NC-STeP

NORTH CAROLINA
STATEWIDE TELEPSYCHIATRY PROGRAM

47th 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

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NC-STeP NORTH CAROLINA STATEWIDE TELEPSYCHIATRY PROGRAM

NC-STeP Advisory Council Meeting
Thursday, June 5th, 2025
10:30 am – 12:00 pm
Virtual Meeting via Zoom Video Conference

Agenda

10:30- 10:35 a.m.	Welcome and Introductions
10:35- 10:40 a.m.	Review and Approval of February 26, 2025 Minutes
10:40- 11:30 a.m.	NC-STeP FY25-Q3 (January – March 2025) Performance Data
11:30- 11:40 p.m.	Updates on Grants-Funded Programs • 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 • New C-TeBH Medical Director • APA Award and presentation • UNC System Office 2025 Behavioral Health Convening
12:00 p.m.	Adjourn

zoom

Join Zoom Meeting
https://us06web.zoom.us/j/81455197961?pwd=divUlFGwLmCtboZcGWflqLug02PGrP.1

Meeting ID: 814 5519 7961
Passcode: 746801

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 Heath System
3. 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
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. Tracy W. Ethridge, RNBC, PMH-BC, CMGT-BC, MS
    Emergency Department Behavioral Health Case Manager, Carteret Health Care
11. Ashley Stoop, MPH
    Health Director, Albemarle Regional Health Services

Ex Officio Members

1. Ryan Baker, NC-STeP/ECU
2. Jeremy R. Landvater, MD, MBA/ECU
3. Lucia Smith-Martinez, MD/ECU
4. Renee Clark, MSW, DHHS-ORH
5. Sheila Davies, Ph.D., NC-STeP/MedAccess Partners
6. Phil Donahue, NC-STeP/MedAccess Partners
7. Nick Galvez, DHHS-ORH
8. Katherine Jones, Ph.D., NC-STeP/ECU
9. Maggie Sauer, DHHS-ORH

NC-STeP Quality Management and Outcomes Monitoring Processes: January – March 2025

- 28 hospitals were live
- 24 hospitals reporting Telepsychiatry patients in their ED
  - not all live hospitals had telepsychiatry patients
- Total number of assessments for this quarter = 895
- Total number of encounters for this quarter = 808

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NC-STeP Quality Management and Outcomes Monitoring Processes: January – March 2025

- The Median Length of Stay was 32.9 hours
- The Average Length of Stay was 65.5 hours
  - 43.6 hours for those discharged to home
  - 52.6 hours for those transferred to another facility
- Average Consult Elapsed Time (in Queue to Exam Complete) for Model 1 hospitals was 4 hours and 11 minutes.

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NC-STeP Quality Management and Outcomes Monitoring Processes: January – March 2025

- 556 ED patients who received telepsychiatry services had an IVC in place during their ED stay.
  - 182 (32.7%) of those patients did not have an IVC in place when discharged.
- Of the ED patients who received telepsychiatry services:
  - 47.9% were discharged to home
  - 43.5% were discharged to another facility

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NC-STeP Quality Management and Outcomes Monitoring Processes: January – March 2025

- 24 Community based sites were live as of 03/31/2025.
- There were 2,186 total behavioral health visits.
  - 89 visits with a Psychiatrist.
  - 2,096 visits with a behavioral health manager
    - 1 did not specify if visit was with psychiatrist of BHM.

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	Since project inception in November 2013	Quarter Jan- Mar 2025	Quarter Apr- Jun 2025	Quarter Jul- Sep 2025	Quarter Oct- Dec 2025
Total Patient Encounters	52,241	808			
Model 1 Hospital Patient Encounters	34,496	743			
Model 2 Hospital Patient Encounters	17,745	65			
Total Number of Assessments (Billed Assessments for Model 1 Hospitals + Number of Patient Encounters for Model 2 Hospitals)	66,239	895			

NC-STeP	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	52,241	799	917	909	865
Model 1 Hospital Patient Encounters	34,496	738	834	839	803
Model 2 Hospital Patient Encounters	17,745	61	83	70	62
Total Number of Assessments (Billed Assessments for Model 1 Hospitals + Number of Patient Encounters for Model 2 Hospitals)	66,239	890	1,036	1,018	956

NC-STeP Benchmarks

	Goals	Values Reached		
	Cumulative Target to be reached by (06/30/2025)	Value Reached as of most recent previous quarter (12/31/2024)	Value Reached as of this reporting quarter (03/31/2025)	Year-to-Date Total with % of the Yearly Target (03/31/2025)
Number of IVCs	2,229	608	556	1,782 79.9% of Yearly Target
Number of IVCs Overturned	1,133	191	182	574 50.6% of Yearly Target
Total Number of Assessments (Billed assessments for Model 1 hospitals + Number of patient encounters for Model 2 hospitals.)	3,400	956	895	2,869 84.3% of Yearly Target

NC-STeP Status as of March 31, 2025

EVALUATION CRITERIA	BASELINE VALUES/MEASURES AS REPORTED ON 06/30/2024	TARGET TO BE REACHED BY 06/30/2025	VALUES/MEASURES REACHED AS OF 03/31/2025
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 11,536
3. The number of participating consultant providers	23	24	24

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NC-STeP Status as of March 31, 2025

EVALUATION CRITERIA	BASELINE VALUES/MEASURES AS REPORTED ON 06/30/2024	TARGET TO BE REACHED BY 06/30/2025	VALUES/MEASURES REACHED AS OF 03/31/2025
4. The number of telepsychiatry assessments conducted.	4,092	3,400	895 in this quarter Cumulative total since program inception 66,239
5. The number of telepsychiatry referring sites	28	29	28
6. The reports of involuntary commitments to enrolled hospitals	2,649	2,229	556 in this quarter Cumulative total since program inception 32,328

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NC-STeP Status as of March 31, 2025

EVALUATION CRITERIA	BASELINE VALUES/MEASURES AS REPORTED ON 06/30/2024	TARGET TO BE REACHED BY 06/30/2025	VALUES/MEASURES REACHED AS OF 03/31/2025
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 = 65.5 QTD Median = 32.9
8. Cumulative return on investment to state psychiatric facilities through overturned involuntary commitments. (inpatient admissions prevented)	$4,876,200	$5,929,200	QTD = $982,800 Project to date = $62,294,400

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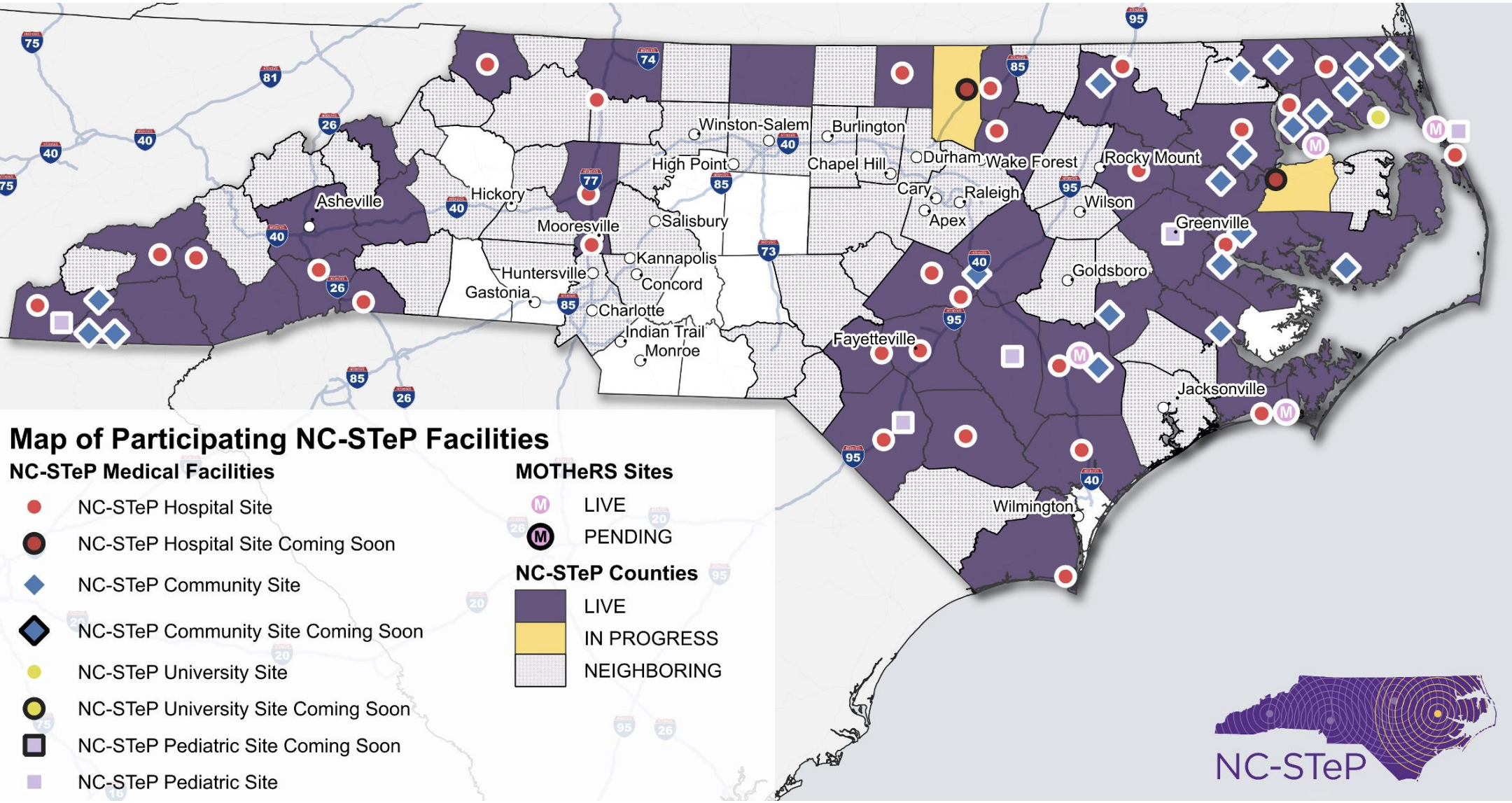
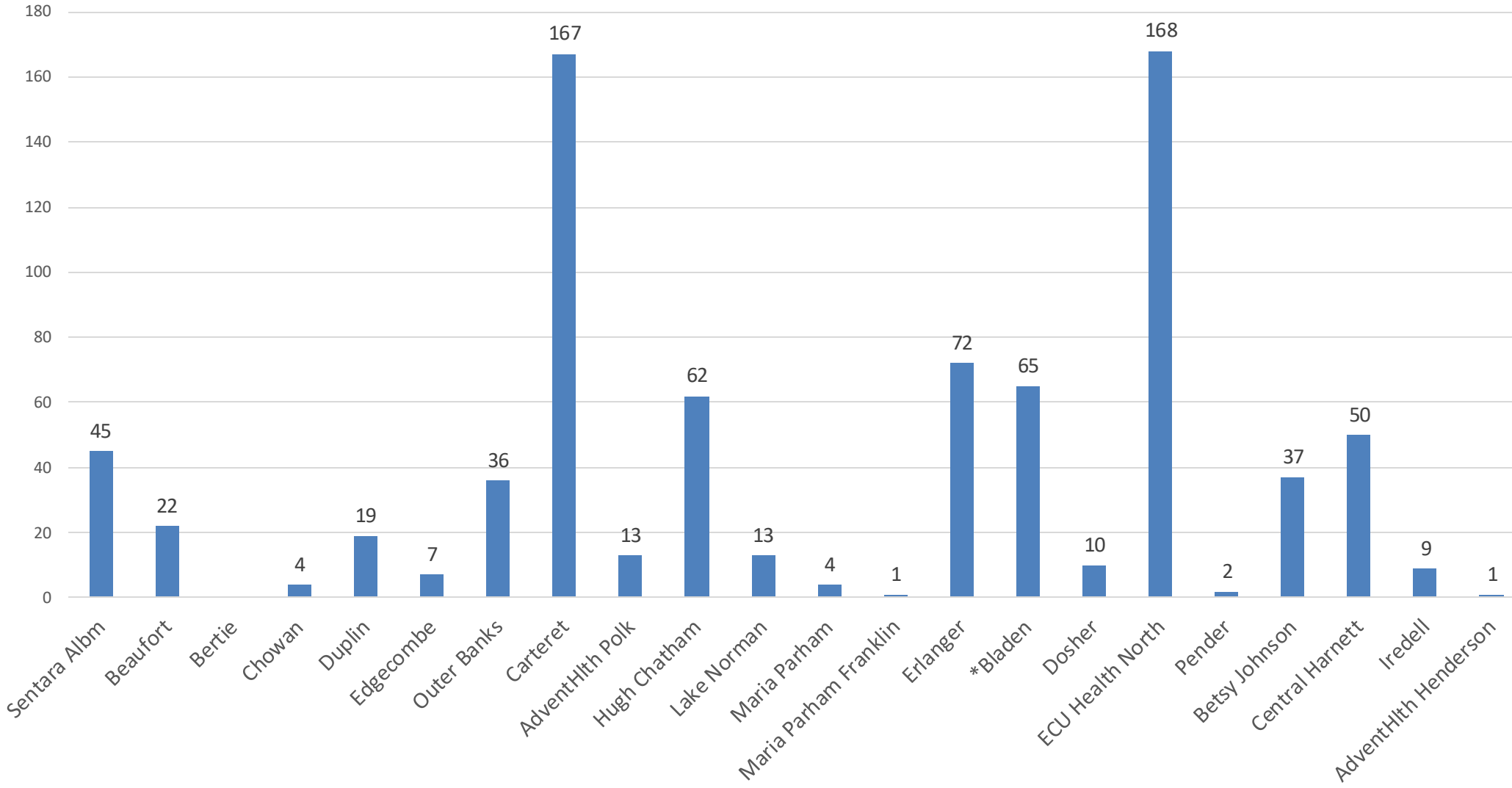
NC-STeP Status as of March 31, 2025



Number of NC-STeP Patients by Hospital

January-March 2025



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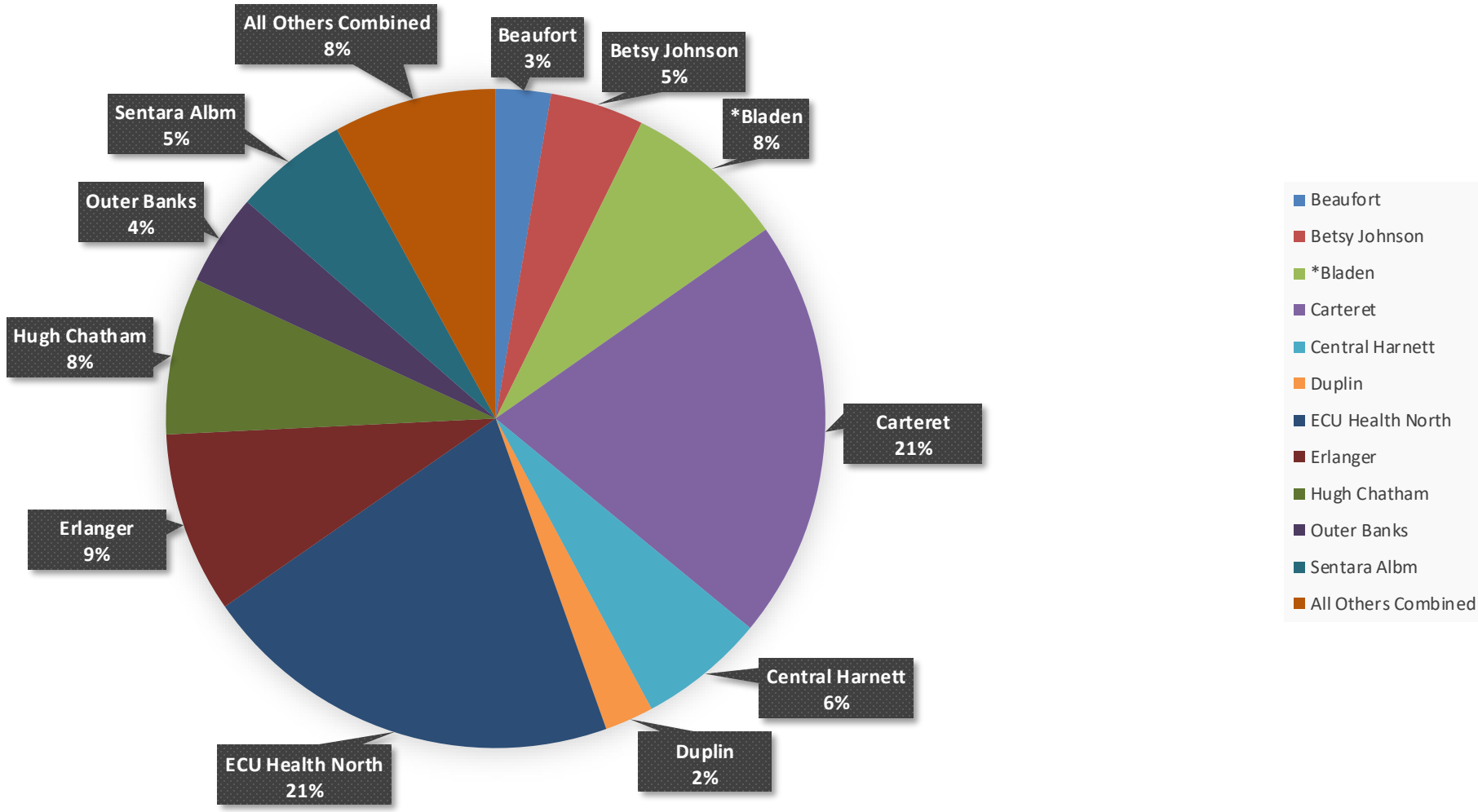
Percent of Use by Hospital for Model 1 and Model 2 Jan-Mar 2025

(based on number of patients)



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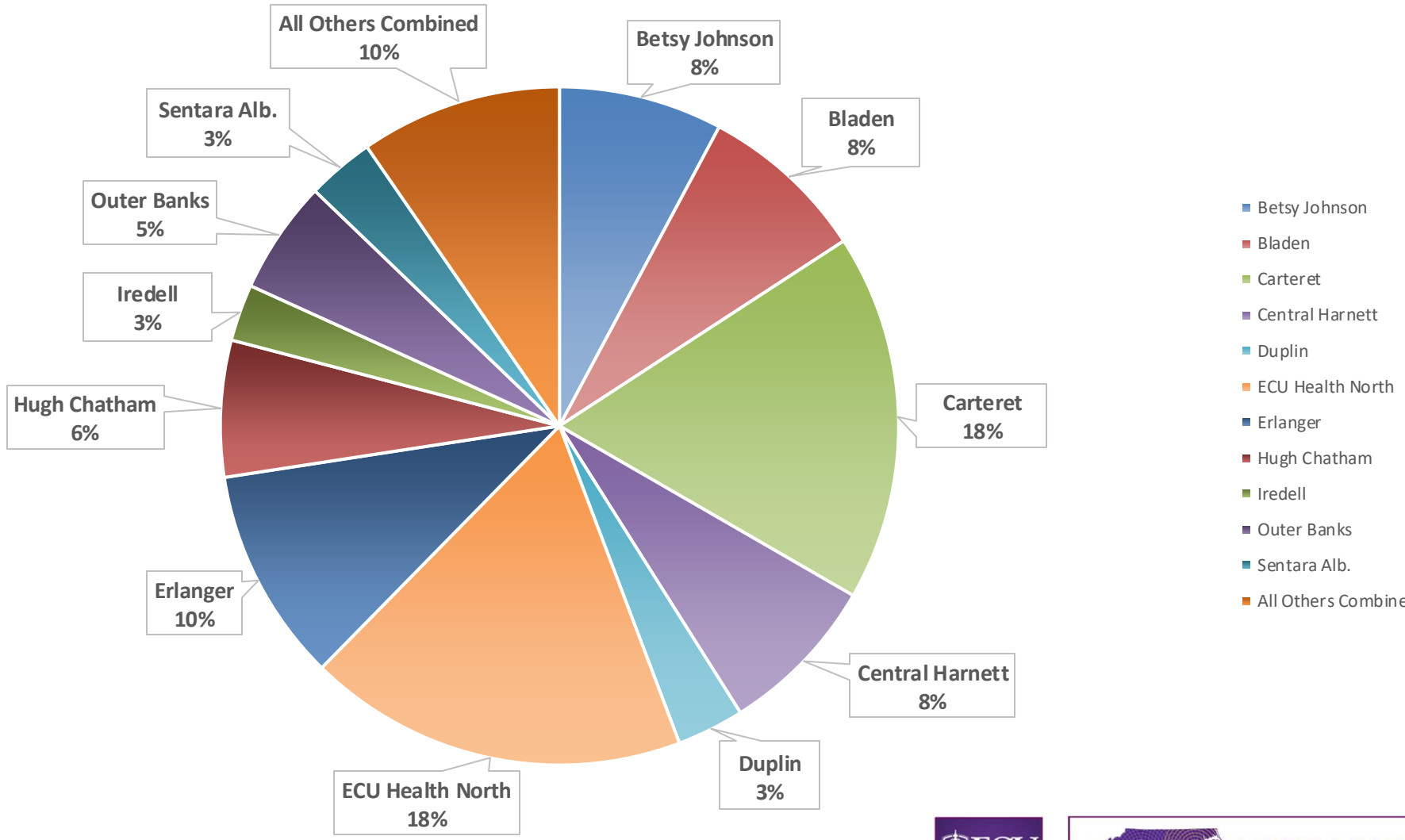
Percent of Use by Hospital Jan - Dec 2024 (Model 1 and Model 2)

(based on number of patients)



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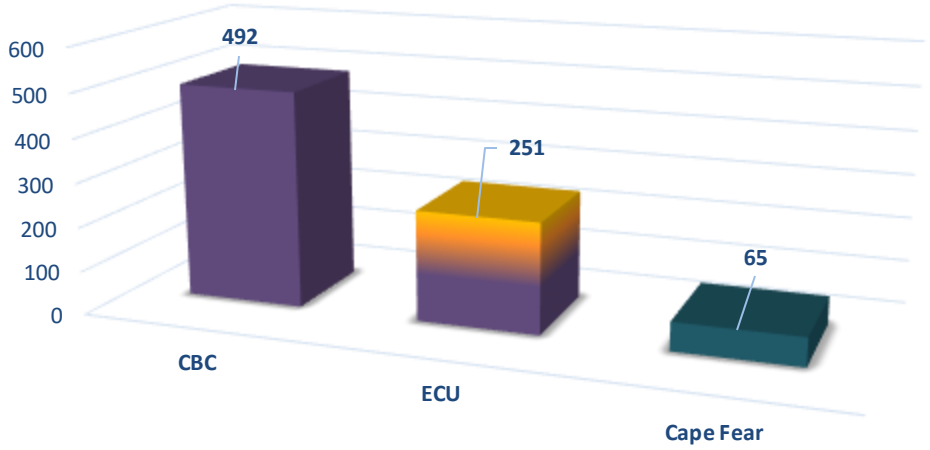
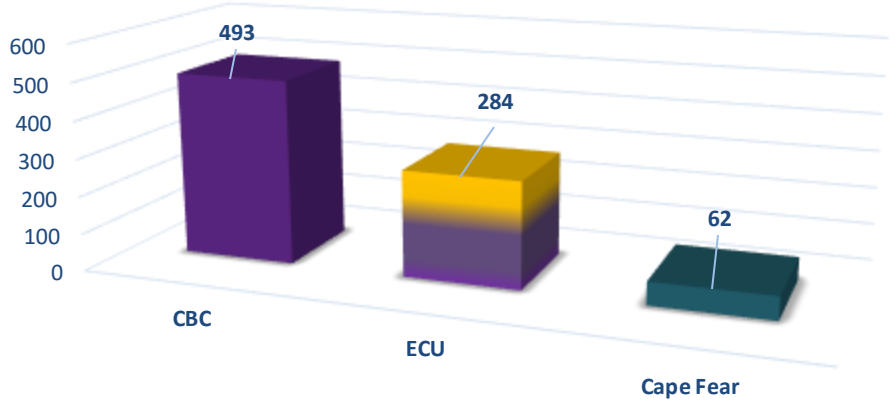
Number of Patients by Provider

Jan-Mar 2025



Oct-Dec 2024



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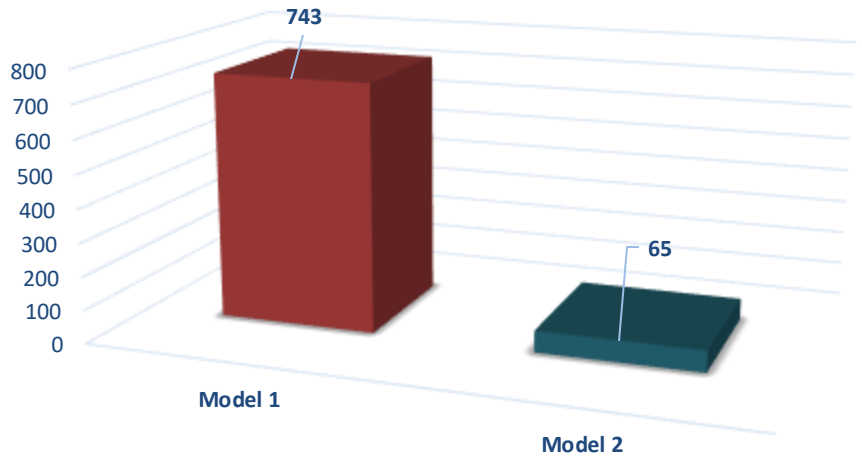
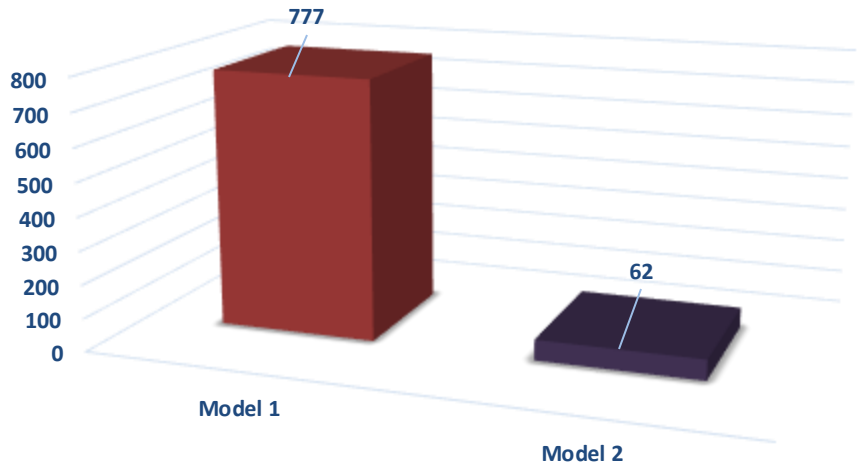
Number of Patients by Model

Jan-Mar 2025



Oct-Dec 2024



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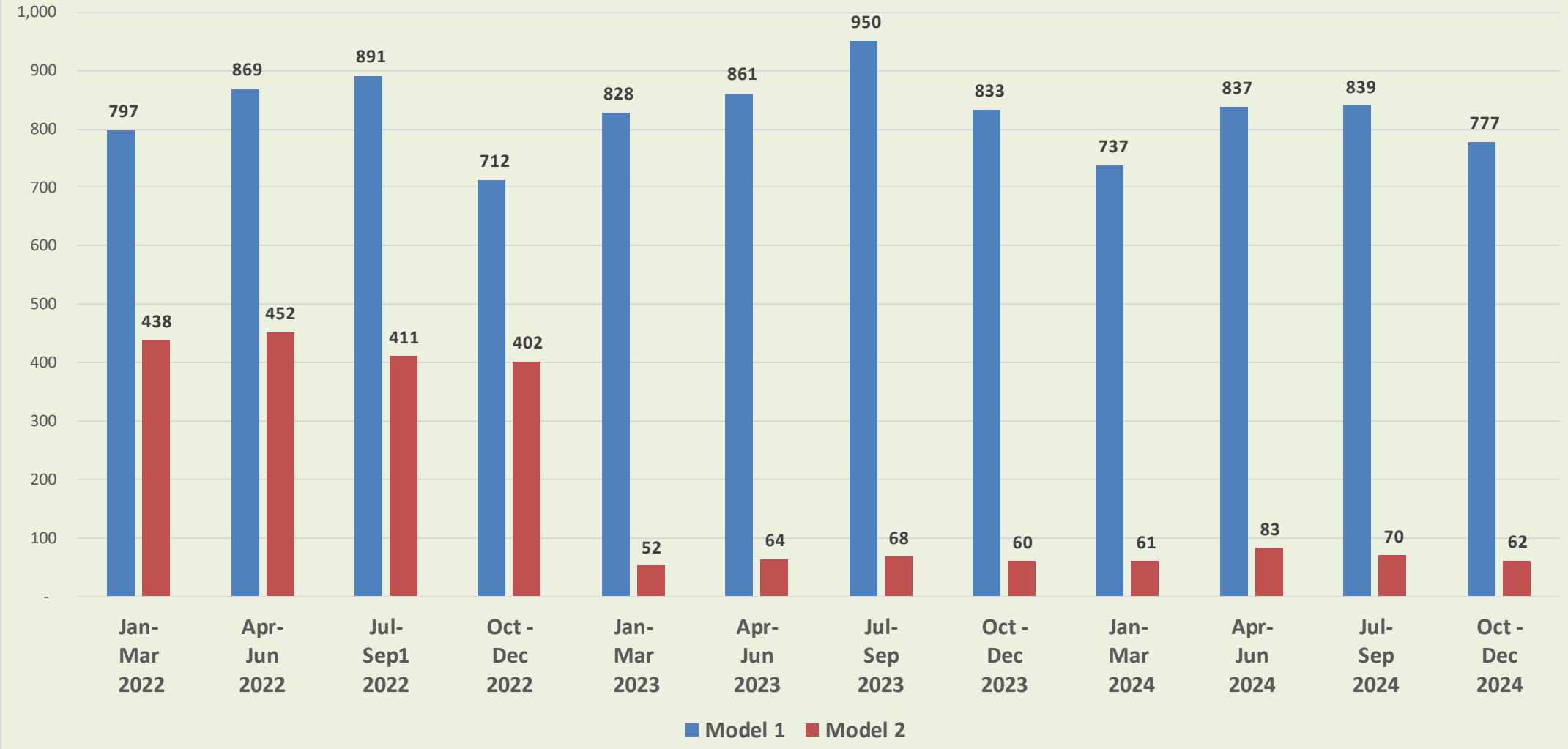
Number of NC-STeP Patients by Model by Quarter
January 2022 - December 2024



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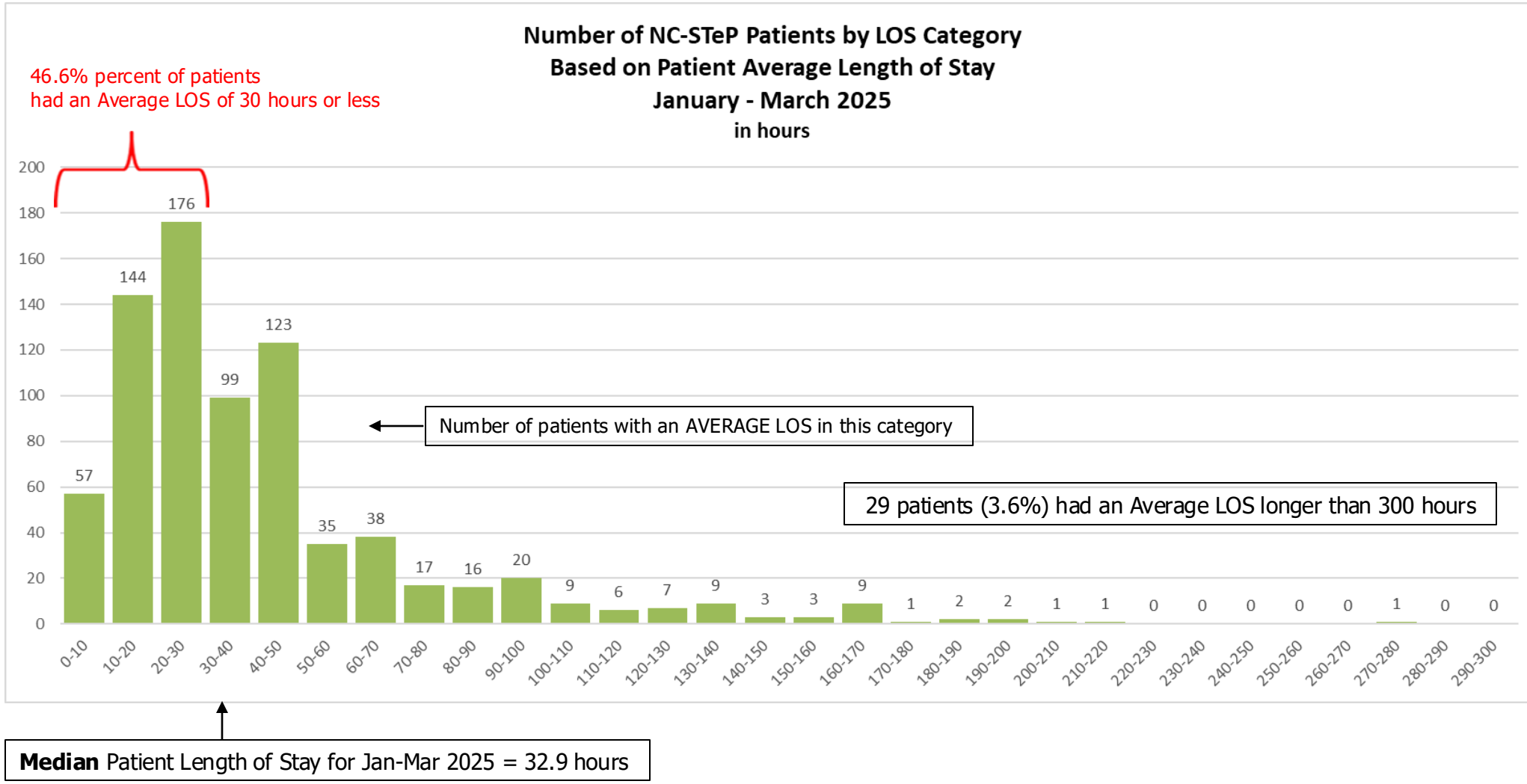
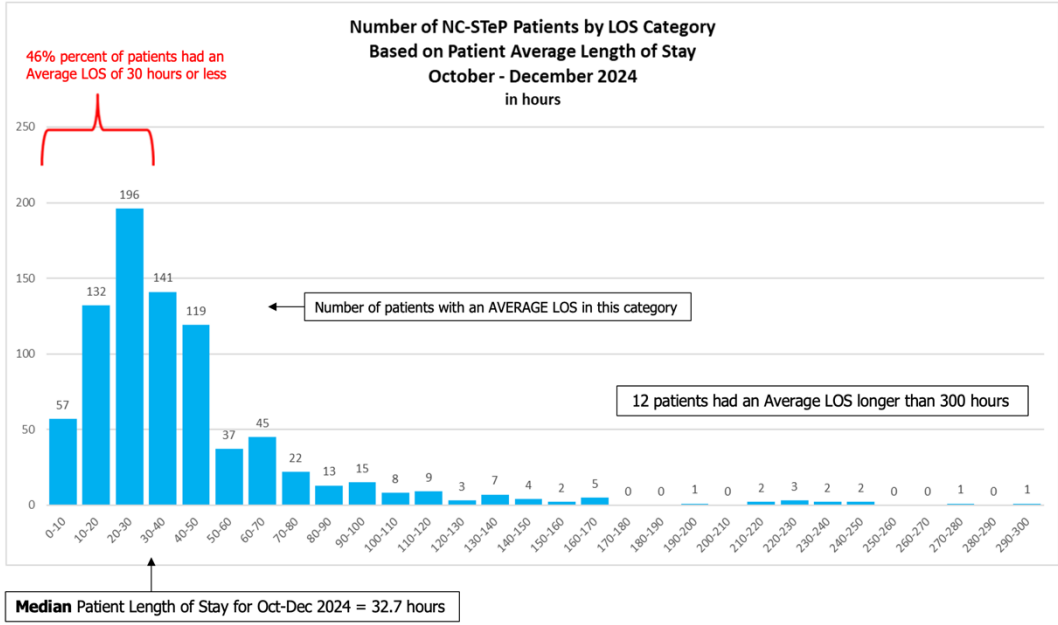
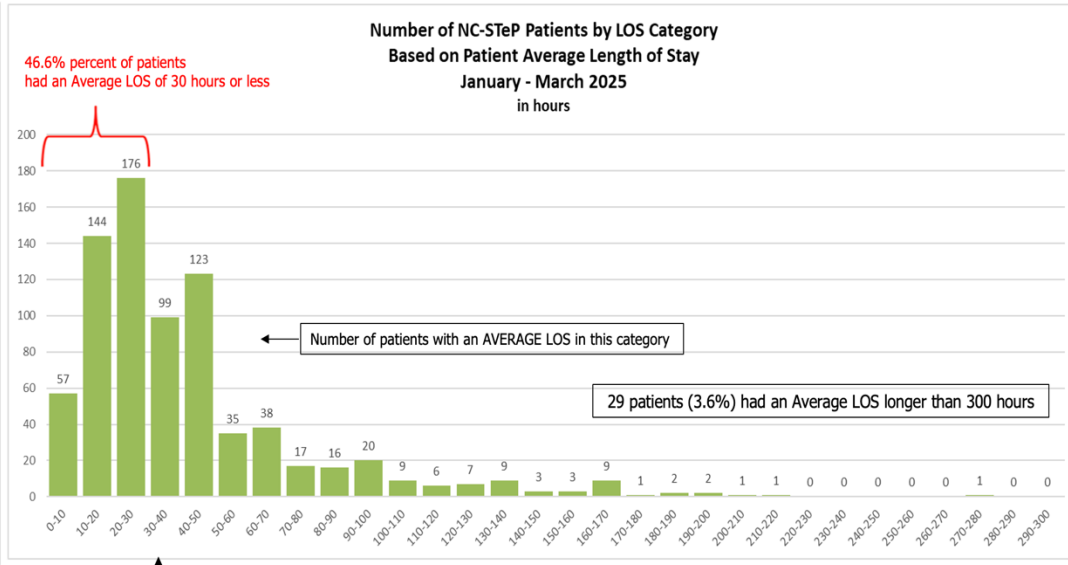

Number of NC-STeP Patients by LOS Category
Based on Patient Average Length of Stay
January - March 2025
in hours
46.6% percent of patients
had an Average LOS of 30 hours or less
Number of patients with an AVERAGE LOS in this category
29 patients (3.6%) had an Average LOS longer than 300 hours
Median Patient Length of Stay for Jan-Mar 2025 = 32.9 hours
0-10 57
10-20 144
20-30 176
30-40 99
40-50 123
50-60 35
60-70 38
70-80 17
80-90 16
90-100 20
100-110 9
110-120 6
120-130 7
130-140 9
140-150 3
150-160 3
160-170 9
170-180 1
180-190 2
190-200 2
200-210 1
210-220 1
220-230 0
230-240 0
240-250 0
250-260 0
260-270 0
270-280 1
280-290 0
290-300 0



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



Median Patient Length of Stay for Jan-Mar 2025 = 32.9 hours

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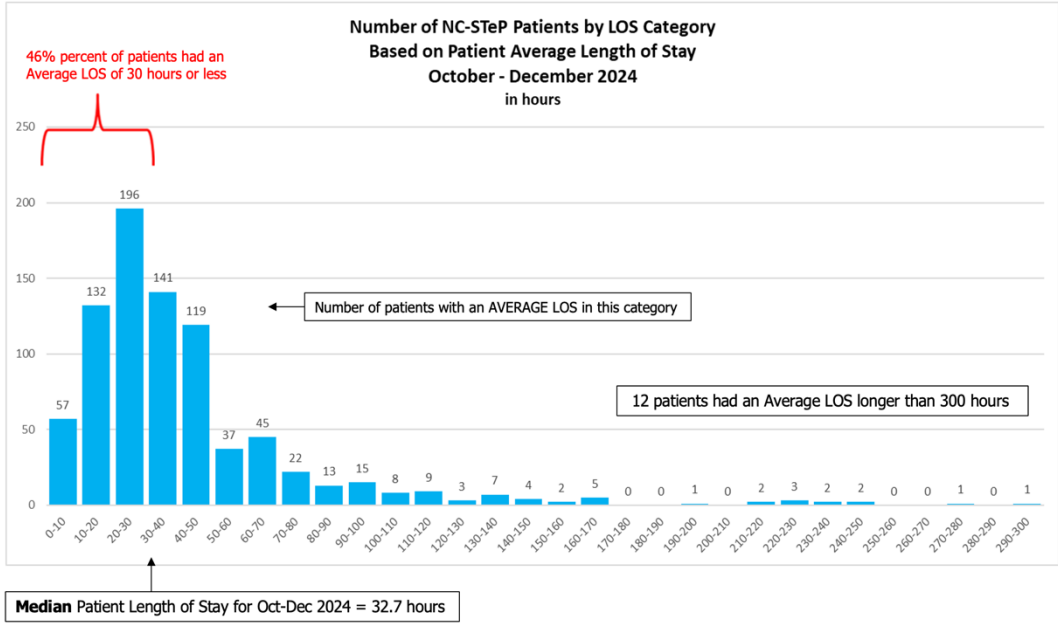
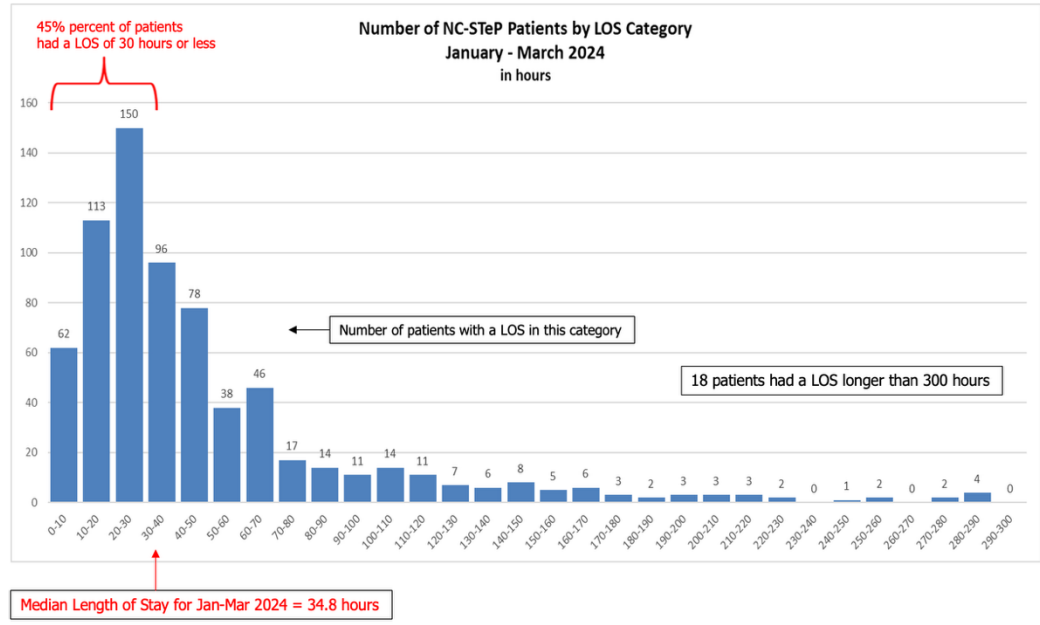
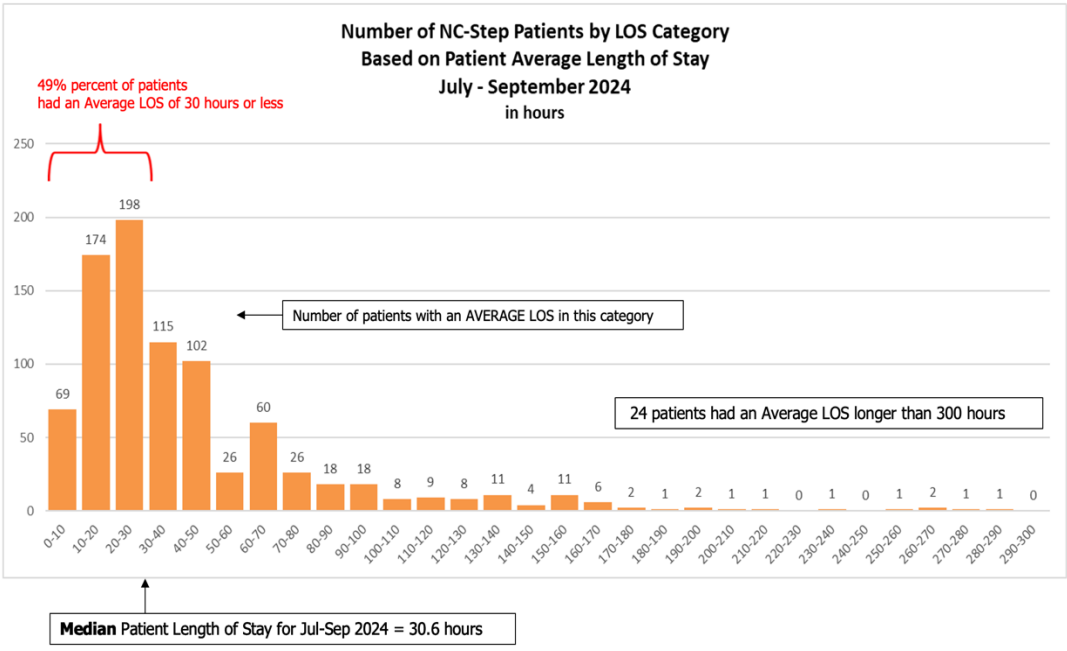
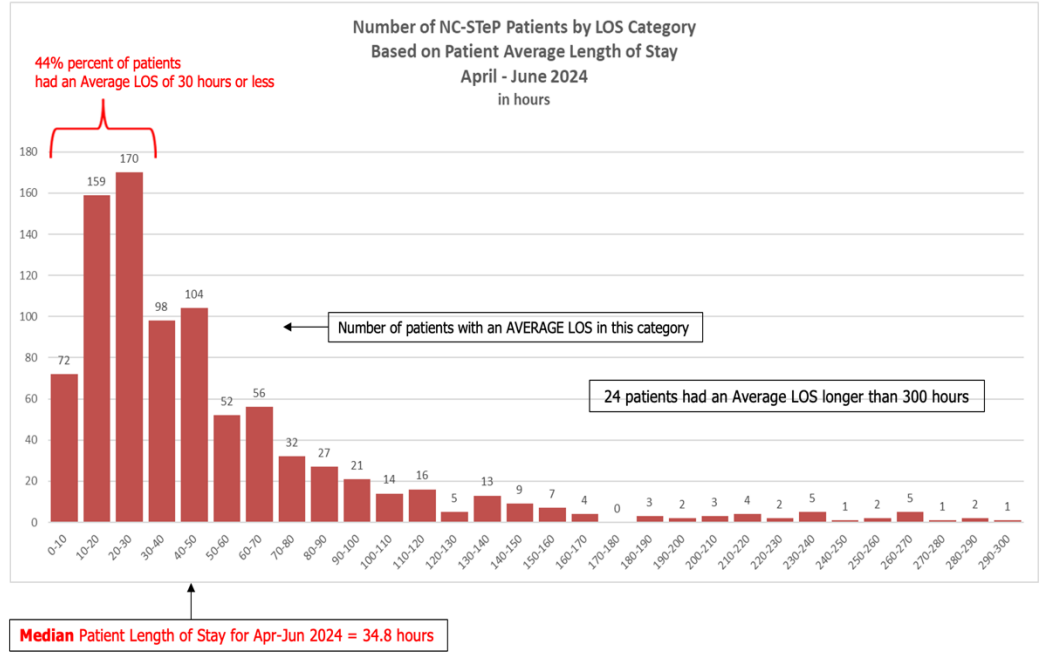
NC-STeP NORTH CAROLINA STATEWIDE TELEPSYCHIATRY PROGRAM









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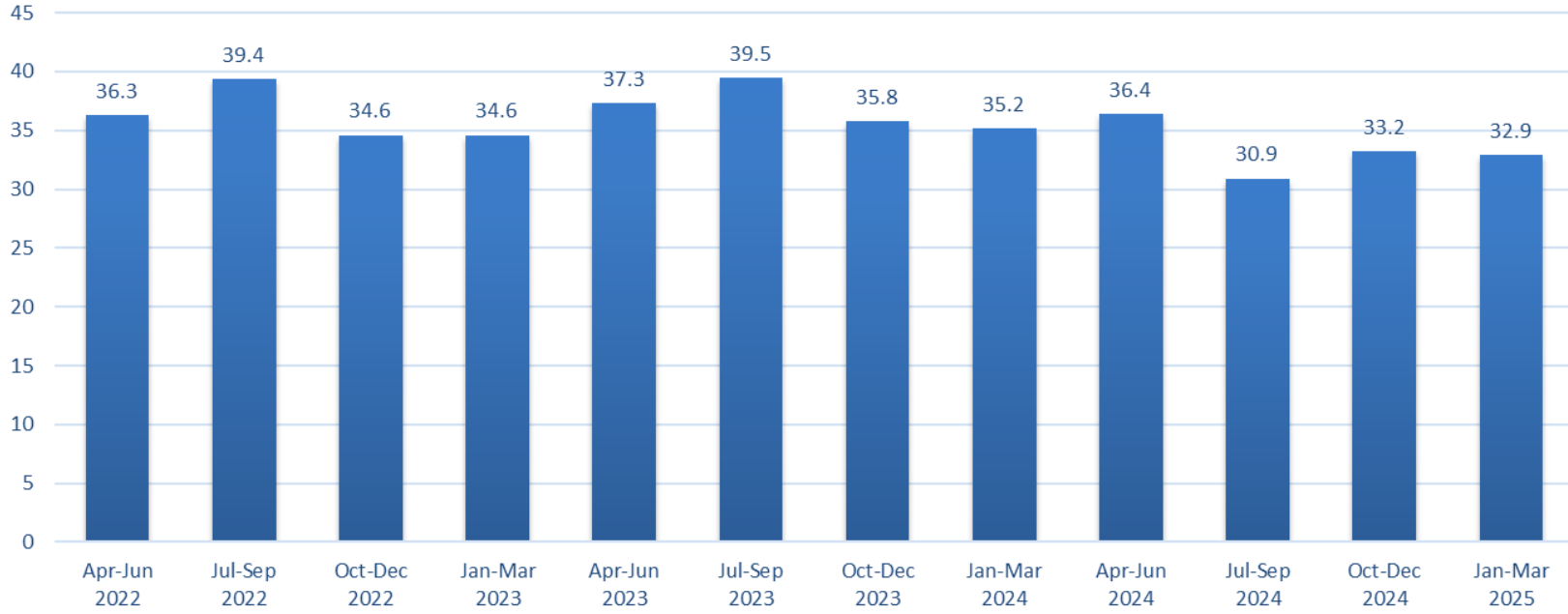
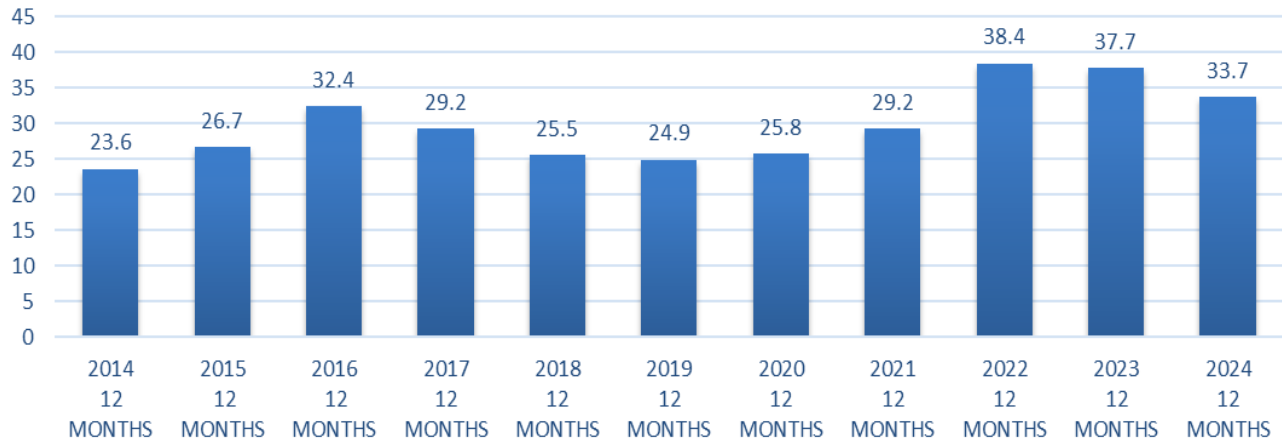
NC-STeP NORTH CAROLINA STATEWIDE TELEPSYCHIATRY PROGRAM

Median Length of Stay by Quarter
(in hours)



Median Length of Stay by Year
(in hours)



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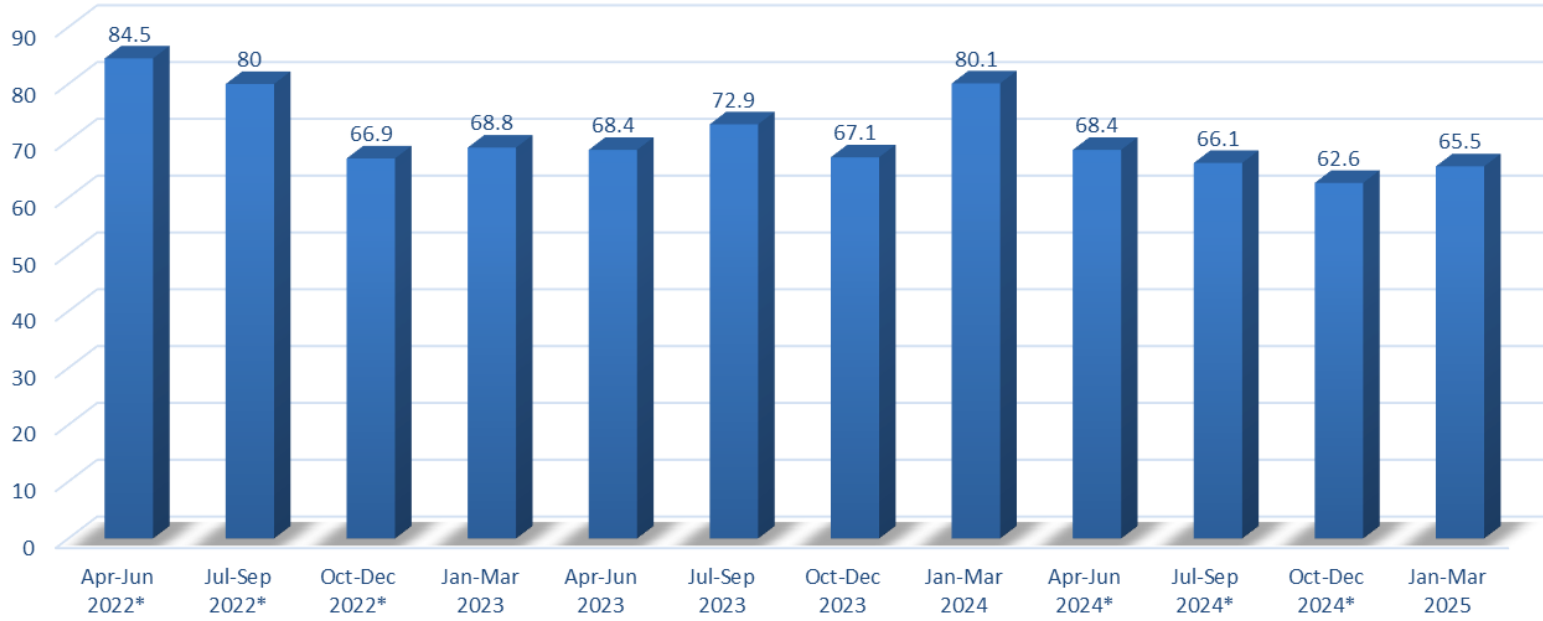
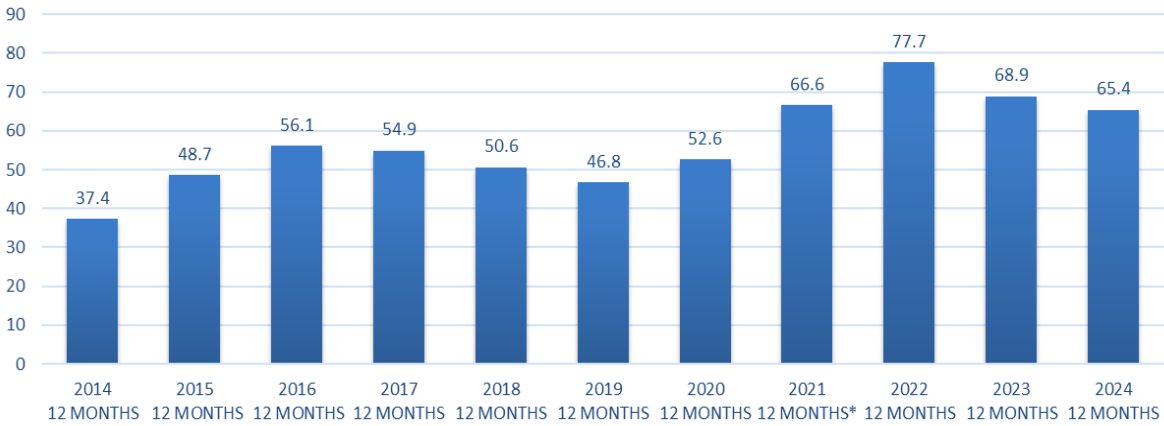
NC-STeP NORTH CAROLINA STATEWIDE TELEPSYCHIATRY PROGRAM

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

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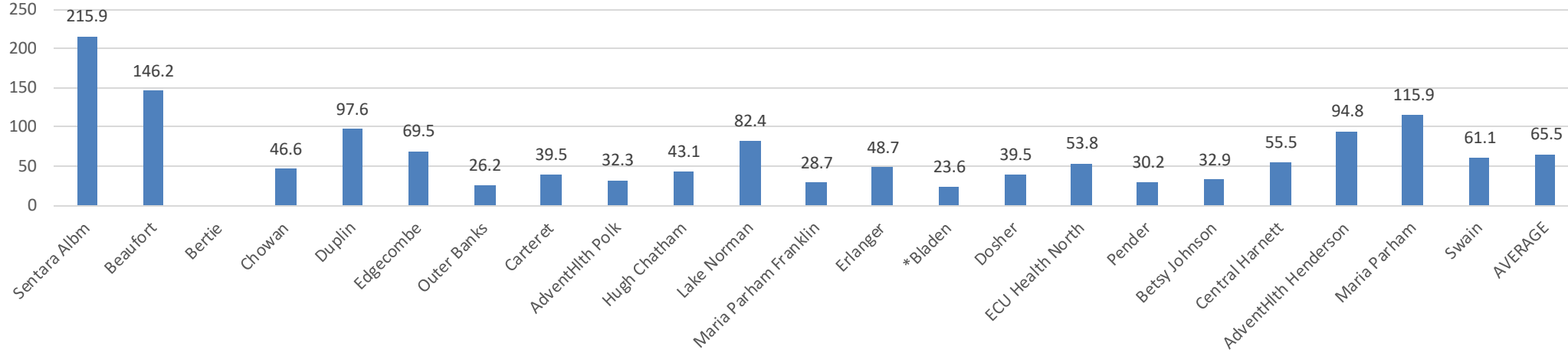
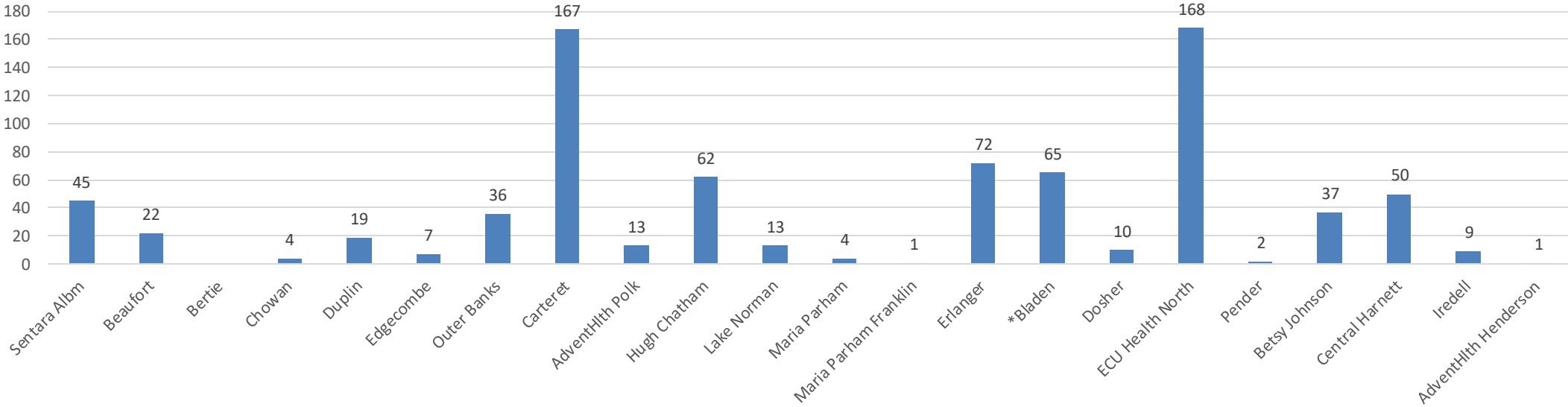
Average Length of Stay for NC-STeP Patients by Hospital
January-March 2025
(in hours)



Number of NC-STeP Patients by Hospital
January-March 2025



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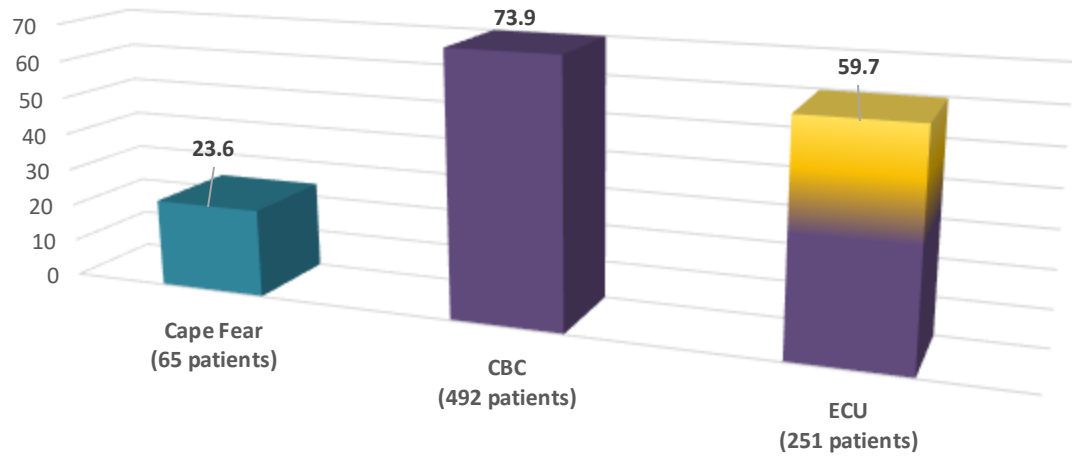
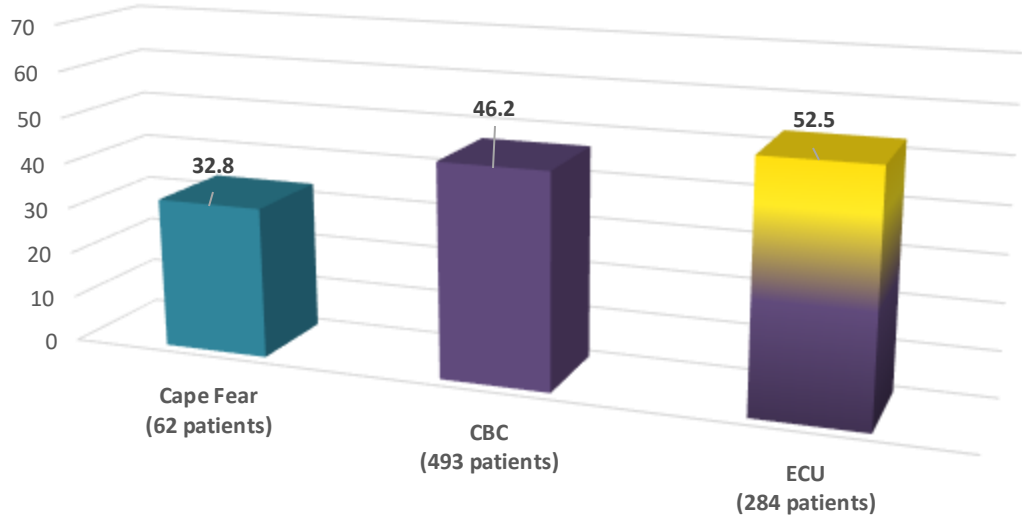
Average Length of Stay by Provider

Jan-Mar 2025 (in hours)

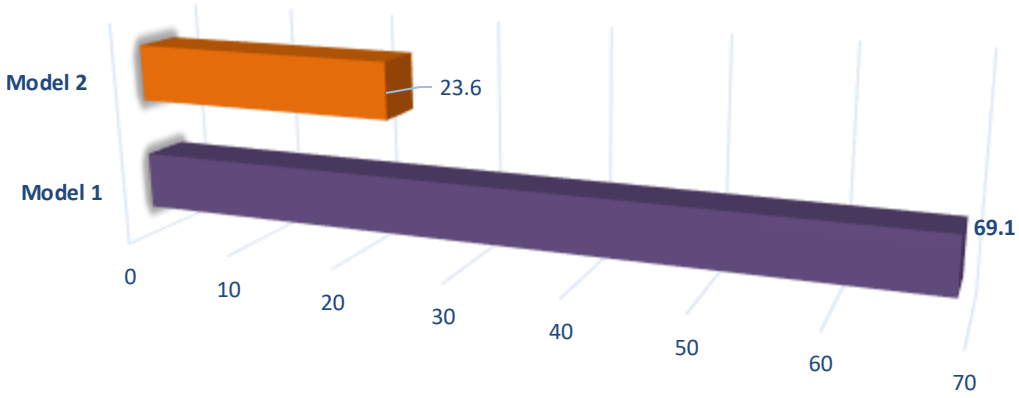


Oct-Dec 2024 (in hours)

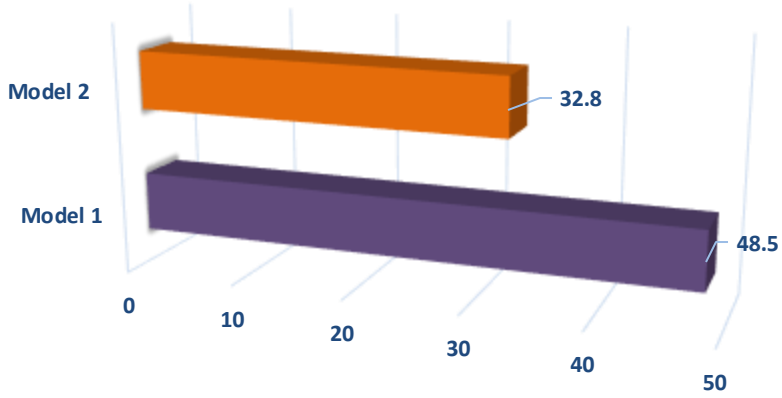


Average LOS by Model

Jan-Mar 2025 (in hours)



Oct-Dec 2024 (in hours)



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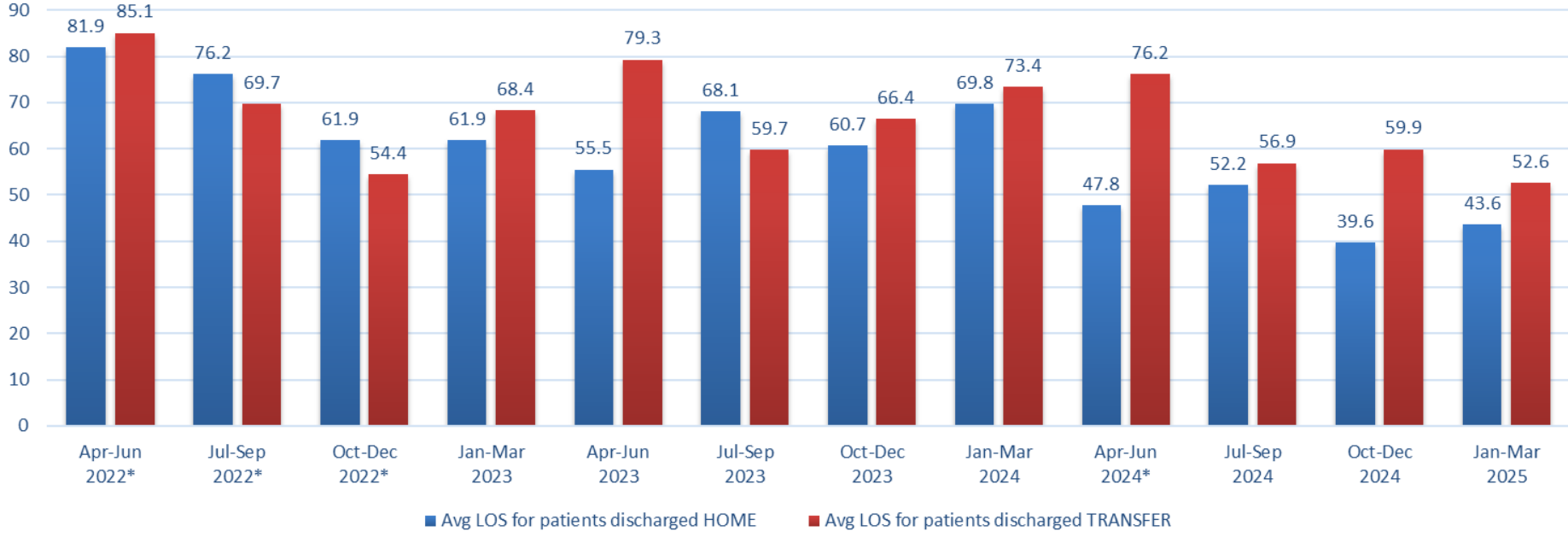
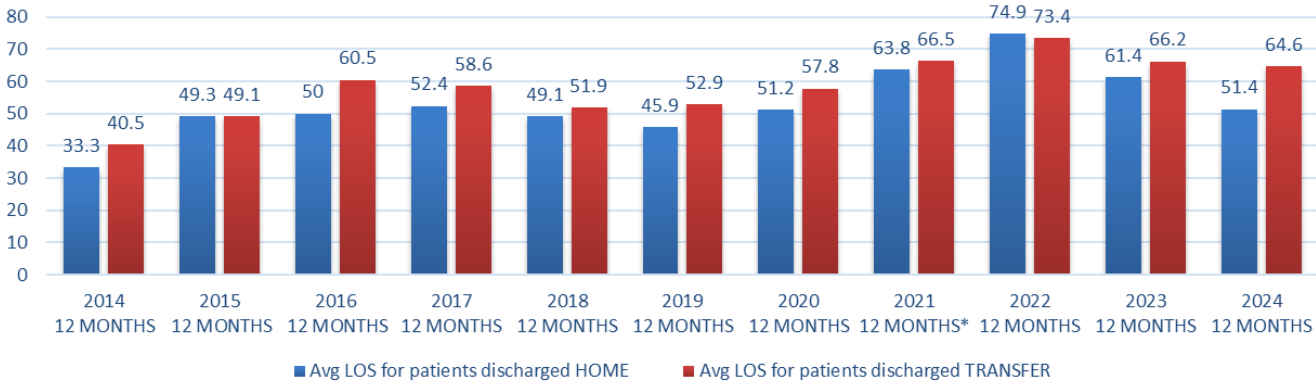
Average Length of Stay by Quarter for Patients Discharged to Home or Transfer
(in hours)



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



*Indicates average was adjusted to include back data

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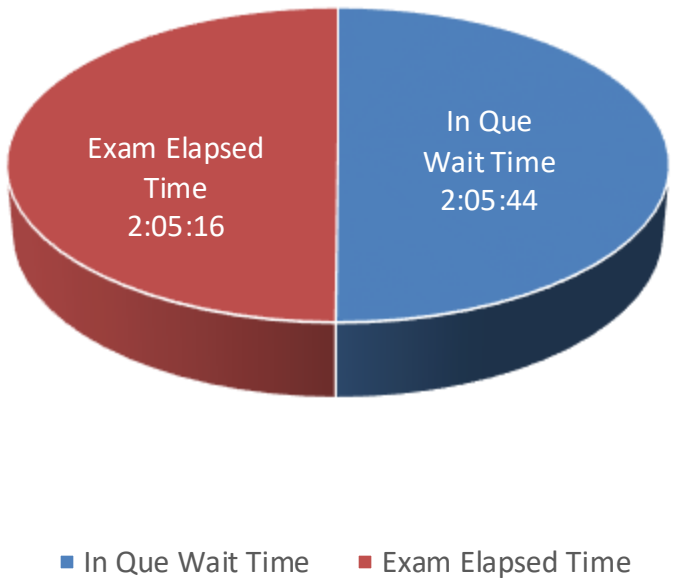
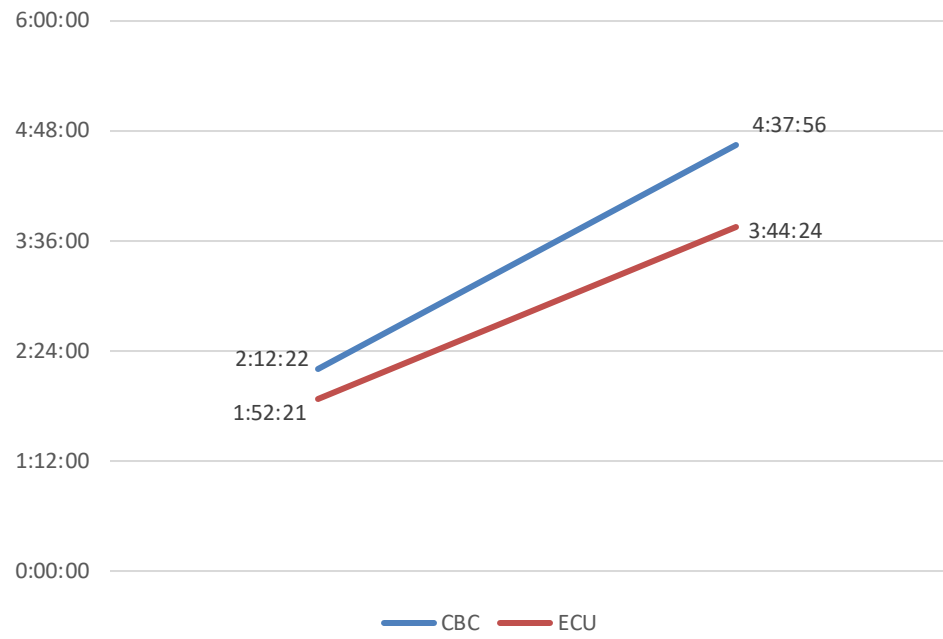
NC-STeP NORTH CAROLINA STATEWIDE TELEPSYCHIATRY PROGRAM

Consult Elapsed Time: January – March 2025

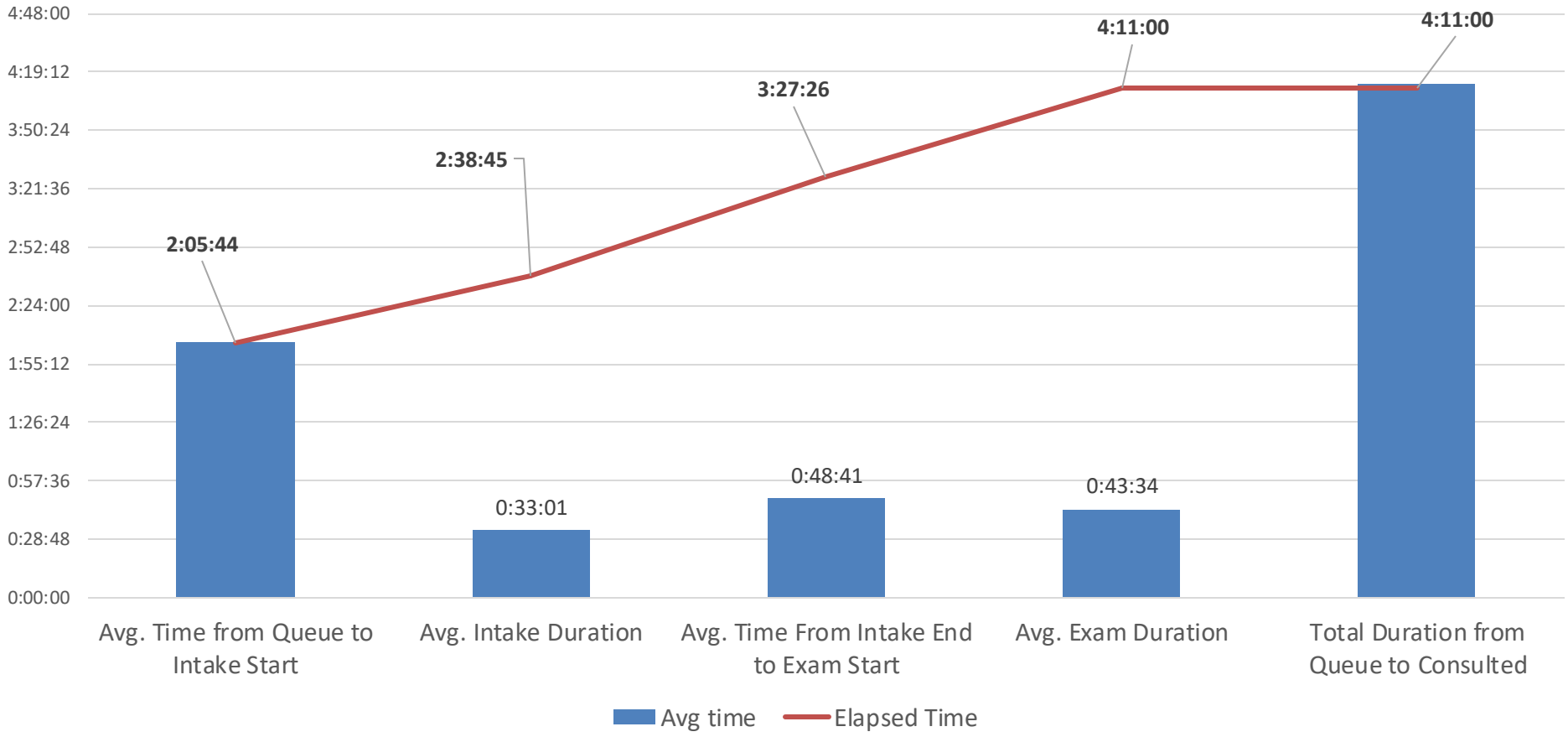
CBC & ECU
Average Consult Exam Elapsed Time
In Que to Exam Complete
FY25 January - March 2025
4 hrs. 11 mins. 00 secs



Comparison CBC & ECU
Average Consult Elapsed Time
In Que to Exam Complete
FY 25 January - March 2025



Key Processes and Elapsed Times Averages
CBC and ECU: January – March 2025

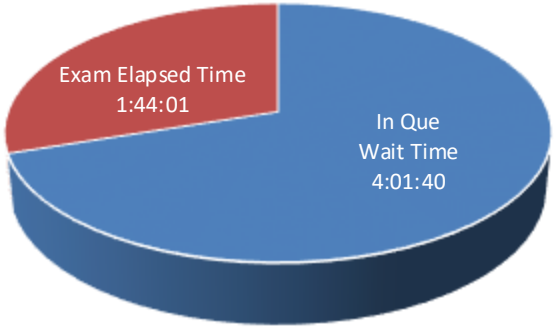


ECU BRODY SCHOOL OF MEDICINE

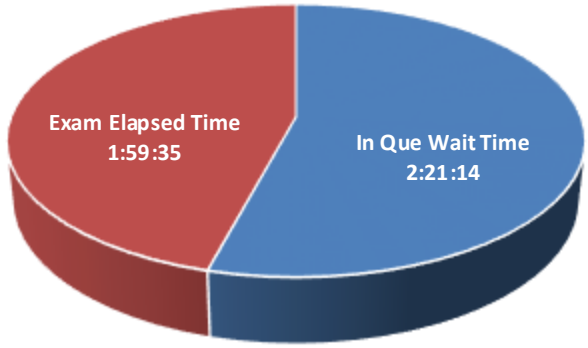
NC-STeP NORTH CAROLINA STATEWIDE TELEPSYCHIATRY PROGRAM

Consult Elapsed Time

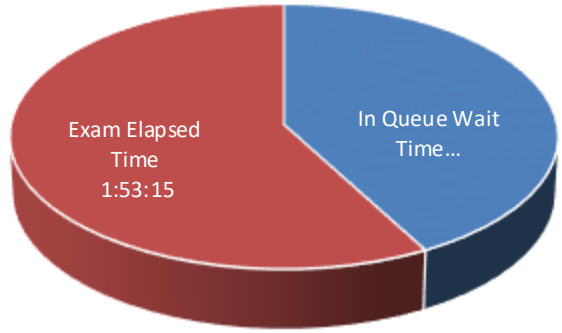
CBC & ECU
Average Consult Elapsed Time
In Que to Exam Complete
January - December 2022
(5 hrs. 42 min.)



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.)



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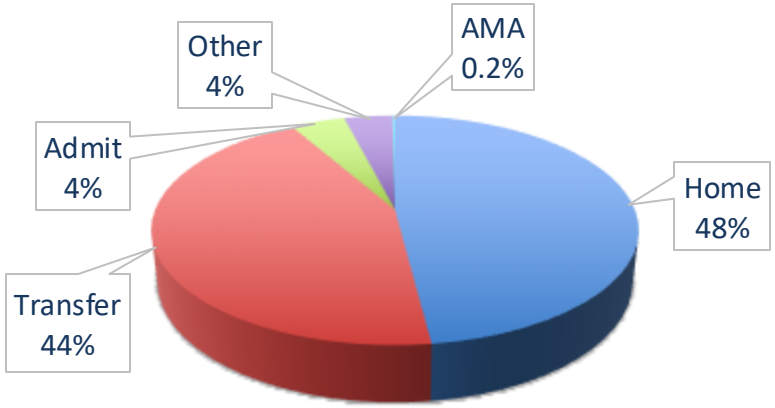
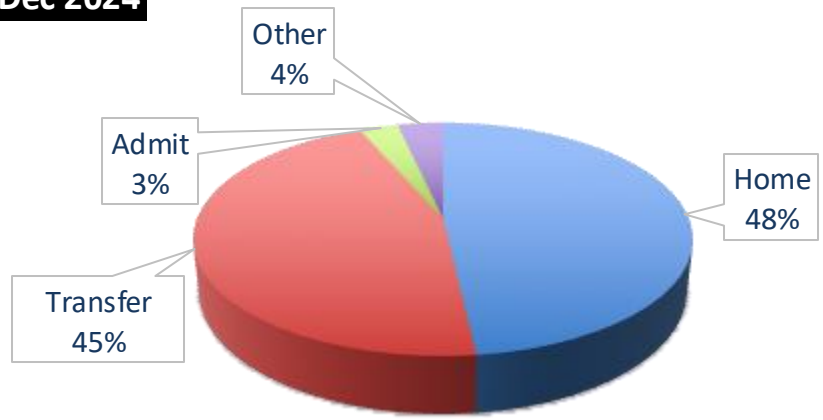
NC-STeP NORTH CAROLINA STATEWIDE TELEPSYCHIATRY PROGRAM

Percent of Patients by Discharge Disposition

Jan-Mar 2025



Oct-Dec 2024



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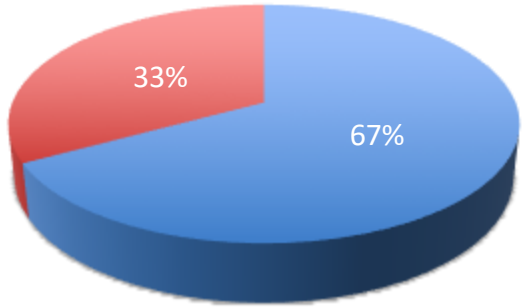
NC-STeP NORTH CAROLINA STATEWIDE TELEPSYCHIATRY PROGRAM

Jan-Mar 2025

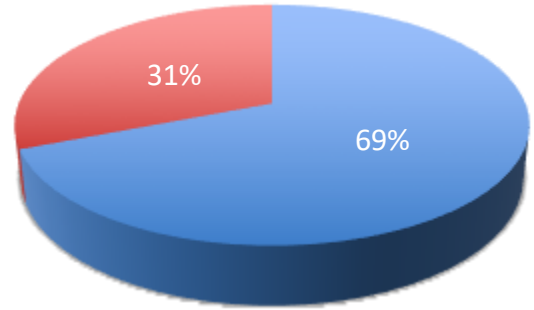


IVCs –
By Release Status

IVCs - percent not released

IVCs - percent released

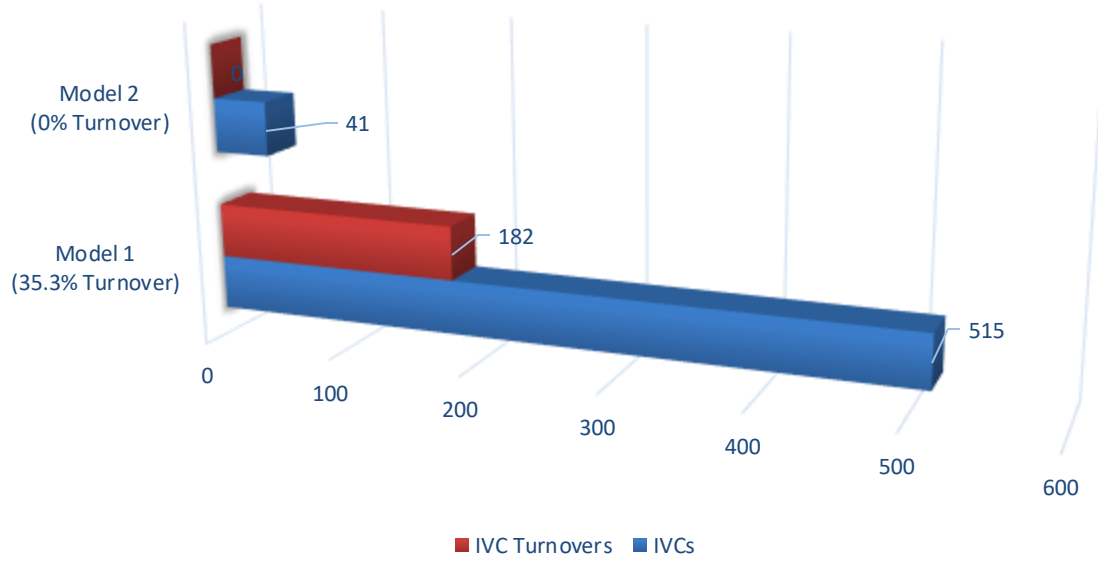
Oct-Dec 2024



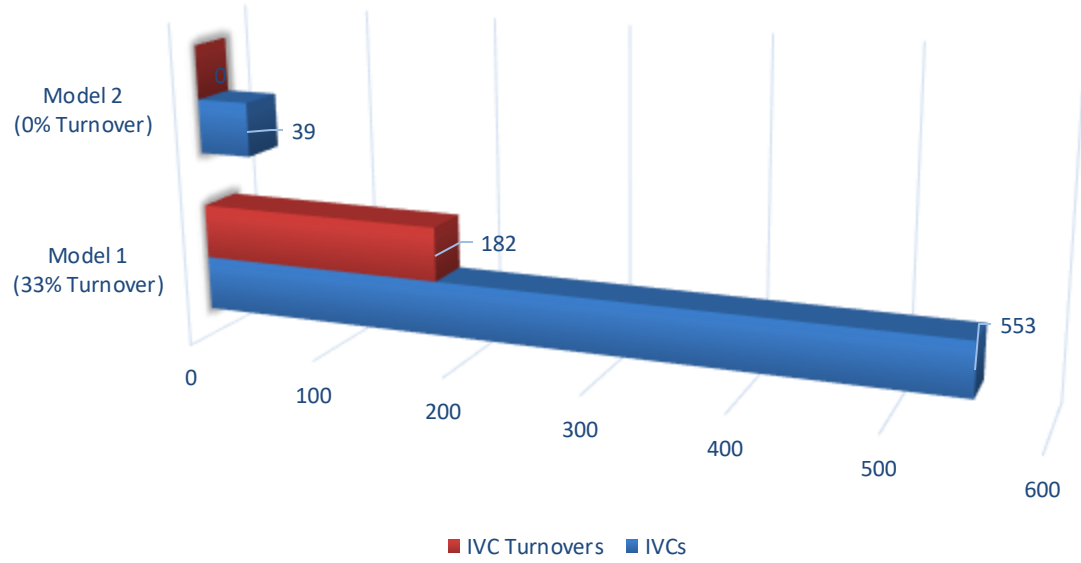
ECU BRODY SCHOOL OF MEDICINE

NC-STeP NORTH CAROLINA STATEWIDE TELEPSYCHIATRY PROGRAM

Jan-Mar 2025



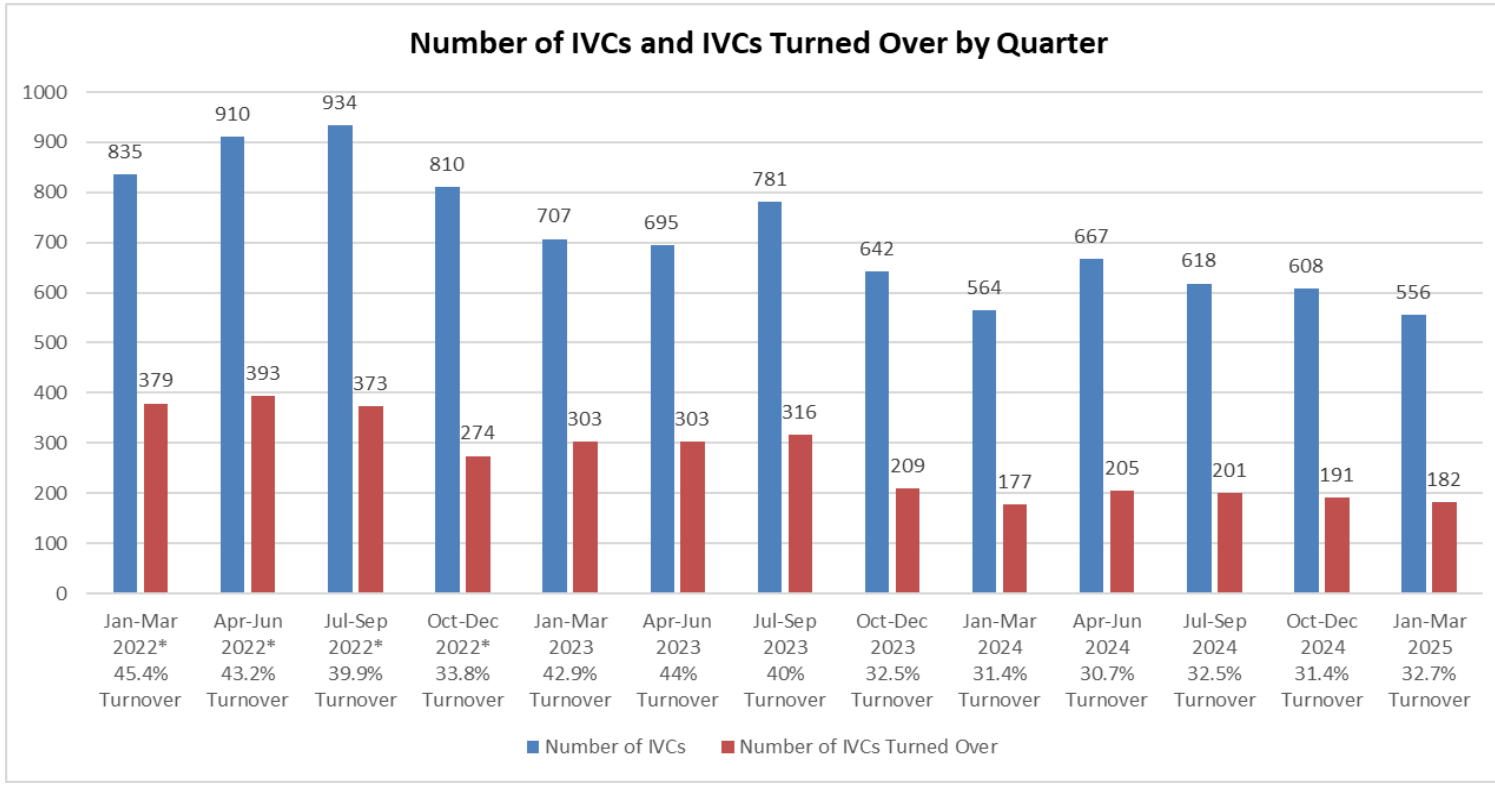
Oct-Dec 2024

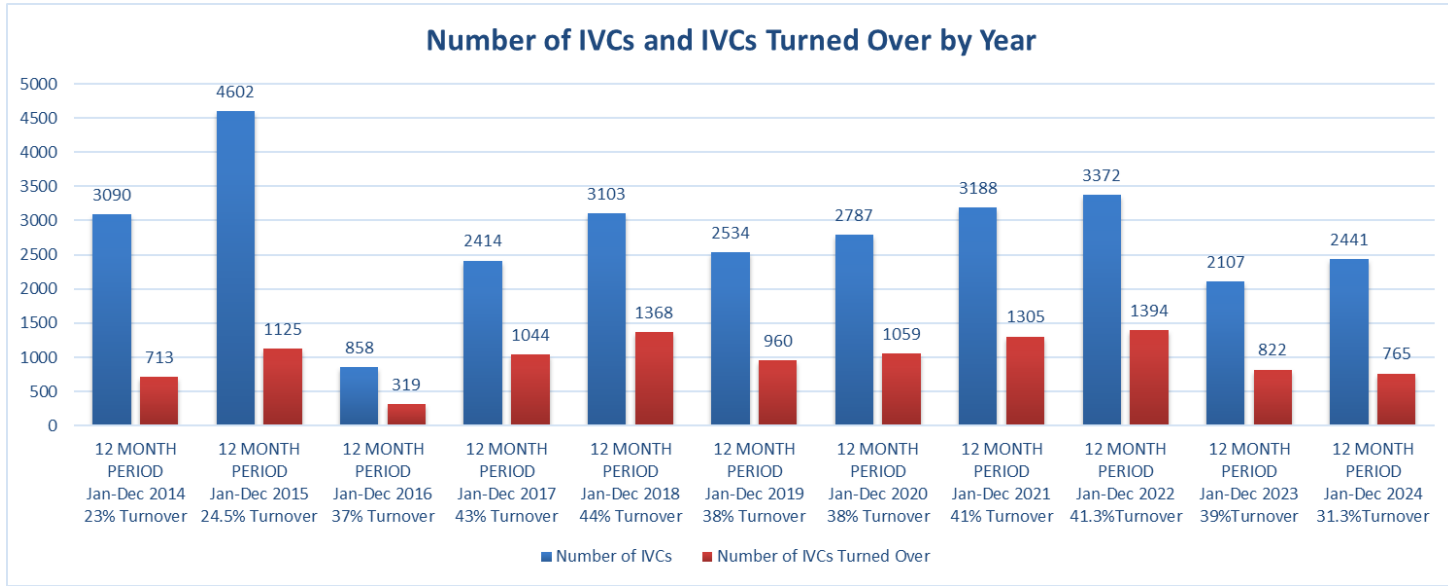


Number of IVCs and IVC Turnovers by Model

ECU BRODY SCHOOL OF MEDICINE

NC-STeP NORTH CAROLINA STATEWIDE TELEPSYCHIATRY PROGRAM

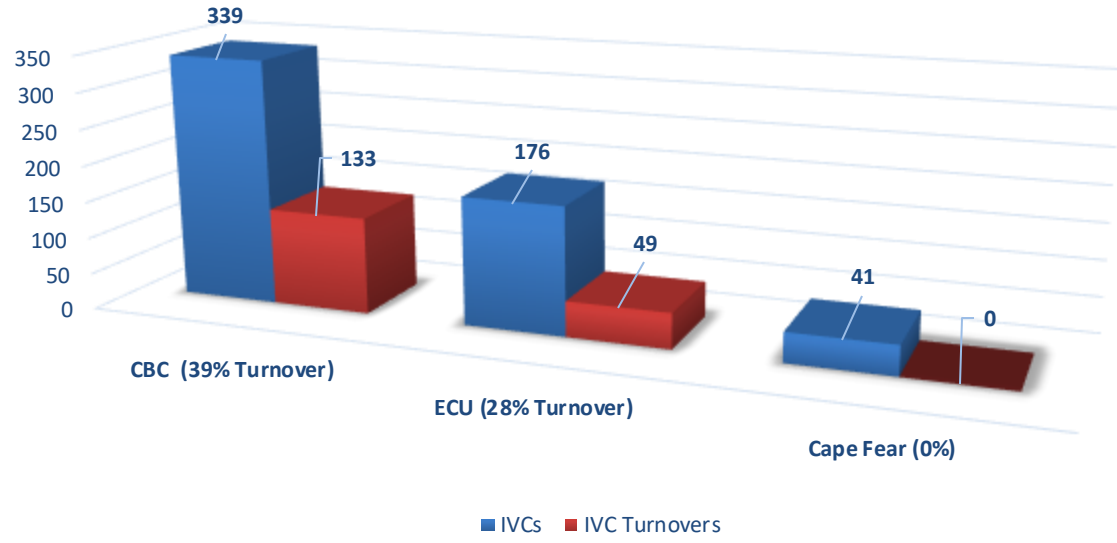




ECU BRODY SCHOOL OF MEDICINE

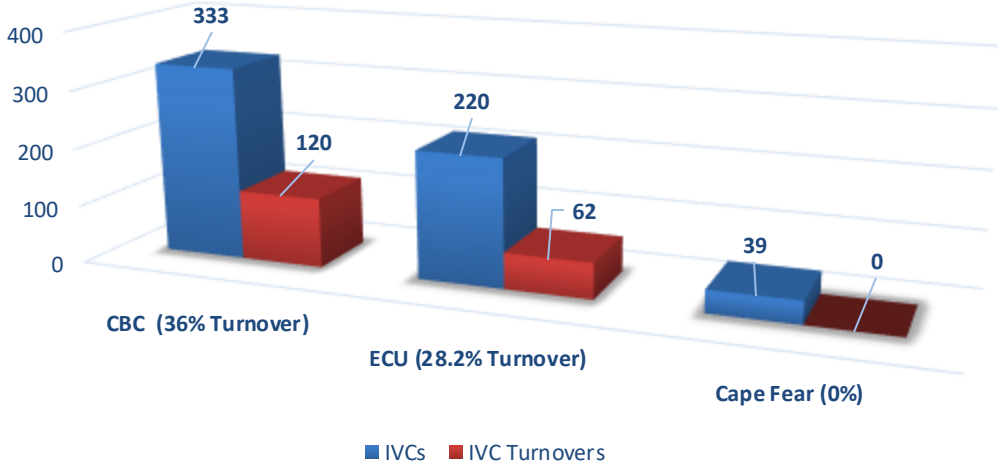
NC-STeP NORTH CAROLINA STATEWIDE TELEPSYCHIATRY PROGRAM

Jan-Mar 2025



Number of IVCs and IVC Turnovers by Provider

Oct-Dec 2024



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Satisfaction Surveys

- Satisfaction surveys are done twice a year.
- Most recent surveys were conducted in March 2025.
- Invitations to participate were sent via electronic mail
- Surveys were completed online via Qualtrics software

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Satisfaction Surveys Methodology

- 53 individuals responded to the survey.
- For each group, one summary question was selected for an overall “satisfaction” rate.
- **The overall satisfaction rate was 81%.**

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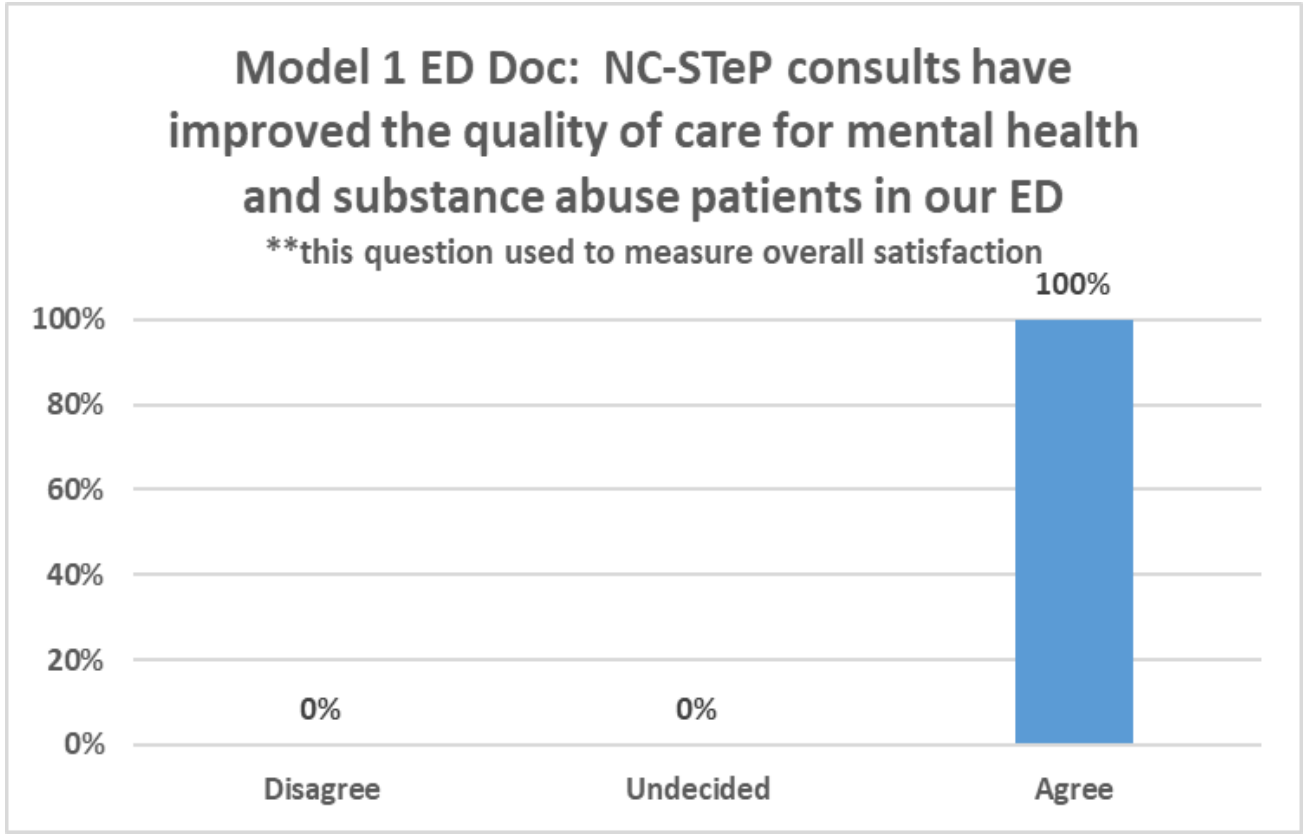
NC-STeP NORTH CAROLINA STATEWIDE TELEPSYCHIATRY PROGRAM

Model 1 Hospital ED Physicians Results (n= 7)



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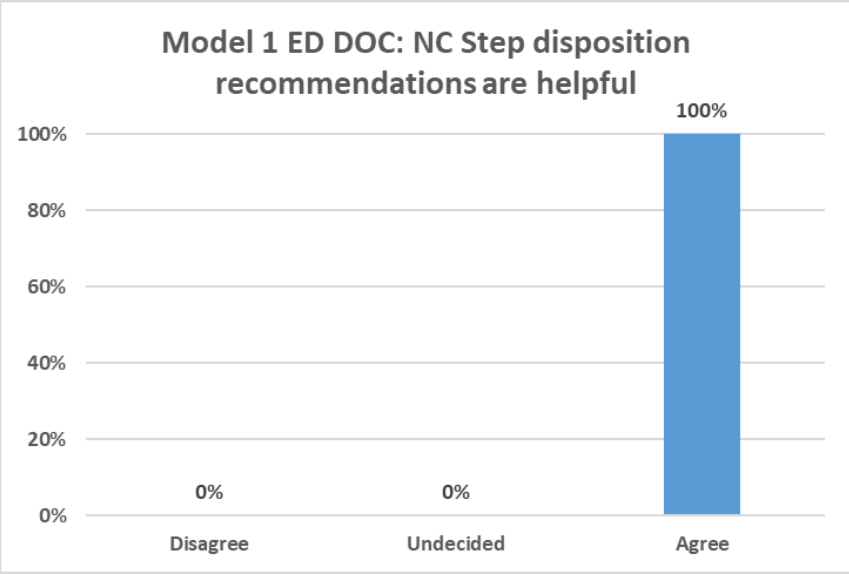
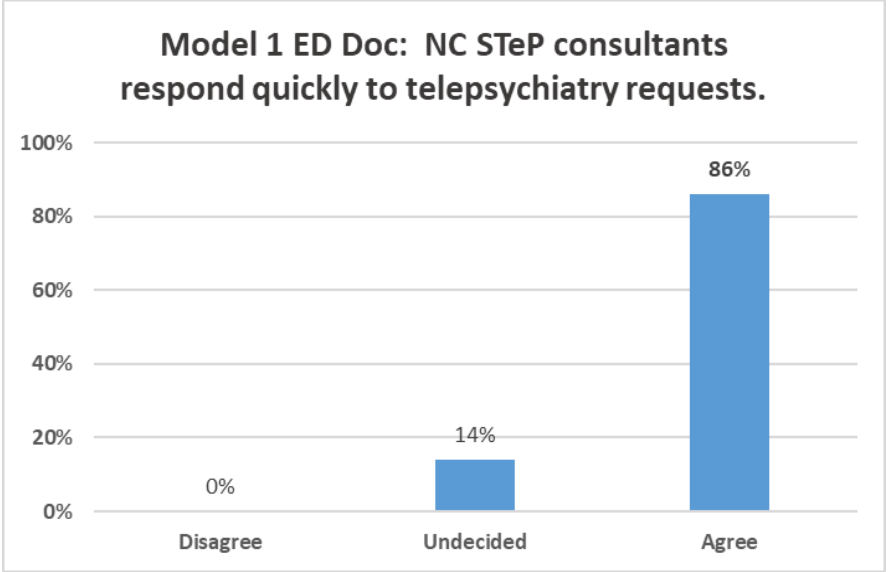
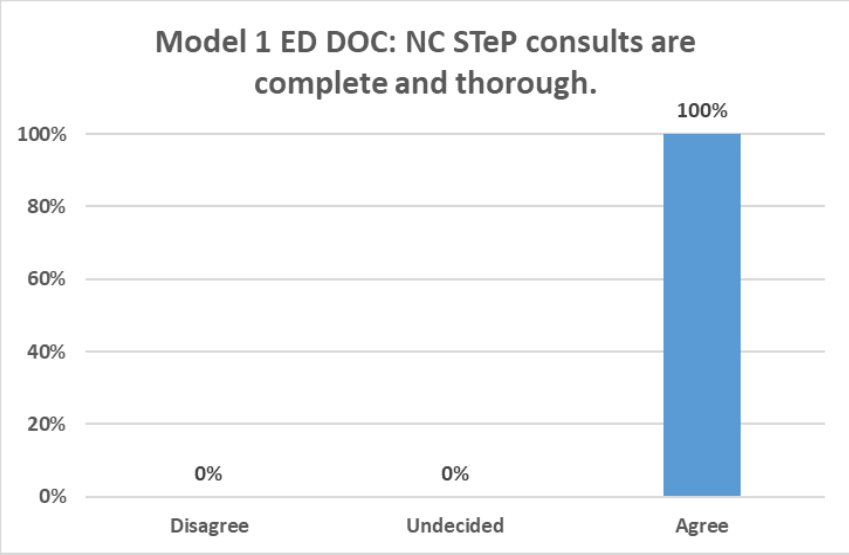
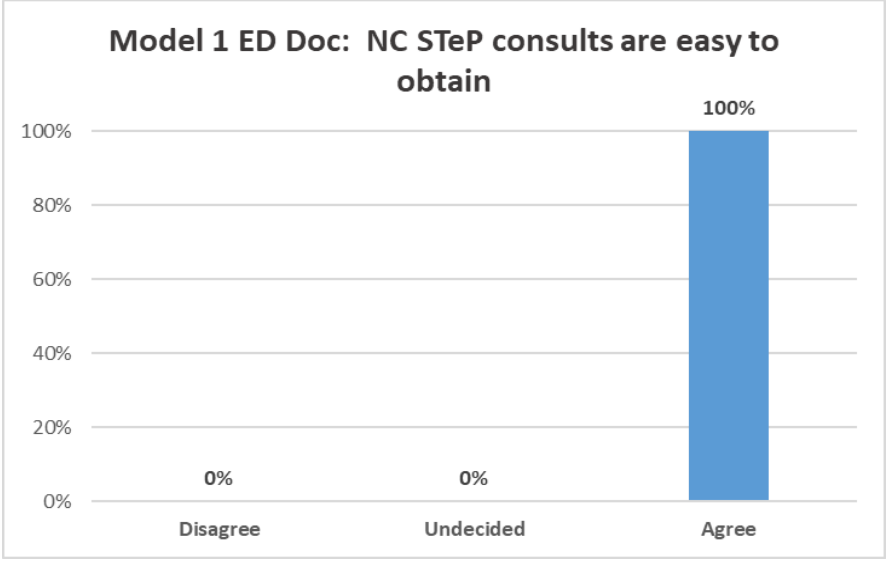
NC-STeP NORTH CAROLINA STATEWIDE TELEPSYCHIATRY PROGRAM

Model 1 Hospital ED Physicians Results (n= 7)

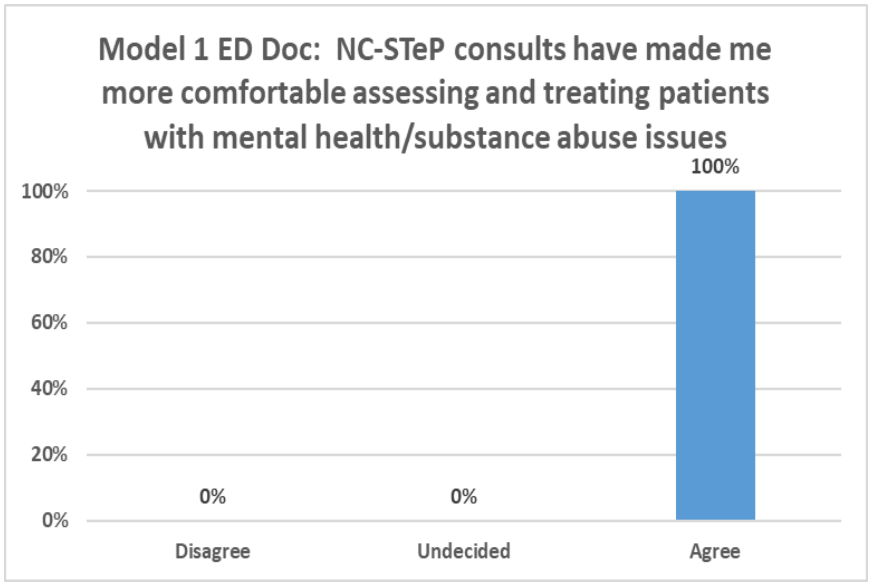


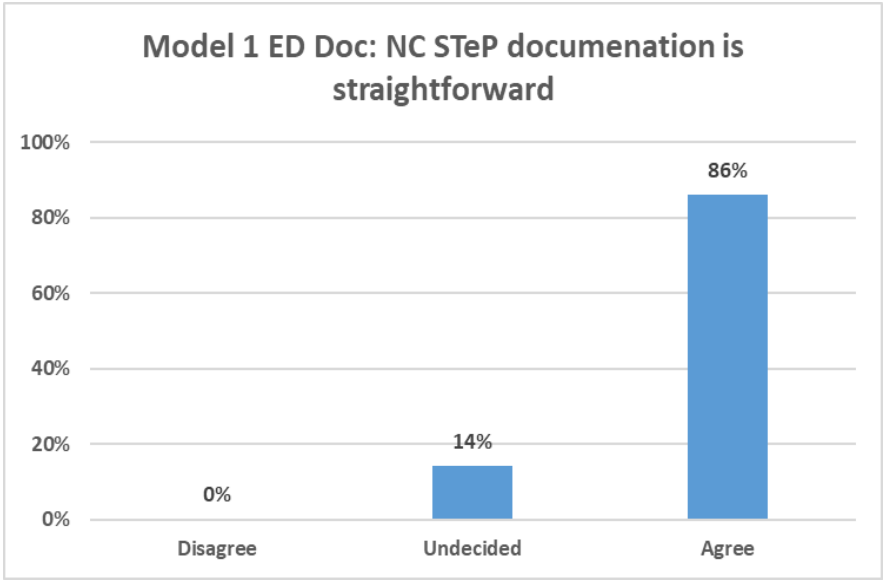


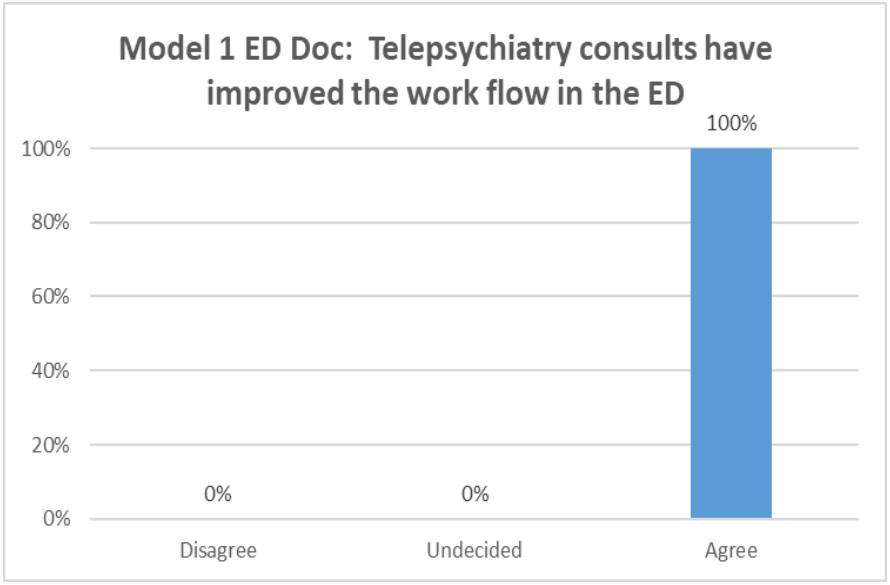




Model 1 Hospital ED Physicians Results (n= 7)







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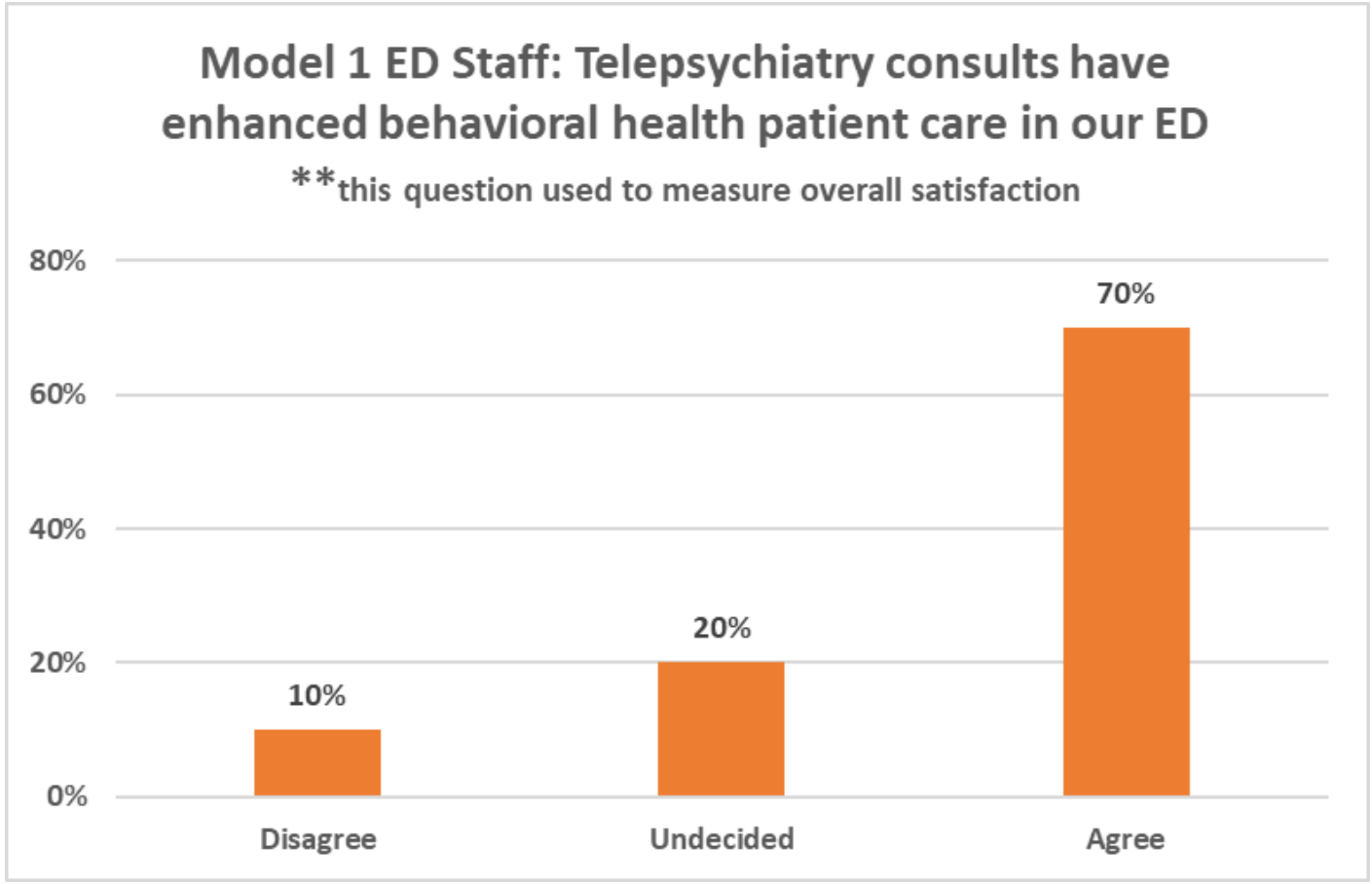
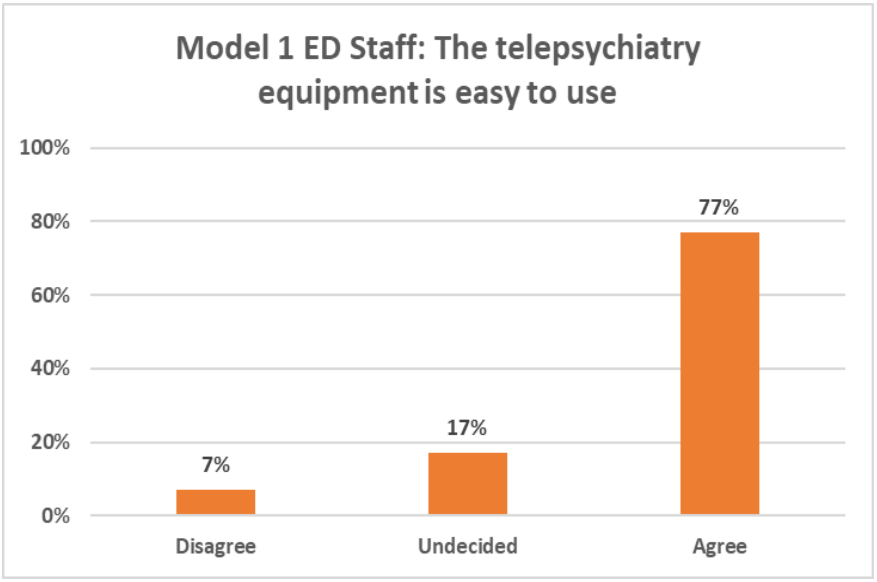
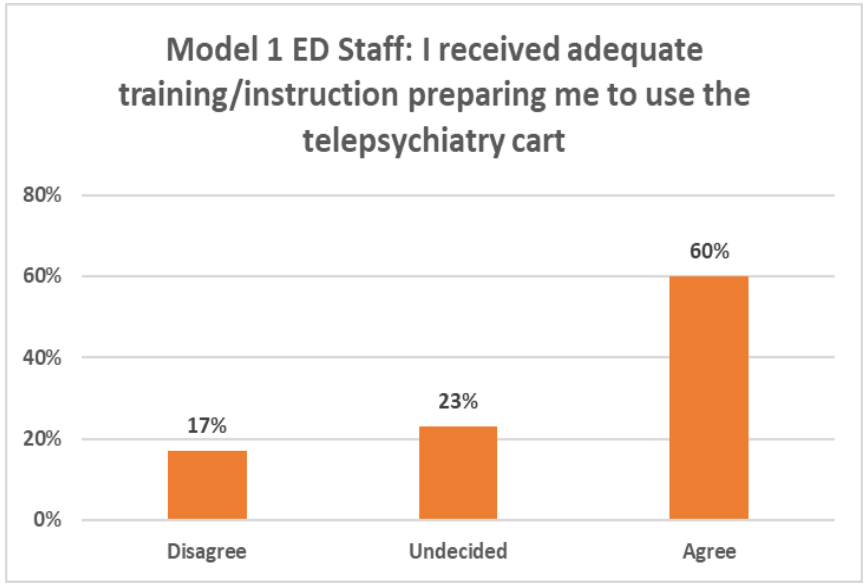
NC-STeP NORTH CAROLINA STATEWIDE TELEPSYCHIATRY PROGRAM

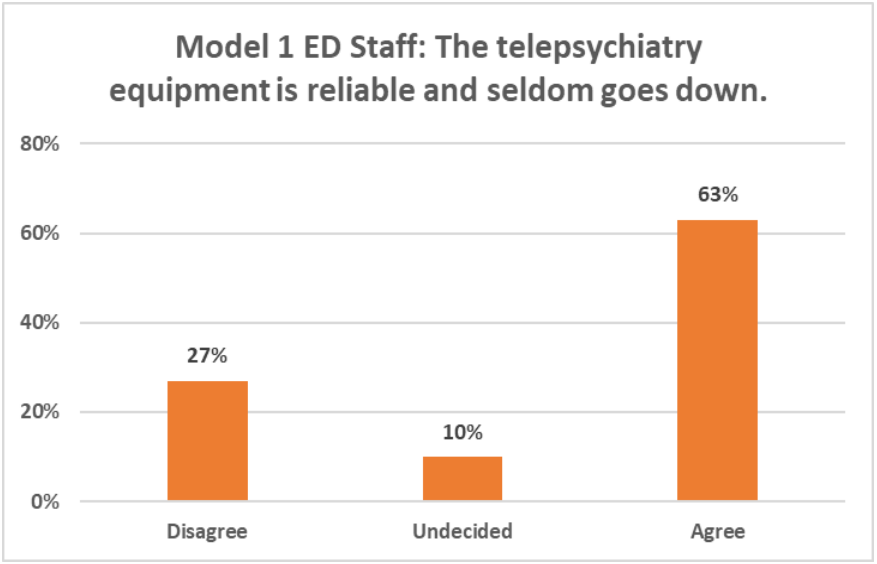
Model 1 Hospital ED Staff Results (n= 30)

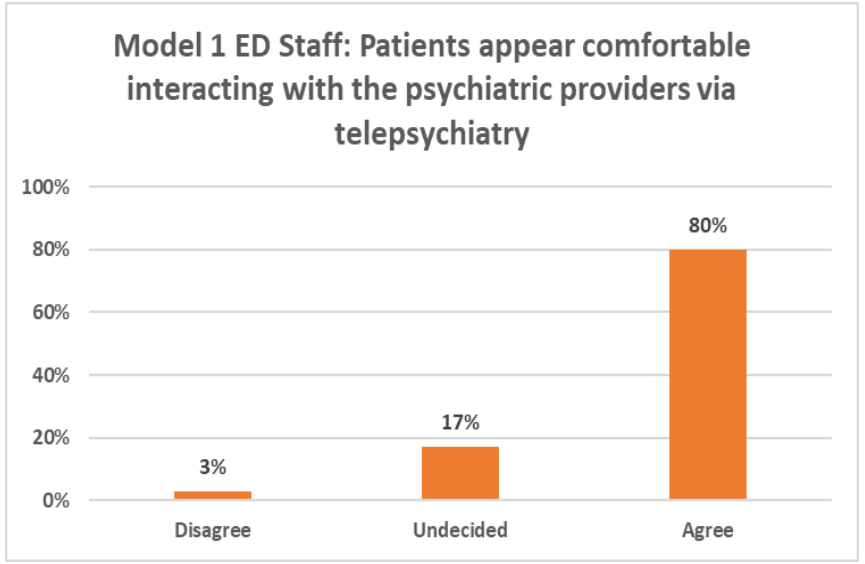


Model 1 Hospital ED Staff Results (n= 30)

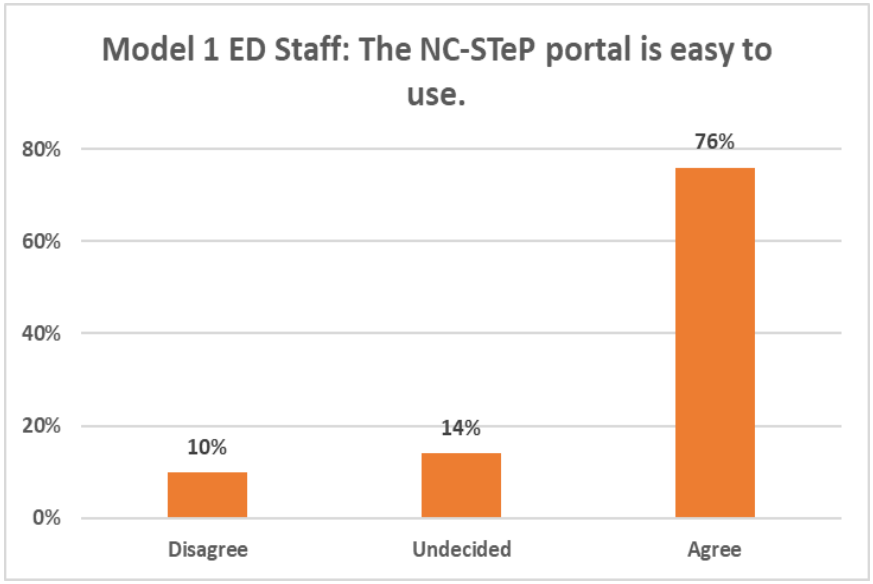


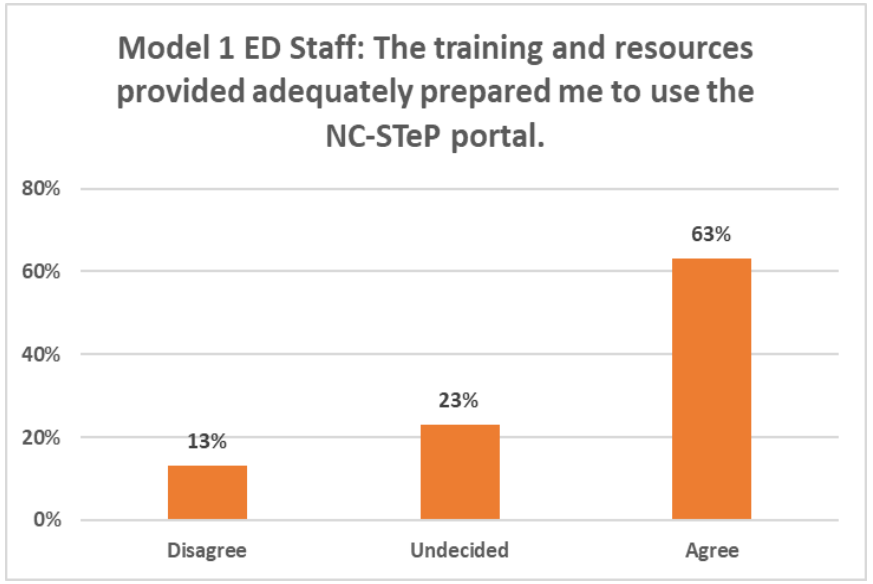


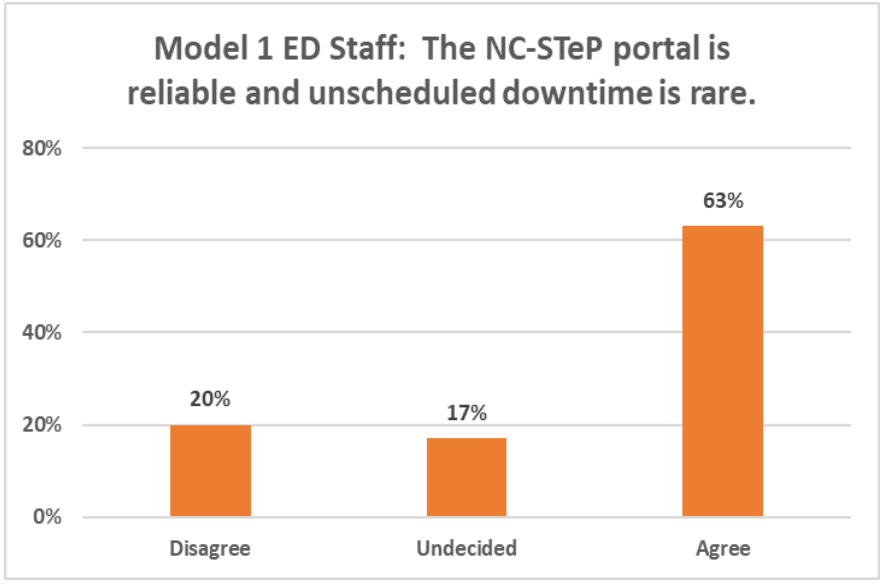


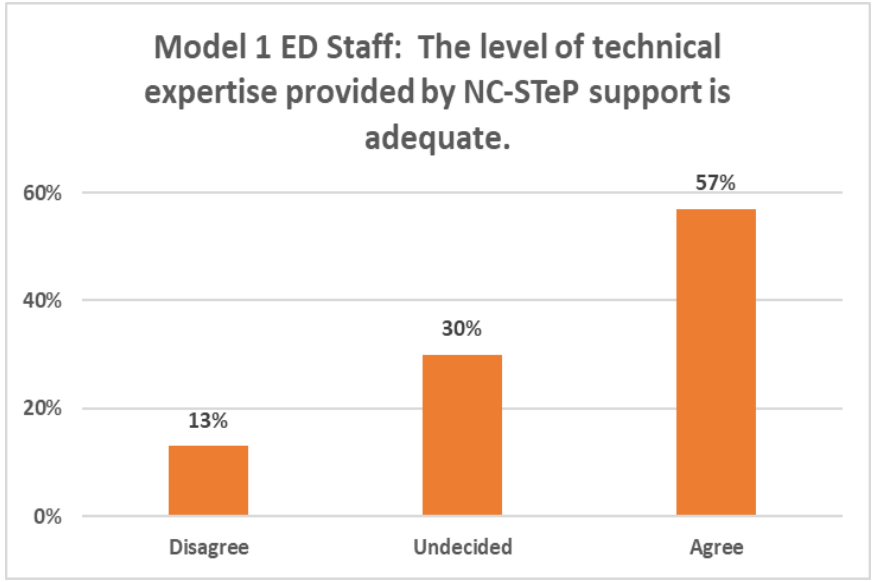


Model 1 Hospital ED Staff Results (n= 30)

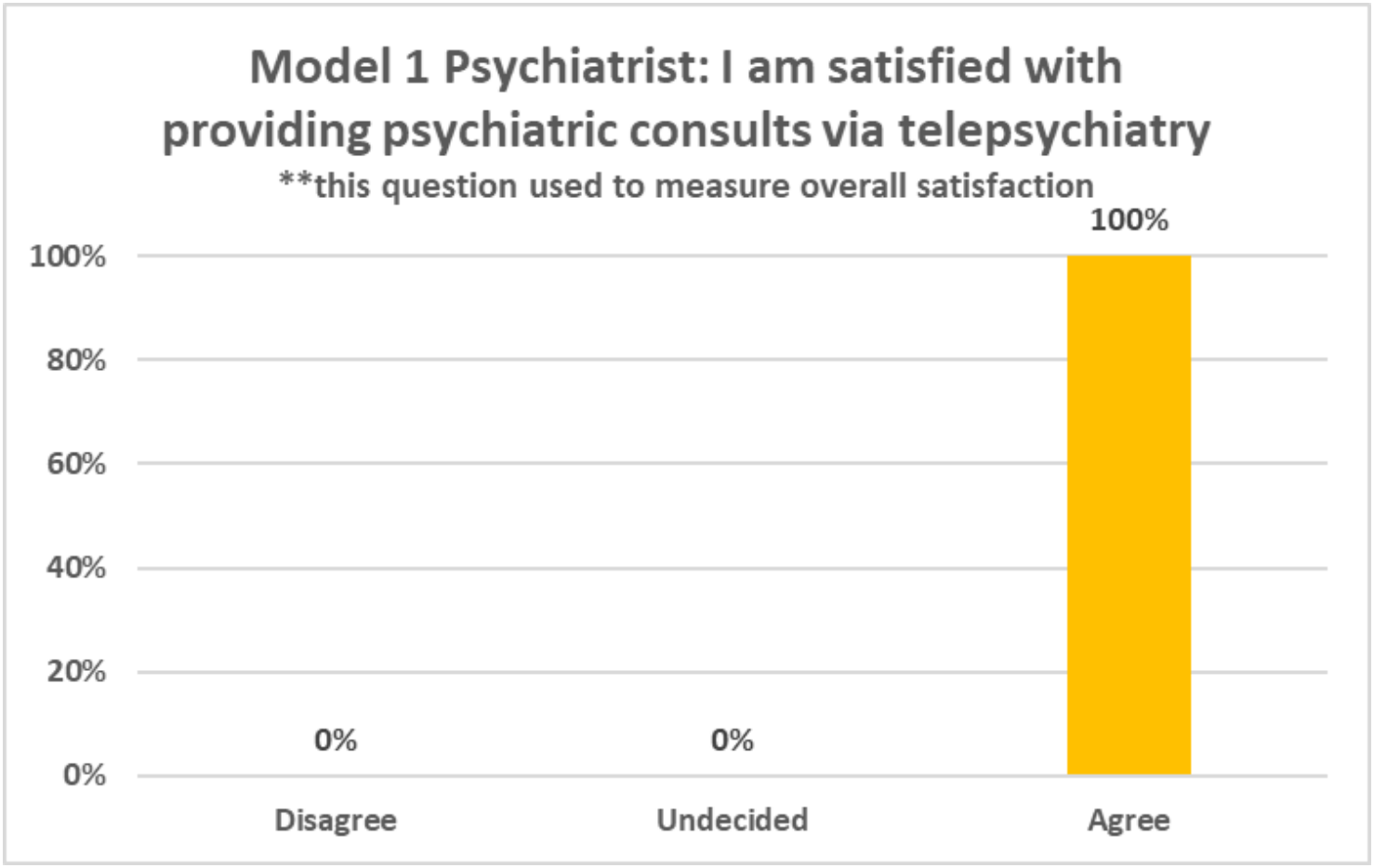




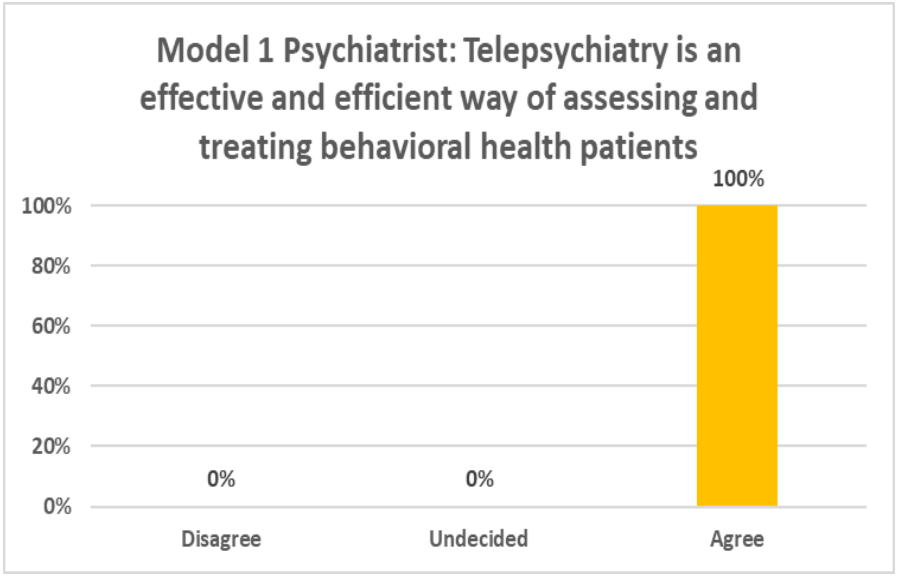


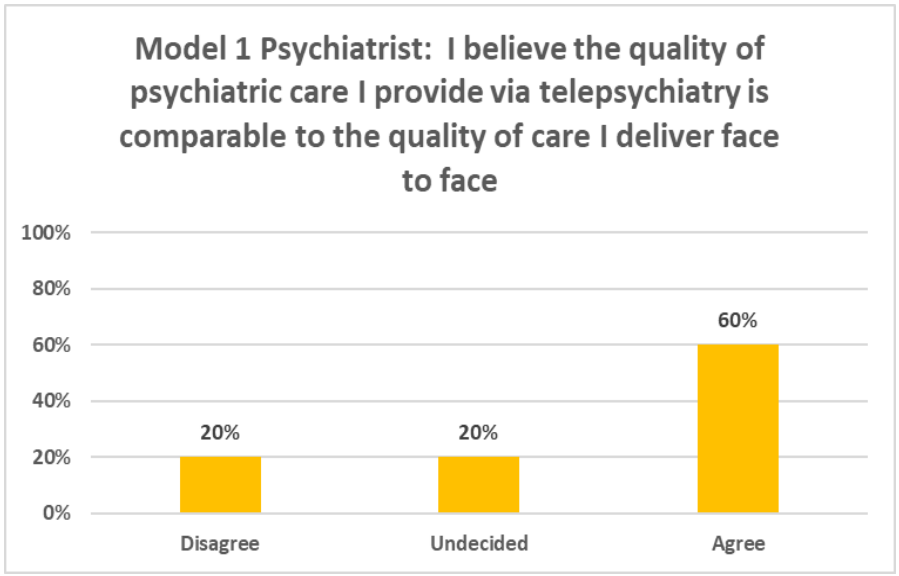


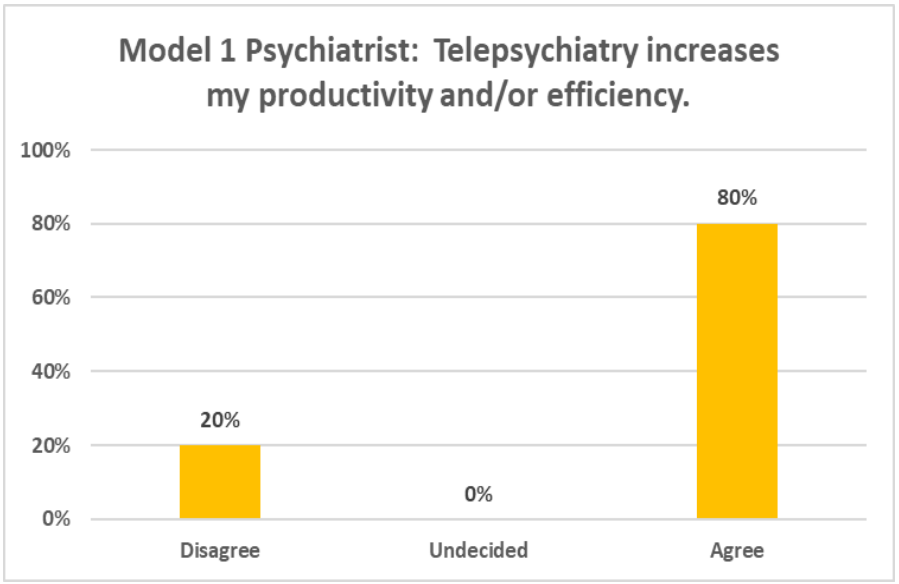
Model 1 Provider Psychiatrist Results (n= 5)

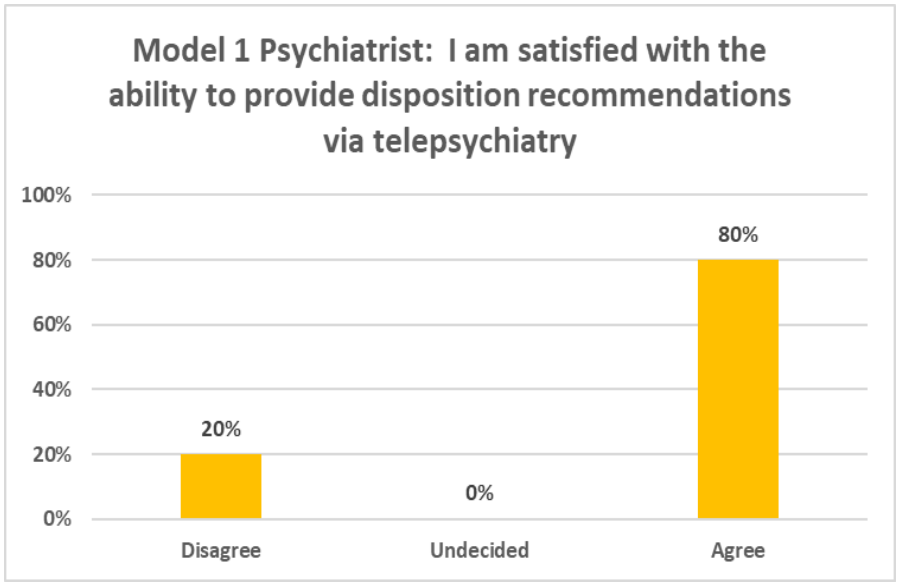


Model 1 Provider Psychiatrist Results (n= 5)

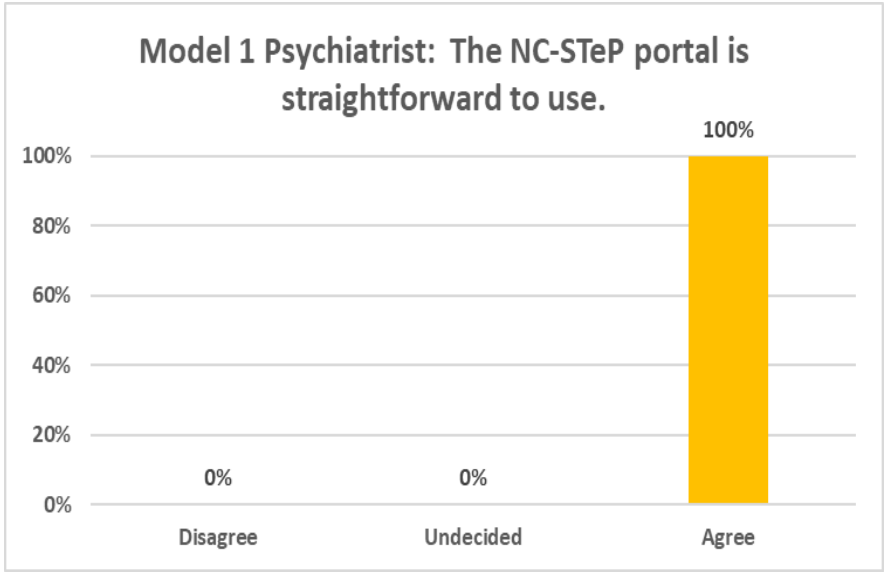


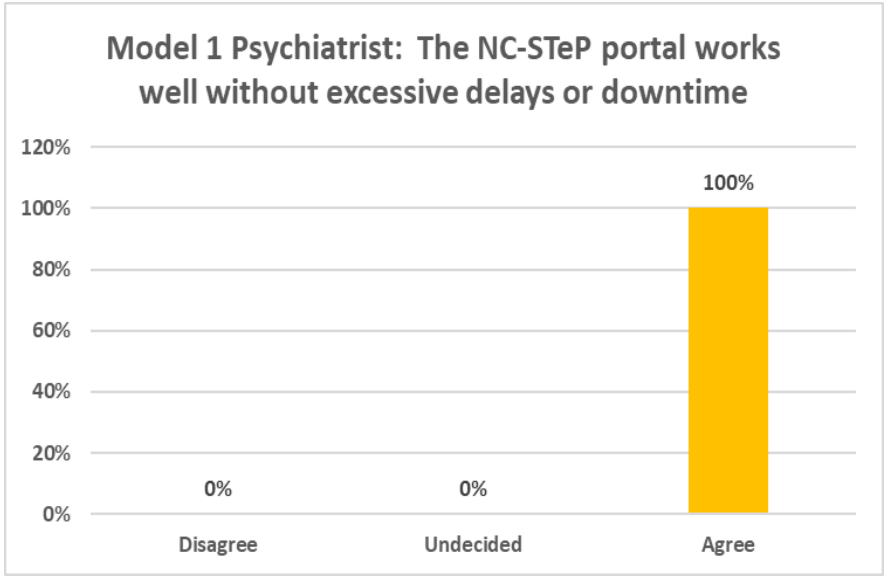


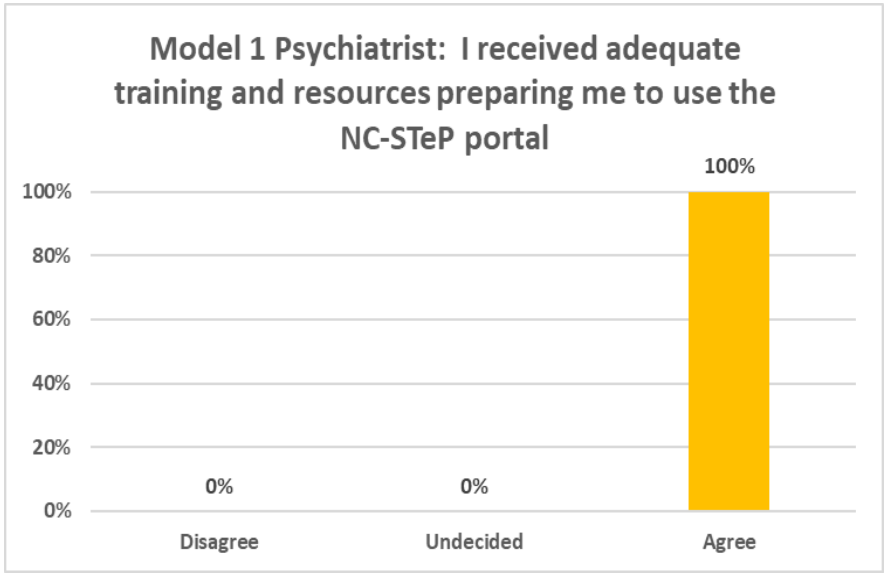




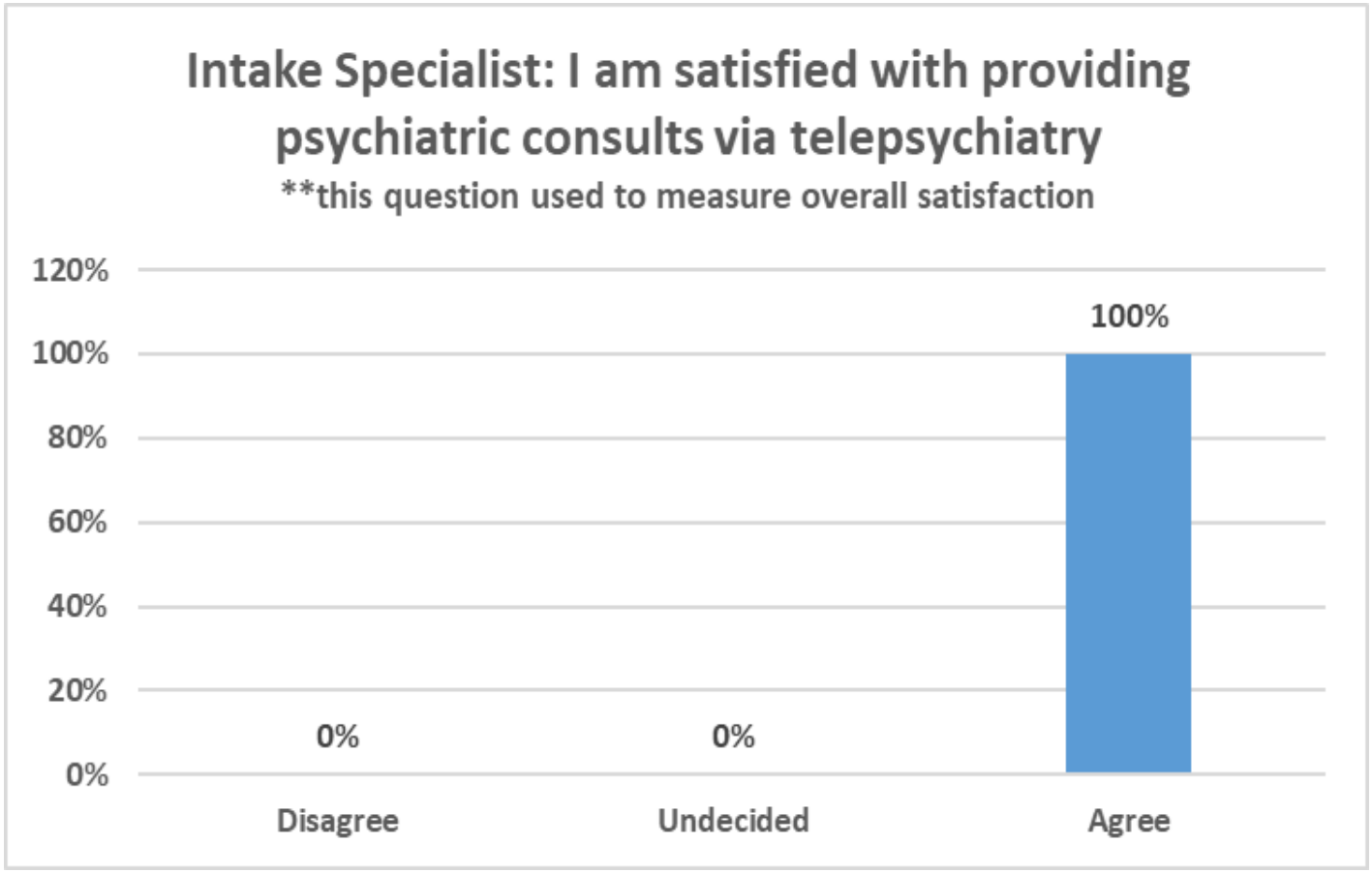
Model 1 Provider Psychiatrist Results (n= 5)



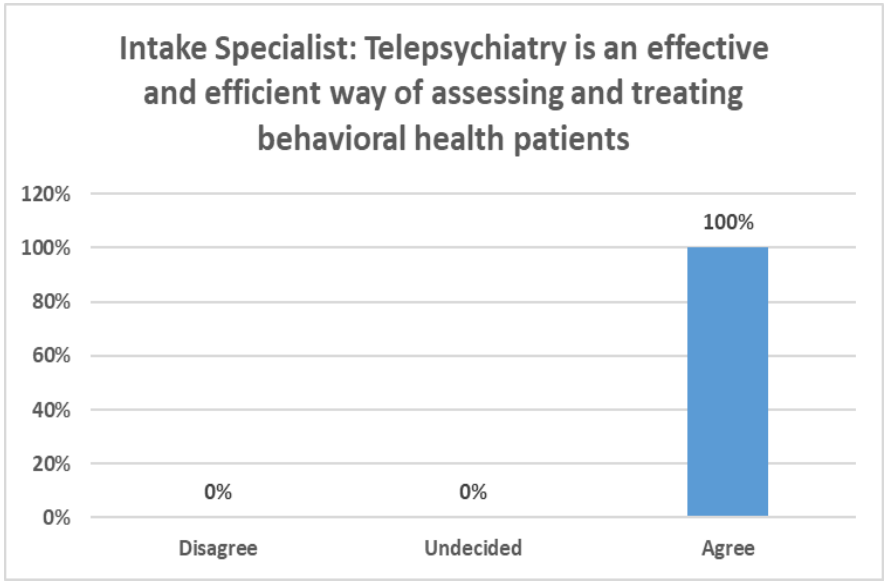


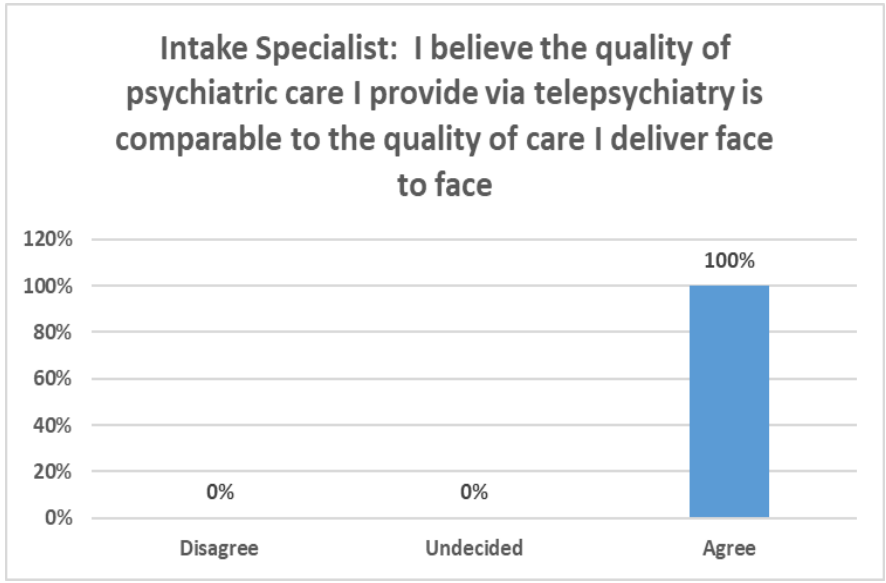


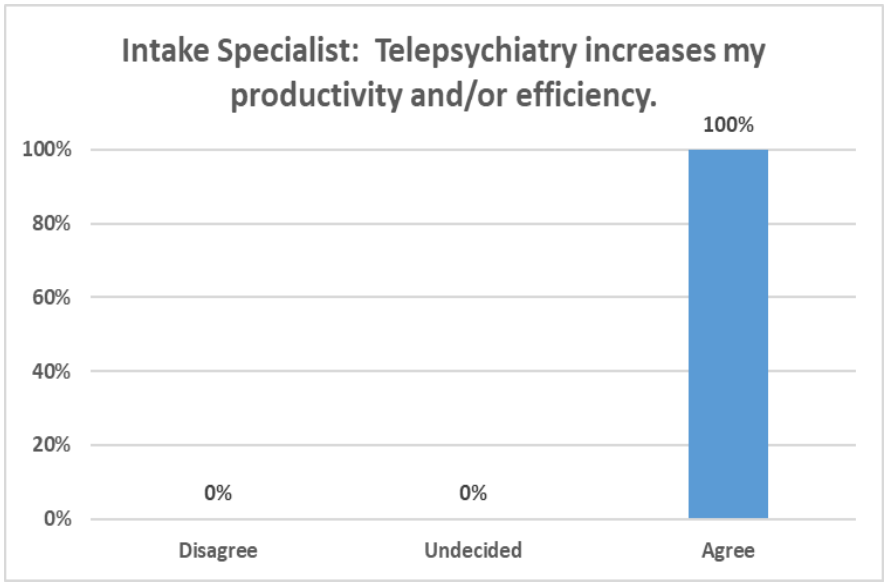
Model 1 Psychiatric Intake Specialist Results (n=5)

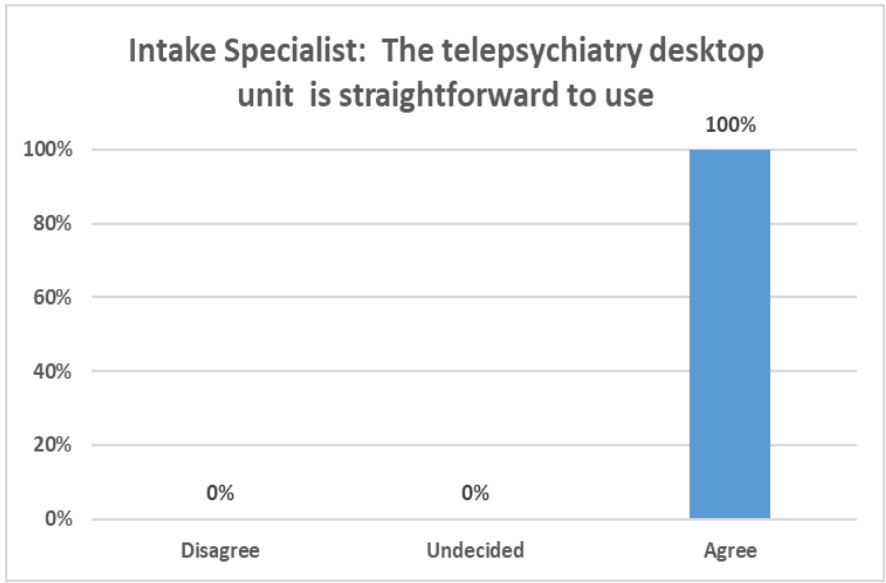


Model 1 Psychiatric Intake Specialist Results (n=5)









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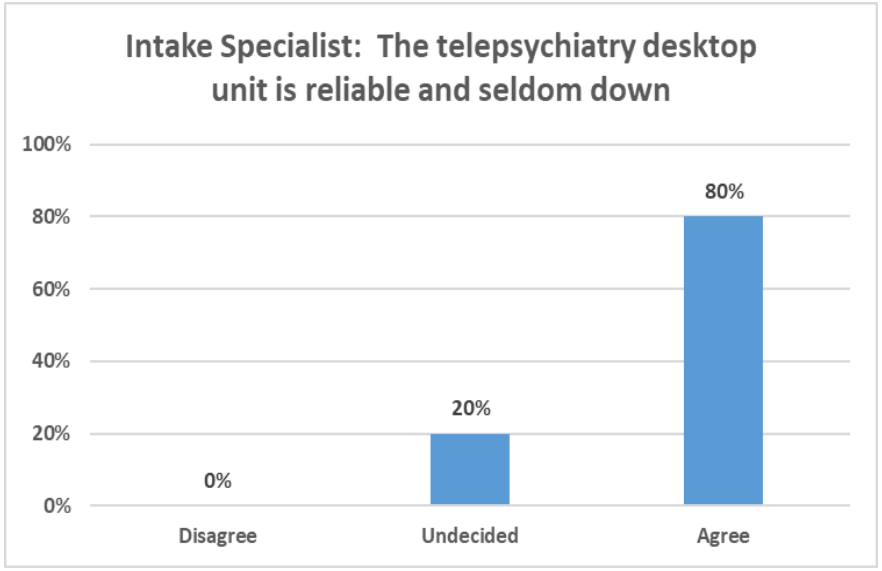
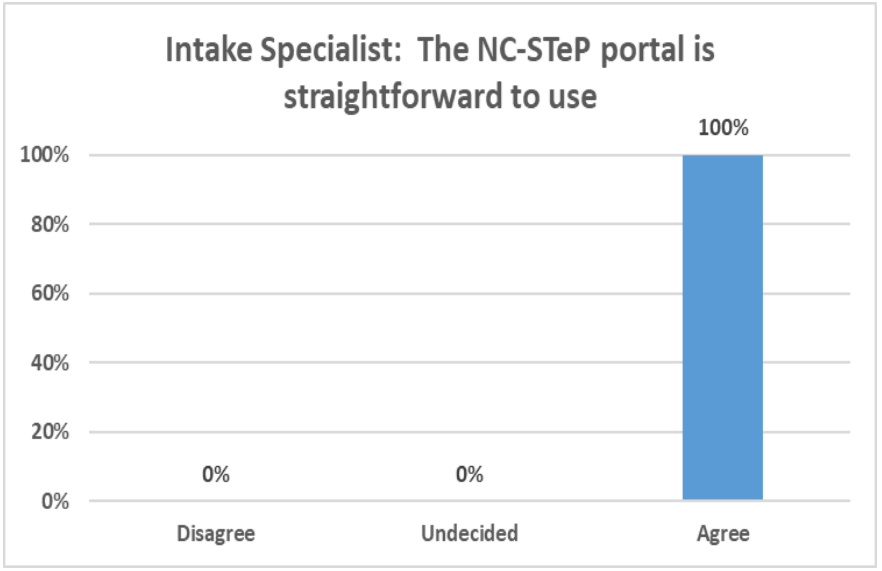
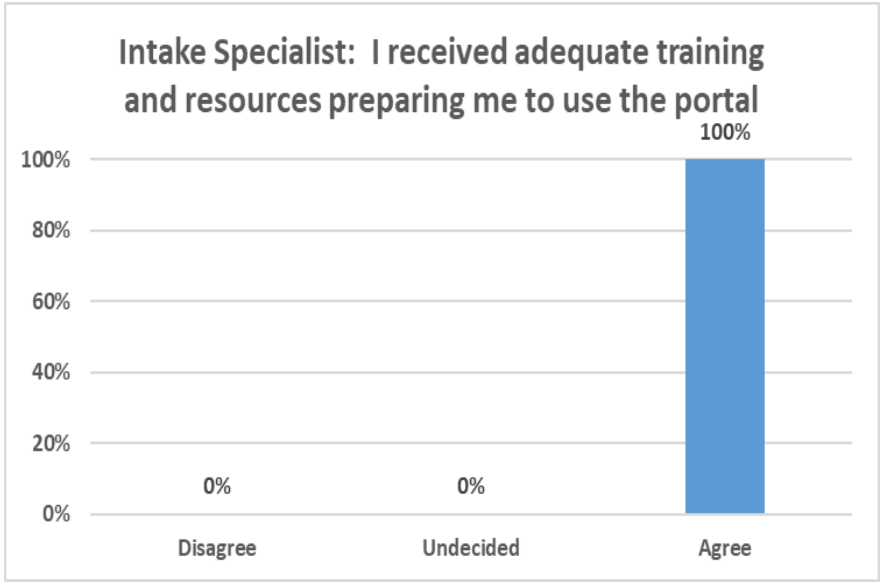
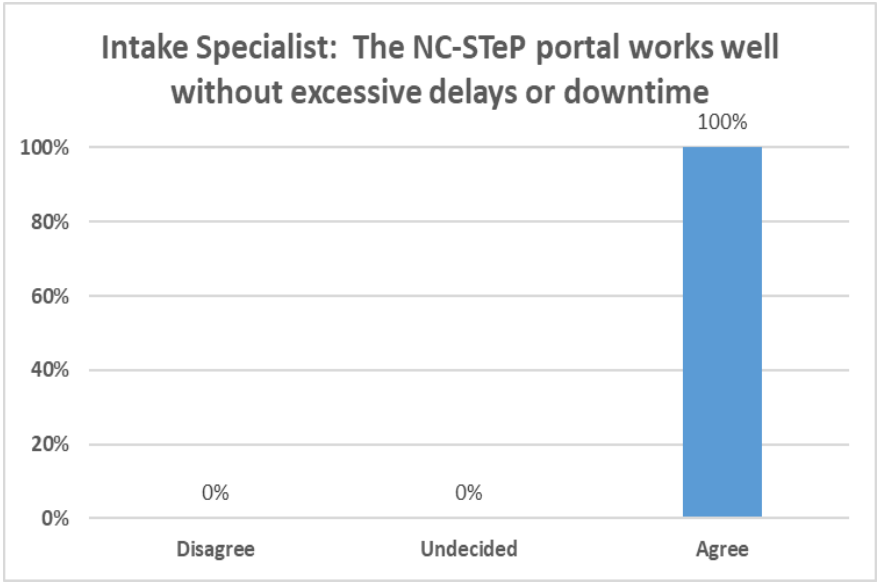
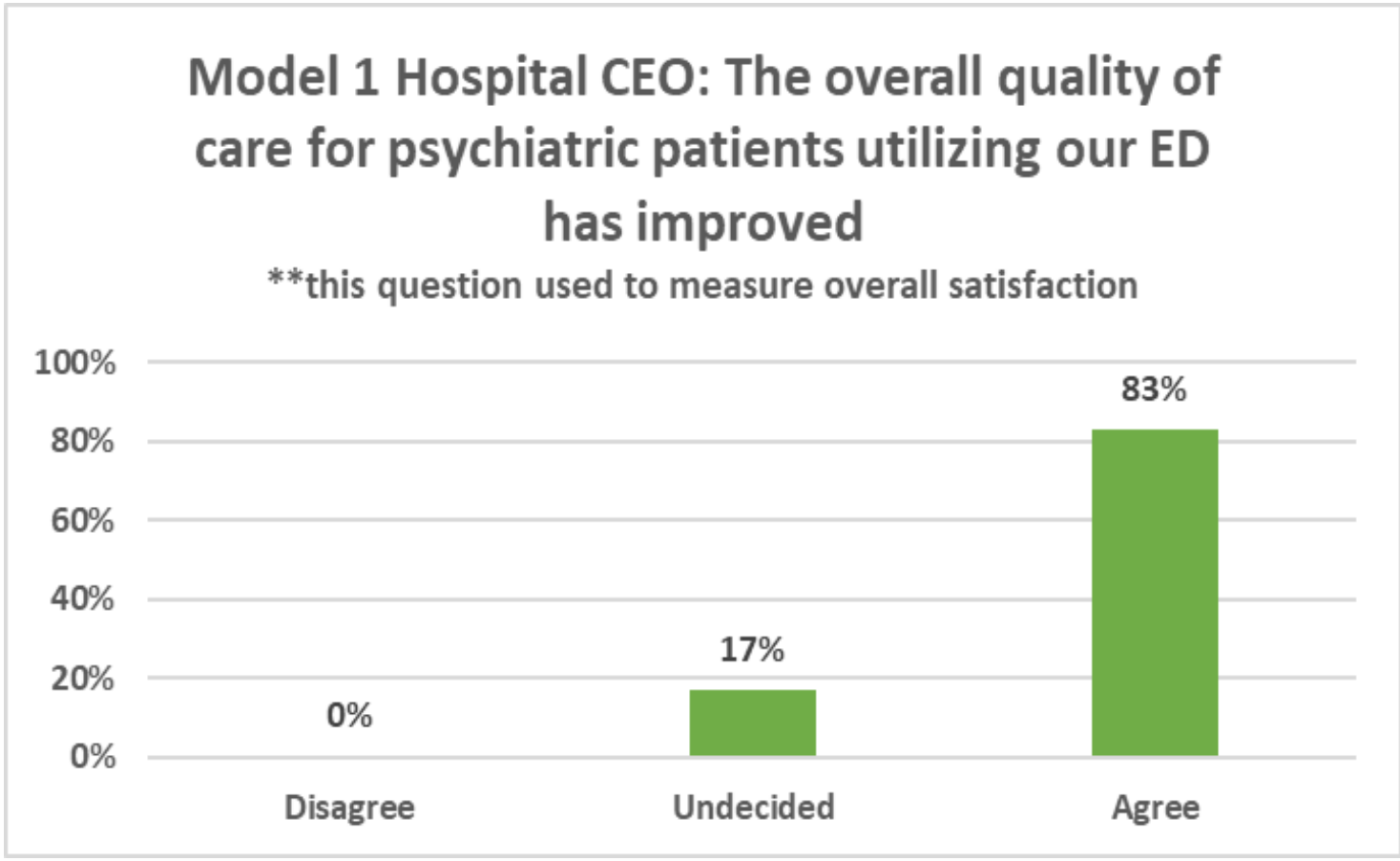




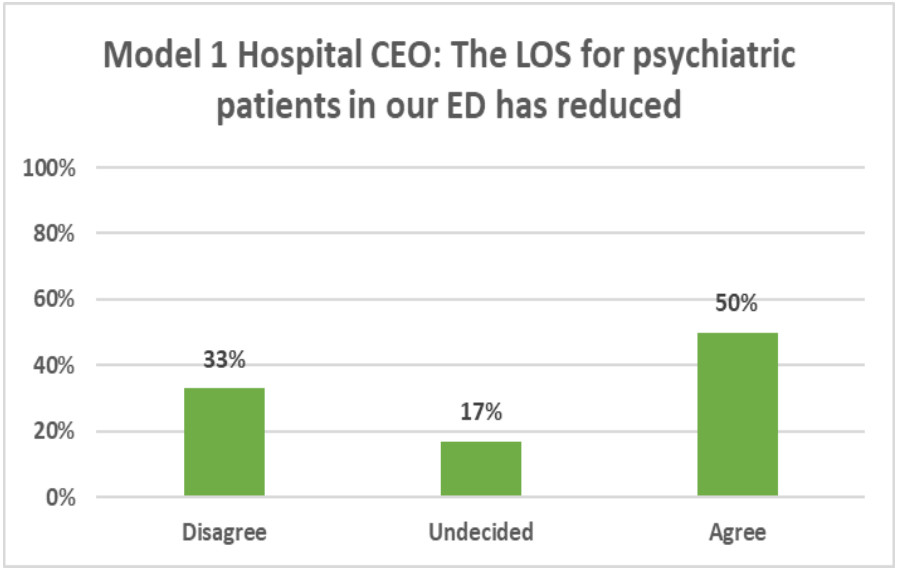


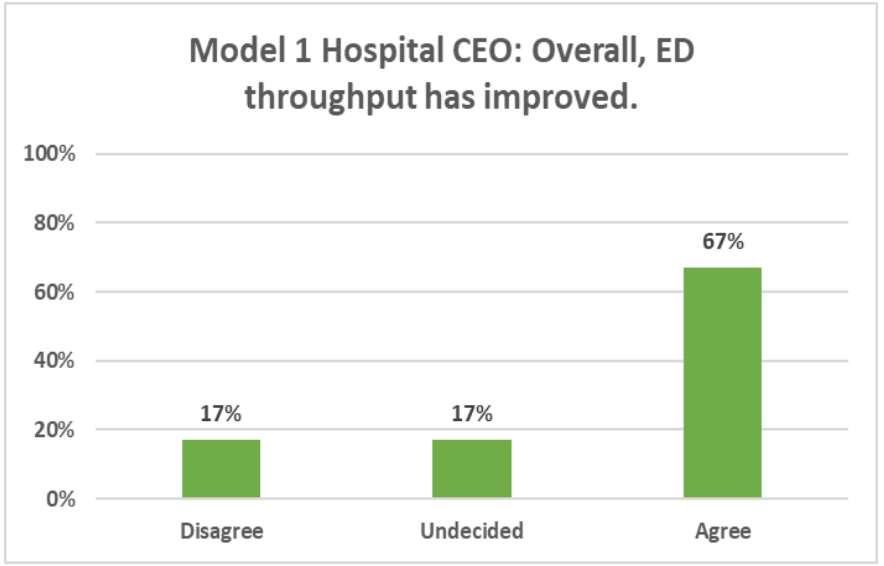


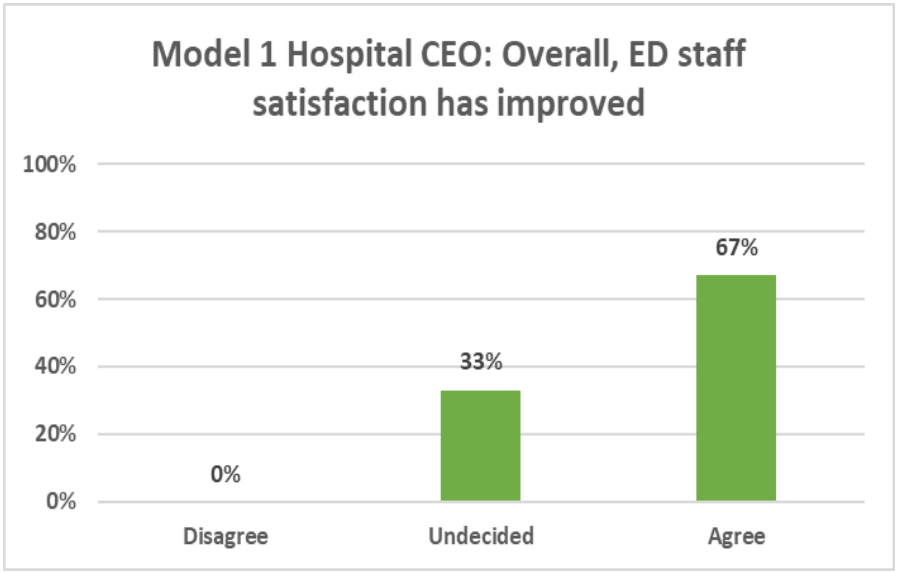
Model 1 CEO/CNO/CFO Results (n= 6)

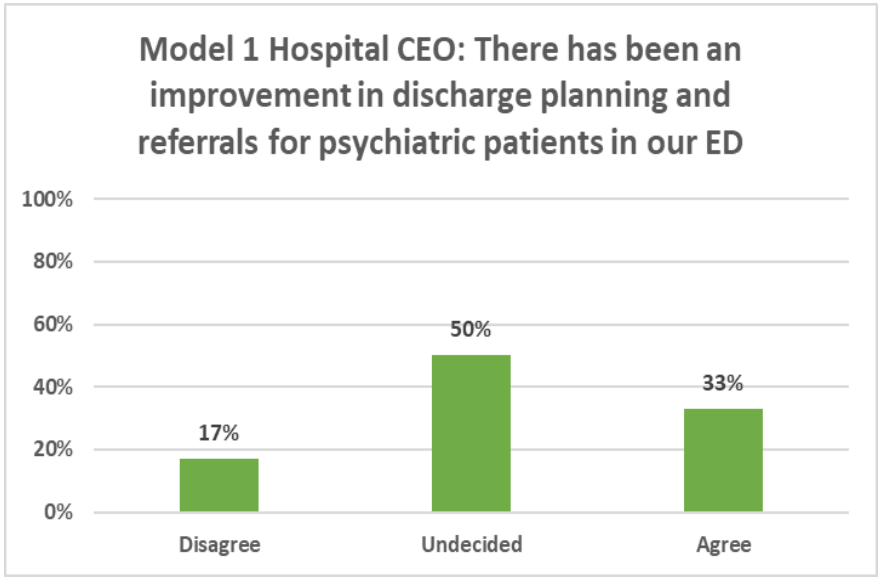


Model 1 CEO/CNO/CFO Results (n= 6)

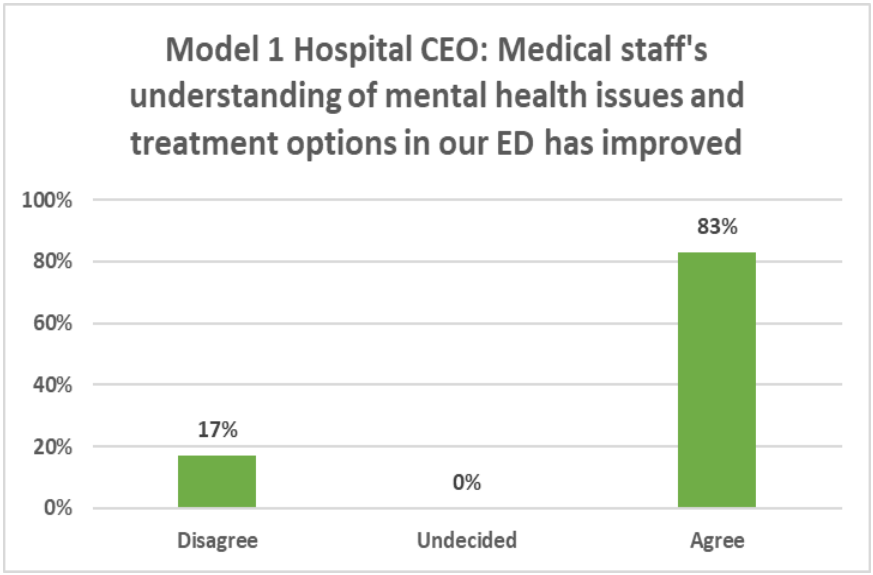


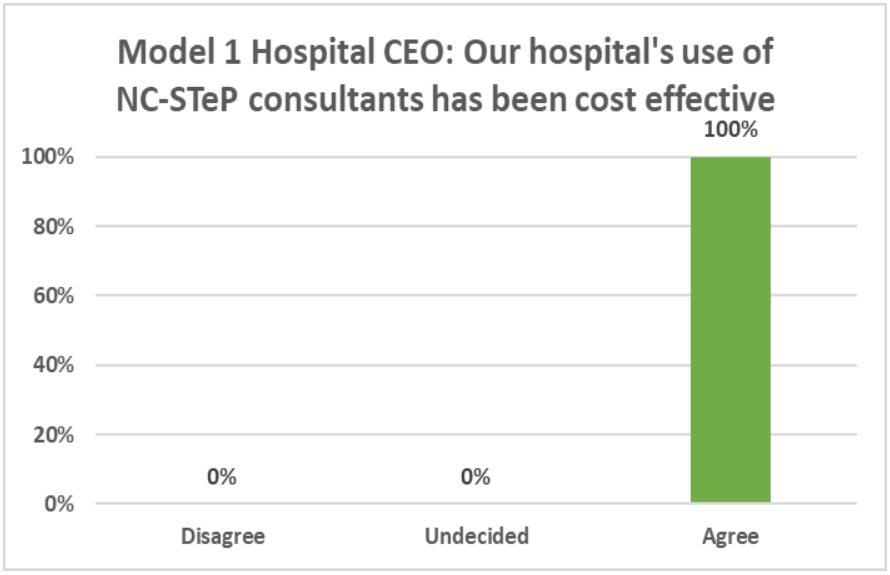


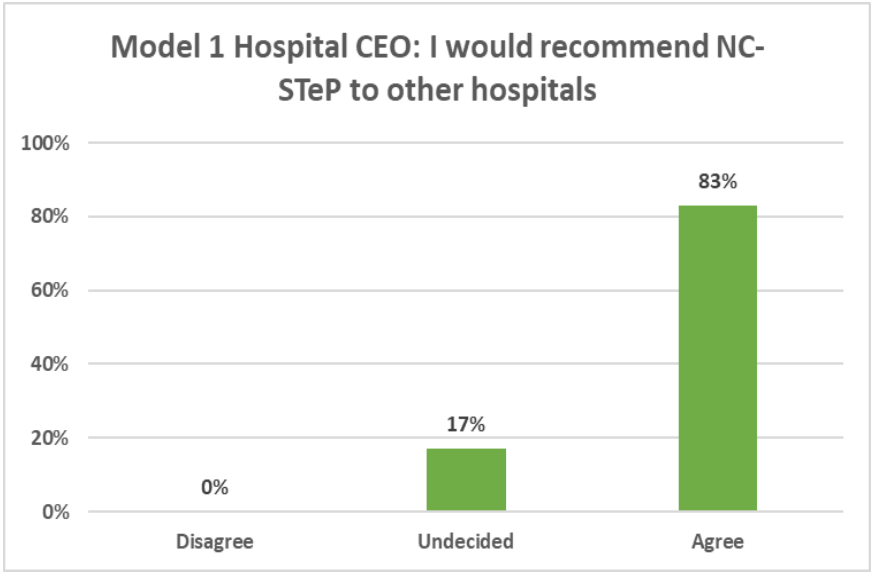


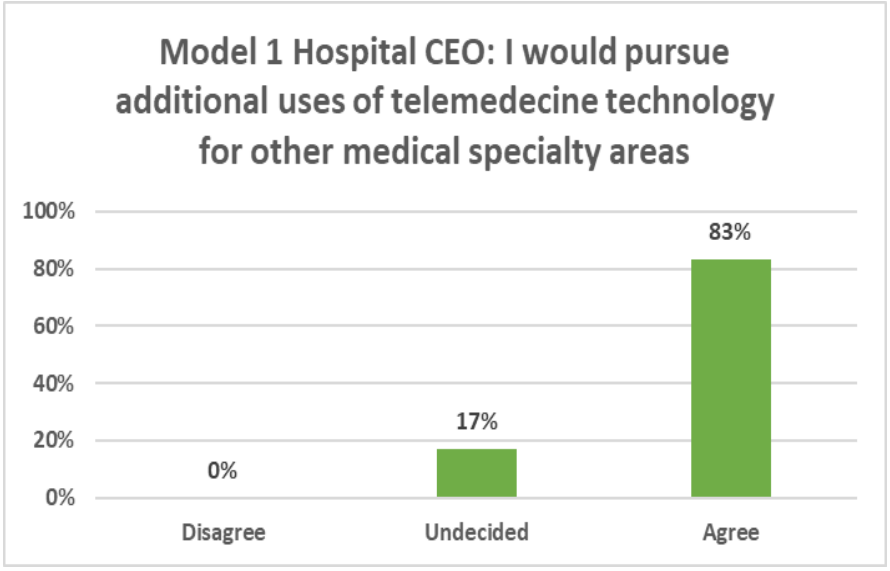


Model 1 CEO/CNO/CFO Results (n= 6)



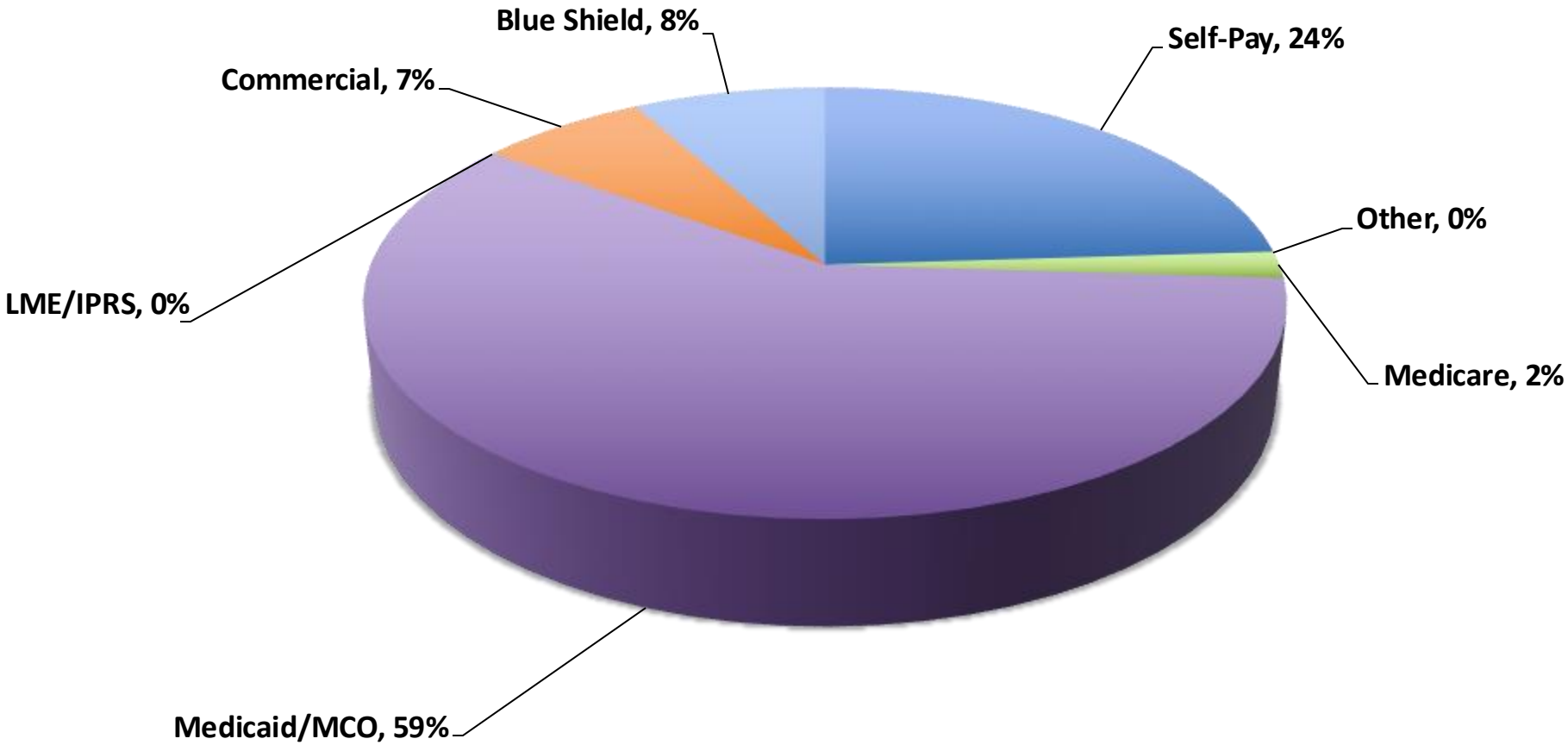






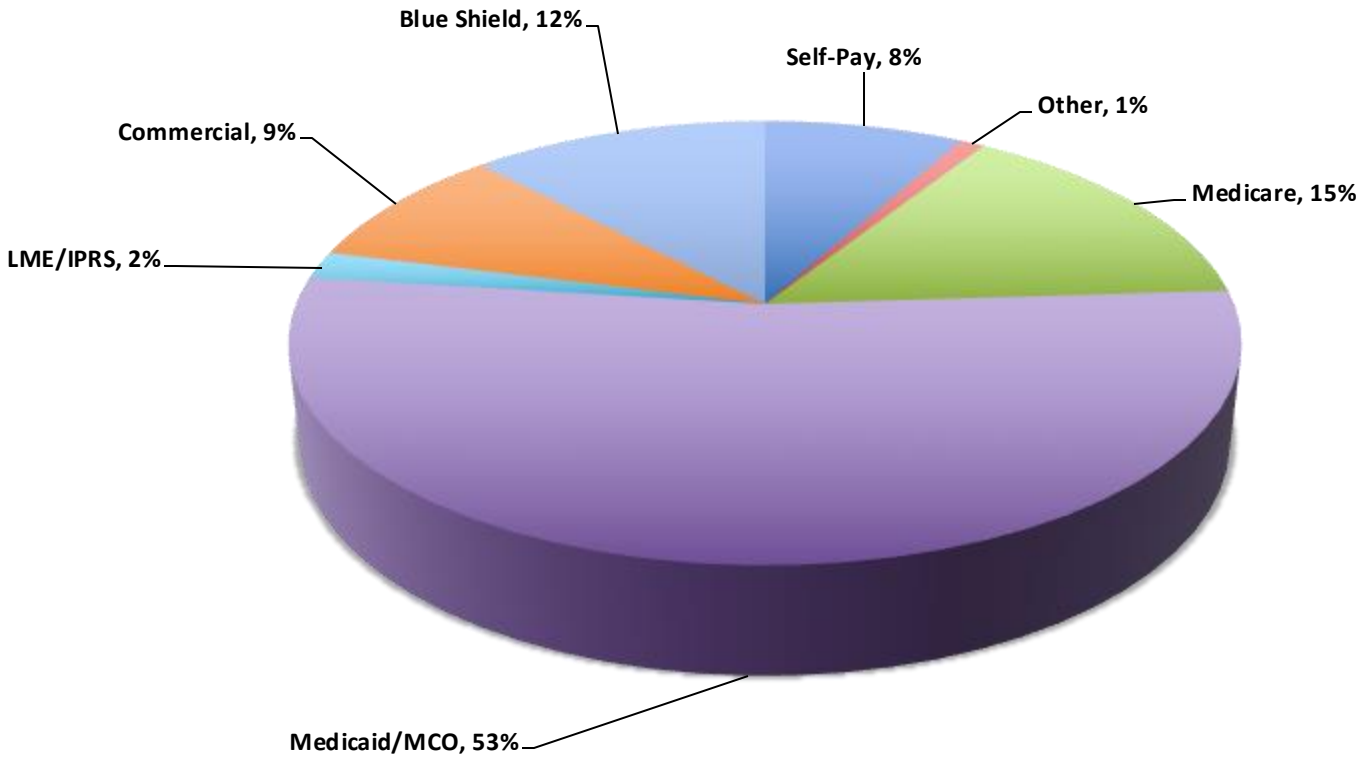
NC-STeP Charge Mix

QTD FY2025 - Quarter 3



NC-STeP Charge Mix

QTD FY2025 - Quarter 2

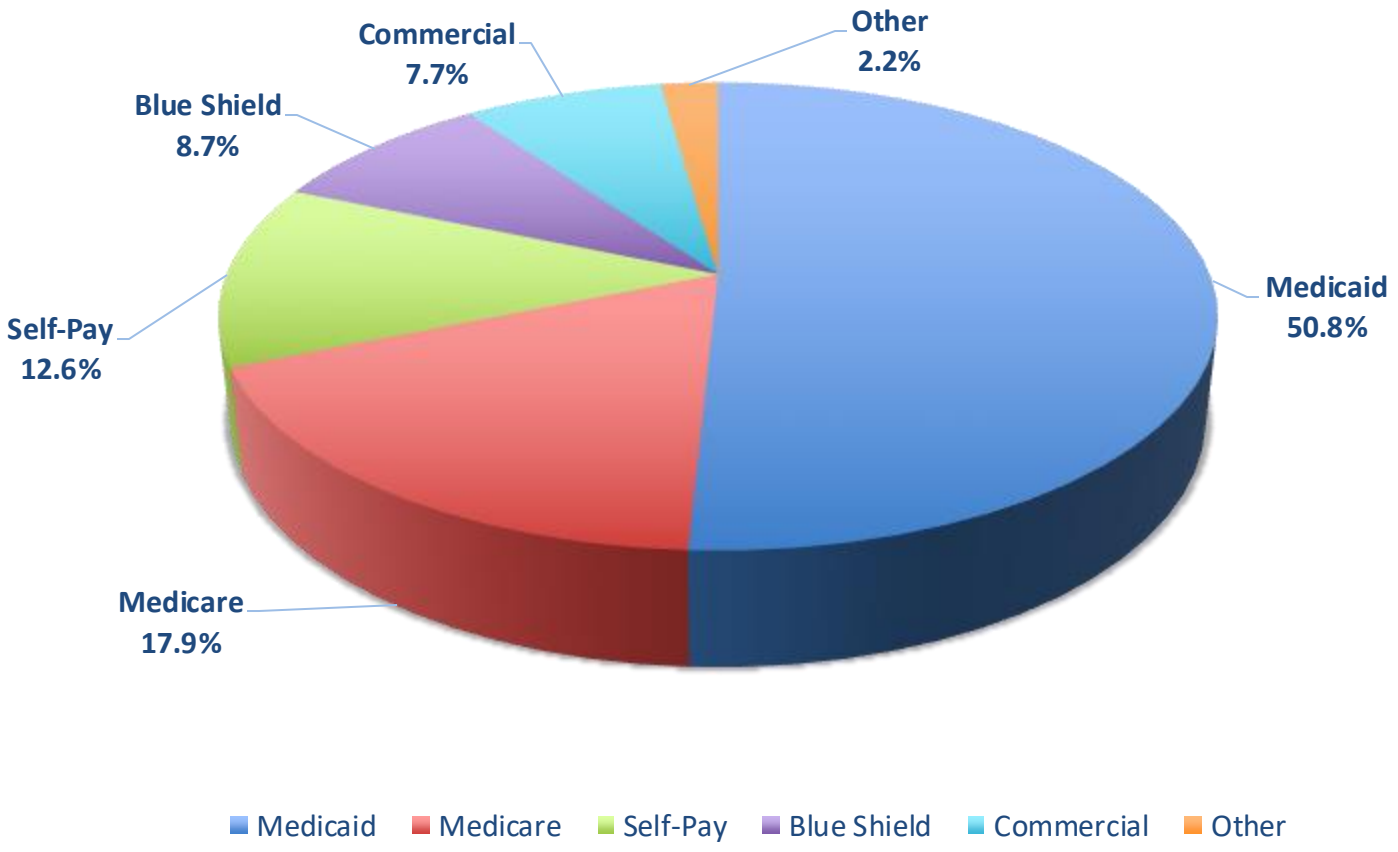


ECU BRODY SCHOOL OF MEDICINE

NC-STeP NORTH CAROLINA STATEWIDE TELEPSYCHIATRY PROGRAM

NC-STeP Charge Mix

Calendar Year 2024

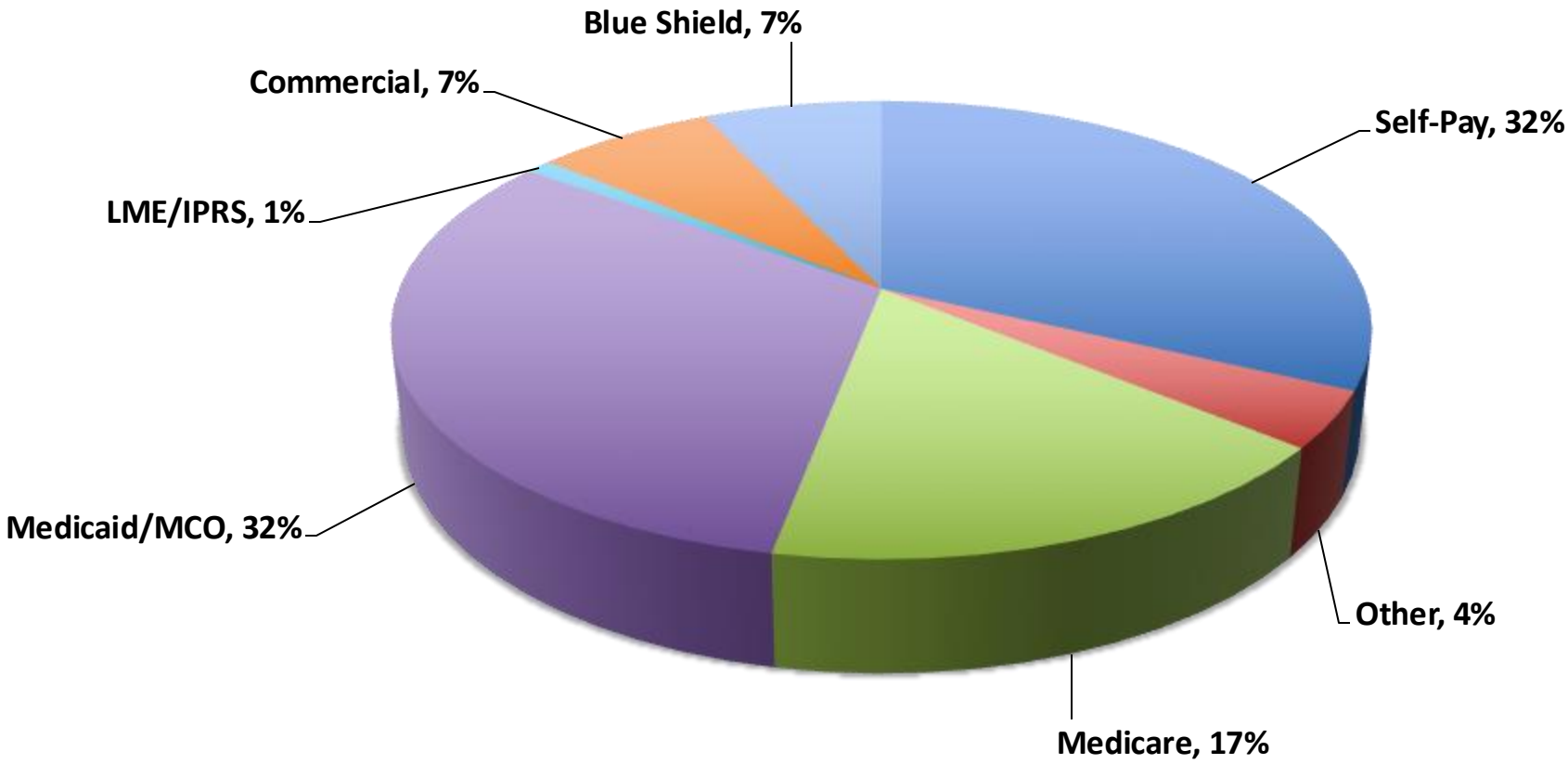


ECU BRODY SCHOOL OF MEDICINE

NC-STeP NORTH CAROLINA STATEWIDE TELEPSYCHIATRY PROGRAM

NC-STeP Charge Mix - Project to Date

Service Dates: October 1, 2013 – March 31, 2025



ECU BRODY SCHOOL OF MEDICINE

NC-STeP NORTH CAROLINA STATEWIDE TELEPSYCHIATRY PROGRAM

Community-Based Sites as of March 31, 2025

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= 2,989**
4. The number return visits	**1,802** **PTD= 27,448**
5. The number of patient visits with a mid-level provider	**2,096** **PTD= 31,575**
6. The number of new patient visits	**370** **PTD= 7,7172**

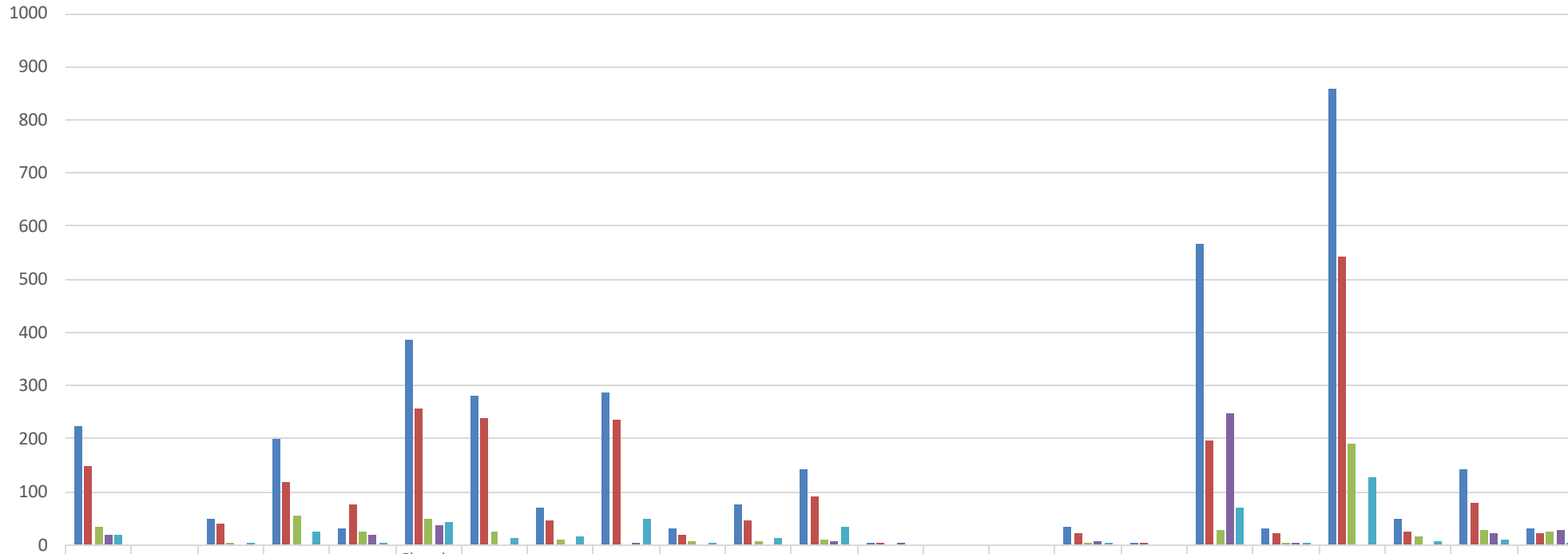
NC-STeP Community Patient Visits

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	**2,989**	8	536	260	316	567	743	470
With Mid-Level Provider	**31,575**	7	2,006	3,212	4,122	4,669	7,324	8,139
Total Patient Visits	**34,684**	15	2,633	3,477	4,440	5,253* 17 visits did not specify provider type	8,068	8,612

ECU BRODY SCHOOL OF MEDICINE

NC-STeP NORTH CAROLINA STATEWIDE TELEPSYCHIATRY PROGRAM

NC-STeP Appointment by Site
Appointments, Visits Kept, Rescheduled, Cancelled, No Show
January - March 2025



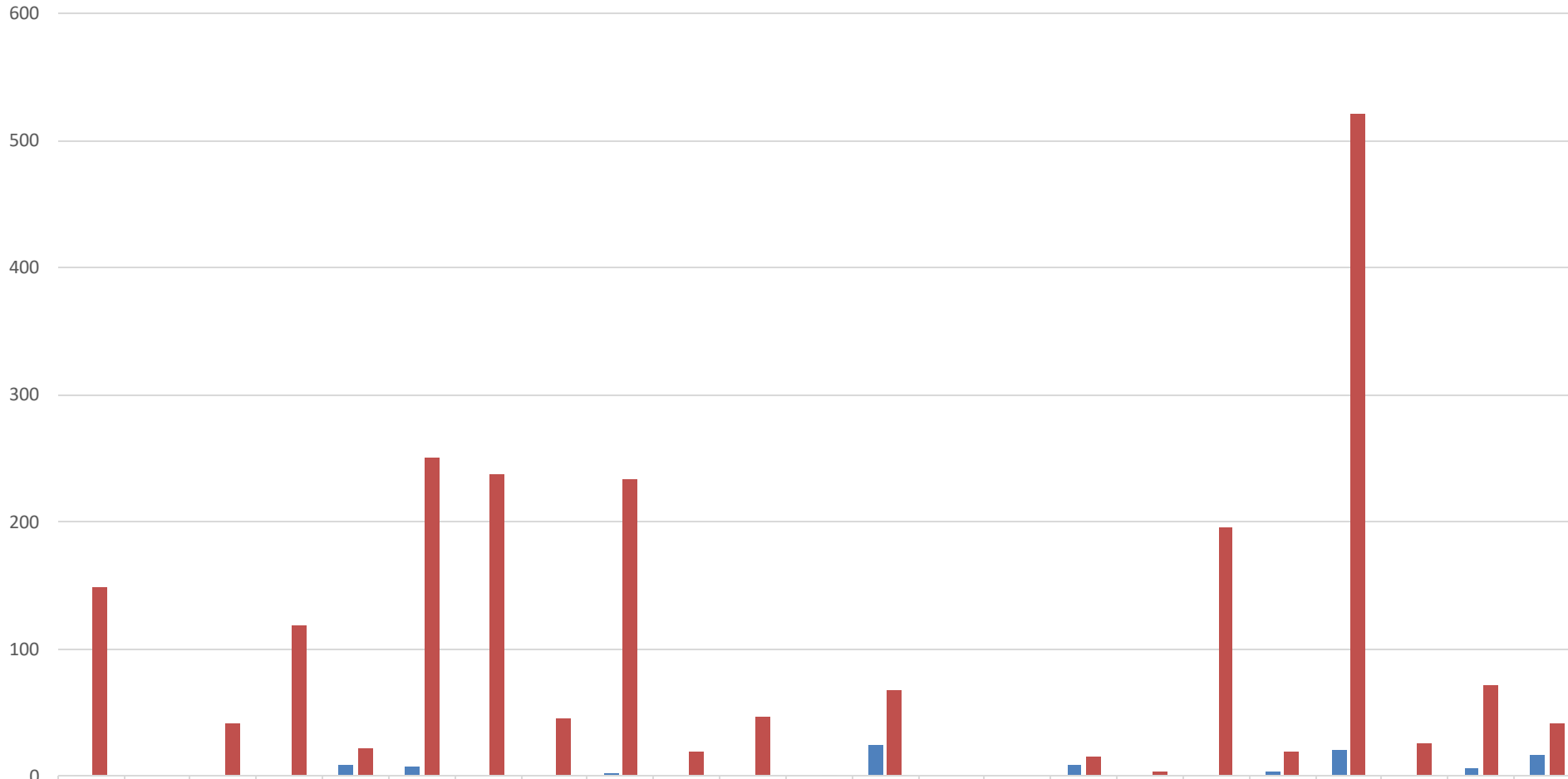
	Beaufort	Benson	Bertie	Camden	Carteret	Cherokee (Andrews)	Choco-winity	Chowan	Craven	Currituck	Duplin	Erlanger-Clay	Edenton	Gates	Hertford	Hyde	Kenansville	Kinston	Log Cabin	Pasquo-tank	Perqui-mans	Roanoke Rapids	Outer Banks
Total Apts	224		49	200	30	387	280	69	288	32	76	142	3			34	4	566	32	860	50	142	31
Apts Kept	149		41	118	76	257	238	45	236	19	46	91	1			23	4	197	22	542	25	79	23
Apts Rescheduled	35		4	56	25	50	24	9		8	8	9				1		28	5	192	17	28	25
Apts Cancelled	20				19	37			2			8	2			7		247	3			21	27
Apts No Show	20		4	26	1	43	14	15	49	5	12	33				3		70	2	126	8	11	3

Total Apts Apts Kept Apts Rescheduled Apts Cancelled Apts No Show

ECU BRODY SCHOOL OF MEDICINE

NC-STeP NORTH CAROLINA STATEWIDE TELEPSYCHIATRY PROGRAM

NC-STeP Community Visits by Site by Provider Type
January - March 2025

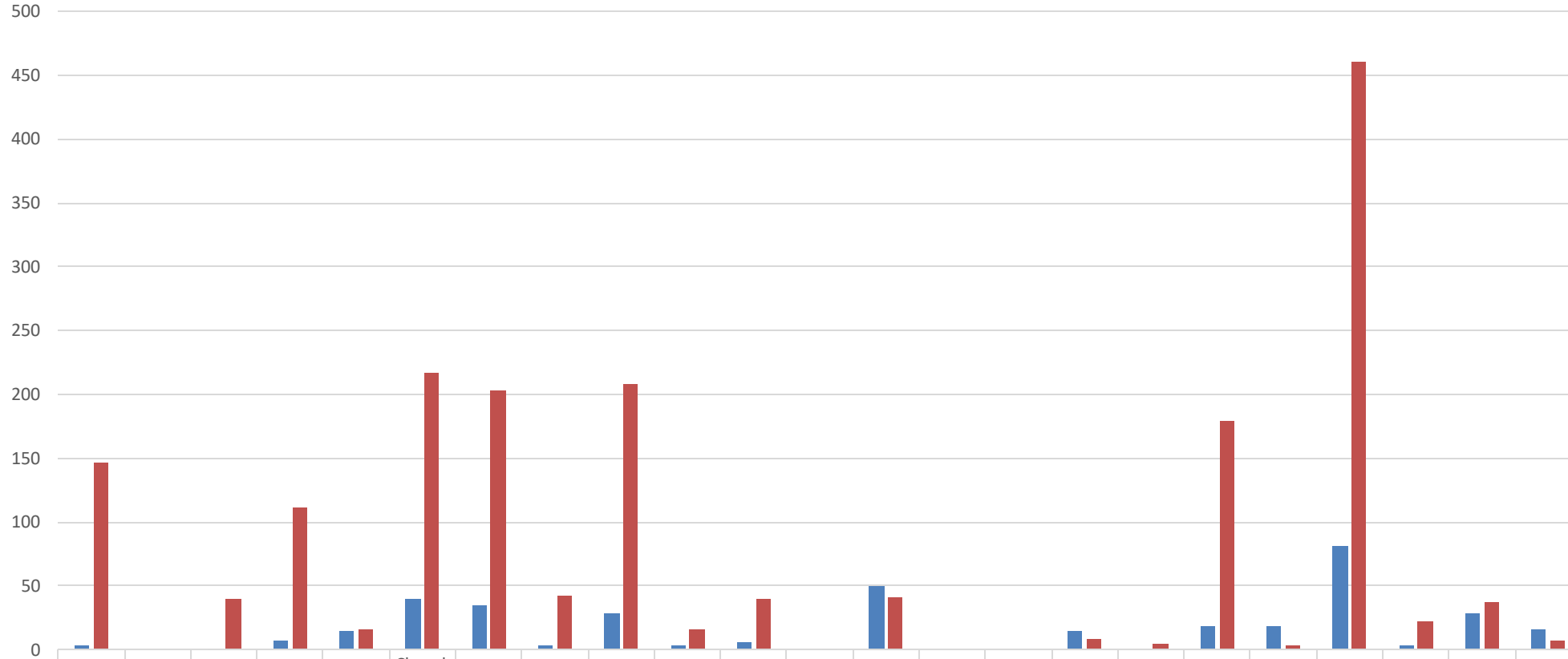


	Beaufort	Benson	Bertie	Camden	Carteret	Chero-kee (Andrews)	Choco-winity	Chowan	Craven	Currituck	Duplin	Edenton	Erlanger-Clay	Gates	Hertford	Hyde	Kenansville	Kinston	Log Cabin	Pasquo-tank	Perqui-mans	Roanoke Rapids	Outer Banks
Psychiatric Provider Visits	1				8	7			2				24			8		1	3	20		6	17
BH Mgr Visits	148		41	118	22	250	238	45	234	19	46	1	67			15	4	196	19	522	25	72	41

ECU BRODY SCHOOL OF MEDICINE

NC-STeP NORTH CAROLINA STATEWIDE TELEPSYCHIATRY PROGRAM

NC-STeP Community Visits by Site
New and Follow-Up
January - March 2025



	Beaufort	Benson	Bertie	Camden	Carteret	Cherokee (Andrews)	Choco-winity	Chowan	Craven	Currituck	Duplin	Edenton	Erlanger-Clay	Gates	Hertford	Hyde	Kenansville	Kinston	Log Cabin	Pasquo-tank	Perqui-mans	Roanoke Rapids	Outer Banks
New Visits	3		1	7	14	40	35	3	28	3	6		50			15		18	19	81	3	28	16
Follow up Visits	146		40	111	16	217	203	42	208	16	40	1	41			8	4	179	3	461	22	37	7

ECU BRODY SCHOOL OF MEDICINE

NC-STeP NORTH CAROLINA STATEWIDE TELEPSYCHIATRY PROGRAM

NC-STeP Status as of March 31, 2025

- 28 hospitals live.
- 66,239 total psychiatry assessments since program inception
- 11,536 IVCs overturned
  - Cumulative return on investment = $62,294,000 (savings from preventing unnecessary hospitalizations)
- Three Clinical Provider Hubs with 24 consultant providers
- 32% of the patients served had no insurance coverage

ECU BRODY SCHOOL OF MEDICINE

NC-STeP NORTH CAROLINA STATEWIDE TELEPSYCHIATRY PROGRAM

NC-STeP Status as of March 31, 2025

- 24 community-based sites.
- 34,564 total patient visits since program inception in October 2018.
  - 2,989 total patient visits with a psychiatrist
  - 31,575 total patient visits with a mid-level provider

ECU BRODY SCHOOL OF MEDICINE

NC-STeP NORTH CAROLINA STATEWIDE TELEPSYCHIATRY PROGRAM

Updates on Grants-Funded Projects

MOTHeRS Project

NC-STeP-Peds

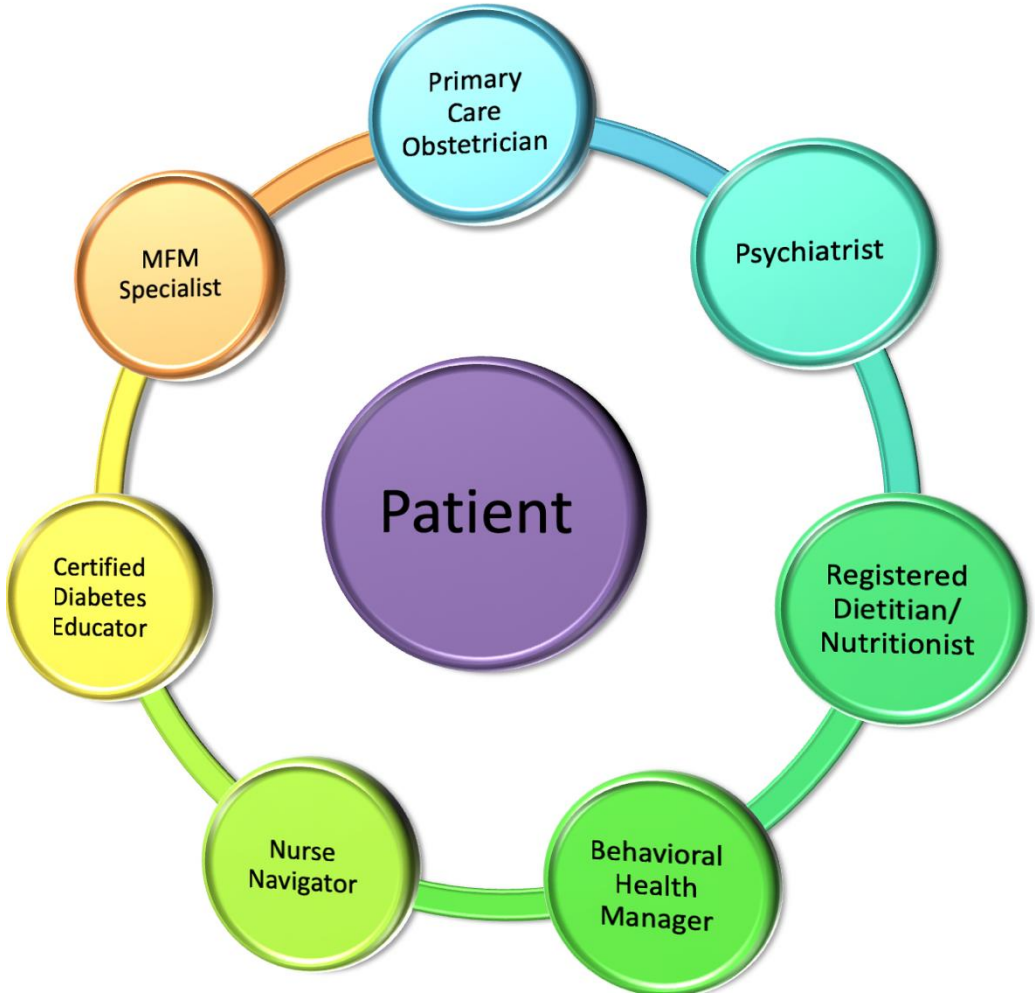
NC-STeP Expansion: Elizabeth City State University

HRSA: NC-STeP Expansion

MOTHeRS Project

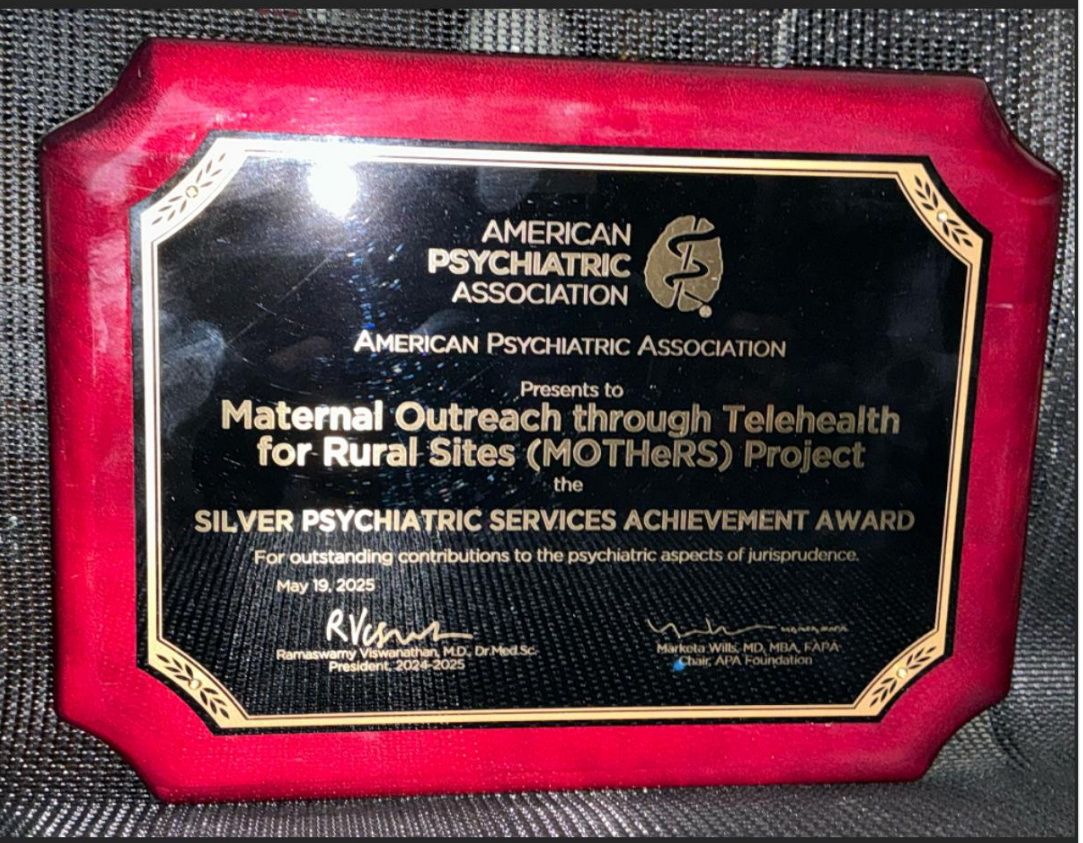
Maternal Outreach Through Telehealth for Rural Sites

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



ECU BRODY SCHOOL OF MEDICINE

NC-STeP NORTH CAROLINA STATEWIDE TELEPSYCHIATRY PROGRAM



Psychiatric Services Achievement Awards

AMERICAN PSYCHIATRIC ASSOCIATION

ANNUAL MEETING

May 17-21, 2025 • Los Angeles

The Psychiatric Services Achievement Awards recognize outstanding programs that deliver services to people with mental illness or disabilities that have overcome obstacles and that can serve as models for other programs.

Psychiatric Services Achievement Awards

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AMERICAN PSYCHIATRIC ASSOCIATION
ANNUAL MEETING
May 4-8, 2024 • New York City

MOTHeRS Project Results As of March 31, 2025			
Impact on Patient Access to Care	Number pf 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	1,822
		Psychiatrist visits	670
		Total Mental Health visits	2,492
	Impact on patient access (calculated as driving miles saved per Psychiatrist and LCSW visit		414,807 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

ECU BRODY SCHOOL OF MEDICINE

NC-STeP NORTH CAROLINA STATEWIDE TELEPSYCHIATRY PROGRAM

Programs that demonstrate integrative approaches and address Social Determinants of Health (SDOH) in providing care

CENTER *for* INTEGRATIVE HEALTH

- As of March 31, 2025, the program has screened **31,525** children. Of these:
  - PSC-17 screening **25,886**
  - GAD-7 screening **13,789**
- 3,770 children (14.6%) of those screened with PSC-17 had scores of 15 or higher, indicating an increased likelihood of a behavioral health disorder being present.
- 2,501 children (18.1%%) of those screened with GAD-7 had scores of 8 or higher, indicating at least a "mild to moderate" level of anxiety being present.

Screening Data Details
(2024 Q4, 2025 Q1, and Inception-2025 Q1)

Pediatrics Clinic Name:	Clinton Medical Clinic	Clinton Medical Clinic	ECU Pediatrics	ECU Pediatrics	Peachtree Pediatrics	Peachtree Pediatrics	Robeson Pediatrics	Robeson Pediatrics	Surf Pediatrics	Surf Pediatrics	All sites	All sites	All sites	All sites
Reporting Month	2024 Q4	2025 Q1	2024 Q4	2025 Q1	2024 Q4	2025 Q1	2024 Q4	2025 Q1	2024 Q4	2025 Q1	2024 Q4	2025 Q1	Incep.-24Q3	Incep.-25Q1
Number of patients screened during the reporting period	778	661	440	450	678	926	1225	1347	1327	1083	4448	4467	22610	31525
Number of patients who completed PSC-17 screening	778	652	387	450	589	710	633	711	1315	1077	3702	3600	18584	25886
Number of patients whose PSC-17 score < 15	707	417	304	402	410	498	575	629	1160	945	3156	2891	16065	22112
Number of patients whose PSC-17 score >= 15	71	231	83	48	179	212	58	82	155	132	546	705	2519	3770
Number of patients who completed GAD-7 screening	298	330	164	183	328	437	592	636	686	548	2068	2134	9587	13789
Number of patients whose GAD-7 score <8	239	213	118	157	282	337	507	513	556	432	1702	1652	7924	11278
Number of patients whose GAD-7 score >=8	59	113	46	26	46	100	85	123	130	116	366	478	1657	2501

ECU BRODY SCHOOL OF MEDICINE

NC-STeP NORTH CAROLINA STATEWIDE TELEPSYCHIATRY PROGRAM

Reporting Period	2024Q4	2025Q1	24Q4&25Q1	inception-093024****
Number of patients seen by a psychiatrist	44	54	95*	181
Number of patients seen by behavioral health provider	139	148	237*	330
Number of patients receiving follow-up counseling with behavioral health provider	47	47	95**	138
Number of patients receiving re-consults by a psychiatrist	1	1	4**	5
Number of patients receiving integrated care	148	158	246*	331
Number of new visits (involving mental health service)	148	158	246*	331
Number of follow-up visits (involving mental health service)	98	115	273**	458
Percentage of visits kept	85.1%	59.5%***	61.6%	76.8%

ECU BRODY SCHOOL OF MEDICINE

NC-STeP NORTH CAROLINA STATEWIDE TELEPSYCHIATRY PROGRAM

Dimensions and Items	Scores
Satisfaction	4.63
Satisfaction - 1. I am satisfied with the overall services my child received	4.78
Satisfaction - 2. Staff helping my child stuck with us no matter what	4.65
Satisfaction - 3. I felt my child had someone to talk to when he/she was troubled	4.58
Satisfaction - 4. Services that my child received were right for us	4.66
Satisfaction - 5. My family got the help we wanted for our child	4.55
Satisfaction - 6. My family got the help we needed for our child	4.55
Service Effectiveness	3.94
Service Effectiveness - 1. My child is better at handling daily life	3.96
Service Effectiveness - 2. My child gets along better with family members	3.93
Service Effectiveness - 3. My child gets along better with friends and other people	3.88
Service Effectiveness - 4. My child is doing better in school	4.01
Service Effectiveness - 5. My child is better able to cope when things go wrong	3.73
Service Effectiveness - 6. I am satisfied with our family life right now	4.13
Cultural Sensitivity	4.79
Cultural Sensitivity - 1. Staff treated my child and me with respect	4.82
Cultural Sensitivity - 2. Staff respected my family's religious/cultural beliefs	4.78
Cultural Sensitivity - 3. Staff spoke with my child in a way that she/he understood	4.81
Cultural Sensitivity - 4. Staff were sensitive to my family's cultural/or ethnic background	4.74
Participation	4.66
Participation - 1. I helped choose my child's treatment goals	4.62
Participation - 2. I participated in my child's treatment	4.70
Access	4.65
Access - 1. The location of the service was convenient	4.68
Access - 2. Services were available to us at convenient times	4.63

Top 4 Diagnoses Codes (Inception – 09/30/24)

Diagnosis	N (789)	Percentage
F90.2. ADHD (attention deficit hyperactivity disorder), combined type	266	33.7
F41.1. GAD (generalized anxiety disorder)	120	15.2
F33.1. Major Depressive Disorder F33.A. Unspecified Depression	40	5.0
F41.9. Anxiety disorder, unspecified type	35	4.4
Total	**461**	**58.3**

ECU BRODY SCHOOL OF MEDICINE

NC-STeP NORTH CAROLINA STATEWIDE TELEPSYCHIATRY PROGRAM

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 Screening and Service Data

April 2022 through March 2025 (3 years)

- 2,316 PHQ-9 screenings
- 2,317 GAD-7 screenings
- 184 referrals to LCSW/counselors
- 100 referrals to psychiatrists/Psych NPs
- 481 scheduled mental health service sessions
- 1,026 e-mail follow-ups
- 786 phone check-ins
- 26 on-call/evening sessions,
- 99 walk-ins seen
- 170 marketing/outreach activities

ECU BRODY SCHOOL OF MEDICINE

NC-STeP NORTH CAROLINA STATEWIDE TELEPSYCHIATRY PROGRAM

Developing Innovative and Evidence-Based Models to Support Student Mental Health, Well-Being, and Social Connectedness: ECU-ECSU Partnership to Bridge the Behavioral Health Care Gap

Sy Atezaz Saeed, MD, MS, FACPsych; Kevin J. Wade, EdD;
Nicole Stoneback, MSN, PMHNP-BC, CARN-AP; and
Angela Richardson, MA, NCC, LCMHCA, LCAS-A

ECSU
ELIZABETH CITY STATE UNIVERSITY

ECU BRODY SCHOOL OF MEDICINE

THE UNC SYSTEM

NC COMMUNITY COLLEGES
CREATING SUCCESS

NORTH CAROLINA INDEPENDENT COLLEGES & UNIVERSITIES

ECSU Student Screening and Service Data: From Program Inception to March 31, 2025

	2022					2023												2024												2025			
	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	1	2	3	Total
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	62	133	63	2317
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	4	14	3	184
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	0	0	9	100
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	62	133	62	2316
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	52	112	53	1583
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	10	21	9	302
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	62	133	63	2317
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	51	108	51	1491
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	11	25	12	374
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	21	28	21	468
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	74	87	84	1026
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	3	1	3	26
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	49	40	36	786
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	3	8	3	99
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	6	9	7	170

* No data to show, the NC-STeP Counselor was hired April 3, 2023.

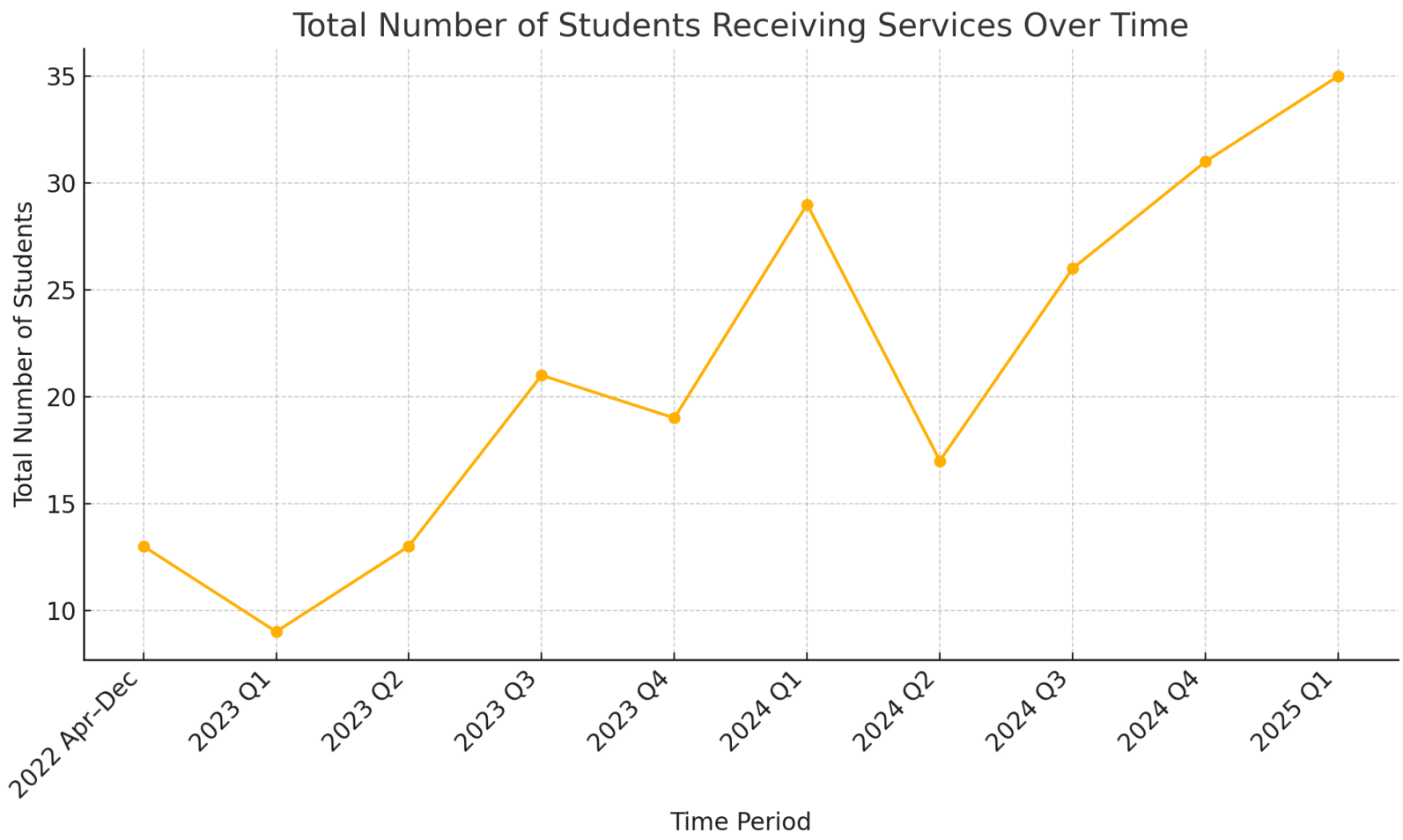
** Please note the following factors that had an impact on the decrease in numbers: Spring/Fall break, Summer, and State/National Holidays

ECU BRODY SCHOOL OF MEDICINE

NC-STeP NORTH CAROLINA STATEWIDE TELEPSYCHIATRY PROGRAM

Number of Students Served Over Time

April–December 2022 (3Qs) through Q1 2025



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Student Satisfaction Survey

- Students reported overwhelmingly positive experiences, with session-related ratings averaging from 4.52 (understanding their condition) to 4.83 (feeling listened to) and service-related ratings even higher—from 4.74 (comfort sharing information) to 4.95 (would recommend to a friend)—out of 5.
- The sample (N = 66) was primarily aged 18–22 (62.1%) and female (75.8%).

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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
3. Saeed SA, Kolodner RM, Balog DJ. Health Information Technology. (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
4. Muppavarapu K, Saeed SA, Jones K, Hurd O, Haley V. (2022). Study of impact of telehealth use on clinic "no show" rates at an academic practice. Psychiatric Q. 2022. April 12. Online ahead of print.
5. Saeed SA, Jones K, Sacks AJ, Craven K, Xue Y (Lucky). Maternal Outreach Through Telehealth for Rural Sites: The MOTHeRS Project. North Carolina Medical Journal. 2023;84 (1).
6. Xue Y, Saeed SA, Liang H, Jones K, Muppavarapu KS. (2022). Investigating the impact of COVID-19 on telepsychiatry use across sex and race: a study of North Carolina emergency departments. Telemedicine and e-Health. Vol.00, No.00, Month 2022. Online first March 2022. DOI: 10.1089/tmj.2021.0549.
7. Saeed SA, Jones K, Muppavarapu K. The Impact of NC Statewide Telepsychiatry Program (NC-STeP) on Cost Savings by Reducing Unnecessary Psychiatric Hospitalizations During a 6½ Year Period. Psychiatric Q. 2021 Nov 18. Online ahead of print.
8. Saeed, S.A., Masters, R.M. Disparities in Health Care and the Digital Divide. Curr Psychiatry Rep. 23, 61 (2021).
9. Saeed SA, Lluberes N, Buwalda VJA (2021). Applications of Technology. In Sowers WE and Ranz JM (Editors) Seeking Value: Balancing Cost and Quality in Psychiatric Care. Chapter 10, pp 245-273.
10. Kothadia RJ, Jones K, Saeed SA, Torres MJ, (2020). The Impact of NC-Statewide Telepsychiatry Program (NC-STeP) on Patients' Dispositions from Emergency Departments. Psychiatric Services. Online in Advance of print, October 2020.
11. Saeed SA (2020). North Carolina Statewide Telepsychiatry Program (NC-STeP): Using telepsychiatry to improve access to evidence-based care. European Psychiatry, Volume 33, Issue S1: Abstracts of the 24th European Congress of Psychiatry, Cambridge University Press: 23 March 2020, pp. S66. DOI: https://doi.org/10.1016/j.eurpsy.2016.01.968.
12. Saeed SA. (2018). Successfully Navigating Multiple Electronic Health Records When Using Telepsychiatry: The NC-STeP Experience. Psychiatric Services. 2018 Sep 1; 69(9):948-951
13. Saeed SA (2018). Tower of Babel Problem in Telehealth: Addressing the Health Information Exchange Needs of the North Carolina Statewide Telepsychiatry Program (NC-STeP). Psychiatric Quarterly. 2018 Jun;89 (2):489-495.
14. Saeed SA, Johnson TL, Bagga M, Glass O. (2017). Training Residents in the Use of Telepsychiatry: Review of the Literature and a Proposed Elective. Psychiatric Quarterly. Volume 88. No.2. June. pp. 271-283.
15. Saeed SA, Anand V. (2015). Use of Telepsychiatry in Psychodynamic Psychiatry. Psychodynamic Psychiatry: Vol.43, No.4, pp.569-583.
16. Saeed SA. (2015). Telebehavioral Health: Clinical Applications, Benefits, Technology Needs, and Setup. NCMJ: Vol. 76, Number 1, pp 25-26.

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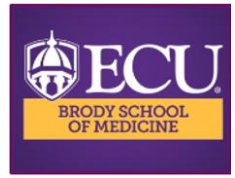
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