

NC-STeP Quality Management and Outcomes Monitoring Processes: October – December 2019

- 53 hospitals were live, as of 12/31/19 with 29 hospitals reporting Telepsychiatry patients in their ED
 - not all live hospitals had telepsychiatry patients
- 491 patient assessments were billed for Model 1 hospitals during the reporting period
- The Median Length of Stay was 25.4 hours
- The Average Length of Stay was 47.5 hours
 - 41.3 hours for those discharged to home
 - 49.9 hours for those transferred to another facility



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NC-STeP Quality Management and Outcomes Monitoring Processes: October – December 2019

- 550 ED patients who received telepsychiatry services had an IVC in place during their ED stay.
 - 204 (37.1%) of those patients did not have an IVC in place when discharged.
- Of the ED patients who received telepsychiatry services, 40.0% were discharged to home. 48.8% were discharged to another facility.

Notes:

- Bladen hospital did not submit data for this quarter.
- Novant hospitals did not submit data for this quarter.



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NC-STeP Status as of December 31, 2019

EVALUATION CRITERIA	BASELINE VALUES/MEASURES AS REPORTED ON 03/31/2019	TARGET TO BE REACHED BY 06/30/2020	VALUES/MEASURES REACHED AS OF 12/31/2019
1. The number of full-time equivalent (FTE) positions supported by these contracts	2.75 FTEs	4.02 FTEs	3.70 FTEs
2. The number of overturned involuntary commitments (inpatient admission prevented)	922	1,190	204 in this quarter YTD Total 427 Cumulative total since program inception 5,631
3. The number of participating consultant providers	54	48	53

NC-STeP Status as of December 31, 2019

EVALUATION CRITERIA	BASELINE VALUES/MEASURES AS REPORTED ON 03/31/2019	TARGET TO BE REACHED BY 06/30/2020	VALUES/MEASURES REACHED AS OF 12/31/2019
4. The number of telepsychiatry assessments conducted.	5,252	6,805	1,017 in this quarter YTD Total 2,163 Cumulative total since program inception 40,573
5. The number of telepsychiatry referring sites	56	56	57 53 Live
6. The reports of involuntary commitments to enrolled hospitals	2,143	2,774	550 in this quarter YTD Total 1,132 Cumulative total since program inception 16,956

NC-STeP Status as of December 31, 2019

EVALUATION CRITERIA	BASELINE VALUES/MEASURES AS REPORTED ON 03/31/2019	TARGET TO BE REACHED BY 06/30/2020	VALUES/MEASURES REACHED AS OF 12/31/2019
7. The average (mean) Length of Stay for all patients with a primary mental health diagnosis across all dispositions.	46.7 hours	55 hours	QTD Average = 47.5 QTD Median = 25.4
8. The rate of "satisfied" or "strongly satisfied" among emergency department staff participating in NC-STeP.	78%	78%	Satisfaction surveys not conducted this quarter

NC-STeP Status as of December 31, 2019

EVALUATION CRITERIA	BASELINE VALUES/MEASURES AS REPORTED ON 03/31/2019	TARGET TO BE REACHED BY 06/30/2020	VALUES/MEASURES REACHED AS OF 12/31/2019
9. The rate of "satisfied" or "strongly satisfied" among hospital CEOs/COOs participating in NC-STeP.	100%	100%	Satisfaction surveys not conducted this quarter
10. The rate of "satisfied" or "strongly satisfied" among consulting (hub) providers participating in NC-STeP.	100%	100%	Satisfaction surveys not conducted this quarter

NC-STeP Status as of December 31, 2019

EVALUATION CRITERIA	BASELINE VALUES/MEASURES AS REPORTED ON 03/31/2019	TARGET TO BE REACHED BY 06/30/2020	VALUES/MEASURES REACHED AS OF 12/31/2019
11. The rate of "satisfied" or "strongly satisfied" among emergency department physicians participating in the statewide telepsychiatry program.	72%	85%	Satisfaction surveys not conducted this quarter
12. Cumulative return on investment to state psychiatric facilities through overturned involuntary commitments (inpatient admission prevented)	\$4,978,800	\$6,463,800	\$1,101,600 YTD Average \$2,305,800 Cumulative average since program inception \$30,407,400

NC-STeP Status as of December 31, 2019

COMMENTS/EXPLANATIONS:

Evaluation Criteria #2, #4, and #6: PTD totals were adjusted upward to include 15 assessments for Q1 (Jul-Sep 2019) that were submitted too late to be included in the Q1 report and 8 assessments from earlier quarters that were adjusted due to data clean-up. Increase of 15 assessments, 8 IVCs and 4 overturned IVCs for Q1 and 8 assessments, 6 IVCs and 3 overturned IVCs for earlier quarters.

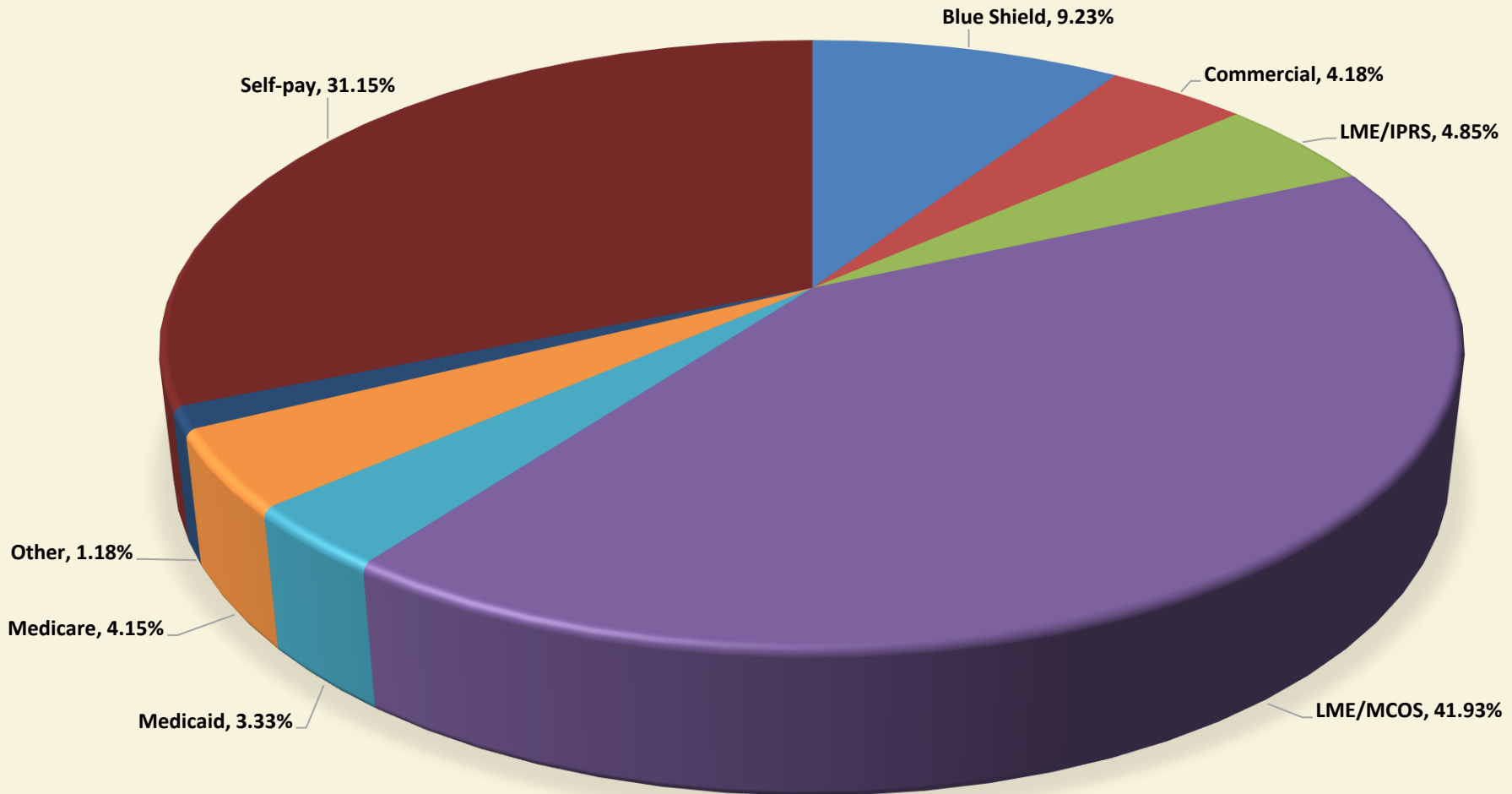
Data for Novant hospitals, and Bladen hospital not submitted for this quarter.

Evaluation Criteria #4: Assessment numbers are calculated based on billed assessments for Model 1 hospitals and number of encounters for Model 2 hospitals.



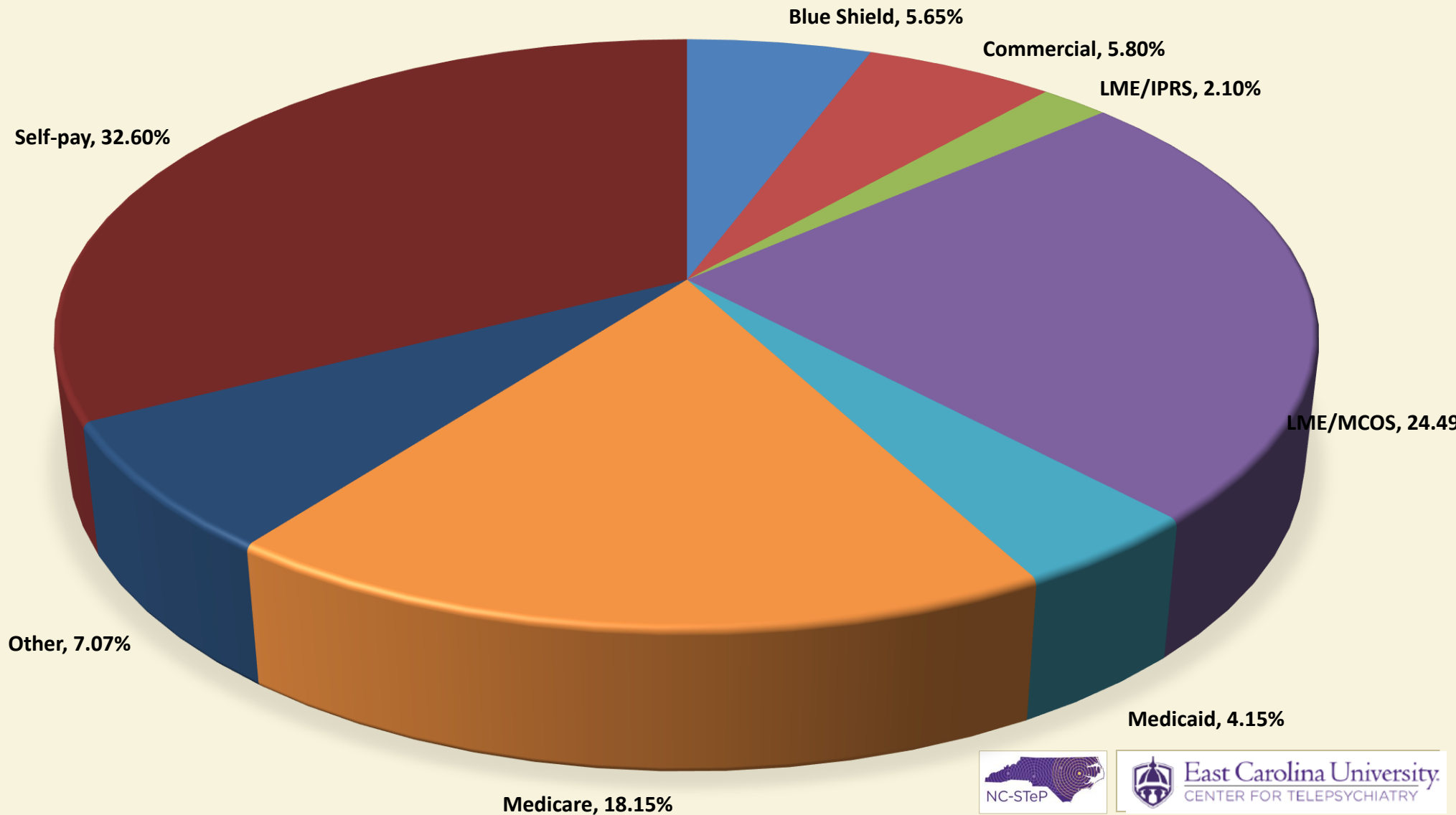
NC-STeP Charge Mix

QTD 2020 - Quarter 2



NC-STeP Charge Mix – Project to Date

Service Dates: October 1, 2013 – December 31, 2019



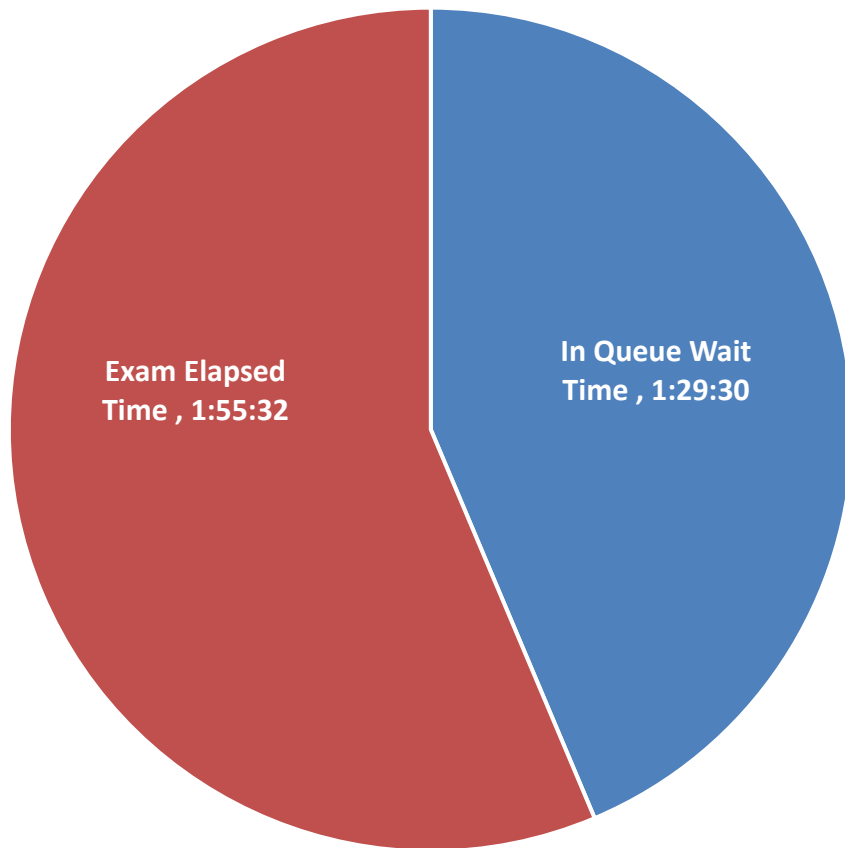
NC-STeP Status as of December 31, 2019

- 57 hospitals in the network. 53 live.
- 40,573 total psychiatry assessments since program inception
- 5,631 IVCs overturned
 - Cumulative return on investment = \$30,407,400
(savings from preventing unnecessary hospitalizations)
- Eight Clinical Provider Hubs with 53 consultant providers
- Administrative costs below industry standard
- Over 30% of the patients served had no insurance coverage

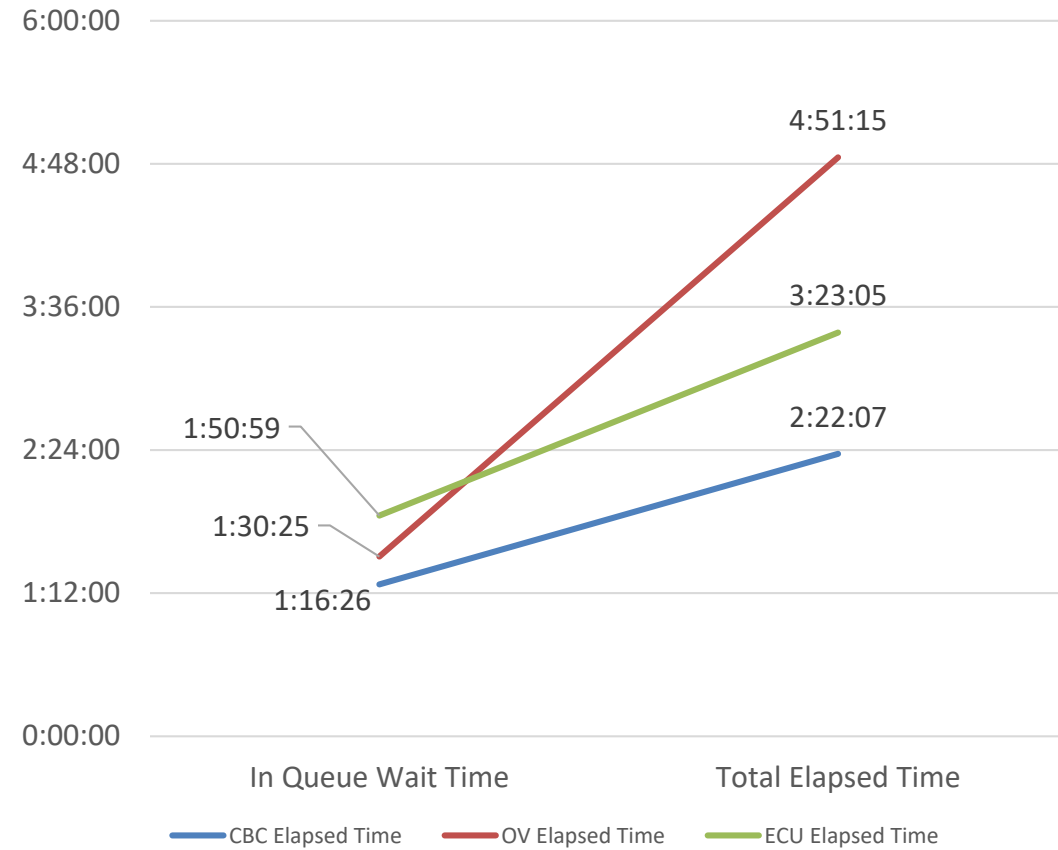


Consult Elapsed Time: October - December 2019

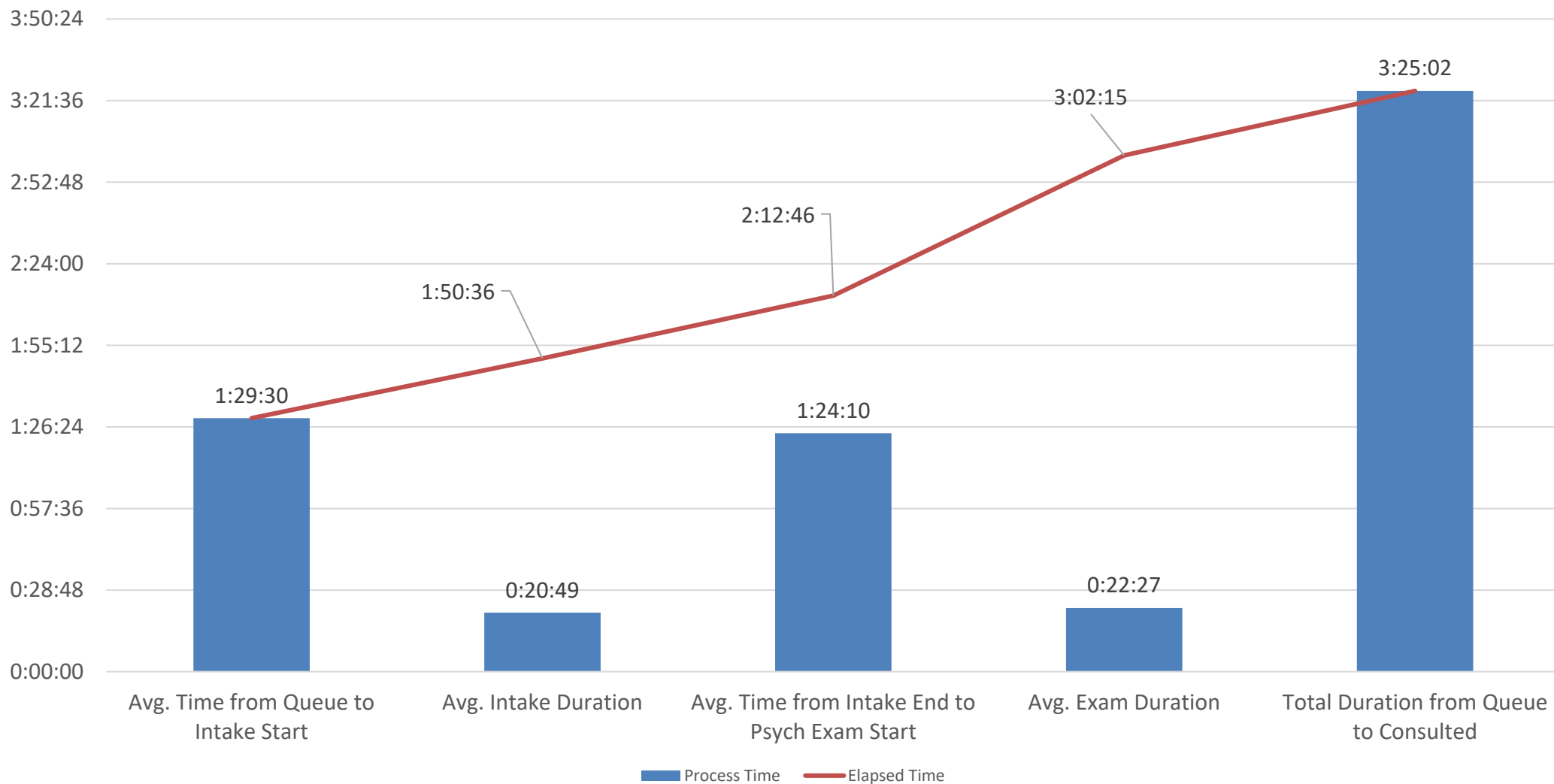
CBC, OVBHS & ECU
 Average Consult Elapsed Time
 In Queue to Exam Complete
 FY20-Q2 October - December 2019
 (3 hrs. 25 min.)



Comparison of CBC, OVBHS & ECU
 Average Consult Elapsed Time
 In Queue to Exam Complete
 FY20-Q2 October - December 2019
 (hh:mm:ss)

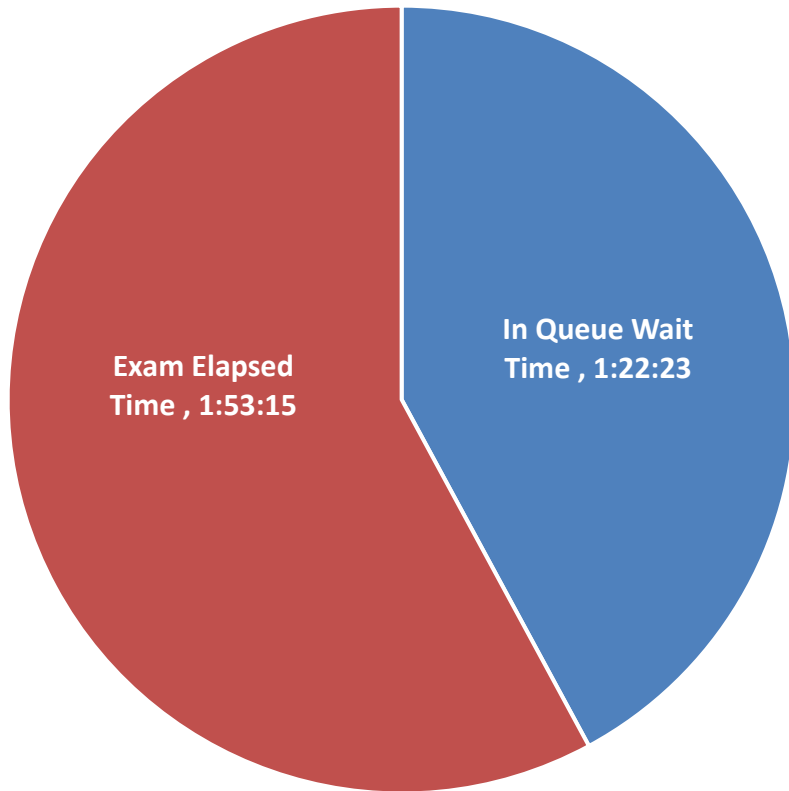


Key Processes and Elapsed Times Averages October - December 2019

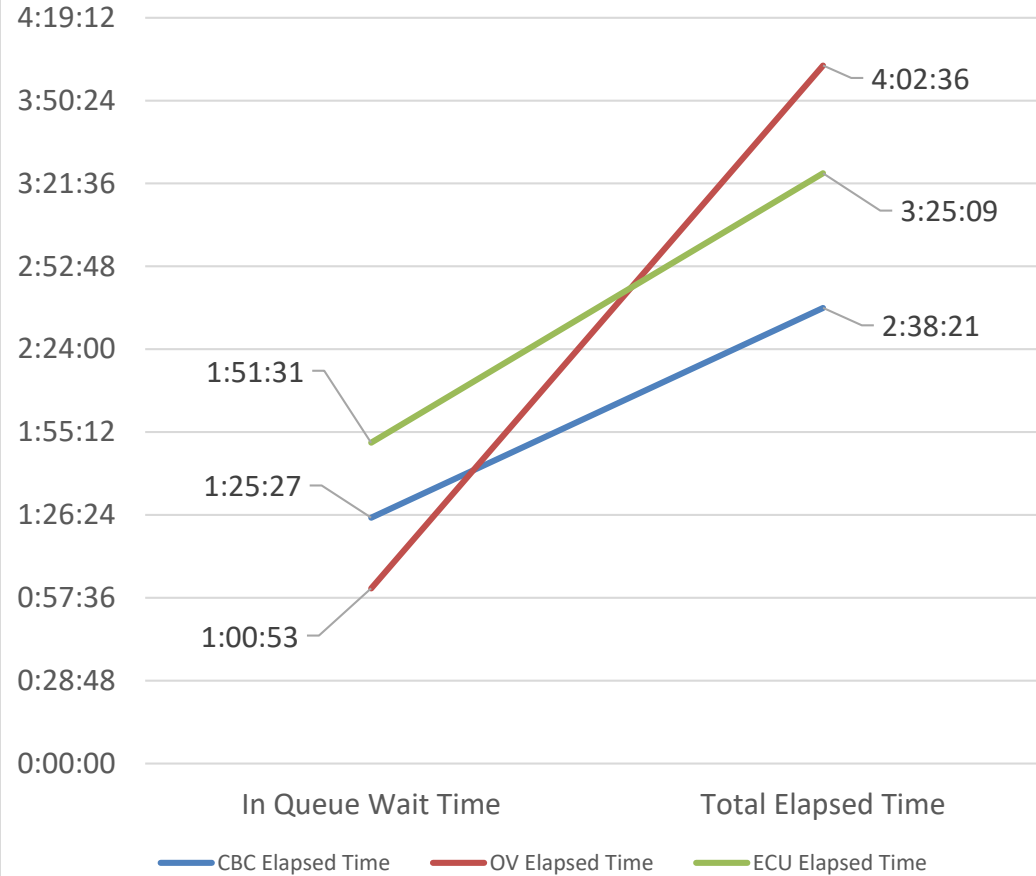


Consult Elapsed Time: January - December 2019

CBC, OVBHS & ECU
 Average Consult Elapsed Time
 In Queue to Exam Complete
 January - December 2019
 (3 hrs. 16 min.)

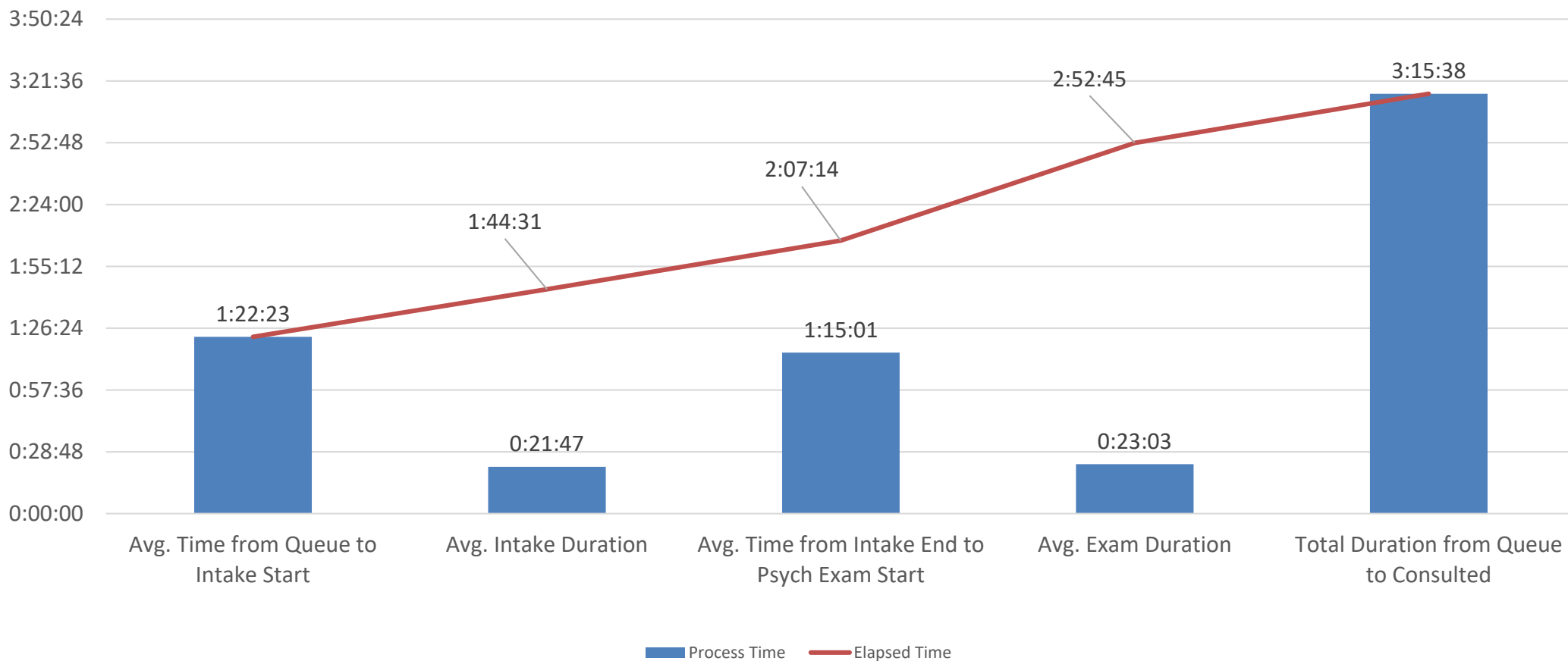


Comparison of CBC, OVBHS & ECU
 Average Consult Elapsed Time
 In Queue to Exam Complete
 January - December 2019
 (hh:mm:ss)



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Key Processes and Elapsed Times Averages January - December 2019



Hospital Status Report as of December 2019

Model 1 – Live



Hospital Name	Portal Go Live
Vidant Outer Banks Hospital	08/08/2016
Vidant Bertie Hospital	08/15/2016
Vidant Chowan Hospital	08/15/2016
Vidant Edgecombe Hospital	08/15/2016
Sentara Albemarle Medical Center	08/17/2016
Vidant Beaufort Hospital	08/22/2016
Vidant Duplin Hospital	08/22/2016
Lenoir Memorial Hospital	09/06/2016
St Lukes Hospital	09/07/2016
Wilson Medical Center	09/20/2016
Morehead Memorial Hospital	10/05/2016
DLP Harris Regional Medical	10/14/2016
DLP Swain Community Hospital	10/14/2016
Murphy Medical Center	10/26/2016
DLP Maria Parham Medical Center	11/15/2016
UNC Chatham Hospital	12/21/2016
J. Arthur Doshier Memorial Hospital	01/07/2017
Ashe Memorial Hospital	01/26/2017
Northern Hospital of Surry County	03/07/2017
Southeastern Regional Medical Center	08/08/2017
Halifax Regional Medical Center	08/08/2017
DLP Person Memorial Hospital	08/17/2017
DLP Haywood Regional Medical Center	08/22/2017
Lake Norman Regional Medical Center	10/17/2017
Pender Memorial Hospital	12/07/2017
DLP Maria Parham Franklin	2/1/2018

Hospital Status Report as of December 2019

Model 1 – In Process



Hospital Name		Portal Go Live
Park Ridge Health		TBD
Harnett Hospital		TBD
Betsy Johnson Hospital		TBD
Iredell Memorial Hospital		TBD

Hospital Status Report as of December 2019

Model 1 – Participation Pending



Hospital Name	Program Status
DLP Central Carolina Hospital	Reviewing Contract
Our Community Hospital	Reviewing Contract
Pioneer Community Hospital of Stokes (Greene)	Reviewing Contract
Pioneer Community Hospital of Stokes (King)	Reviewing Contract
Washington County Hospital	Reviewing Contract
Wayne Memorial Hospital	Reviewing Contract

Hospital Status Report as of December 2019

Model 2



Hospital Name	Go Live Date/Status
Cape Fear Valley Medical Center	06/2014
Cape Fear Valley Bladen Hospital	07/2014
Cone Health Behavioral Health Hospital	07/2014
Cone Health MedCenter High Point	07/2014
Forsyth Medical Center	07/2014
McDowell Hospital	07/2014
Mission Hospital	07/2014
Novant Health Clemmons Medical Center	07/2014
Novant Health Kernersville Medical Center	07/2014
Wesley Long Hospital	07/2014
Mission Children's Hospital	08/2014
Annie Penn Hospital	08/2014
Moses H. Cone Memorial Hospital	08/2014
Blue Ridge Regional Hospital	09/2014
Transylvania Regional Hospital	09/2014
Women's Hospital – Cone Health	10/2014
Angel Medical Center	01/2015
Highlands-Cashiers Hospital	03/2015
Novant Health Thomasville Medical Center	03/2015
Alamance Regional Medical Center	04/2015
Hugh Chatham Memorial Hospital	12/2015
Cape Fear Valley Hoke Hospital	06/2016
UNC Johnston, Clayton	06/2016
UNC Johnston, Smithfield	06/2016
Novant Health Presbyterian Hospital	11/2016
Novant Health Rowan Medical Center	07/2017
Novant Health Brunswick Medical Center	07/2017

Hospital Status Report as of December 2019

Expressed Possible Interest



Hospital Name	Program Status	NC-Step Model
Duke Regional Hospitals	TBD	TBD
Novant Matthews Medical	TBD	Model 2

Hospital Status Report as of December 2019

Terminated



Hospital Name	Hospital Name
Alleghany Memorial Hospital	Martin County General
Carolina East	Nash General Hospital
Carteret	Sampson
Columbus Regional	UNC Hillsborough
Davie Medical	WakeMed Apex
DLP Rutherford Regional Medical Center	WakeMed Briar Creek
FirstHealth Montgomery Memorial Hospital	WakeMed Cary
FirstHealth Moore Regional Hospital	WakeMed Garner
FirstHealth Regional Hospital - Hoke	WakeMed North Healthplex
FirstHealth Richmond Memorial Hospital	WakeMed Raleigh
FirstHealth Sandhills Regional Medical	WakeMed Raleigh Children's ED
Lexington	WakeMed Psychiatric Observation Unit

Hospital Status Report as of September 2019

No Information Available



Hospital Name	Program Status	NC-STeP Model
Caldwell Memorial	TBD	TBD
Cherokee Indian Hospital	TBD	TBD
New Hanover	TBD	TBD
Novant Franklin Medical	TBD	TBD
Onslow Memorial	TBD	TBD
Scotland Health	TBD	TBD
Wilkes Regional Medical	TBD	TBD