



NORTH CAROLINA
STATEWIDE TELEPSYCHIATRY PROGRAM

Quarterly Progress Update



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North Carolina Statewide Telepsychiatry Program (NC-STeP)





NORTH CAROLINA
STATEWIDE TELEPSYCHIATRY PROGRAM

NC-STeP Advisory Council Meeting

Friday, March 12, 2021

1:30 pm – 3:00 pm

Virtual Meeting via Zoom Video Conferencing

Agenda

1:30- 1:35 p.m.	Welcome
1:35- 1:40 p.m.	Review and Approval of December 4, 2020 Minutes
1:40- 2:30 p.m.	NC-STeP FY21-Q2 (Oct-Dec) Performance Data
2:30- 2:45 p.m.	Update on Community-Based Pilots
2:45- 2:50 p.m.	Old Business
2:50- 2:55 p.m.	New Business
2:55- 3:00 p.m.	Announcements
3:00 p.m.	Adjourn



Join Zoom Meeting

<https://zoom.us/j/98299170259?pwd=VUIOZUM4WWR1VG45Y3RYaTQ4N0xWUT09>

Meeting ID: 982 9917 0259

Passcode: 672100

NC-STeP Quality Management and Outcomes Monitoring Processes: October - December 2020

- 41 hospitals in the network, 40 hospitals were live
- 30 hospitals reporting Telepsychiatry patients in their ED
 - not all live hospitals had telepsychiatry patients
- Total number of assessments for this quarter = 1,174
- Total number of encounters for this quarter = 1,059
- Patient assessments billed for Model 1 hospitals = 644

NC-STeP Quality Management and Outcomes Monitoring Processes: October - December 2020

- The Median Length of Stay was 25.2 hours
- The Average Length of Stay was 45.2 hours
 - 45.9 hours for those discharged to home
 - 46.1 hours for those transferred to another facility
- Average Consult Elapsed Time (in Queue to Exam Complete) for Model 1 hospitals was 3 hours and 56 minutes.

NC-STeP Quality Management and Outcomes Monitoring Processes: October - December 2020

- 689 ED patients who received telepsychiatry services had an IVC in place during their ED stay.
 - 265 (38.5%) of those patients did not have an IVC in place when discharged.
- Of the ED patients who received telepsychiatry services:
 - 47% were discharged to home
 - 45% were discharged to another facility

NC-STeP Quality Management and Outcomes Monitoring Processes: October - December 2020

- 13 Community based sites were live as of 12/31/20 with 13 sites reporting Telepsychiatry patients.
- There were 913 total behavioral health visits.
 - 70 visits with a Psychiatrist.
 - 848 visits with a behavioral health manager.



Since project inception
in November 2013

Quarter
Jul- Sep 2020

Quarter
Oct- Dec 2020

Quarter
Jan- Mar 2021

Quarter
Apr- Jun 2021

**Total
Patient Encounters**

34,263

1,149

1,059

**Model 1 Hospital
Patient Encounters**

20,806

590

529

**Model 2 Hospital
Patient Encounters**

13,457

559

530

Total Number of Assessments
(Billed Assessments for
Model 1 Hospitals + Number of
Patient Encounters for Model 2
Hospitals)

45,578

1,293

1,174



	Since project inception in November 2013	During Calendar Year 2014	During Calendar Year 2015	During Calendar Year 2016	During Calendar Year 2017	During Calendar Year 2018	During Calendar Year 2019	During Calendar Year 2020
Total Patient Encounters	34,623	5,144	7,128	1,896	3,971	6,104	4,832	4,246
Model 1 Hospital Patient Encounters	20,806	4,578	5,849	706	2,044	2,654	1,902	2,131
Model 2 Hospital Patient Encounters	13,457	566	1,279	1,190	1,927	3,450	2,930	2,115
Total Number of Assessments (Billed Assessments for Model 1 Hospitals + Number of Patient Encounters for Model 2 Hospitals)	45,578	8,130	13,573	1,942	4,348	6,680	5,284	4,747

NC-STeP Benchmarks



Goals	Values Reached		
Cumulative Target to be reached by (06/30/2021)	Value Reached as of most recent previous quarter (09/30/2020)	Value Reached as of this reporting quarter (12/31/2020)	Year-to-Date Total with % of the Yearly Target (12/31/2020)
Number of IVCs	1,700	806	1,495 88% of Yearly Target
Number of IVCs Overturned	505	320	585 116% of Yearly Target
Total Number of Assessments (Billed assessments for Model 1 hospitals + Number of patient encounters for Model 2 hospitals.)	4,251	1,333	2,507 59% of Yearly Target

NC-STeP Status as of December 31, 2020

EVALUATION CRITERIA	BASELINE VALUES/MEASURES AS REPORTED ON 03/31/2020	TARGET TO BE REACHED BY 06/30/2021	VALUES/MEASURES REACHED AS OF 12/31/2020
1. The number of full-time equivalent (FTE) positions supported by these contracts	4.02 FTEs	4.30 FTEs	4.10 FTEs
2. The number of overturned involuntary commitments (inpatient admission prevented)	711	505	265 in this quarter Cumulative total since program inception 6,688
3. The number of participating consultant providers	48	48	42

NC-STeP Status as of December 31, 2020

EVALUATION CRITERIA	BASELINE VALUES/MEASURES AS REPORTED ON 03/31/2020	TARGET TO BE REACHED BY 06/30/2021	VALUES/MEASURES REACHED AS OF 12/31/2020
4. The number of telepsychiatry assessments conducted.	5,105	4,251	1,174 in this quarter Cumulative total since program inception 45,578
5. The number of telepsychiatry referring sites	58	48	41 40 Live
6. The reports of involuntary commitments to enrolled hospitals	2,061	1,700	689 in this quarter Cumulative total since program inception 19,750

NC-STeP Status as of December 31, 2020

EVALUATION CRITERIA	BASELINE VALUES/MEASURES AS REPORTED ON 03/31/2020	TARGET TO BE REACHED BY 06/30/2021	VALUES/MEASURES REACHED AS OF 12/31/2020
7. The average (mean) Length of Stay for all patients with a primary mental health diagnosis across all dispositions.	55 hours	55 hours	QTD Average = 45.2 QTD Median = 25.2
8. The rate of "satisfied" or "strongly satisfied" among emergency department staff participating in NC-STeP.	80%	80%	Satisfaction surveys not conducted this quarter

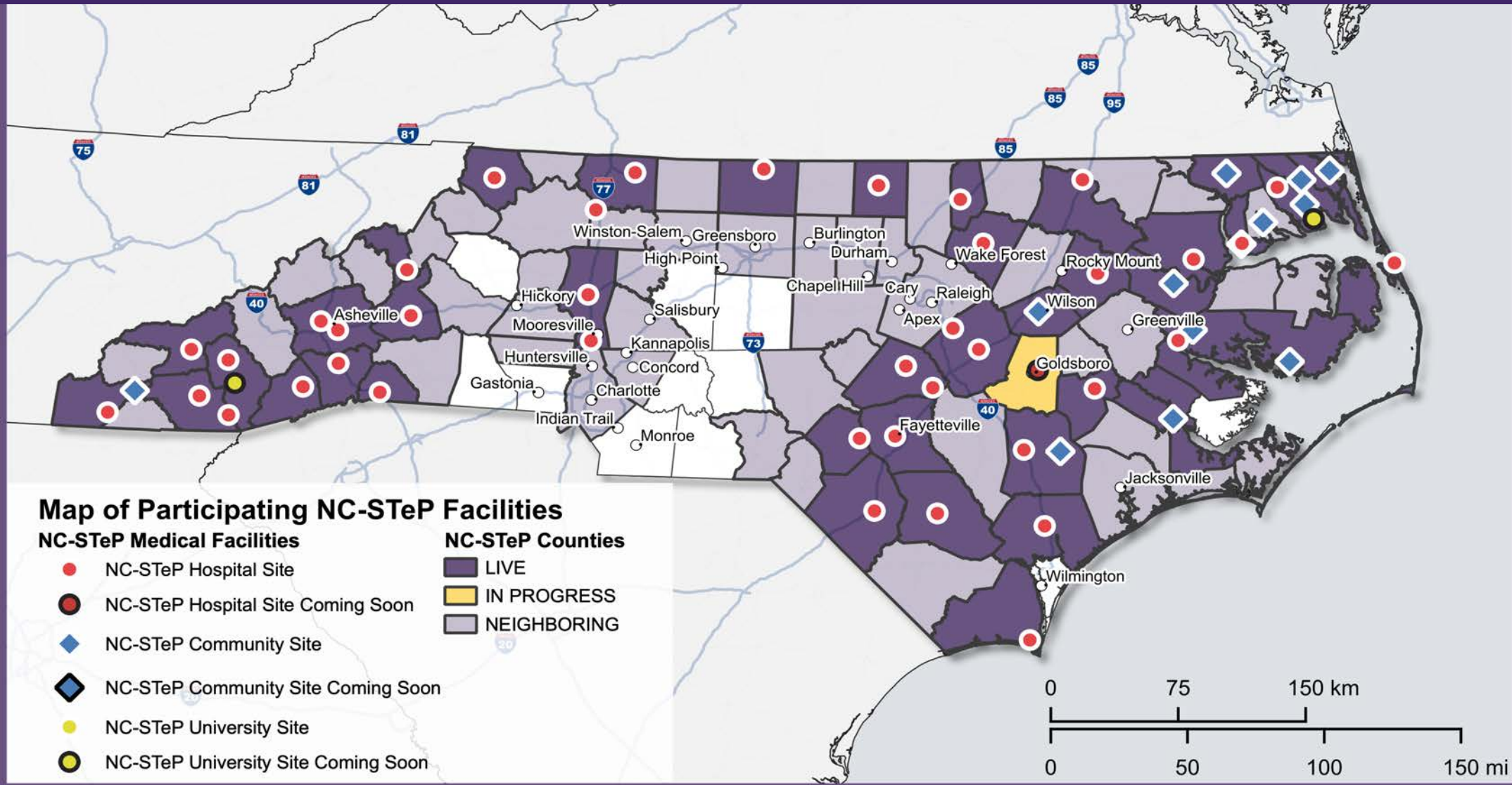
NC-STeP Status as of December 31, 2020

EVALUATION CRITERIA	BASELINE VALUES/MEASURES AS REPORTED ON 03/31/2020	TARGET TO BE REACHED BY 06/30/2021	VALUES/MEASURES REACHED AS OF 12/31/2020
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

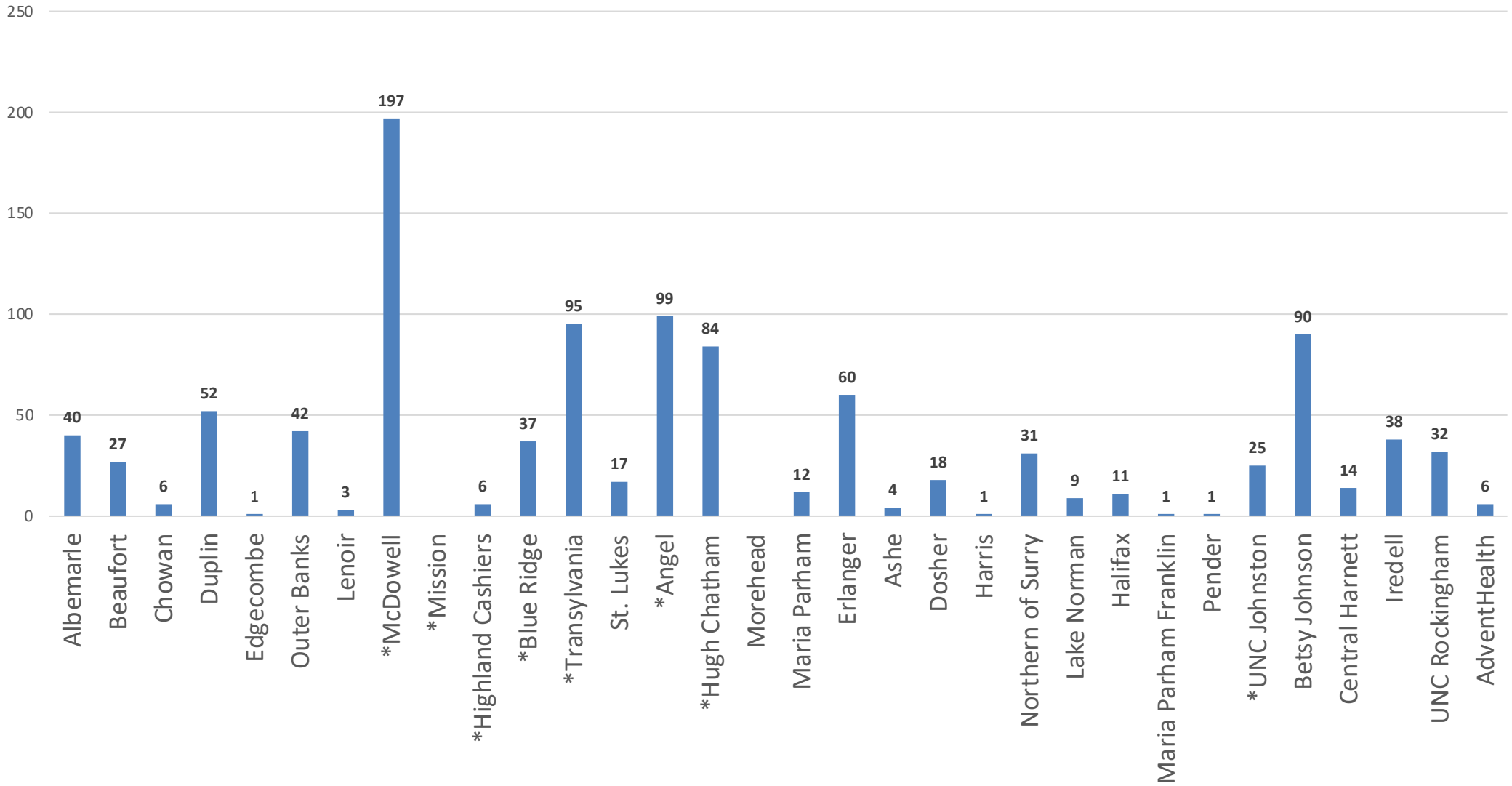
NC-STeP Status as of December 31, 2020

EVALUATION CRITERIA	BASELINE VALUES/MEASURES AS REPORTED ON 03/31/2020	TARGET TO BE REACHED BY 06/30/2021	VALUES/MEASURES REACHED AS OF 12/31/2020
11. The rate of "satisfied" or "strongly satisfied" among emergency department physicians participating in the statewide telepsychiatry program.	85%	85%	Satisfaction surveys not conducted this quarter
12. Cumulative return on investment to state psychiatric facilities through overturned involuntary commitments (inpatient admission prevented)	\$3,839,400	\$3,213,403	\$1,431,000 Cumulative average since program inception \$36,115,200

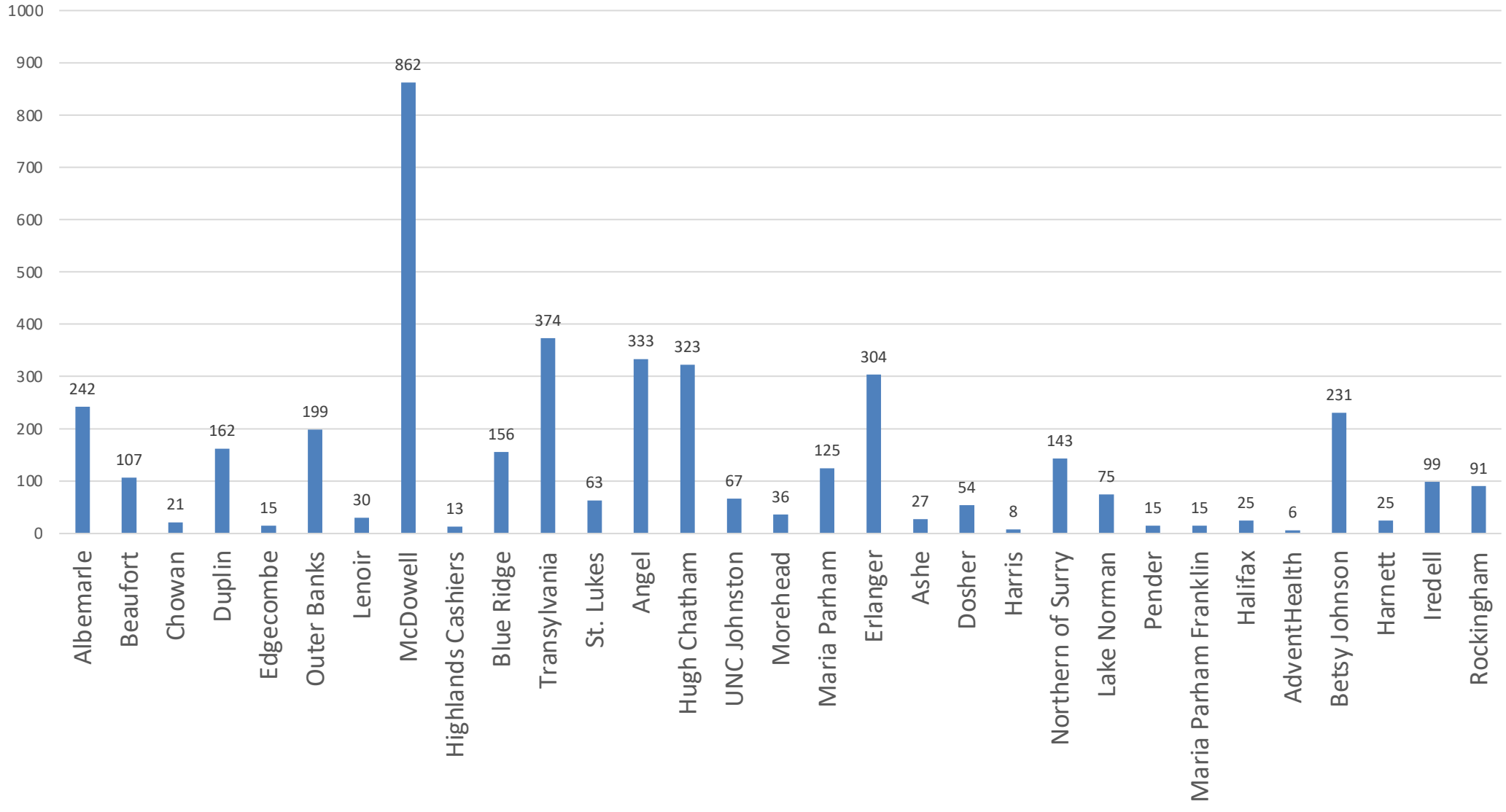
NC-STeP Status as of December 31, 2020



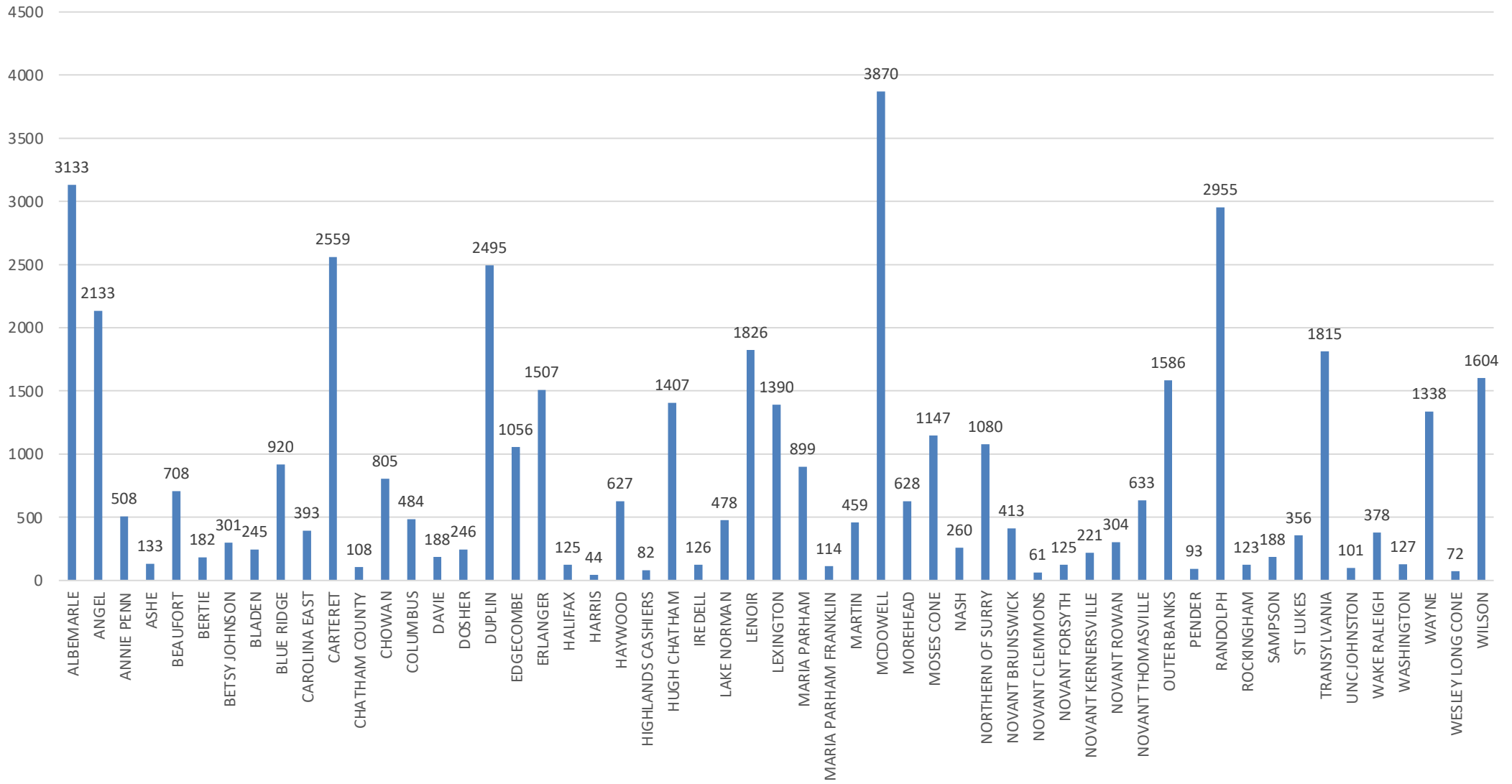
Number of NC-STeP Patients by Hospital October - December 2020



Number of NC-Step Patients by Hospital January - December 2020



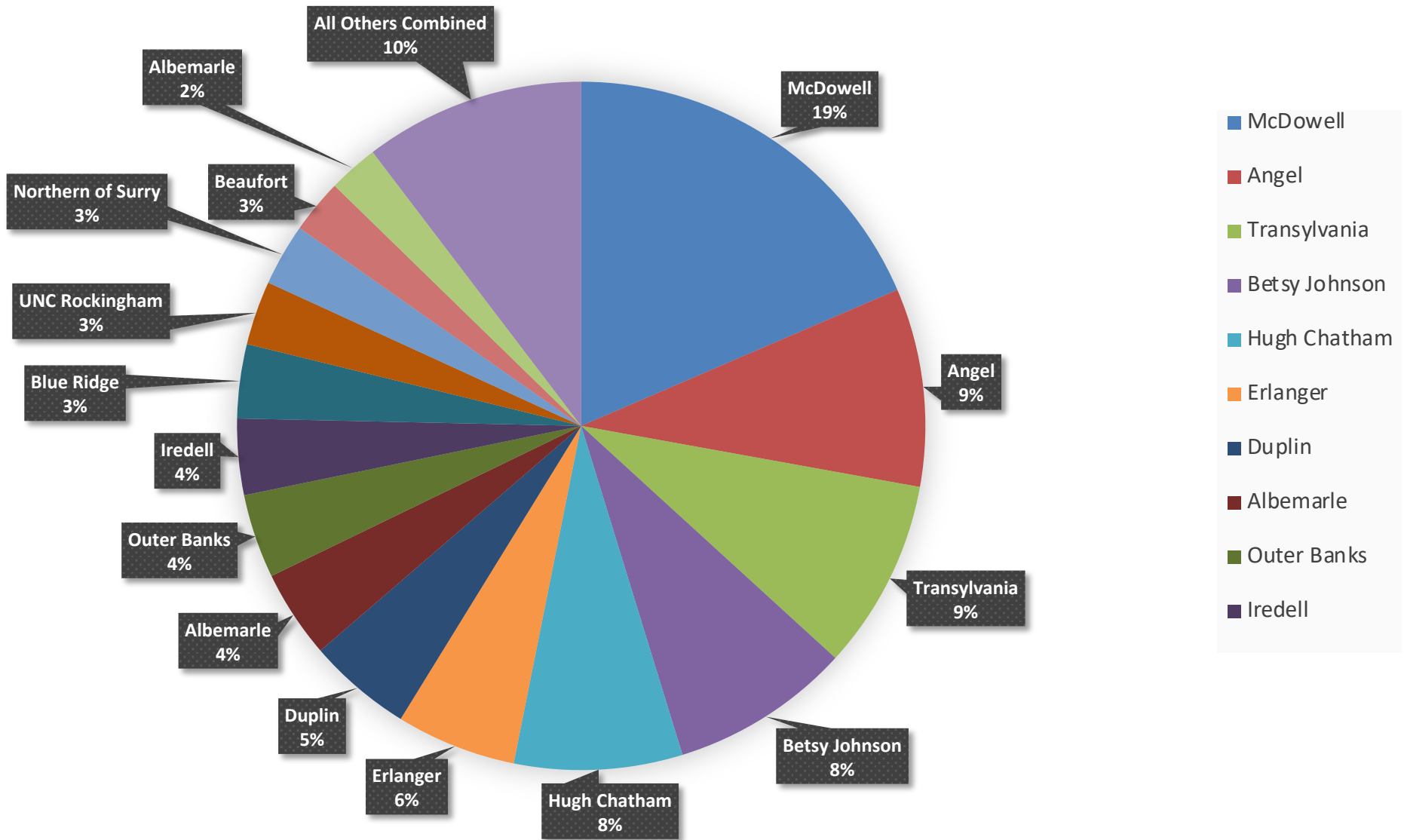
Number of NC-STeP Assessments by Hospital as of December 31, 2020 (since project inception November 2013)



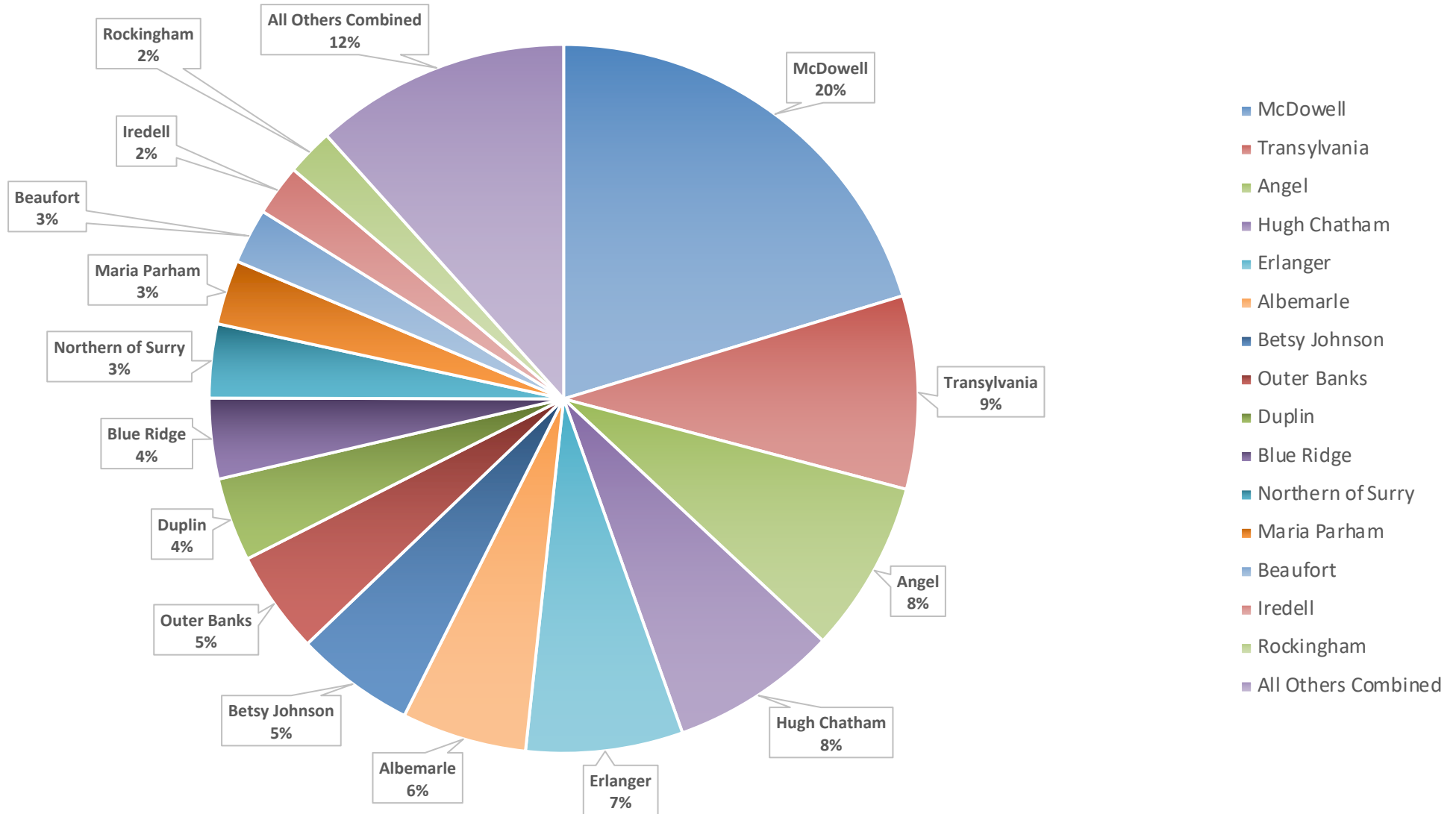
Note: Hospitals with a count of less than 20 are not shown (Harnett, Med Center High Point, Alamance, Advent Health, Our Community, Swain, Person, Forsyth, Yadkin, and Pungo)

Percent of use by hospital Oct-Dec 2020

(based on number of encounters)

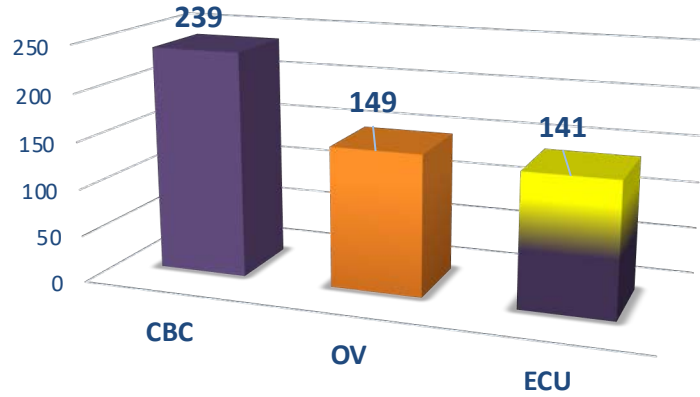


Percent of Use by Hospital Jan - Dec 2020 (based on number of patient encounters)

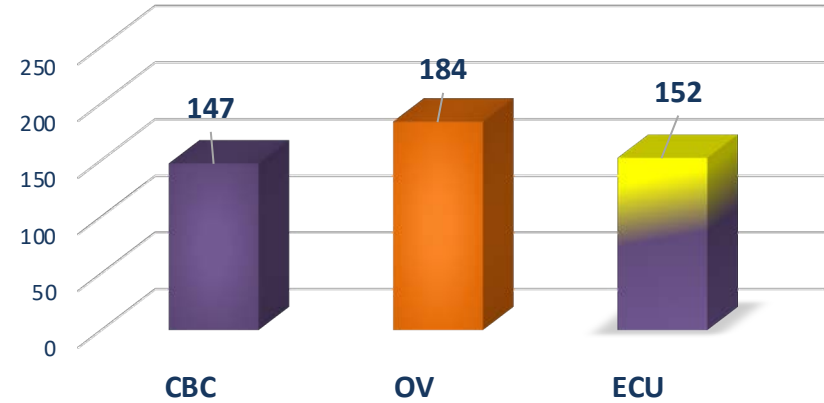


Number of Patients by Provider (Model 1)

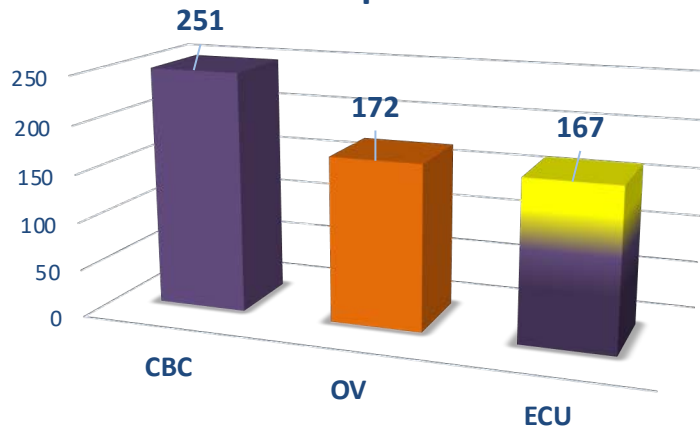
Oct-Dec 2020



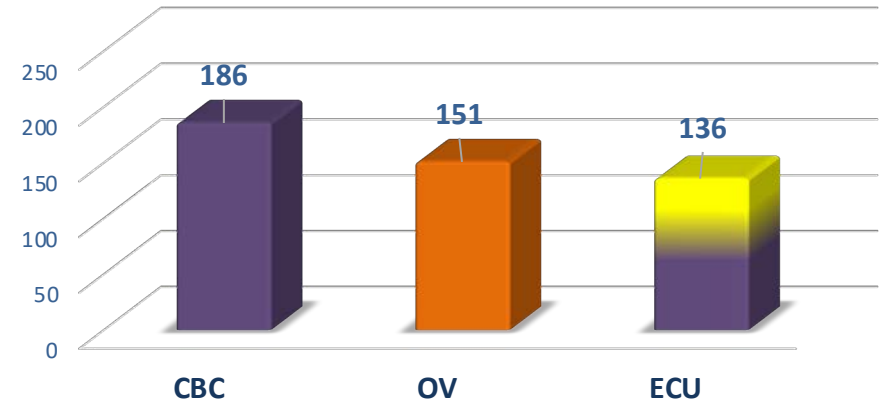
Jan-Mar 2020



Jul-Sep 2020

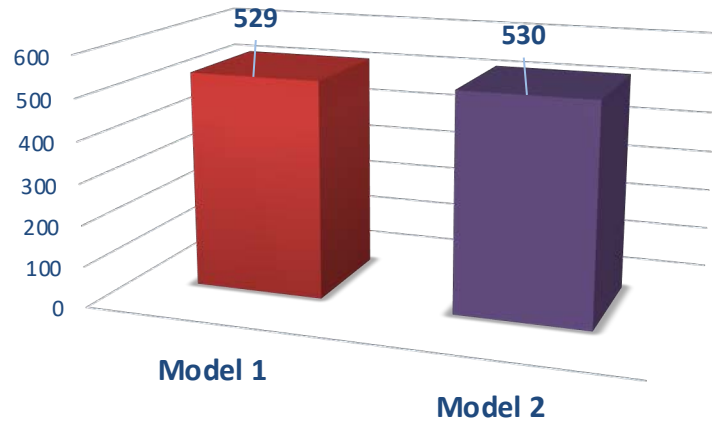


Apr-Jun 2020

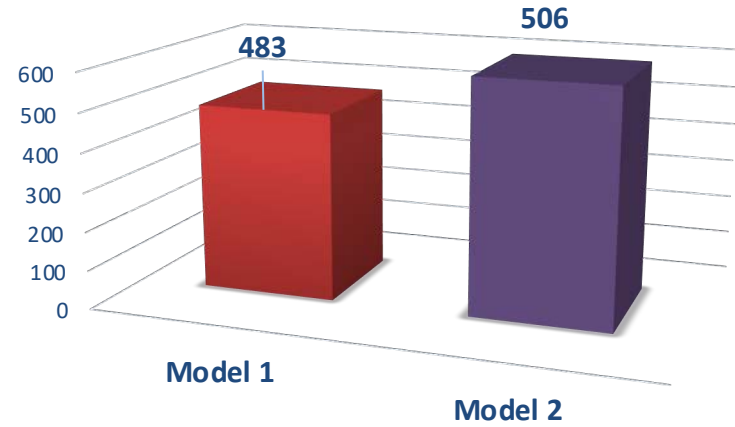


Number of Patients by Model

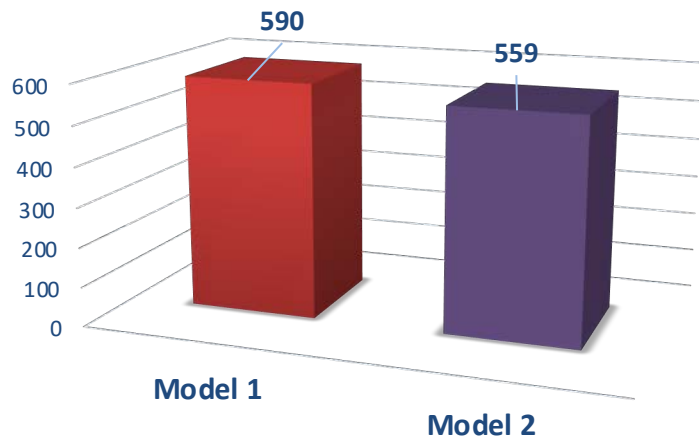
Oct-Dec 2020



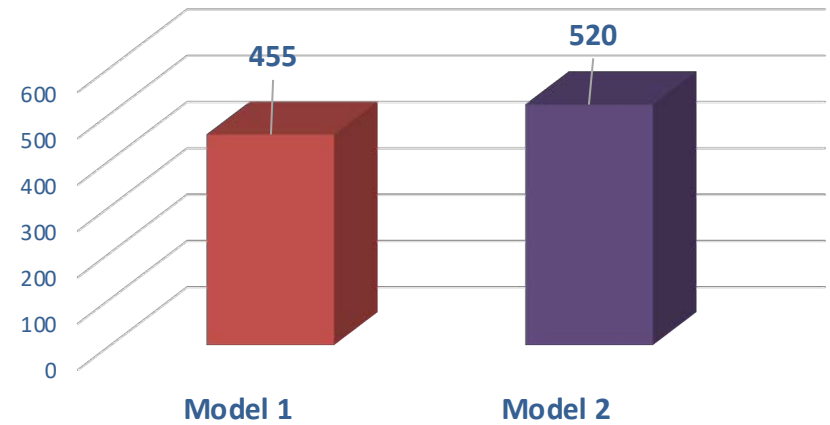
Jan-Mar 2020



Jul-Sep 2020

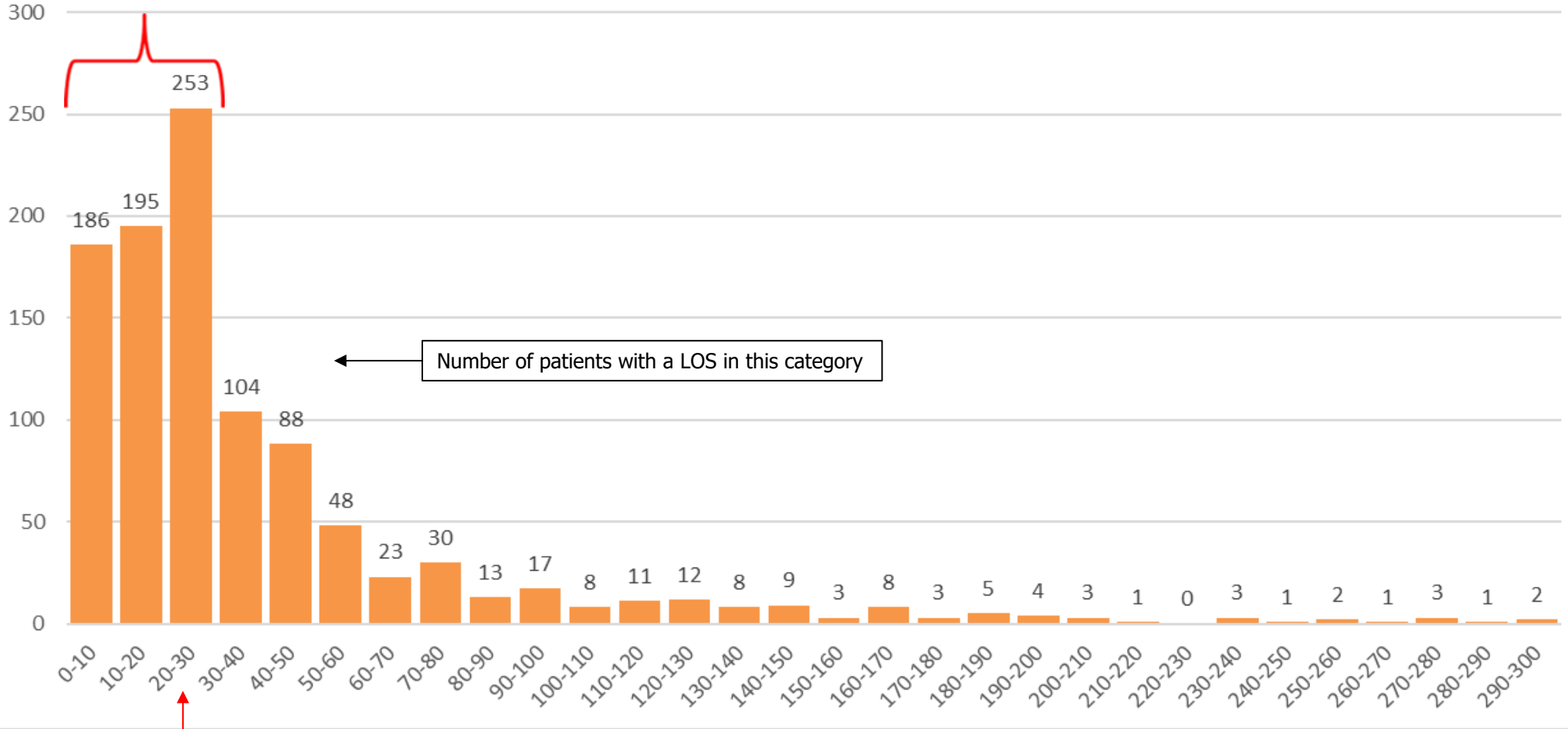


Apr-Jun 2020



Number of NC-SteP Patients by LOS Category Oct - Dec 2020 in hours

59% percent of patients had a LOS of 30 hours or less



Median Length of Stay for Oct-Dec 2020 = 25.2 Hours

14 patients had a LOS longer than 300 hours

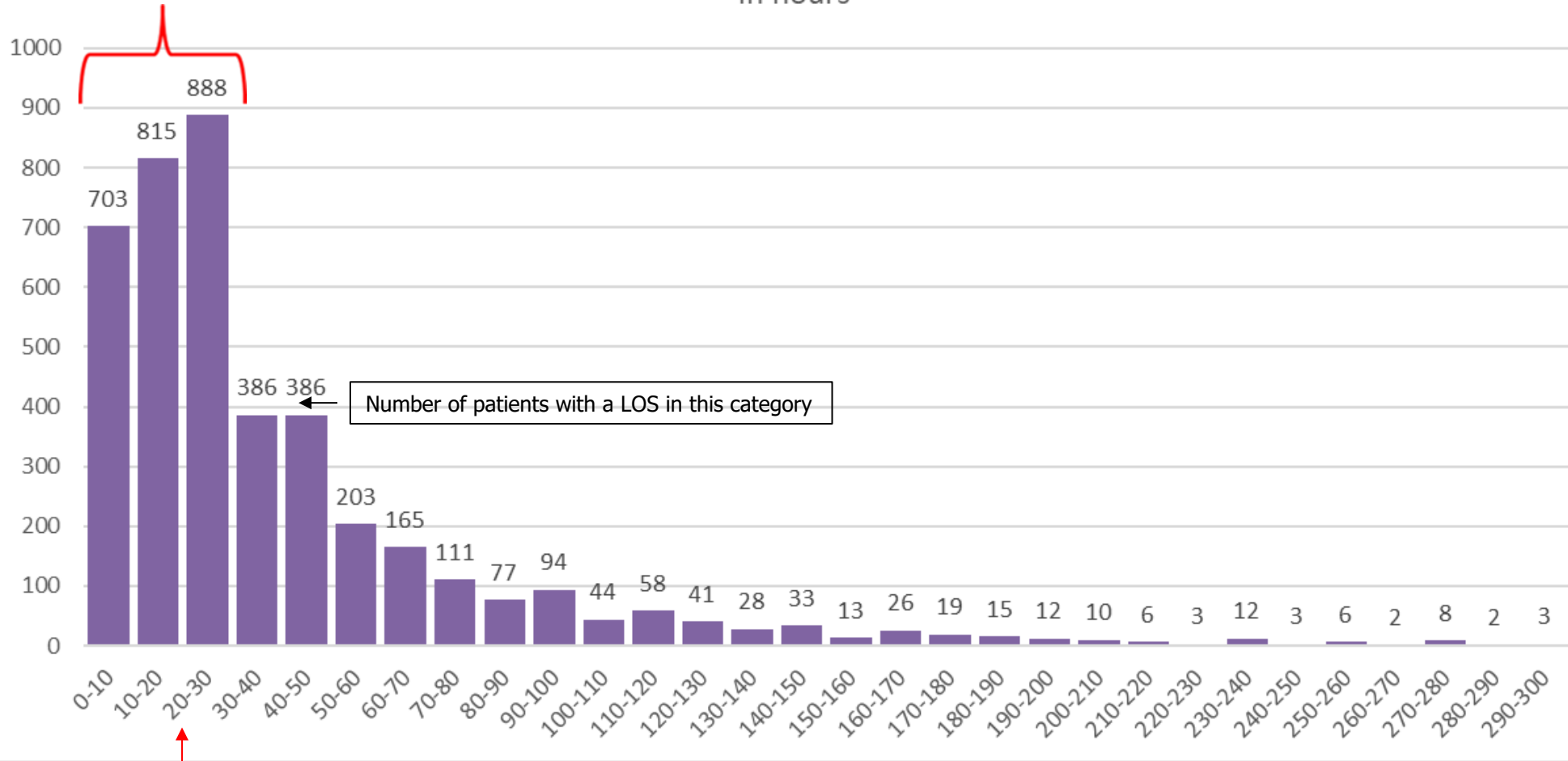


Number of NC-STEP Patients by LOS Category

Jan - Dec 2020

in hours

56% percent of patients had a LOS of 30 hours or less



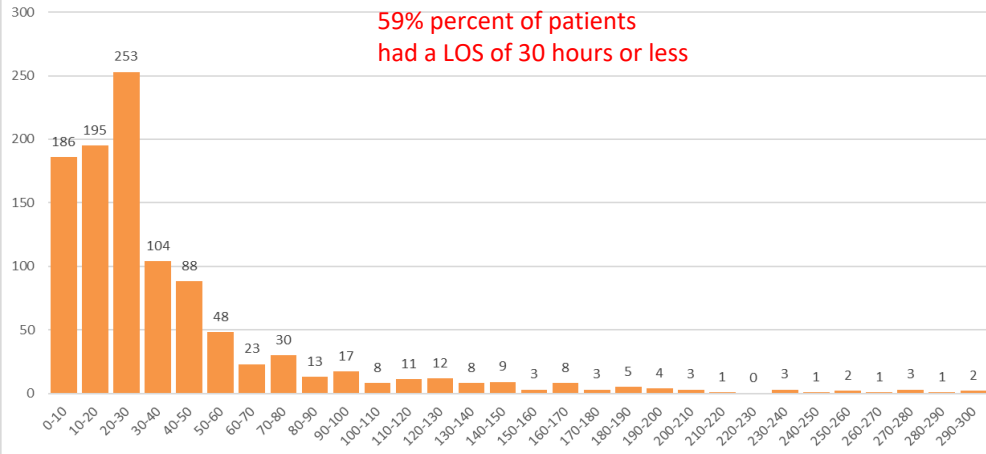
Median Length of Stay for Jan-Dec 2020 = 25.7 Hours

74 patients had a LOS longer than 300 hours over the 12 months



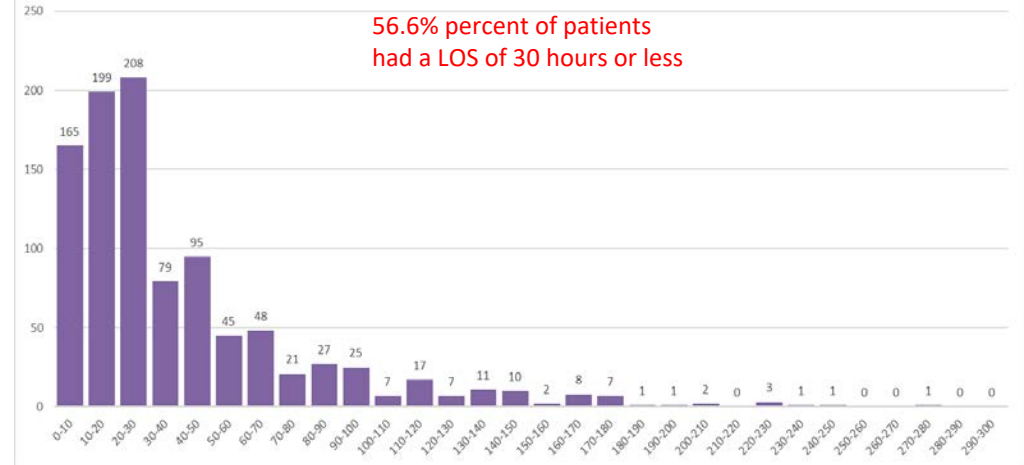
Number of NC-STEP Patients by LOS Category
Oct - Dec 2020
 in hours

59% percent of patients
 had a LOS of 30 hours or less



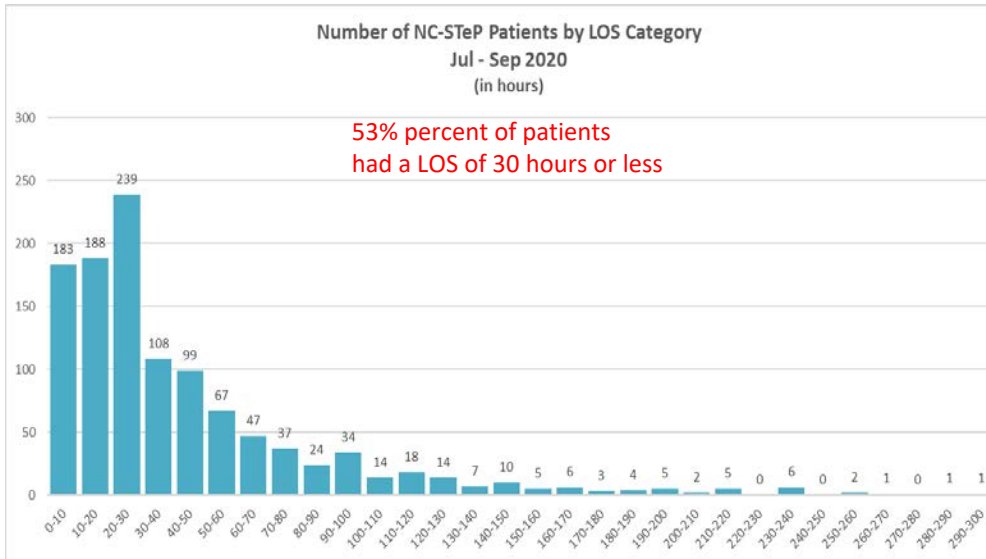
Number of NC-STEP Patients by LOS Category
Jan-Mar 2020
 (in hours)

56.6% percent of patients
 had a LOS of 30 hours or less



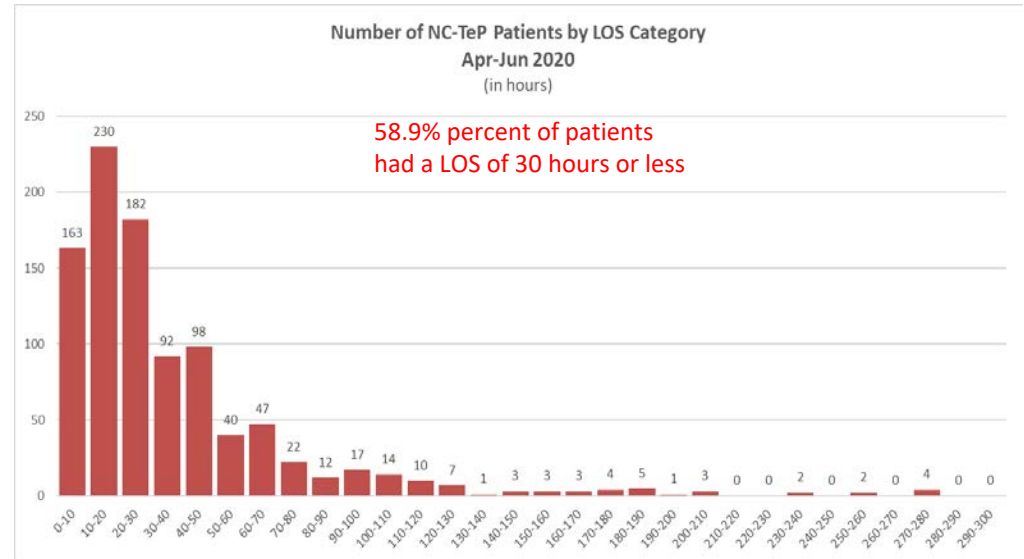
Number of NC-STEP Patients by LOS Category
Jul - Sep 2020
 (in hours)

53% percent of patients
 had a LOS of 30 hours or less



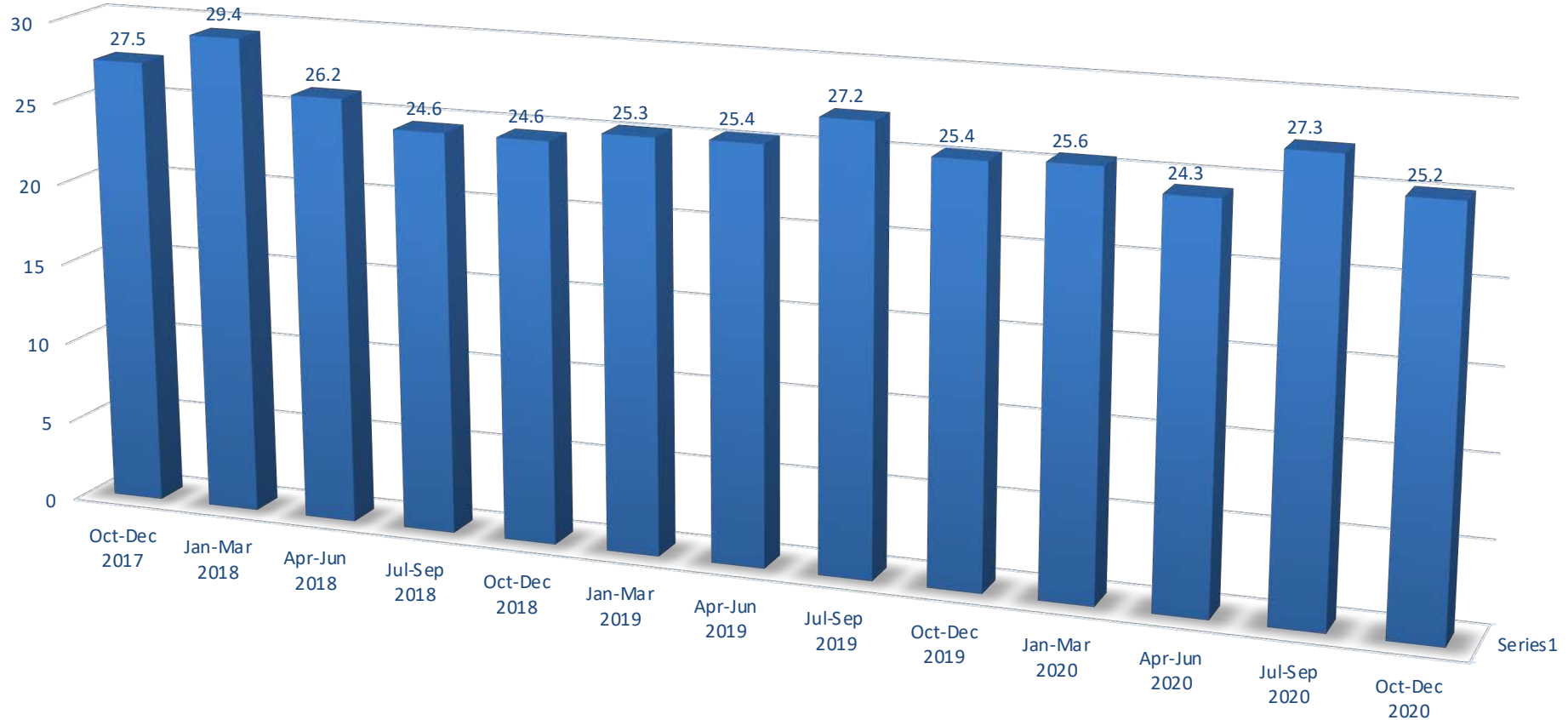
Number of NC-STEP Patients by LOS Category
Apr-Jun 2020
 (in hours)

58.9% percent of patients
 had a LOS of 30 hours or less

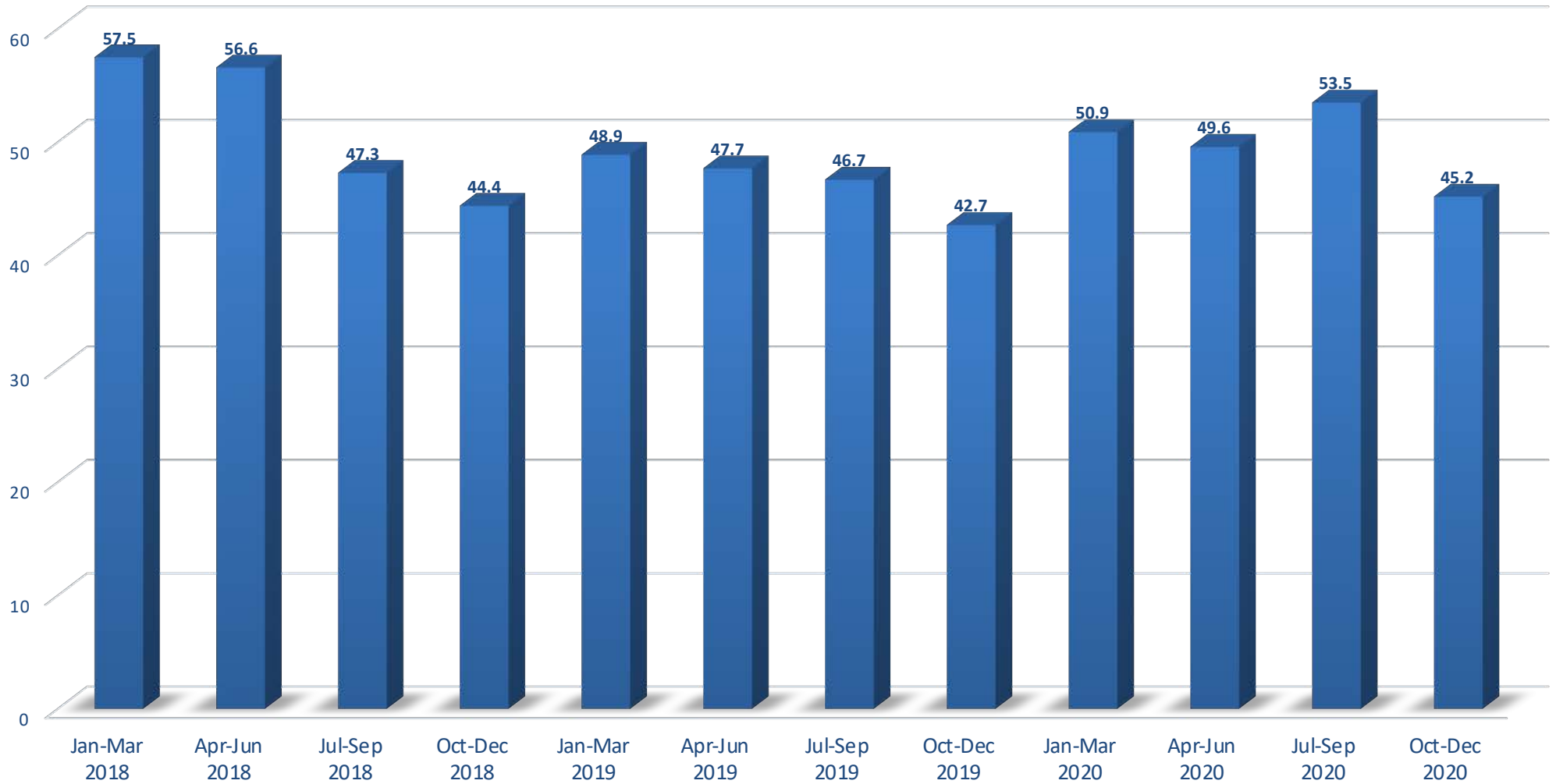


Median Length of Stay by Quarter

(in hours)



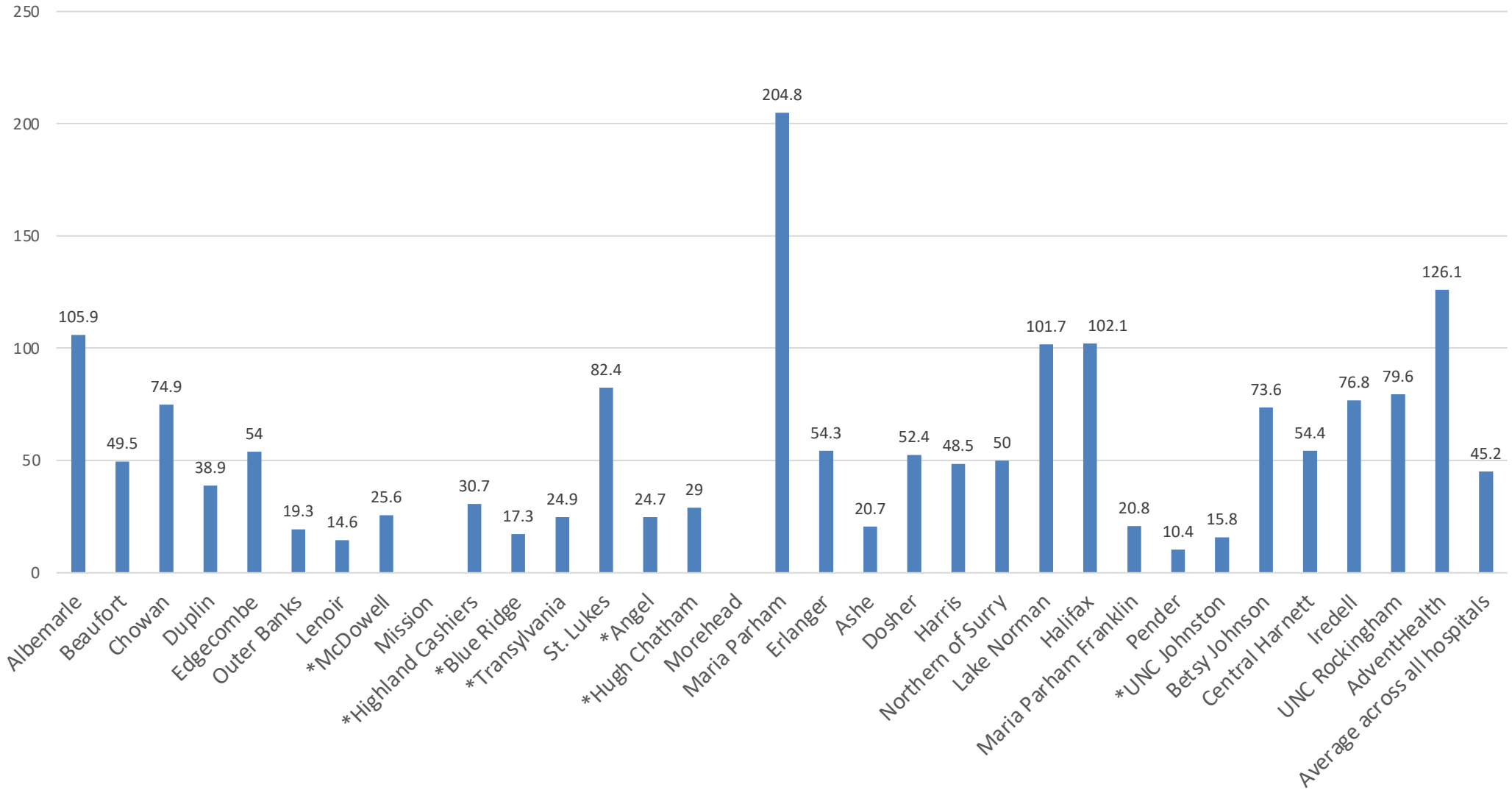
Average Length of Stay by Quarter for Hospitals Participating in NC-STeP (in hours)



Average Length of Stay for NC-SteP Patients by Hospital

October - December 2020

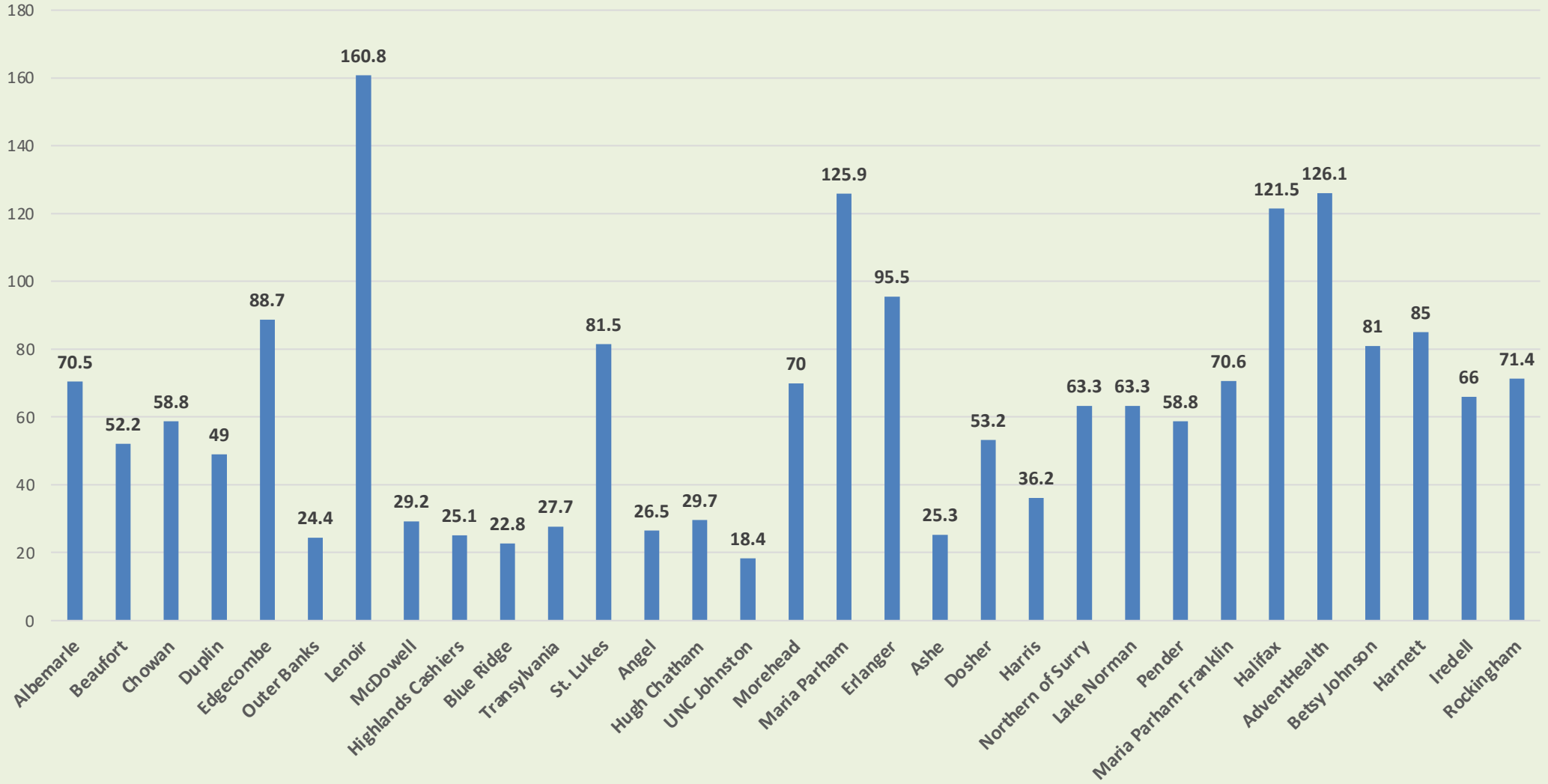
(in hours)



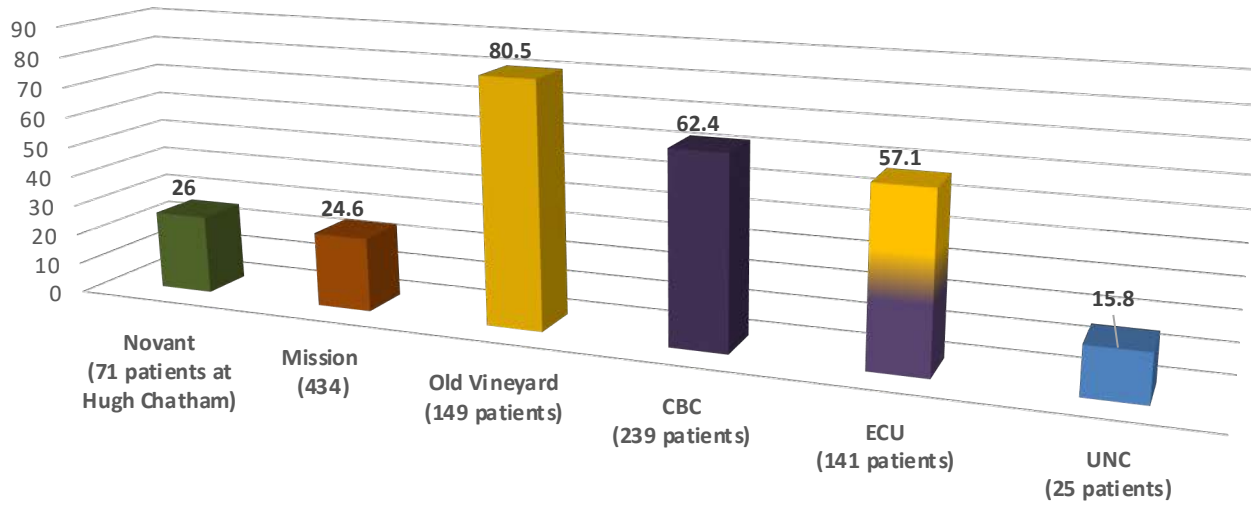
Average Length of Stay for NC-STeP Patient by Hospital

January - December 2020

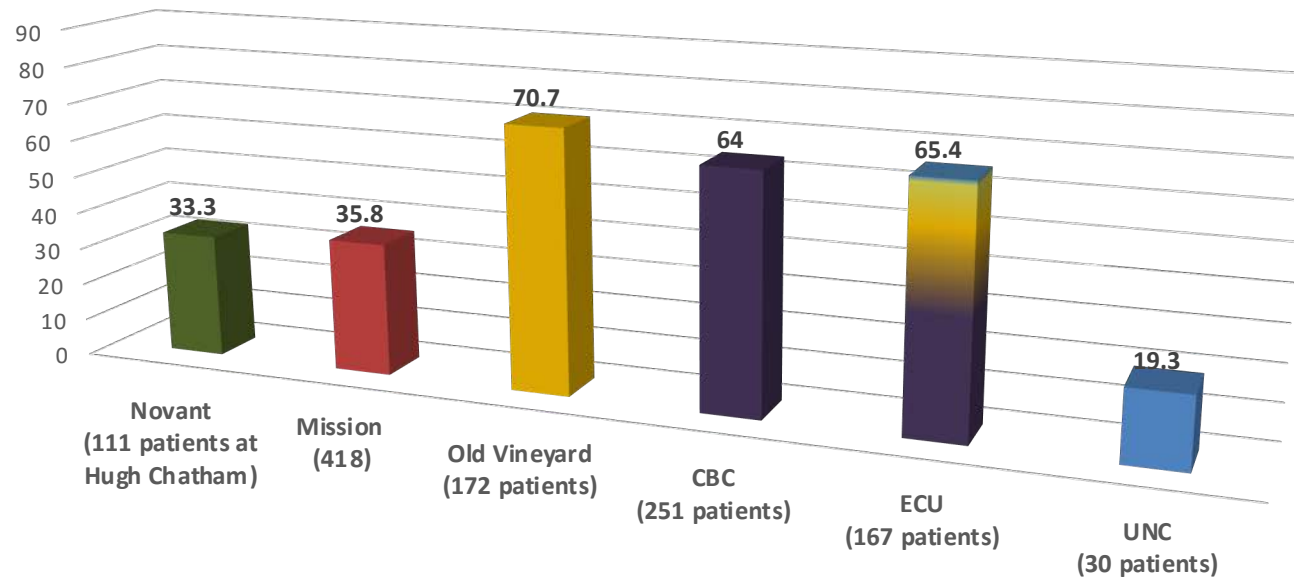
(in hours)



Oct-Dec 2020 (in hours)



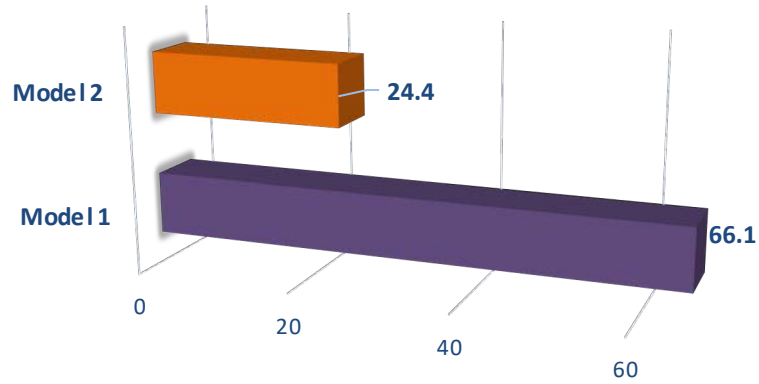
Jul-Sep 2020 (in hours)



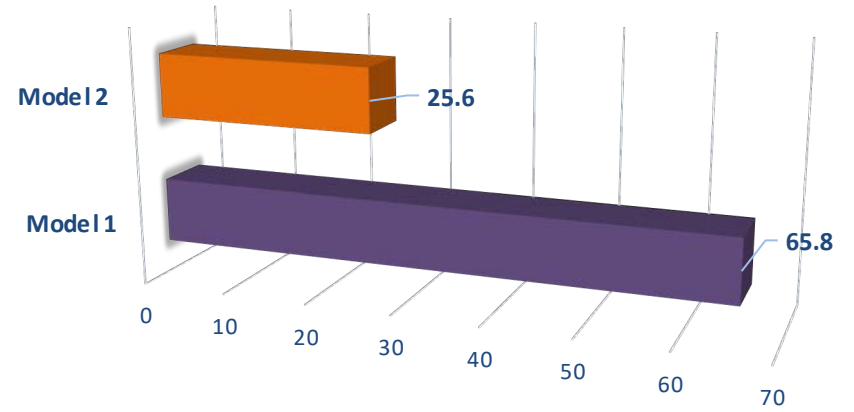
Average Length of Stay by Provider

Average LOS by Model

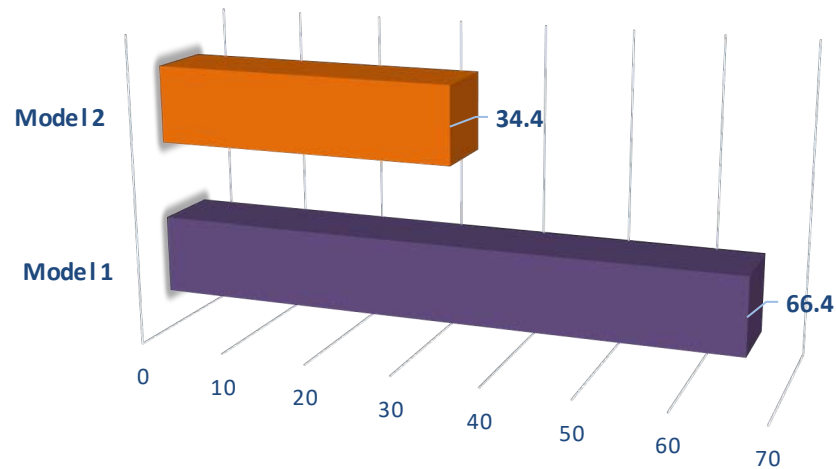
Oct-Dec 2020 (in hours)



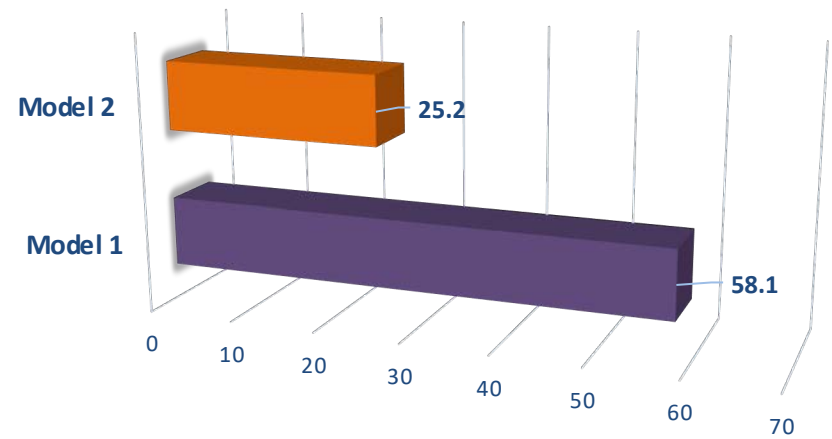
Jan-Mar 2020 (in hours)



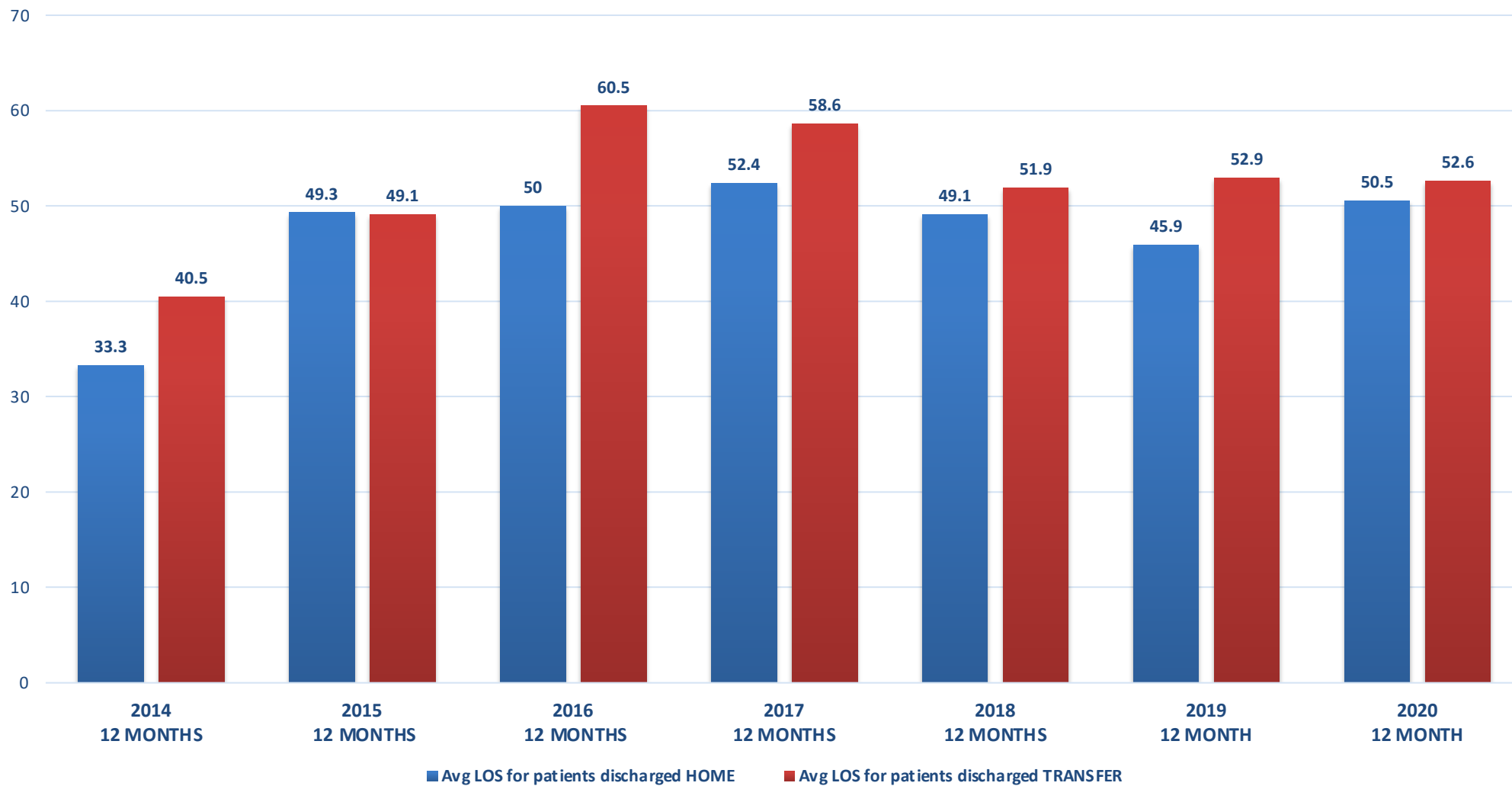
Jul-Sep 2020 (in hours)



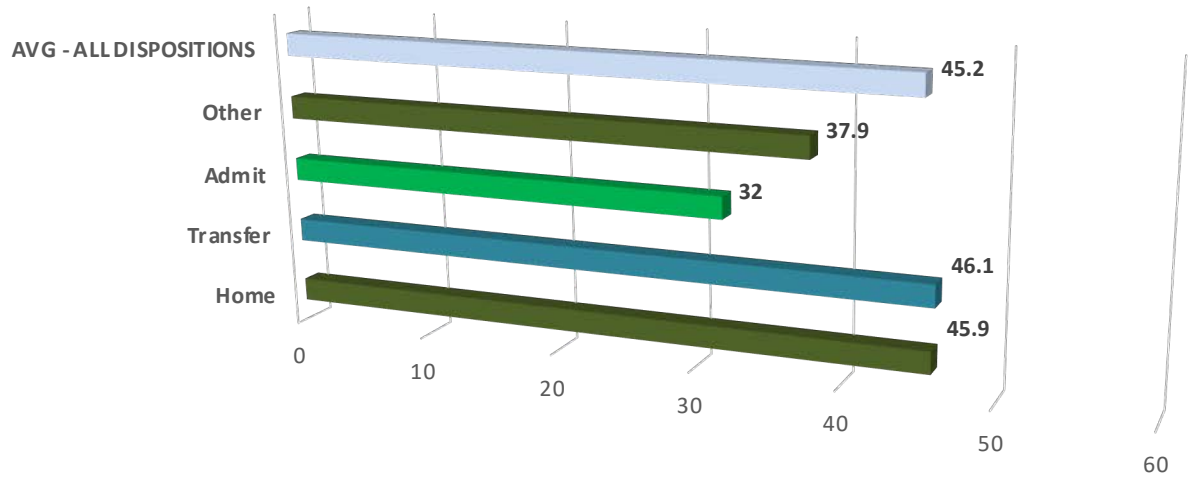
Apr-Jun 2020 (in hours)



Average Length of Stay by Year for Patients Discharged to Home or Transfer (in hours)

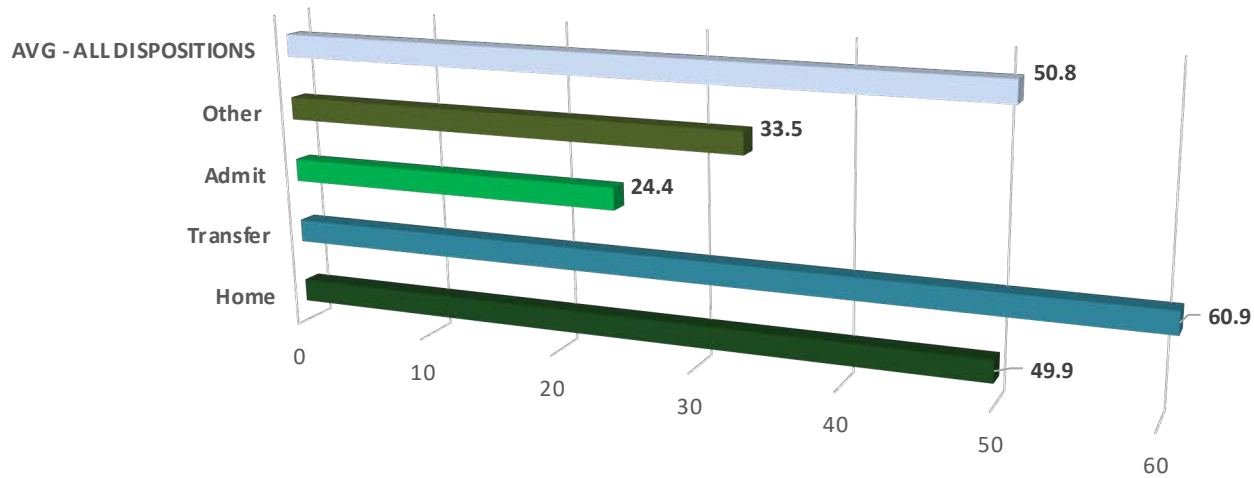


Oct-Dec 2020 (in hours)



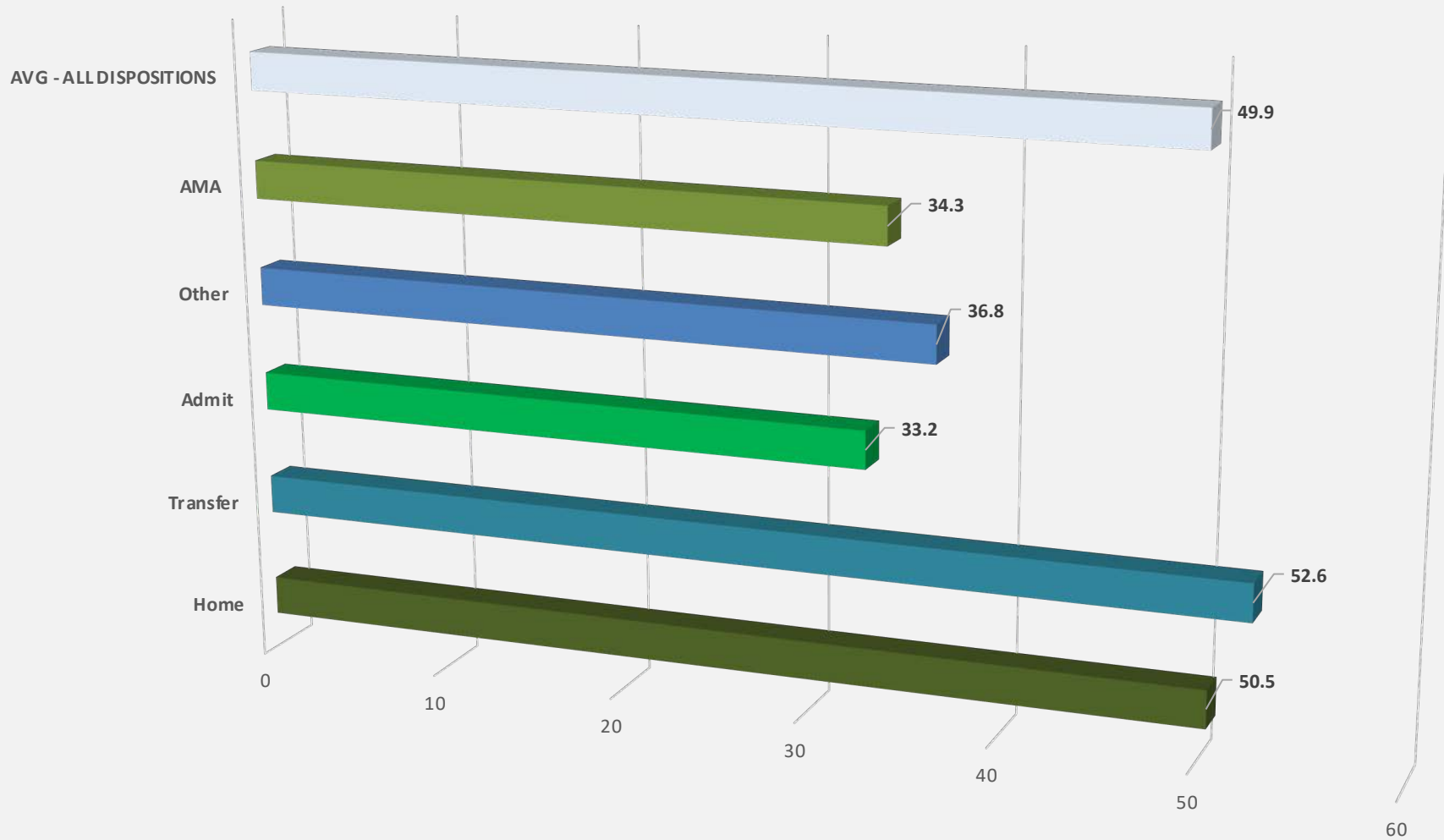
Average LOS by Discharge Disposition

Jul-Sep 2020 (in hours)



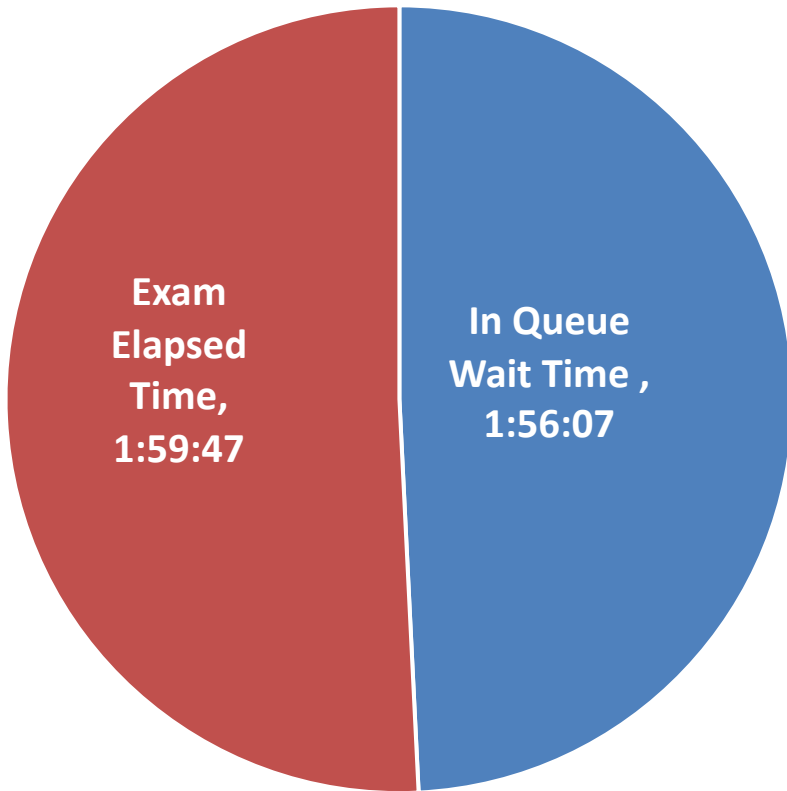
Average LOS by Disposition in Jan-Dec 2020

(in hours)

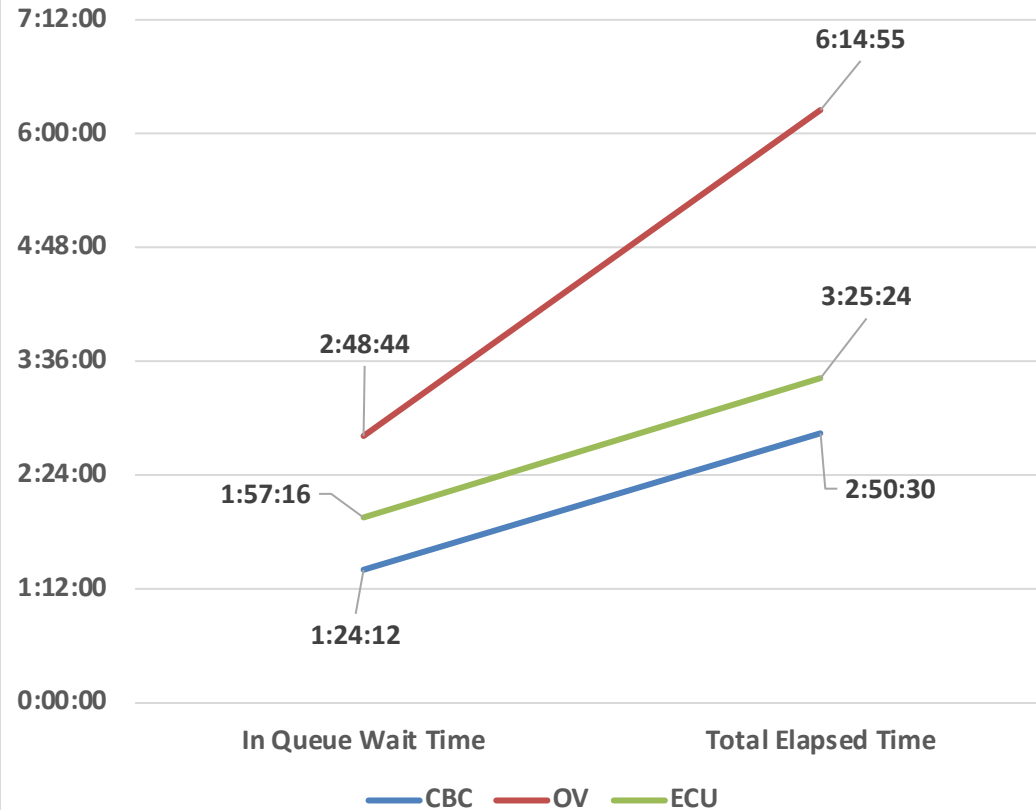


Consult Elapsed Time: October - December 2020

CBC, OV & ECU
 Average Consult Elapsed Time
 In Queue to Exam Complete
 FY21-Q2 October - December 2020
 (3 hrs. 56 min.)

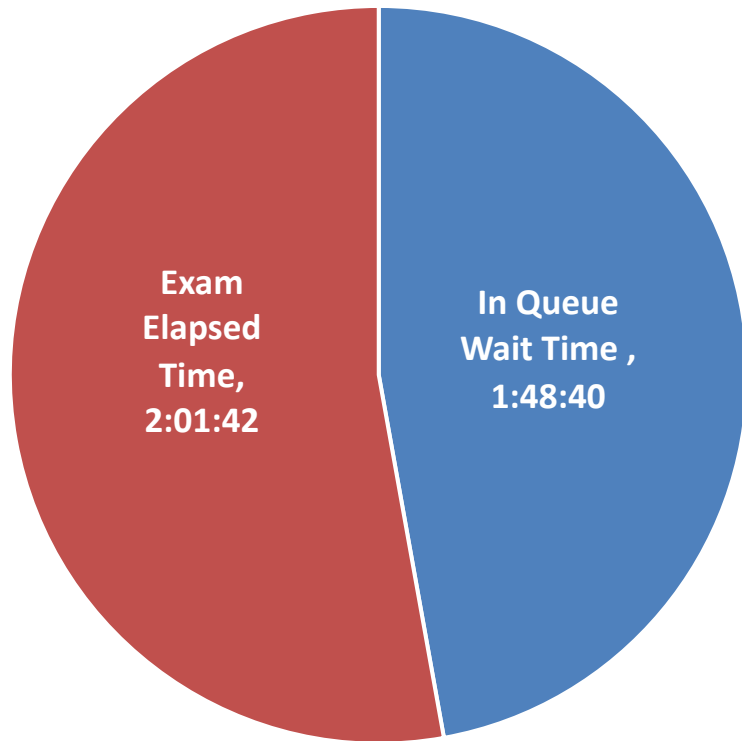


Comparison CBC, OV & ECU
 Average Consult Elapsed Time
 In Queue to Exam Complete
 FY21-Q2 October - December 2020
 (hh:mm:ss)

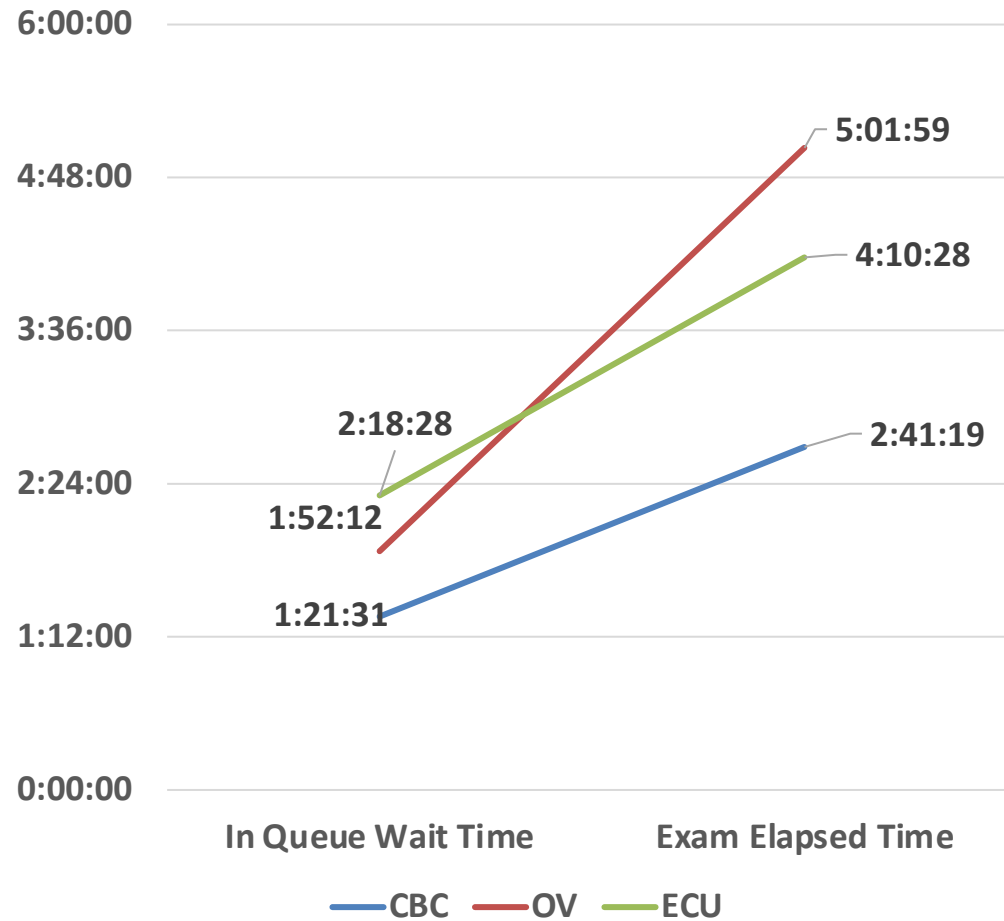


Consult Elapsed Time: January - December 2020

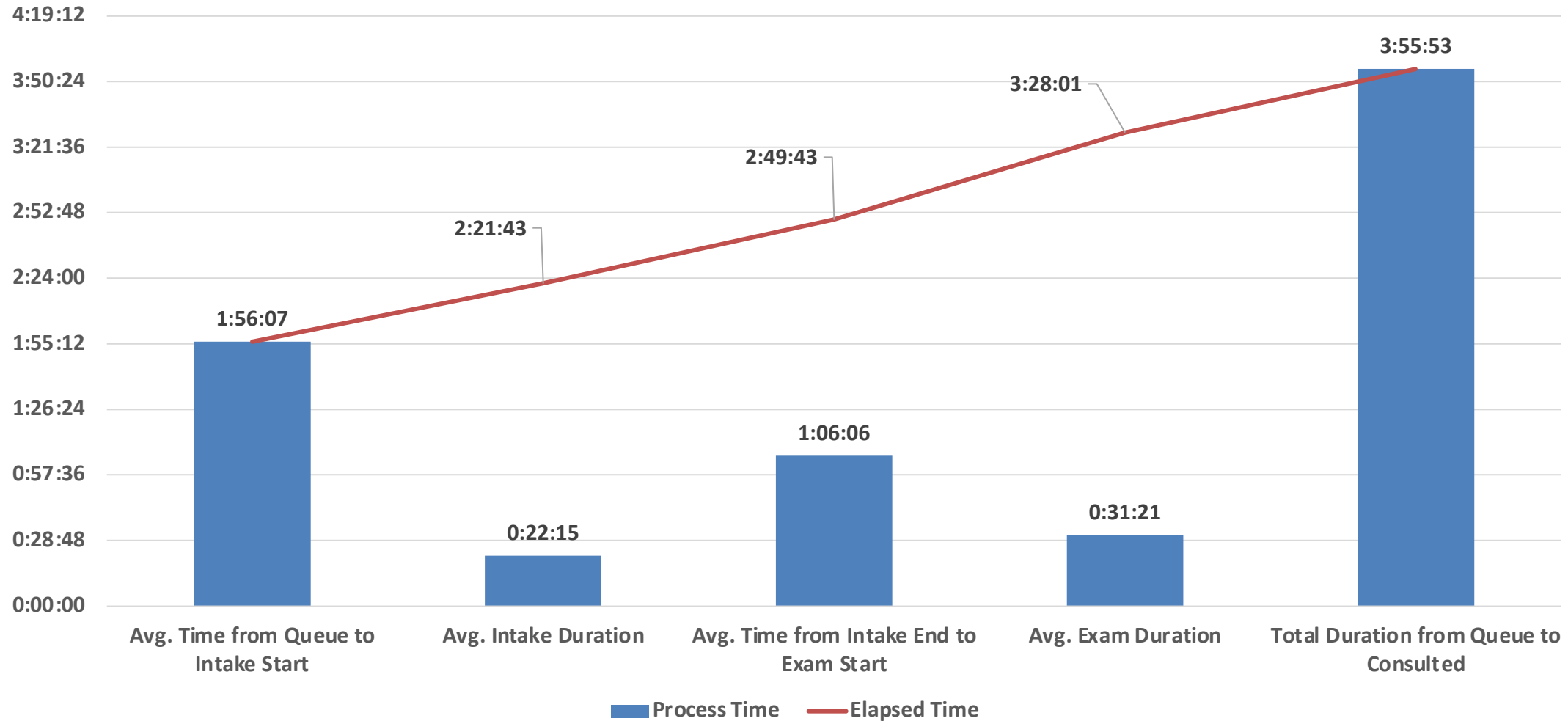
CBC, OV & ECU
Average Consult Elapsed Time
In Queue to Exam Complete
CY2020 (3:50:22)



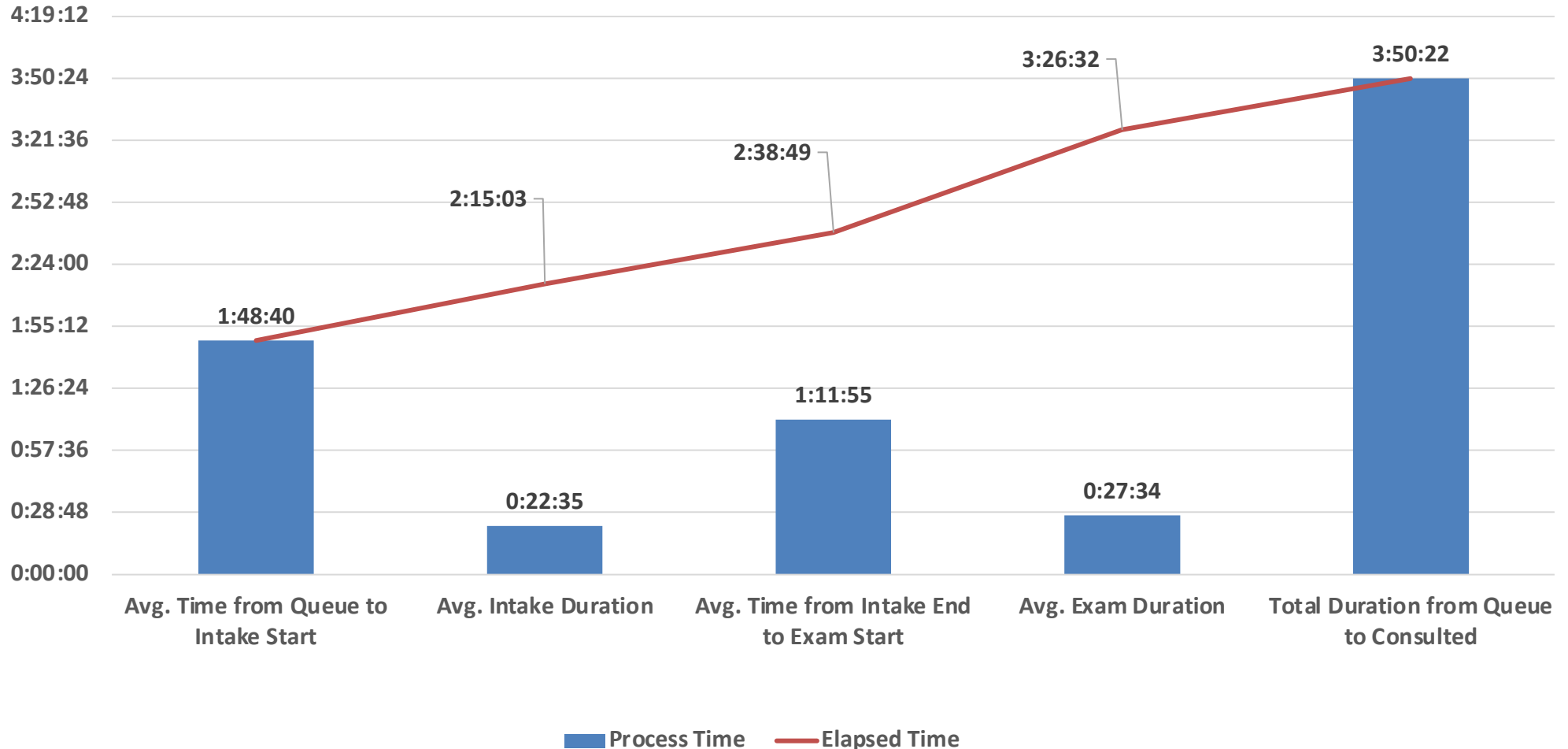
Comparison CBC, OV & ECU
Average Consult Elapsed Time
CY2020 (hh:mm:ss)



Key Processes and Elapsed Times Averages CBC, OV, ECU: October - December 2020

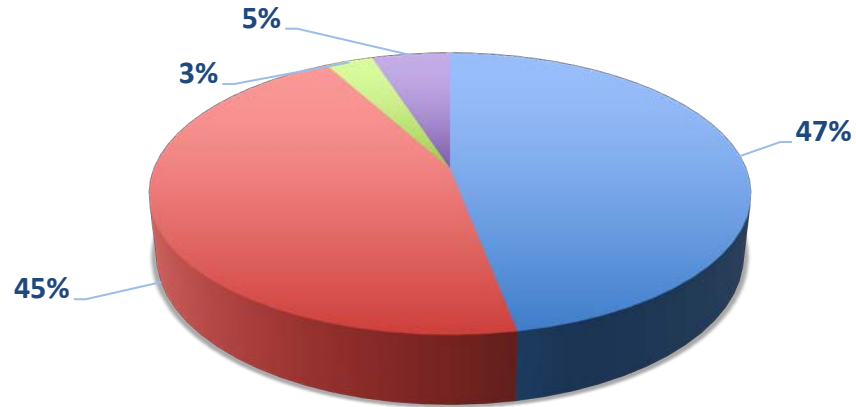


Key Processes and Elapsed Times Averages CBC, OV, ECU: January - December 2020

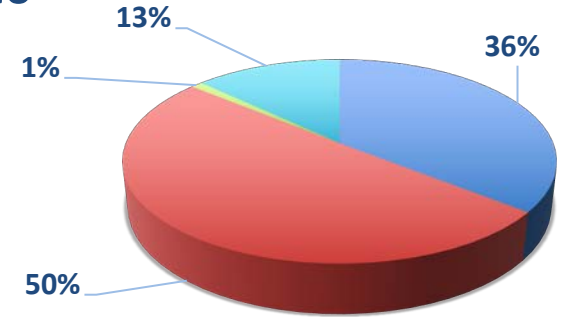


Percent of Patients by Discharge Disposition

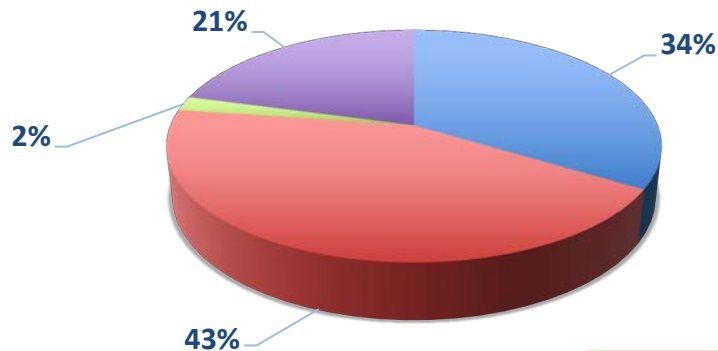
Oct-Dec 2020



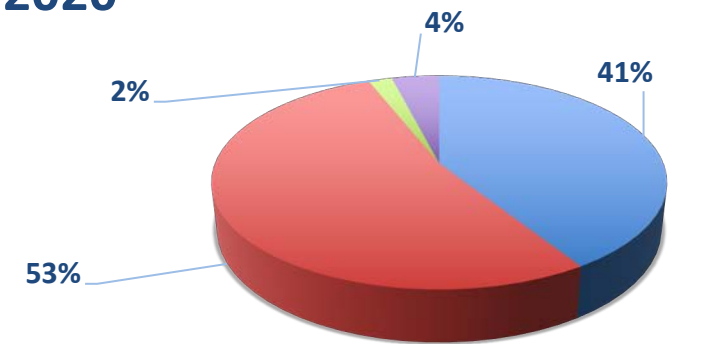
Jan-Mar 2020



Jul-Sep 2020

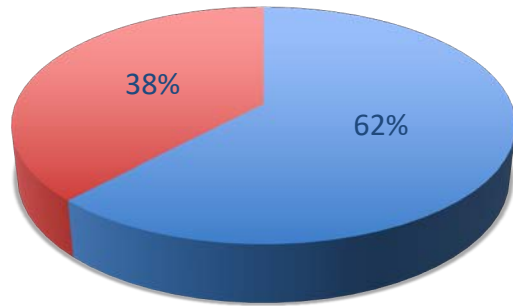


Apr-Jun 2020

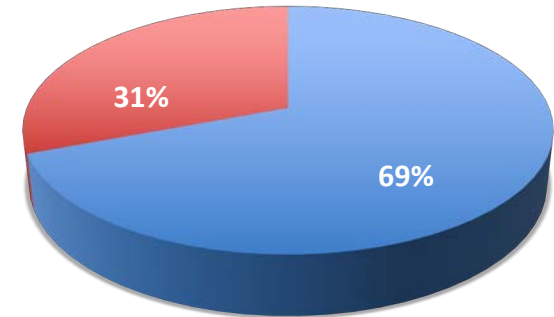


■ Home ■ Transfer ■ Admit ■ Other

Oct-Dec 2020



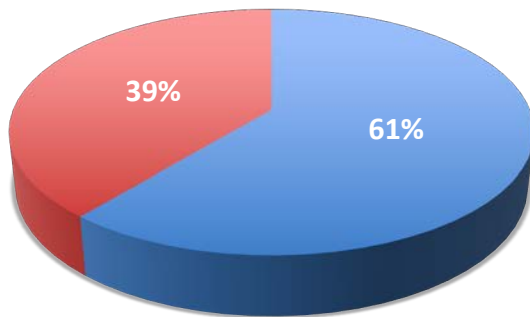
Jan-Mar 2020



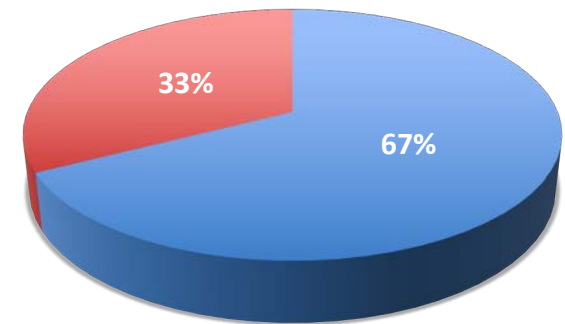
**IVCs –
By Release Status**

- IVCs - percent not released
- IVCs - percent released

Jul-Sep 2020



Apr-Jun 2020

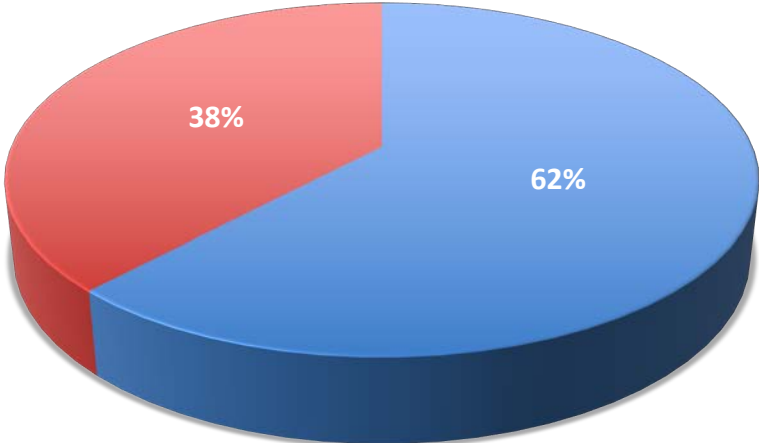
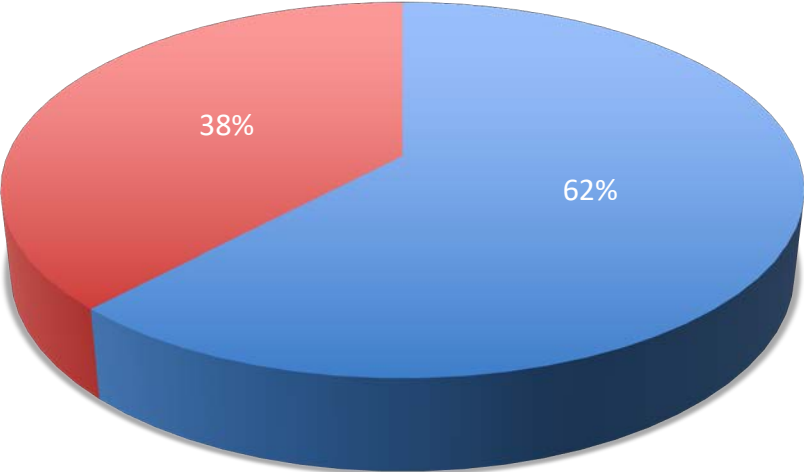


IVCs – By Release Status

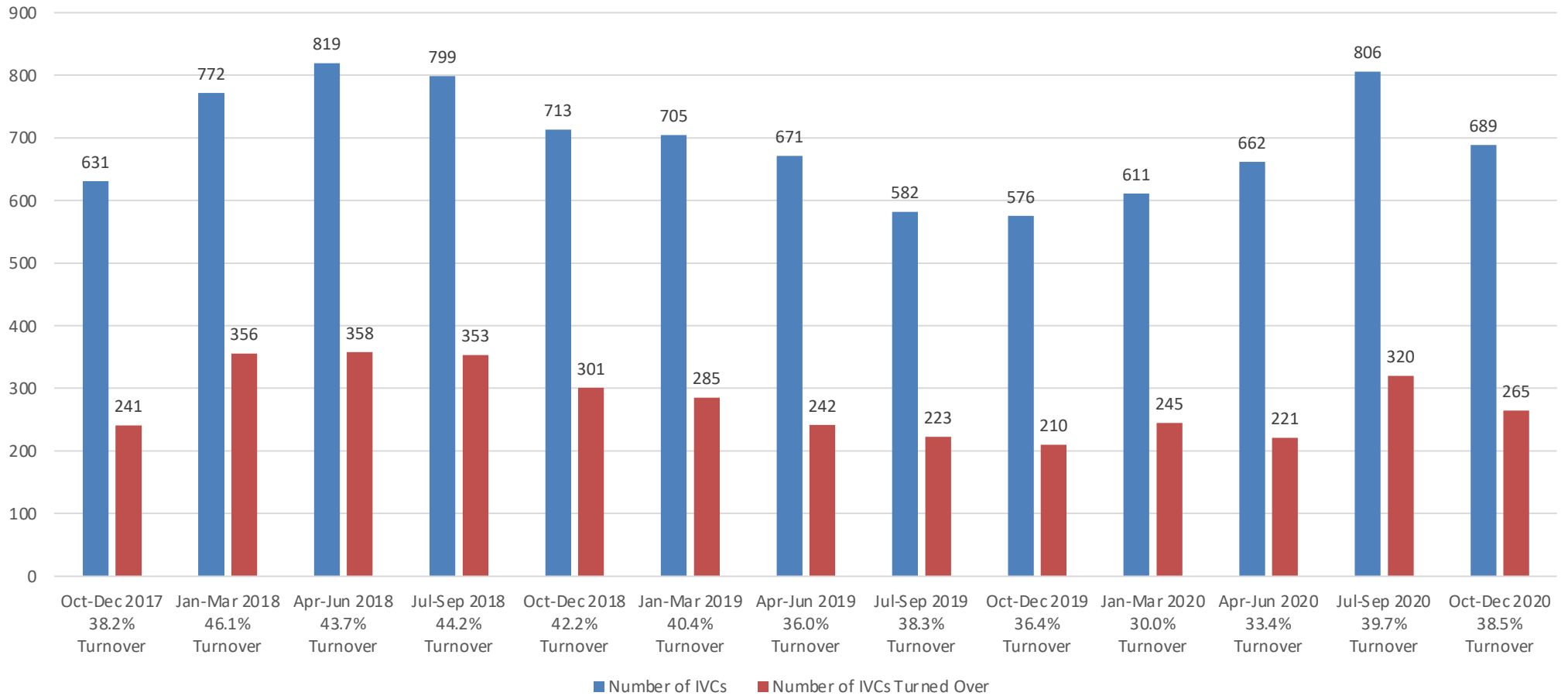
- IVCs - percent not released
- IVCs - percent released

January – December 2020

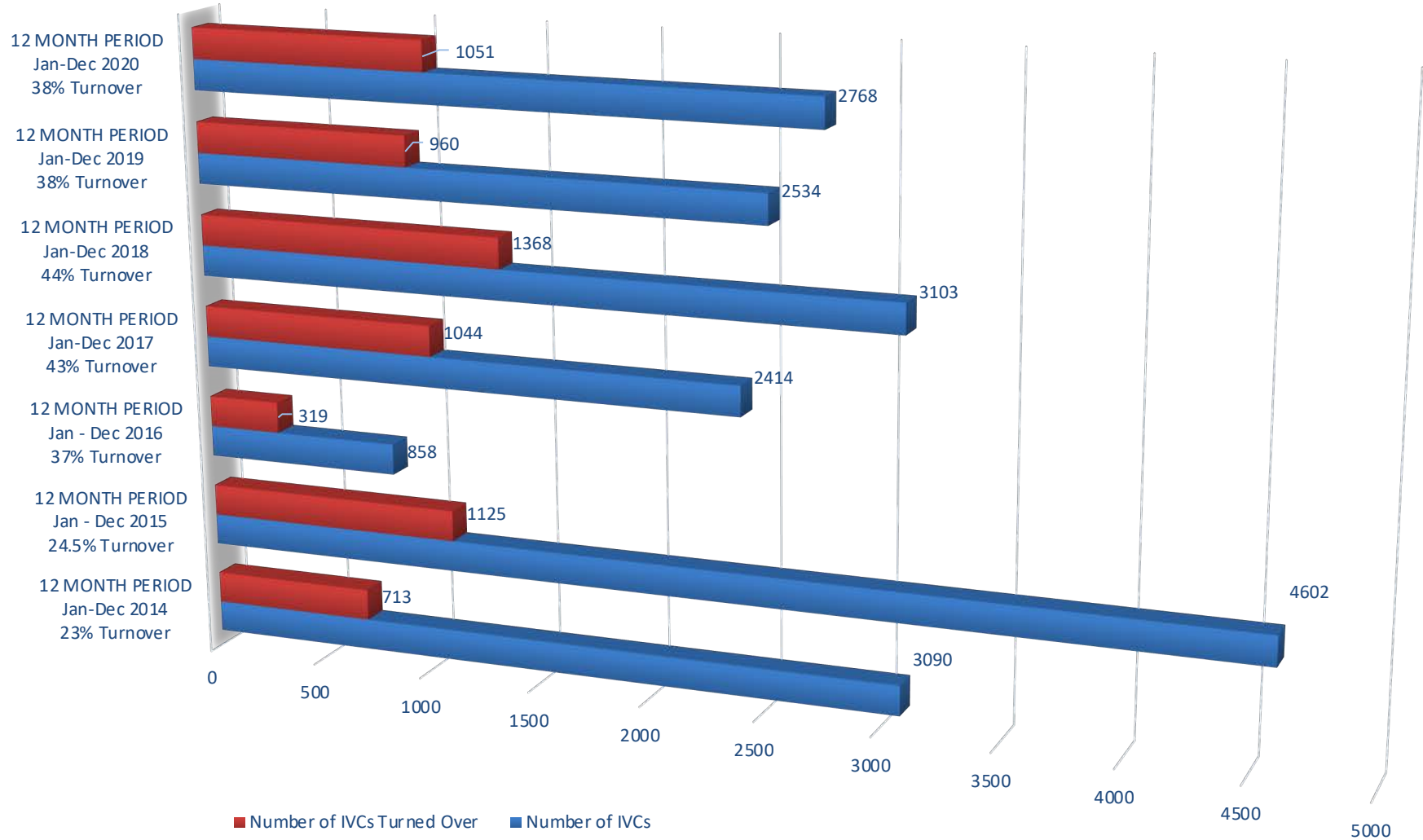
January – December 2019



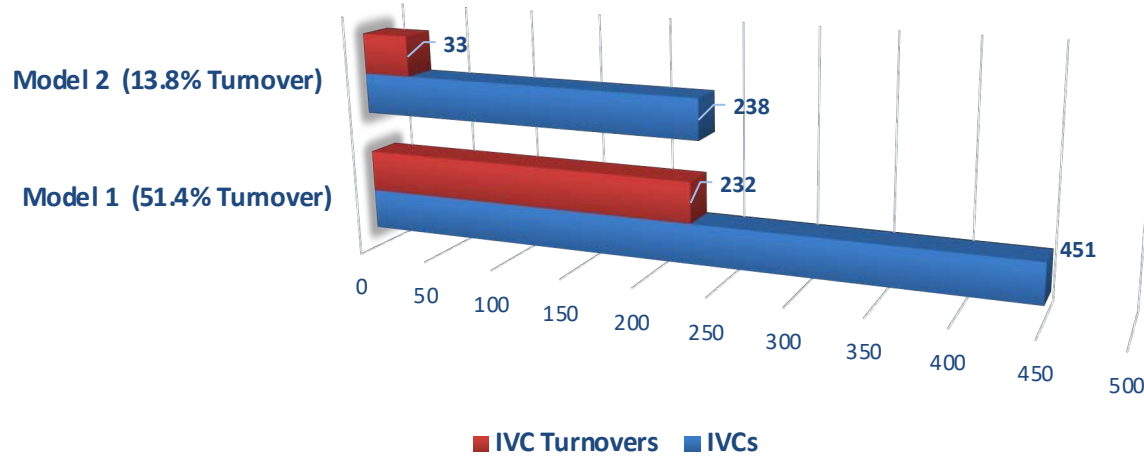
Number of IVCs and IVCs Turned Over by Quarter



Number of IVCs and IVCs Turned Over by Year

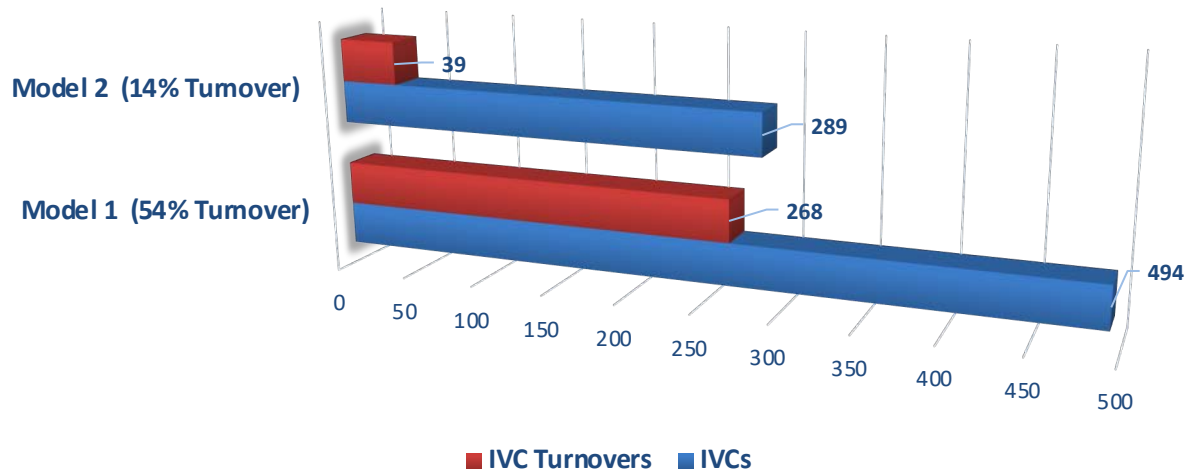


Oct-Dec 2020

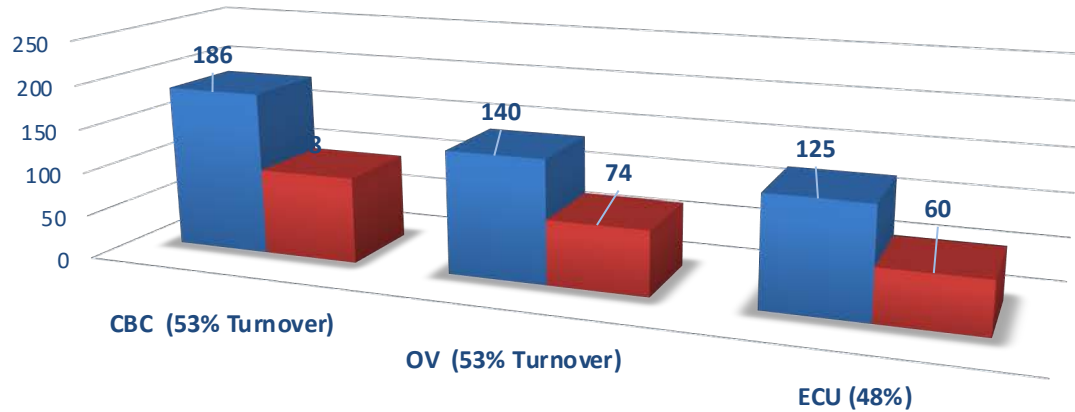


Number of IVCs and IVC Turnovers by Model

Jul-Sep 2020

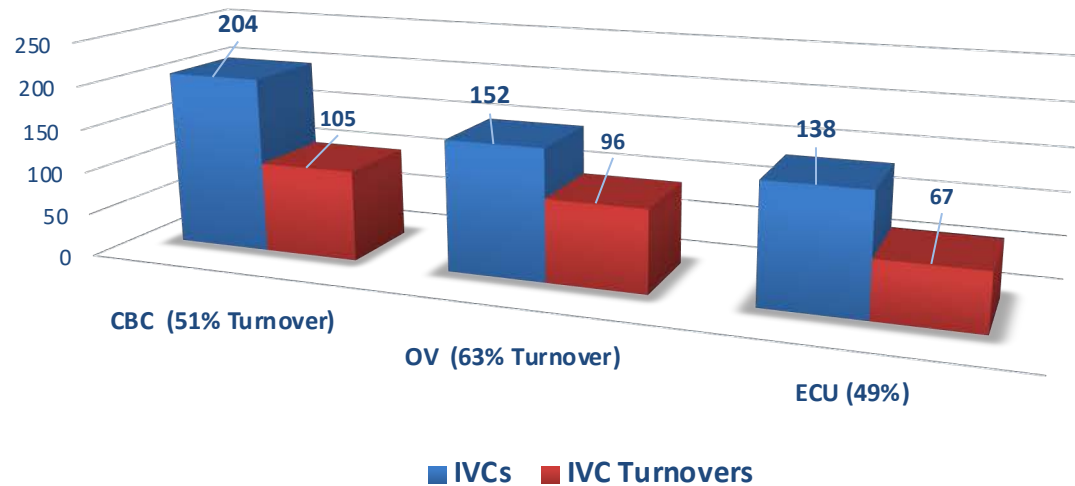


Oct-Dec 2020



Number of IVCs and IVC Turnovers by Provider

Jul-Sep 2020



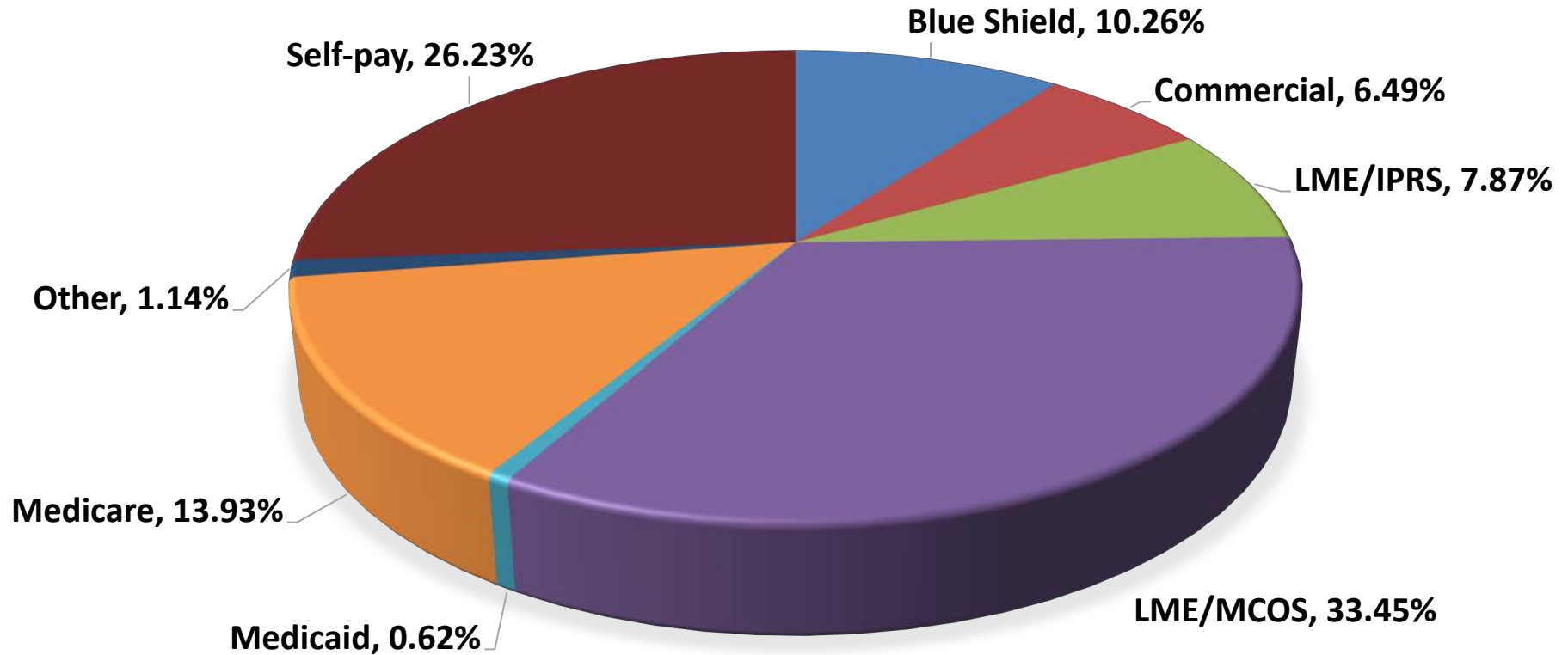
Satisfaction Surveys were not Completed in Quarter 2

- Satisfaction surveys are done twice per year.
- Most recent surveys conducted in September 2020 with 9 groups
- The overall satisfaction rate in the most recent survey was 77.5% (N = 62)



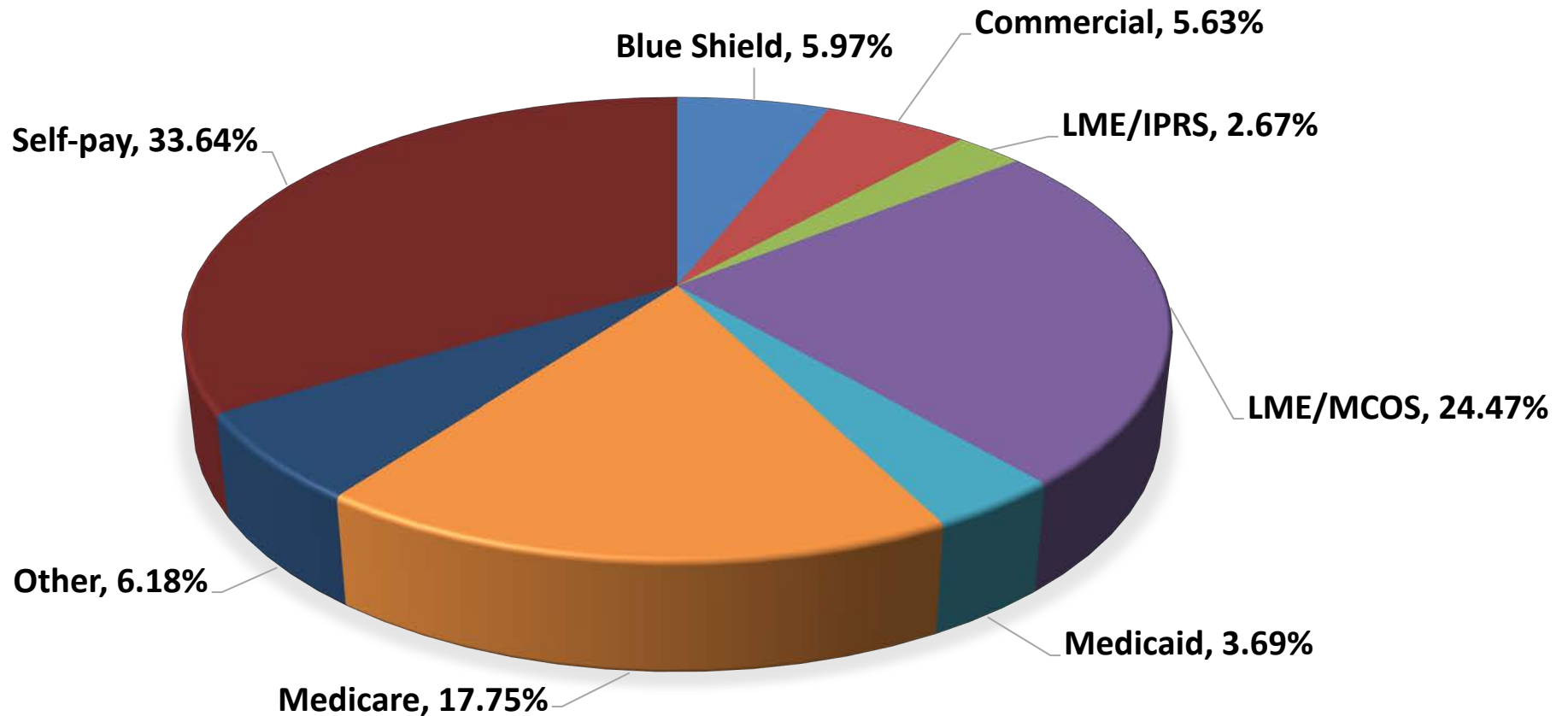
NC-STeP Charge Mix

QTD 2021 - Quarter 2



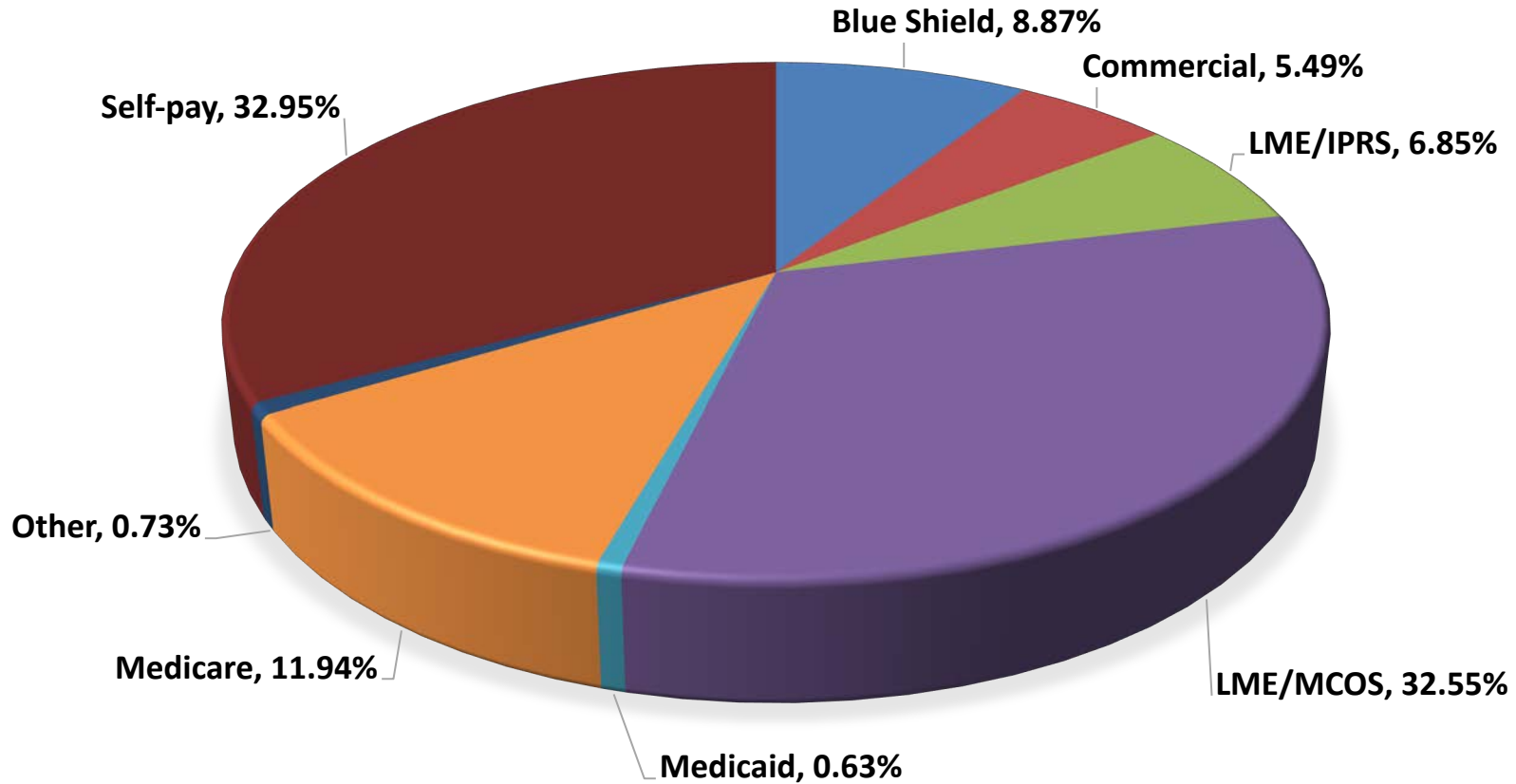
NC-STeP Charge Mix - Project to Date

Service Dates: October 1, 2013 - December 31, 2020



NC-STeP Charge Mix

QTD 2021 - Quarter 1



Community-Based Sites as of December 31, 2020

EVALUATION CRITERIA	BASELINE VALUES/MEASURES AS REPORTED ON 3/31/2020	VALUES/MEASURES REACHED AS OF 12/31/2020
1. The number of full-time equivalent (FTE) providers supporting the program	.70 FTEs	.70 FTEs
2. The number of community-based sites contracted	8	13
3. Number of patient visits with medical (psychiatric) doctor	81	70 YTD= 133 PTD= 809
4. The number return visits	524	744 YTD= 1,499 PTD= 4,831
5. The number of patient visits with a mid-level provider	613	848 YTD= 1,697 PTD= 5,230
6. The number of new patient visits	169	169 YTD= 326 PTD= 1,275

NC-STeP Community-Based Sites' Patient Visits

	Since project inception in October 2018	During Calendar Year 2018	During Calendar Year 2019	During Quarter Jan-Mar 2020	During Quarter Apr-Jun 2020	During Quarter Jul-Sep 2020	During Quarter Sep-Dec 2020
Patient Visits with Medical Doctor	809	8	536	81	51	63	70
Patient Visits with Mid-Level Provider	5,230	7	2,006	613	907	849	848
Total Patient Visits	6,125	15	2,633	694	958	912	913

Since project inception there are 91 visits that listed no provider and 5 visits that listed both a mid-level and a doctor. As a result, the number total patient visits is higher than the doctor visits and mid level visits summed.

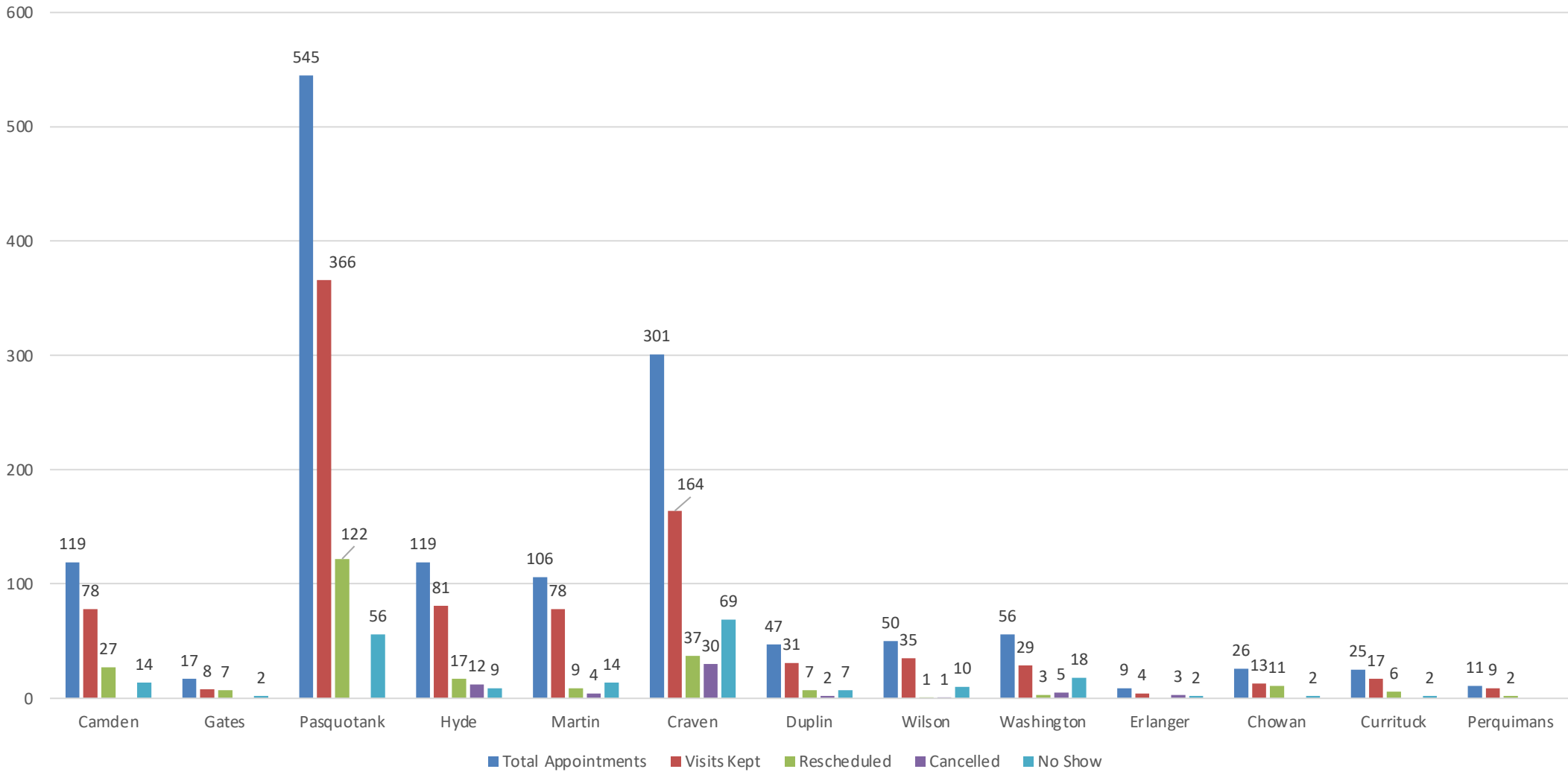
NC-STeP Community Benchmarks

Patient Visits	Goals	Values Reached	
	Total for most recent full fiscal year (July 1, 2019 - June 30, 2020)	Value Reached as of most recent previous quarter (09/30/2020)	Value reached as of this reporting quarter (12/31/2020)
With medical doctor	438	63	70
With mid-level provider	2,661	849	848
New patient visits	629	157	169
Return patient visits	2,455	755	744

Note: 5 visits listed both a doctor and a mid-level, so they are counted in both cells and add up to 918 instead of 913.

NC-STeP Community Appointments by Site

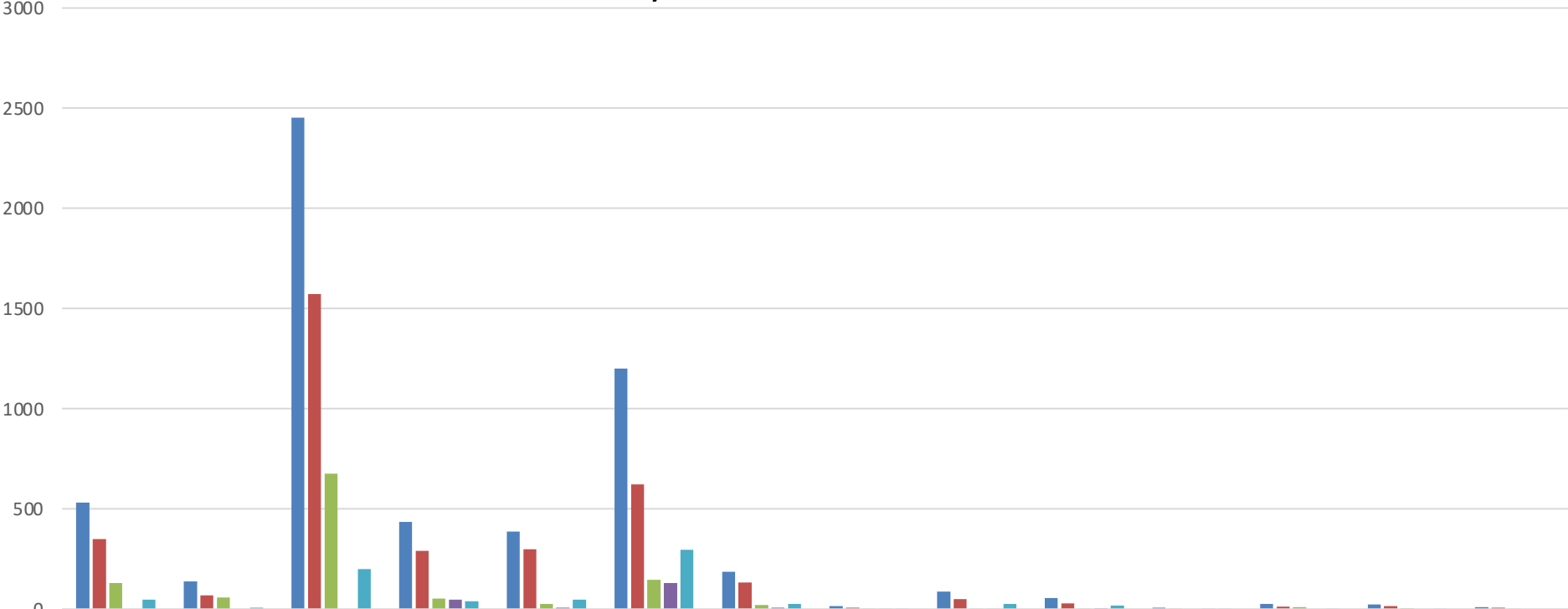
Appointments, Visits Kept, Rescheduled, Cancelled, No Show
October - December 2020



NC-STeP Community Appointments by Site

Appointments, Visits Kept, Rescheduled, Cancelled, No Show

January - December 2020



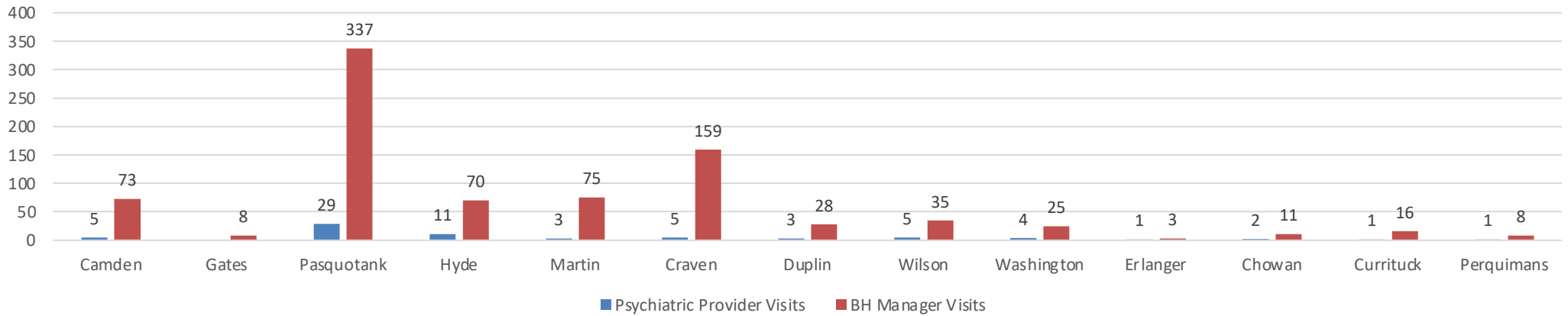
	Camden	Gates	Pasquotank	Hyde	Martin	Craven	Duplin	Macon	Wilson	Washington	Erlanger	Chowan	Currituck	Perquimans
Total Appointments	532	138	2454	435	387	1201	188	17	88	56	9	26	25	11
Visits Kept	351	71	1574	293	300	623	133	8	52	29	4	13	17	9
Rescheduled	132	58	677	55	27	146	21	4	1	3	0	11	6	2
Cancelled				48	8	132	8	2	1	5	3			
No Show	49	9	202	39	47	296	26	3	28	18	2	2	2	

■ Total Appointments
 ■ Visits Kept
 ■ Rescheduled
 ■ Cancelled
 ■ No Show

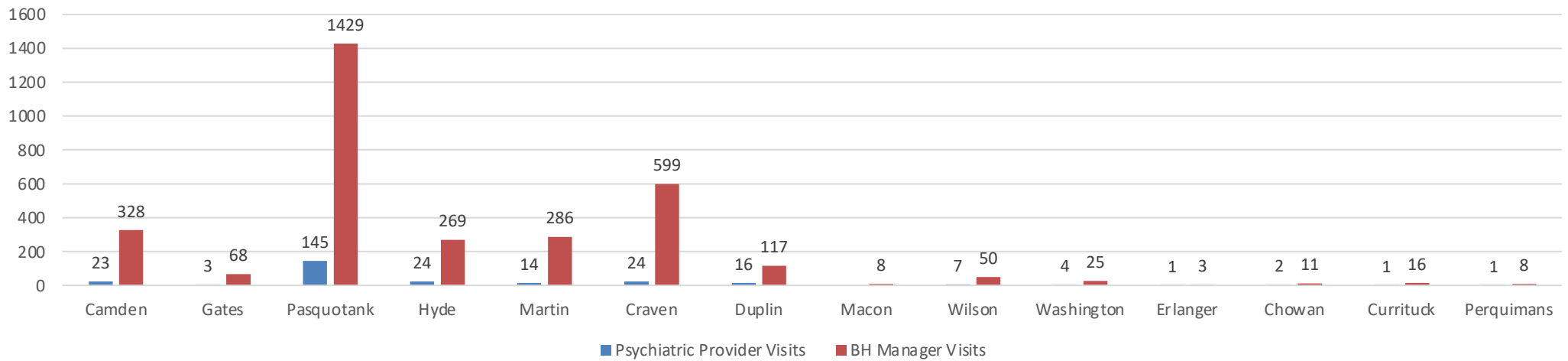


NC-STeP Community Visits by Site

by provider type
October - December 2020

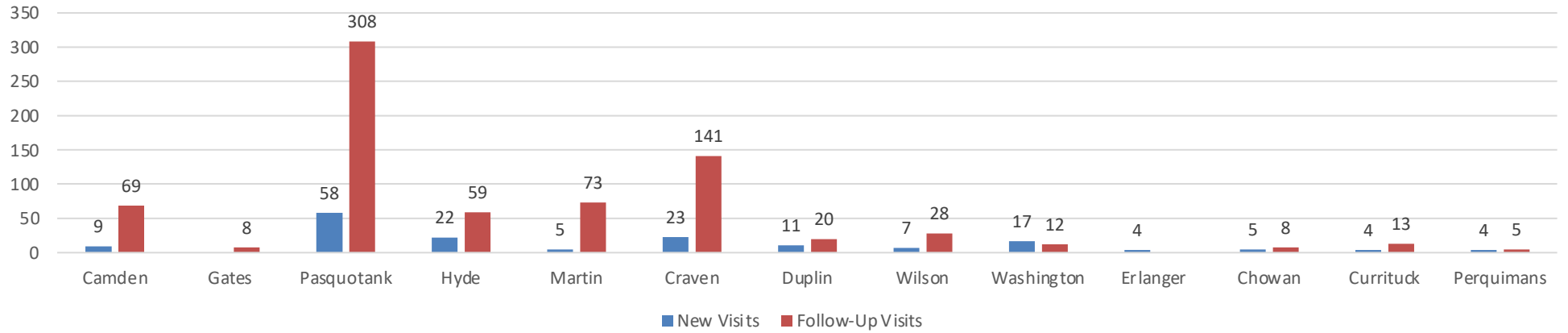


January - December 2020

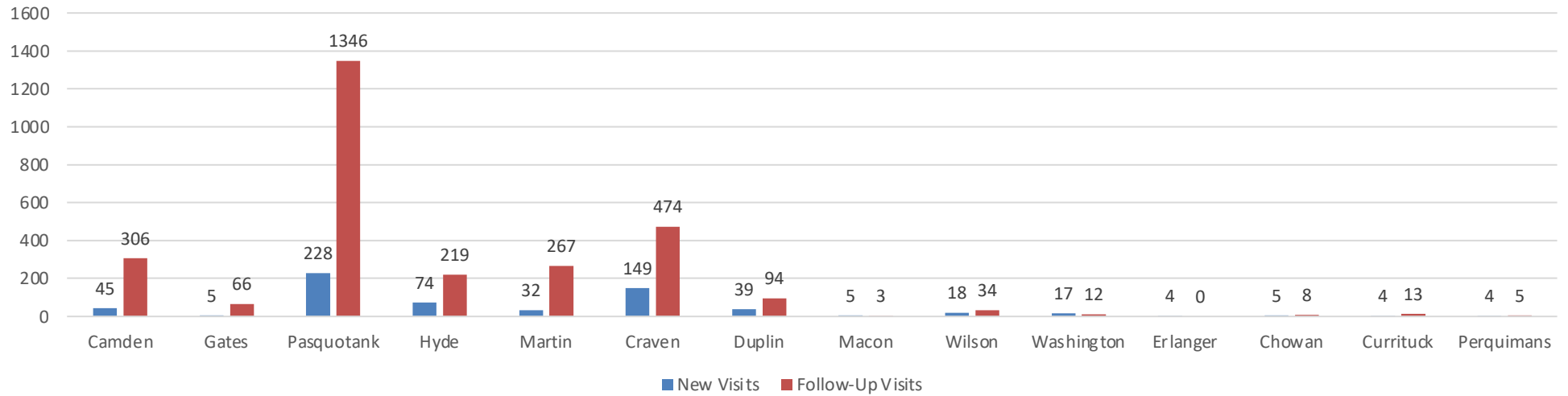


NC-STeP Community Visits by Site

New and Follow up October - December 2020



January - December 2020



NC-STeP Status as of December 31, 2020

- 41 hospitals in the network. 40 live.
- 45,578 total psychiatry assessments since program inception
- 6,688 IVCs overturned
 - Cumulative return on investment = \$36,115,200 (savings from preventing unnecessary hospitalizations)
- Six Clinical Provider Hubs with 42 consultant providers
- Administrative costs below industry standard
- Over 33% of the patients served had no insurance coverage

NC-STeP Status as of December 31, 2020

- 13 community-based sites.
- 6,039 total patient visits since program inception in October 2018.
 - 809 total patient visits with a psychiatrist
 - 5,230 total patient visits with a mid-level provider



East Carolina University
CENTER FOR TELEPSYCHIATRY



NC-STEP

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