NC-STeP

NORTH CAROLINA
STATEWIDE TELEPSYCHIATRY PROGRAM

Quarterly Progress Update

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

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NC-STeP NORTH CAROLINA STATEWIDE TELEPSYCHIATRY PROGRAM

NC-STeP Advisory Council Meeting
Wednesday, March 1, 2023
10:30 am – 12:00 pm
Virtual Meeting via Zoom Video Conference

Agenda

10:30- 10:40 a.m.	Welcome and Introductions
10:40- 10:45 a.m.	Review and Approval of December 14, 2022 Minutes
10:45- 11:45 a.m.	NC-STeP FY23-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 • NC-STeP Pediatric Program launch • Vermont/ NC-STeP Collaboration • NC-STeP Presentations at the Annual Meetings of ATA and APA • MOTHeRS Project update and presentation at the NC Rural Summit
12:00 p.m.	Adjourn

zoom

Join Zoom Meeting
https://us06web.zoom.us/j/86993351235?pwd=NXk0a0hSTGV3QTFmUFVJeVZybnN5Zz09

Meeting ID: 869 9335 1235
Passcode: 198610

NC-STeP Quality Management and Outcomes Monitoring Processes: October – December 2022

- 38 hospitals in the network, 37 hospitals were live
- 26 hospitals reporting Telepsychiatry patients in their ED
  - not all live hospitals had telepsychiatry patients
- Total number of assessments for this quarter = 1,214
- Total number of encounters for this quarter = 1,114
- Patient assessments billed for Model 1 hospitals = 812

NC-STeP Quality Management and Outcomes Monitoring Processes: October – December 2022

- The Median Length of Stay was 34.1 hours
- The Average Length of Stay was 62.9 hours
  - 61.9 hours for those discharged to home
  - 49.7 hours for those transferred to another facility
- Average Consult Elapsed Time (in Queue to Exam Complete) for Model 1 hospitals was 5 hours and 34 minutes.

NC-STeP Quality Management and Outcomes Monitoring Processes: October – December 2022

- 731 ED patients who received telepsychiatry services had an IVC in place during their ED stay.
  - 254 (34.7%) of those patients did not have an IVC in place when discharged.
- Of the ED patients who received telepsychiatry services:
  - 41.6% were discharged to home
  - 49.2% were discharged to another facility

NC-STeP Quality Management and Outcomes Monitoring Processes: October – December 2022

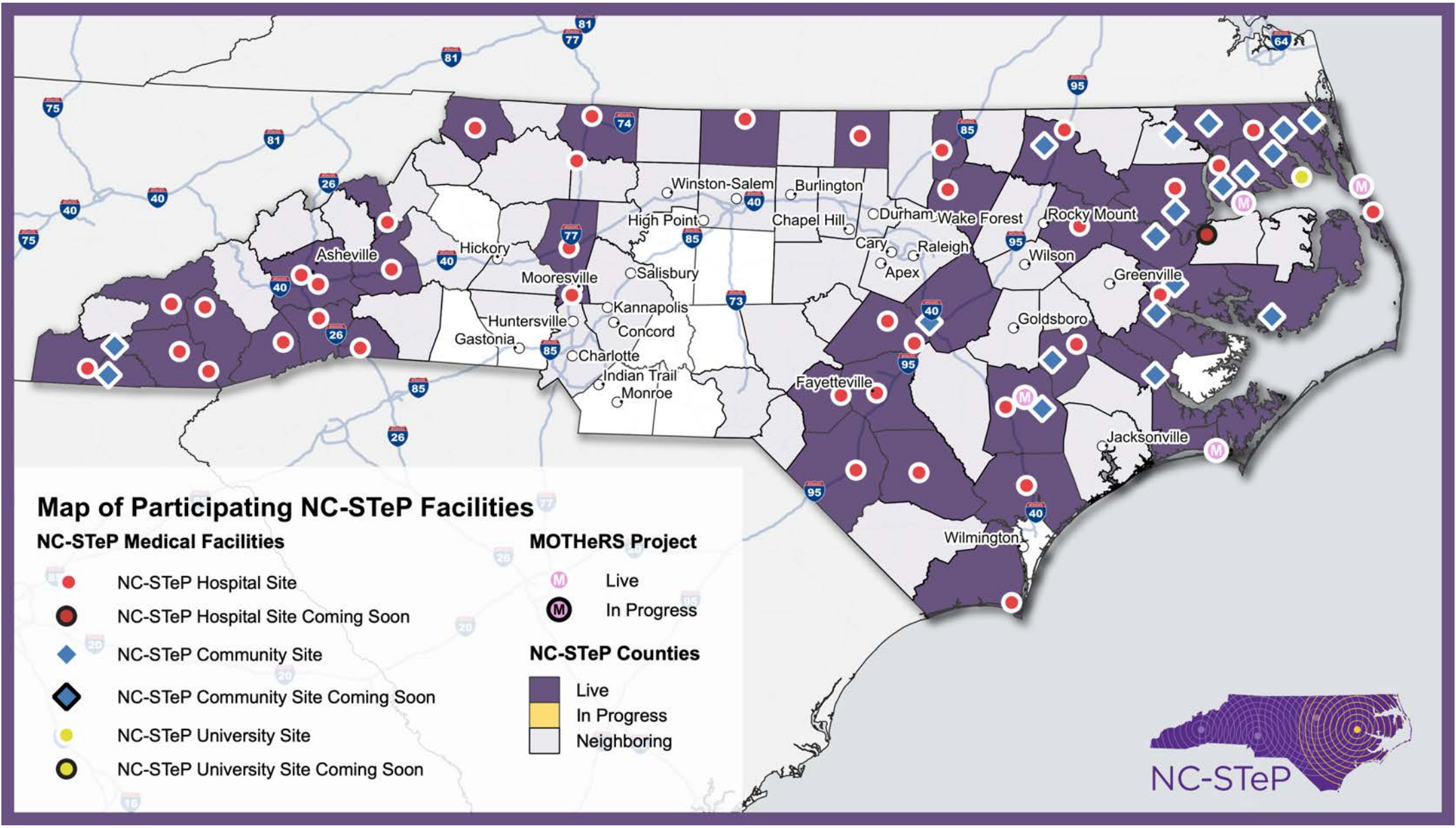
- 22 Community based sites were live as of 12/31/2022.
- There were 1,666 total behavioral health visits.
  - 215 visits with a Psychiatrist.
  - 1436 visits with a behavioral health manager.
  - 12 visits with a Maternal and Fetal Medicine Specialist.

	Since project inception in November 2013	Quarter Jan- Mar 2022	Quarter Apr- Jun 2022	Quarter Jul- Sep 2022	Quarter Oct- Dec 2022
Total Patient Encounters	44,060	1,235	1,321	1,302	1,114
Model 1 Hospital Patient Encounters	26,993	797	869	891	712
Model 2 Hospital Patient Encounters	17,067	438	452	411	402
Total Number of Assessments (Billed Assessments for Model 1 Hospitals + Number of Patient Encounters for Model 2 Hospitals)	57,052	1,526	1,559	1,458	1,214

NC-STeP Benchmarks

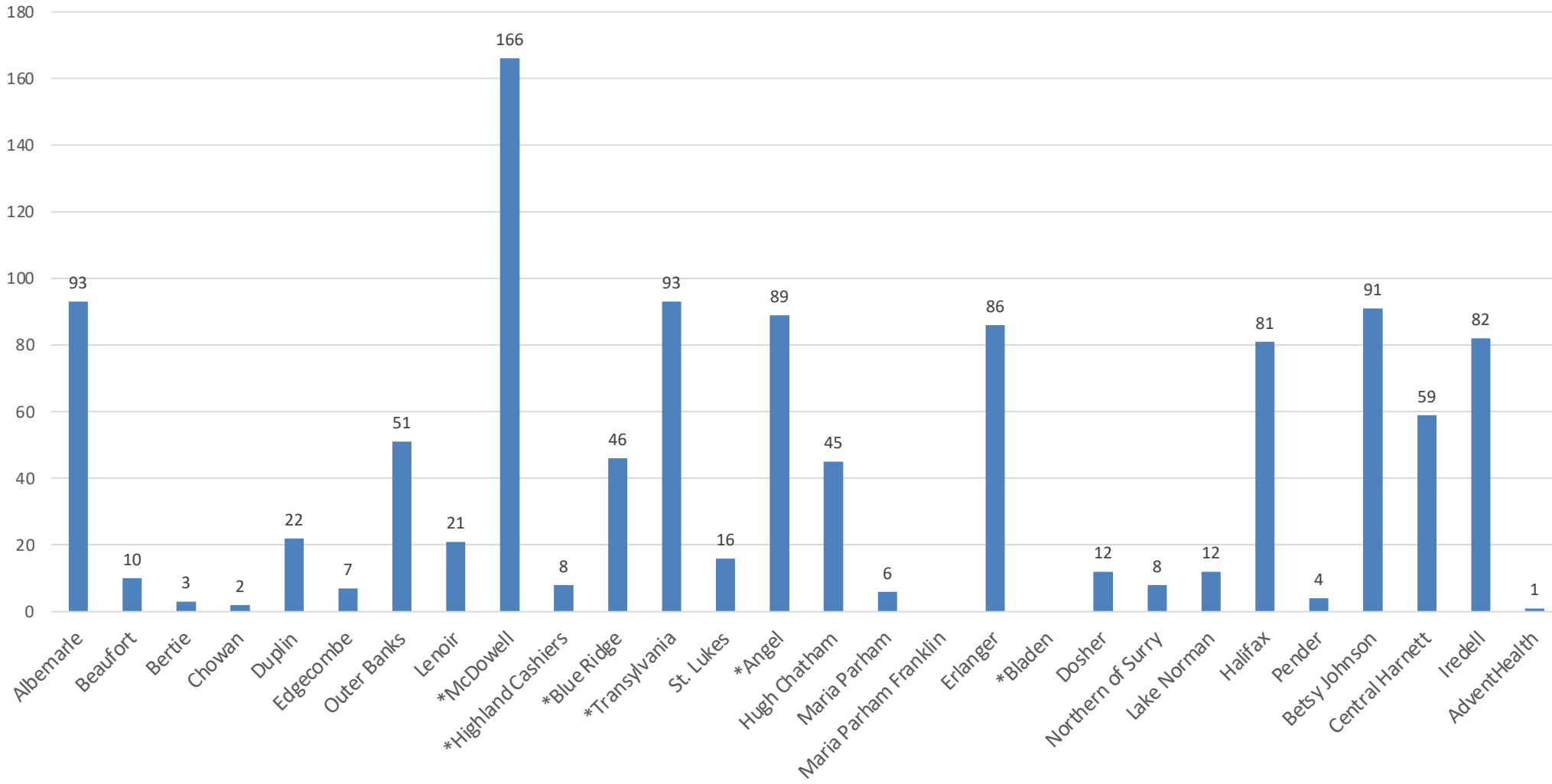
	Goals	Values Reached		
	Cumulative Target to be reached by (06/30/2023)	Value Reached as of most recent previous quarter (09/30/2022)	Value Reached as of this reporting quarter (12/31/2022)	Year-to-Date Total with % of the Yearly Target (12/31/2022)
Number of IVCs	2,815	890	731	1,636 58% of Yearly Target
Number of IVCs Overturned	1,155	362	254	626 54% of Yearly Target
Total Number of Assessments (Billed assessments for Model 1 hospitals + Number of patient encounters for Model 2 hospitals.)	5,025	1,432	1,214	2,672 53% of Yearly Target

NC-STeP Status as of December 31, 2022



Number of NC-STeP Patients by Hospital

October - December 2022



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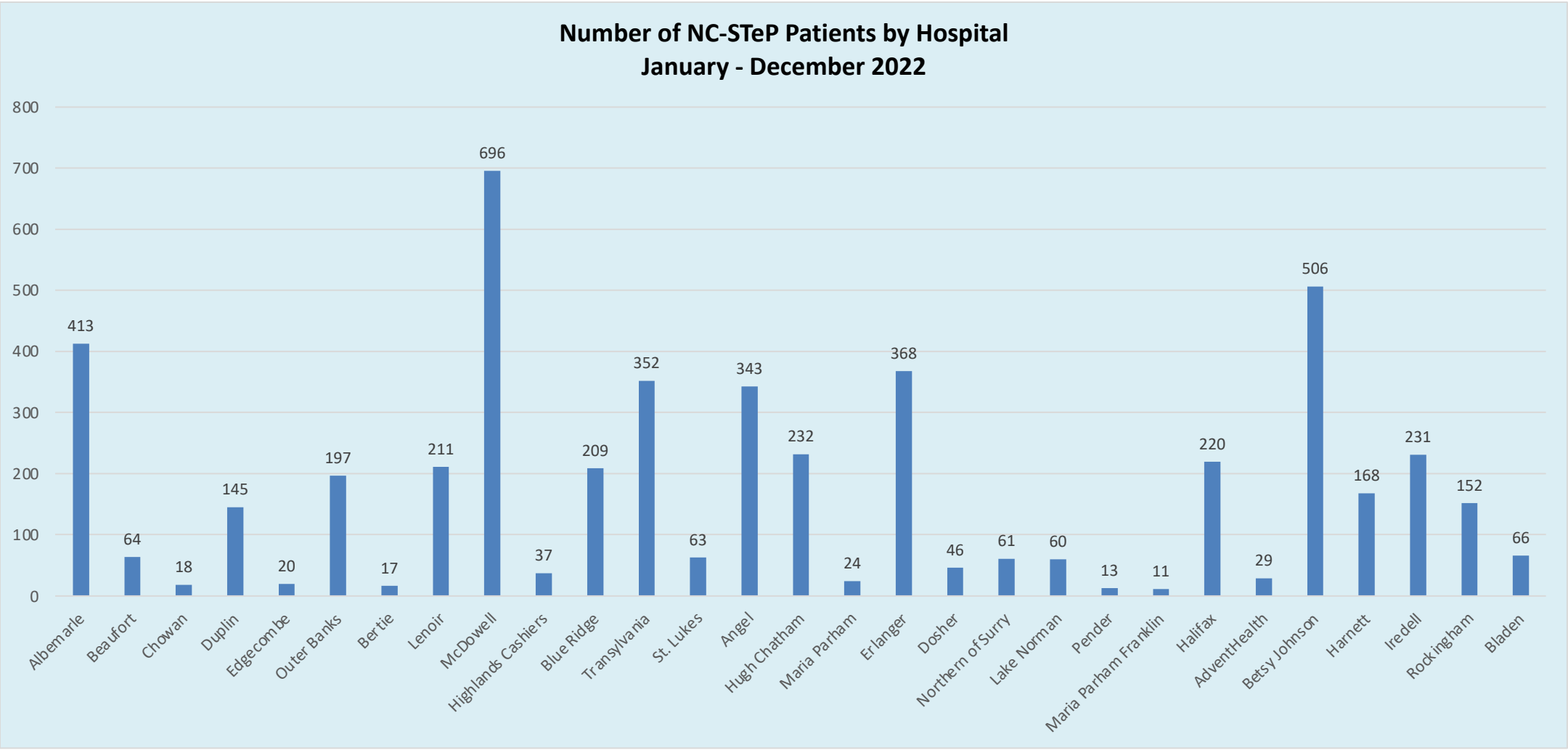

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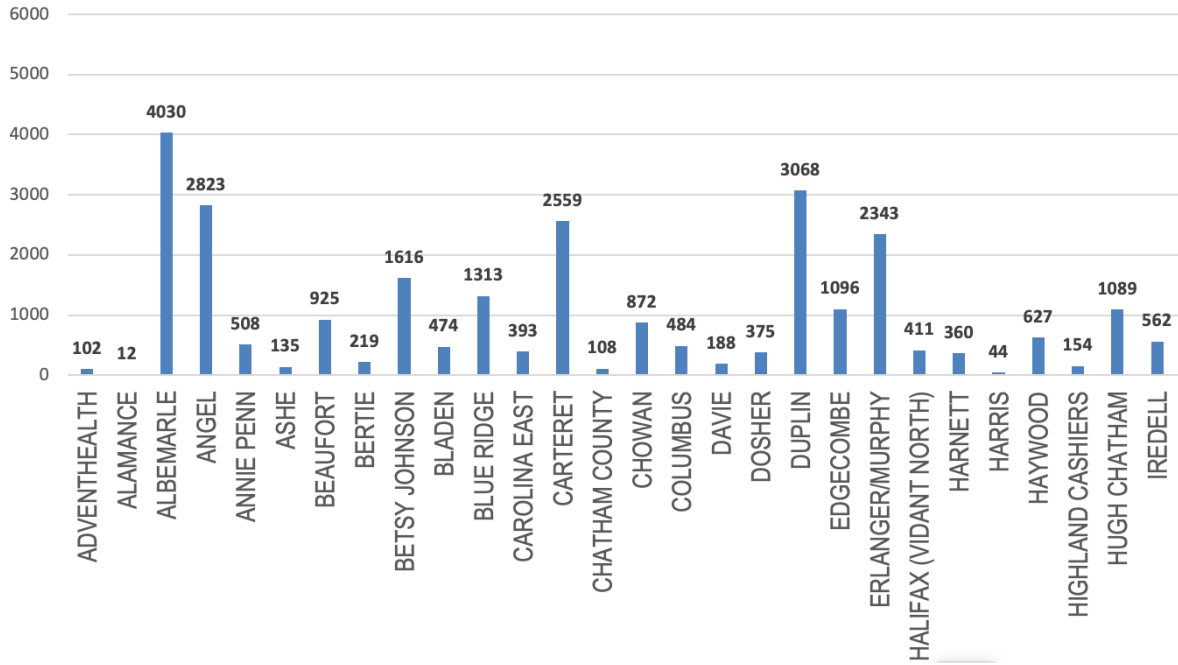
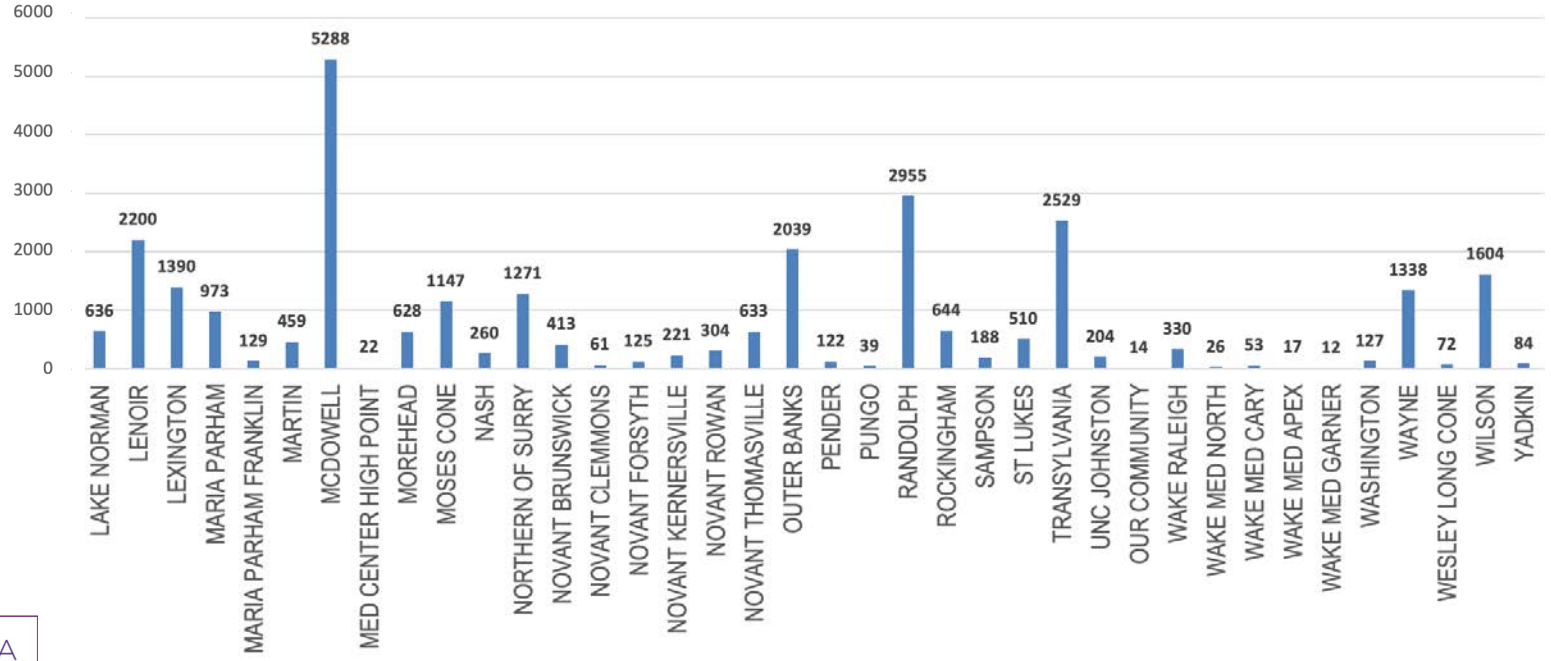
Number of NC-STeP Assessments by Hospital

November 2013- December 31, 2022

(since project inception)





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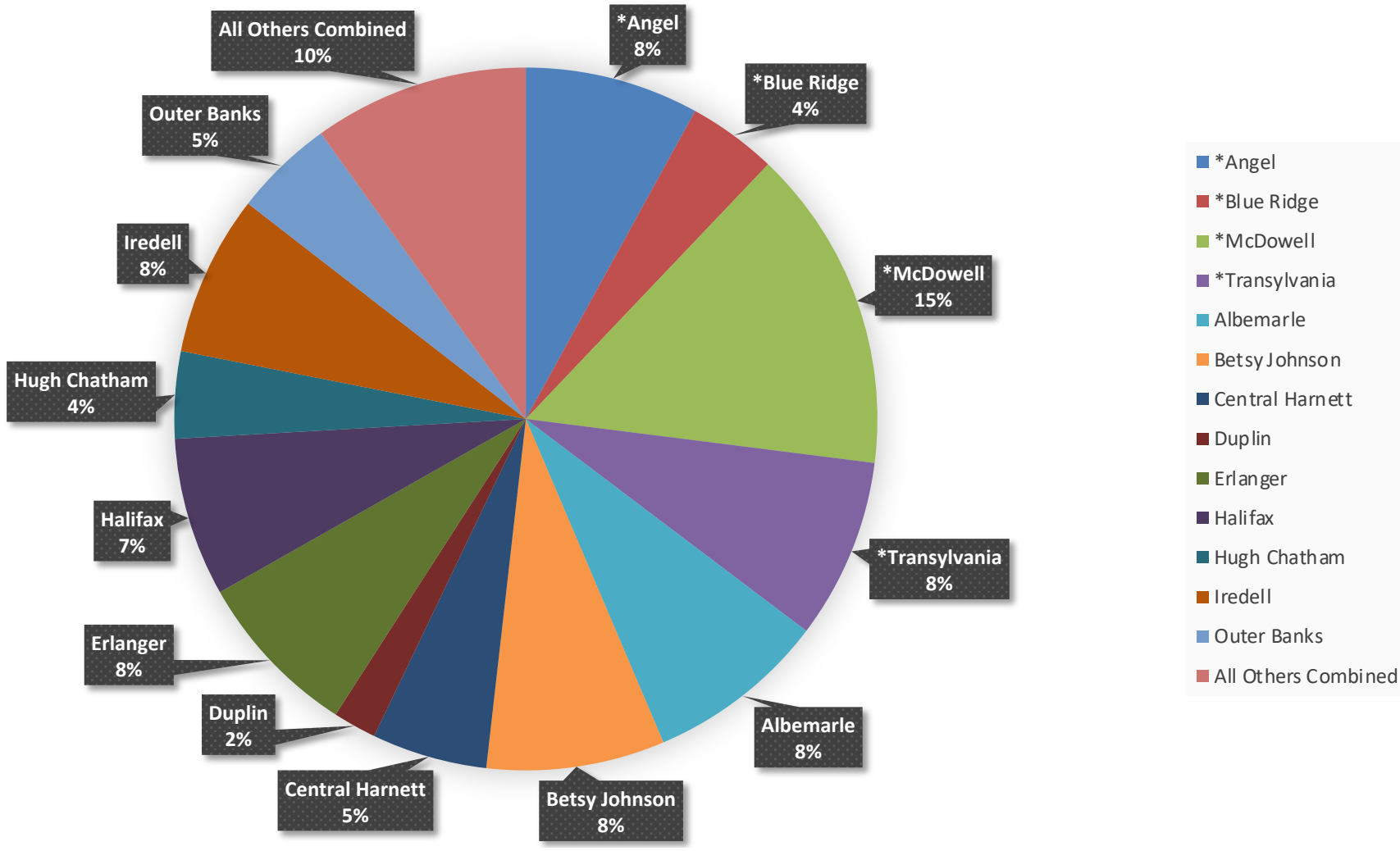
Percent of Use by Hospital Oct - Dec 2022

(based on number of encounters)



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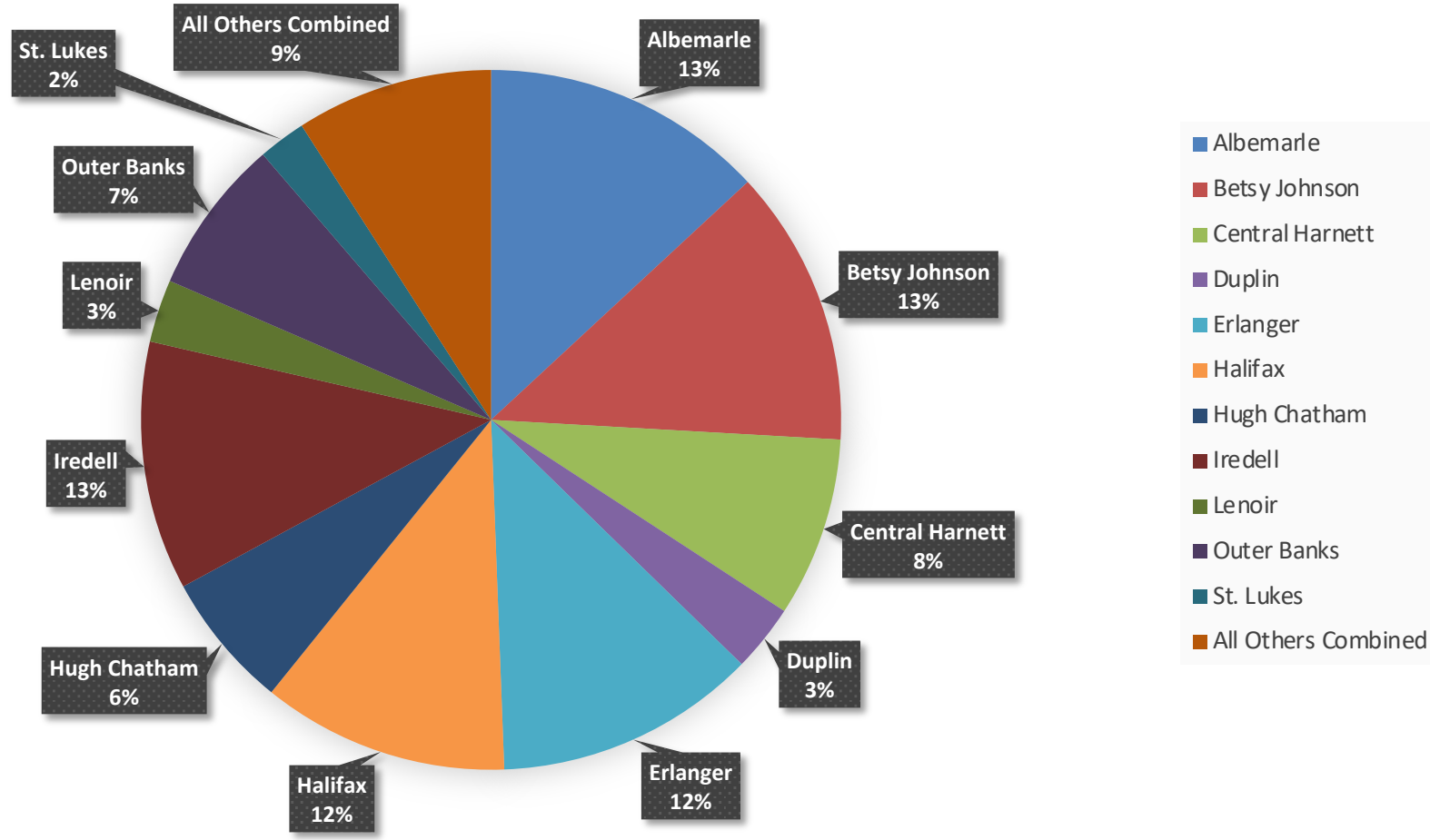
Percent of Use for Model 1 Hospitals Oct - Dec 2022

(based on number of encounters)



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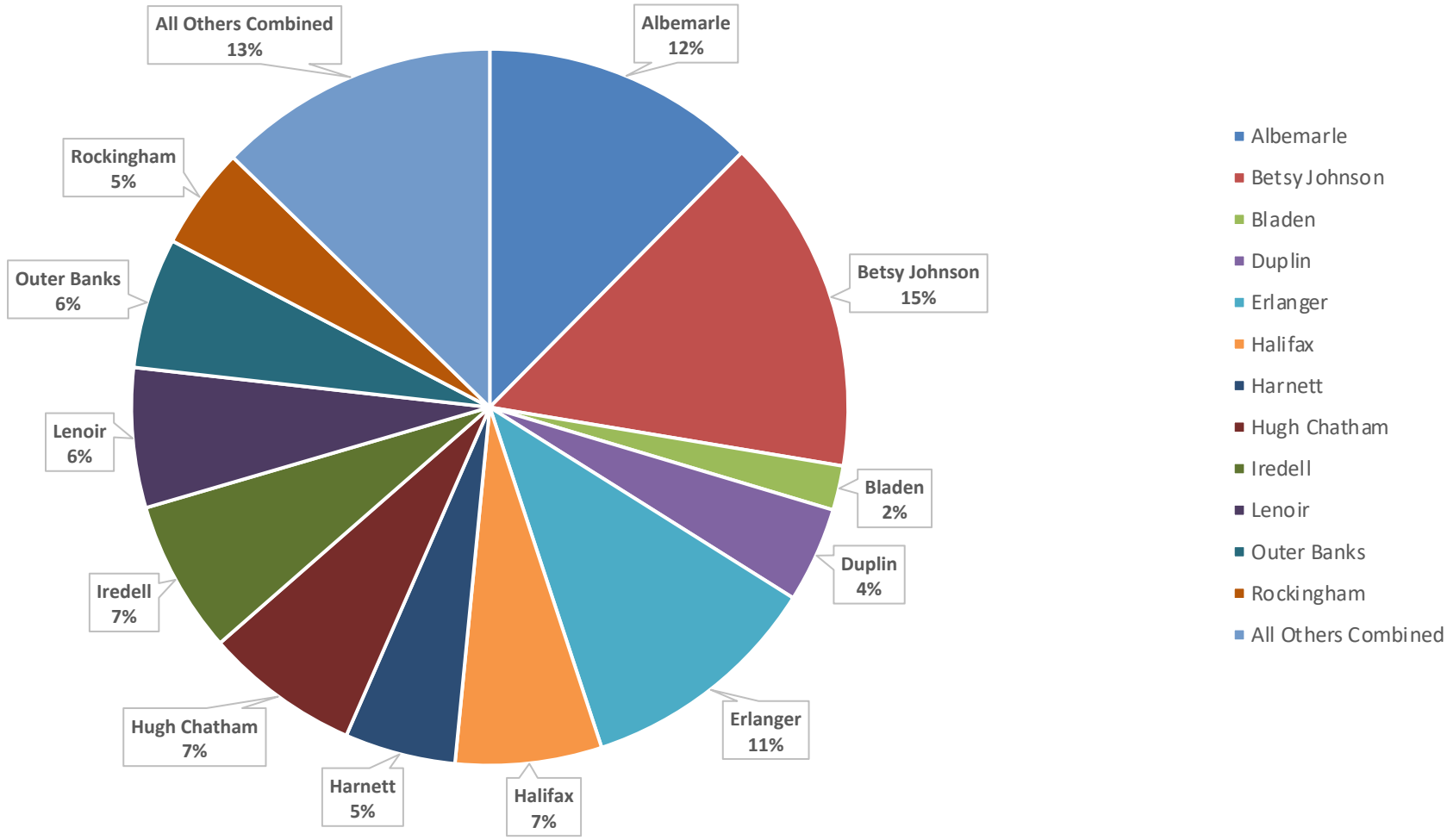
Percent of Use by Model 1 Hospital Jan - Dec 2022
(based on number of patient encounters)



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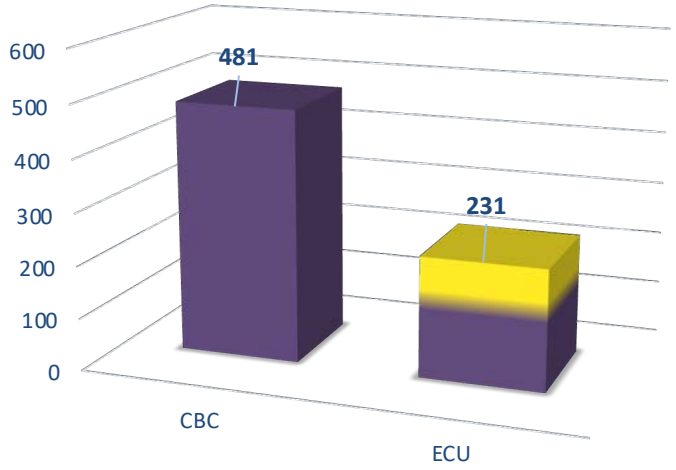
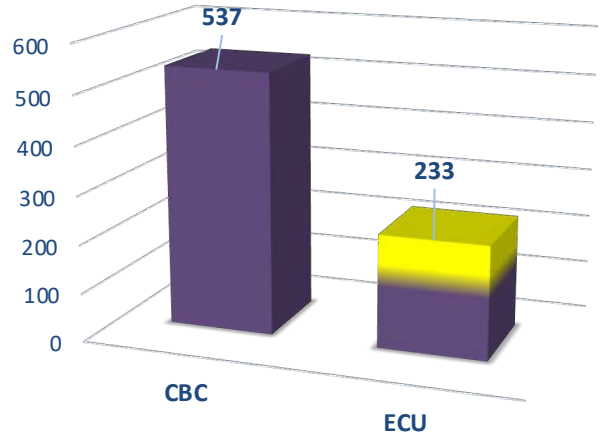
Number of Patients by Provider (Model 1)

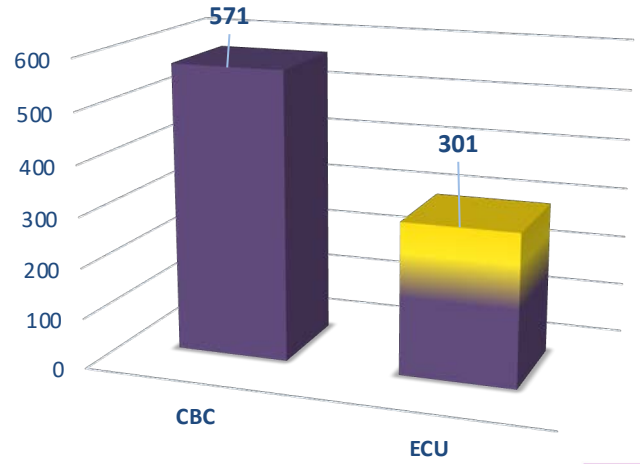
Oct-Dec 2022



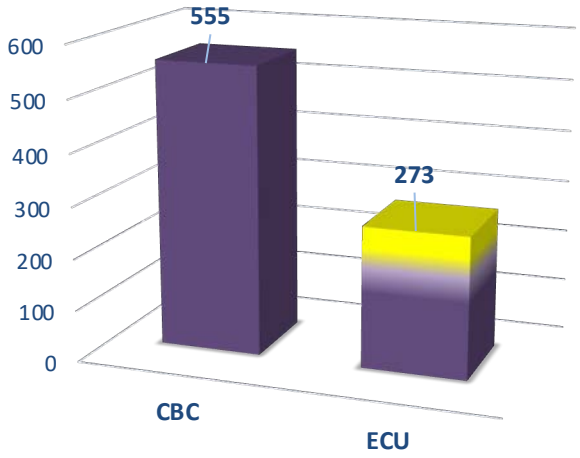
Jan-Mar 2022



Jul-Sep 2022



Apr-Jun 2022



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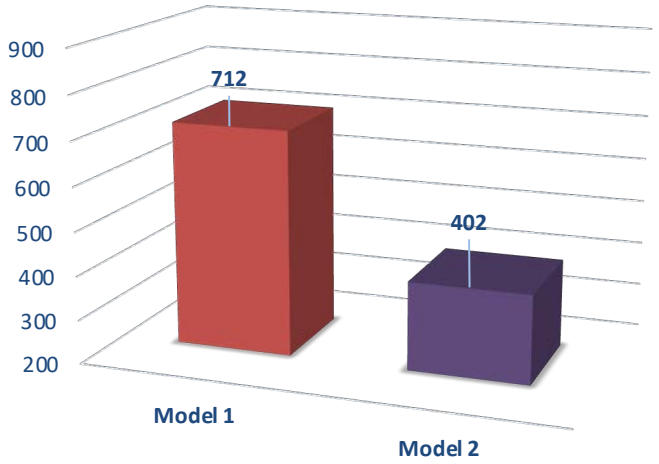
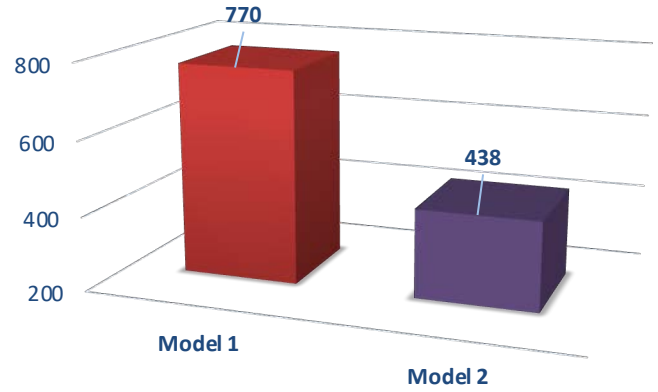
Number of Patients by Model

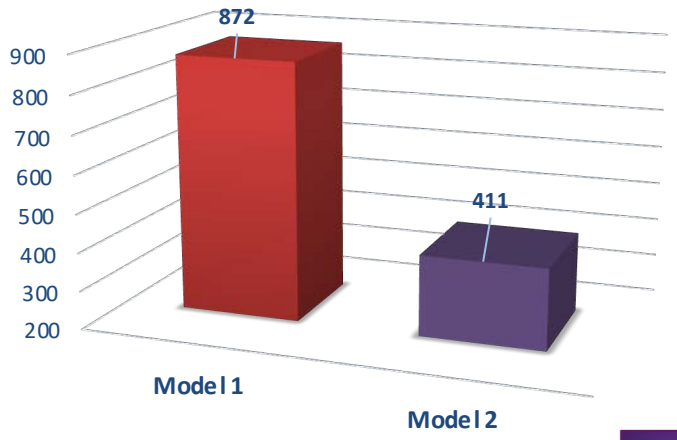
Oct-Dec 2022



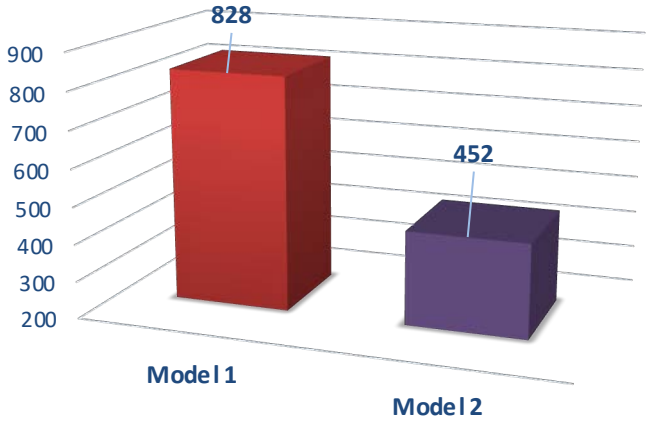
Jan-Mar 2022



Jul-Sep 2022



Apr-Jun 2022



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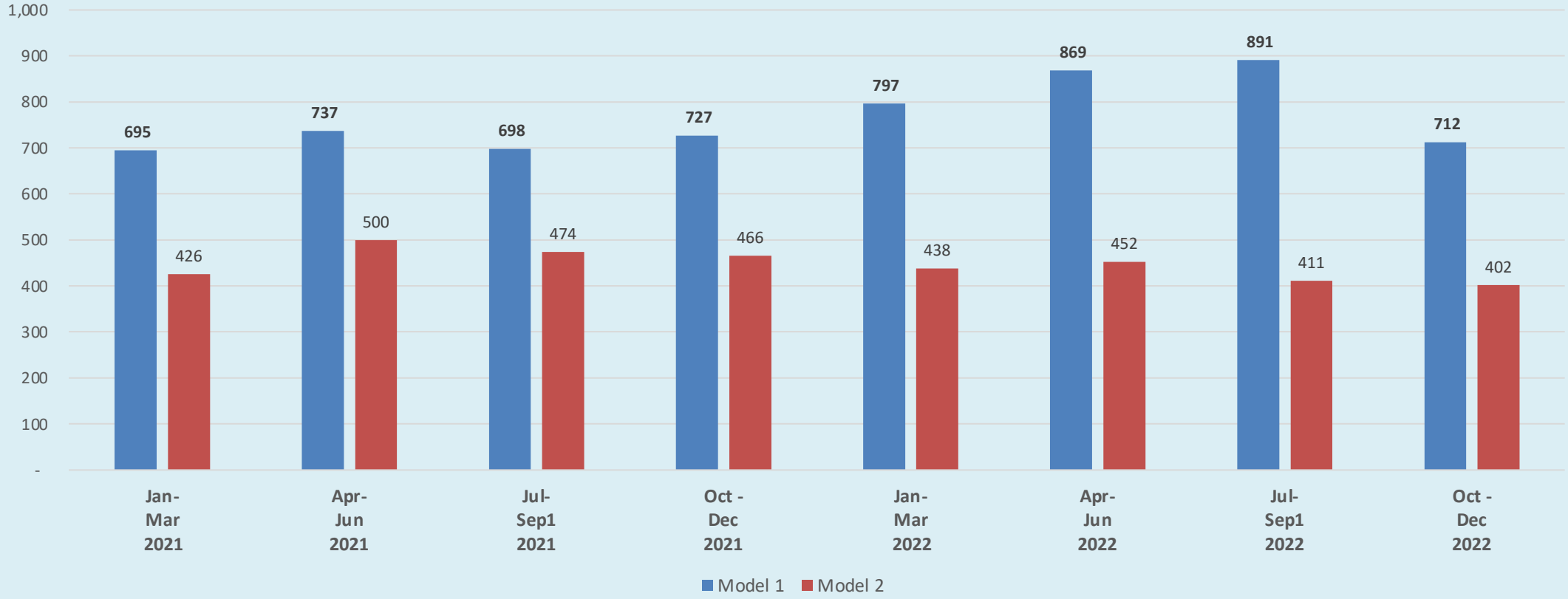
Number of NC-STeP Patients by Model by Quarter

January 2021 - December 2022



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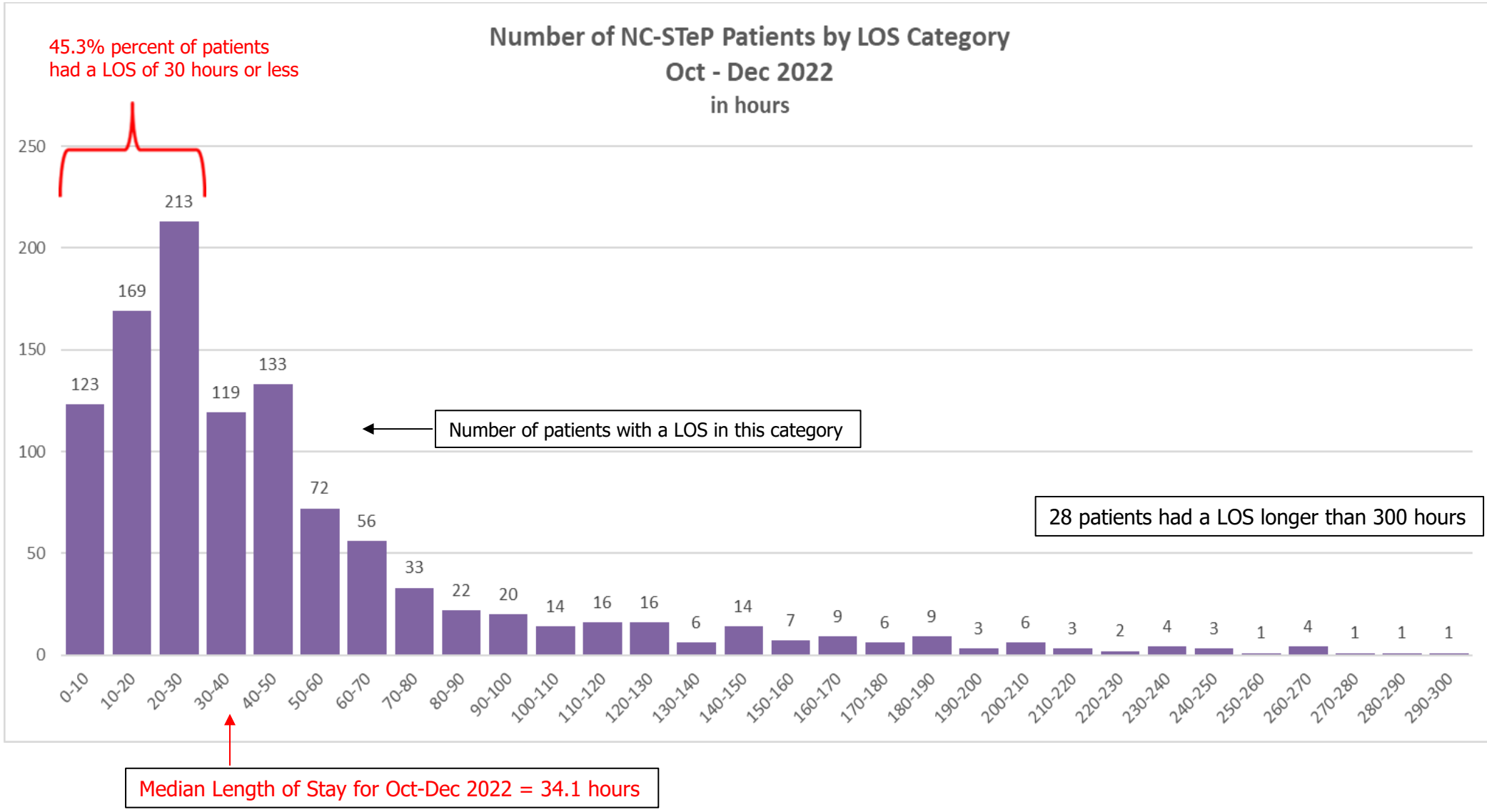

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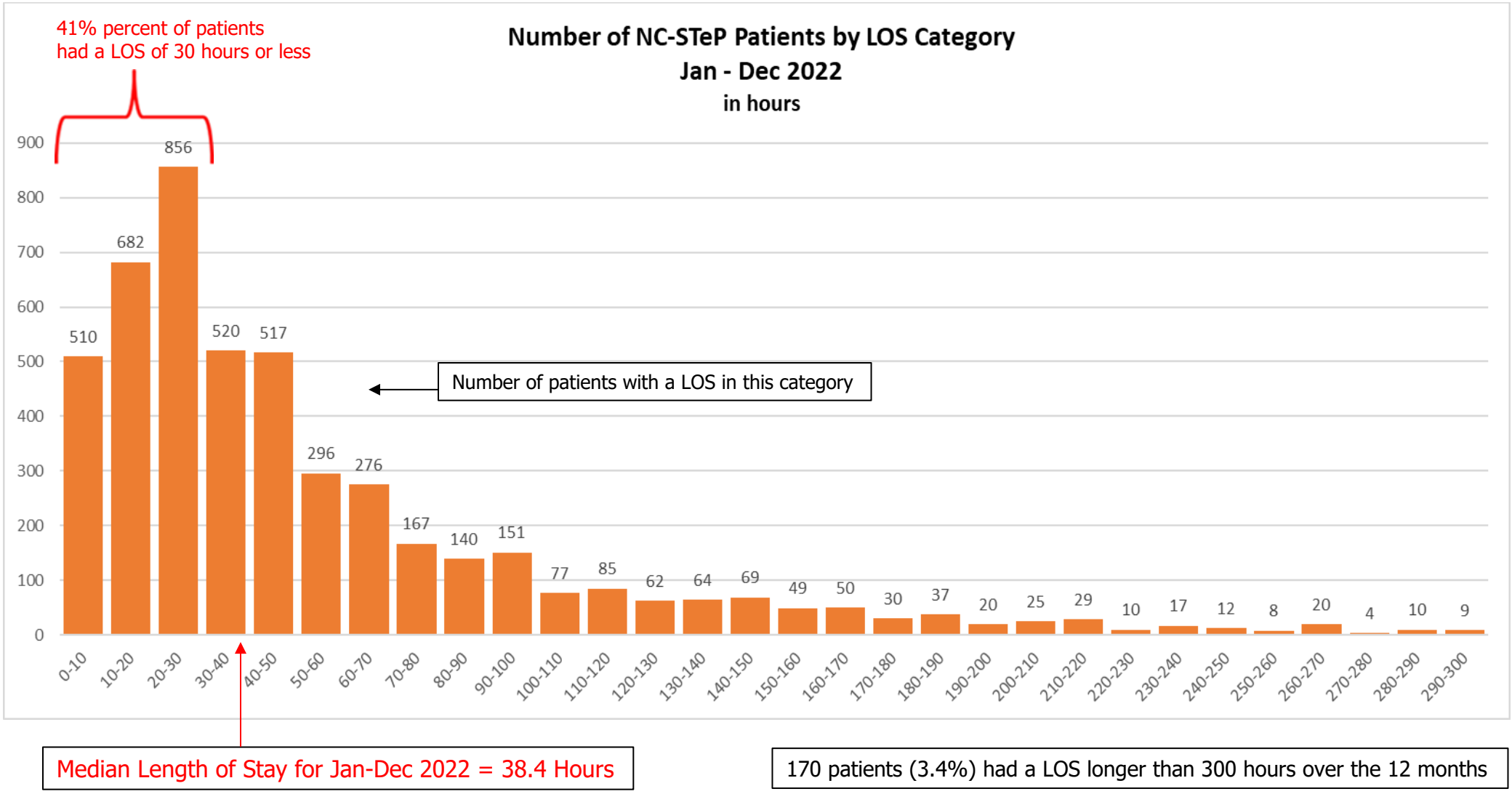

Median Length of Stay for Jan-Dec 2022 = 38.4 Hours

170 patients (3.4%) had a LOS longer than 300 hours over the 12 months

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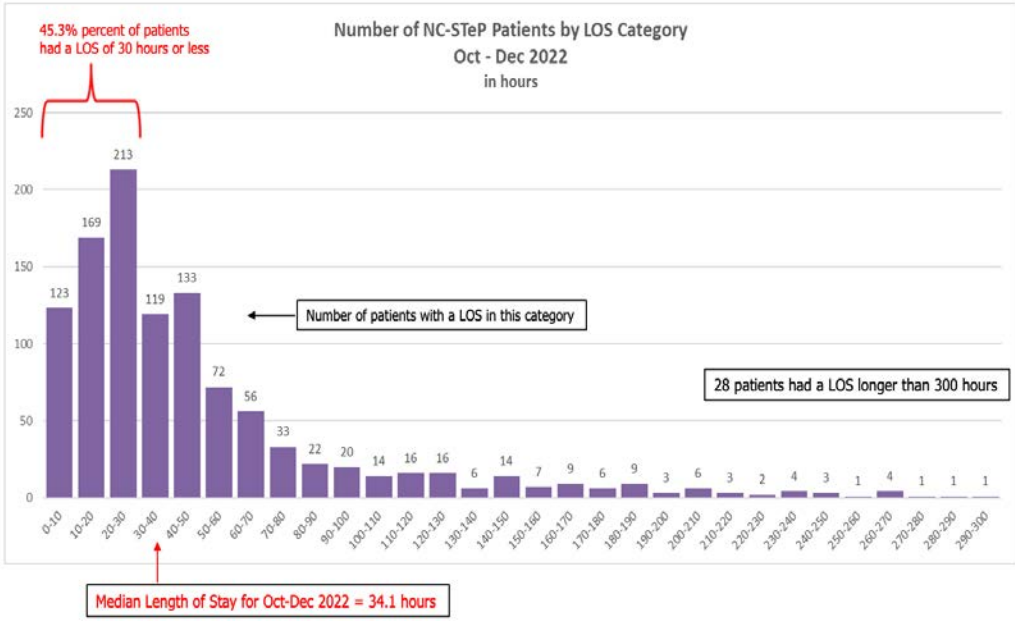

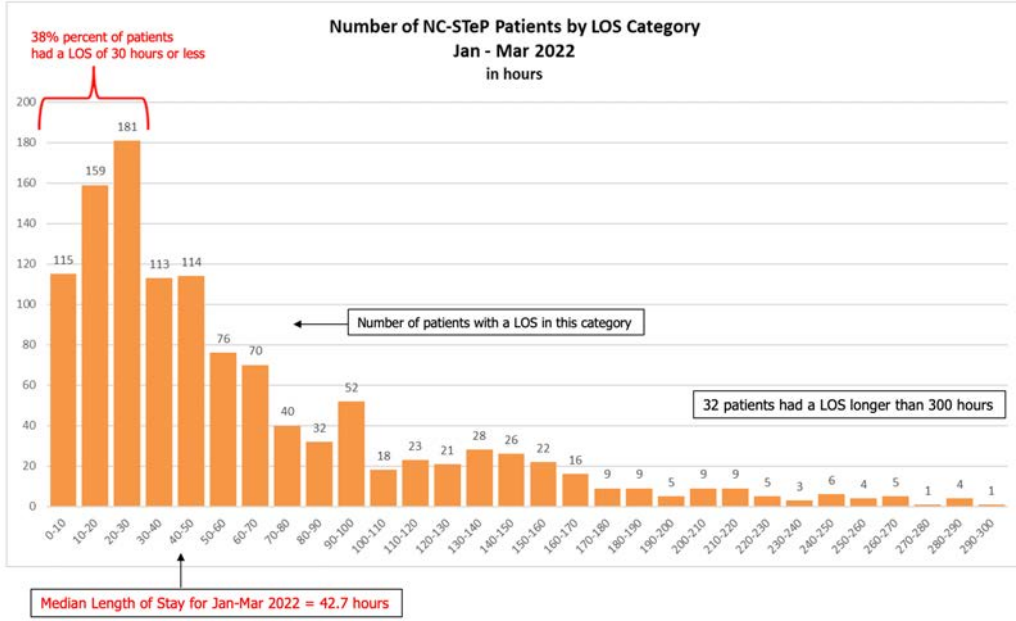

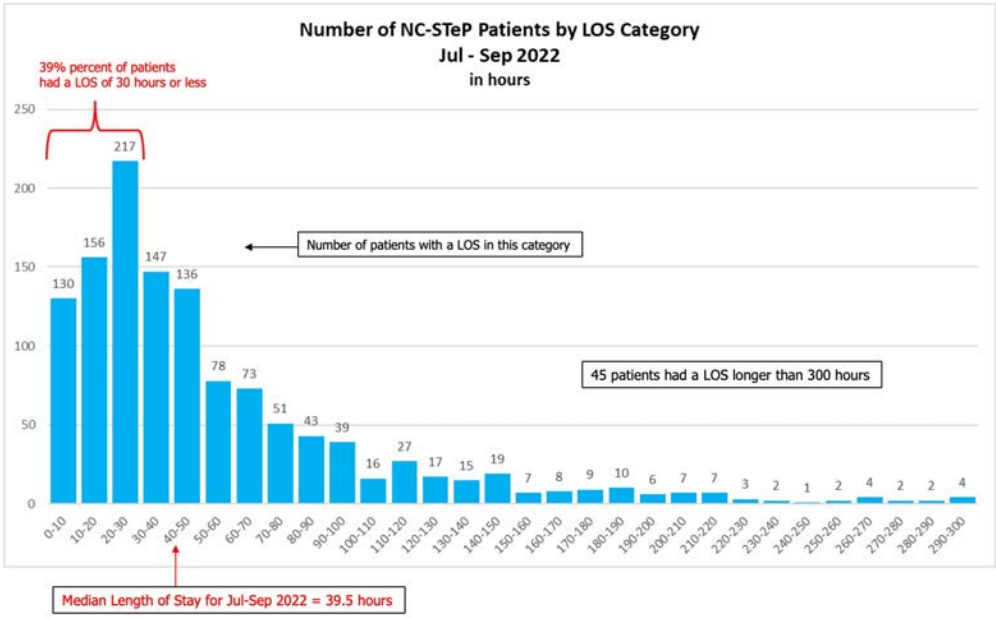

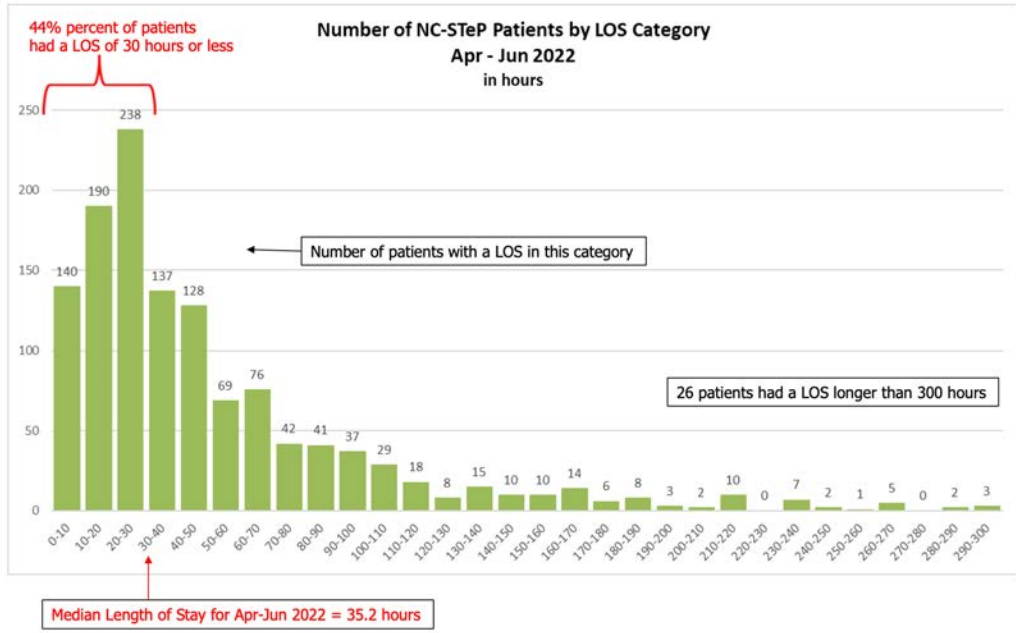

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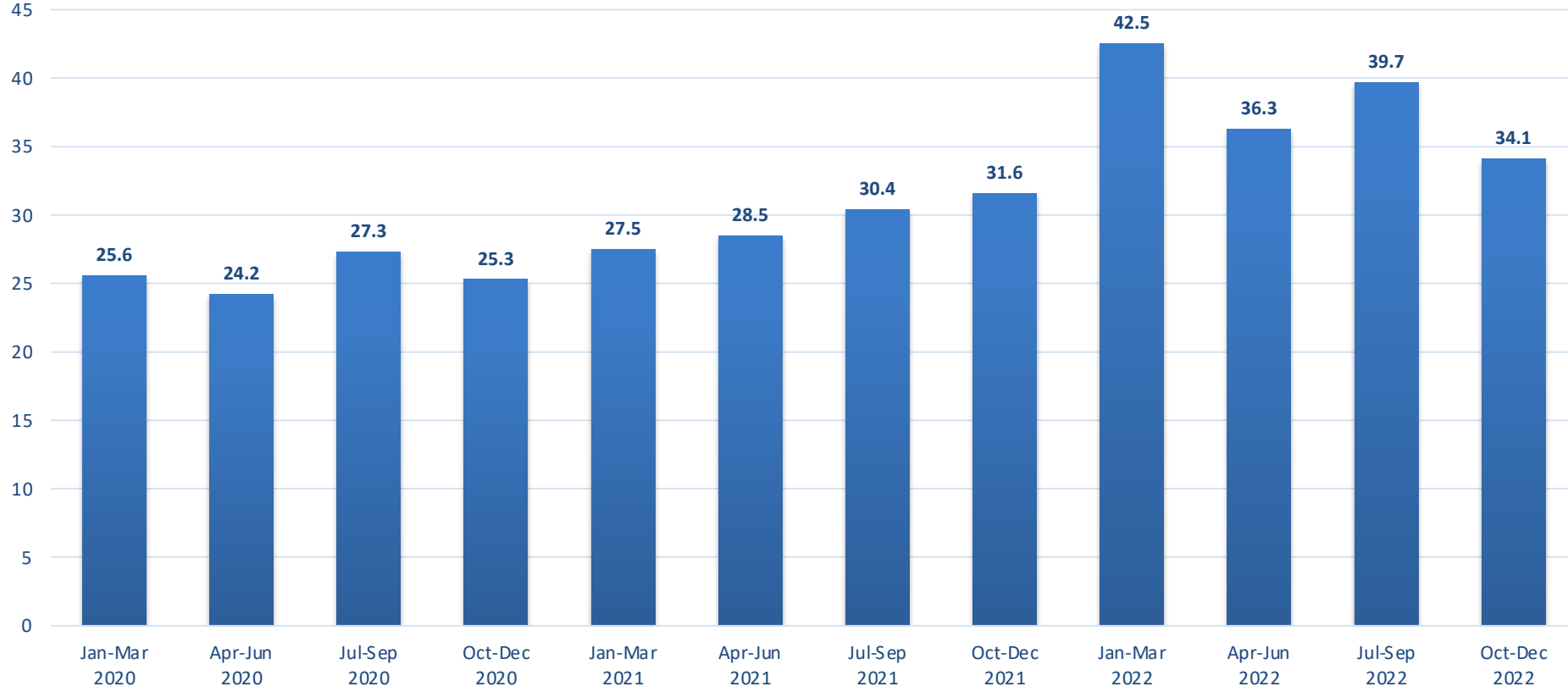
Median Length of Stay by Quarter

(in hours)



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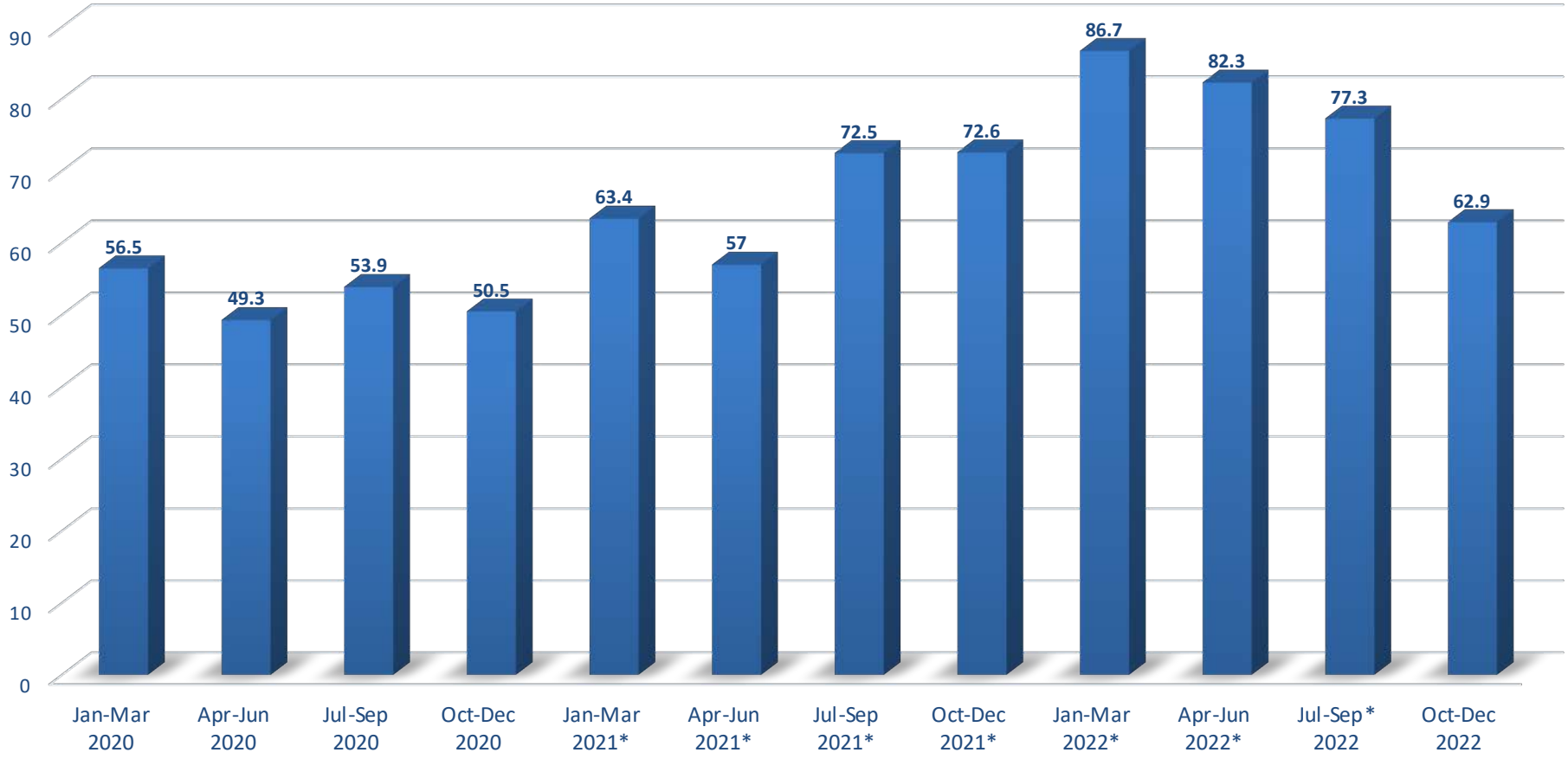
Average Length of Stay by Quarter for Hospitals Participating in NC-STeP

(in hours)



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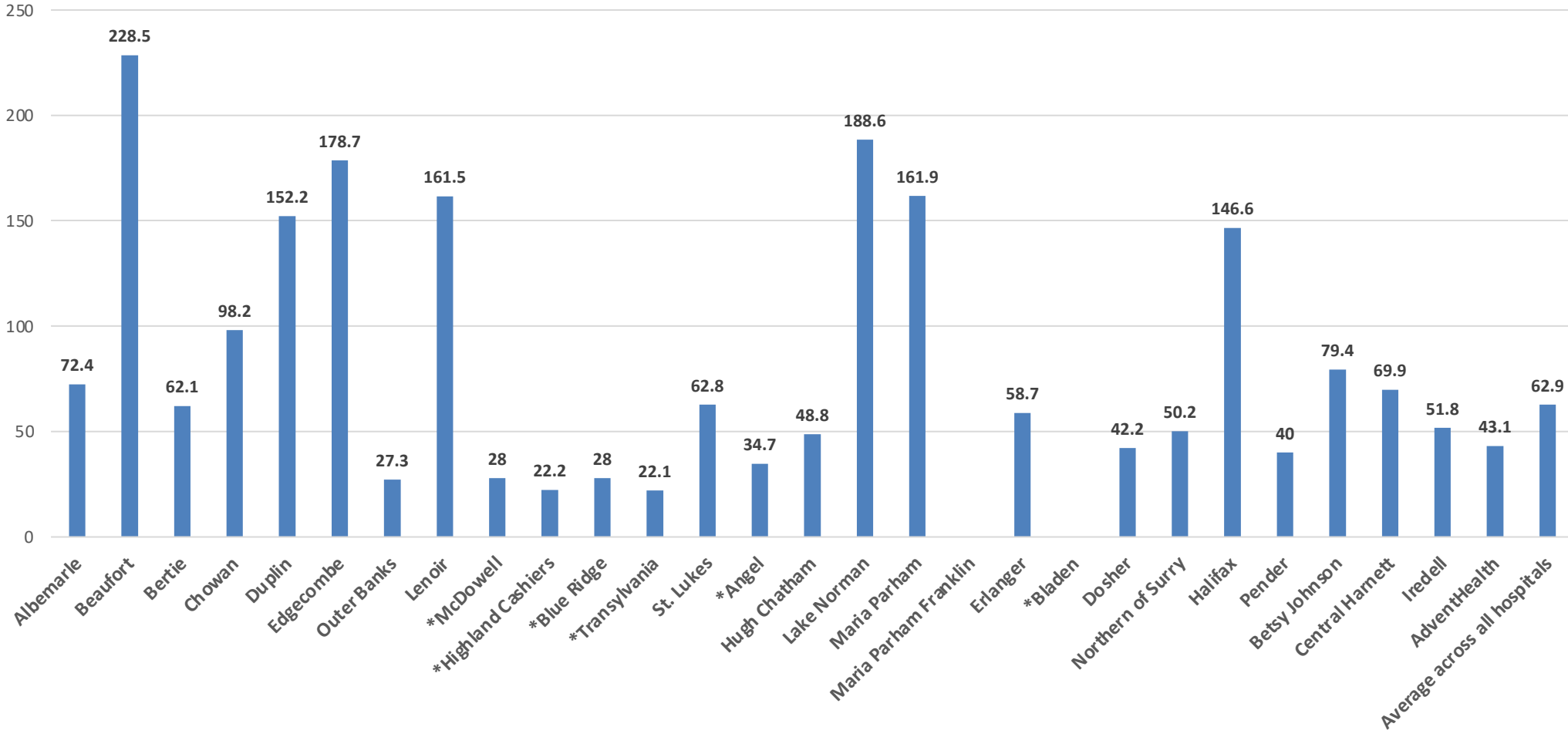
NC-STeP NORTH CAROLINA STATEWIDE TELEPSYCHIATRY PROGRAM

Average Length of Stay for NC-STeP Patients by Hospital
October - December 2022
(in hours)



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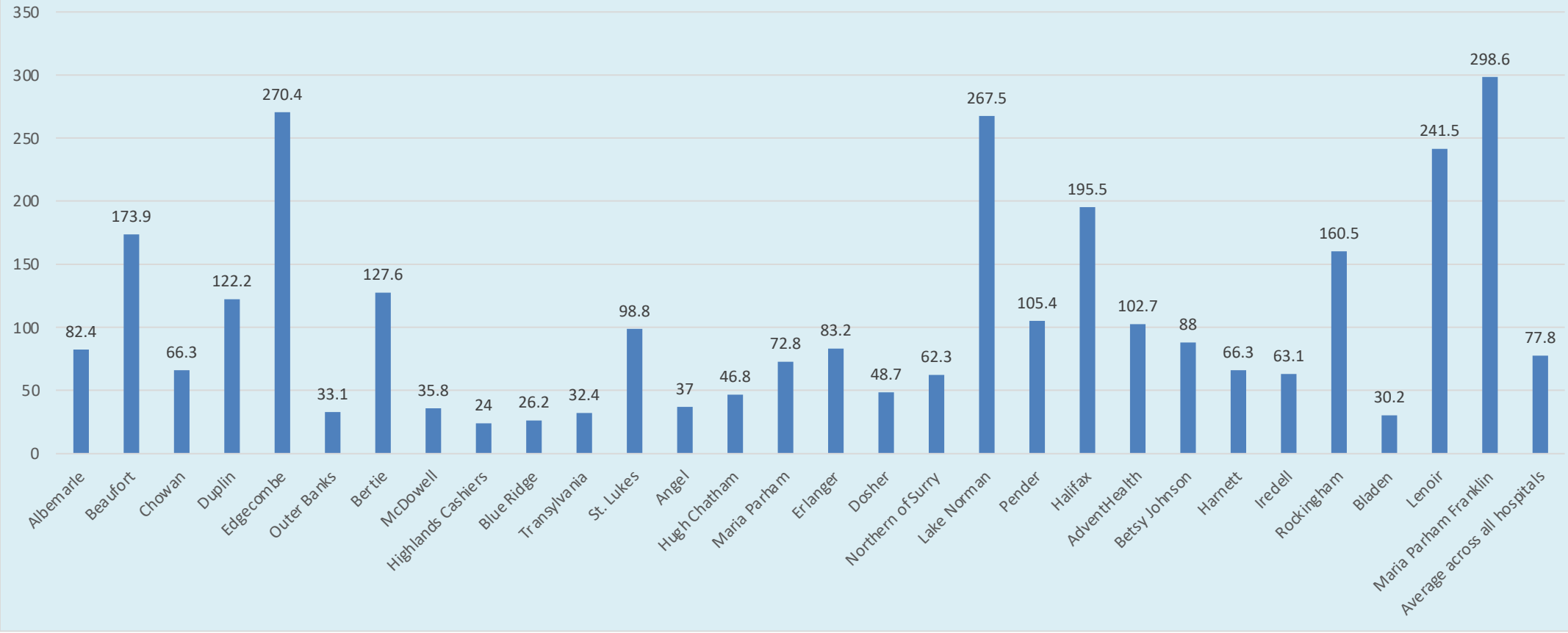
Average Length of Stay for NC-STeP Patient by Hospital
January - December 2022
(in hours)



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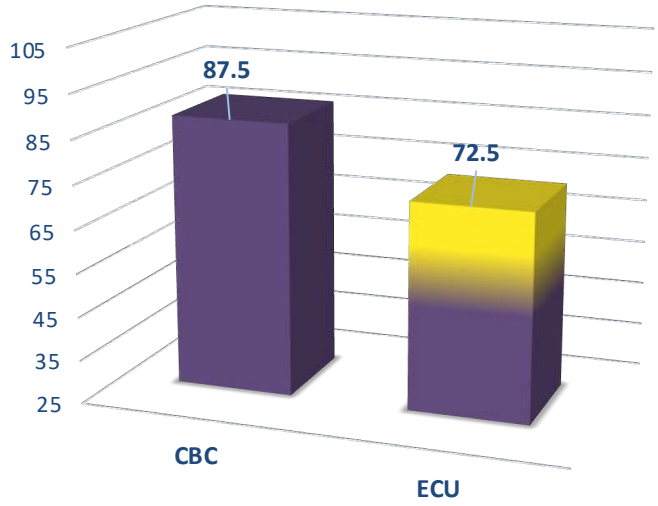
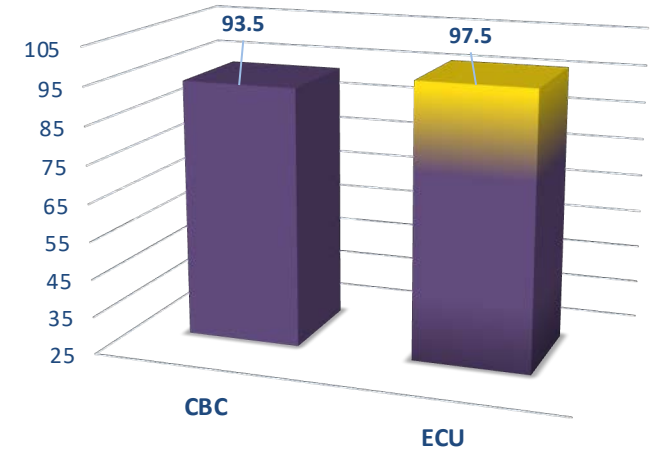
NC-STeP NORTH CAROLINA STATEWIDE TELEPSYCHIATRY PROGRAM

Average LOS by Provider (in hours)

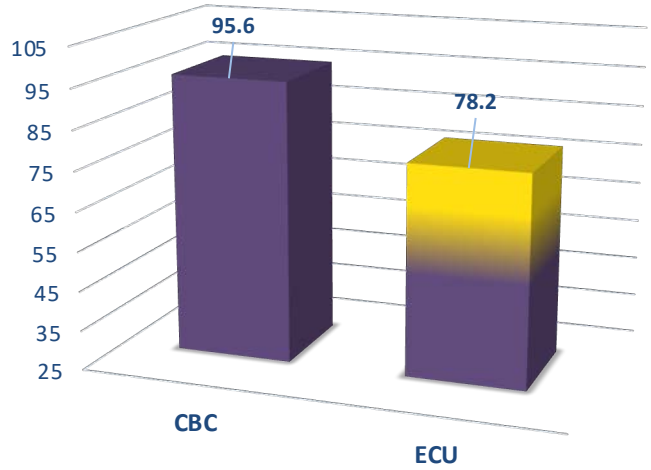
Oct-Dec 2022



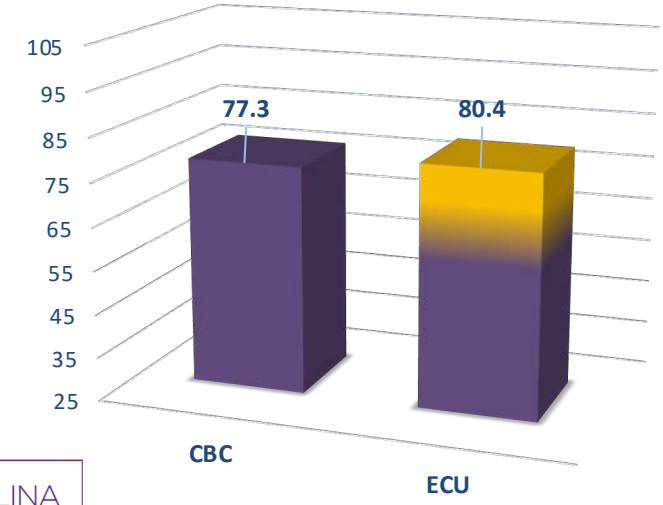
Jan-Mar 2022



Jul-Sep 2022



Apr-Jun 2022



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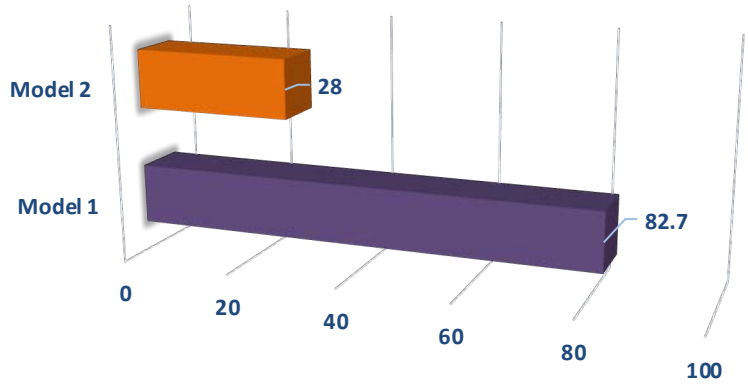
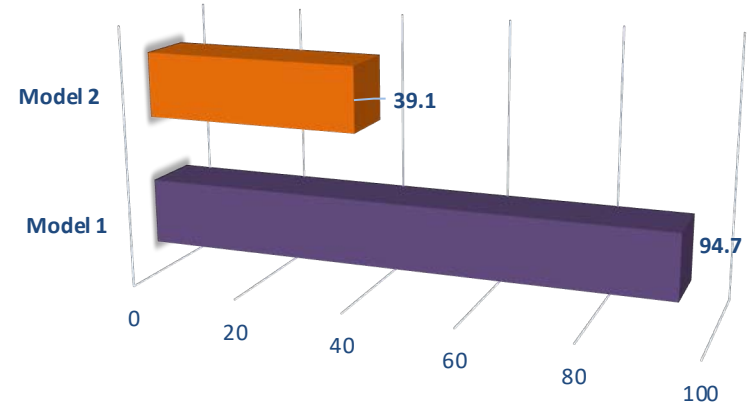
Average LOS by Model

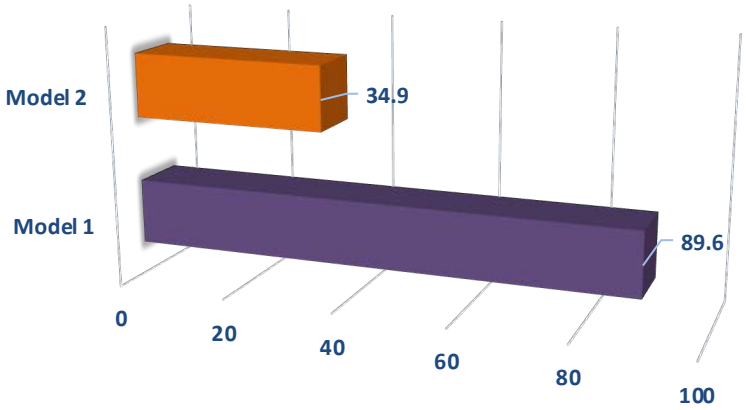
Oct-Dec 2022(in hours)



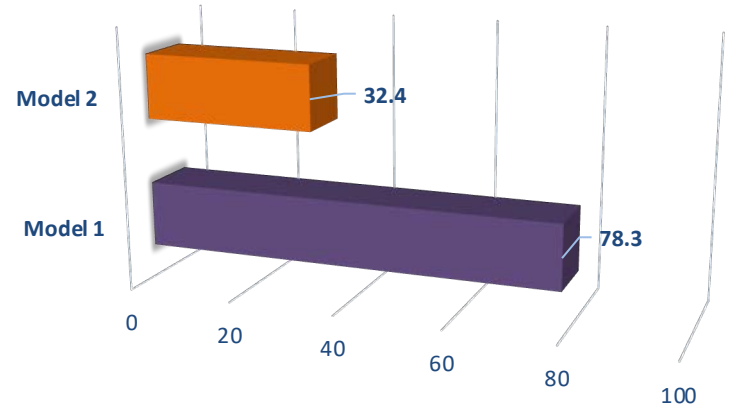
Jan-Mar 2022 (in hours)



Jul-Sep 2022 (in hours)



Apr-Jun 2022 (in hours)



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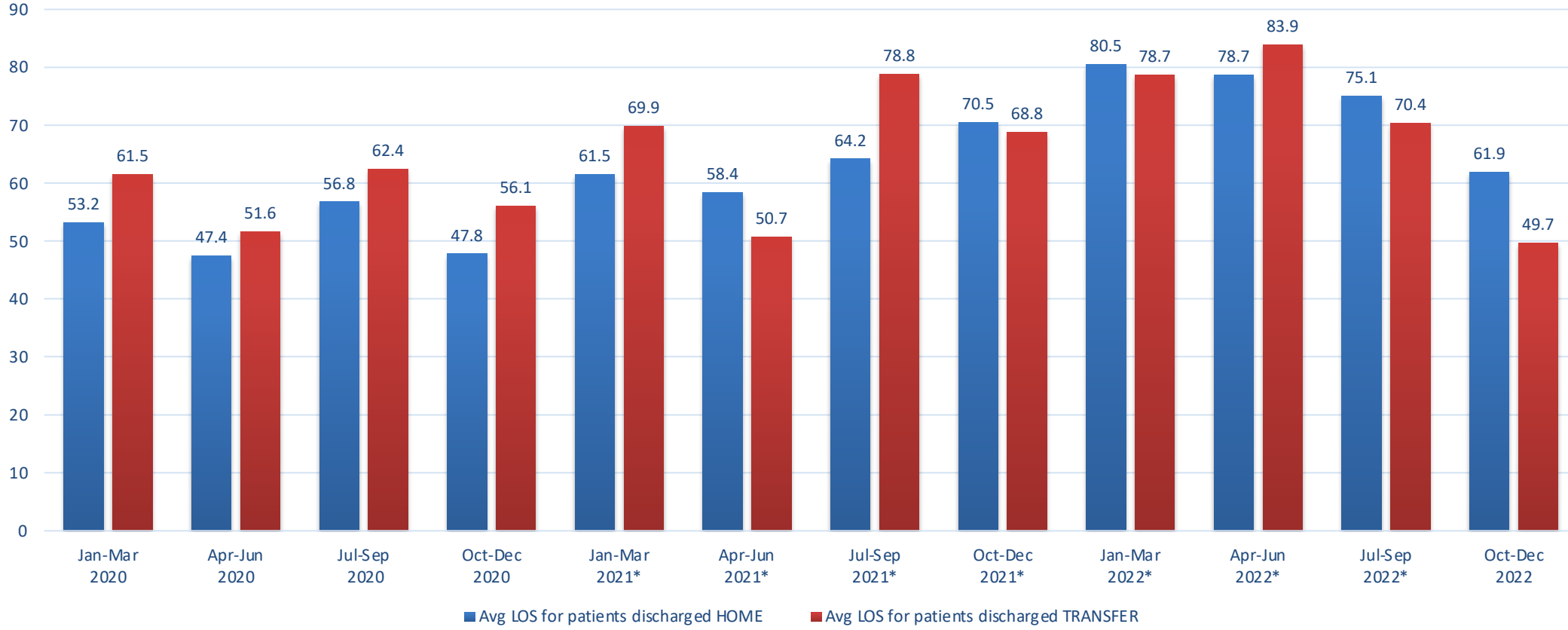
Average Length of Stay by Quarter for Patients Discharged to Home or Transfer
(in hours)



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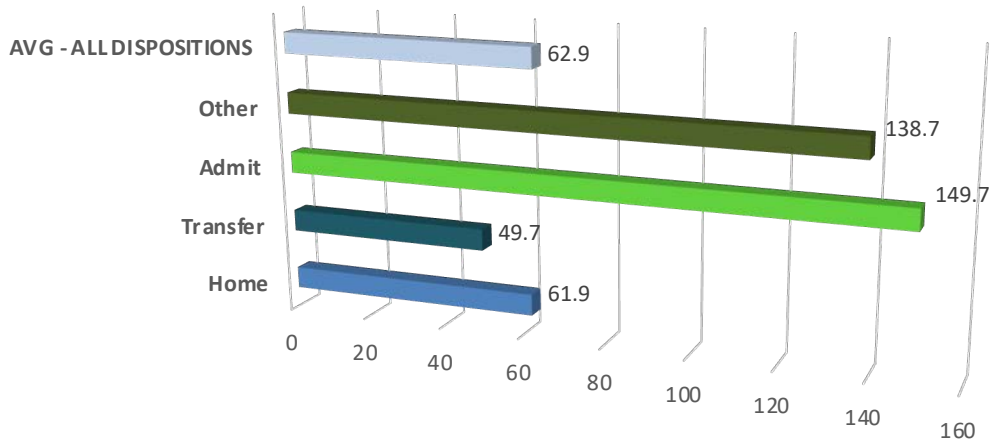
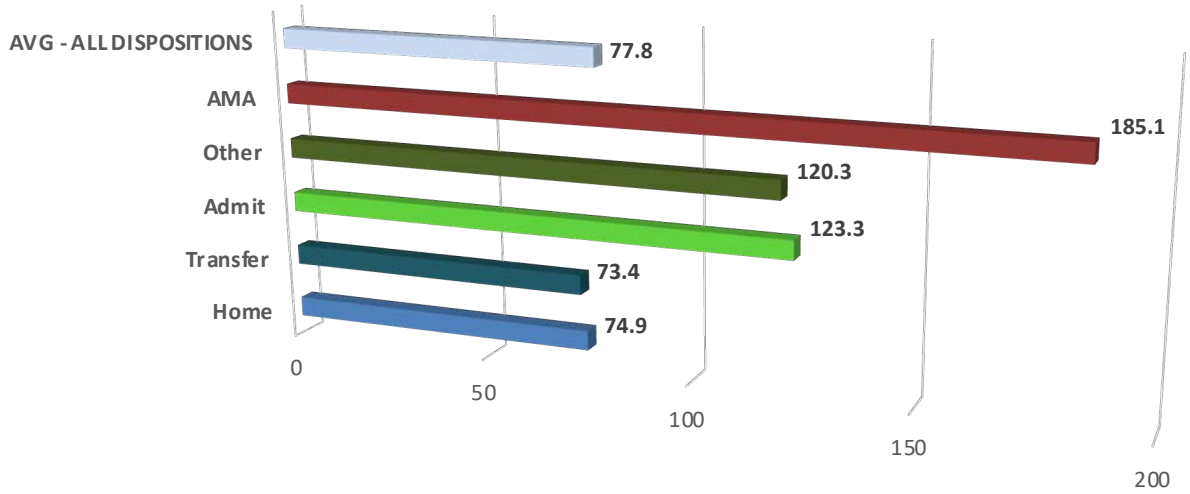
Average LOS by Discharge Disposition

Oct-Dec 2022 (in hours)



Jan-Dec 2022 (in hours)



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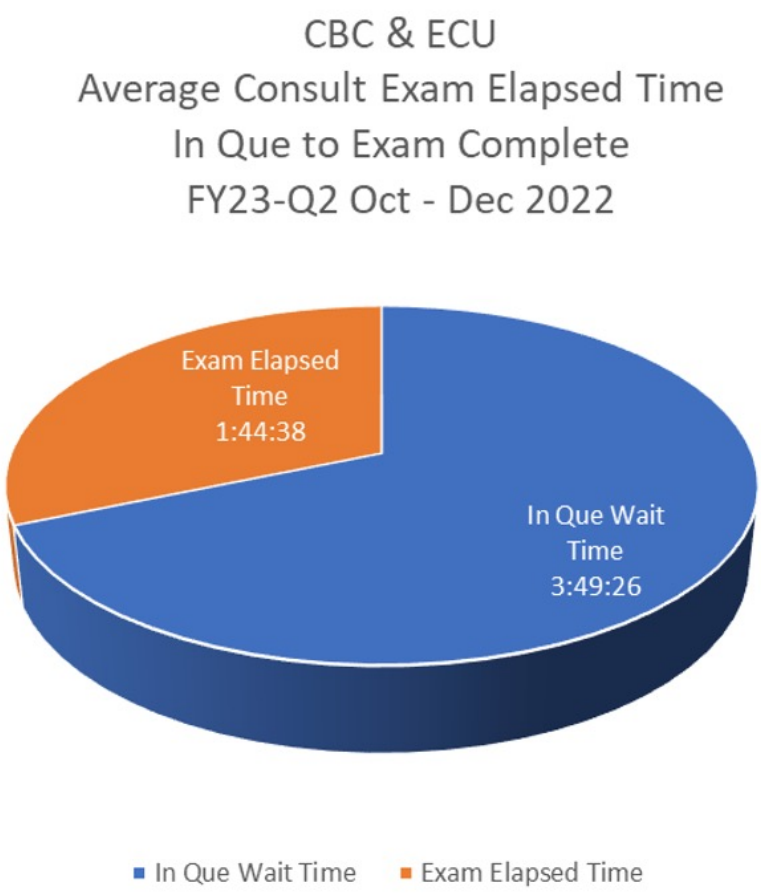
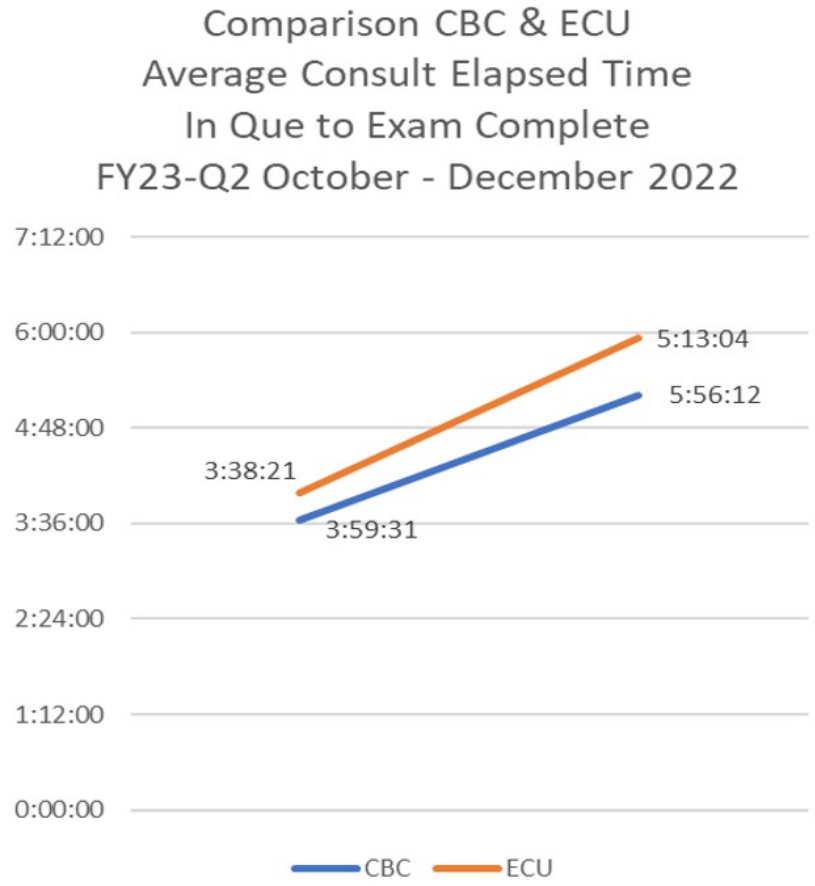
Consult Elapsed Time: October – December 2022



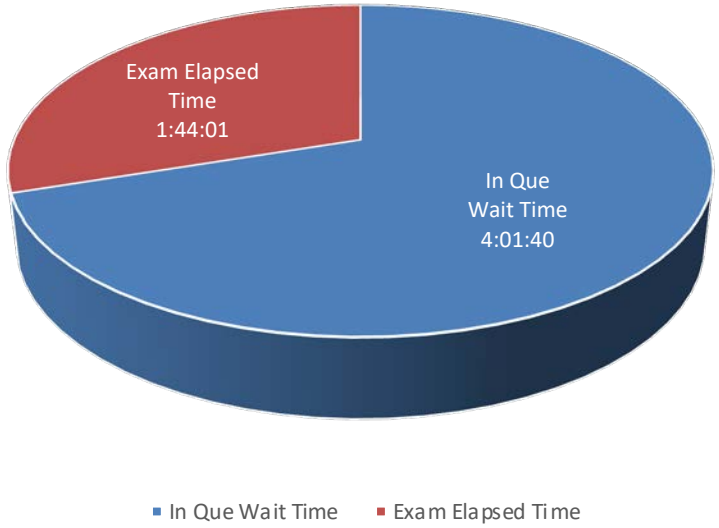


East Carolina University
CENTER FOR TELEPSYCHIATRY

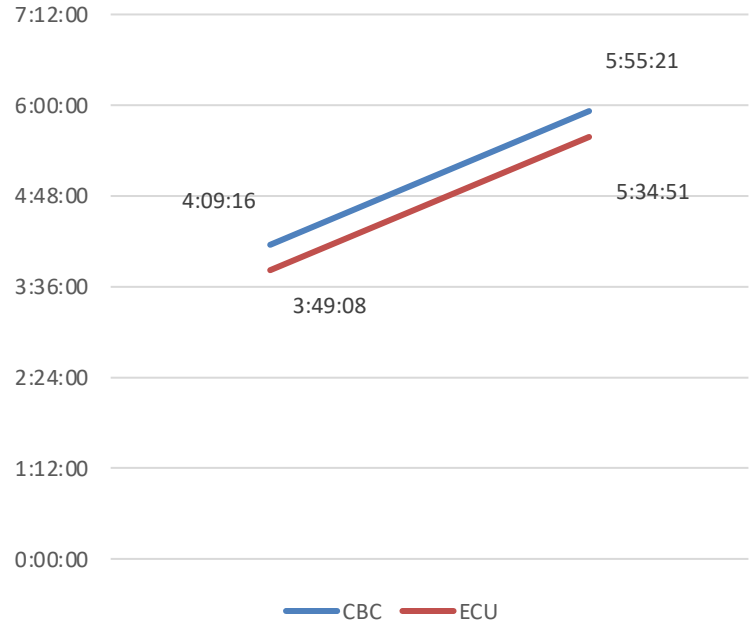
NC-STeP

Consult Elapsed Time: January – December 2022

CBC & ECU
Average Consult Elapsed Time
In Que to Exam Complete
January - December 2022



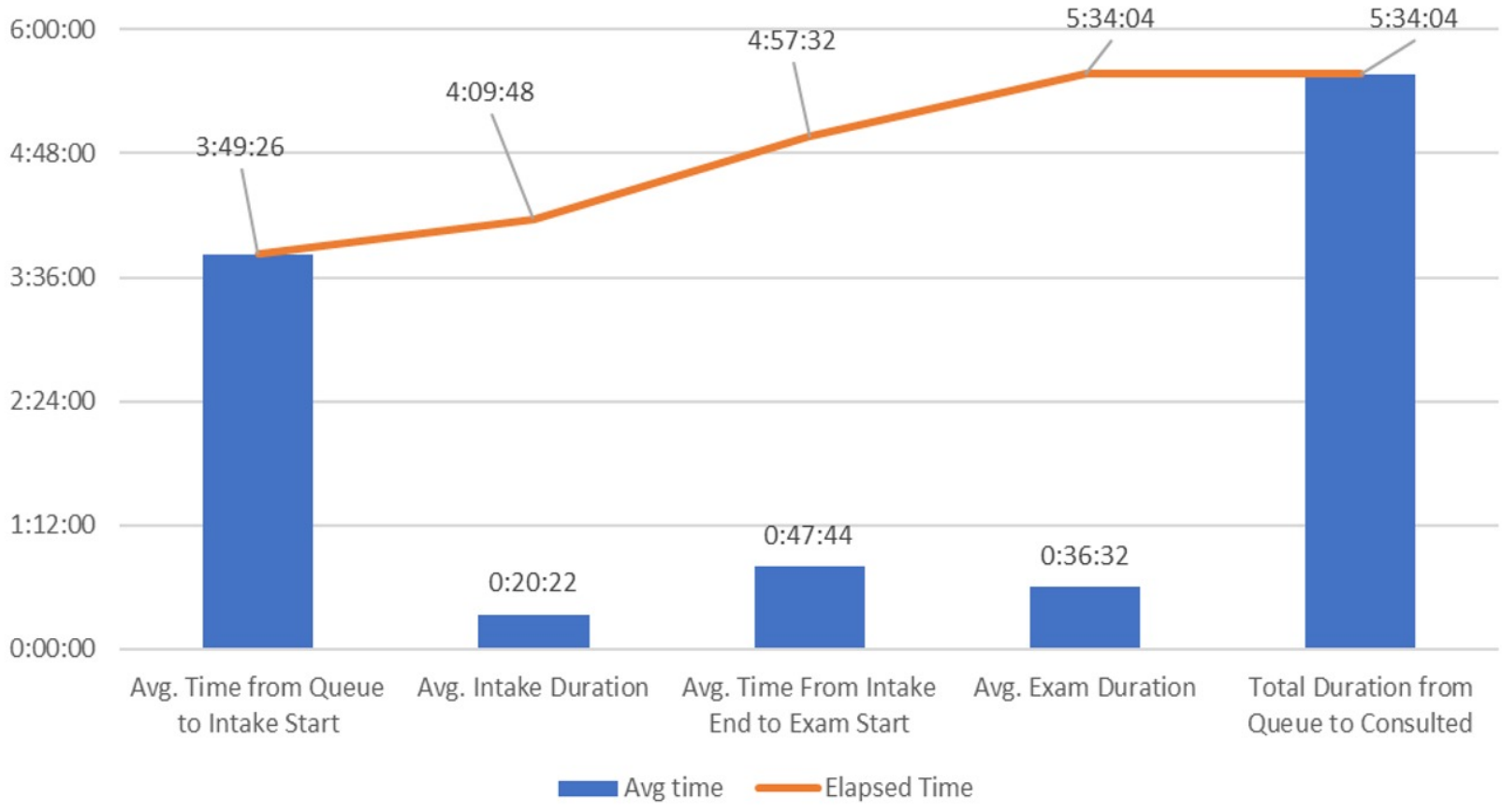
Comparison CBC & ECU
Average Consult Elapsed Time
In Que to Exam Complete
January - December 2022



ECU BRODY SCHOOL OF MEDICINE

NC-STeP NORTH CAROLINA STATEWIDE TELEPSYCHIATRY PROGRAM

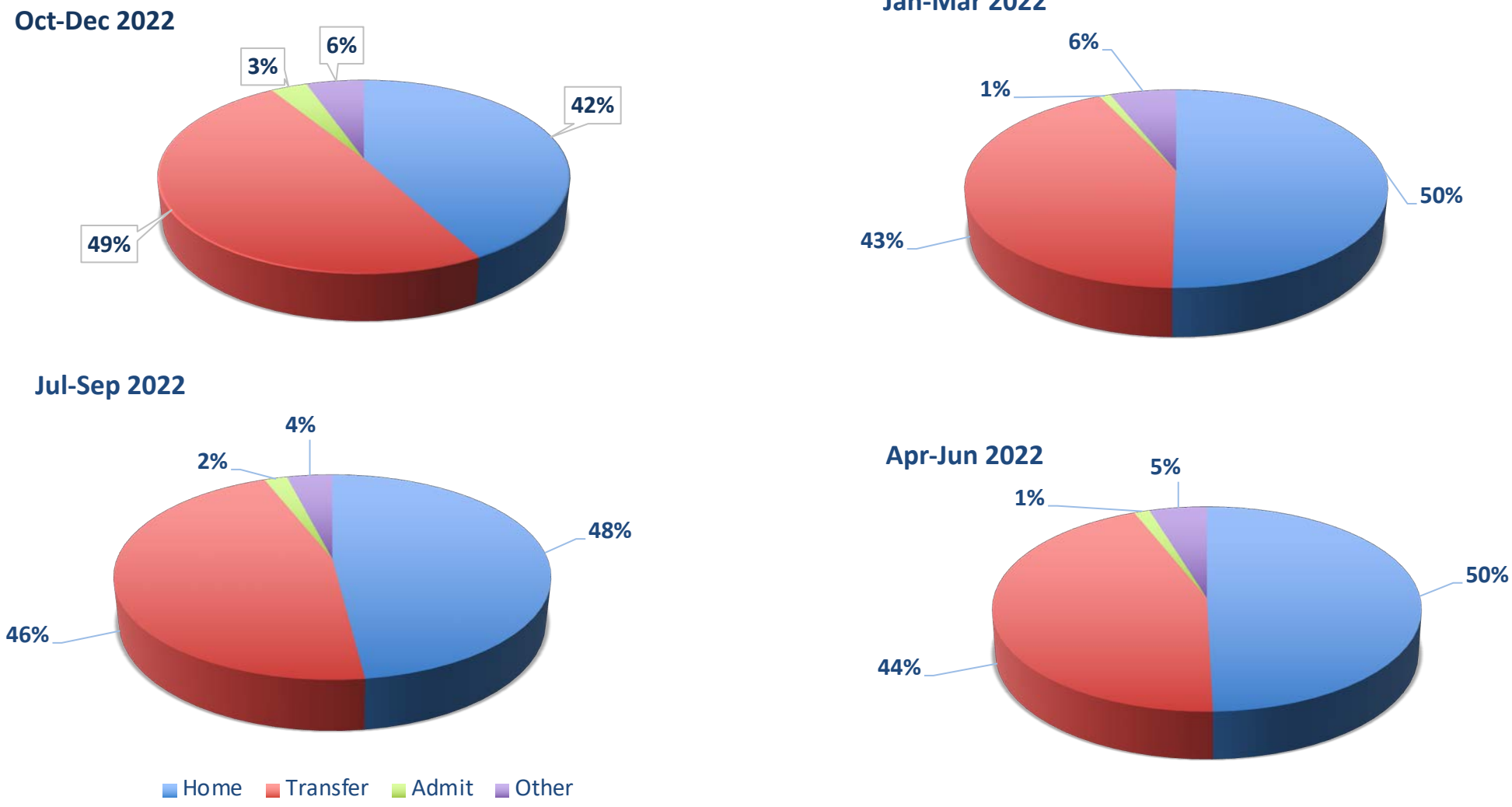
Key Processes and Elapsed Times Averages
CBC and ECU: October – December 2022



East Carolina University
CENTER FOR TELEPSYCHIATRY

NC-STeP

Percent of Patients by Discharge Disposition

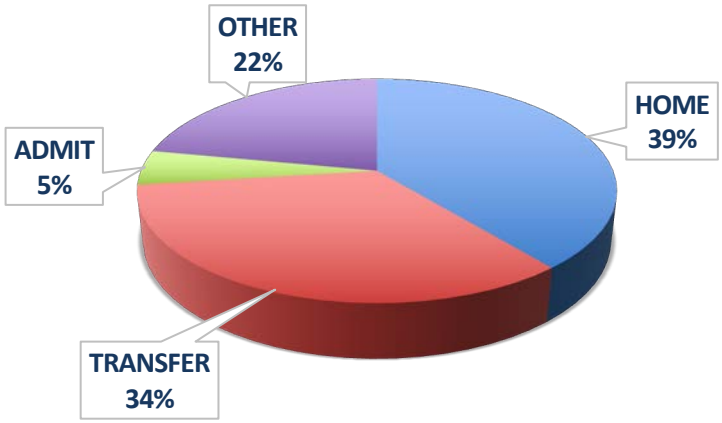


ECU BRODY SCHOOL OF MEDICINE

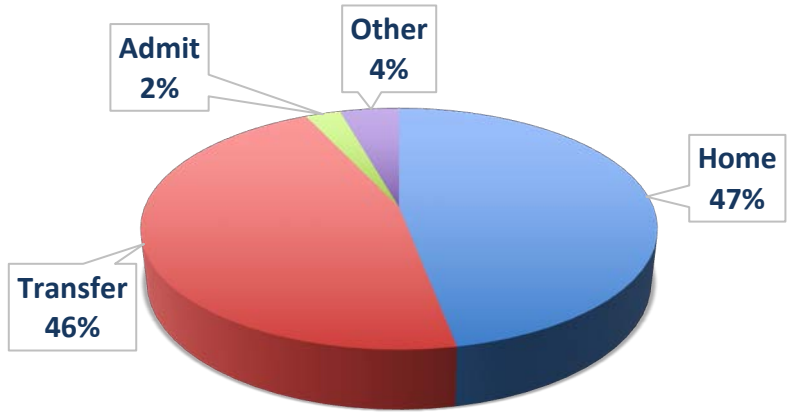
NC-STeP NORTH CAROLINA STATEWIDE TELEPSYCHIATRY PROGRAM

Percent of Patients by Discharge Disposition

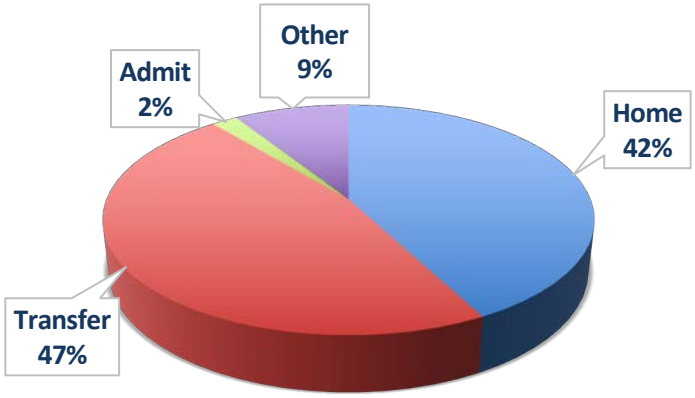
January - December 2019



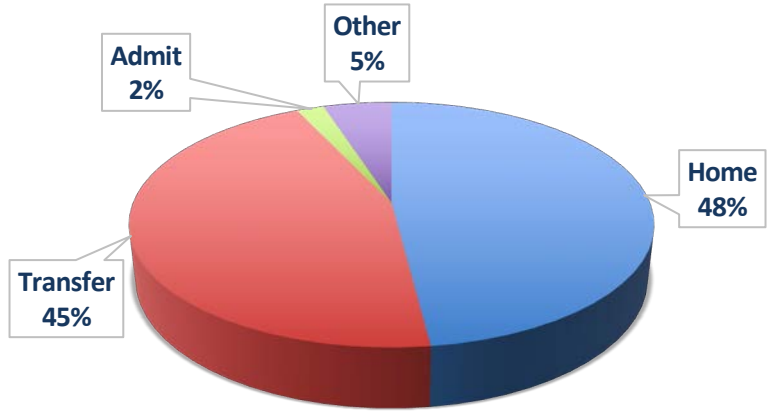
January - December 2021



January - December 2020



January - December 2022

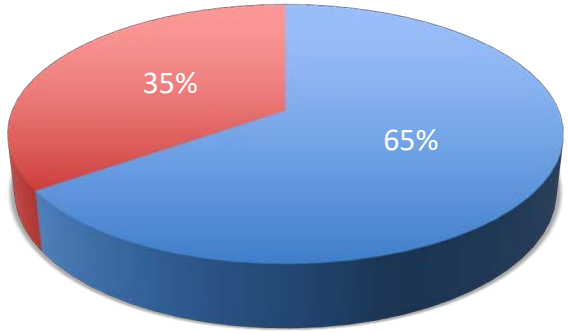


East Carolina University
CENTER FOR TELEPSYCHIATRY

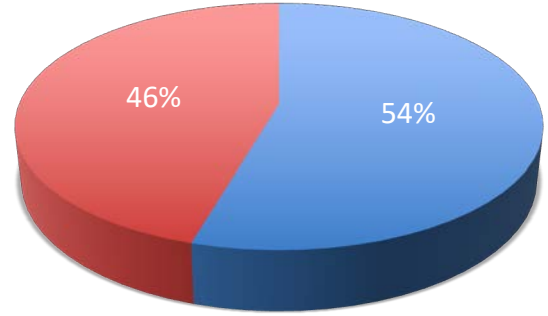
NC-STeP

IVCs – By Release Status

Oct-Dec 2022



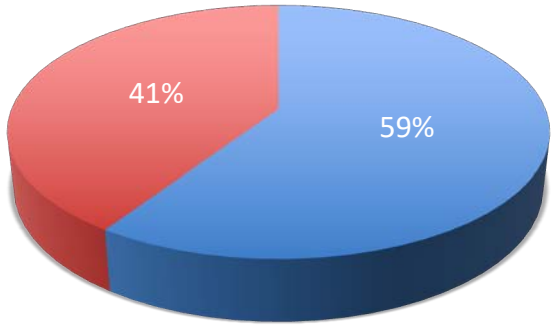
Jan-Mar 2022



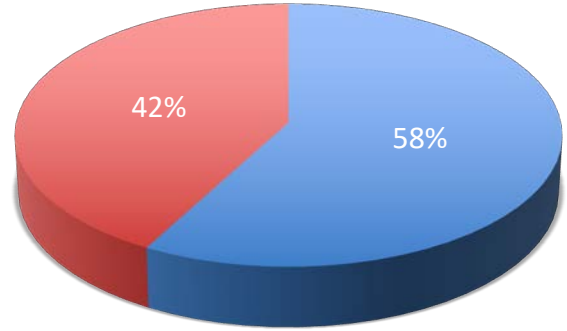
IVCs - percent not released

IVCs - percent released

Jul-Sep 2022



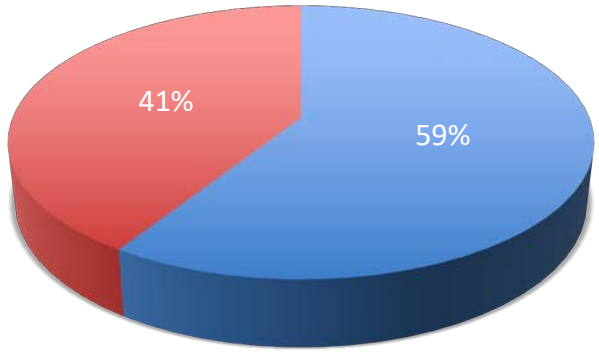
Apr-Jun 2022



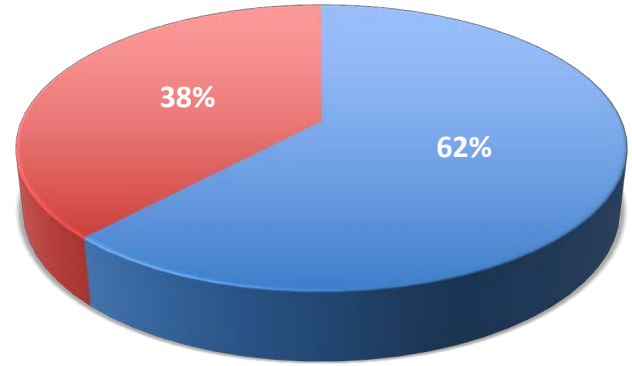
ECU BRODY SCHOOL OF MEDICINE

NC-STeP NORTH CAROLINA STATEWIDE TELEPSYCHIATRY PROGRAM

January – December 2022



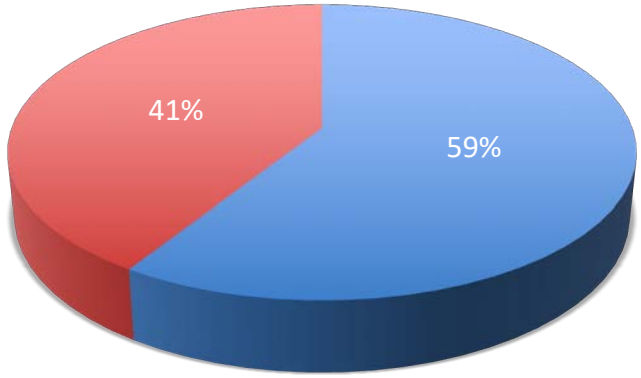
January – December 2019



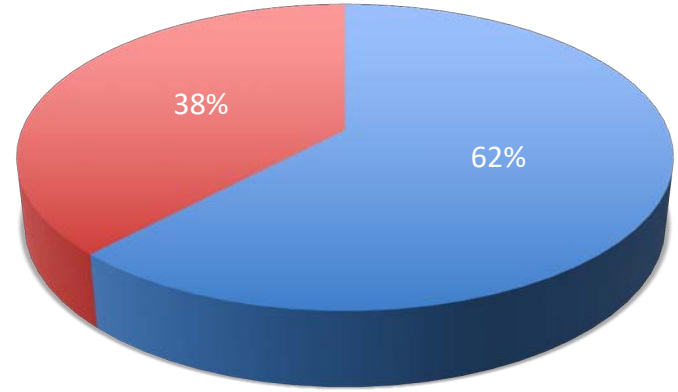
IVCs – By Release Status

IVCs - percent not released
IVCs - percent released

January – December 2021



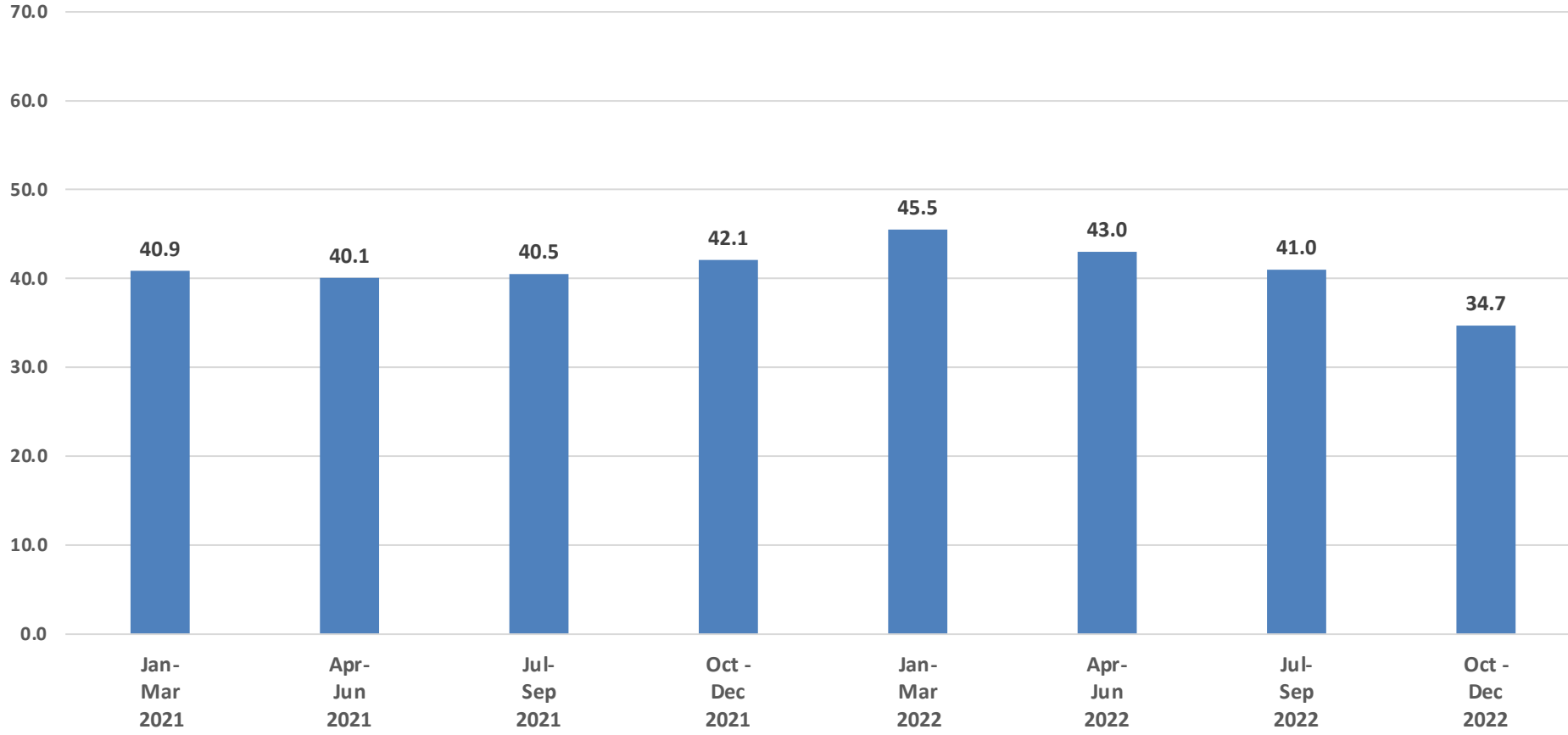
January – December 2020



ECU BRODY SCHOOL OF MEDICINE

NC-STeP NORTH CAROLINA STATEWIDE TELEPSYCHIATRY PROGRAM

Percent of IVCs Turned Over by Quarter
January 2021 - December 2022

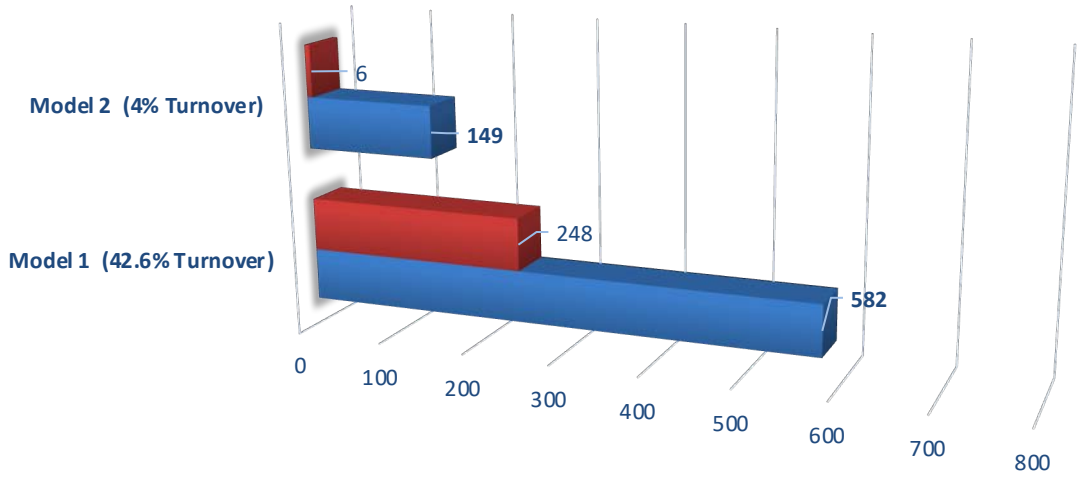


ECU BRODY SCHOOL OF MEDICINE

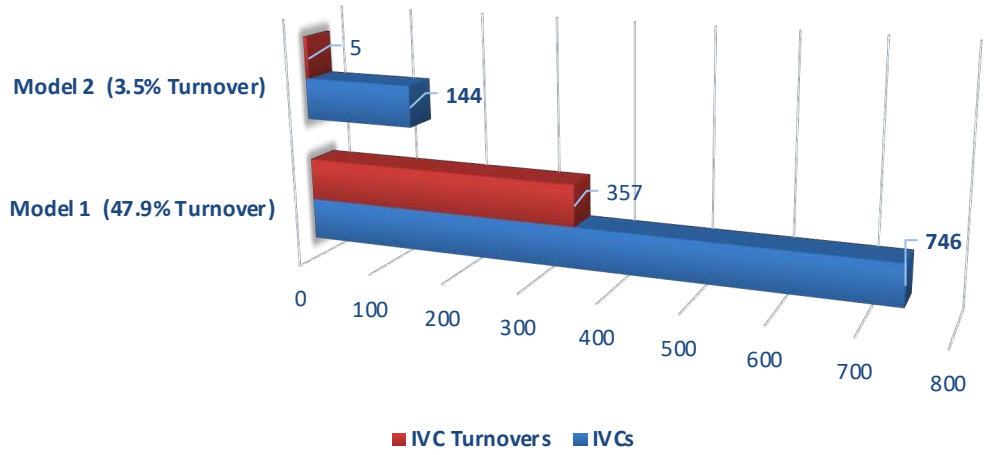
NC-STeP NORTH CAROLINA STATEWIDE TELEPSYCHIATRY PROGRAM

Number of IVCs and IVC Turnovers by Model

Oct-Dec 2022

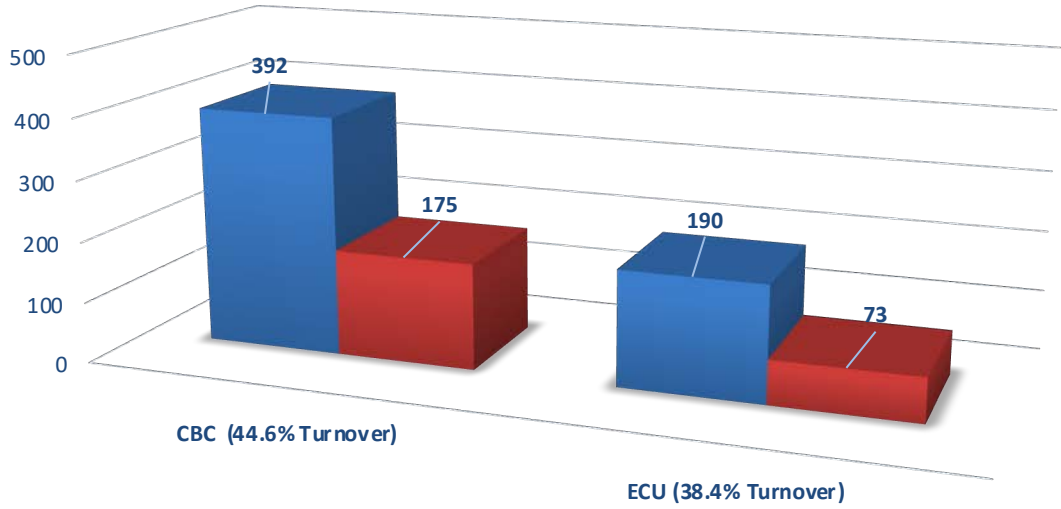


Jul-Sep 2022

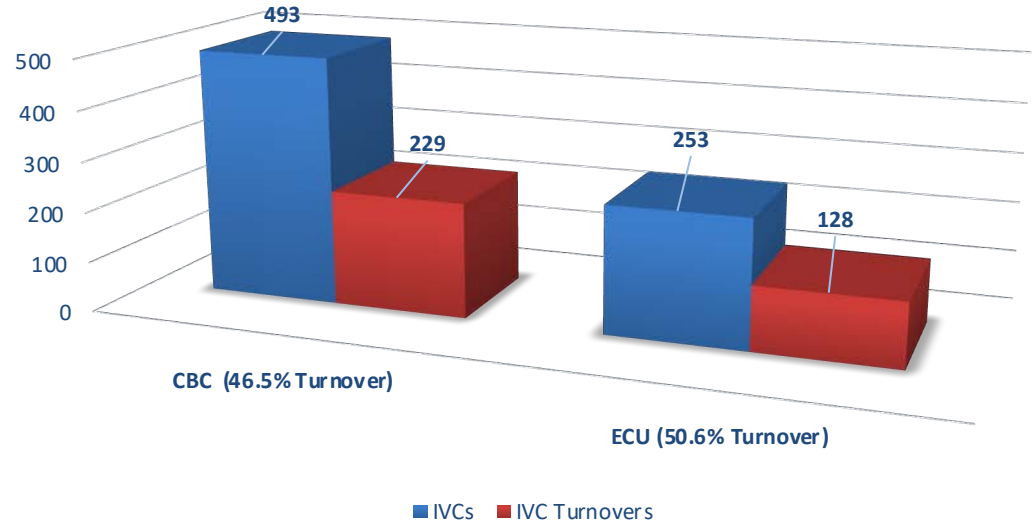


Number of IVCs and IVC Turnovers by Provider

Oct-Dec 2022



Jul-Sep 2022



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NC-STeP NORTH CAROLINA STATEWIDE TELEPSYCHIATRY PROGRAM

Satisfaction Surveys

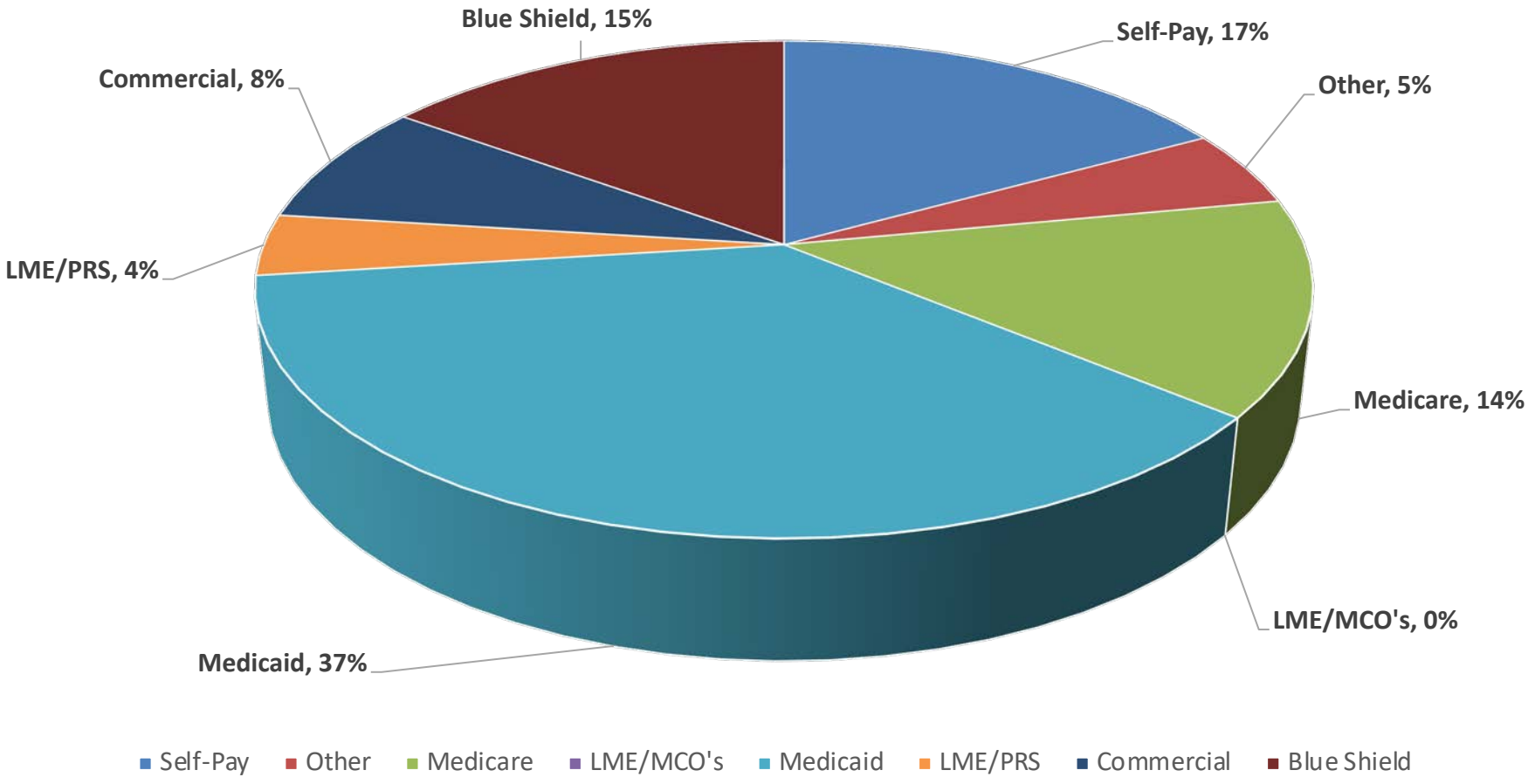
- Satisfaction surveys are done twice a year.
- Satisfaction surveys were not done during this last quarter.
- Most recent surveys were conducted in August of 2022
  - 52 individuals responded to the survey (N = 52).
  - **The overall satisfaction rate was 81%.**

ECU BRODY SCHOOL OF MEDICINE

NC-STeP NORTH CAROLINA STATEWIDE TELEPSYCHIATRY PROGRAM

NC-STeP Charge Mix

QTD FY2023 - Quarter 2

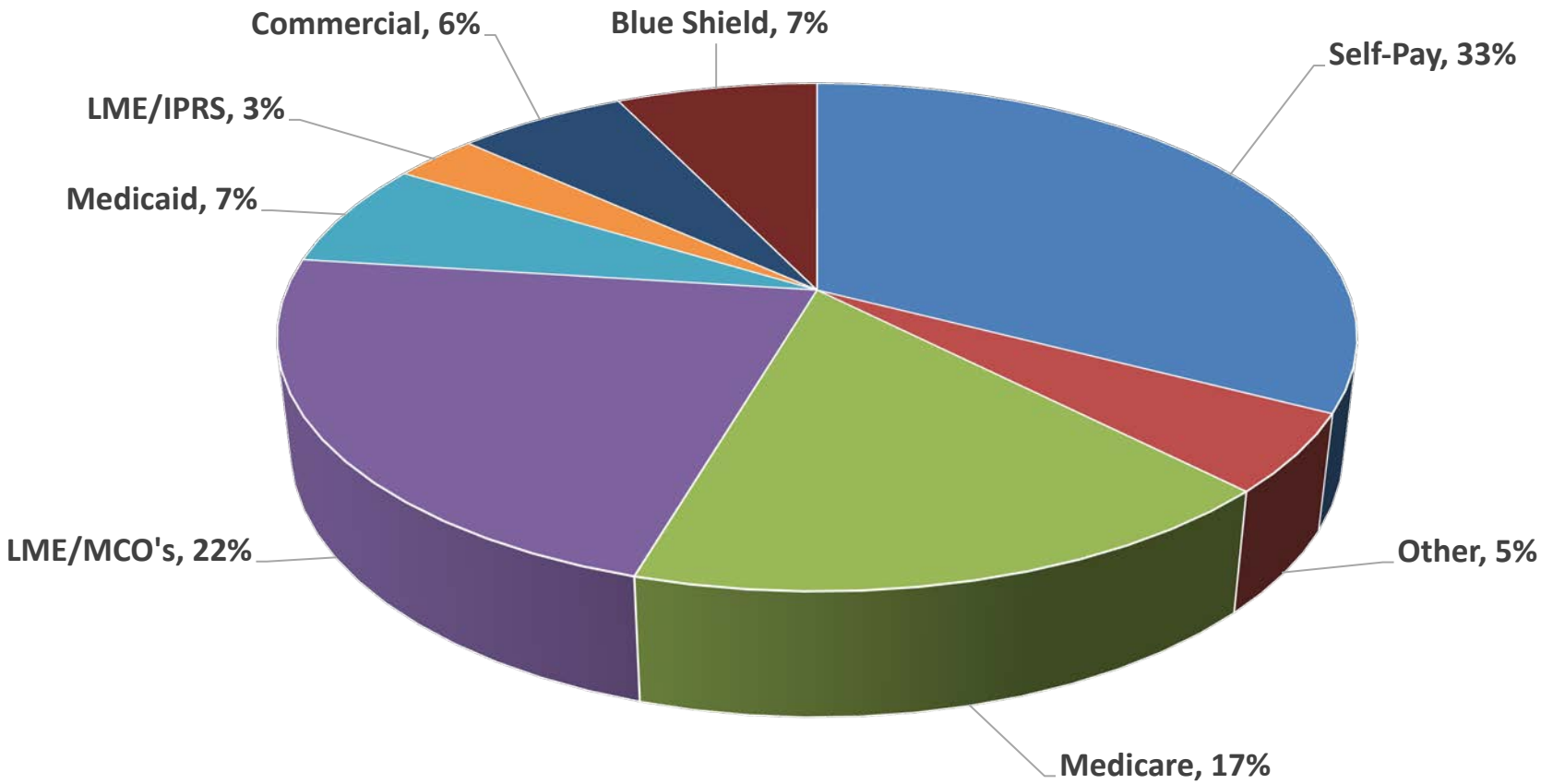


ECU BRODY SCHOOL OF MEDICINE

NC-STeP NORTH CAROLINA STATEWIDE TELEPSYCHIATRY PROGRAM

NC-STeP Charge Mix - Project to Date

Service Dates: October 1, 2013 – December 31, 2022



ECU BRODY SCHOOL OF MEDICINE

NC-STeP NORTH CAROLINA STATEWIDE TELEPSYCHIATRY PROGRAM

Community-Based Sites as of December 31, 2022

EVALUATION CRITERIA	VALUES/MEASURES REACHED AS OF 12/31/2022
1. The number of full-time equivalent (FTE) providers supporting the program	**1.5 FTEs**
2. The number of community-based sites contracted	**22**
3. Number of patient visits with medical (psychiatric) doctor	**215** **PTD= 1,692**
4. The number return visits	**1,204** **PTD= 12,281**
5. The number of patient visits with a mid-level provider	**1,436** **PTD= 14,022**
6. The number of new patient visits	**462** **PTD= 3,498**

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	During Quarter Jul- Sep 2022	During Quarter Oct- Dec 2022
With Medical Doctor	**1,692**	8	536	265	316	103	98	151	215
With Mid-Level Provider	**14,022**	7	2,006	3,217	4,122	1,036	986	1,212	1,436
Total Patient Visits	**15,818**	15	2,633	3,477	4,440	1,139*	1,085	1,363	1,666**

* 1 visit did not specify provider type

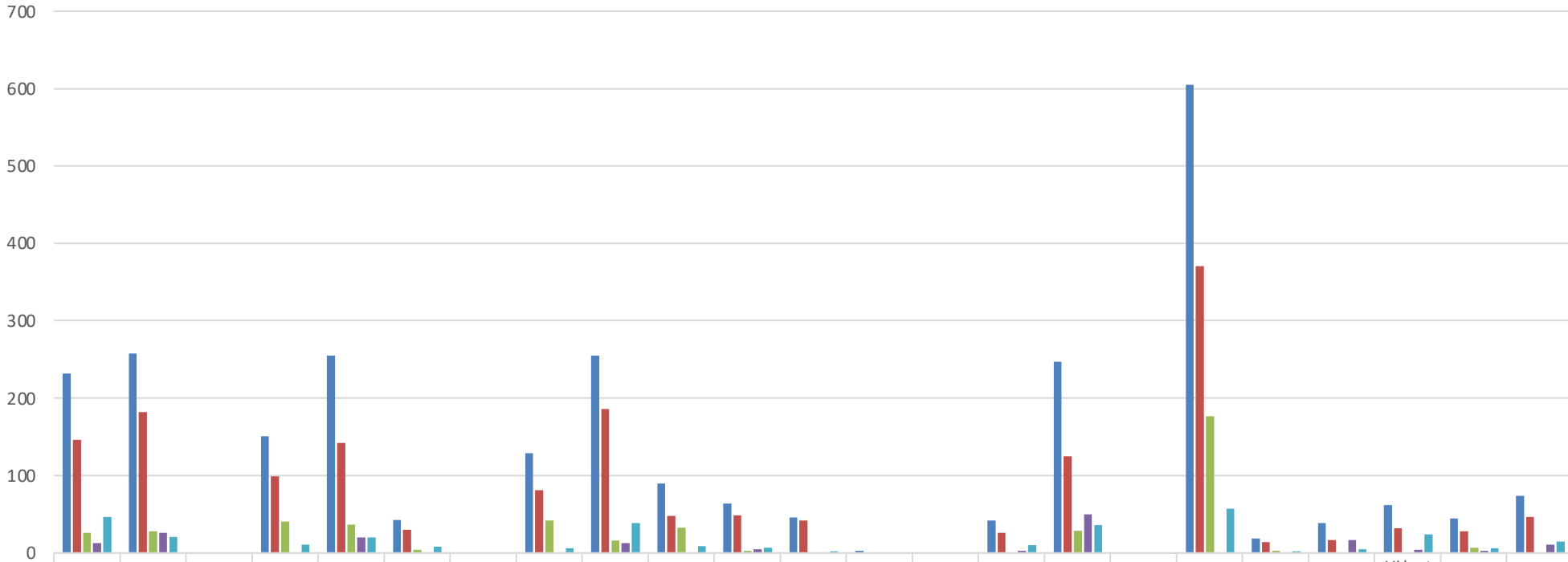
** 15 visits did not specify provider type

Since project inception there are 109 visits that listed no provider and 5 visits that listed both a mid-level and a doctor.

ECU BRODY SCHOOL OF MEDICINE

NC-STeP NORTH CAROLINA STATEWIDE TELEPSYCHIATRY PROGRAM

NC-Step Appointment by Site
Appointments, Visits Kept, Rescheduled, Cancelled, No Show
October - December 2022



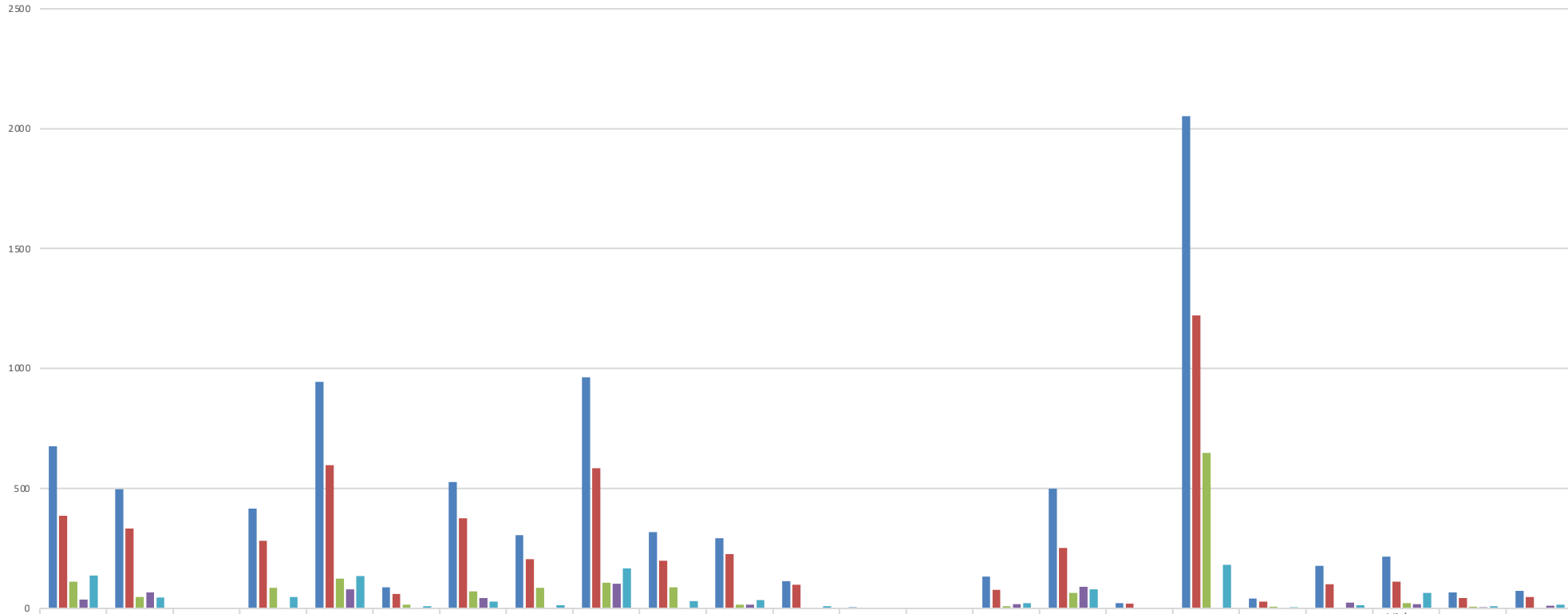
	Beaufort	Benson	Bertie	Camden	Carteret	Cherokee	Choco-winity	Chowan	Craven	Currituck	Duplin	Erlanger-Clay	Gates	Hertford	Hyde	Kinston	MTW	Pasquo-tank	Perqui-mans	Vidant Edenton	Vidant Kenansville	Roanoke Rapids	Outer Banks
Total Apts	232	258		151	255	43		129	255	90	64	46	3		42	247		605	19	39	62	45	74
Apts Kept	146	182		99	142	30		81	186	48	49	42	1		26	125		371	14	17	32	28	47
Apts Rescheduled	26	28		41	37	4		42	16	33	3	1	1			29		177	3		1	7	
Apts Cancelled	13	26			20	1			13		5	1			3	50				17	4	3	11
Apts No Show	47	21		11	20	8		6	39	9	7	2	1		10	36		57	2	5	24	6	15

Total Apts Apts Kept Apts Rescheduled Apts Cancelled Apts No Show

ECU BRODY SCHOOL OF MEDICINE

NC-STeP NORTH CAROLINA STATEWIDE TELEPSYCHIATRY PROGRAM

NC-Step Appointment by Site
Appointments, Visits Kept, Rescheduled, Cancelled, No Show
January - December 2022



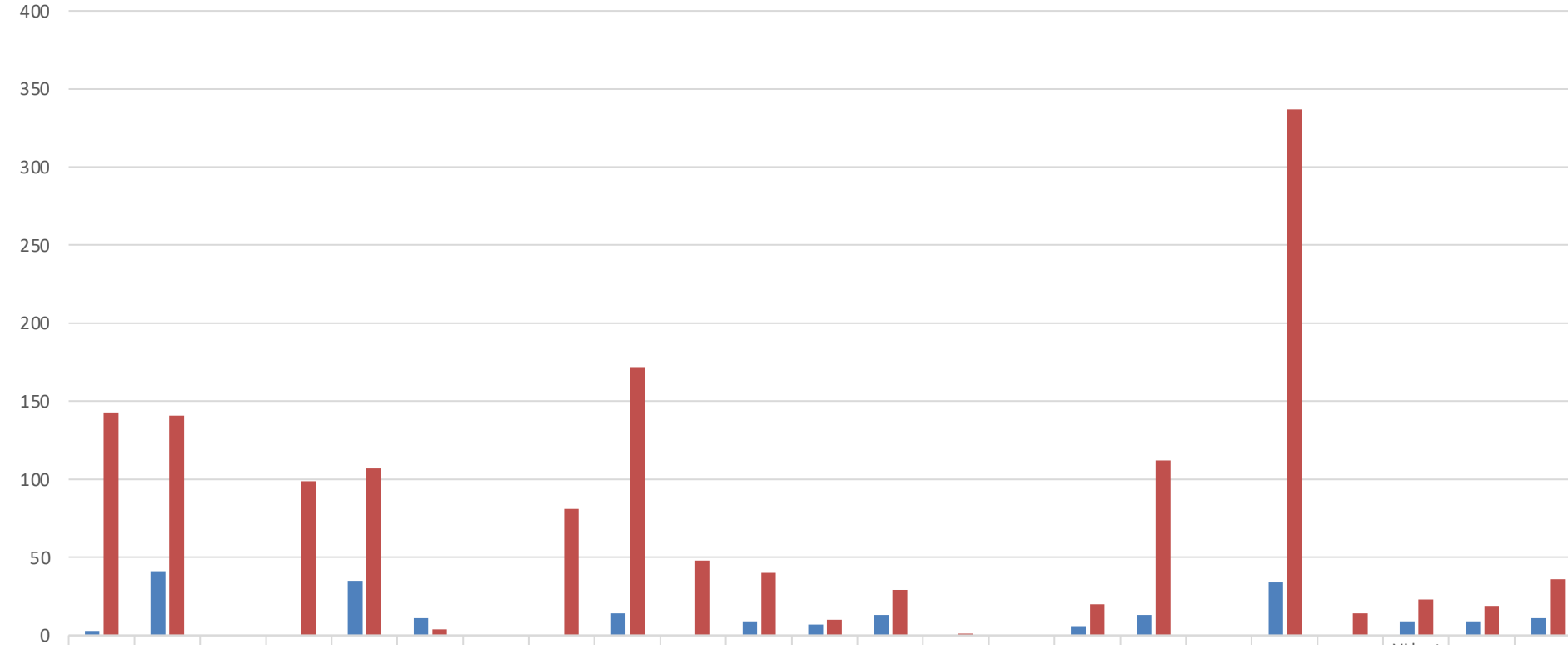
	Beaufort	Benson	Bertie	Camden	Carteret	Cherokee	Choco-winity	Chowan	Craven	Currituck	Duplin	Erlanger-Clay	Gates	Hertford	Hyde	Kinston	MTW	Pasquo-tank	Perqui-mans	Vidant Edenton	Vidant Kenans ville	Roanoke Rapids	Outer Banks
Total Apts	676	497		416	944	88	526	305	964	318	293	113	5	2	133	499	22	2052	41	178	216	66	74
Apts Kept	387	334		283	597	60	375	205	585	199	226	99	2		78	253	19	1221	28	100	111	43	47
Apts Rescheduled	112	48		86	125	15	72	86	107	88	16	3	2		10	65	1	649	7	2	23	7	
Apts Cancelled	36	66			79	3	44		103		16	1			17	91				25	18	4	11
Apts No Show	138	46		47	135	9	28	14	166	31	34	10	1	2	22	80	2	182	6	14	64	10	15

Total Apts Apts Kept Apts Rescheduled Apts Cancelled Apts No Show

ECU BRODY SCHOOL OF MEDICINE

NC-STeP NORTH CAROLINA STATEWIDE TELEPSYCHIATRY PROGRAM

NC-Step Community Visits by Site
by Provider Type
October - December 2022

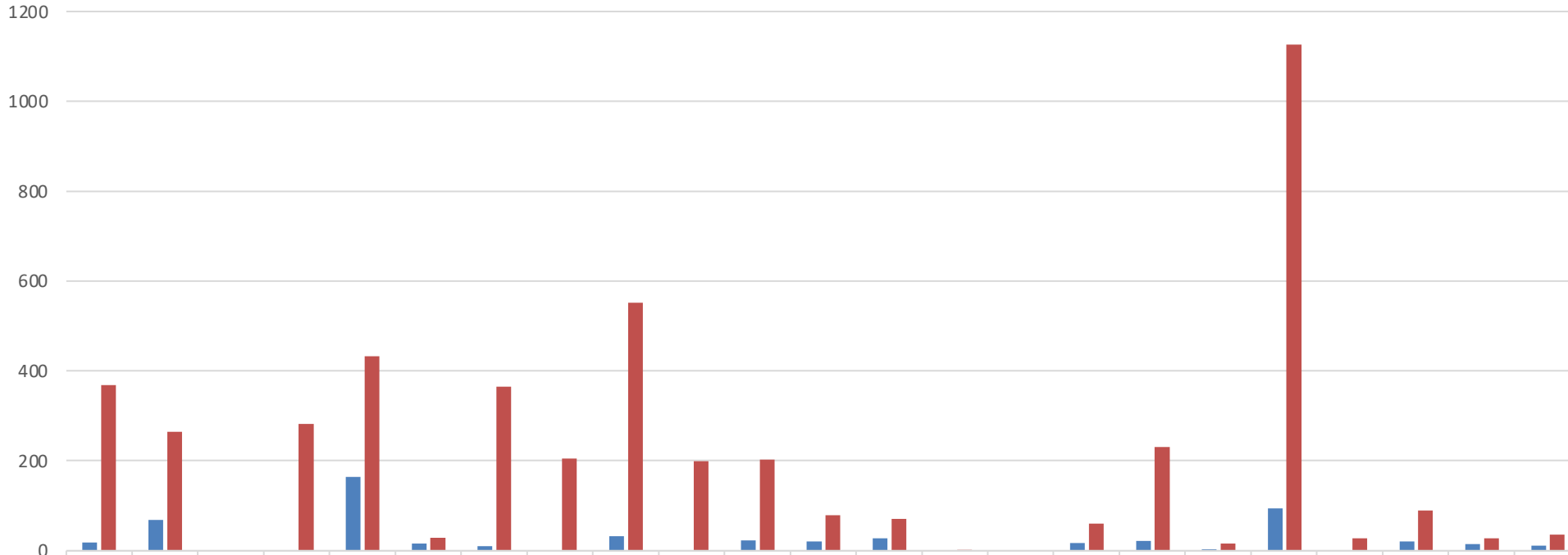


	Beaufort	Benson	Bertie	Camden	Carteret	Chero-kee	Choco-winity	Chowan	Craven	Currituck	Duplin	Vidant Edenton	Erlanger-Clay	Gates	Hertford	Hyde	Kinston	MTW	Pasquo-tank	Perqui-mans	Vidant Kenansville	Roanoke Rapids	Outer Banks
Psychiatric Provider Visits	3	41			35	11			14		9	7	13			6	13		34		9	9	11
BH Mgr Visits	143	141		99	107	4		81	172	48	40	10	29	1		20	112		337	14	23	19	36

ECU BRODY SCHOOL OF MEDICINE

NC-STeP NORTH CAROLINA STATEWIDE TELEPSYCHIATRY PROGRAM

NC-Step Community Visits by Site
by Provider Type
January - December 2022

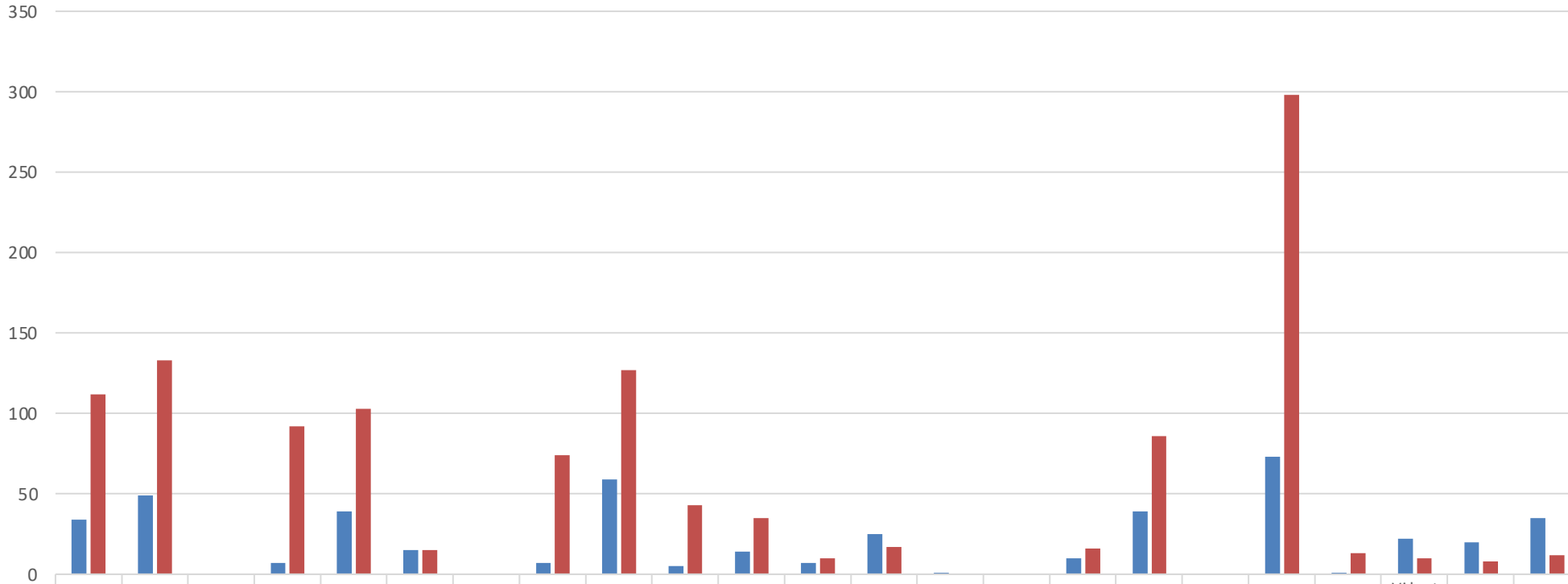


	Beaufort	Benson	Bertie	Camden	Carteret	Chero-kee	Choco-winity	Chowan	Craven	Currituck	Duplin	Vidant Edenton	Erlanger-Clay	Gates	Hertford	Hyde	Kinston	MTW	Pasquo-tank	Perqui-mans	Vidant Kenansville	Roanoke Rapids	Outer Banks
Psychiatric Provider Visits	18	69		1	164	16	10		33		23	21	28			17	22	3	94		21	15	11
BH Mgr Visits	369	265		282	433	29	365	205	552	199	203	79	71	2		61	231	16	1126	28	90	28	36

ECU BRODY SCHOOL OF MEDICINE

NC-STeP NORTH CAROLINA STATEWIDE TELEPSYCHIATRY PROGRAM

NC-STeP Community Visits by Site
New and Follow-Up
October - December 2022

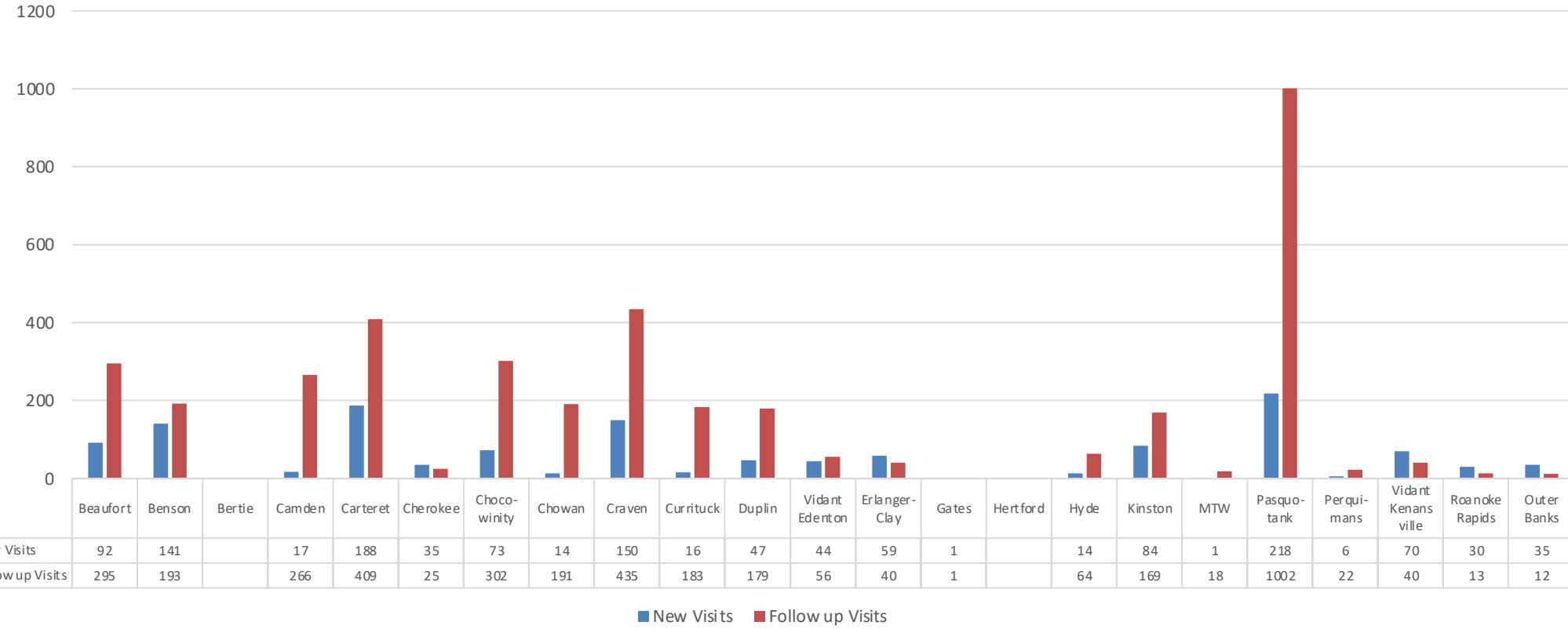


	Beaufort	Benson	Bertie	Camden	Carteret	Cherokee	Chowan	Craven	Currituck	Duplin	Vidant Edenton	Erlanger-Clay	Gates	Hertford	Hyde	Kinston	MTW	Pasquotank	Perquimans	Vidant Kenansville	Roanoke Rapids	Outer Banks
New Visits	34	49		7	39	15	7	59	5	14	7	25	1		10	39		73	1	22	20	35
Follow up Visits	112	133		92	103	15	74	127	43	35	10	17			16	86		298	13	10	8	12

ECU BRODY SCHOOL OF MEDICINE

NC-STeP NORTH CAROLINA STATEWIDE TELEPSYCHIATRY PROGRAM

NC-STeP Community Visits by Site
New and Follow-Up
January - December 2022



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New Visits	92	141		17	188	35	73	14	150	16	47	44	59	1		14	84	1	218	6	70	30	35
Follow up Visits	295	193		266	409	25	302	191	435	183	179	56	40	1		64	169	18	1002	22	40	13	12

ECU BRODY SCHOOL OF MEDICINE

NC-STeP NORTH CAROLINA STATEWIDE TELEPSYCHIATRY PROGRAM

NC-STeP Status as of December 31, 2022

- 38 hospitals in the network. 37 live.
- 57,052 total psychiatry assessments since program inception
- 9,419 IVCs overturned
  - Cumulative return on investment = $50,862,000
    (savings from preventing unnecessary hospitalizations)
- Four Clinical Provider Hubs with 59 consultant providers
- Over 32% of the patients served had no insurance coverage

NC-STeP Status as of December 31, 2022

- 22 community-based sites.
- 15,714 total patient visits since program inception in October 2018.
  - 1,692 total patient visits with a psychiatrist
  - 14,022 total patient visits with a mid-level provider

Contact

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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

NC-STeP NORTH CAROLINA STATEWIDE TELEPSYCHIATRY PROGRAM

NC-STeP Advisory Council Meeting
Wednesday, March 1, 2023
10:30 am – 12:00 pm
Virtual Meeting via Zoom Video Conference

Agenda

10:30- 10:40 a.m.	Welcome and Introductions
10:40- 10:45 a.m.	Review and Approval of December 14, 2022 Minutes
10:45- 11:45 a.m.	NC-STeP FY23-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 • NC-STeP Pediatric Program launch • Vermont/ NC-STeP Collaboration • NC-STeP Presentations at the Annual Meetings of ATA and APA • MOTHeRS Project update and presentation at the NC Rural Summit
12:00 p.m.	Adjourn

zoom

Join Zoom Meeting
https://us06web.zoom.us/j/86993351235?pwd=NXk0a0hSTGV3QTFmUFVJeVZybnN5Zz09

Meeting ID: 869 9335 1235
Passcode: 198610

Caring for the Mental Health and Wellbeing of Children: Using Telepsychiatry to Enhance Access to Care and Promote Well-Being

A new grant-funded service soon will be offered by the North Carolina Statewide Telepsychiatry Program (NC-STeP)* to provide mental health services for children and adolescents in six selected pediatric/primary care practices in Tier 1 or Tier 2 counties in North Carolina. And we are seeking practice partners.

East Carolina University Chancellor Philip Rogers joins Gov. Roy Cooper, and additional state and campus leaders, to announce a $3.2 million United Health Foundation grant. (ECU photos by Cliff Hollis)

GRANT EXPANDS NC-STeP

ECU will provide mental health services for youth with $3.2 million United Health Foundation grant

PUBLISHED FEB 14, 2023 BY PATRICIA EARNHARDT TYNDALL

VT/NC Collaboration

Vermont is emulating the NC Statewide Telepsychiatry Program (NC-STeP) to increase timely psychiatric care via telehealth in the emergency department setting in rural areas of our state.

VPQHC is excited to be mentored by Dr. Sy Saeed and the NC-STeP team as we design and implement a new statewide system to address currently unmet mental health needs.

We are grateful to the NC-STeP team for their invaluable technical assistance and support as we begin scaling up the telepsychiatry network operations through our first two demonstration projects.

We look forward to our continued collaboration and future success.

Catherine Fulton, MS, CPHQ
Executive Director, VPQHC

NC-STeP https://ncstep.ecu.edu/

February 10, 2023

NC-STeP Upcoming 2023 Presentations

ECU BRODY SCHOOL OF MEDICINE

NC-STeP NORTH CAROLINA STATEWIDE TELEPSYCHIATRY PROGRAM

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STATEWIDE TELEPSYCHIATRY PROGRAM