



# NORTH CAROLINA

STATEWIDE TELEPSYCHIATRY PROGRAM

## Quarterly Progress Update

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# NC-STeP Quality Management and Outcomes Monitoring Processes: January – March 2023

- 37 hospitals in the network, 36 hospitals were live
- 20 hospitals reporting Telepsychiatry patients in their ED
  - not all live hospitals had telepsychiatry patients
- Total number of assessments for this quarter = 1,007
- Total number of encounters for this quarter = 872
- Patient assessments billed for Model 1 hospitals = 955



# NC-STeP Quality Management and Outcomes Monitoring Processes: January – March 2023

- The Median Length of Stay was 34.6 hours
- The Average Length of Stay was 68.8 hours
  - 61.9 hours for those discharged to home
  - 68.4 hours for those transferred to another facility
- Average Consult Elapsed Time (in Queue to Exam Complete) for Model 1 hospitals was 5 hours and 32 minutes.

# NC-STeP Quality Management and Outcomes Monitoring Processes: January – March 2023

- 707 ED patients who received telepsychiatry services had an IVC in place during their ED stay.
  - 303 (42.9%) of those patients did not have an IVC in place when discharged.
- Of the ED patients who received telepsychiatry services:
  - 49.3% were discharged to home
  - 41.3% were discharged to another facility

# NC-STeP Quality Management and Outcomes Monitoring Processes: January – March 2023


- 22 Community based sites were live as of 03/31/2023.
- 2,153 total behavioral health visits:
  - 249 visits with a Psychiatrist.
  - 1904 visits with a behavioral health manager.



	Since project inception in November 2013	Quarter Jan- Mar 2023	Quarter Apr- Jun 2023	Quarter Jul- Sep 2023	Quarter Oct- Dec 2023
<b>Total Patient Encounters</b>	45,084	872			
<b>Model 1 Hospital Patient Encounters</b>	22,872	820			
<b>Model 2 Hospital Patient Encounters</b>	17,212	52			
<b>Total Number of Assessments</b> (Billed Assessments for Model 1 Hospitals + Number of Patient Encounters for Model 2 Hospitals)	58,225	1,007			



	Since project inception in November 2013	Quarter Jan- Mar 2022	Quarter Apr- Jun 2022	Quarter Jul- Sep 2022	Quarter Oct- Dec 2022
<b>Total Patient Encounters</b>	45,084	1,240	1,325	1,350	1,209
<b>Model 1 Hospital Patient Encounters</b>	27,872	802	873	894	759
<b>Model 2 Hospital Patient Encounters</b>	17,212	438	452	456	450
<b>Total Number of Assessments</b> (Billed Assessments for Model 1 Hospitals + Number of Patient Encounters for Model 2 Hospitals)	58,225	1,532	1,563	1,506	1,322

	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	During Calendar Year 2022
<b>Total Patient Encounters</b>	45,084	5,144	7,128	1,896	3,971	6,104	4,835	4,305	4,763	5,124
<b>Model 1 Hospital Patient Encounters</b>	27,872	4,578	5,849	706	2,044	2,654	1,902	2,152	2,897	3,328
<b>Model 2 Hospital Patient Encounters</b>	17,212	566	1,279	1,190	1,927	3,450	2,933	2,153	1,866	1,796
<b>Total Number of Assessments</b> (Billed Assessments for Model 1 Hospitals + Number of Patient Encounters for Model 2 Hospitals)	58,225	8,130	13,573	1,942	4,348	6,680	5,287	4,820	5,641	5,923

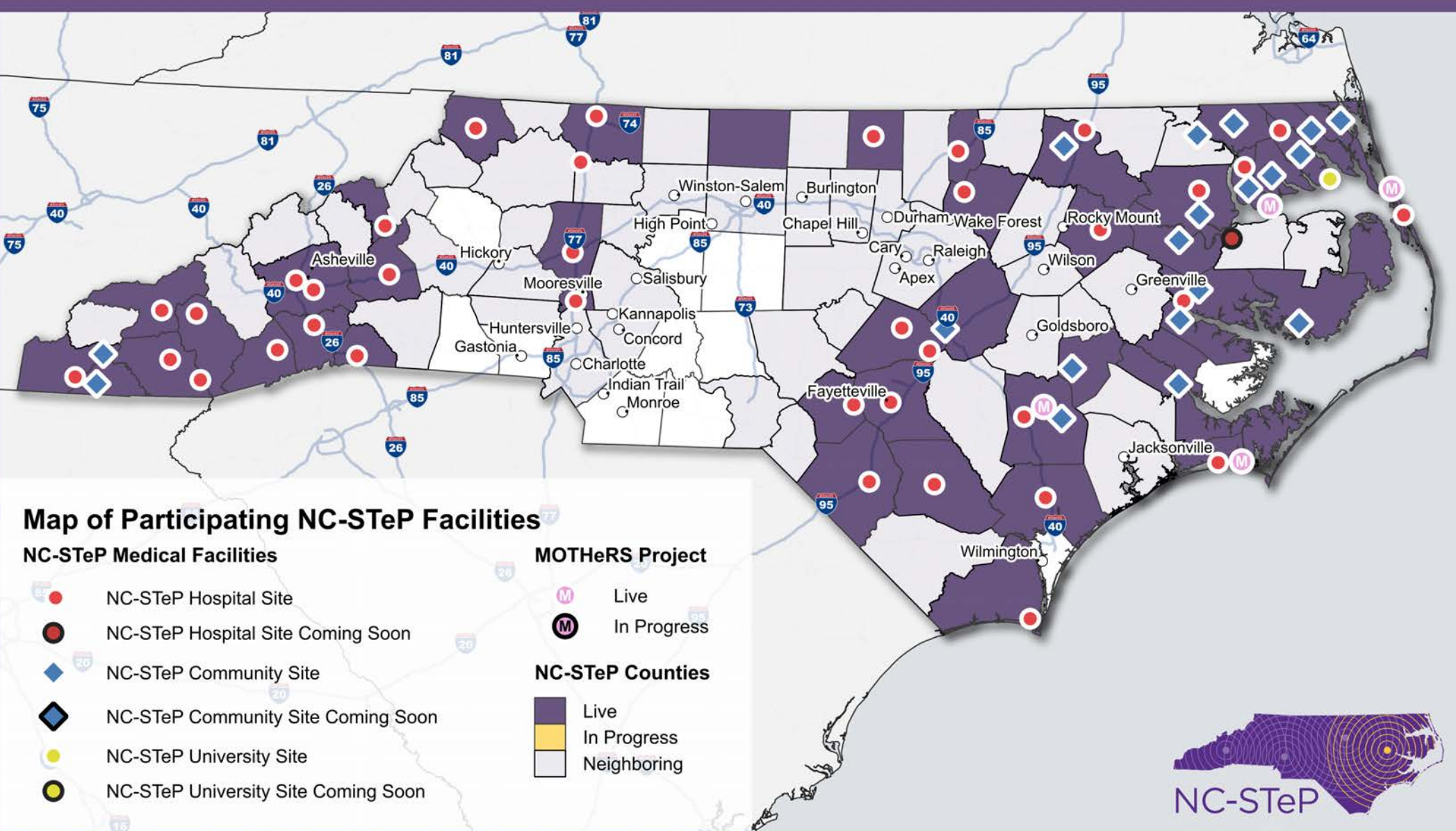


# NC-STeP Benchmarks



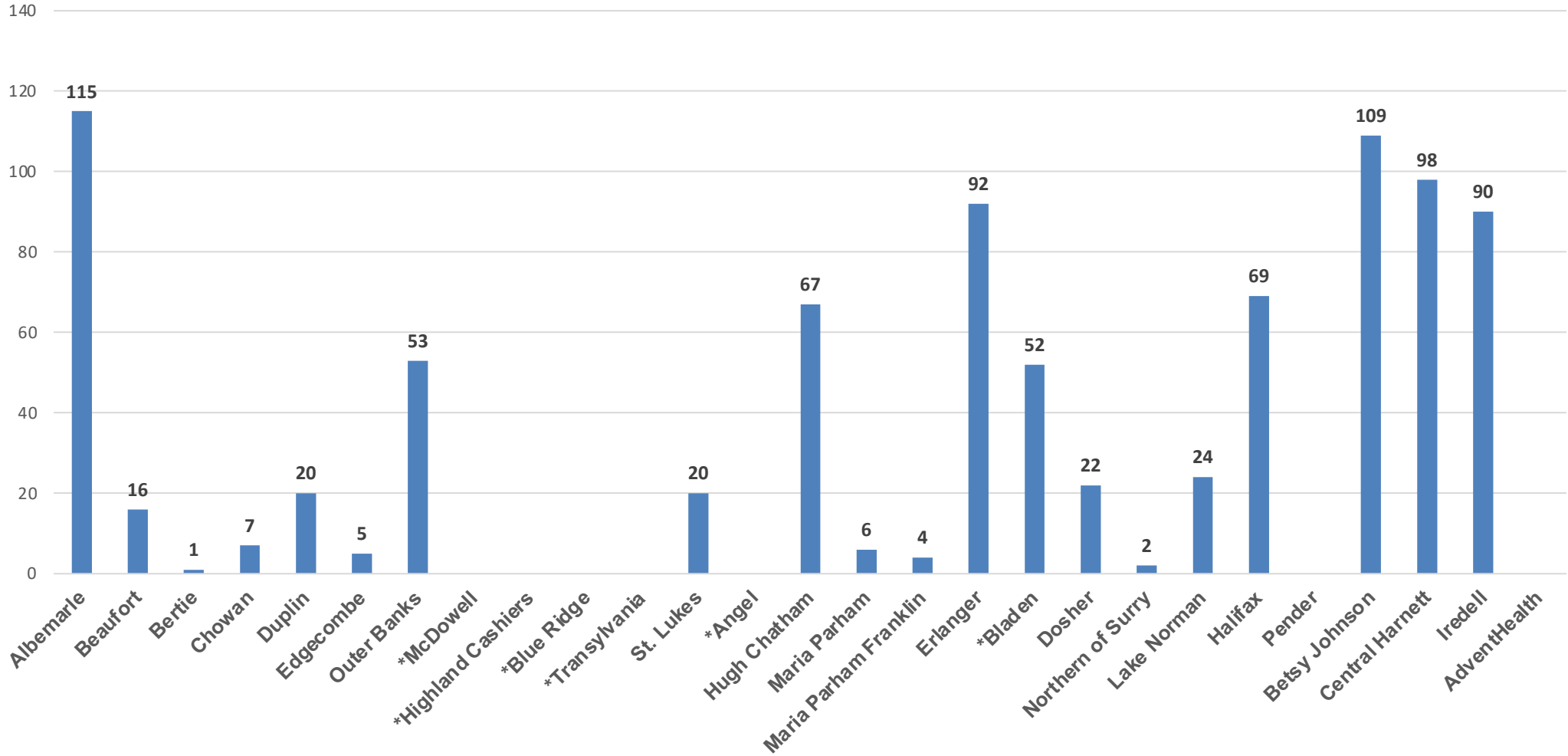
Goals	Values Reached		
Cumulative Target to be reached by (06/30/2023)	Value Reached as of most recent previous quarter (12/31/2022)	Value Reached as of this reporting quarter (03/31/2023)	Year-to-Date Total with % of the Yearly Target (03/31/2023)
<b>Number of IVCs</b>	2,815	810	2,451 87% of Yearly Target
<b>Number of IVCs Overturned</b>	1,155	274	950 82% of Yearly Target
<b>Total Number of Assessments</b> (Billed assessments for Model 1 hospitals + Number of patient encounters for Model 2 hospitals.)	5,025	1,322	1,007 3,835 76% of Yearly Target

# NC-STeP Status as of March 31, 2023



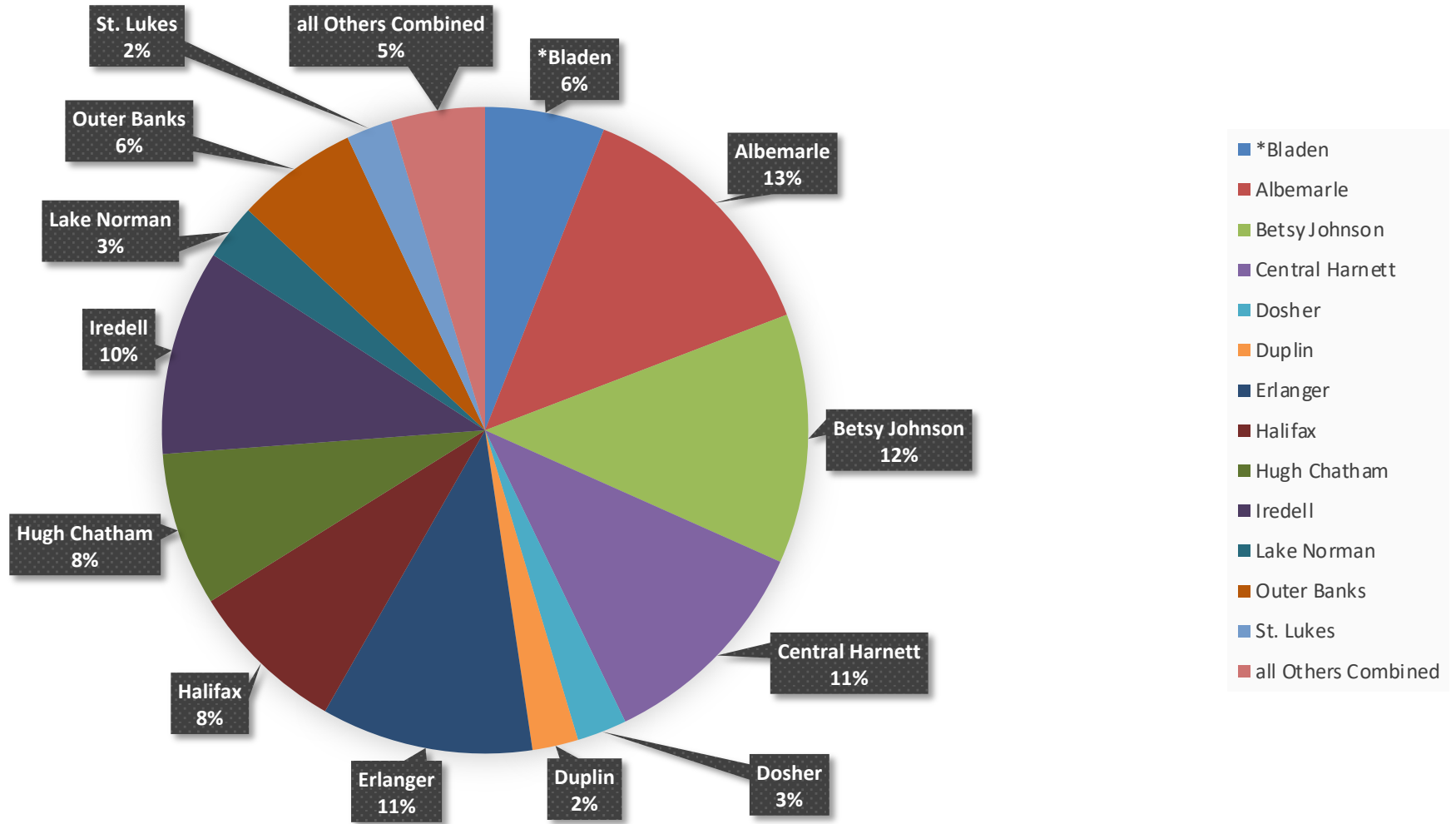
# Number of NC-STeP Patients by Hospital

January - March 2023



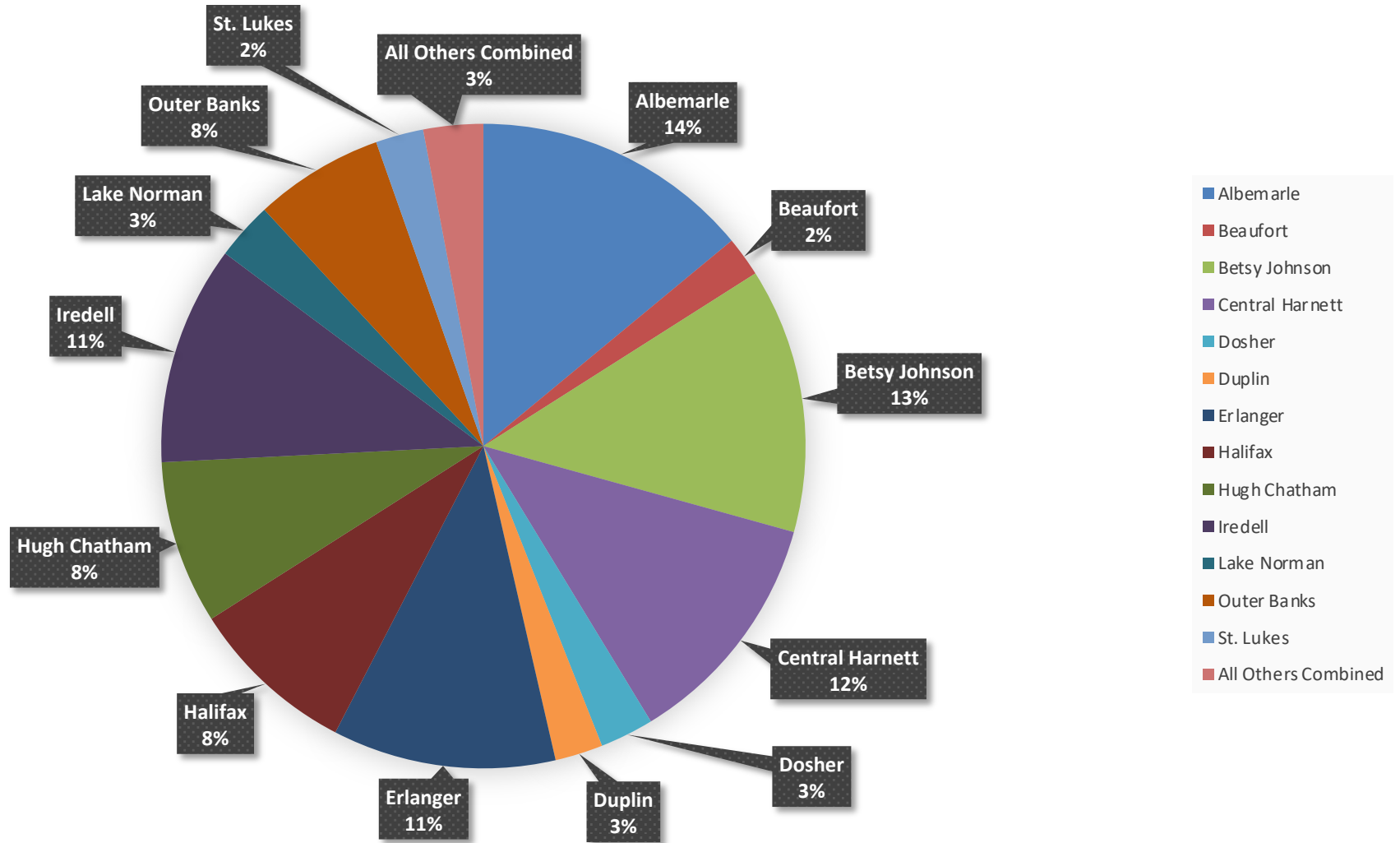
# Percent of Use by Hospital Jan - Mar 2023

(based on number of encounters)



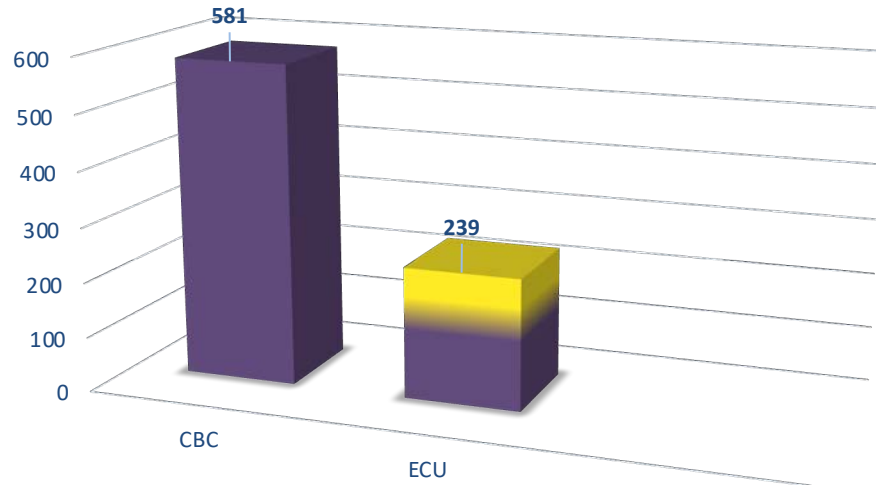
# Percent of Use by Model 1 Hospitals Jan - Mar 2023

(based on number of encounters)

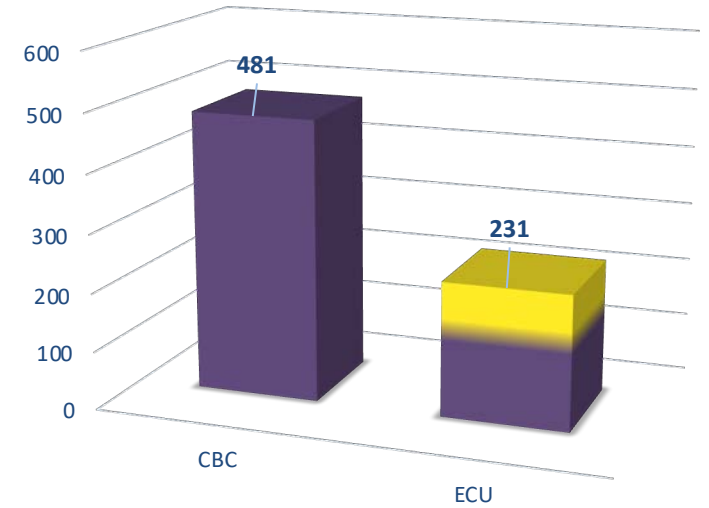


# Number of Patients by Provider (Model 1)

## Jan-Mar 2023

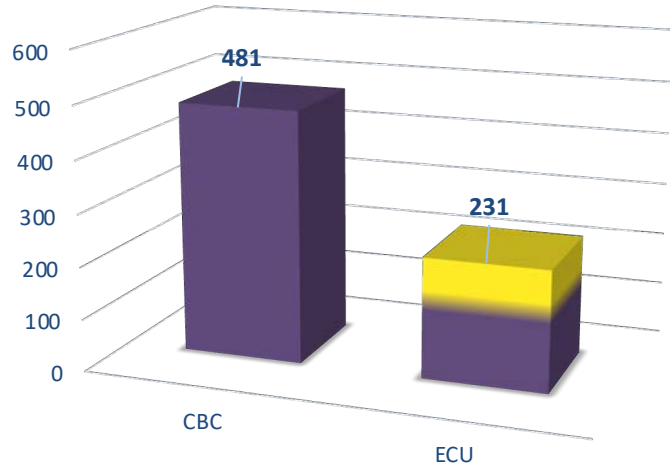


## Oct-Dec 2022

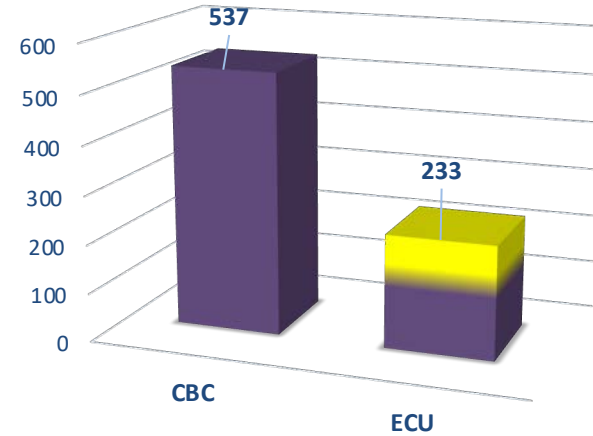


# Number of Patients by Provider (Model 1)

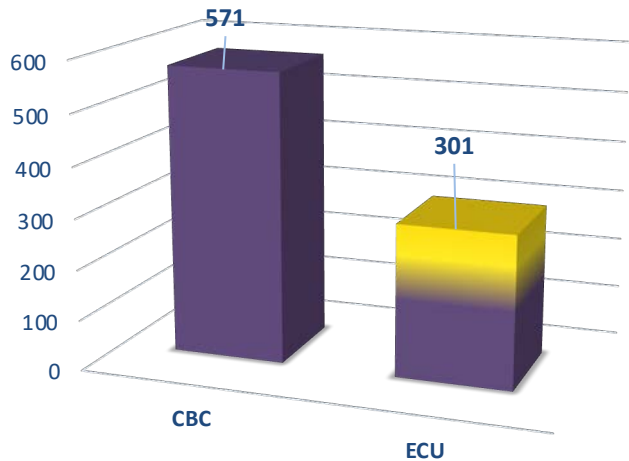
## Oct-Dec 2022



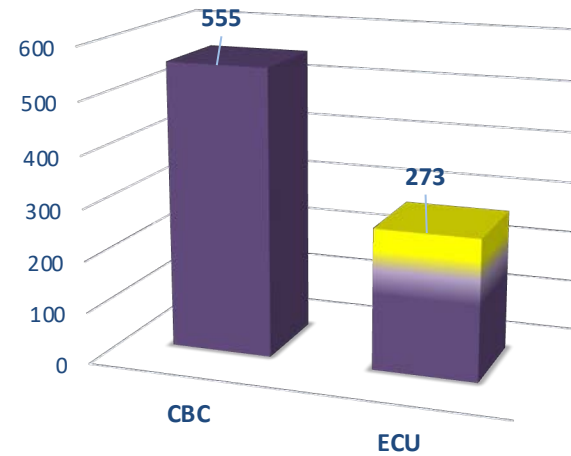
## Jan-Mar 2022



## Jul-Sep 2022

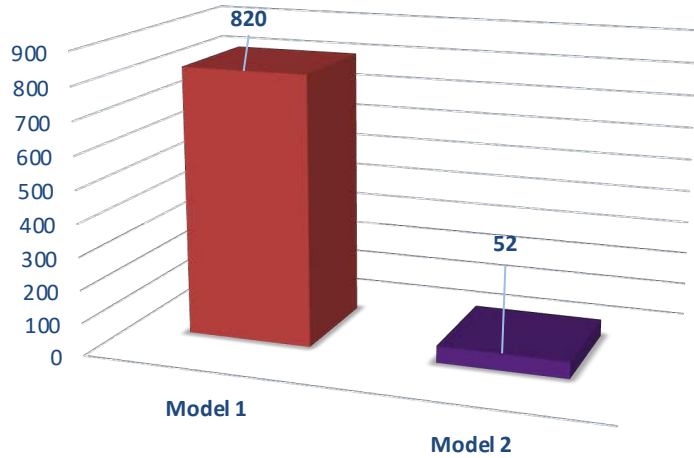


## Apr-Jun 2022

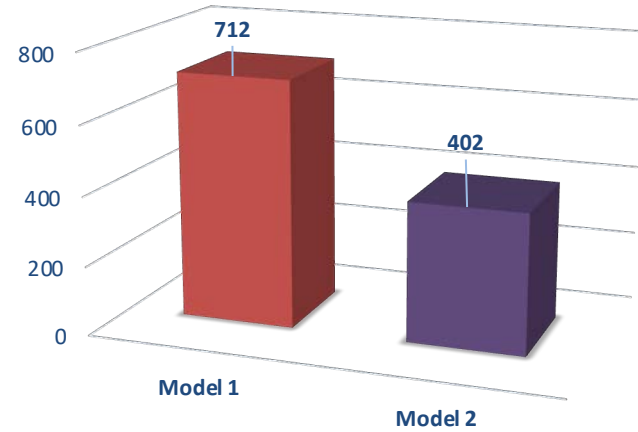


# Number of Patients by Model

## Jan-Mar 2023



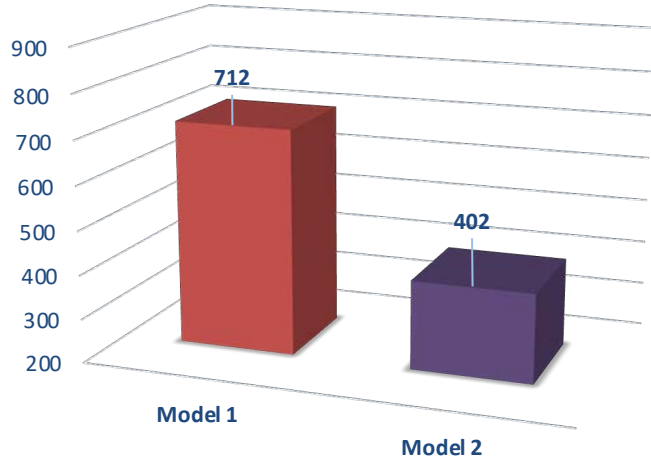
## Oct-Dec 2022



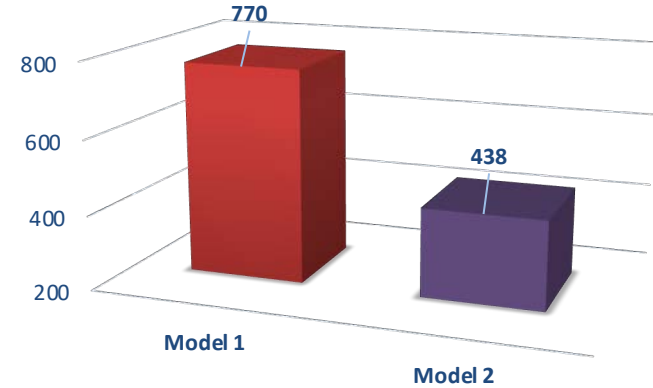


# Number of Patients by Model

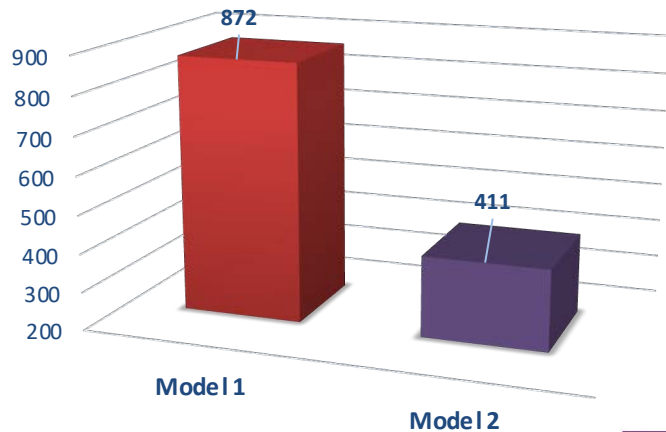
## Oct-Dec 2022



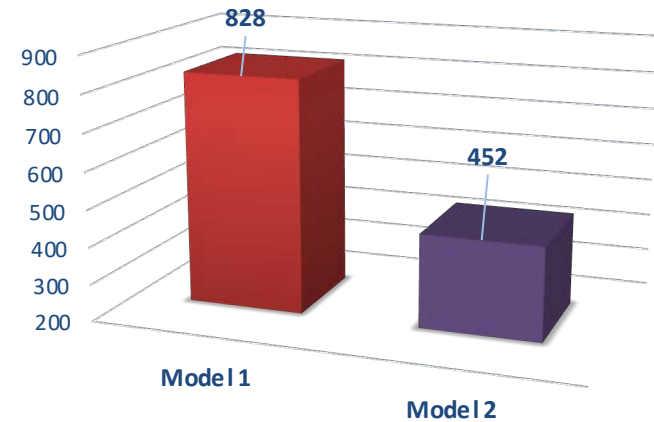
## Jan-Mar 2022



## Jul-Sep 2022



## Apr-Jun 2022

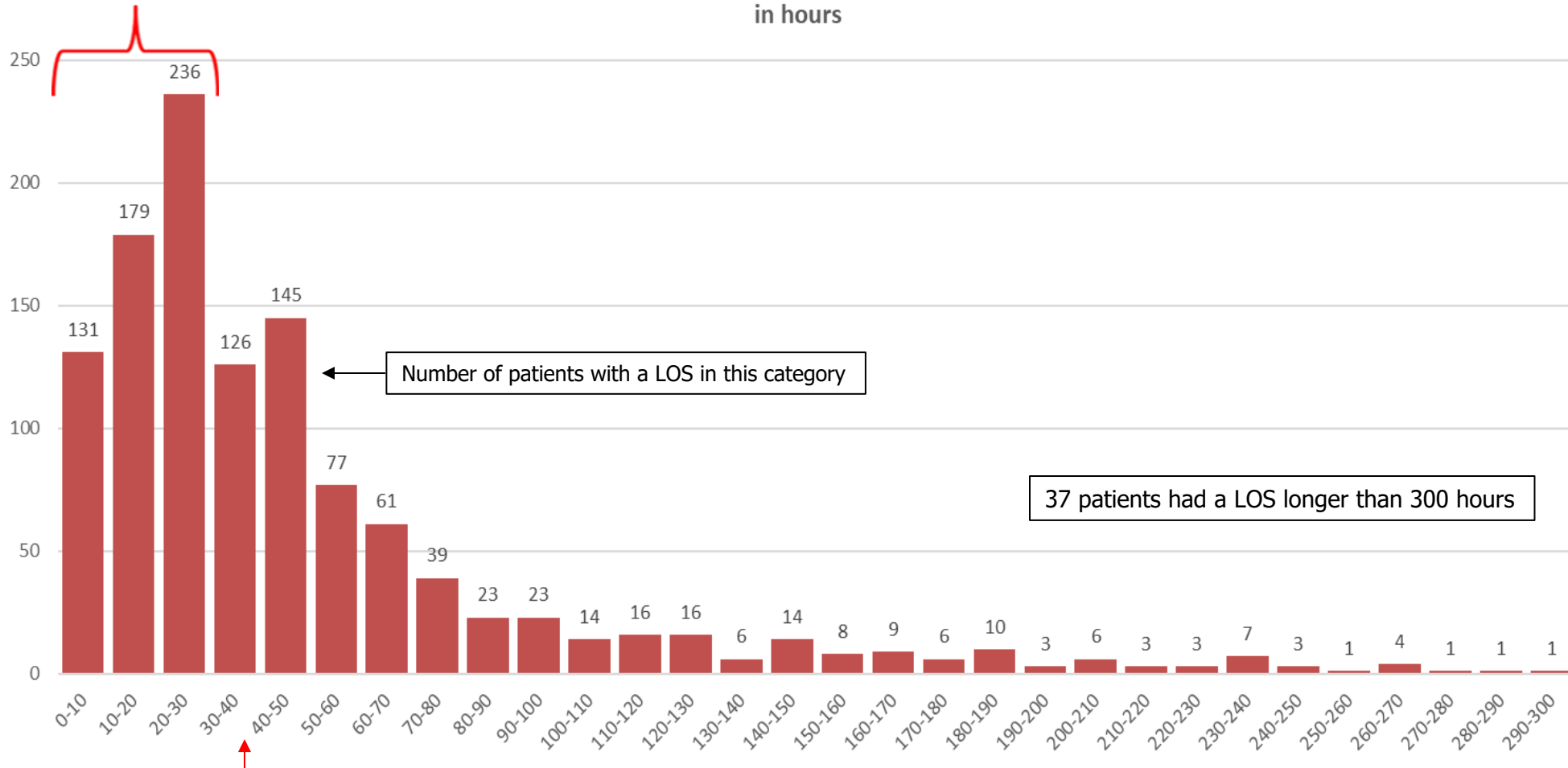


# Number of NC-STeP Patients by LOS Category

Jan - Mar 2023

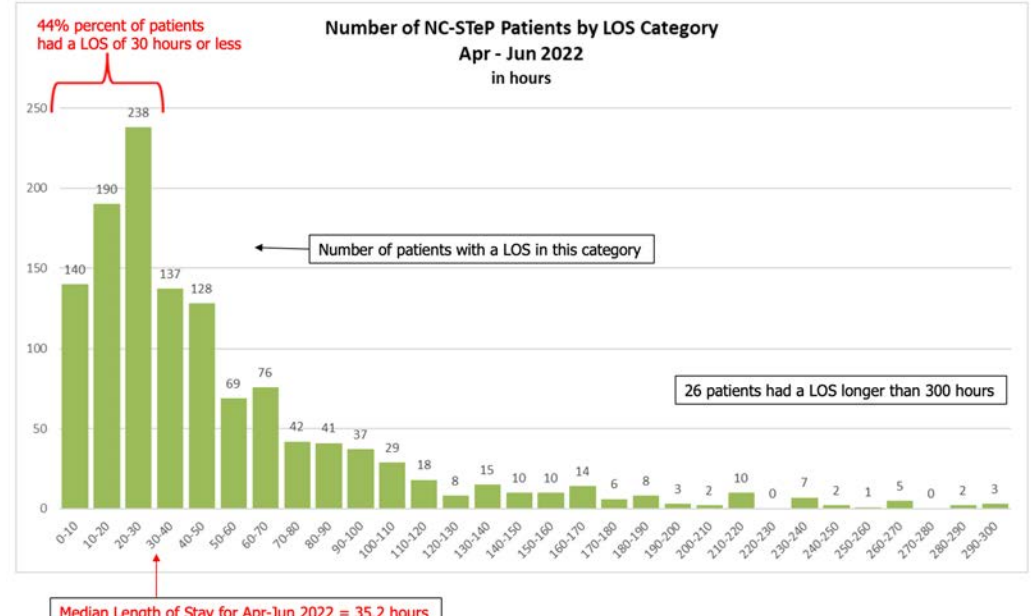
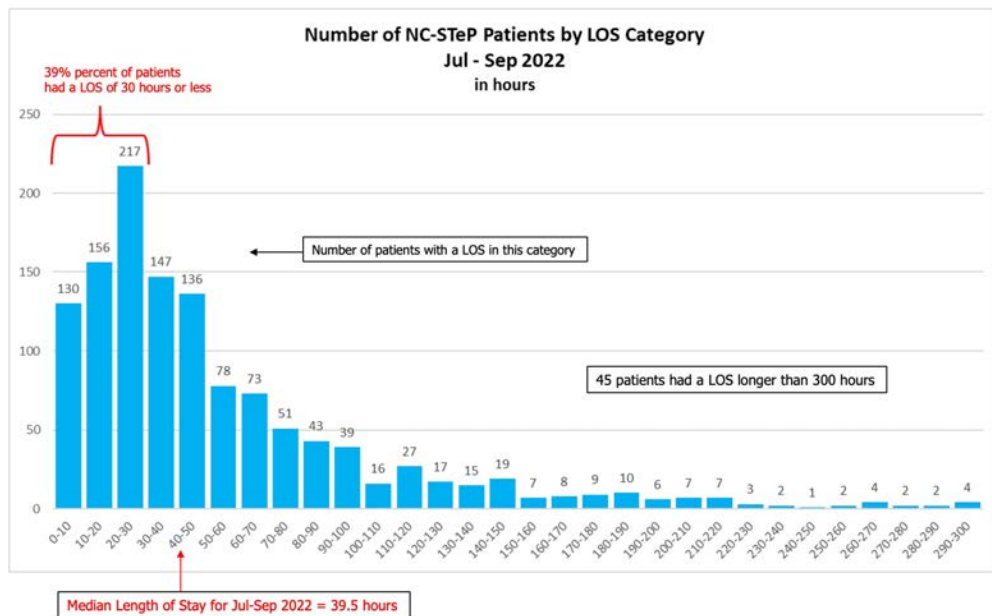
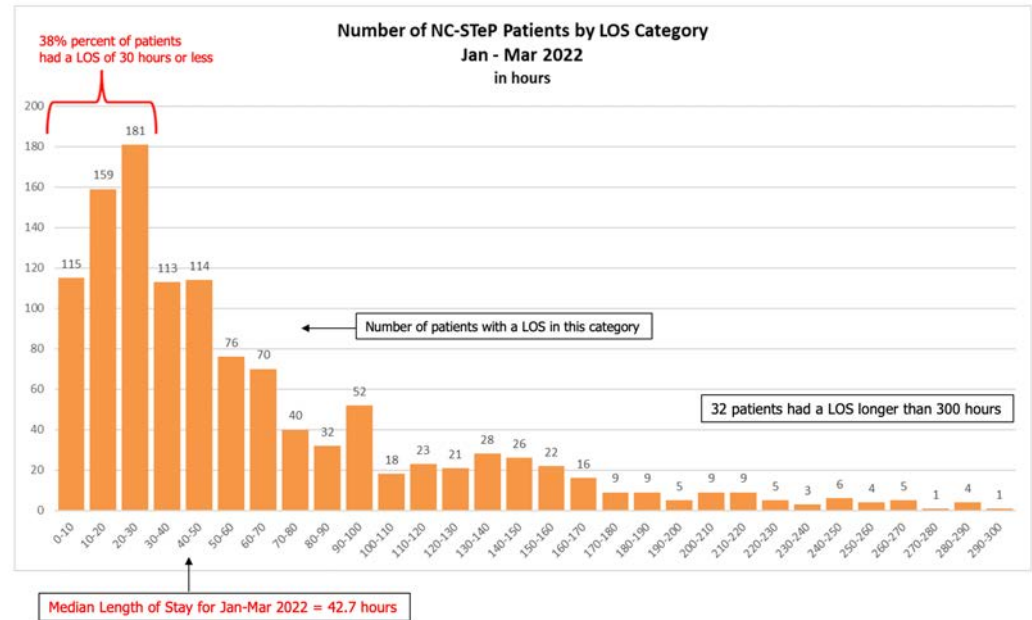
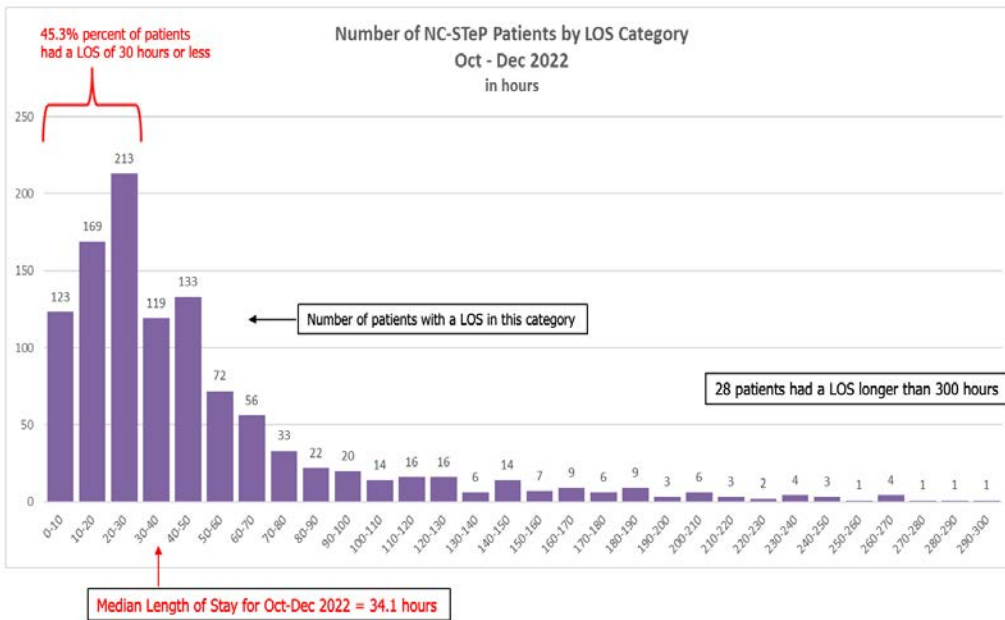
in hours

45.2% percent of patients had a LOS of 30 hours or less



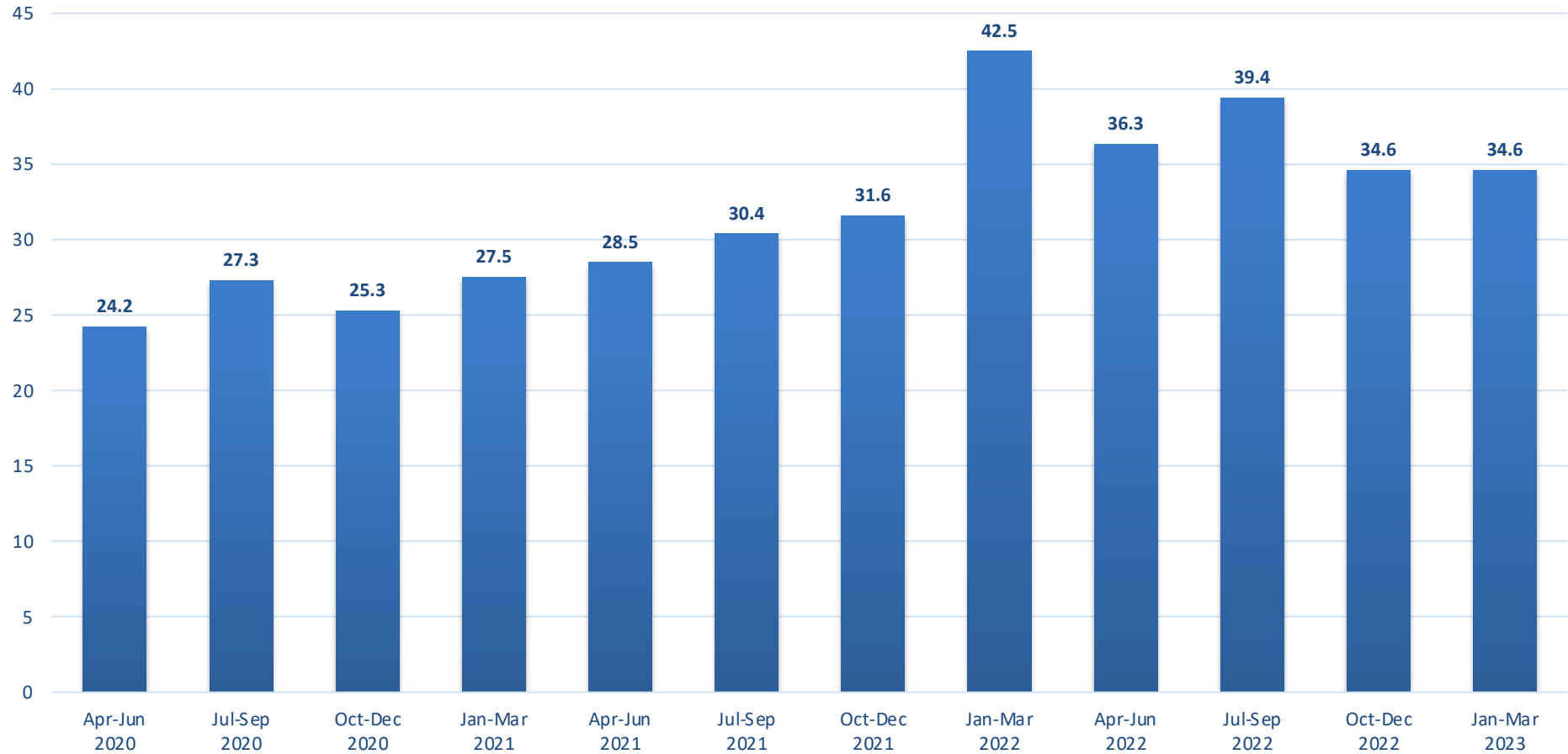
Median Length of Stay for Jan-Mar 2023 = 34.6 hours



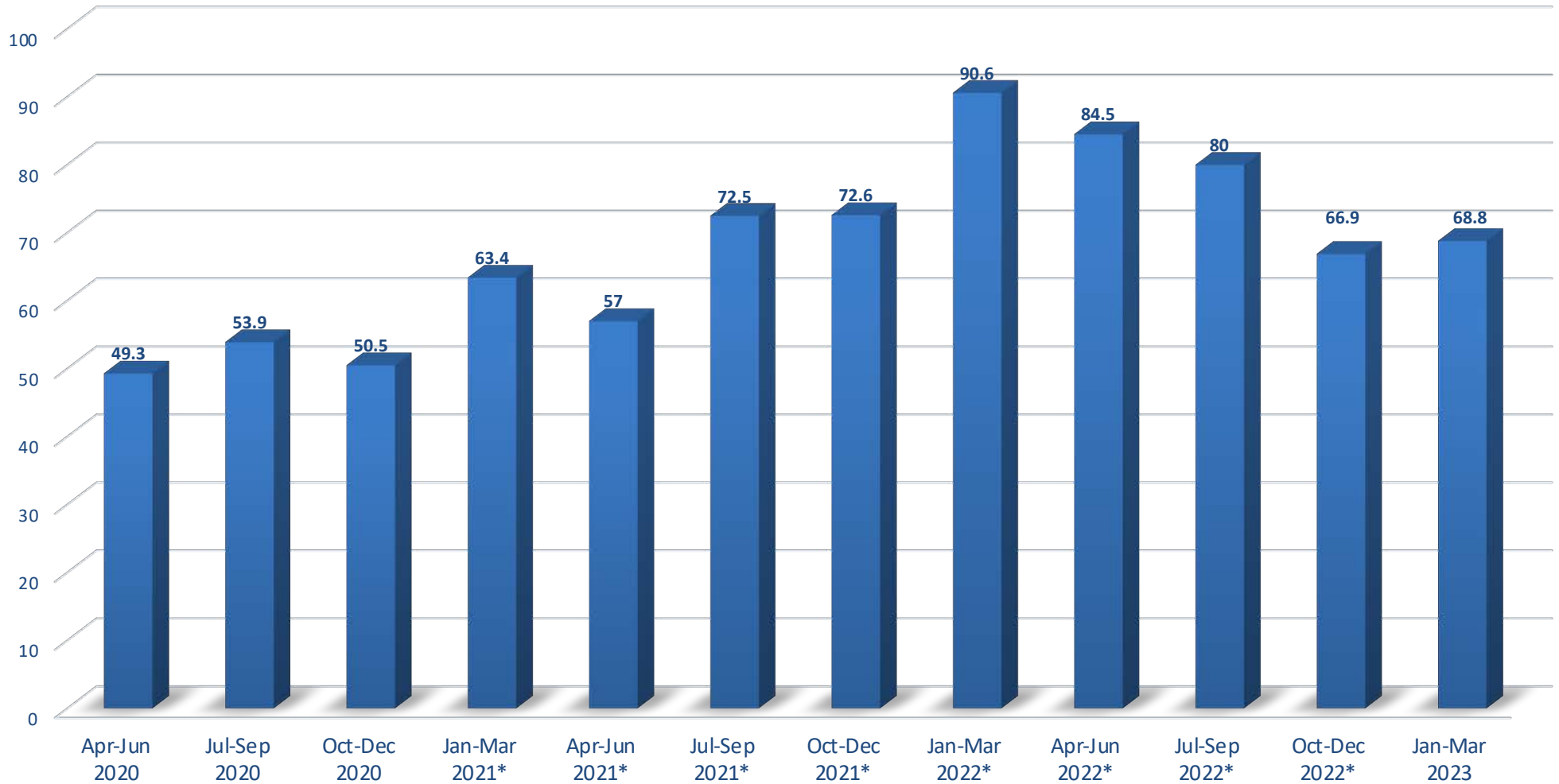


# Median Length of Stay by Quarter

(in hours)



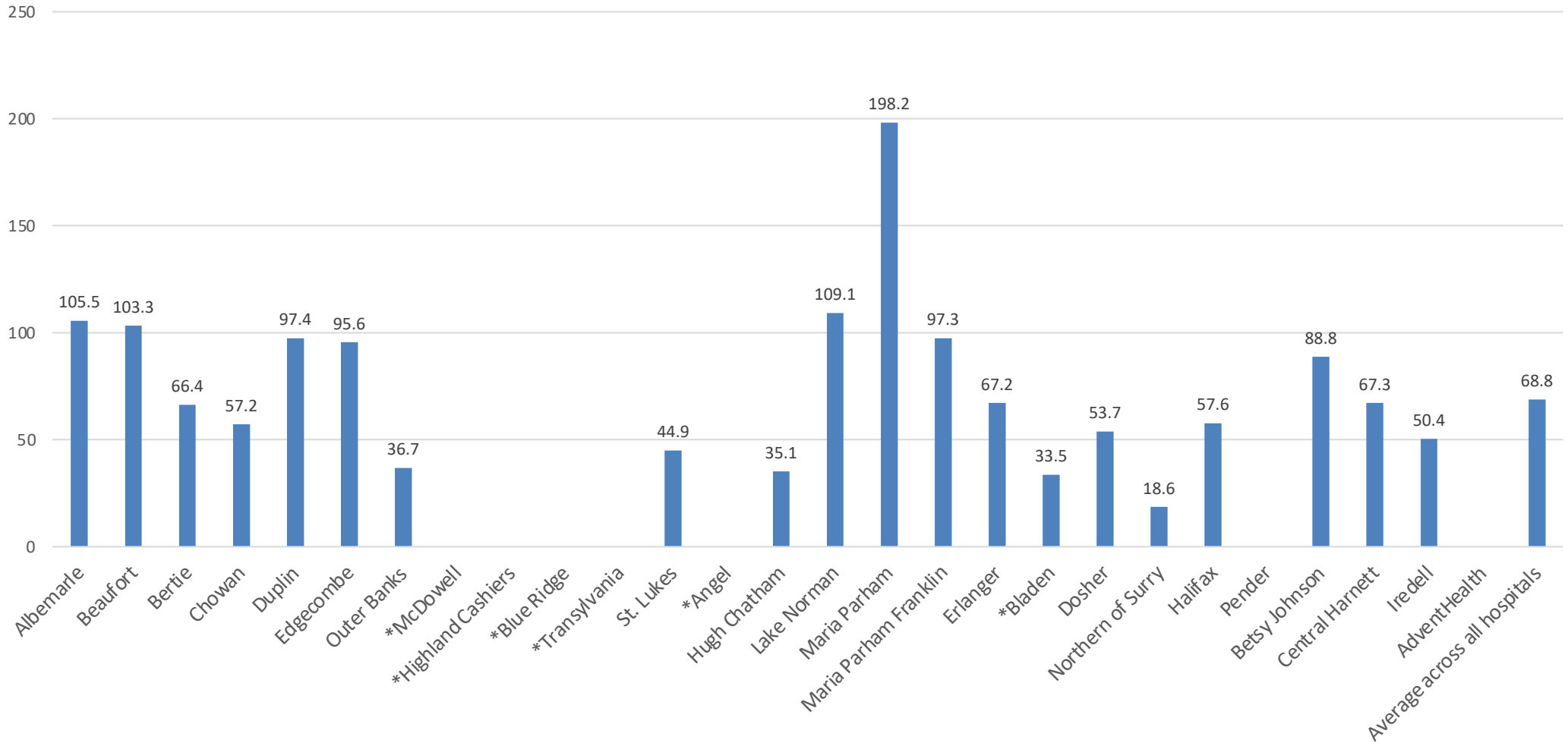
# Average Length of Stay by Quarter for Hospitals Participating in NC-STeP (in hours)



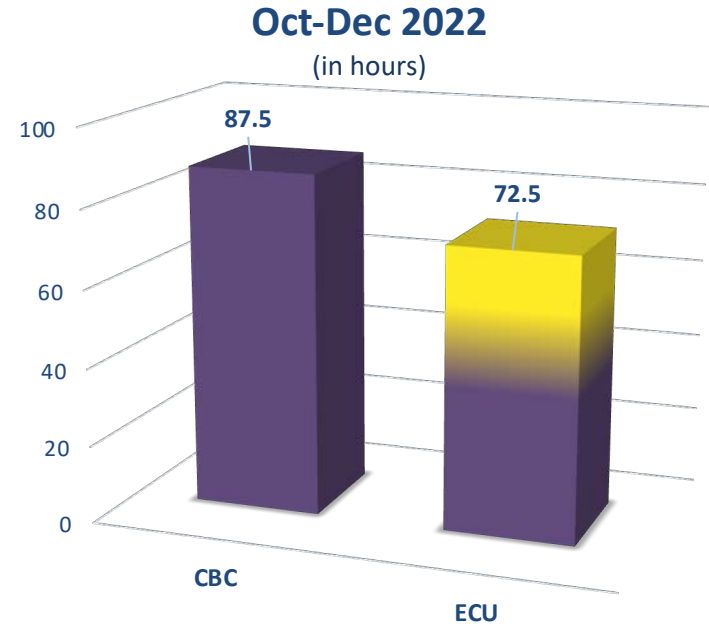
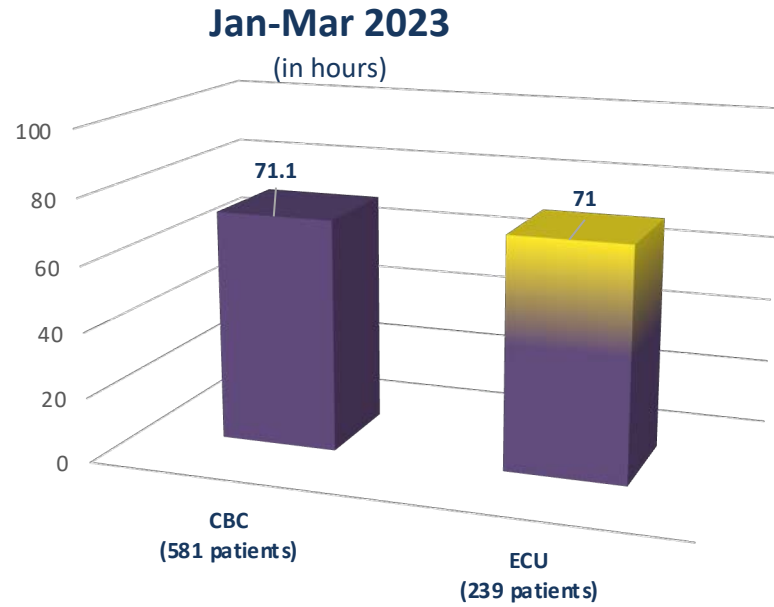
# Average Length of Stay for NC-SteP Patients by Hospital

January - March 2023

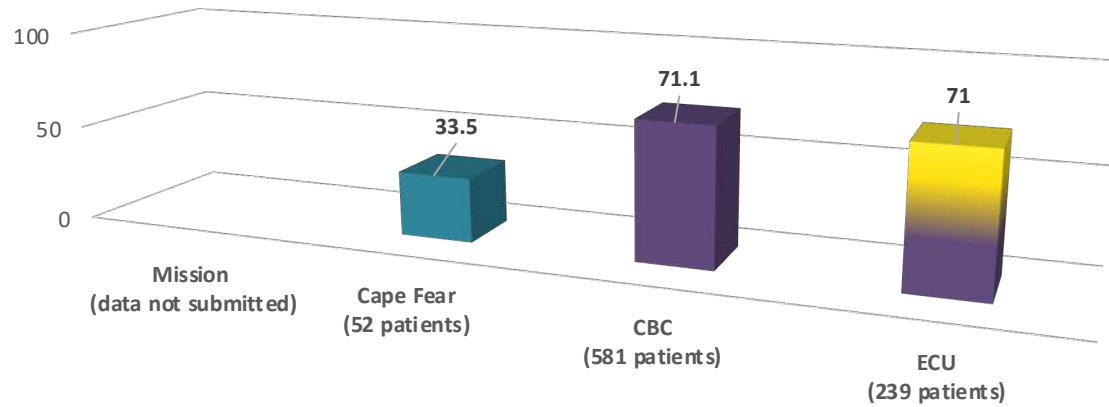
(in hours)



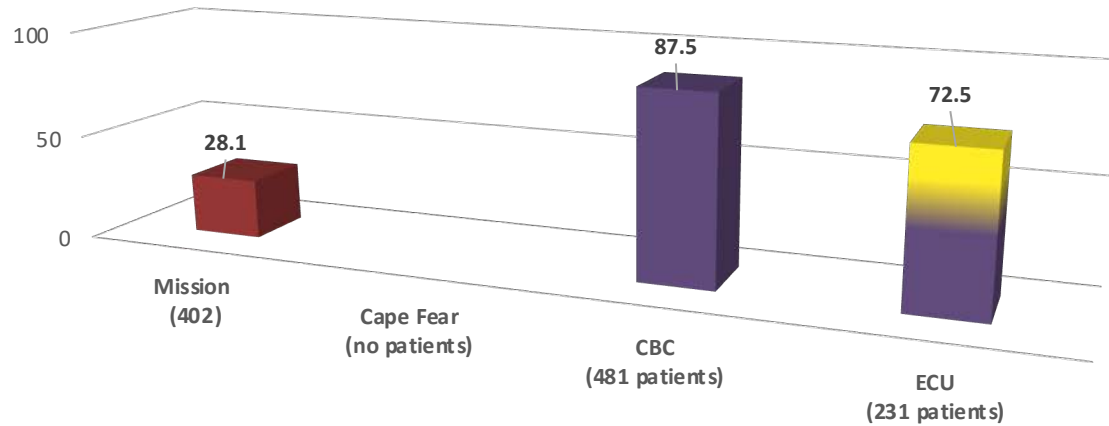
# Average LOS by Provider (in hours)



### Jan-Mar 2023 (in hours)



### Oct-Dec 2022 (in hours)

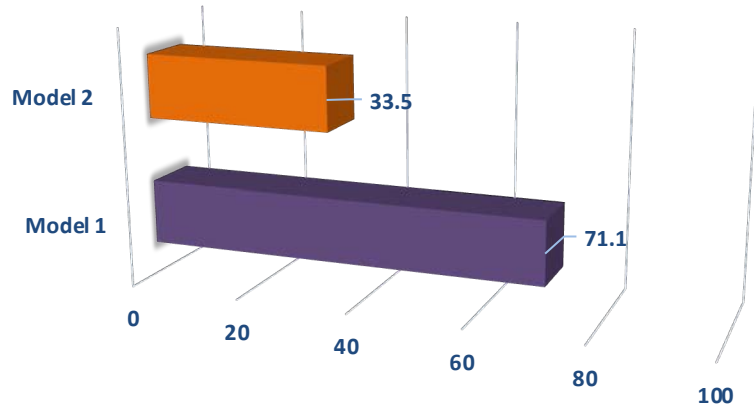


## Average Length of Stay by Provider

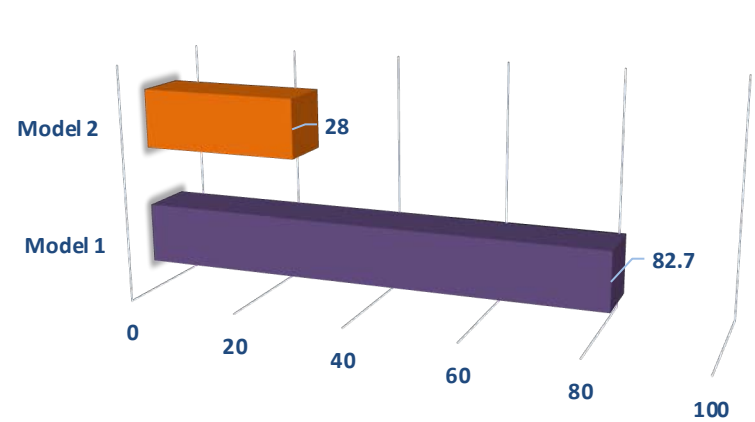


# Average LOS by Model

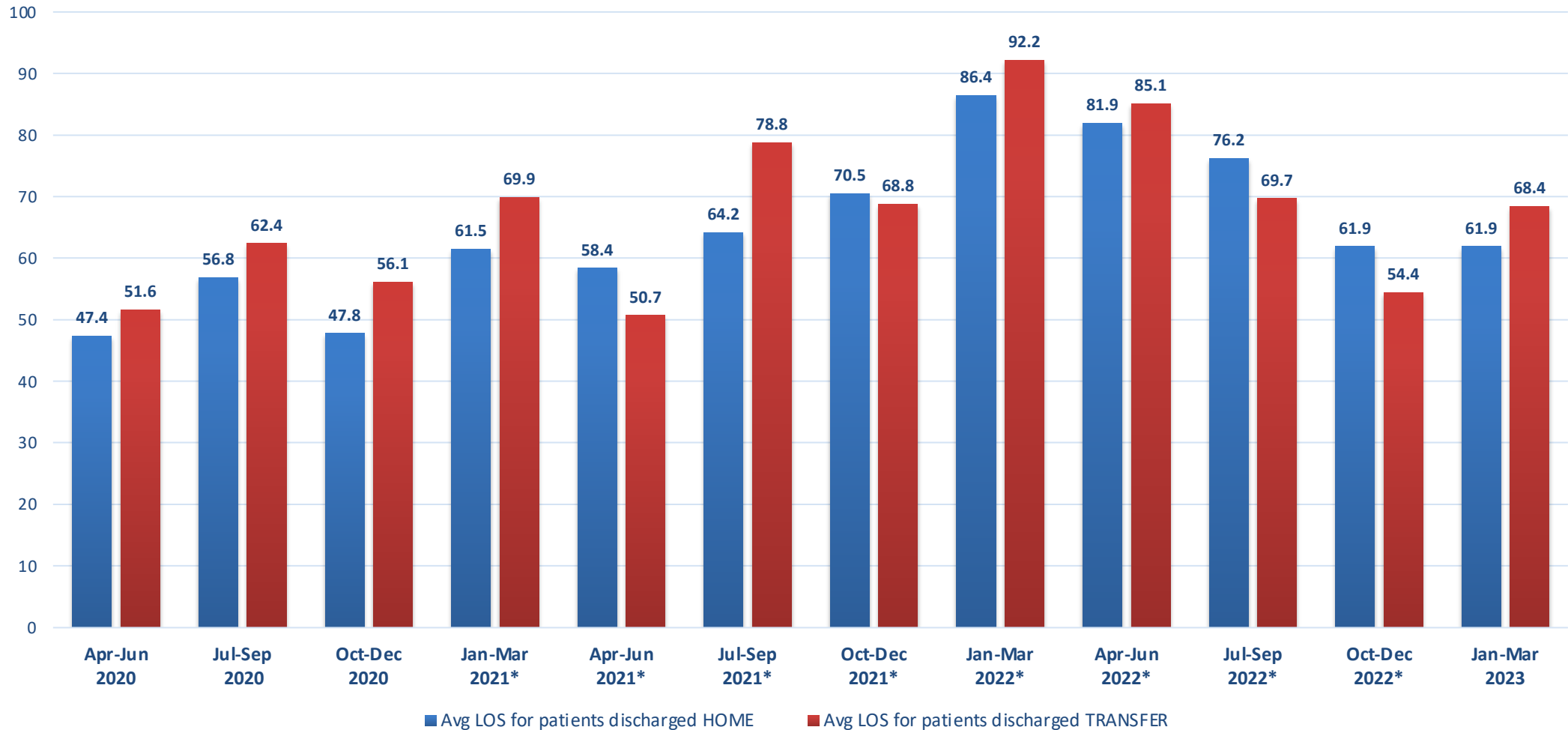
Jan-Mar 2023 (in hours)



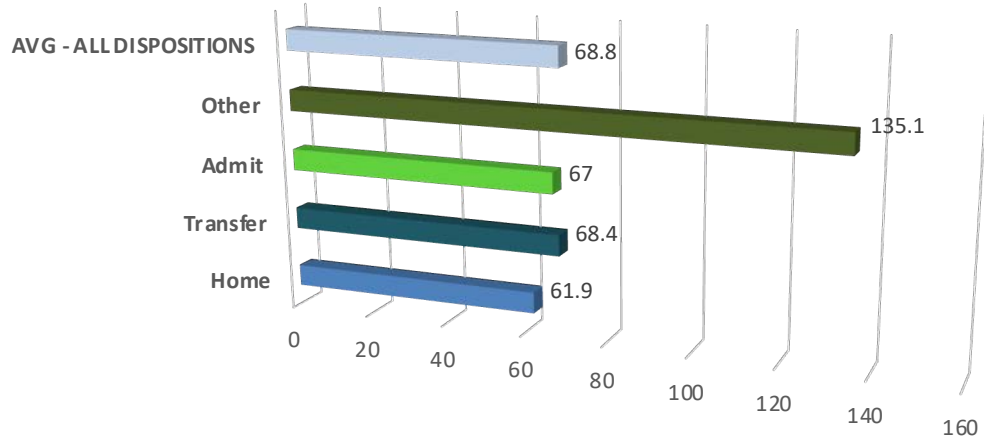
Oct-Dec 2022 (in hours)



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

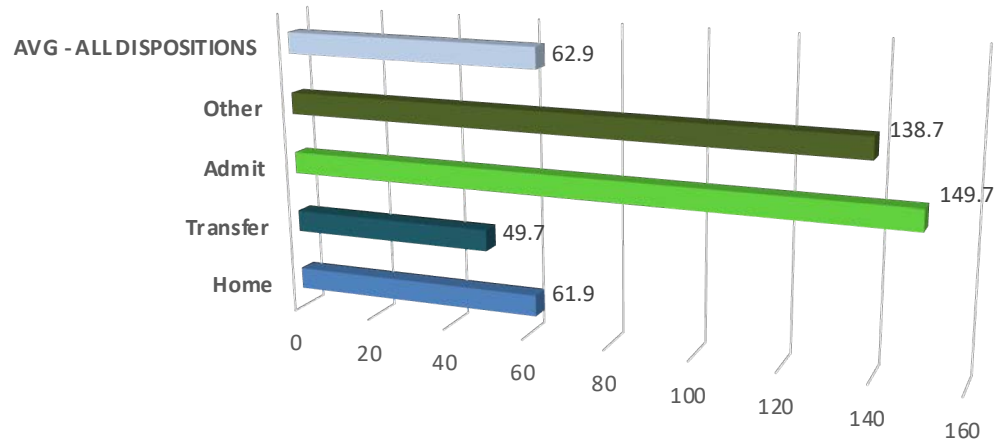


Jan - Mar 2023 (in hours)



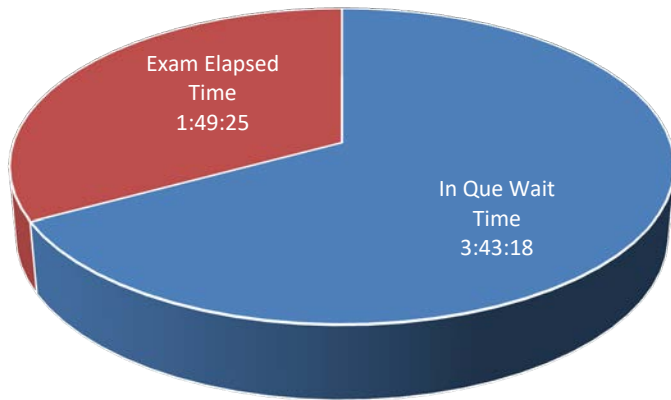
## Average LOS by Discharge Disposition

Oct-Dec 2022 (in hours)



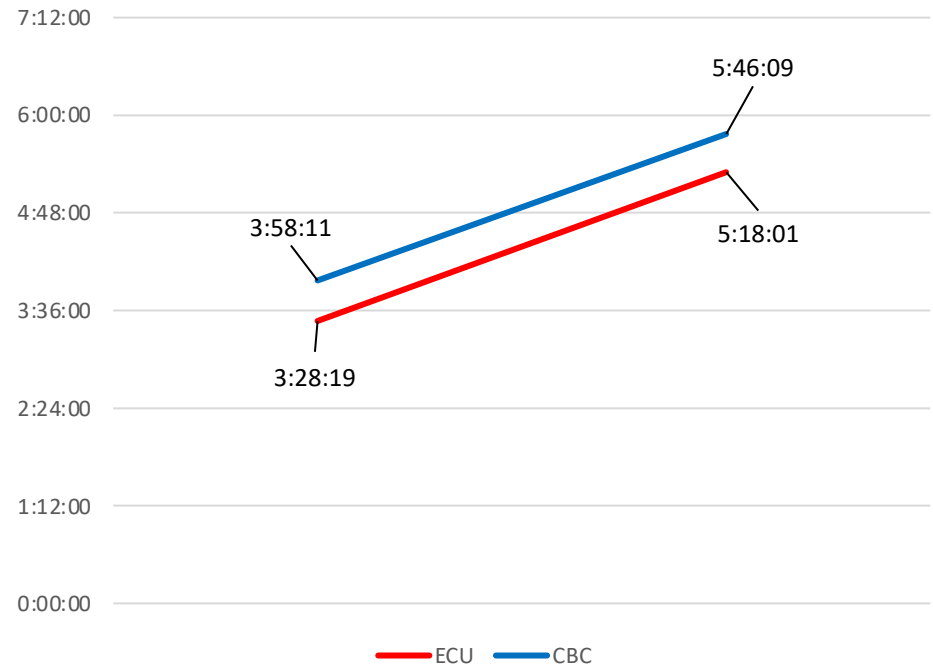
# Consult Elapsed Time: January – March 2023

CBC & ECU  
Average Consult Exam Elapsed Time  
In Que to Exam Complete  
FY23-Q3 JAN-MAR 2023

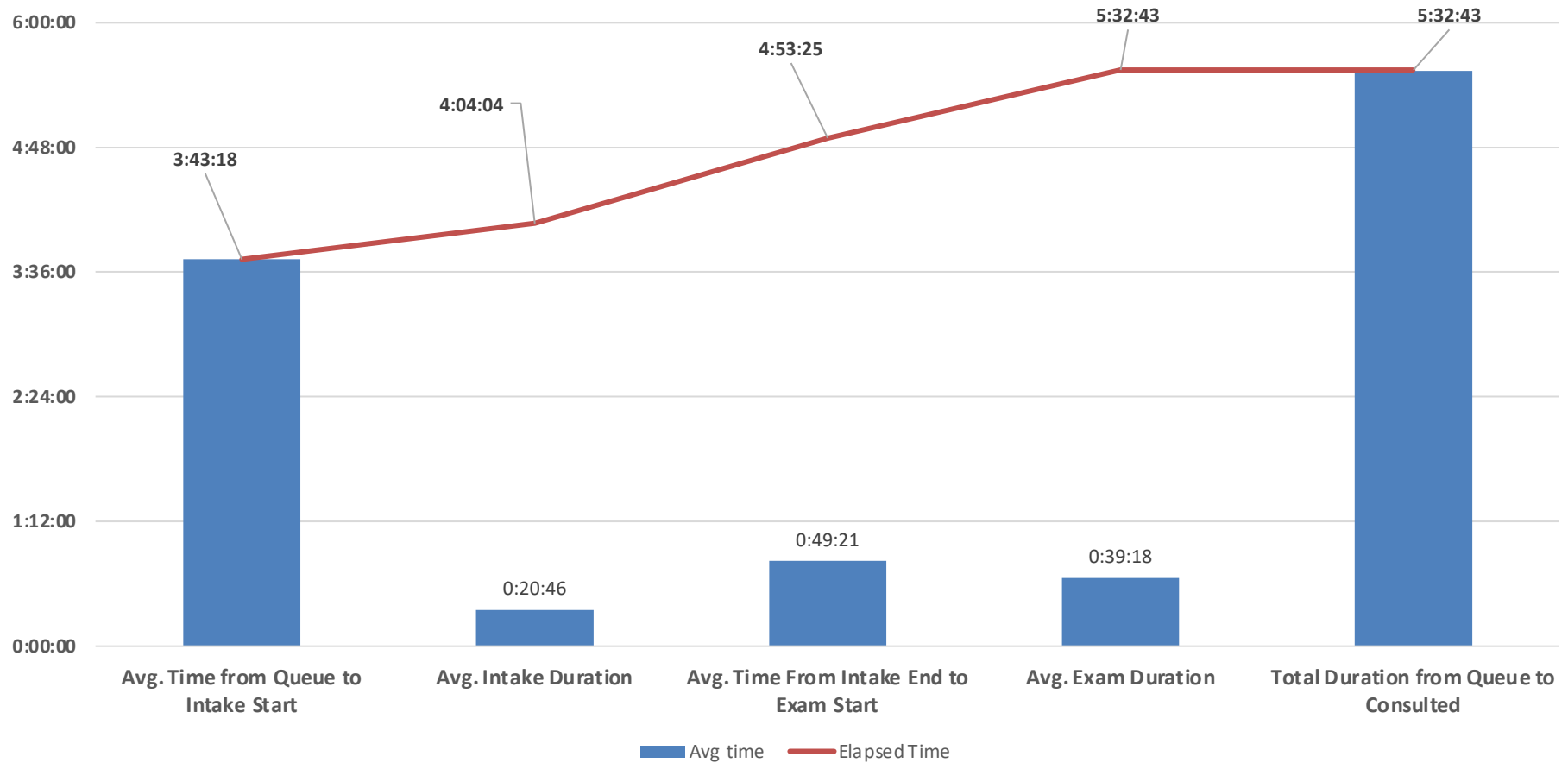


■ In Que Wait Time ■ Exam Elapsed Time

Comparison CBC & ECU  
Average Consult Elapsed Time  
In Que to Exam Complete  
FY23-Q3 January – March 2023

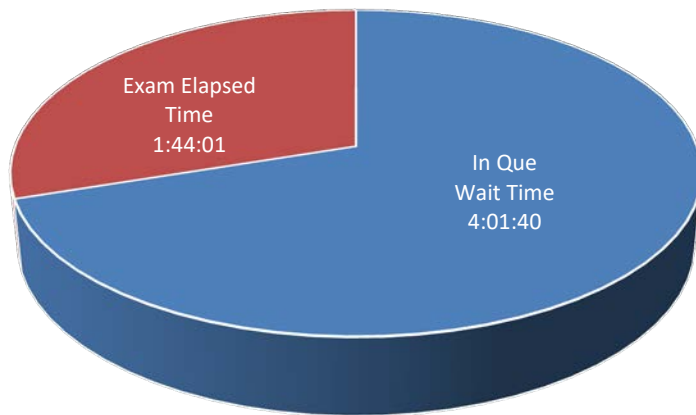


# Key Processes and Elapsed Times Averages CBC and ECU: January – March 2023

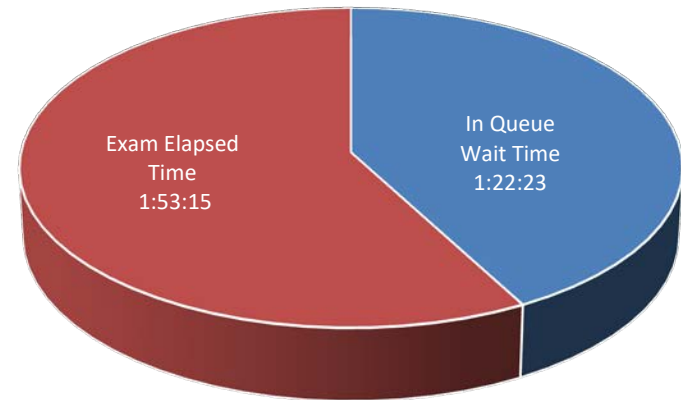


# Consult Elapsed Time

**CBC & ECU**  
**Average Consult Elapsed Time**  
**In Que to Exam Complete**  
**January - December 2022**  
**(5 hrs. 42 min.)**



**CBC, OVBHS, and ECU**  
**Average Consult Elapsed Time**  
**In Queue to Exam Complete**  
**January - December 2019**  
**(3 hrs. 16 min.)**

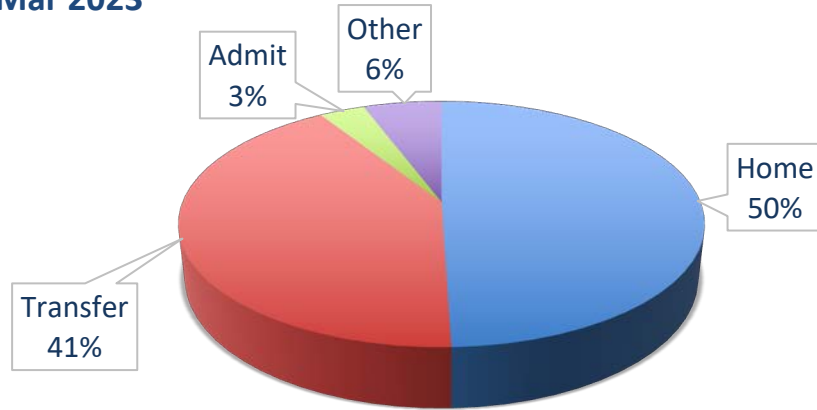


■ In Que Wait Time ■ Exam Elapsed Time

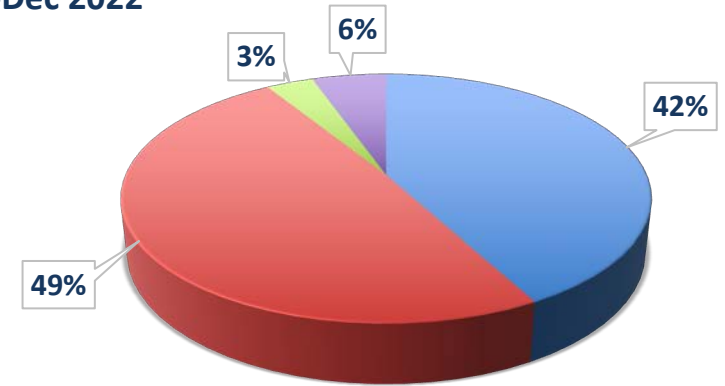


# Percent of Patients by Discharge Disposition

Jan-Mar 2023



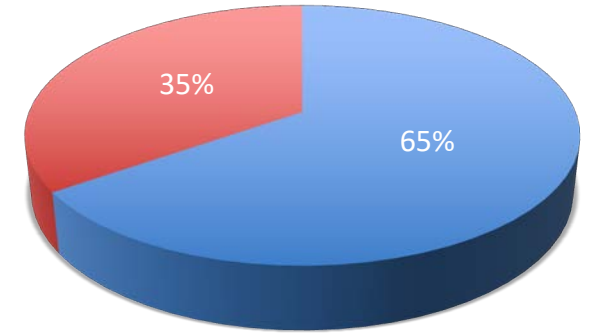
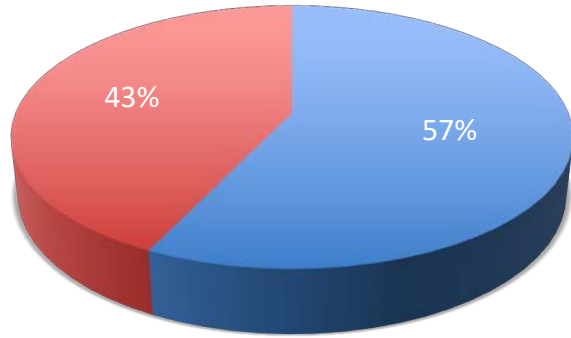
Oct-Dec 2022



■ Home ■ Transfer ■ Admit ■ Other

Jan-Mar 2023

Oct-Dec 2022

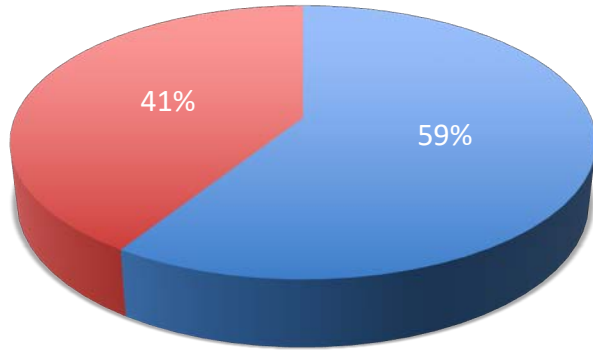


### IVCs – By Release Status

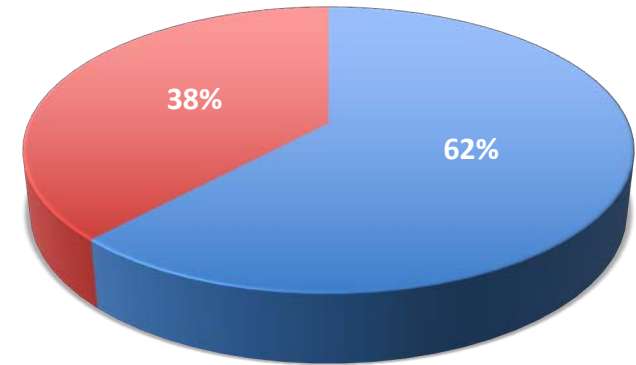
- IVCs - percent not released
- IVCs - percent released



January – December 2022



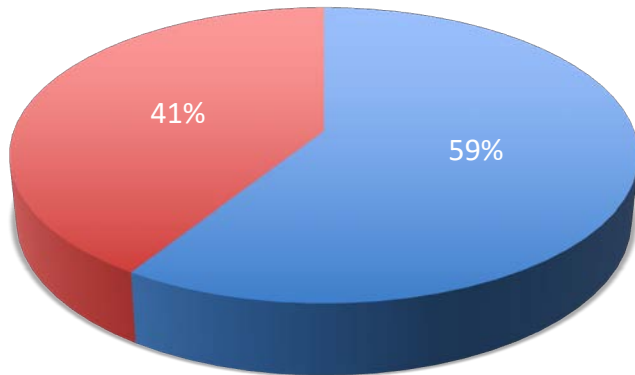
January – December 2019



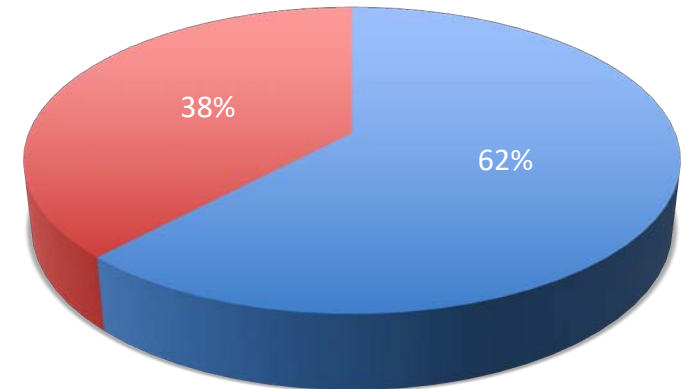
### IVCs – By Release Status

- IVCs - percent not released
- IVCs - percent released

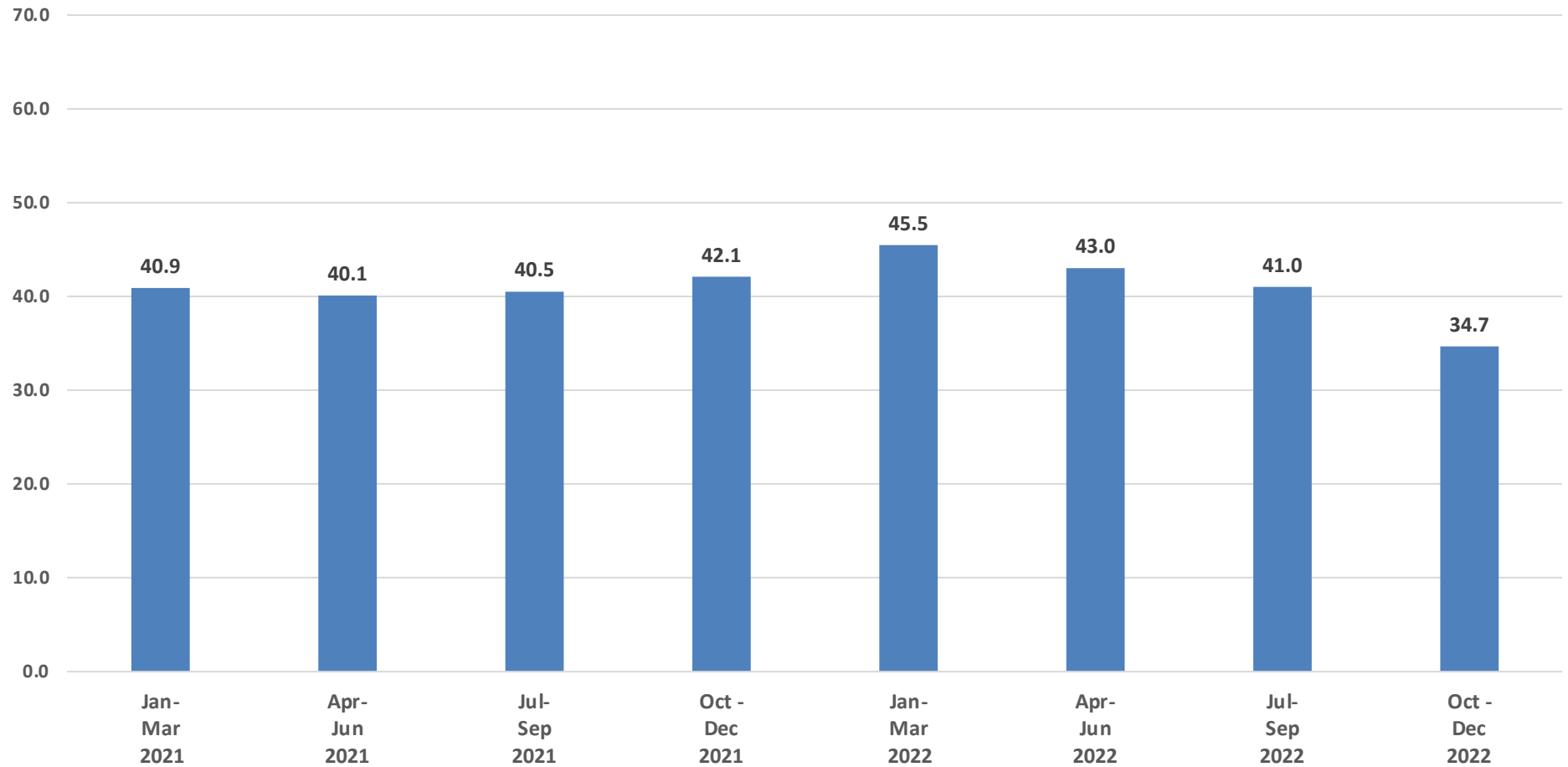
January – December 2021



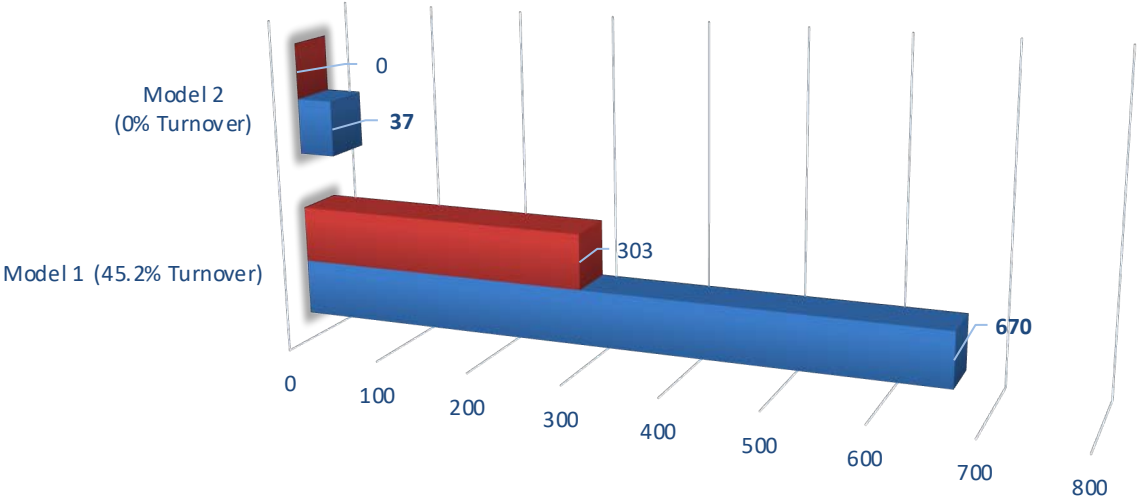
January – December 2020



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

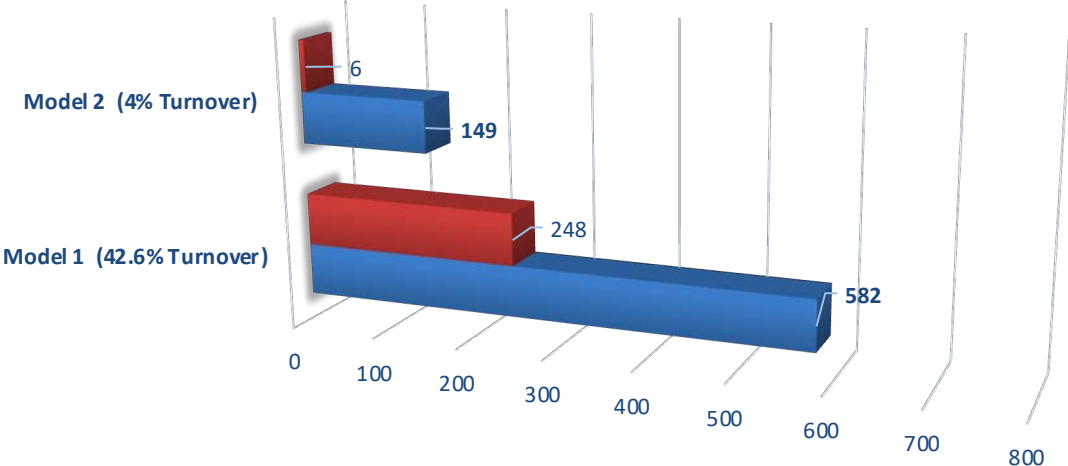


Jan-Mar 2023

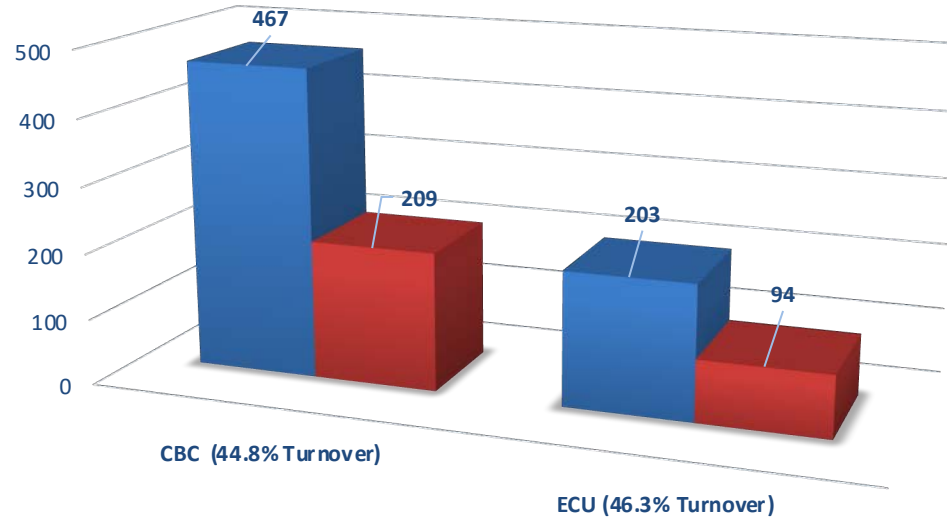


Number of IVCs and IVC Turnovers by Model

Oct-Dec 2022

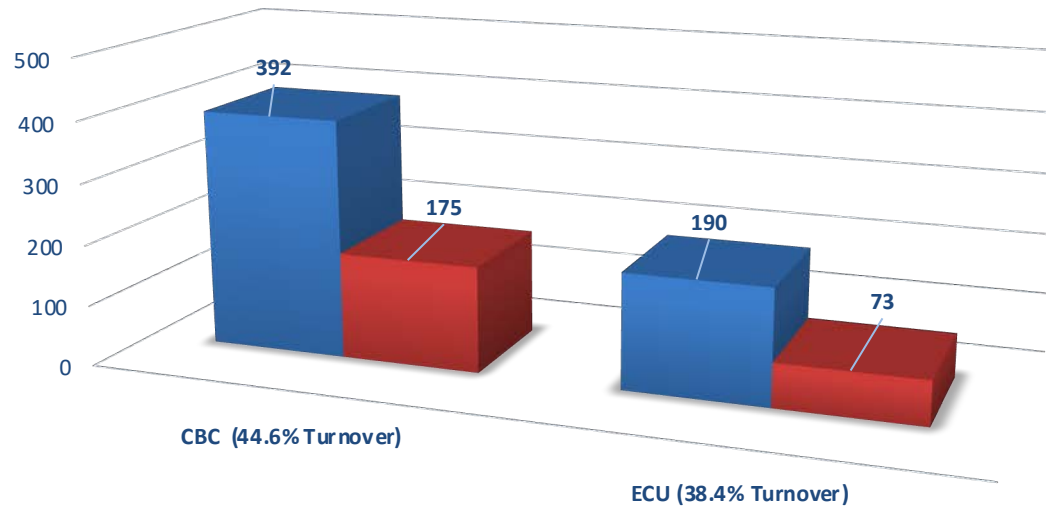


## Jan-Mar 2023



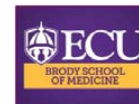
## Number of IVCs and IVC Turnovers by Provider

## Oct-Dec 2022



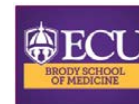
# Satisfaction Surveys

- Satisfaction surveys are done twice a year.
- Most recent surveys were conducted in March 2023.
- Invitations to participate were sent via electronic mail
- For groups that use the portal (Model 1 ED staff, psychiatrists, and intake specialists) there was a link to the survey on the portal log-in page.
- Surveys were completed online via Qualtrics software

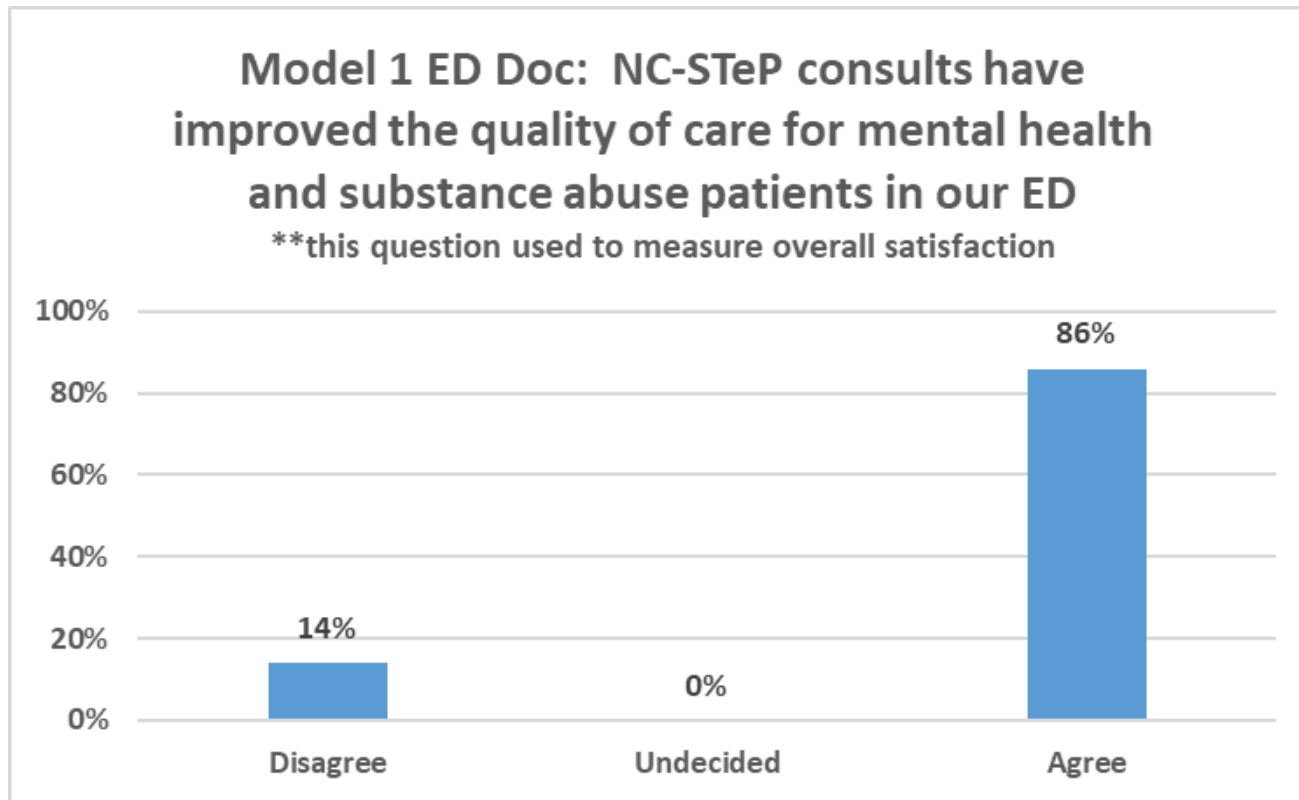


# Satisfaction Surveys Methodology

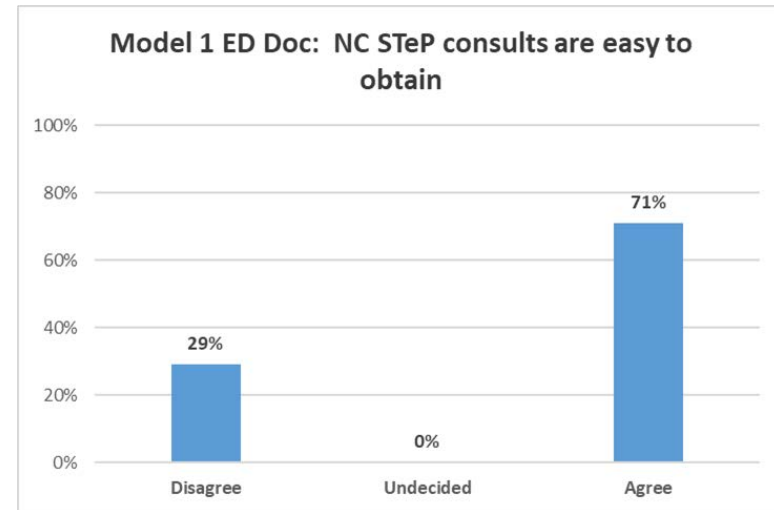
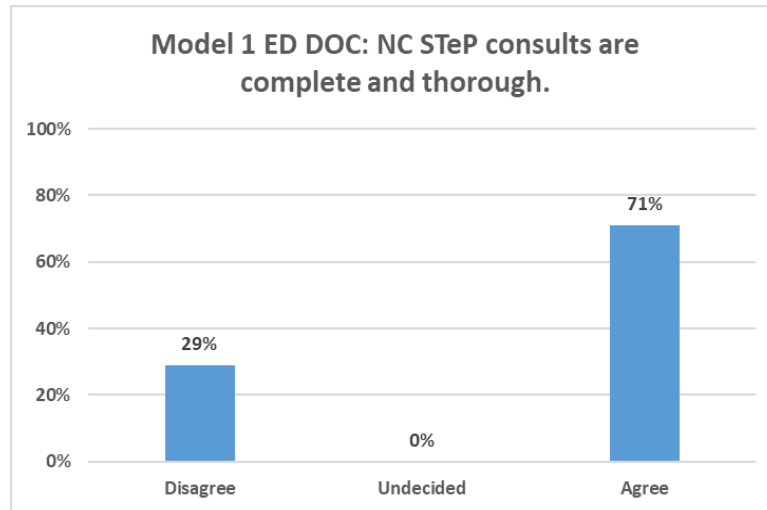
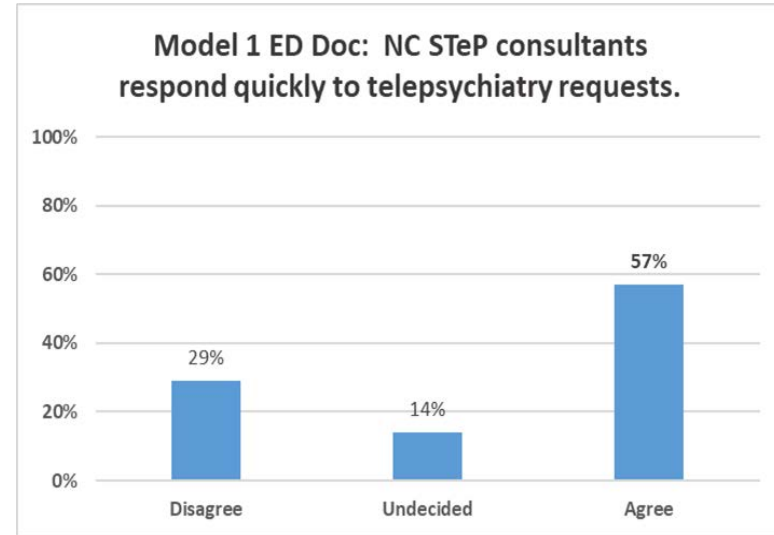
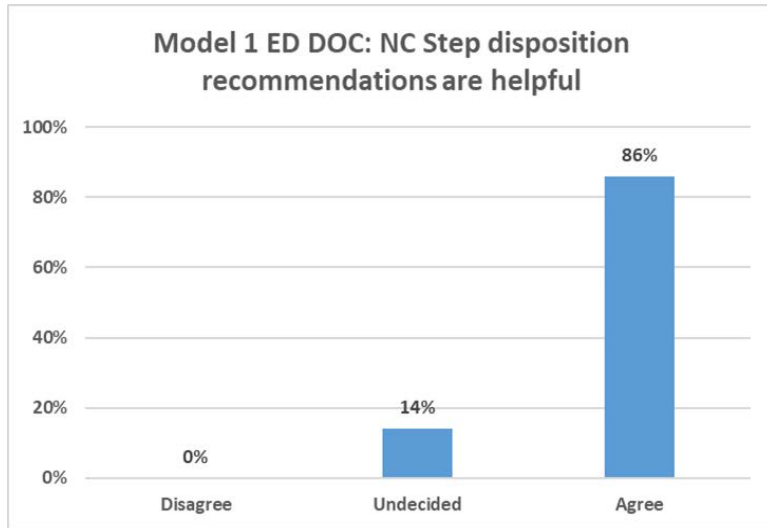
- 46 individuals responded to the survey (N = 46).
- For each group, one summary question is selected for an overall “satisfaction” rate.
- **The overall satisfaction rate is 88%.**



# Model 1 Hospital ED Physicians Results (n=7)

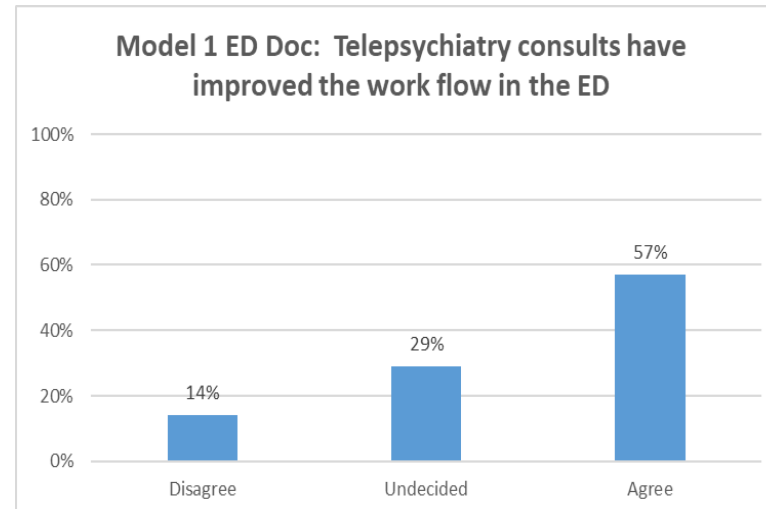
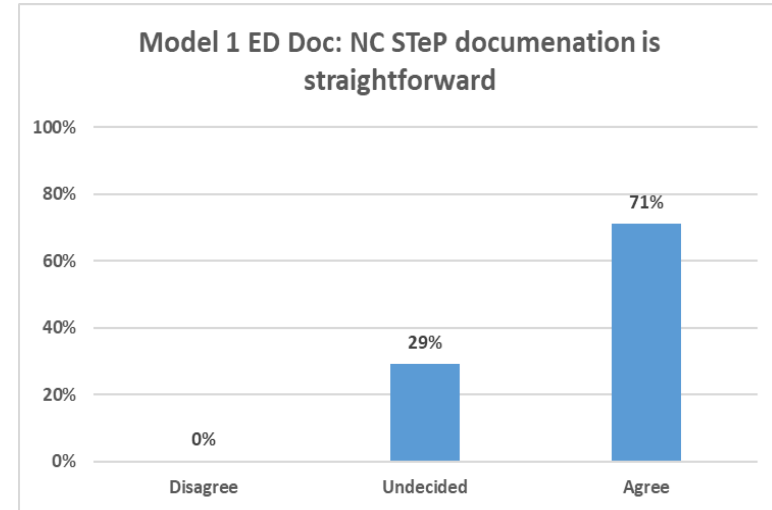
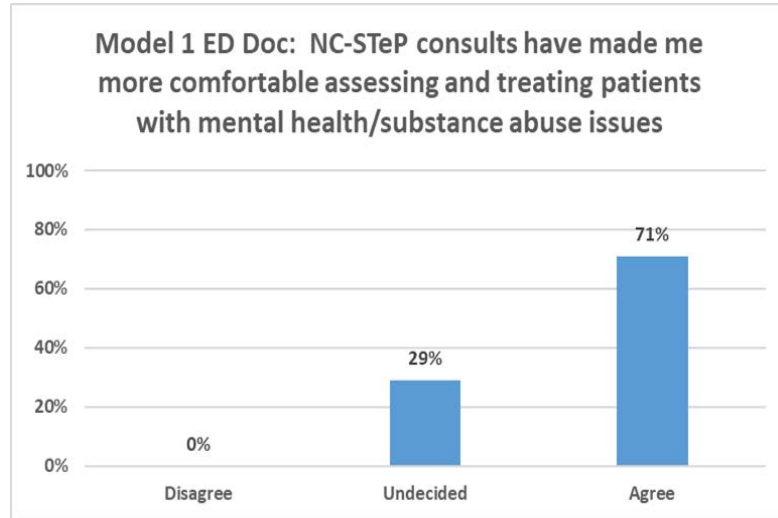


# Model 1 Hospital ED Physicians Results (n=7)

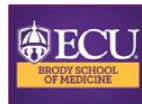
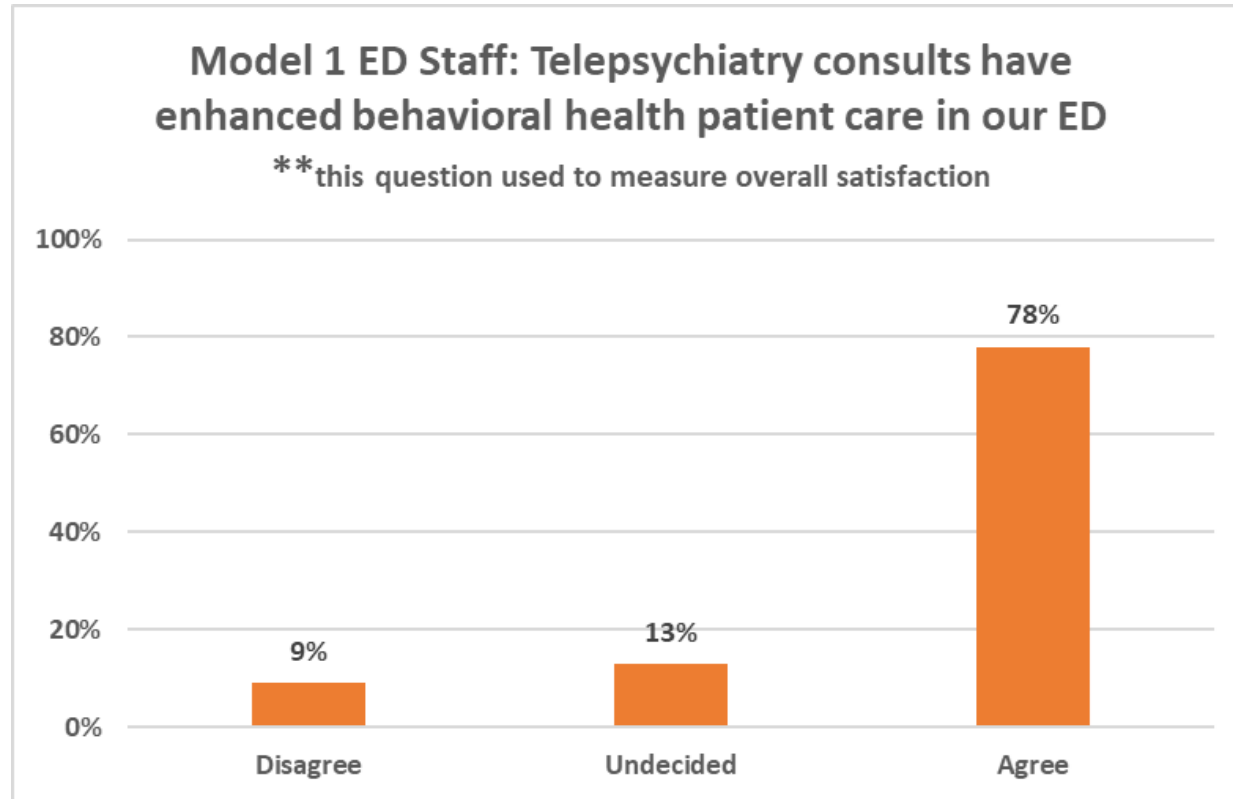




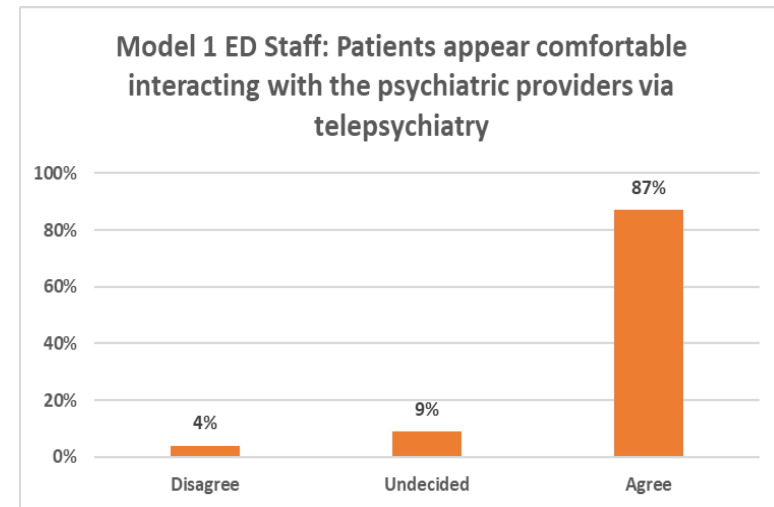
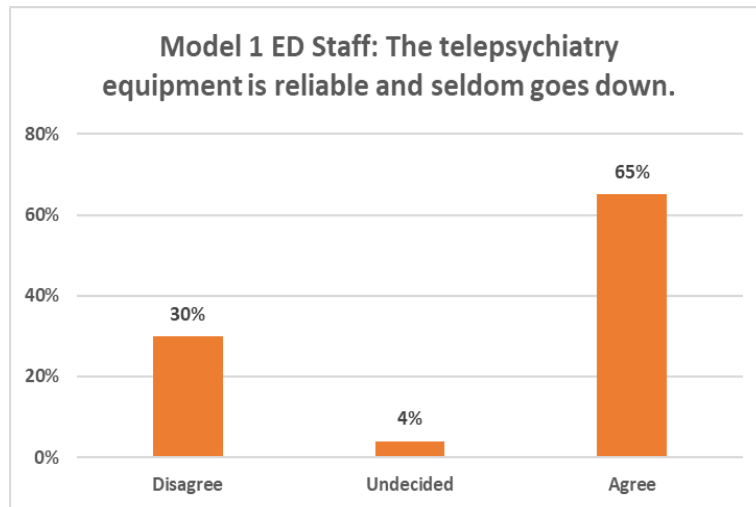
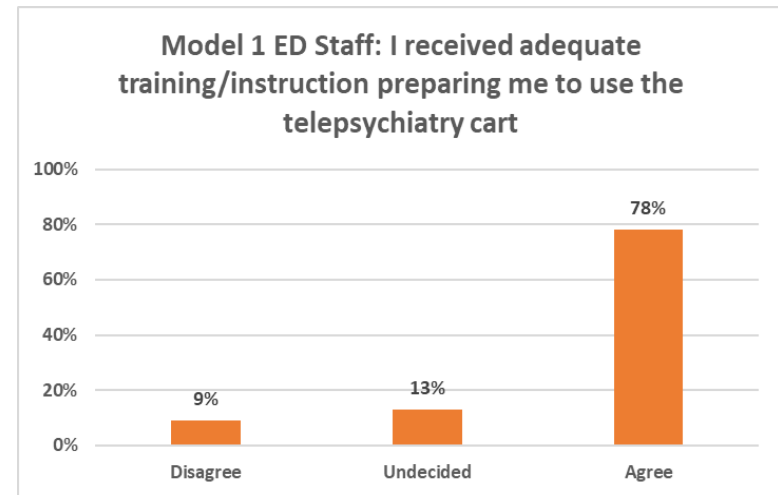
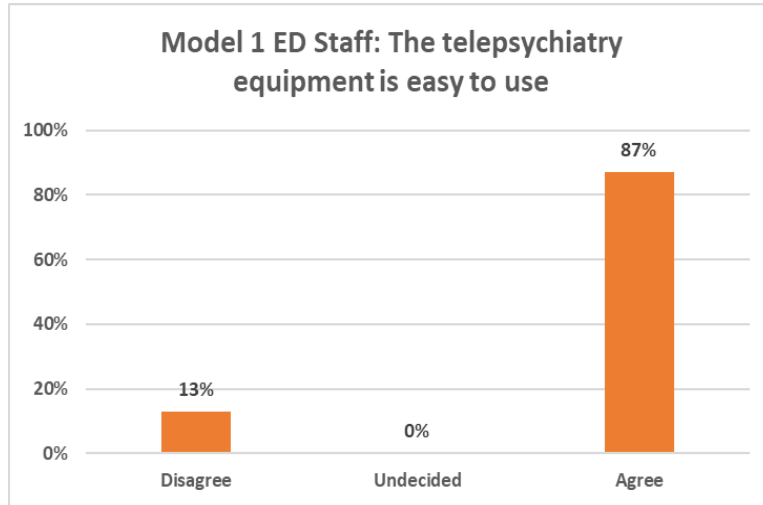
# Model 1 Hospital ED Physicians Results (n=7)



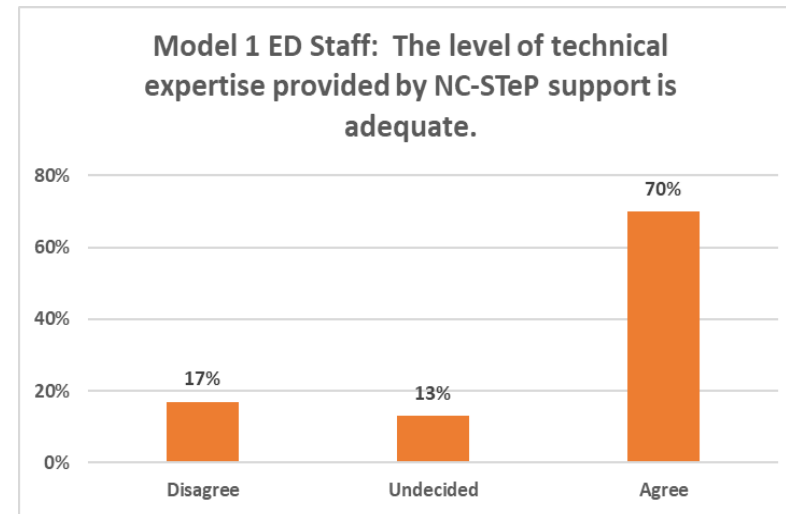
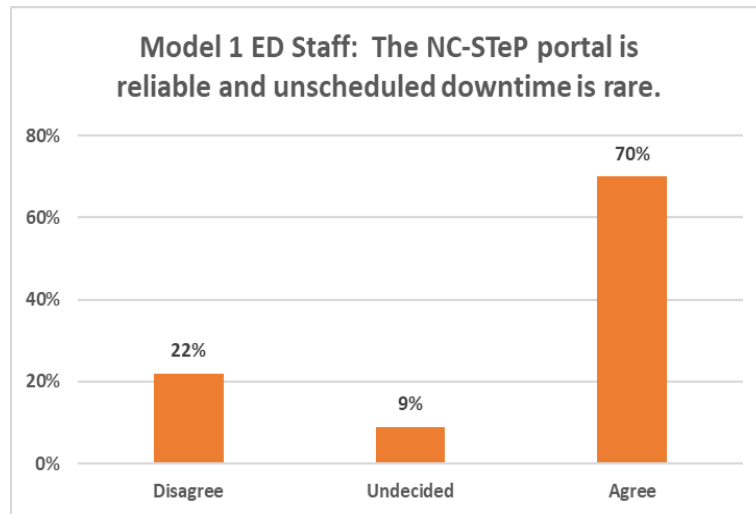
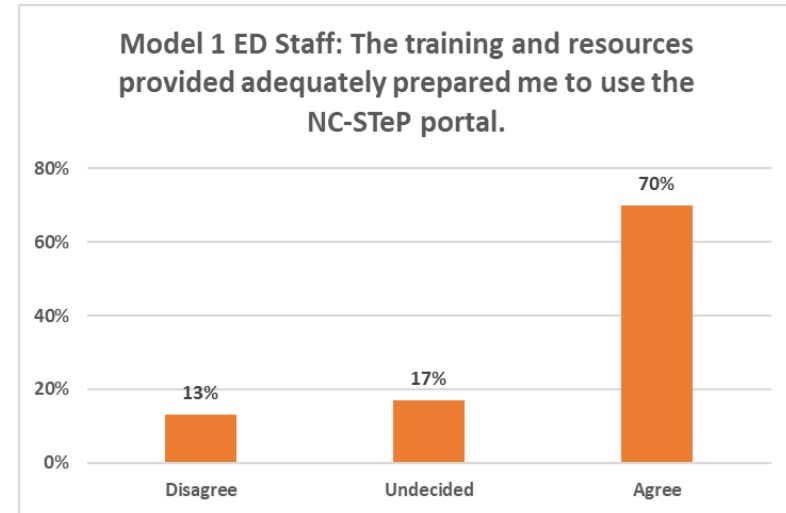
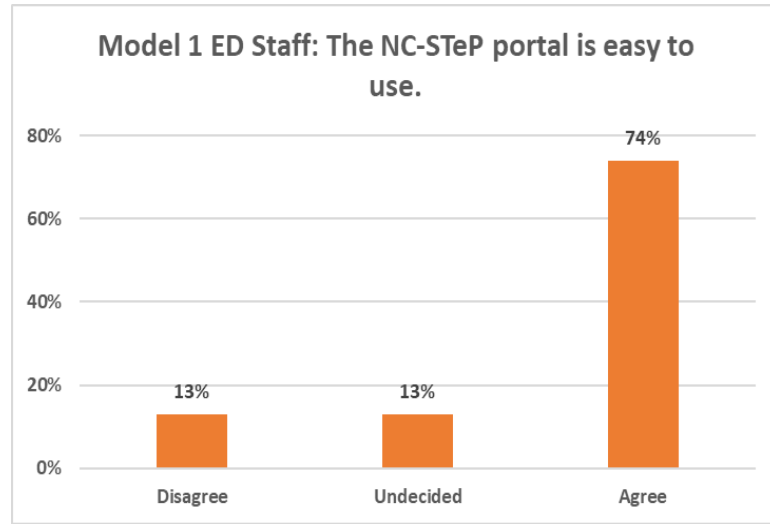
# Model 1 Hospital ED Staff Results (n=23)



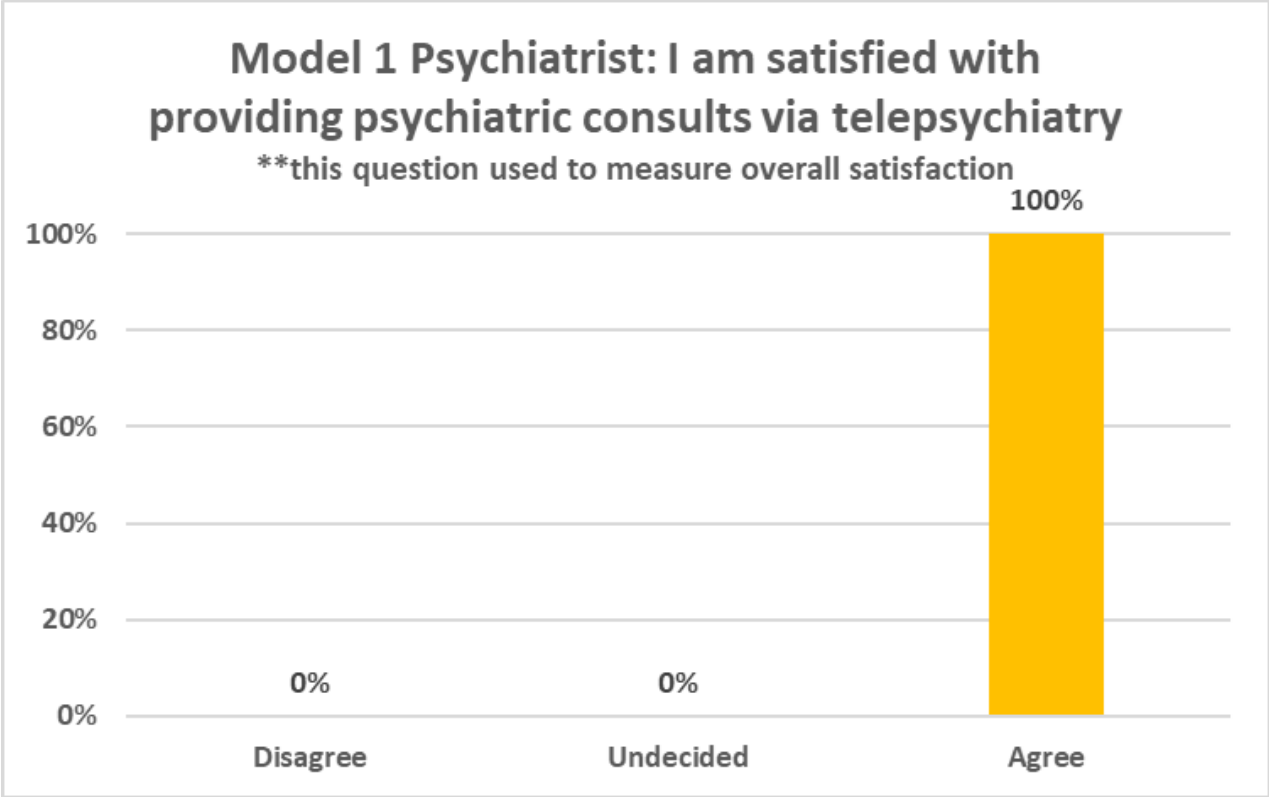
# Model 1 Hospital ED Staff Results (n=23)



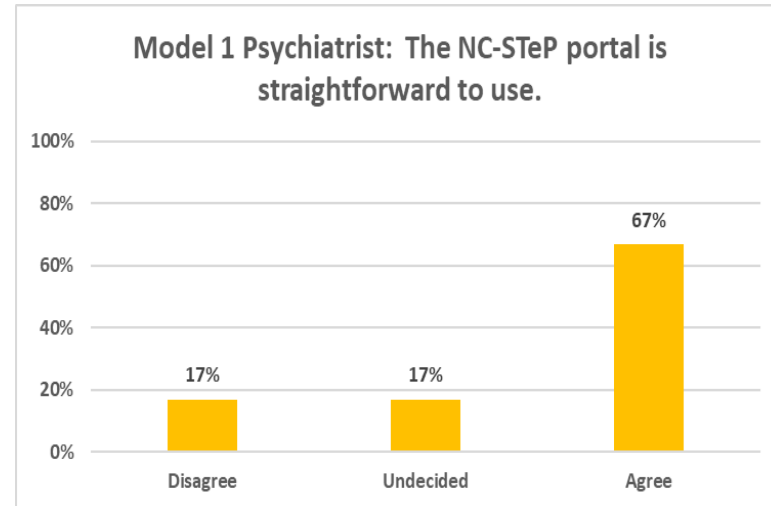
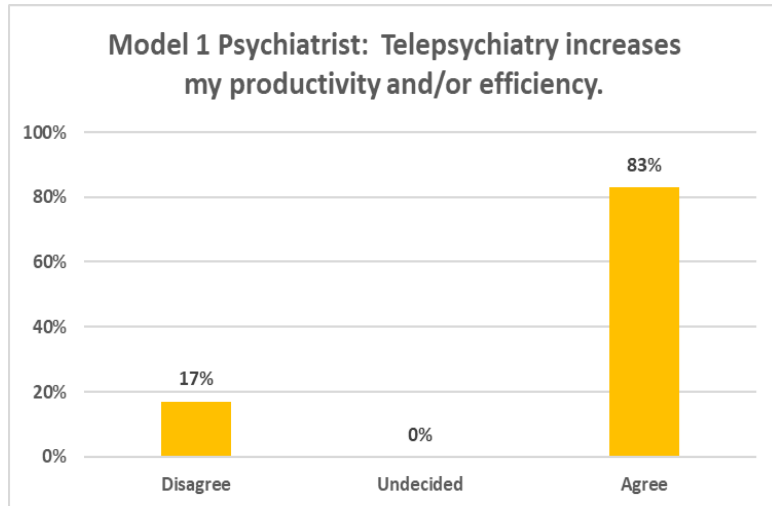
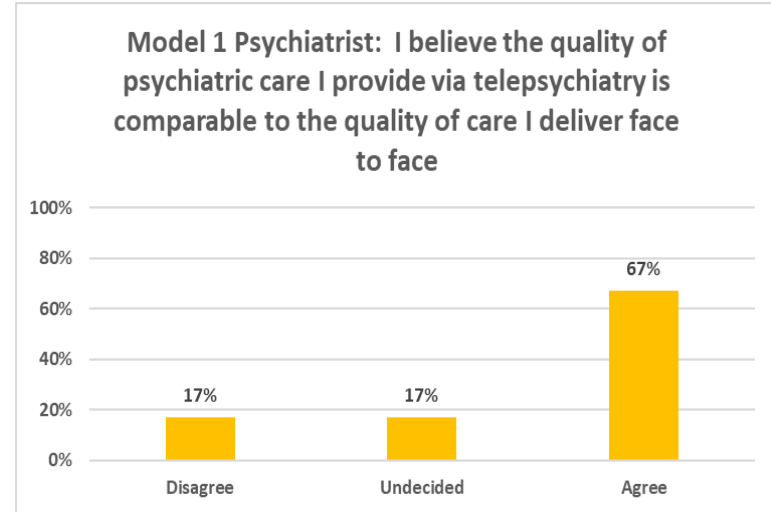
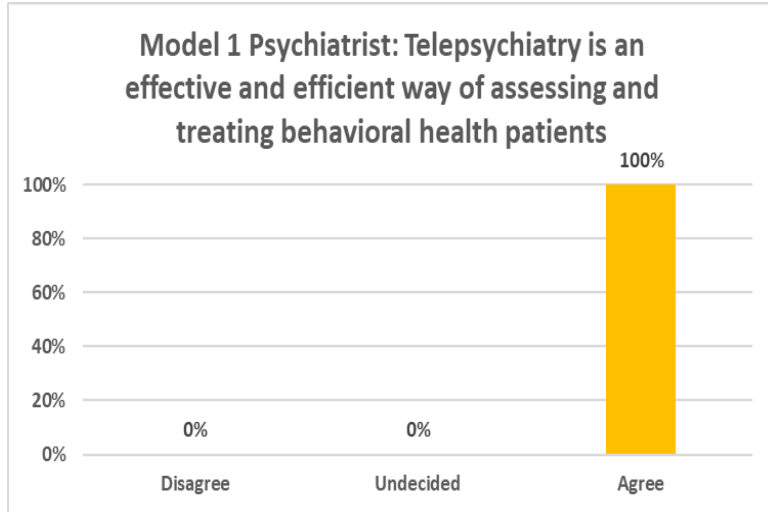
# Model 1 Hospital ED Staff Results (n=23)



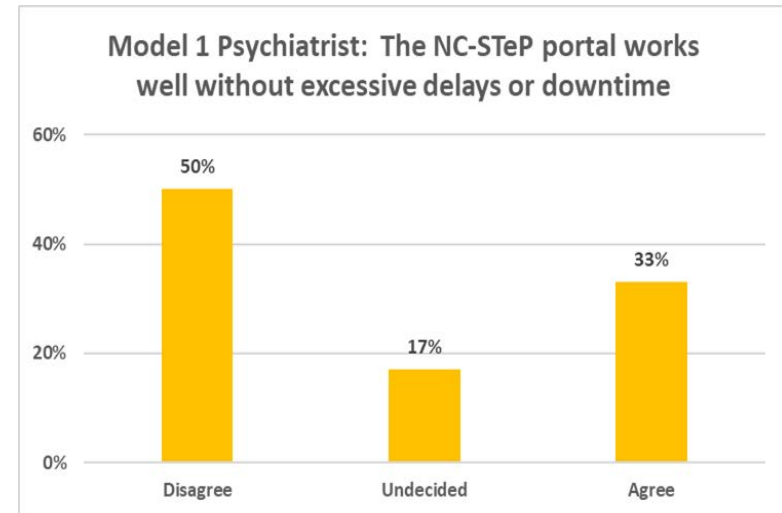
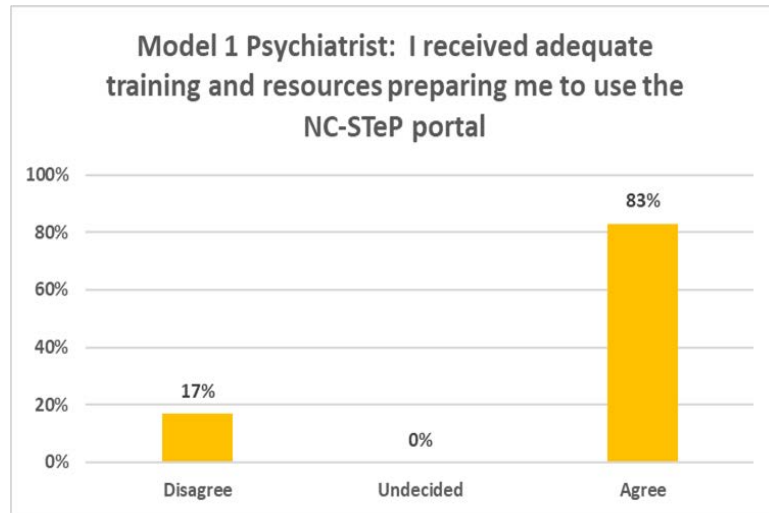
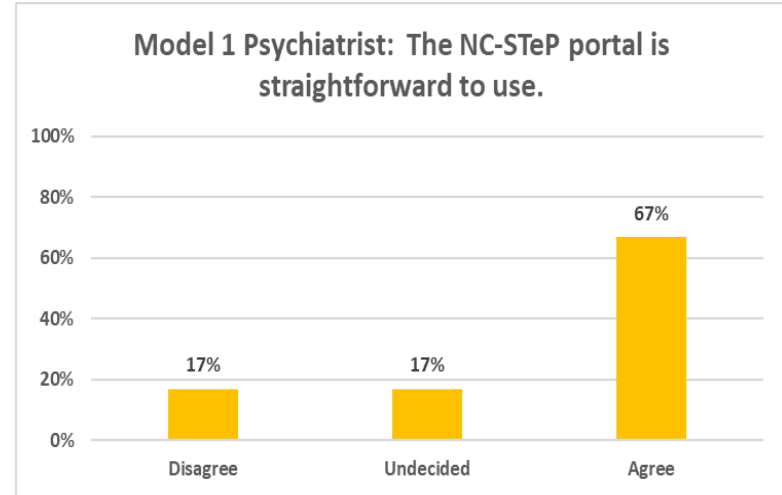
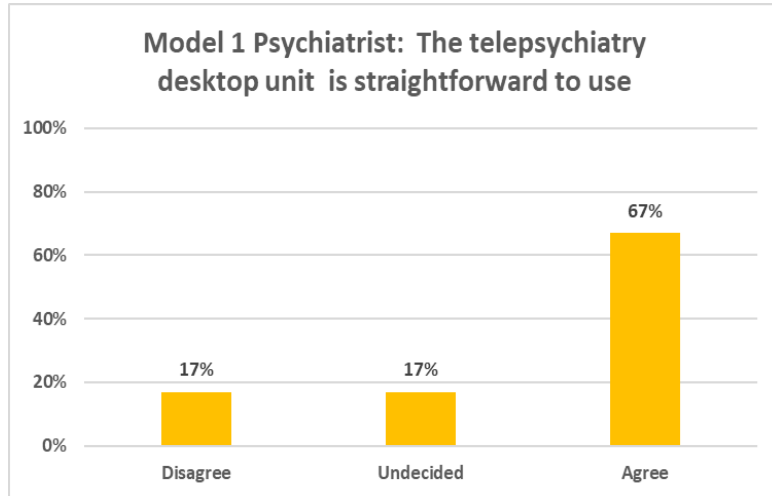
# Model 1 Provider Psychiatrist Results (n= 6)



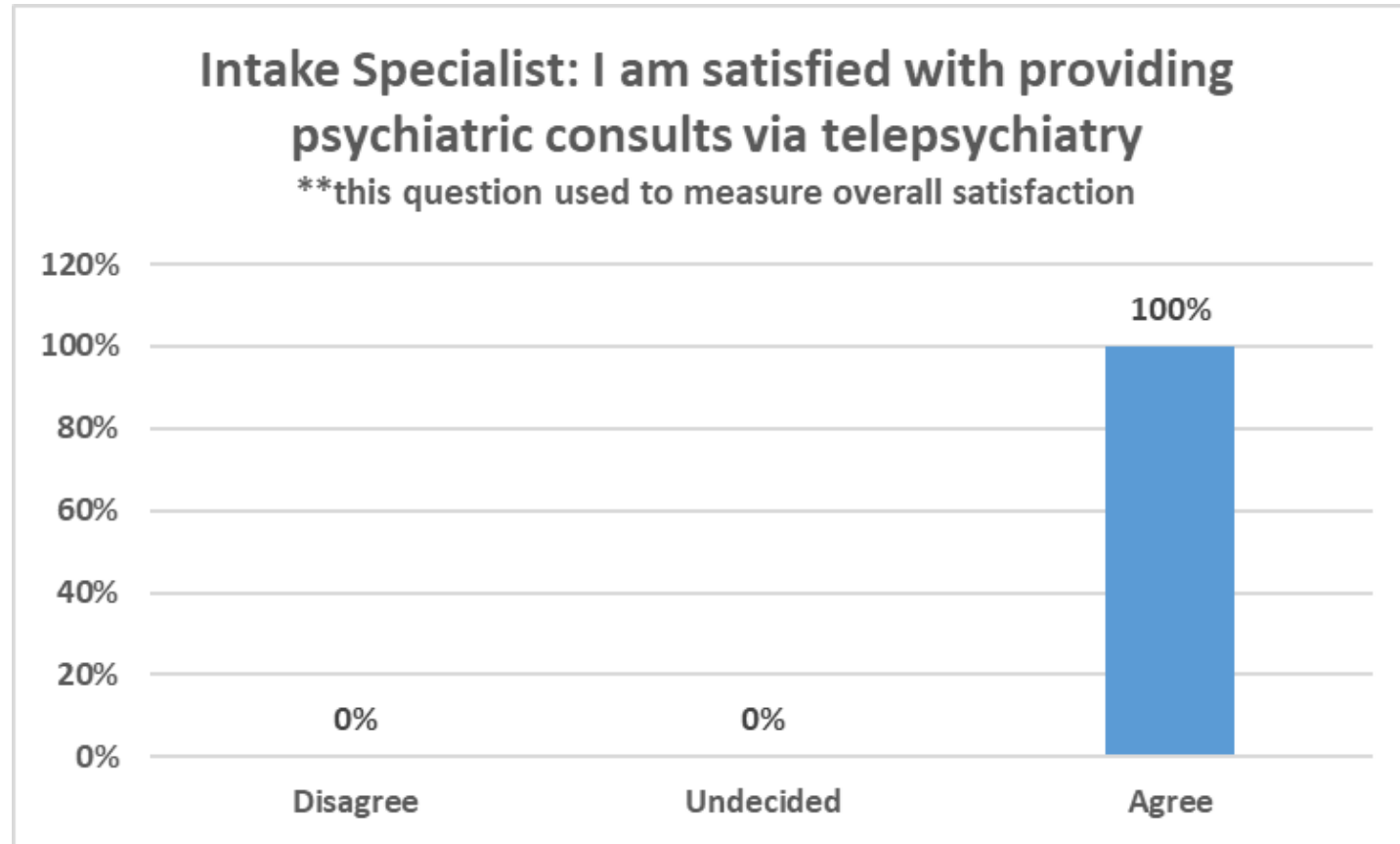
# Model 1 Provider Psychiatrist Results (n= 6)



# Model 1 Provider Psychiatrist Results (n= 6)

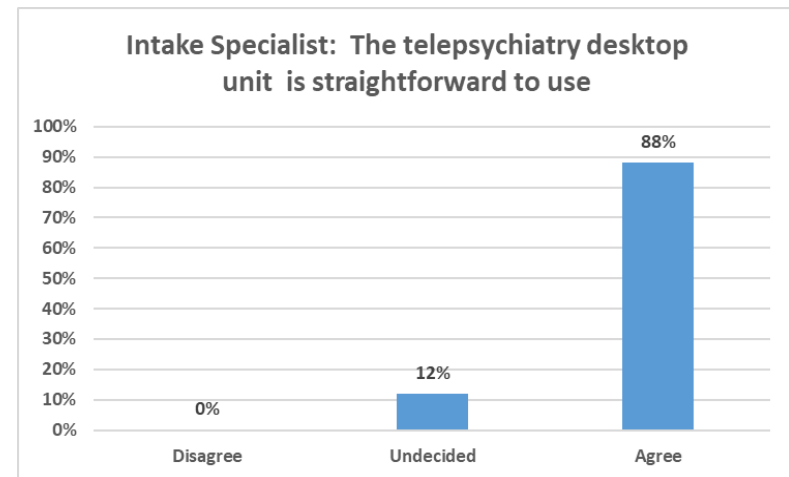
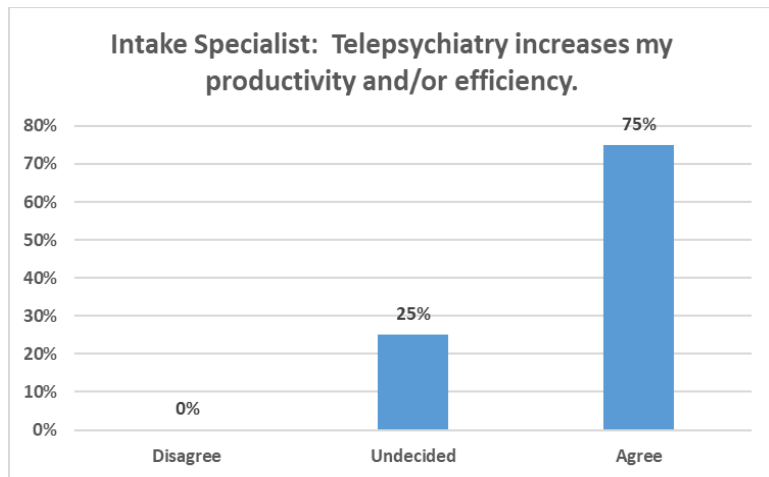
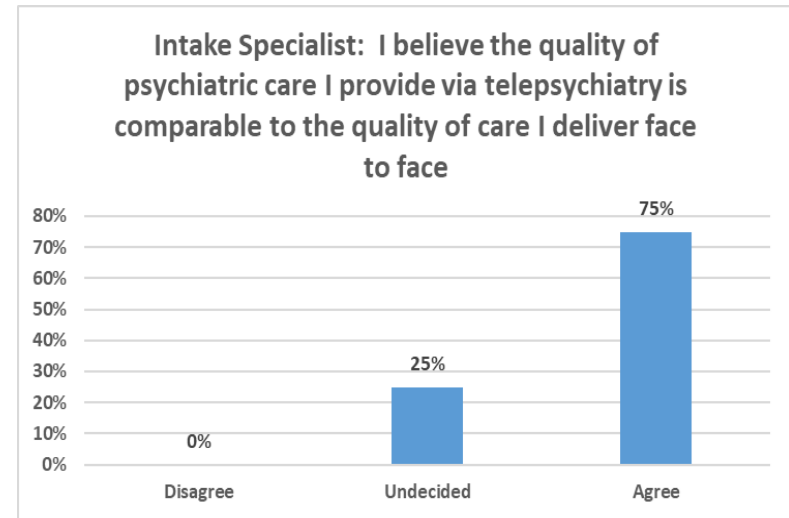
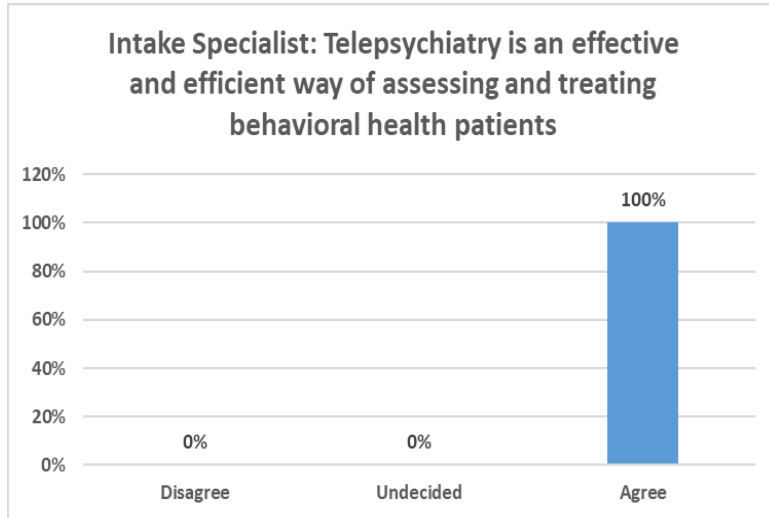


# Model 1 Psychiatric Intake Specialist Results (n=8)

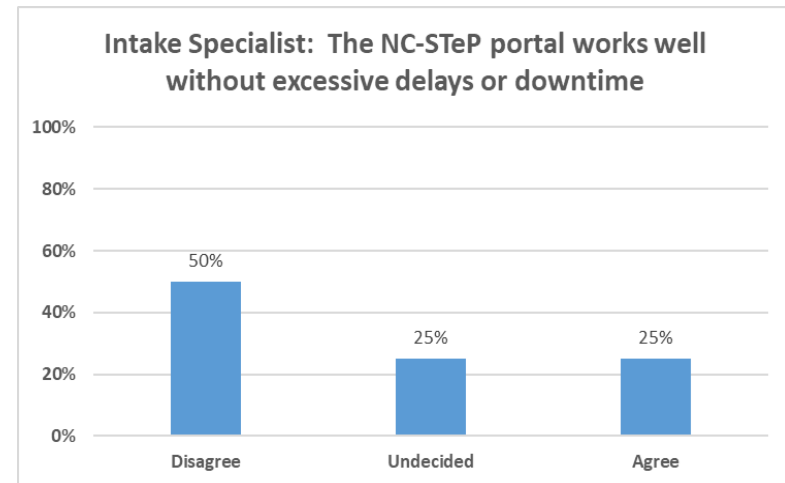
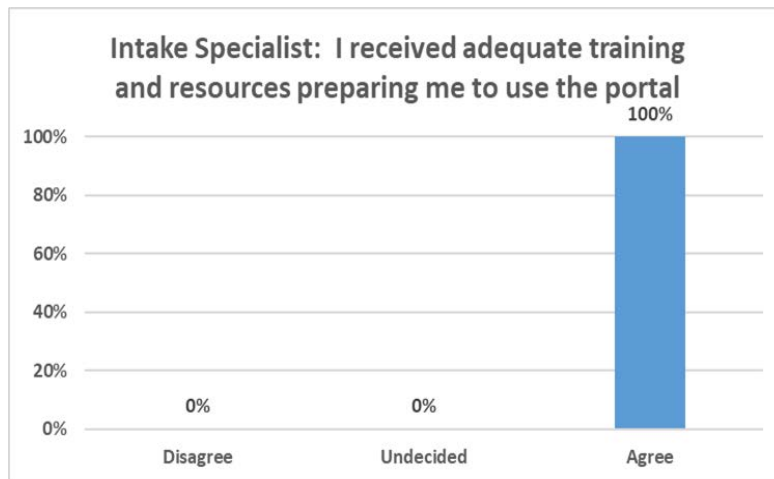
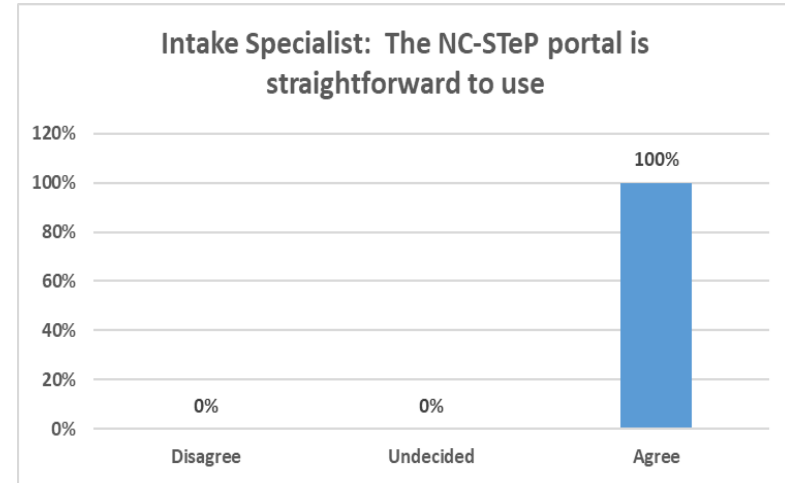
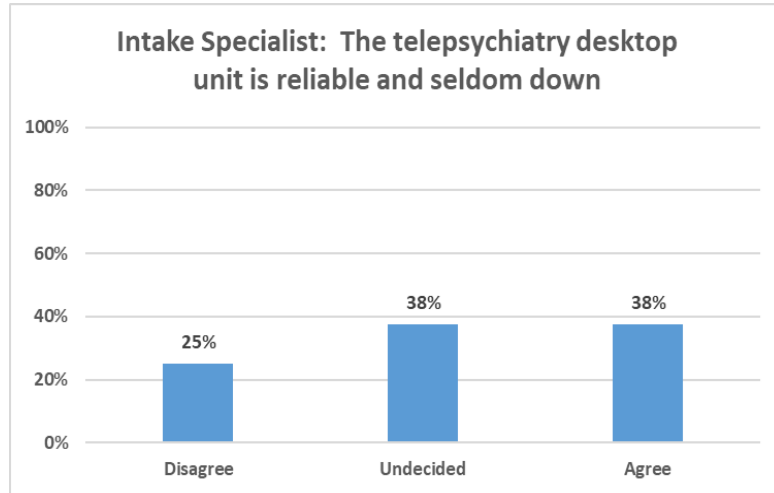




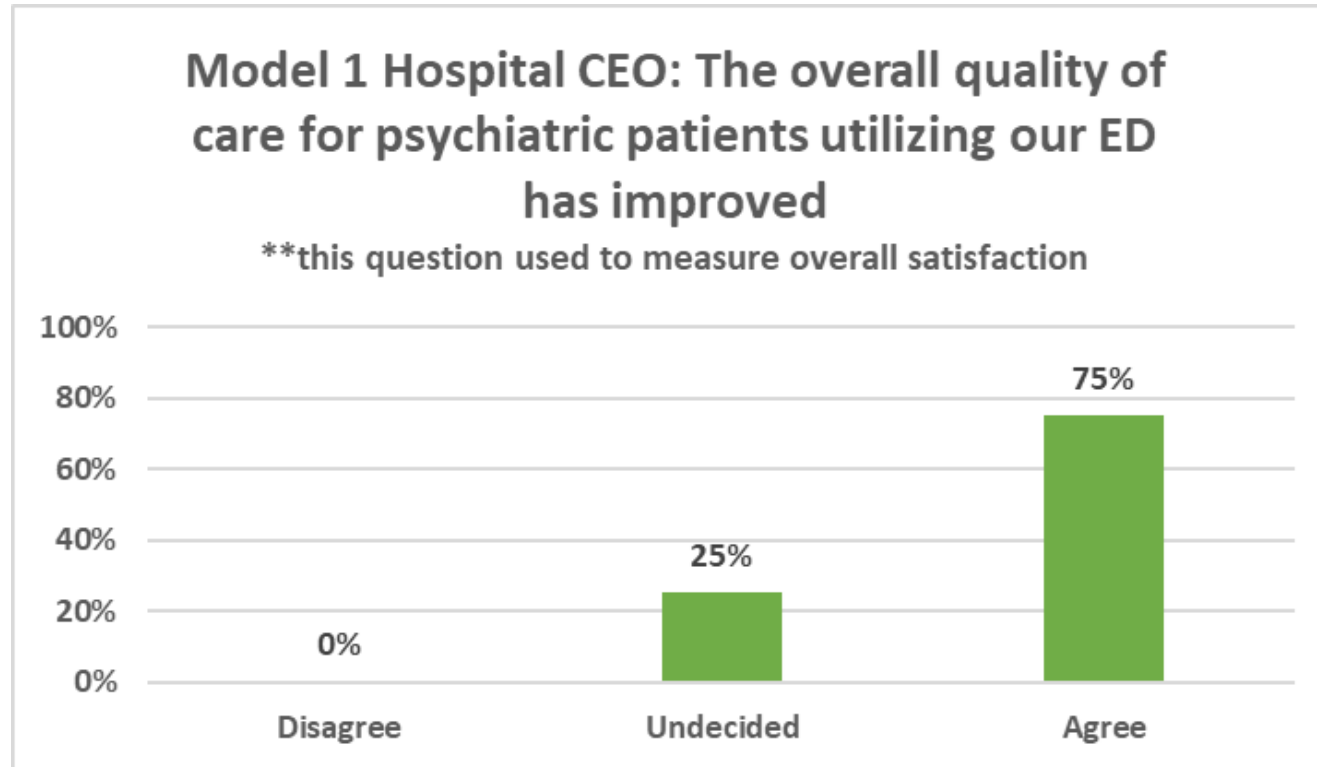
# Model 1 Psychiatric Intake Specialist Results (n=8)



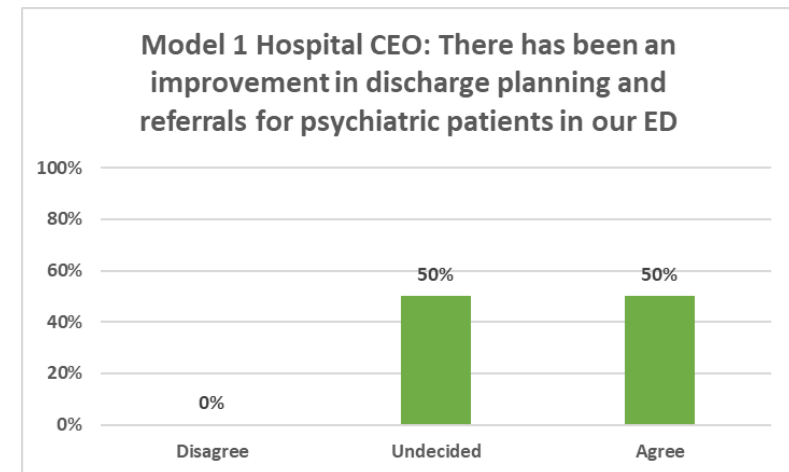
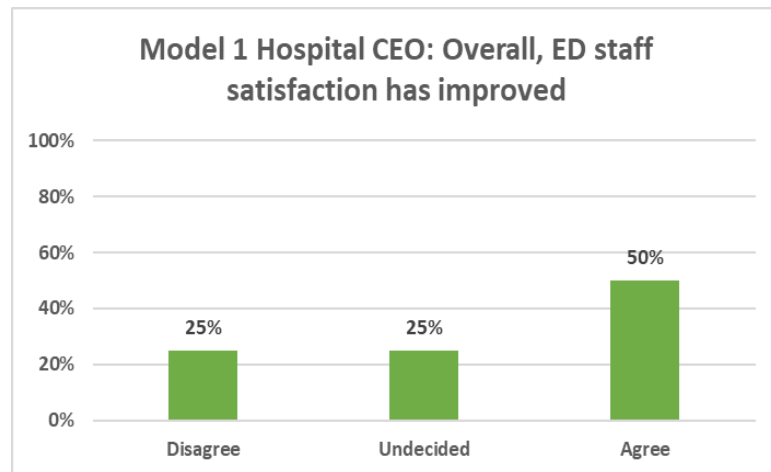
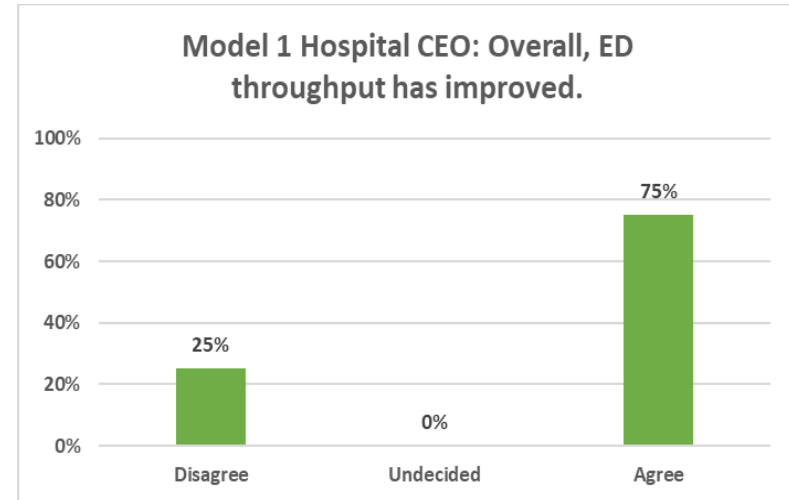
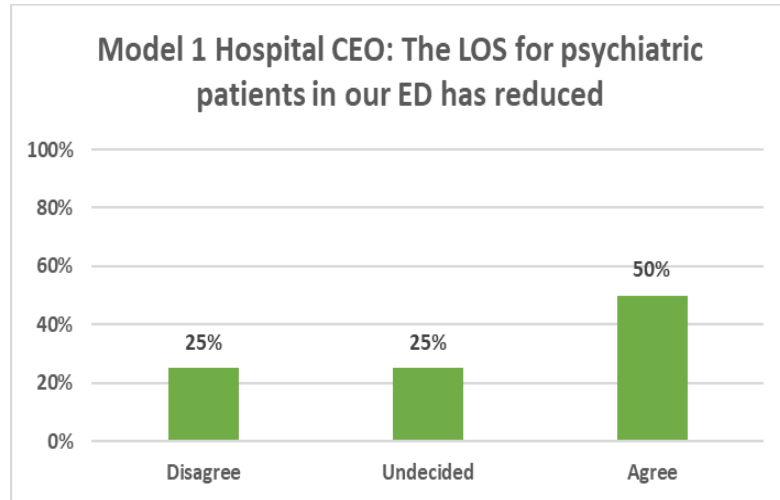
# Model 1 Psychiatric Intake Specialist Results (n=8)



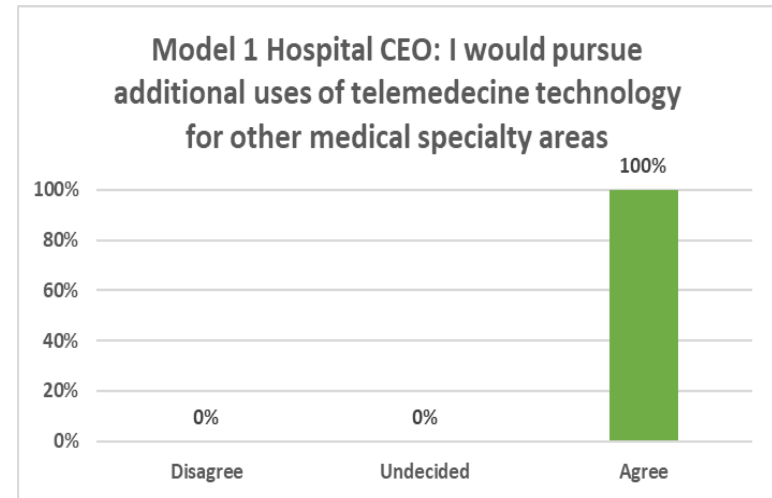
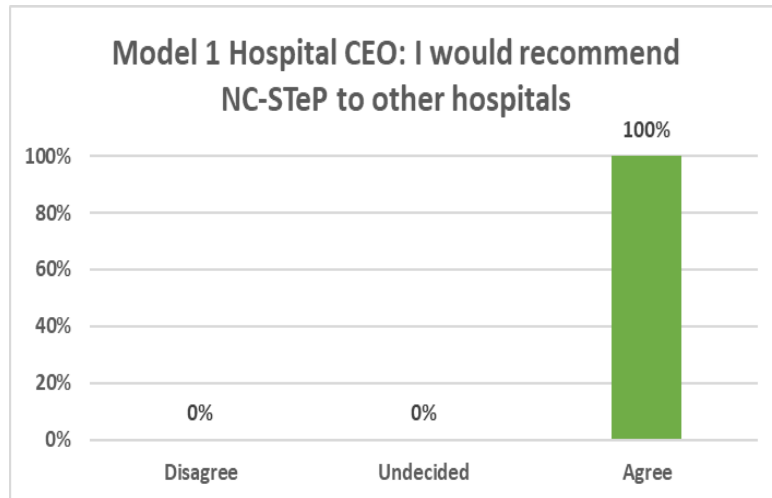
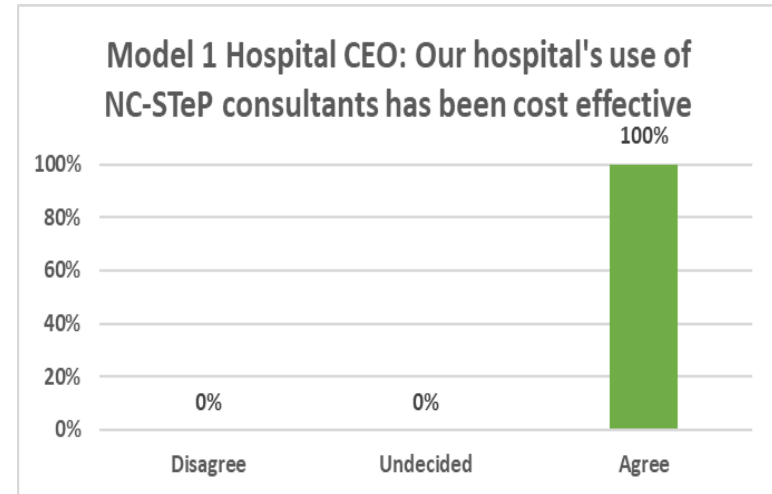
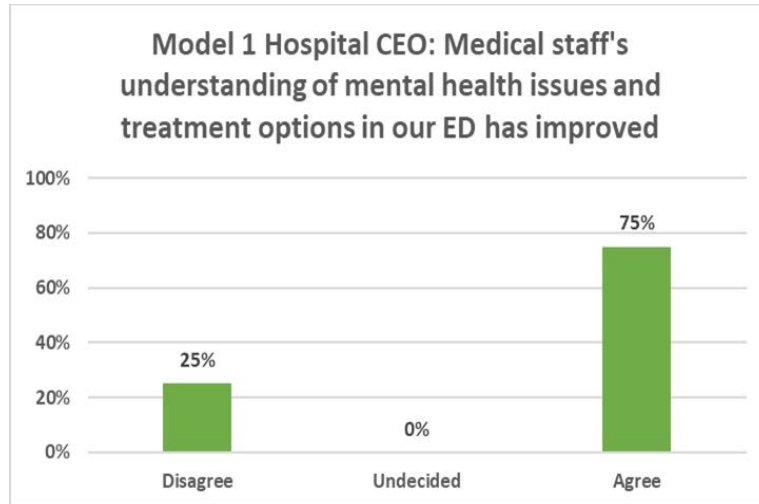
# Model 1 CEO/CNO/CFO Results (n=4)



# Model 1 CEO/CNO/CFO Results (n=4)

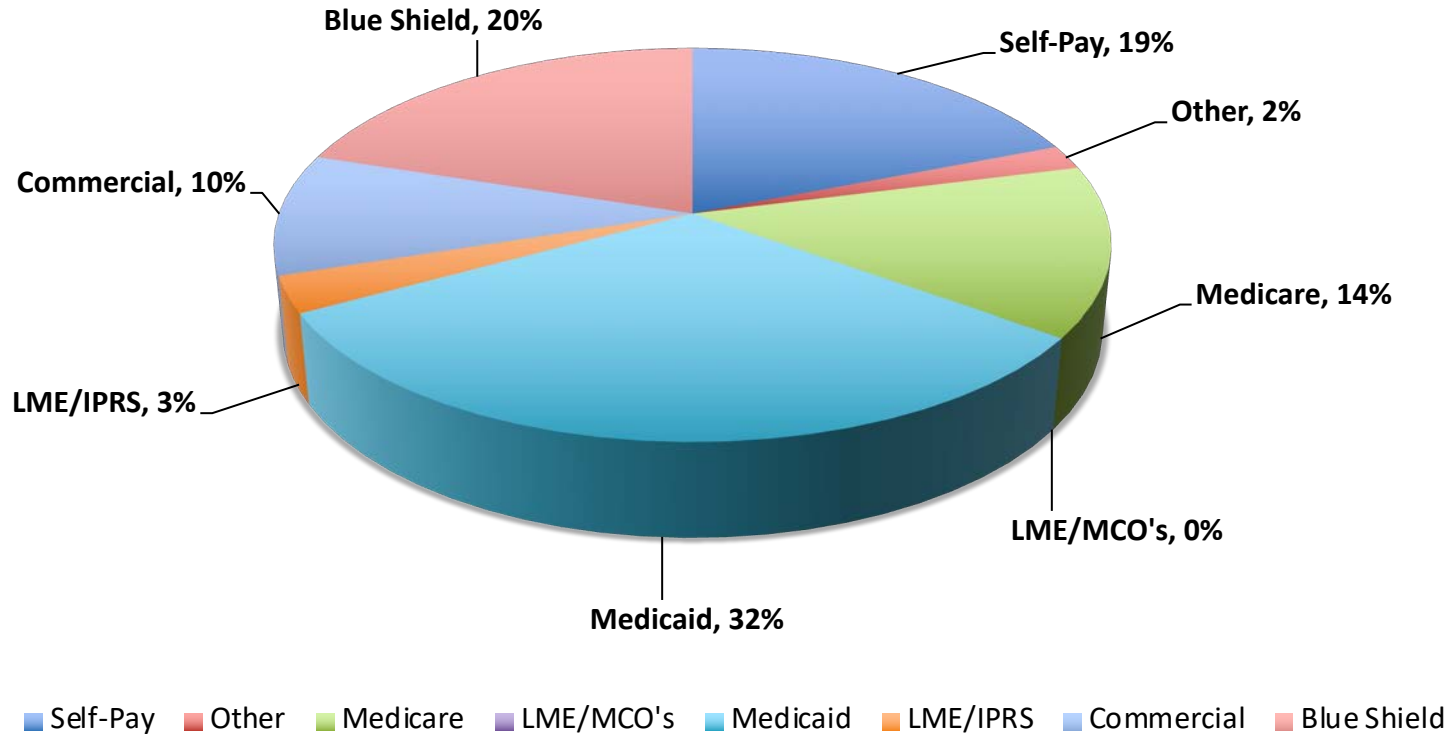


# Model 1 CEO/CNO/CFO Results (n=4)



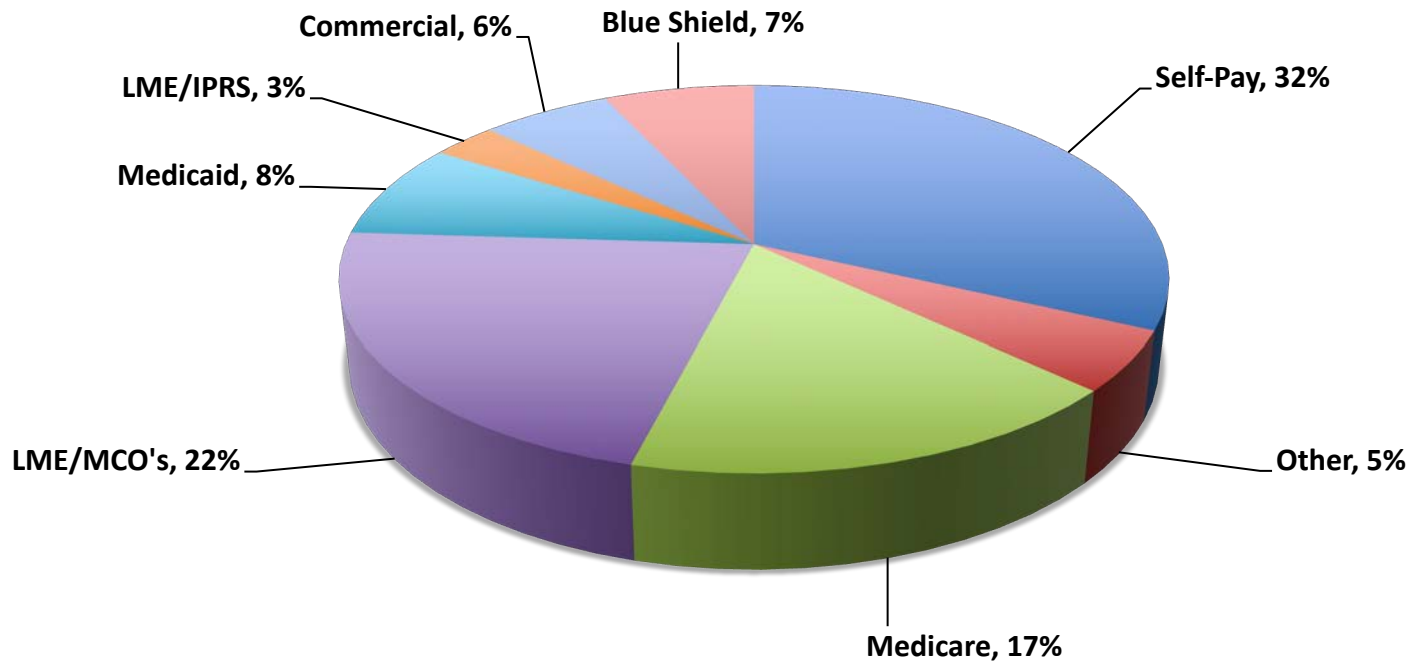
# NC-STeP Charge Mix

QTD FY2023 - Quarter 3

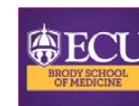


# NC-STeP Charge Mix - Project to Date

Service Dates: October 1, 2013 – March 31, 2023



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



# Community-Based Sites as of March 31, 2023

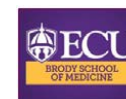
EVALUATION CRITERIA	VALUES/MEASURES REACHED AS OF 03/31/2023
1. Number of full-time equivalent (FTE) providers supporting the program	1.5 FTEs
2. Number of community-based sites contracted	22
3. Number of patient visits with medical (psychiatric) doctor	249 PTD= 1,941
4. Number of return visits	1,645 PTD= 13,926
5. Number of patient visits with a mid-level provider	1,904 PTD= 15,925
6. Number of new patient visits	508 PTD= 4,006



# 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 Calendar Year 2022	During Quarter Jan- Mar 2022
With Medical Doctor	<b>1,941</b>	8	536	265	316	567	249
With Mid-Level Provider	<b>15,925</b>	7	2,006	3,217	4,122	4,670	1,904
<b>Total Patient Visits</b>	<b>17,971</b>	15	2,633	3,477	4,440	5,253* 17 visits did not specify provider	2,153

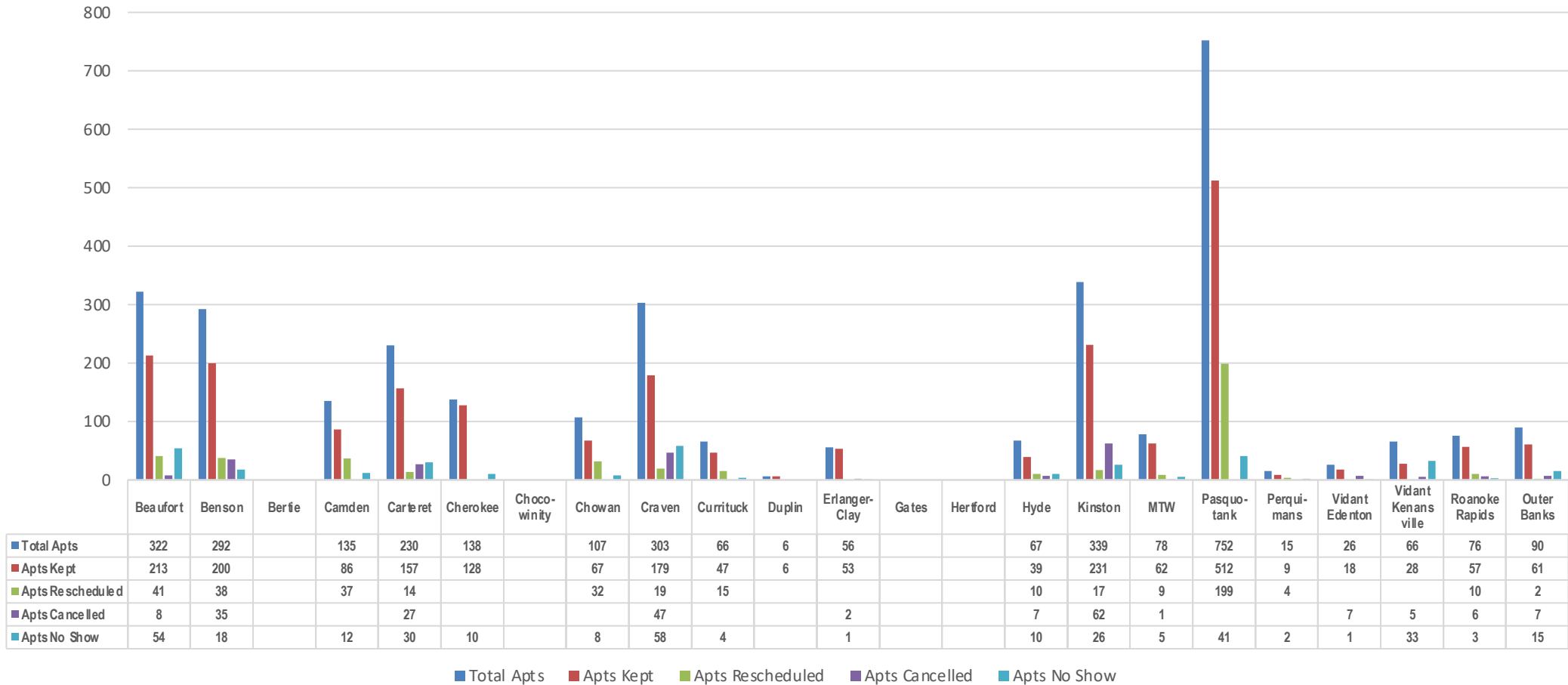
Since project inception there are 109 visits that listed no provider and 5 visits that listed both a mid-level and a doctor.



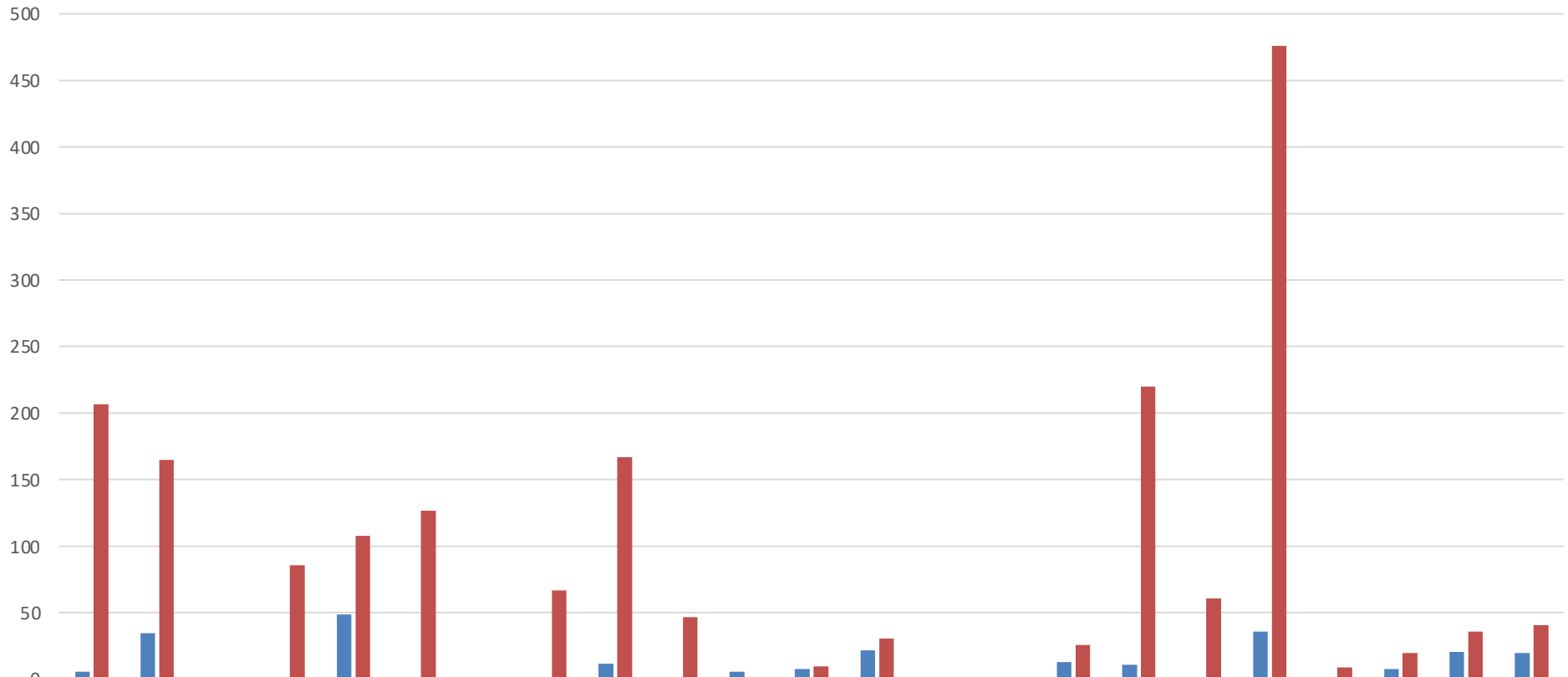
# NC-Step Appointment by Site

## Appointments, Visits Kept, Rescheduled, Cancelled, No Show

### January - March 2023



# NC-STeP Community Visits by Site by Provider Type January - March 2023

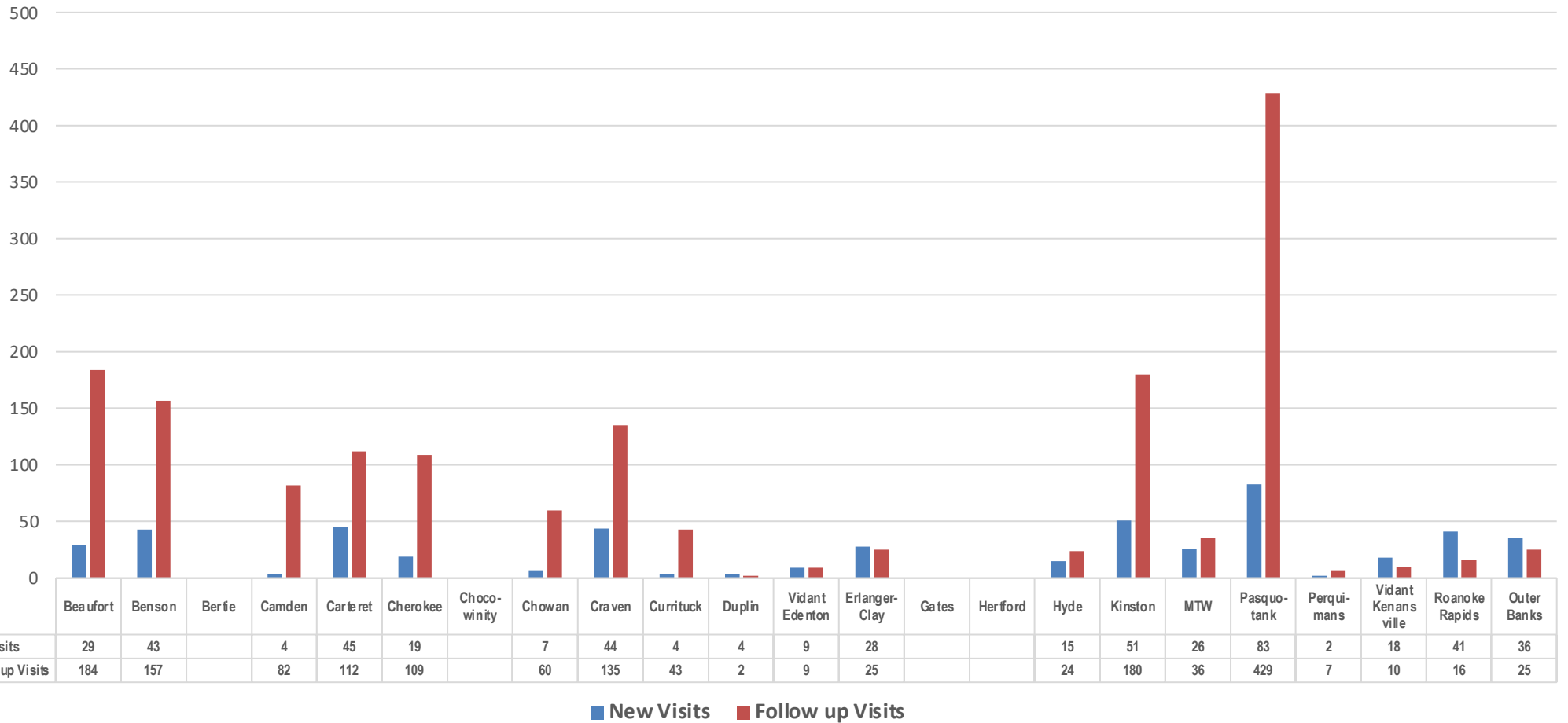


	Beaufort	Benson	Bertie	Camden	Carteret	Cherokee (Andrews)	Chocowinity	Chowan	Craven	Currituck	Duplin	Vidant Edenton	Erlanger-Clay	Gates	Herford	Hyde	Kinston	MTW	Pasquotank	Perquimans	Vidant Kenansville	Roanoke Rapids	Outer Banks
Psychiatric Provider Visits	6	35			49	1			12		6	8	22			13	11	1	36	0	8	21	20
BH Mgr Visits	207	165		86	108	127		67	167	47	0	10	31	0	0	26	220	61	476	9	20	36	41

■ Psychiatric Provider Visits   ■ BH Mgr Visits



## NC-STEP Community Visits by Site New and Follow-Up January - March 2023



# NC-STeP Status as of March 31, 2023

- 37 hospitals in the network. 36 live.
- 58,225 total psychiatry assessments since program inception
- 9,747 IVCs overturned
  - Cumulative return on investment = \$52,633,800  
(savings from preventing unnecessary hospitalizations)
- Four Clinical Provider Hubs with 59 consultant providers
- 32% of the patients served had no insurance coverage



# NC-STeP Status as of March 31, 2023

- 22 community-based sites.
- 17,866 total patient visits since program inception in October 2018.
  - 1,941 total patient visits with a psychiatrist
  - 15,925 total patient visits with a mid-level provider



## Contact

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Brody School of Medicine | East Carolina University

*Executive Director*

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Greenville, NC 27834

