Quarterly Progress Update

Sy Atezaz Saeed, MD, MS, FACPpsych,
Executive Director
North Carolina Statewide Telepsychiatry Program (NC-STeP)
Professor
Department of Psychiatry and Behavioral Medicine
Brody School of Medicine - East Carolina University
NC-STeP Advisory Council Meeting  
Friday, March 11, 2022  
10:30 am – 12:00 pm  
Virtual Meeting via Zoom Video Conferencing

Agenda

10:30- 10:40 a.m. Welcome and Introductions
10:40- 10:45 a.m. Review and Approval of December 3, 2021 Minutes
10:45- 11:45 a.m. NC-STeP FY22-Q2 (Oct-Dec) Performance Data
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

Zoom Meeting  
[Join Zoom Meeting](https://us06web.zoom.us/j/88592940254?pwd=aDJXb2tFTW1tNnUyR2lGTDh3OU0wQT09)

Meeting ID: 885 9294 0254  
Passcode: 879594
• 39 hospitals in the network, 38 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 = 1,399
• Total number of encounters for this quarter = 1,193
• Patient assessments billed for Model 1 hospitals = 933
• The Median Length of Stay was 31.6 hours
• The Average Length of Stay was 59.7 hours
  – 52.2 hours for those discharged to home
  – 62.4 hours for those transferred to another facility
• Average Consult Elapsed Time (in Queue to Exam Complete) for Model 1 hospitals was 5 hours and 15 minutes.
• 776 ED patients who received telepsychiatry services had an IVC in place during their ED stay.
  – 327 (42.1%) of those patients did not have an IVC in place when discharged.

• Of the ED patients who received telepsychiatry services:
  – 48.9% were discharged to home
  – 44.8% were discharged to another facility
18 Community based sites were live as of 12/31/21.

There were 1,219 total behavioral health visits.

- 109 visits with a Psychiatrist.
- 1,109 visits with a behavioral health manager.
- 13 visits with a Maternal and Fetal Medicine Specialist.
<table>
<thead>
<tr>
<th></th>
<th>Since project inception in November 2013</th>
<th>Quarter Jul- Sep 2021</th>
<th>Quarter Oct- Dec 2021</th>
<th>Quarter Jan- Mar 2022</th>
<th>Quarter Apr- Jun 2022</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Patient Encounters</strong></td>
<td>39,046</td>
<td>1,172</td>
<td>1,193</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Model 1 Hospital Patient Encounters</strong></td>
<td>23,682</td>
<td>698</td>
<td>727</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Model 2 Hospital Patient Encounters</strong></td>
<td>15,364</td>
<td>474</td>
<td>466</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total Number of Assessments</strong></td>
<td>51,192</td>
<td>1,394</td>
<td>1,399</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(Billed Assessments for Model 1 Hospitals + Number of Patient Encounters for Model 2 Hospitals)
Since project inception in November 2013

<table>
<thead>
<tr>
<th></th>
<th>During Calendar Year 2014</th>
<th>During Calendar Year 2015</th>
<th>During Calendar Year 2016</th>
<th>During Calendar Year 2017</th>
<th>During Calendar Year 2018</th>
<th>During Calendar Year 2019</th>
<th>During Calendar Year 2020</th>
<th>During Calendar Year 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Patient Encounters</strong></td>
<td>39,046</td>
<td>5,144</td>
<td>7,128</td>
<td>1,896</td>
<td>3,971</td>
<td>6,104</td>
<td>4,835</td>
<td>4,303</td>
</tr>
<tr>
<td><strong>Model 1 Hospital Patient Encounters</strong></td>
<td>23,682</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>2,150</td>
</tr>
<tr>
<td><strong>Model 2 Hospital Patient Encounters</strong></td>
<td>15,364</td>
<td>566</td>
<td>1,279</td>
<td>1,190</td>
<td>1,927</td>
<td>3,450</td>
<td>2,933</td>
<td>2,153</td>
</tr>
<tr>
<td><strong>Total Number of Assessments</strong> (Billed Assessments for Model 1 Hospitals + Number of Patient Encounters for Model 2 Hospitals)</td>
<td>51,192</td>
<td>8,130</td>
<td>13,573</td>
<td>1,942</td>
<td>4,348</td>
<td>6,680</td>
<td>5,287</td>
<td>4,816</td>
</tr>
</tbody>
</table>
## NC-STeP Benchmarks

<table>
<thead>
<tr>
<th>Goals</th>
<th>Values Reached</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cumulative Target to be reached by (06/30/2022)</td>
<td>Value Reached as of most recent previous quarter (09/30/2021)</td>
</tr>
<tr>
<td>Number of IVCs</td>
<td>2,557</td>
</tr>
<tr>
<td>Number of IVCs Overturned</td>
<td>1,023</td>
</tr>
<tr>
<td>Total Number of Assessments (Billed assessments for Model 1 hospitals + Number of patient encounters for Model 2 hospitals.)</td>
<td>4,261</td>
</tr>
<tr>
<td>EVALUATION CRITERIA</td>
<td>BASELINE VALUES/MEASURES AS REPORTED ON 03/31/2021</td>
</tr>
<tr>
<td>------------------------------------------------------------------------------------</td>
<td>-----------------------------------------------------</td>
</tr>
<tr>
<td>1. The number of full-time equivalent (FTE) positions supported by these contracts</td>
<td>4.10 FTEs</td>
</tr>
<tr>
<td>2. The number of overturned involuntary commitments (inpatient admission prevented)</td>
<td>711</td>
</tr>
<tr>
<td>3. The number of participating consultant providers</td>
<td>40</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Cumulative total since program inception 8,001
**NC-STeP Status as of December 31, 2021**

<table>
<thead>
<tr>
<th>EVALUATION CRITERIA</th>
<th>BASELINE VALUES/MEASURES AS REPORTED ON 03/31/2021</th>
<th>TARGET TO BE REACHED BY 06/30/2022</th>
<th>VALUES/MEASURES REACHED AS OF 12/31/2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>4. The number of telepsychiatry assessments conducted.</td>
<td>4,251</td>
<td>4,261</td>
<td>1,399 in this quarter; Cumulative total since program inception 51,192</td>
</tr>
<tr>
<td>5. The number of telepsychiatry referring sites</td>
<td>48</td>
<td>41</td>
<td>39; 38 Live</td>
</tr>
<tr>
<td>6. The reports of involuntary commitments to enrolled hospitals</td>
<td>2,061</td>
<td>2,557</td>
<td>776 in this quarter; Cumulative total since program inception 22,957</td>
</tr>
</tbody>
</table>
## NC-STeP Status as of December 31, 2021

<table>
<thead>
<tr>
<th>EVALUATION CRITERIA</th>
<th>BASELINE VALUES/MEASURES AS REPORTED ON 03/31/2021</th>
<th>TARGET TO BE REACHED BY 06/30/2022</th>
<th>VALUES/MEASURES REACHED AS OF 12/31/2021</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 = 59.7&lt;br&gt;QTD Median = 31.6</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>88%</td>
<td>80%</td>
<td>Survey not conducted this quarter</td>
</tr>
<tr>
<td>EVALUATION CRITERIA</td>
<td>BASELINE VALUES/MEASURES AS REPORTED ON 03/31/2021</td>
<td>TARGET TO BE REACHED BY 06/30/2022</td>
<td>VALUES/MEASURES REACHED AS OF 12/31/2021</td>
</tr>
<tr>
<td>------------------------------------------------------------------------------------</td>
<td>-----------------------------------------------------</td>
<td>------------------------------------</td>
<td>------------------------------------------</td>
</tr>
<tr>
<td>9. The rate of &quot;satisfied&quot; or &quot;strongly satisfied&quot; among hospital CEOs/COOs</td>
<td>100%</td>
<td>100%</td>
<td>Survey not conducted this quarter</td>
</tr>
<tr>
<td>participating in NC-STeP.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10. The rate of &quot;satisfied&quot; or &quot;strongly satisfied&quot; among consulting (hub)</td>
<td>100%</td>
<td>85%</td>
<td>Survey not conducted this quarter</td>
</tr>
<tr>
<td>providers participating in NC-STeP.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### NC-STeP Status as of December 31, 2021

<table>
<thead>
<tr>
<th>EVALUATION CRITERIA</th>
<th>BASELINE VALUES/MEASURES AS REPORTED ON 03/31/2021</th>
<th>TARGET TO BE REACHED BY 06/30/2022</th>
<th>VALUES/MEASURES REACHED AS OF 12/31/2021</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>100%</td>
<td>85%</td>
<td>100%</td>
</tr>
<tr>
<td>12. Cumulative return on investment to state psychiatric facilities through overturned involuntary commitments (inpatient admission prevented)</td>
<td>$3,890,000</td>
<td>$5,522,256</td>
<td>$1,765,800 Cumulative average since program inception $43,205,400</td>
</tr>
</tbody>
</table>
Number of NC-STeP Patients by Hospital
October - December 2021

- Albemarle: 92
- Beaufort: 32
- Bertie: 2
- Chowan: 6
- Duplin: 1
- Edgecombe: 46
- Outer Banks: 30
- Lenoir: 169
- *McDowell: 6
- *Highland Cashiers: 54
- *Blue Ridge: 91
- *Transylvania: 90
- St. Lukes: 6
- *Angel: 18
- Hugh Chatham: 57
- Maria Parham: 85
- Erlanger: 50
- *Bladen: 11
- Dosher: 19
- Northern of Surry: 7
- Lake Norman: 7
- Halifax: 2
- *UNC Johnston: 3
- Betsy Johnson: 6
- Central Harnett: 28
- Iredell: 43
- UNC Rockingham: 55
- AdventHealth: 15
Percent of use for Model 1 hospitals Oct-Dec 2021
(based on number of encounters)

- Betsy Johnson: 17%
- UNC Rockingham: 8%
- Erlanger: 12%
- Beaufort: 4%
- Hugh Chatham: 8%
- Lenoir: 4%
- Iredell: 6%
- Central Harnett: 4%
- Duplin: 5%
- Northern of Surry: 3%
- Outer Banks: 6%
- St. Lukes: 2%
- Advent Health: 2%
- Albemarle: 13%
- All Others Combined: 6%
Percent of Use by Model 1 Hospital Jan - Dec 2021
(based on number of patient encounters)

- Albemarle: 12%
- Beaufort: 4%
- Betsy Johnson: 16%
- Duplin: 7%
- Erlanger: 11%
- Harnett: 4%
- Hugh Chatham: 11%
- Iredell: 5%
- Northern of Surry: 4%
- Outer Banks: 6%
- Rockingham: 6%
- St. Lukes: 2%
- All Others Combined: 12%
Number of NC-STeP Patients by Hospital
January - December 2021
Number of Patients by Provider (Model 1)

Oct-Dec 2021

Jan-Mar 2021

Jul-Sep 2021

Apr-Jun 2021

<table>
<thead>
<tr>
<th></th>
<th>CBC</th>
<th>ECU</th>
<th>OV</th>
<th>ECU</th>
<th>CBC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct-Dec</td>
<td>513</td>
<td>214</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jan-Mar</td>
<td>324</td>
<td>156</td>
<td>208</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jul-Sep</td>
<td>423</td>
<td>38</td>
<td>214</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Apr-Jun</td>
<td>322</td>
<td>194</td>
<td>215</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Number of NC-STeP Patients by Model by Quarter
January 2020 - December 2021

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Model 1</th>
<th>Model 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan-Mar 2020</td>
<td>505</td>
<td>511</td>
</tr>
<tr>
<td>Apr-Jun 2020</td>
<td>480</td>
<td>531</td>
</tr>
<tr>
<td>Jul-Sep 2020</td>
<td>620</td>
<td>562</td>
</tr>
<tr>
<td>Oct-Dec 2020</td>
<td>545</td>
<td>549</td>
</tr>
<tr>
<td>Jan-Mar 2021</td>
<td>695</td>
<td>426</td>
</tr>
<tr>
<td>Apr-Jun 2021</td>
<td>737</td>
<td>500</td>
</tr>
<tr>
<td>Jul-Sep 2021</td>
<td>698</td>
<td>474</td>
</tr>
<tr>
<td>Oct-Dec 2021</td>
<td>727</td>
<td>466</td>
</tr>
</tbody>
</table>
Number of NC-STeP Patients by LOS Category
Oct - Dec 2021
in hours

Number of patients with a LOS in this category

49% percent of patients had a LOS of 30 hours or less

Median Length of Stay for Oct- Dec 2021 = 31.6 Hours

28 patients had a LOS longer than 300 hours

East Carolina University
CENTER FOR TELEPSYCHIATRY
NC-STeP
51% percent of patients had a LOS of 30 hours or less

Number of NC-STeP Patients by LOS Category
Jan - Dec 2021
in hours

Median Length of Stay for Jan-Dec 2021 = 29.2 Hours

115 patients had a LOS longer than 300 hours over the 12 months
Number of NC-SteP Patients by LOS Category
Oct - Dec 2021
in hours

49% percent of patients had a LOS of 30 hours or less

Median Length of Stay for Jul-Sep 2021 = 31.6 Hours

28 patients had a LOS longer than 300 hours

Number of NC-SteP Patients by LOS Category
Jan - Mar 2021
in hours

54% percent of patients had a LOS of 30 hours or less

Median Length of Stay for Jan-Mar 2021 = 27.7 Hours

25 patients had a LOS longer than 300 hours

Number of NC-SteP Patients by LOS Category
Jul - Sep 2021
in hours

45% percent of patients had a LOS of 30 hours or less

Median Length of Stay for Jul-Sep 2021 = 30 Hours

28 patients had a LOS longer than 300 hours

Number of NC-SteP Patients by LOS Category
Apr - Jun 2021
in hours

51% percent of patients had a LOS of 30 hours or less

Median Length of Stay for Apr-Jun 2021 = 29 Hours

18 patients had a LOS longer than 300 hours
Median Length of Stay by Year (in hours)

- 2014: 23.6 hours
- 2015: 26.7 hours
- 2016: 32.4 hours
- 2017: 29.2 hours
- 2018: 25.5 hours
- 2019: 24.9 hours
- 2020: 25.8 hours
- 2021: 29.2 hours
Average Length of Stay by Year (in hours)

- 2014: 37.4 hours
- 2015: 48.7 hours
- 2016: 56.1 hours
- 2017: 54.9 hours
- 2018: 50.6 hours
- 2019: 46.8 hours
- 2020: 52.6 hours
- 2021: 59.2 hours

East Carolina University
Center for Telepsychiatry
NC-SteP
Average Length of Stay for NC-STeP Patients by Hospital
October - December 2021
(in hours)
Average Length of Stay for NC-STeP Patient by Hospital
January - December 2021
(in hours)
### Average Length of Stay by Provider

**Oct-Dec 2021 (in hours)**

- **Mission (410)**: 35 hours
- **Cape Fear (50 patients)**: 31.2 hours
- **CBC (513 patients)**: 77.6 hours
- **ECU (214 patients)**: 70.6 hours
- **UNC (6 patients)**: 30.3 hours

**Jul-Sep 2021 (in hours)**

- **Mission (393)**: 33 hours
- **Old Vineyard (38 patients)**: 93.6 hours
- **CBC (423 patients)**: 75.1 hours
- **ECU (214 patients)**: 79.7 hours
- **UNC (36 patients)**: 25.2 hours
Average LOS by Model

Oct-Dec 2021 (in hours)

- Model 1: 75.6 hours
- Model 2: 34.7 hours

Jan-Mar 2021 (in hours)

- Model 1: 71.5 hours
- Model 2: 23.7 hours

Jul-Sep 2021 (in hours)

- Model 1: 77.6 hours
- Model 2: 32.4 hours

Apr-Jun 2021 (in hours)

- Model 1: 70.1 hours
- Model 2: 28.3 hours
Average LOS by Discharge Disposition

Oct-Dec 2021 (in hours)

Jul-Sep 2021 (in hours)
Key Processes and Elapsed Times Averages
CBC, OV, ECU: January - December 2021

Avg. Time from Queue to Intake Start
Avg. Intake Duration
Avg. Time from Intake End to Exam Start
Avg. Exam Duration
Total Duration from Queue to Consulted

- Avg. Time from Queue to Intake Start: 2:41:51
- Avg. Intake Duration: 0:22:35
- Avg. Time from Intake End to Exam Start: 0:55:51
- Avg. Exam Duration: 0:35:15
- Total Duration from Queue to Consulted: 4:33:54
Percent of Patients by Discharge Disposition

January - December 2019
- Home: 39%
- Transfer: 34%
- Admit: 5%
- Other: 22%

January - December 2018
- Home: 41%
- Transfer: 37%
- Admit: 8%
- Other: 14%

January - December 2020
- Home: 42%
- Transfer: 47%
- Admit: 2%
- Other: 9%

January - December 2021
- Home: 47%
- Transfer: 46%
- Admit: 2%
- Other: 4%
January – December 2021

IVCs – By Release Status

- 59% IVCs - percent not released
- 41% IVCs - percent released

January – December 2020

- 62% IVCs - percent not released
- 38% IVCs - percent released

January – December 2019

- 62% IVCs - percent not released
- 38% IVCs - percent released
The Impact of NC Statewide Telepsychiatry Program (NC-StTeP) on Cost Savings by Reducing Unnecessary Psychiatric Hospitalizations During a 6½ Year Period

Sy Atezaz Saeed1 · Katherine Jones2 · Kalyan Muppavarapu1

Accepted: 26 October 2021
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Abstract

Objective To study the impact of the North Carolina Statewide Telepsychiatry Program in reducing unnecessary psychiatric hospitalizations and cost savings during a 6½ year period.

Methods Patient encounter data was extracted from the NC-StTeP database that captured records of 19,383 patients who received services over a 6½-years' period. We analyzed the data to calculate the total number of patient encounters, the number of encounters with an IVC, and the number of encounters with an IVC that was overturned. For encounters with an overturned IVC, we also determined the patient discharge disposition. We estimated the cost of a typical mental health hospitalization to measure the savings generated by the overturned IVCs in the NC-StTeP program.

Results Over the 6½ year period there were 19,383 NC-StTeP patient encounters at partner hospital emergency departments. There were 13,537 encounters where the patient had an IVC in place during the ED stay, and 4,627 where the IVC was overturned (34%). For patients where there was an IVC that was overturned, 85.9% of those patients were ultimately discharged home. Using the “three-way bed” cost estimate of $4,500 for each overturned IVC, the cost savings generated by the NC-StTeP program from November 2013 to June 2020 were $20,821,500.

Conclusions Telepsychiatry consultation services in the emergency departments can decrease unnecessary psychiatric hospitalizations and contribute to significant cost savings to the healthcare system and society and improve the outcomes for patients and families by decreasing financial burden and stress associated with a hospital stay.
**Oct-Dec 2021**

Model 1 (52.6% Turnover)

Model 2 (3.1% Turnover)

**Jul-Sep 2021**

Model 1 (52.6% Turnover)

Model 2 (4.9% Turnover)

**Number of IVCs and IVC Turnovers by Model**
Percent of IVCs Turned Over by Quarter
January 2020 - December 2021

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan-Mar 2020</td>
<td>39.9</td>
</tr>
<tr>
<td>Apr-Jun 2020</td>
<td>33.4</td>
</tr>
<tr>
<td>Jul-Sep 2020</td>
<td>39.8</td>
</tr>
<tr>
<td>Oct-Dec 2020</td>
<td>38.6</td>
</tr>
<tr>
<td>Jan-Mar 2021</td>
<td>40.9</td>
</tr>
<tr>
<td>Apr-Jun 2021</td>
<td>40.1</td>
</tr>
<tr>
<td>Jul-Sep 2021</td>
<td>40.5</td>
</tr>
<tr>
<td>Oct-Dec 2021</td>
<td>42.1</td>
</tr>
</tbody>
</table>
• Satisfaction surveys are done twice a year.
• Satisfaction surveys were not done during this last quarter.
• Most recent surveys conducted in September 2021
  • 65 individuals responded to the survey (N = 65).
• The overall satisfaction rate is 85%.
NC-STeP Charge Mix
QTD FY2022 - Quarter 2

- Blue Shield, 13.15%
- Commercial, 8.80%
- LME/IPRS, 4.04%
- LME/MCOS, 26.38%
- Medicaid, 15.20%
- Medicare, 11.01%
- Other, 0.82%
- Self-pay, 20.61%
- Other, 0.82%

East Carolina University
Center for Telepsychiatry
NC-STeP Charge Mix - Project to Date

Service Dates: October 1, 2013 – December 31, 2021

- Blue Shield, 6.66%
- Commercial, 5.83%
- LME/IPRS, 3.01%
- LME/MCOS, 25.28%
- Medicaid, 4.35%
- Medicare, 16.93%
- Other, 5.35%
- Self-pay, 32.60%
## Community-Based Sites as of December 31, 2021

<table>
<thead>
<tr>
<th>EVALUATION CRITERIA</th>
<th>VALUES/MEASURES REACHED AS OF 12/31/2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The number of full-time equivalent (FTE) providers supporting the program</td>
<td>.50 FTEs</td>
</tr>
<tr>
<td>2. The number of community-based sites contracted</td>
<td>18</td>
</tr>
<tr>
<td>3. Number of patient visits with medical (psychiatric) doctor</td>
<td>109</td>
</tr>
<tr>
<td></td>
<td>PTD= 1,125</td>
</tr>
<tr>
<td>4. The number return visits</td>
<td>975</td>
</tr>
<tr>
<td></td>
<td>PTD= 8,366</td>
</tr>
<tr>
<td>5. The number of patient visits with a mid-level provider</td>
<td>1,109</td>
</tr>
<tr>
<td></td>
<td>PTD= 9,352</td>
</tr>
<tr>
<td>6. The number of new patient visits</td>
<td>244</td>
</tr>
<tr>
<td></td>
<td>PTD= 2,162</td>
</tr>
</tbody>
</table>
## NC-STeP Community Patient Visits

<table>
<thead>
<tr>
<th>Patient Visits</th>
<th>Since project inception in October 2018</th>
<th>During Calendar Year 2018</th>
<th>During Calendar Year 2019</th>
<th>During Calendar Year 2020</th>
<th>During Calendar Year 2021</th>
<th>During Quarter Jan-Mar 2021</th>
<th>During Quarter Apr-Jun 2021</th>
<th>During Quarter Jul-Sep 2021</th>
<th>During Quarter Oct-Dec 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>With Medical Doctor</td>
<td>1,125</td>
<td>8</td>
<td>536</td>
<td>265</td>
<td>316</td>
<td>77</td>
<td>59</td>
<td>71</td>
<td>109</td>
</tr>
<tr>
<td>With Mid-Level Provider</td>
<td>9,352</td>
<td>7</td>
<td>2,006</td>
<td>3,217</td>
<td>4,122</td>
<td>1,015</td>
<td>1,001</td>
<td>997</td>
<td>1,109</td>
</tr>
<tr>
<td><strong>Total Patient Visits</strong></td>
<td><strong>10,565</strong></td>
<td><strong>15</strong></td>
<td><strong>2,633</strong></td>
<td><strong>3,477</strong></td>
<td><strong>4,440</strong></td>
<td><strong>1,092</strong></td>
<td><strong>1,060</strong></td>
<td><strong>1,069</strong></td>
<td><strong>1,219</strong></td>
</tr>
</tbody>
</table>

* There was 1 visit that didn’t say whether it was with MD or LCSW, and it is in the total but not in the breakouts.
# NC-STeP Community Appointments by Site

Appointments, Visit Kept, Rescheduled, Cancelled, No Show

October - December 2021

<table>
<thead>
<tr>
<th>Site</th>
<th>Total Apts</th>
<th>Apts Kept</th>
<th>Apts Rescheduled</th>
<th>Apts Cancelled</th>
<th>Apts No Show</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beaufort</td>
<td>82</td>
<td>45</td>
<td>3</td>
<td>1</td>
<td>33</td>
</tr>
<tr>
<td>Bertie</td>
<td>93</td>
<td>61</td>
<td>23</td>
<td>15</td>
<td>9</td>
</tr>
<tr>
<td>Camden</td>
<td>230</td>
<td>158</td>
<td>40</td>
<td>29</td>
<td>17</td>
</tr>
<tr>
<td>Carteret</td>
<td>315</td>
<td>213</td>
<td>33</td>
<td>29</td>
<td>32</td>
</tr>
<tr>
<td>Cherokee</td>
<td>61</td>
<td>37</td>
<td>18</td>
<td>31</td>
<td>6</td>
</tr>
<tr>
<td>Chowan</td>
<td>268</td>
<td>160</td>
<td>16</td>
<td>34</td>
<td>7</td>
</tr>
<tr>
<td>Craven</td>
<td>70</td>
<td>32</td>
<td>7</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Currituck</td>
<td>80</td>
<td>54</td>
<td>1</td>
<td>8</td>
<td>1</td>
</tr>
<tr>
<td>Duplin</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>8</td>
<td>1</td>
</tr>
<tr>
<td>Gates</td>
<td>114</td>
<td>49</td>
<td>35</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Hyde</td>
<td>88</td>
<td>78</td>
<td>35</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>MTW</td>
<td>534</td>
<td>323</td>
<td>170</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>Pasquotank</td>
<td>13</td>
<td>8</td>
<td>1</td>
<td>8</td>
<td>2</td>
</tr>
<tr>
<td>Perquimans</td>
<td>10</td>
<td>8</td>
<td>1</td>
<td>8</td>
<td>2</td>
</tr>
</tbody>
</table>
NC-STeP Community Appointments by Site
Appointments, Visits Kept, Rescheduled, Cancelled, No Show
January - December 2021
NC-STeP Community Visits by Site by Provider Type
October - December 2021
## NC-STeP Community Visits by Site by Provider Type

### January - December 2021

<table>
<thead>
<tr>
<th>Site</th>
<th>New</th>
<th>Followup</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hyde</td>
<td>43</td>
<td>147</td>
</tr>
<tr>
<td>Pasquotank</td>
<td>199</td>
<td>1170</td>
</tr>
<tr>
<td>Camden</td>
<td>29</td>
<td>245</td>
</tr>
<tr>
<td>Gates</td>
<td>3</td>
<td>19</td>
</tr>
<tr>
<td>MTW</td>
<td>21</td>
<td>279</td>
</tr>
<tr>
<td>Craven</td>
<td>78</td>
<td>424</td>
</tr>
<tr>
<td>Duplin</td>
<td>51</td>
<td>178</td>
</tr>
<tr>
<td>Wilson</td>
<td>3</td>
<td>8</td>
</tr>
<tr>
<td>Beaufort</td>
<td>51</td>
<td>83</td>
</tr>
<tr>
<td>Cherokee</td>
<td>20</td>
<td>24</td>
</tr>
<tr>
<td>Chowan</td>
<td>18</td>
<td>129</td>
</tr>
<tr>
<td>Currituck</td>
<td>18</td>
<td>154</td>
</tr>
<tr>
<td>Perquimans</td>
<td>17</td>
<td>54</td>
</tr>
<tr>
<td>Chocowinity</td>
<td>152</td>
<td>399</td>
</tr>
<tr>
<td>Bertie</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Carteret</td>
<td>183</td>
<td>220</td>
</tr>
</tbody>
</table>

### Graphical Representation

The bar chart illustrates the number of visits by site and provider type for NC-STeP Community Visits from January to December 2021. The chart is color-coded to distinguish between 'New' and 'Followup' visits. The sites are listed in alphabetical order, and the vertical axis represents the number of visits ranging from 0 to 1400.
NC-STeP Community Visits by Site
New and Follow-Up
October - December 2021

<table>
<thead>
<tr>
<th>Site</th>
<th>New Visits</th>
<th>Follow up Visits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beaufort</td>
<td>17</td>
<td>28</td>
</tr>
<tr>
<td>Bertie</td>
<td>6</td>
<td>55</td>
</tr>
<tr>
<td>Camden</td>
<td>67</td>
<td>91</td>
</tr>
<tr>
<td>Carteret</td>
<td>51</td>
<td>162</td>
</tr>
<tr>
<td>Cherokee</td>
<td>4</td>
<td>33</td>
</tr>
<tr>
<td>Chocowinity</td>
<td>16</td>
<td>144</td>
</tr>
<tr>
<td>Chowan</td>
<td>3</td>
<td>29</td>
</tr>
<tr>
<td>Craven</td>
<td>13</td>
<td>41</td>
</tr>
<tr>
<td>Currituck</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Duplin</td>
<td>12</td>
<td>37</td>
</tr>
<tr>
<td>Gates</td>
<td>6</td>
<td>72</td>
</tr>
<tr>
<td>Hyde</td>
<td>46</td>
<td>277</td>
</tr>
<tr>
<td>MTW</td>
<td>2</td>
<td>6</td>
</tr>
<tr>
<td>Pasquotank</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Perquimans</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Legend:
- New Visits
- Follow up Visits
NC-STeP Community Visits by Site
New and Follow-up
January - December 2021

<table>
<thead>
<tr>
<th>County</th>
<th>Psychiatrist</th>
<th>LC SW</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hyde</td>
<td>19</td>
<td>188</td>
</tr>
<tr>
<td>Pasquotank</td>
<td>86</td>
<td>1283</td>
</tr>
<tr>
<td>Camden</td>
<td>16</td>
<td>258</td>
</tr>
<tr>
<td>Gates</td>
<td>1</td>
<td>21</td>
</tr>
<tr>
<td>MTW</td>
<td>8</td>
<td>292</td>
</tr>
<tr>
<td>Craven</td>
<td>14</td>
<td>487</td>
</tr>
<tr>
<td>Duplin</td>
<td>15</td>
<td>214</td>
</tr>
<tr>
<td>Wilson</td>
<td>1</td>
<td>11</td>
</tr>
<tr>
<td>Beaufort</td>
<td>15</td>
<td>119</td>
</tr>
<tr>
<td>Cherokee</td>
<td>4</td>
<td>40</td>
</tr>
<tr>
<td>Chowan</td>
<td>7</td>
<td>140</td>
</tr>
<tr>
<td>Currituck</td>
<td>5</td>
<td>167</td>
</tr>
<tr>
<td>Perquimans</td>
<td>6</td>
<td>65</td>
</tr>
<tr>
<td>Chowan</td>
<td>21</td>
<td>529</td>
</tr>
<tr>
<td>Bertie</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>Carteret</td>
<td>98</td>
<td>305</td>
</tr>
</tbody>
</table>
NC-STeP Status as of December 31, 2021

- 39 hospitals in the network. 38 live.
- 51,192 total psychiatry assessments since program inception
- 8,001 IVCs overturned
  - Cumulative return on investment = $43,205,400
    (savings from preventing unnecessary hospitalizations)
- Four Clinical Provider Hubs with 52 consultant providers
- Over 32% of the patients served had no insurance coverage*

*From program inception
NC-STeP Status as of December 31, 2021

• 18 community-based sites.
• 10,477 total patient visits since program inception in October 2018.
  – 1,125 total patient visits with a psychiatrist
  – 9,352 total patient visits with a mid-level provider
Sy Atezaz Saeed, MD, MS, FACPsych
Professor
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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