



NORTH CAROLINA
STATEWIDE TELEPSYCHIATRY PROGRAM

Quarterly Progress Update



Sy Atezaz Saeed, MD, MS, FACPsych,

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)





NORTH CAROLINA
STATEWIDE TELEPSYCHIATRY PROGRAM

NC-STEP Advisory Council Meeting

Friday, September 25, 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 June 26, 2020 Minutes
- 10:40- 11:30 a.m. NC-STEP FY20-Q4 (Apr-Jun) 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



Topic: NC-STEP FY20 Q4 Advisory Council Meeting
Time: Sep 25, 2020 10:30 AM Eastern Time (US and Canada)

Join Zoom Meeting

<https://zoom.us/j/94606438156?pwd=TTR2S2hLWmw3dEg3cG5OcC80NVdvdz09>

Meeting ID: 946 0643 8156

Passcode: 026452

NC-STeP Quality Management and Outcomes Monitoring Processes: April – June 2020

- 48 hospitals in the network, 45 live, as of 6/30/20
- 28 hospitals reported Telepsychiatry patients in their ED
 - not all live hospitals had telepsychiatry patients
- Total number of assessments for this quarter = 1,048
- Total number of encounters for this quarter = 975
- Patient assessments billed for Model 1 hospitals = 528

NC-STeP Quality Management and Outcomes Monitoring Processes: April – June 2020

- The Median Length of Stay was 24.1 hours
- The Average Length of Stay was 40.6 hours
 - 37.6 hours for those discharged to home
 - 43.5 hours for those transferred to another facility
- Average Consult Elapsed Time (in Queue to Exam Complete) for Model 1 hospitals was 3 hours and 15 minutes

NC-STeP Quality Management and Outcomes Monitoring Processes: April - June 2020

- 640 ED patients who received telepsychiatry services had an IVC in place during their ED stay.
 - 209 (32.6%) of those patients did not have an IVC in place when discharged.
- Of the ED patients who received telepsychiatry services, 41% were discharged to home. 53% were discharged to another facility.

Notes:

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



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NC-STeP Quality Management and Outcomes Monitoring Processes: April - June 2020

- 8 Community based sites were live as of 6/30/20 with 7 sites reporting Telepsychiatry patients.
- There were 958 total behavioral health visits.
 - 51 visits with a Psychiatrist.
 - 907 visits with a behavioral health manager.

Notes:

- Macon County Health Department did not report any visits during this quarter.



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Since project inception
in November 2013

Quarter
Jul- Sep 2019

Quarter
Oct- Dec 2019

Quarter
Jan- Mar 2020

Quarter
Apr- Jun 2020

**Total
Patient Encounters**

32,001

1,156

1,075

1,009

975

**Model 1 Hospital
Patient Encounters**

19,633

484

406

503

455

**Model 2 Hospital
Patient Encounters**

12,368

672

669

506

520

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

43,025

1,258

1,163

1,146

1,048

NC-STeP Benchmarks



Goals	Values Reached		
Cumulative Target to be reached by (06/30/2020)	Value Reached as of most recent previous quarter (03/31/2020)	Value Reached as of this reporting quarter (06/30/2020)	Year-to-Date Total with % of the Yearly Target (03/31/2020)
Number of IVCs	2,774	611	2,409 87% of Yearly Target
Number of IVCs Overturned	1,190	245	887 75% of Yearly Target
Total Number of Assessments (Billed assessments for Model 1 hospitals + Number of patient encounters for Model 2 hospitals.)	6,805	1,146	1,048 4,615 68% of Yearly Target

NC-STeP Status as of June 30, 2020

EVALUATION CRITERIA	BASELINE VALUES/MEASURES AS REPORTED ON 03/31/2019	TARGET TO BE REACHED BY 06/30/2020	VALUES/MEASURES REACHED AS OF 06/30/2020
1. The number of full-time equivalent (FTE) positions supported by these contracts	2.75 FTEs	4.02 FTEs	4.30 FTEs
2. The number of overturned involuntary commitments (inpatient admission prevented)	922	1,190	209 in this quarter YTD Total 887 Cumulative total since program inception 6,091
3. The number of participating consultant providers	54	48	47

NC-STeP Status as of June 30, 2020

EVALUATION CRITERIA	BASELINE VALUES/MEASURES AS REPORTED ON 03/31/2019	TARGET TO BE REACHED BY 06/30/2020	VALUES/MEASURES REACHED AS OF 06/30/2020
4. The number of telepsychiatry assessments conducted.	5,252	6,805	1,048 in this quarter YTD Total 4,615 Cumulative total since program inception 43,025
5. The number of telepsychiatry referring sites	56	56	48 45 Live
6. The reports of involuntary commitments to enrolled hospitals	2,143	2,774	640 in this quarter YTD Total 2,409 Cumulative total since program inception 18,233

NC-STeP Status as of June 30, 2020

EVALUATION CRITERIA	BASELINE VALUES/MEASURES AS REPORTED ON 03/31/2019	TARGET TO BE REACHED BY 06/30/2020	VALUES/MEASURES REACHED AS OF 06/30/2020
7. The average (mean) Length of Stay for all patients with a primary mental health diagnosis across all dispositions.	46.7 hours	55 hours	QTD Average = 40.6 QTD Median = 24.1
8. The rate of "satisfied" or "strongly satisfied" among emergency department staff participating in NC-STeP.	78%	78%	Satisfaction surveys not conducted this quarter

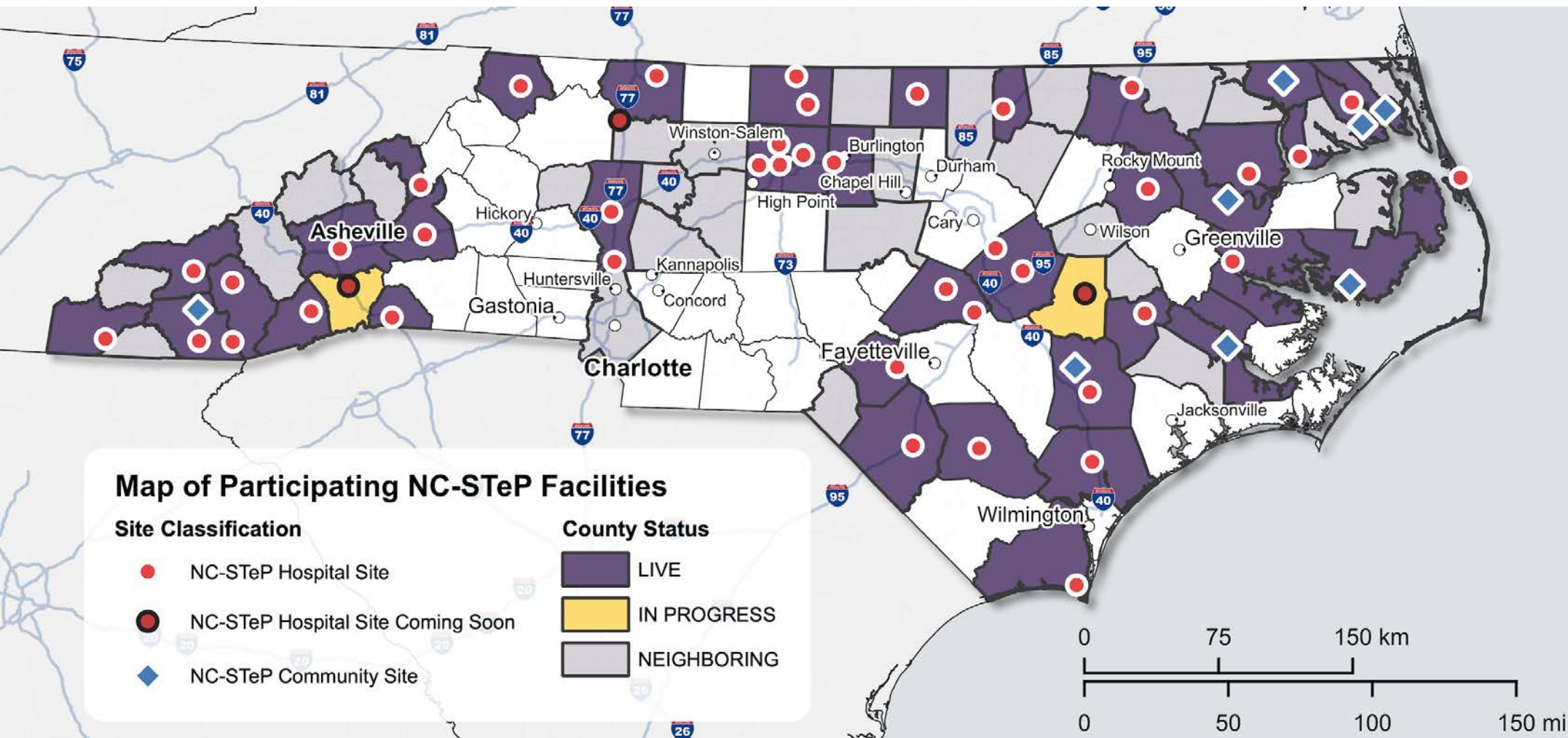
NC-STeP Status as of June 30, 2020

EVALUATION CRITERIA	BASELINE VALUES/MEASURES AS REPORTED ON 03/31/2019	TARGET TO BE REACHED BY 06/30/2020	VALUES/MEASURES REACHED AS OF 06/30/2020
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 June 30, 2020

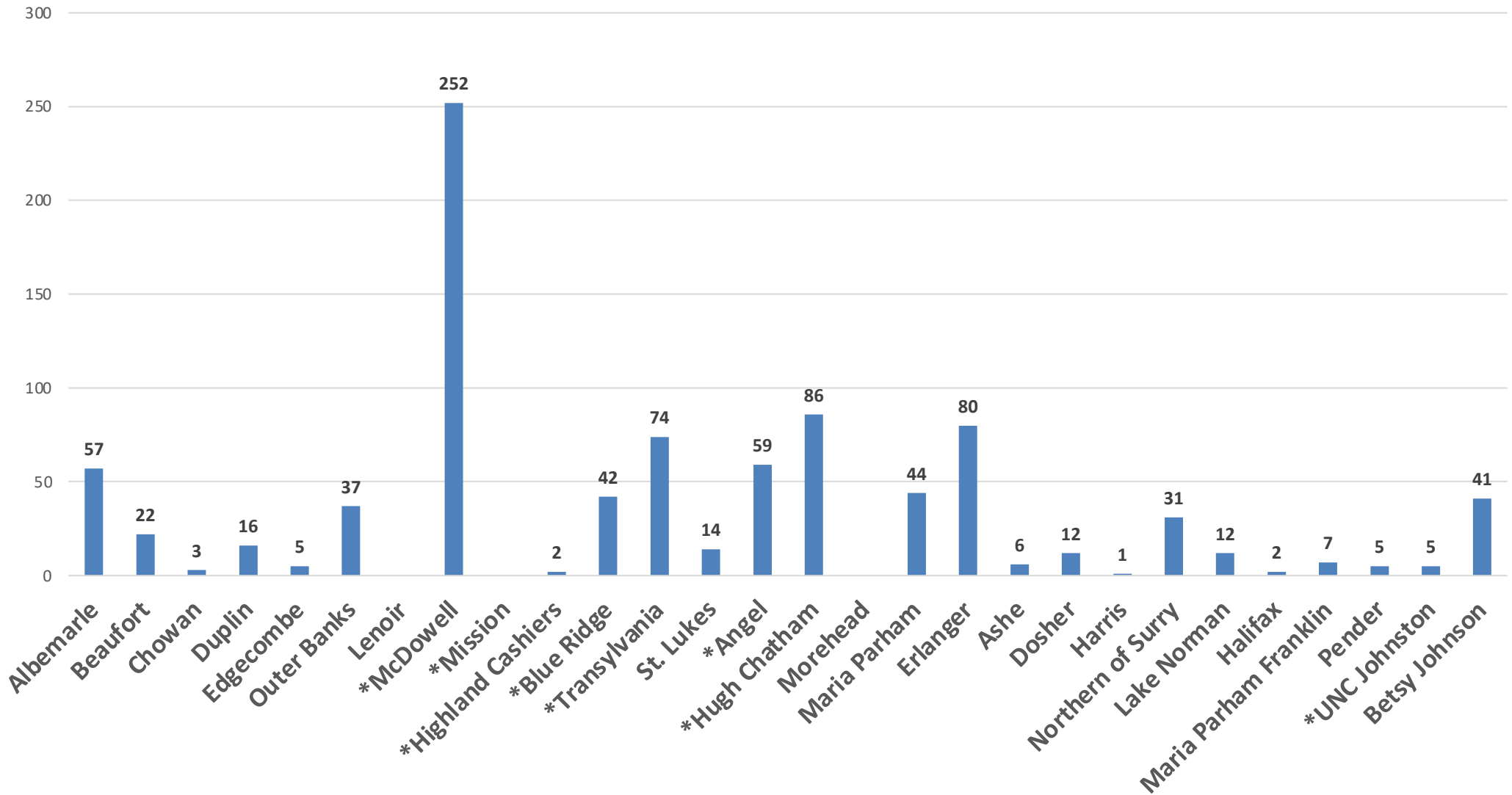
EVALUATION CRITERIA	BASELINE VALUES/MEASURES AS REPORTED ON 03/31/2019	TARGET TO BE REACHED BY 06/30/2020	VALUES/MEASURES REACHED AS OF 06/30/2020
11. The rate of "satisfied" or "strongly satisfied" among emergency department physicians participating in the statewide telepsychiatry program.	72%	85%	Satisfaction surveys not conducted this quarter
12. Cumulative return on investment to state psychiatric facilities through overturned IVCs (inpatient admission prevented)	\$4,978,800	\$6,463,800	\$1,128,600 YTD Average \$4,789,800 Cumulative average since program inception \$32,891,400

NC-STeP Status as of June 30, 2020



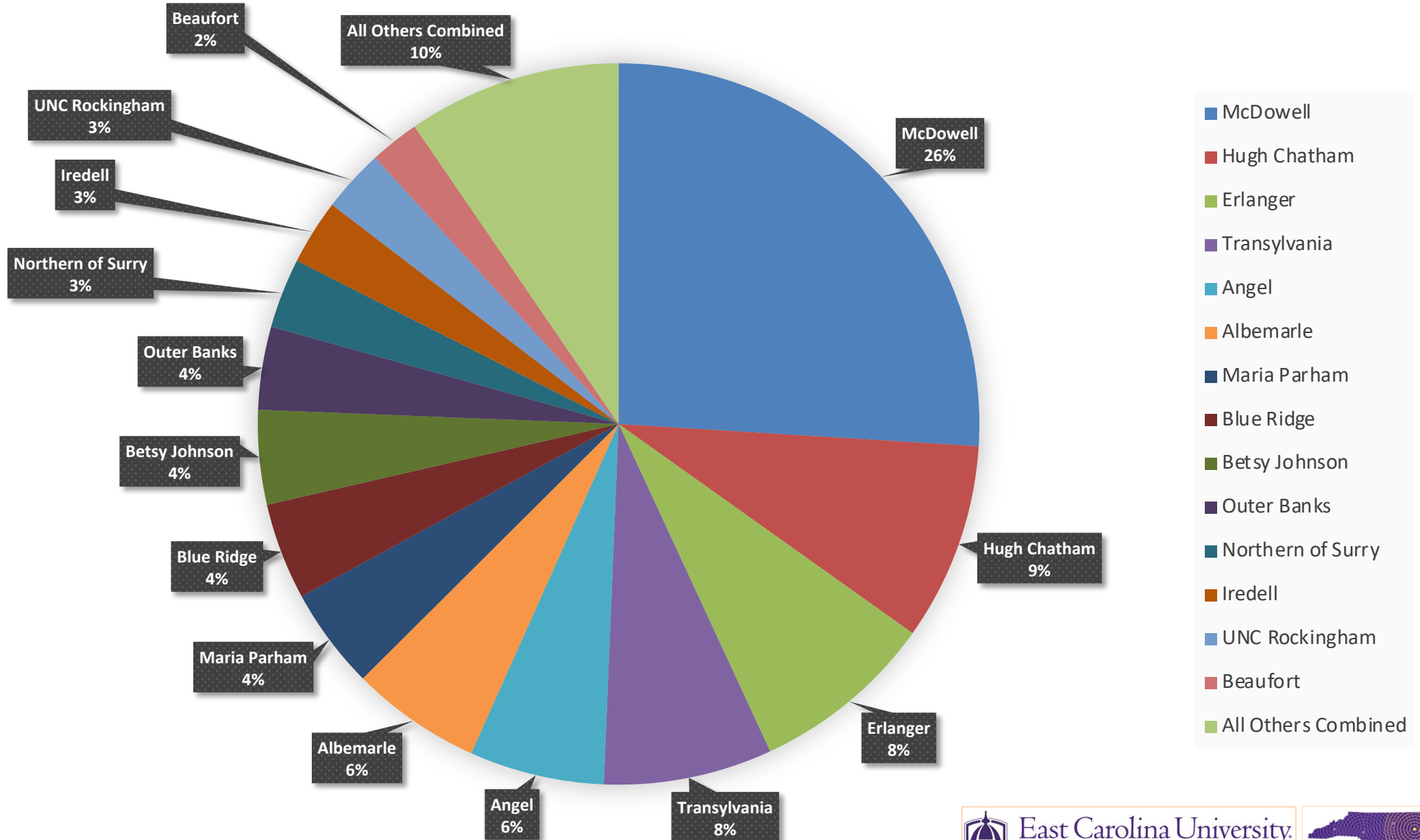
Number of NC-Step Patients by Hospital

April - June 2020



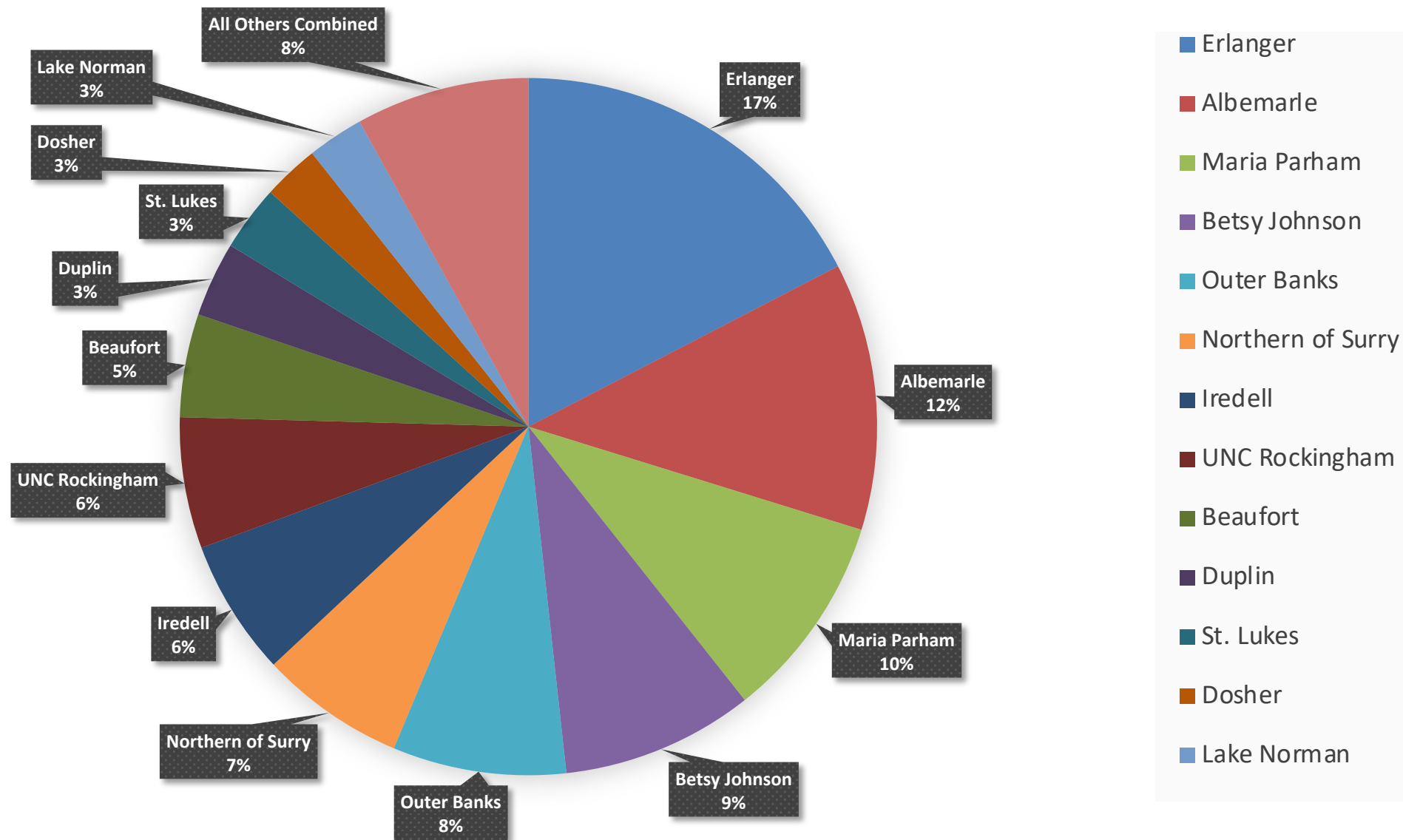
Percent of Use by Hospital Apr-Jun 2020

(based on number of encounters)



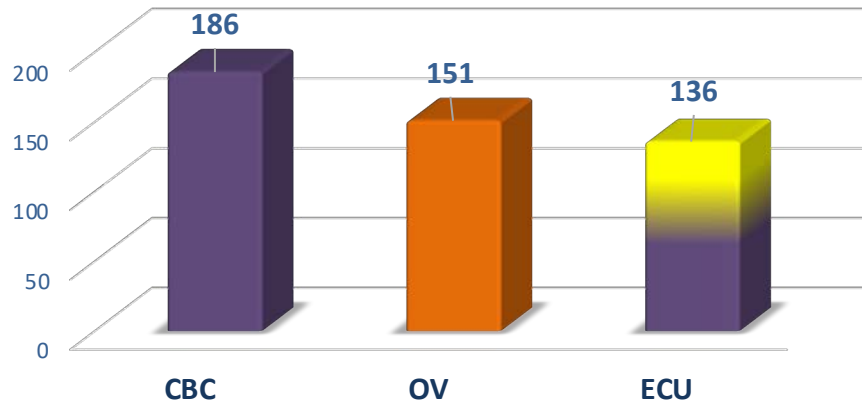
Percent of Use for Model 1 Hospitals Apr-Jun 2020

(based on number of encounters)

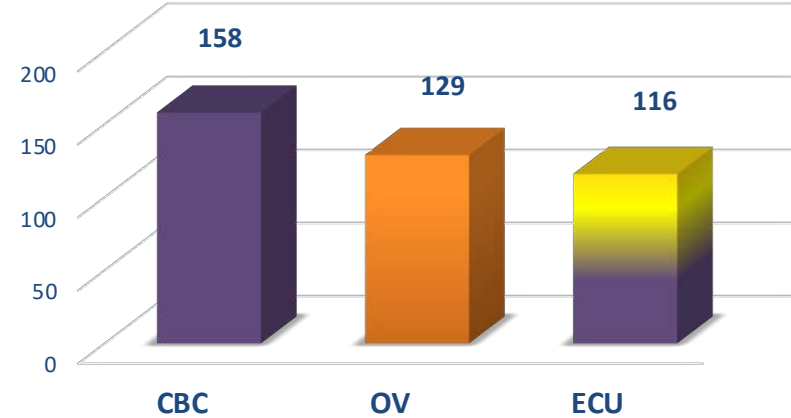


Number of Patients by Provider (Model 1)

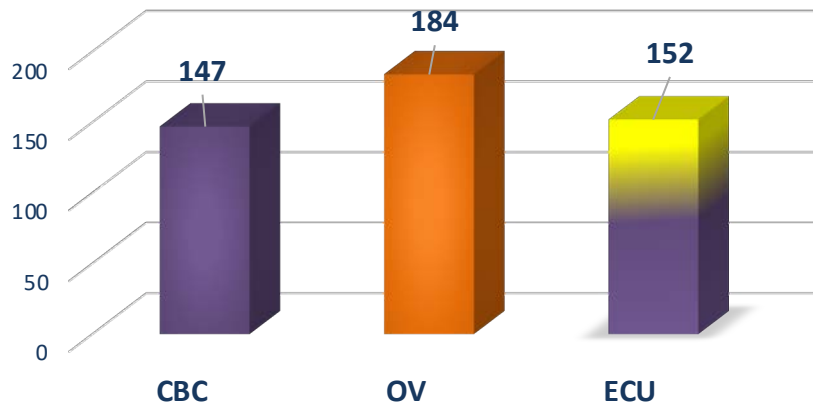
Apr-Jun 2020



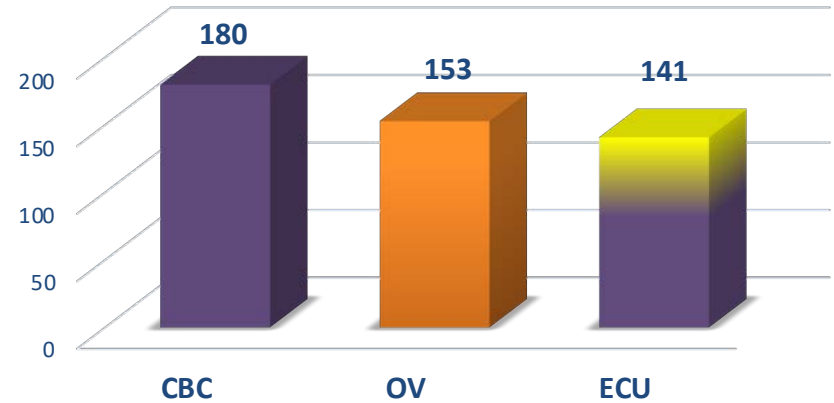
Oct-Dec 2019



Jan-Mar 2020

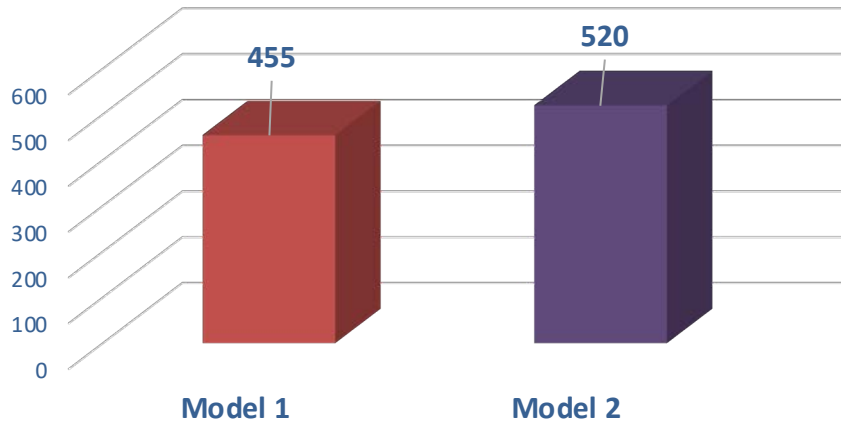


Jul-Sep 2019

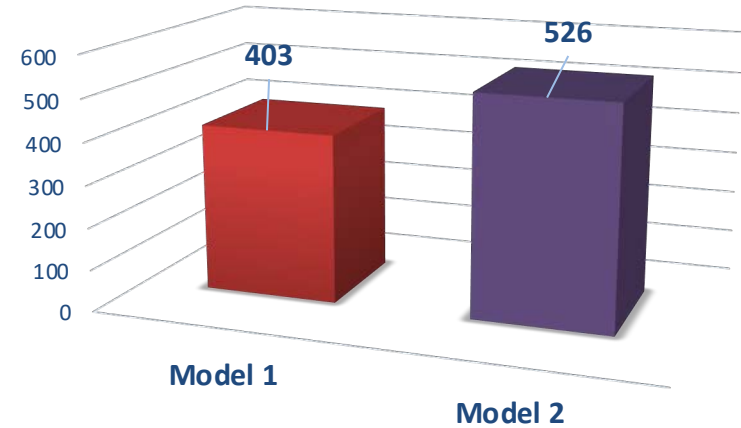


Number of Patients by Model

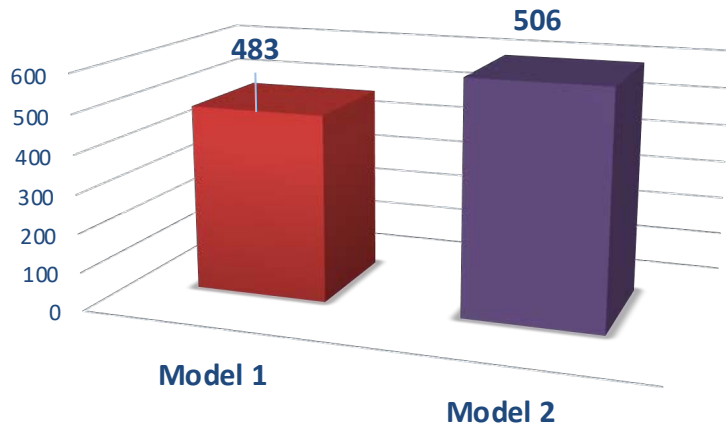
Apr-Jun 2020



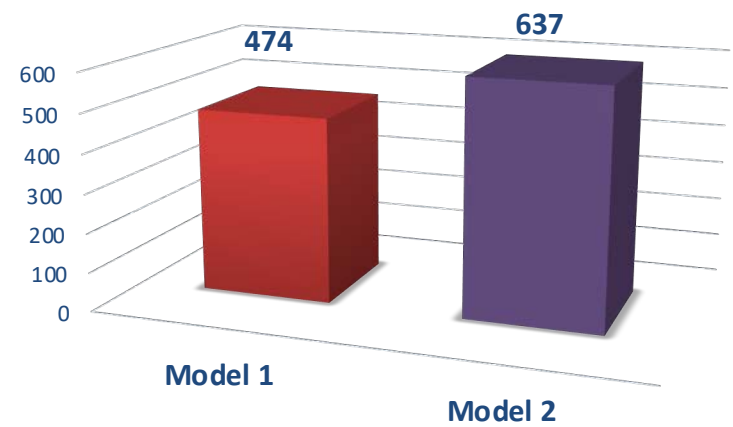
Oct-Dec 2019



Jan-Mar 2020

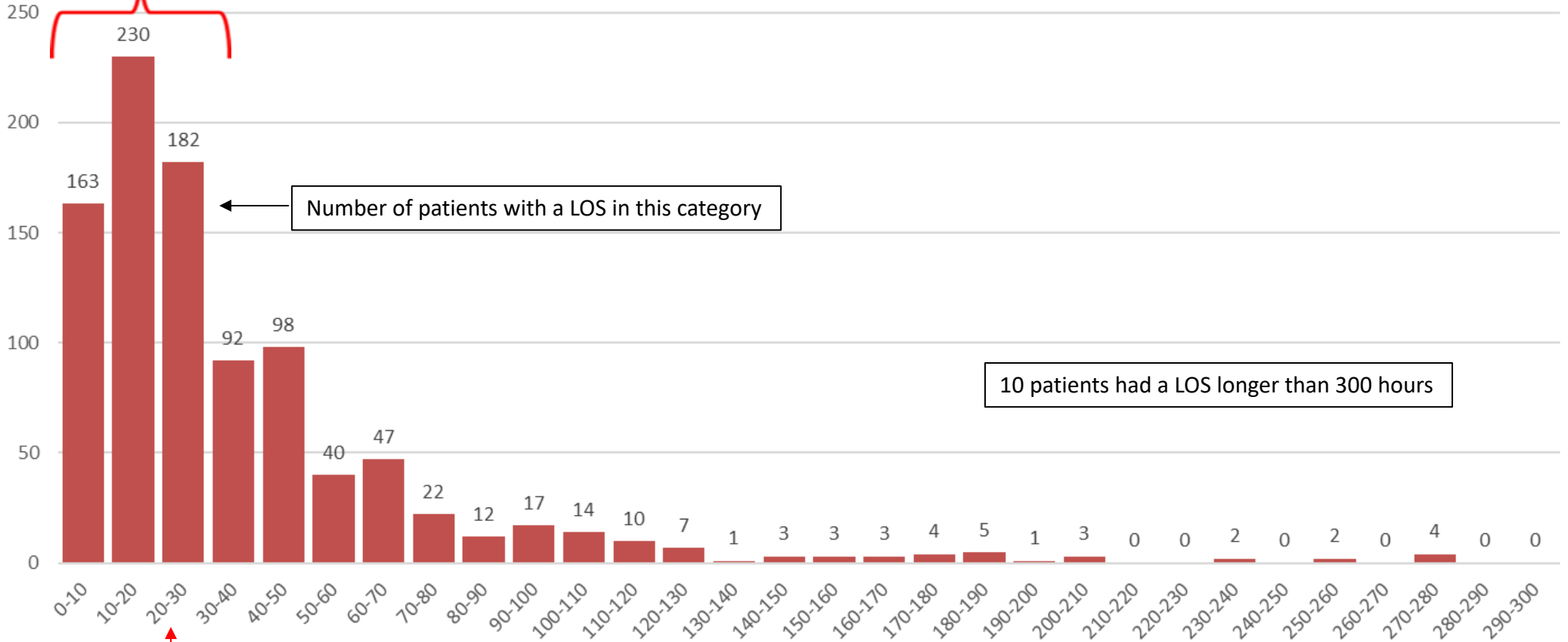


Jul-Sep 2019



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

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



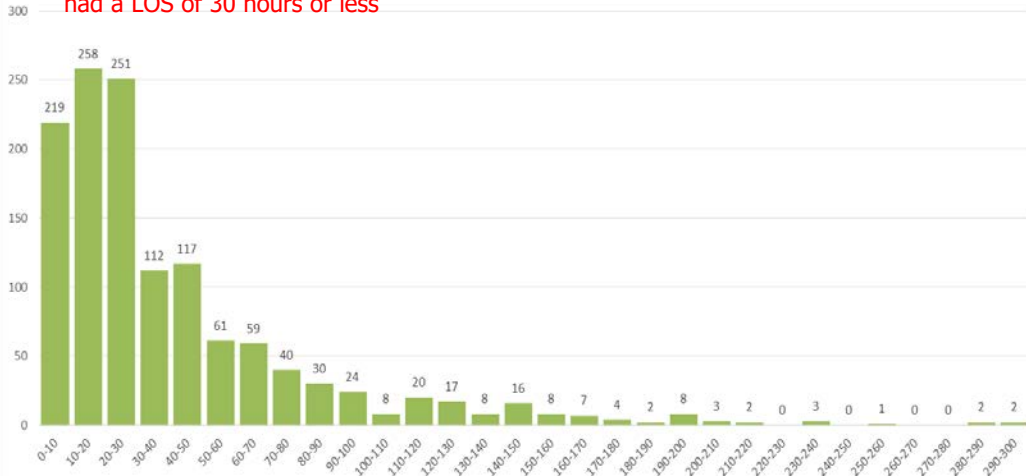
Median Length of Stay for Apr-Jun 2020 = 24.1 Hours

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

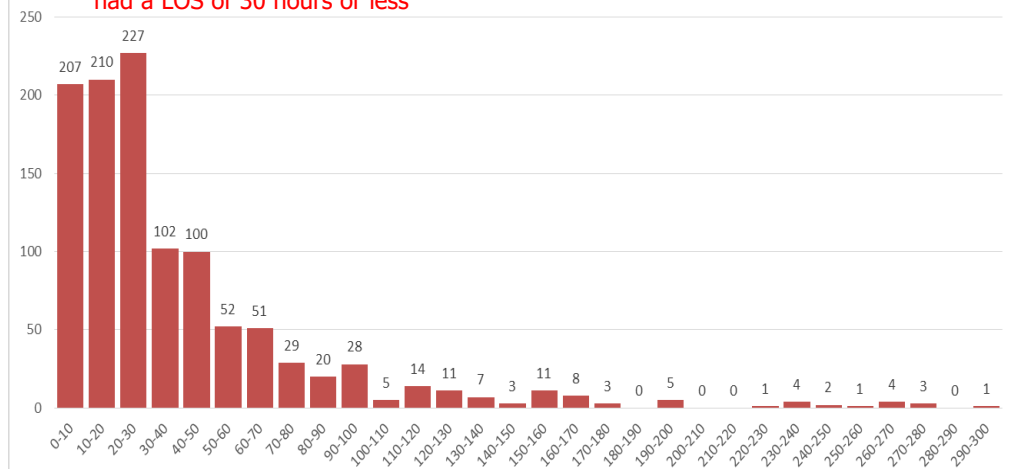


Number of NC-STeP Patients by LOS Category

Apr-Jun 2019

(in hours)

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

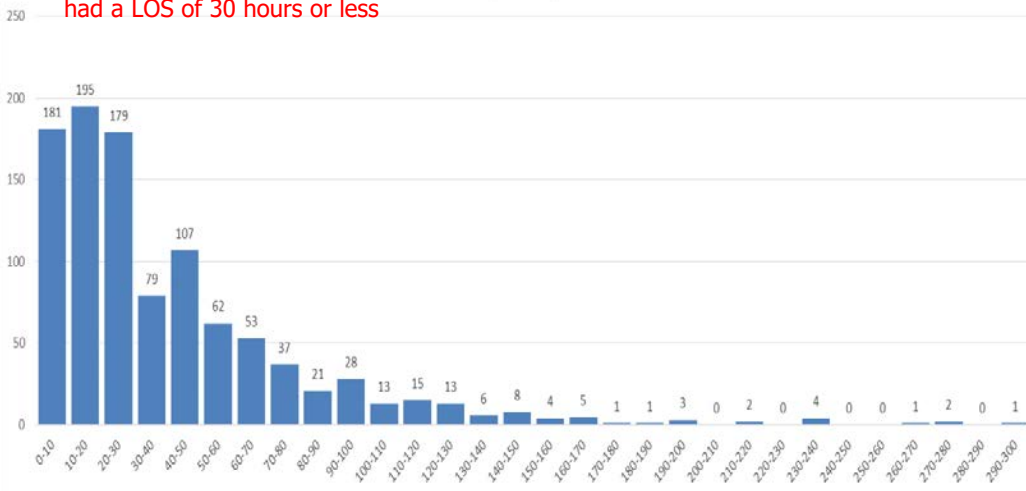


Number of NC-STeP Patients by LOS Category

Jul-Sep 2019

(in hours)

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

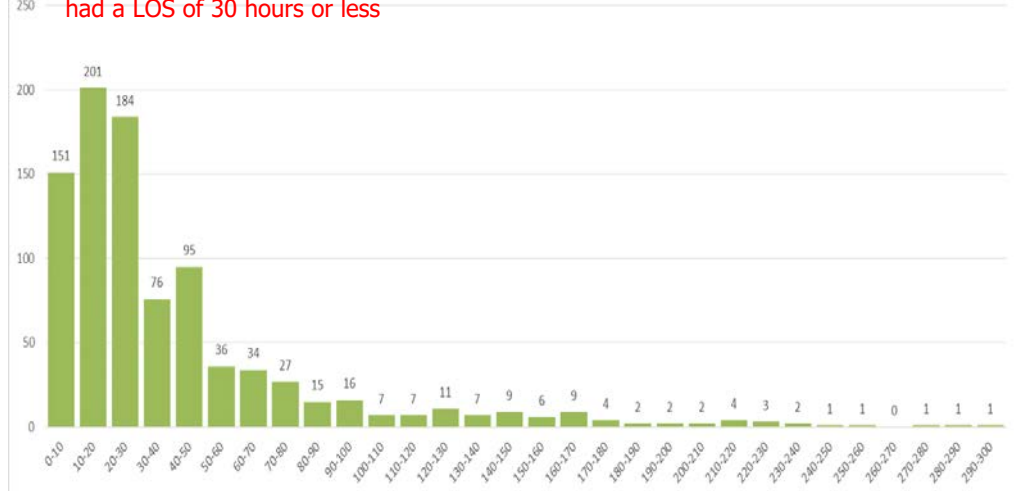


Number of NC-STeP Patients by LOS Category

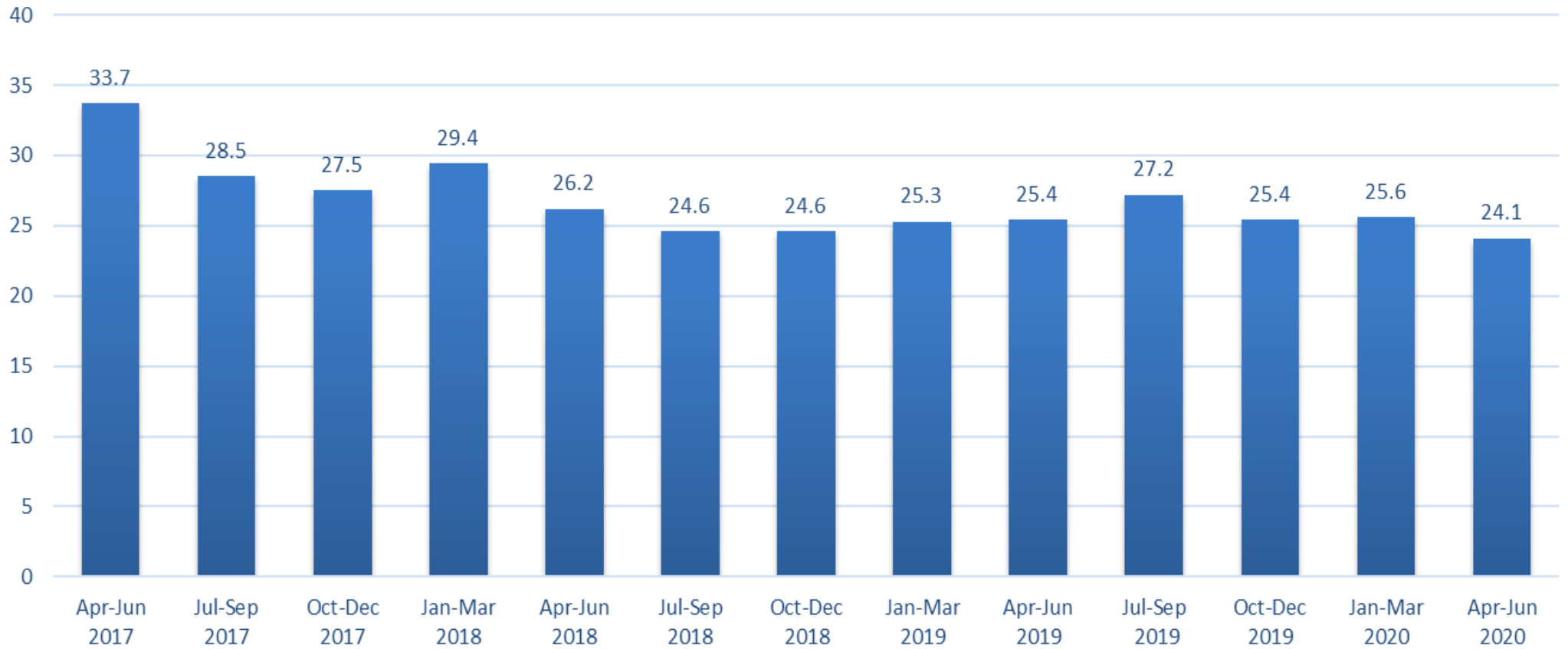
Oct-Dec 2019

(in hours)

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



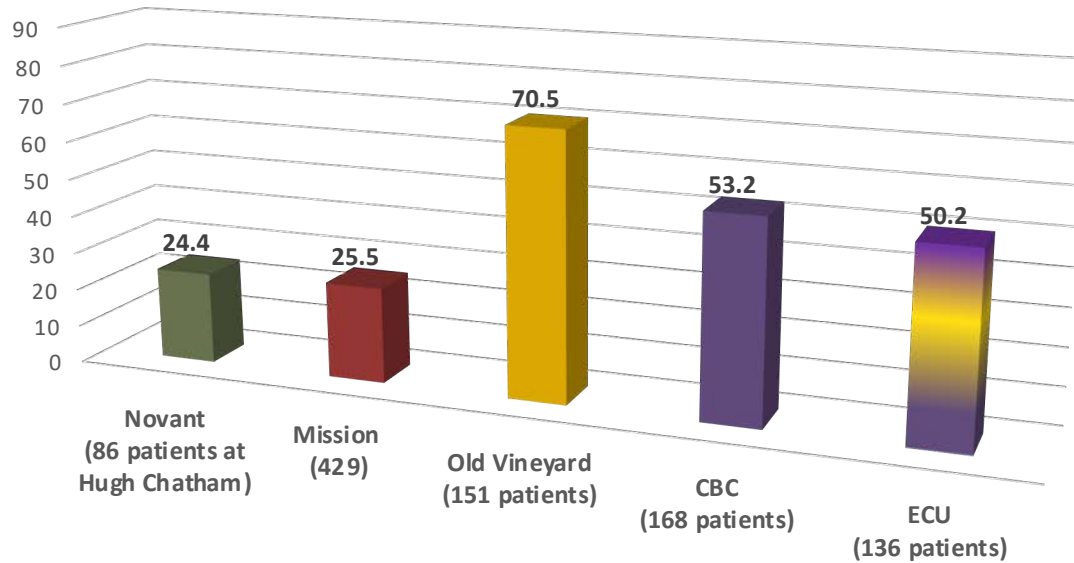
Median Length of Stay by Quarter (in hours)



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

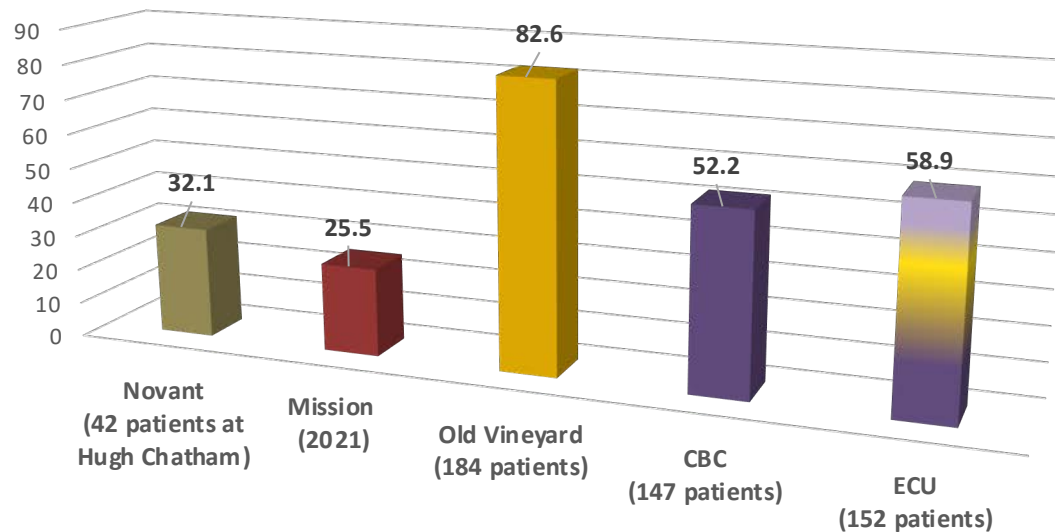


Apr-Jun 2020 (in hours)



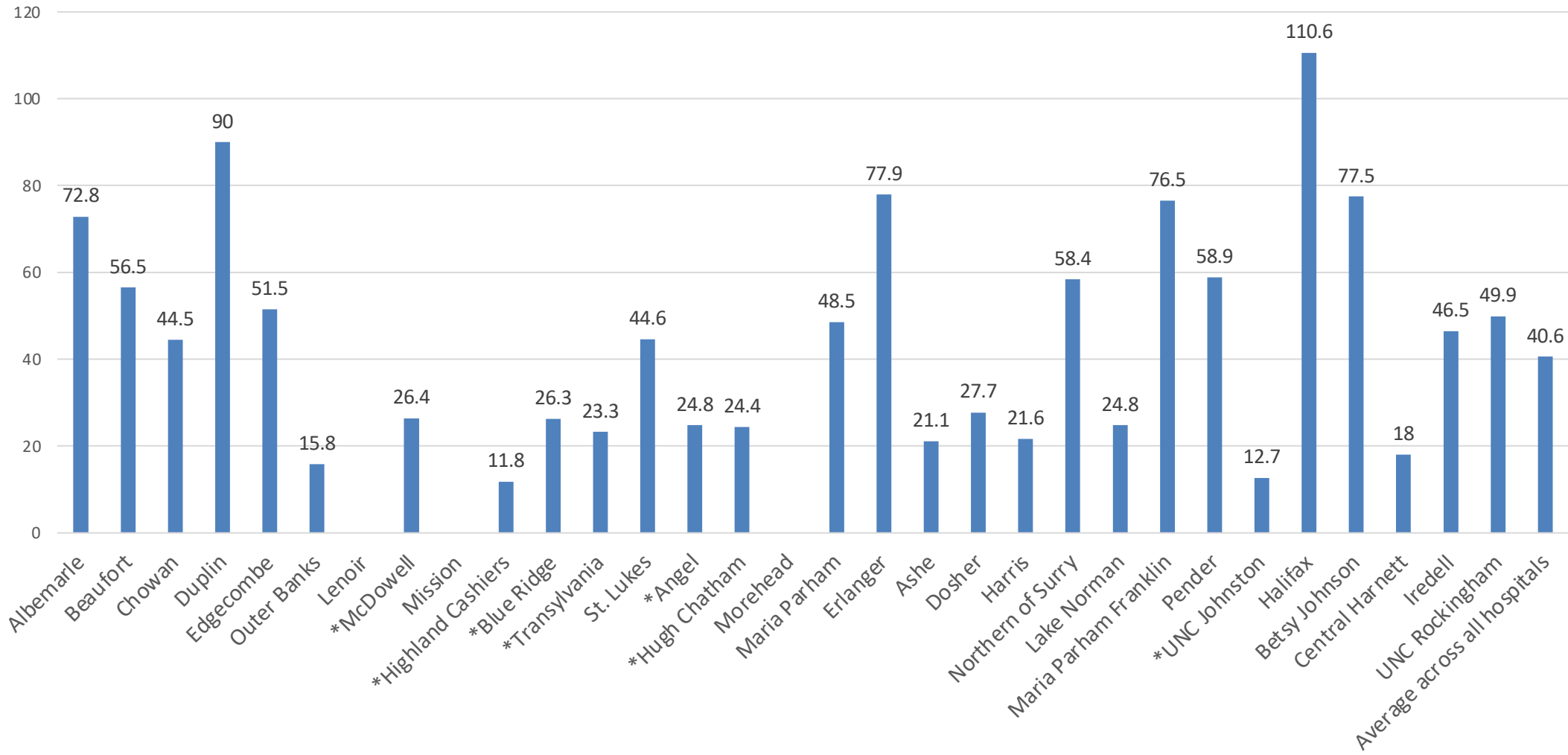
Average Length of Stay by Provider

Jan-Mar 2020 (in hours)



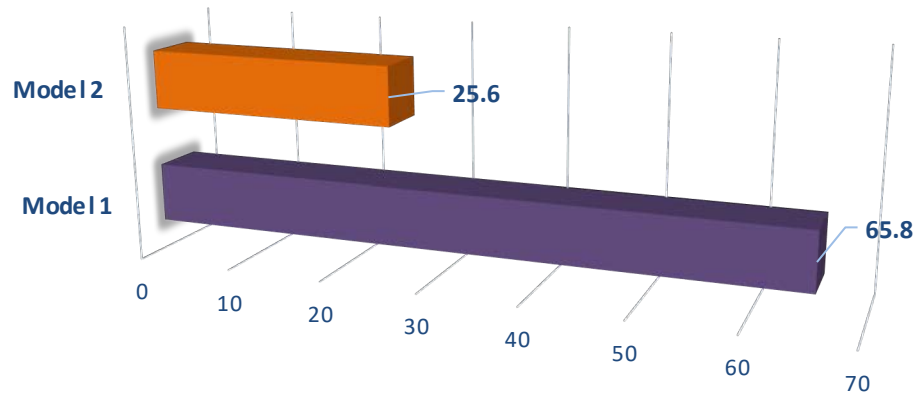
Average Length of Stay for NC-STeP Patients by Hospital

April - June 2020 (in hours)



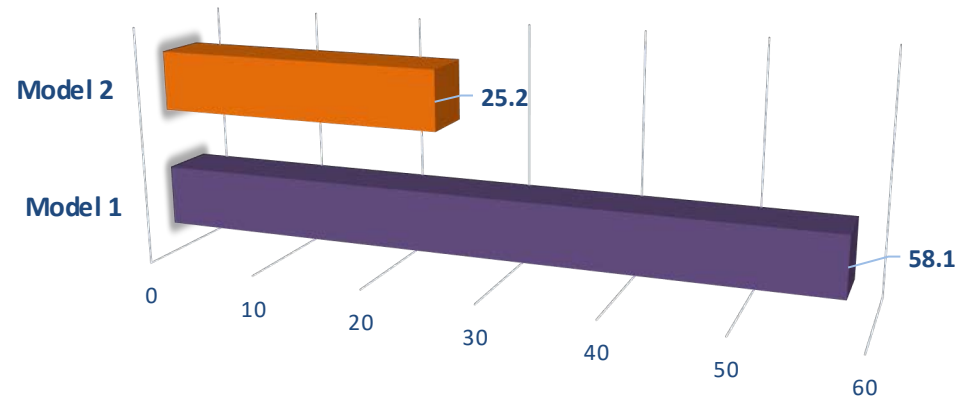
Average LOS by Model

Jan-Mar 2020 (in hours)

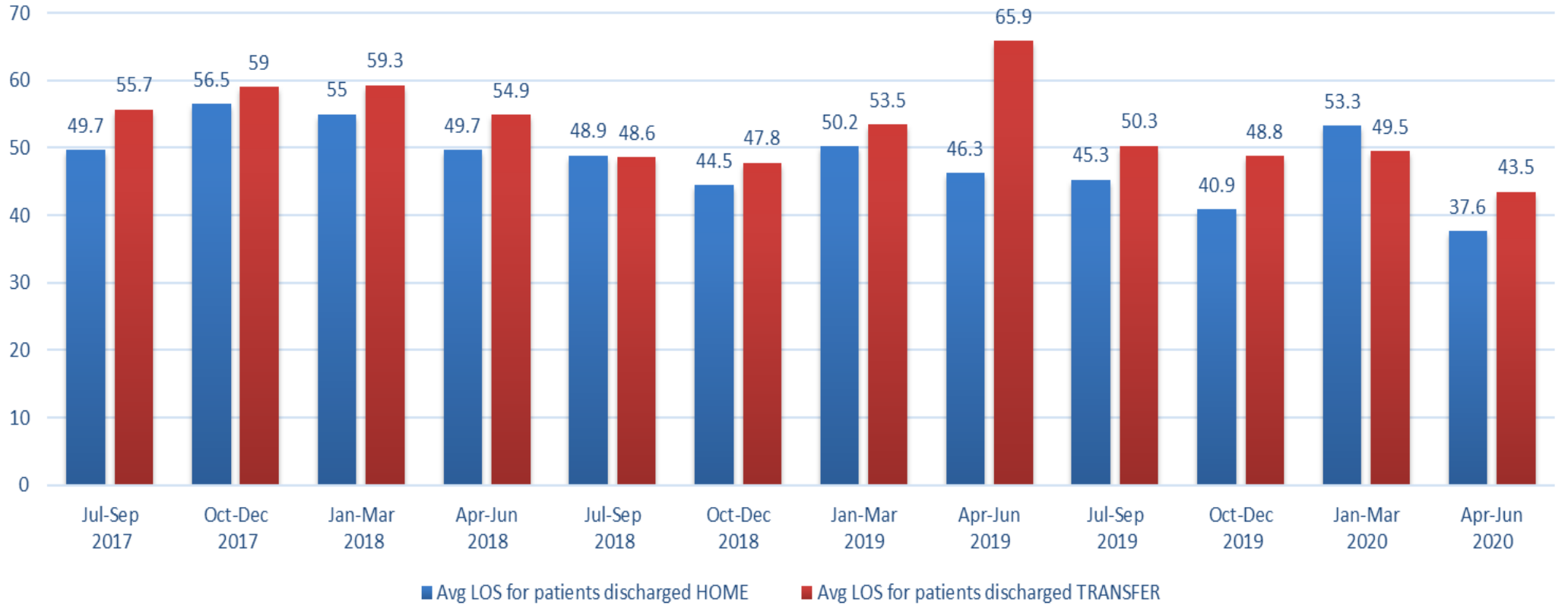


Apr-Jun 2020

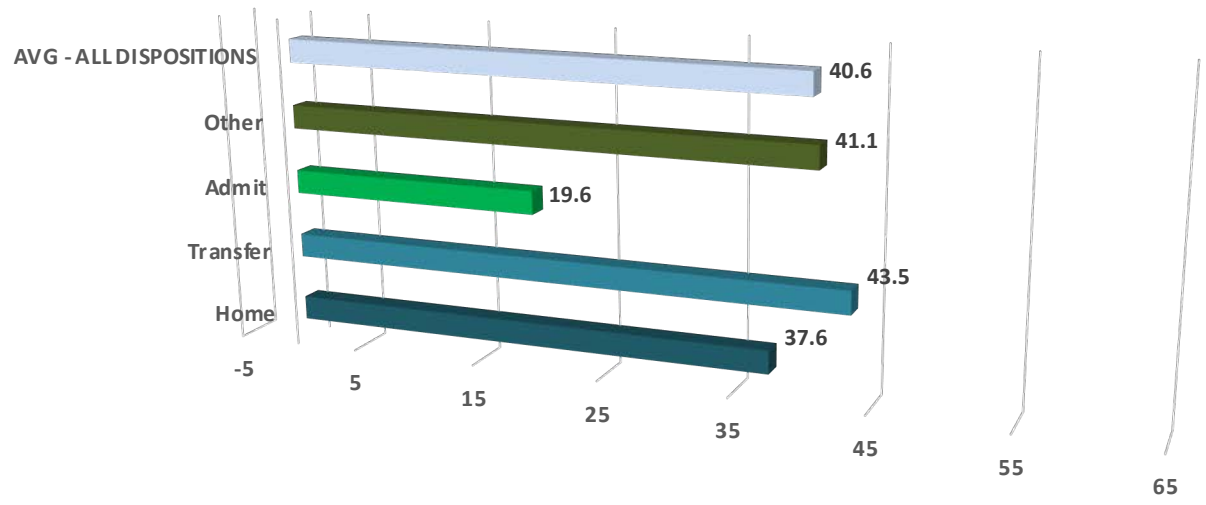
(in hours)



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

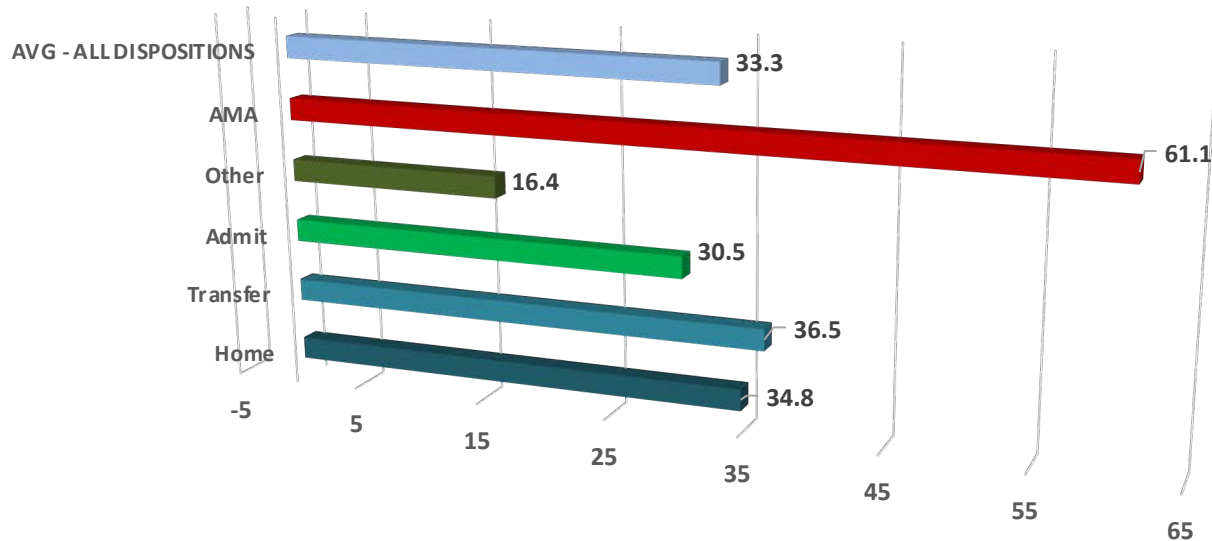


Average LOS by Discharge Disposition Apr-Jun 2020
(in hours)



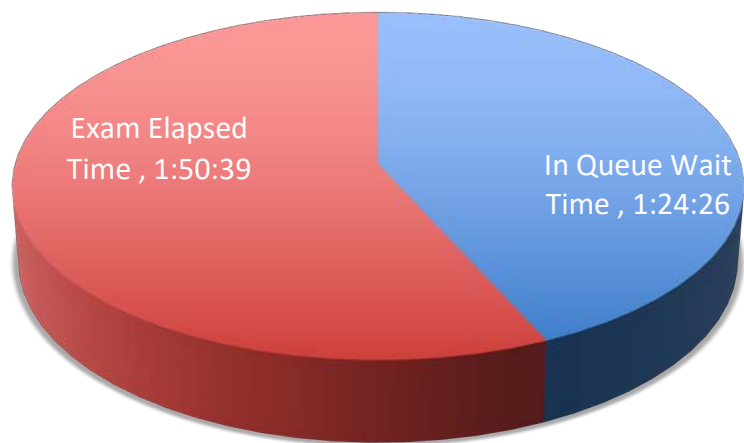
Average LOS by Discharge Disposition

Average LOS by Discharge Disposition Jan-Mar 2020
(in hours)



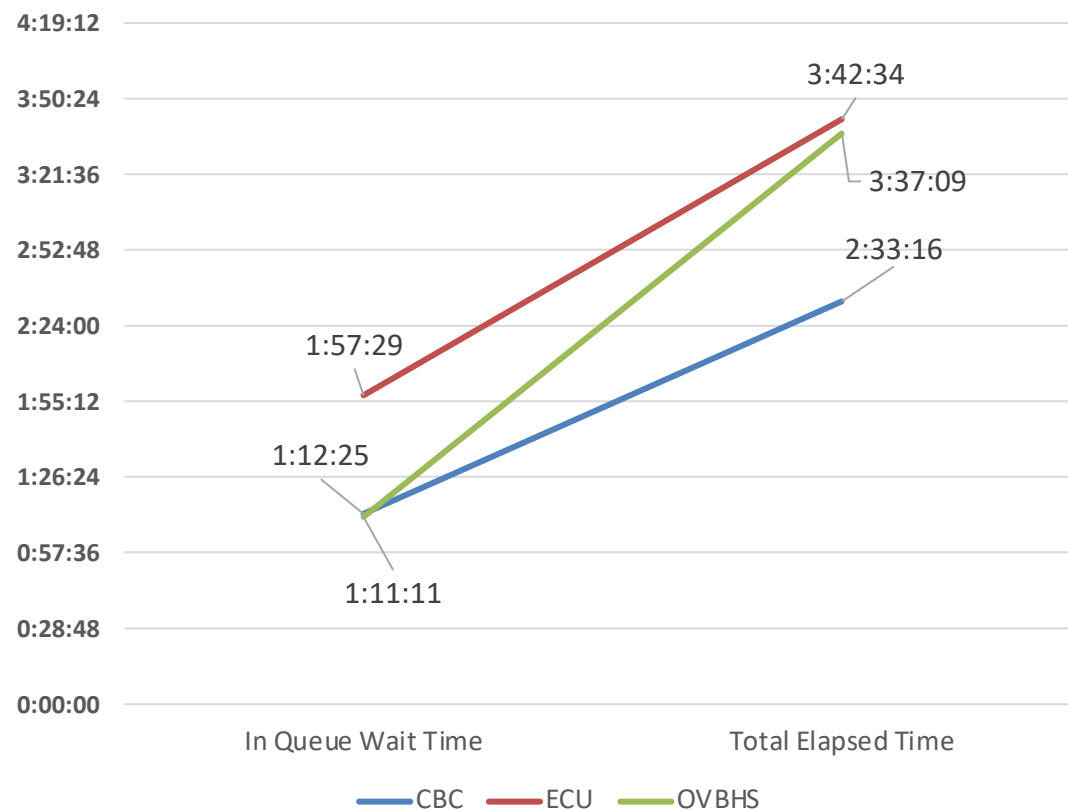
Consult Elapsed Time: April - June 2020

CBC, OV & ECU
Average Consult Elapsed Time
In Queue to Exam Complete
FY20-Q4 April - June 2020
(3 hrs. 15 min.)

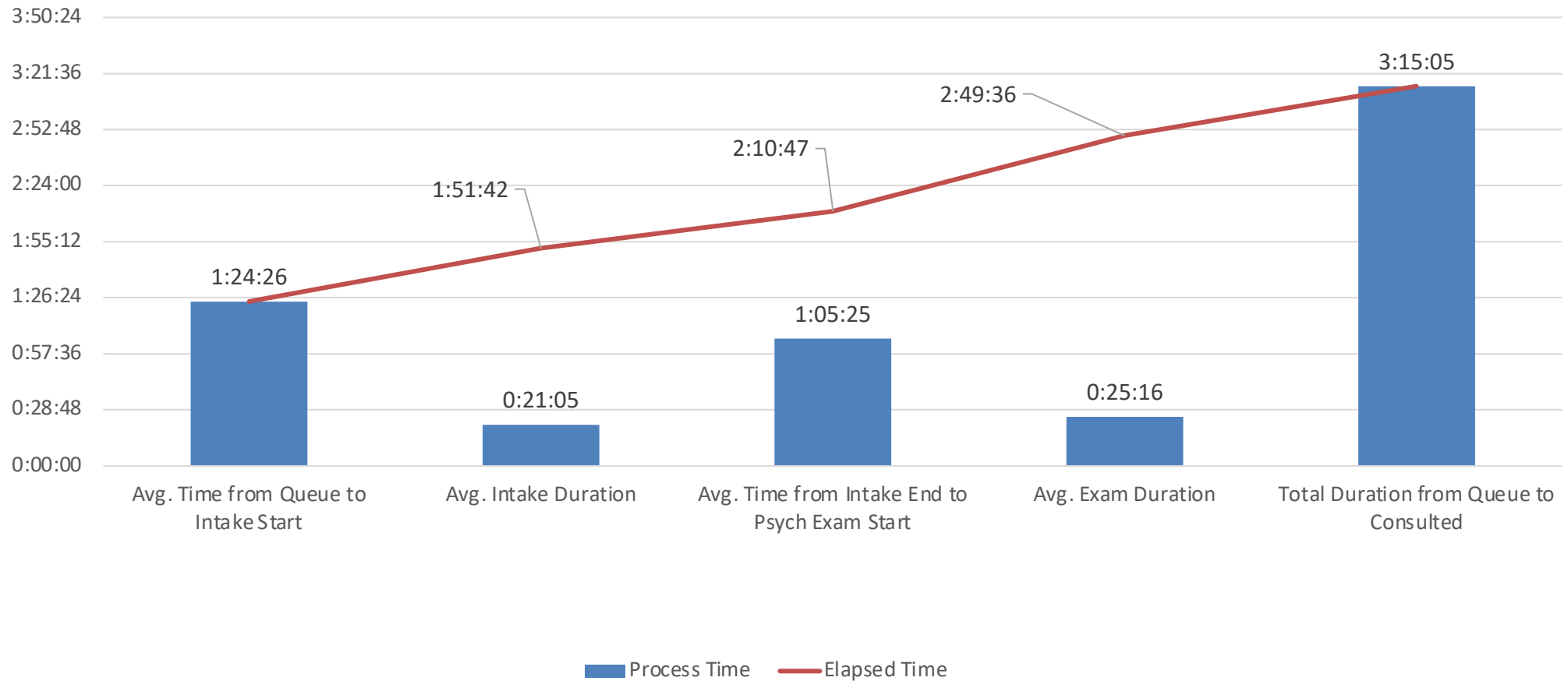


■ In Queue Wait Time ■ Exam Elapsed Time

Comparison of CBC, OV & ECU
Average Consult Elapsed Time
In Queue to Exam Complete
FY20-Q4 April - June 2020
(hh:mm:ss)

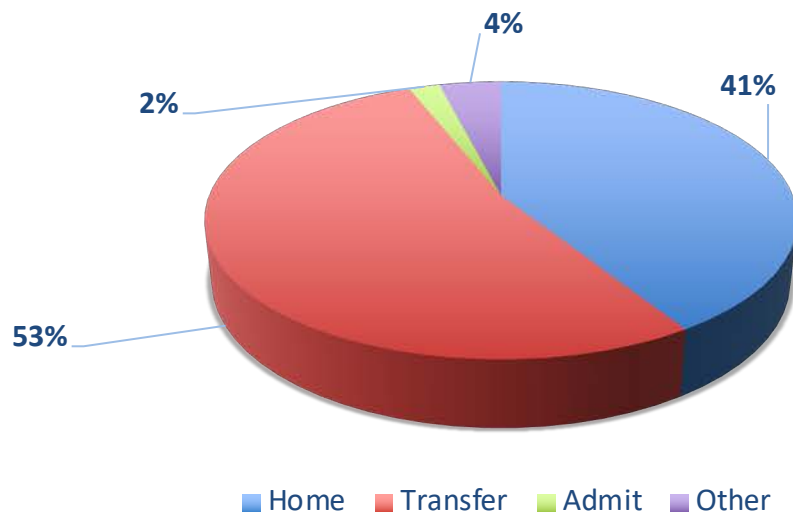


CBC, OV, ECU: April – June 2020

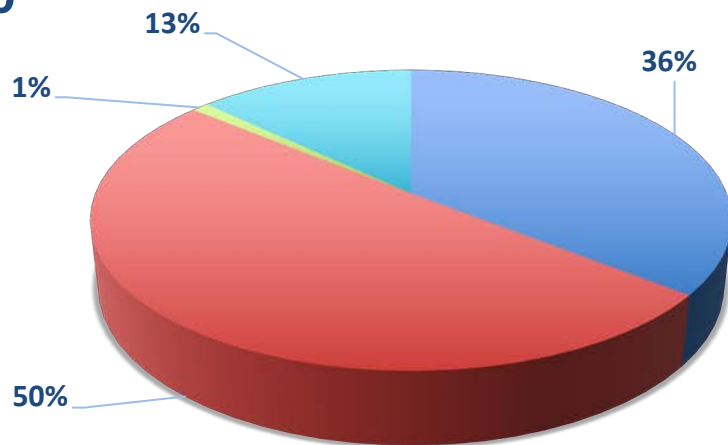


Percent of Patients by Discharge Disposition

Apr-Jun 2020

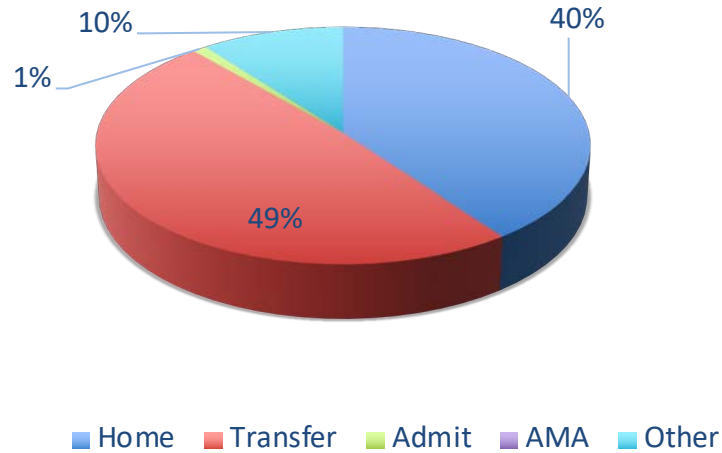


Jan-Mar 2020

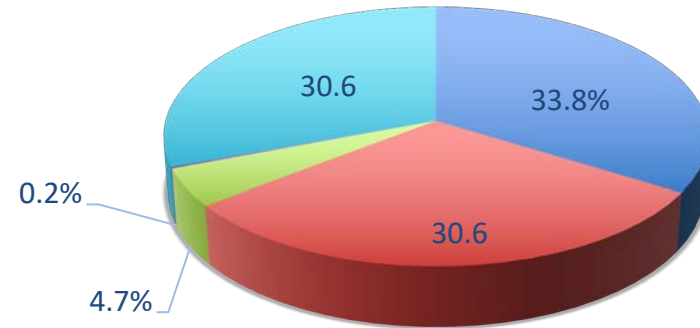


Percent of Patients by Discharge Disposition

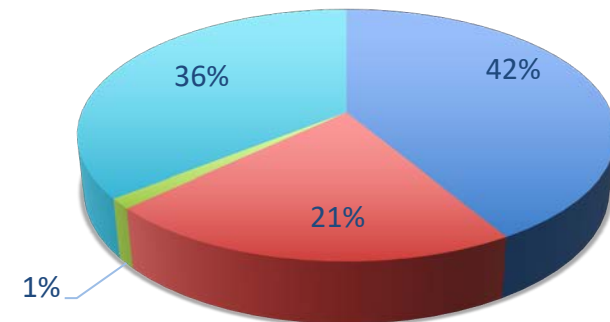
Oct-Dec 2019



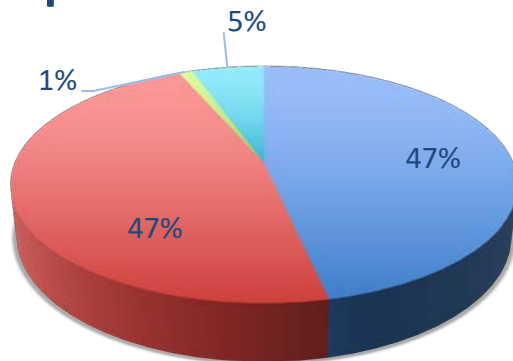
Jan-Mar 2019



Apr-Jun 2019



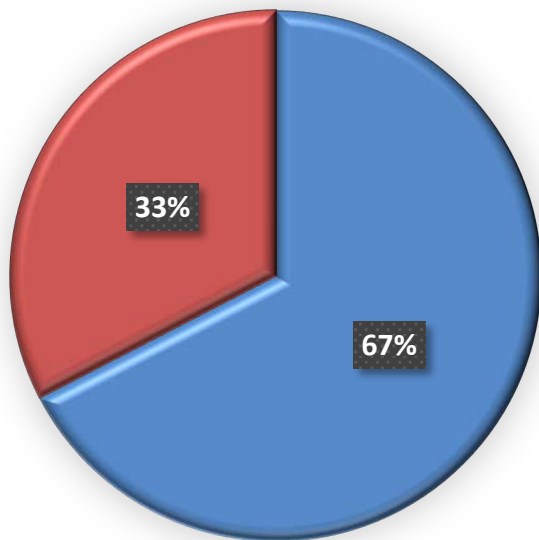
Jul-Sep 2019



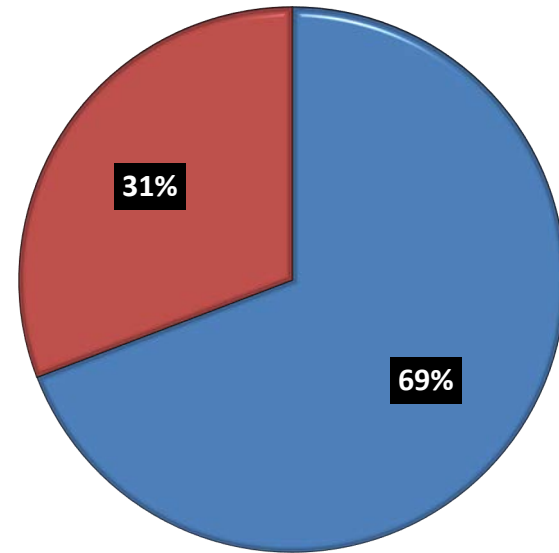
IVCs – By Release Status

- IVCs - percent not released
- IVCs - percent released

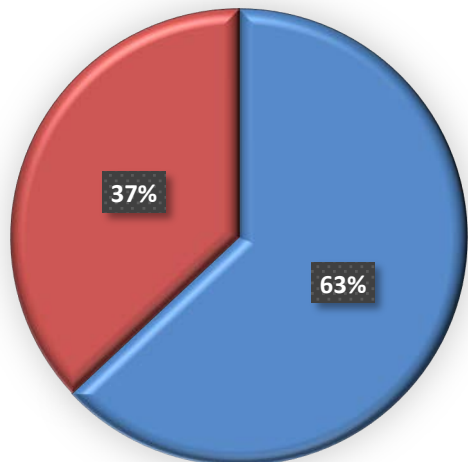
APR-JUN 2020



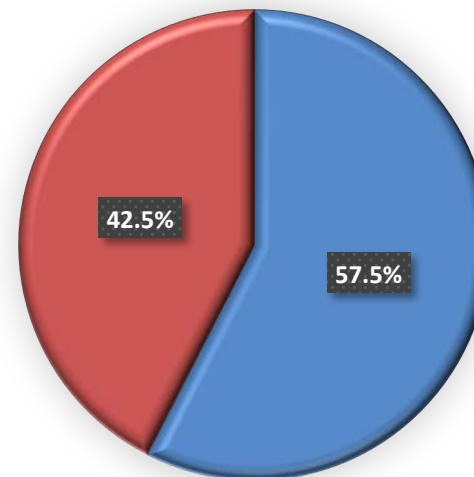
JAN-MAR 2020



Oct-Dec 2019



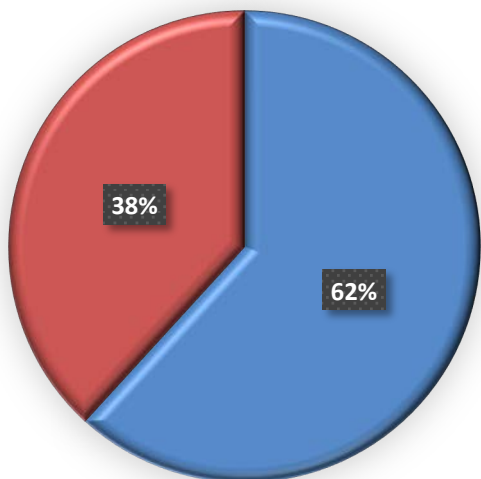
Jan-Mar 2019



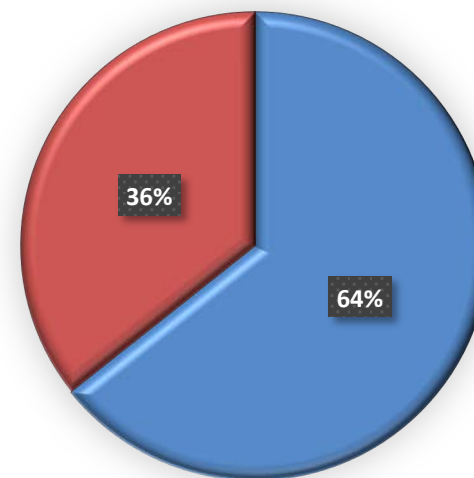
IVCs – By Release Status

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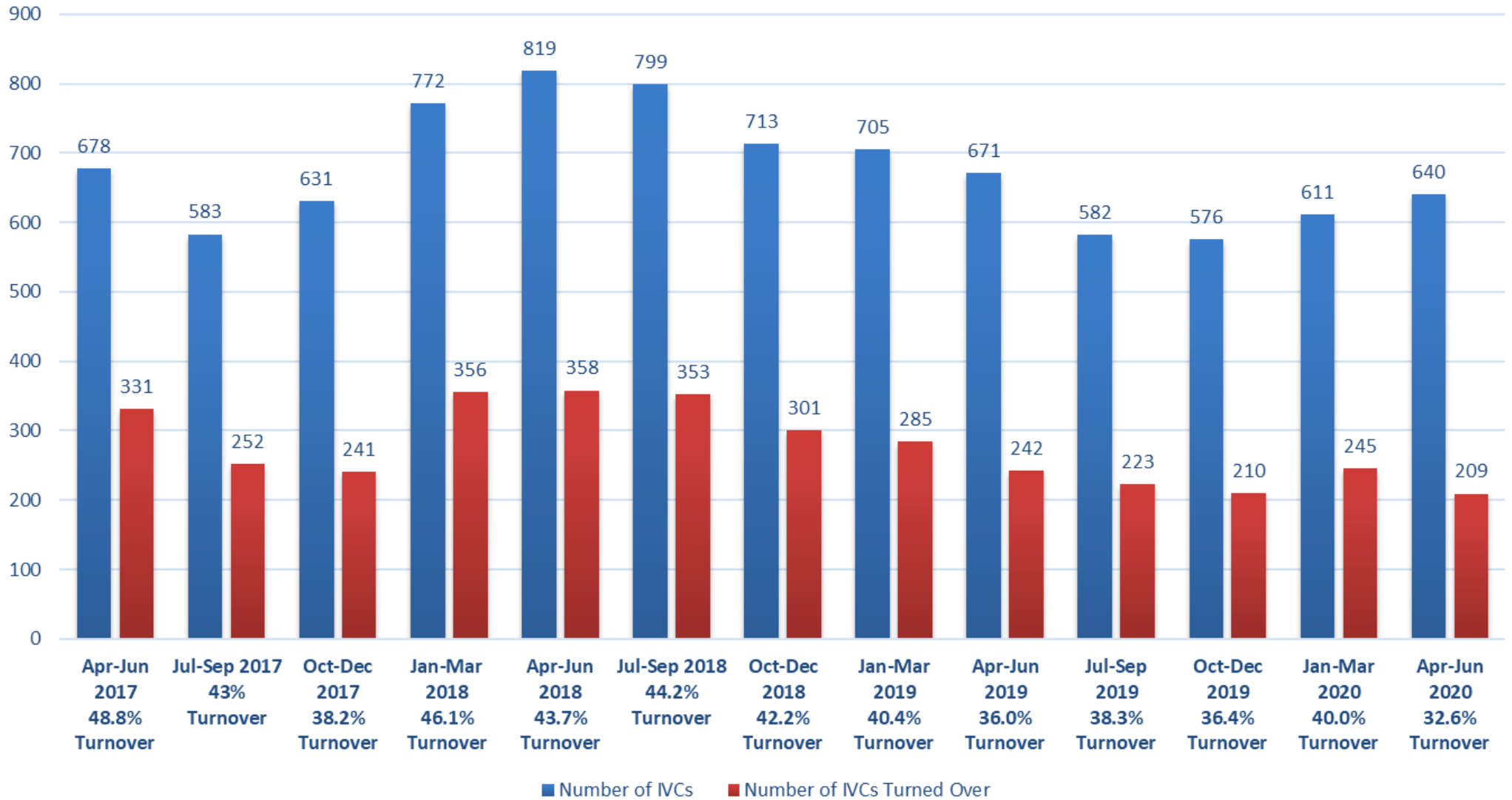
Jul-Sep 2019



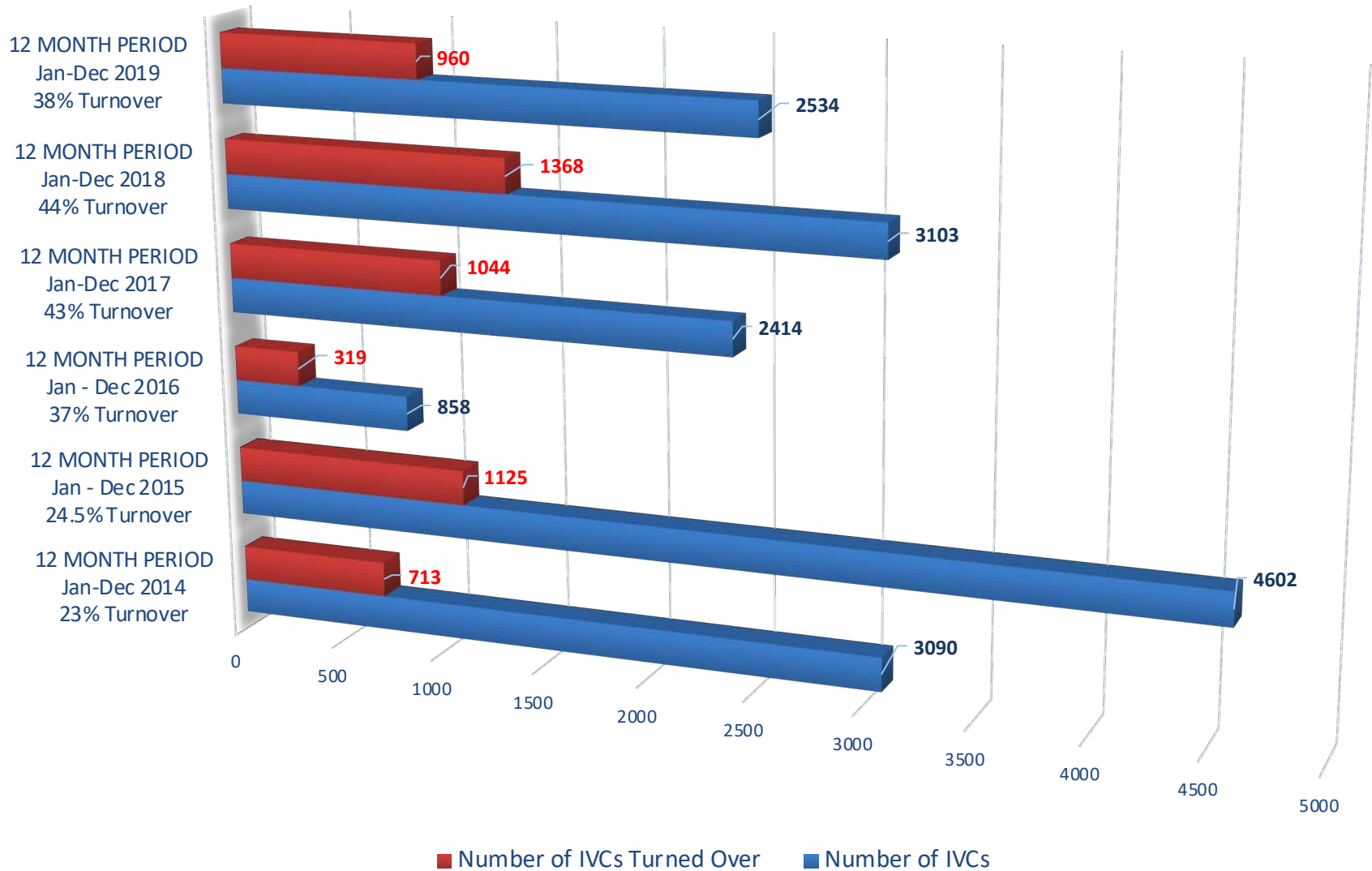
Apr-Jun 2019



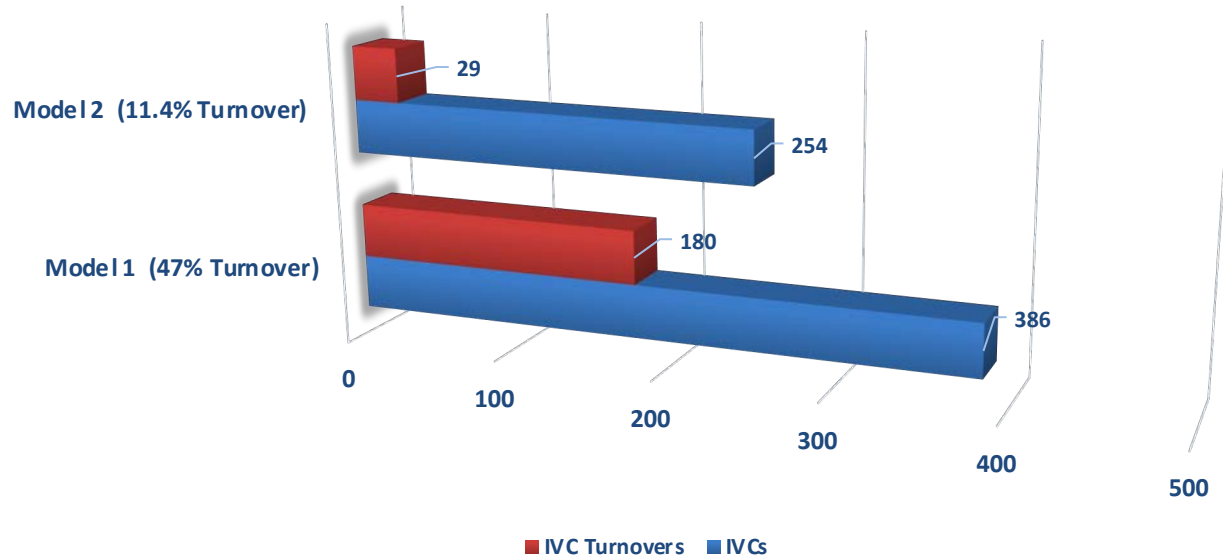
Number of IVCs and IVCs Turned Over by Quarter



Number of IVCs and IVCs Turned Over by Year

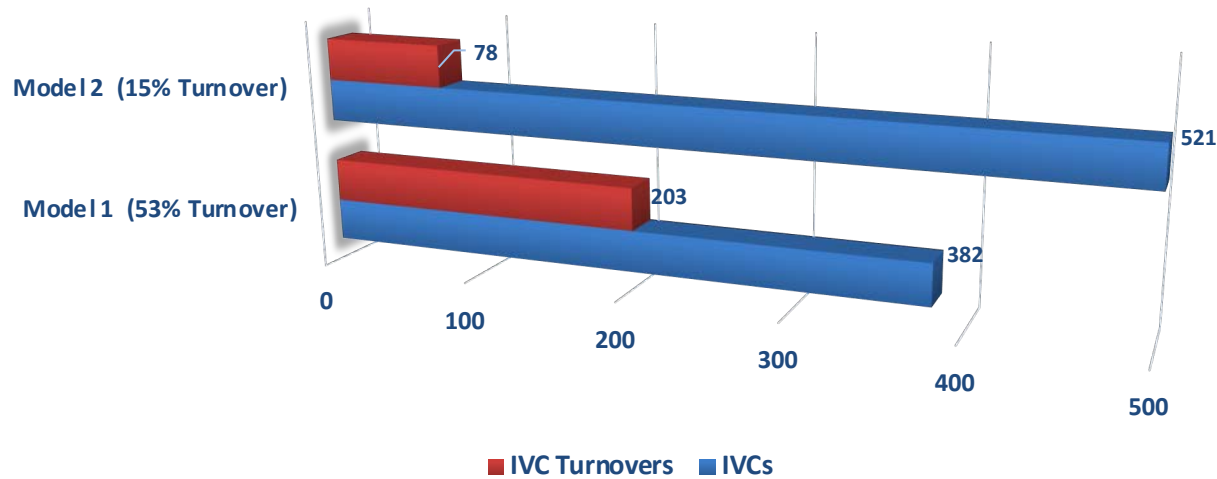


Apr-Jun 2020

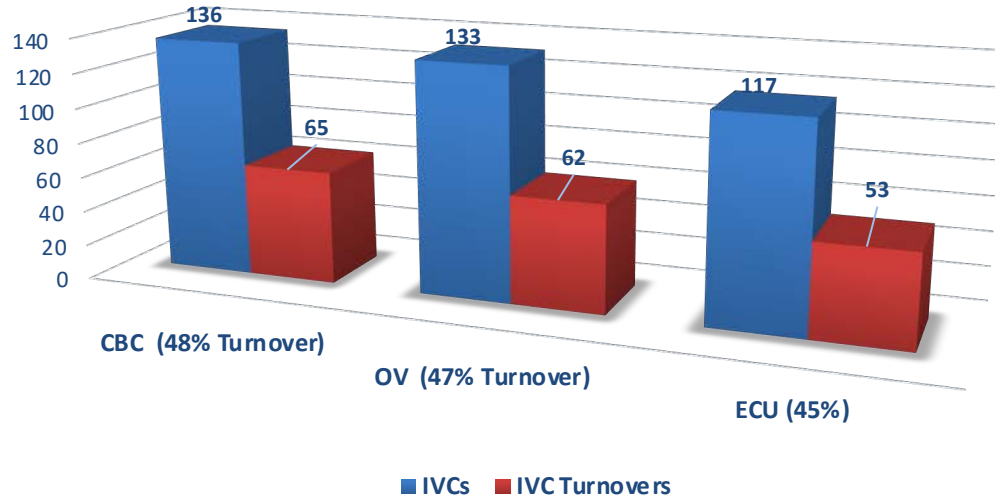


Number of IVCs and IVC Turnovers by Model

Jan-Mar 2020

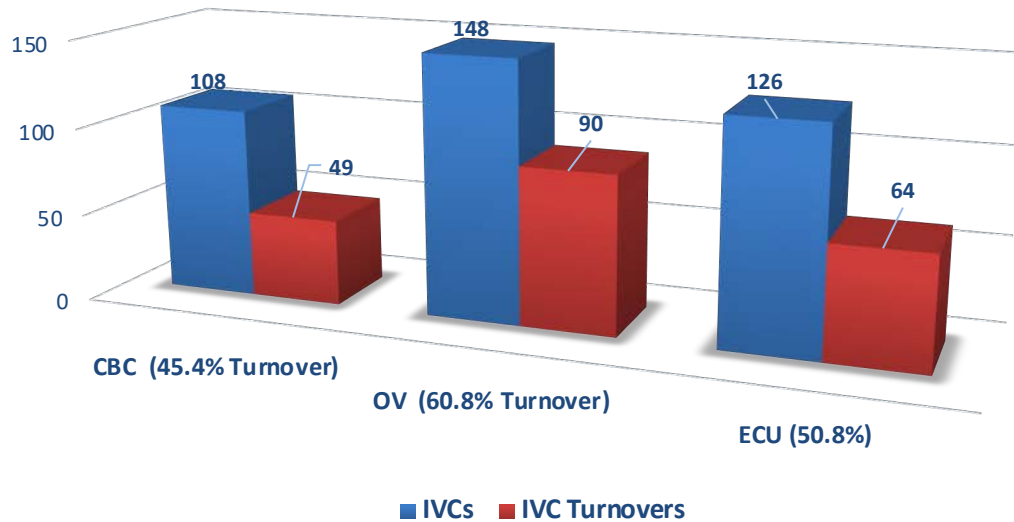


Apr-Jun 2020



Number of IVCs and IVC Turnovers by Provider

Jan-Mar 2020



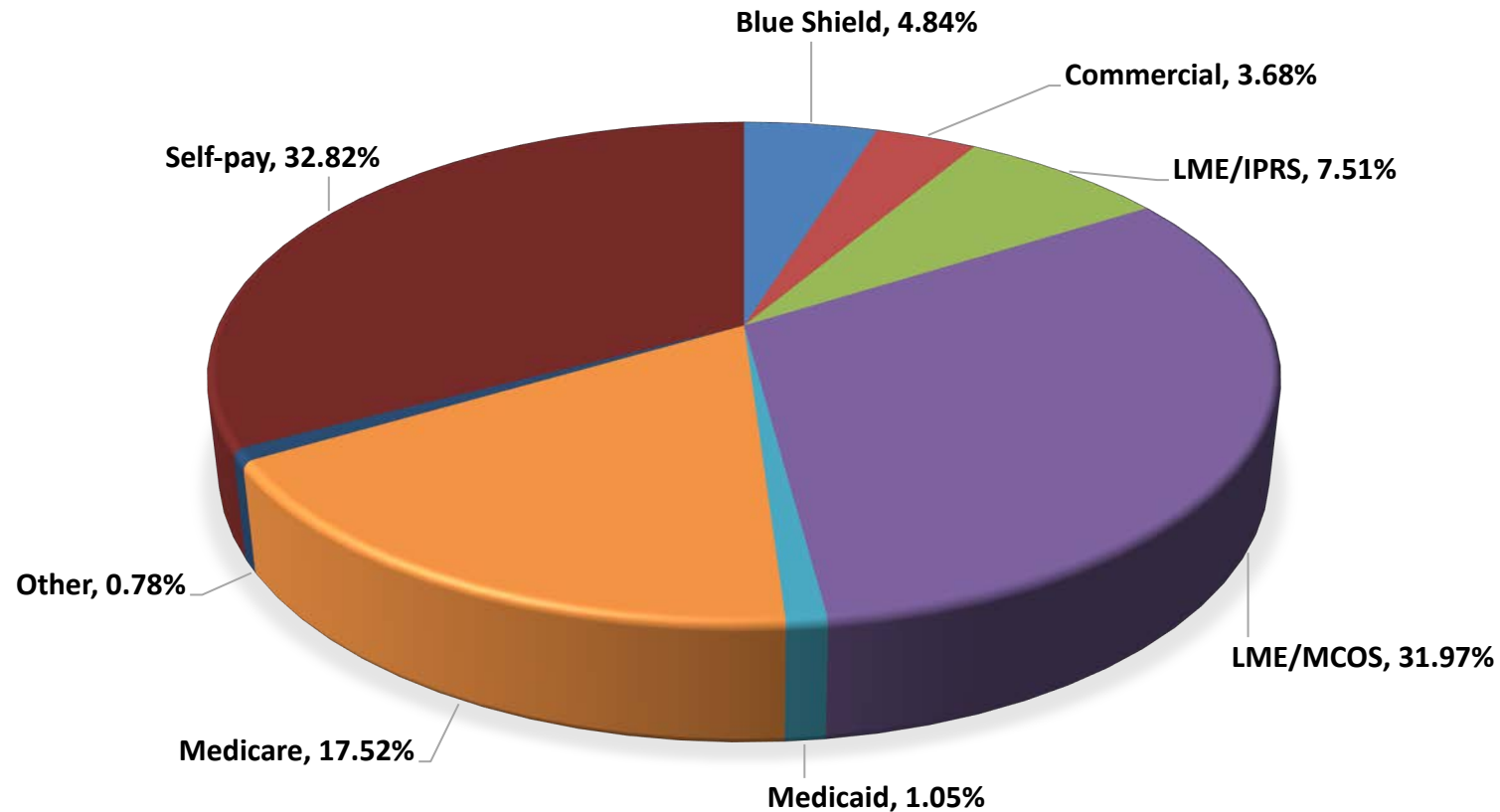
Satisfaction Surveys were not Completed in Quarter 4

- Satisfaction surveys are done twice per year.
- Most recent surveys were conducted in March 2020 (Quarter 3) with 9 groups.
- The overall satisfaction rate in the most recent survey was 85% (N = 62)



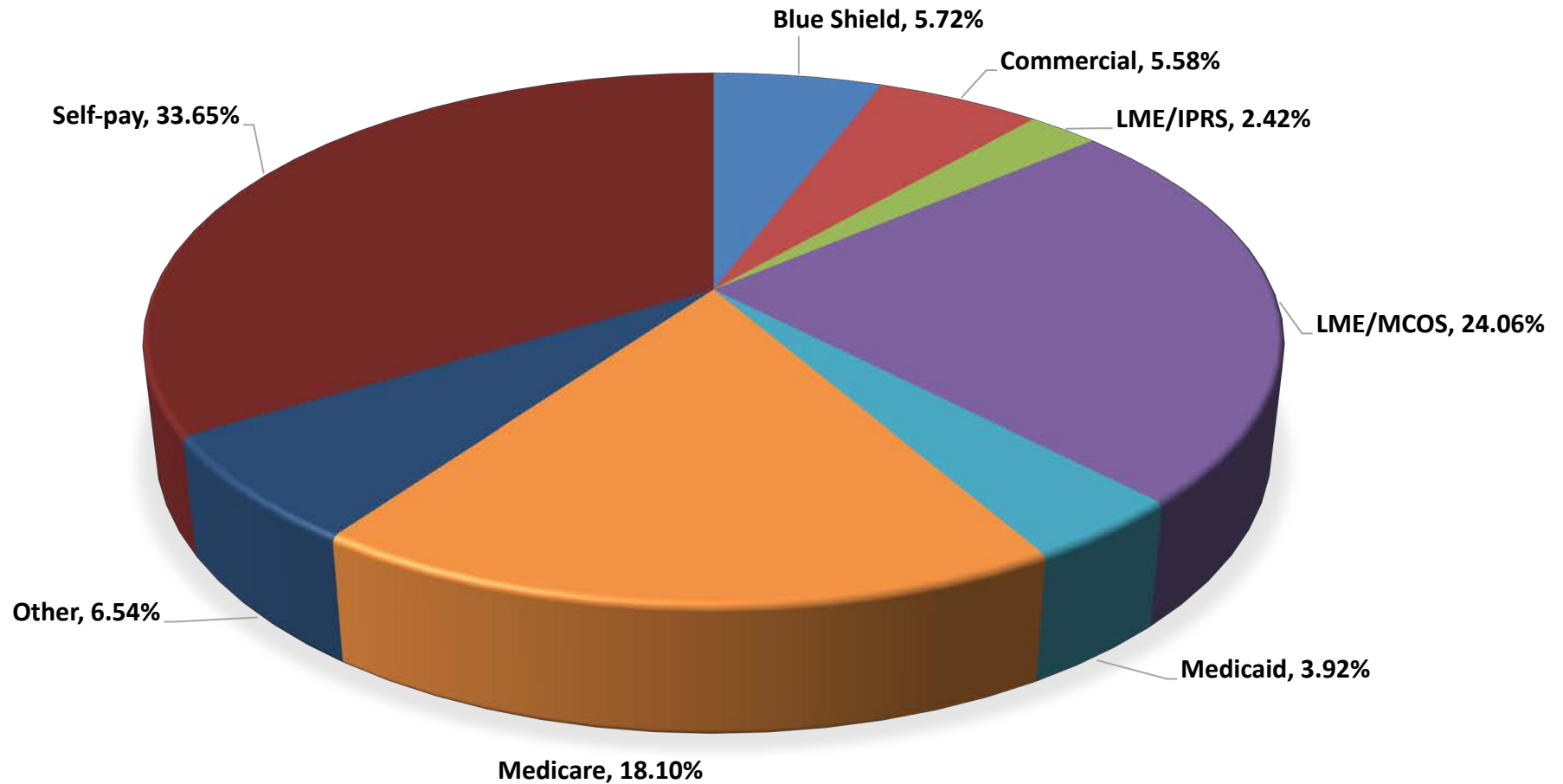
NC-STeP Charge Mix

QTD 2020 - Quarter 4



NC-STeP Charge Mix – Project to Date

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



Community-Based Sites as of June 30, 2020

EVALUATION CRITERIA	BASELINE VALUES/MEASURES AS REPORTED ON 3/31/2019	TARGET TO BE REACHED BY 06/30/2020	VALUES/MEASURES REACHED AS OF 06/30/2020
1. The number of full-time equivalent (FTE) positions supported by the contract	.20 FTEs	.40 FTEs	.70 FTEs
2. The number of community-based sites contracted	4	4	8
3. Number of patient visits with medical (psychiatric) doctor	104	534	51 YTD= 438 PTD= 676
4. The number return visits	396	2,333	824 YTD= 2,455 PTD= 3,332
5. The number of patient visits with a mid-level provider	391	2,320	907 YTD= 2,661 PTD= 3,533
6. The number of new patient visits	143	521	134 YTD= 629 PTD= 949



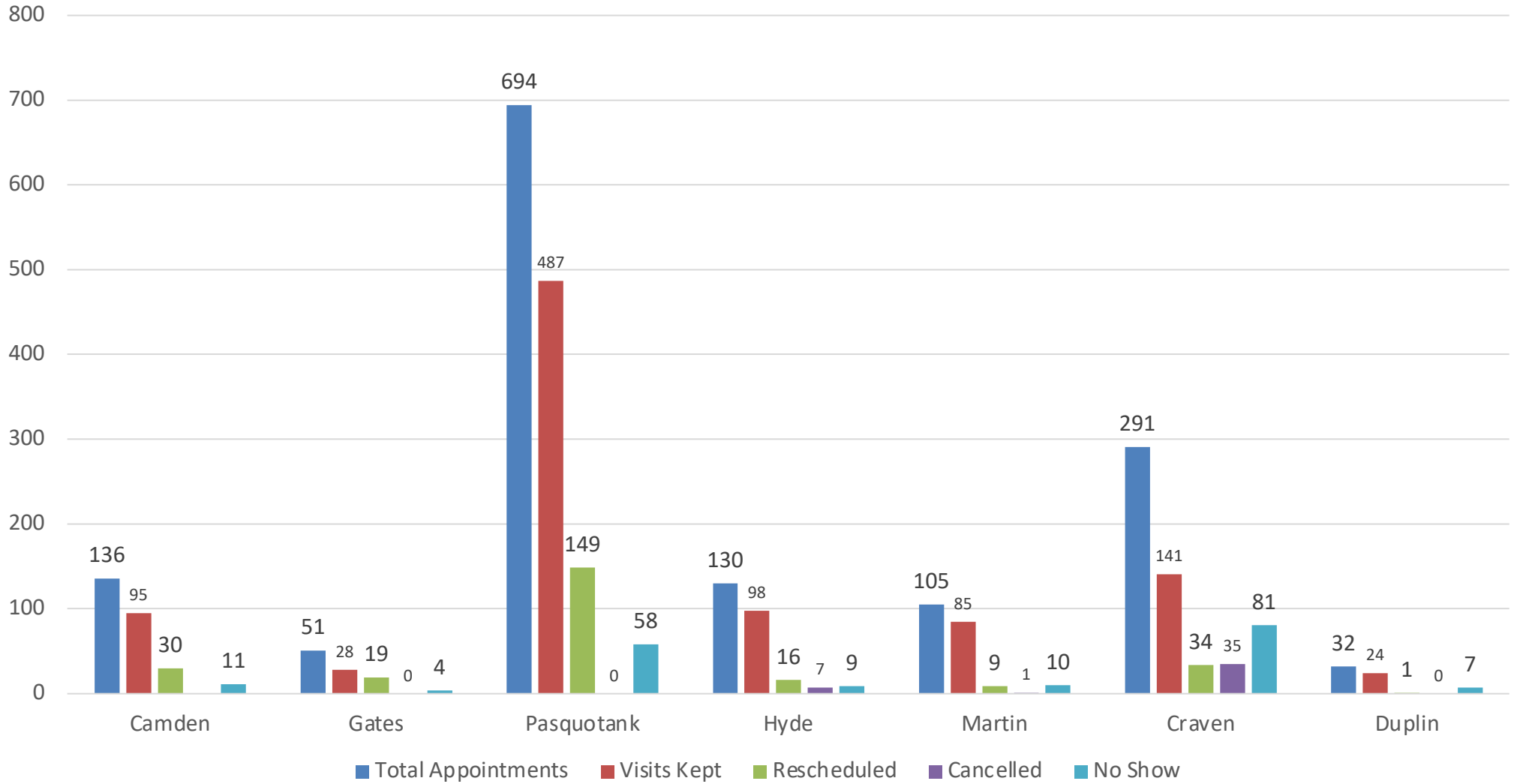
NC-Step Community-Based Sites' Patient Visits

	Since project inception in October 2018	During Calendar Year 2018	During Calendar Year 2019	During Quarter Jan-Mar 2020	During Quarter Apr-Jun 2020
Patient Visits with Medical Doctor	676	8	536	81	51
Patient Visits with Mid-Level Provider	3,533	7	2,006	613	907
Total Patient Visits	4,300	15	2,633	694	958

NC-STeP Community Benchmarks

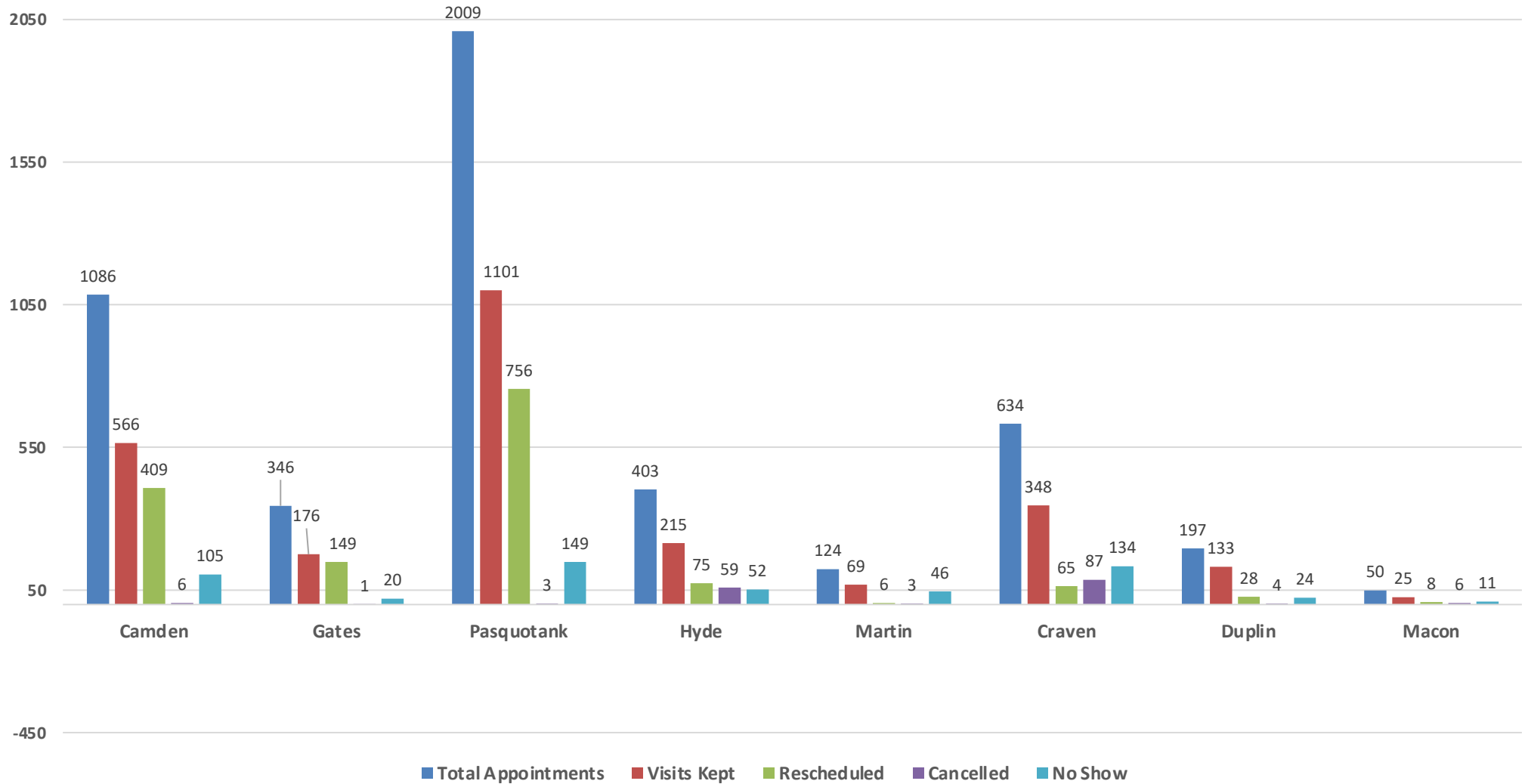
Patient Visits	Goals	Values Reached	
	Fiscal Year Target to be reached by (06/30/2020)	Value Reached as of most recent previous quarter (03/31/2020)	Value reached as of this reporting quarter (6/30/2020)
With medical doctor	534	81	51 (State FY to date total 438) 82% of yearly target
With mid-level provider	2,320	613	907 (State FY to date total 2,661) 115% of yearly target
New patient visits	521	169	134 (State FY to date total 629) 120% of yearly target
Return patient visits	2,333	524	824 (State FY to date total 2,455) 105% of yearly target

NC-STeP Community Appointments by Site
Appointments, Visits Kept, Rescheduled, Cancelled, No Show
April - June 2020



NC-STeP Community Appointments by Site

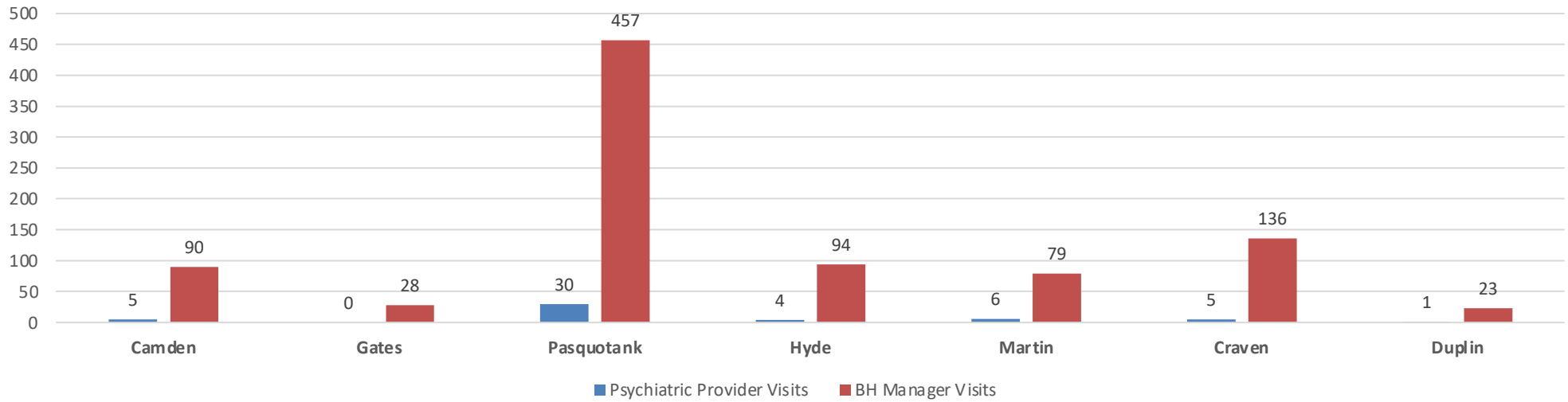
Appointments, Visits Kept, Rescheduled, Cancelled, No Show
January - December 2019



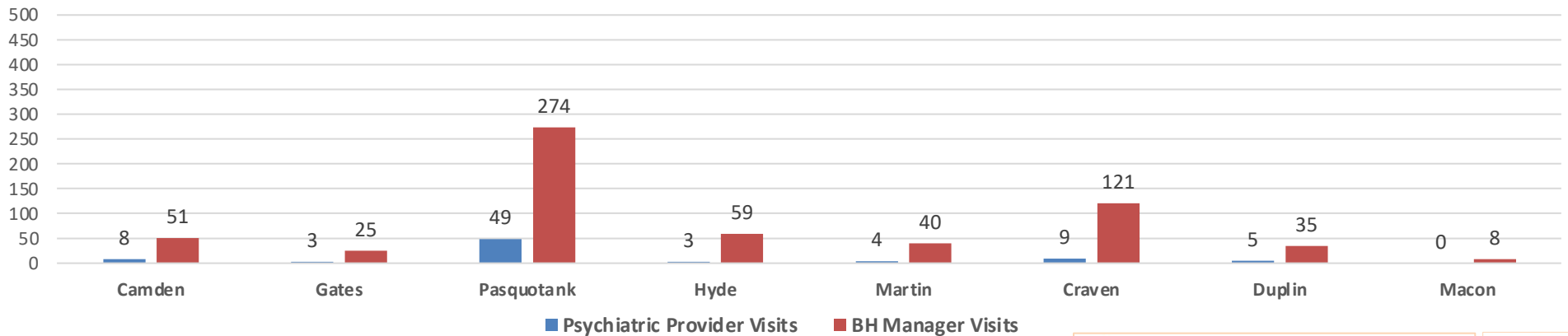
NC-STeP Community Visits by Site

by provider type

April - June 2020

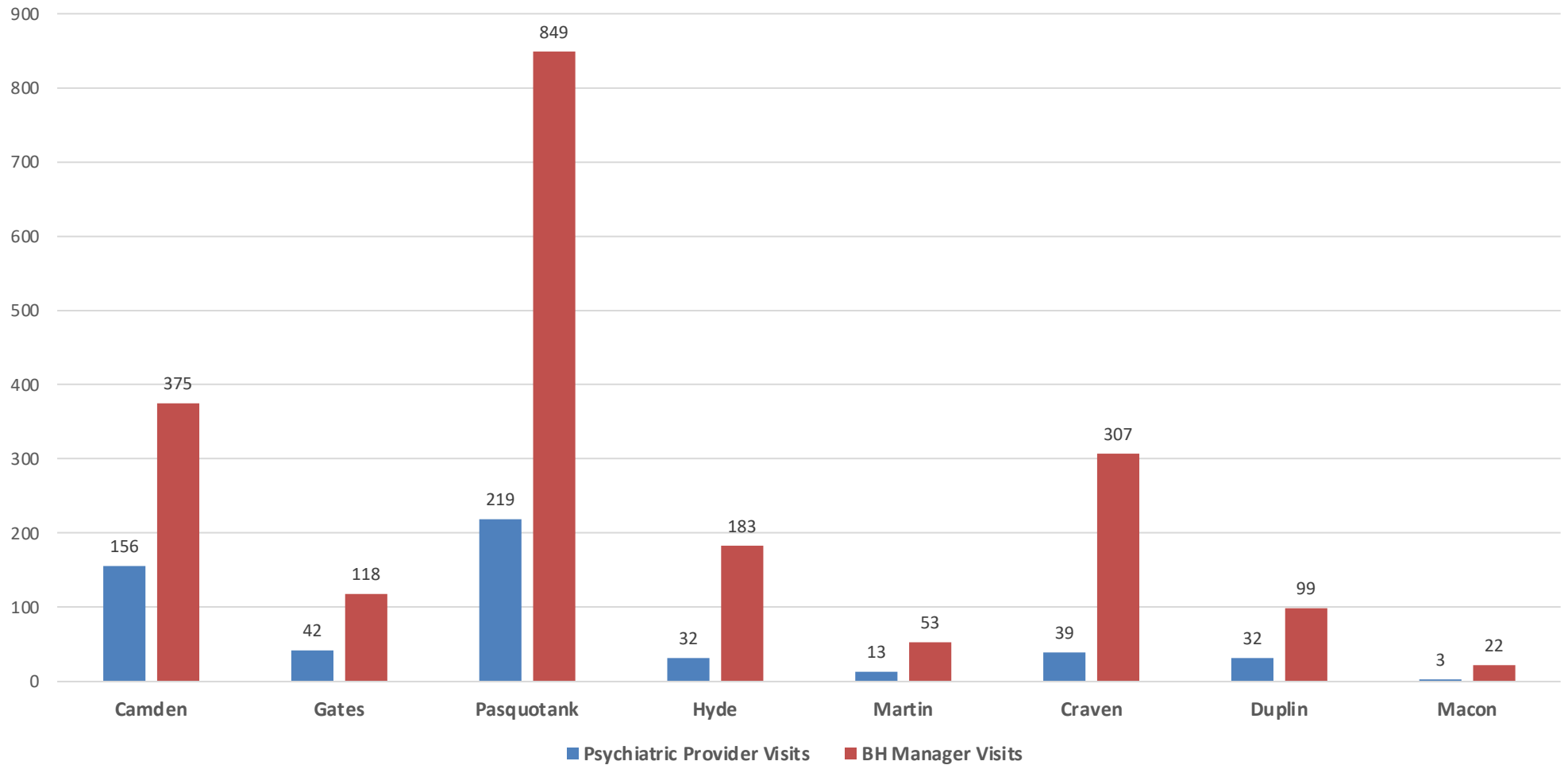


January - March 2020



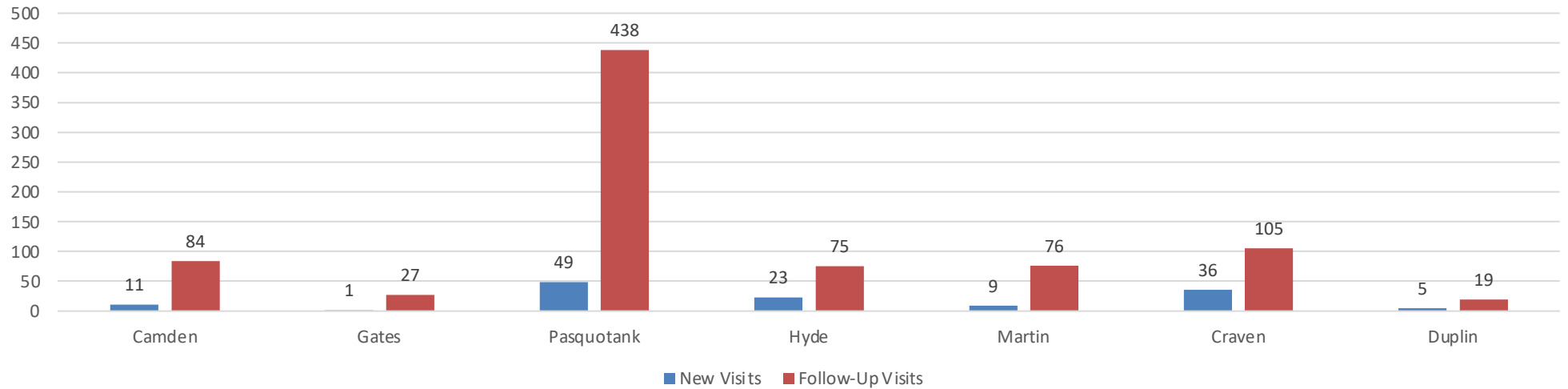
NC-STeP Community Visits by Site and by Provider Type

January - December 2019

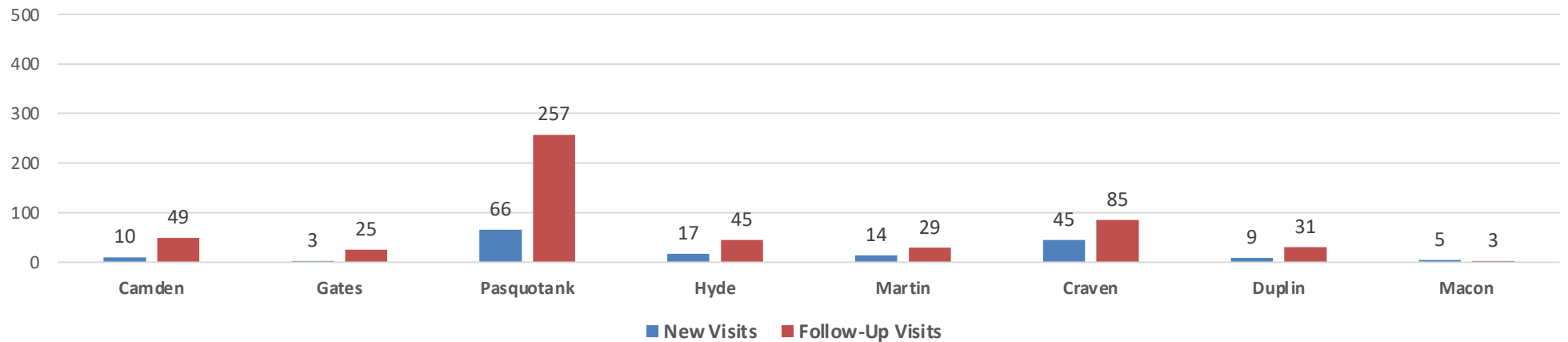


NC-STeP Community Visits by Site

New and Follow-up April - June 2020



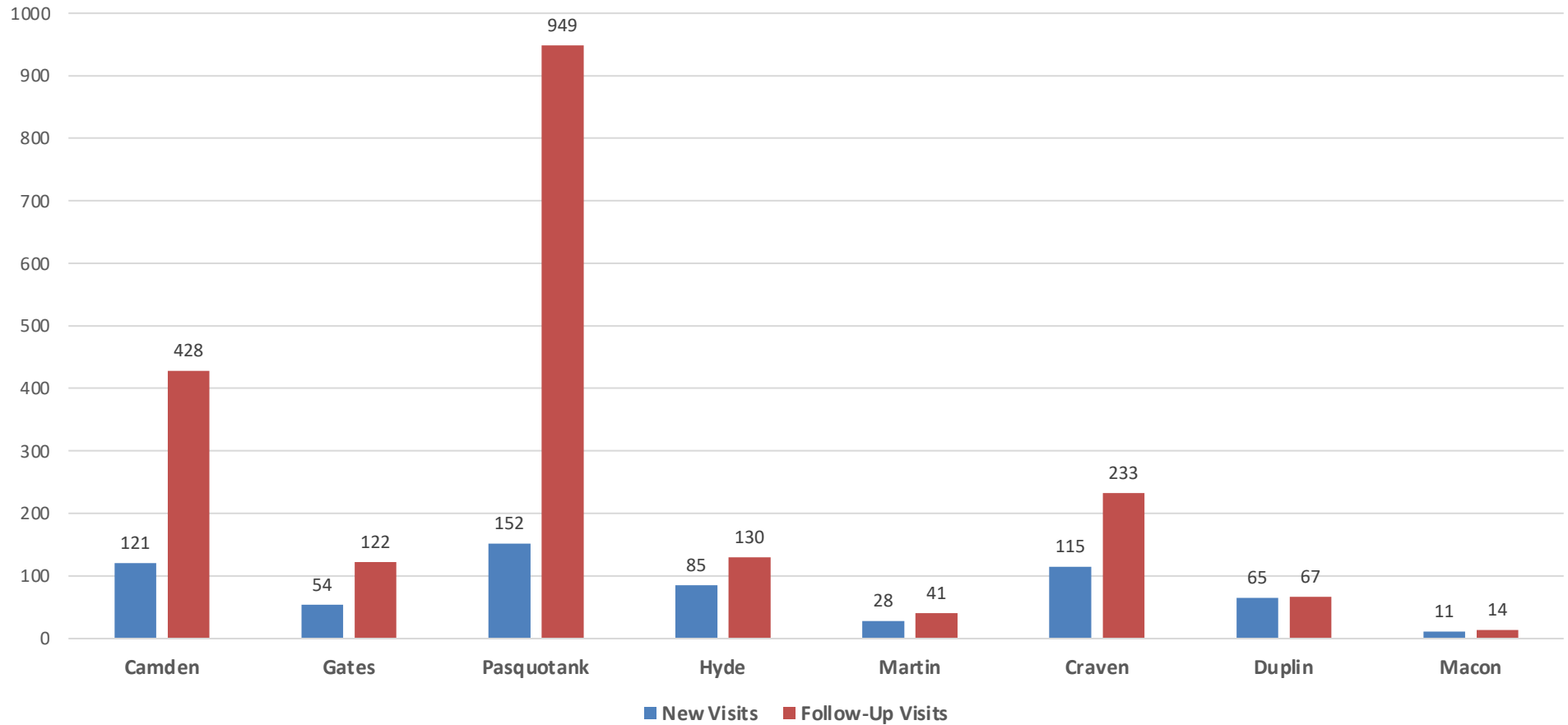
January - March 2020



NC-STeP Community Visits by Site

New and Follow-up

January - December 2019



NC-STeP Status as of June 30, 2020

- 48 hospitals in the network. 45 live.
- 43,025 total psychiatry assessments since program inception
- 6,091 IVCs overturned
 - Cumulative return on investment = \$32,891,400
(savings from preventing unnecessary hospitalizations)
- Seven Clinical Provider Hubs with 47 consultant providers
- Administrative costs below industry standard
- Over 33% of the patients served had no insurance coverage

NC-STeP Status as of June 30, 2020

- 8 community-based sites.
- 4,300 total patient visits since program inception in October 2018.
 - 676 total patient visits with a psychiatrist
 - 3,533 total patient visits with a mid-level provider

*The total patient visits is higher than the sum total of psychiatrists visits and mid-level visits because there were 91 visits where the site data did not list who the provider was. Most of these were with ARHS in Spring 2019. We have addressed the issue since then.

Hospital Status Report as of June 2020



Model 1 – Live

Hospital Name	Go Live 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

Hospital Status Report as of June 2020



Model 1 – Live

Hospital Name	Go Live Date	Portal Go Live
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
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	02/1/2019
Central Harnett Hospital	07/01/2019	02/21/2020
Betsy Johnson Hospital	07/01/2019	02/21/2020
Iredell Hospital	09/01/2019	04/17/2020

Hospital Status Report as of June 2020

Model 1 – In Process



Hospital Name	Go Live Date	Portal Go Live
Park Ridge Health	10/01/2018	TBD
UNC Wayne Memorial Hospital	01/01/2020	TBD
Southeastern Regional Memorial	05/01/2014	TBD
Hugh Chatham Hospital	03/01/2020	TBD Moving from Model 1 to 2

Hospital Status Report as of June 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 June 2020



Model 2

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

Hospital Status Report as of June 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

Hospital Status Report as of June 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

Sy Atezaz Saeed, MD, MS, FACP_{psych}
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

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

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

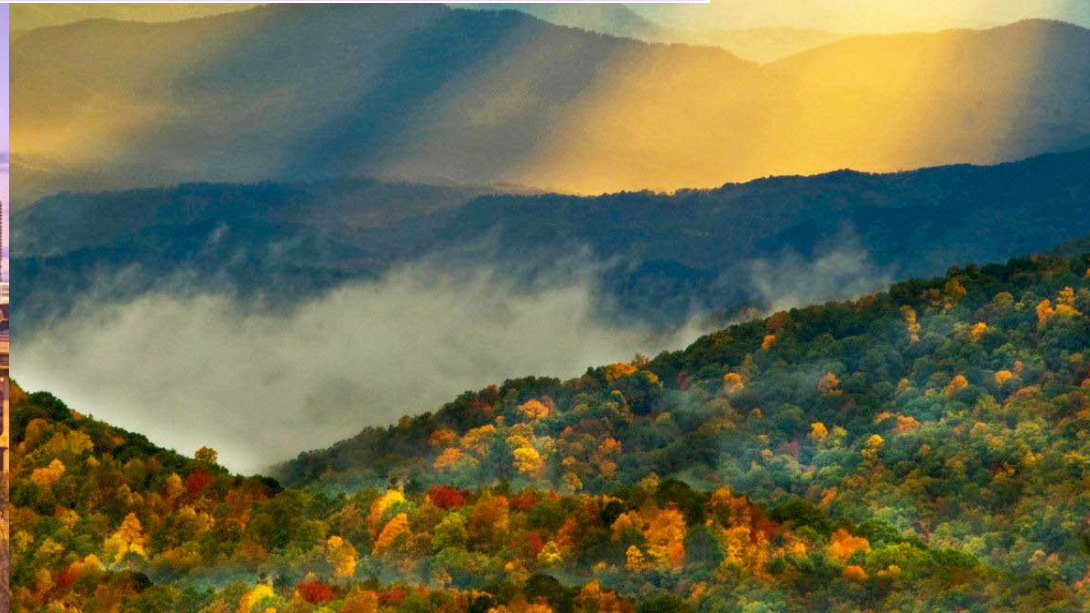




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 **NC-Step**

NORTH CAROLINA
STATEWIDE TELEPSYCHIATRY PROGRAM





NORTH CAROLINA
STATEWIDE TELEPSYCHIATRY PROGRAM

NC-STeP Advisory Council Meeting

Friday, September 25, 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 June 26, 2020 Minutes
- 10:40- 11:30 a.m. NC-STeP FY20-Q4 (Apr-Jun) 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



Topic: NC-STeP FY20 Q4 Advisory Council Meeting
Time: Sep 25, 2020 10:30 AM Eastern Time (US and Canada)

Join Zoom Meeting

<https://zoom.us/j/94606438156?pwd=TTR2S2hLWmw3dEg3cG5OcC80NVdvdz09>

Meeting ID: 946 0643 8156

Passcode: 026452