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
1. Teresa Bowleg, MSN, RN  
   Chief Nursing Officer, Erlanger Murphy Medical Center

2. Scott W. Brown, MD, FACEP  
   NCCEP Board of Directors/ Harnett Heath System

3. John Bigger  
   Corporate Director of Behavioral Health, Cape Fear Valley Health

4. Joy Futrell, MBA  
   Chief Executive Officer, Trillium Health Resources

5. Katy Kranze  
   Executive Director, North Carolina Psychiatric Association

6. 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
• 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
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
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
• 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.
<table>
<thead>
<tr>
<th></th>
<th>Since project inception in November 2013</th>
<th>Quarter Jan- Mar 2023</th>
<th>Quarter Apr- Jun 2023</th>
<th>Quarter Jul- Sep 2023</th>
<th>Quarter Oct- Dec 2023</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Patient Encounters</strong></td>
<td>47,928</td>
<td>880</td>
<td>925</td>
<td>1,018</td>
<td>893</td>
</tr>
<tr>
<td><strong>Model 1 Hospital Patient Encounters</strong></td>
<td>30,524</td>
<td>828</td>
<td>861</td>
<td>950</td>
<td>833</td>
</tr>
<tr>
<td><strong>Model 2 Hospital Patient Encounters</strong></td>
<td>17,404</td>
<td>52</td>
<td>64</td>
<td>68</td>
<td>60</td>
</tr>
<tr>
<td><strong>Total Number of Assessments</strong> (Billed Assessments for Model 1 Hospitals + Number of Patient Encounters for Model 2 Hospitals)</td>
<td>61,427</td>
<td>1,027</td>
<td>1,019</td>
<td>1,161</td>
<td>1,002</td>
</tr>
<tr>
<td></td>
<td>Since project inception in November 2013</td>
<td>Calendar Year 2018</td>
<td>Calendar Year 2019</td>
<td>Calendar Year 2020</td>
<td>Calendar Year 2021</td>
</tr>
<tr>
<td>--------------------------------</td>
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</tr>
<tr>
<td><strong>Total Patient Encounters</strong></td>
<td>47,928</td>
<td>6,104</td>
<td>4,835</td>
<td>4,305</td>
<td>4,763</td>
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<tr>
<td><strong>Model 1 Hospital Patient Encounters</strong></td>
<td>30,524</td>
<td>2,654</td>
<td>1,902</td>
<td>2,152</td>
<td>2,897</td>
</tr>
<tr>
<td><strong>Model 2 Hospital Patient Encounters</strong></td>
<td>17,404</td>
<td>3,450</td>
<td>2,933</td>
<td>2,153</td>
<td>1,866</td>
</tr>
<tr>
<td><strong>Total Number of Assessments</strong></td>
<td>(Billed Assessments for Model 1 Hospitals + Number of Patient Encounters for Model 2 Hospitals)</td>
<td>61,427</td>
<td>6,680</td>
<td>5,287</td>
<td>4,820</td>
</tr>
</tbody>
</table>
## NC-STeP Benchmarks

<table>
<thead>
<tr>
<th>Goals</th>
<th>Values Reached</th>
<th>Year-to-Date Total with % of the Yearly Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cumulative Target to be reached by (06/30/2024)</td>
<td>Value Reached as of most recent previous quarter (09/30/2023)</td>
<td>Value Reached as of this reporting quarter (12/31/2023)</td>
</tr>
<tr>
<td>Number of IVCs</td>
<td>2,229</td>
<td>781</td>
</tr>
<tr>
<td>Number of IVCs Overturned</td>
<td>1,133</td>
<td>316</td>
</tr>
<tr>
<td>Total Number of Assessments (Billed assessments for Model 1 hospitals + Number of patient encounters for Model 2 hospitals.)</td>
<td>3,400</td>
<td>1,161</td>
</tr>
</tbody>
</table>
### NC-STeP Status as of December 31, 2023

<table>
<thead>
<tr>
<th>EVALUATION CRITERIA</th>
<th>BASELINE VALUES/MEASURES AS REPORTED ON 06/30/2023</th>
<th>TARGET TO BE REACHED BY 06/30/2024</th>
<th>VALUES/MEASURES REACHED AS OF 12/31/2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The number of full-time equivalent (FTE) positions supported by these contracts</td>
<td>4.30 FTEs</td>
<td>5.30 FTEs</td>
<td>4.30 FTEs</td>
</tr>
<tr>
<td>2. The number of overturned involuntary commitments (inpatient admission prevented)</td>
<td>1,249</td>
<td>1,133</td>
<td>203 in this quarter</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Cumulative total since program inception 10,575</td>
</tr>
<tr>
<td>3. The number of participating consultant providers</td>
<td>23</td>
<td>20</td>
<td>23</td>
</tr>
<tr>
<td>EVALUATION CRITERIA</td>
<td>BASELINE VALUES/MEASURES AS REPORTED ON 06/30/2023</td>
<td>TARGET TO BE REACHED BY 06/30/2024</td>
<td>VALUES/MEASURES REACHED AS OF 12/31/2023</td>
</tr>
<tr>
<td>-----------------------------------------------------------------------------------</td>
<td>----------------------------------------------------</td>
<td>-----------------------------------</td>
<td>------------------------------------------</td>
</tr>
<tr>
<td>4. The number of telepsychiatry assessments conducted.</td>
<td>4,824</td>
<td>3,400</td>
<td>1,002 in this quarter</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Cumulative total since program inception 61,427</td>
</tr>
<tr>
<td>5. The number of telepsychiatry referring sites</td>
<td>30</td>
<td>29</td>
<td>29</td>
</tr>
<tr>
<td>6. The reports of involuntary commitments to enrolled hospitals</td>
<td>3,123</td>
<td>2,229</td>
<td>631 in this quarter</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Cumulative total since program inception 29,305</td>
</tr>
</tbody>
</table>
### NC-STeP Status as of December 31, 2023

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

- Sentara Albem
- Beaufort
- Bertie
- Chowan
- Duplin
- Edgecombe
- Outer Banks
- Carteret
- St. Lukes
- Hugh Chatham
- Maria Parham
- Franklin
- Erlanger
- *Bladen
- Dobson
- Northern Regional
- Lake Norman
- ECU Health North
- Pender
- Betsy Johnson
- Central Harnett
- Iredell
- AdventHealth

- Number of NC-STeP Patients:
  - Sentara Albem: 67
  - Beaufort: 17
  - Bertie: 2
  - Chowan: 7
  - Duplin: 26
  - Edgecombe: 8
  - Outer Banks: 25
  - Carteret: 153
  - St. Lukes: 18
  - Hugh Chatham: 56
  - Maria Parham: 3
  - Franklin: 4
  - Erlanger: 80
  - *Bladen: 60
  - Dobson: 7
  - Northern Regional: 150
  - Lake Norman: 13
  - ECU Health North: 56
  - Pender: 1
  - Betsy Johnson: 43
  - Central Harnett: 4
  - Iredell: 93
  - AdventHealth: 4
Number of NC-STeP Patients by Hospital
January - December 2023
Number of NC-STeP Patients by Model by Quarter

January 2022 - December 2023

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Model 1</th>
<th>Model 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan-Mar 2022</td>
<td>797</td>
<td>438</td>
</tr>
<tr>
<td>Apr-Jun 2022</td>
<td>869</td>
<td>452</td>
</tr>
<tr>
<td>Jul-Sep 1 2022</td>
<td>891</td>
<td>411</td>
</tr>
<tr>
<td>Oct-Dec 2022</td>
<td>712</td>
<td>402</td>
</tr>
<tr>
<td>Jan-Mar 2023</td>
<td>828</td>
<td>52</td>
</tr>
<tr>
<td>Apr-Jun 2023</td>
<td>861</td>
<td>64</td>
</tr>
<tr>
<td>Jul-Sep 2023</td>
<td>950</td>
<td>68</td>
</tr>
<tr>
<td>Oct-Dec 2023</td>
<td>833</td>
<td>60</td>
</tr>
</tbody>
</table>
Percent of Use by Hospital for Model 1 and Model 2
Oct - Dec 2023 (based on number of patients)

- Betsy Johnson: 6%
- Bladen*: 7%
- Carteret: 17%
- Central Harnett: 10%
- Duplin: 3%
- ECU Health North: 17%
- Erlanger: 9%
- Hugh Chatham: 6%
- Iredell: 5%
- Outer Banks: 3%
- Sentara Albemarle: 8%
- St. Lukes: 2%
- All Others Combined: 7%
Percent of Use by Hospital
Jan - Dec 2023
(based on number of patient encounters)

- Beaufort: 2%
- Betsy Johnson: 8%
- Bladen: 7%
- Carteret: 11%
- Central Harnett: 9%
- Duplin: 3%
- ECU Health North: 12%
- Erlanger: 9%
- Hugh Chatham: 7%
- Iredell: 7%
- Lake Norman: 2%
- Outer Banks: 5%
- Sentara Alb.: 11%
- All Others Combined: 7%
Percent of Use by Hospital for Model 1
Oct - Dec 2023
(based on number of patients)
Percent of Use for Model 1 Hospitals
Jan - Dec 2023
(based on number of patient encounters)

- Beaufort: 2%
- Betsy Johnson: 9%
- Carteret: 12%
- Central Harnett: 10%
- Duplin: 3%
- ECU Health North: 13%
- Erlanger: 10%
- Hugh Chatham: 8%
- Iredell: 8%
- Lake Norman: 2%
- Outer Banks: 5%
- Sentara Alb.: 11%
- St. Lukes: 2%
- all Others Combined: 5%
Number of Patients by Provider (Model 1)

Oct-Dec 2023

- CBC: 560
- ECU: 273
- Cape Fear: 60

Jan-Mar 2023

- CBC: 581
- ECU: 239

Jul-Sep 2023

- CBC: 650
- ECU: 290
- Cape Fear: 68

Apr-Jun 2023

- CBC: 585
- ECU: 247
- Cape Fear: 64
43% percent of patients had a LOS of 30 hours or less

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

22 patients had a LOS longer than 300 hours
Number of NC-STEP Patients by LOS Category
October - December 2023

Number of patients with a LOS in this category

- Median Length of Stay for Oct-Dec 2023 = 35.8 hours
- 43% of patients had a LOS of 30 hours or less
- 22 patients had a LOS longer than 300 hours

Number of NC-STEP Patients by LOS Category
Jan - Mar 2023

- Median Length of Stay for Jan-Mar 2023 = 34.6 hours
- 45.2% of patients had a LOS of 30 hours or less
- 37 patients had a LOS longer than 300 hours

Number of NC-STEP Patients by LOS Category
July - September 2023

Number of patients with a LOS in this category

- Median Length of Stay for Jul-Sep 2023 = 39.3 hours
- 38% of patients had a LOS of 30 hours or less
- 17 patients had a LOS longer than 300 hours

Number of NC-STEP Patients by LOS Category
Apr - Jun 2023

- Median Length of Stay for Apr-Jun 2023 = 37.3 hours
- 41.1% of patients had a LOS of 30 hours or less
- 18 patients had a LOS longer than 300 hours
40% percent of patients had a LOS of 30 hours or less

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

114 patients (3%) had a LOS longer than 300 hours over the 12 months

Number of NC-STeP Patients by LOS Category
Jan - Dec 2023
in hours

Number of patients with a LOS in this category

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

(in hours)

<table>
<thead>
<tr>
<th>Quarter</th>
<th>2021</th>
<th>2022</th>
<th>2023</th>
<th>2024</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan-Mar</td>
<td>27.5</td>
<td>31.6</td>
<td>38.8</td>
<td>42.5</td>
</tr>
<tr>
<td>Apr-Jun</td>
<td>28.5</td>
<td>36.3</td>
<td>40.2</td>
<td>39.5</td>
</tr>
<tr>
<td>Jul-Sep</td>
<td>30.4</td>
<td>39.4</td>
<td>37.3</td>
<td>35.8</td>
</tr>
<tr>
<td>Oct-Dec</td>
<td>31.6</td>
<td>34.6</td>
<td>39.5</td>
<td>36.8</td>
</tr>
</tbody>
</table>

**Median Length of Stay by Year**

(in hours)

<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>12 months</td>
<td>23.6</td>
<td>26.7</td>
<td>32.4</td>
<td>29.2</td>
<td>25.5</td>
<td>24.9</td>
<td>25.8</td>
<td>29.2</td>
<td>38.4</td>
<td>37.7</td>
</tr>
</tbody>
</table>
Median Length of Stay by Quarter
January - December 2023
(in hours)

Jan-Mar 2023: 39.7 hours
Apr-Jun 2023: 37.9 hours
Jul-Sep 2023: 39.7 hours
Oct-Dec 2023: 35.9 hours
Average Length of Stay by Quarter for Hospitals Participating in NC-STeP

(in hours)

Average Length of Stay by Year

(in hours)

*Indicates average was adjusted to include back data
Average Length of Stay by Quarter
January - December 2023
(in hours)

Jan-Mar 2023: 75.9 hours
Apr-Jun 2023: 68.4 hours
Jul-Sep 2023: 72.9 hours
Oct-Dec 2023: 64.9 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
Average Length of Stay by Provider

**Oct-Dec 2023 (in hours)**

- CBC: 66.4 (560 patients)
- ECU: 69.8 (273 patients)
- Cape Fear: 27.9 (60 patients)

**Jul-Sep 2023 (in hours)**

- CBC: 71.2 (650 patients)
- ECU: 75.3 (290 patients)
- Cape Fear: 50.4 (68 patients)
Average LOS by Model

Oct-Dec 2023 (in hours)

- Model 1: 67.5 hours
- Model 2: 27.9 hours

Jan-Mar 2023 (in hours)

- Model 1: 71.1 hours
- Model 2: 33.5 hours

Jul-Sep 2023 (in hours)

- Model 1: 72.5 hours
- Model 2: 50.4 hours

Apr-Jun 2023 (in hours)

- Model 1: 61.9 hours
- Model 2: 49.9 hours
**Average Length of Stay by Quarter for Patients Discharged to Home or Transfer**

(in hours)

- Jan-Mar 2021*: Avg LOS for patients discharged HOME = 61.5, Avg LOS for patients discharged TRANSFER = 69.9
- Apr-Jun 2021*: Avg LOS for patients discharged HOME = 58.4, Avg LOS for patients discharged TRANSFER = 50.7
- Jul-Sep 2021*: Avg LOS for patients discharged HOME = 64.2, Avg LOS for patients discharged TRANSFER = 78.8
- Oct-Dec 2021*: Avg LOS for patients discharged HOME = 70.5, Avg LOS for patients discharged TRANSFER = 68.8
- Jan-Mar 2022*: Avg LOS for patients discharged HOME = 86.4, Avg LOS for patients discharged TRANSFER = 92.2
- Apr-Jun 2022*: Avg LOS for patients discharged HOME = 81.9, Avg LOS for patients discharged TRANSFER = 85.1
- Jul-Sep 2022*: Avg LOS for patients discharged HOME = 76.2, Avg LOS for patients discharged TRANSFER = 69.7
- Oct-Dec 2022*: Avg LOS for patients discharged HOME = 61.9, Avg LOS for patients discharged TRANSFER = 54.4
- Jan-Mar 2023: Avg LOS for patients discharged HOME = 61.9, Avg LOS for patients discharged TRANSFER = 68.4
- Apr-Jun 2023: Avg LOS for patients discharged HOME = 55.5, Avg LOS for patients discharged TRANSFER = 79.3
- Jul-Sep 2023: Avg LOS for patients discharged HOME = 68.1, Avg LOS for patients discharged TRANSFER = 59.7
- Oct-Dec 2023: Avg LOS for patients discharged HOME = 60.8, Avg LOS for patients discharged TRANSFER = 61

*Indicates average was adjusted to include back data
Average LOS by Discharge Disposition

Jul - Sep 2023 (in hours)

Oct - Dec 2023 (in hours)
Average LOS by Disposition
Jan-Dec 2023 (in hours)

- **AVG - ALL DISPOSITIONS**: 70.5 hours
- **AMA**: 24.6 hours
- **Other**: 83.1 hours
- **Admit**: 67.1 hours
- **Transfer**: 64 hours
- **Home**: 64 hours

Los Angeles Times data shows...
Consult Elapsed Time: October - December 2023

CBC & ECU
Average Consult Exam Elapsed Time
In Que to Exam Complete
FY24-Q2 October - December 2023

- In Que Wait Time: 3:28:47
- Exam Elapsed Time: 1:45:53

Comparison CBC & ECU
Average Consult Elapsed Time
In Que to Exam Complete
FY24-Q2 October - December 2023

- CBC: 3:33:05, ECU: 3:24:29
- CBC: 5:15:58, ECU: 5:12:57

In Que Wait Time  Exam Elapsed Time
### Key Processes and Elapsed Times Averages
#### CBC and ECU: October - December 2023

<table>
<thead>
<tr>
<th>Process</th>
<th>Avg. Time (min)</th>
<th>Elapsed Time (min)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avg. Time from Queue to Intake Start</td>
<td>3:28:47</td>
<td></td>
</tr>
<tr>
<td>Avg. Intake Duration</td>
<td>0:20:05</td>
<td>3:48:52</td>
</tr>
<tr>
<td>Avg. Time From Intake End to Exam Start</td>
<td>0:44:51</td>
<td>4:33:43</td>
</tr>
<tr>
<td>Avg. Exam Duration</td>
<td>0:40:44</td>
<td>5:14:27</td>
</tr>
<tr>
<td>Total Duration from Queue to Consulted</td>
<td>5:14:27</td>
<td>5:14:27</td>
</tr>
</tbody>
</table>
Key Processes and Elapsed Times Averages (CBC and ECU)

**October – December 2023**

- Avg. Time from Queue to Intake Start: 3:28:47
- Avg. Intake Duration: 3:48:52
- Avg. Time From Intake End to Exam Start: 4:33:43
- Avg. Exam Duration: 5:14:27
- Total Duration from Queue to Consulted: 5:14:27

**July - September 2023**

- Avg. Time from Queue to Intake Start: 3:39:24
- Avg. Intake Duration: 3:59:29
- Avg. Time From Intake End to Exam Start: 4:48:38
- Avg. Exam Duration: 5:29:40
- Total Duration from Queue to Consulted: 5:29:40

Avg time - Elapsed Time
In Que Wait Time
4:01:40

Exam Elapsed Time
1:44:01

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

In Que Wait Time
1:22:23

Exam Elapsed Time
1:53:15

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

In Que Wait Time
3:28:47

Exam Elapsed Time
1:45:53

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

In Que Wait Time
1:45:53

Exam Elapsed Time
3:28:47

In Que Wait Time
1:53:15

Exam Elapsed Time
1:22:23

Explain the components:

- **In Que Wait Time**: Time spent waiting in queue before the consultation.
- **Exam Elapsed Time**: Time spent conducting the consultation.

For CBC & ECU:
- In Que Wait Time: 4:01:40
- Exam Elapsed Time: 1:44:01

For CBC, OVBHS, and ECU:
- In Que Wait Time: 3:28:47
- Exam Elapsed Time: 1:45:53

For CBC & ECU:
- In Que Wait Time: 1:22:23
- Exam Elapsed Time: 1:53:15

For FY24-Q2:
- In Que Wait Time: 3:28:47
- Exam Elapsed Time: 1:45:53

Note: The data represents the average consult elapsed time for different periods and groups.
Percent of Patients by Discharge Disposition

**Oct-Dec 2023**
- Home: 53%
- Transfer: 42%
- Admit: 3%
- Other: 11%

**Jan-Mar 2023**
- Home: 50%
- Transfer: 41%
- Admit: 3%
- Other: 6%

**Jul-Sep 2023**
- Home: 46%
- Transfer: 40%
- Admit: 3%
- Other: 11%

**Apr-Jun 2023**
- Home: 53%
- Transfer: 37%
- Admit: 3%
- Other: 7%
Percent of Patients by Discharge Disposition
Jan-Dec 2023 (in hours)

- Home: 48%
- Transfer: 40%
- Admit: 3%
- Other: 9%

Percent of Patients by Disposition

ECU / NC-STEP
STATEWIDE TELEPSYCHIATRY PROGRAM
Percent of NC-STeP Patients by Discharge Disposition by Quarter January - December 2023

Jan-Mar 2023: 49.4% Home, 41.0% Transfer
Apr-Jun 2023: 51.8% Home, 37.8% Transfer
Jul-Sep 2023: 46.3% Home, 39.1% Transfer
Oct-Dec 2023: 43.6% Home, 42.5% Transfer

Home
Transfer

ECU
NORTH CAROLINA STATEWIDE TELEPSYCHIATRY PROGRAM

NC-STeP
IVCs – By Release Status

Oct-Dec 2023
- 32% Released
- 68% Not Released

Jan-Mar 2023
- 43% Released
- 57% Not Released

Jul-Sep 2023
- 40% Released
- 60% Not Released

Apr-Jun 2023
- 44% Released
- 56% Not Released
IVCs - By Release Status
Jan - Dec 2023

- 60% IVCs - percent released
- 40% IVCs - percent not released
Number of IVCs and IVC Turnovers by Model

Oct-Dec 2023

Model 1 (34% Turnover)
Model 2 (0% Turnover)

Jul-Sep 2023

Model 1 (43% Turnover)
Model 2 (0% Turnover)
Number of IVCs and IVCs Turned Over by Quarter

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Number of IVCs Turned Over</th>
<th>Number of IVCs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct-Dec 2020</td>
<td>705</td>
<td>785</td>
</tr>
<tr>
<td>Jan-Mar 2021*</td>
<td>785</td>
<td>814</td>
</tr>
<tr>
<td>Apr-Jun 2021*</td>
<td>814</td>
<td>826</td>
</tr>
<tr>
<td>Jul-Sep 2021*</td>
<td>826</td>
<td>800</td>
</tr>
<tr>
<td>Oct-Dec 2021*</td>
<td>800</td>
<td>835</td>
</tr>
<tr>
<td>Jan-Mar 2022*</td>
<td>835</td>
<td>910</td>
</tr>
<tr>
<td>Apr-Jun 2022*</td>
<td>910</td>
<td>934</td>
</tr>
<tr>
<td>Jul-Sep 2022*</td>
<td>934</td>
<td>810</td>
</tr>
<tr>
<td>Oct-Dec 2022*</td>
<td>810</td>
<td>707</td>
</tr>
<tr>
<td>Jan-Mar 2023</td>
<td>707</td>
<td>695</td>
</tr>
<tr>
<td>Apr-Jun 2023</td>
<td>695</td>
<td>781</td>
</tr>
<tr>
<td>Jul-Sep 2023</td>
<td>781</td>
<td>631</td>
</tr>
<tr>
<td>Oct-Dec 2023</td>
<td>631</td>
<td>203</td>
</tr>
</tbody>
</table>

Turnover:
- Oct-Dec 2020: 38.6%
- Jan-Mar 2021*: 41%
- Apr-Jun 2021*: 40.3%
- Jul-Sep 2021*: 40.4%
- Oct-Dec 2021*: 42.9%
- Jan-Mar 2022*: 45.4%
- Apr-Jun 2022*: 43.2%
- Jul-Sep 2022*: 39.9%
- Oct-Dec 2022*: 33.8%
- Jan-Mar 2023: 42.9%
- Apr-Jun 2023: 44%
- Jul-Sep 2023: 40%
- Oct-Dec 2023: 32%

Notes:
- * indicates inclusion of new IVCs.
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)

- Self-Pay, 15%
- Blue Shield, 19%
- Other, 3%
- Commercial, 12%
- Medicare, 16%
- Medicaid/MCO, 32%
- LME/IPRS, 3%
NC-STeP Charge Mix
QTD FY2024

Quarter 1 (July 1- September 30, 2023)
- Blue Shield, 17%
- Commercial, 10%
- LME/IPRS, 3%
- Medicaid/MCO, 32%
- Self-Pay, 18%
- Other, 0%
- Medicare, 20%

Quarter 2 (October 1– December 31, 2023)
- Blue Shield, 19%
- Commercial, 12%
- LME/IPRS, 3%
- Medicaid/MCO, 32%
- Self-Pay, 15%
- Other, 3%
- Medicare, 16%
NC-STeP Charge Mix - Project to Date
Service Dates: October 1, 2013 – December 31, 2023

- Self-Pay, 31%
- Blue Shield, 7%
- Medicaid/MCO, 30%
- Medicare, 17%
- LME/IPRS, 4%
- Other, 5%
- Commercial, 6%
## Community-Based Sites as of December 31, 2023

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

<table>
<thead>
<tr>
<th>Patient Visits</th>
<th>Since project inception in October 2018</th>
<th>During Calendar Year 2018</th>
<th>During Calendar Year 2019</th>
<th>During Calendar Year 2020</th>
<th>During Calendar Year 2021</th>
<th>During Calendar Year 2022</th>
<th>During Quarter Jan- Mar 2023</th>
<th>During Quarter Apr- Jun 2023</th>
<th>During Quarter Jul- Sep 2023</th>
<th>During Quarter Oct- Dec 2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>With Medical Doctor</td>
<td>2,400</td>
<td>8</td>
<td>536</td>
<td>265</td>
<td>316</td>
<td>567</td>
<td>249</td>
<td>172</td>
<td>173</td>
<td>114</td>
</tr>
<tr>
<td>With Mid-Level Provider</td>
<td>21,380</td>
<td>7</td>
<td>2,006</td>
<td>3,217</td>
<td>4,122</td>
<td>4,669</td>
<td>1,904</td>
<td>1,848</td>
<td>1,872</td>
<td>1,735</td>
</tr>
<tr>
<td>Total Patient Visits</td>
<td>23,886</td>
<td>15</td>
<td>2,633</td>
<td>3,477</td>
<td>4,440</td>
<td>5,253*</td>
<td>2,153</td>
<td>2,020*</td>
<td>2,045</td>
<td>1,850</td>
</tr>
</tbody>
</table>

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. 

* 17 visits did not specify provider type
* Adjusted upward for Duplin
NC-Step Appointment by Site
Appointments, Visits Kept, Rescheduled, Cancelled, No Show
October - December 2023

Total Apts: 239 185 3 137 126 230 21 53 370 23 81 73 2 31 375 180 618 27 8 31 97 91
Apts Kept: 173 124 1 84 77 159 17 40 238 14 51 52 2 24 122 131 398 13 5 15 55 55
Apts Rescheduled: 26 18 36 20 23 1 6 35 8 7 4 2 9 18 165 11 16 6
Apts Cancelled: 13 21 15 26 43 4 2 1 202 10 3 0 15 13
Apts No Show: 26 20 2 17 14 22 3 7 53 1 19 15 3 40 18 55 3 0 16 10 16

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

- Total Apts
- Apts Kept
- Apts Rescheduled
- Apts Cancelled
- Apts No Show
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

New Visits
Follow up Visits

<table>
<thead>
<tr>
<th>Site</th>
<th>New Visits</th>
<th>Follow up Visits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beaufort</td>
<td>10</td>
<td>163</td>
</tr>
<tr>
<td>Benson</td>
<td>30</td>
<td>94</td>
</tr>
<tr>
<td>Bertie</td>
<td>1</td>
<td>80</td>
</tr>
<tr>
<td>Camden</td>
<td>4</td>
<td>56</td>
</tr>
<tr>
<td>Carteret</td>
<td>21</td>
<td>136</td>
</tr>
<tr>
<td>Cherokee (Andrews)</td>
<td>23</td>
<td>7</td>
</tr>
<tr>
<td>Cho co- winy</td>
<td>10</td>
<td>32</td>
</tr>
<tr>
<td>Chowan</td>
<td>8</td>
<td>193</td>
</tr>
<tr>
<td>Craven</td>
<td>39</td>
<td>12</td>
</tr>
<tr>
<td>Currituck</td>
<td>2</td>
<td>36</td>
</tr>
<tr>
<td>Duplin</td>
<td>15</td>
<td>2</td>
</tr>
<tr>
<td>Vidant Edenton</td>
<td>3</td>
<td>34</td>
</tr>
<tr>
<td>Erlanger Clay</td>
<td>18</td>
<td></td>
</tr>
<tr>
<td>Gates</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Hertford</td>
<td>9</td>
<td>15</td>
</tr>
<tr>
<td>Hyde</td>
<td>7</td>
<td>115</td>
</tr>
<tr>
<td>Kinston</td>
<td>7</td>
<td>124</td>
</tr>
<tr>
<td>MTW</td>
<td>76</td>
<td>322</td>
</tr>
<tr>
<td>Pasque tank</td>
<td>0</td>
<td>13</td>
</tr>
<tr>
<td>Perquimans</td>
<td>7</td>
<td>8</td>
</tr>
<tr>
<td>Vidant Kenansville</td>
<td>76</td>
<td>32</td>
</tr>
<tr>
<td>Roanoke Rapids</td>
<td>22</td>
<td>33</td>
</tr>
<tr>
<td>Outer Banks</td>
<td>27</td>
<td>28</td>
</tr>
</tbody>
</table>
NC-STeP Community Visits by Site
New and Follow-Up
January - December 2023

New Visits
Follow up Visits

Beaufort 71 750
Benson 143 462
Bertie 1 336
Camden 20 326
Carteret 123 517
Cherokee (Andrews) 101 7
Chowan 19 145
Craven 168 656
Cumbuck 12 91
Duplin 48 115
Edenton 19 24
Eranger-Clay 106 137
Gales 1 1
Hertford 48 66
Hyde 100 563
Kinston 58 398
MTW 330 1463
Pasquotank 5 41
Perquimans 57 36
Vidant Kenansville 135 135
Roanoke Rapids 118 103
Outer Banks

New Visits
Follow up Visits
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
• 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
### Hospital Status Report as of December 31, 2023

#### Model 1 - Live

<table>
<thead>
<tr>
<th>Hospital Name</th>
<th>Contract Date</th>
<th>Portal Go Live</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vidant Outer Banks Hospital</td>
<td>10/01/2013</td>
<td>08/08/2016</td>
</tr>
<tr>
<td>Vidant Duplin Hospital</td>
<td>10/01/2013</td>
<td>08/22/2016</td>
</tr>
<tr>
<td>Vidant Bertie Hospital</td>
<td>10/01/2013</td>
<td>08/15/2016</td>
</tr>
<tr>
<td>Vidant Chowan Hospital</td>
<td>10/01/2013</td>
<td>08/15/2016</td>
</tr>
<tr>
<td>Vidant Edgecombe Hospital</td>
<td>10/01/2013</td>
<td>08/15/2016</td>
</tr>
<tr>
<td>Sentara Albemarle Medical Center</td>
<td>10/01/2013</td>
<td>08/17/2016</td>
</tr>
<tr>
<td>Vidant Beaufort Hospital</td>
<td>10/01/2013</td>
<td>08/22/2016</td>
</tr>
<tr>
<td>Vidant North (Halifax Regional)</td>
<td>03/15/2015</td>
<td>08/08/2017</td>
</tr>
<tr>
<td>St Lukes Hospital</td>
<td>03/01/2014</td>
<td>09/07/2016</td>
</tr>
<tr>
<td>DLP Harris Regional Medical</td>
<td>07/01/2015</td>
<td>10/14/2016</td>
</tr>
<tr>
<td>DLP Swain Community Hospital</td>
<td>07/01/2015</td>
<td>10/14/2016</td>
</tr>
<tr>
<td>Erlanger Murphy Medical Center</td>
<td>05/01/2015</td>
<td>10/26/2016</td>
</tr>
<tr>
<td>DLP Maria Parham Medical Center</td>
<td>07/01/2015</td>
<td>11/15/2016</td>
</tr>
<tr>
<td>J. Arthur Dosher Memorial Hospital</td>
<td>04/01/2015</td>
<td>01/07/2017</td>
</tr>
<tr>
<td>Ashe Memorial Hospital</td>
<td>06/01/2015</td>
<td>01/26/2017</td>
</tr>
<tr>
<td>Hospital Name</td>
<td>Contract Date</td>
<td>Portal Go Live</td>
</tr>
<tr>
<td>----------------------------------------</td>
<td>---------------</td>
<td>----------------</td>
</tr>
<tr>
<td>Pender Memorial Hospital</td>
<td>09/01/2014</td>
<td>12/07/2017</td>
</tr>
<tr>
<td>DLP Maria Parham Franklin</td>
<td>03/01/2018</td>
<td>02/01/2019</td>
</tr>
<tr>
<td>Central Harnett Hospital</td>
<td>07/01/2019</td>
<td>02/21/2020</td>
</tr>
<tr>
<td>Betsy Johnson Hospital</td>
<td>07/01/2019</td>
<td>02/21/2020</td>
</tr>
<tr>
<td>Iredell Hospital</td>
<td>09/01/2019</td>
<td>04/17/2020</td>
</tr>
<tr>
<td>Lake Norman Regional Medical</td>
<td>10/01/2018</td>
<td>10/27/2020</td>
</tr>
<tr>
<td>Hugh Chatham Hospital</td>
<td>03/01/2020</td>
<td>12/8/2020</td>
</tr>
<tr>
<td>Northern Hospital of Surry County</td>
<td>11/01/2015</td>
<td>03/07/2017</td>
</tr>
<tr>
<td>Southeastern Regional Medical</td>
<td>05/01/2014</td>
<td>08/08/2017</td>
</tr>
<tr>
<td>Advent Health Hendersonville</td>
<td>10/01/2018</td>
<td>10/27/2020</td>
</tr>
<tr>
<td>DLP Person Memorial Hospital</td>
<td>07/01/2015</td>
<td>08/17/2017</td>
</tr>
<tr>
<td>Carteret</td>
<td>02/01/2023</td>
<td>04/01/2023</td>
</tr>
</tbody>
</table>
## Model 2

<table>
<thead>
<tr>
<th>Hospital Name</th>
<th>Go Live Date/Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cape Fear Valley Bladen Hospital</td>
<td>07/2014</td>
</tr>
<tr>
<td>Cape Fear Valley Hoke Hospital</td>
<td>06/2016</td>
</tr>
<tr>
<td>Hospital Name</td>
<td>Hospital Name</td>
</tr>
<tr>
<td>--------------</td>
<td>-------------------------------------</td>
</tr>
<tr>
<td>Alleghany Memorial Hospital</td>
<td>Martin County General</td>
</tr>
<tr>
<td>Carolina East</td>
<td>Nash General Hospital</td>
</tr>
<tr>
<td>Mission Health</td>
<td>Sampson</td>
</tr>
<tr>
<td>Columbus Regional</td>
<td>UNC Hillsborough</td>
</tr>
<tr>
<td>Davie Medical</td>
<td>WakeMed Apex</td>
</tr>
<tr>
<td>DLP Rutherford Regional Medical Center</td>
<td>WakeMed Briar Creek</td>
</tr>
<tr>
<td>FirstHealth Montgomery Memorial Hospital</td>
<td>WakeMed Cary</td>
</tr>
<tr>
<td>FirstHealth Moore Regional Hospital</td>
<td>WakeMed Garner</td>
</tr>
<tr>
<td>FirstHealth Regional Hospital – Hoke</td>
<td>WakeMed North Healthplex</td>
</tr>
<tr>
<td>FirstHealth Richmond Memorial Hospital</td>
<td>WakeMed Raleigh</td>
</tr>
<tr>
<td>FirstHealth Sandhills Regional Medical</td>
<td>WakeMed Raleigh Children's ED</td>
</tr>
<tr>
<td>Lexington</td>
<td>WakeMed Psychiatric Observation Unit</td>
</tr>
<tr>
<td>Wilson Memorial Hospital</td>
<td>DLP Haywood Hospital</td>
</tr>
<tr>
<td>UNC Chatham</td>
<td>Novant Brunswick</td>
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<tr>
<td>Novant Clemmons</td>
<td>Novant Forsyth Medical</td>
</tr>
<tr>
<td>Novant Kornersville</td>
<td>Novant Presbyterian Hospital</td>
</tr>
<tr>
<td>Novant Rowan</td>
<td>Novant Thomasville</td>
</tr>
<tr>
<td>Cone Health Behavioral Health Hospital</td>
<td>Cone Health MedCenter High Point</td>
</tr>
<tr>
<td>Wesley Long Hospital</td>
<td>Annie Penn Hospital</td>
</tr>
<tr>
<td>Moses H. Cone Memorial Hospital</td>
<td>Women’s Hospital – Cone Health</td>
</tr>
<tr>
<td>Alamance Regional Medical Center</td>
<td>UNC Johnson – Clayton</td>
</tr>
<tr>
<td>Under Contract</td>
<td>Date</td>
</tr>
<tr>
<td>---------------------------------------------------</td>
<td>----------</td>
</tr>
<tr>
<td>Albemarle Regional Health Services – Camden</td>
<td>Aug-18</td>
</tr>
<tr>
<td>Albemarle Regional Health Services – Pasquotank</td>
<td>Aug-18</td>
</tr>
<tr>
<td>Hyde County Health Department</td>
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</tr>
<tr>
<td>Martin County Health Department</td>
<td>Aug-18</td>
</tr>
<tr>
<td>Craven County Health Department</td>
<td>Apr-19</td>
</tr>
<tr>
<td>Duplin County Health Department</td>
<td>May-19</td>
</tr>
<tr>
<td>Albemarle Regional Health Services – Gates</td>
<td>Nov-19</td>
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<tr>
<td>Erlanger Health – Andrews</td>
<td>Aug-20</td>
</tr>
<tr>
<td>Beaufort County Health Department</td>
<td>Sep-20</td>
</tr>
<tr>
<td>Albemarle Regional Health Services – Chowan</td>
<td>Nov-19</td>
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<tr>
<td>Albemarle Regional Health Services – Currituck</td>
<td>Nov-19</td>
</tr>
<tr>
<td>Albemarle Regional Health Services – Perquimans</td>
<td>Nov-19</td>
</tr>
<tr>
<td>Albemarle Regional Health Services – Bertie</td>
<td>Nov-19</td>
</tr>
<tr>
<td>Albemarle Regional Health Services – Hertford</td>
<td>Nov-19</td>
</tr>
<tr>
<td>Vidant Family Medicine – Chocowinity</td>
<td>Jan-21</td>
</tr>
<tr>
<td>Carteret OB-GYN Associates, PA</td>
<td>Jan-21</td>
</tr>
<tr>
<td>ECU Health Women’s Edenton (Broad St.)</td>
<td>Dec-21</td>
</tr>
<tr>
<td>ECU Health Women’s Edenton (Earnhardt Dr.)</td>
<td>Apr-21</td>
</tr>
<tr>
<td>ECU Health Women’s Kenansville</td>
<td>Dec-21</td>
</tr>
<tr>
<td>Benson Health</td>
<td>Mar-22</td>
</tr>
<tr>
<td>ECU Health Kinston</td>
<td>Mar-22</td>
</tr>
<tr>
<td>Roanoke Rapids</td>
<td>Jun-22</td>
</tr>
<tr>
<td>Outer Banks Women’s Care</td>
<td>Jul-22</td>
</tr>
<tr>
<td>Hospital Name</td>
<td>Contract Start Date</td>
</tr>
<tr>
<td>---------------------------------------</td>
<td>---------------------</td>
</tr>
<tr>
<td>Macon County Health Department</td>
<td>February 2019</td>
</tr>
<tr>
<td>Wilson County Health Department</td>
<td>February 2020</td>
</tr>
</tbody>
</table>
Sy Atezaz Saeed, MD, MS, FACPsych
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)

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Greenville, NC 27834