



NORTH CAROLINA

STATEWIDE TELEPSYCHIATRY PROGRAM

Quarterly Progress Update

Sy Atezaz Saeed, MD, MS, FACPsych,
Executive Director

North Carolina Statewide Telepsychiatry Program (NC-STeP)

Professor and Chair Emeritus

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





NC-STeP Advisory Council Meeting

Wednesday, September 21, 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 March 11, 2022 Minutes |
| 10:45- 11:45 a.m. | NC-STeP FY22-Q3 (Jan-Mar) Performance Data |
| 11:45- 11:50 a.m. | Old Business <ul style="list-style-type: none">• Hospital Subscription Costs |
| 11:50- 11:55 a.m. | New Business |
| 11:55- 12:00 p.m. | Announcements |
| 12:00 p.m. | Adjourn |



Join Zoom Meeting

<https://us06web.zoom.us/j/82521035279?pwd=VVJJcWZnc09lSTBQcTlBcDEvUjMxQT09>

Meeting ID: 825 2103 5279

Passcode: 309189



Advisory Council

1. Teresa Bowleg, MSN, RN

Chief Nursing Officer, Erlanger Murphy Medical Center

2. Scott W. Brown, MD, FACEP

NCCEP Board of Directors/ Harnett Heath System

3. John Bigger

Corporate Director of Behavioral Health, Cape Fear Velley Health

4. Joy Futrell, MBA

Chief Executive Officer, Trillium Health Resources

5. Robin Huffman

Executive Director, North Carolina Psychiatric Association

6. Keith McCoy, MD

Deputy CMO for Behavioral Health and I/DD Community Systems, NC-DHHS

7. Shakeerah McCoy, MSN,RN,PCCN

Director, Rural Health Innovation

8. Amy Roberts, MHA

Executive Director Telehealth – Mission Health

9. Sy Atezaz Saeed, MD, MS

Executive Director, NC-STEP (*Chair*)

10. Glenn M. Simpson, MBA, MA, NCC

Behavioral Health Service Line Administrator, ECU Health

11. Ashley Stoop, MPH

Health Director, Albemarle Regional Health Services

12. Marvin Swartz, MD

Professor & Head Division of Social & Community Psychiatry, Duke

Ex Officio Members

1. Ryan Baker, NC-STEP/ECU

2. Kalyan Muppavarapu, MD, MPH, NC-STEP

3. Renee Clark, MSW, DHHS-ORH

4. Sheila Davies, Ph.D., NC-STEP/MedAccess Partners

5. Phil Donahue, NC-STEP/MedAccess Partners

6. Art Eccleston, Ph.D., DHHS, Division of Mental Health

7. Nick Galvez, DHHS-ORH

8. Katherine Jones, Ph.D., NC-STEP/ECU

9. Maggie Sauer, DHHS-ORH

NC-STeP Quality Management and Outcomes Monitoring Processes: April – June 2022

- 39 hospitals in the network, 38 hospitals were live
- 27 hospitals reporting Telepsychiatry patients in their ED
 - not all live hospitals had telepsychiatry patients
- Total number of assessments for this quarter = 1,486
- Total number of encounters for this quarter = 1,280
- Patient assessments billed for Model 1 hospitals = 1034



NC-STeP Quality Management and Outcomes Monitoring Processes: April – June 2022

- The Median Length of Stay was 35.2 hours
- The Average Length of Stay was 62.1 hours
 - 55.8 hours for those discharged to home
 - 66.1 hours for those transferred to another facility
- Average Consult Elapsed Time (in Queue to Exam Complete) for Model 1 hospitals was 5 hours and 49 minutes.

NC-STeP Quality Management and Outcomes Monitoring Processes: April – June 2022

- 870 ED patients who received telepsychiatry services had an IVC in place during their ED stay.
 - 366 (42.1%) of those patients did not have an IVC in place when discharged.
- Of the ED patients who received telepsychiatry services:
 - 49.5% were discharged to home
 - 44.2% were discharged to another facility



NC-STeP Quality Management and Outcomes Monitoring Processes: April – June 2022


- 22 Community based sites were live as of June 30, 2022.
- There were 1,085 total behavioral health visits.
 - 99 visits with a Psychiatrist.
 - 986 visits with a behavioral health manager.
 - 18 visits with a Maternal and Fetal Medicine Specialist.*

*MOTHeRS Project





	Since project inception in November 2013	Quarter Jul- Sep 2021	Quarter Oct- Dec 2021	Quarter Jan- Mar 2022	Quarter Apr- Jun 2022
Total Patient Encounters	41,600	1,179	1,219	1,232	1,280
Model 1 Hospital Patient Encounters	25,346	705	753	794	828
Model 2 Hospital Patient Encounters	16,254	474	466	438	452
Total Number of Assessments (Billed Assessments for Model 1 Hospitals + Number of Patient Encounters for Model 2 Hospitals)	54,295	1,403	1,478	1,514	1,486

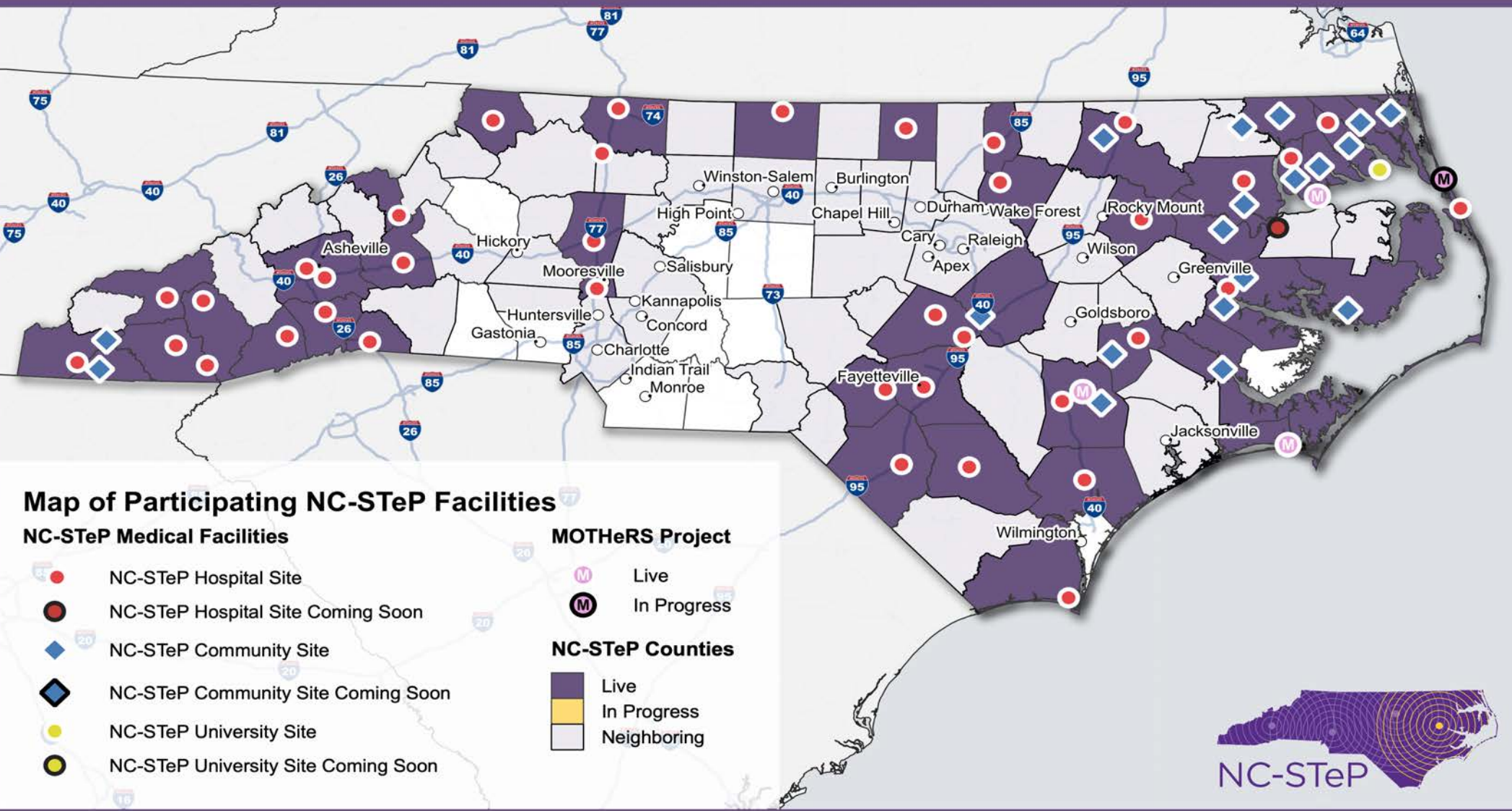
 NC-STeP	Since project inception in November 2013	During Calendar Year 2014	During Calendar Year 2015	During Calendar Year 2016	During Calendar Year 2017	During Calendar Year 2018	During Calendar Year 2019	During Calendar Year 2020	During Calendar Year 2021
Total Patient Encounters	41,600	5,144	7,128	1,896	3,971	6,104	4,835	4,305	4,763
Model 1 Hospital Patient Encounters	25,346	4,578	5,849	706	2,044	2,654	1,902	2,152	2,897
Model 2 Hospital Patient Encounters	16,254	566	1,279	1,190	1,927	3,450	2,933	2,153	1,866
Total Number of Assessments (Billed Assessments for Model 1 Hospitals + Number of Patient Encounters for Model 2 Hospitals)	54,295	8,130	13,573	1,942	4,348	6,680	5,287	4,820	5,641

NC-STeP Benchmarks



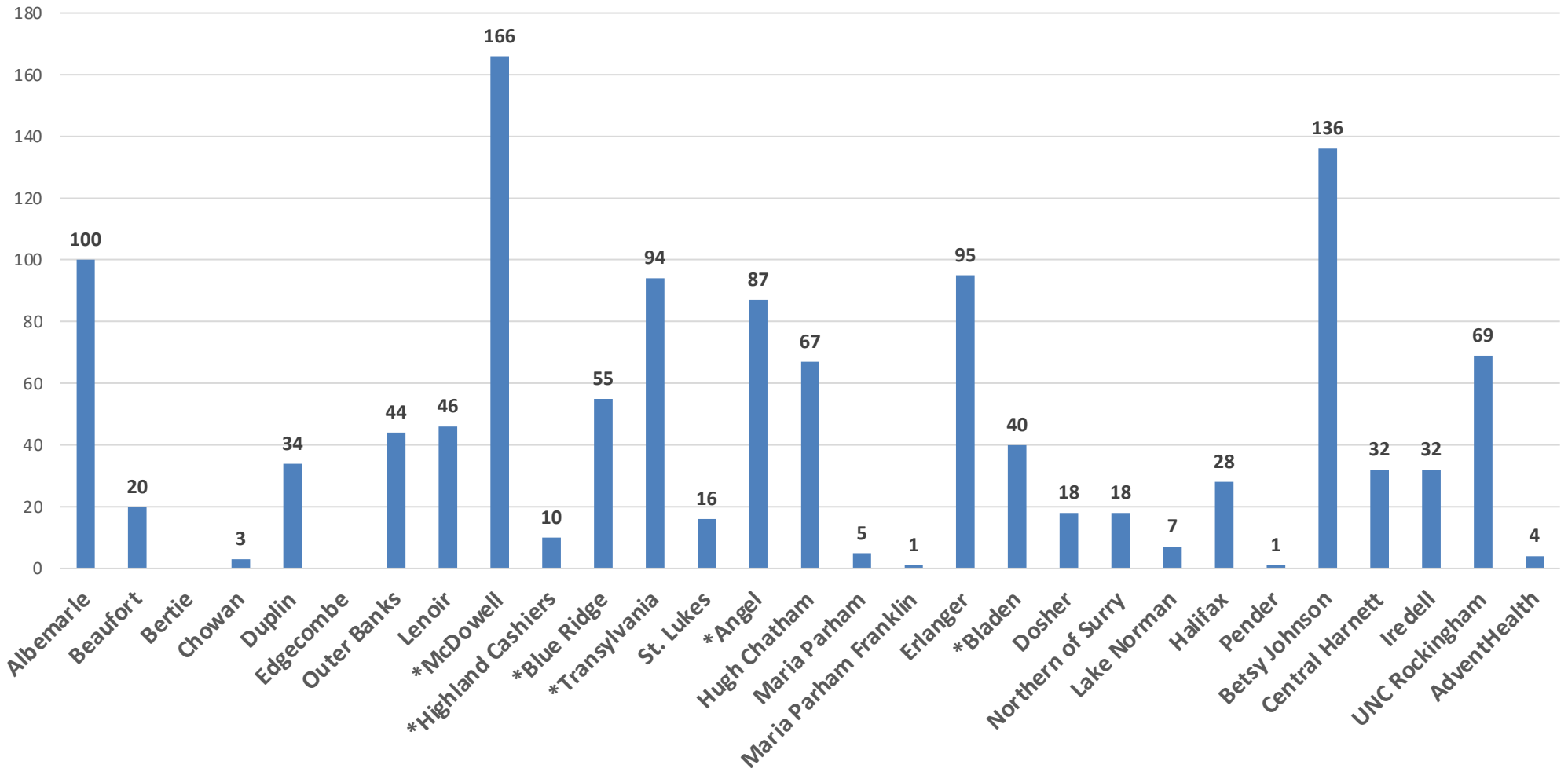
Goals	Values Reached		
Cumulative Target to be reached by (06/30/2022)	Value Reached as of most recent previous quarter (03/31/2022)	Value Reached as of this reporting quarter (06/30/2022)	Year-to-Date Total with % of the Yearly Target (06/30/2022)
Number of IVCs	2,557	828	3,324 130% of Yearly Target
Number of IVCs Overturned	1,023	377	1,420 139% of Yearly Target
Total Number of Assessments (Billed assessments for Model 1 hospitals + Number of patient encounters for Model 2 hospitals.)	4,261	1,514	5,881 138% of Yearly Target

NC-STeP Status as of June 30, 2022



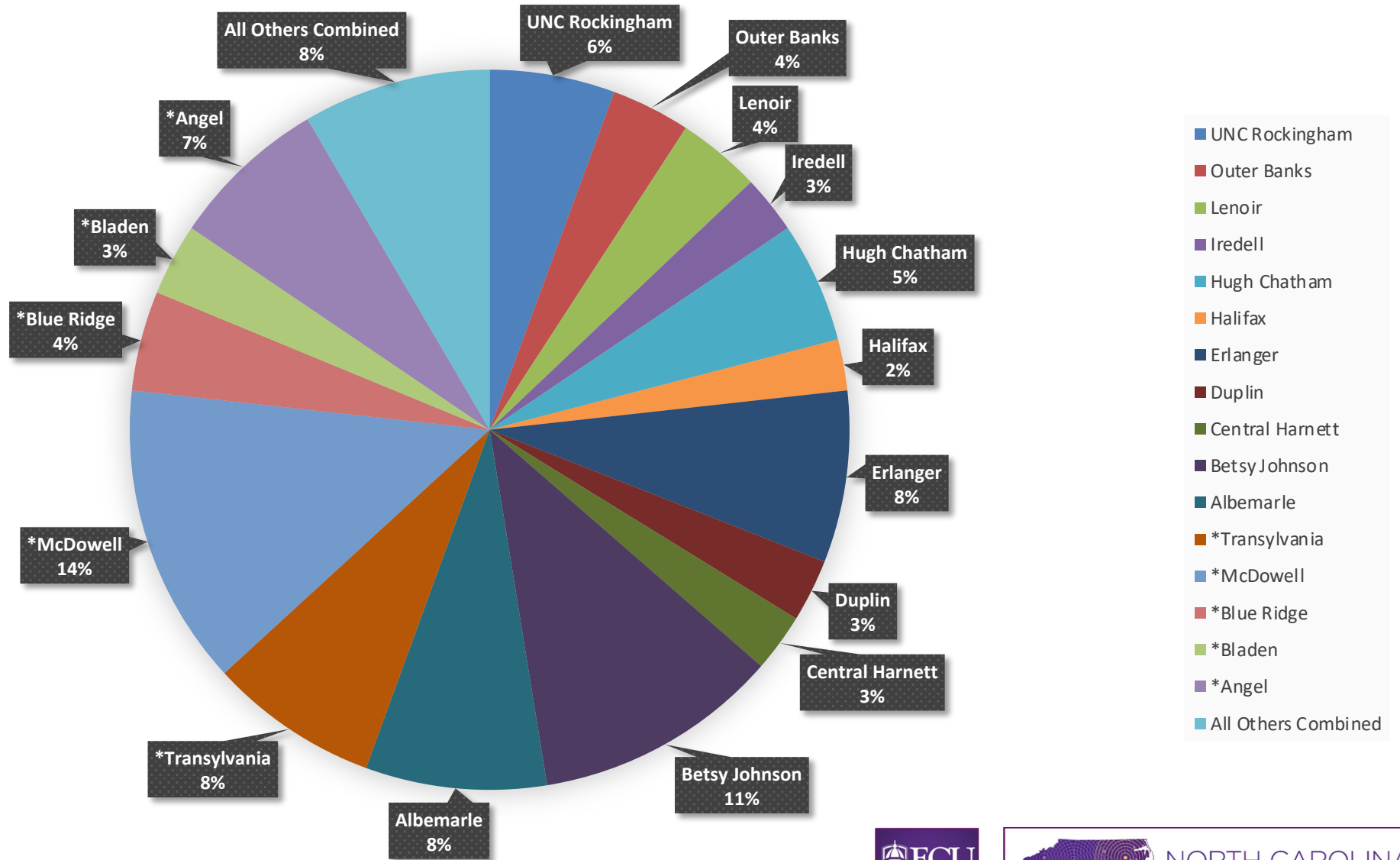
Number of NC-SteP Patients by Hospital

April - June 2022



Percent of Use by Hospital Apr-Jun 2022

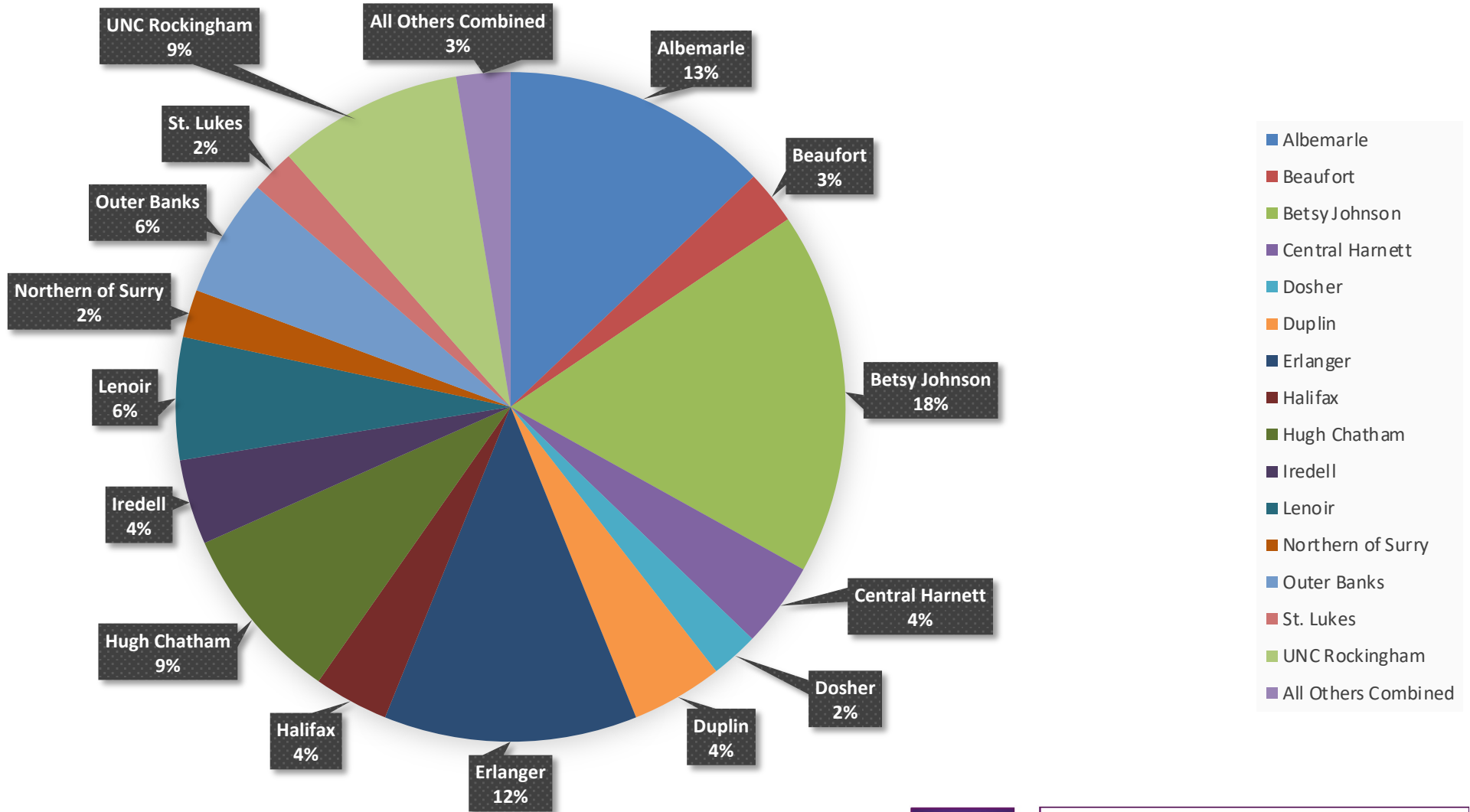
(based on number of encounters)



Percent of Use by Hospital for Model 1 Hospitals

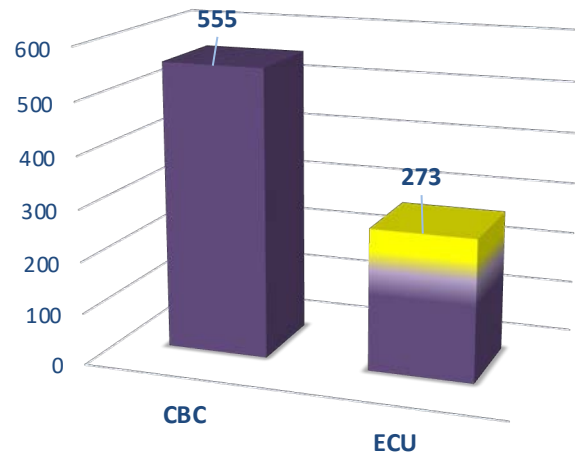
Apr-Jun 2022

(based on number of encounters)

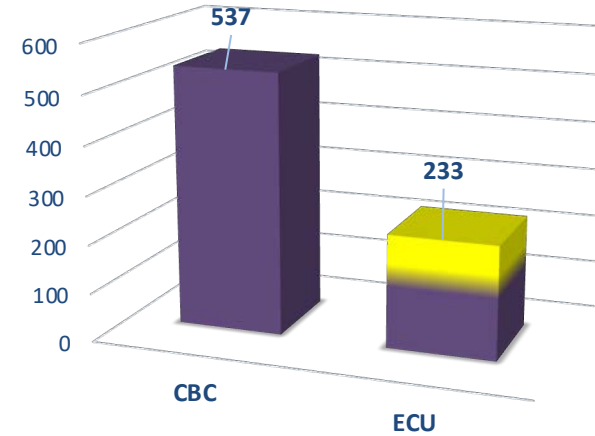


Number of Patients by Provider (Model 1)

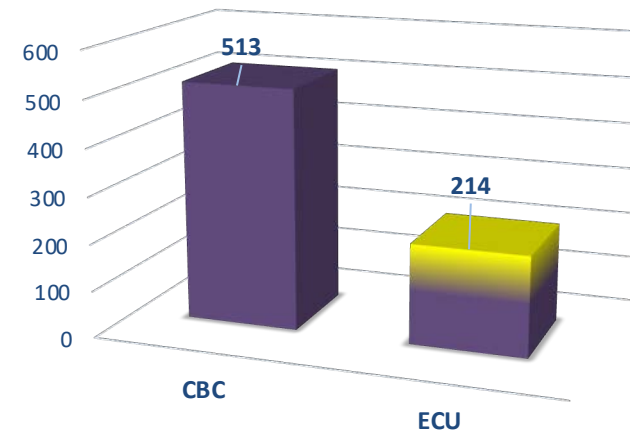
Apr-Jun 2022



Jan-Mar 2022

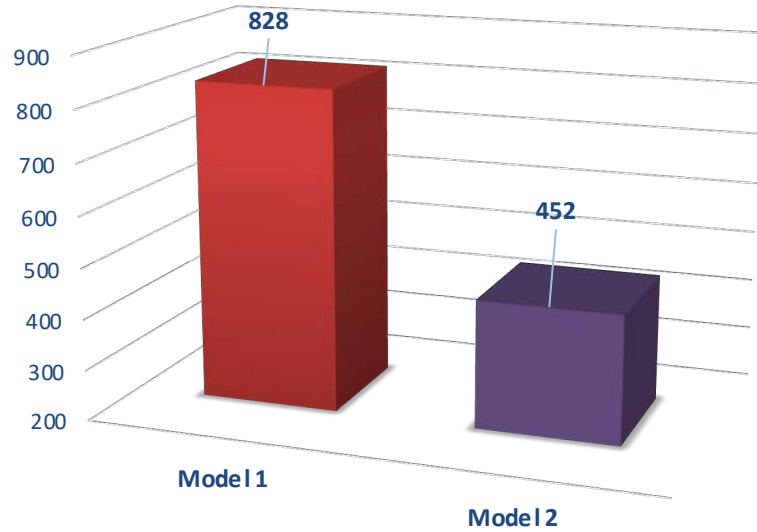


Oct-Dec 2021

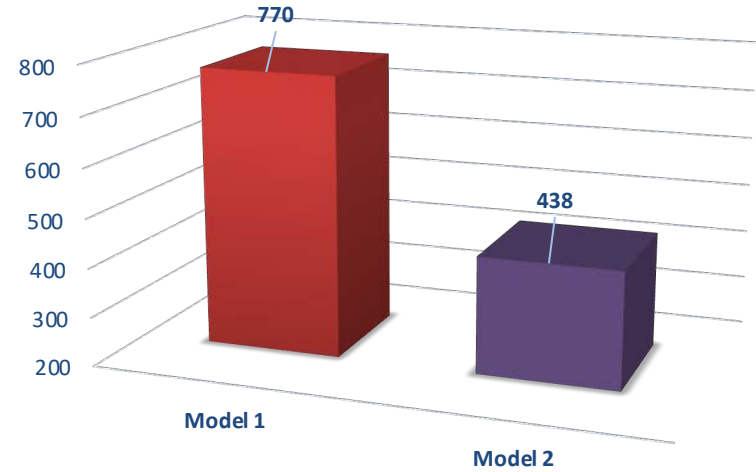


Number of Patients by Model

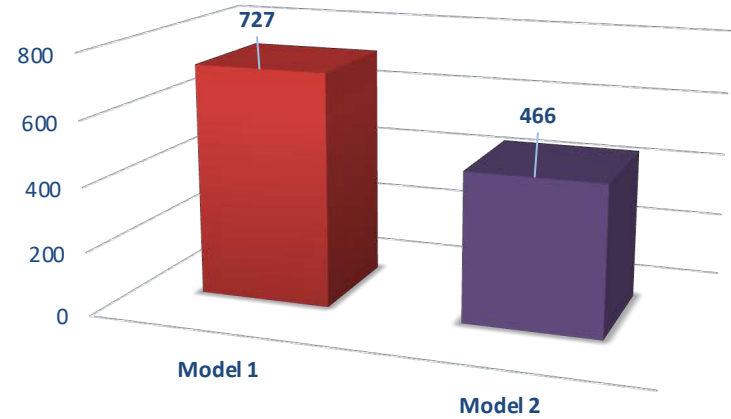
Apr-Jun 2022



Jan-Mar 2022

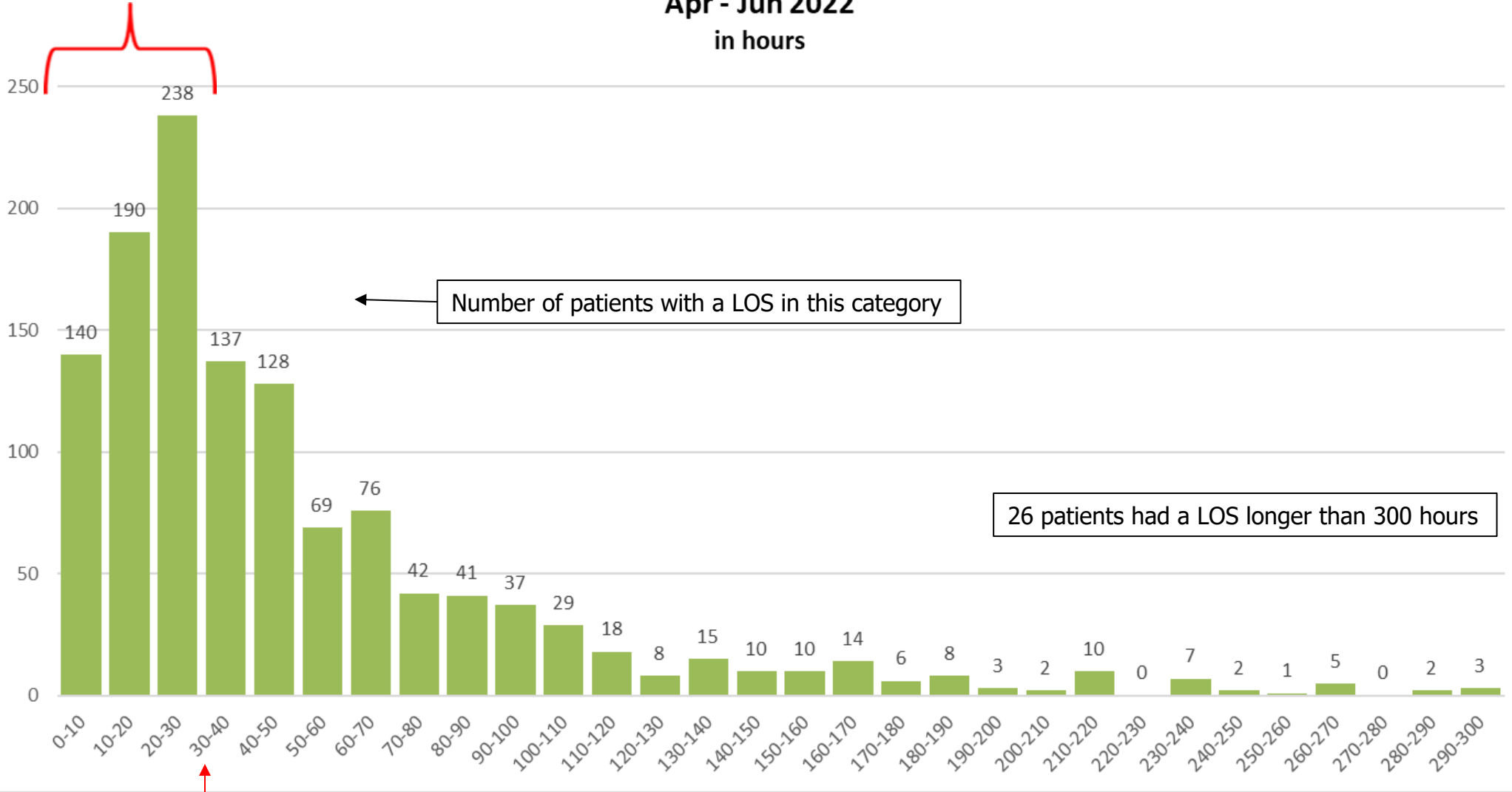


Oct-Dec 2021



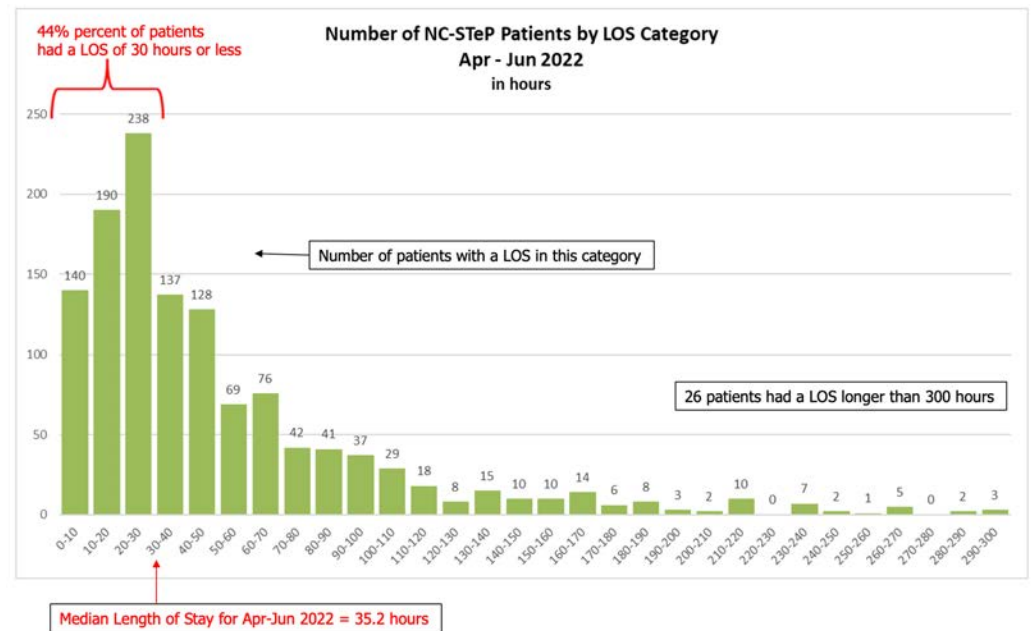
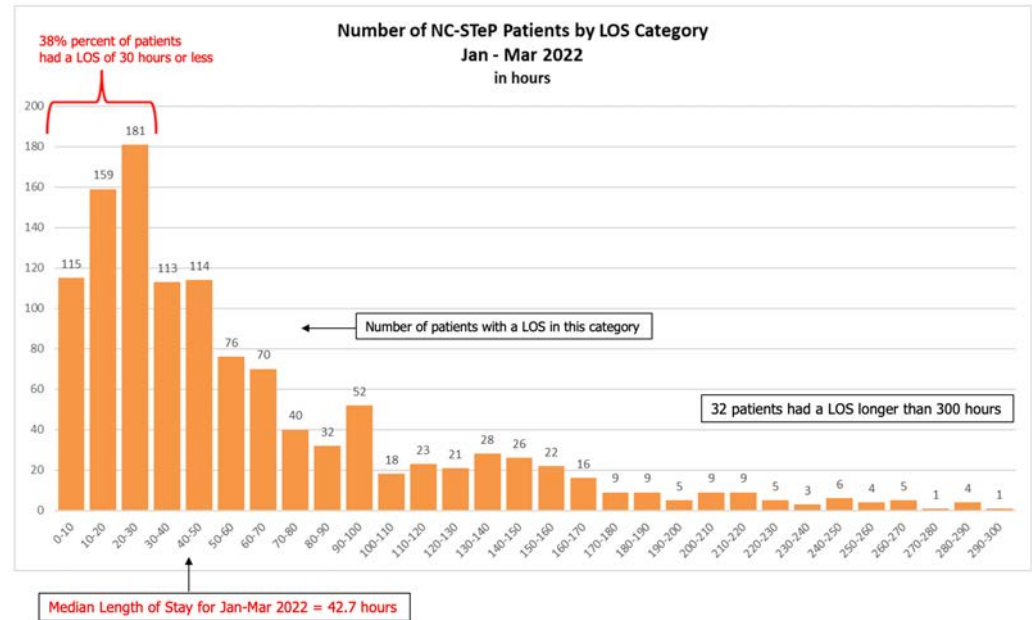
Number of NC-STEP Patients by LOS Category Apr - Jun 2022 in hours

44% percent of patients had a LOS of 30 hours or less



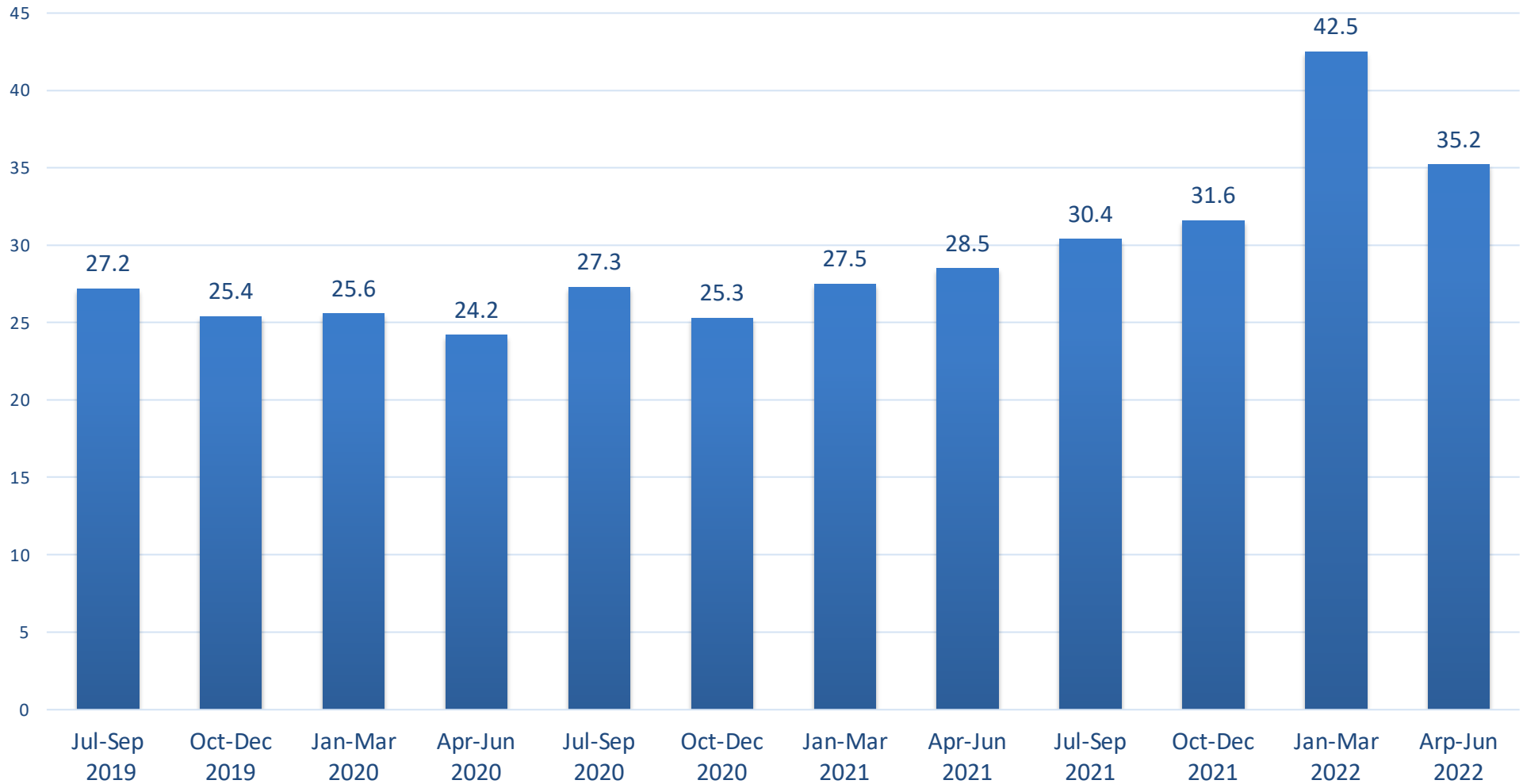
Median Length of Stay for Apr-Jun 2022 = 35.2 hours





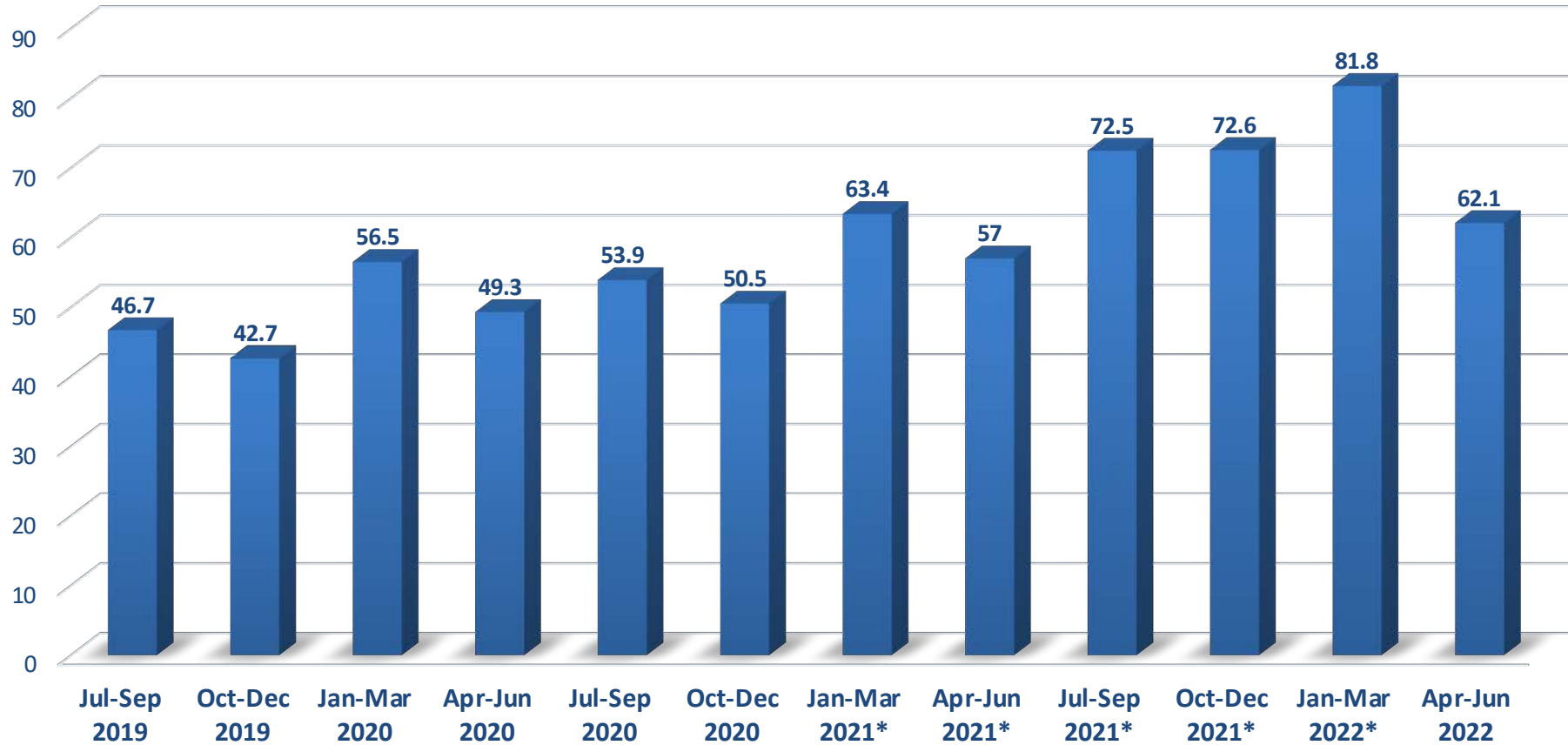
Median Length of Stay by Quarter

(in hours)



Average Length of Stay by Quarter

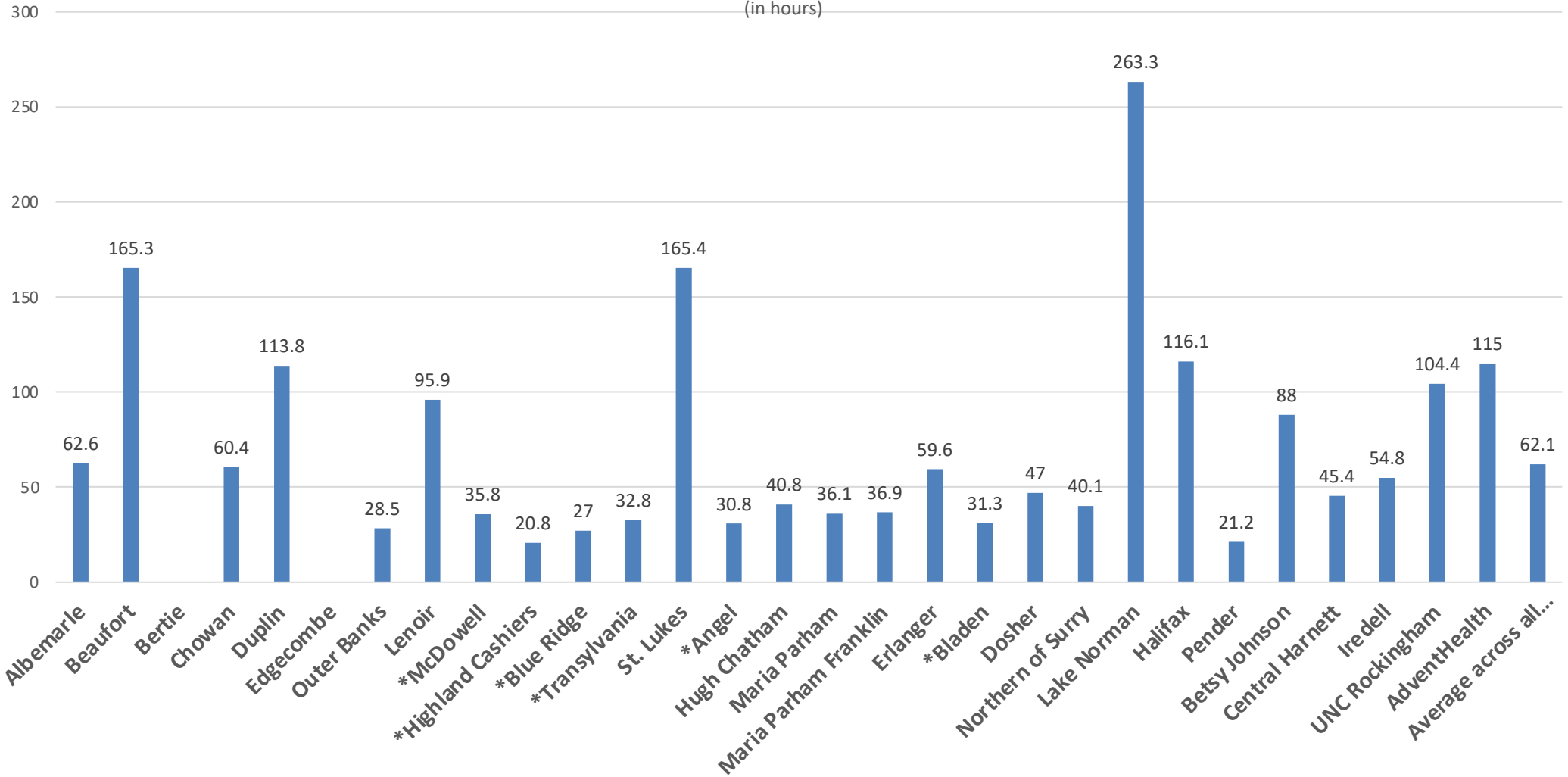
(in hours)



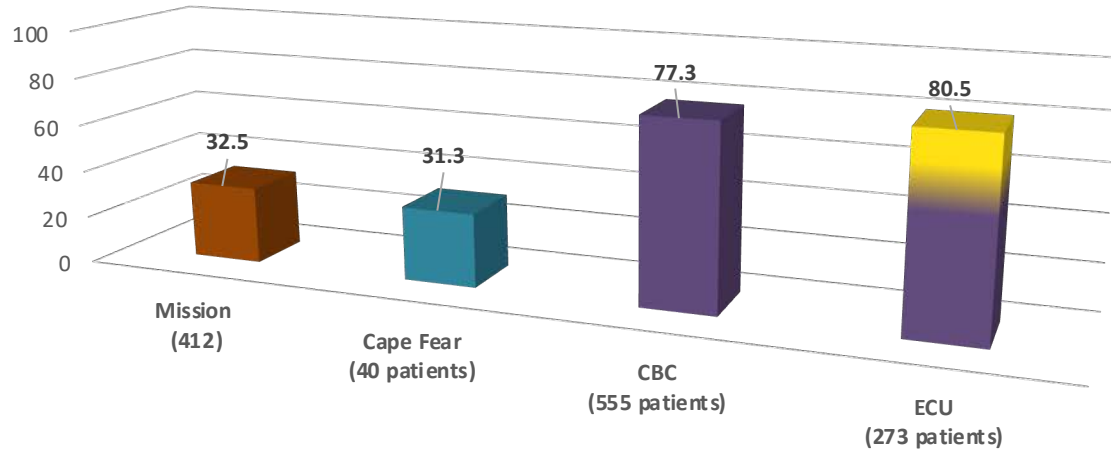
Average Length of Stay for NC-SteP Patients by Hospital

April - June 2022

(in hours)

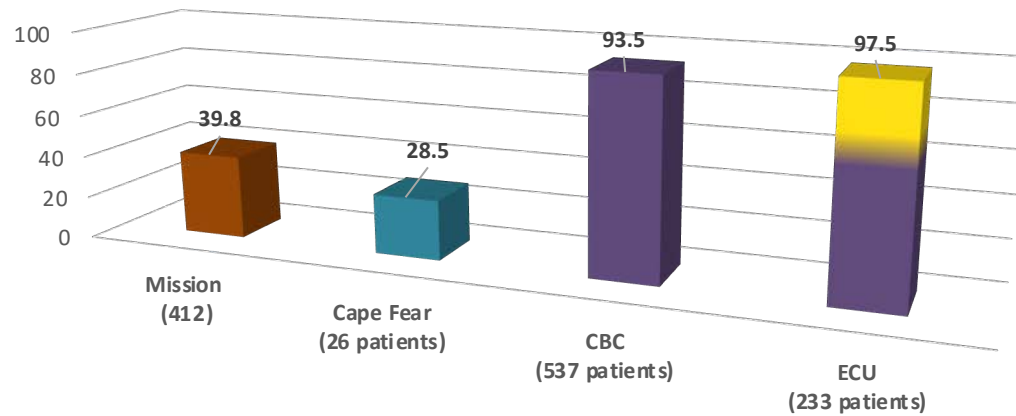


Apr-Jun 2022(in hours)



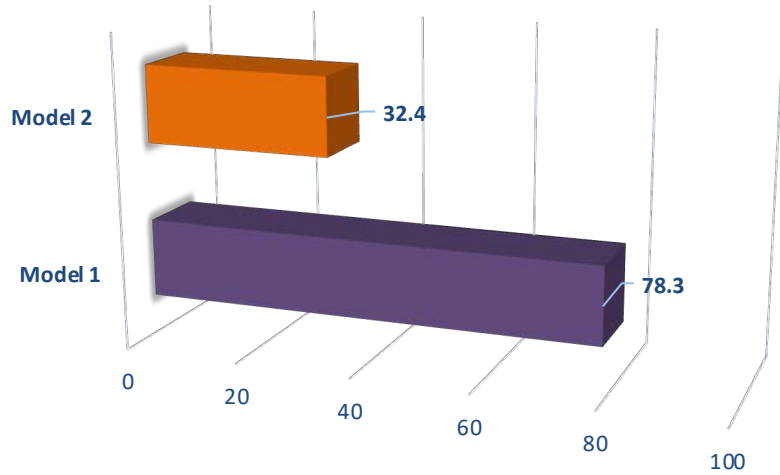
Average Length of Stay by Provider

Jan-Mar 2022 (in hours)

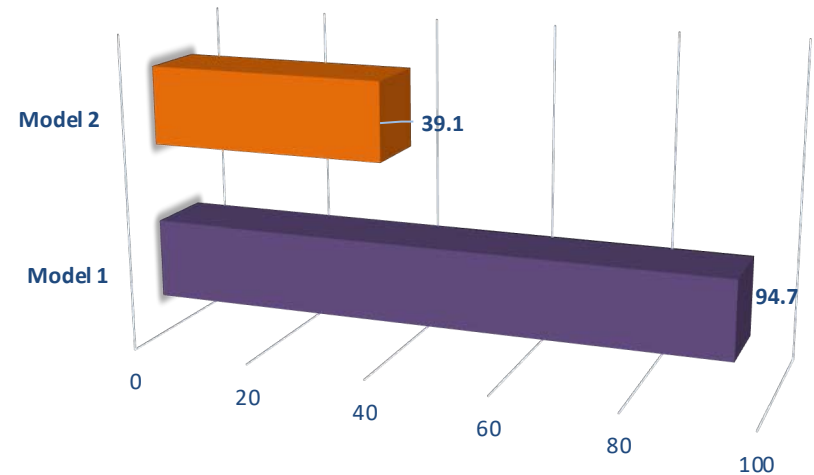


Average LOS by Model

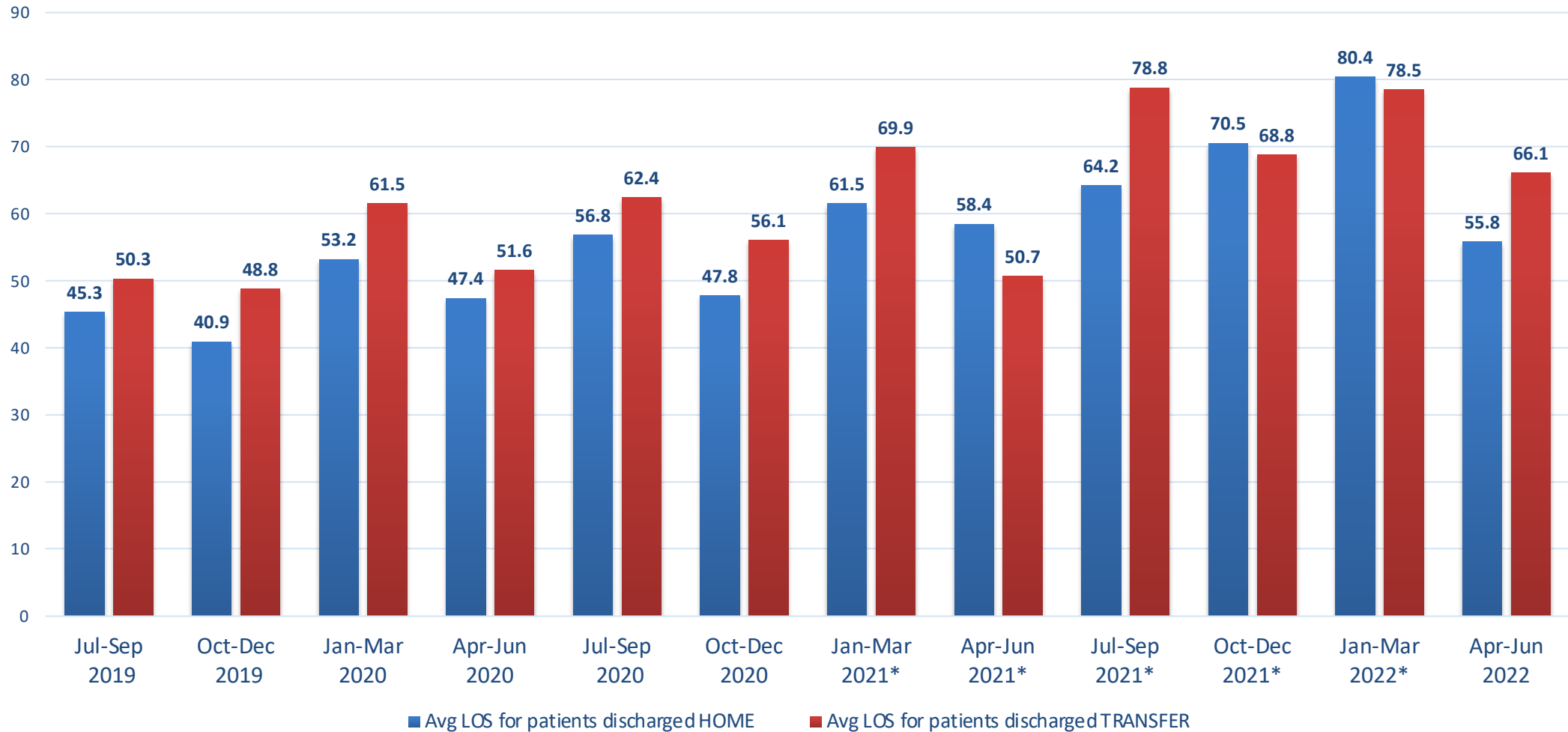
Apr-Jun 2022 (in hours)



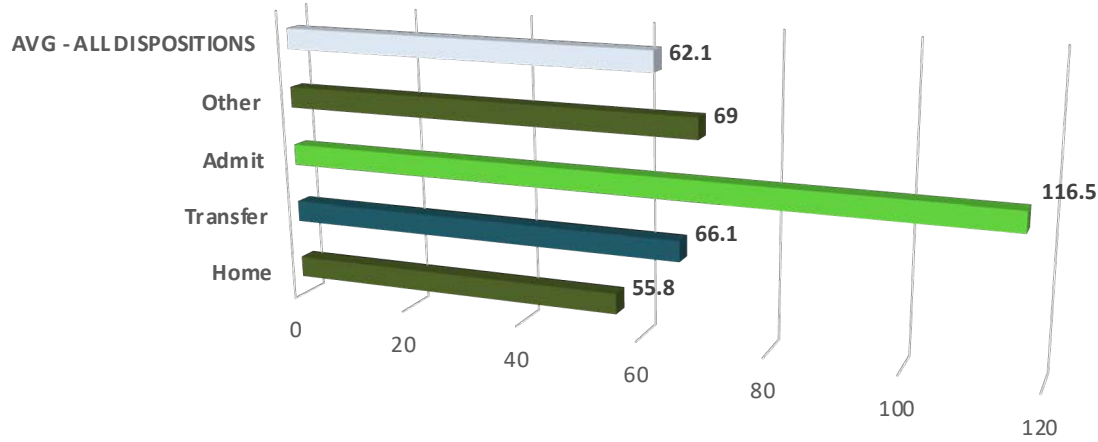
Jan-Mar 2022 (in hours)



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

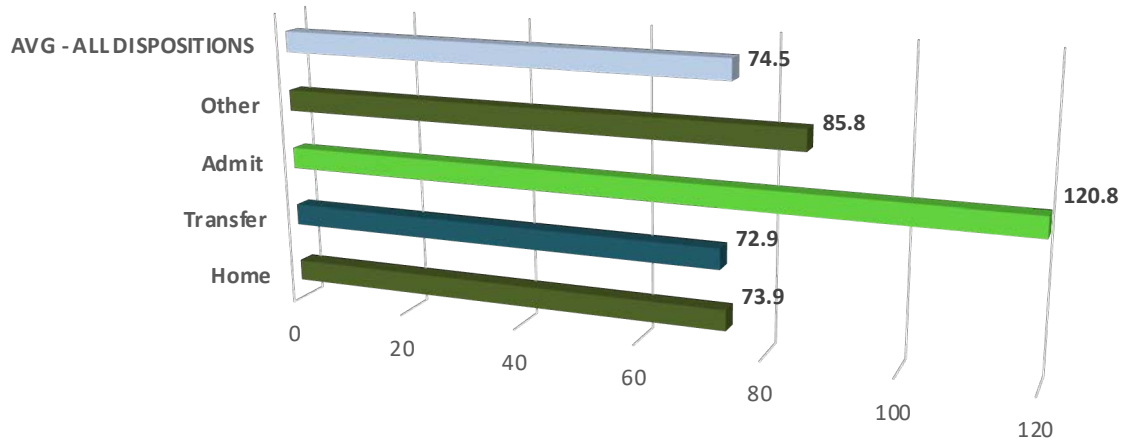


Apr-Jun 2022 (in hours)



Average LOS by Discharge Disposition

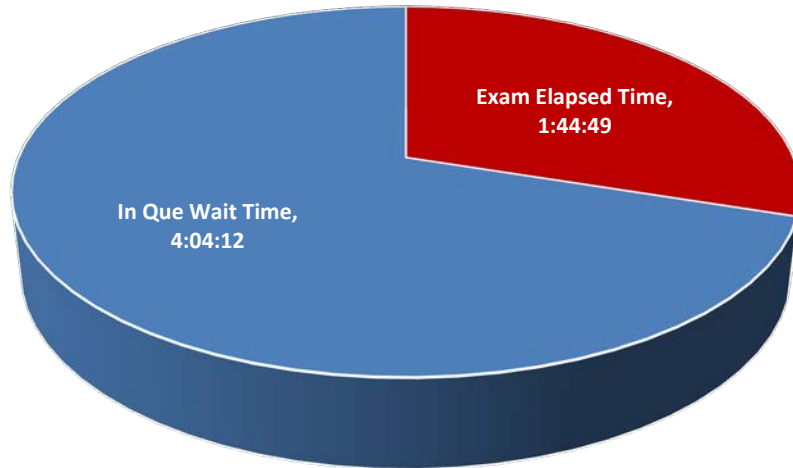
Jan-Mar 2022 (in hours)



Consult Elapsed Time: April – June 2022

CBC and ECU

Average Consult Exam Elapsed Time
In Que to Exam Complete
FY22-Q4 April-June 2022
(5 hours 49 min)



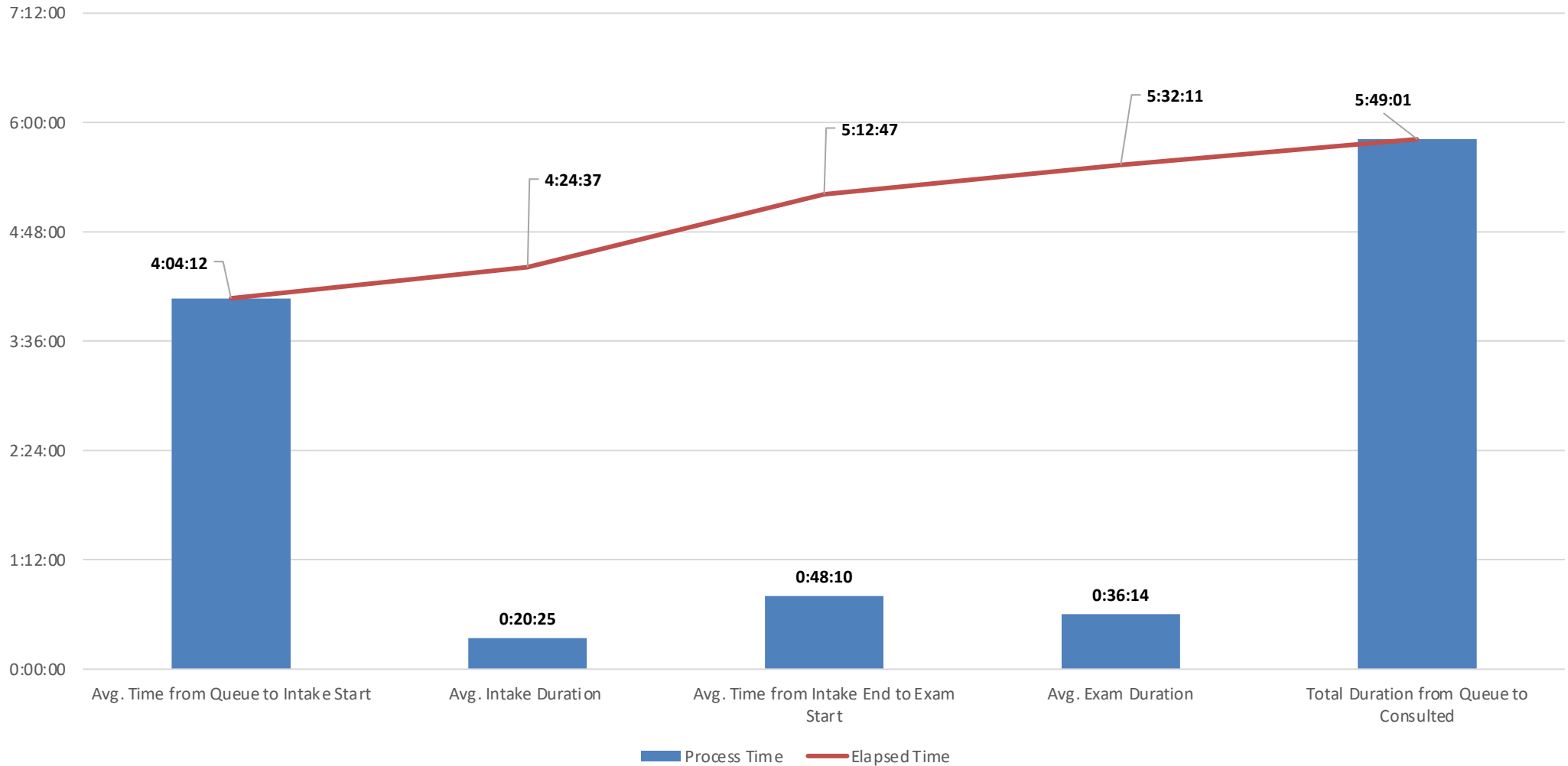
■ Exam Elapsed Time ■ In Que Wait Time

Comparison CBC and ECU

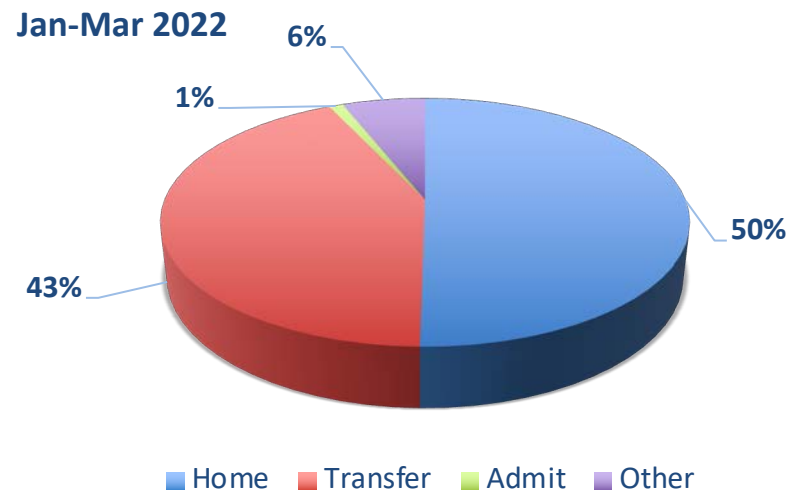
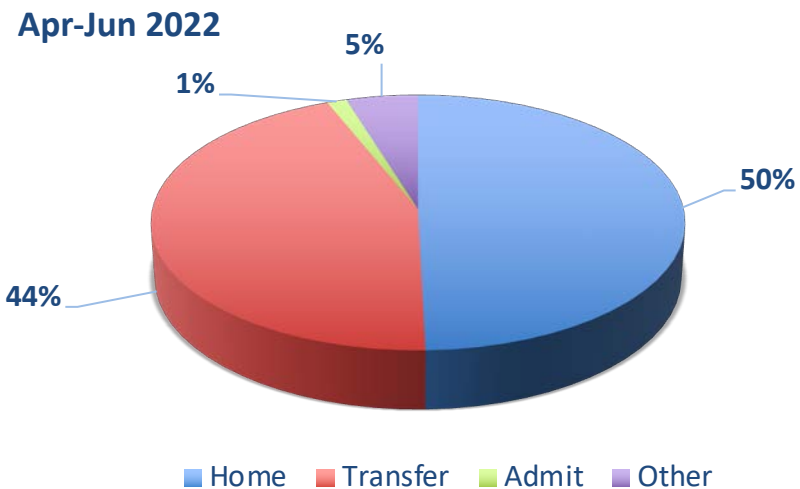
Average Consult Elapsed Time
In Queue to Exam Complete
FY22-Q4 April - June 2022



Key Processes and Elapsed Times Averages CBC and ECU: April – June 2022

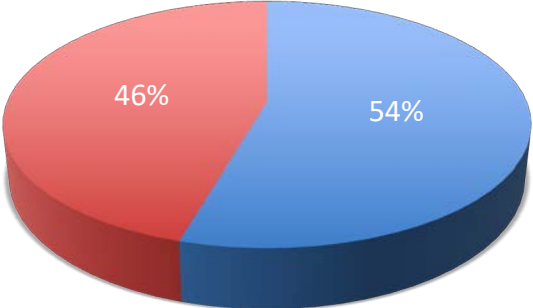
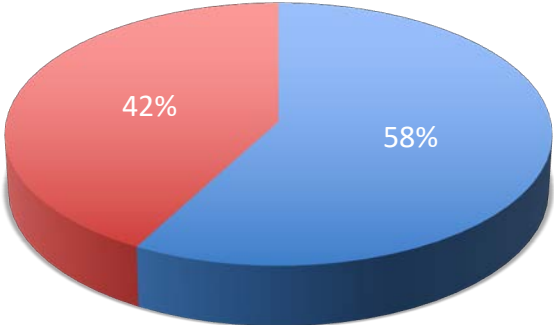


Percent of Patients by Discharge Disposition



Apr-Jun 2022

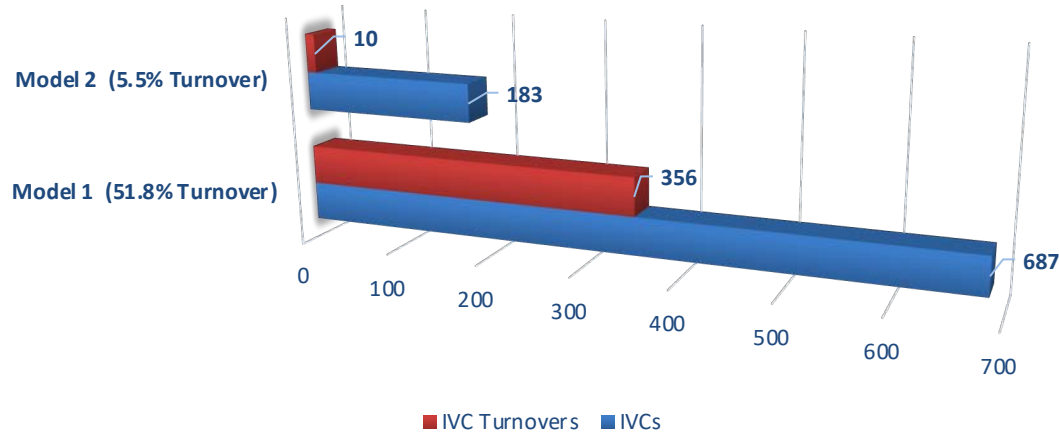
Jan-Mar 2022



**IVCs –
By Release Status**

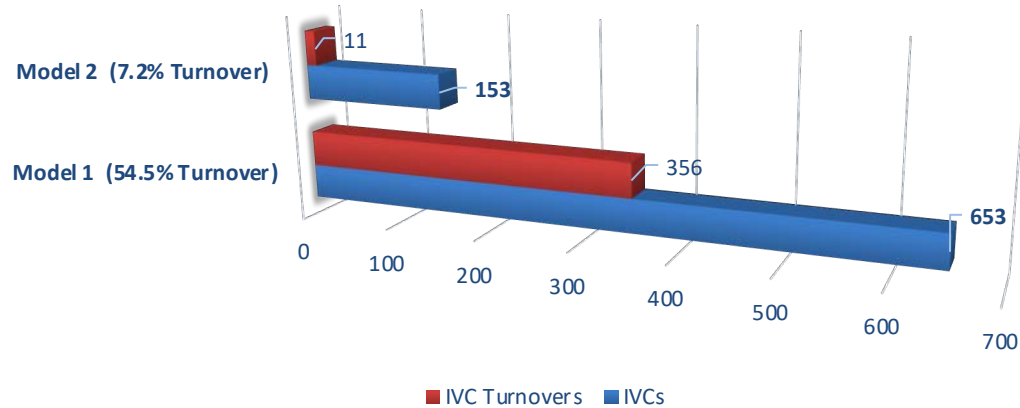
- IVCs - percent not released
- IVCs - percent released

Apr-Jun 2022

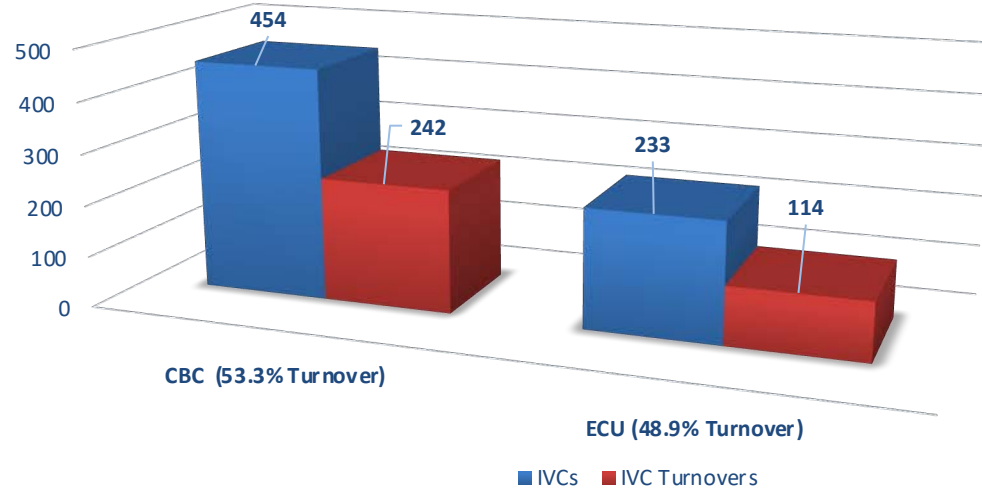


Number of IVCs and IVC Turnovers by Model

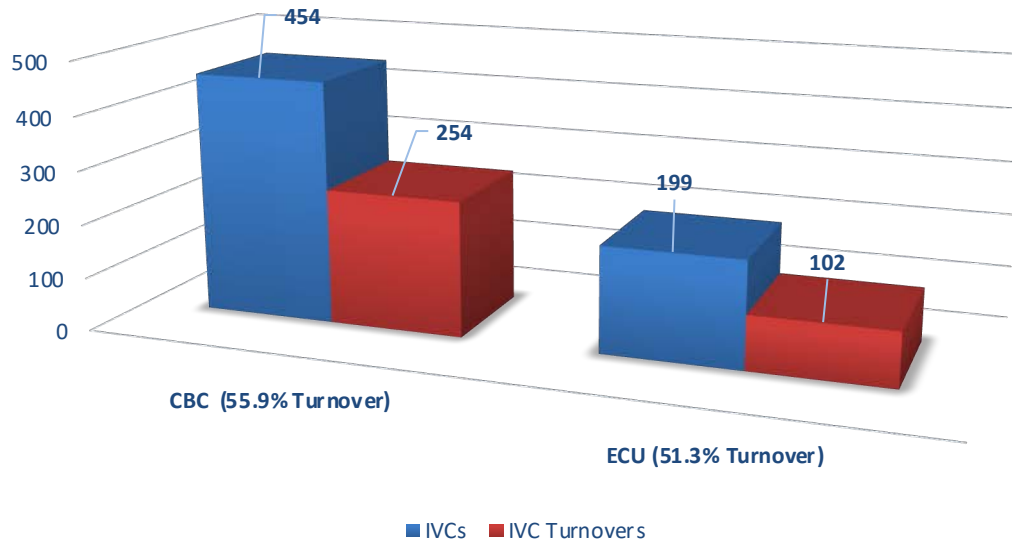
Jan-Mar 2022



Apr-Jun 2022



Jan-Mar 2022



Number of IVCs and IVC Turnovers by Provider



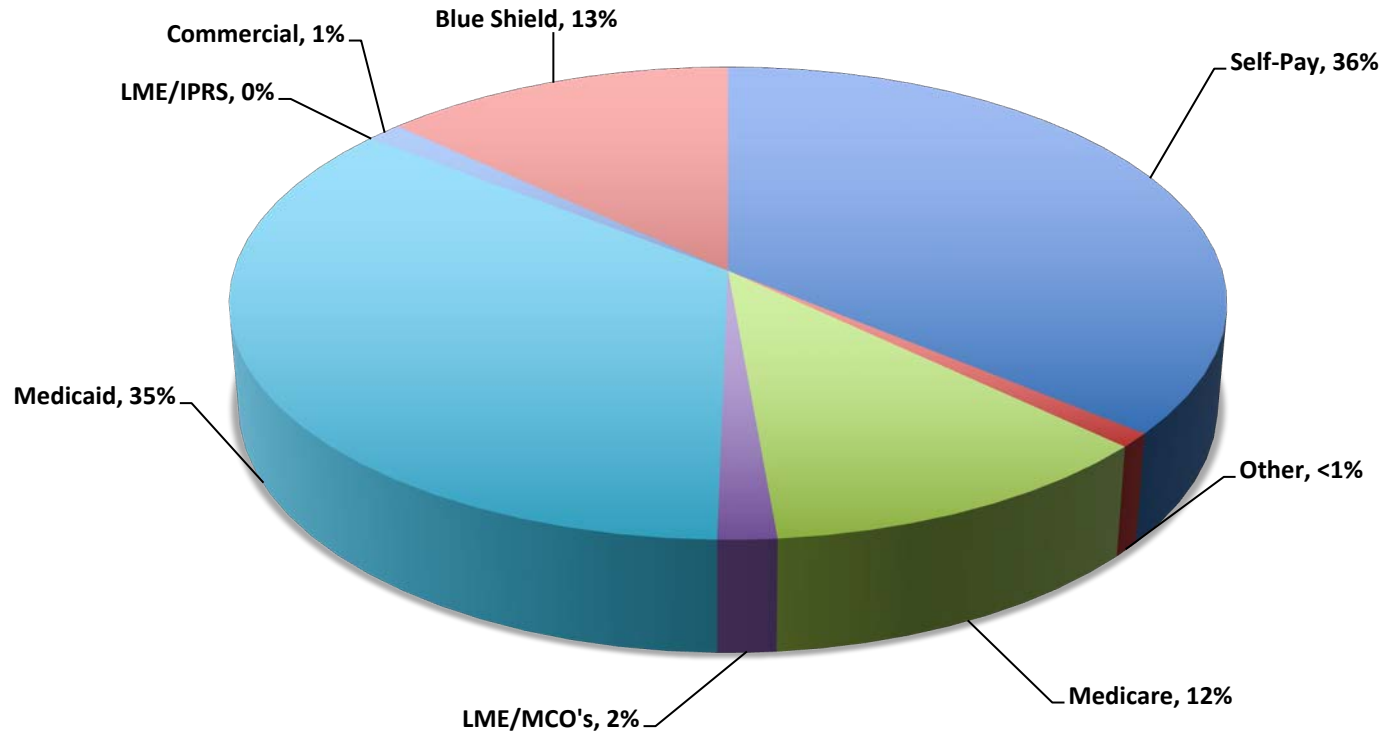
Satisfaction Surveys

- Satisfaction surveys are done twice a year.
- Satisfaction surveys were not done during this last quarter.
- Most recent surveys were conducted in March of 2022
 - 41 individuals responded to the survey (N = 41).
 - **The overall satisfaction rate was 76%.**



NC-STeP Charge Mix

QTD FY2022 - Quarter 4

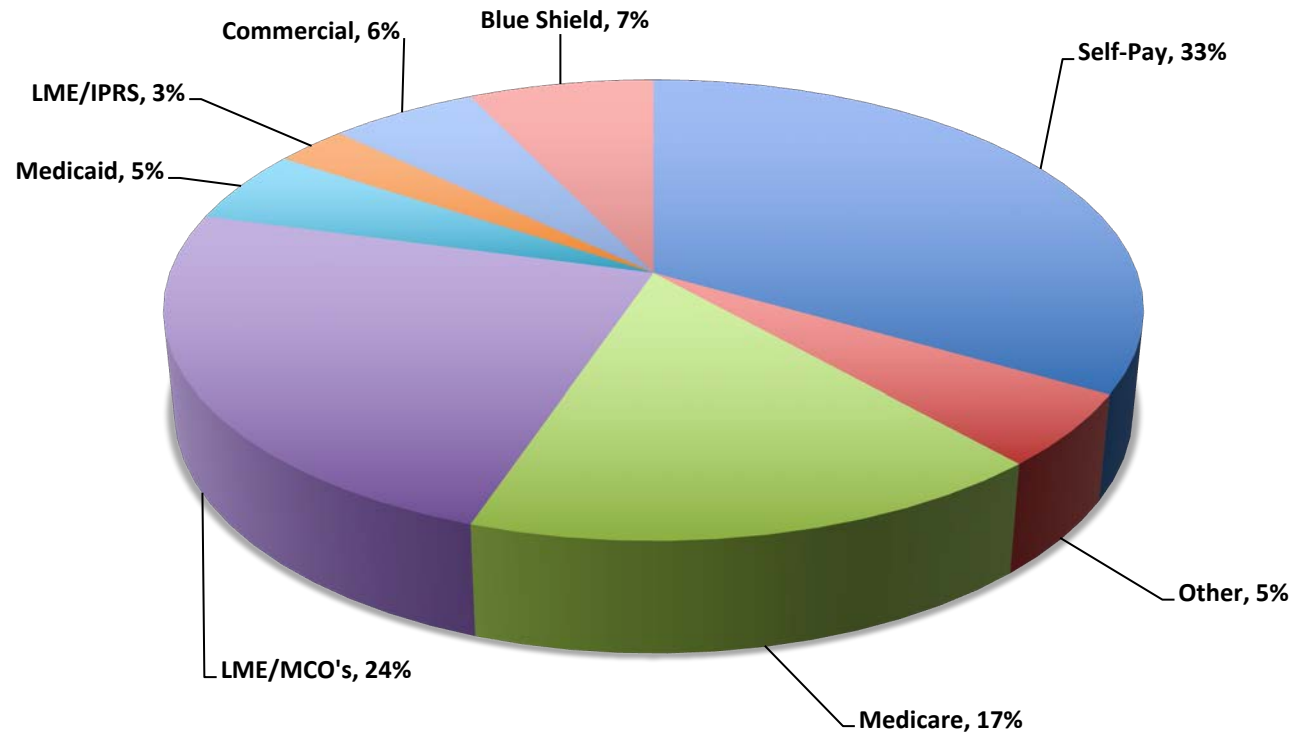


■ Self-Pay ■ Other ■ Medicare ■ LME/MCO's ■ Medicaid ■ LME/IPRS ■ Commercial ■ Blue Shield



NC-STeP Charge Mix - Project to Date

Service Dates: October 1, 2013 – June 30, 2022



■ Self-Pay ■ Other ■ Medicare ■ LME/MCO's ■ Medicaid ■ LME/IPRS ■ Commercial ■ Blue Shield

Community-Based Sites as of June 30, 2022

EVALUATION CRITERIA	VALUES/MEASURES REACHED AS OF 6/30/2022
1. The number of full-time equivalent (FTE) providers supporting the program	1.6 FTEs
2. The number of community-based sites contracted	22
3. Number of patient visits with medical (psychiatric) doctor	98 PTD= 1,326
4. The number return visits	822 PTD= 10,125
5. The number of patient visits with a mid-level provider	986 PTD= 11,374
6. The number of new patient visits	261 PTD= 2,625

NC-STeP Community Patient Visits

Patient Visits	Since project inception in October 2018	During Calendar Year 2018	During Calendar Year 2019	During Calendar Year 2020	During Calendar Year 2021	During Quarter Jan- Mar 2022	During Quarter Apr- Jun 2022
With Medical Doctor	1,326	8	536	265	316	103	98
With Mid-Level Provider	11,374	7	2,006	3,217	4,122	1,036	986
Total Patient Visits	12,789	15	2,633	3,477	4,440	1,139	1,085

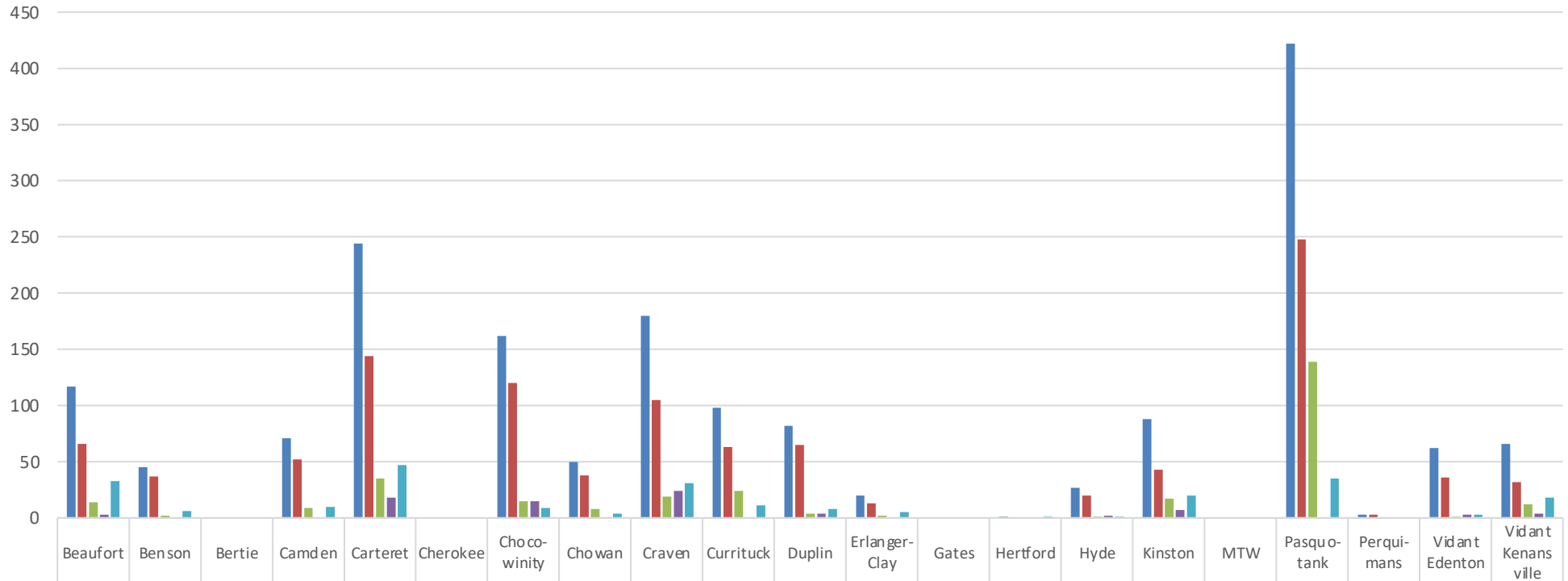
* There was 1 visit that didn't say whether it was with MD or LCSW, and it is in the total but not in the breakouts.



NC-STeP Appointment by Site

Appointments, Visits Kept, Rescheduled, Cancelled, No Show

April - June 2022

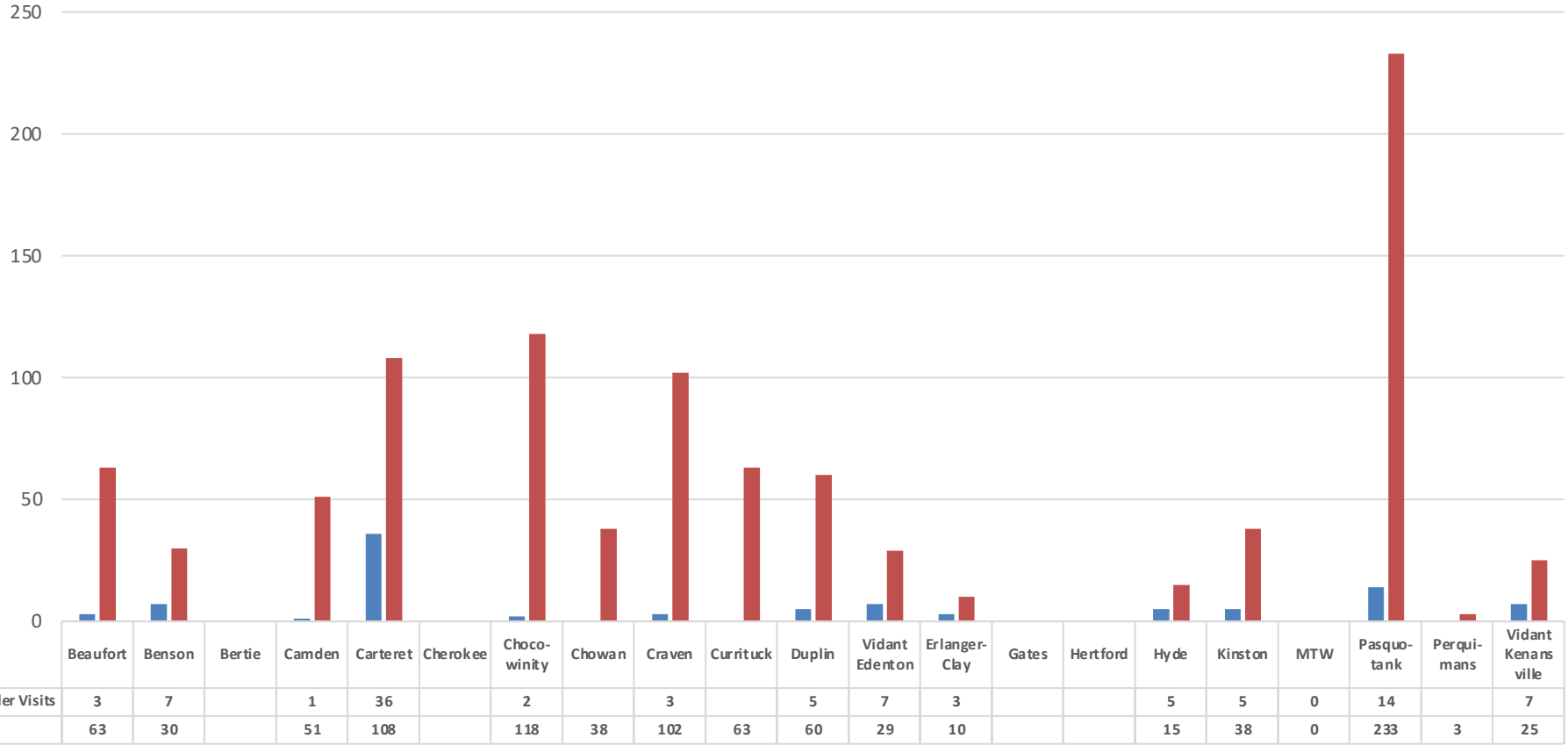


	Beaufort	Benson	Bertie	Camden	Carteret	Cherokee	Chocowinity	Chowan	Craven	Currituck	Duplin	Erlanger-Clay	Gates	Hertford	Hyde	Kinston	MTW	Pasquotank	Perquimans	Vidant Edenton	Vidant Kenansville
Total Apts	117	45		71	244		162	50	180	98	82	20		1	27	88	0	422	3	62	66
Apts Kept	66	37		52	144	0	120	38	105	63	65	13		0	20	43	0	248	3	36	32
Apts Rescheduled	14	2		9	35		15	8	19	24	4	2			1	17	0	139		1	12
Apts Cancelled	3				18		15		24		4				2	7				3	4
Apts No Show	33	6		10	47		9	4	31	11	8	5		1	1	20	0	35		3	18

■ Total Apts
 ■ Apts Kept
 ■ Apts Rescheduled
 ■ Apts Cancelled
 ■ Apts No Show



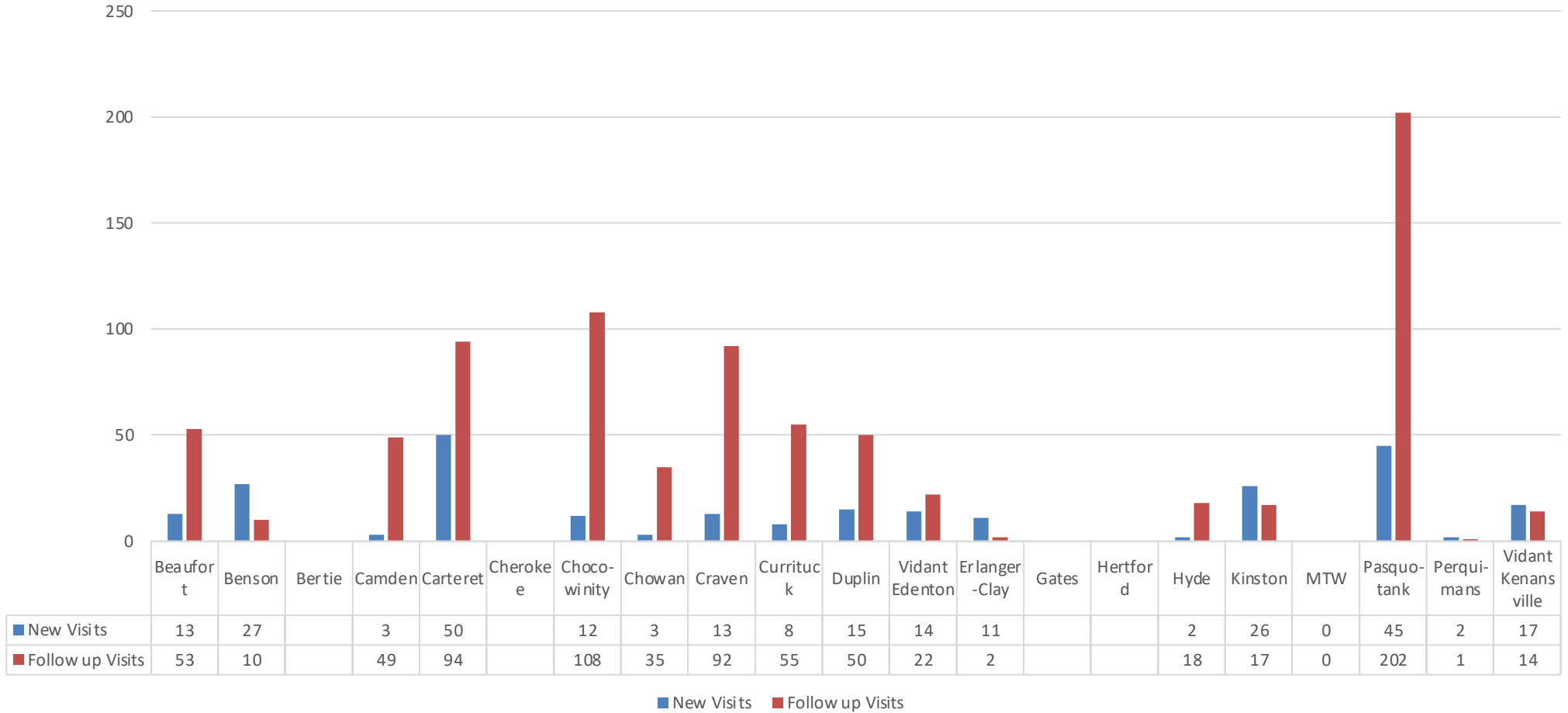
NC-SteP Community Visits by Site by Provider Type April - June 2022



■ Psychiatric Provider Visits
 ■ BH Mgr Visits



NC-STeP Community Visits by Site New and Follow-Up April - June 2022



NC-STeP Status as of June 30, 2022

- 39 hospitals in the network. 38 live.
- 54,295 total psychiatry assessments since program inception
- 8,768 IVCs overturned
 - Cumulative return on investment = \$47,293,20
(savings from preventing unnecessary hospitalizations)
- Four Clinical Provider Hubs with 52 consultant providers
- Over 32% of the patients served had no insurance coverage



NC-STeP Status as of June 30, 2022

- 22 community-based sites.
- 12,789 total patient visits since program inception in October 2018.
 - 1,326 total patient visits with a psychiatrist
 - 11,374 total patient visits with a mid-level provider



Contact

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

Professor and Chair Emeritus

Department of Psychiatry and Behavioral Medicine
Brody School of Medicine | East Carolina University

Executive Director

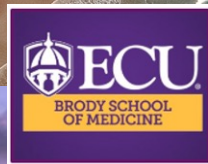
North Carolina Statewide Telepsychiatry Program (NC-STeP)

Phone: 252.744.2660 | e-mail: saeeds@ecu.edu

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

Mail: 600 Moye Boulevard, Suite 4E-65,
Greenville, NC 27834





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