Quarterly Progress Update

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Professor and Chair
Department of Psychiatry and Behavioral Medicine
Brody School of Medicine - East Carolina University

Executive Director
North Carolina Statewide Telepsychiatry Program (NC-STeP)
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=VUI0ZUM4WWR1VG45Y3RYaTQ4N0xWUT09
Meeting ID: 982 9917 0259
Passcode: 672100
• 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
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.
• 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
• 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.
<table>
<thead>
<tr>
<th></th>
<th>Since project inception in November 2013</th>
<th>Quarter Jul- Sep 2020</th>
<th>Quarter Oct- Dec 2020</th>
<th>Quarter Jan- Mar 2021</th>
<th>Quarter Apr- Jun 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Patient Encounters</strong></td>
<td>34,263</td>
<td>1,149</td>
<td>1,059</td>
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<tr>
<td><strong>Model 1 Hospital Patient Encounters</strong></td>
<td>20,806</td>
<td>590</td>
<td>529</td>
<td></td>
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</tr>
<tr>
<td><strong>Model 2 Hospital Patient Encounters</strong></td>
<td>13,457</td>
<td>559</td>
<td>530</td>
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<tr>
<td><strong>Total Number of Assessments</strong> (Billed Assessments for Model 1 Hospitals + Number of Patient Encounters for Model 2 Hospitals)</td>
<td>45,578</td>
<td>1,293</td>
<td>1,174</td>
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</table>
Since project inception in November 2013

<table>
<thead>
<tr>
<th></th>
<th>Total Patient Encounters</th>
<th>During Calendar Year 2014</th>
<th>During Calendar Year 2015</th>
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<th>During Calendar Year 2018</th>
<th>During Calendar Year 2019</th>
<th>During Calendar Year 2020</th>
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<tbody>
<tr>
<td>Model 1 Hospital</td>
<td>20,806</td>
<td>4,578</td>
<td>5,849</td>
<td>706</td>
<td>2,044</td>
<td>2,654</td>
<td>1,902</td>
<td>2,131</td>
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<tr>
<td>Total Number of</td>
<td>13,457</td>
<td>566</td>
<td>1,279</td>
<td>1,190</td>
<td>1,927</td>
<td>3,450</td>
<td>2,930</td>
<td>2,115</td>
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<tr>
<td>Assessments</td>
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<td>(Billed Assessments</td>
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<td>for Model 1 Hospitals</td>
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<td>Encounters for Model 2</td>
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<td>Hospitals)</td>
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<td></td>
<td>45,578</td>
<td>8,130</td>
<td>13,573</td>
<td>1,942</td>
<td>4,348</td>
<td>6,680</td>
<td>5,284</td>
<td>4,747</td>
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<tr>
<td>Goals</td>
<td>Values Reached</td>
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<tr>
<td></td>
<td>Cumulative Target to be reached by (06/30/2021)</td>
<td>Value Reached as of most recent previous quarter (09/30/2020)</td>
<td>Value Reached as of this reporting quarter (12/31/2020)</td>
<td>Year-to-Date Total with % of the Yearly Target (12/31/2020)</td>
<td></td>
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<tr>
<td>Number of IVCs</td>
<td>1,700</td>
<td>806</td>
<td>689</td>
<td>1,495 (88% of Yearly Target)</td>
<td></td>
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<tr>
<td>Number of IVCs Overturned</td>
<td>505</td>
<td>320</td>
<td>265</td>
<td>585 (116% of Yearly Target)</td>
<td></td>
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<tr>
<td>Total Number of Assessments (Billed assessments for Model 1 hospitals + Number of patient encounters for Model 2 hospitals.)</td>
<td>4,251</td>
<td>1,333</td>
<td>1,174</td>
<td>2,507 (59% of Yearly Target)</td>
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<tr>
<td>EVALUATION CRITERIA</td>
<td>BASELINE VALUES/MEASURES AS REPORTED ON 03/31/2020</td>
<td>TARGET TO BE REACHED BY 06/30/2021</td>
<td>VALUES/MEASURES REACHED AS OF 12/31/2020</td>
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</tr>
<tr>
<td>1. The number of full-time equivalent (FTE) positions supported by these contracts</td>
<td>4.02 FTEs</td>
<td>4.30 FTEs</td>
<td>4.10 FTEs</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>2. The number of overturned involuntary commitments (inpatient admission prevented)</td>
<td>711</td>
<td>505</td>
<td>265 in this quarter</td>
<td></td>
<td></td>
<td></td>
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<td>Cumulative total since program inception 6,688</td>
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<tr>
<td>3. The number of participating consultant providers</td>
<td>48</td>
<td>48</td>
<td>42</td>
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</tr>
</tbody>
</table>
## NC-STeP Status as of December 31, 2020

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

<table>
<thead>
<tr>
<th>EVALUATION CRITERIA</th>
<th>BASELINE VALUES/MEASURES AS REPORTED ON 03/31/2020</th>
<th>TARGET TO BE REACHED BY 06/30/2021</th>
<th>VALUES/MEASURES REACHED AS OF 12/31/2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>7. The average (mean) Length of Stay for all patients with a primary mental health diagnosis across all dispositions.</td>
<td>55 hours</td>
<td>55 hours</td>
<td>QTD Average = 45.2&lt;br&gt;QTD Median = 25.2</td>
</tr>
<tr>
<td>8. The rate of &quot;satisfied&quot; or &quot;strongly satisfied&quot; among emergency department staff participating in NC-STeP.</td>
<td>80%</td>
<td>80%</td>
<td>Satisfaction surveys not conducted this quarter</td>
</tr>
</tbody>
</table>
### NC-STeP Status as of December 31, 2020

<table>
<thead>
<tr>
<th>EVALUATION CRITERIA</th>
<th>BASELINE VALUES/MEASURES AS REPORTED ON 03/31/2020</th>
<th>TARGET TO BE REACHED BY 06/30/2021</th>
<th>VALUES/MEASURES REACHED AS OF 12/31/2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>9.</td>
<td>The rate of &quot;satisfied&quot; or &quot;strongly satisfied&quot; among hospital CEOs/COOs participating in NC-STeP.</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>10.</td>
<td>The rate of &quot;satisfied&quot; or &quot;strongly satisfied&quot; among consulting (hub) providers participating in NC-STeP.</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>
## NC-STeP Status as of December 31, 2020

<table>
<thead>
<tr>
<th>EVALUATION CRITERIA</th>
<th>BASELINE VALUES/MEASURES AS REPORTED ON 03/31/2020</th>
<th>TARGET TO BE REACHED BY 06/30/2021</th>
<th>VALUES/MEASURES REACHED AS OF 12/31/2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>11. The rate of &quot;satisfied&quot; or &quot;strongly satisfied&quot; among emergency department physicians participating in the statewide telepsychiatry program.</td>
<td>85%</td>
<td>85%</td>
<td>Satisfaction surveys not conducted this quarter</td>
</tr>
<tr>
<td>12. Cumulative return on investment to state psychiatric facilities through overturned involuntary commitments (inpatient admission prevented)</td>
<td>$3,839,400</td>
<td>$3,213,403</td>
<td>$1,431,000 Cumulative average since program inception $36,115,200</td>
</tr>
</tbody>
</table>
Number of NC-STeP Patients by Hospital
October - 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)

- McDowell 19%
- Angel 9%
- Transylvania 9%
- Betsy Johnson 8%
- Hugh Chatham 8%
- Erlanger 6%
- Duplin 5%
- Albemarle 4%
- Iredell 4%
- UNC Rockingham 3%
- Blue Ridge 3%
- Northern of Surry 3%
- Outer Banks 4%

All Others Combined 10%
Percent of Use by Hospital Jan - Dec 2020
(based on number of patient encounters)

- McDowell: 20%
- Transylvania: 9%
- Angel: 8%
- Hugh Chatham: 8%
- Erlanger: 7%
- Albemarle: 6%
- Betsy Johnson: 5%
- Outer Banks: 5%
- Duplin: 4%
- Northern of Surry: 3%
- Maria Parham: 3%
- Beaufort: 3%
- Iredell: 2%
- Rockingham: 2%
- All Others Combined: 12%

(Includes data for various hospitals across different regions.)
Number of Patients by Model

Oct-Dec 2020

- Model 1: 529
- Model 2: 530

Jan-Mar 2020

- Model 1: 483
- Model 2: 506

Jul-Sep 2020

- Model 1: 590
- Model 2: 559

Apr-Jun 2020

- Model 1: 455
- Model 2: 520
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.
56% percent of patients had a LOS of 30 hours or less

Number of NC-STeP Patients by LOS Category
Jan - Dec 2020
in hours

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

74 patients had a LOS longer than 300 hours over the 12 months
59% percent of patients had a LOS of 30 hours or less

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

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

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)

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Average Length of Stay (in hours)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan-Mar 2018</td>
<td>57.5</td>
</tr>
<tr>
<td>Apr-Jun 2018</td>
<td>56.6</td>
</tr>
<tr>
<td>Jul-Sep 2018</td>
<td>47.3</td>
</tr>
<tr>
<td>Oct-Dec 2018</td>
<td>44.4</td>
</tr>
<tr>
<td>Jan-Mar 2019</td>
<td>48.9</td>
</tr>
<tr>
<td>Apr-Jun 2019</td>
<td>47.7</td>
</tr>
<tr>
<td>Jul-Sep 2019</td>
<td>46.7</td>
</tr>
<tr>
<td>Oct-Dec 2019</td>
<td>42.7</td>
</tr>
<tr>
<td>Jan-Mar 2020</td>
<td>50.9</td>
</tr>
<tr>
<td>Apr-Jun 2020</td>
<td>49.6</td>
</tr>
<tr>
<td>Jul-Sep 2020</td>
<td>53.5</td>
</tr>
<tr>
<td>Oct-Dec 2020</td>
<td>45.2</td>
</tr>
<tr>
<td>Hospital</td>
<td>Average Length of Stay (in hours)</td>
</tr>
<tr>
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</tr>
<tr>
<td>Albemarle</td>
<td>105.9</td>
</tr>
<tr>
<td>Beaufort</td>
<td>49.5</td>
</tr>
<tr>
<td>Chowan</td>
<td>74.9</td>
</tr>
<tr>
<td>Duplin</td>
<td>38.9</td>
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<tr>
<td>Edgecombe</td>
<td>54</td>
</tr>
<tr>
<td>Outer Banks</td>
<td>19.3</td>
</tr>
<tr>
<td>Lenoir</td>
<td>14.6</td>
</tr>
<tr>
<td>McDowell</td>
<td>25.6</td>
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<tr>
<td>Mission</td>
<td>30.7</td>
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<tr>
<td>*Highland Cashiers</td>
<td>17.3</td>
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<tr>
<td>*Blue Ridge</td>
<td>24.9</td>
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<tr>
<td>St. Lukes</td>
<td>24.7</td>
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<tr>
<td>*Hugh Chatham</td>
<td>29</td>
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<tr>
<td>Morehead</td>
<td>20.7</td>
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<tr>
<td>Maria Parham</td>
<td>52.4</td>
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<tr>
<td>Erlanger</td>
<td>54.3</td>
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<tr>
<td>Ashe</td>
<td>48.5</td>
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<tr>
<td>Ashe</td>
<td>50</td>
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<tr>
<td>Asheville</td>
<td>101.7</td>
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<tr>
<td>Ashe</td>
<td>102.1</td>
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<tr>
<td>Ashe</td>
<td>104.8</td>
</tr>
<tr>
<td>Ashe</td>
<td>126.1</td>
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<tr>
<td>Average across all hospitals</td>
<td>45.2</td>
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</tbody>
</table>
Average LOS by Model

Oct-Dec 2020 (in hours)
- Model 1: 66.1 hours
- Model 2: 24.4 hours

Jan-Mar 2020 (in hours)
- Model 1: 65.8 hours
- Model 2: 25.6 hours

Jul-Sep 2020 (in hours)
- Model 1: 66.4 hours
- Model 2: 34.4 hours

Apr-Jun 2020 (in hours)
- Model 1: 58.1 hours
- Model 2: 25.2 hours
Average Length of Stay by Year for Patients Discharged to Home or Transfer (in hours)

- **2014 12 MONTHS**: 33.3 hours
- **2015 12 MONTHS**: 49.3 hours
- **2016 12 MONTHS**: 49.1 hours
- **2017 12 MONTHS**: 50 hours
- **2018 12 MONTHS**: 52.4 hours
- **2019 12 MONTH**: 49.1 hours
- **2020 12 MONTH**: 45.9 hours
- **2020 12 MONTH**: 50.5 hours
- **2020 12 MONTH**: 52.6 hours

Legend:
- Blue: Avg LOS for patients discharged HOME
- Red: Avg LOS for patients discharged TRANSFER
Average LOS by Discharge Disposition

**Oct-Dec 2020 (in hours)**

- **AVG - ALL DISPOSITIONS**
  - Other: 37.9
  - Admit: 32
  - Transfer: 46.1
  - Home: 45.9

**Jul-Sep 2020 (in hours)**

- **AVG - ALL DISPOSITIONS**
  - Other: 33.5
  - Admit: 24.4
  - Transfer: 49.9
  - Home: 60.9
Average LOS by Disposition in Jan-Dec 2020
(in hours)

- AVG - ALL DISPOSITIONS: 49.9 hours
- AMA: 34.3 hours
- Other: 36.8 hours
- Admit: 33.2 hours
- Transfer: 52.6 hours
- Home: 50.5 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.)

Exam
Elapsed
Time,
1:59:47

In Queue
Wait Time,
1:56:07

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

<table>
<thead>
<tr>
<th>CBC</th>
<th>OV</th>
<th>ECU</th>
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<tbody>
<tr>
<td>1:57:16</td>
<td>1:24:12</td>
<td>0:00:00</td>
</tr>
<tr>
<td>2:48:44</td>
<td>1:12:00</td>
<td>2:24:00</td>
</tr>
<tr>
<td>4:48:00</td>
<td>2:36:00</td>
<td>3:36:00</td>
</tr>
<tr>
<td>6:00:00</td>
<td>3:36:00</td>
<td>4:48:00</td>
</tr>
<tr>
<td>7:12:00</td>
<td>4:54:00</td>
<td>6:06:00</td>
</tr>
</tbody>
</table>

East Carolina University
CENTER FOR TELEPSYCHIATRY
NC-SteP
Consult Elapsed Time: January - December 2020

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

Exam Elapsed Time, 2:01:42
In Queue Wait Time, 1:48:40

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

CBC: 5:01:59
OV: 4:10:28
ECU: 2:41:19

In Queue Wait Time
Exam Elapsed Time

CBC
OV
ECU

East Carolina University
CENTER FOR TELEPSYCHIATRY
NC-SteP
Key Processes and Elapsed Times Averages
CBC, OV, ECU: October - December 2020

- Avg. Time from Queue to Intake Start: 1:56:07
- Avg. Intake Duration: 0:22:15
- Avg. Time from Intake End to Exam Start: 1:06:06
- Avg. Exam Duration: 0:31:21
- Total Duration from Queue to Consulted: 3:55:53

(process time in blue, elapsed time in red)
Key Processes and Elapsed Times Averages
CBC, OV, ECU: January - December 2020

- Avg. Time from Queue to Intake Start: 1:48:40
- Avg. Intake Duration: 0:22:35
- Avg. Time from Intake End to Exam Start: 1:11:55
- Avg. Exam Duration: 0:27:34
- Total Duration from Queue to Consulted: 3:50:22

Process Time vs. Elapsed Time

East Carolina University
Center for Telepsychiatry
NC-STEP
Percent of Patients by Discharge Disposition

Oct-Dec 2020
- Home: 45%
- Transfer: 5%
- Admit: 2%
- Other: 3%
- Total: 100%

Jan-Mar 2020
- Home: 50%
- Transfer: 13%
- Admit: 1%
- Other: 36%
- Total: 100%

Jul-Sep 2020
- Home: 43%
- Transfer: 21%
- Admit: 2%
- Other: 3%
- Total: 100%

Apr-Jun 2020
- Home: 53%
- Transfer: 4%
- Admit: 2%
- Other: 41%
- Total: 100%

Legend:
- Home
- Transfer
- Admit
- Other
IVCs – By Release Status

Oct-Dec 2020
- 38% not released
- 62% released

Jan-Mar 2020
- 31% not released
- 69% released

Jul-Sep 2020
- 39% not released
- 61% released

Apr-Jun 2020
- 33% not released
- 67% released
IVCs –
By Release Status

January – December 2020

January – December 2019

East Carolina University
CENTER FOR TELEPSYCHIATRY
NC-SteP
Number of IVCs and IVCs Turned Over by Quarter

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Number of IVCs</th>
<th>Number of IVCs Turned Over</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct-Dec 2017</td>
<td>631</td>
<td>241</td>
</tr>
<tr>
<td>Jan-Mar 2018</td>
<td>772</td>
<td>356</td>
</tr>
<tr>
<td>Apr-Jun 2018</td>
<td>819</td>
<td>358</td>
</tr>
<tr>
<td>Jul-Sep 2018</td>
<td>799</td>
<td>353</td>
</tr>
<tr>
<td>Oct-Dec 2018</td>
<td>713</td>
<td>301</td>
</tr>
<tr>
<td>Jan-Mar 2019</td>
<td>705</td>
<td>285</td>
</tr>
<tr>
<td>Apr-Jun 2019</td>
<td>671</td>
<td>242</td>
</tr>
<tr>
<td>Jul-Sep 2019</td>
<td>582</td>
<td>223</td>
</tr>
<tr>
<td>Oct-Dec 2019</td>
<td>576</td>
<td>210</td>
</tr>
<tr>
<td>Jan-Mar 2020</td>
<td>611</td>
<td>245</td>
</tr>
<tr>
<td>Apr-Jun 2020</td>
<td>662</td>
<td>221</td>
</tr>
<tr>
<td>Jul-Sep 2020</td>
<td>806</td>
<td>320</td>
</tr>
<tr>
<td>Oct-Dec 2020</td>
<td>689</td>
<td>265</td>
</tr>
</tbody>
</table>

Legend:
- Number of IVCs
- Number of IVCs Turned Over
Number of IVCs and IVC Turnovers by Model

Oct-Dec 2020

Model 1 (51.4% Turnover) vs Model 2 (13.8% Turnover)

Jul-Sep 2020

Model 1 (54% Turnover) vs Model 2 (14% Turnover)
Number of IVCs and IVC Turnovers by Provider

**Oct-Dec 2020**

- **CBC (53% Turnover)**: 186
- **OV (53% Turnover)**: 140
- **ECU (48%)**: 125

**Jul-Sep 2020**

- **CBC (51% Turnover)**: 204
- **OV (63% Turnover)**: 152
- **ECU (49%)**: 138
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

- Self-pay, 26.23%
- Blue Shield, 10.26%
- Commercial, 6.49%
- LME/IPRS, 7.87%
- LME/MCOS, 33.45%
- Medicaid, 0.62%
- Medicare, 13.93%
- Other, 1.14%
- Self-pay, 26.23%

East Carolina University
CENTER FOR TELEPSYCHIATRY
NC-STeP
NC-STeP Charge Mix - Project to Date
Service Dates: October 1, 2013 - December 31, 2020

- Medicaid, 3.69%
- Medicare, 17.75%
- LME/MCOS, 24.47%
- LME/IPRS, 2.67%
- Other, 6.18%
- Self-pay, 33.64%
- Commercial, 5.63%
- Blue Shield, 5.97%
NC-STeP Charge Mix
QTD 2021 - Quarter 1

- Blue Shield, 8.87%
- Commercial, 5.49%
- LME/IPRS, 6.85%
- LME/MCOS, 32.55%
- Medicaid, 0.63%
- Medicare, 11.94%
- Other, 0.73%
- Self-pay, 32.95%
- Other, 0.73%
### Community-Based Sites as of December 31, 2020

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

<table>
<thead>
<tr>
<th></th>
<th>Since project inception in October 2018</th>
<th>During Calendar Year 2018</th>
<th>During Calendar Year 2019</th>
<th>During Quarter Jan-Mar 2020</th>
<th>During Quarter Apr-Jun 2020</th>
<th>During Quarter Jul-Sep 2020</th>
<th>During Quarter Sep-Dec 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient Visits with Medical Doctor</td>
<td>809</td>
<td>8</td>
<td>536</td>
<td>81</td>
<td>51</td>
<td>63</td>
<td>70</td>
</tr>
<tr>
<td>Patient Visits with Mid-Level Provider</td>
<td>5,230</td>
<td>7</td>
<td>2,006</td>
<td>613</td>
<td>907</td>
<td>849</td>
<td>848</td>
</tr>
<tr>
<td>Total Patient Visits</td>
<td>6,125</td>
<td>15</td>
<td>2,633</td>
<td>694</td>
<td>958</td>
<td>912</td>
<td>913</td>
</tr>
<tr>
<td>Patient Visits</td>
<td>Goals</td>
<td>Values Reached</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---------------</td>
<td>-------</td>
<td>----------------</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Total for most recent full fiscal year (July 1, 2019 - June 30, 2020)</td>
<td>Value Reached as of most recent previous quarter (09/30/2020)</td>
<td>Value reached as of this reporting quarter (12/31/2020)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>With medical doctor</td>
<td>438</td>
<td>63</td>
<td>70</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>With mid-level provider</td>
<td>2,661</td>
<td>849</td>
<td>848</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>New patient visits</td>
<td>629</td>
<td>157</td>
<td>169</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Return patient visits</td>
<td>2,455</td>
<td>755</td>
<td>744</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Site</th>
<th>Total Appointments</th>
<th>Visits Kept</th>
<th>Rescheduled</th>
<th>Cancelled</th>
<th>No Show</th>
</tr>
</thead>
<tbody>
<tr>
<td>Camden</td>
<td>532</td>
<td>351</td>
<td>132</td>
<td>48</td>
<td>49</td>
</tr>
<tr>
<td>Gates</td>
<td>138</td>
<td>71</td>
<td>58</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>Pasquotank</td>
<td>2454</td>
<td>1574</td>
<td>677</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>Hyde</td>
<td>435</td>
<td>293</td>
<td>55</td>
<td>8</td>
<td>2</td>
</tr>
<tr>
<td>Martin</td>
<td>387</td>
<td>300</td>
<td>27</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>Craven</td>
<td>1201</td>
<td>623</td>
<td>146</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>Duplin</td>
<td>188</td>
<td>133</td>
<td>21</td>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td>Macon</td>
<td>17</td>
<td>8</td>
<td>4</td>
<td>1</td>
<td>11</td>
</tr>
<tr>
<td>Wilson</td>
<td>88</td>
<td>52</td>
<td>1</td>
<td>3</td>
<td>6</td>
</tr>
<tr>
<td>Washington</td>
<td>56</td>
<td>29</td>
<td>3</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Erlanger</td>
<td>9</td>
<td>4</td>
<td>0</td>
<td>11</td>
<td>2</td>
</tr>
<tr>
<td>Chowan</td>
<td>26</td>
<td>13</td>
<td>6</td>
<td>6</td>
<td>2</td>
</tr>
<tr>
<td>Currituck</td>
<td>25</td>
<td>17</td>
<td>2</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Perquimans</td>
<td>11</td>
<td>9</td>
<td>3</td>
<td>2</td>
<td>2</td>
</tr>
</tbody>
</table>
NC-STeP Community Visits by Site
by provider type
October - December 2020

Psychiatric Provider Visits  BH Manager Visits

January - December 2020

Psychiatric Provider Visits  BH Manager Visits
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
Sy Atezaz Saeed, MD, MS, FACPsych
Professor and Chairman
Department of Psychiatry and Behavioral Medicine
Brody School of Medicine | East Carolina University

Executive Director
North Carolina Statewide Telepsychiatry Program (NC-STeP)

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