

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

Monday, February 26, 2024 1:30 pm – 3:00 pm Virtual Meeting via Zoom Video Conference

Agenda

1:30- 1:40 p.m.	Welcome and Introductions
1:40- 1:45 p.m.	Review and Approval of November 29, 2023 Minutes
1:45- 2:45 p.m.	NC-STeP FY24-Q2 (Oct-Dec) Performance Data
2:45- 2:50 p.m.	Old Business • Hospital Subscription Fees
2:50- 2:55 p.m.	New Business
2:55- 3:00 p.m.	Announcements
3:00 p.m.	Adjourn



Join Zoom Meeting

https://us06web.zoom.us/j/87974521741?pw d=RZzMjaNOqapcfcUl36nd86lCaWT1mT.1

Meeting ID: 879 7452 1741

Passcode: 358778





Advisory Council

1. Teresa Bowleg, MSN, RN

Chief Nursing Officer, Erlanger Murphy Medical Center

Scott W. Brown, MD, FACEP

NCCEP Board of Directors/ Harnett Heath System

John Bigger

Corporate Director of Behavioral Health, Cape Fear Velley Health

4. Joy Futrell, MBA

Chief Executive Officer, Trillium Health Resources

5. Katy Kranze

Executive Director, North Carolina Psychiatric Association

Gary R. Maslow, MD,

Professor of Psychiatry and Behavioral Sciences, Duke Health

7. Keith McCoy, MD

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

8. Shakeerah McCoy, MSN,RN,PCCN

Director, Rural Health Innovation

9. Sy Atezaz Saeed, MD, MS, FACPsych

Professor and Chair Emeritus, Department of Psychiatry and Behavioral Medicine, ECU Brody School of Medicine Founding 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

Ex Officio Members

- 1. Ryan Baker, NC-STeP/ECU
- 2. Renee Clark, MSW, DHHS-ORH
- 3. Sheila Davies, Ph.D., NC-STeP/MedAccess Partners
- 4. Phil Donahue, NC-STeP/MedAccess Partners
- 5. Nick Galvez, DHHS-ORH
- 6. Katherine Jones, Ph.D., NC-STeP/ECU
- 7. Maggie Sauer, DHHS-ORH

NC-STeP Quality Management and Outcomes Monitoring Processes: October - December 2023

- 29 hospitals were live
- 22 hospitals reporting Telepsychiatry patients in their ED
 - not all live hospitals had telepsychiatry patients
- Total number of assessments for this quarter = 1,002
- Total number of encounters for this quarter = 893





NC-STeP Quality Management and Outcomes Monitoring Processes: October – December 2023

- The Median Length of Stay was 35.8 hours
- The Average Length of Stay was 64.8 hours
 - 60.8 hours for those discharged to home
 - 61.0 hours for those transferred to another facility
- Average Consult Elapsed Time (in Queue to Exam Complete) for Model 1 hospitals was 5 hours and 14 minutes





NC-STeP Quality Management and Outcomes Monitoring Processes: October - December 2023

- 631 ED patients who received telepsychiatry services had an IVC in place during their ED stay
 - 203 (32.2%) of those patients did not have an IVC in place when discharged
- Of the ED patients who received telepsychiatry services:
 - -43.6% were discharged to home
 - 42.5% were discharged to another facility





NC-STeP Quality Management and Outcomes Monitoring Processes: October - December 2023

- 22 Community based sites were live as of 12/31/2023.
- There were 1,850 total behavioral health visits.
 - -114 visits with a Psychiatrist.
 - -1,735 visits with a behavioral health manager.





NC-STeP	Since project inception in November 2013	Quarter Jan- Mar 2023	Quarter Apr- Jun 2023	Quarter Jul- Sep 2023	Quarter Oct- Dec 2023
Total Patient Encounters	47,928	880	925	1,018	893
Model 1 Hospital Patient Encounters	30,524	828	861	950	833
Model 2 Hospital Patient Encounters	17,404	52	64	68	60
Total Number of Assessments (Billed Assessments for Model 1 Hospitals + Number of Patient Encounters for Model 2 Hospitals)	61,427	1,027	1,019	1,161	1,002

NC-STeP
Total
Patient Encounters
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Model 1 Hospital Patient Encounters
Model 2 Hospital
Patient Encounters
Total Number of
Assessments
(Billed Assessments for
Dilied V99e99IIIeIIf9 IOI

Model 1 Hospitals + Number of Patient

Encounters for Model 2

Hospitals)

Since project

inception in November 2013

47,928

30,524

17,404

61,427

Calendar

Year 2018

6,104

2,654

3,450

6,680

Calendar

Year 2019

4,835

1,902

2,933

5,287

Calendar

Year 2020

4,305

2,152

2,153

4,820

Calendar

Year 2021

4,763

2,897

1,866

5,641

Calendar

Year 2022

5,124

3,328

1,796

5,923

Calendar

Year 2023

3,716

3,472

244

4,209

NC-STeP Benchmarks

	Goals	Values Reached			
NC-STeP	Cumulative Target to be reached by (06/30/2024)	Value Reached as of most recent previous quarter (09/30/2023)	Value Reached as of this reporting quarter (12/31/2023)	Year-to-Date Total with % of the Yearly Target (12/31/2023)	
Number of IVCs	2,229	781	631	1,412 63.4% of Y	early Target
Number of IVCs Overturned	1,133	316	203	519 45.8% of Y	early Target
Total Number of Assessments (Billed assessments for Model 1 hospitals + Number of patient encounters for Model 2 hospitals.)	3,400	1,161	1,002	2,163 63.8% of Y	early Target

EVALUATION CRITERIA	BASELINE VALUES/MEASURES AS REPORTED ON 06/30/2023	TARGET TO BE REACHED BY 06/30/2024	VALUES/MEASURES REACHED AS OF 12/31/2023
The number of full- time equivalent (FTE) positions supported by these contracts	4.30 FTEs	5.30 FTEs	4.30 FTEs
2. The number of overturned involuntary commitments (inpatient admission prevented)	1,249	1,133	203 in this quarter Cumulative total since program inception 10,575
The number of participating consultant providers	23	20	23





EVALUATION CRITERIA	BASELINE VALUES/MEASURES AS REPORTED ON 06/30/2023	TARGET TO BE REACHED BY 06/30/2024	VALUES/MEASURES REACHED AS OF 12/31/2023
4. The number of telepsychiatry assessments conducted.	4,824	3,400	1,002 in this quarter Cumulative total since program inception 61,427
5. The number of telepsychiatry referring sites	30	29	29
6. The reports of involuntary commitments to enrolled hospitals	3,123	2,229	631 in this quarter Cumulative total since program inception 29,305

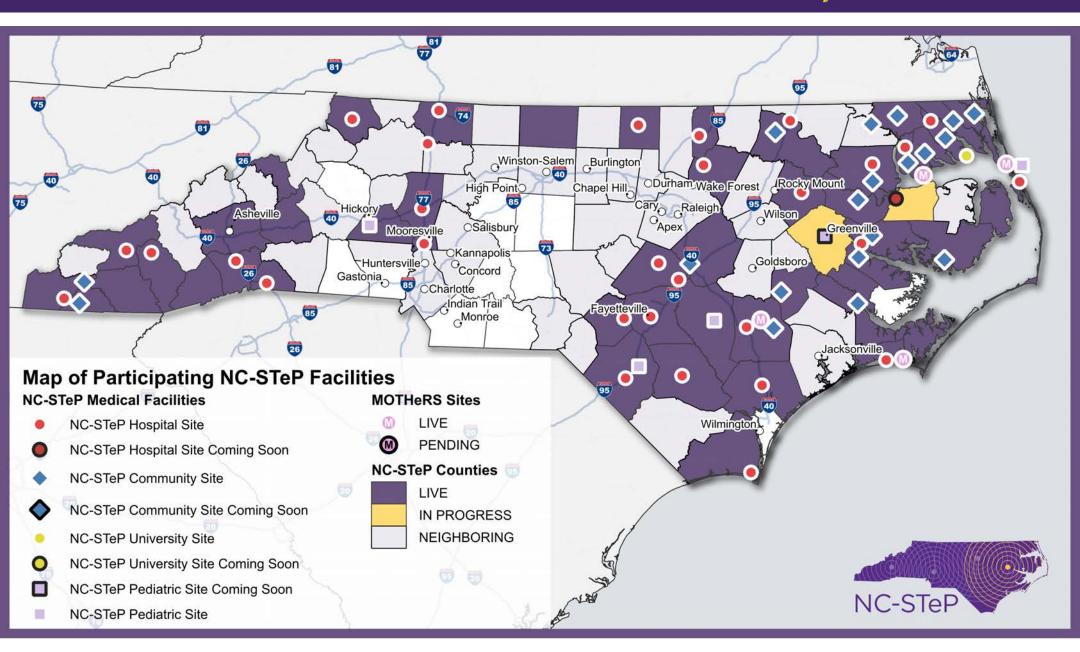




EVALUATION CRITERIA	BASELINE VALUES/MEASURES AS REPORTED ON 06/30/2023	TARGET TO BE REACHED BY 06/30/2024	VALUES/MEASURES REACHED AS OF 12/31/2023
7. The average (mean) Length of Stay for all patients with a primary mental health diagnosis across all dispositions.	61.0 hours	72.25 hours	QTD Average = 64.8 QTD Median = 35.8
8. Cumulative return on investment to state psychiatric facilities through overturned involuntary commitments. (inpatient admission prevented)	\$6,744,600	\$5,929,200	QTD = \$1,096,200 Project to date = \$57,105,000

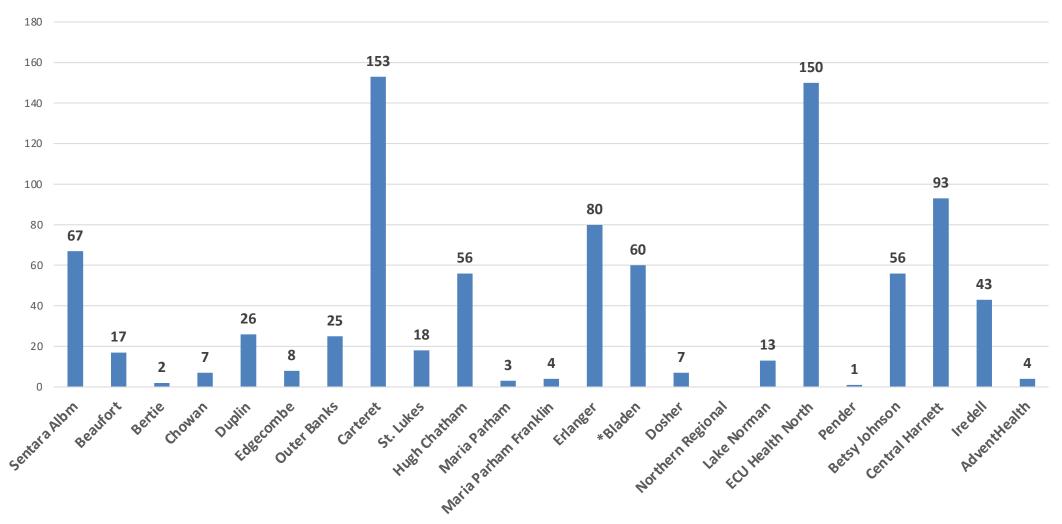






Number of NC-STeP Patients by Hospital

October - December 2023

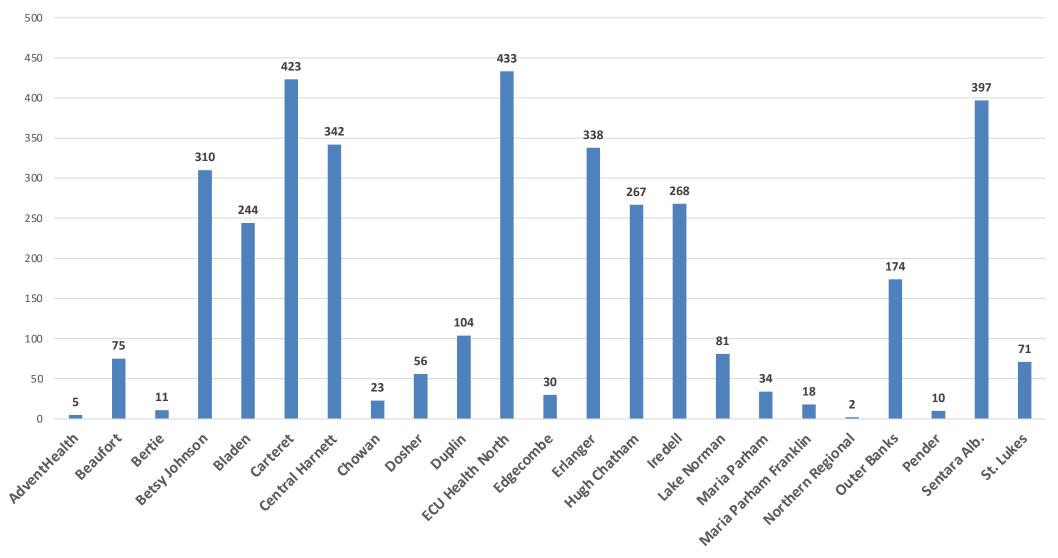






Number of NC-STeP Patients by Hospital

January - December 2023

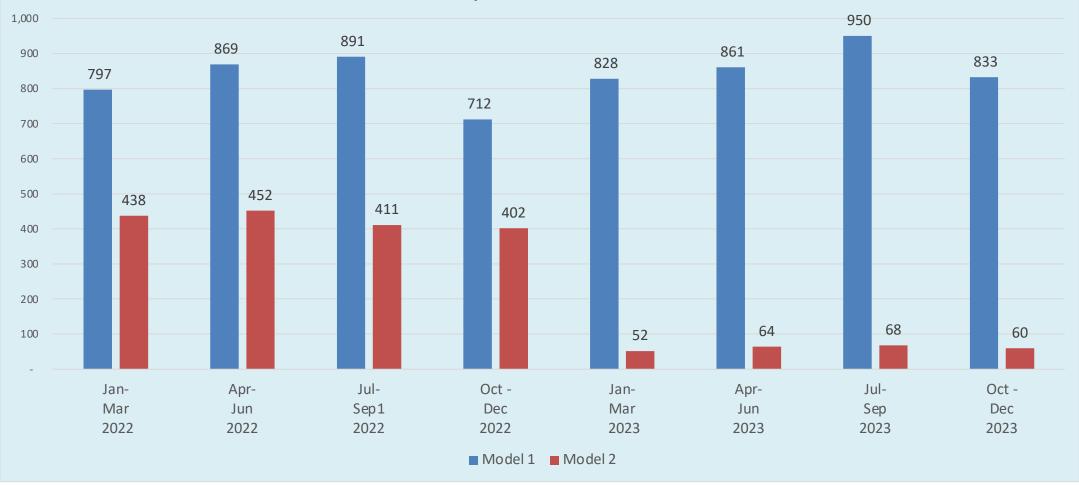






Number of NC-STeP Patients by Model by Quarter

January 2022 - December 2023

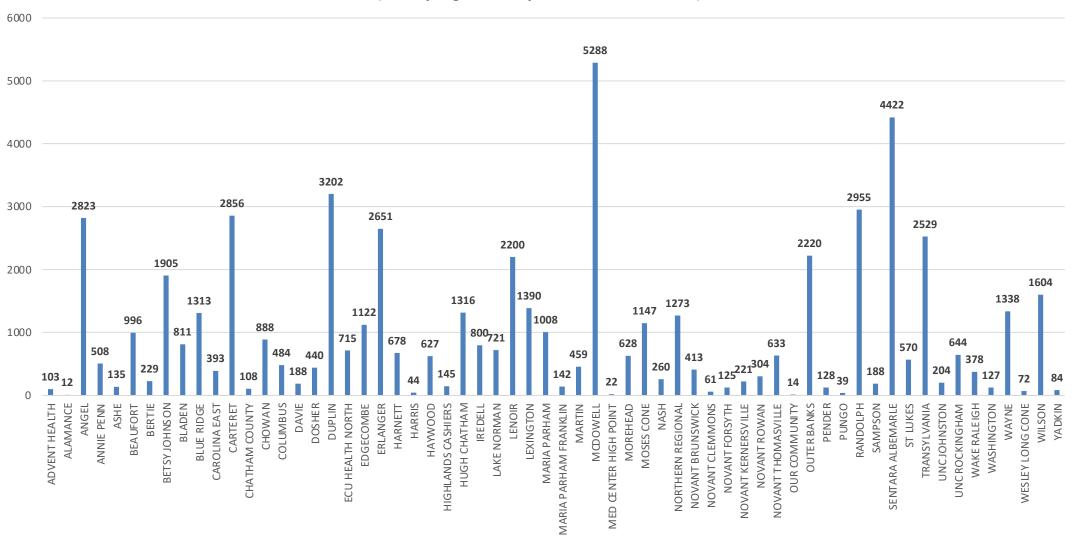






Number of NC-STeP Assessments by Hospital as of December 31, 2023

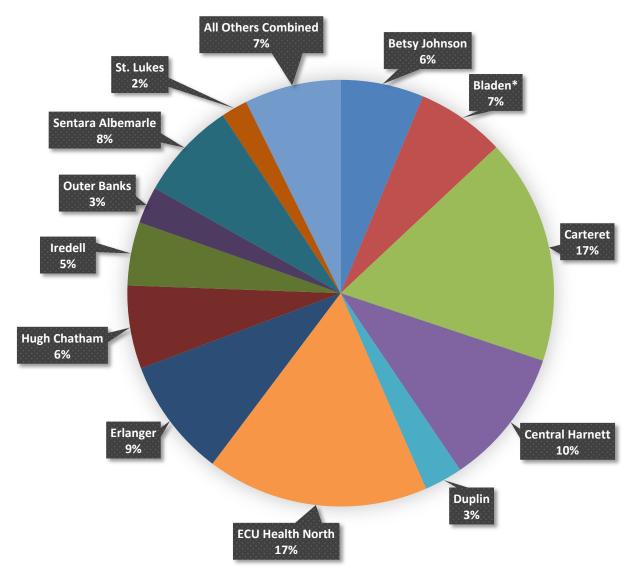
(since program inception November 2013)







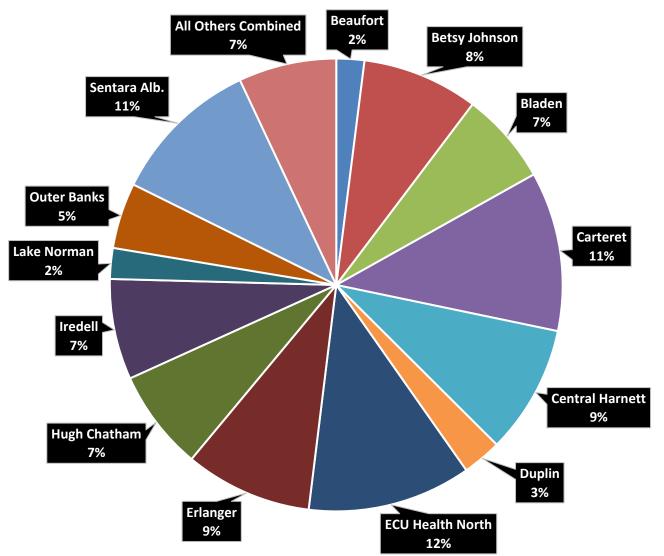
Percent of Use by Hospital for Model 1 and Model 2 Oct - Dec 2023 (based on number of patients)











Percent of Use by Hospital Jan - Dec 2023

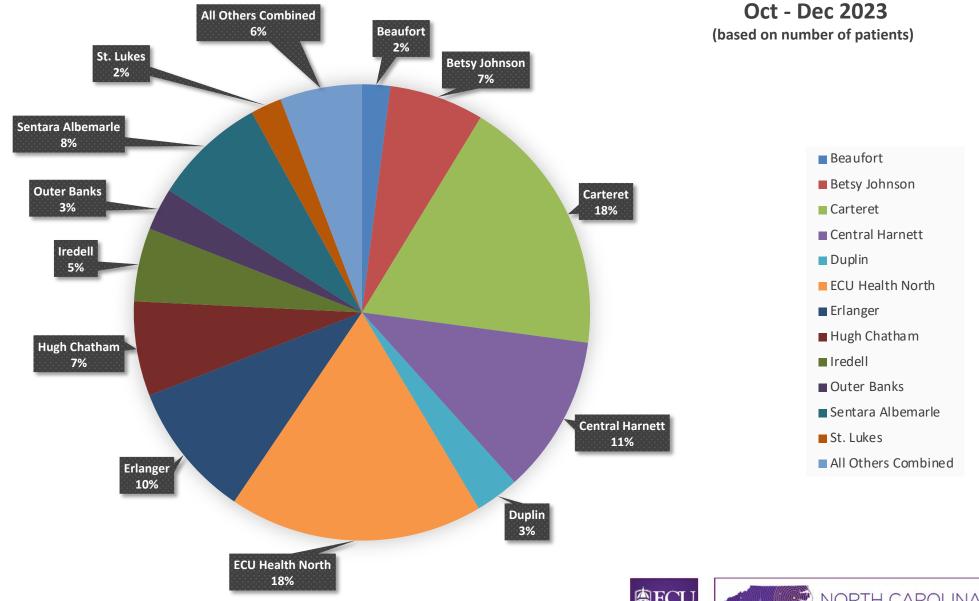
(based on number of patient encounters)

- Beaufort
- Betsy Johnson
- Bladen
- Carteret
- Central Harnett
- Duplin
- ECU Health North
- Erlanger
- Hugh Chatham
- Iredell
- Lake Norman
- Outer Banks
- Sentara Alb.
- All Others Combined



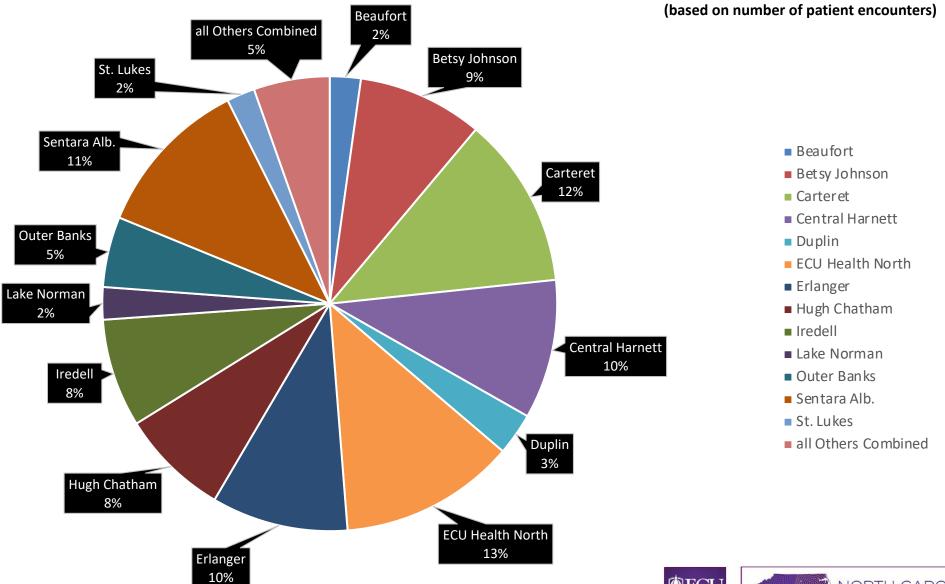


Percent of Use by Hospital for Model 1





Percent of Use for Model 1 Hospitals Jan - Dec 2023

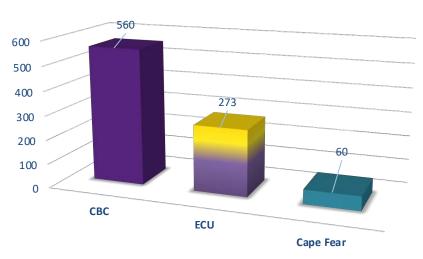




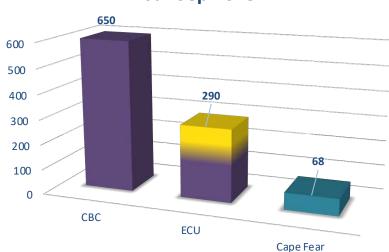


Number of Patients by Provider (Model 1)

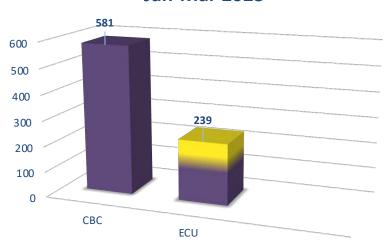




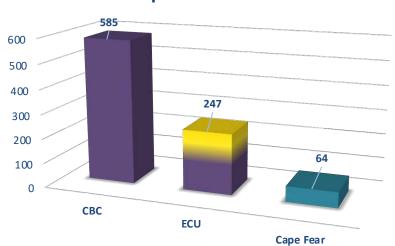
Jul-Sep 2023



Jan-Mar 2023



Apr-Jun 2023

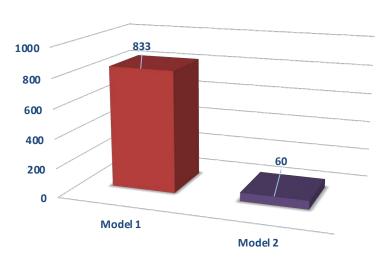




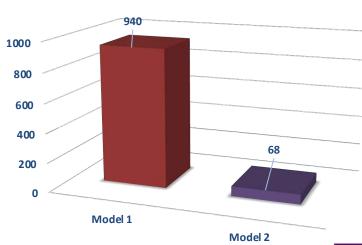


Number of Patients by Model

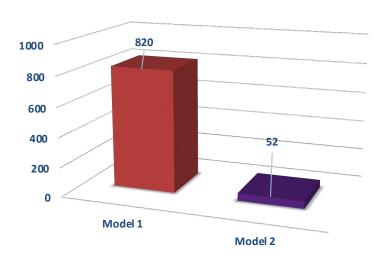
Oct-Dec 2023



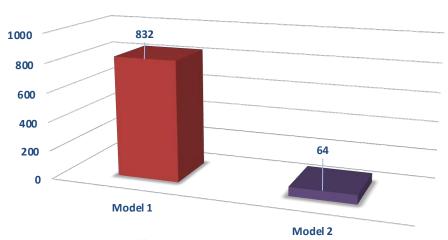
Jul-Sep 2023



Jan-Mar 2023

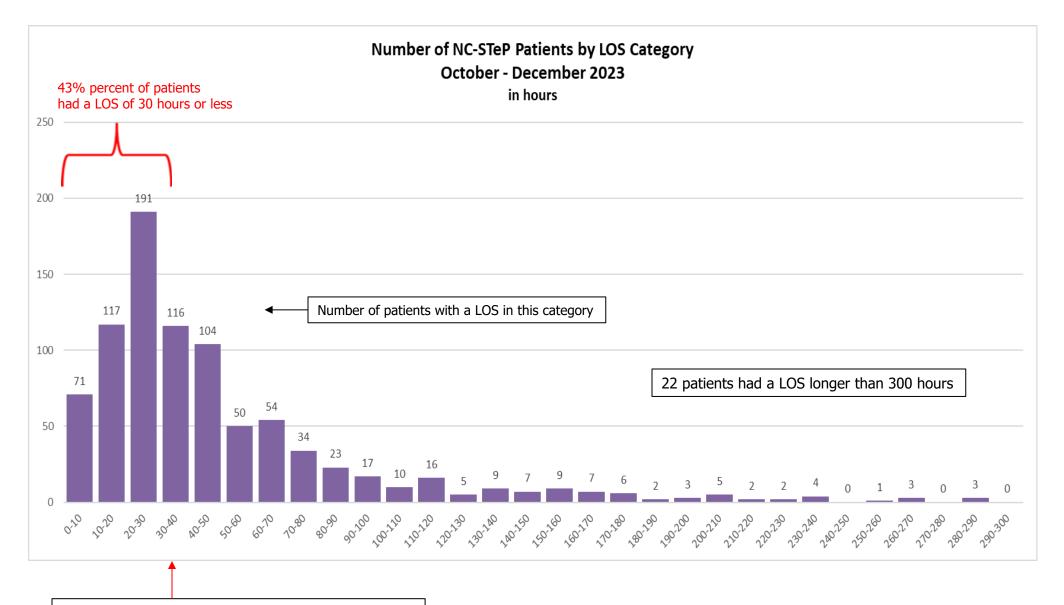


Apr-Jun 2023





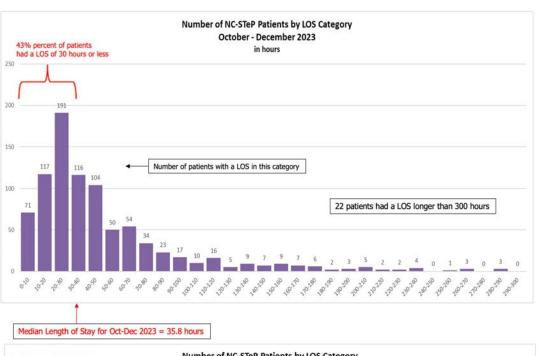


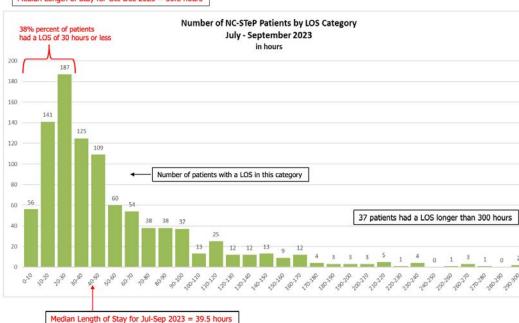


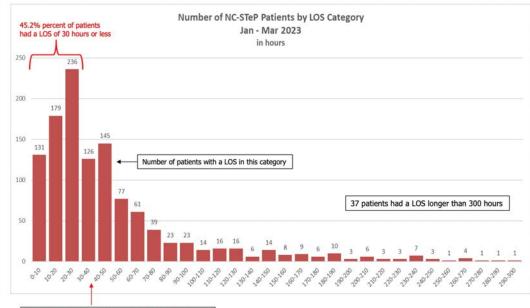
Median Length of Stay for Oct-Dec 2023 = 35.8 hours

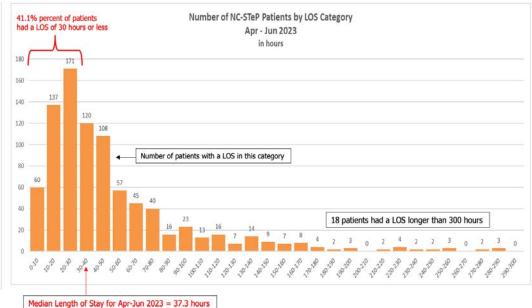








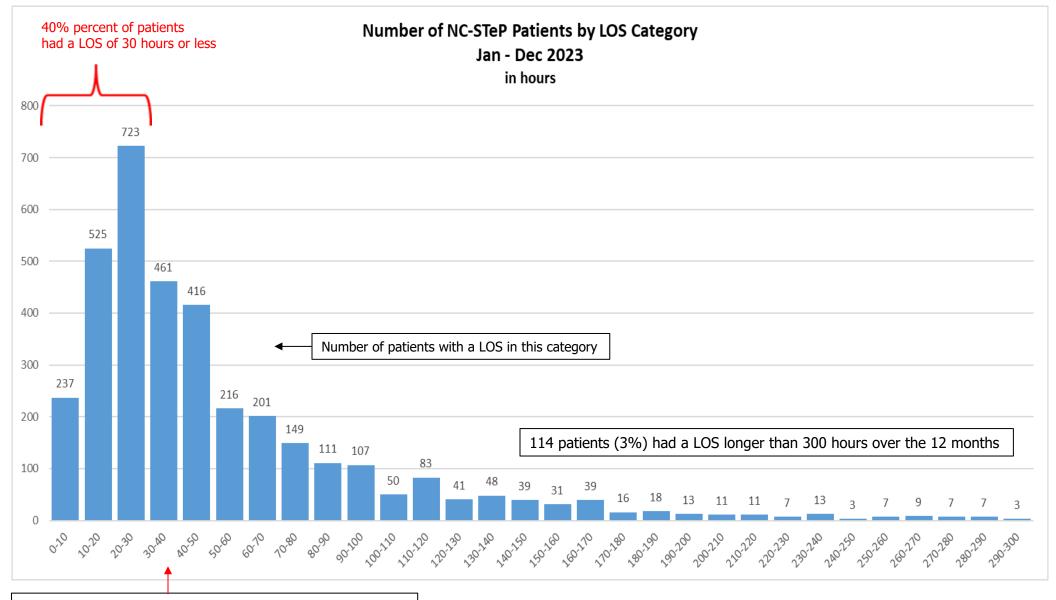








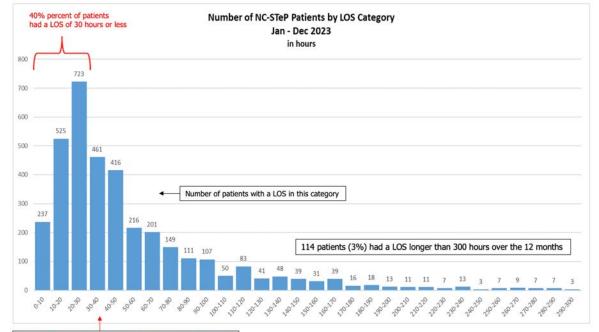
Median Length of Stay for Jan-Mar 2023 = 34.6 hours



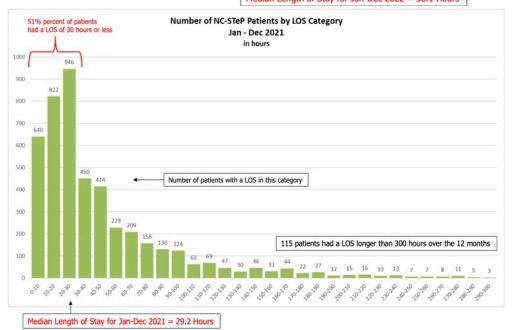
Median Length of Stay for Jan-Dec 2022 = 38.1 Hours

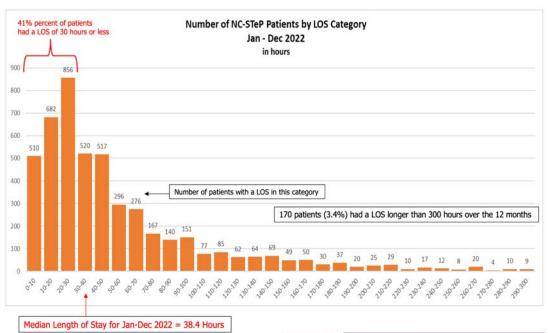






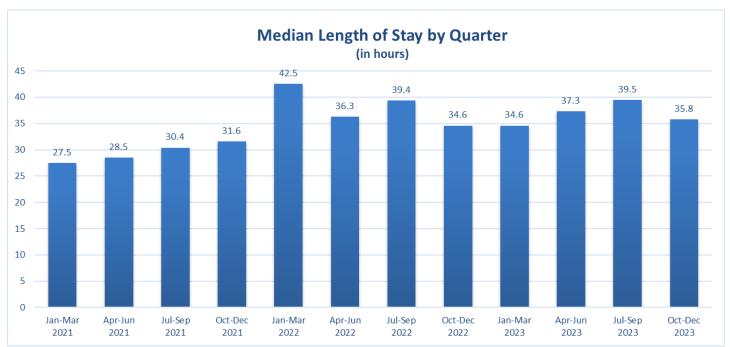
Median Length of Stay for Jan-Dec 2022 = 38.1 Hours

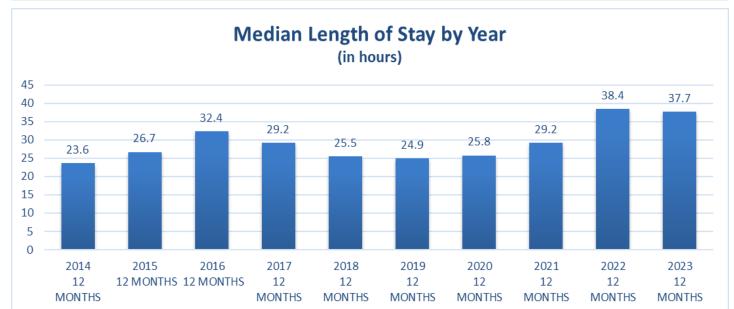










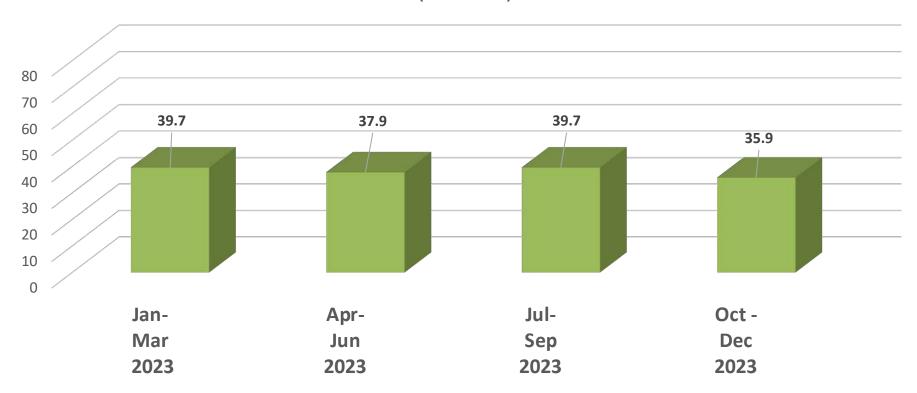






Median Length of Stay by Quarter

January - December 2023 (in hours)









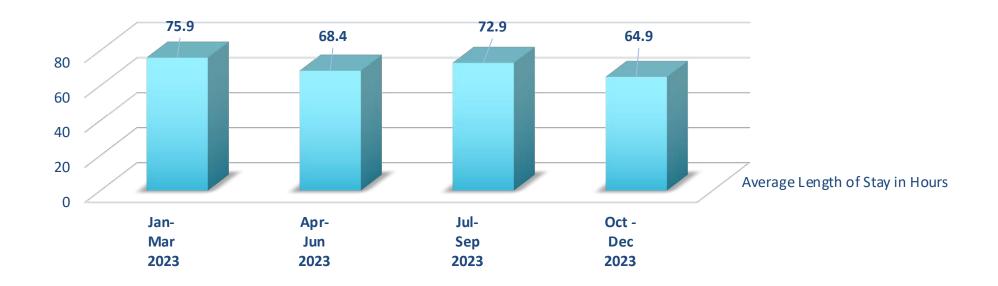


*Indicates average was adjusted to include back data





Average Length of Stay by Quarter January - December 2023 (in hours)





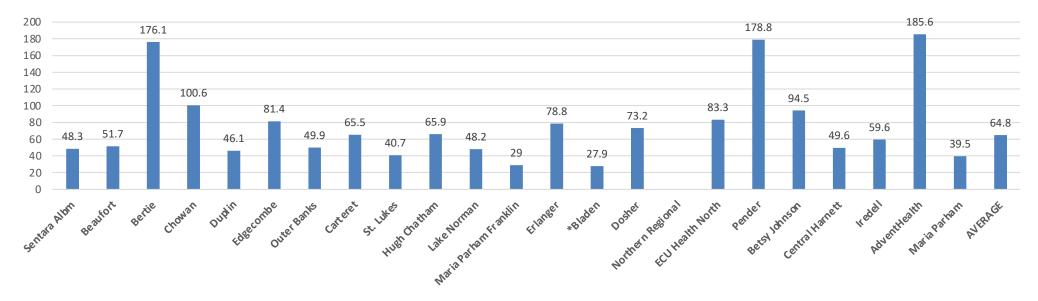




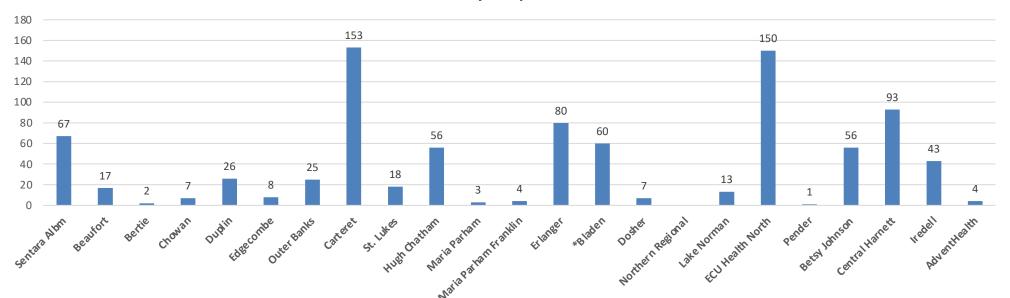


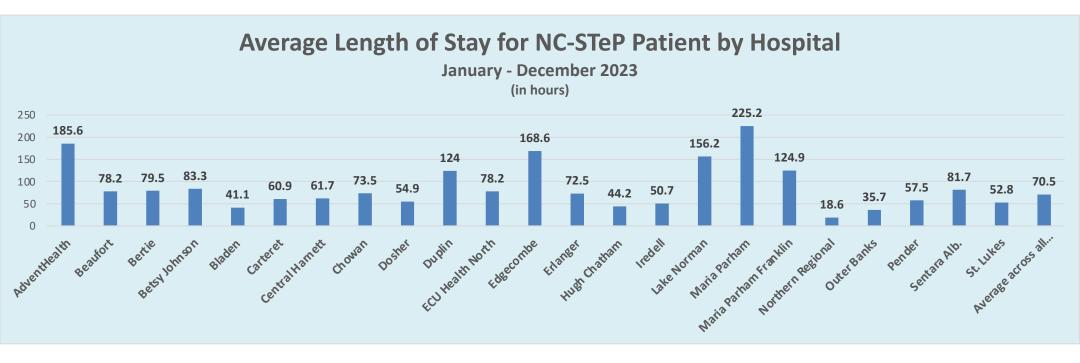
Average Length of Stay for NC-STeP Patients by Hospital October - December 2023

(in hours)



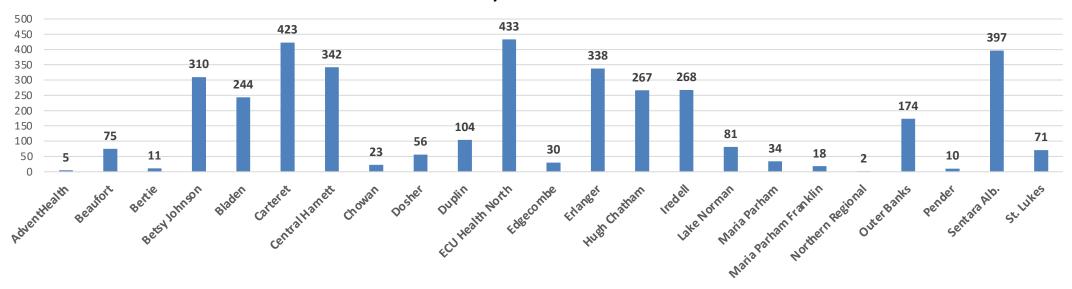
Number of NC-STeP Patients by Hospital October - December 2023



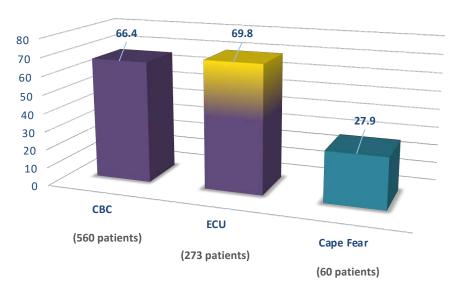


Number of NC-STeP Patients by Hospital

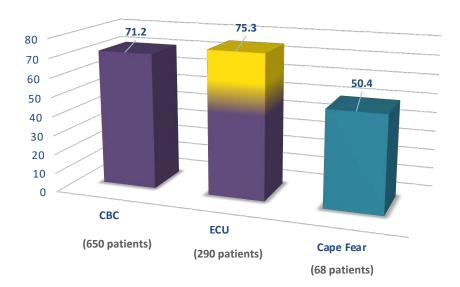
January - December 2023



Oct-Dec 2023 (in hours)



Jul-Sep 2023 (in hours)



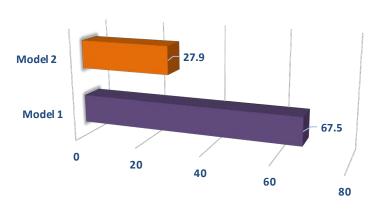
Average Length of Stay by Provider



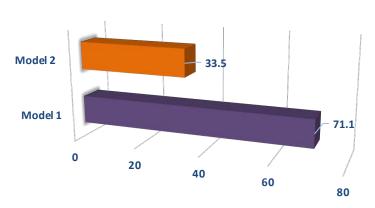


Average LOS by Model

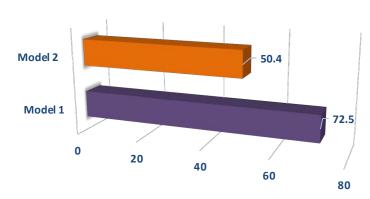
Oct-Dec 2023 (in hours)



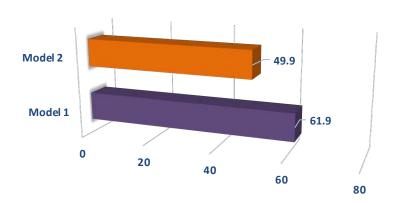
Jan-Mar 2023 (in hours)



Jul-Sep 2023 (in hours)

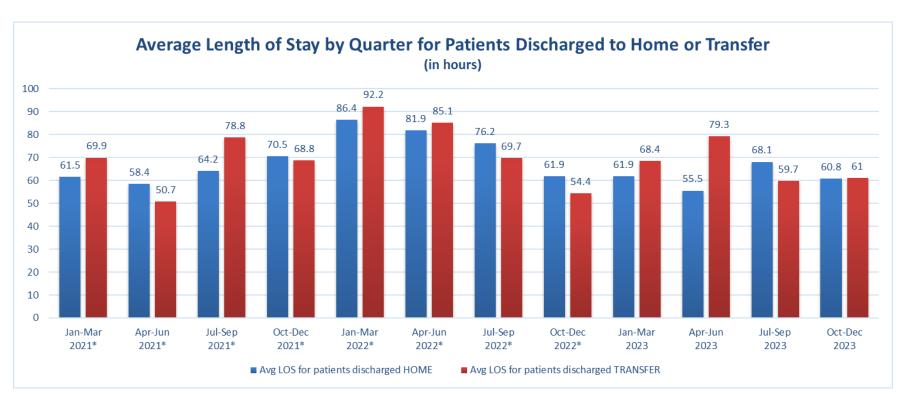


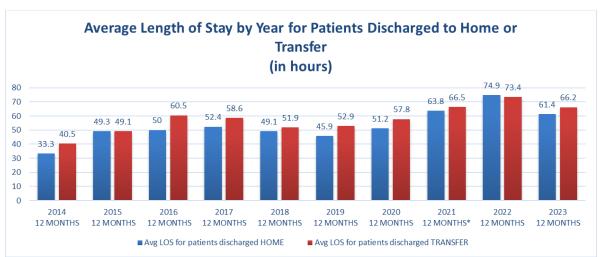
Apr-Jun 2023 (in hours)









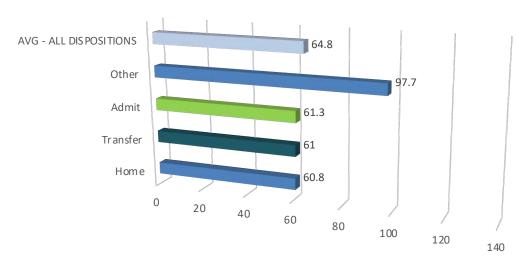


*Indicates average was adjusted to include back data

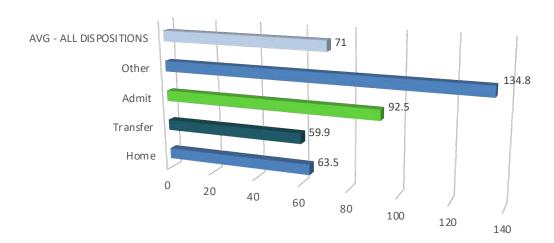




Oct - Dec 2023 (in hours)



Jul - Sep 2023 (in hours)



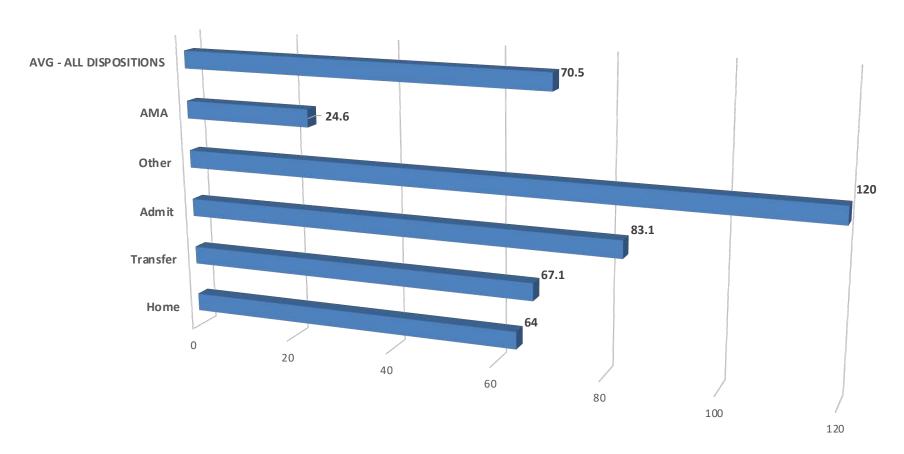
Average LOS by Discharge Disposition





Average LOS by Disposition

Jan-Dec 2023 (in hours)





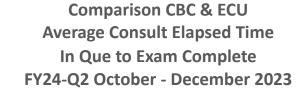


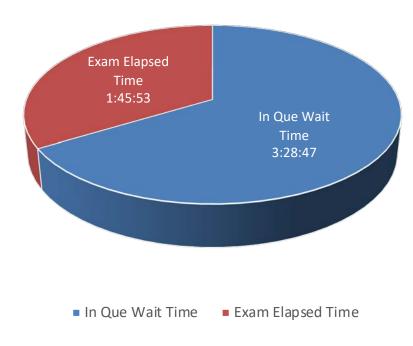
Consult Elapsed Time: October - December 2023

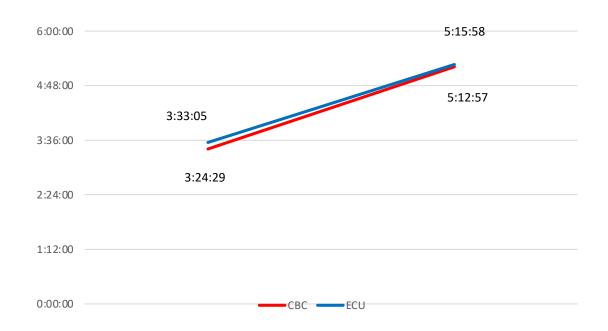
CBC & ECU

Average Consult Exam Elapsed Time
In Que to Exam Complete

FY24-Q2 October - December 2023











Key Processes and Elapsed Times Averages CBC and ECU: October - December 2023



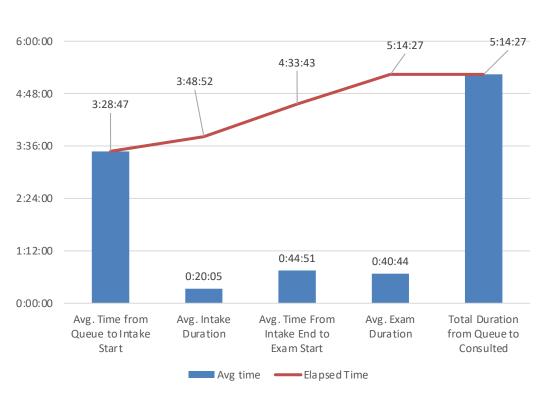


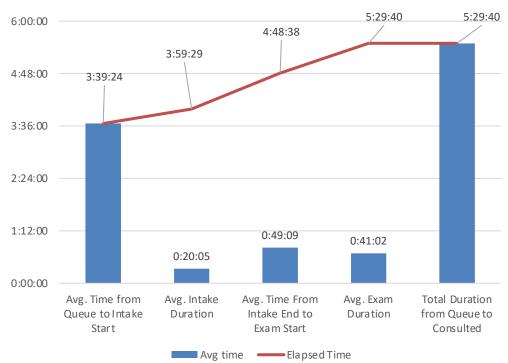


Key Processes and Elapsed Times Averages (CBC and ECU)

October – December 2023

July - September 2023



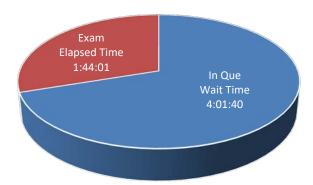




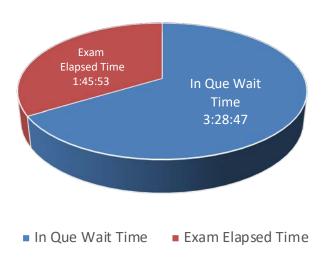


Consult Elapsed Time

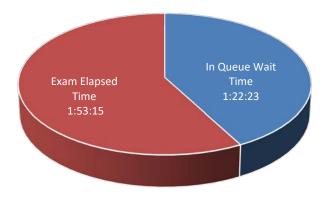
CBC & ECU Average Consult Elapsed Time In Que to Exam Complete January - December 2022 (5 hrs. 42 min.)



CBC & ECU Average Consult Exam Elapsed Time In Que to Exam Complete FY24-Q2 October - December 2023 (5 hrs. 14 min.)



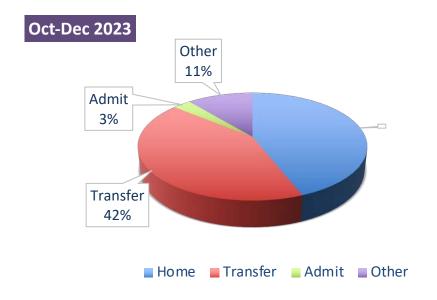
CBC, OVBHS, and ECU **Average Consult Elapsed Time** In Queue to Exam Complete January - December 2019 (3 hrs. 16 min.)

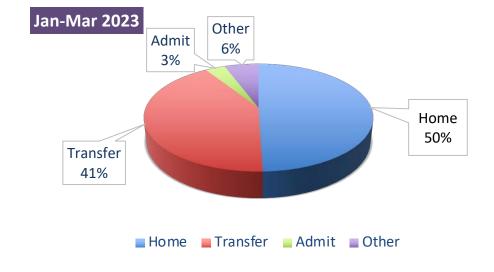


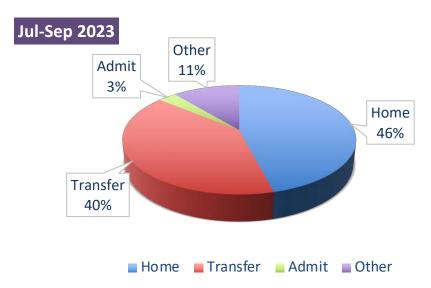


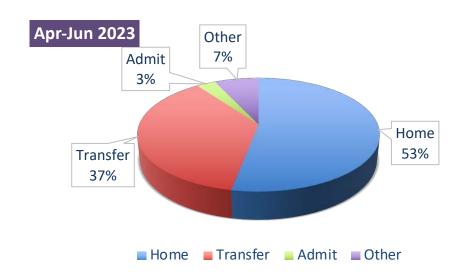


Percent of Patients by Discharge Disposition





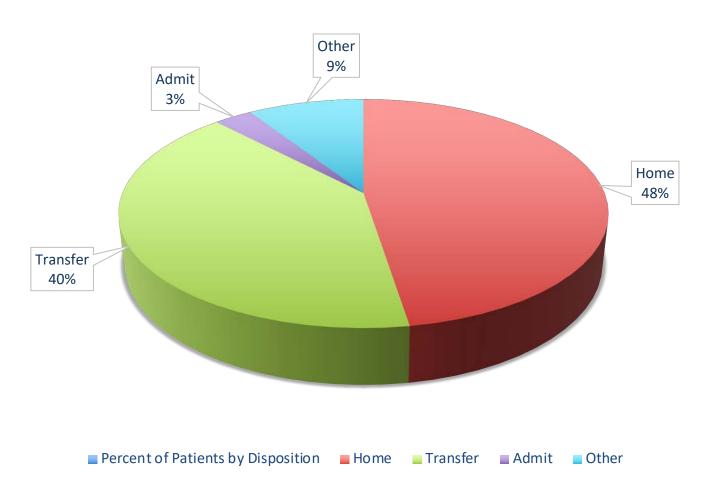








Percent of Patients by Discharge Disposition Jan-Dec 2023 (in hours)







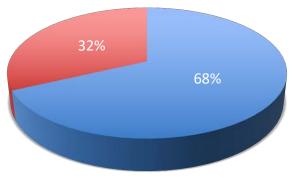
Percent of NC-STeP Patients by Discharge Disposition by Quarter January - December 2023





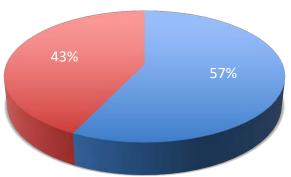


Oct-Dec 2023



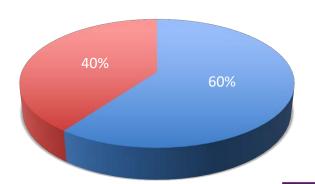


- IVCs percent not released
- IVCs percent released

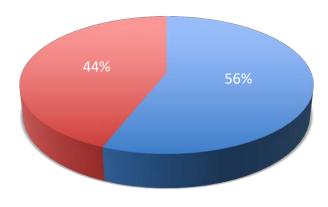


Jan-Mar 2023

Jul-Sep 2023

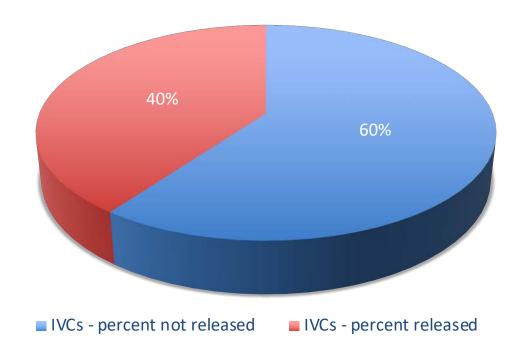


Apr-Jun 2023





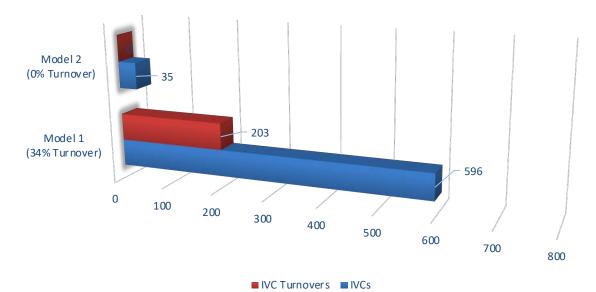
IVCs - By Release Status Jan -Dec 2023



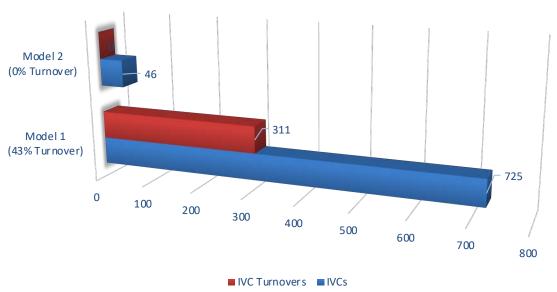




Oct-Dec 2023



Jul-Sep 2023

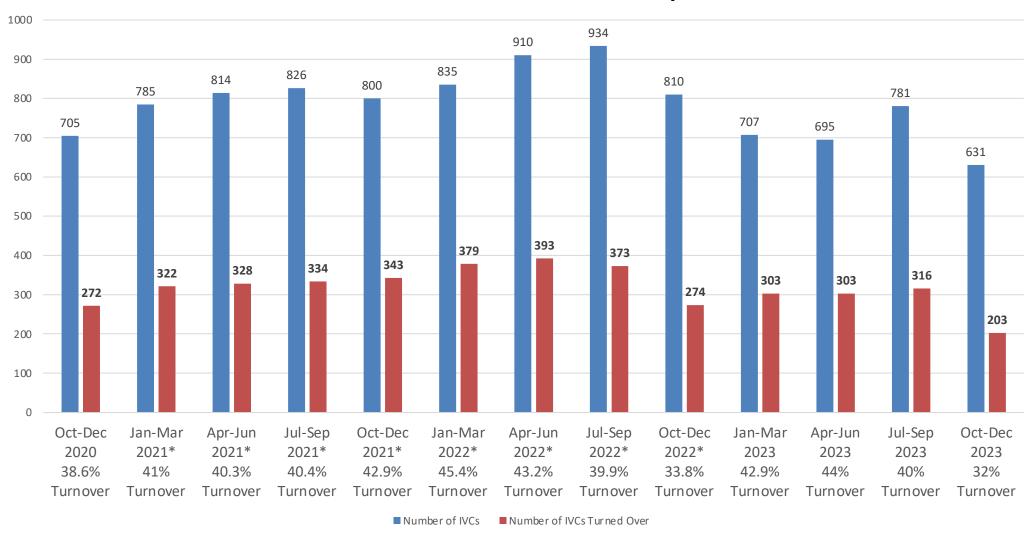


Number of IVCs and IVC Turnovers by Model



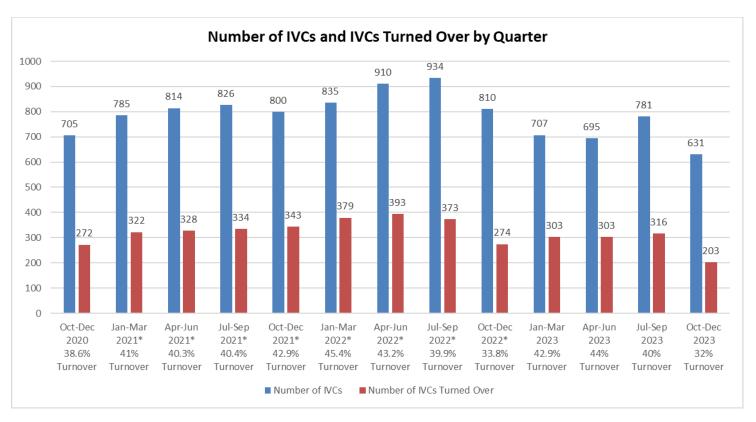


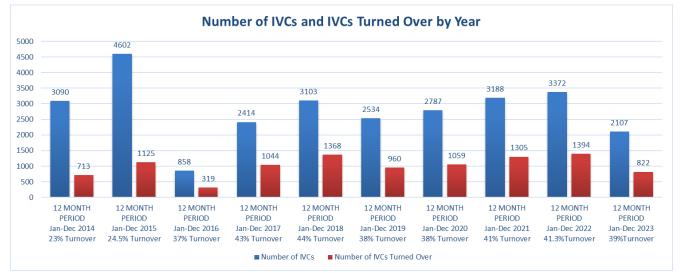
Number of IVCs and IVCs Turned Over by Quarter







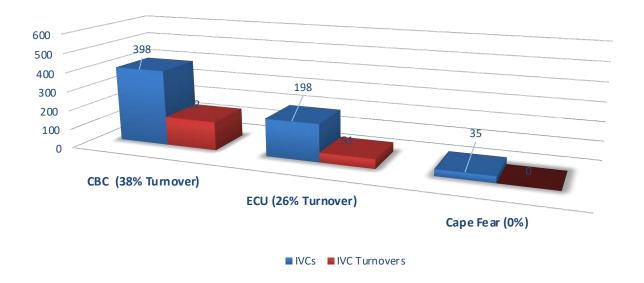






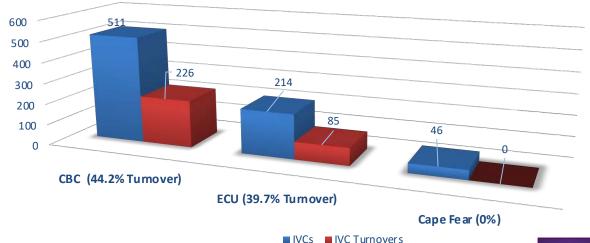


Oct-Dec 2023



Number of IVCs and IVC Turnovers by Provider

Jul-Sep 2023







Satisfaction Surveys

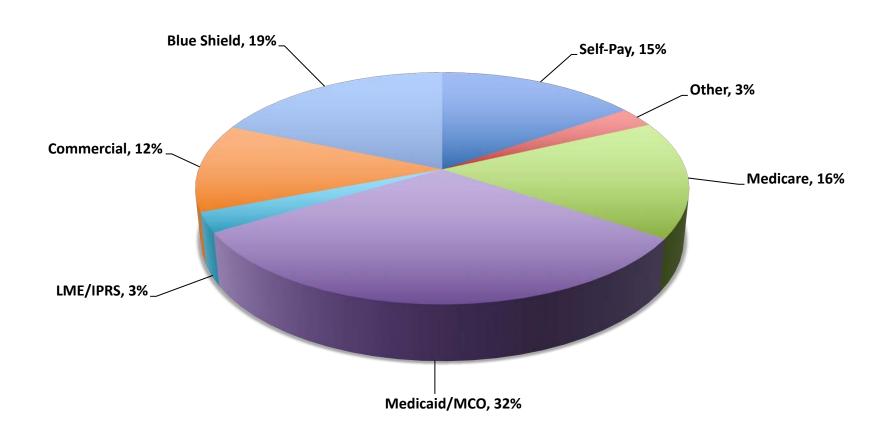
- Satisfaction surveys are done twice a year
- Satisfaction surveys were not done during this last quarter
- Most recent surveys were conducted in September of 2023
 - 52 individuals responded to the survey (N = 52).
 - The overall satisfaction rate was 81%.





NC-STeP Charge Mix

QTD FY2024 - Quarter 2 (October 1- December 31, 2023)





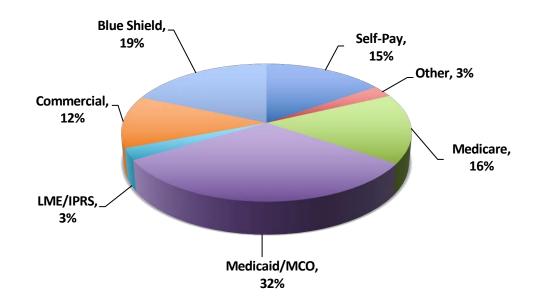


NC-STeP Charge Mix QTD FY2024

Quarter 1 (July 1- September 30, 2023)

Blue Shield, 17% Self-Pay, 18% Other, 0% LME/IPRS, 3% Medicaid/MCO, 32%

Quarter 2 (October 1– December 31, 2023)

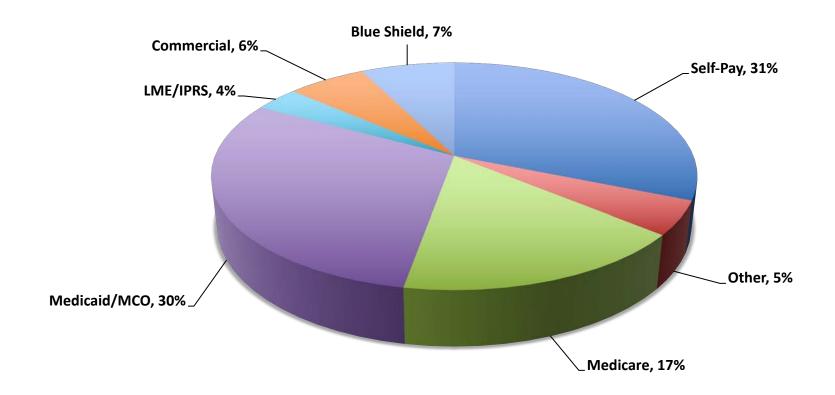






NC-STeP Charge Mix - Project to Date

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







Community-Based Sites as of December 31, 2023

EVALUATION CRITERIA	VALUES/MEASURES REACHED AS OF 12/31/2023
1. The number of full-time equivalent (FTE) providers supporting the program	.90 FTEs
2. The number of community-based sites contracted	22
3. Number of patient visits with medical (psychiatric) doctor	114 PTD= 2,400
4. The number return visits	1,510 PTD= 18,655
5. The number of patient visits with a mid-level provider	1,735 PTD= 21,230
6. The number of new patient visits	340 PTD= 5,189

NC-STeP Community Patient Visits

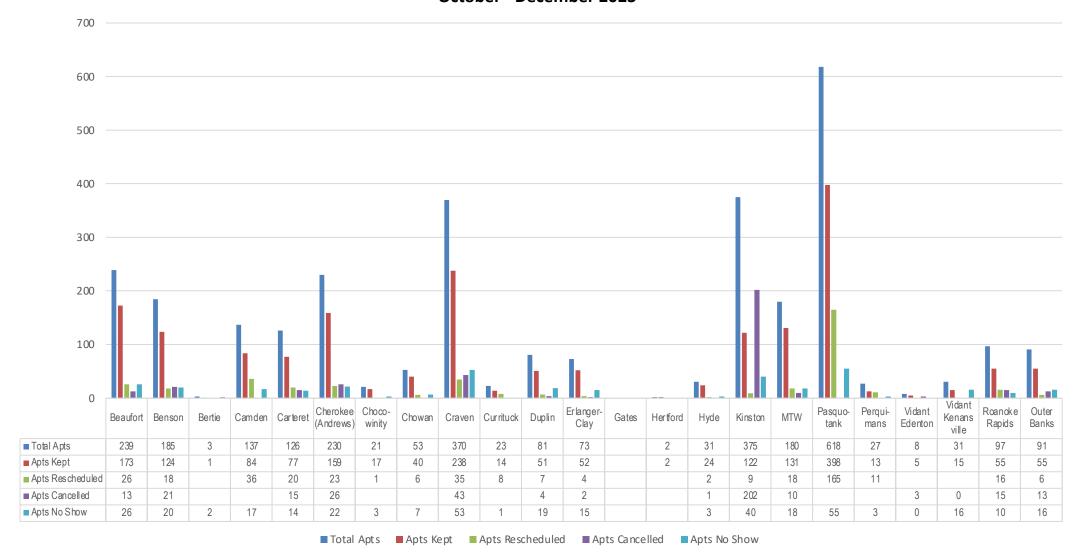
Patient Visits	Since project inception in October 2018	During Calendar Year 2018	During Calendar Year 2019	During Calendar Year 2020	During Calendar Year 2021	During Calendar Year 2022	During Quarter Jan- Mar 2023	During Quarter Apr- Jun 2023	During Quarter Jul- Sep 2023	During Quarter Oct- Dec 2023
With Medical Doctor	2,400	8	536	265	316	567	249	172	173	114
With Mid- Level Provider	21,380	7	2,006	3,217	4,122	4,669	1,904	1,848	1,872	1,735
Total Patient Visits	23,886	15	2,633	3,477	4,440	5,253* 17 visits did not specify provider type	2,153	2,020* Adjusted upward for Duplin	2,045	1,850

Since project inception there are 110 visits that listed no provider and 5 visits that listed both a mid-level and a doctor. For a net increase of 106 shown in the total visits but not in the individual rows for doctor or mid-level visits.





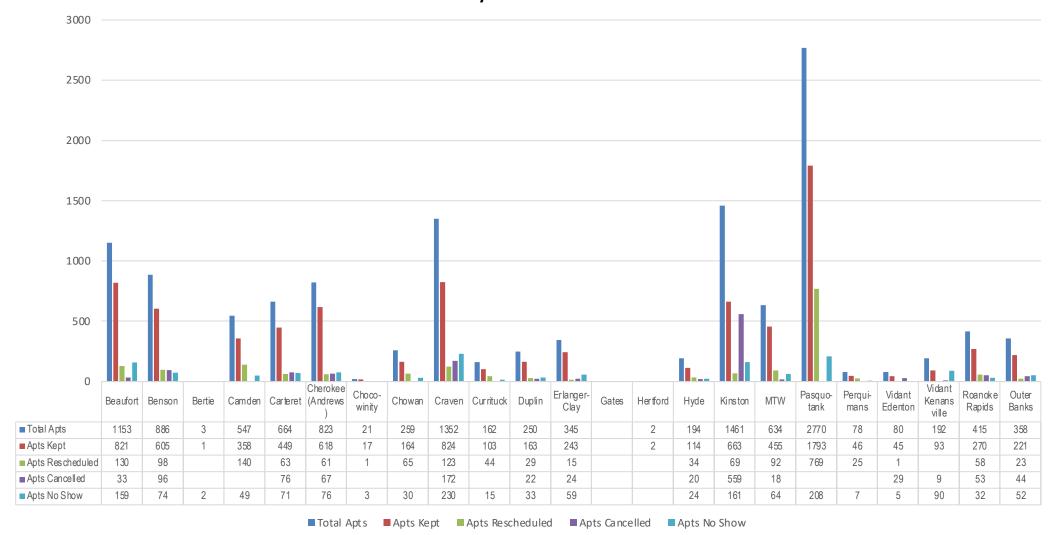
NC-Step Appointment by Site Appointments, Visits Kept, Rescheduled, Cancelled, No Show October - December 2023







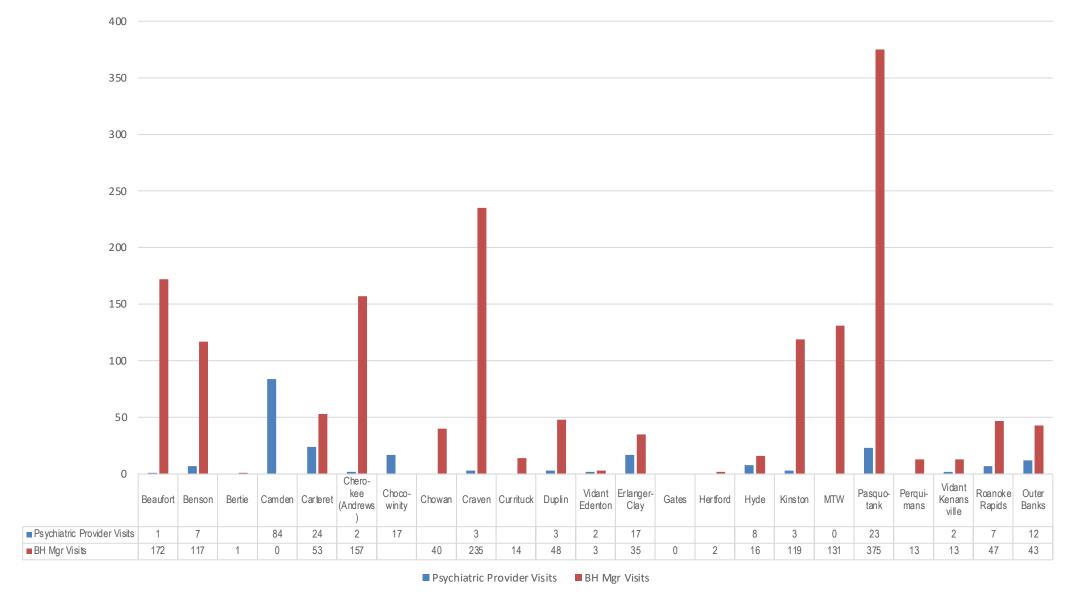
NC-Step Appointment by Site Appointments, Visits Kept, Rescheduled, Cancelled, No Show January - December 2023







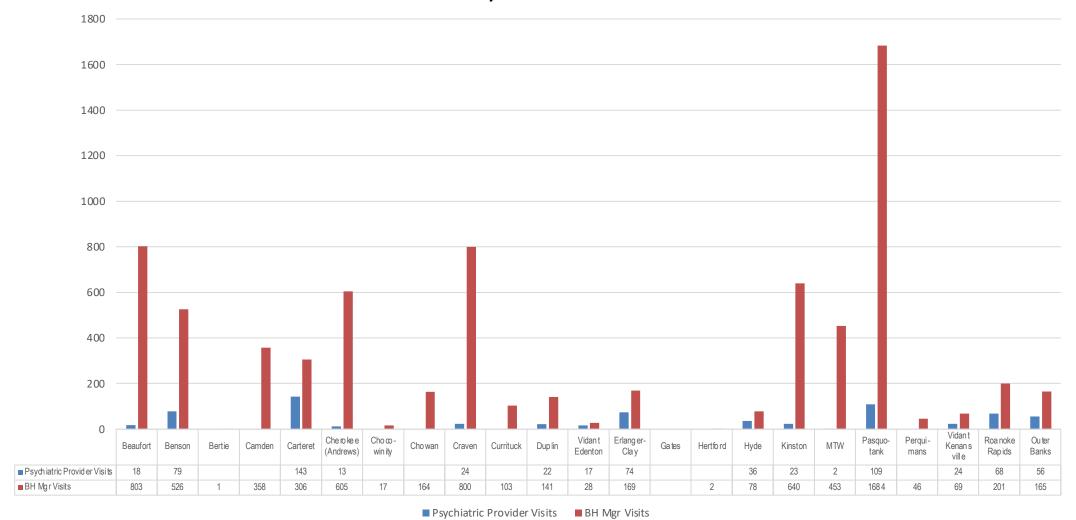
NC-Step Community Visits by Site by Provider Type October - December 2023







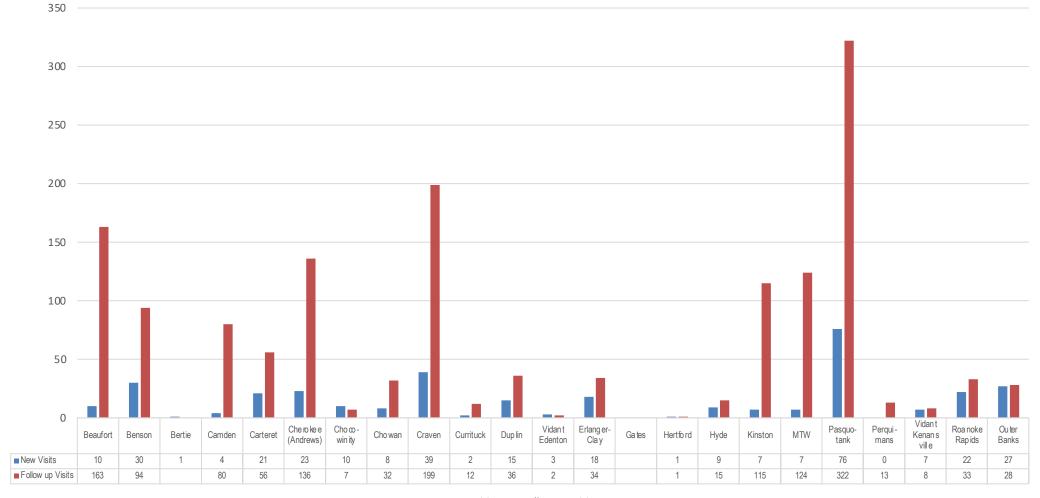
NC-Step Community Visits by Site by Provider Type January - December 2023







NC-STeP Community Visits by Site New and Follow-Up October - December 2023

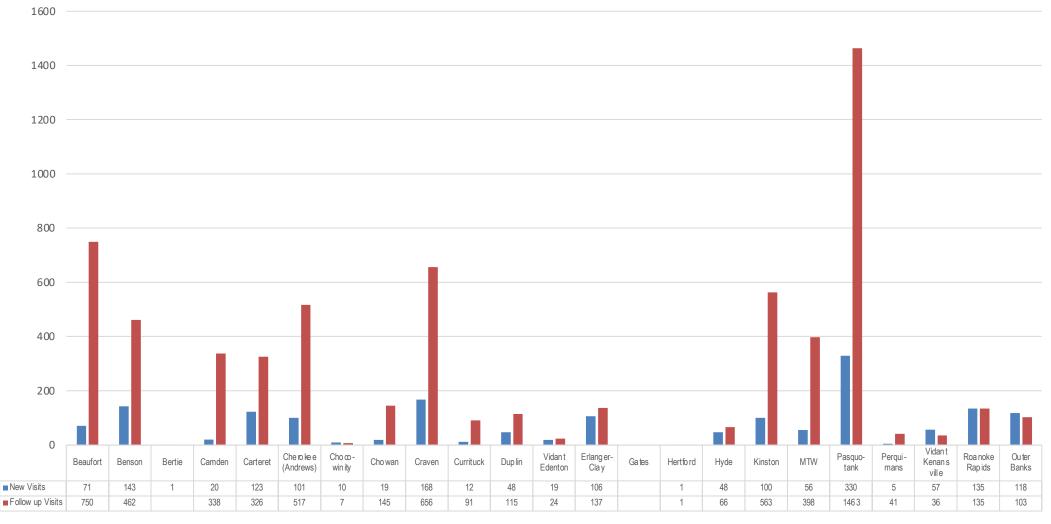








NC-STeP Community Visits by Site New and Follow-Up January - December 2023









NC-STeP Status as of December 31, 2023

- 29 hospitals live.
- 61,427 total psychiatry assessments since program inception
- 10,575 IVCs overturned
 - Cumulative return on investment = \$57,105,000(savings from preventing unnecessary hospitalizations)
- Three Clinical Provider Hubs with 23 consultant providers
- 31% of the patients served had no insurance coverage





NC-STeP Status as of December 31, 2023

- 22 community-based sites.
- 23,780 total patient visits since program inception in October 2018.
 - -2,400 total patient visits with a psychiatrist
 - 21,380 total patient visits with a mid-level provider





Model 1 - Live



Hospital Name	Contract Date	Portal Go Live
Vidant Outer Banks Hospital	10/01/2013	08/08/2016
Vidant Duplin Hospital	10/01/2013	08/22/2016
Vidant Bertie Hospital	10/01/2013	08/15/2016
Vidant Chowan Hospital	10/01/2013	08/15/2016
Vidant Edgecombe Hospital	10/01/2013	08/15/2016
Sentara Albemarle Medical Center	10/01/2013	08/17/2016
Vidant Beaufort Hospital	10/01/2013	08/22/2016
Vidant North (Halifax Regional)	03/15/2015	08/08/2017
St Lukes Hospital	03/01/2014	09/07/2016
DLP Harris Regional Medical	07/01/2015	10/14/2016
DLP Swain Community Hospital	07/01/2015	10/14/2016
Erlanger Murphy Medical Center	05/01/2015	10/26/2016
DLP Maria Parham Medical Center	07/01/2015	11/15/2016
J. Arthur Dosher Memorial Hospital	04/01/2015	01/07/2017
Ashe Memorial Hospital	06/01/2015	01/26/2017

Model 1 - Live

Hospital Name	Contract Date	Portal Go Live
Pender Memorial Hospital	09/01/2014	12/07/2017
DLP Maria Parham Franklin	03/01/2018	02/01/2019
Central Harnett Hospital	07/01/2019	02/21/2020
Betsy Johnson Hospital	07/01/2019	02/21/2020
Iredell Hospital	09/01/2109	04/17/2020
Lake Norman Regional Medical	10/01/2018	10/27/20
Hugh Chatham Hospital	03/01/2020	12/8/20
Northern Hospital of Surry County	11/01/2015	03/07/2017
Southeastern Regional Medical	05/01/2014	08/08/2017
Advent Health Hendersonville	10/01/2018	10/27/2020
DLP Person Memorial Hospital	07/01/2015	08/17/2017
Carteret	02/01/2023	04/01/2023

Model 2



Hospital Name	Go Live Date/Status
Cape Fear Valley Bladen Hospital	07/2014
Cape Fear Valley Hoke Hospital	06/2016

Graduated



NC-STEP
Hospital Name
Martin County General
Nash General Hospital
Sampson
UNC Hillsborough
WakeMed Apex
WakeMed Briar Creek
WakeMed Cary
WakeMed Garner
WakeMed North Healthplex
WakeMed Raleigh
WakeMed Raleigh Children's ED
WakeMed Psychiatric Observation Unit
DLP Haywood Hospital
Novant Brunswick
Novant Forsyth Medical
Novant Presbyterian Hospital
Novant Thomasville
Cone Health MedCenter High Point
Annie Penn Hospital
Women's Hospital – Cone Health
UNC Johnson – Clayton

Community Based Site Report as of December 31, 2023

Under Contract



Albemarle Regional Health Services – Camden	Aug-18	Live
Albemarle Regional Health Services – Pasquotank	Aug-18	Live
Hyde County Health Department	Aug-18	Live
Martin County Health Department	Aug-18	Live
Craven County Health Department	Apr-19	Live
Duplin County Health Department	May-19	Live
Albemarle Regional Health Services – Gates	Nov-19	Live
Erlanger Health – Andrews	Aug-20	Live
Beaufort County Health Department	Sep-20	Live
Albemarle Regional Health Services – Chowan	Nov-19	Live
Albemarle Regional Health Services – Currituck	Nov-19	Live
Albemarle Regional Health Services – Perquimans	Nov-19	Live
Albemarle Regional Health Services – Bertie	Nov-19	Live
Albemarle Regional Health Services – Hertford	Nov-19	Live
Vidant Family Medicine – Chocowinity	Jan-21	Live
Carteret OB-GYN Associates, PA	Jan-21	Live
ECU Health Women's Edenton (Broad St.)	Dec-21	Live
ECU Health Women's Edenton (Earnhardt Dr.)	Apr-21	Live
ECU Health Women's Kenansville	Dec-21	Live
Benson Health	Mar-22	Live
ECU Health Kinston	Mar-22	Live
Roanoke Rapids	Jun-22	Live
Outer Banks Women's Care	Jul-22	Live

Community Based Site Report as of December 31, 2023

Terminated



Hospital Name	Contract Start Date	Termination Date
Macon County Health Department	February 2019	July 2020
Wilson County Health Department	February 2020	May 2021

Contact

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