

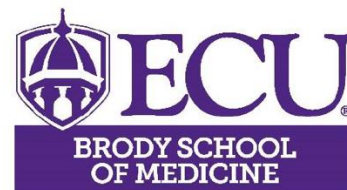


NORTH CAROLINA

STATEWIDE TELEPSYCHIATRY PROGRAM

46th Quarterly Progress Update

Sy Atezaz Saeed, MD, MS, FACPsych,
Founder and Executive Director
North Carolina Statewide Telepsychiatry Program (NC-STeP)
Professor and Chair Emeritus
Department of Psychiatry and Behavioral Medicine
Brody School of Medicine - East Carolina University





NC-SteP Advisory Council Meeting
Wednesday, February 26th, 2025
10:30 am – 12:00 pm
Virtual Meeting via Zoom Video Conference

Agenda

10:30- 10:35 .m.	Welcome and Introductions
10:35- 10:40 a.m.	Review and Approval of December 2 nd , 2024 Minutes
10:40- 11:30 a.m.	NC-SteP FY25-Q2 (October-December 2024) Performance Data
11:30- 11:40 p.m.	Updates on Grants-Funded Programs <ul style="list-style-type: none">• MOTHers Project• NC-SteP-Peds• Elizabeth City State University Project
11:40- 11:50 a.m.	Site visits
11:50- 11:55 a.m.	Old Business
11:50- 11:55 a.m.	New Business
11:55- 12:00 p.m.	Announcements
12:00 p.m.	Adjourn



Join Zoom Meeting

Join Zoom Meeting

<https://us06web.zoom.us/j/83074172510?pwd=vWbAlI7goG65T5r3nEaHiEMqHQ4vny.1>

Meeting ID: 830 7417 2510

Passcode: 815111



Advisory Council

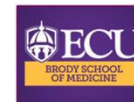
1. **Teresa Bowleg, MSN, RN**
Chief Nursing Officer, Erlanger Murphy Medical Center
2. **Scott W. Brown, MD, FACEP**
NCCEP Board of Directors/ Harnett Health System
3. **John Bigger**
Corporate Director of Behavioral Health, Cape Fear Valley Health
4. **Joy Futrell, MBA**
Chief Executive Officer, Trillium 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. Lucia Smith-Martinez, MD/ECU
3. Renee Clark, MSW, DHHS-ORH
4. Sheila Davies, Ph.D., NC-STEP/MedAccess Partners
5. Phil Donahue, NC-STEP/MedAccess Partners
6. Nick Galvez, DHHS-ORH
7. Katherine Jones, Ph.D., NC-STEP/ECU
8. Maggie Sauer, DHHS-ORH

NC-STeP Quality Management and Outcomes Monitoring Processes: October - December 2024

- 28 hospitals were live
- 23 hospitals reporting Telepsychiatry patients in their ED
 - not all live hospitals had telepsychiatry patients
- Total number of assessments for this quarter = 923
- Total number of encounters for this quarter = 839



NC-STeP Quality Management and Outcomes Monitoring Processes: October - December 2024

- The Median Length of Stay was 32.7 hours
- The Average Length of Stay was 47.3 hours
 - 38.2 hours for those discharged to home
 - 51.4 hours for those transferred to another facility
- Average Consult Elapsed Time (in Queue to Exam Complete) for Model 1 hospitals was 4 hours and 13 minutes.

NC-STeP Quality Management and Outcomes Monitoring Processes: October - December 2024

- 592 ED patients who received telepsychiatry services had an IVC in place during their ED stay.
 - 181 (30.7%) of those patients did not have an IVC in place when discharged.
- Of the ED patients who received telepsychiatry services:
 - 48.2% were discharged to home
 - 45.3% were discharged to another facility

NC-STeP Quality Management and Outcomes Monitoring Processes: October - December 2024

- 24 Community based sites were live as of 12/31/2024.
- There were 2,006 total behavioral health visits.
 - 89 visits with a Psychiatrist.
 - 1,917 visits with a behavioral health manager.





	Since project inception in November 2013	Quarter Jan- Mar 2024	Quarter Apr- Jun 2024	Quarter Jul- Sep 2024	Quarter Oct- Dec 2024
Total Patient Encounters	51,409	798	920	909	839
Model 1 Hospital Patient Encounters	33,729	737	837	839	777
Model 2 Hospital Patient Encounters	17,680	61	83	70	62
Total Number of Assessments (Billed Assessments for Model 1 Hospitals + Number of Patient Encounters for Model 2 Hospitals)	65,312	887	1,040	1,018	923



	Since project inception in November 2013	Calendar Year 2013	Calendar Year 2014	Calendar Year 2015	Calendar Year 2016	Calendar Year 2017	Calendar Year 2018
Total Patient Encounters	51,409	942	5,144	7,128	1,896	3,971	6,104
Model 1 Hospital Patient Encounters	33,729	942	4,578	5,849	706	2,044	2,654
Model 2 Hospital Patient Encounters	17,680		566	1,279	1,190	1,927	3,450
Total Number of Assessments (Billed Assessments for Model 1 Hospitals + Number of Patient Encounters for Model 2 Hospitals)	65,312	874	8,130	13,573	1,942	4,348	6,680



Since project inception in November 2013

Calendar Year 2019

Calendar Year 2020

Calendar Year 2021

Calendar Year 2022

Calendar Year 2023

Calendar Year 2024

Total Patient Encounters

51,409

4,835

4,305

4,763

5,124

3,731

3,466

Model 1 Hospital Patient Encounters

33,729

1,902

2,152

2,897

3,328

3,487

3,190

Model 2 Hospital Patient Encounters

17,680

2,933

2,153

1,866

1,796

244

276

Total Number of Assessments
(Billed Assessments for Model 1 Hospitals + Number of Patient Encounters for Model 2 Hospitals)

65,312

5,287

4,820

5,641

5,923

4,226

3,868

NC-STeP Benchmarks



Goals	Values Reached		
Cumulative Target to be reached by (06/30/2025)	Value Reached as of most recent previous quarter (09/30/2024)	Value Reached as of this reporting quarter (12/31/2024)	Year-to-Date Total with % of the Yearly Target (12/31/2024)
Number of IVCs	2,229	618	592 1,210 54.3% of Yearly Target
Number of IVCs Overturned	1,133	201	182 383 33.8% of Yearly Target
Total Number of Assessments (Billed assessments for Model 1 hospitals + Number of patient encounters for Model 2 hospitals.)	3,400	1,018	923 1,941 57.1% of Yearly Target

NC-STeP Status as of December 31, 2024

EVALUATION CRITERIA	BASELINE VALUES/MEASURES AS REPORTED ON 06/30/2024	TARGET TO BE REACHED BY 06/30/2025	VALUES/MEASURES REACHED AS OF 12/31/2024
1. The number of full-time equivalent (FTE) positions supported by these contracts	4.30 FTEs	4.30 FTEs	4.30 FTEs
2. The number of overturned involuntary commitments (inpatient admission prevented)	903	1,133	182 in this quarter Cumulative total since program inception 11,346
3. The number of participating consultant providers	23	24	24



NC-STeP Status as of December 31, 2024

EVALUATION CRITERIA	BASELINE VALUES/MEASURES AS REPORTED ON 06/30/2024	TARGET TO BE REACHED BY 06/30/2025	VALUES/MEASURES REACHED AS OF 12/31/2024
4. The number of telepsychiatry assessments conducted.	4,092	3,400	923 in this quarter Cumulative total since program inception 65,312
5. The number of telepsychiatry referring sites	28	29	28
6. The reports of involuntary commitments to enrolled hospitals	2,649	2,229	592 in this quarter Cumulative total since program inception 31,757



NC-STeP Status as of December 31, 2024

EVALUATION CRITERIA	BASELINE VALUES/MEASURES AS REPORTED ON 06/30/2024	TARGET TO BE REACHED BY 06/30/2025	VALUES/MEASURES REACHED AS OF 12/31/2024
7. The average (mean) Length of Stay for all patients with a primary mental health diagnosis across all dispositions.	61.2 hours	72.25 hours	QTD Average = 47.3 QTD Median = 32.7
8. Cumulative return on investment to state psychiatric facilities through overturned involuntary commitments. (inpatient admission prevented)	\$4,876,200	\$5,929,200	QTD = \$982,800 Project to date = \$61,268,400



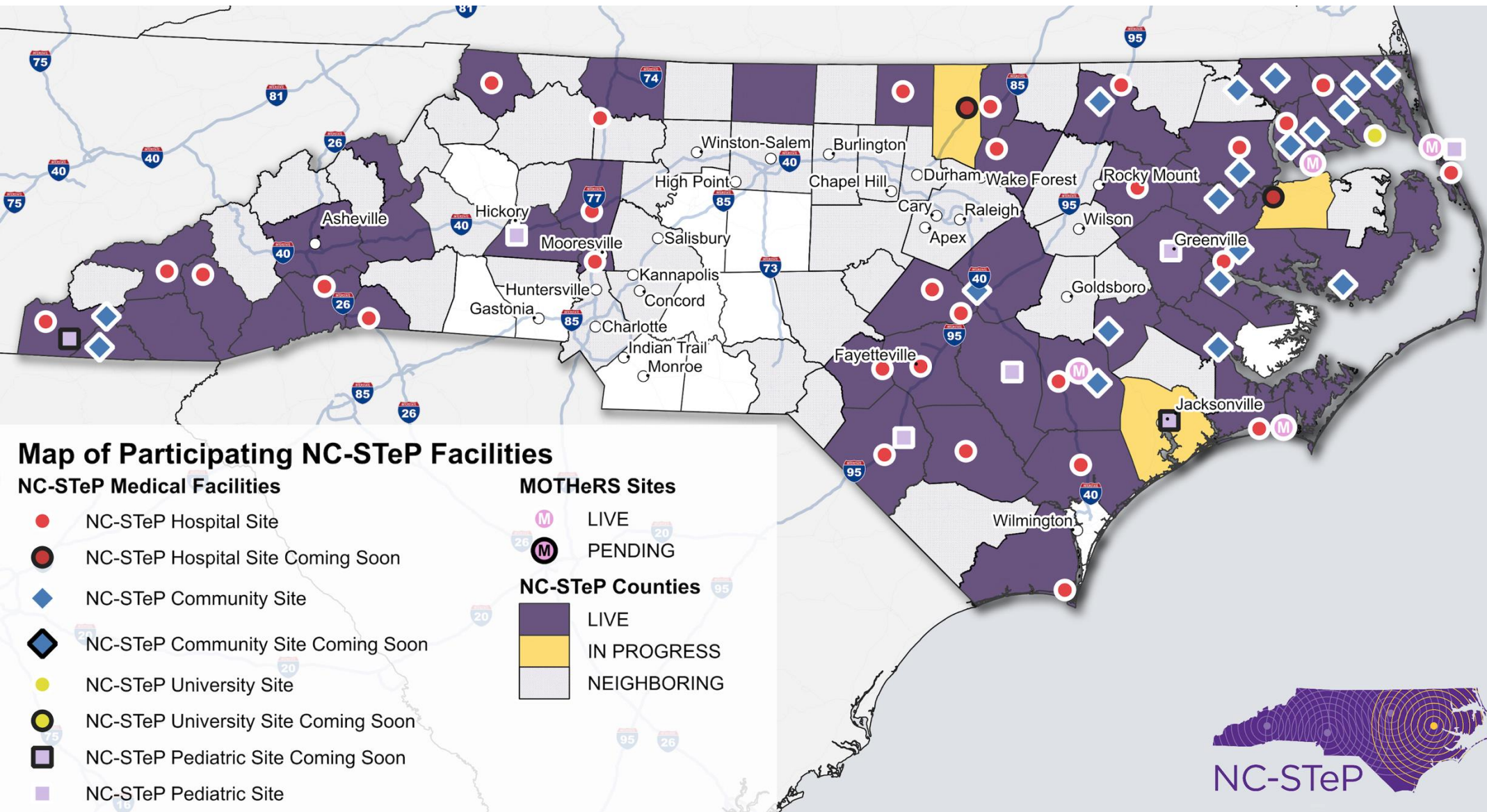
NC-STeP Status as of December 31, 2024

COMMENTS/EXPLANATIONS:

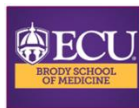
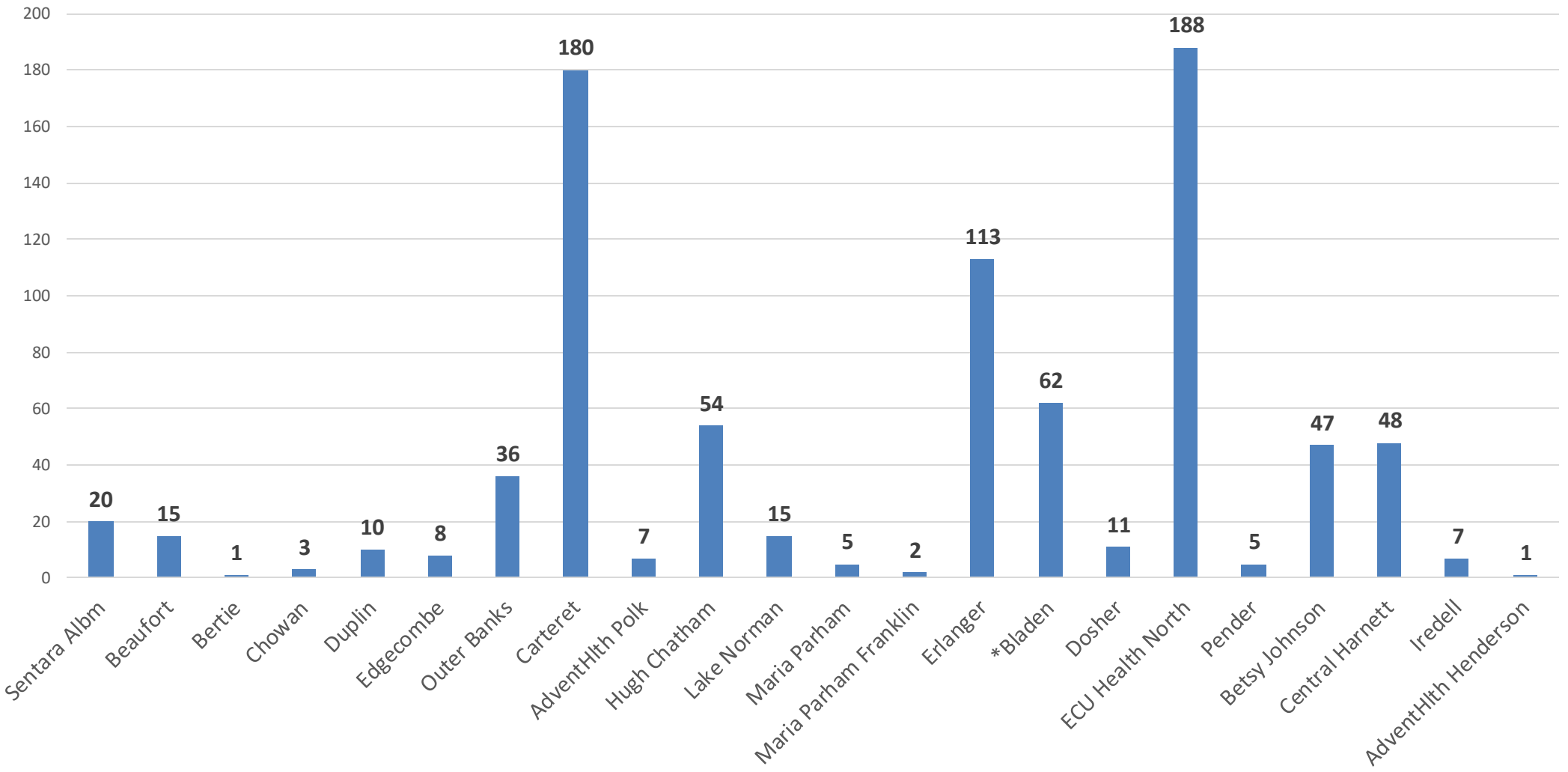
Evaluation Criteria #2, #4, and #6:

YTD and PTD totals were adjusted upwards to include 13 assessment for 2025 Q1, Jul-Sep 2024 that were submitted too late to be included in the report, for an increase of 13 assessments, 3 IVCs and 2 overturned IVCs.

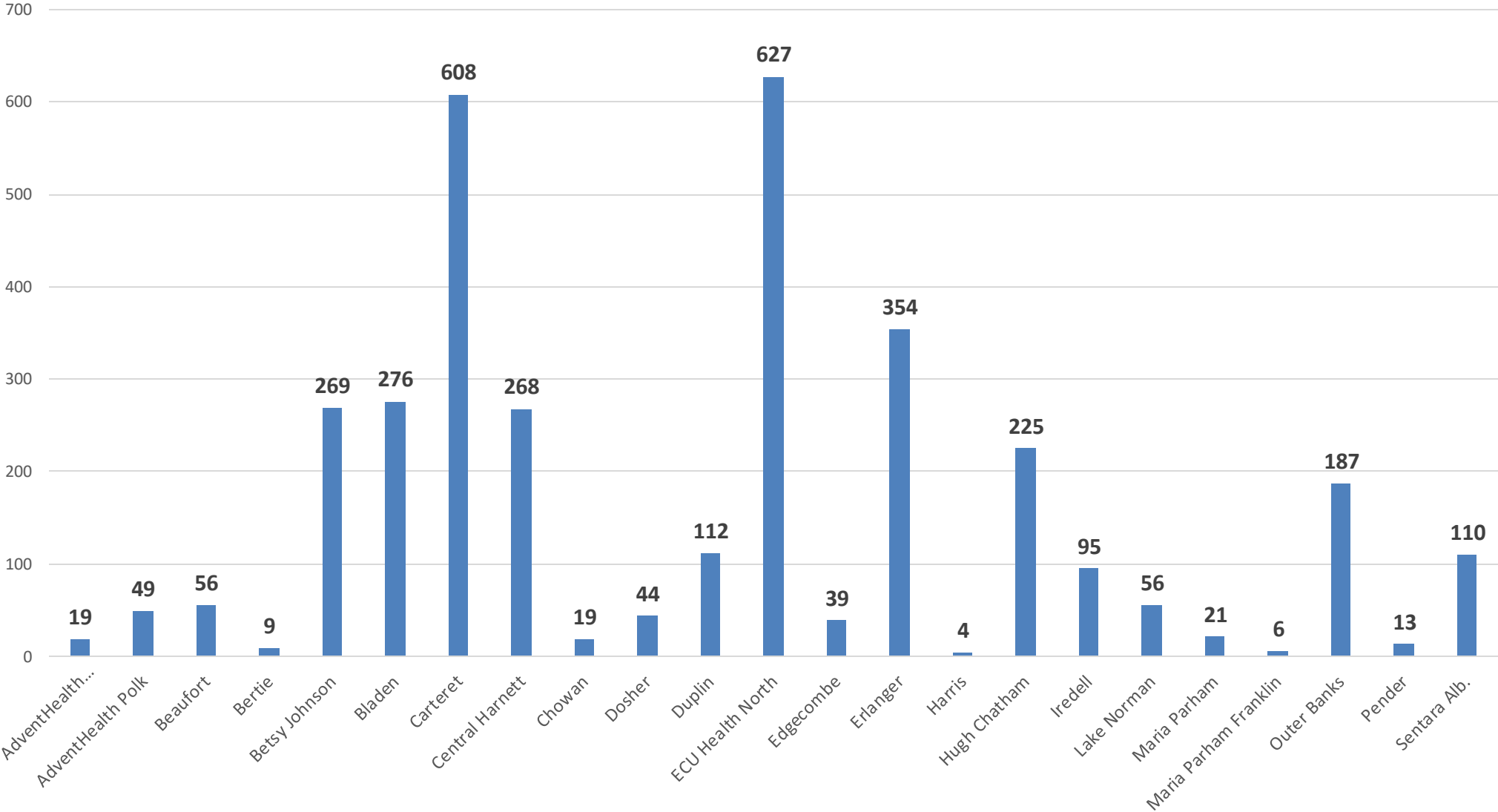
NC-STeP Status as of December 31, 2024



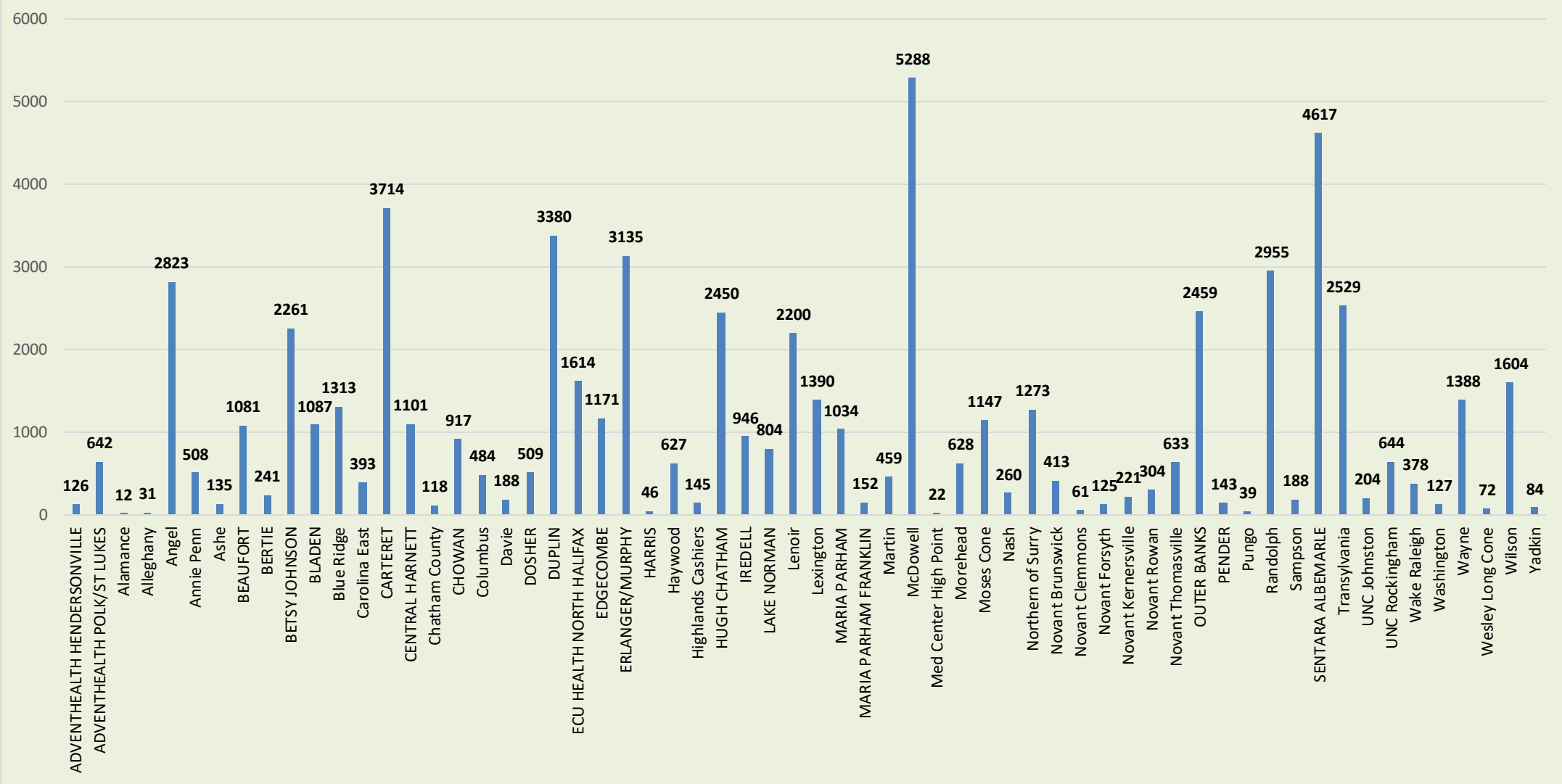
Number of NC-STeP Patients by Hospital October-December 2024



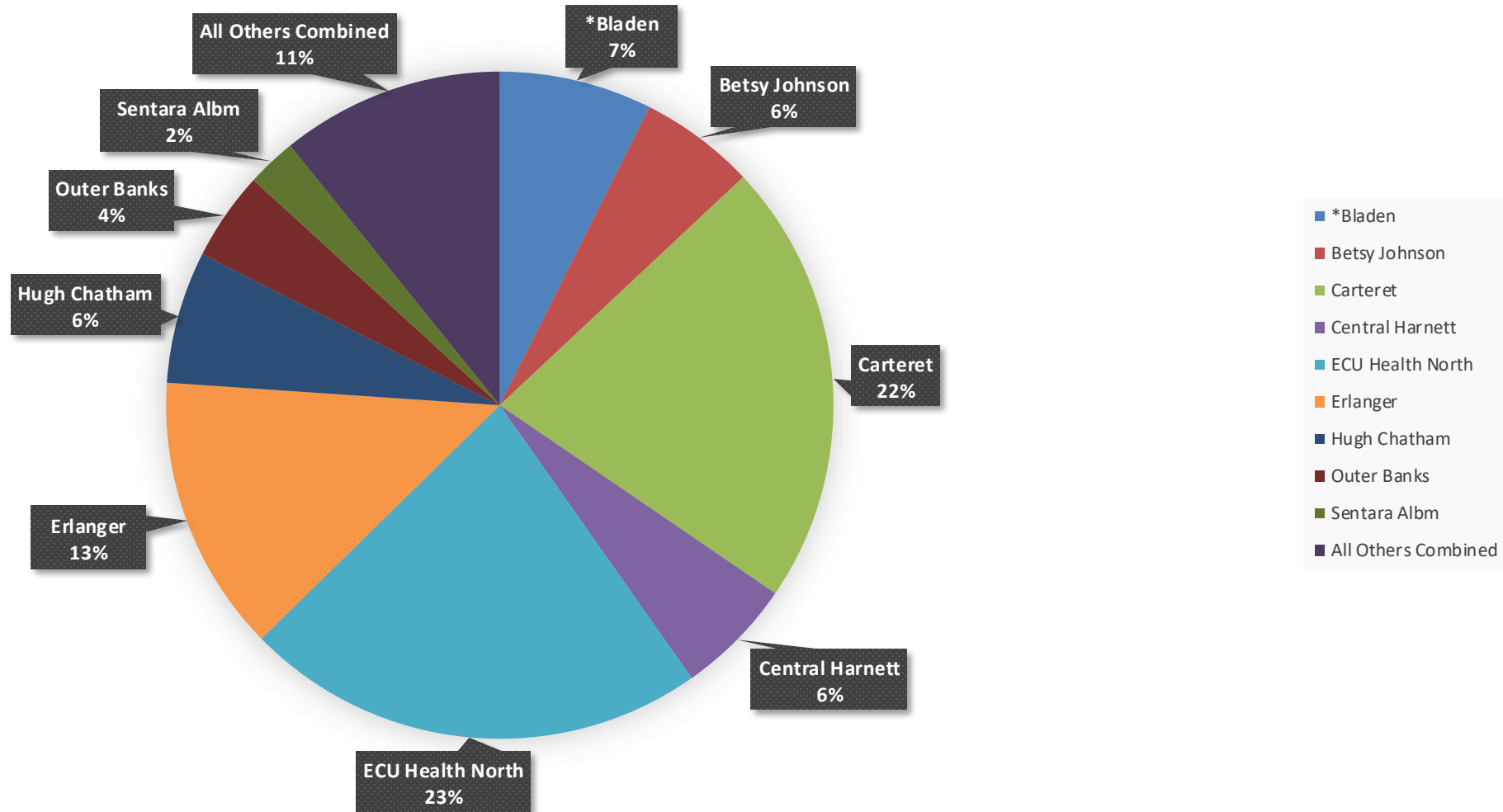
Number of NC-STeP Patients by Hospital January - December 2024



Number of NC-STeP Assessments by Hospital as of December 31, 2024 (since program inception November 2013)

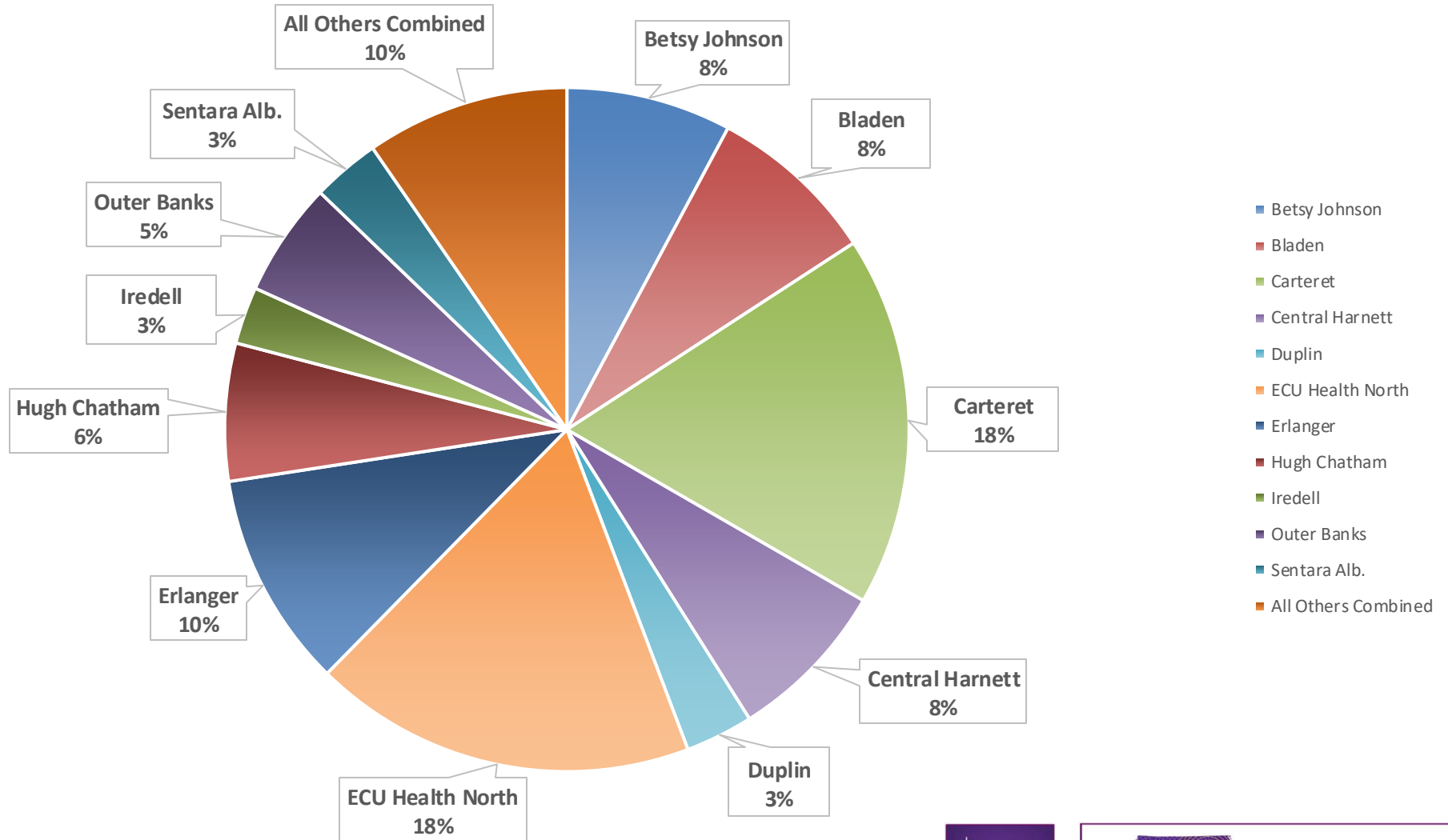


Percent of Use by Hospital for Model 1 and Model 2 Oct-Dec 2024 (based on number of patients)



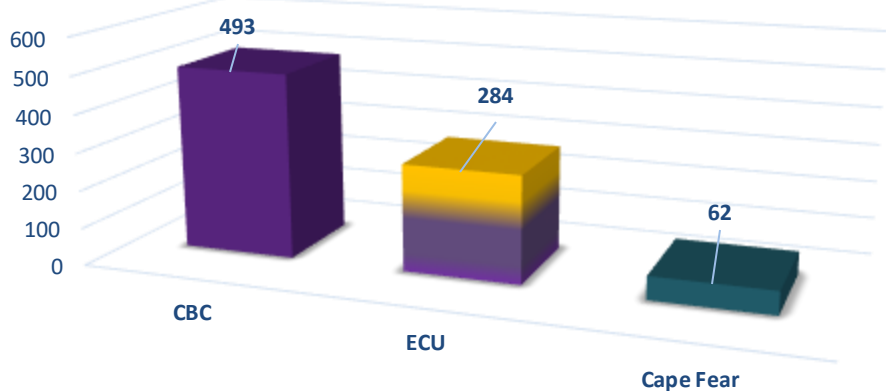
Percent of Use by Hospital Jan - Dec 2024 (Model 1 and Model 2)

(based on number of patients)

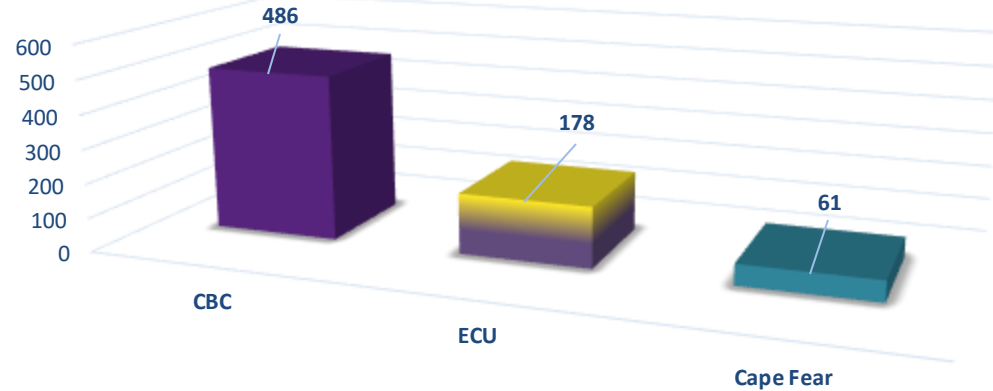


Number of Patients by Provider

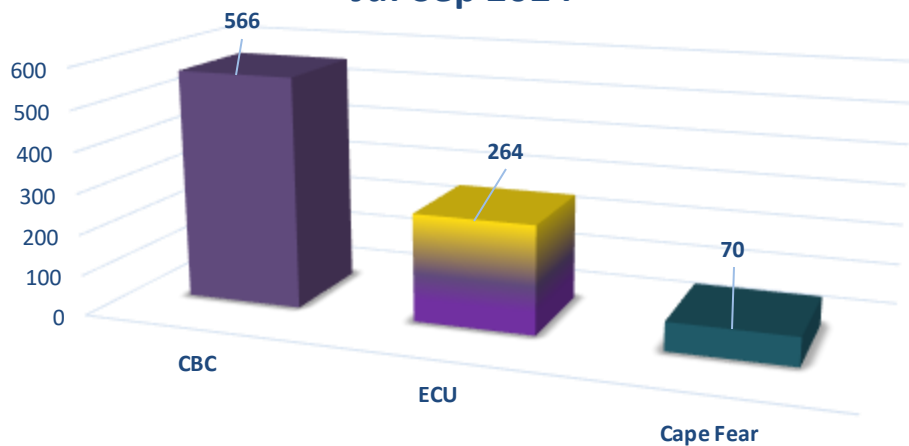
Oct-Dec 2024



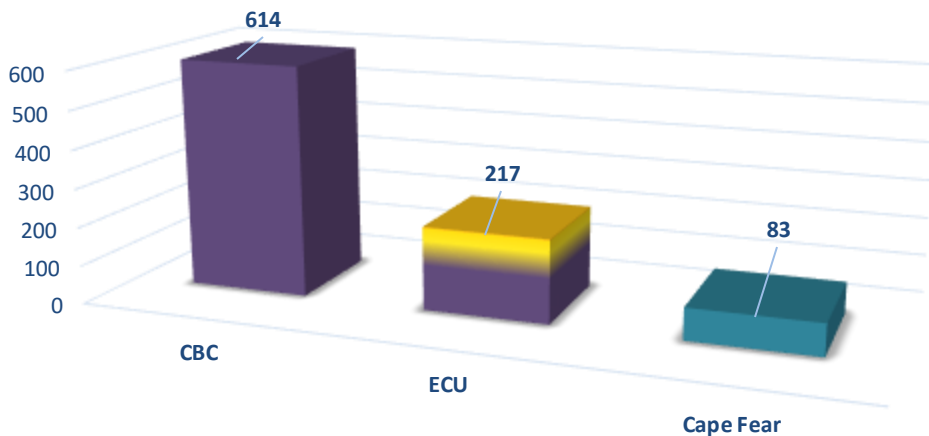
Jan-Mar 2024



Jul-Sep 2024

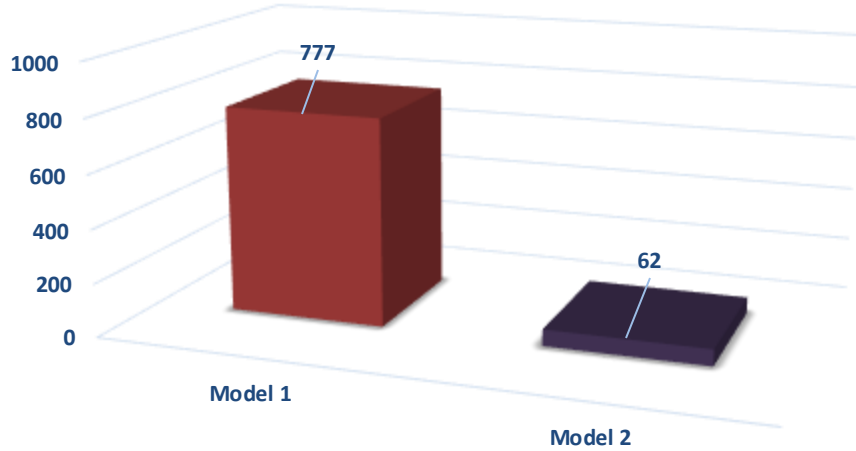


Apr-Jun 2024

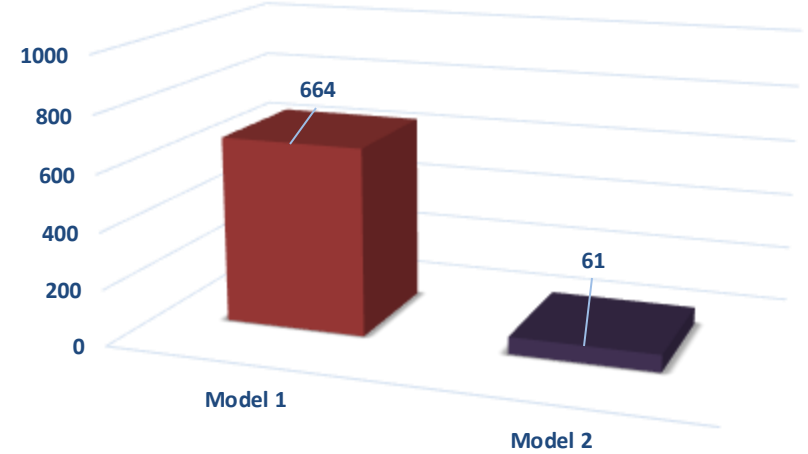


Number of Patients by Model

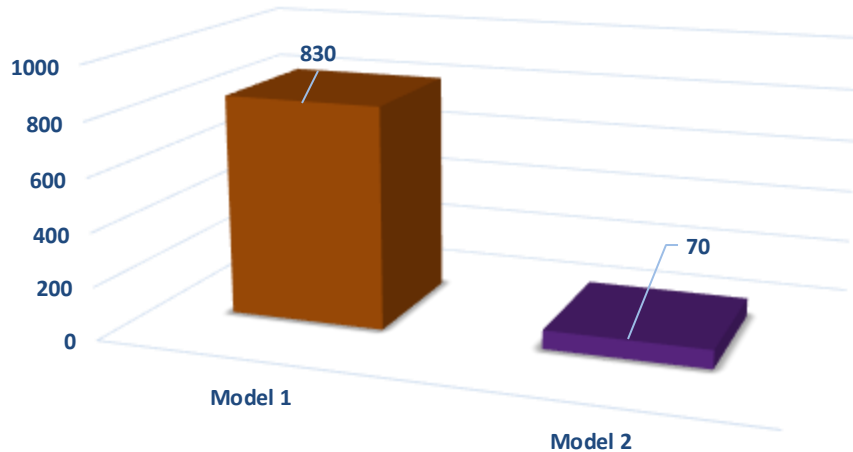
Oct-Dec 2024



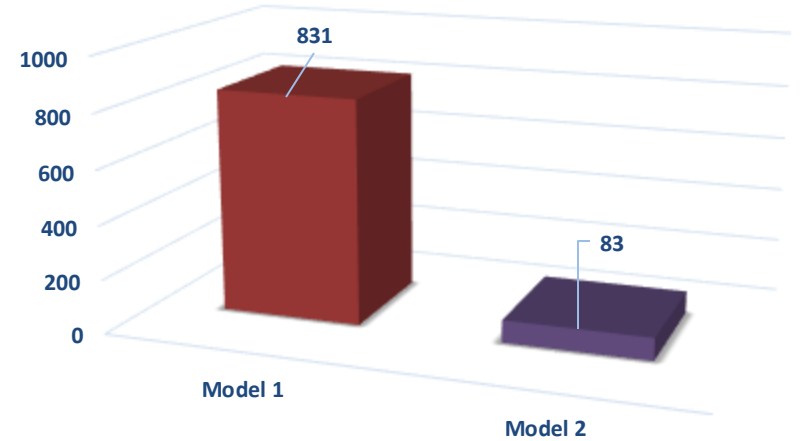
Jan-Mar 2024



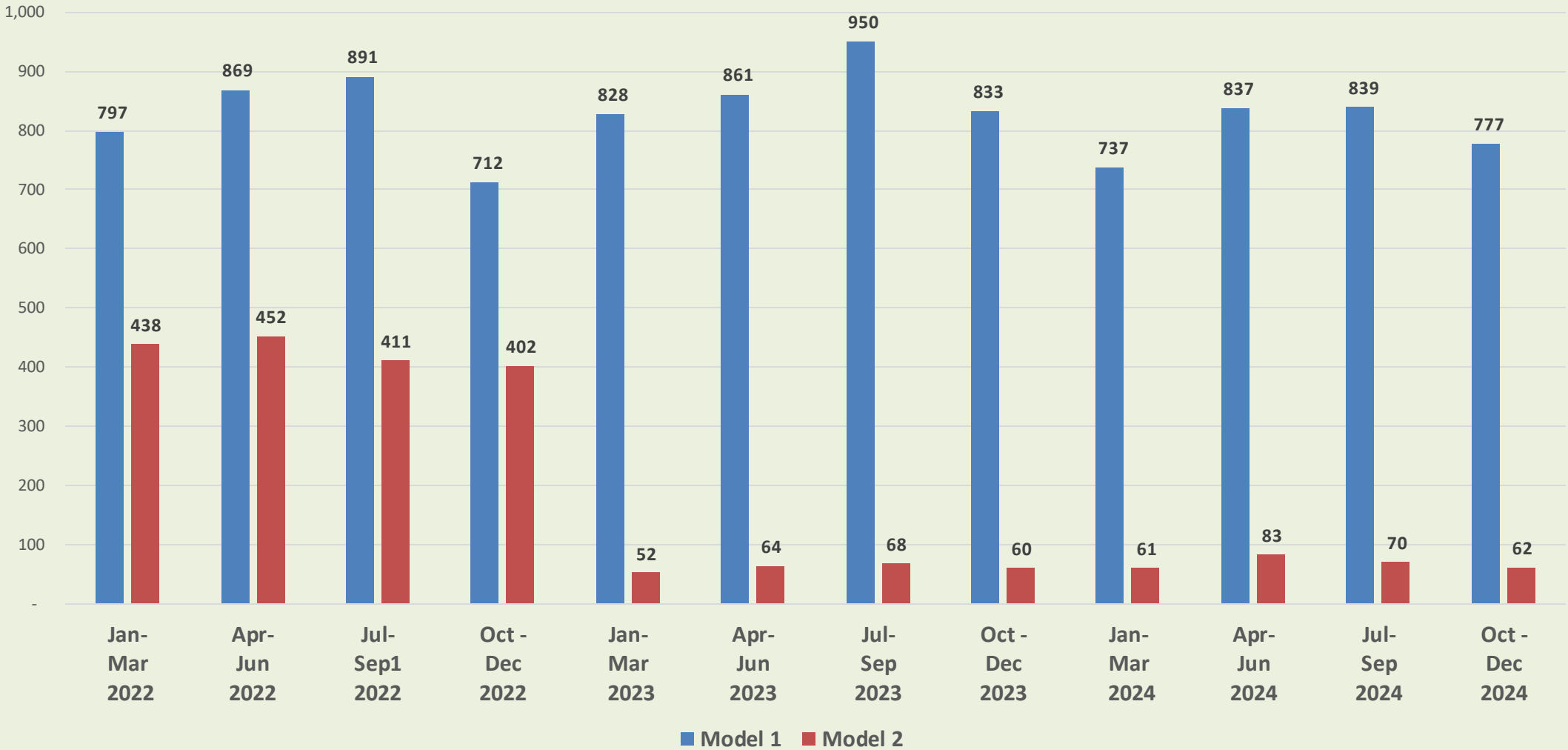
Jul-Sep 2024



Apr-Jun 2024

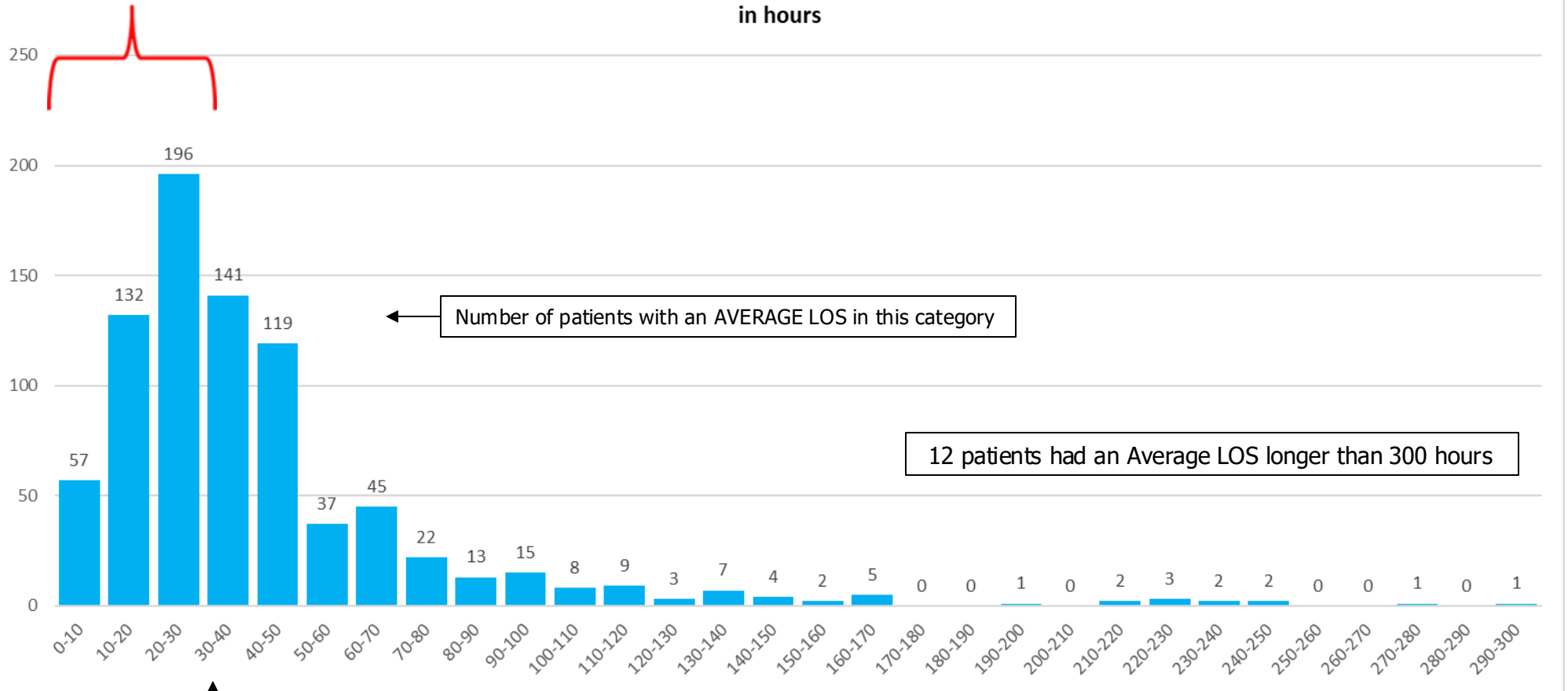


Number of NC-STEP Patients by Model by Quarter January 2022 - December 2024



Number of NC-STeP Patients by LOS Category Based on Patient Average Length of Stay October - December 2024 in hours

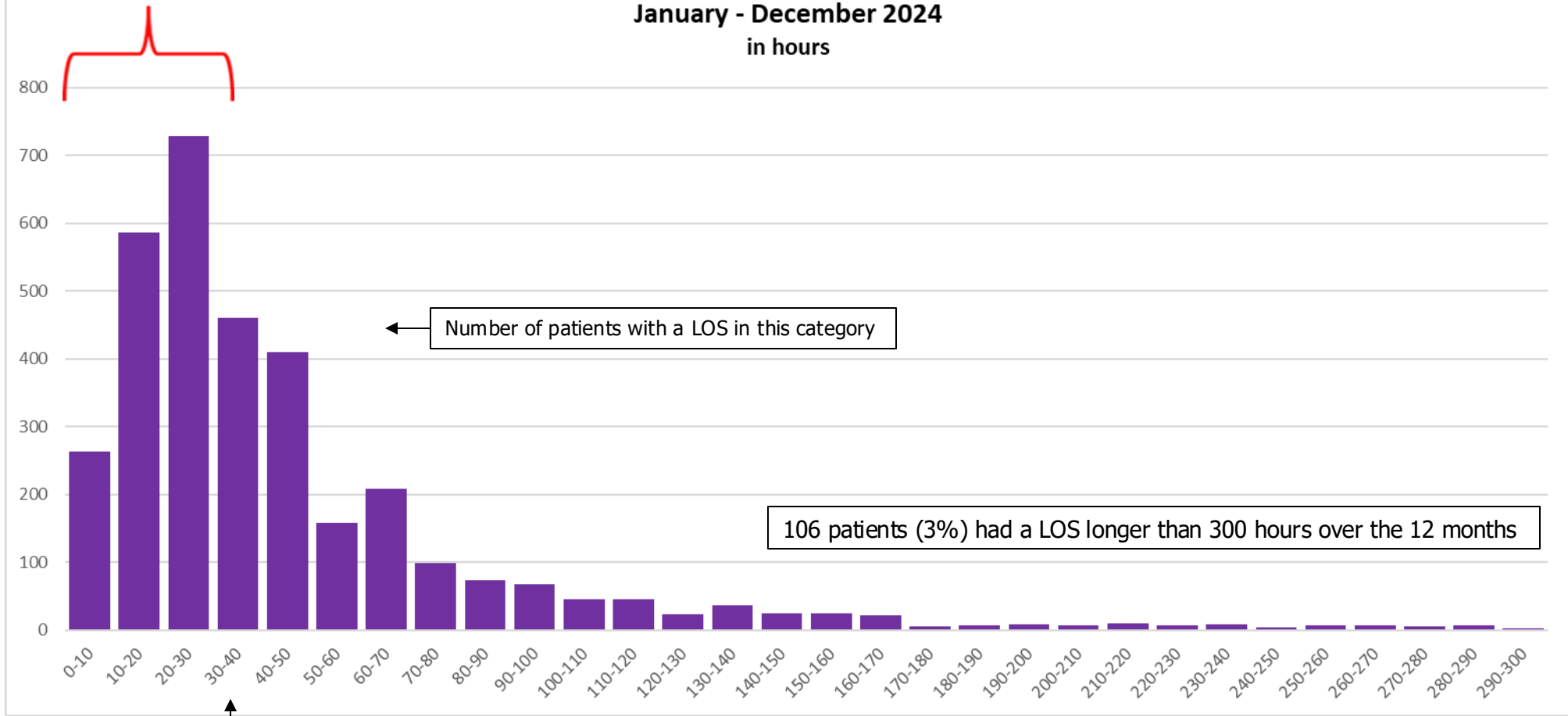
46% percent of patients had an Average LOS of 30 hours or less



Median Patient Length of Stay for Oct-Dec 2024 = 32.7 hours

Number of NC-Step Patients by LOS Category Based on Patient Average Length of Stay January - December 2024 in hours

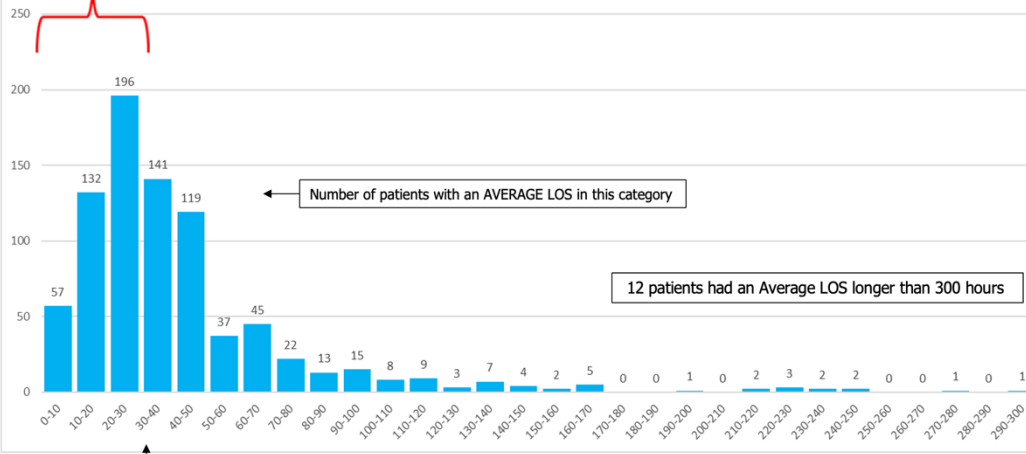
45.5% percent of patients
had a LOS of 30 hours or less



Median Length of Stay for Jan-Dec 2024 = 33.7 Hours

**Number of NC-Step Patients by LOS Category
Based on Patient Average Length of Stay
October - December 2024
in hours**

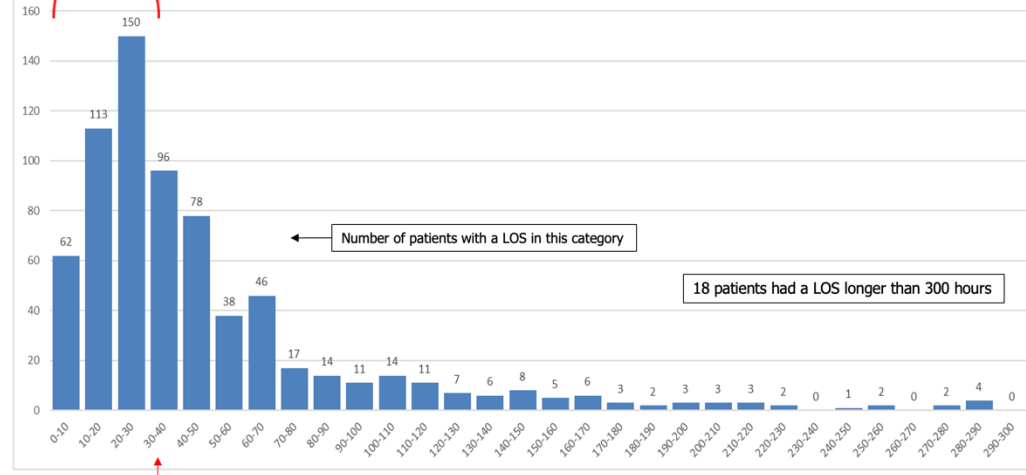
46% percent of patients had an Average LOS of 30 hours or less



Median Patient Length of Stay for Oct-Dec 2024 = 32.7 hours

**Number of NC-Step Patients by LOS Category
January - March 2024
in hours**

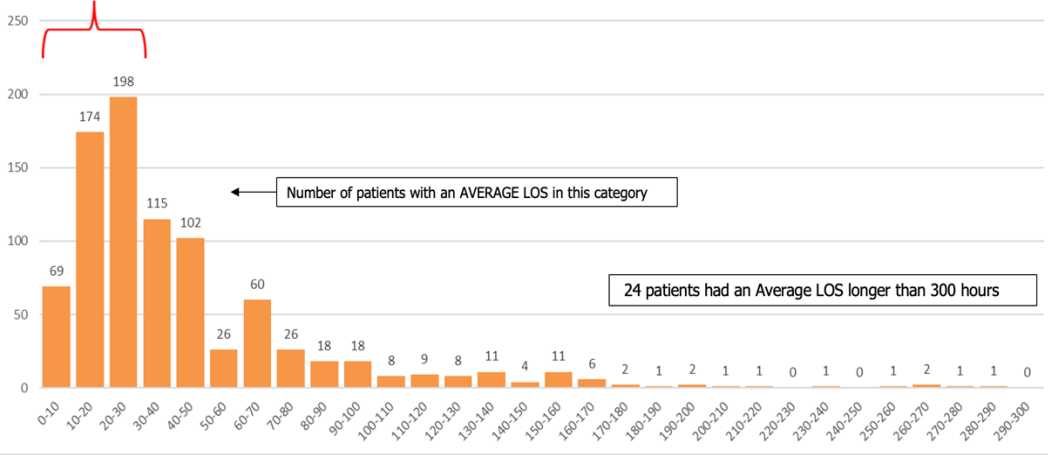
45% percent of patients had a LOS of 30 hours or less



Median Length of Stay for Jan-Mar 2024 = 34.8 hours

**Number of NC-Step Patients by LOS Category
Based on Patient Average Length of Stay
July - September 2024
in hours**

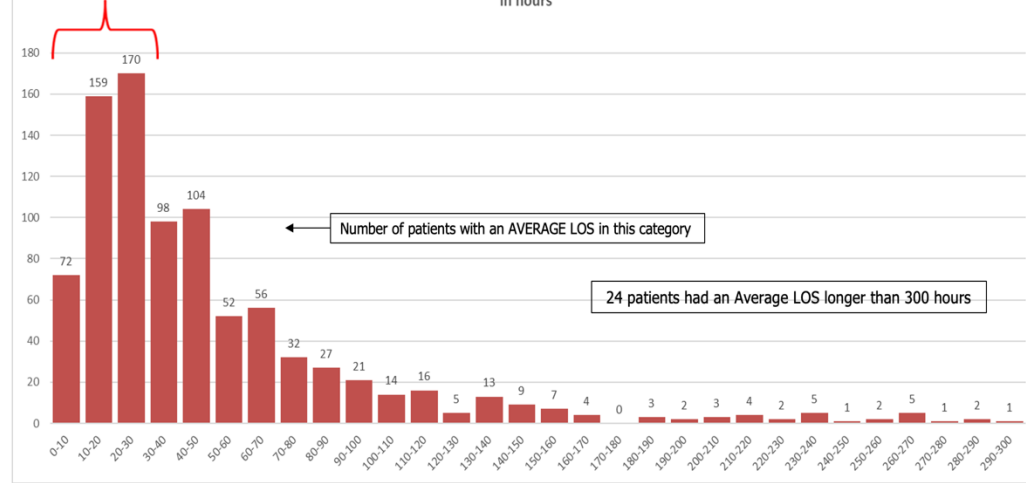
49% percent of patients had an Average LOS of 30 hours or less



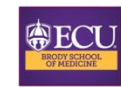
Median Patient Length of Stay for Jul-Sep 2024 = 30.6 hours

**Number of NC-Step Patients by LOS Category
Based on Patient Average Length of Stay
April - June 2024
in hours**

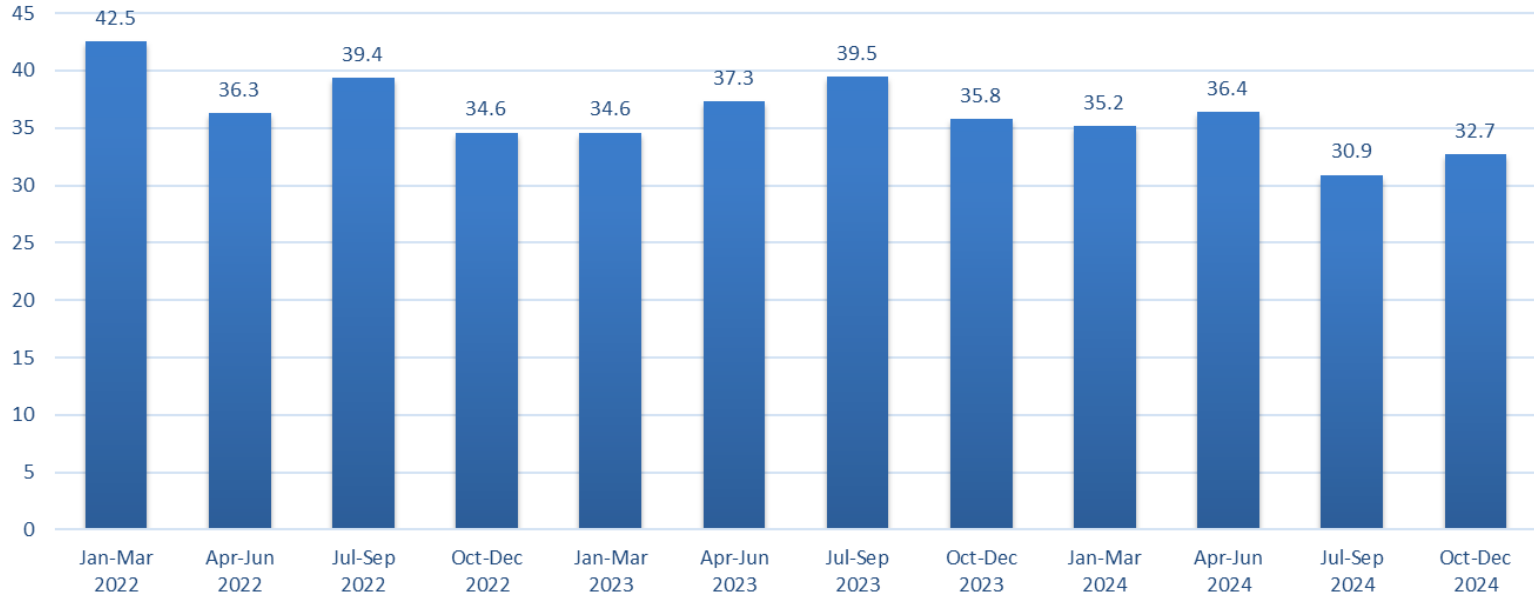
44% percent of patients had an Average LOS of 30 hours or less



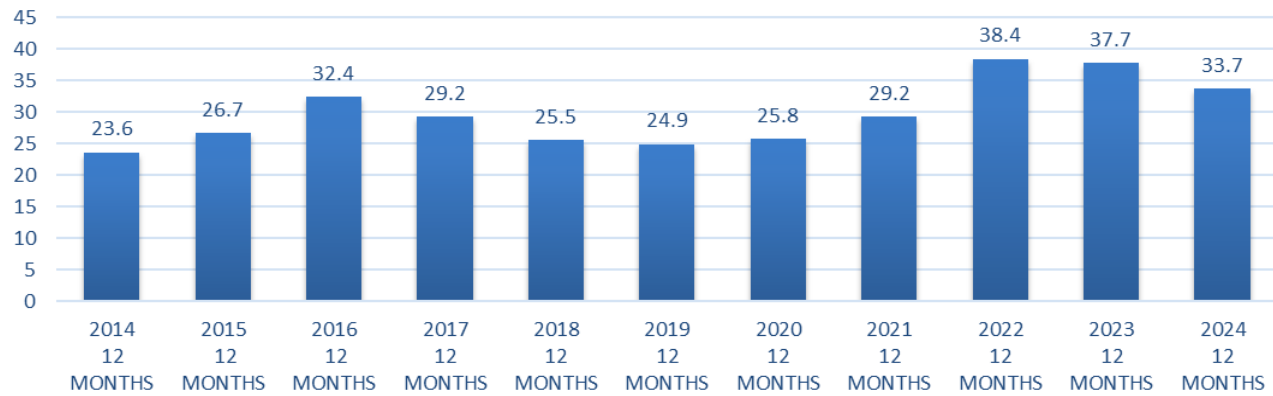
Median Patient Length of Stay for Apr-Jun 2024 = 34.8 hours



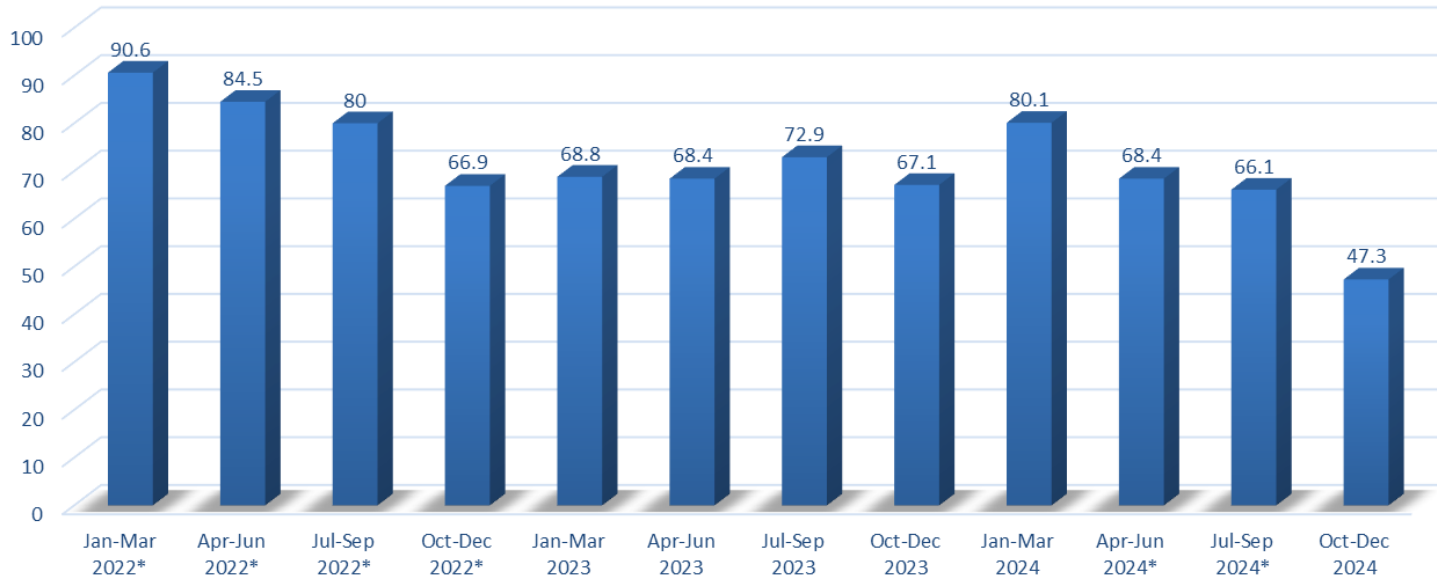
Median Length of Stay by Quarter (in hours)



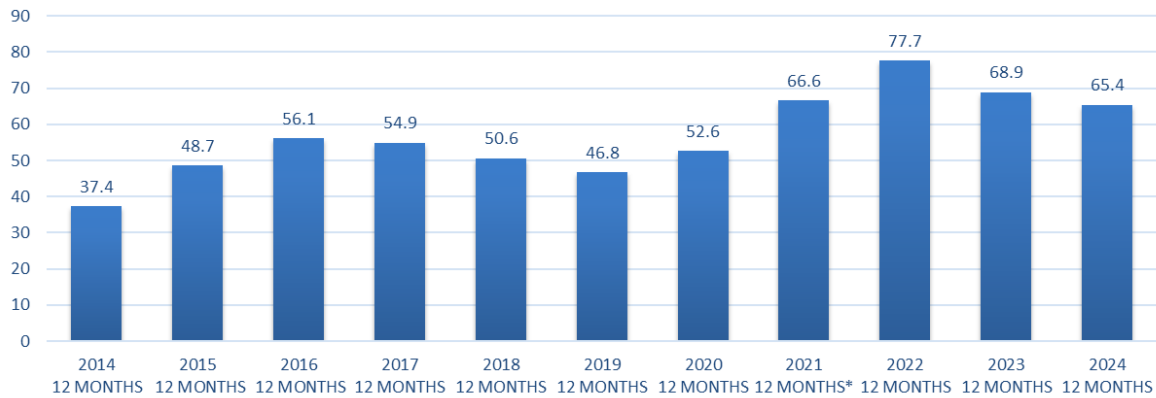
Median Length of Stay by Year (in hours)



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



Average Length of Stay by Year (in hours)

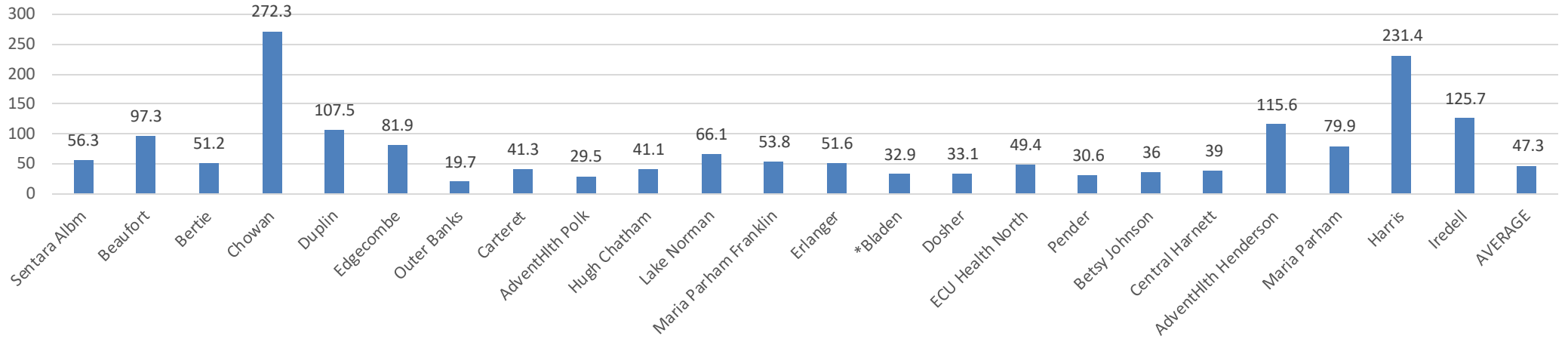


*Indicates average was adjusted to include back data

Average Length of Stay for NC-STEP Patients by Hospital

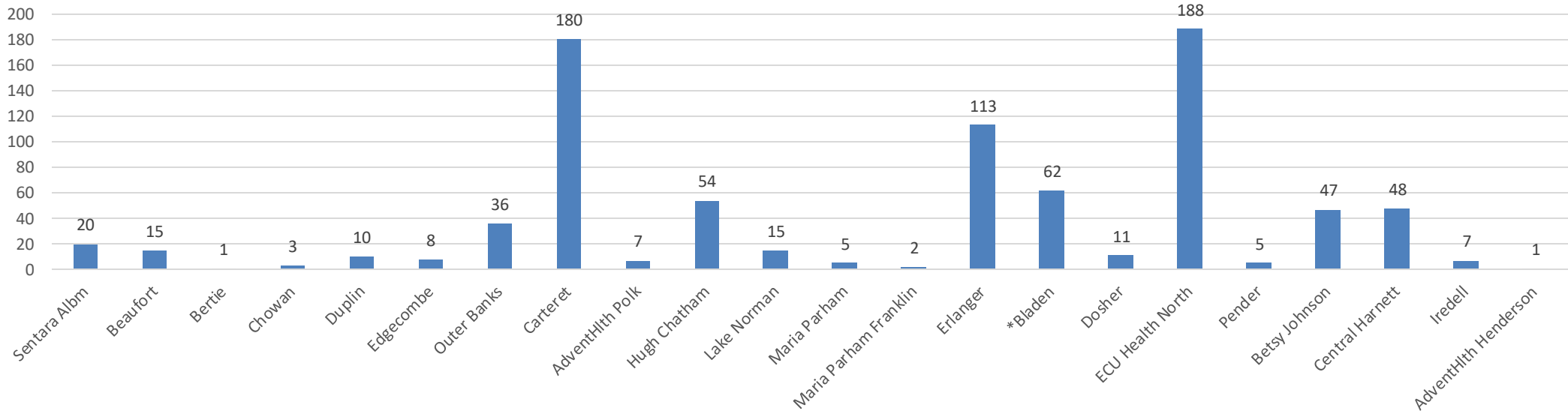
October-December 2024

(in hours)

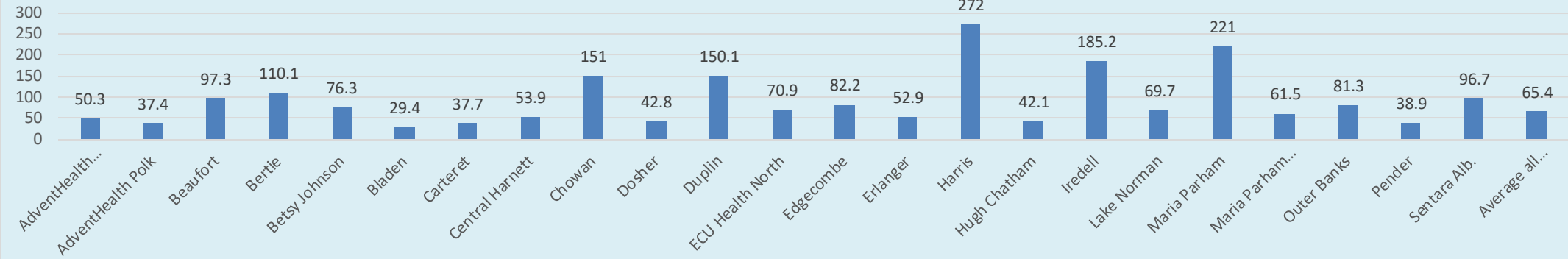


Number of NC-STEP Patients by Hospital

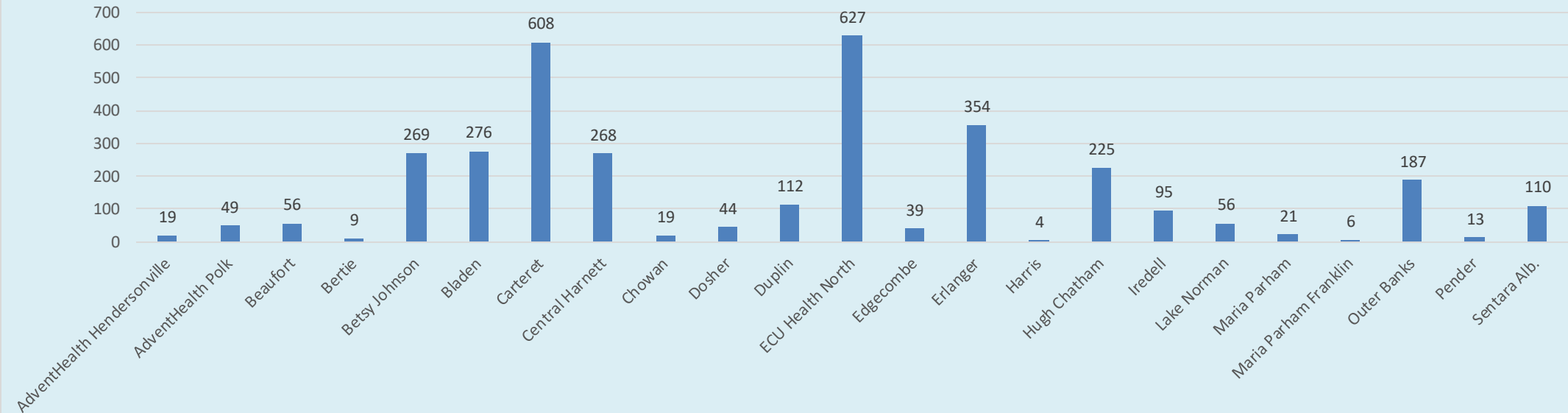
October-December 2024



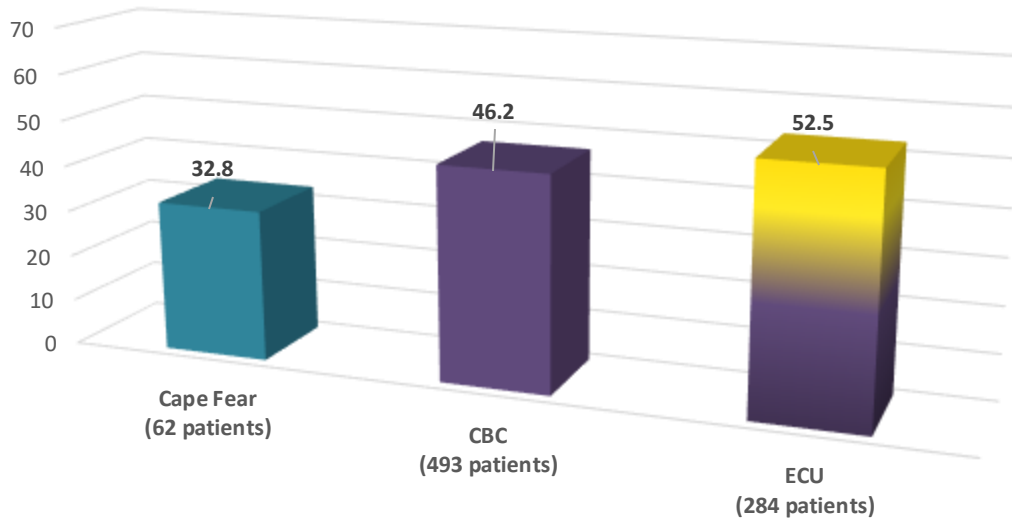
Average Length of Stay for NC-Step Patient by Hospital January - December 2024 (in hours)



Number of NC-Step Patients by Hospital January - December 2024

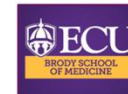
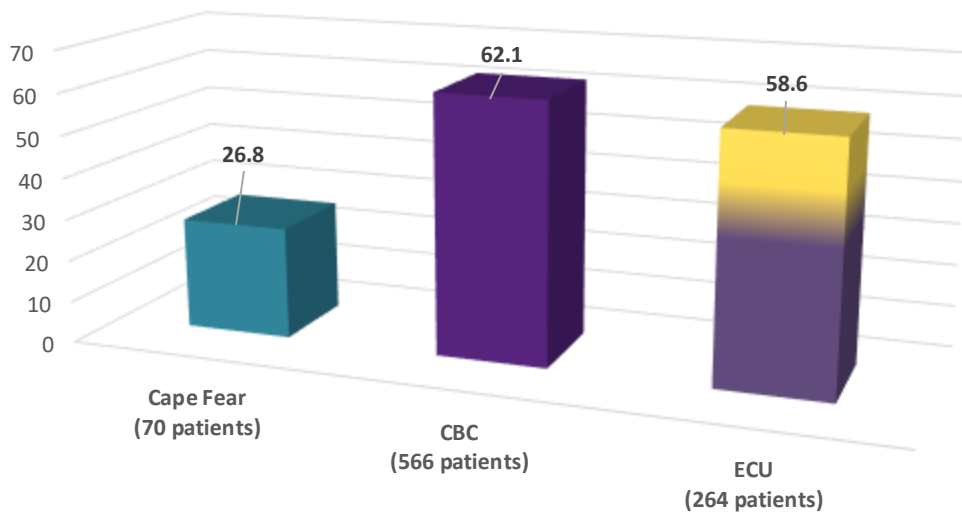


Oct-Dec 2024 (in hours)

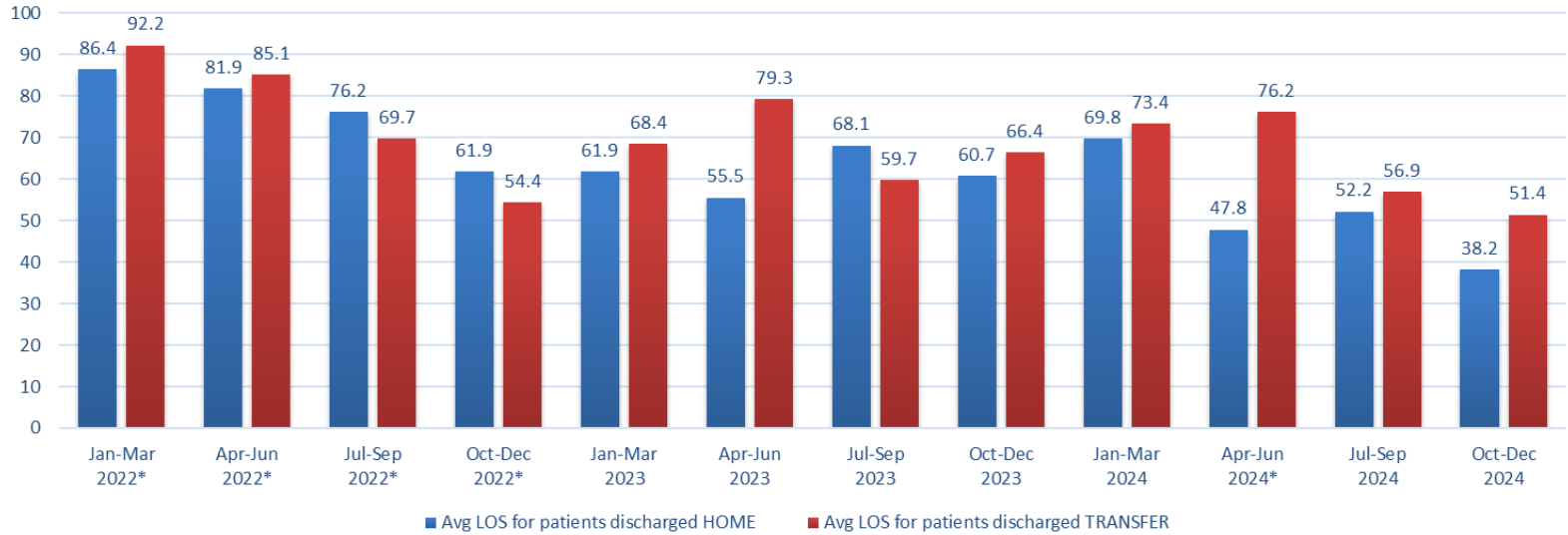


Average Length of Stay by Provider

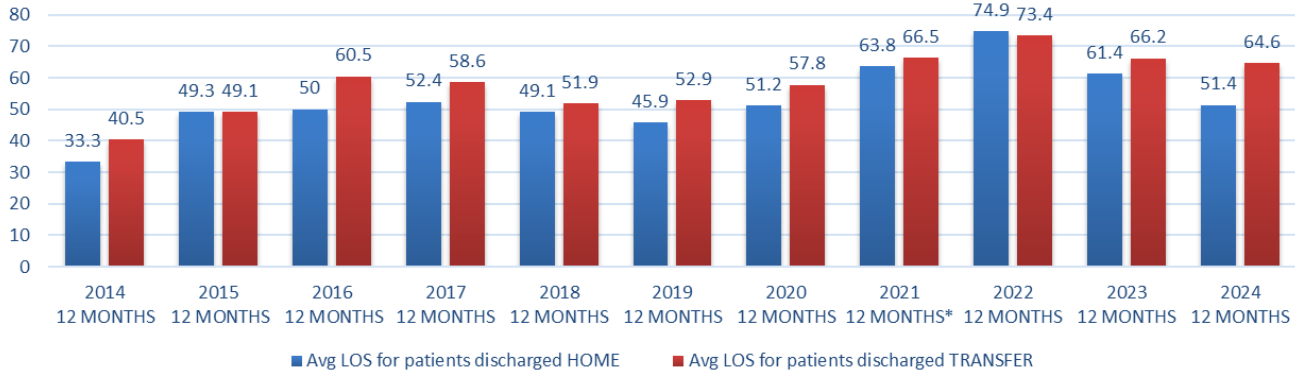
Jul-Sep 2024 (in hours)



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



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

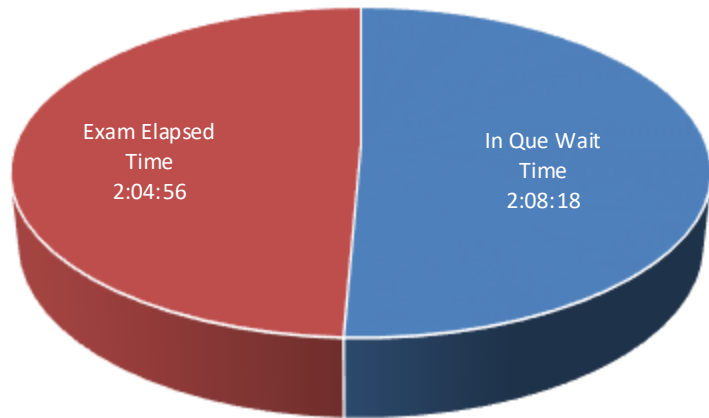


*Indicates average was adjusted to include back data



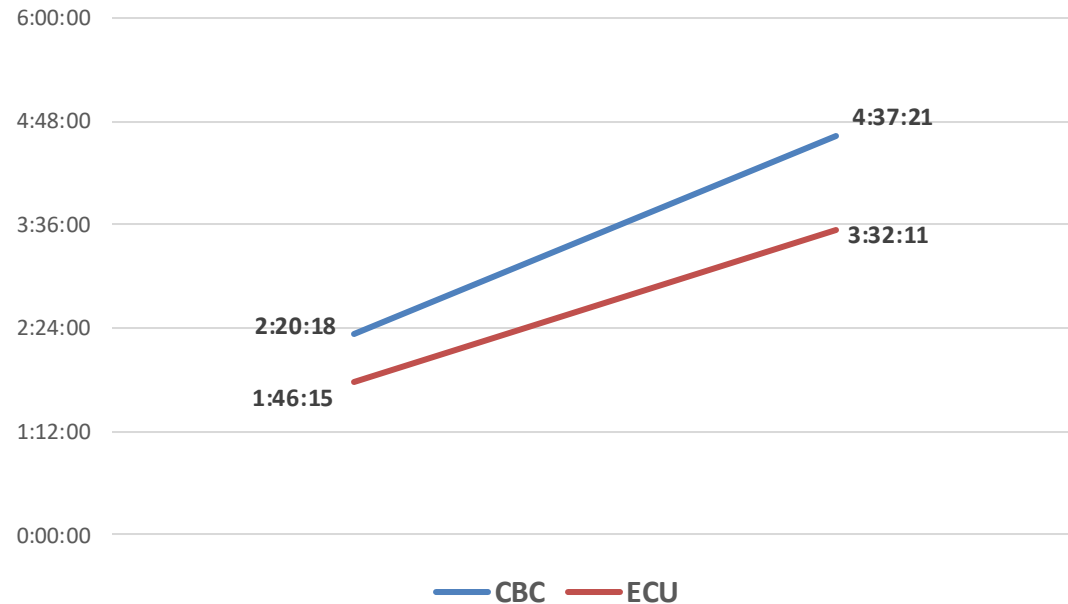
Consult Elapsed Time: October - December 2024

CBC & ECU
Average Consult Exam Elapsed Time
In Que to Exam Complete
FY25 October - December 2024
4hrs. 13 mins. 14secs.

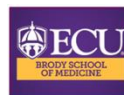
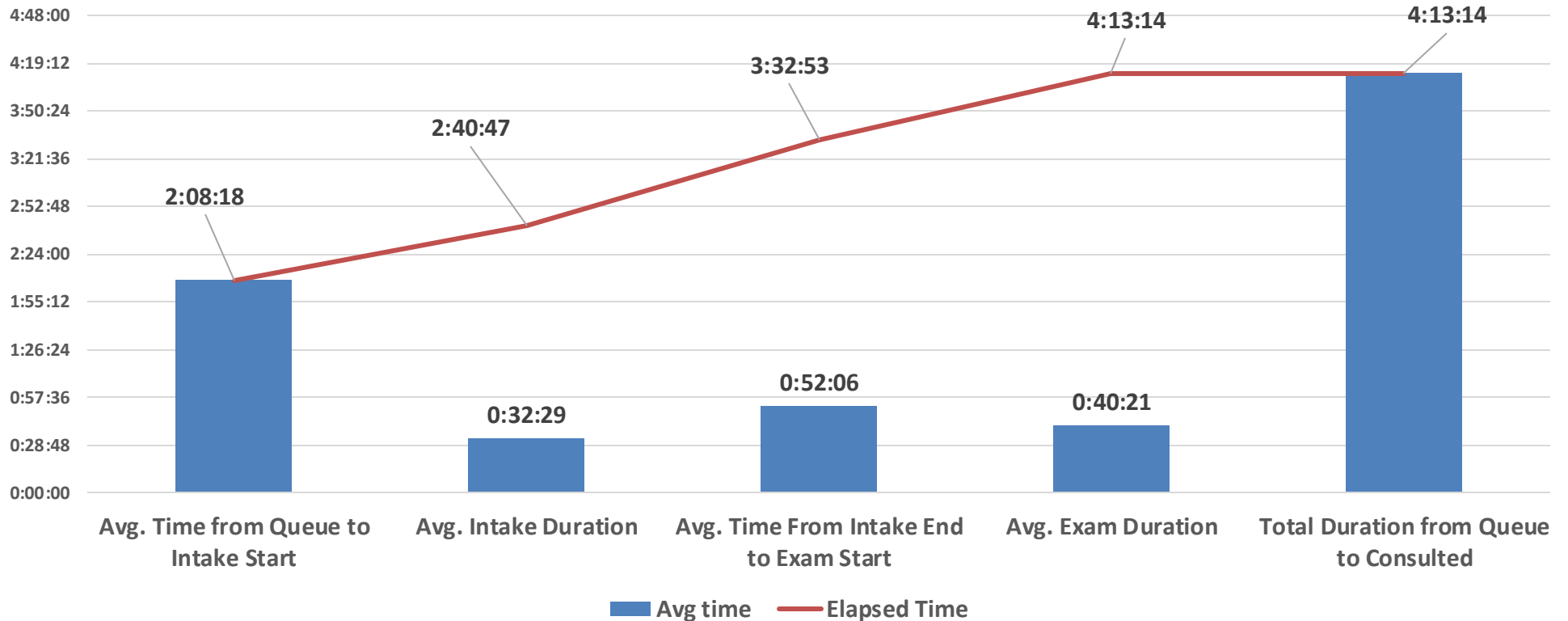


■ In Que Wait Time ■ Exam Elapsed Time

Comparison CBC & ECU
Average Consult Elapsed Time
In Que to Exam Complete
FY 25 October - December 2024

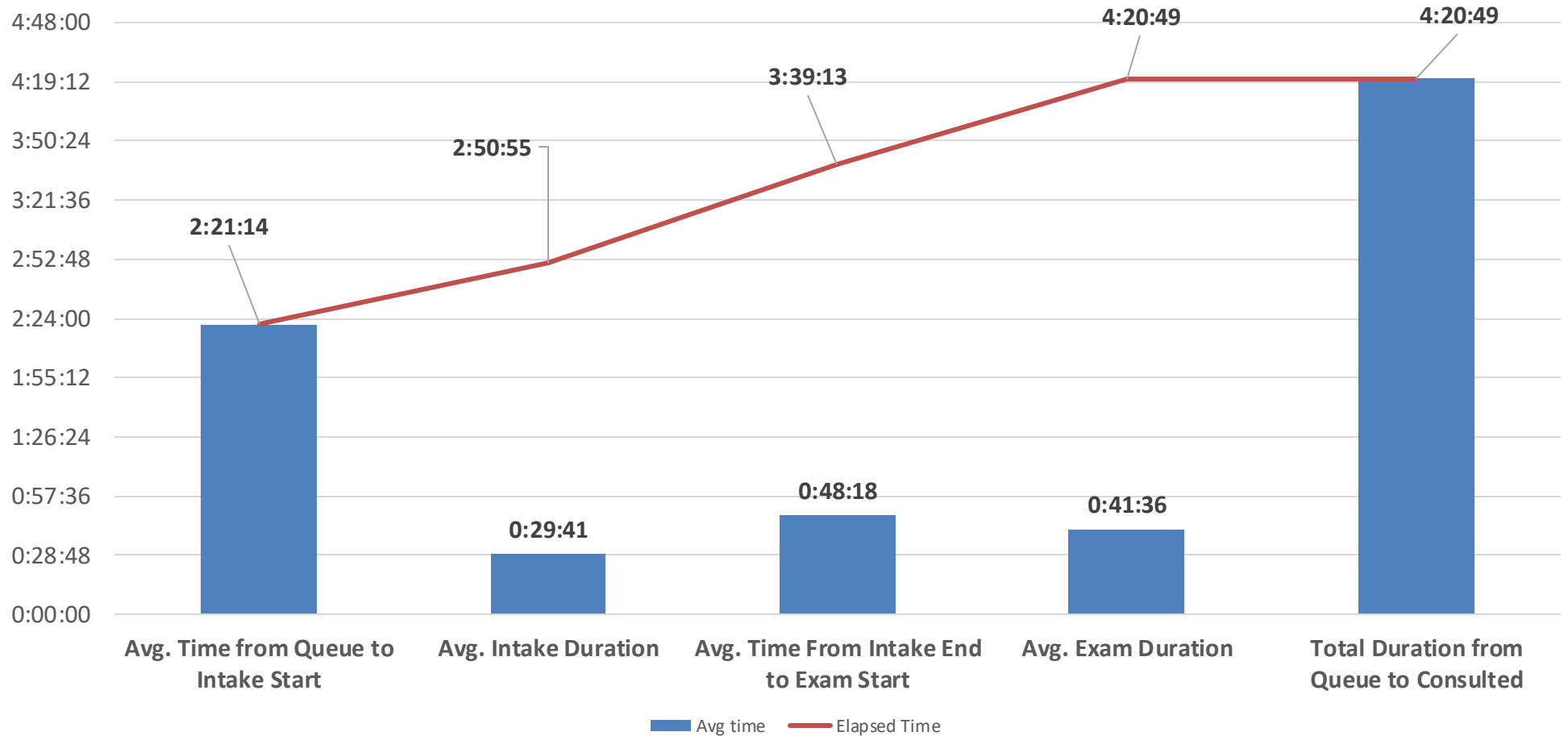


Key Processes and Elapsed Times Averages CBC and ECU: October - December 2024



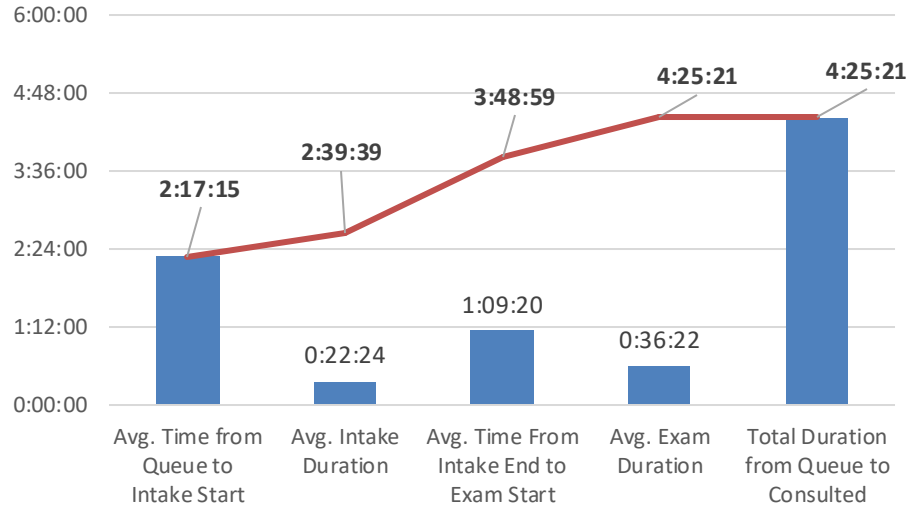
All NC-STeP Hospitals: Key Processes and Elapsed Times Averages

January- December 2024

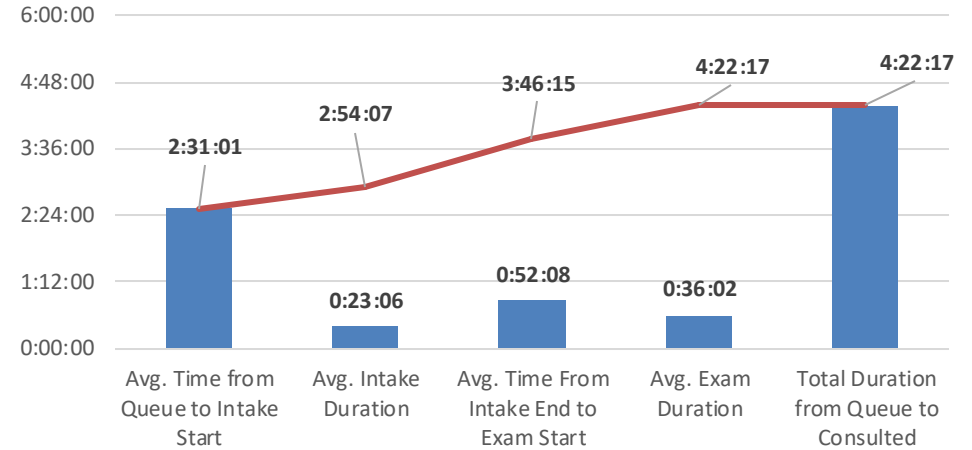


Key Processes and Elapsed Times Averages (Calendar Year 2024)

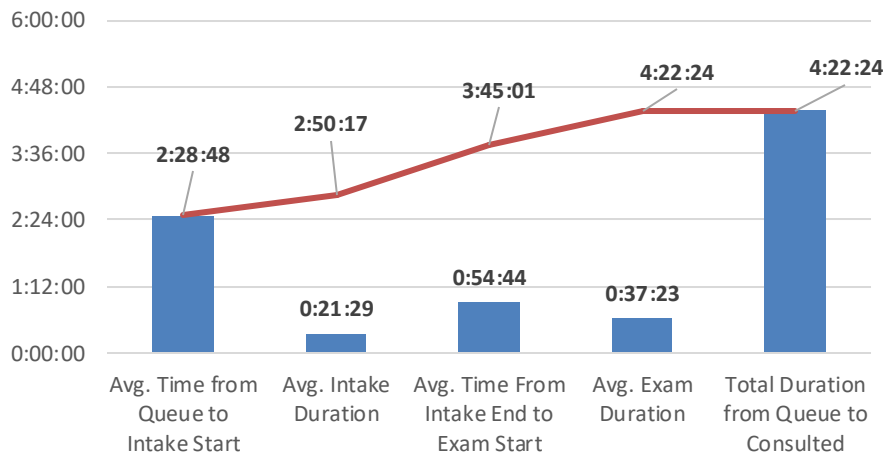
January - March 2024



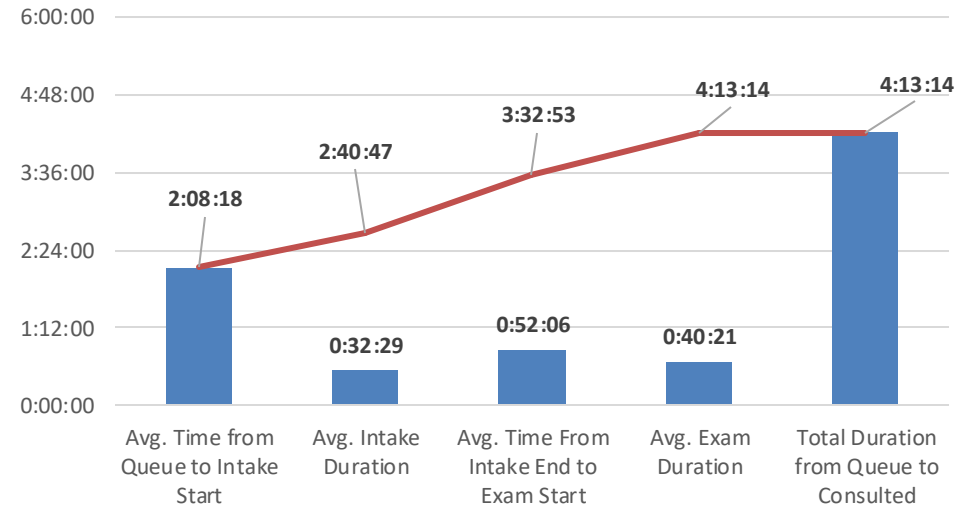
July - September 2024



April - June 2024



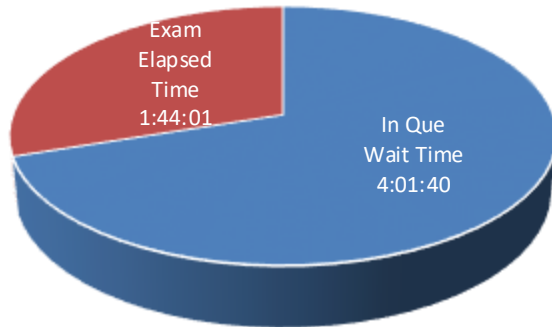
October - December 2024



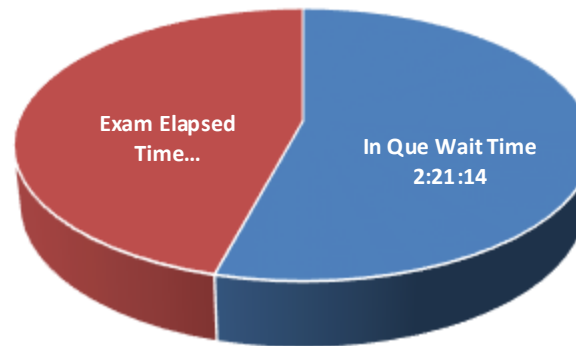
■ Avg time — Elapsed Time

Consult Elapsed Time

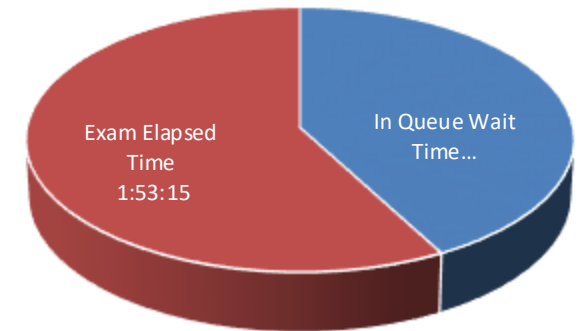
CBC & ECU
Average Consult Elapsed Time
In Que to Exam Complete
January - December 2022
(5 hrs. 42 min.)



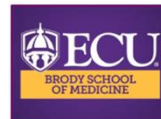
CBC & ECU - All Hospitals
Average Consult Exam Elapsed Time
In Que to Exam Complete
January - December 2024
(4hrs. 20mins.)



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

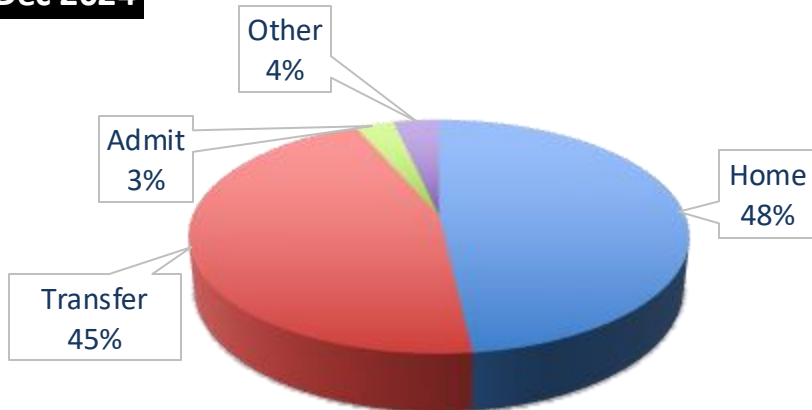


■ In Que Wait Time ■ Exam Elapsed Time

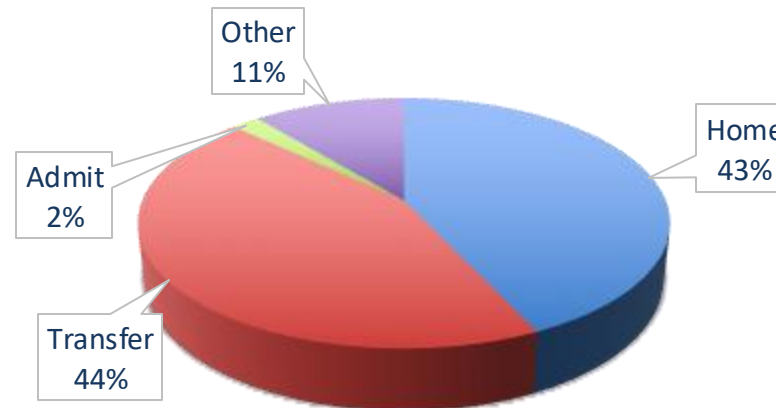


Percent of Patients by Discharge Disposition (Calendar Year 2024)

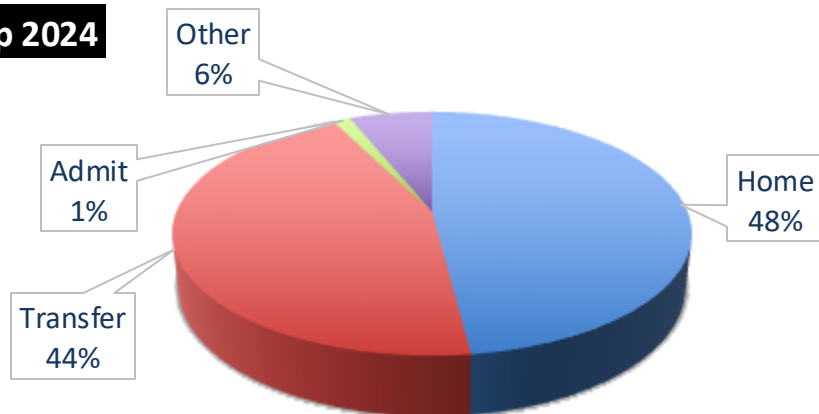
Oct-Dec 2024



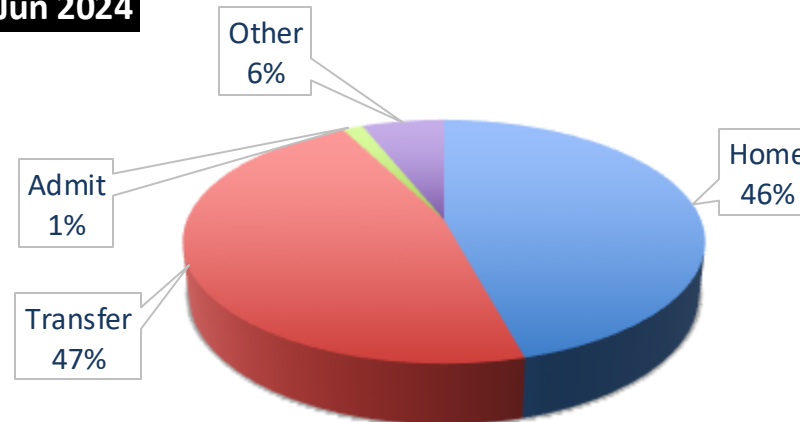
Jan-Mar 2024



Jul-Sep 2024

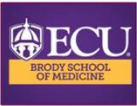
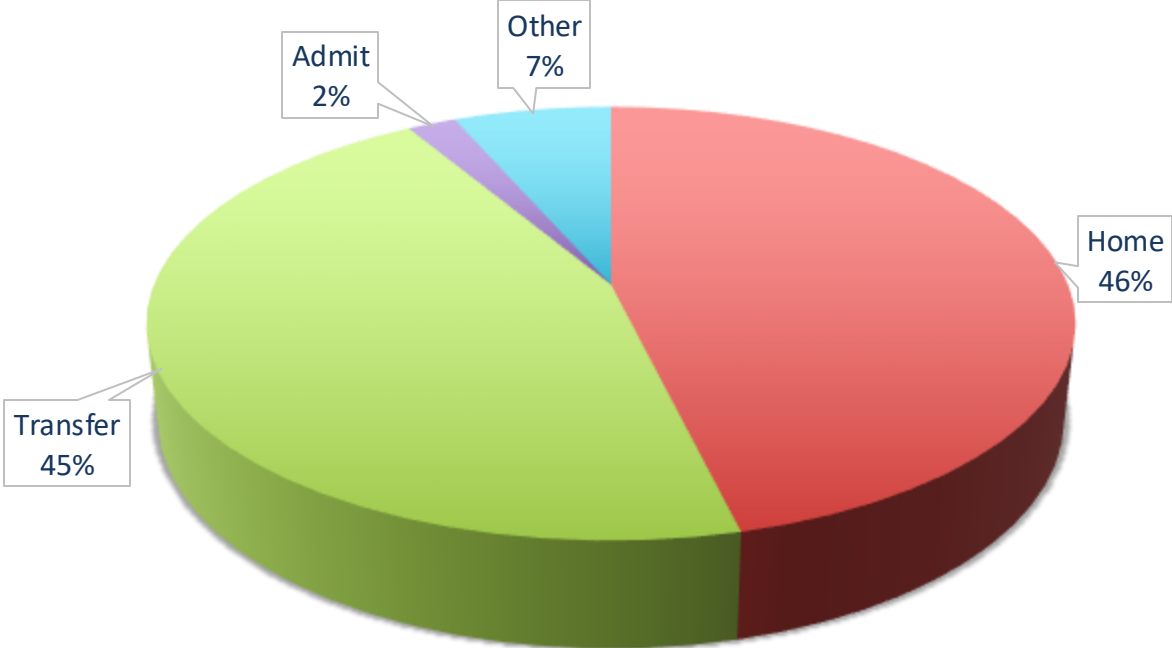


Apr-Jun 2024

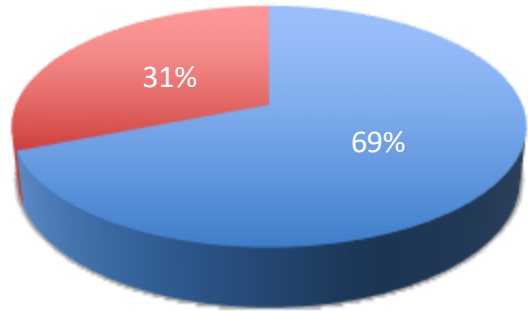


■ Home ■ Transfer ■ Admit ■ Other

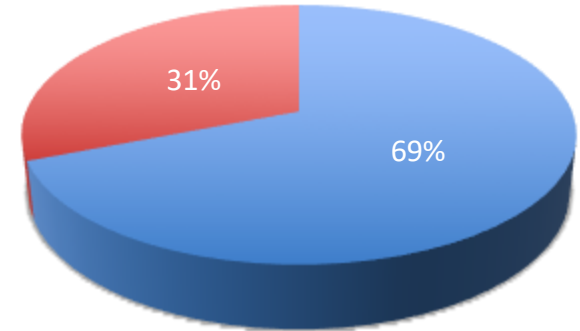
Percent of Patients by Discharge Disposition Jan-Dec 2024 (in hours)



Oct-Dec 2024



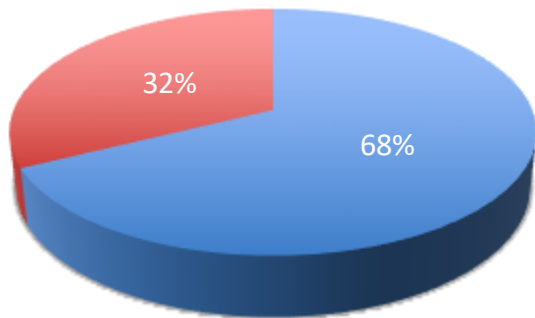
Jan-Mar 2024



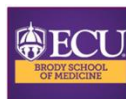
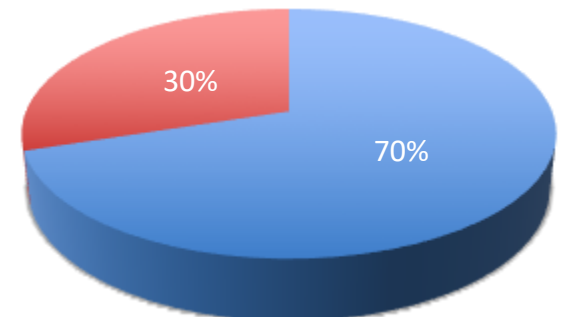
IVCs – By Release Status

- IVCs - percent not released
- IVCs - percent released

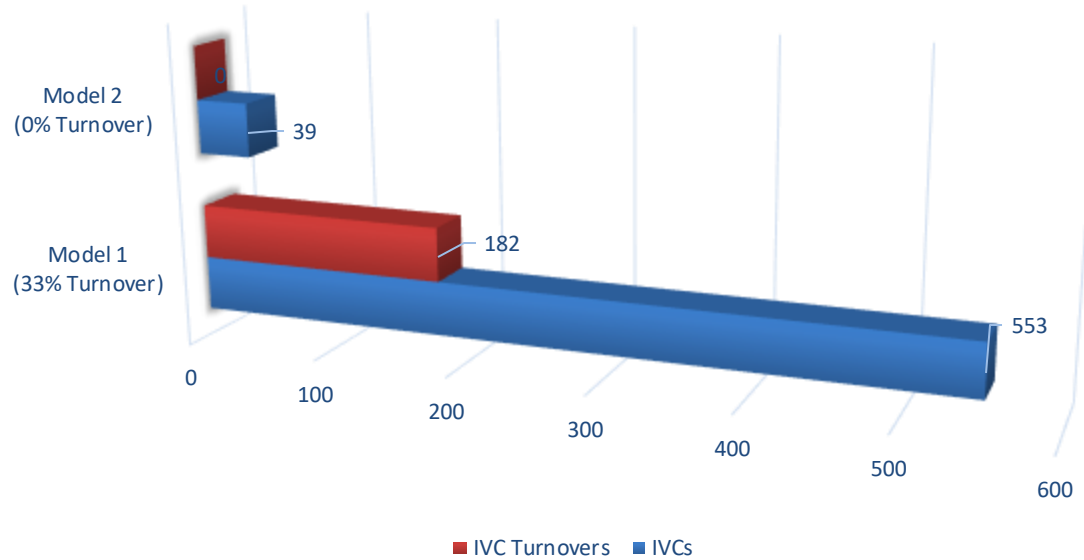
Jul-Sep 2024



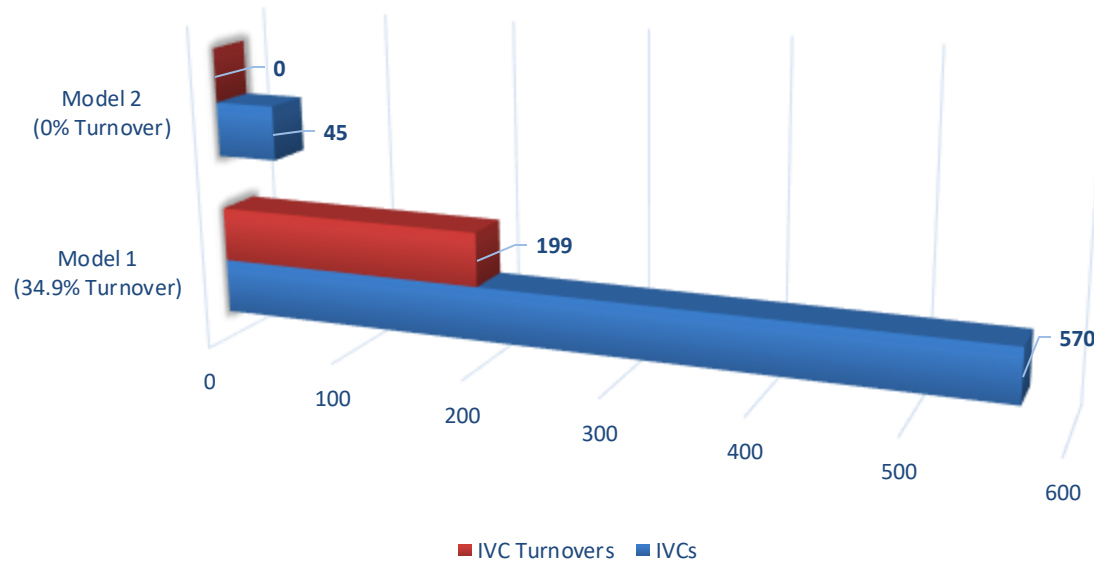
Apr-Jun 2024



Oct-Dec 2024

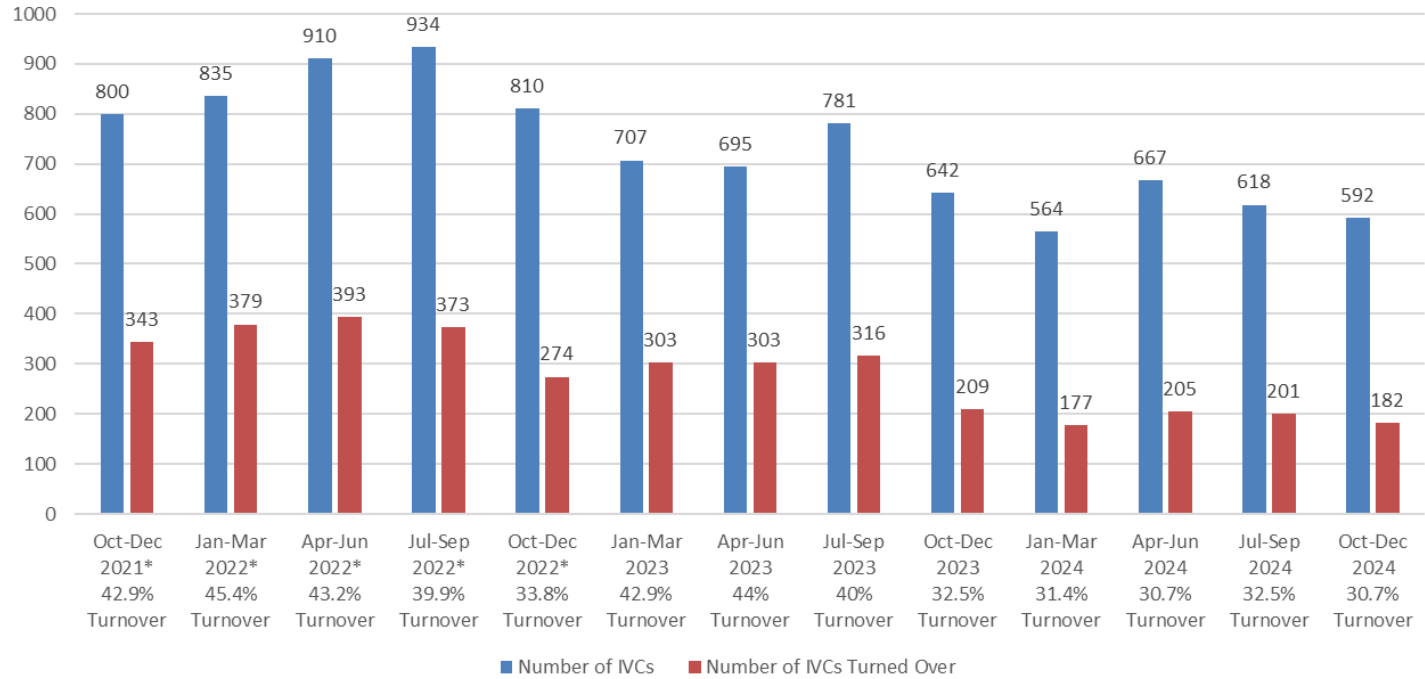


Jul-Sep 2024

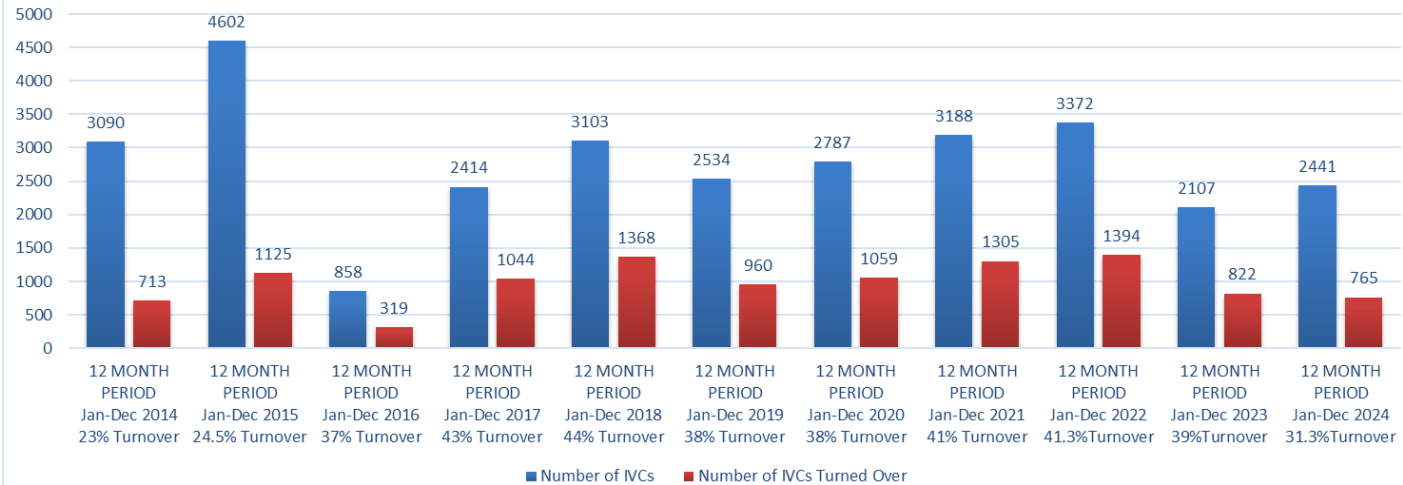


Number of IVCs and IVC Turnovers by Model

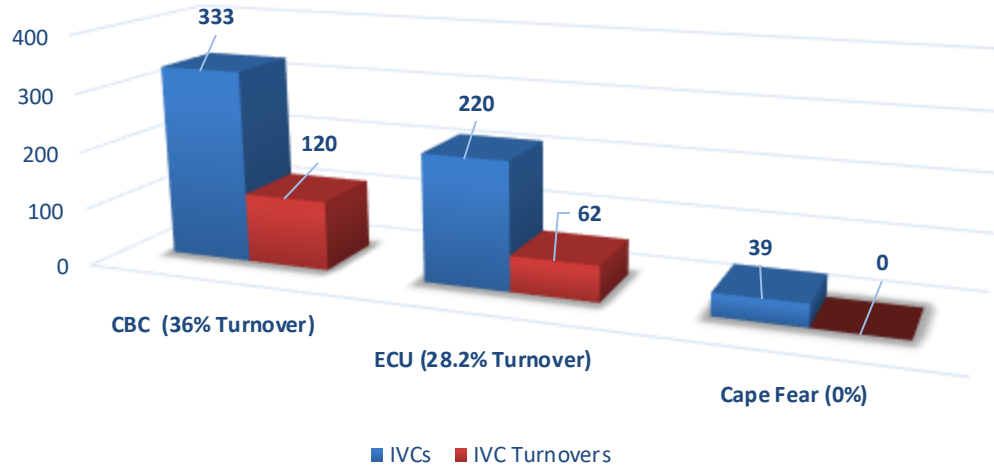
Number of IVCs and IVCs Turned Over by Quarter



Number of IVCs and IVCs Turned Over by Year

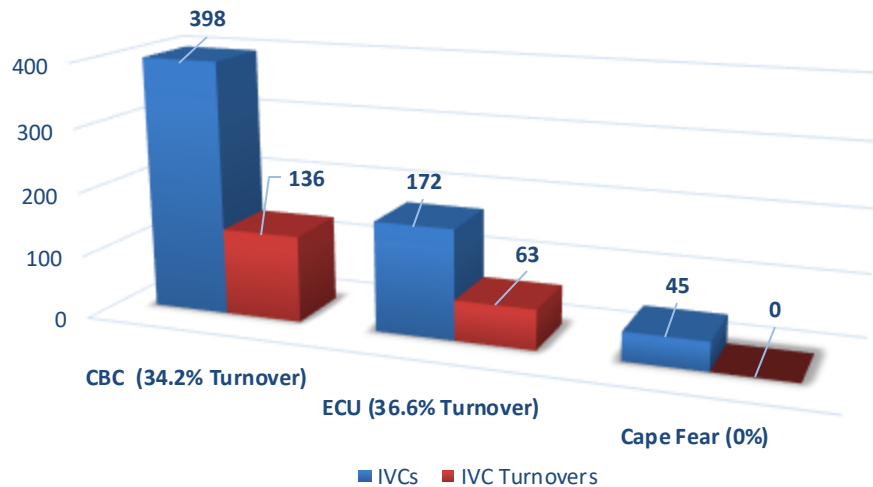


Oct-Dec 2024



Number of IVCs and IVC Turnovers by Provider

Jul-Sep 2024



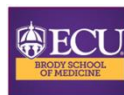
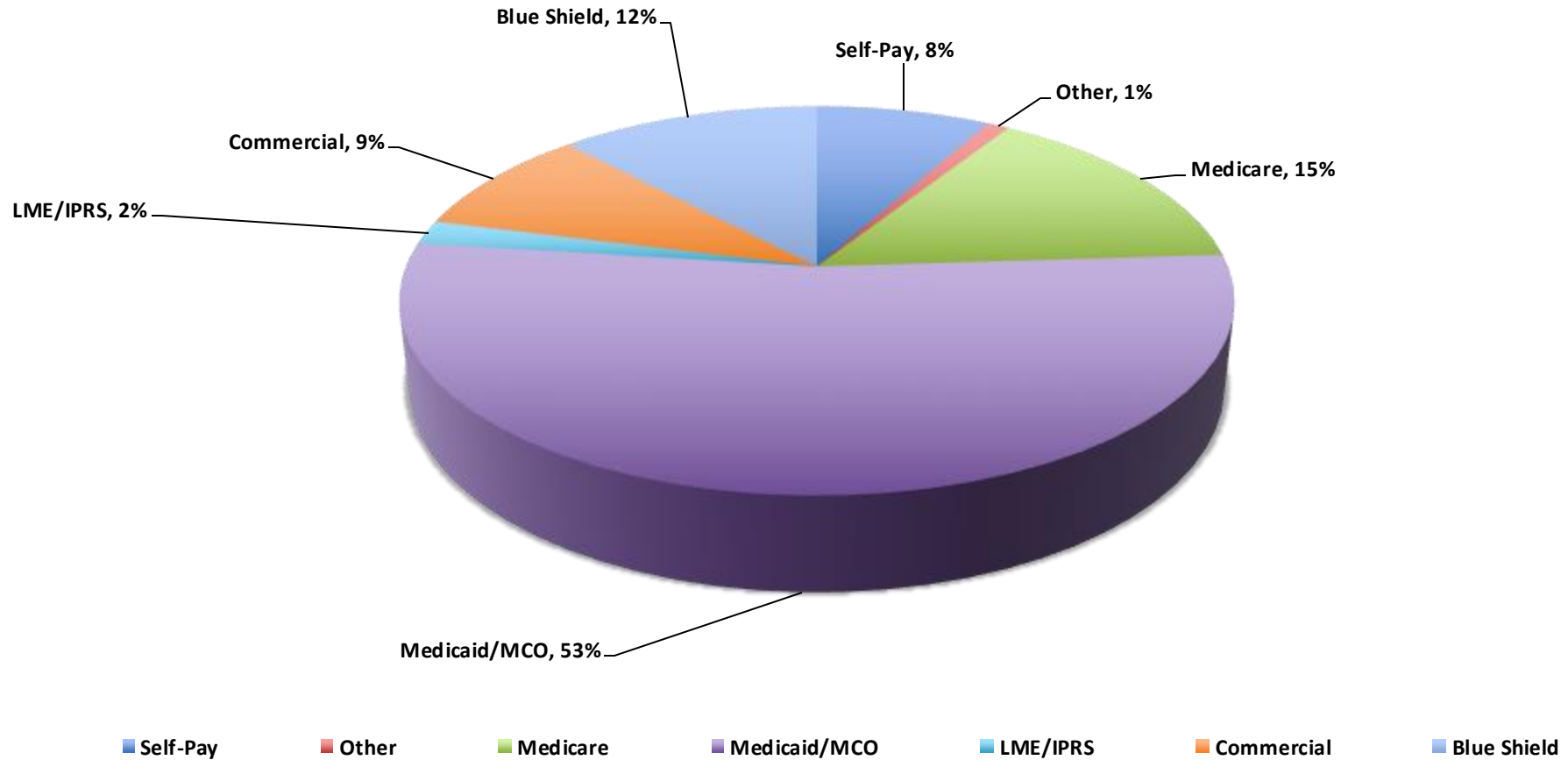
Satisfaction Surveys

- Satisfaction surveys are done twice a year.
- Most recent surveys were conducted in September 2024.
- 69 individuals responded to the survey.
- **The overall satisfaction rate was 76%.**



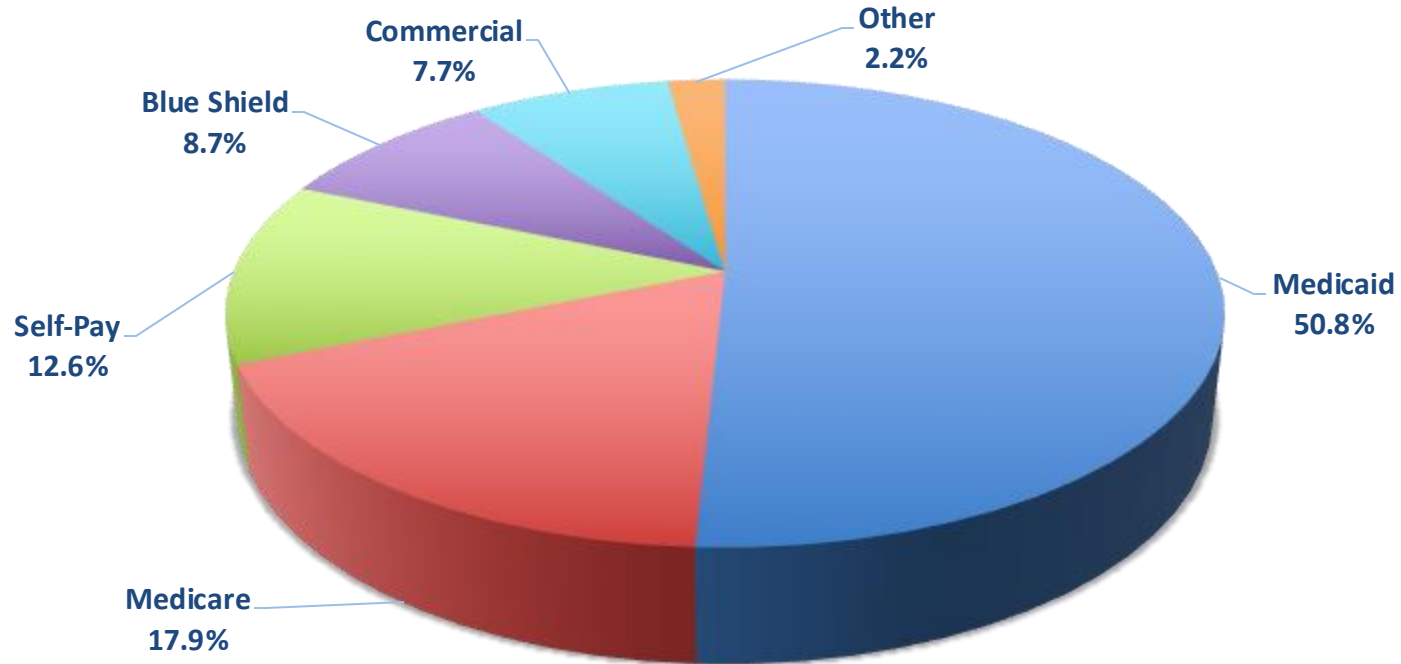
NC-STeP Charge Mix

QTD FY2025 - Quarter 2



NC-STeP Charge Mix

Calendar Year 2024

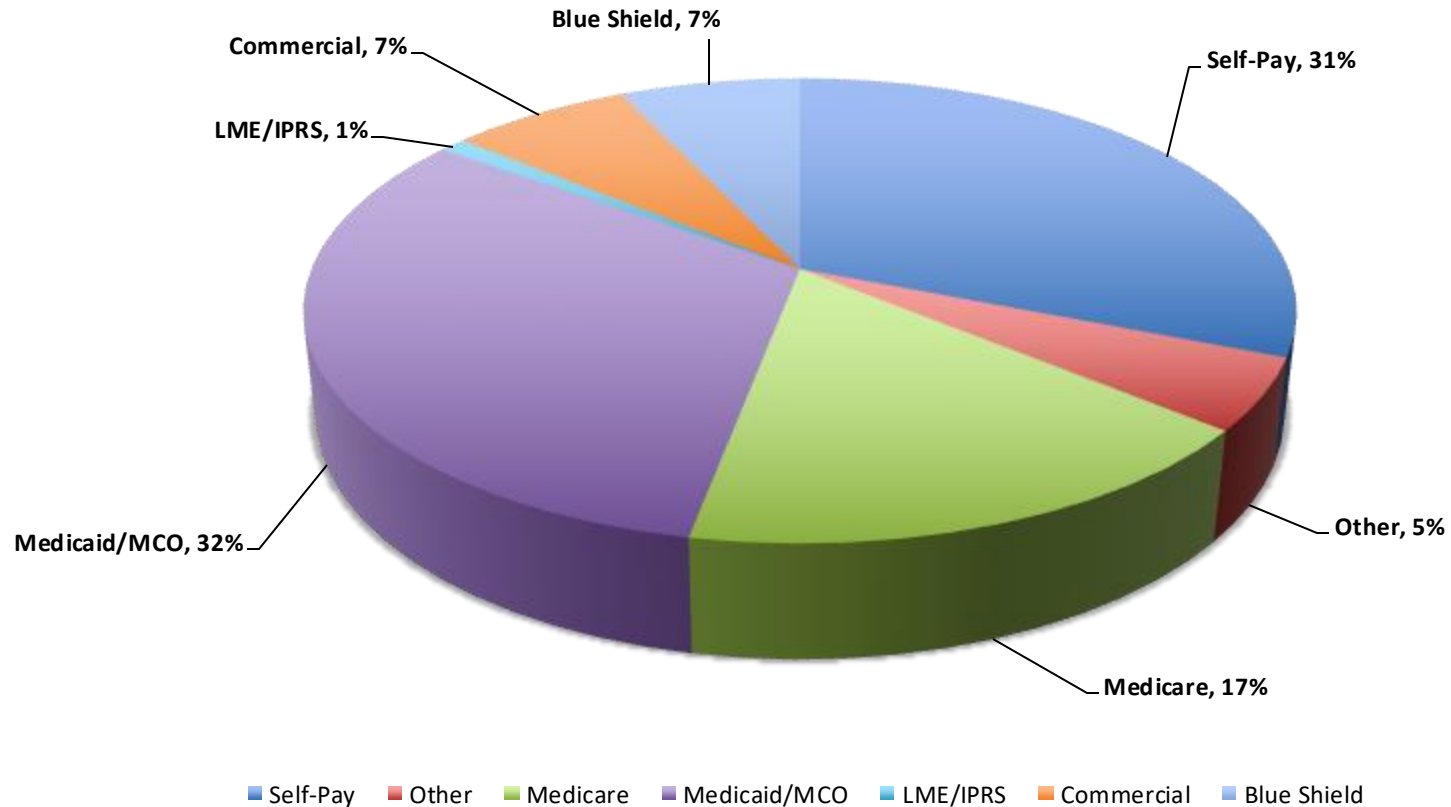


■ Medicaid ■ Medicare ■ Self-Pay ■ Blue Shield ■ Commercial ■ Other



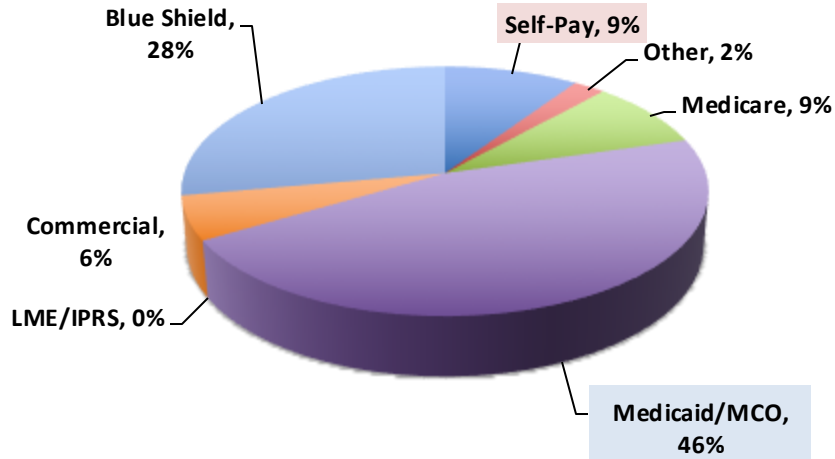
NC-STeP Charge Mix - Project to Date

Service Dates: October 1, 2013 – December 31, 2024

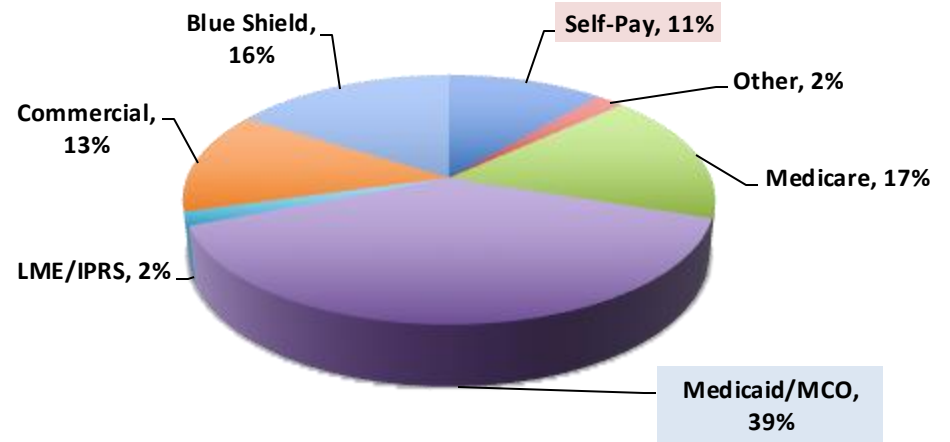


NC-STEP Charge Mix Last 4 Quarters

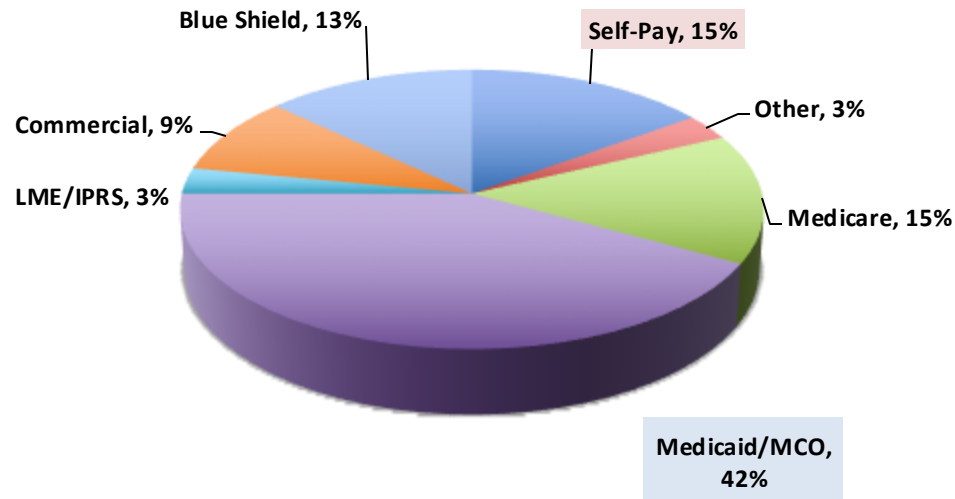
January 1- March 31, 2024



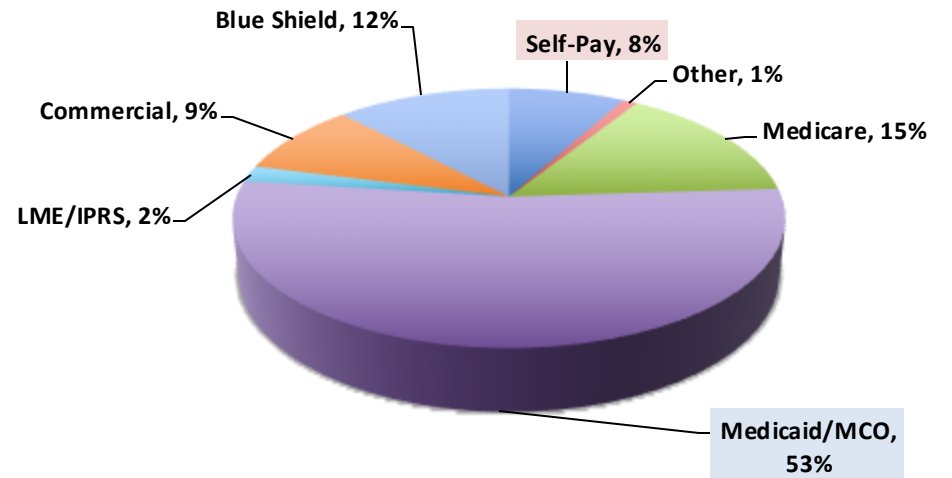
July 1- September 30, 2024



April 1- June 30, 2024



October 1- December 31, 2024

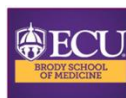


Community-Based Sites as of December 31, 2024

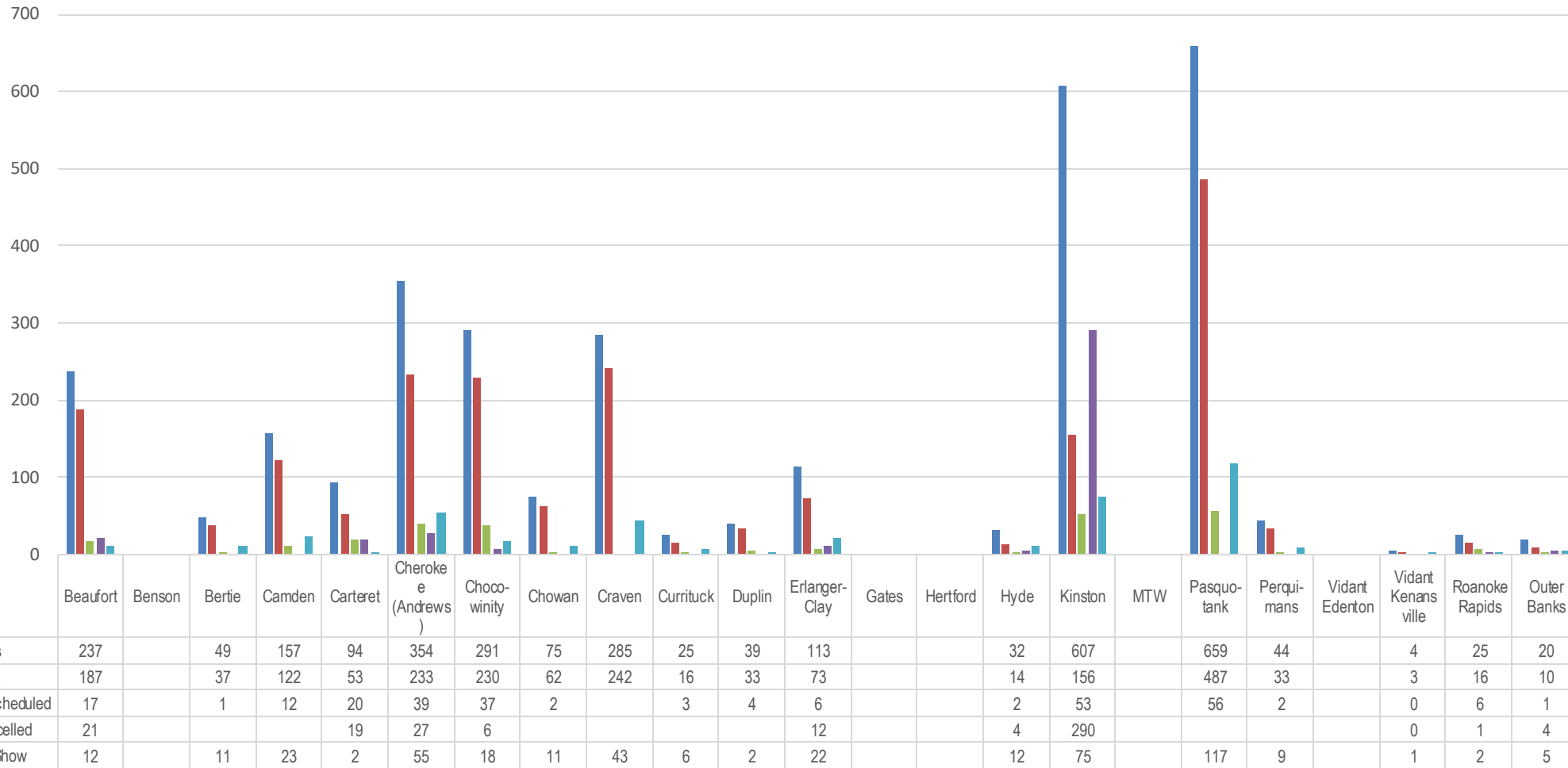
EVALUATION CRITERIA	VALUES/MEASURES REACHED AS OF 12/31/2024
1. The number of full-time equivalent (FTE) providers supporting the program	.90 FTEs
2. The number of community-based sites contracted	24
3. Number of patient visits with medical (psychiatric) doctor	89 PTD= 2,895
4. The number return visits	1,640 PTD= 25,638
5. The number of patient visits with a mid-level provider	1,917 PTD= 29,463
6. The number of new patient visits	366 PTD= 6,789

NC-STeP Community Patient Visits

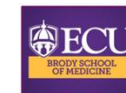
Patient Visits	Since project inception in October 2018	During Calendar Year 2018	During Calendar Year 2019	During Calendar Year 2020	During Calendar Year 2021	During Calendar Year 2022	During Calendar Year 2023	During Calendar Year 2024
With Medical Doctor	2,895	8	536	260	316	567	743	465
With Mid-Level Provider	29,463	7	2,006	3,212	4,122	4,669	7,324	8,123
Total Patient Visits	32,477	15	2,633	3,477	4,440	5,253* 17 visits did not specify provider type	8,068	8,591



NC-Step Appointment by Site Appointments, Visits Kept, Rescheduled, Cancelled, No Show October - December 2024



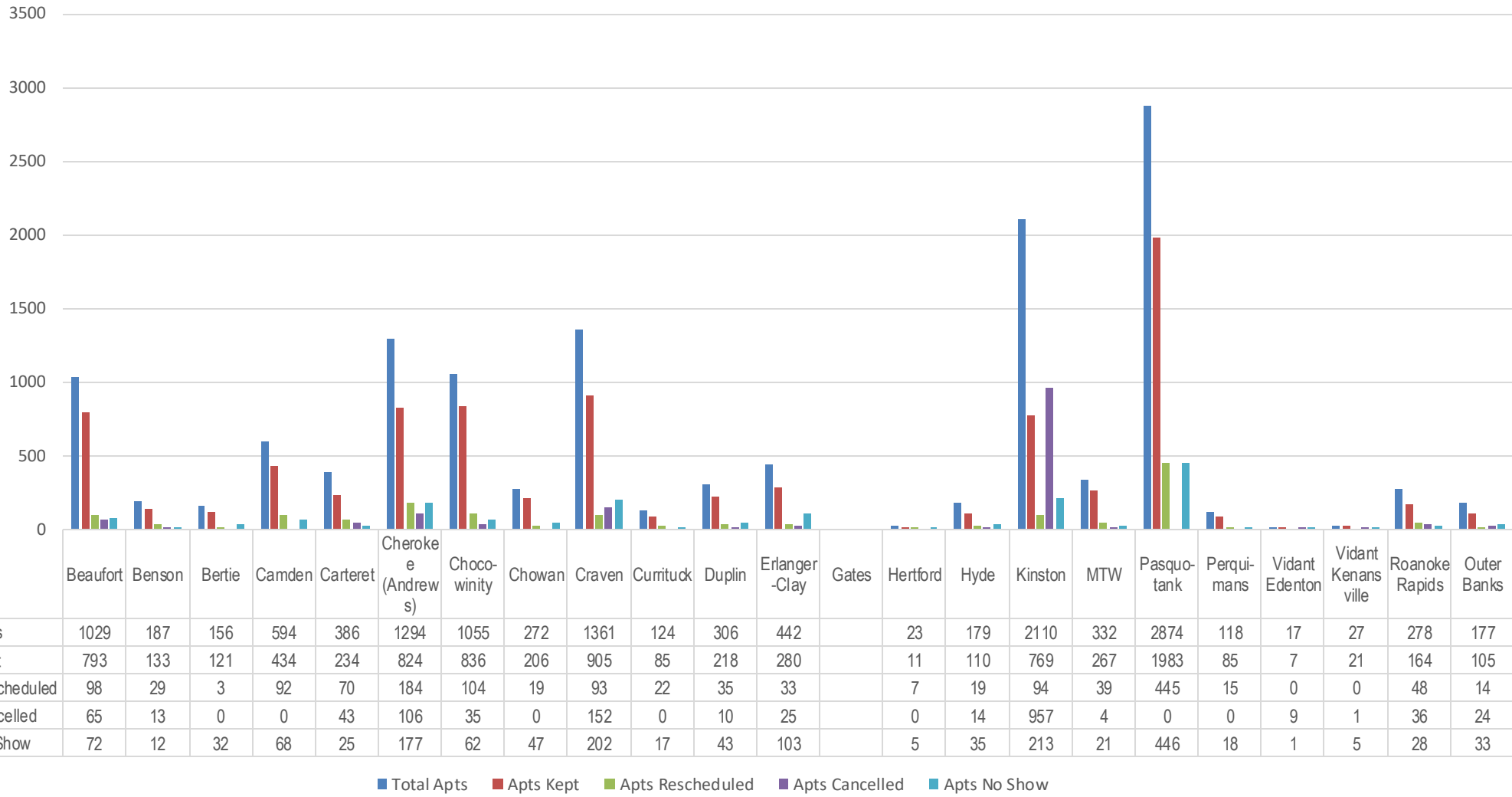
■ Total Apts
 ■ Apts Kept
 ■ Apts Rescheduled
 ■ Apts Cancelled
 ■ Apts No Show



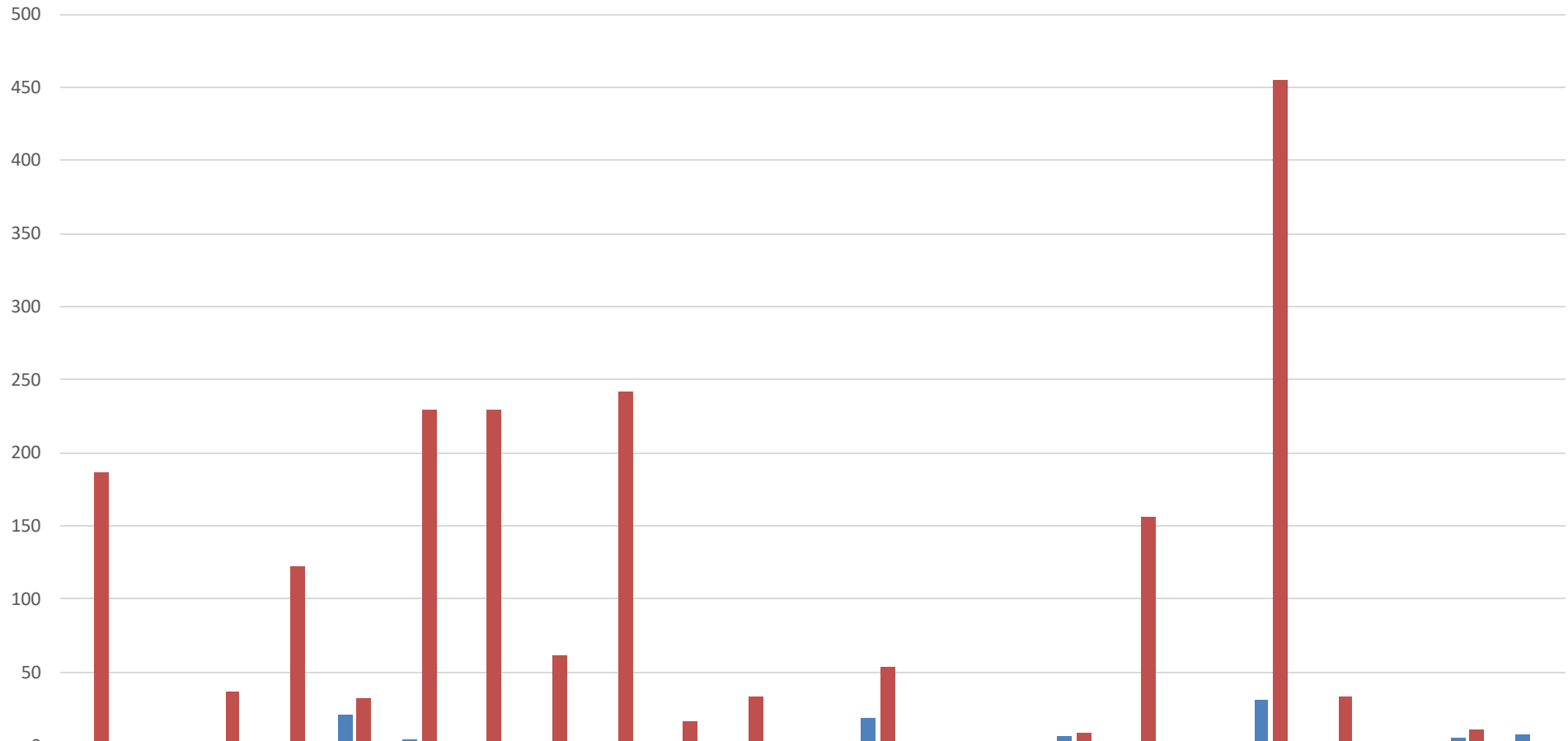
NC-Step Appointment by Site

Appointments, Visits Kept, Rescheduled, Cancelled, No Show

January - December 2024

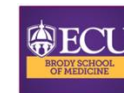


NC-Step Community Visits by Site by Provider Type October - December 2024

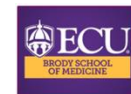
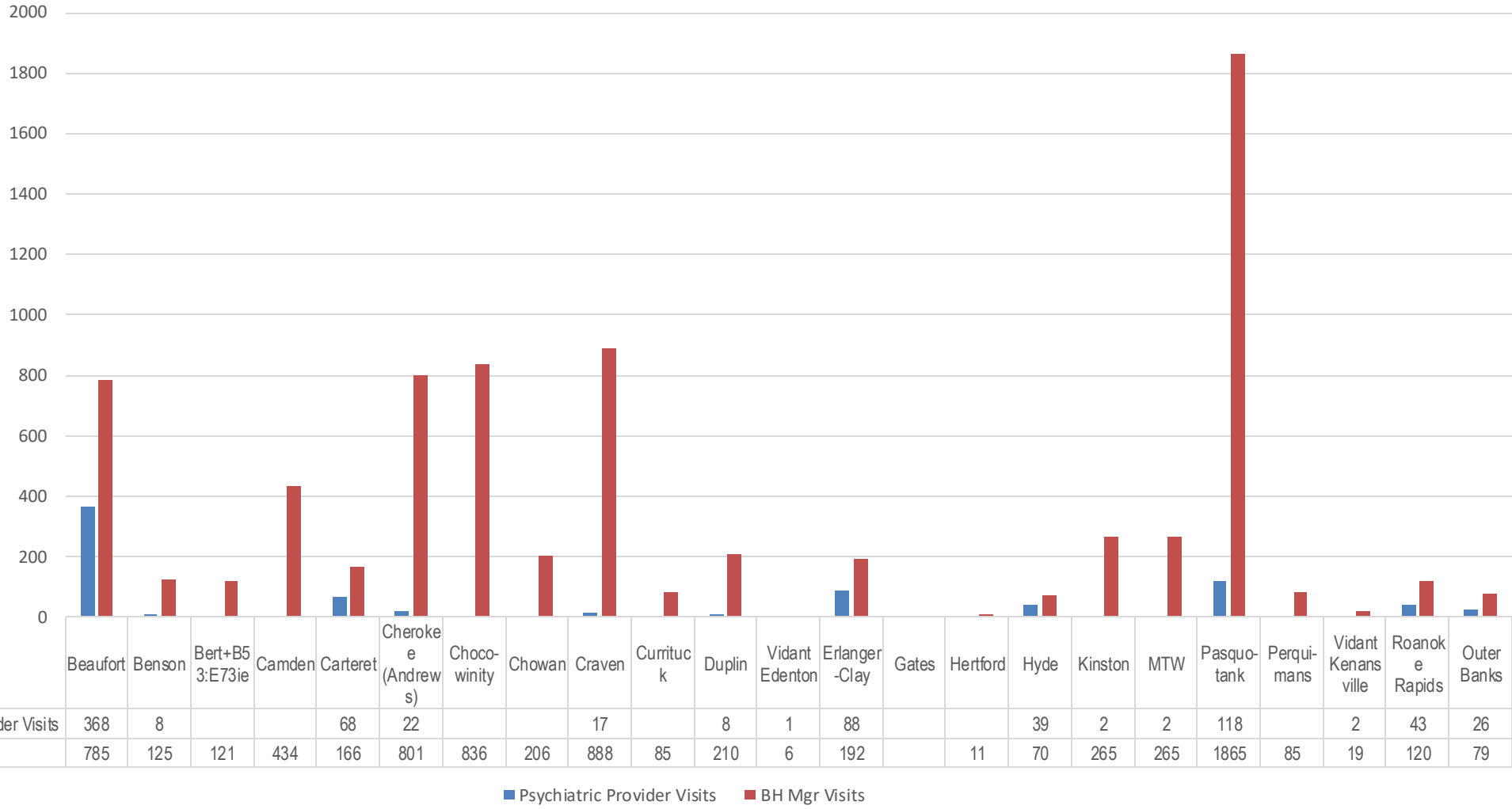


	Beaufort	Benson	Bertie	Camden	Carteret	Cherokee (Andrews)	Chocowinity	Chowan	Craven	Currituck	Duplin	Vidant Edenton	Erlanger-Clay	Gates	Hertford	Hyde	Kinston	MTW	Pasquotank	Perquimans	Vidant Kenansville	Roanoke Rapids	Outer Banks
Psychiatric Provider Visits					21	4							19			6			31			5	7
BH Mgr Visits	187		37	122	32	229	230	62	242	16	33		54			8	156		455	33	3	11	3

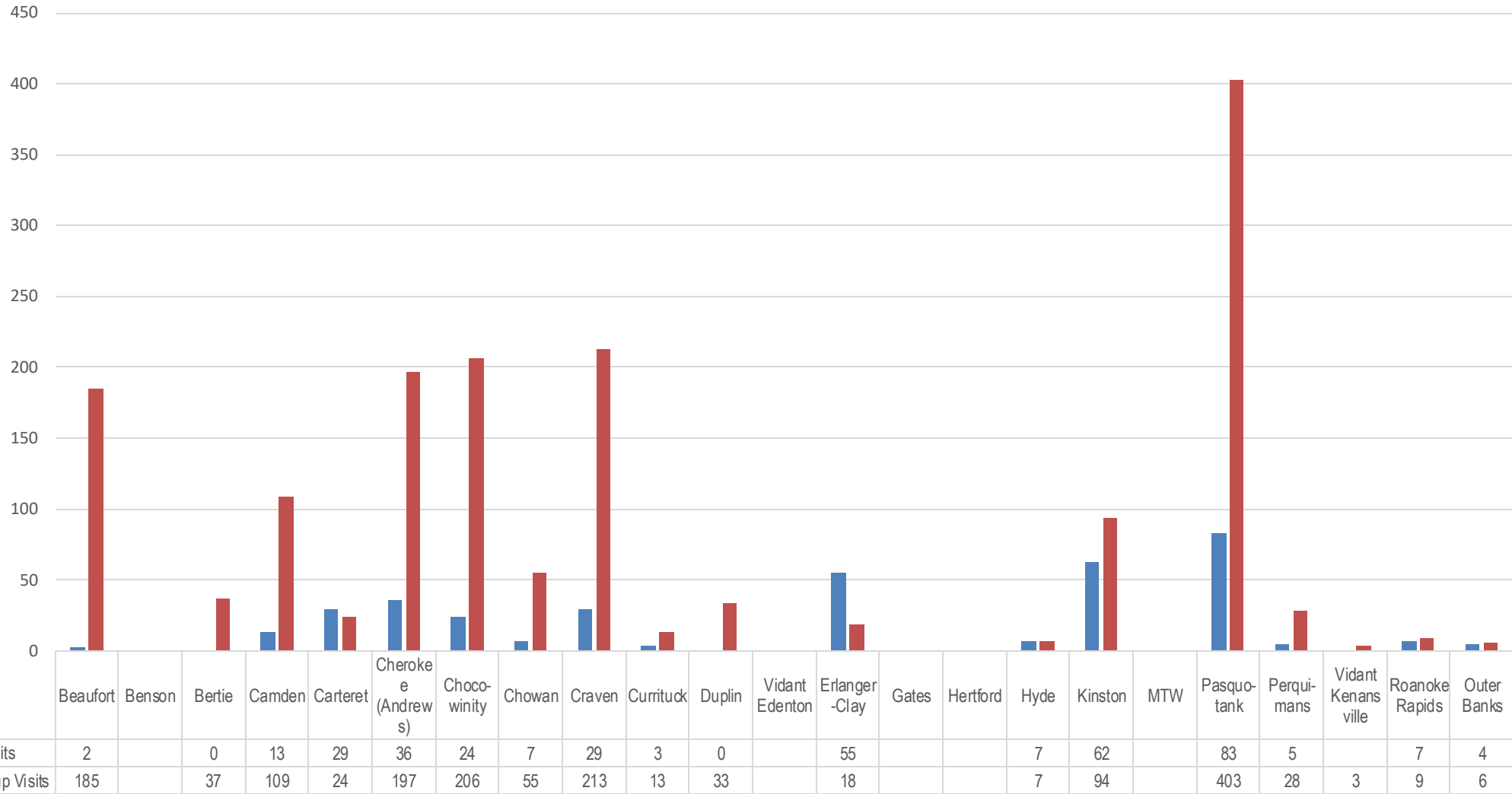
■ Psychiatric Provider Visits ■ BH Mgr Visits



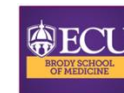
NC-Step Community Visits by Site by Provider Type January - December 2024



NC-STeP Community Visits by Site New and Follow-Up October - December 2024



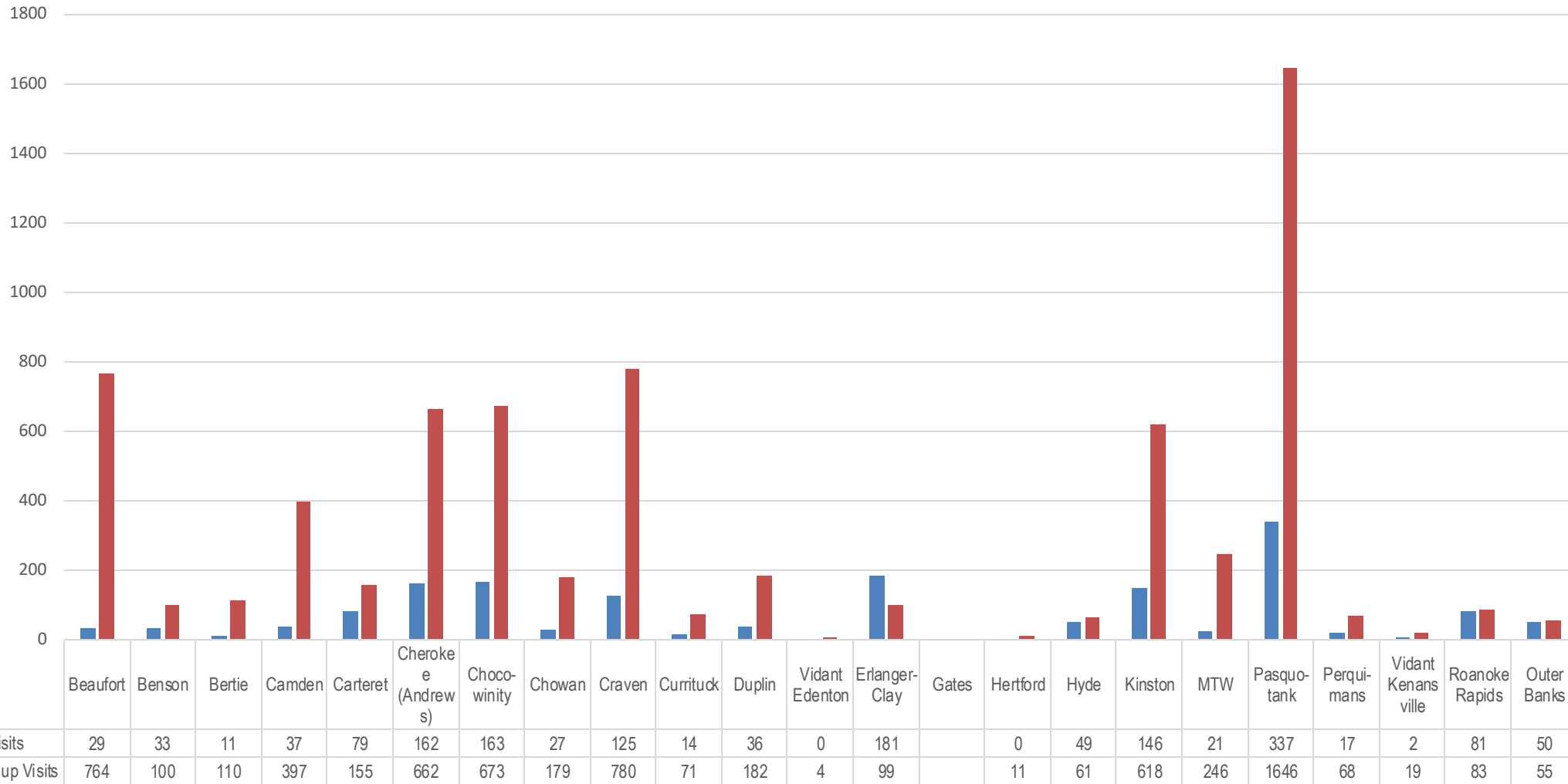
■ New Visits ■ Follow up Visits



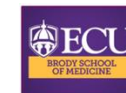
NC-STEP Community Visits by Site

New and Follow-Up

January - December 2024



■ New Visits ■ Follow up Visits



NC-STeP Status as of December 31, 2024

- 28 hospitals live.
- 65,312 total psychiatry assessments since program inception
- 11,346 IVCs overturned
 - Cumulative return on investment = \$61,268,400
(savings from preventing unnecessary hospitalizations)
- Three Clinical Provider Hubs with 24 consultant providers
- 31% of the patients served had no insurance coverage



NC-STeP Status as of December 31, 2024

- 24 community-based sites.
- 32,358 total patient visits since program inception in October 2018.
 - 2,895 total patient visits with a psychiatrist
 - 29,463 total patient visits with a mid-level provider



Hospital Status Report as of December 31, 2024

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 Doshier Memorial Hospital	04/01/2015	01/07/2017
Ashe Memorial Hospital	06/01/2015	01/26/2017
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

Hospital Status Report as of December 31, 2024

Model 1 — Live (continued)

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

Hospital Status Report as of December 31, 2024

Model 2



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

Hospital Status Report as of December 31, 2024

Graduated



Hospital Name	Hospital Name
Alleghany Memorial Hospital	Martin County General
Carolina East	Nash General Hospital
Mission Health	Sampson
Columbus Regional	UNC Hillsborough
Davie Medical	WakeMed Apex
DLP Rutherford Regional Medical Center	WakeMed Briar Creek
FirstHealth Montgomery Memorial Hospital	WakeMed Cary
FirstHealth Moore Regional Hospital	WakeMed Garner
FirstHealth Regional Hospital – Hoke	WakeMed North Healthplex
FirstHealth Richmond Memorial Hospital	WakeMed Raleigh
FirstHealth Sandhills Regional Medical	WakeMed Raleigh Children's ED
Lexington	WakeMed Psychiatric Observation Unit
Wilson Memorial Hospital	DLP Haywood Hospital
UNC Chatham	Novant Brunswick
Novant Clemmons	Novant Forsyth Medical
Novant Kernersville	Novant Presbyterian Hospital
Novant Rowan	Novant Thomasville
Cone Health Behavioral Health Hospital	Cone Health MedCenter High Point
Wesley Long Hospital	Annie Penn Hospital
Moses H. Cone Memorial Hospital	Women’s Hospital – Cone Health
Alamance Regional Medical Center	UNC Johnson – Clayton and Smithfield

Community Based Site Report as of December 31, 2024

Live



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 and Clay	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
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
Erlanger Health - Clay	Apr-21	Live
ECU Health Women’s Kenansville	Dec-21	Live
Albemarle Regional Health Services - Hertford	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, 2024

Graduated



Hospital Name	Contract Start Date	Termination Date
Macon County Health Department	February 2019	July 2020
Wilson County Health Department	February 2020	May 2021
Benson	March 2022	September 2024

Updates on Grants-Funded Projects

MOTHeRS Project

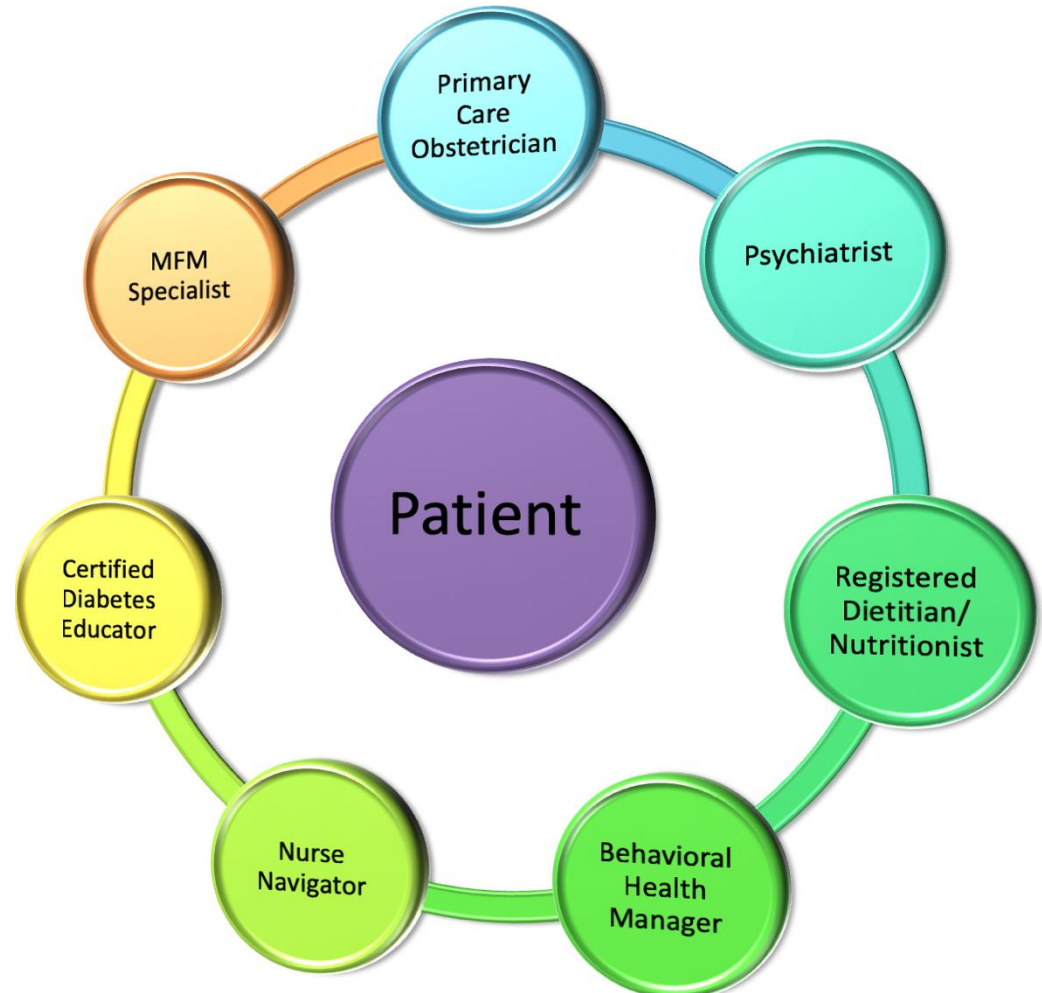
NC-STeP-Peds

NC-STeP Expansion: Elizabeth City State University

HRSA: NC-STeP Expansion

MOTHeRS Project

Maternal Outreach Through Telehealth for Rural Sites



Saeed SA, Jones K, Sacks AJ, Craven K, Xue Y. Maternal Outreach Through Telehealth for Rural Sites: The MOTHeRS Project. NCMJ. 2023;84 (1).

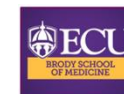
MOTHeRS Project Results

As of December 31, 2024

Impact on Patient Access to Care	Number of perinatal patients who received care (visits with MFM specialist)	122*	
	Impact on patient access (calculated as driving miles saved per MFM specialist visit and Diabetes educator/Medical Nutrition Specialist visit: Carteret)	36,784 driving miles saved*	
	Number of patient visits with Diabetes Educator or Medical Nutrition Therapist	116	
	Number of women served for mental health reasons	LCSW visits	1,781
		Psychiatrist visits	653
		Total Mental Health visits	2,434
	Impact on patient access (calculated as driving miles saved per Psychiatrist and LCSW visit)	403,855 driving miles saved	
Food Security	Number of Food Boxes sent to Clinics	1,195**	
	Number of Patients Screened for Food Insecurity	41,229**	
	Number of Food Boxes Distributed	888**	

* MFM part of the MOTHeRS Project was completed on March 31, 2023

**Food Insecurity part of the MOTHeRS Project was completed on December 31, 2024





- As of December 31, the program had already successfully screened 27,000 children.
 - 3,065 children (11.3% of those screened) had PSC-17 scores of 15 or higher (increased likelihood of having a behavioral health disorder).
 - 2,023 children (7.5% of those screened) had GAD-7 scores of 8 or higher (mild to moderate levels of anxiety).

NC-STeP-Peds: Program Inception to December 31, 2024

Reporting Period	2024Q2	2024Q3	2024Q4	Inception - Dec 2024
Number of patients seen by a psychiatrist	54	35	44	225
Number of patients seen by behavioral health provider	146	115	139	469
Number of patients receiving follow-up counseling with behavioral health provider	28	24	47	185
Number of patients receiving re-consults by a psychiatrist	0	0	1	6
Number of patients receiving integrated care	160	130	148	479
Number of new visits (involving mental health service)	160	130	148	479
Number of follow-up visits (involving mental health service)	69	51	98	556



**East Carolina University and Blue Cross and Blue Shield of North Carolina:
A Partnership to Bridge the Behavioral Health Care Gap at
Elizabeth City State University**



**East Carolina University and Blue Cross and Blue Shield of North Carolina:
A Partnership to Bridge the Behavioral Health Care Gap at
Elizabeth City State University**

ECSU Student Screening and Service Data: From Program Inception to December 31, 2024

Month	2022					2023												2024												Total
	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12	
Number of Patients Seen By Practitioner:	67	122	112	127	23	62	72	87	131	9	1	0	99	87	126	59	19	101	117	83	85	8	3	0	89	120	113	103	34	2059
Number of Patients Referred To See LCSW/Counselor:						0	5	2	8	1	1	6	2	10	19	8	0	11	13	7	7	2	0	0	9	19	14	16	3	163
Number of Patients Referred To See Psychiatrist:						0	1	2	3	2	1	0	2	3	5	8	1	6	11	4	12	1	0	0	3	7	6	8	5	91
PHQ9's Completed:	67	122	112	127	23	60	70	87	129	8	4	4	96	87	125	59	19	101	115	82	84	8	5	7	88	120	113	103	34	2059
PHQ-9 score <10						54	58	75	108	6	3	3	90	73	121	49	11	89	88	71	72	6	3	3	80	103	98	75	27	1366
PHQ-9 score ≥10						6	12	12	21	2	1	1	6	14	24	10	8	12	27	11	12	2	2	4	8	17	15	28	7	262
GAD-7's Completed:	67	122	112	127	23	60	70	87	129	8	4	4	96	87	126	58	19	101	114	82	82	8	6	8	89	120	113	103	34	2059
GAD-7 score <8						52	50	72	102	6	2	2	89	73	99	43	12	84	87	70	66	6	4	6	72	94	91	73	26	1281
GAD-7 score ≥8						8	20	15	27	2	2	2	7	14	27	15	7	17	27	12	16	2	2	2	16	26	22	30	8	326
Number of NC-STeP Scheduled Sessions Held						1	7	6	22	18	8	5	14	33	51	22	8	22	36	15	21	6	7	9	13	19	21	23	11	398
Number of NC-STeP Follow-up by Email						*	*	*	4	28	12	16	24	32	34	32	17	49	56	50	33	28	78	42	33	110	43	31	29	781
Number of "On-Call"/Evening Sessions						*	*	*	0	0	0	0	1	3	1	1	3	1	1	0	0	0	0	0	0	3	3	2	0	19
Number of NC-STeP Check-Ins by Phone						*	*	*	5	13	3	14	32	21	24	61	20	25	30	27	49	59	55	25	57	38	40	36	27	661
Number of "Walk-Ins"/Not Scheduled						*	*	*	2	2	1	1	12	5	11	4	1	6	11	4	2	0	0	0	4	6	8	3	2	85
Marketing Efforts Completed/Outreach Opportunities									11	5	16	5	9	7	8	5	0	8	7	3	9	2	9	6	6	9	9	8	6	148

NC-STeP Published Papers and Book Chapters

1. Xue, Y., Saeed, S.A., Muppavarapu, K.S. et al. Exploring the Impact of Education Strategies on Individuals' Attitude Towards Telemental Health Service: Findings from a Survey Experiment Study. *Psychiatr Q* (2023). <https://doi.org/10.1007/s11126-023-10033-y>
2. Saeed SA, Shore JH, Yellowlees P. Using Technology for Providing Care. (2023). In Saeed SA, Lauriello J, and Roberts LW (Editors). Textbook of Psychiatric Administration and Leadership, Third Edition. American Psychiatric Association Publishing, Washington, DC. ISBN 978-1-61537-337-6
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