiatry services had an IVC in place during their ED stay
 - 54 (32%) of those patients did not have an IVC in place at discharge



NC-STeP Status as of June 30, 2016



EVALUATION CRITERIA	BASELINE VALUES/MEASURES AS REPORTED ON 03/31/2015	TARGET TO BE REACHED BY 06/30/2016	VALUES/MEASURES REACHED AS OF 6/30/2016
<p>1. To maintain the number of full-time equivalent (FTE) positions supported by this contract at 1.65 (DHHS 0.70 FTEs + DE 0.95).</p>	0.70 FTEs	1.65 FTEs	1.90 FTEs
<p>2. To increase the number of overturned involuntary commitments to address unnecessary hospitalization:</p> <ul style="list-style-type: none"> ○ DHHS increase by 106 from 1059 to 1165. ○ Duke increase by 356, from 0 to 356. ○ Combined increase = 462 ○ Combined target = 1,521 	1059	1521	<p>54 in this quarter</p> <p>Cumulative total since program inception 2063</p> <p>Savings from 2063 overturned IVCs = \$11,140,200</p>

NC-STeP Status as of June 30, 2016



EVALUATION CRITERIA	BASELINE VALUES/MEASURES AS REPORTED ON 03/31/2015	TARGET TO BE REACHED BY 06/30/2016	VALUES/MEASURES REACHED AS OF 6/30/2016
3. To increase the number of participating consultant providers by 1, from 32 to 33.	32	33	39*
4. To increase the number of telepsychiatry assessments conducted by 5,387 (DHHS by 1,067, from 10,665 to 11,732. DE by 4320) to a target of 16,052.	10,665	16,052	108 in this quarter Cumulative total since program inception 20,891 which exceed State and Duke combined target by 4,839

NC-STeP Status as of June 30, 2016



EVALUATION CRITERIA	BASELINE VALUES/MEASURES AS REPORTED ON 03/31/2015	TARGET TO BE REACHED BY 06/30/2016	VALUES/MEASURES REACHED AS OF 6/30/2016
5. To increase the number of state-supported telepsychiatry referring sites by 14, from 59 to 73.	59	73	60 in network** 31 Live 29 in process
6. To increase the reports of IVCs to an enrolled hospital by 1,861(DHHS increase by 436, from 4,364 to 4,800. Duke increase by 1,425 from 0 to 1,425.) to 6,225.	4,364	6,225	167 in this quarter Cumulative total since program inception 8,413

NC-STeP Status as of June 30, 2016



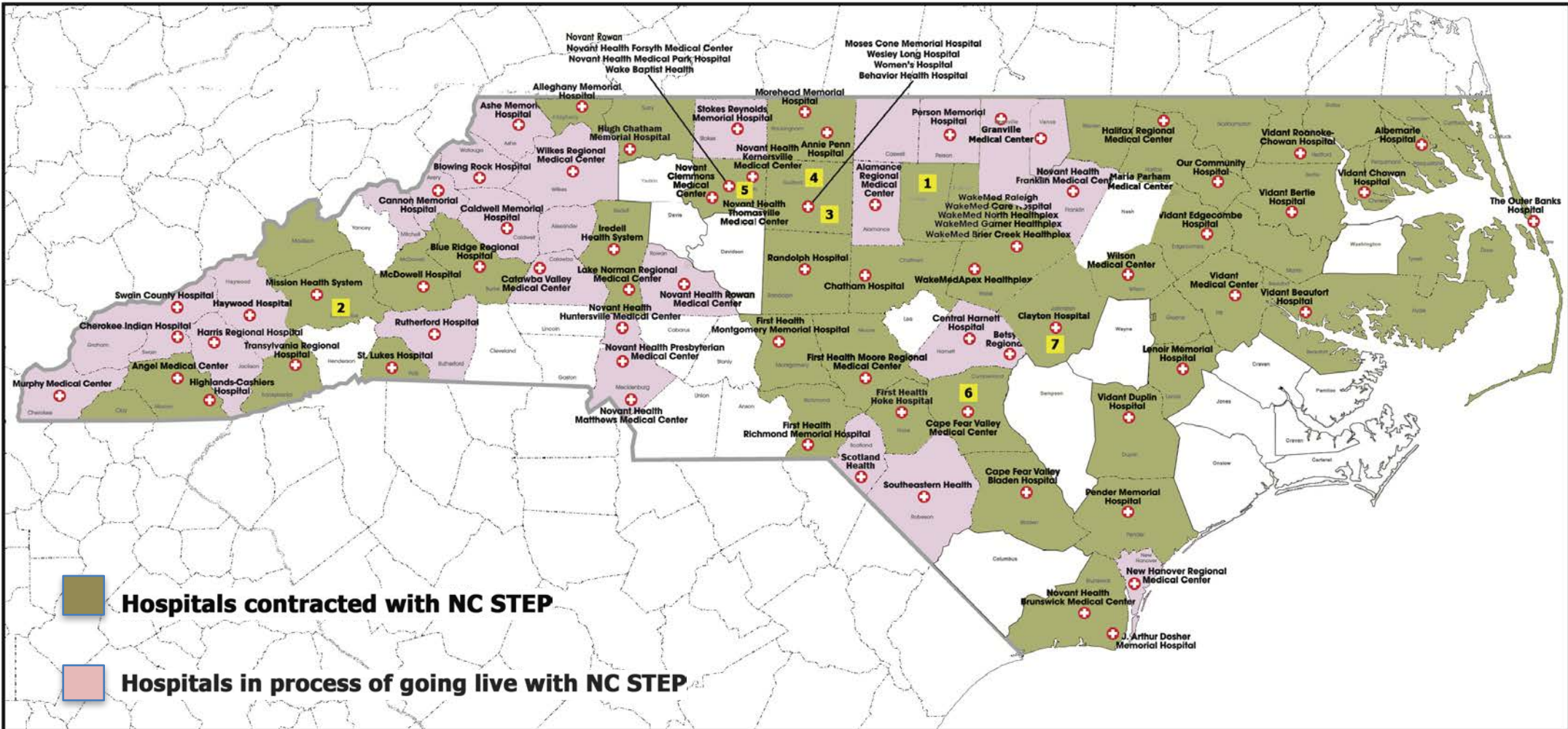
EVALUATION CRITERIA	BASELINE VALUES/MEASURES AS REPORTED ON 03/31/2015	TARGET TO BE REACHED BY 06/30/2016	VALUES/MEASURES REACHED AS OF 6/30/2016
7. To reduce the average (mean) Length of Stay for all patients with a primary mental health diagnosis across all dispositions by 19 hrs., from 42 to 23 hrs.	42 hours*	23 hours	62.9 mean this quarter
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	1.04:1.00***

NC-STeP Status as of June 30, 2016



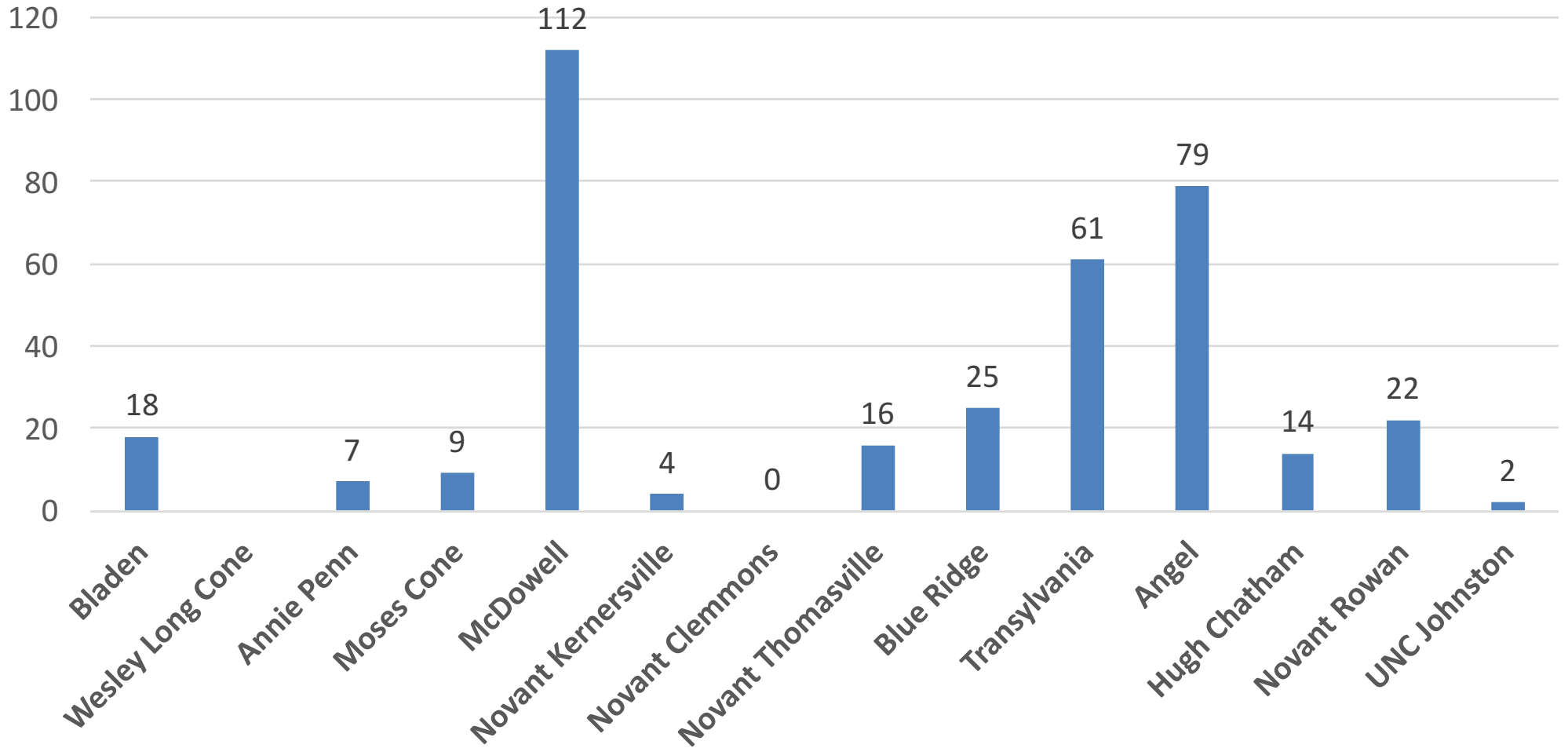
- * Established 3 new provider hubs with a total of 17 new providers being credentialed to serve NC STeP. 29 hospitals are in process of going live (i.e. waiting on credentialing/restarting under new Provider hub) and 29 are currently live under Model 2 hubs. 10 hospitals have terminated, 2 hospitals have closed, 4 have suspended progress.
- **The Revenues to Cost Ratio is (falsely) high due to the loss of CCNC and the program not paying out Provider Support and Pro Fees. Once we are live on the Portal, the program will resume provider payments which will significantly increase the program expenses and in turn, reduce the Revenues to Cost Ratio.

NC-STeP Status August 2016

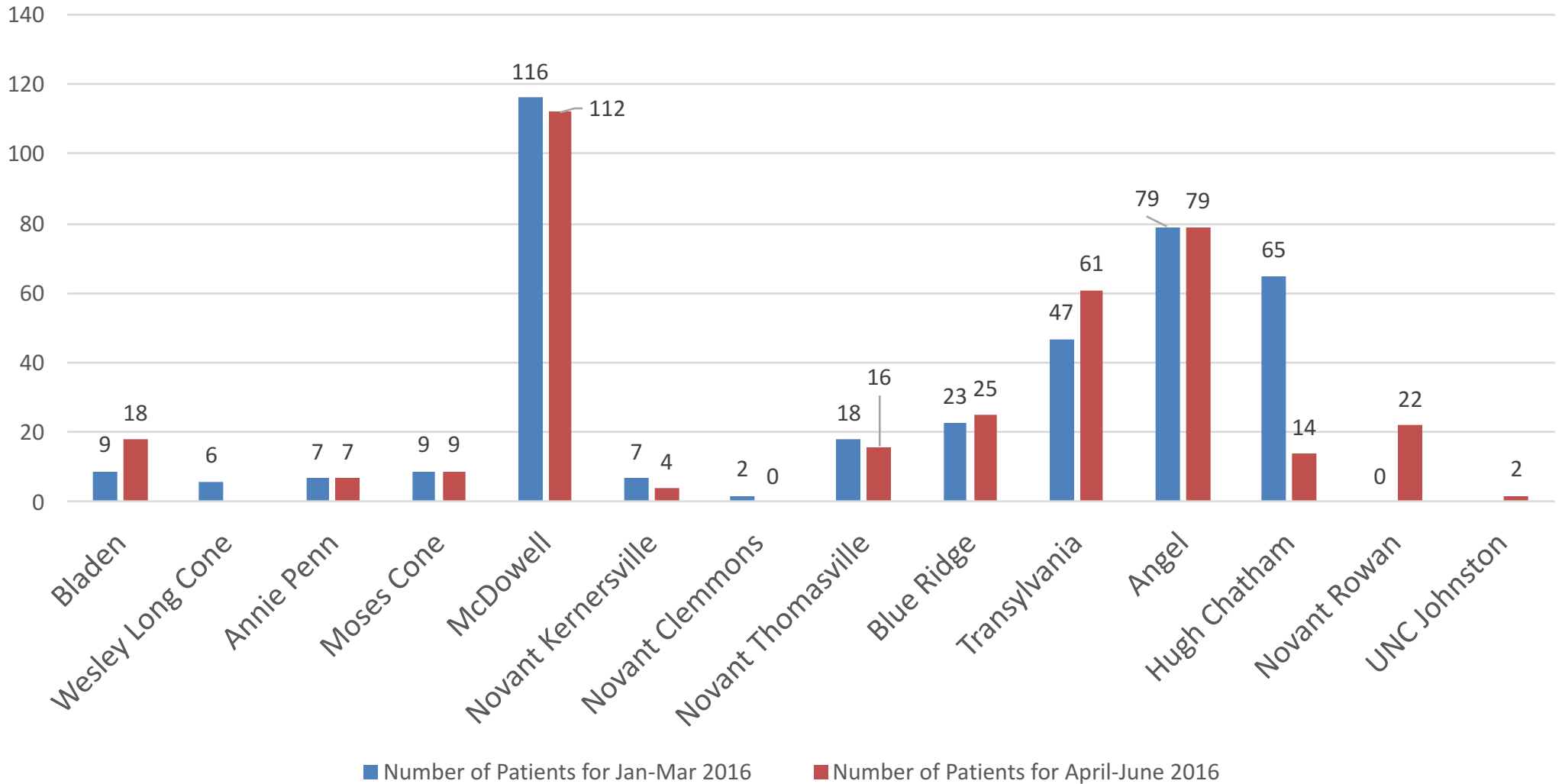


Number of ED Patients by Hospital

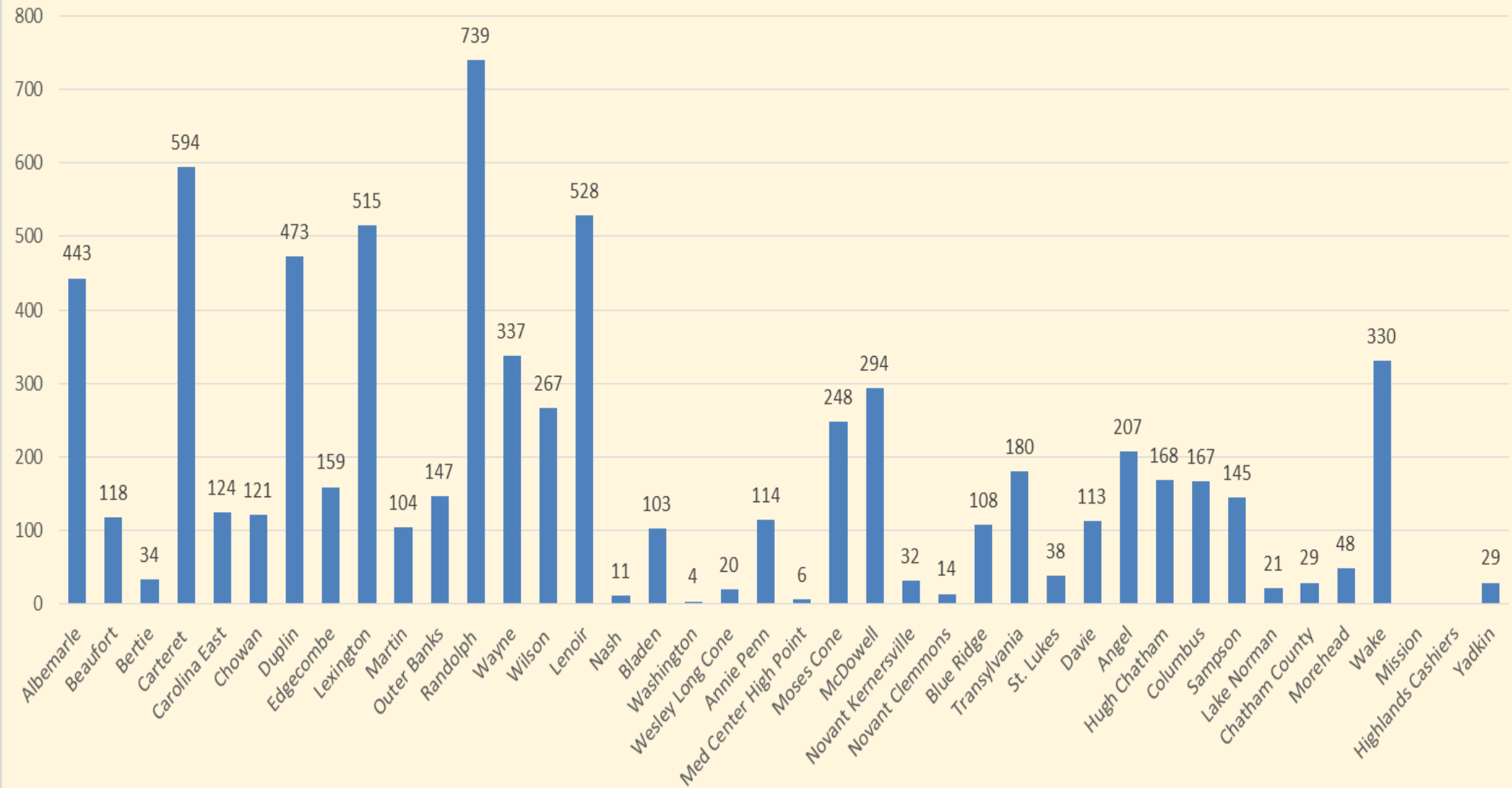
April - June 2016



Number of patients compared this quarter to last quarter



Total Number of ED Telepsychiatry Patients by Hospital for 2015 (January - December)



Patient Encounters and Assessments

	Since project inception in November 2013	During Calendar Year 2014	During Calendar Year 2015	During Quarter April - June 2016
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Total Patient Encounters	13,975	5,144	7,132	369
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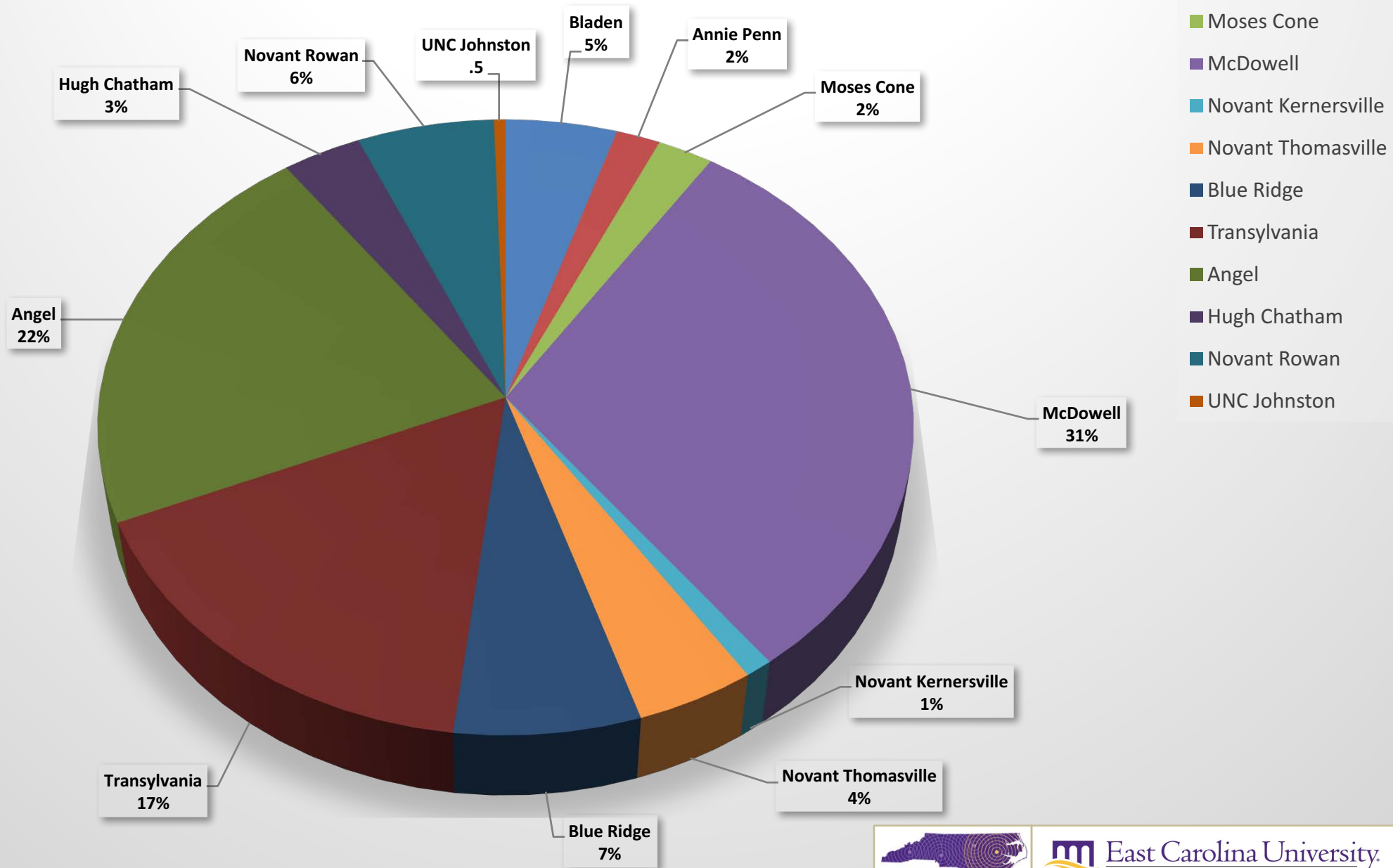
Model 1 hospital	11,520	4,578	5,852	56
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Model 2 hospital	2,455	566	1,280	313
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Number of Assessments	20,891	8,438	12,294	108
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(assessment #s are only reported for Model 1)

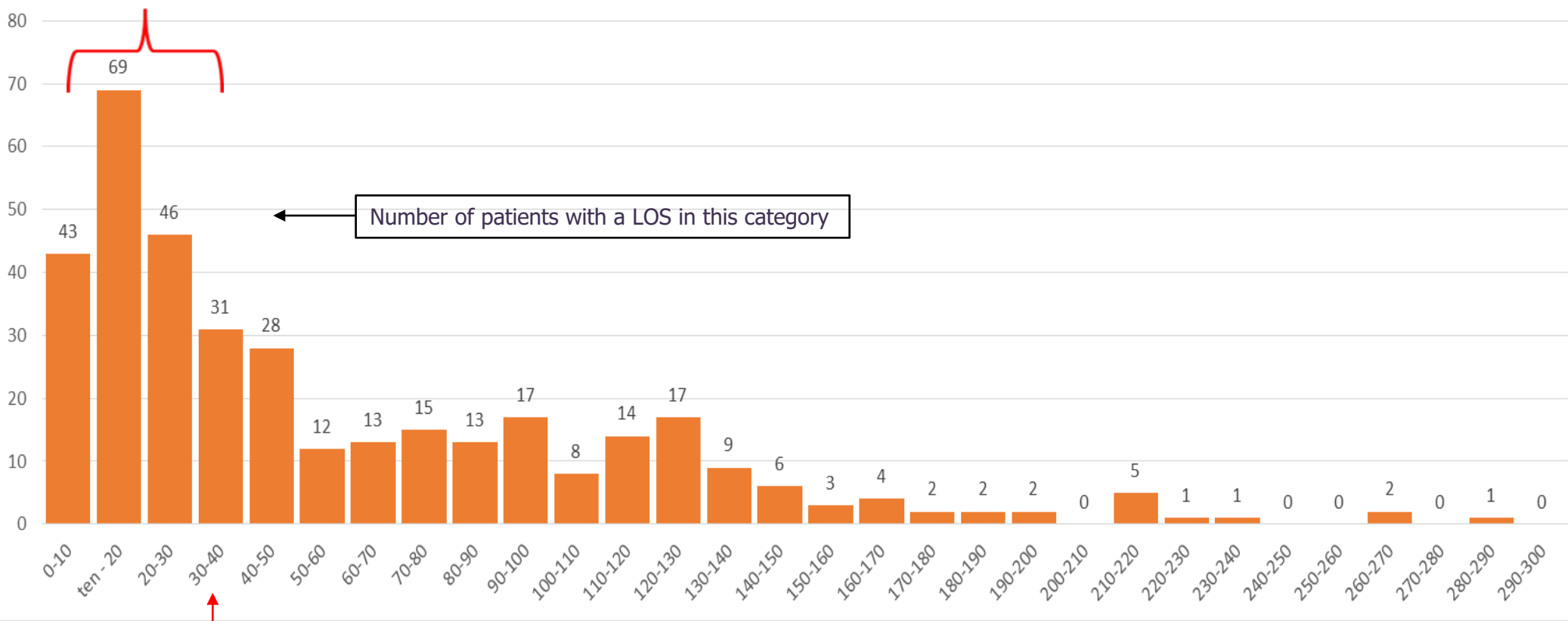
Percent of Use by Hospital April - June 2016 (based on number of patient encounters)



Length of Stay (in hours)

51% percent of patients
Had a LOS of 30 hours or less

NC STeP April - June 2016 Number of Patients by LOS Category
(in hours)

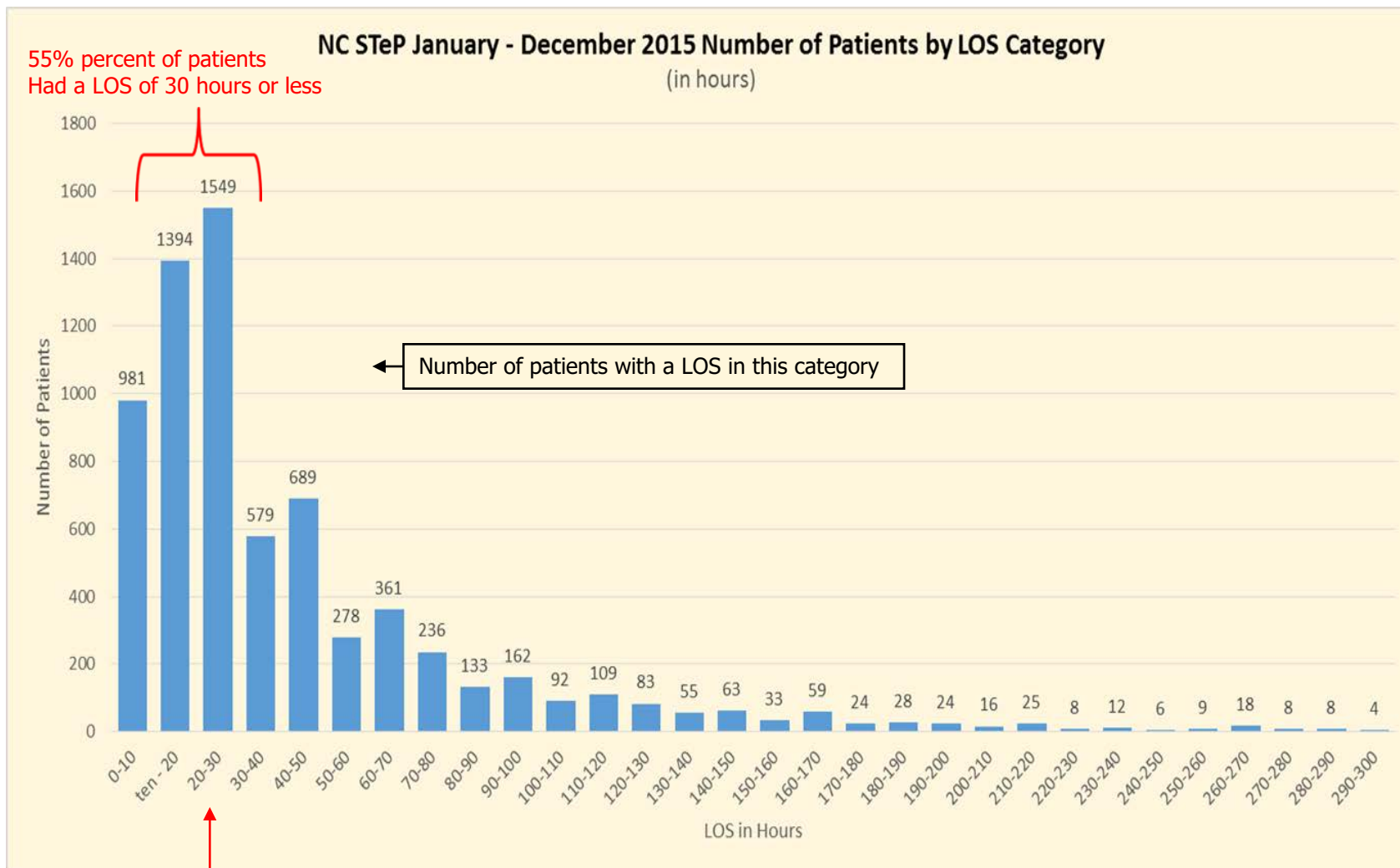


Number of patients with a LOS in this category

Median Length of Stay for April 2016 – June 2016 = 38.1 Hours



Length of Stay (in hours): January- December 2015

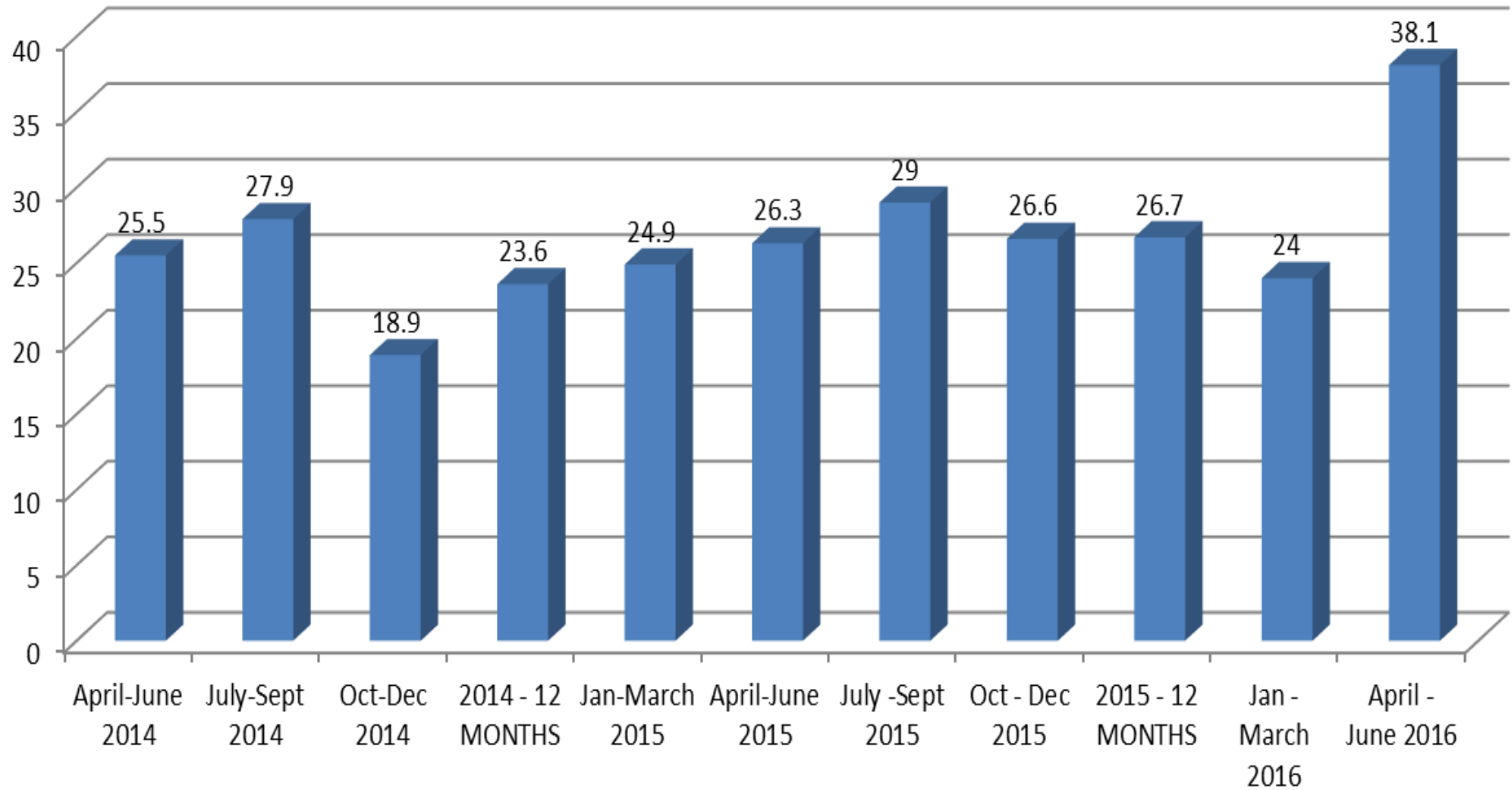


Median Length of Stay for January – December 2015 = 26.7 Hours

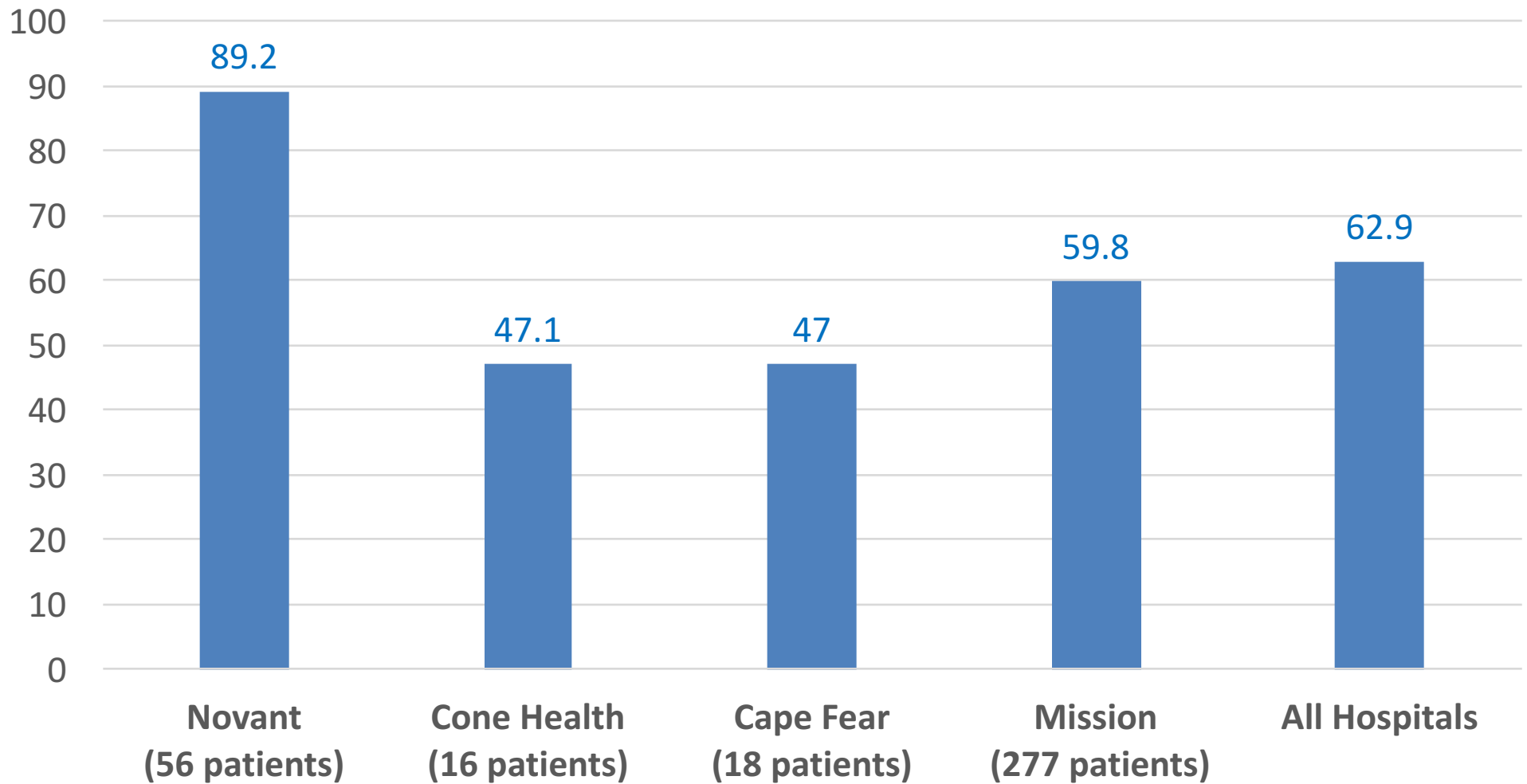
There were 90 patients (1.2%) with a length of stay longer than 300 hours.



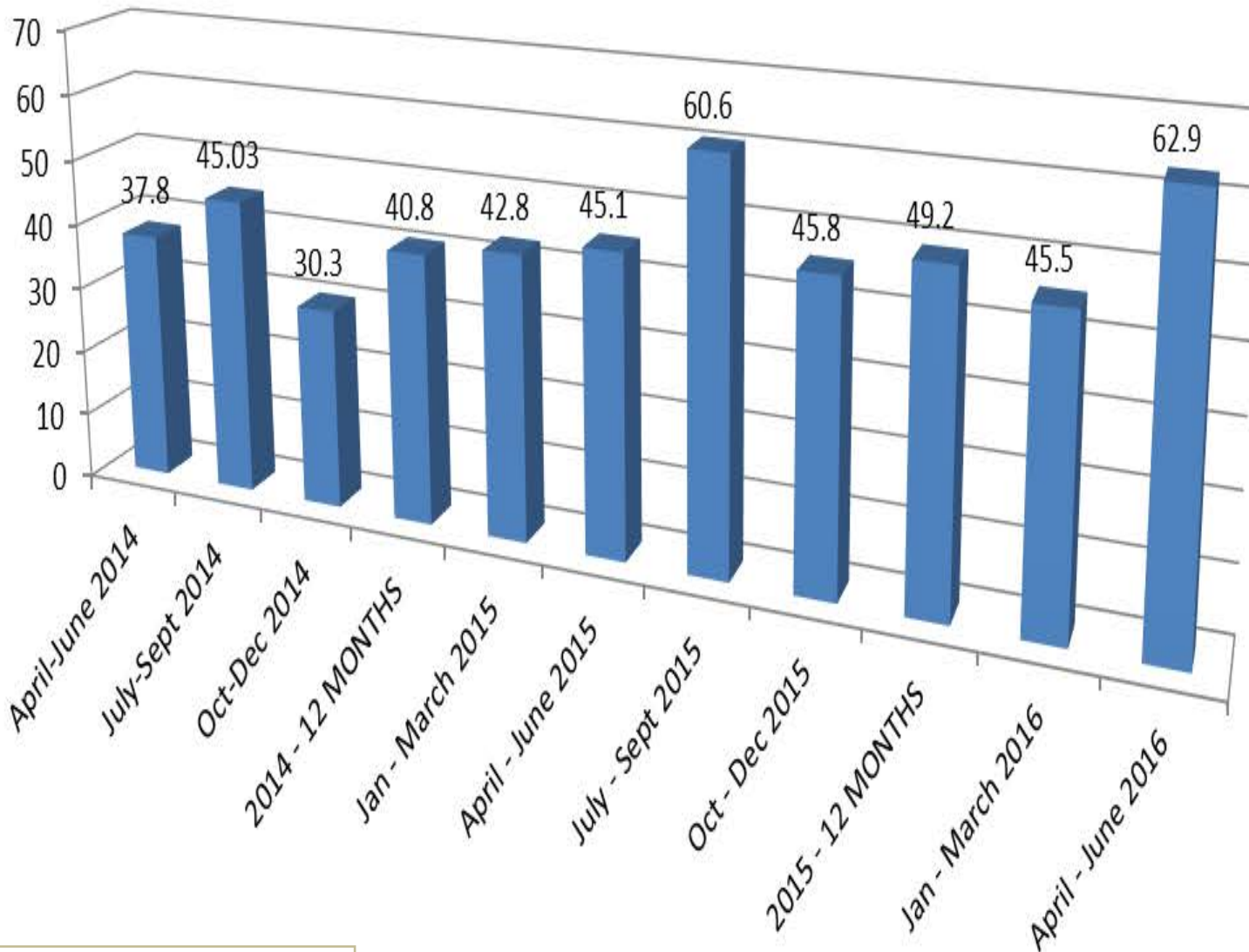
Median Length of Stay in Hours



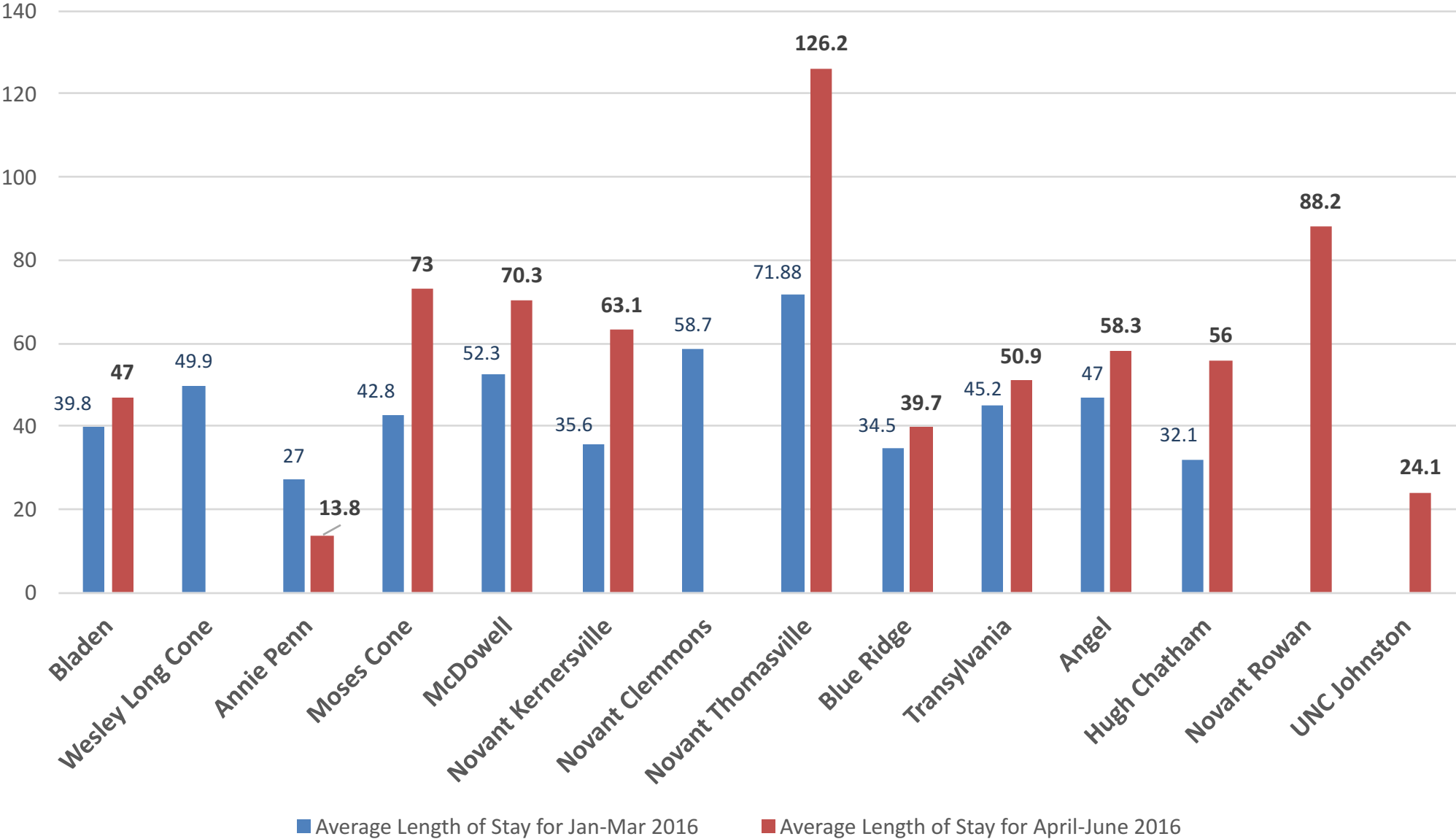
Average Length of Stay by Provider April-June 2016 (in hours)



Average Length of Stay for Hospitals Participating in NC STeP

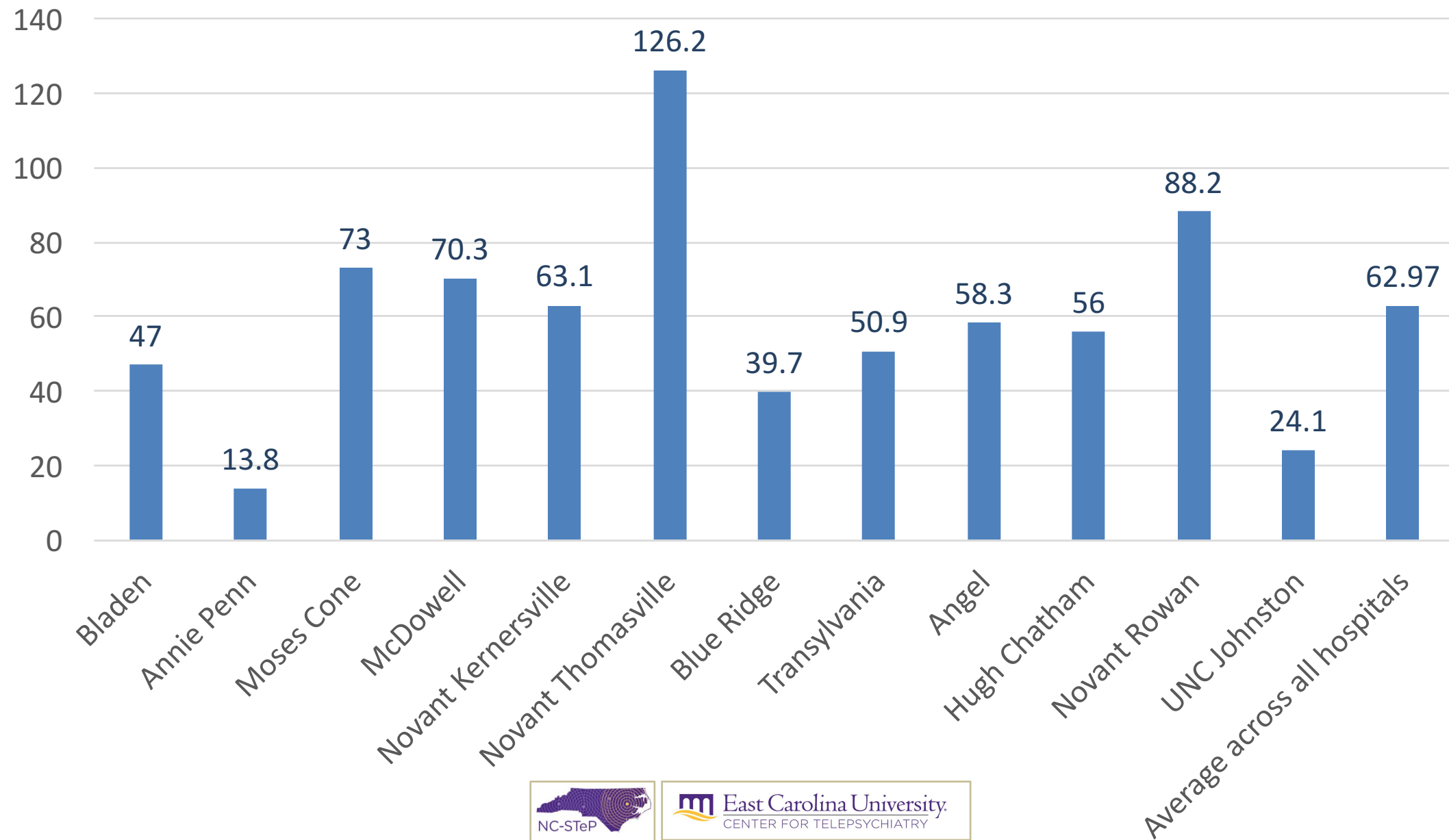


Average Length of Stay compared this quarter to last quarter



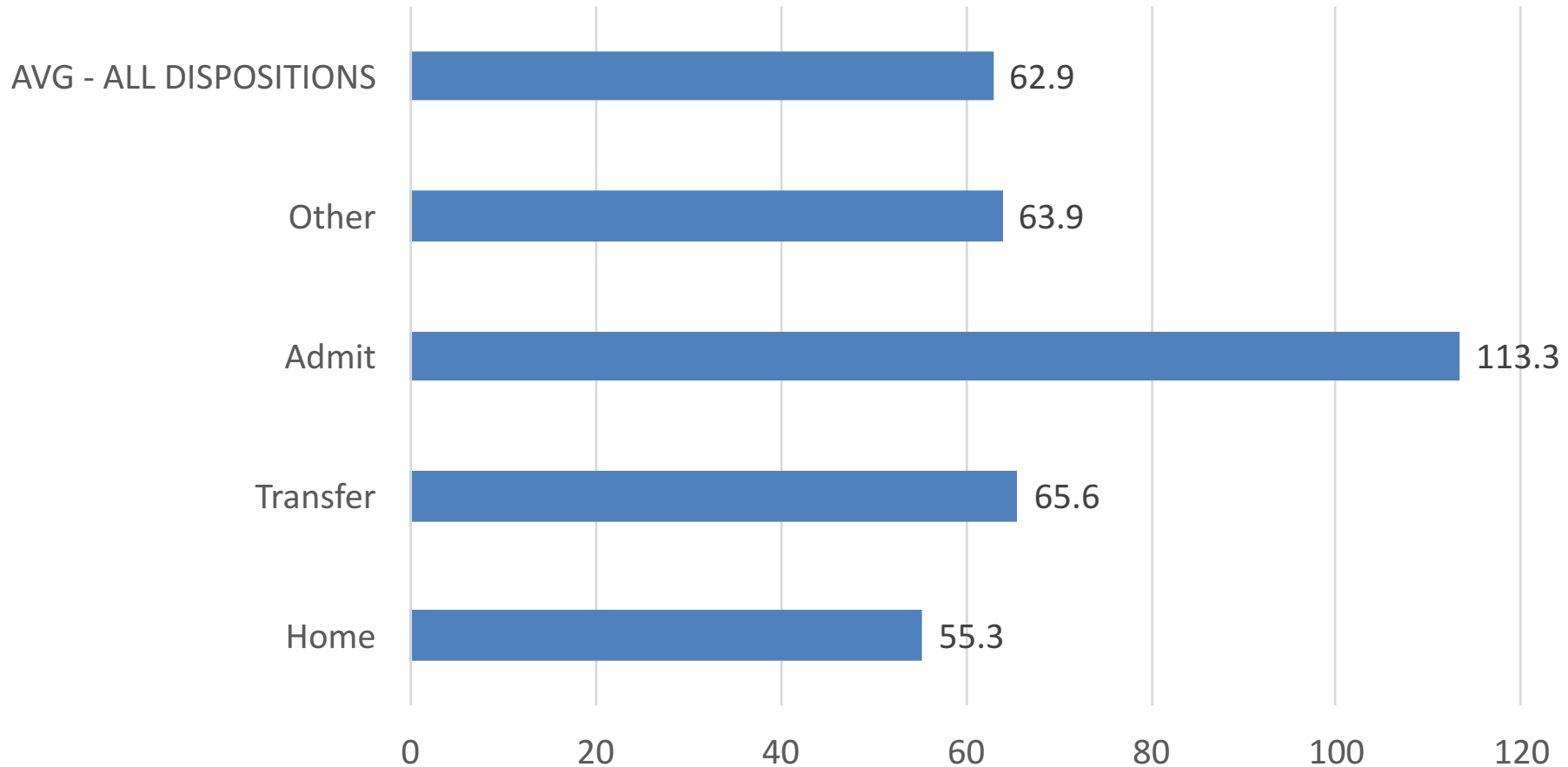
Average Length of Stay by Hospital (in Hours)

April - June 2016



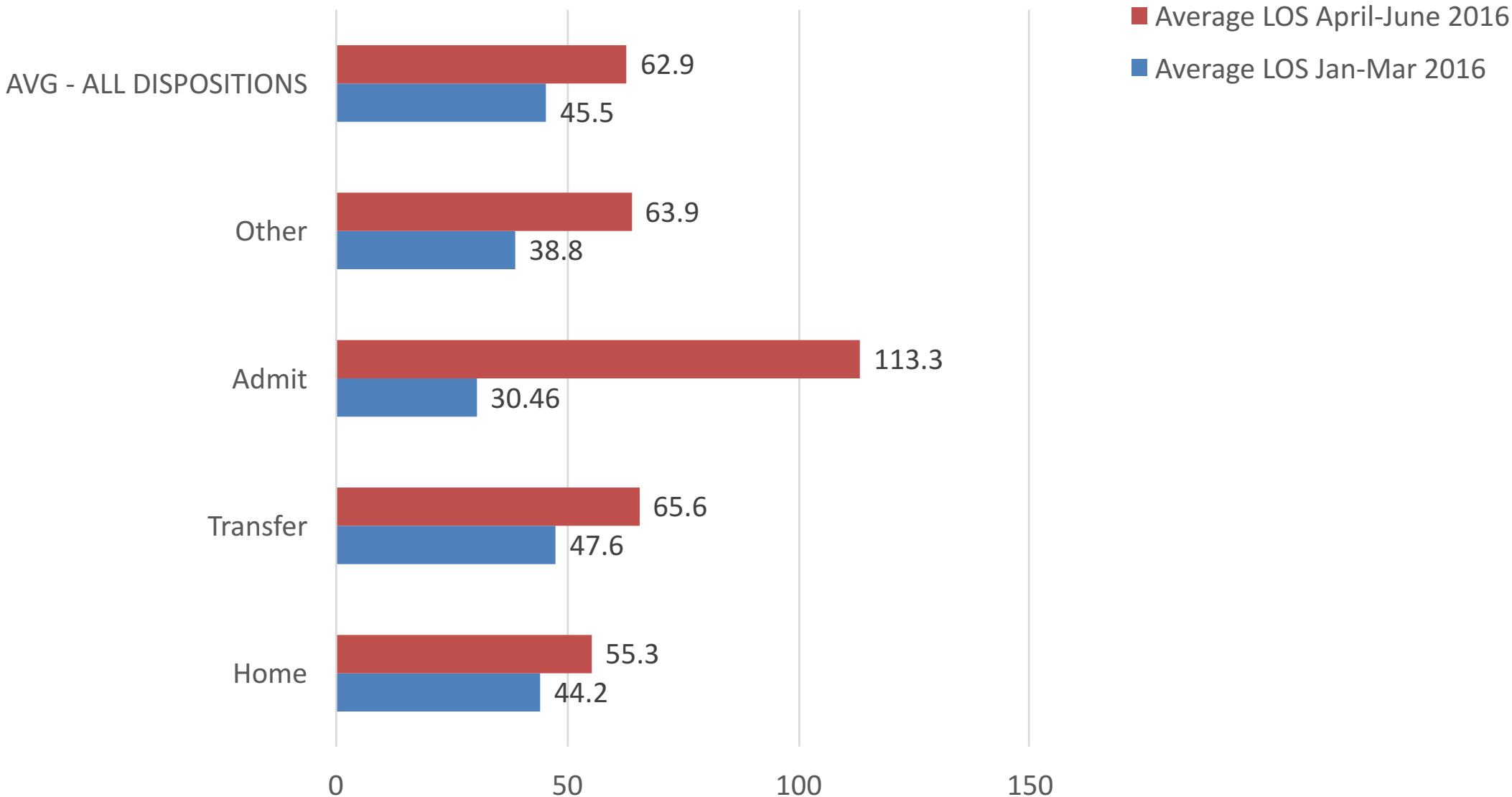
Average LOS by Disposition (in hours)

April - June 2016

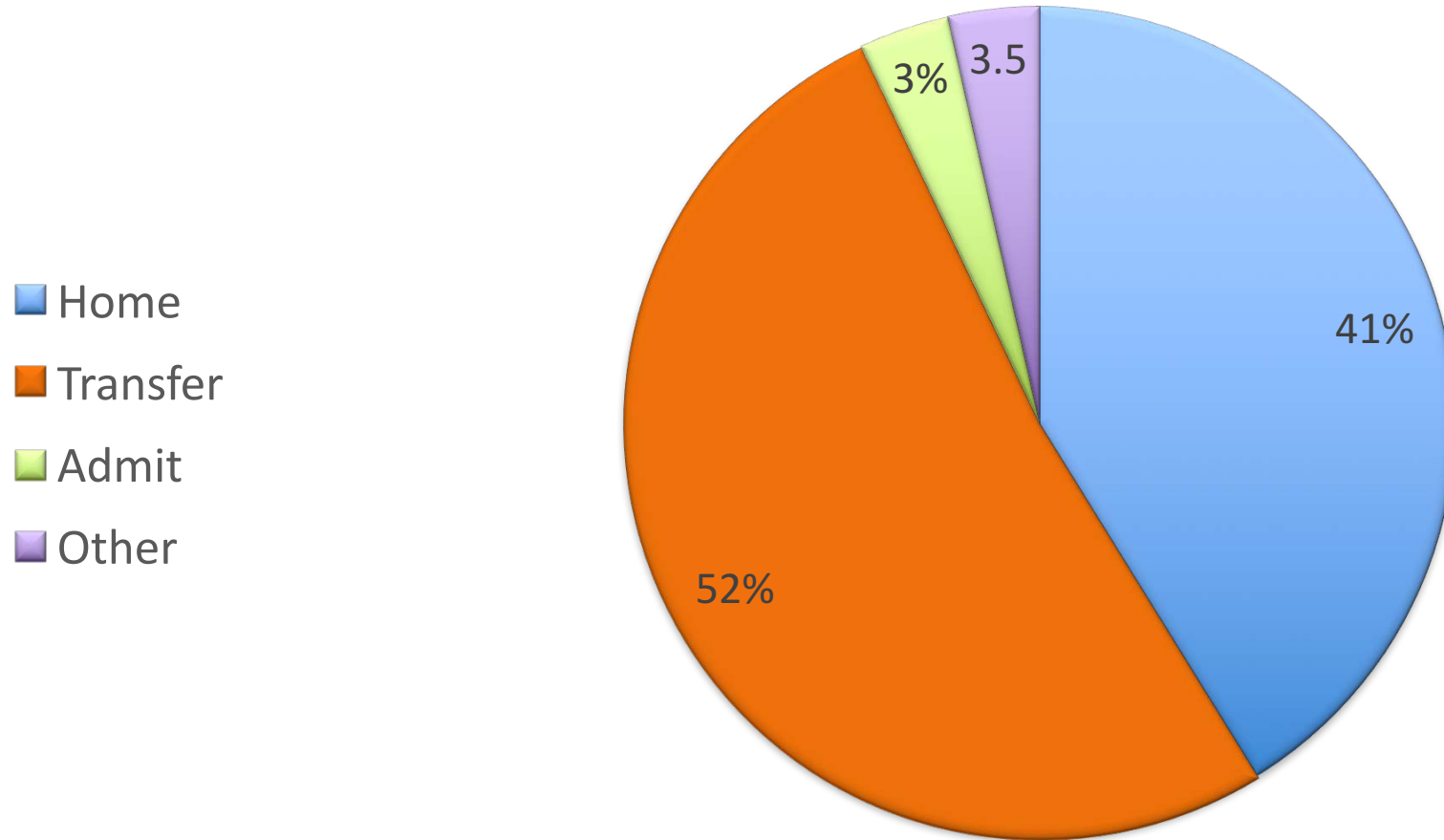


Average LOS by Disposition (in Hours)

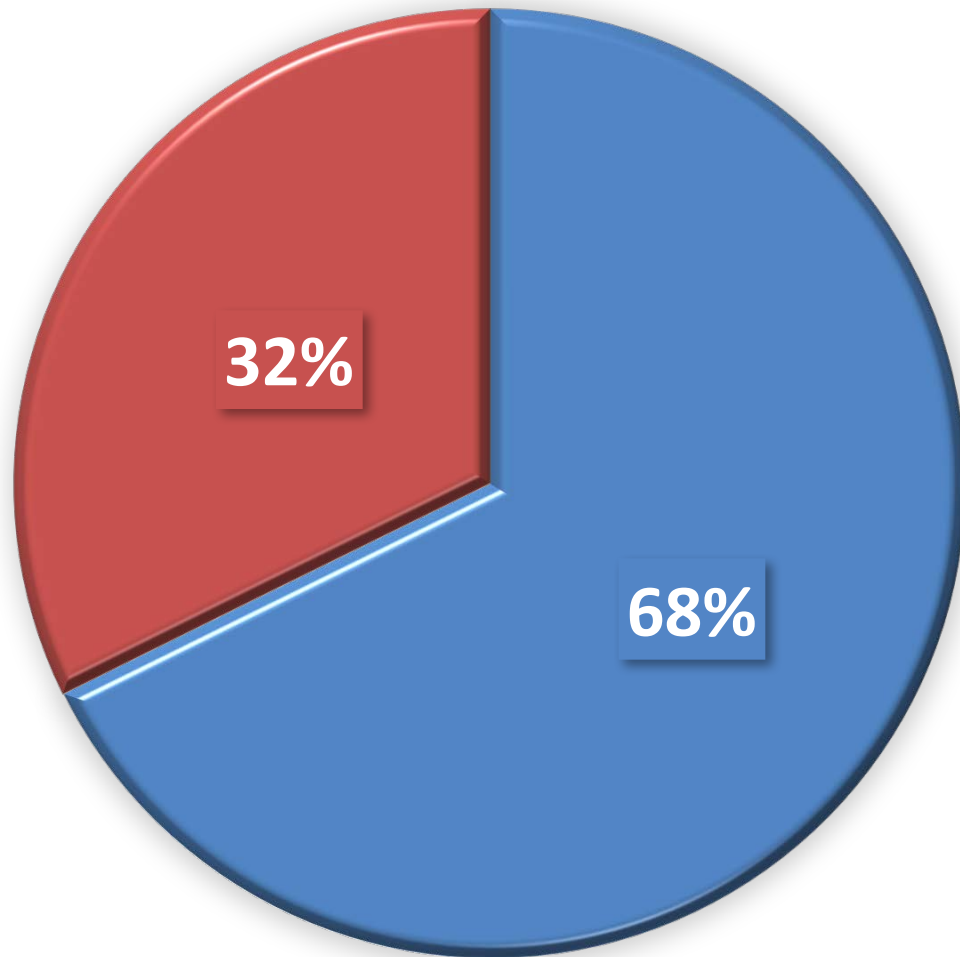
Jan-March compared to April-June 2016



Patients by Discharge Disposition April - June 2016

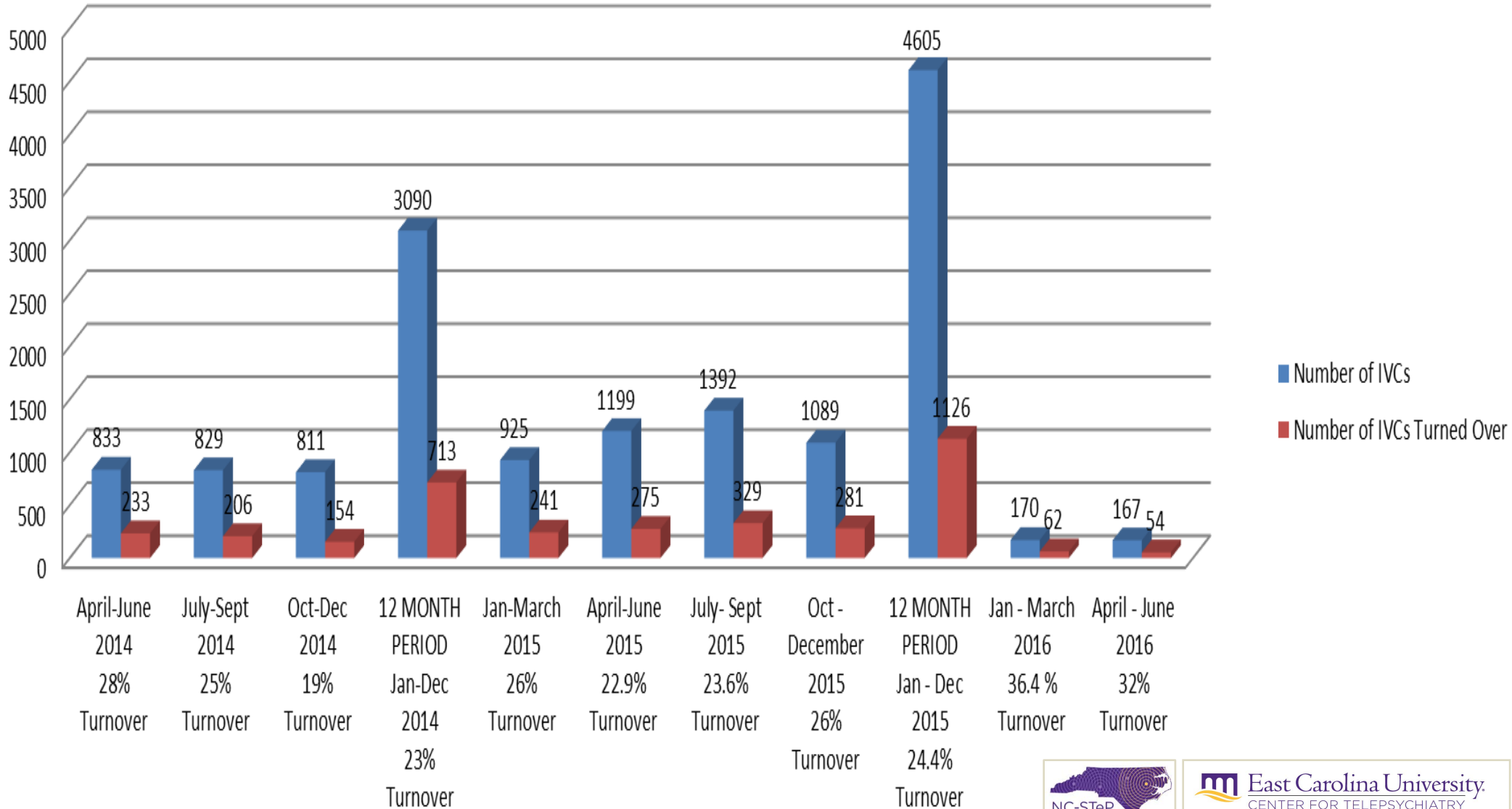


IVCs - By Release Status April - June 2016



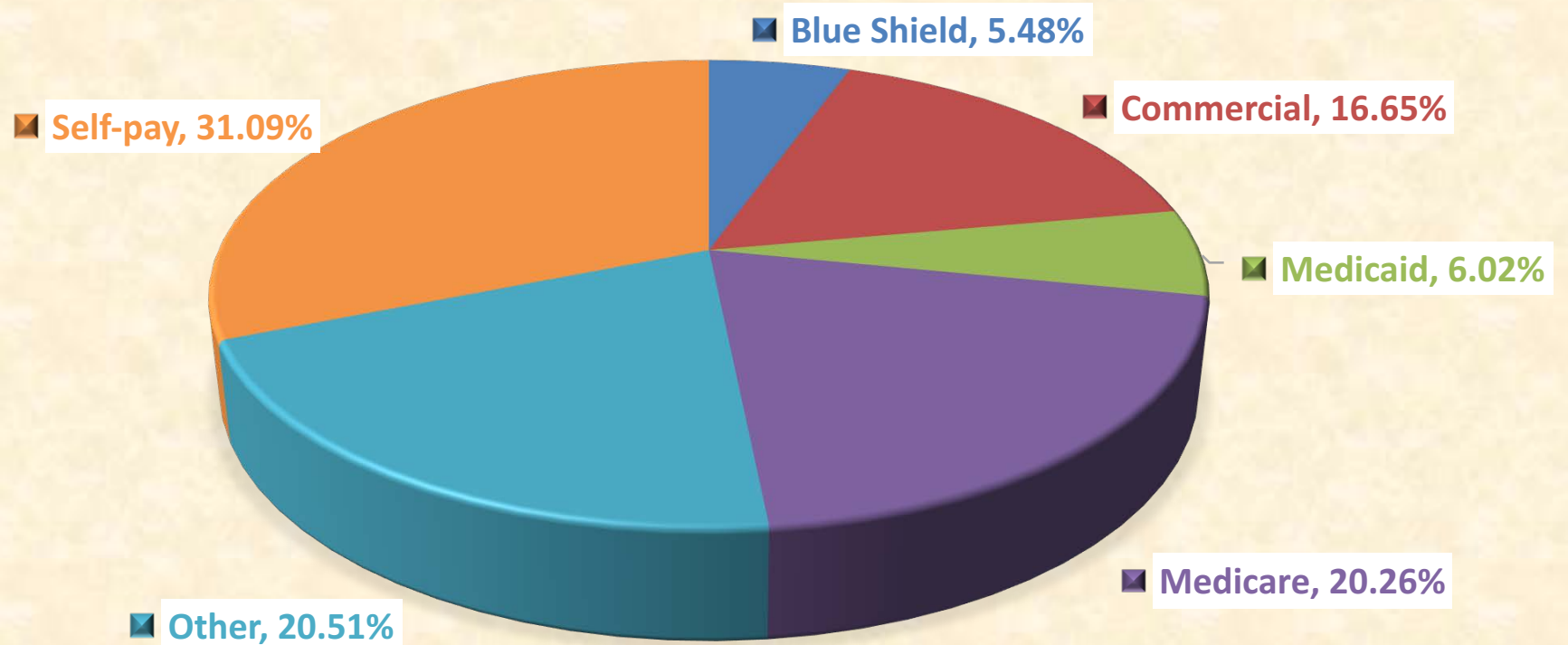
- IVCs - percent not released
- IVCs - percent released

NC STeP: Number of IVCs for Participating Hospitals by Quarter



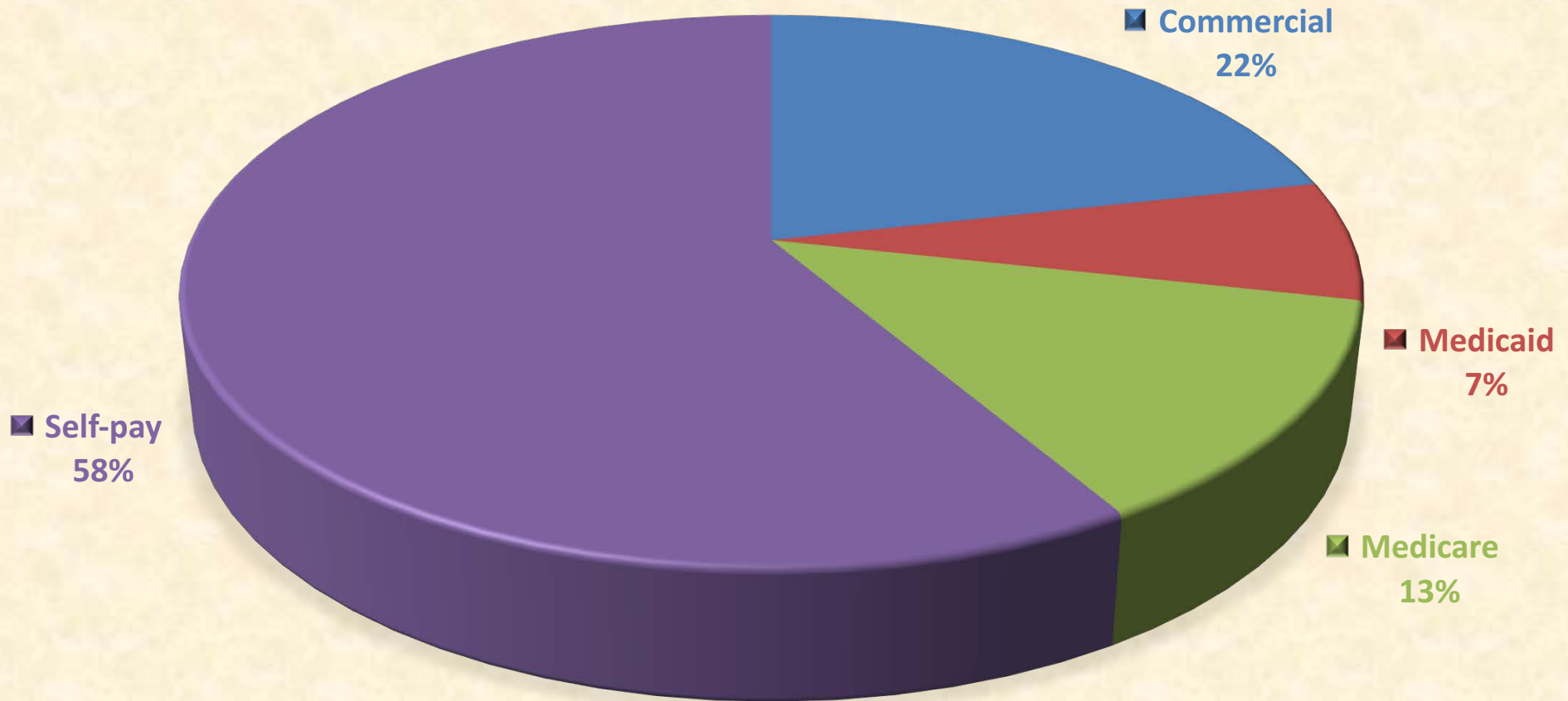
NC-STeP Charge Mix – Project to Date

Service Dates 10/01/2013 – 06/30/2016



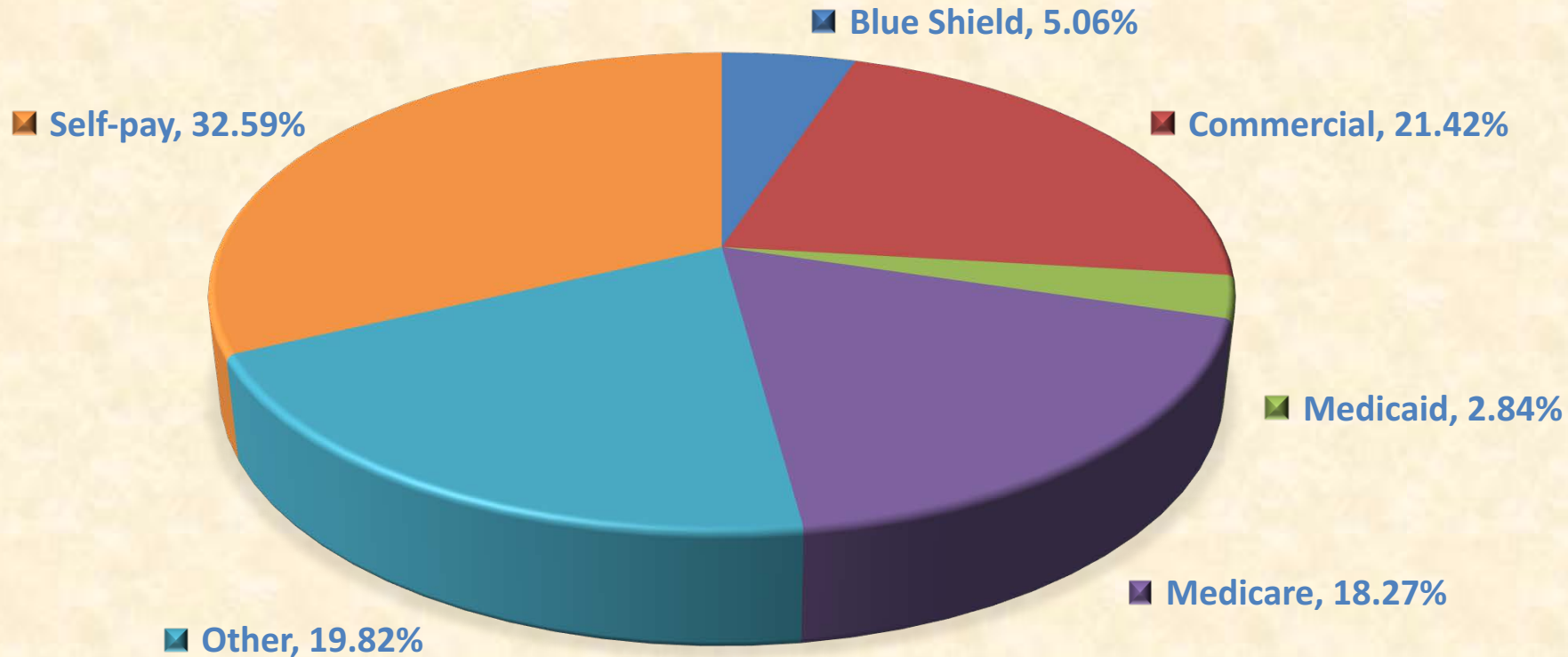
NC-STeP Charge Mix

QTD 2016 – Quarter 4



NC-STeP Charge Mix

FYTD 2016 – Quarter 4



Hospital Status Report as of May 4, 2016

Model 2 Hubs/Hospitals = 29

- Cone = 6
- Cape Fear = 2
- Mission = 8
- Novant = 5
- Wake = 8



Hospital Status Report as of May 4, 2016

Model 1 Hubs/Hospitals = 29
Old Vineyard = 14

1. Randolph*
2. Albemarle*
3. Murphy*
4. Chatham*
5. Morehead*
6. Ashe
7. Doshier
8. Pender
9. Alleghany
10. St. Luke
11. Our Community
12. Southeastern
13. Northern Hospital of Surry
14. UNC Hillsborough

* Credentialing started



Hospital Status Report as of May 4, 2016

Model 1 Hubs/Hospitals = 29 Carolina Behavioral = 15

1. Vidant Duplin *
2. Vidant Outer Banks*
3. Vidant Chowan*
4. Vidant Bertie*
5. Vidant Edgecombe*
6. Vidant Beaufort*
7. Vidant Roanoke Chowan
8. Lenoir Memorial*
9. Wilson Medical*
10. DLP Maria Parham
11. DLP Harris
12. DLP Swain
13. DLP Person
14. Halifax
15. Lake Norman

* credentialing started



Hospital Status Report as of May 4, 2016

On Hold = 4

- First Health Hoke
- First Health Montgomery
- First Health Moore
- First Health Richmond

Closed = 2

- Yadkin
- Pungo

Terminated = 10

- Wayne Memorial Hospital
- Davie Medical Center
- Nash Health
- Carolina East Hospital
- Sampson
- Columbus Regional
- Lexington
- Carteret
- Martin
- Washington

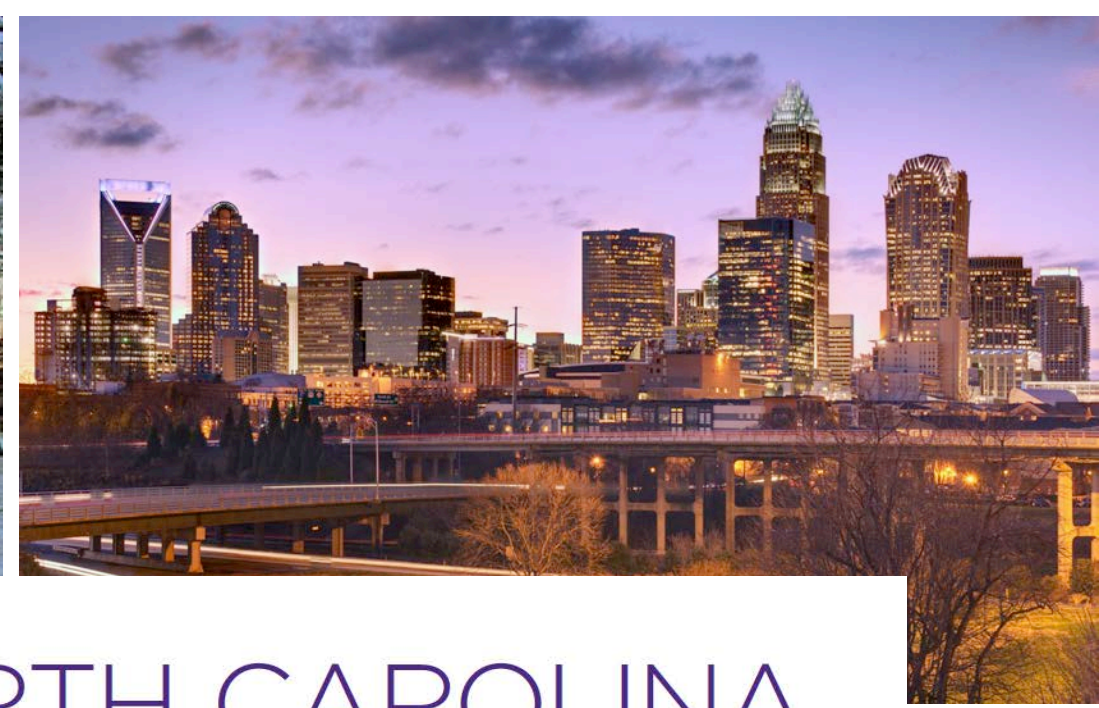


Hospital Status Report as of May 4, 2016

Providers

- Model 2 = 20
- Old Vineyard = 8
- Carolina Behavioral = 7
- DC/Weekend Hub = 2 (eventually 3)





NC-STeP

NORTH CAROLINA

STATEWIDE TELEPSYCHIATRY PROGRAM

