

NC-STeP Quality Management and Outcomes Monitoring Processes: January – March 2020

- 54 hospitals were live, as of 3/31/20 with 29 hospitals reporting Telepsychiatry patients in their ED
 - not all live hospitals had telepsychiatry patients
- 614 patient assessments were billed for Model 1 hospitals during the reporting period
- The Median Length of Stay was 21.4 hours
- The Average Length of Stay was 33.3 hours
 - 34.8 hours for those discharged to home
 - 36.6 hours for those transferred to another facility



NC-STeP Quality Management and Outcomes Monitoring Processes: January – March 2020

- 903 ED patients who received telepsychiatry services had an IVC in place during their ED stay.
 - 278 (30.1%) of those patients did not have an IVC in place when discharged.
- Of the ED patients who received telepsychiatry services, 36% were discharged to home. 50.5% were discharged to another facility.

Notes:

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



NC-STeP Quality Management and Outcomes Monitoring Processes: January – March 2020

- 8 Community based sites
- 81 visits with a Psychiatrist
- 613 visits with a mid-level provider.



East Carolina University
CENTER FOR TELEPSYCHIATRY

NC-STeP Status as of March 31, 2020

EVALUATION CRITERIA	BASELINE VALUES/MEASURES AS REPORTED ON 03/31/2019	TARGET TO BE REACHED BY 06/30/2020	VALUES/MEASURES REACHED AS OF 03/31/2020
1. The number of full-time equivalent (FTE) positions supported by these contracts	2.75 FTEs	4.02 FTEs	4.30 FTEs
2. The number of overturned involuntary commitments (inpatient admission prevented)	922	1,190	278 in this quarter YTD Total 711 Cumulative total since program inception 5,915
3. The number of participating consultant providers	54	48	53

NC-STeP Status as of March 31, 2020

EVALUATION CRITERIA	BASELINE VALUES/MEASURES AS REPORTED ON 03/31/2019	TARGET TO BE REACHED BY 06/30/2020	VALUES/MEASURES REACHED AS OF 03/31/2020
4. The number of telepsychiatry assessments conducted.	5,252	6,805	2,684 in this quarter YTD Total 5,105 Cumulative total since program inception 43,515
5. The number of telepsychiatry referring sites	56	56	58 54 Live
6. The reports of involuntary commitments to enrolled hospitals	2,143	2,774	903 in this quarter YTD Total 2,061 Cumulative total since program inception 17,885

NC-STeP Status as of March 31, 2020

EVALUATION CRITERIA	BASELINE VALUES/MEASURES AS REPORTED ON 03/31/2019	TARGET TO BE REACHED BY 06/30/2020	VALUES/MEASURES REACHED AS OF 03/31/2020
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 = 33.3 QTD Median = 21.4
8. The rate of "satisfied" or "strongly satisfied" among emergency department staff participating in NC-STeP.	78%	78%	82.5%

NC-STeP Status as of March 31, 2020

EVALUATION CRITERIA	BASELINE VALUES/MEASURES AS REPORTED ON 03/31/2019	TARGET TO BE REACHED BY 06/30/2020	VALUES/MEASURES REACHED AS OF 03/31/2020
9. The rate of "satisfied" or "strongly satisfied" among hospital CEOs/COOs participating in NC-STeP.	100%	100%	83.3%
10. The rate of "satisfied" or "strongly satisfied" among consulting (hub) providers participating in NC-STeP.	100%	100%	100%

NC-STeP Status as of March 31, 2020

EVALUATION CRITERIA	BASELINE VALUES/MEASURES AS REPORTED ON 03/31/2019	TARGET TO BE REACHED BY 06/30/2020	VALUES/MEASURES REACHED AS OF 03/31/2020
11. The rate of "satisfied" or "strongly satisfied" among emergency department physicians participating in the statewide telepsychiatry program.	72%	85%	80.2%
12. Cumulative return on investment to state psychiatric facilities through overturned involuntary commitments <small>(inpatient admission prevented)</small>	\$4,978,800	\$6,463,800	\$1,501,200 YTD Average \$3,839,400 Cumulative average since program inception \$31,941,000

NC-STeP Status as of March 31, 2020

COMMENTS/EXPLANATIONS:

Evaluation Criteria #2, #4, and #6: PTD totals were adjusted upward to include 146 assessments for Q2 (Oct-Dec 2019) that were submitted too late to be included in the Q2 report. Increase of 146 assessments, 26 IVCs and 6 overturned IVCs for Q2 and 112 assessments for Q1 (no IVCs and no overturned IVCs).

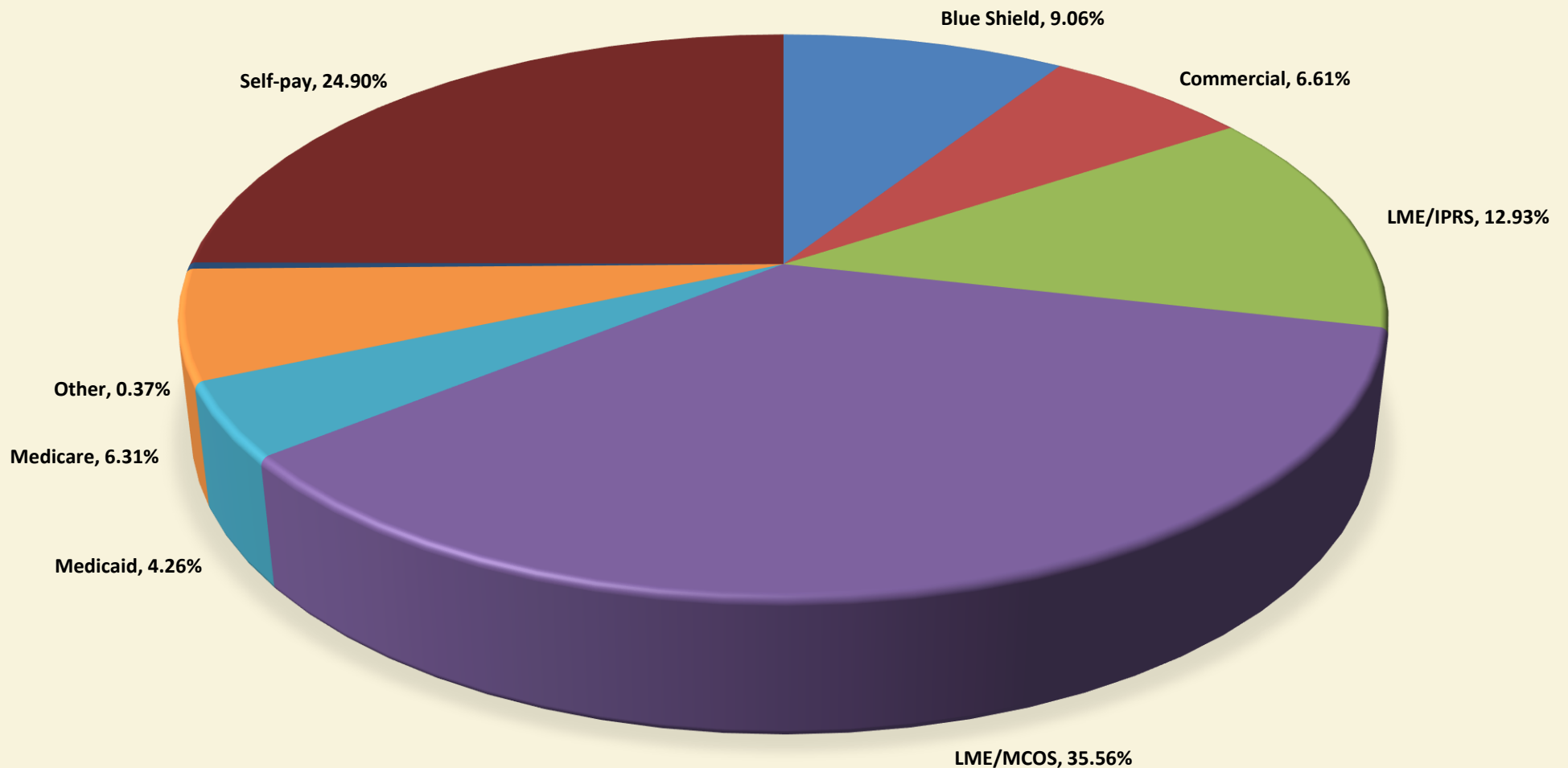
Data for Cone hospitals, and Bladen hospital not submitted for this quarter.

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



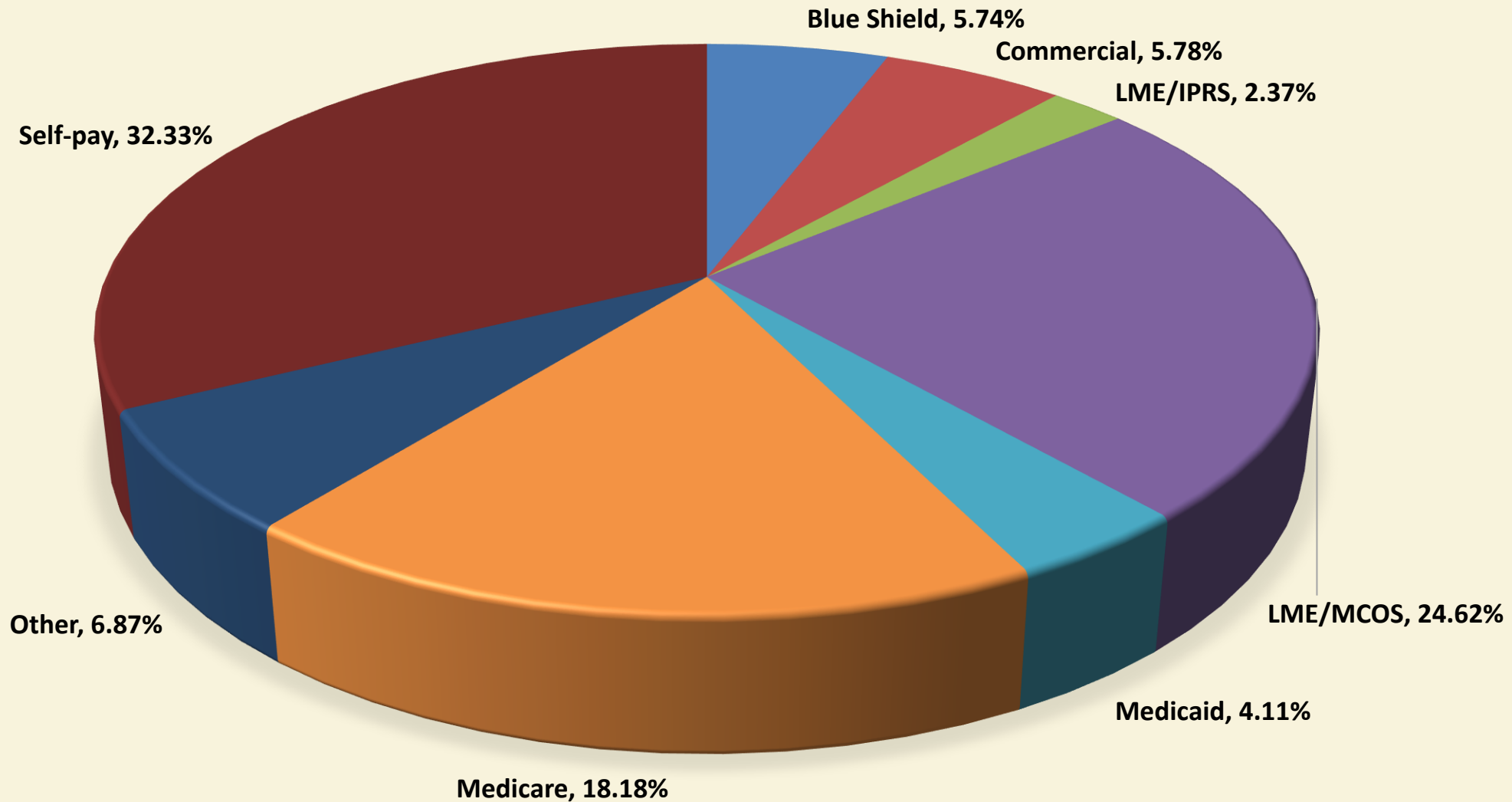
NC-STeP Charge Mix

QTD 2020 - Quarter 3



NC-STEP Charge Mix – Project to Date

Service Dates: October 1, 2013 – March 31, 2020



NC-STeP Status as of March 31, 2020

- 58 hospitals in the network. 54 live.
- 43,515 total psychiatry assessments since program inception
- 5,915 IVCs overturned
 - Cumulative return on investment = \$31,941,400
(savings from preventing unnecessary hospitalizations)
- Eight Clinical Provider Hubs with 53 consultant providers
- Administrative costs below industry standard
- Over 32% of the patients served had no insurance coverage



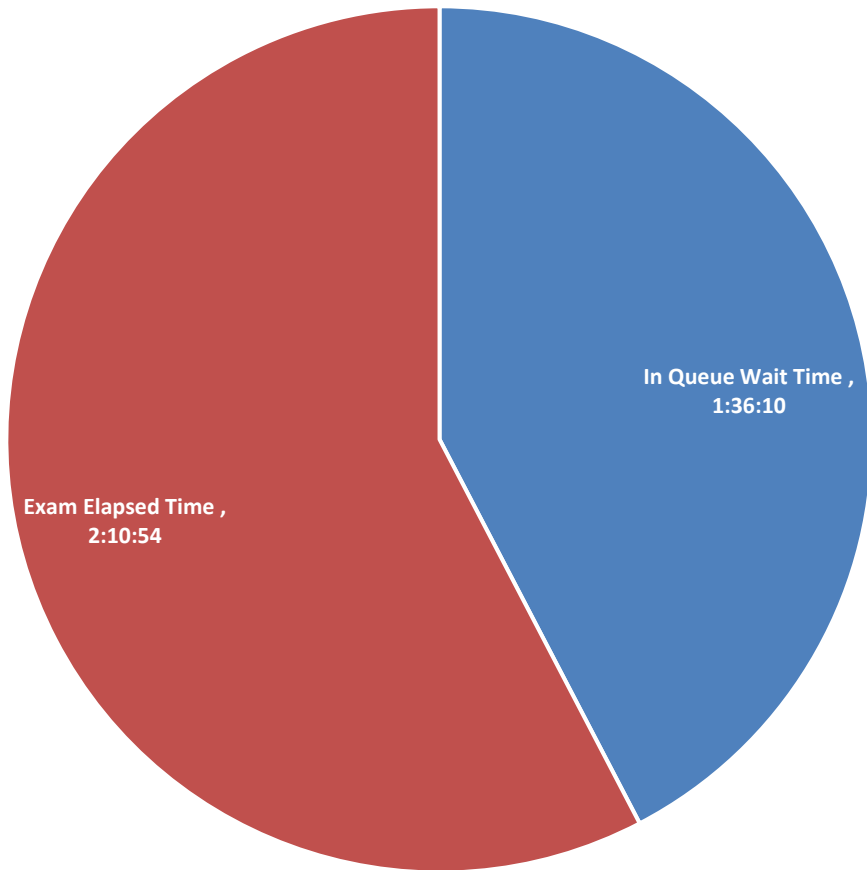
NC-STeP Status as of March 31, 2020

- 8 community based sites.
- 3,342 total patient visits since program inception in October 2018.
 - 625 total patient visits with a psychiatrist
 - 2,626 total patient visits with a mid-level provider

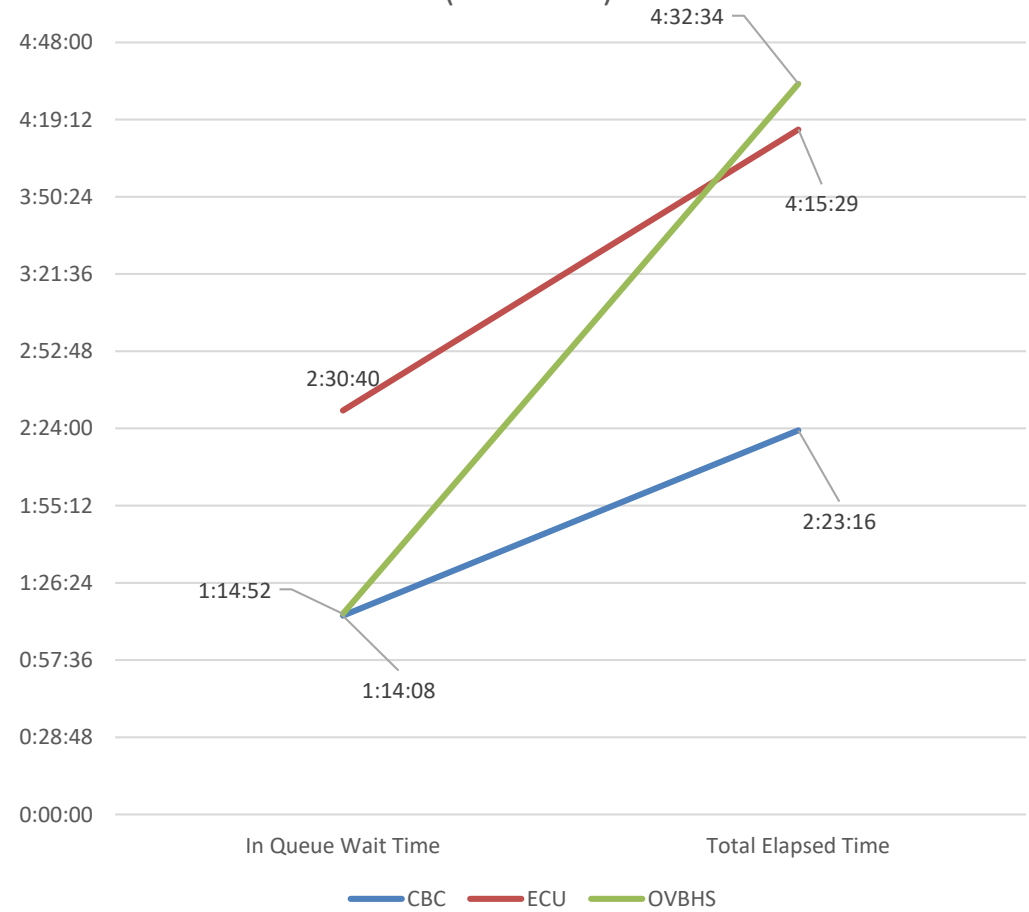


Consult Elapsed Time: January – March 2020

CBC, OVBHS & ECU
 Average Consult Elapsed Time
 In Queue to Exam Complete
 FY20-Q3 January - March 2020
 (3 hrs. 47 min.)



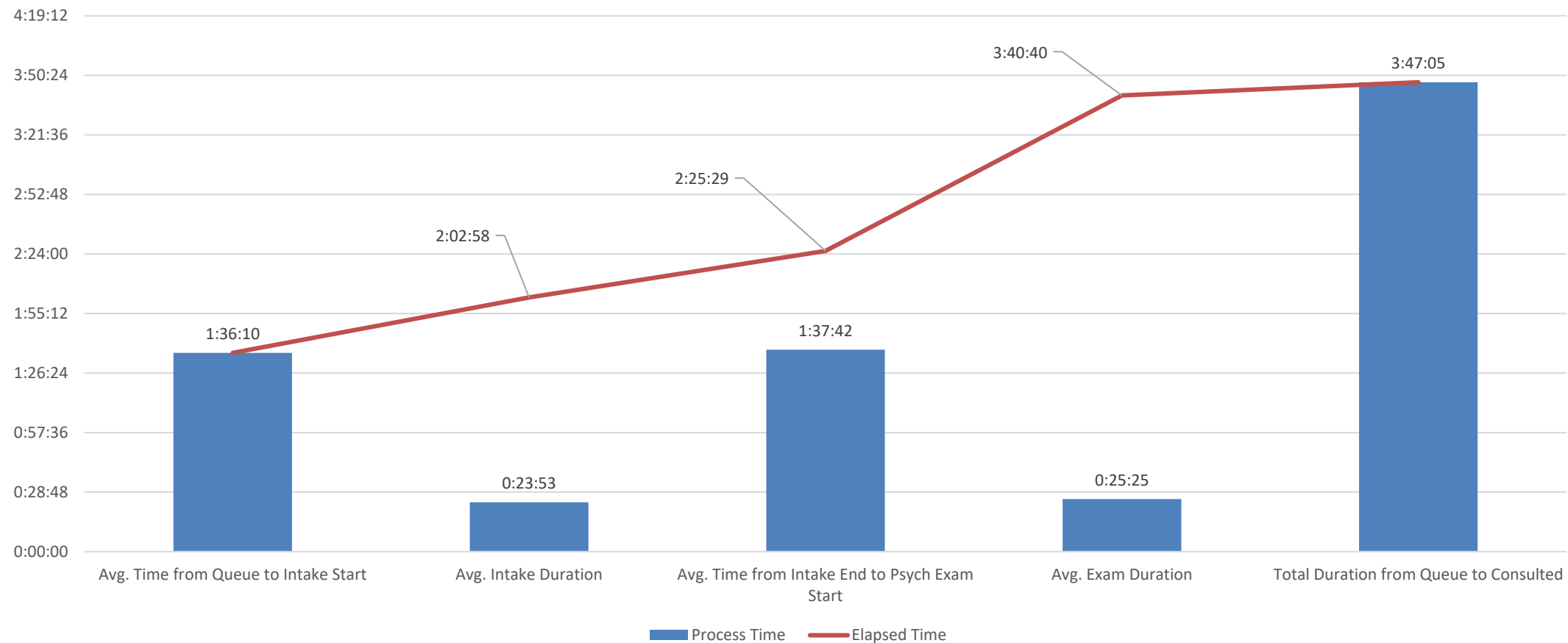
Comparison of CBC, OVBHS & ECU
 Average Consult Elapsed Time
 In Queue to Exam Complete
 FY20-Q3 January - March 2020
 (hh:mm:ss)



East Carolina University
 CENTER FOR TELEPSYCHIATRY

Key Processes and Elapsed Times Averages January – March 2020

Key Processes and Elapsed Times Averages
CBC, OVBHS, ECU
FY20-Q3 January - March 2020



Hospital Status Report as of March 2020

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
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
Lake Norman Regional Medical Center	10/17/2017
Pender Memorial Hospital	12/07/2017
DLP Maria Parham Franklin	2/1/2019
Central Harnett Hospital	
Betsy Johnson Hospital	

Hospital Status Report as of March 2020

Model 1 – In Process



Hospital Name		Portal Go Live
Park Ridge Health		TBD
Wayne Memorial Hospital		TBD
Iredell Hospital		April 2020
Hugh Chatham Hospital		TBD Moving from Model 1 to 2

Hospital Status Report as of March 2020

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

Hospital Status Report as of March 2020

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 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 March 2020

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 March 2020

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 March 2020

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