



NORTH CAROLINA  
STATEWIDE TELEPSYCHIATRY PROGRAM

# Quarterly Progress Update



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*Executive Director*

North Carolina Statewide Telepsychiatry Program (NC-STeP)





NORTH CAROLINA  
STATEWIDE TELEPSYCHIATRY PROGRAM

### **NC-STEP Advisory Council Meeting**

Friday, December 4, 2020

10:30 am – 12:00 pm

Zoom Video Conferencing

#### **Agenda**

- |                   |   |
|-------------------|---|
| 10:30- 10:35 a.m. | Welcome   |
| 10:35- 10:40 a.m. | Review and Approval of September 25, 2020 Minutes |
| 10:40- 11:30 a.m. | NC-STEP FY21-Q1 (Jul-Sep) Performance Data        |
| 11:30- 11:45 a.m. | Update on Community-Based Pilot(s)                |
| 11:45- 11:50 a.m. | Old Business                                      |
| 11:50- 11:55 a.m. | New Business                                      |
| 11:55- 12:00 p.m. | Announcements                                     |
| 12:00 p.m.        | Adjourn   |



Join Zoom Meeting

<https://zoom.us/j/94650849042?pwd=Vk1uUTVEZGplQVpLVVpLZ0pmbzIMUT09>

Meeting ID: 946 5084 9042

Passcode: 740485

# NC-STeP Quality Management and Outcomes Monitoring Processes: July – September 2020

- 41 hospitals in the network, 38 hospitals were live
- 28 hospitals reporting Telepsychiatry patients in their ED
  - not all live hospitals had telepsychiatry patients
- Total number of assessments for this quarter = 1,293
- Total number of encounters for this quarter = 1,149
- Patient assessments billed for Model 1 hospitals = 734

# NC-STeP Quality Management and Outcomes Monitoring Processes: July – September 2020

- The Median Length of Stay was 27 hours
- The Average Length of Stay was 50.8 hours
  - 49.9 hours for those discharged to home
  - 60.9 hours for those transferred to another facility
- Average Consult Elapsed Time (in Queue to Exam Complete) for Model 1 hospitals was 4 hours and 15 minutes.

# NC-STeP Quality Management and Outcomes Monitoring Processes: July – September 2020

- 783 ED patients who received telepsychiatry services had an IVC in place during their ED stay.
  - 307 (39%) of those patients did not have an IVC in place when discharged.
- Of the ED patients who received telepsychiatry services:
  - 34% were discharged to home
  - 44% were discharged to another facility

# NC-STeP Quality Management and Outcomes Monitoring Processes: July – September 2020

- 9 Community based sites were live as of 9/30/20 with 8 sites reporting Telepsychiatry patients.
- There were 912 total behavioral health visits.
  - 63 visits with a Psychiatrist.
  - 849 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**

33,173

1,149

**Model 1 Hospital  
Patient Encounters**

20,246

590

**Model 2 Hospital  
Patient Encounters**

12,927

559

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

44,349

1,293

# NC-STeP Benchmarks



Goals	Values Reached		
Cumulative Target to be reached by (06/30/2021)	Value Reached as of most recent previous quarter (06/30/2020)	Value Reached as of this reporting quarter (09/30/2020)	Year-to-Date Total with % of the Yearly Target (09/30/2020)
<b>Number of IVCs</b>	1,700	660	783 46% of Yearly Target
<b>Number of IVCs Overturned</b>	505	219	307 61% of Yearly Target
<b>Total Number of Assessments</b> (Billed assessments for Model 1 hospitals + Number of patient encounters for Model 2 hospitals.)	4,251	1,079	1,293 30% of Yearly Target



# NC-STeP Status as of September 30, 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 09/30/2020
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	307 in this quarter  Cumulative total since program inception 6,408
3. The number of participating consultant providers	48	48	42

# NC-STeP Status as of September 30, 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 09/30/2020
4. The number of telepsychiatry assessments conducted.	5,105	4,251	1,293 in this quarter  Cumulative total since program inception 44,349
5. The number of telepsychiatry referring sites	58	48	41  38 Live
6. The reports of involuntary commitments to enrolled hospitals	2,061	1,700	783 in this quarter  Cumulative total since program inception 19,036

# NC-STeP Status as of September 30, 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 09/30/2020
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 = 50.8 QTD Median = 27
8. The rate of "satisfied" or "strongly satisfied" among emergency department staff participating in NC-STeP.	80%	80%	69%

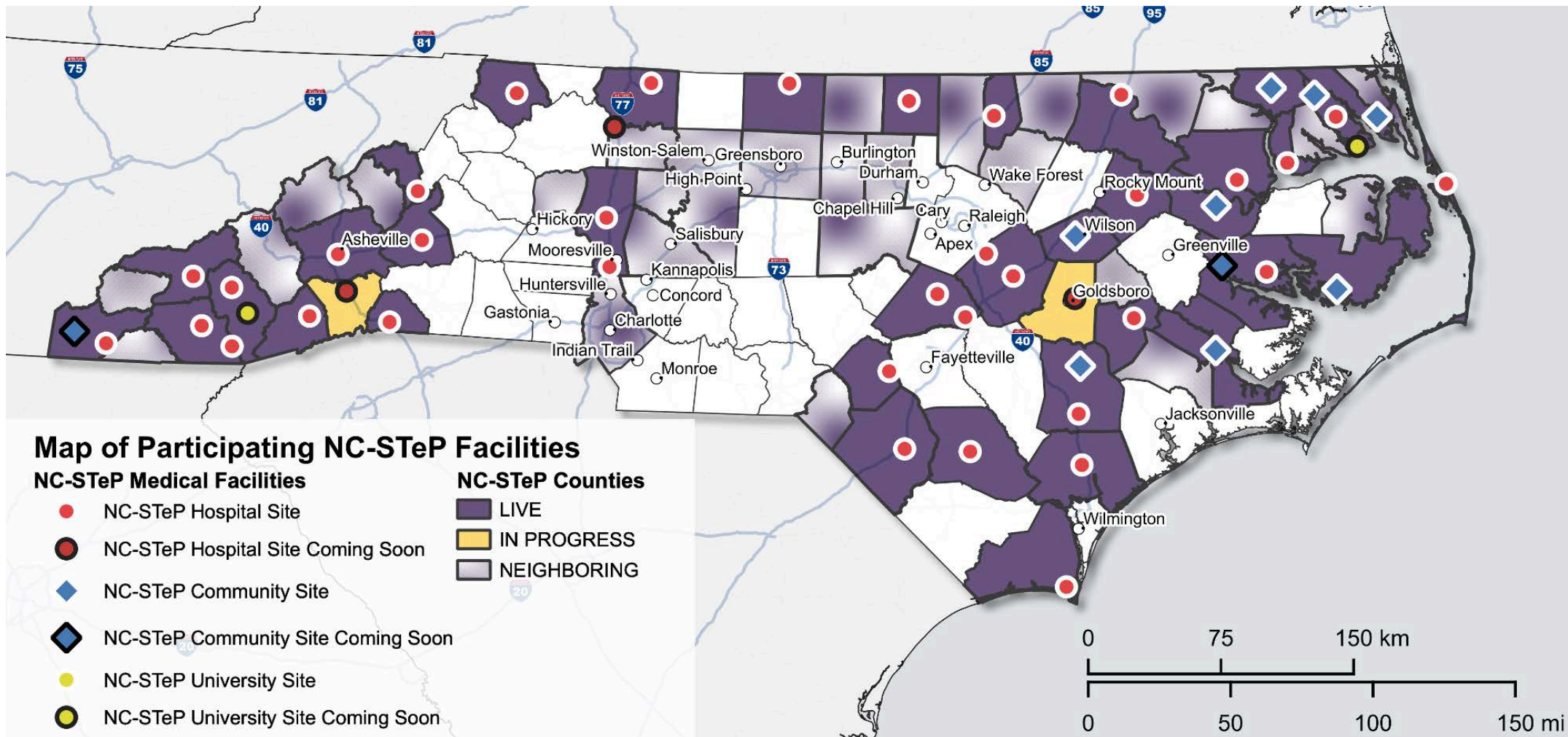
# NC-STeP Status as of September 30, 2020

EVALUATION CRITERIA	BASELINE VALUES/MEASURES AS REPORTED ON 03/31/2020	TARGET TO BE REACHED BY 06/30/2021	VALUES/MEASURES REACHED AS OF 09/30/2020
9. The rate of "satisfied" or "strongly satisfied" among hospital CEOs/COOs participating in NC-STeP.	100%	100%	72%
10. The rate of "satisfied" or "strongly satisfied" among consulting (hub) providers participating in NC-STeP.	100%	100%	100%

# NC-STeP Status as of September 30, 2020

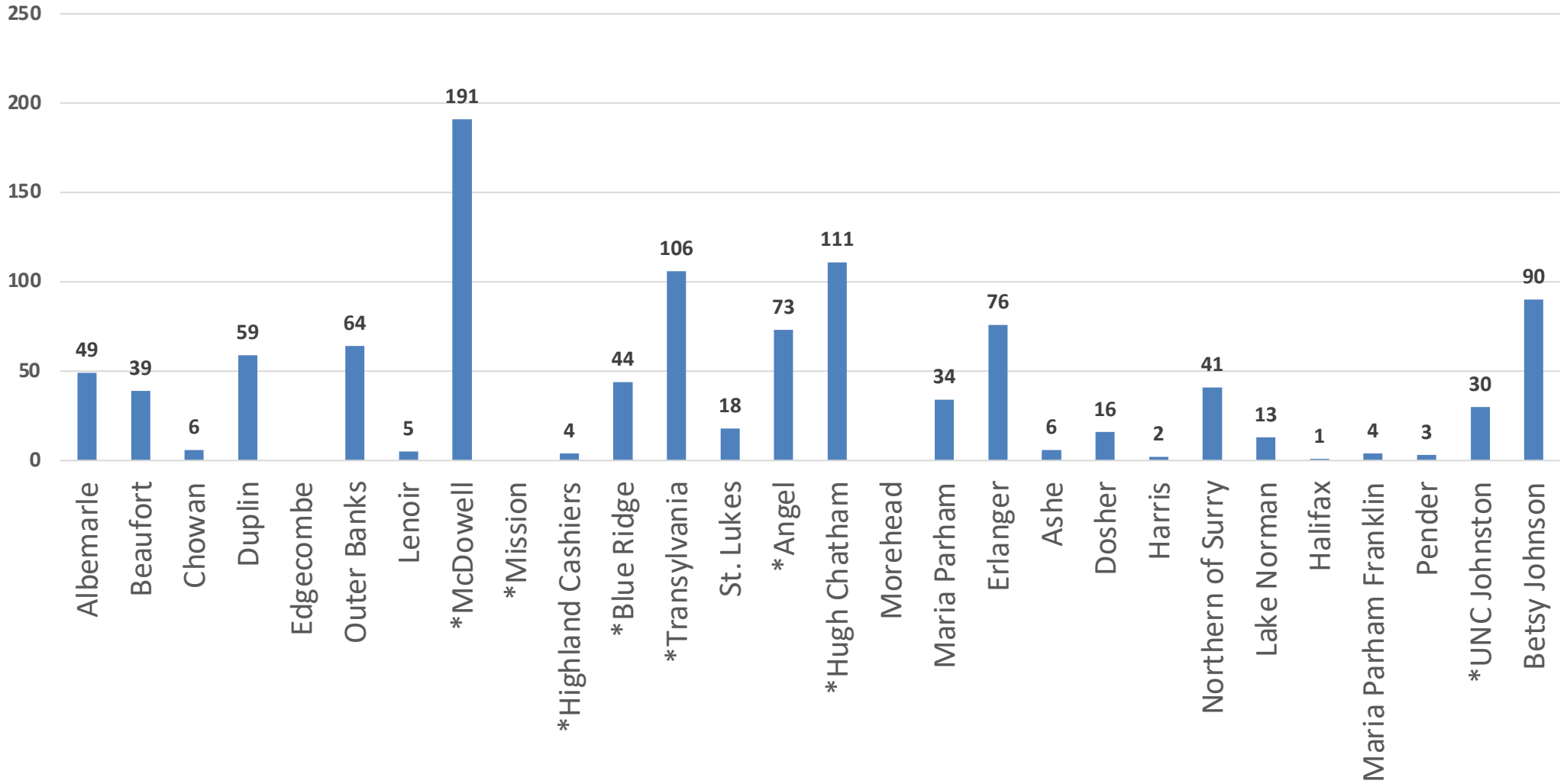
EVALUATION CRITERIA	BASELINE VALUES/MEASURES AS REPORTED ON 03/31/2020	TARGET TO BE REACHED BY 06/30/2021	VALUES/MEASURES REACHED AS OF 09/30/2020
11. The rate of "satisfied" or "strongly satisfied" among emergency department physicians participating in the statewide telepsychiatry program.	85%	85%	50%
12. Cumulative return on investment to state psychiatric facilities through overturned involuntary commitments (inpatient admission prevented)	\$3,839,400	\$3,213,403	\$1,657,800 Cumulative average since program inception \$34,603,200

# NC-STeP Status as of September 30, 2020



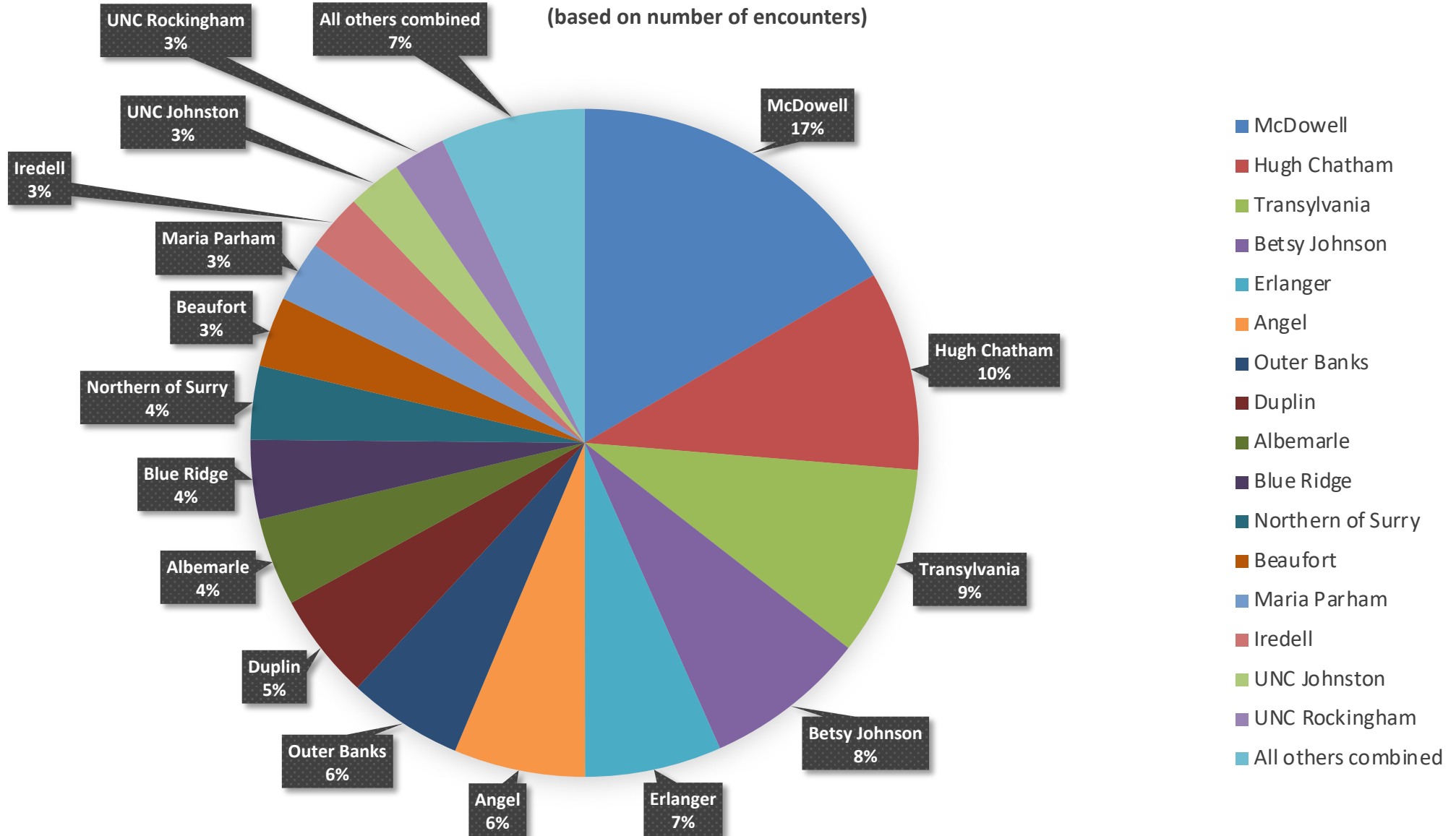
# Number of NC-SteP Patients by Hospital

July - September 2020



# Percent of Use by Hospital Jul-Sep 2020

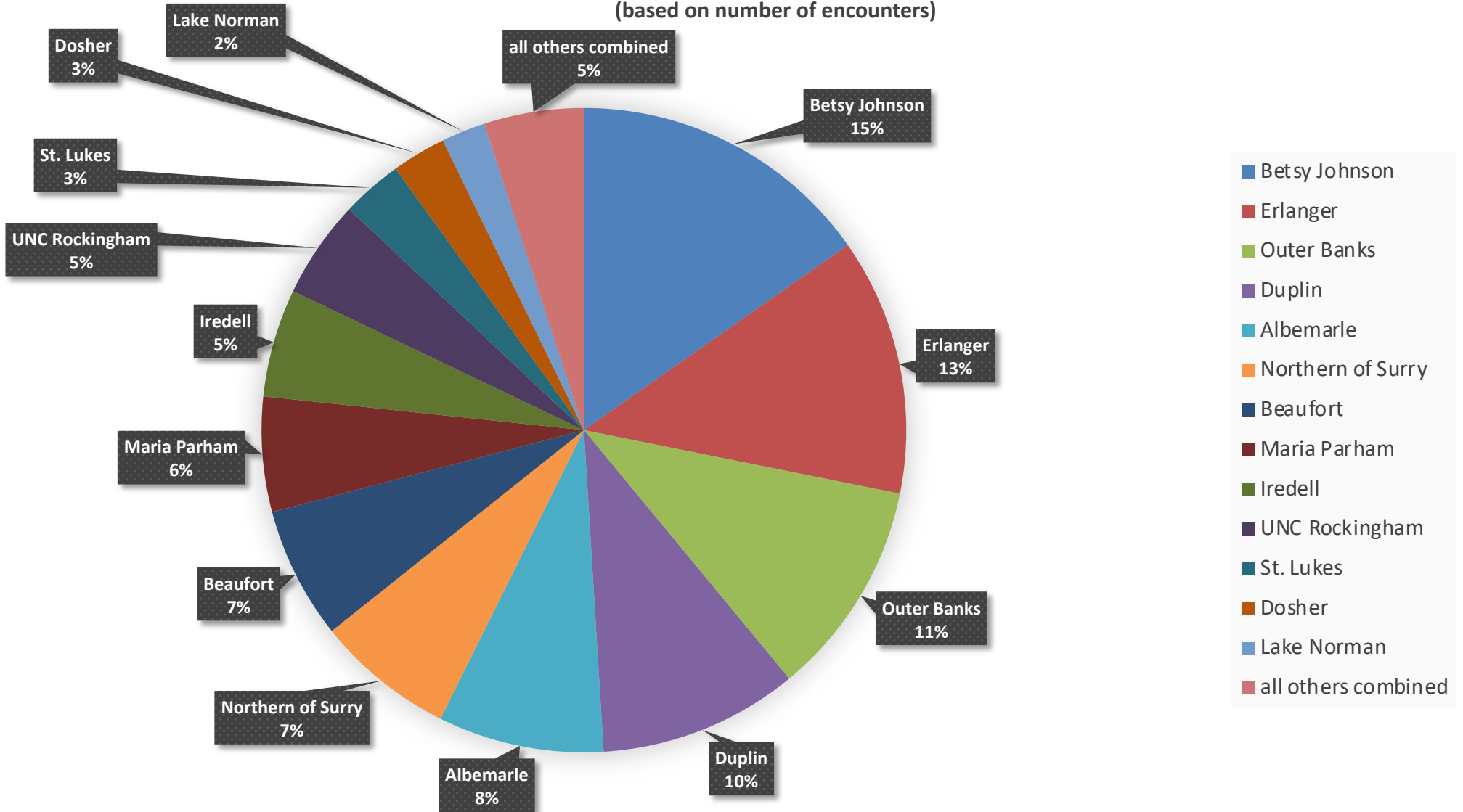
(based on number of encounters)



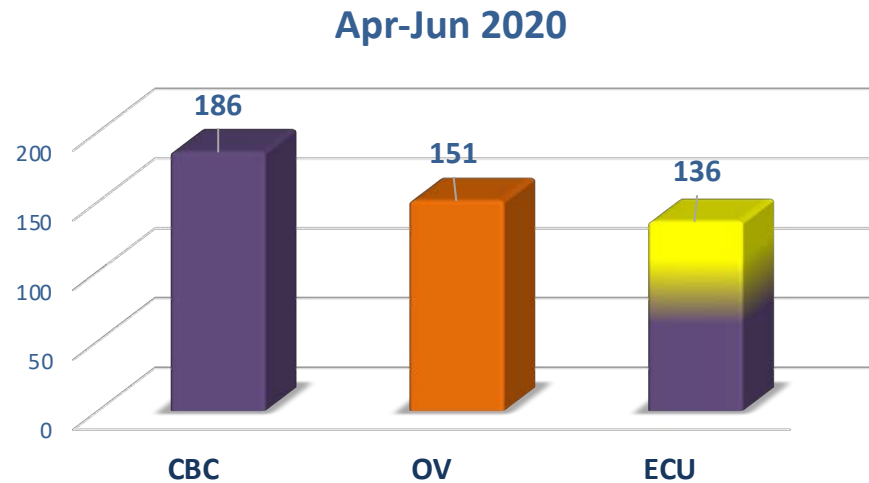
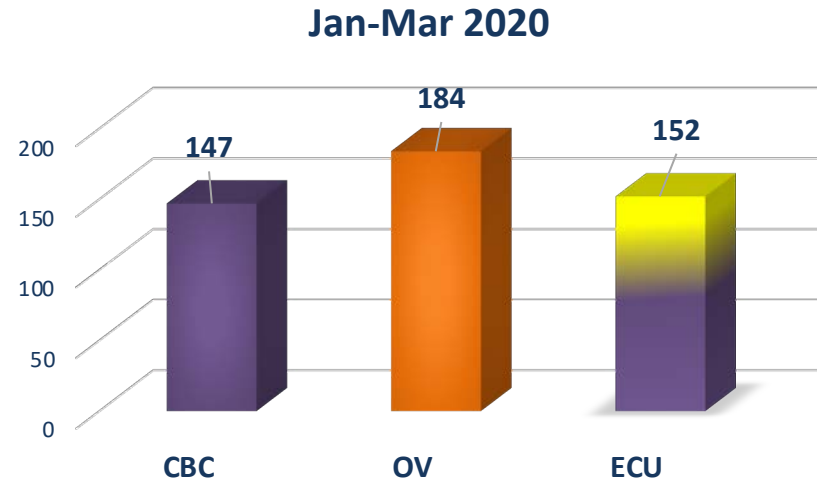
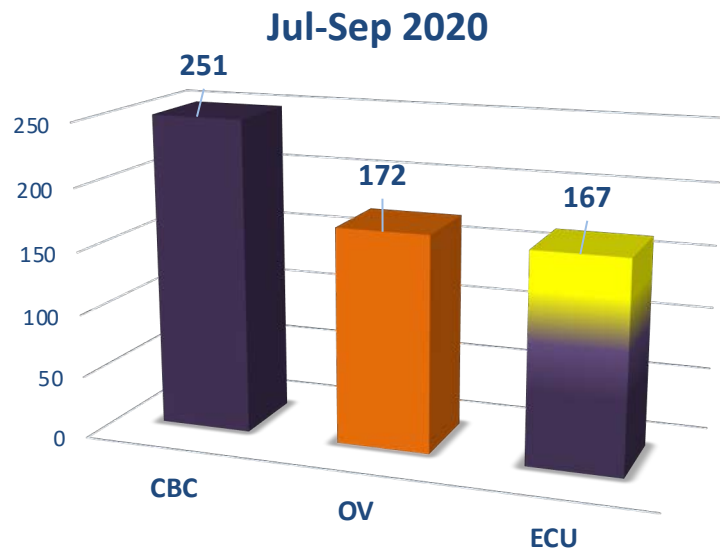


# Percent of Use for Model 1 Hospitals Jul-Sep 2020

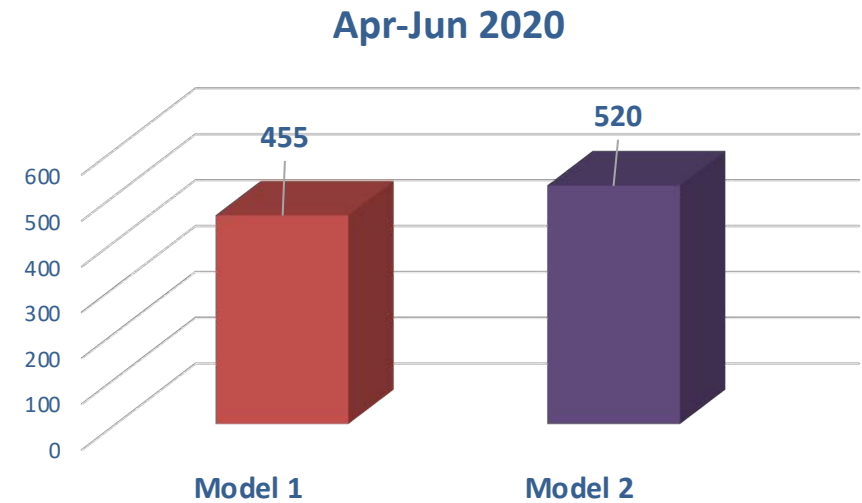
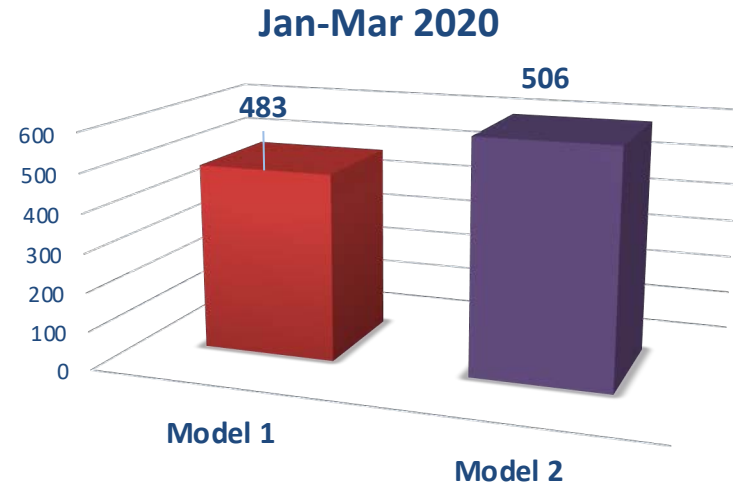
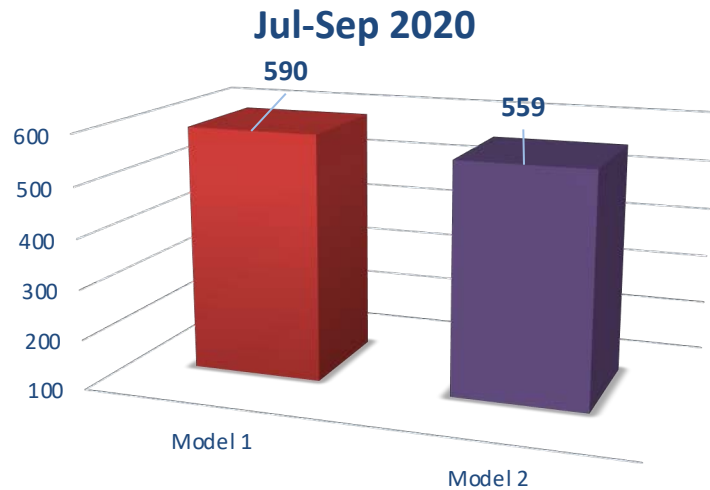
(based on number of encounters)



# Number of Patients by Provider (Model 1)

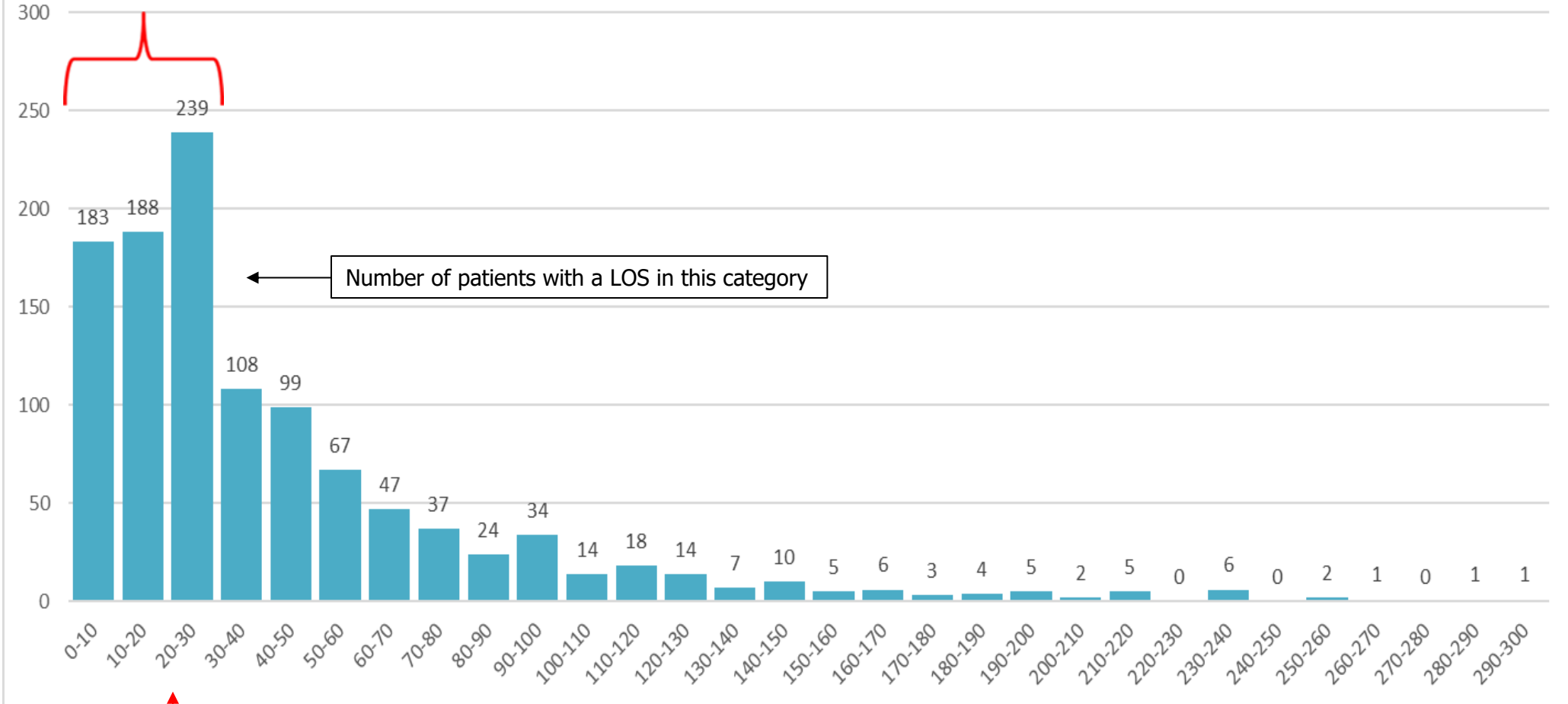


# Number of Patients by Model



## 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



Median Length of Stay for Jul-Sep 2020 = 27 Hours

19 patients had a LOS longer than 300 hours

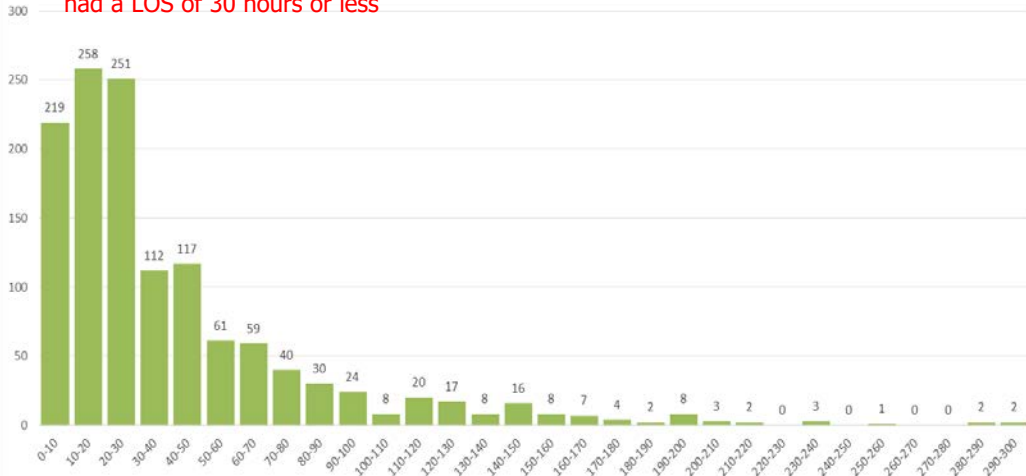


Number of NC-STeP Patients by LOS Category

Jan-Mar 2019

(in hours)

56.2% percent of patients had a LOS of 30 hours or less

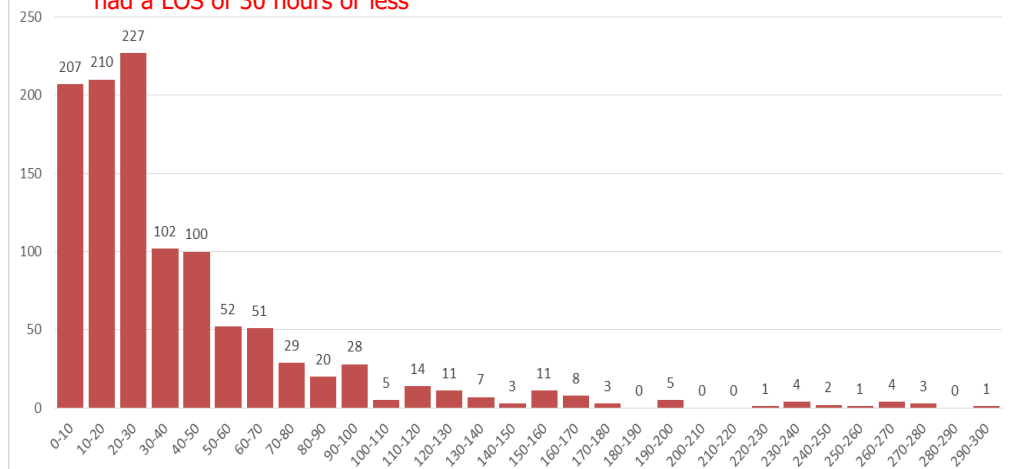


Number of NC-STeP Patients by LOS Category

Apr-Jun 2019

(in hours)

57.1% percent of patients had a LOS of 30 hours or less

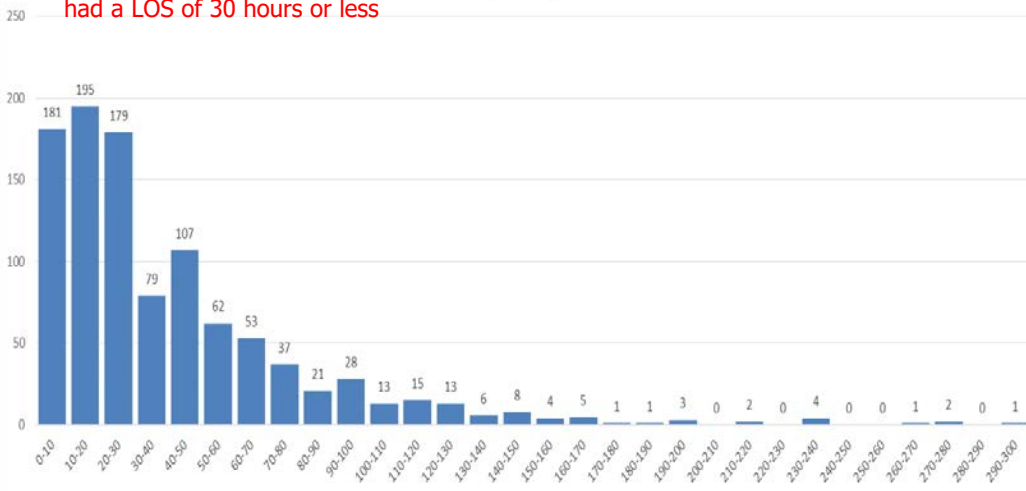


Number of NC-STeP Patients by LOS Category

Jul-Sep 2019

(in hours)

53.6% percent of patients had a LOS of 30 hours or less

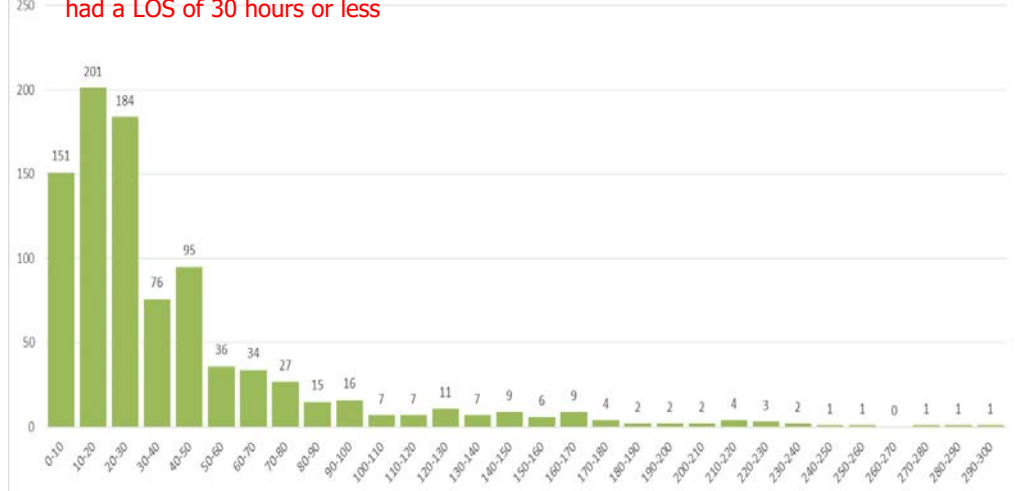


Number of NC-STeP Patients by LOS Category

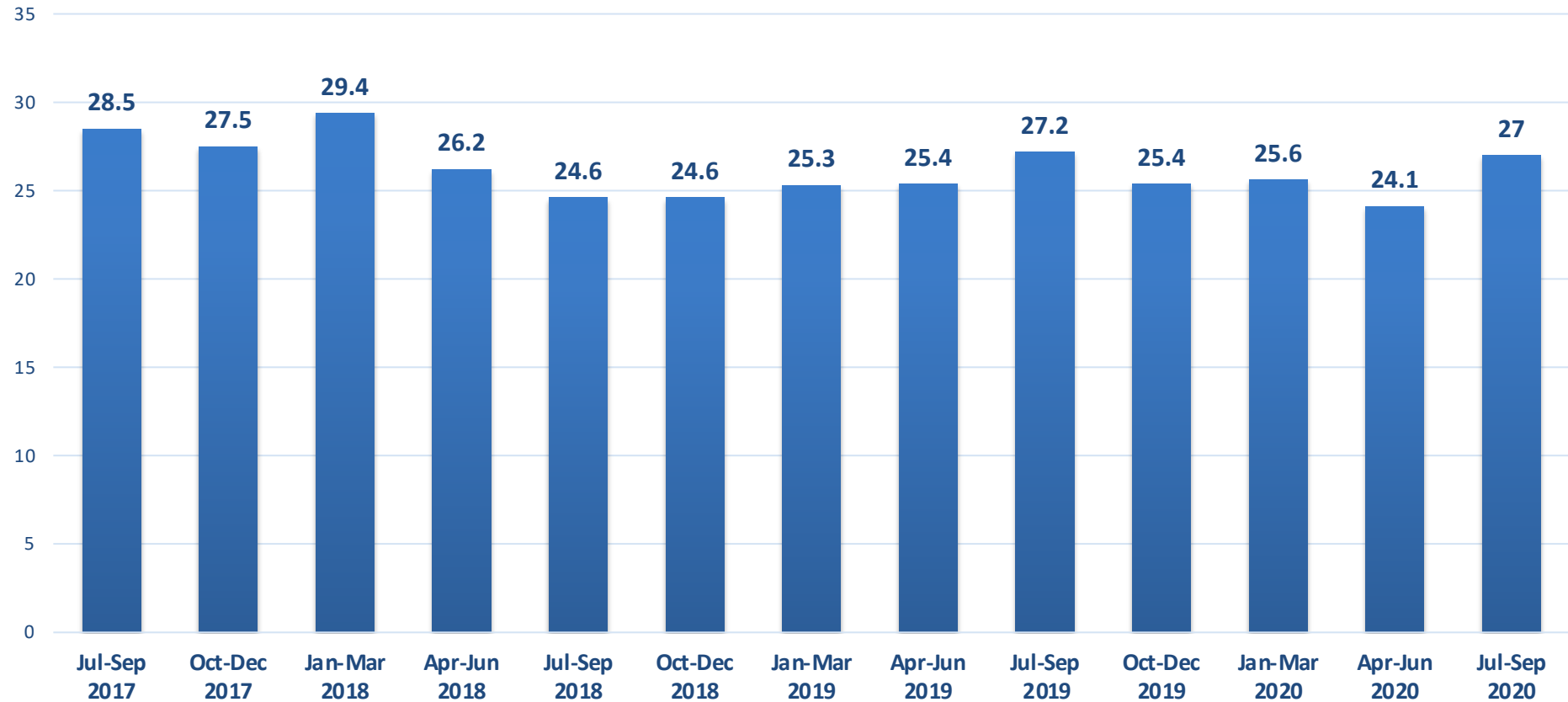
Oct-Dec 2019

(in hours)

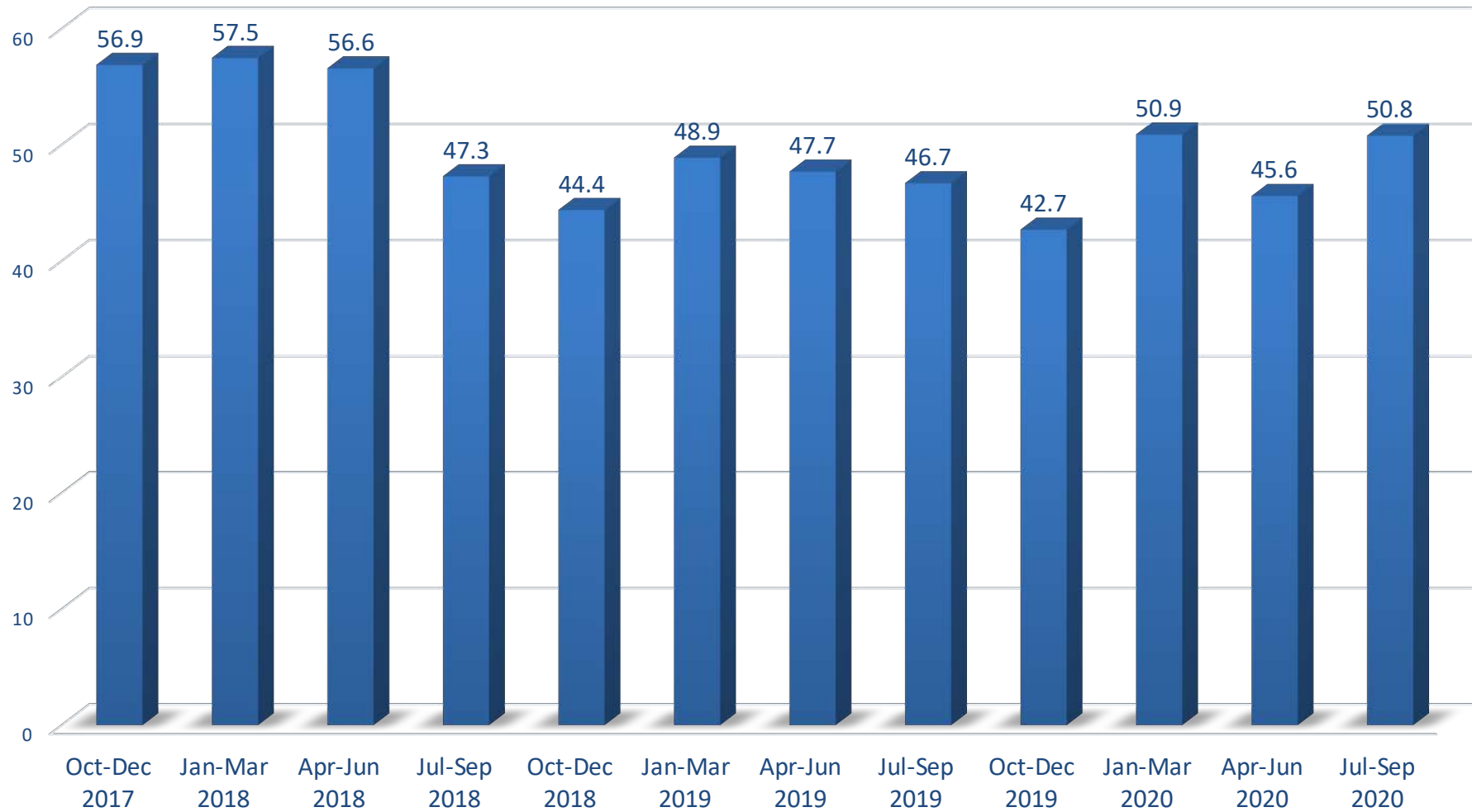
57.6% percent of patients had a LOS of 30 hours or less



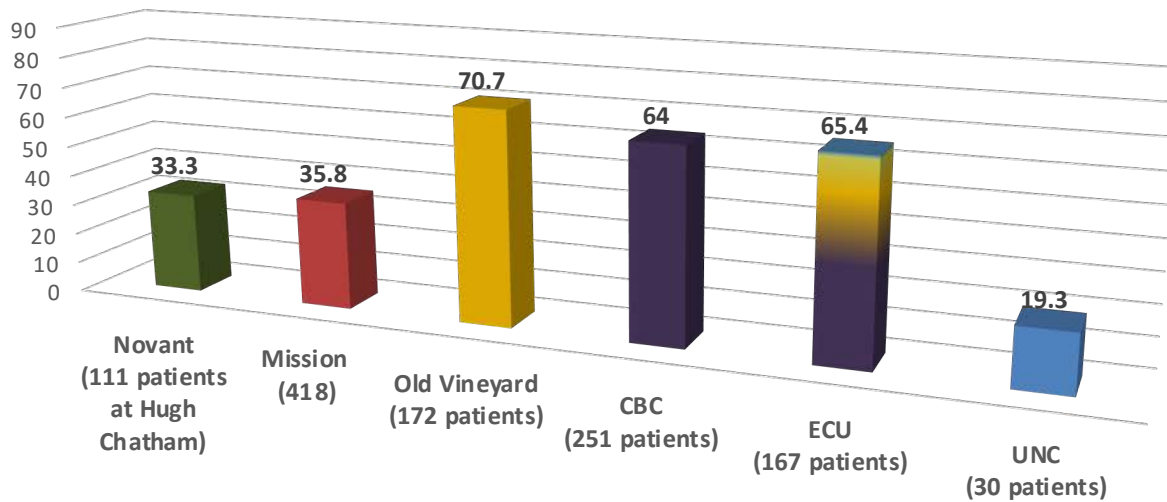
## Median Length of Stay by Quarter (in hours)



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

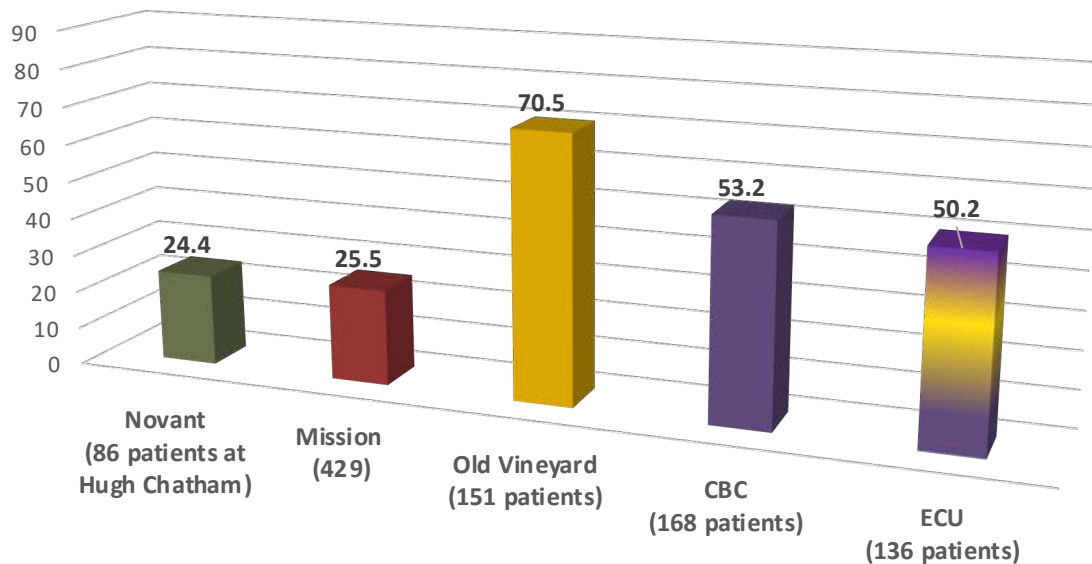


Jul-Sep 2020 (in hours)



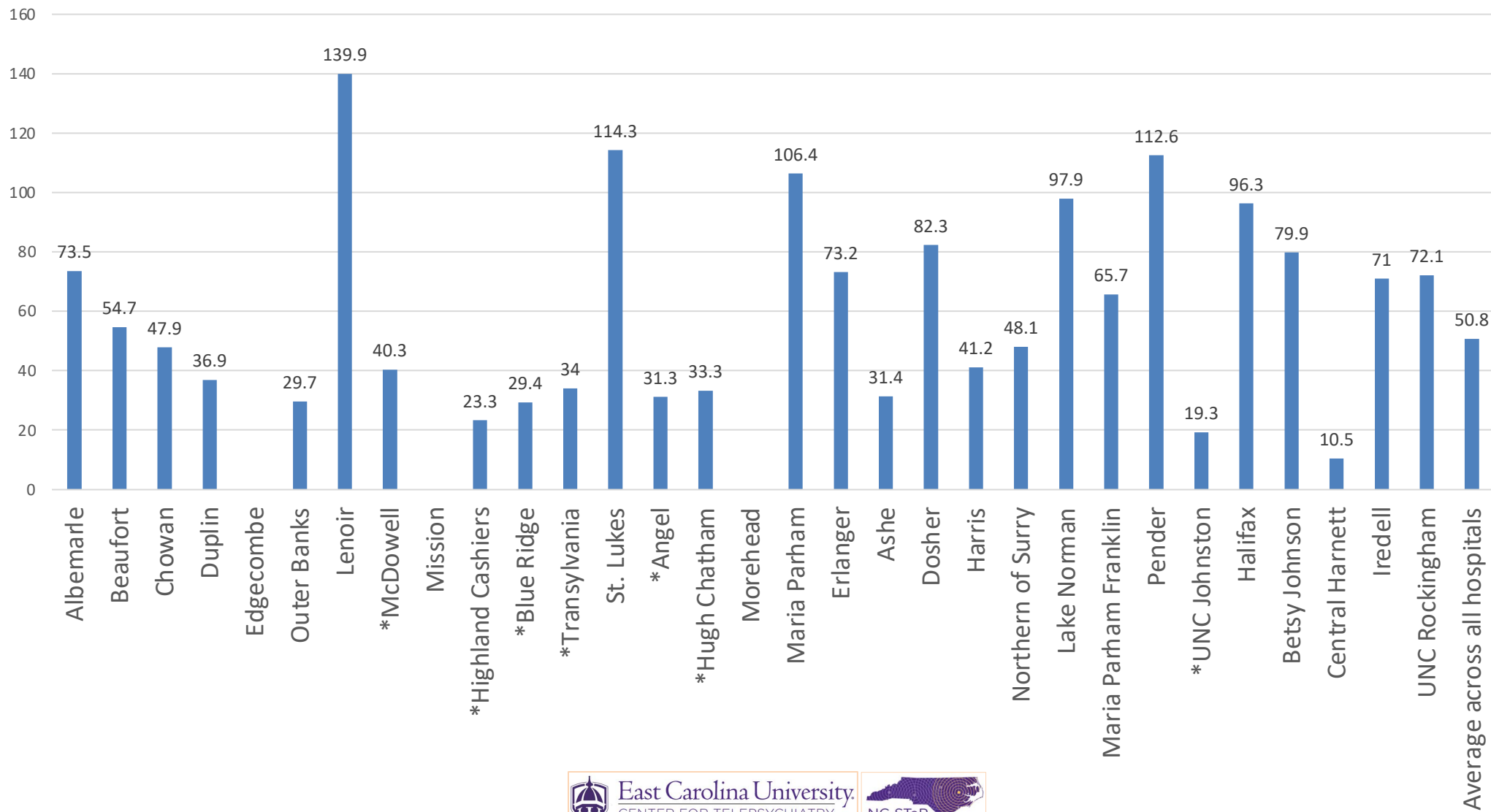
## Average Length of Stay by Provider

Apr-Jun 2020 (in hours)



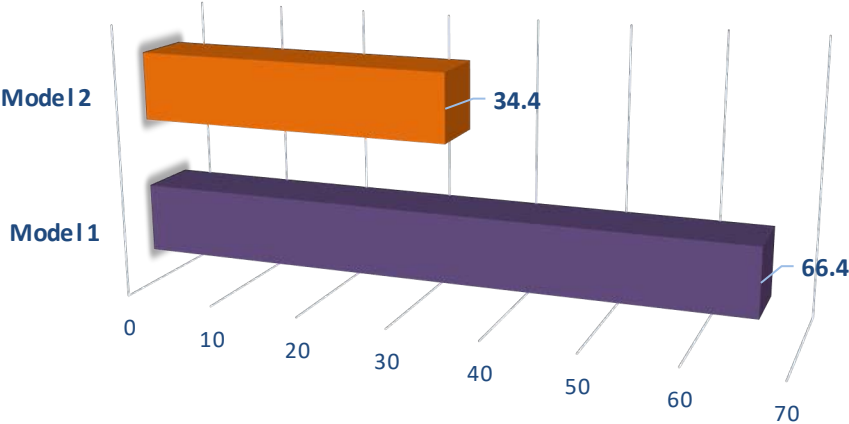


## Average Length of Stay for NC-STeP Patients by Hospital July - September 2020 (in hours)

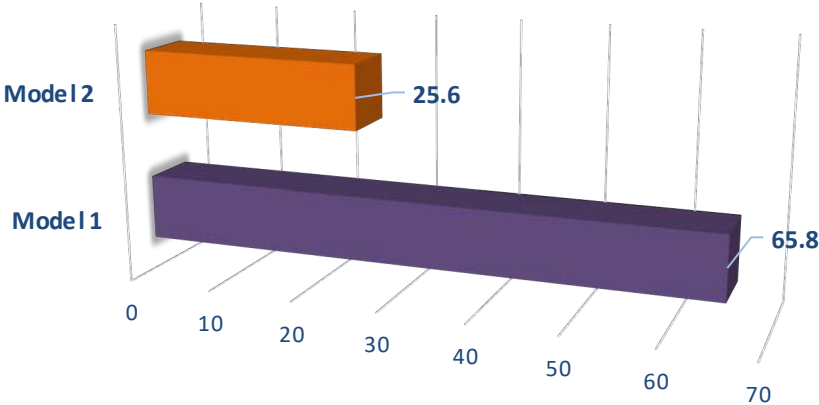


# Average LOS by Model

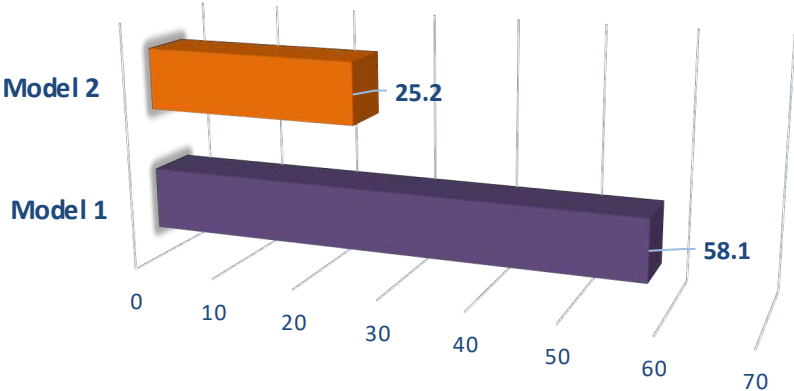
### Jul-Sep 2020 (in hours)



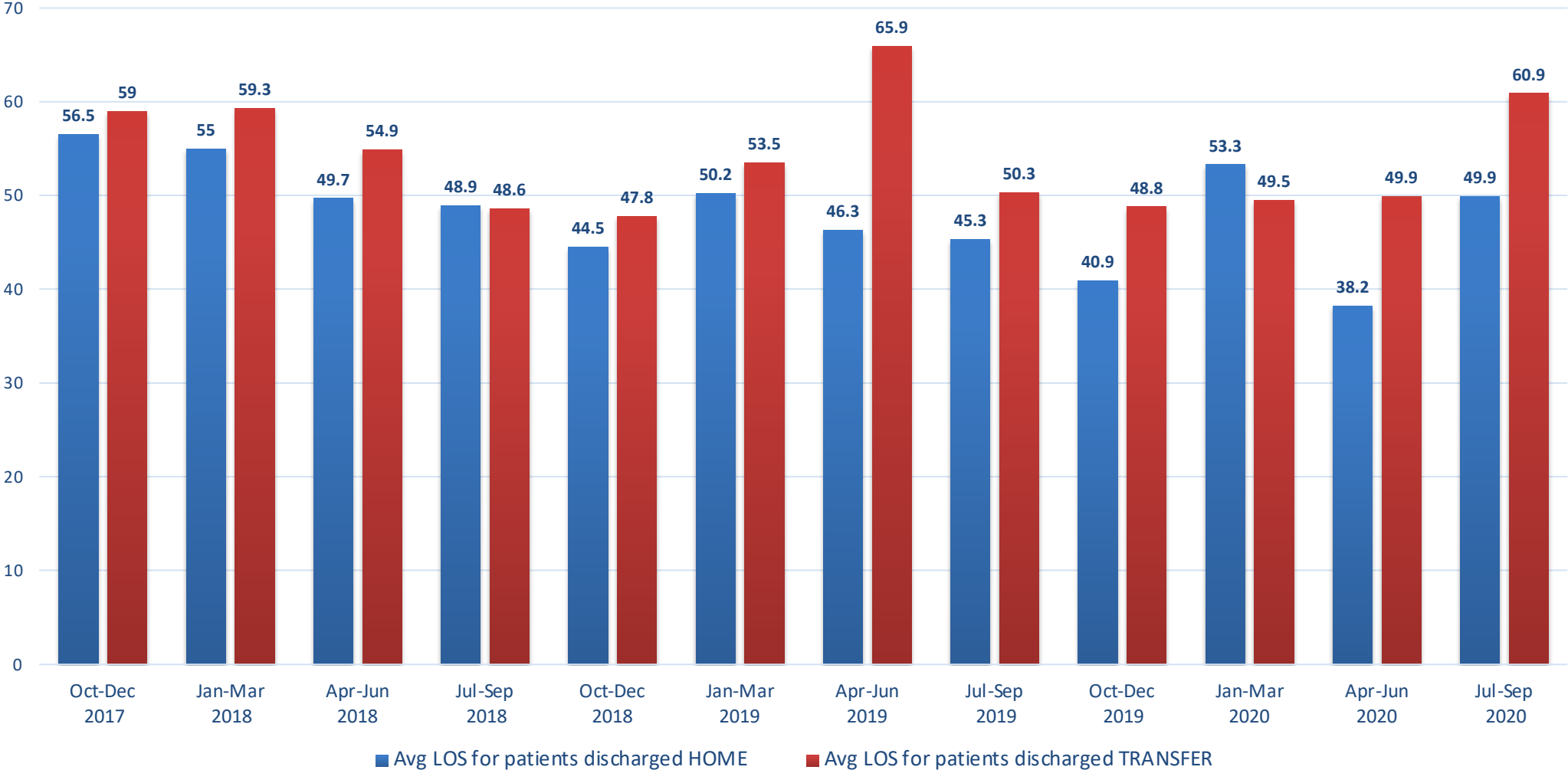
### Jan-Mar 2020 (in hours)



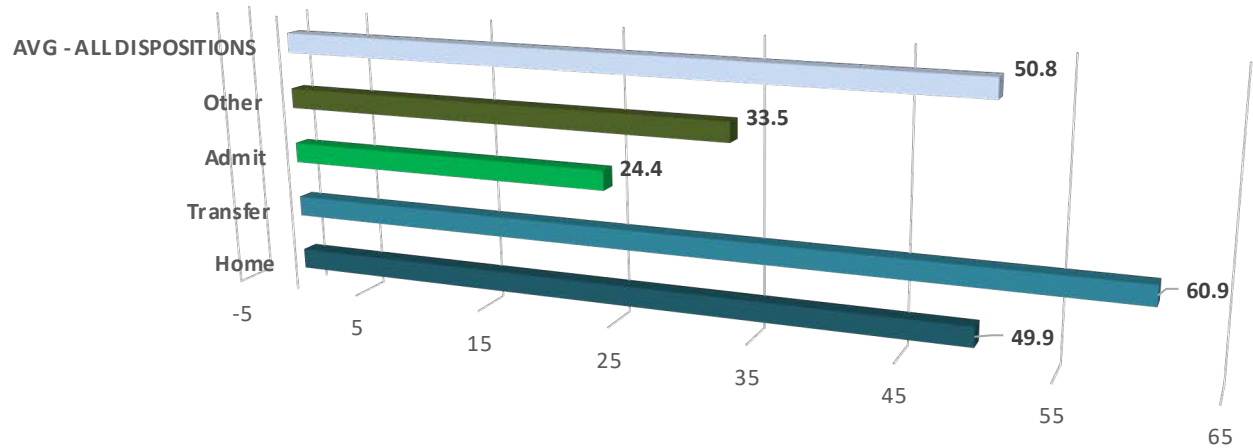
### Apr-Jun 2020 (in hours)



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

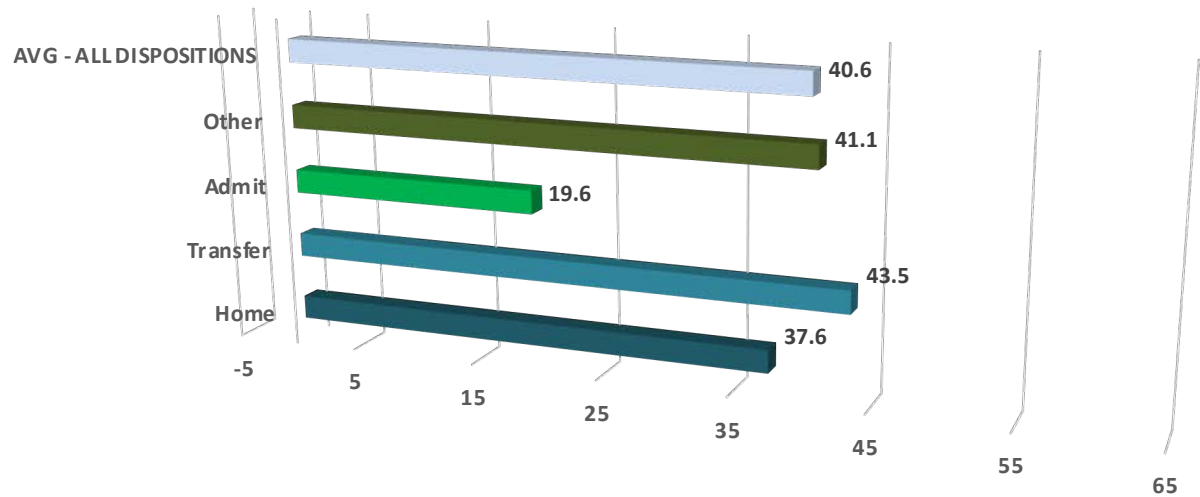


**Jul-Sep 2020**  
(in hours)



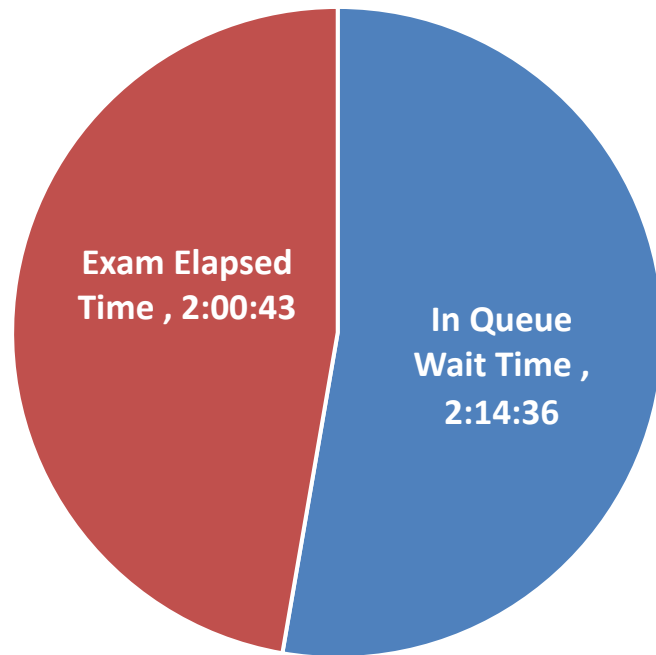
## Average LOS by Discharge Disposition

**Apr-Jun 2020**  
(in hours)



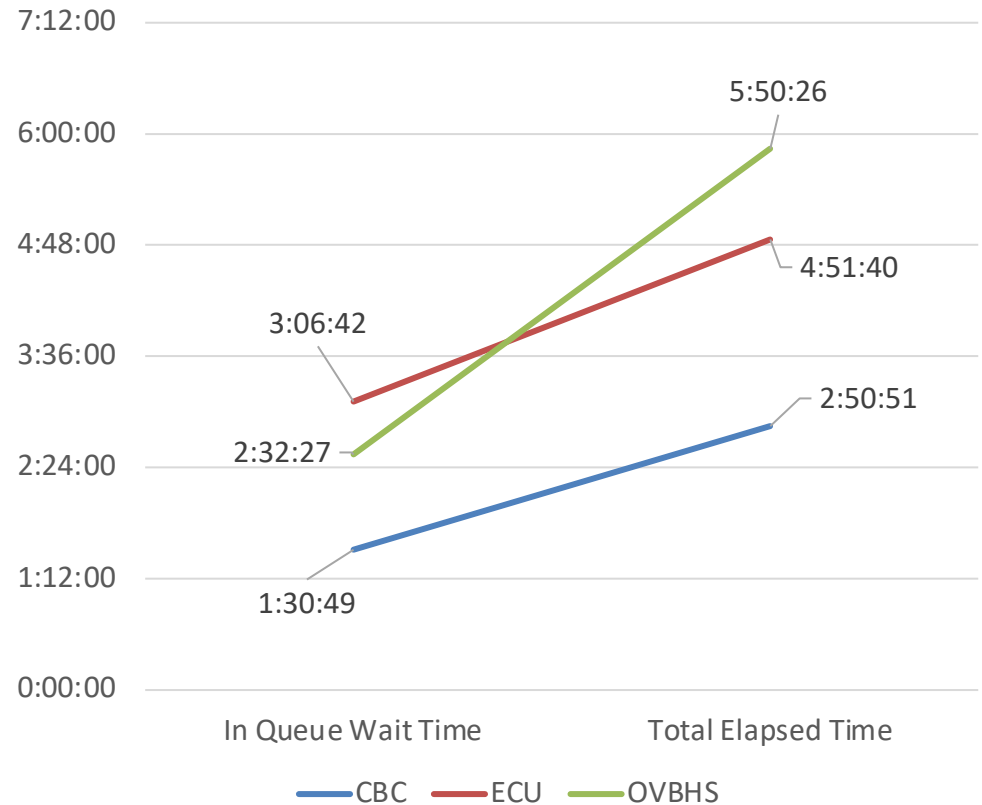
# Consult Elapsed Time: July - September 2020

CBC, OV & ECU  
**Average Consult Elapsed Time**  
 In Queue to Exam Complete  
 FY21-Q1 July - September 2020  
 (4 hrs. 15 min.)

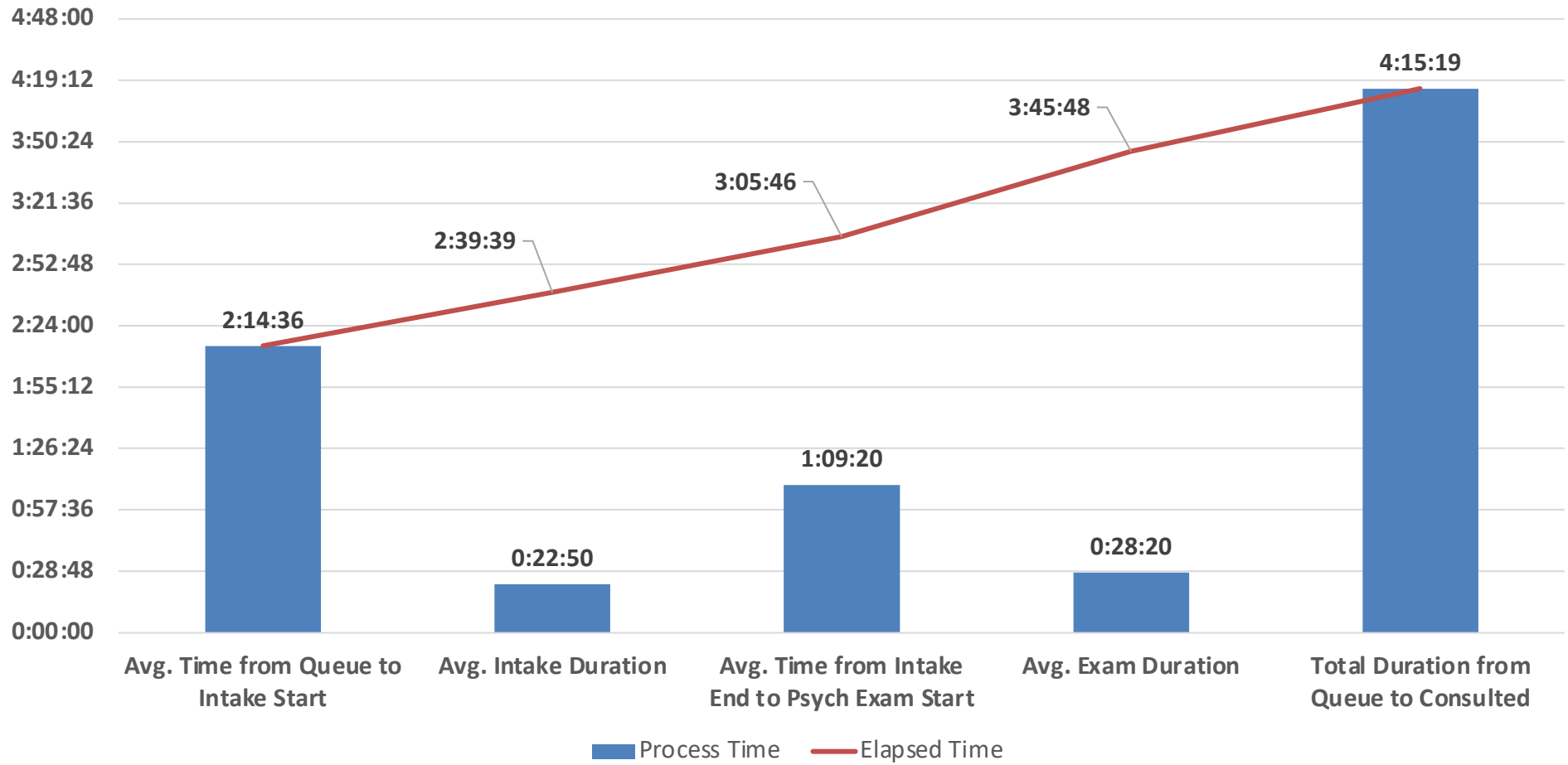


■ In Queue Wait Time ■ Exam Elapsed Time

Comparison CBC, OV & ECU  
**Average Consult Elapsed Time**  
 In Queue to Exam Complete  
 FY21-Q1 July - September 2020  
 (hh:mm:ss)

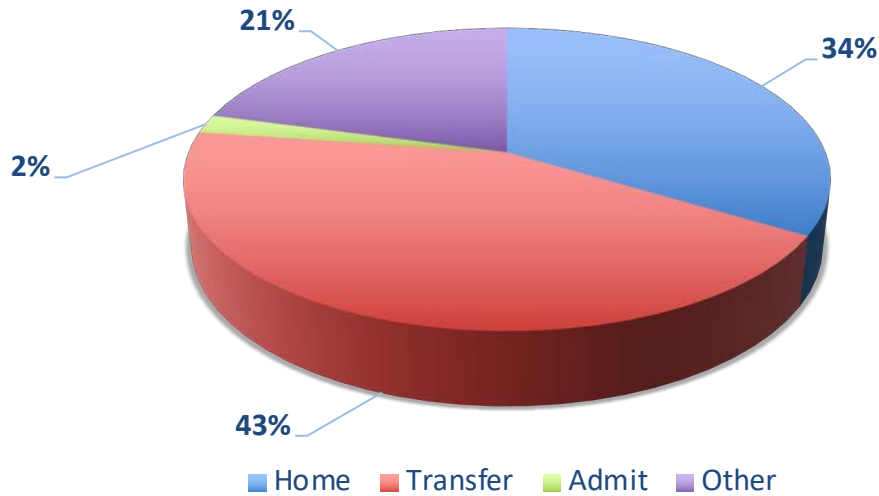


# Key Processes and Elapsed Times Averages CBC, OV, ECU: July - September 2020

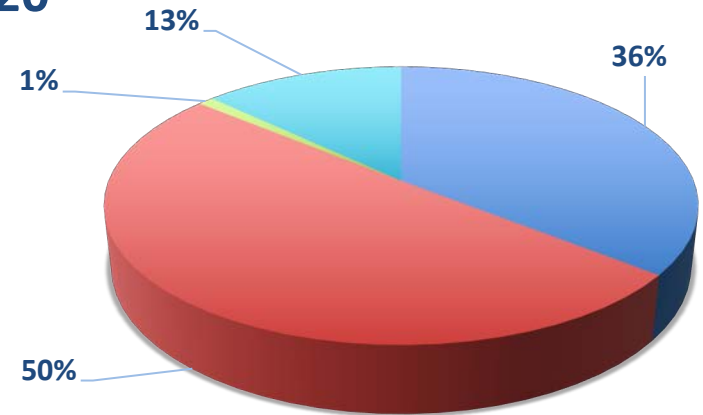


# Percent of Patients by Discharge Disposition

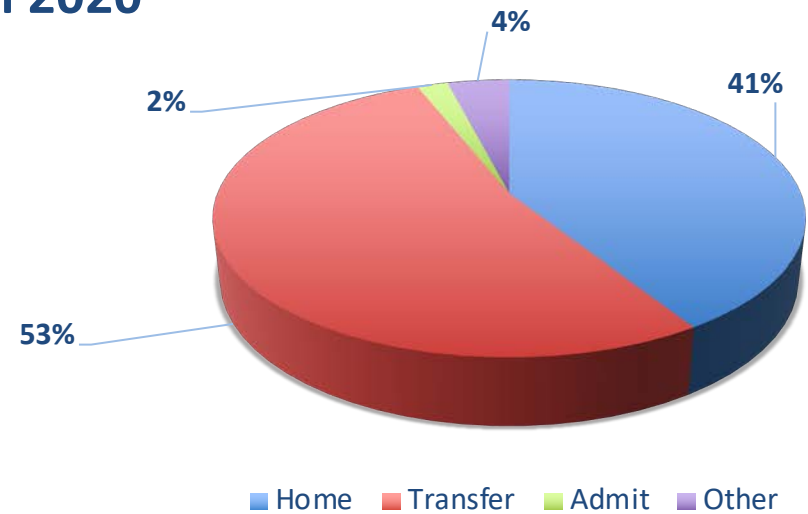
## Jul-Sep 2020



## Jan-Mar 2020

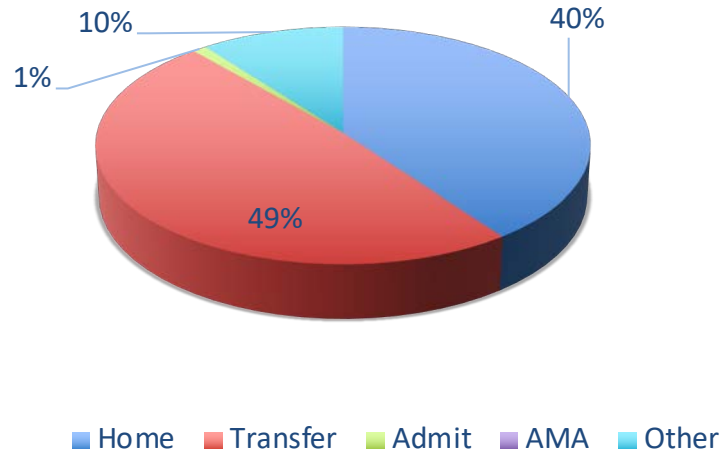


## Apr-Jun 2020

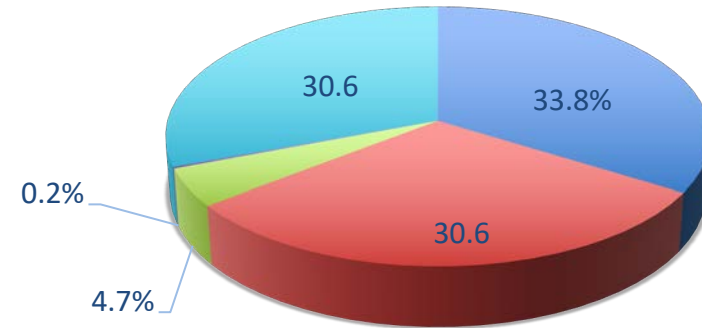


# Percent of Patients by Discharge Disposition

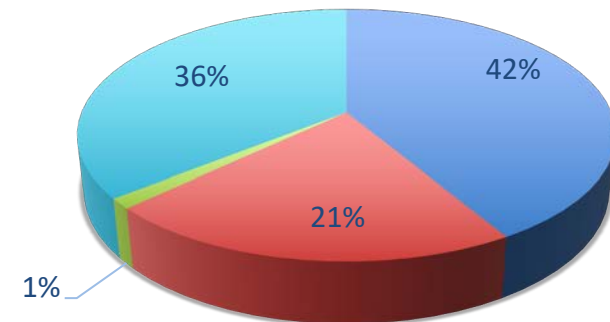
## Oct-Dec 2019



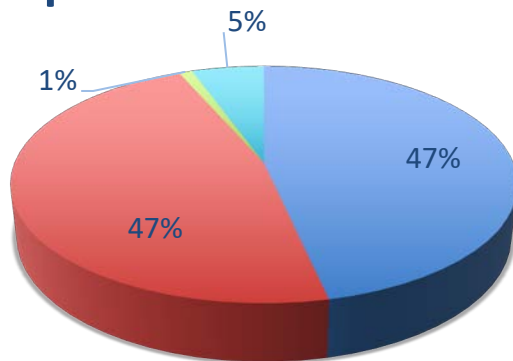
## Jan-Mar 2019



## Apr-Jun 2019



## Jul-Sep 2019

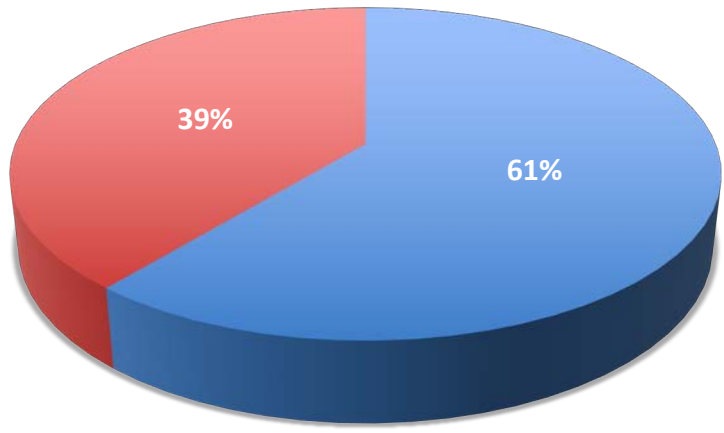




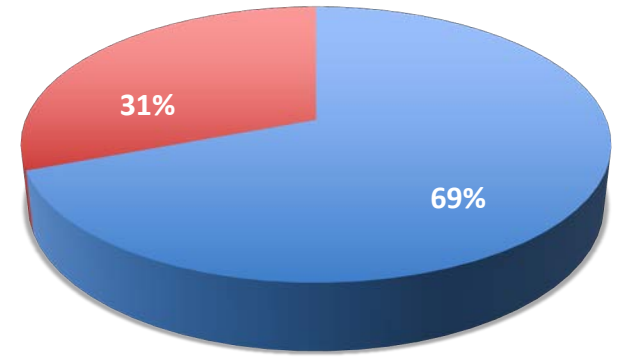
# IVCs – By Release Status

- IVCs - percent not released
- IVCs - percent released

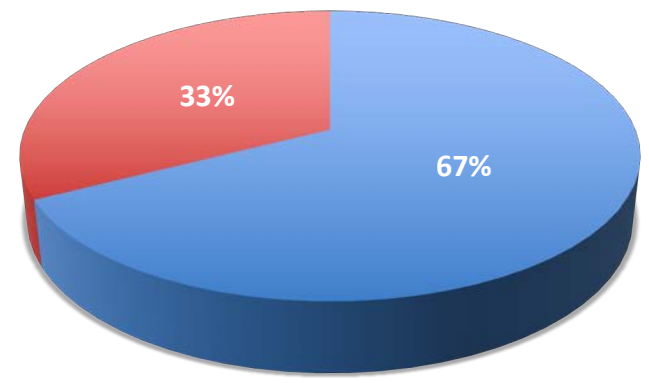
### Jul-Sep 2020



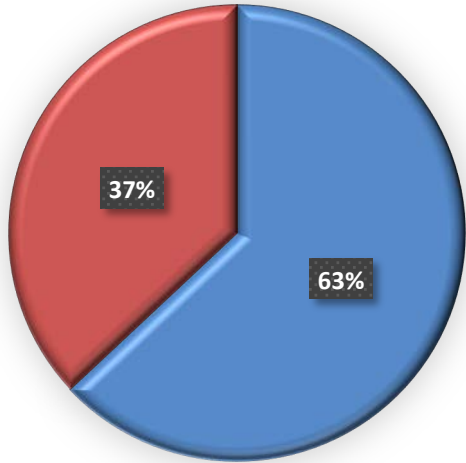
### Jan-Mar 2020



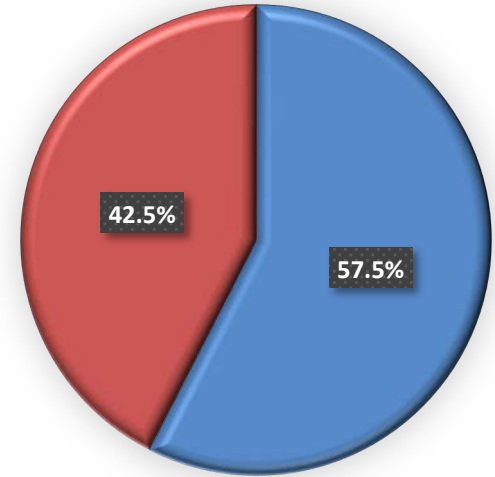
### APR-JUN 2020



Oct-Dec 2019



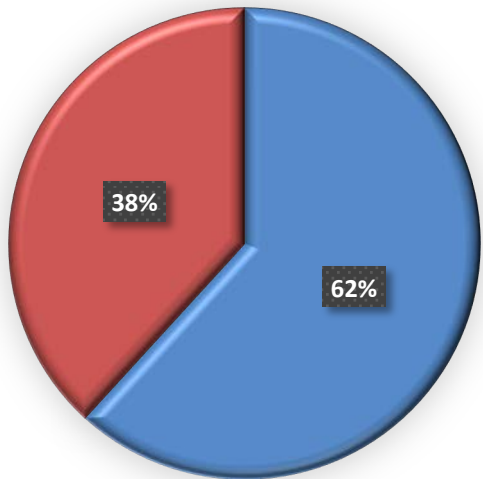
Jan-Mar 2019



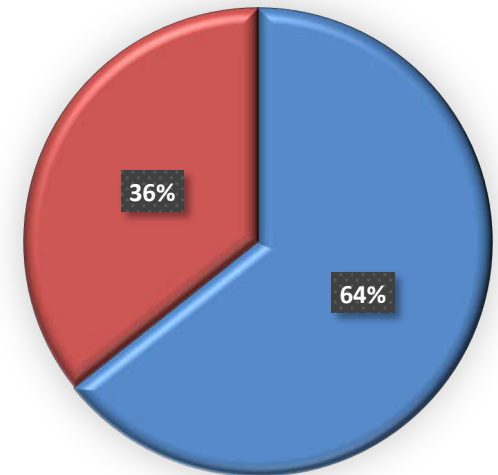
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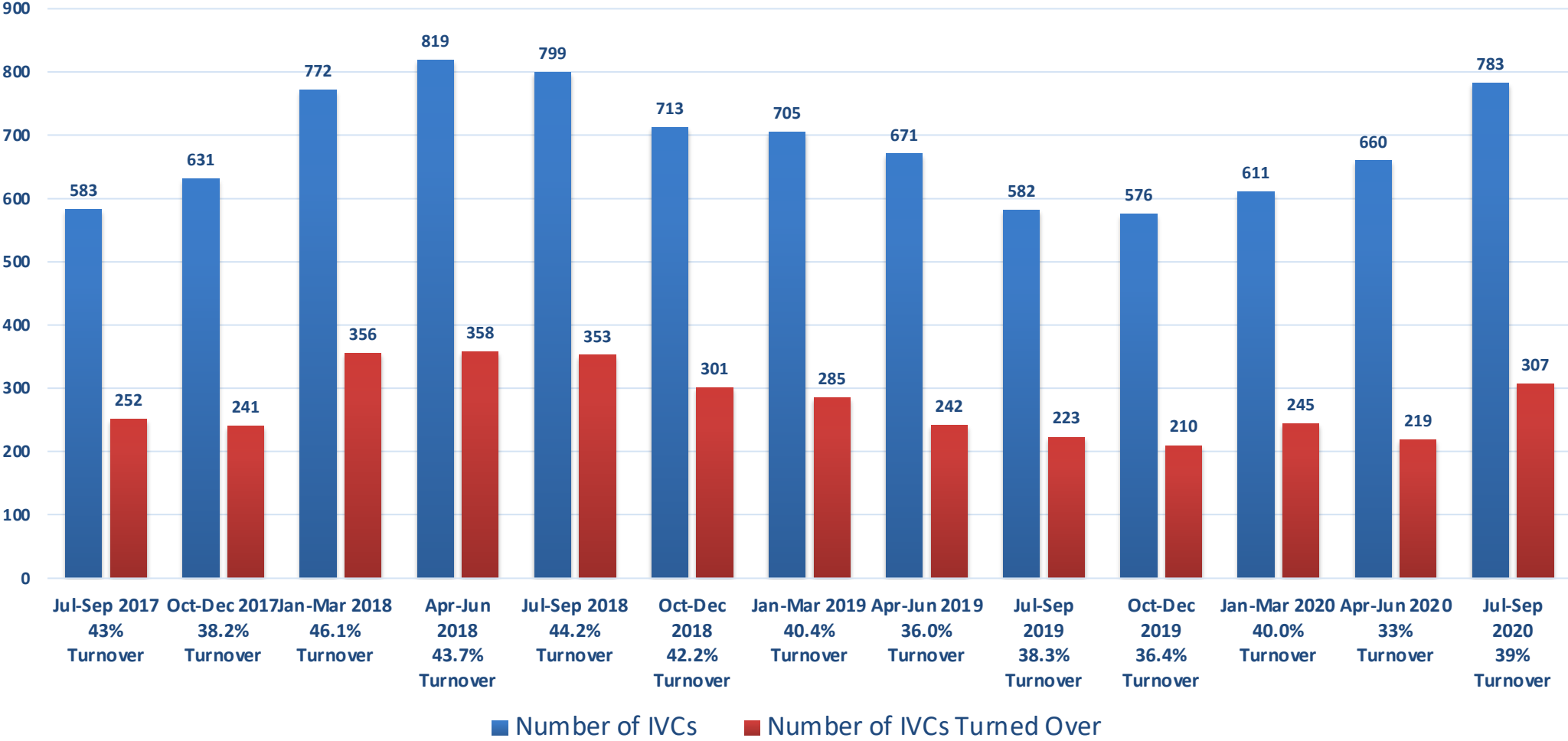
Jul-Sep 2019



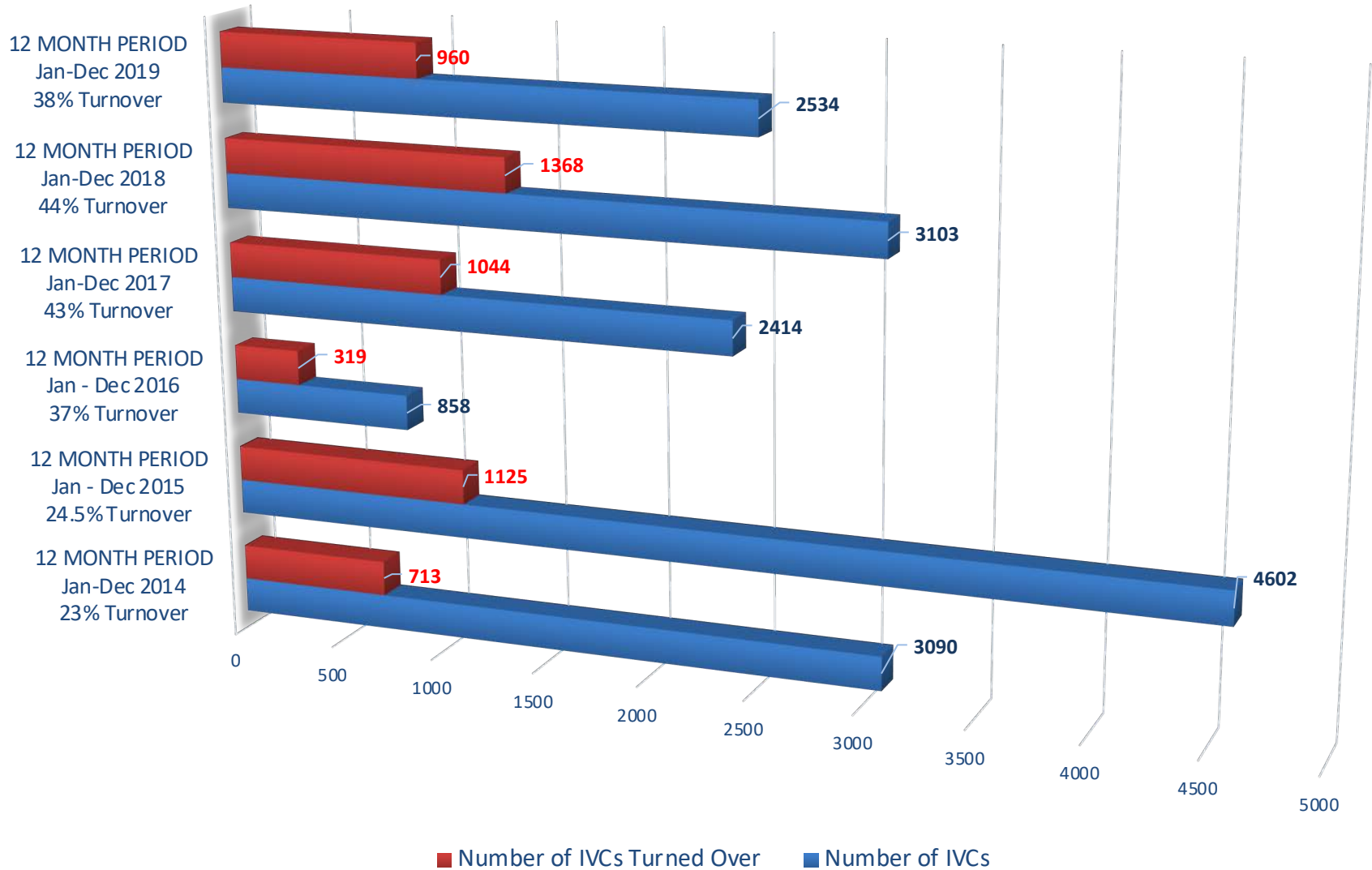
Apr-Jun 2019



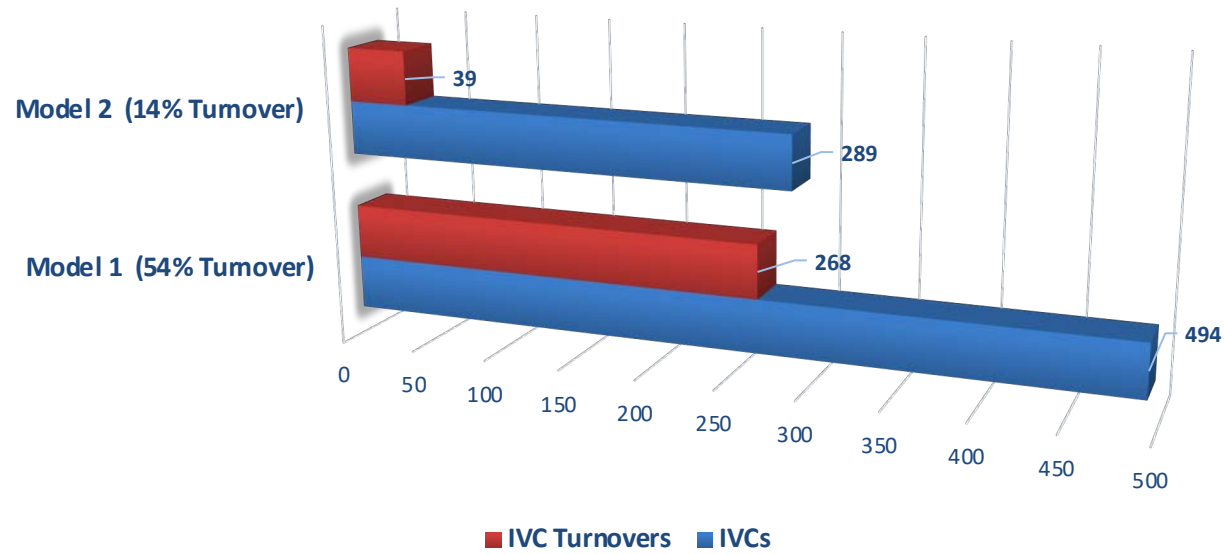
# Number of IVCs and IVCs Turned Over by Quarter



# Number of IVCs and IVCs Turned Over by Year



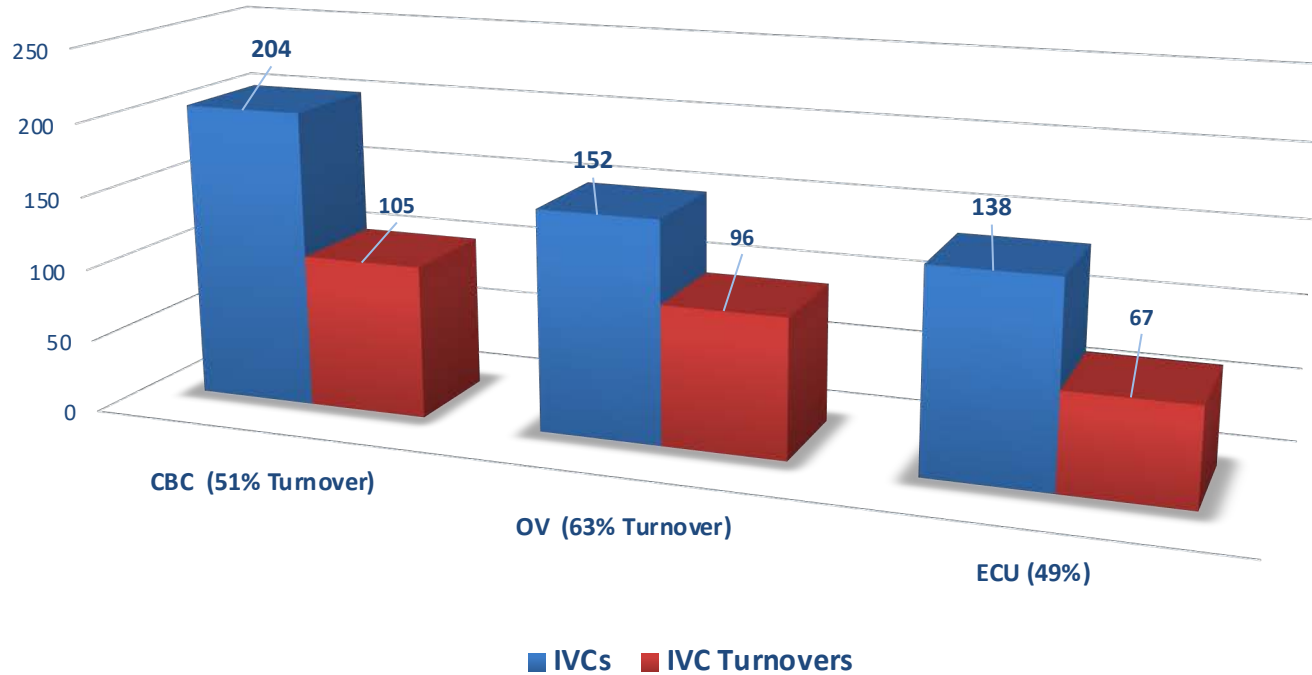
Jul-Sep 2020



Number of IVCs and IVC Turnovers by Model

# Number of IVCs and IVC Turnovers by Provider

Jul-Sep 2020



# Satisfaction Surveys

- Satisfaction surveys are done twice a year
- Most recent surveys conducted in September 2020 with 9 groups
- Invitations to participate were sent via electronic mail
- For groups that use the portal (Model 1 ED staff, psychiatrists, and intake specialists) there was a link to the survey on the portal log-in page
- ED staff also received a pop-up within the portal with a link to the survey
- Surveys were completed online via Qualtrics software



# Satisfaction Surveys Methodology

Satisfaction surveys were conducted in September 2020 with 9 groups

1. Model 1 Emergency Department Physicians
2. Model 1 Emergency Department Staff
3. Model 1 Provider Psychiatrists
4. Model 1 Psychiatric Intake Specialists
5. Model 1 Hospital CEOs
6. Model 2 Emergency Department Physicians
7. Model 2 Emergency Department Staff
8. Model 2 Provider Psychiatrists
9. Model 2 Hospital CEOs

Each group was given a different survey (with different questions) based on their role in the program.



# Satisfaction Surveys Methodology

## The following number of individuals from each group responded (N= 62)

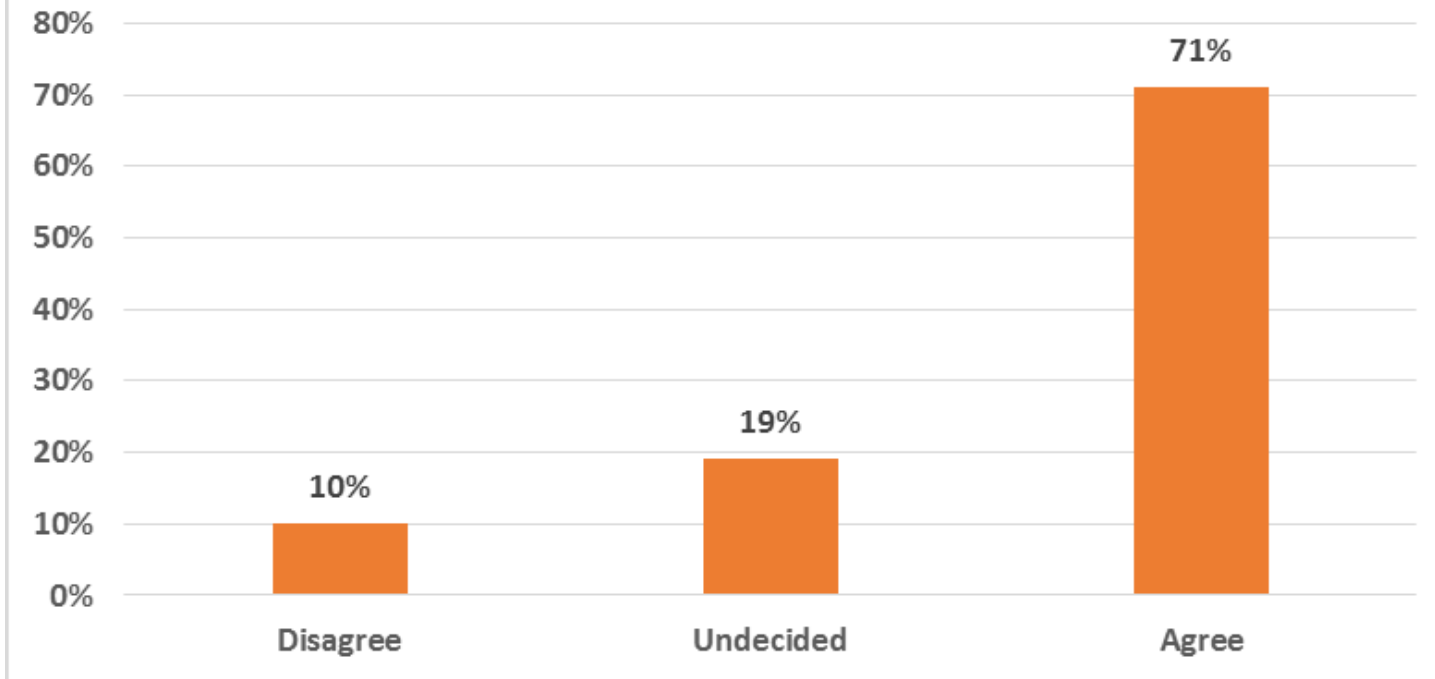
- Model 1 Emergency Department Physicians (4 responded)
- Model 1 Emergency Department Staff (31 responded)
- Model 1 Provider Psychiatrists (14 responded)
- Model 1 Psychiatric Intake Specialists (4 responded)
- Model 1 Hospital CEOs (6 responded)
- Model 2 Emergency Department Physicians (0 responded)
- Model 2 Emergency Department Staff (1 responded – results not shown due to small number)
- Model 2 Provider Psychiatrists (1 – results not shown due to small number)
- Model 2 Hospital CEOs (1 responded – results not shown due to small number)

**For each group, one summary question is selected for an overall “satisfaction” rate. The overall satisfaction rate is 77.5%.**

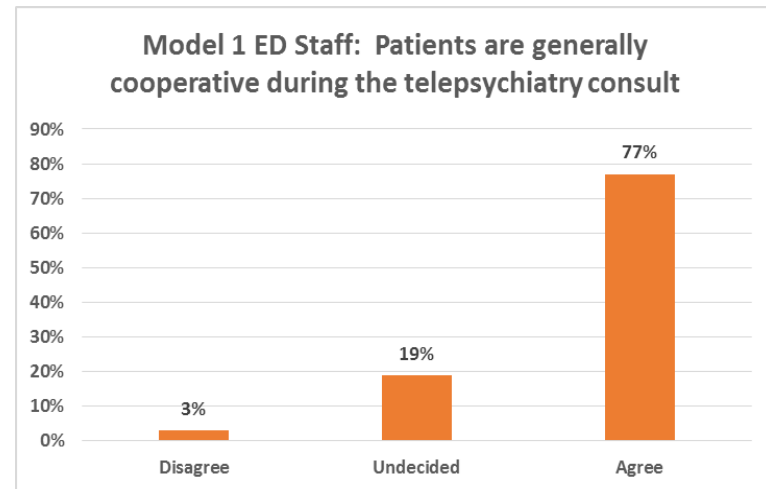
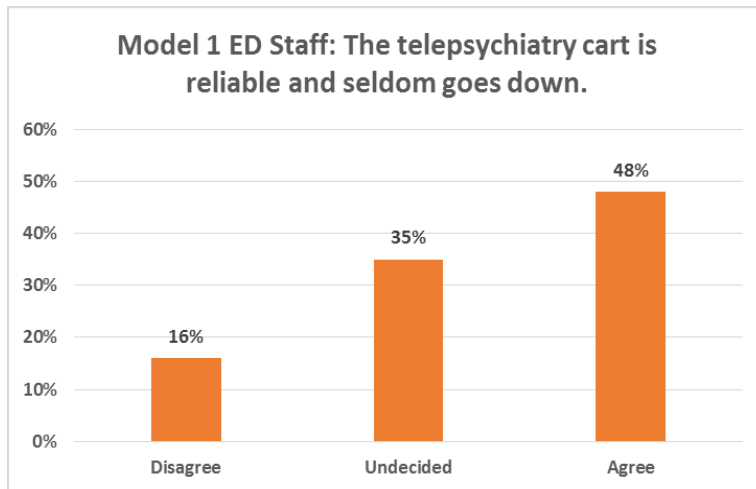
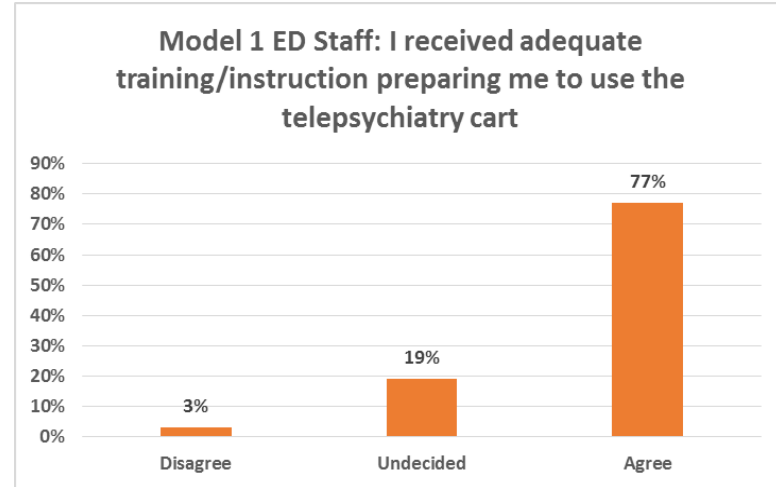
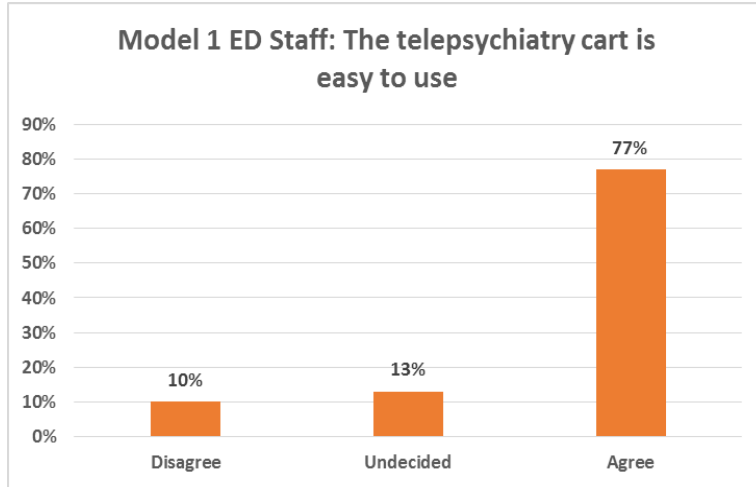
# Model 1 Hospital ED Staff Results (n=31)

**Model 1 ED Staff: Telepsychiatry consults have enhanced behavioral health patient care in our ED**

\*\*this question used to measure overall satisfaction

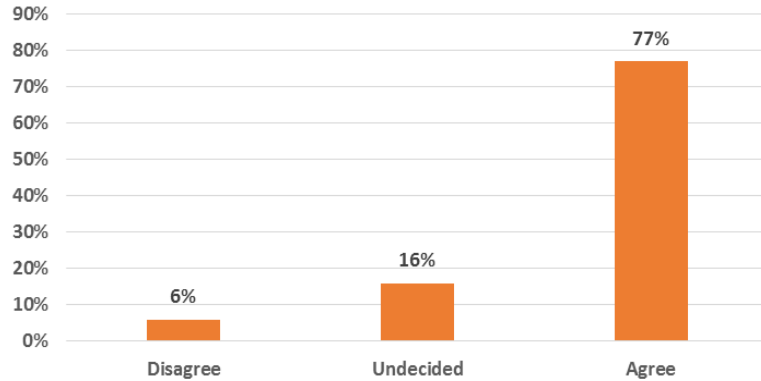


# Model 1 Hospital ED Staff Results (n=31)

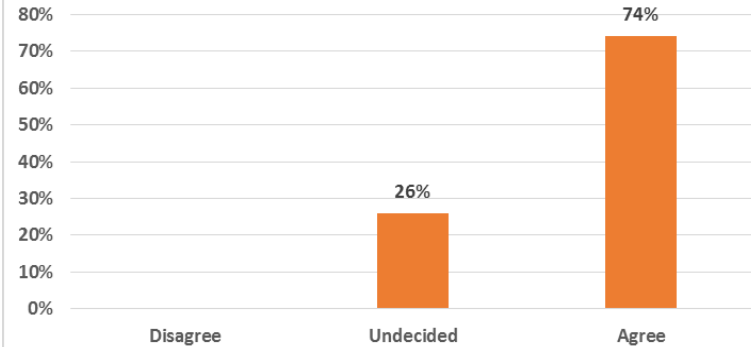


# Model 1 Hospital ED Staff Results (n=31)

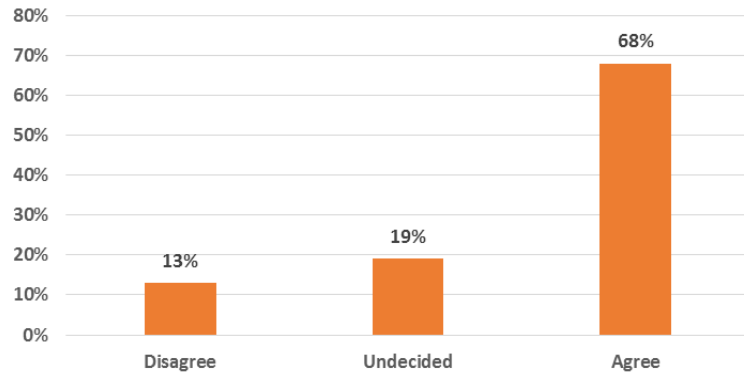
**Model 1 ED Staff: The NC-STeP portal is easy to use.**



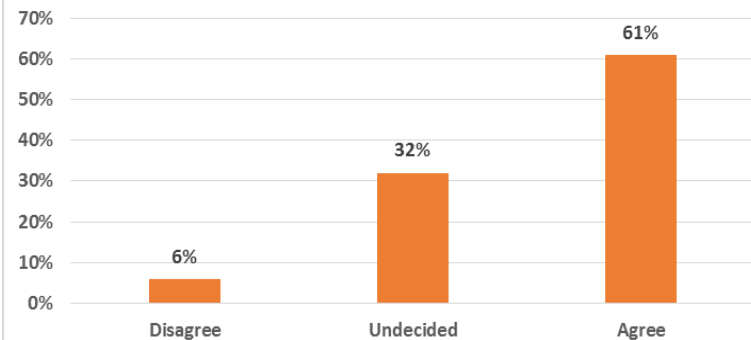
**Model 1 ED Staff: The training and resources provided adequately prepared me to use the NC-STeP portal.**



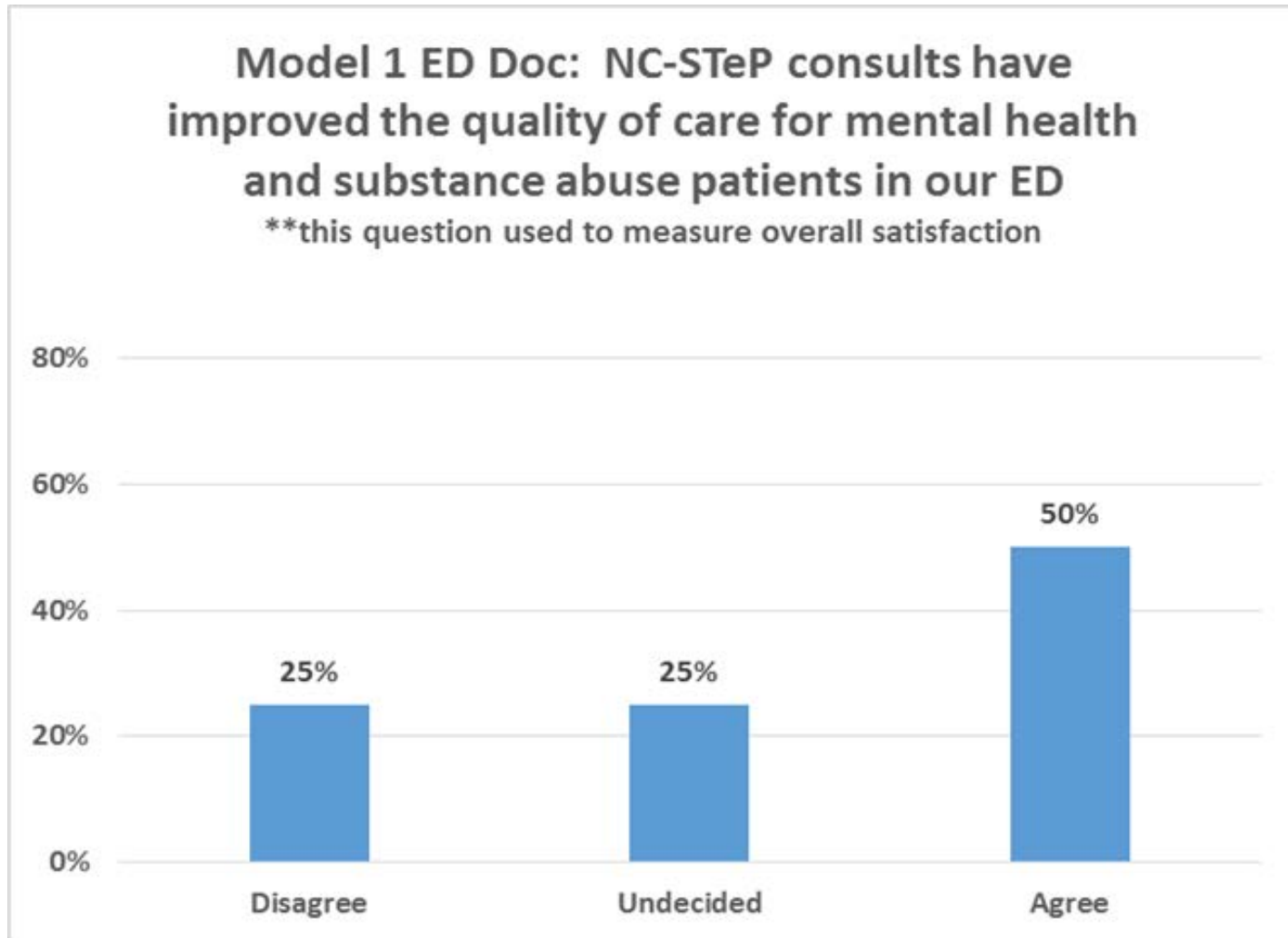
**Model 1 ED Staff: The NC-STeP portal is reliable and unscheduled downtime is rare.**



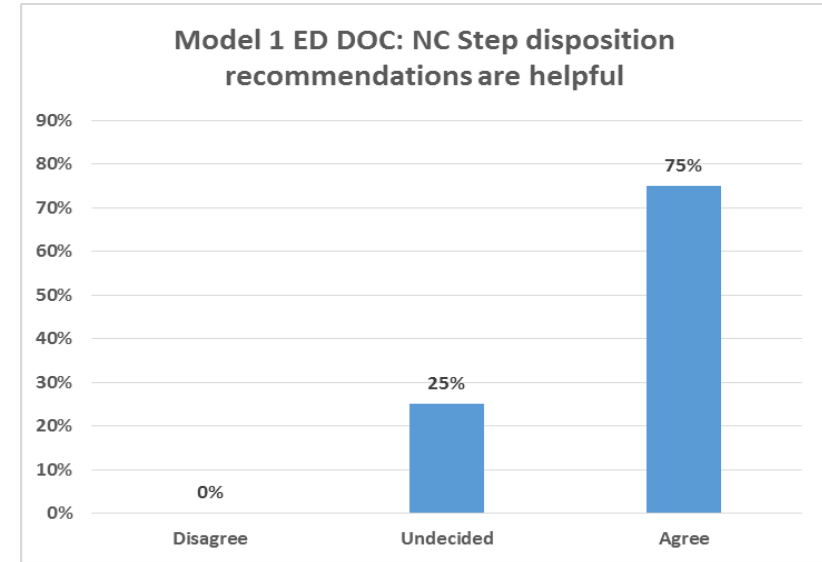
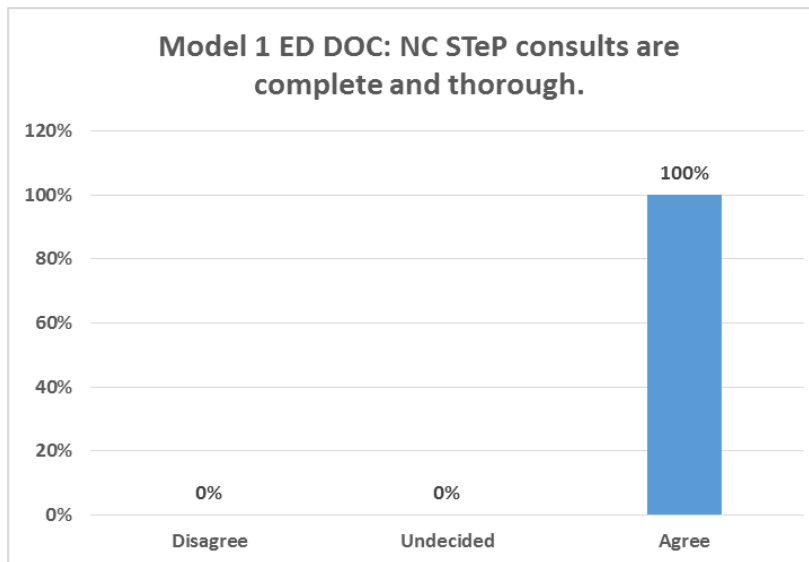
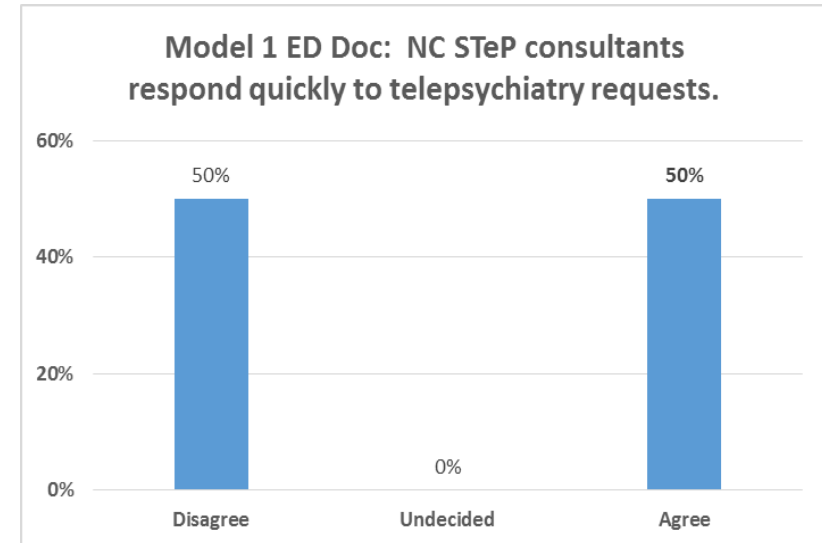
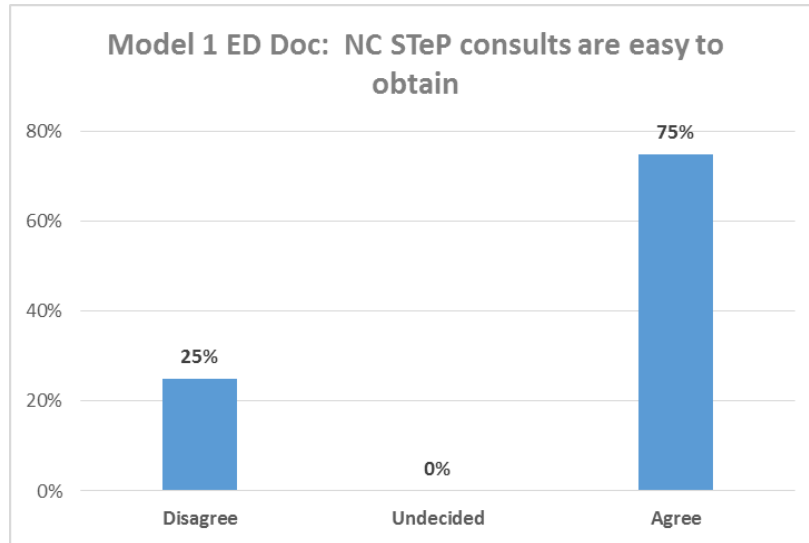
**Model 1 ED Staff: The level of technical expertise provided by NC-STeP support is adequate.**



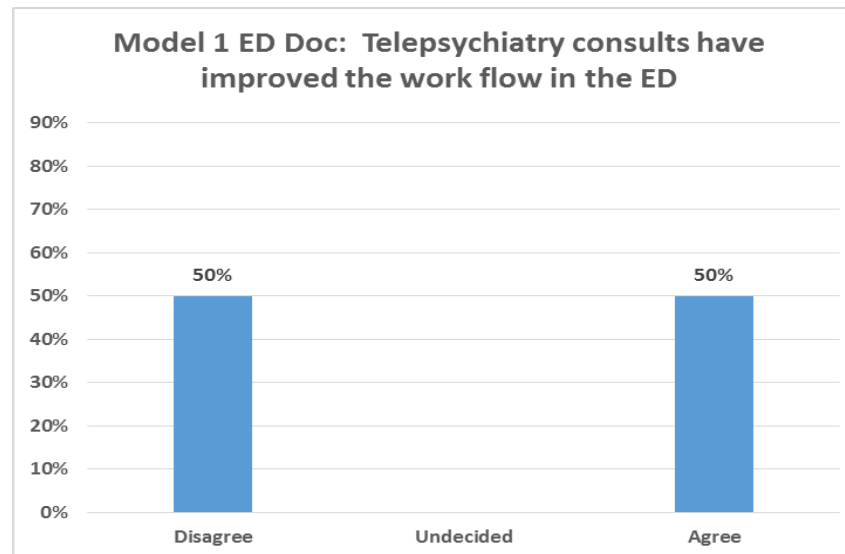
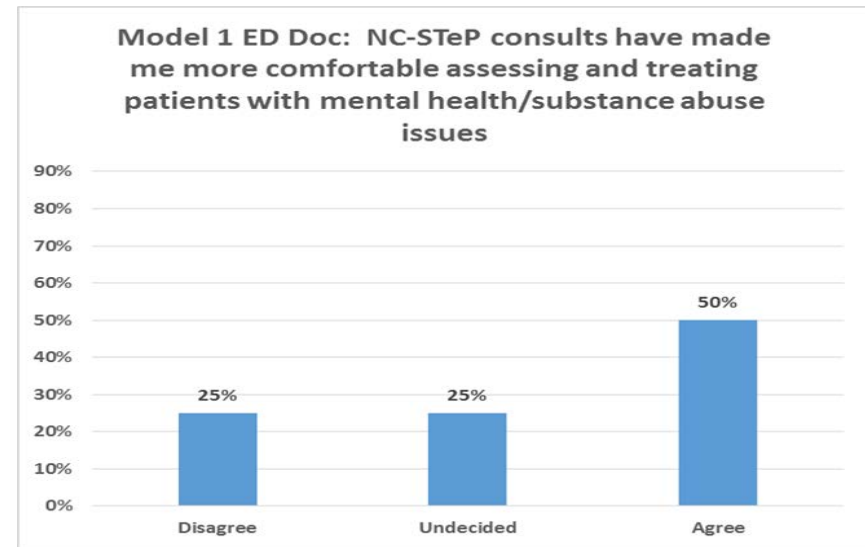
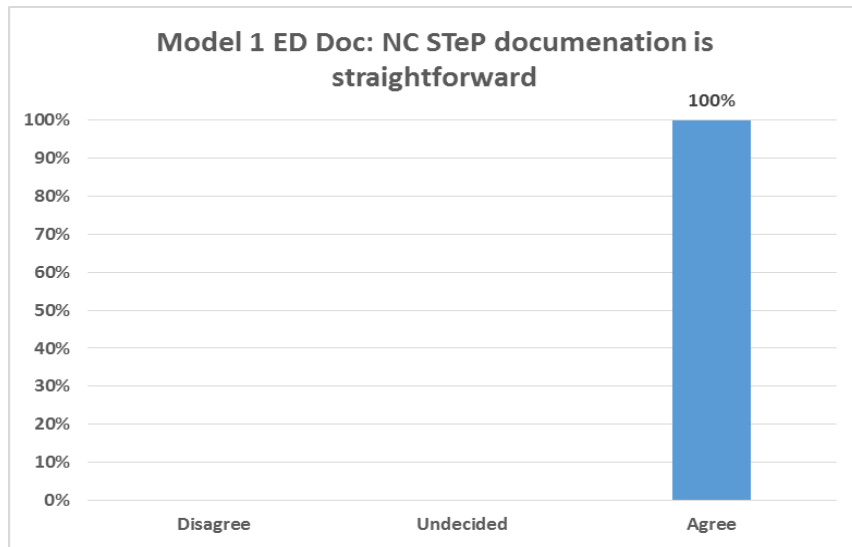
# Model 1 Hospital ED Physicians Results (n=4)



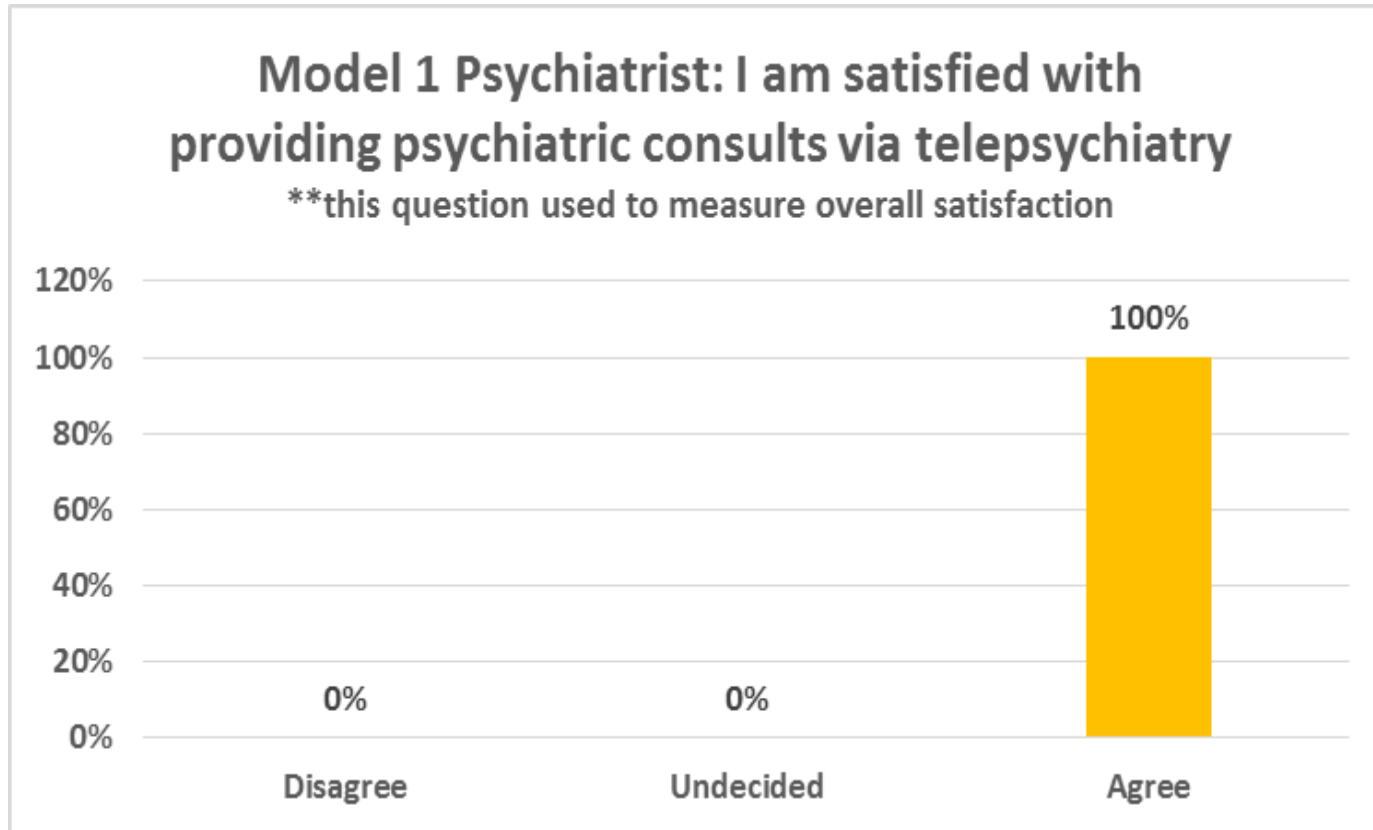
# Model 1 Hospital ED Physicians Results (n=4)



# Model 1 Hospital ED Physicians Results (n=4)

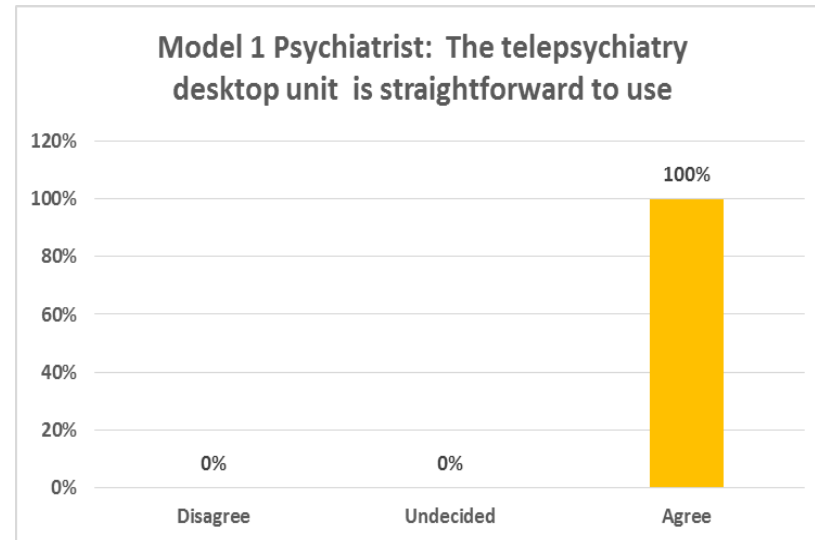
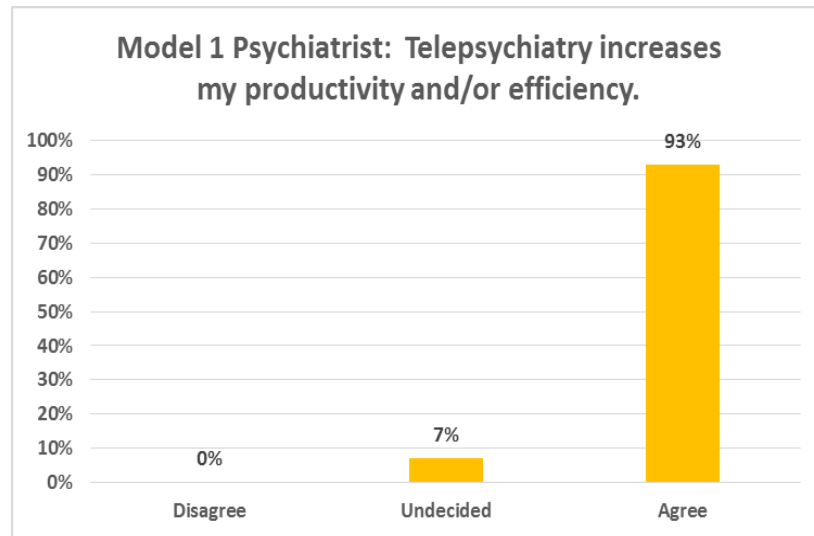
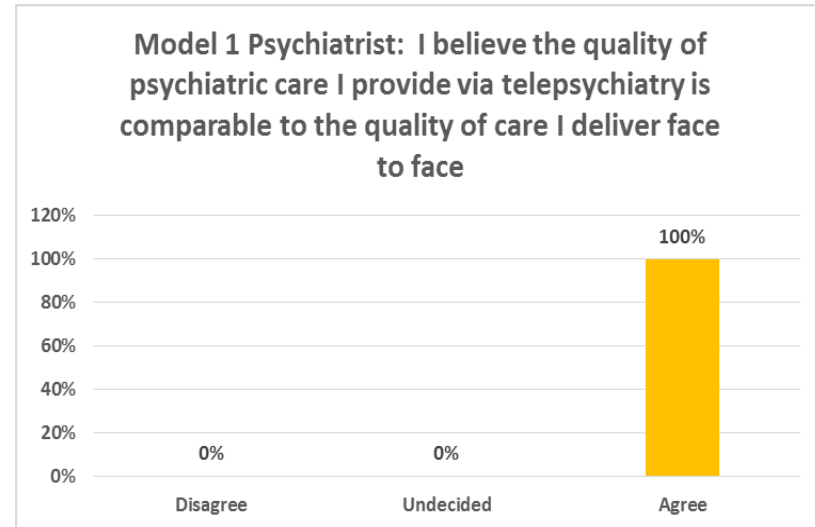
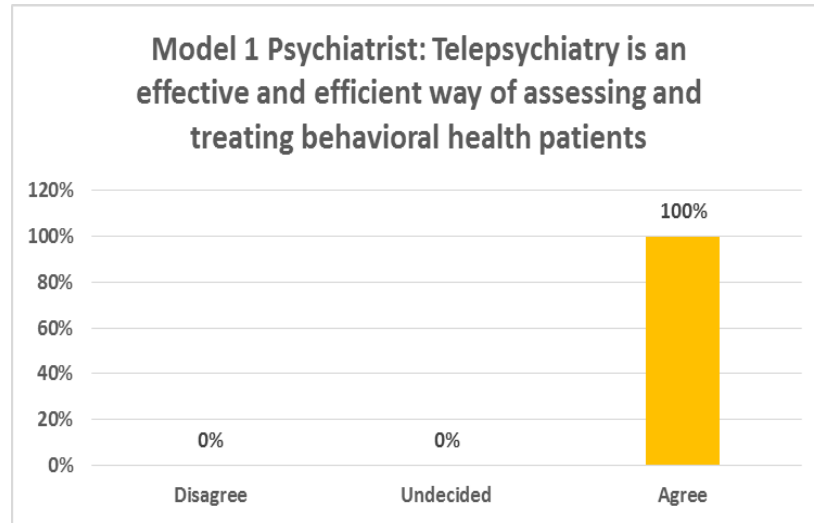


# Model 1 Provider Psychiatrist Results (n=14)

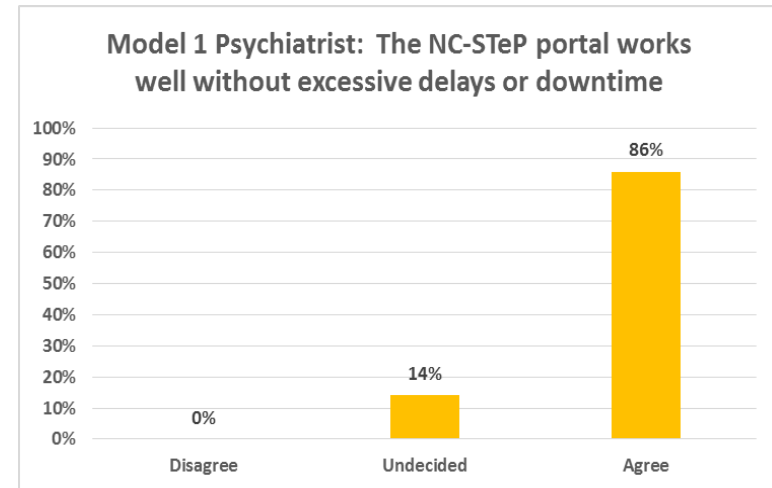
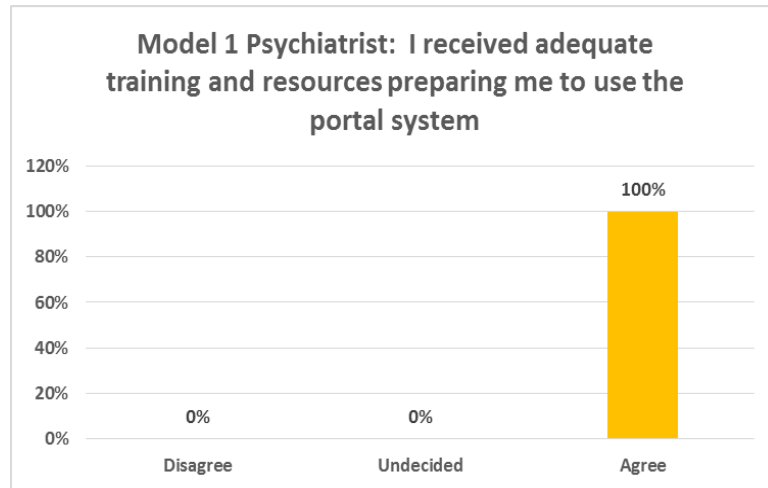
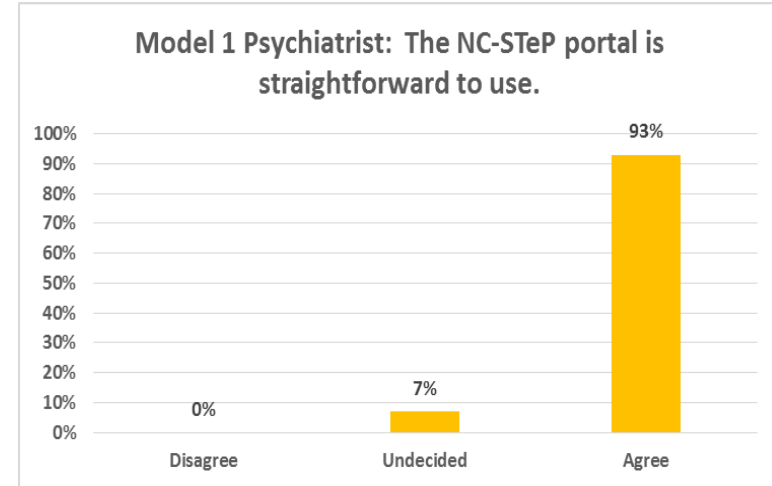
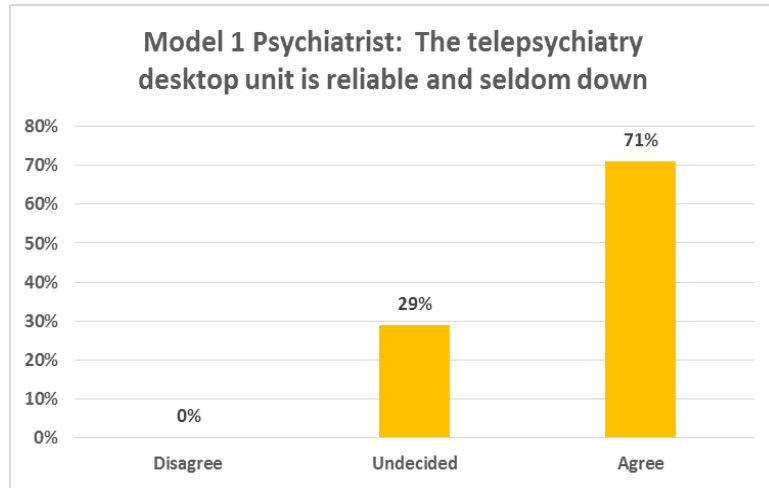




# Model 1 Provider Psychiatrist Results (n=14)



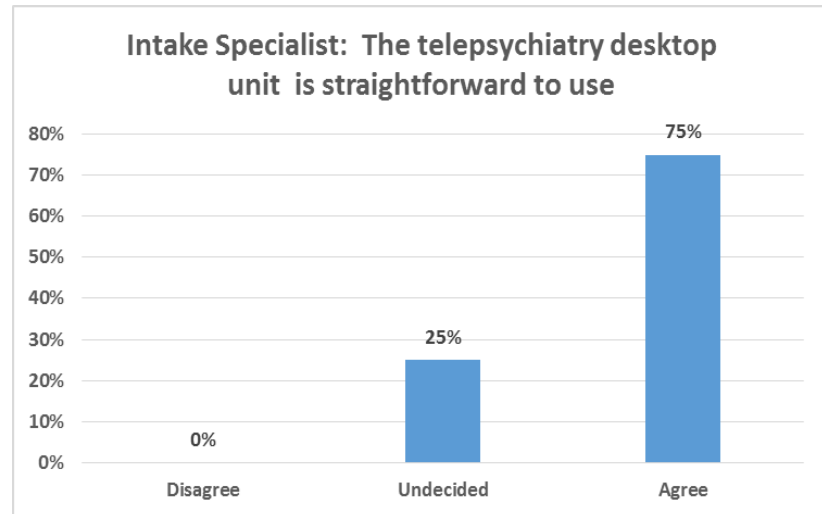
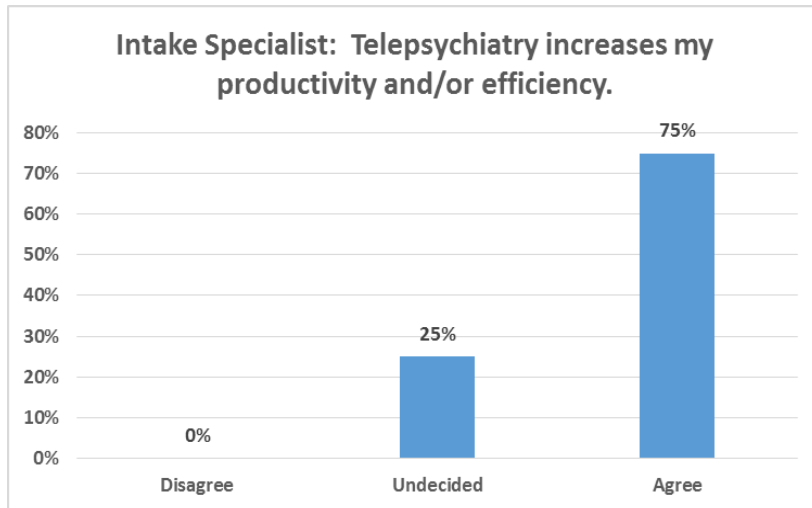
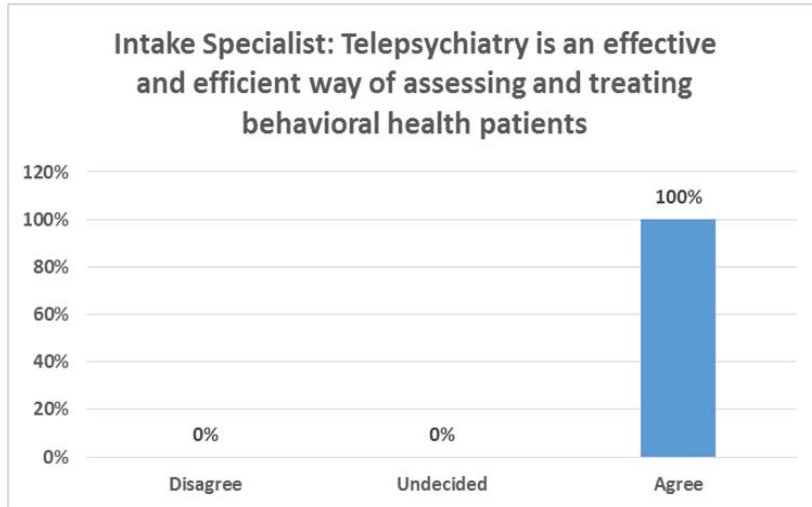
# Model 1 Provider Psychiatrist Results (n=14)



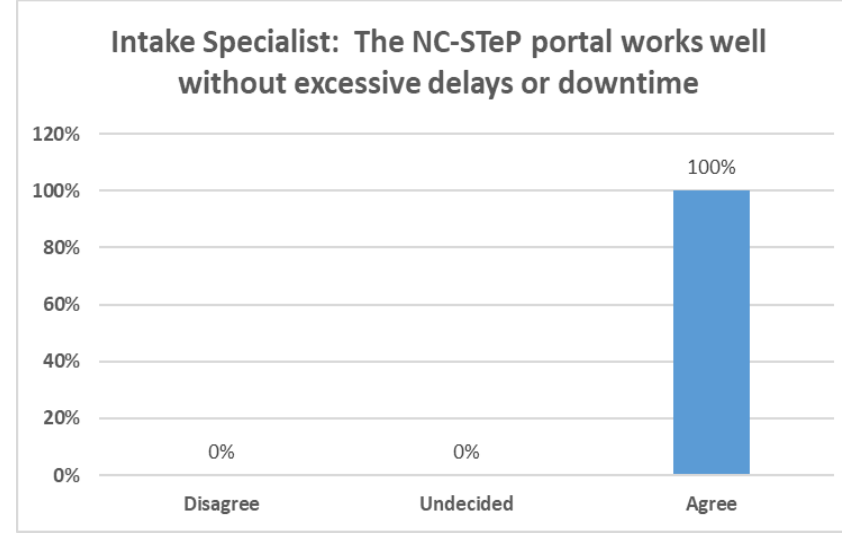
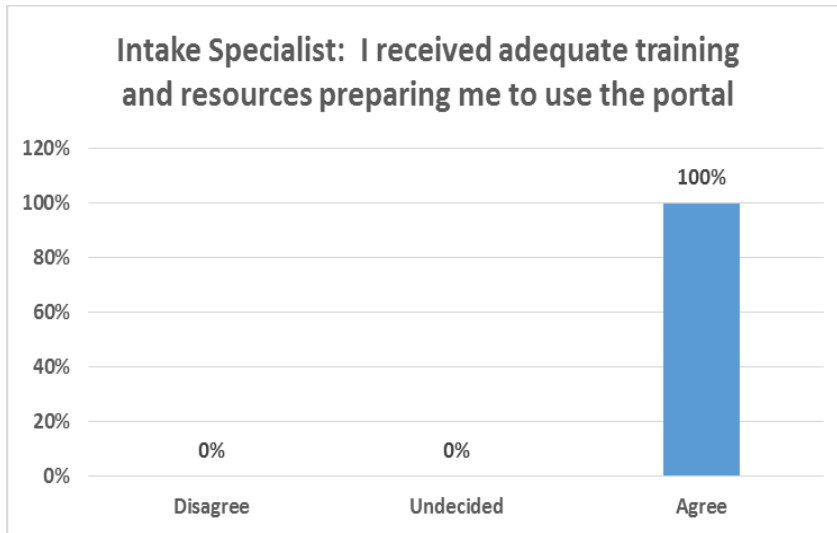
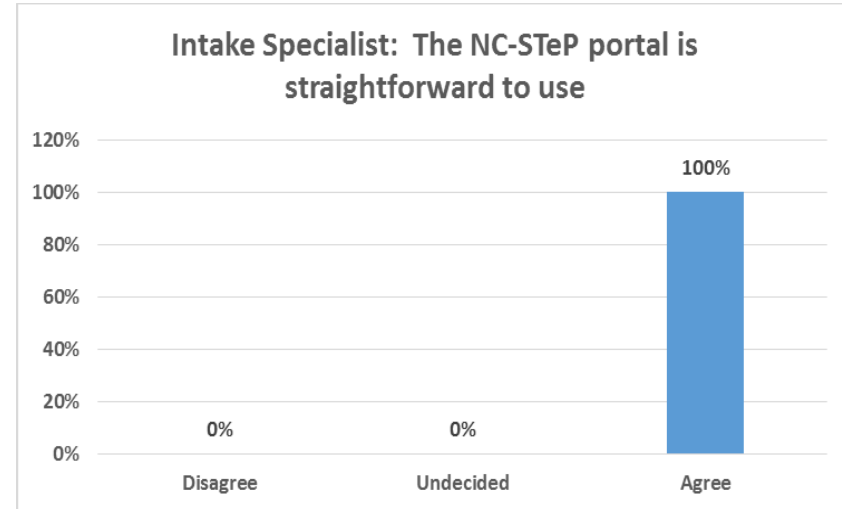
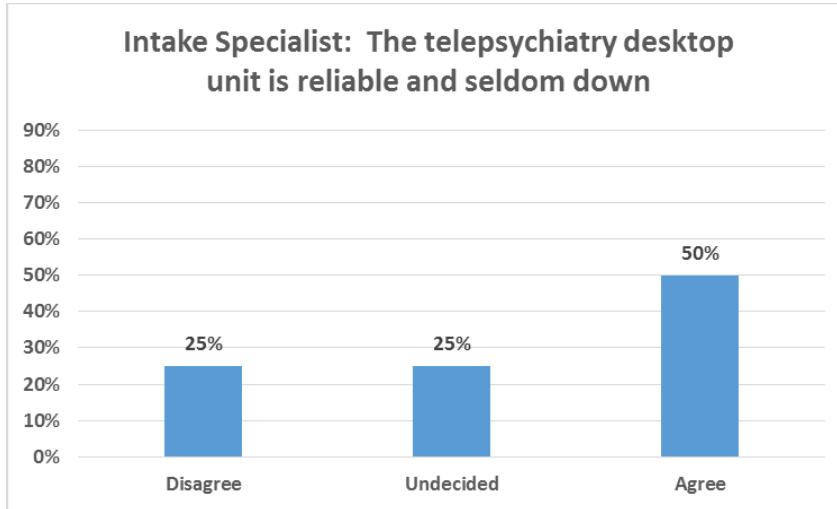
# Model 1 Psychiatric Intake Specialist Results (n=4)



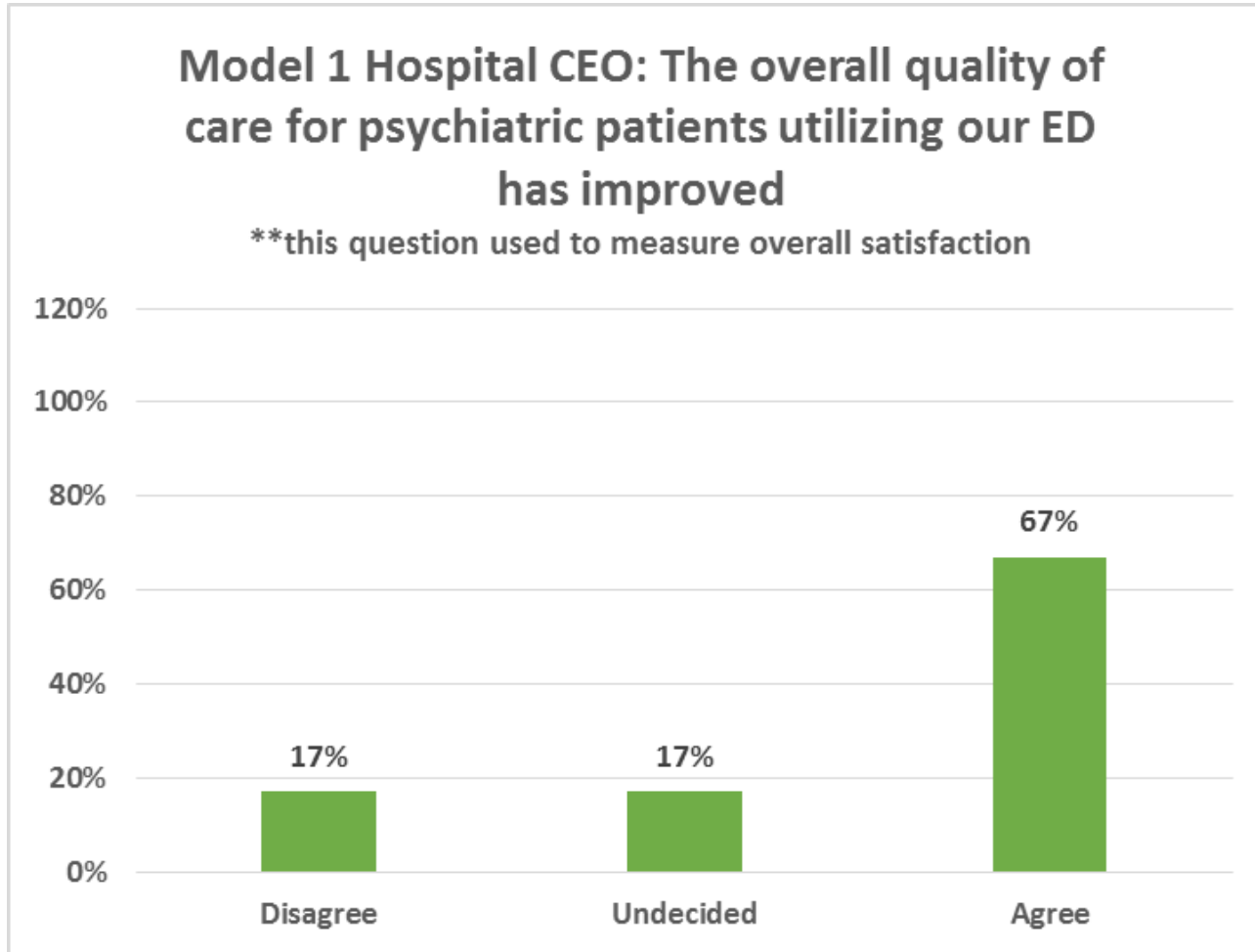
# Model 1 Psychiatric Intake Specialist Results (n=4)



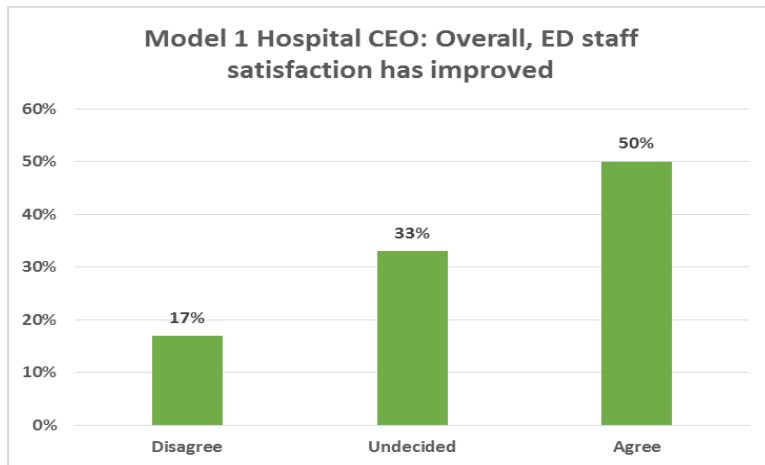
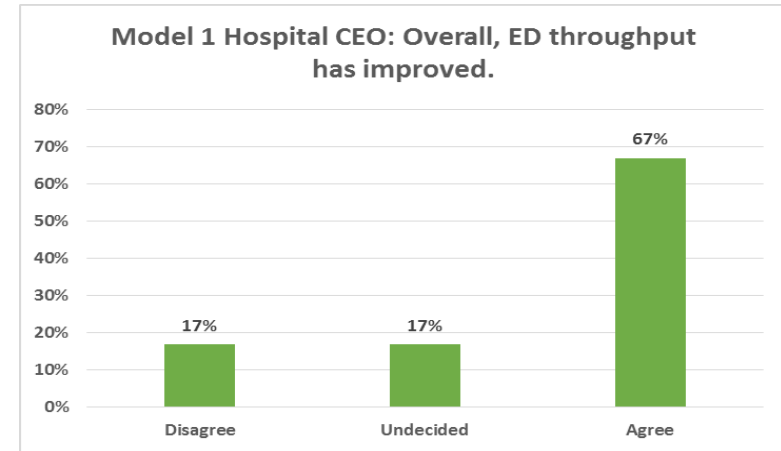
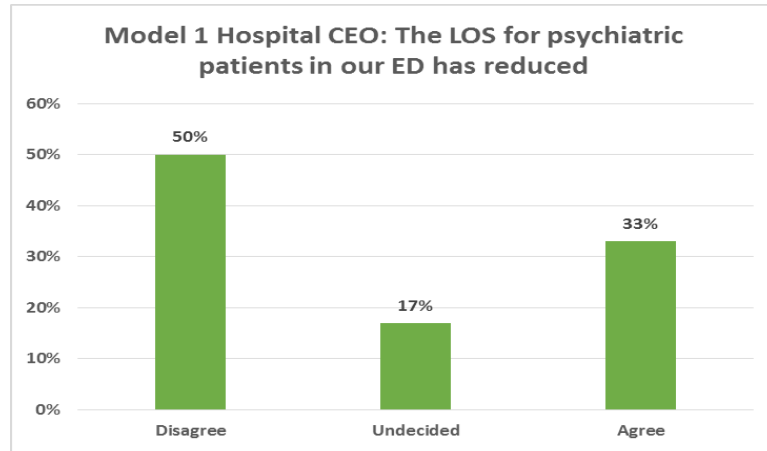
# Model 1 Psychiatric Intake Specialist Results (n=4)



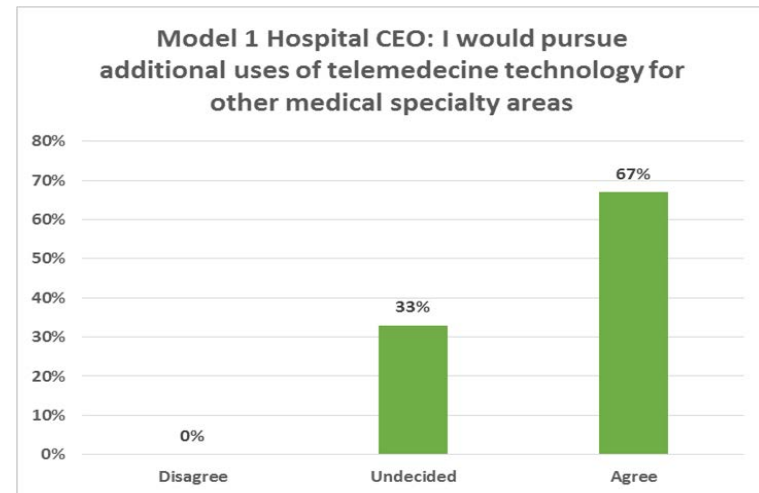
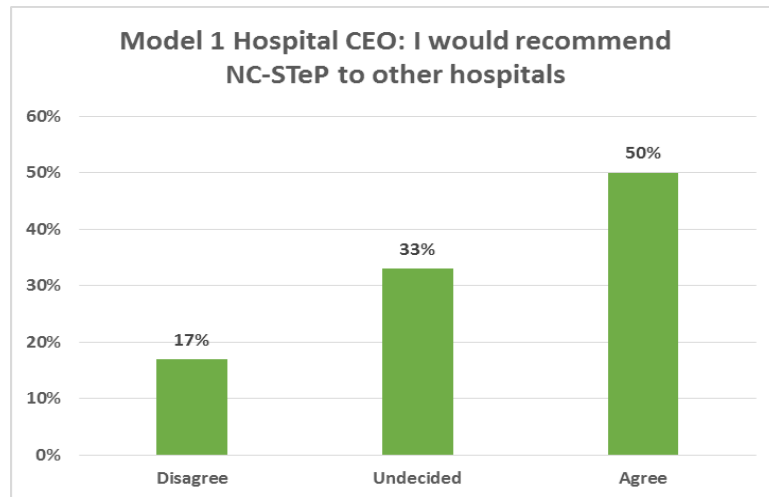
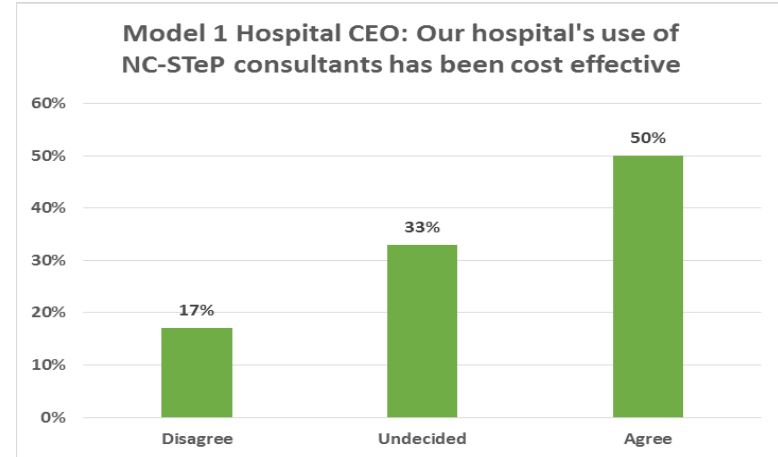
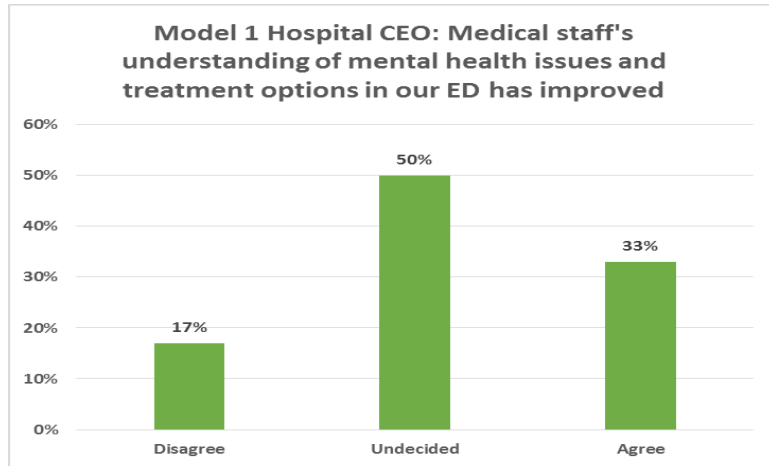
# Model 1 CEO/CNO/CFO Results (n=6)



# Model 1 CEO/CNO/CFO Results (n=6)



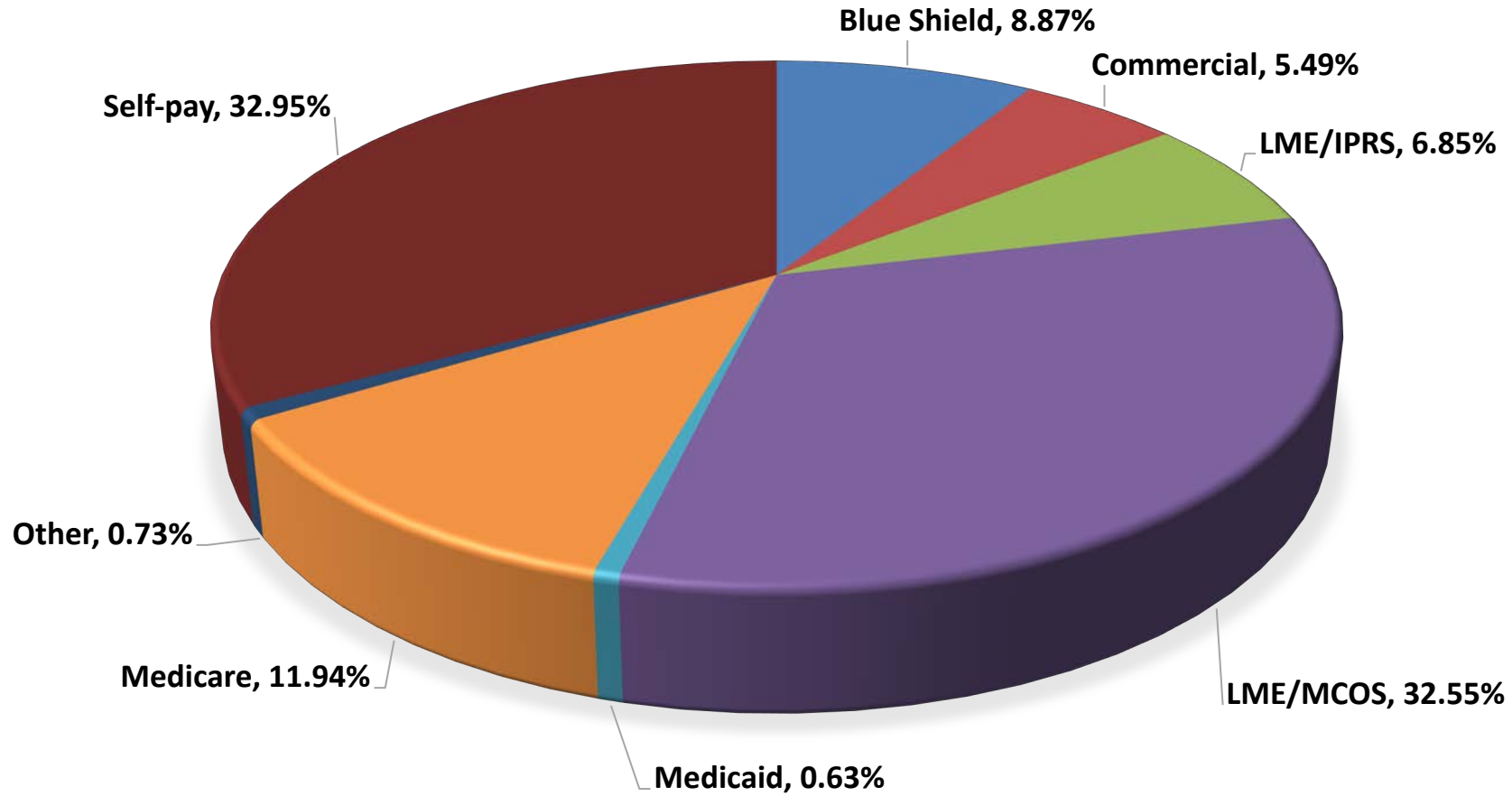
# Model 1 CEO/CNO/CFO Results (n=6)





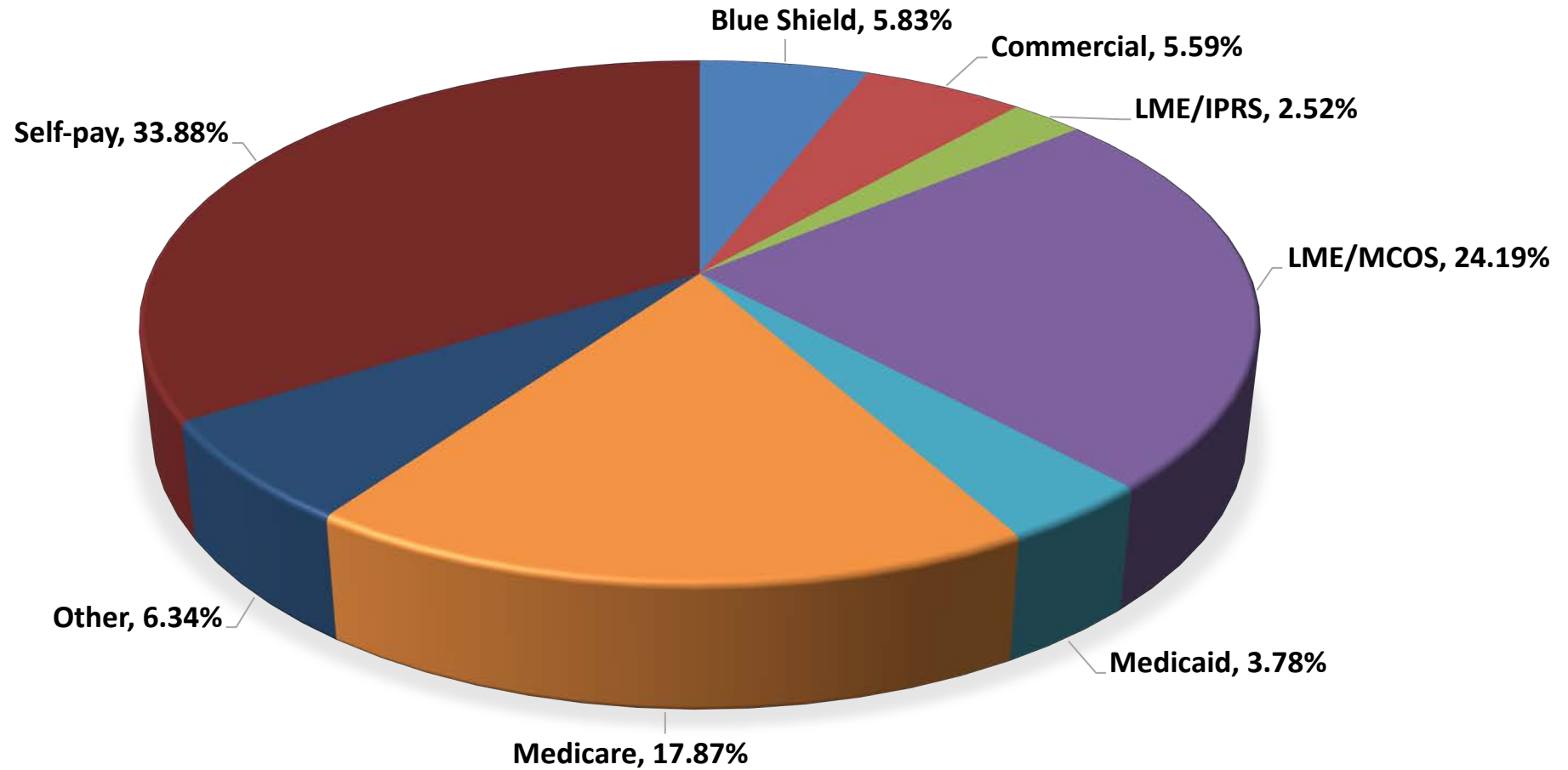
# NC-STeP Charge Mix

QTD 2021 - Quarter 1



# NC-STeP Charge Mix – Project to Date

Service Dates: October 1, 2013 – September 30, 2020



# Community-Based Sites as of September 30, 2020

EVALUATION CRITERIA	BASELINE VALUES/MEASURES AS REPORTED ON 3/31/2020	VALUES/MEASURES REACHED AS OF 09/30/2020
1. The number of full-time equivalent (FTE) providers supporting the program	<b>.70 FTEs</b>	<b>.70 FTEs</b>
2. The number of community-based sites contracted	<b>8</b>	<b>9</b>
3. Number of patient visits with medical (psychiatric) doctor	<b>81</b>	<b>63</b> <b>YTD= 63</b> <b>PTD= 739</b>
4. The number return visits	<b>524</b>	<b>755</b> <b>YTD= 755</b> <b>PTD= 4,087</b>
5. The number of patient visits with a mid-level provider	<b>613</b>	<b>849</b> <b>YTD= 849</b> <b>PTD= 4,382</b>
6. The number of new patient visits	<b>169</b>	<b>157</b> <b>YTD= 157</b> <b>PTD= 1,106</b>

# NC-Step Community-Based Sites' Patient Visits

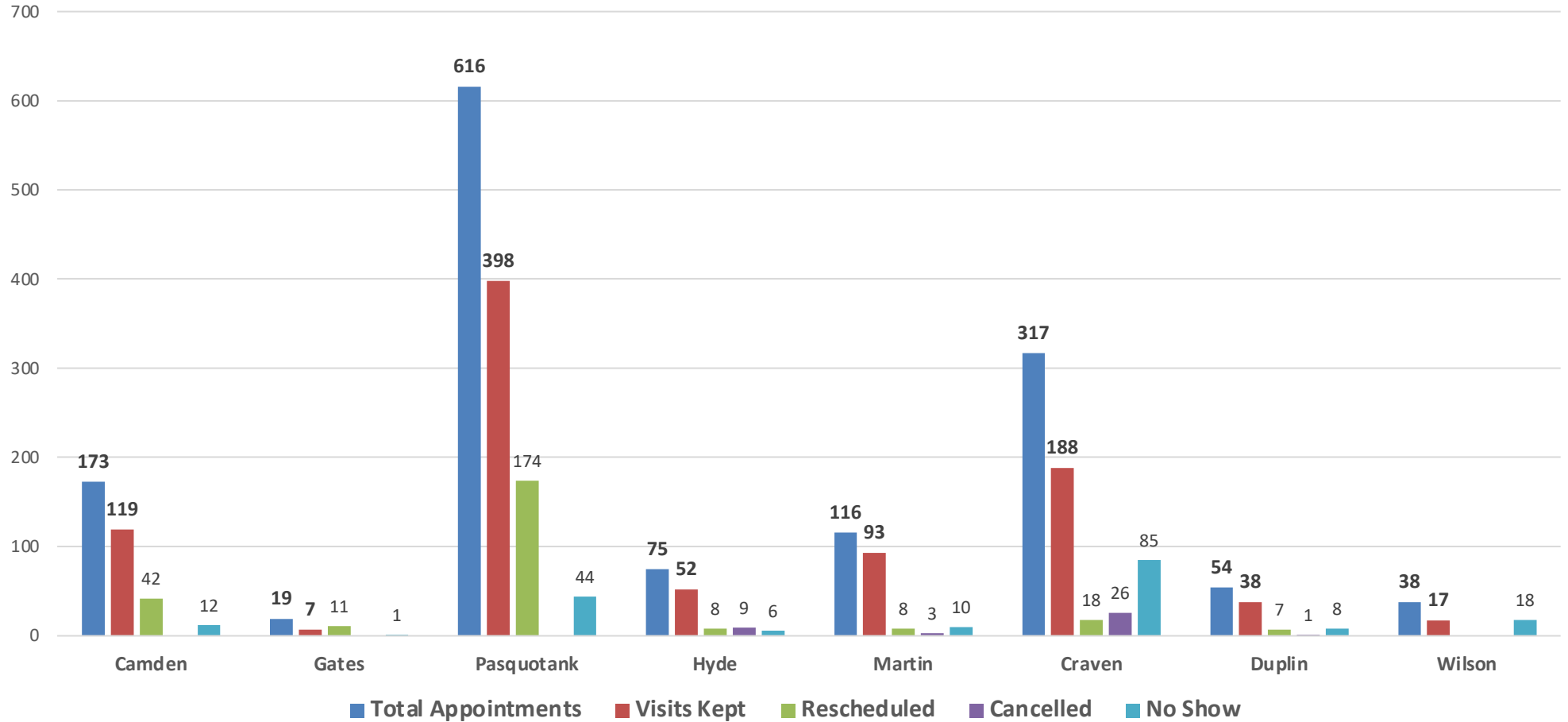
	Since project inception in October 2018	During Calendar Year 2018	During Calendar Year 2019	During Quarter Jan-Mar 2020	During Quarter Apr-Jun 2020	During Quarter Jul-Sep 2020
Patient Visits with Medical Doctor	739	8	536	81	51	63
Patient Visits with Mid-Level Provider	4,382	7	2,006	613	907	849
<b>Total Patient Visits</b>	<b>5,212</b>	<b>15</b>	<b>2,633</b>	<b>694</b>	<b>958</b>	<b>912</b>

# 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 (06/30/2020)	Value reached as of this reporting quarter (9/30/2020)
With medical doctor	438	51	63
With mid-level provider	2,661	907	849
New patient visits	629	134	157
Return patient visits	2,455	824	755

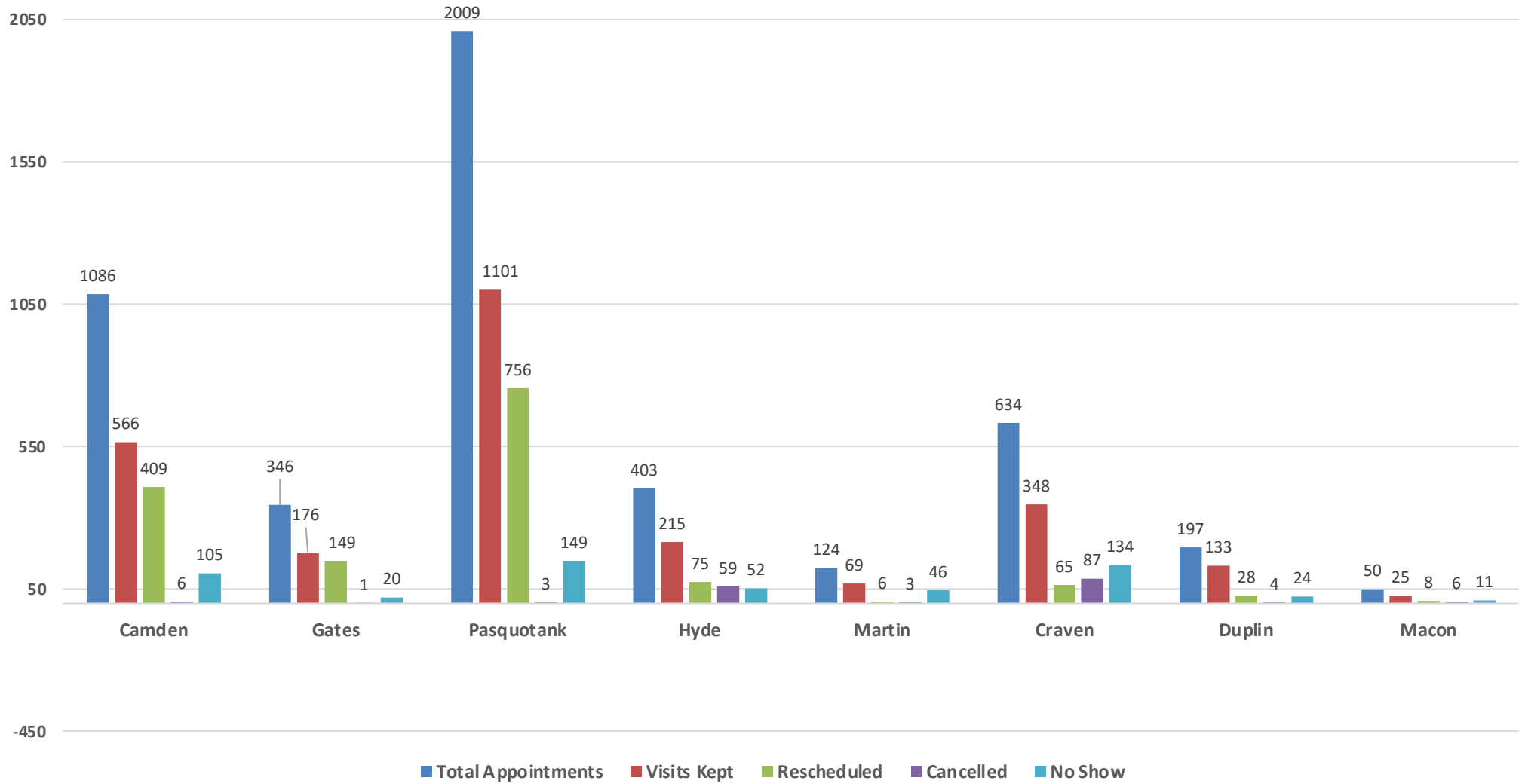
# NC-STeP Community Appointments by Site

Appointments, Visits Kept, Rescheduled, Cancelled, No Show  
July - September 2020

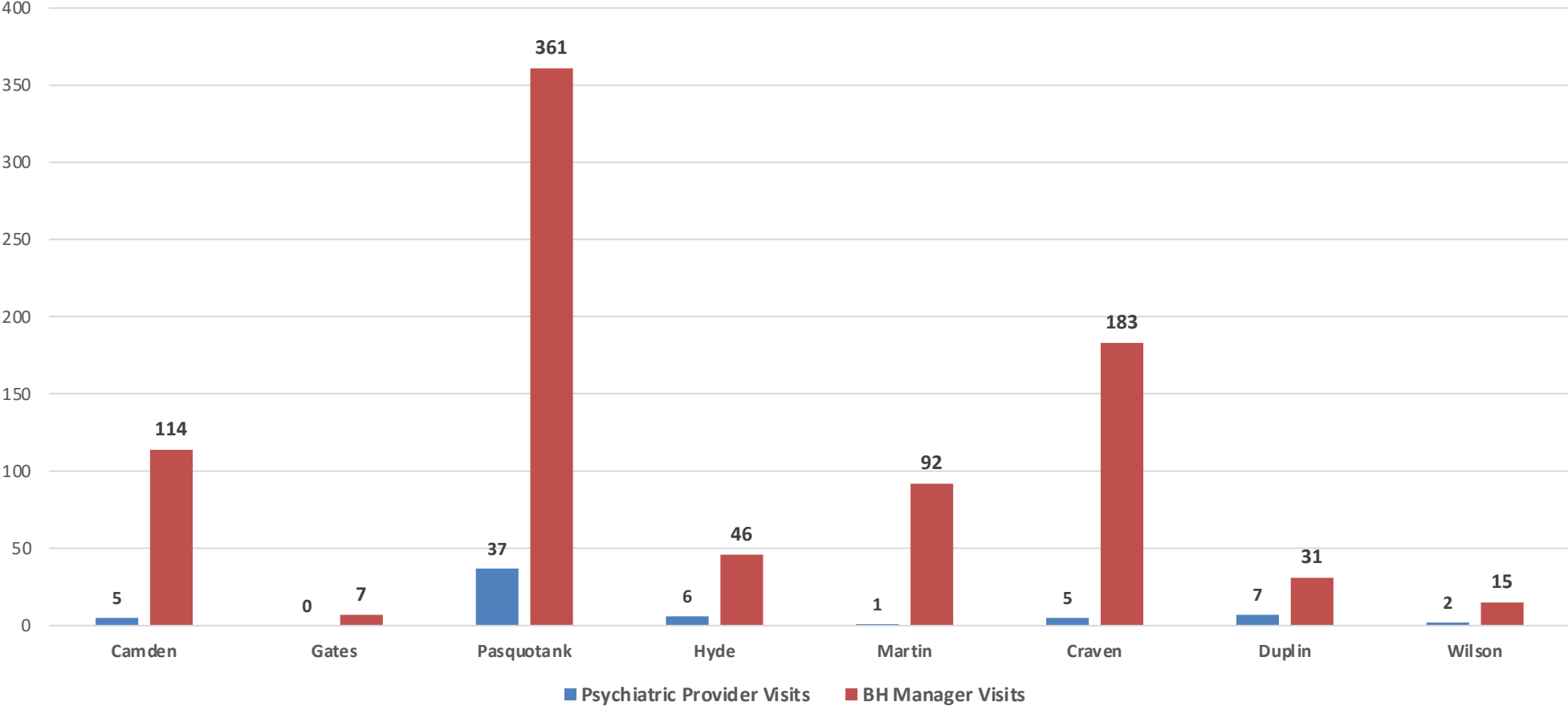


# NC-STeP Community Appointments by Site

Appointments, Visits Kept, Rescheduled, Cancelled, No Show  
January - December 2019



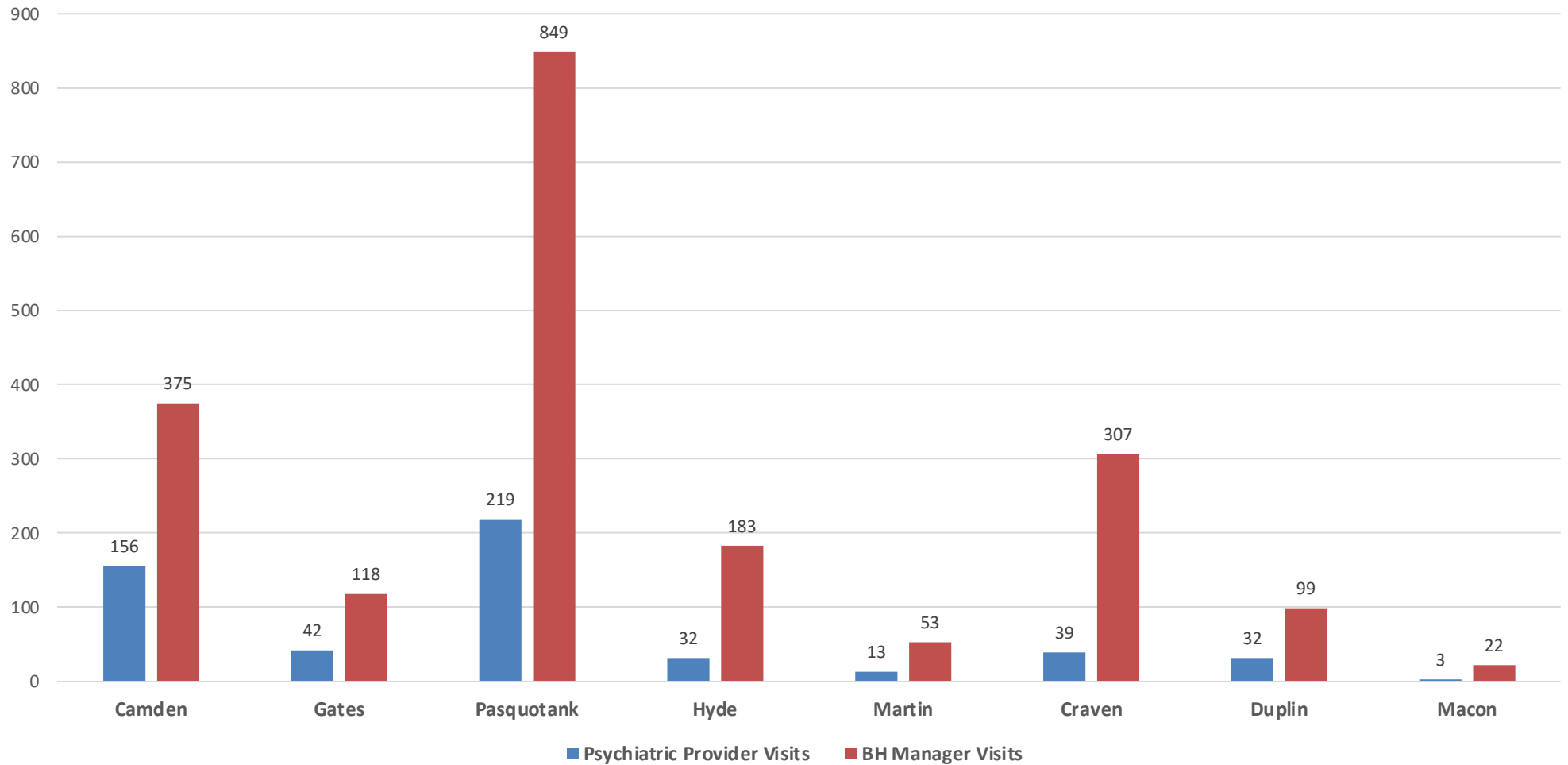
**NC-STeP Community Visits by Site**  
by provider type  
July - September 2020





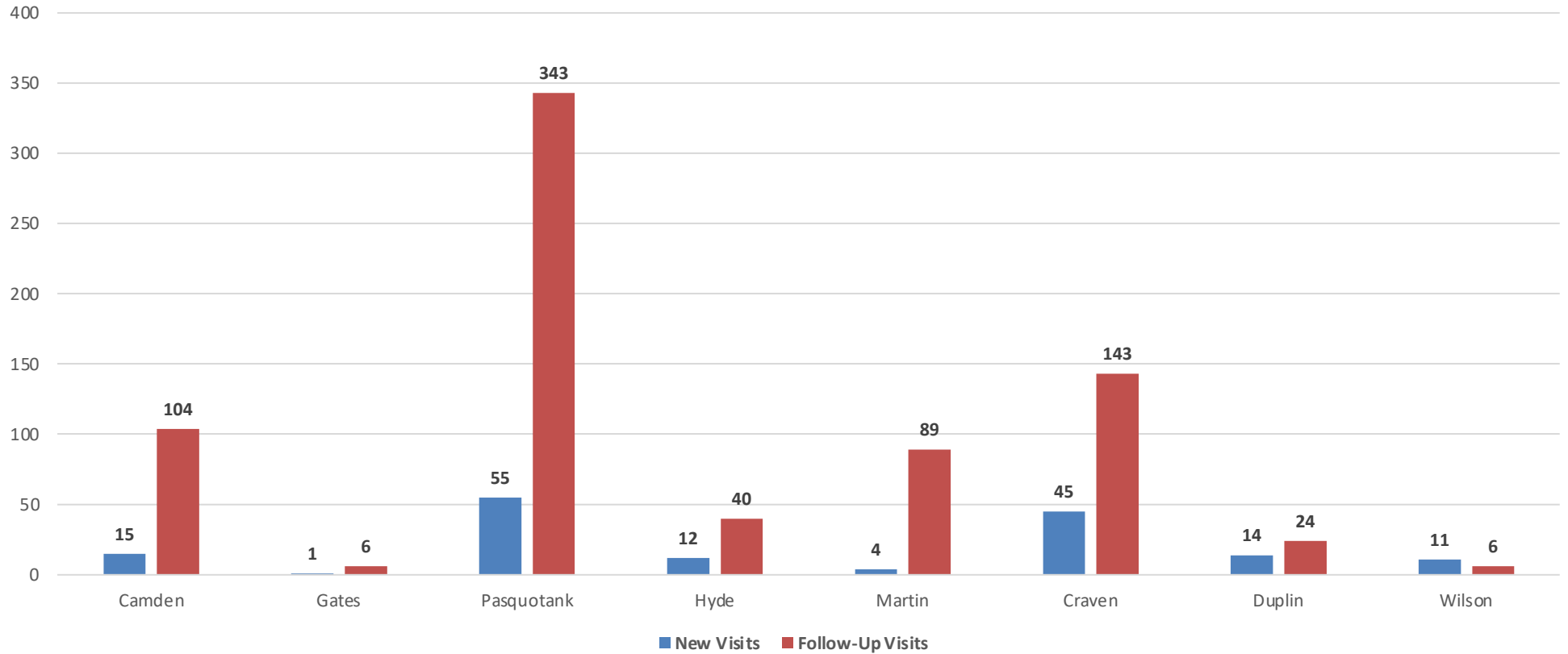
# NC-STeP Community Visits by Site and by Provider Type

January - December 2019



# NC-STeP Community Visits by Site

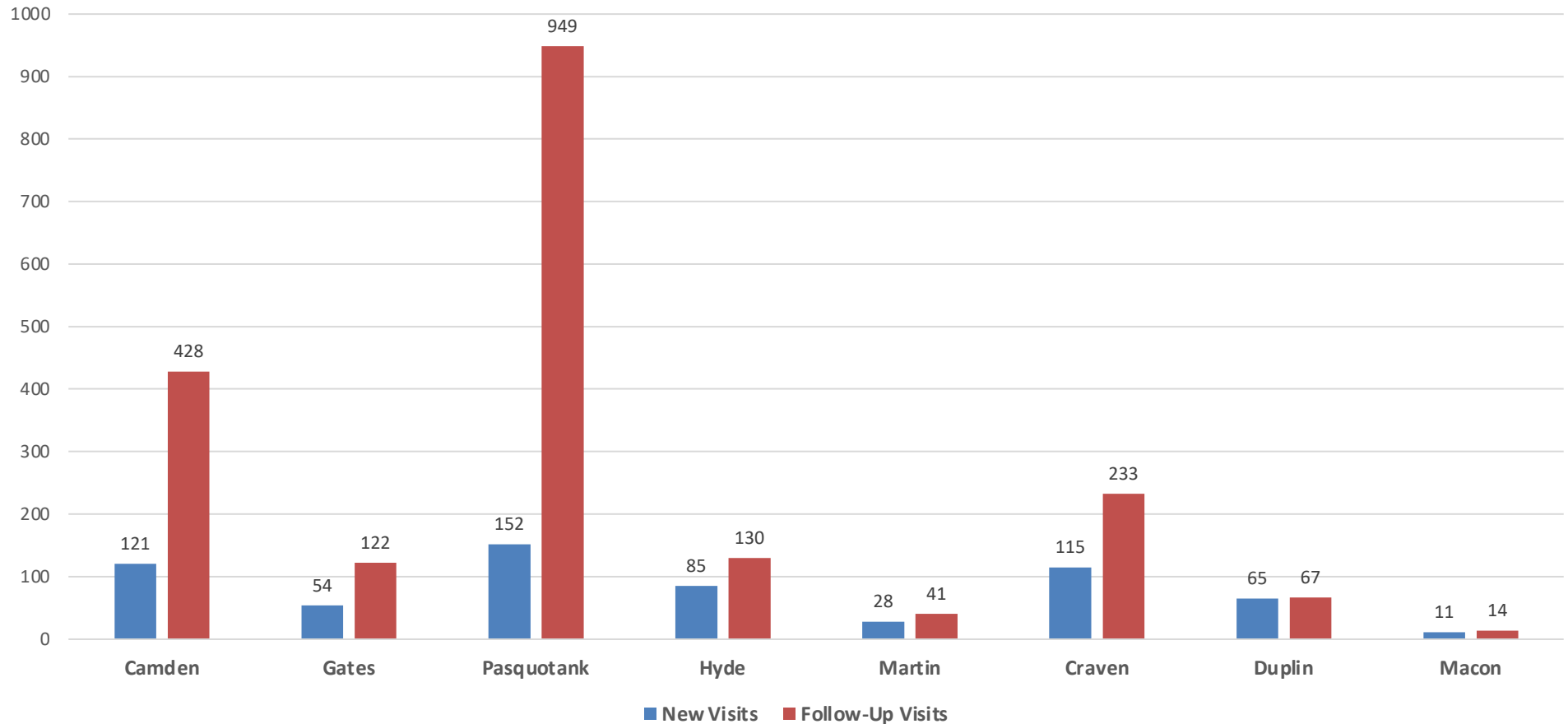
New and Follow-up  
July - September 2020



# NC-STeP Community Visits by Site

## New and Follow-up

January - December 2019



# NC-STeP Status as of September 30, 2020

- 41 hospitals in the network. 38 live.
- 44,349 total psychiatry assessments since program inception
- 6,408 IVCs overturned
  - Cumulative return on investment = \$34,603,200  
(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 September 30, 2020

- 9 community-based sites.
- 4,826 total patient visits since program inception in October 2018.
  - 739 total patient visits with a psychiatrist
  - 4,087 total patient visits with a mid-level provider

# Hospital Status Report as of September 2020

## Model 1 – Live



Hospital Name	Contract Date	Portal Go Live
Vidant Outer Banks Hospital	10/01/2013	08/08/2016
Vidant Bertie Hospital	10/01/2013	08/15/2016
Vidant Chowan Hospital	10/01/2013	08/15/2016
Vidant Edgecombe Hospital	10/01/2013	08/15/2016
Sentara Albemarle Medical Center	10/01/2013	08/17/2016
Vidant Beaufort Hospital	10/01/2013	08/22/2016
Vidant Duplin Hospital	10/01/2013	08/22/2016
Lenoir Memorial Hospital	01/01/2014	09/06/2016
St Lukes Hospital	03/01/2014	09/07/2016
UNC Rockingham Hospital	04/01/2015	10/05/2016
DLP Harris Regional Medical	07/01/2015	10/14/2016
DLP Swain Community Hospital	07/01/2015	10/14/2016
Erlanger Murphy Medical Center	05/01/2015	10/26/2016
DLP Maria Parham Medical Center	07/01/2015	11/15/2016
J. Arthur Doshier Memorial Hospital	04/01/2015	01/07/2017
Ashe Memorial Hospital	06/01/2015	01/26/2017
Northern Hospital of Surry County	11/01/2015	03/07/2017
Halifax Regional Medical Center	03/15/2015	08/08/2017
Southeastern Regional Memorial	05/01/2014	08/08/2017
DLP Person Memorial Hospital	07/01/2015	08/17/2017
Lake Norman Regional Medical Center	10/01/2014	10/17/2017
Pender Memorial Hospital	09/01/2014	12/07/2017
DLP Maria Parham Franklin	03/01/2018	02/01/2019
Central Harnett Hospital	07/01/2019	02/21/2020
Betsy Johnson Hospital	07/01/2019	02/21/2020

# Hospital Status Report as of September 2020

## Model 1 – In Process



Hospital Name	Contract Date	Portal Go Live
Park Ridge Health	10/01/2018	10/27/20
UNC Wayne Memorial Hospital	01/01/2020	TBD
Hugh Chatham Hospital	03/01/2020	TBD Moving from Model 1 to 2

# Hospital Status Report as of September 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 September 2020

## Model 2



Hospital Name	Go Live Date/Status
Cape Fear Valley Medical Center	06/2014
Cape Fear Valley Bladen Hospital	07/2014
McDowell Hospital	07/2014
Mission Hospital	07/2014
Mission Children's Hospital	08/2014
Blue Ridge Regional Hospital	09/2014
Transylvania Regional Hospital	09/2014
Angel Medical Center	01/2015
Highlands-Cashiers Hospital	03/2015
Cape Fear Valley Hoke Hospital	06/2016
UNC Johnston, Clayton	06/2016
UNC Johnston, Smithfield	06/2016

# Hospital Status Report as of September 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
Wilson Memorial Hospital	DLP Haywood Hospital
UNC Chatham	Novant Brunswick
Novant Clemmons	Novant Forsyth Medical
Novant Kernersville	Novant Presbyterian Hospital
Novant Rowan	Novant Thomasville
Cone Health Behavioral Health Hospital	Cone Health MedCenter High Point
Wesley Long Hospital	Annie Penn Hospital
Moses H. Cone Memorial Hospital	Women's Hospital – Cone Health
Alamance Regional Medical Center	

# Hospital Status Report as of September 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



East Carolina University  
CENTER FOR TELEPSYCHIATRY



NC-STEP

## Contact

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*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)

Phone: 252.744.2660 | e-mail: [saeeds@ecu.edu](mailto:saeeds@ecu.edu)

Website: <http://www.ecu.edu/psychiatry>

Mail: 600 Moye Boulevard, Suite 4E-100,  
Greenville, NC 27834





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 **NC-Step**

**NORTH CAROLINA**  
STATEWIDE TELEPSYCHIATRY PROGRAM





NORTH CAROLINA  
STATEWIDE TELEPSYCHIATRY PROGRAM

### **NC-STEP Advisory Council Meeting**

Friday, December 4, 2020

10:30 am – 12:00 pm

Zoom Video Conferencing

#### **Agenda**

- |                   |   |
|-------------------|---|
| 10:30- 10:35 a.m. | Welcome   |
| 10:35- 10:40 a.m. | Review and Approval of September 25, 2020 Minutes |
| 10:40- 11:30 a.m. | NC-STEP FY21-Q1 (Jul-Sep) Performance Data        |
| 11:30- 11:45 a.m. | Update on Community-Based Pilot(s)                |
| 11:45- 11:50 a.m. | Old Business                                      |
| 11:50- 11:55 a.m. | New Business                                      |
| 11:55- 12:00 p.m. | Announcements                                     |
| 12:00 p.m.        | Adjourn   |



Join Zoom Meeting

<https://zoom.us/j/94650849042?pwd=Vk1uUTVEZGplQVpLVVpLZ0pmbzIMUT09>

Meeting ID: 946 5084 9042

Passcode: 740485