



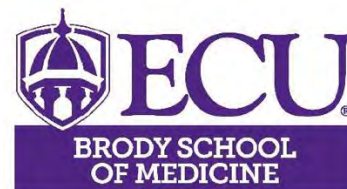
# NORTH CAROLINA

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## STATEWIDE TELEPSYCHIATRY PROGRAM

# 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





**NORTH CAROLINA**  
STATEWIDE TELEPSYCHIATRY PROGRAM

**NC-STeP Advisory Council Meeting**  
Wednesday, September 11th, 2024  
1:30 pm – 3:00 pm  
Virtual Meeting via Zoom Video Conference

**Agenda**

|                 |   |
|-----------------|---|
| 1:30- 1:35 p.m. | Welcome and Introductions   |
| 1:35- 1:40 p.m. | Review and Approval of June 17 <sup>th</sup> , 2024 Minutes   |
| 1:40- 2:30 p.m. | NC-STeP FY24-Q4 (April-June 2024) Performance Data  |
| 2:30- 2:40 p.m. | Updates on Grants -Funded Programs <ul style="list-style-type: none"><li>• MOTHeRS Project</li><li>• NC-STeP-Peds</li><li>• Elizabeth City State University Project</li></ul> |
| 2:40- 2:50 p.m. | Site visits   |
| 2:50- 2:55 p.m. | Old Business  |
| 2:50- 2:55 p.m. | New Business <ul style="list-style-type: none"><li>• New Community Sites' Web Platform</li></ul>  |
| 2:55- 3:00 p.m. | Announcements   |
| 3:00 p.m.       | Adjourn   |



Join Zoom Meeting

<https://us06web.zoom.us/j/89423626946?pwd=4shW61bAN5a9aAlB8AUE8ZNALW2XFK.1>

Meeting ID: 894 2362 6946

Passcode: 134621

# NC-STeP Quality Management and Outcomes Monitoring Processes: April - June 2024

- 28 hospitals were live
- 23 hospitals reported Telepsychiatry patients in their EDs
  - not all live hospitals had telepsychiatry patients
- Total number of assessments for this quarter = 1,026
- Total number of encounters for this quarter = 914



# NC-STeP Quality Management and Outcomes Monitoring Processes: April – June 2024

- The Median Length of Stay was 35.8 hours
- The Average Length of Stay was 61.2 hours
  - 45.8 hours for those discharged to home
  - 66.8 hours for those transferred to another facility
- Average Consult Elapsed Time (in Queue to Exam Complete) for Model 1 hospitals was 4 hours and 22 minutes.



# NC-STeP Quality Management and Outcomes Monitoring Processes: April - June 2024

- 662 ED patients who received telepsychiatry services had an IVC in place during their ED stay.
  - 201 (30.4%) of those patients did not have an IVC in place when discharged.
- Of the ED patients who received telepsychiatry services:
  - 45.4% were discharged to home
  - 46.2% were discharged to another facility



# NC-STeP Quality Management and Outcomes Monitoring Processes: April - June 2024

- 22 Community based sites were live as of 06/30/2024.
- There were 2,218 total behavioral health visits.
  - 129 visits with a Psychiatrist.
  - 2,089 visits with a behavioral health manager.







|  | Since project inception<br>in November 2013 | Quarter<br>Jan- Mar 2024 | Quarter<br>Apr- Jun 2024 | Quarter<br>Jul- Sep 2024 | Quarter<br>Oct- Dec 2024 |
|--|---|--------------------------|--------------------------|--------------------------|--------------------------|
| <b>Total<br/>Patient Encounters</b>  | 49,654                                      | 797                      | 914                      |                          |                          |
| <b>Model 1 Hospital<br/>Patient Encounters</b>   | 32,106                                      | 736                      | 831                      |                          |                          |
| <b>Model 2 Hospital<br/>Patient Encounters</b>   | 17,548                                      | 61                       | 83                       |                          |                          |
| <b>Total Number of Assessments</b><br>(Billed Assessments for<br>Model 1 Hospitals + Number of<br>Patient Encounters for Model 2<br>Hospitals) | 63,356                                      | 886                      | 1,026                    |                          |                          |



|  | Since project inception<br>in November 2013 | Quarter<br>Jan- Mar 2023 | Quarter<br>Apr- Jun 2023 | Quarter<br>Jul- Sep 2023 | Quarter<br>Oct- Dec 2023 |
|--|---|--------------------------|--------------------------|--------------------------|--------------------------|
| <b>Total<br/>Patient Encounters</b>  | 49,654                                      | 880                      | 925                      | 1,018                    | 908                      |
| <b>Model 1 Hospital<br/>Patient Encounters</b>   | 32,106                                      | 828                      | 861                      | 950                      | 848                      |
| <b>Model 2 Hospital<br/>Patient Encounters</b>   | 17,548                                      | 52                       | 64                       | 68                       | 60                       |
| <b>Total Number of Assessments</b><br>(Billed Assessments for<br>Model 1 Hospitals + Number of<br>Patient Encounters for Model 2<br>Hospitals) | 63,356                                      | 1,027                    | 1,019                    | 1,161                    | 1,019                    |





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**

49,654

4,835

4,305

4,763

5,124

3,731

**Model 1 Hospital Patient Encounters**

32,106

1,902

2,152

2,897

3,328

3,487

**Model 2 Hospital Patient Encounters**

17,548

2,933

2,153

1,866

1,796

244

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

63,356

5,287

4,820

5,641

5,923

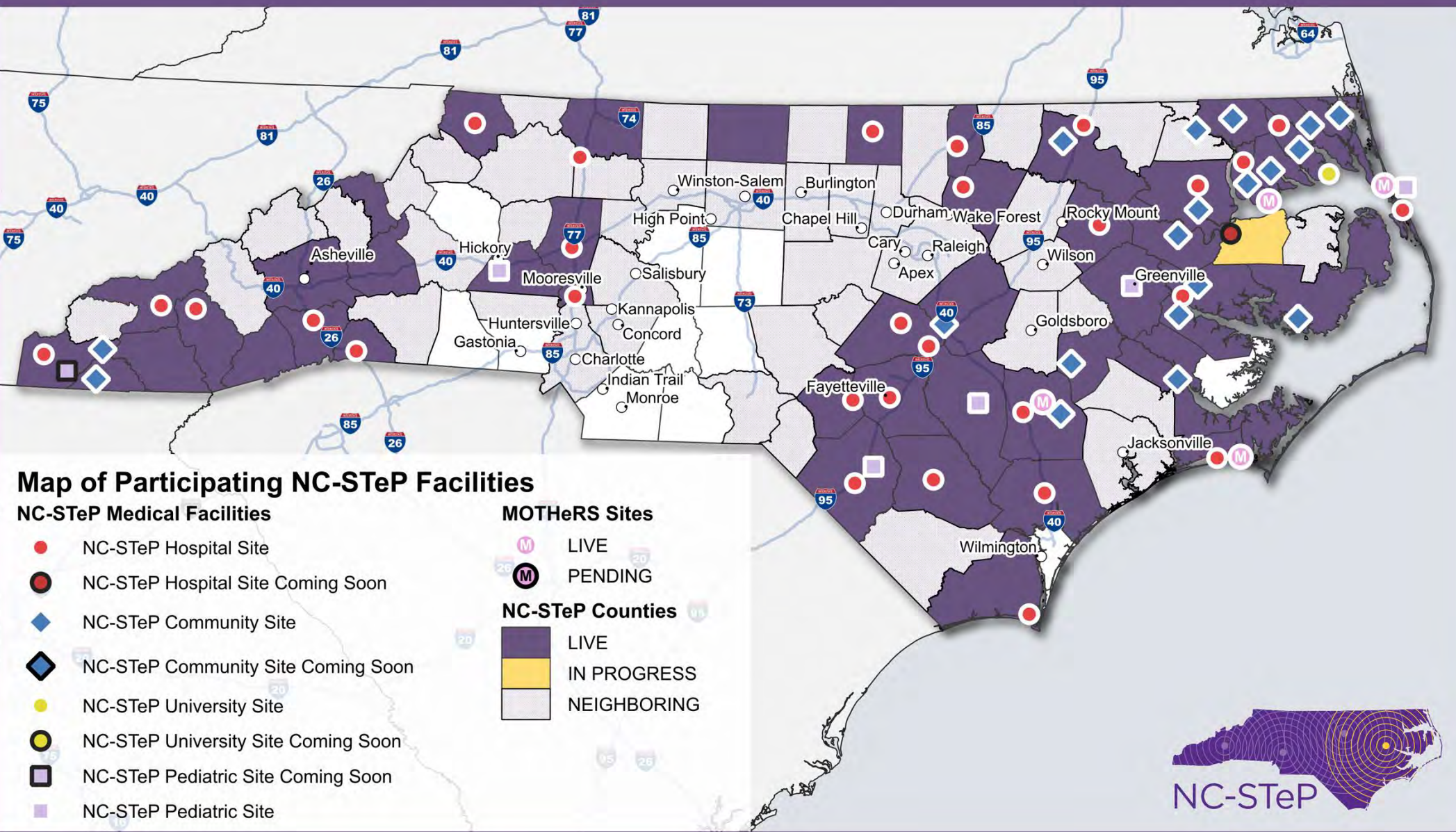
4,226

# NC-STeP Benchmarks



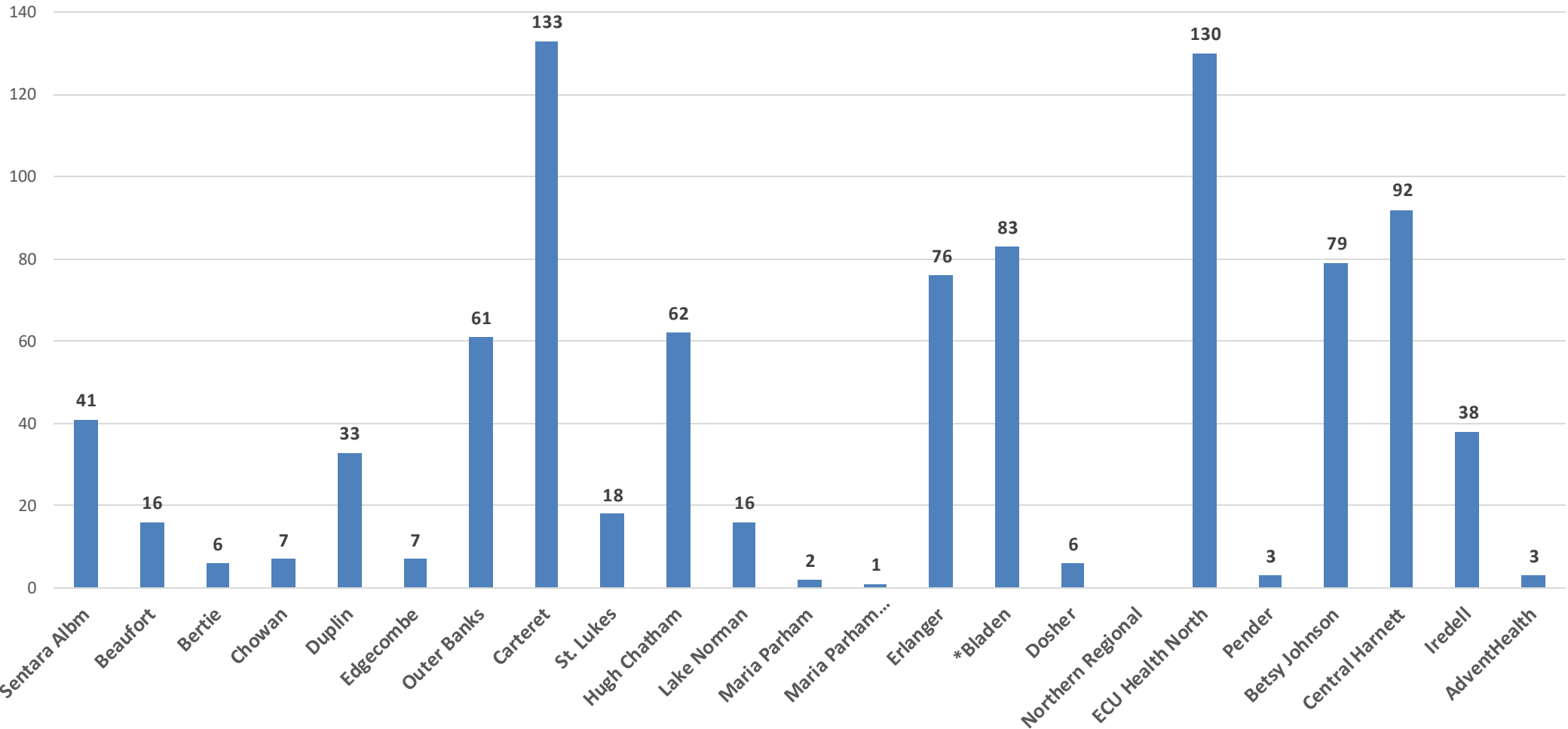
| Goals  | Values Reached  |   |   |
|--|---|---|---|
| Cumulative Target to be reached by (06/30/2024)  | Value Reached as of most recent previous quarter (03/31/2024) | Value Reached as of this reporting quarter (06/30/2024) | Year-to-Date Total with % of the Yearly Target (06/30/2024) |
| <b>Number of IVCs</b>  | 2,229   | 564   | 662<br>2,649<br>118.8% of Yearly Target                     |
| <b>Number of IVCs Overturned</b>   | 1,133   | 177   | 201<br>903<br>79.7% of Yearly Target                        |
| <b>Total Number of Assessments</b><br>(Billed assessments for Model 1 hospitals + Number of patient encounters for Model 2 hospitals.) | 3,400   | 886   | 1,026<br>4,092<br>120.3% of Yearly Target                   |

# NC-STeP Status as of June 30, 2024



# Number of NC-STeP Patients by Hospital

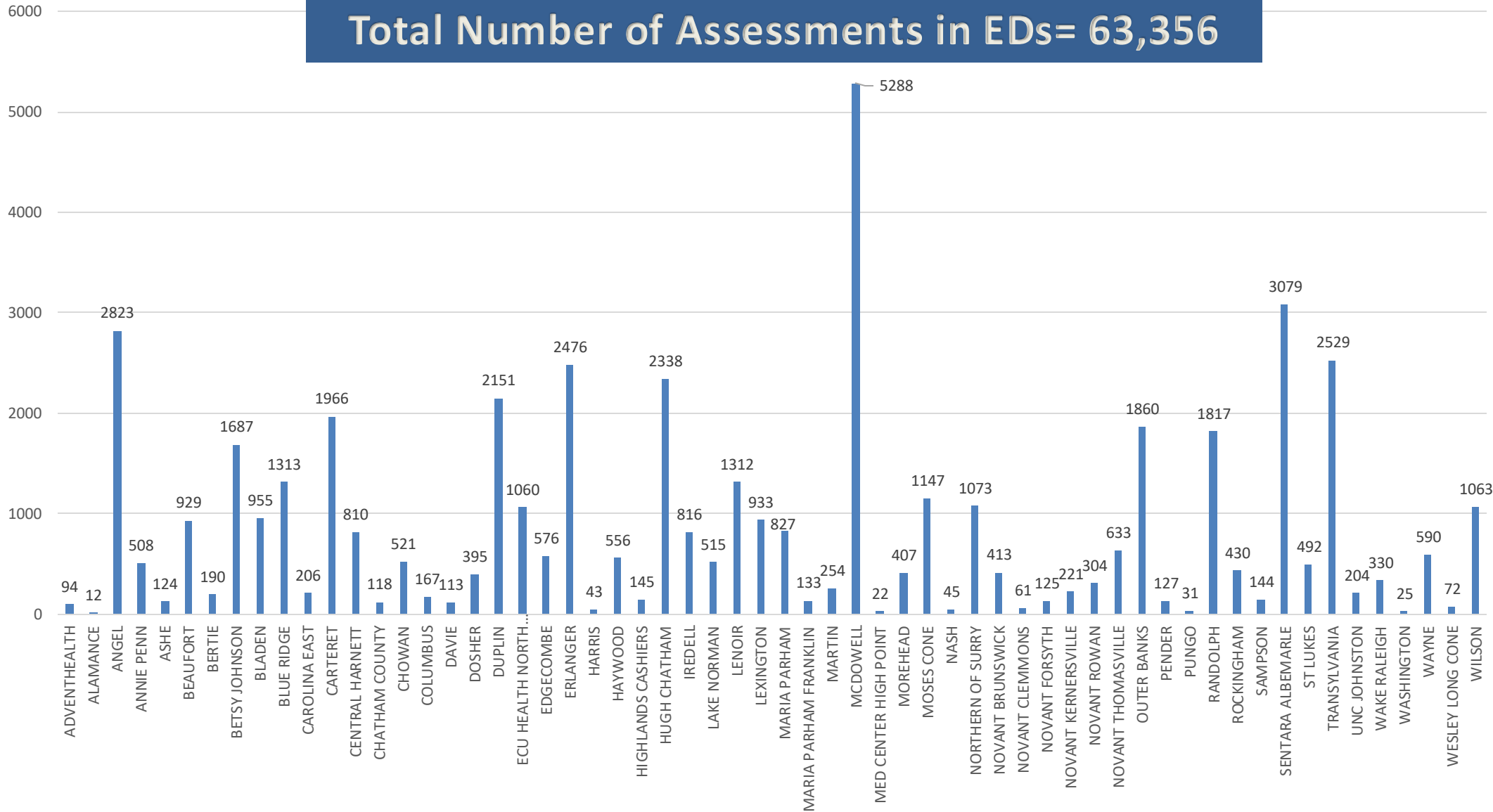
## April - June 2024



# NC-STeP Program to Date Total Patients by Hospital

October 2013 - June 2024

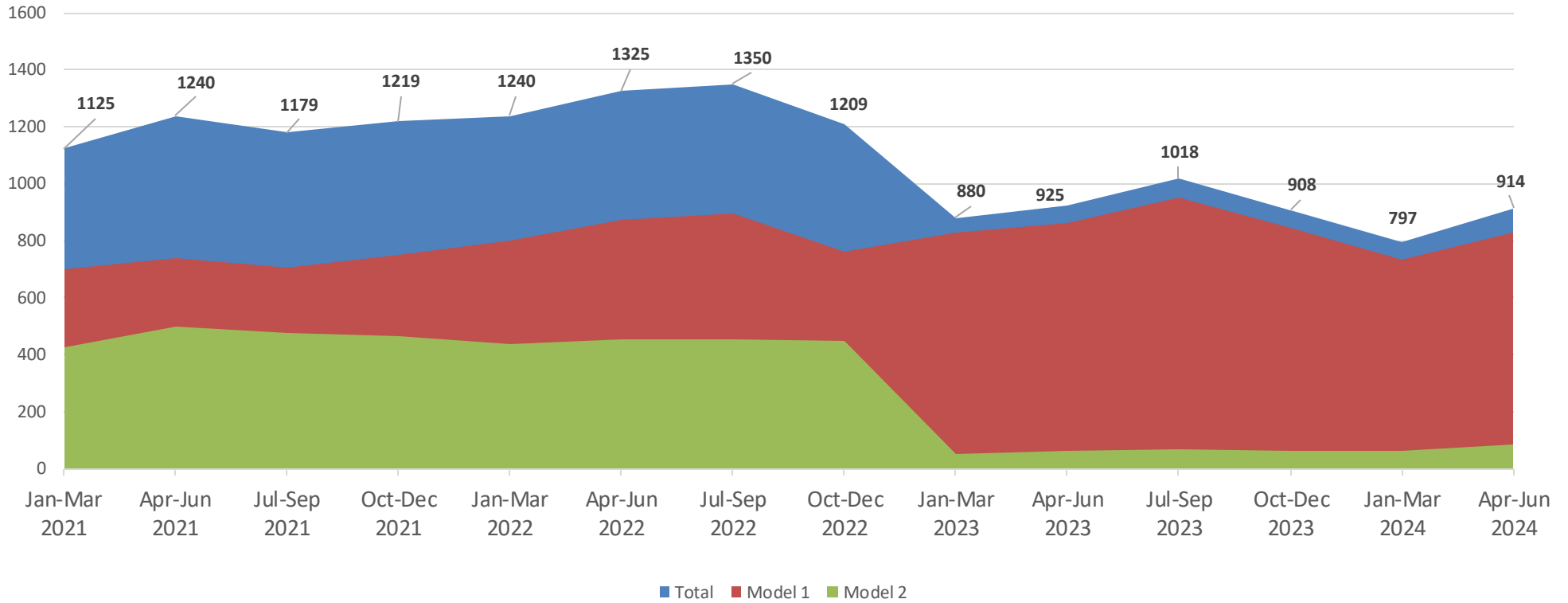
Total Number of Assessments in EDs= 63,356





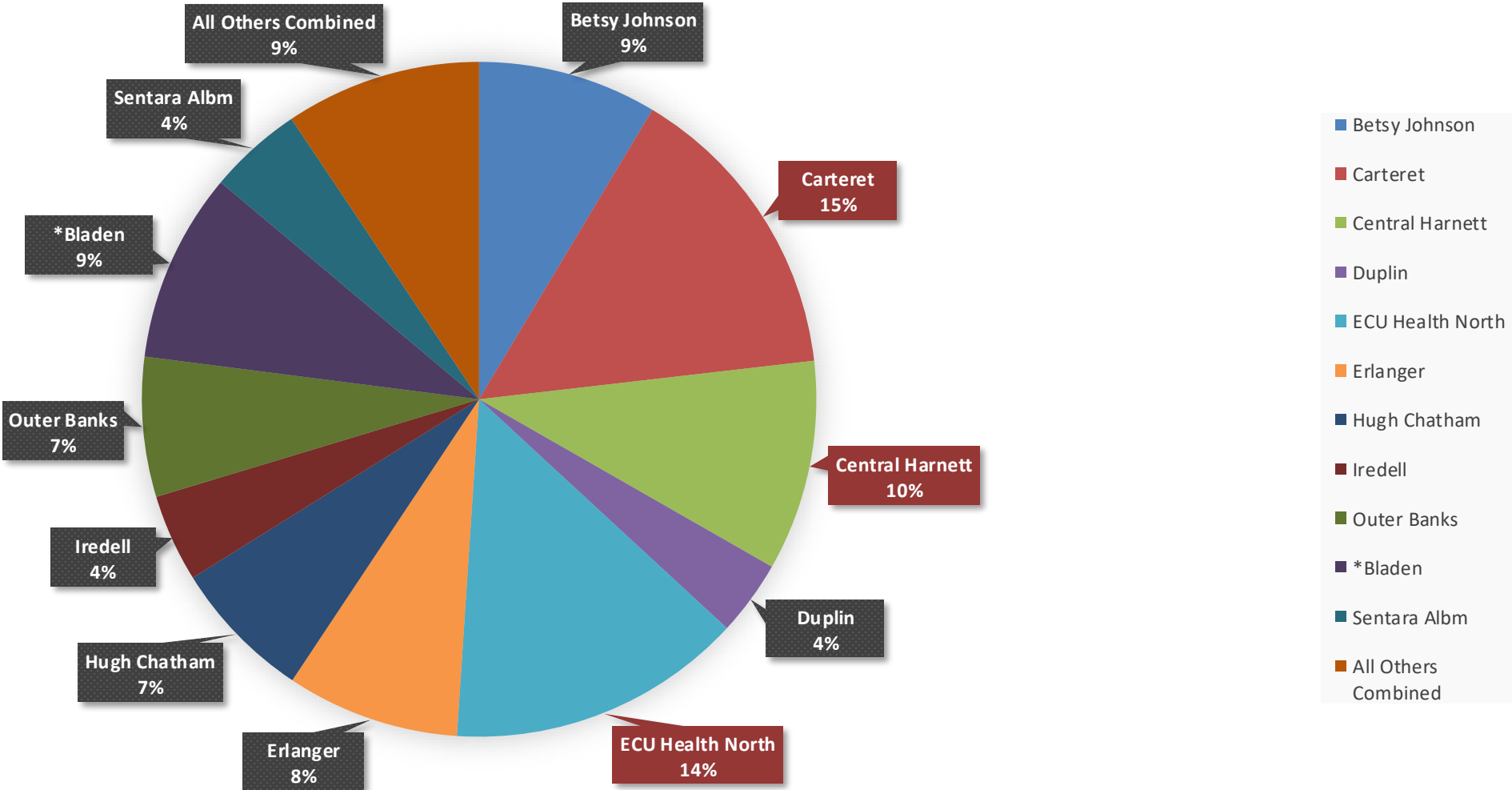
# NC-STeP Encounters by Model by Quarter

Jan 2021 - June 2024



| Model        | Jan-Mar 2021 | Apr-Jun 2021 | Jul-Sep 2021 | Oct-Dec 2021 | Jan-Mar 2022 | Apr-Jun 2022 | Jul-Sep 2022 | Oct-Dec 2022 | Jan-Mar 2023 | Apr-Jun 2023 | Jul-Sep 2023 | Oct-Dec 2023 | Jan-Mar 2024 | Apr-Jun 2024 |
|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Model 1      | 699          | 740          | 705          | 753          | 802          | 873          | 894          | 759          | 828          | 861          | 950          | 848          | 736          | 831          |
| Model 2      | 426          | 500          | 474          | 466          | 438          | 452          | 456          | 450          | 52           | 64           | 68           | 60           | 61           | 83           |
| <b>Total</b> | <b>1125</b>  | <b>1240</b>  | <b>1179</b>  | <b>1219</b>  | <b>1240</b>  | <b>1325</b>  | <b>1350</b>  | <b>1209</b>  | <b>880</b>   | <b>925</b>   | <b>1018</b>  | <b>908</b>   | <b>797</b>   | <b>914</b>   |

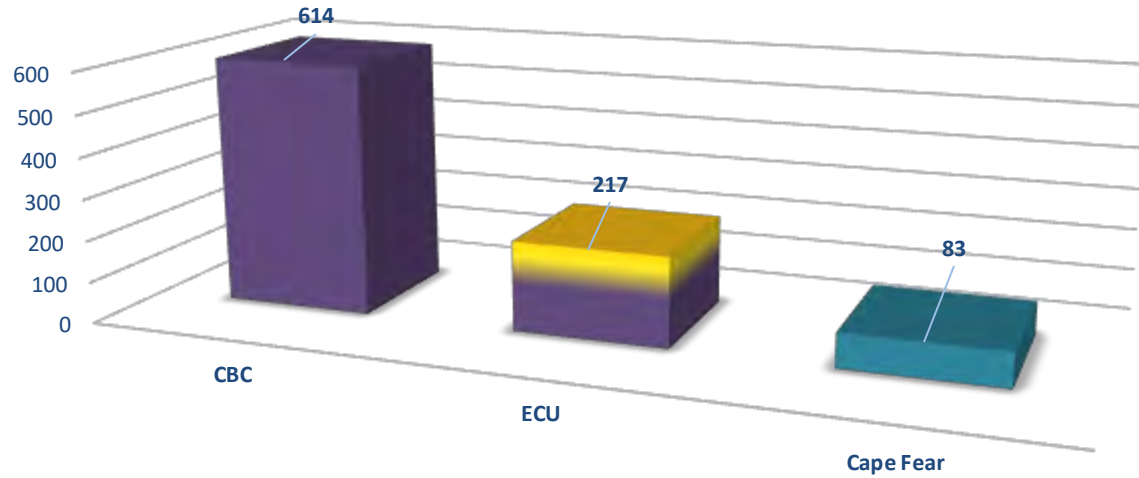
# Percent of Use by Hospital for Model 1 and Model 2 Apr - Jun 2024 (based on number of patients)



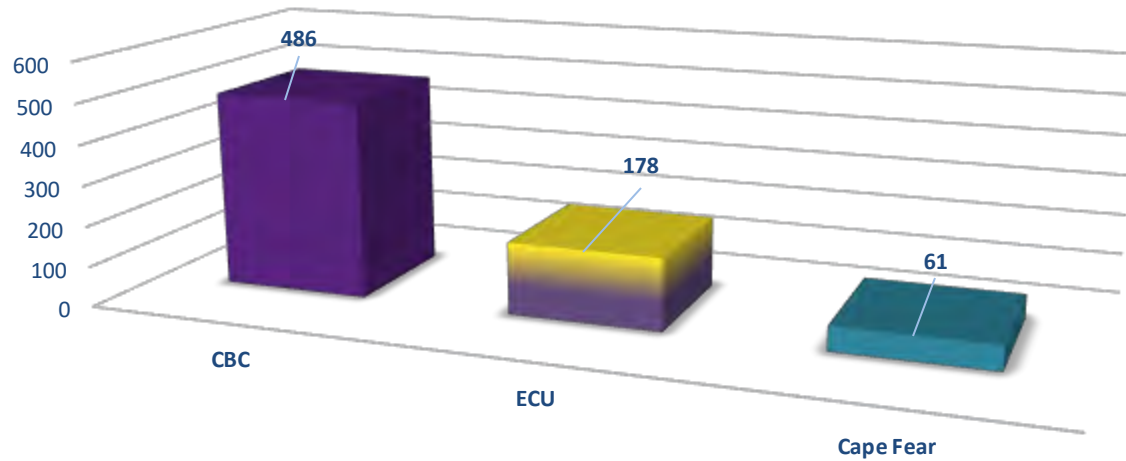


# Number of Patients by Provider

## Apr-Jun 2024

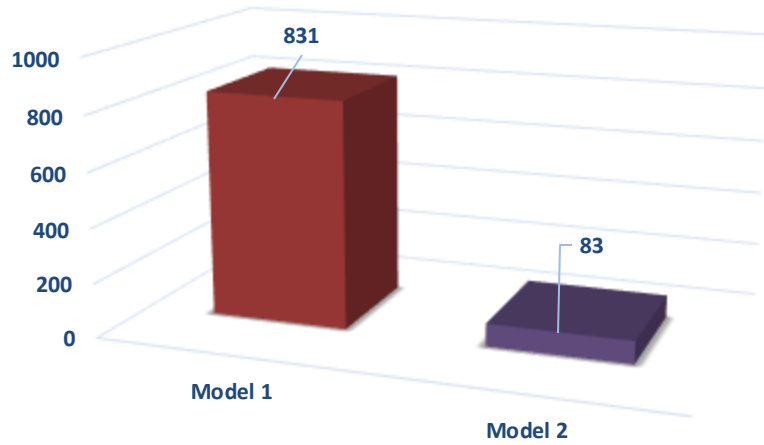


## Jan-Mar 2024

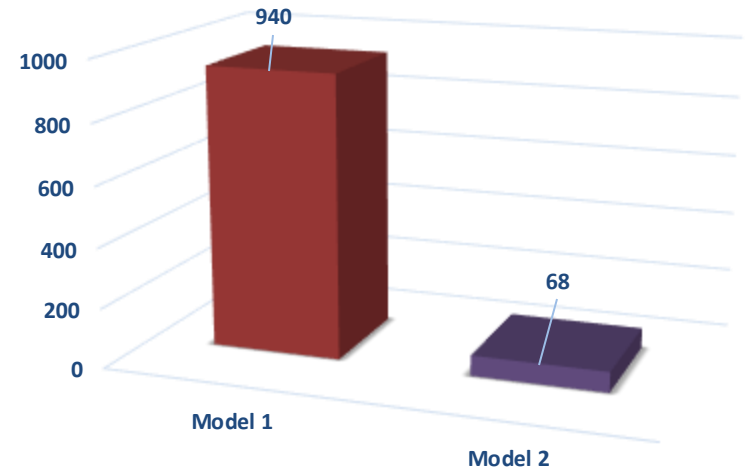


# Number of Patients by Model

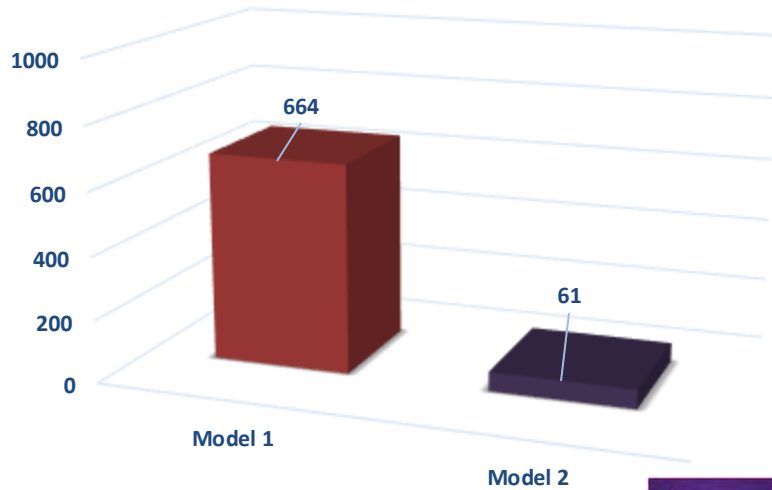
## Apr-Jun 2024



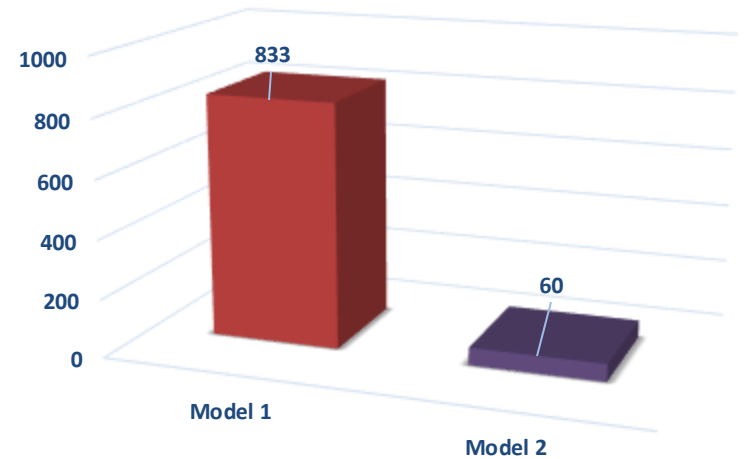
## Jul-Sep 2023



## Jan-Mar 2024

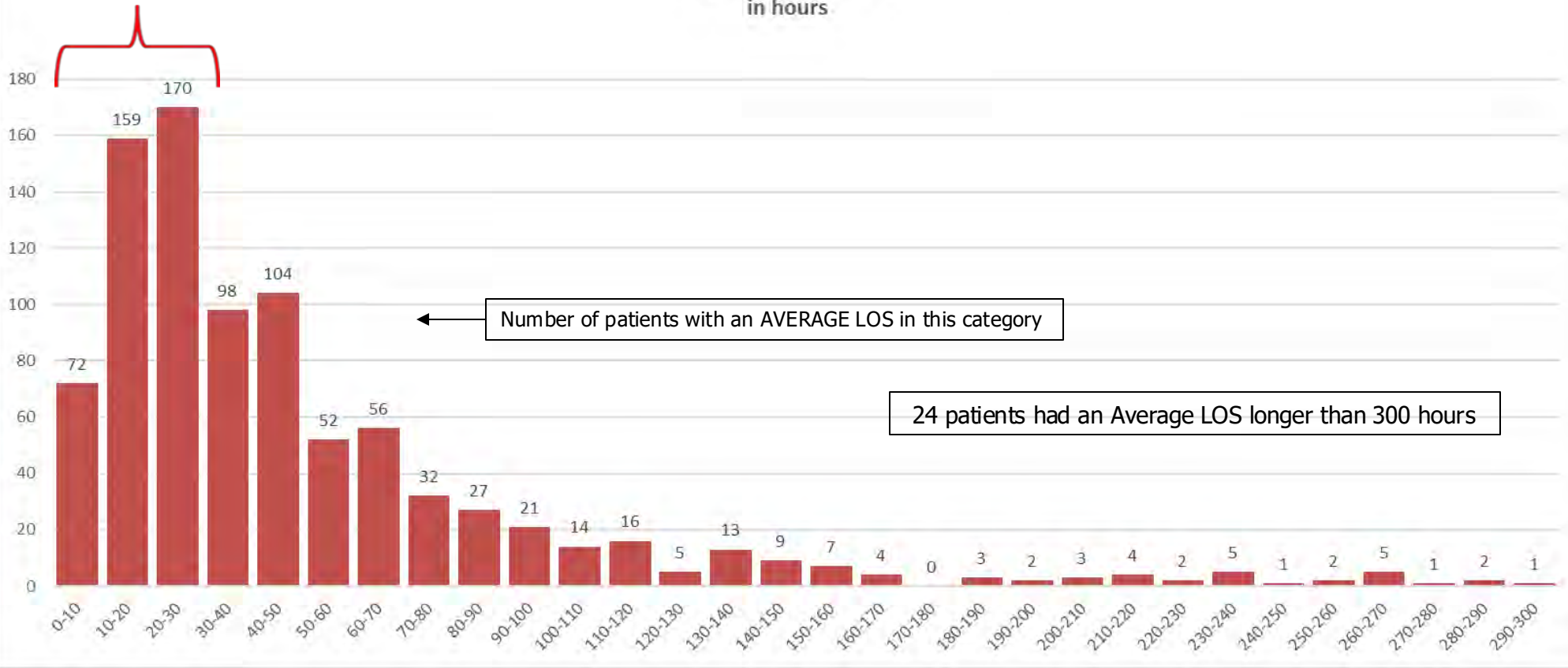


## Oct-Dec 2023



### 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



Number of patients with an AVERAGE LOS in this category

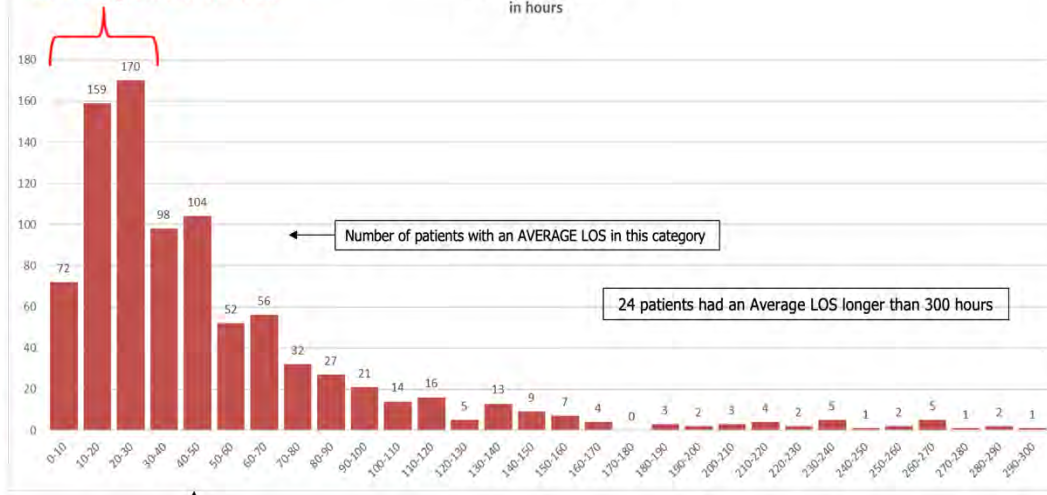
24 patients had an Average LOS longer than 300 hours

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



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

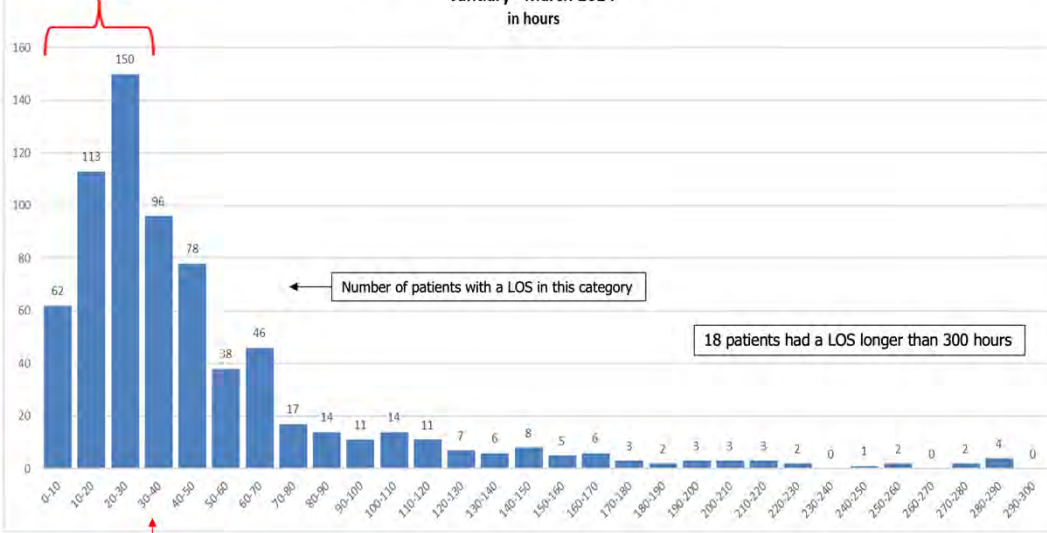
44% percent of patients had an Average LOS of 30 hours or less



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

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

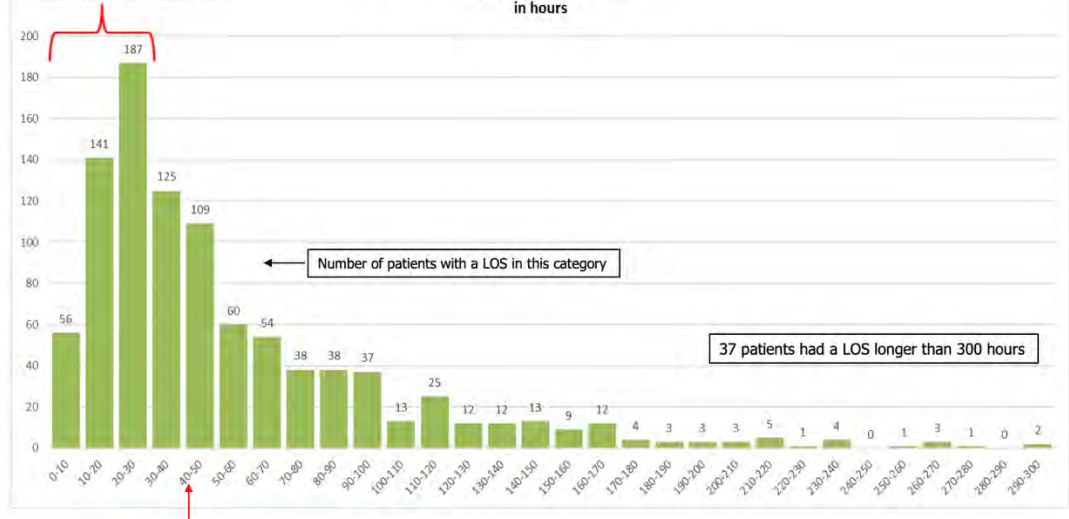
45% percent of patients had a LOS of 30 hours or less



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

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

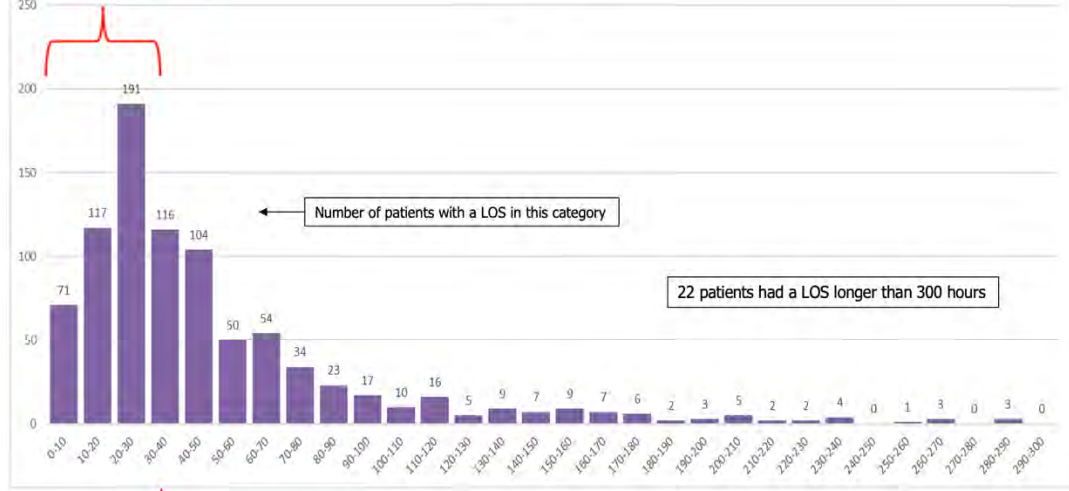
38% percent of patients had a LOS of 30 hours or less



Median Length of Stay for Jul-Sep 2023 = 39.5 hours

**Number of NC-STEP Patients by LOS Category**  
October - December 2023  
in hours

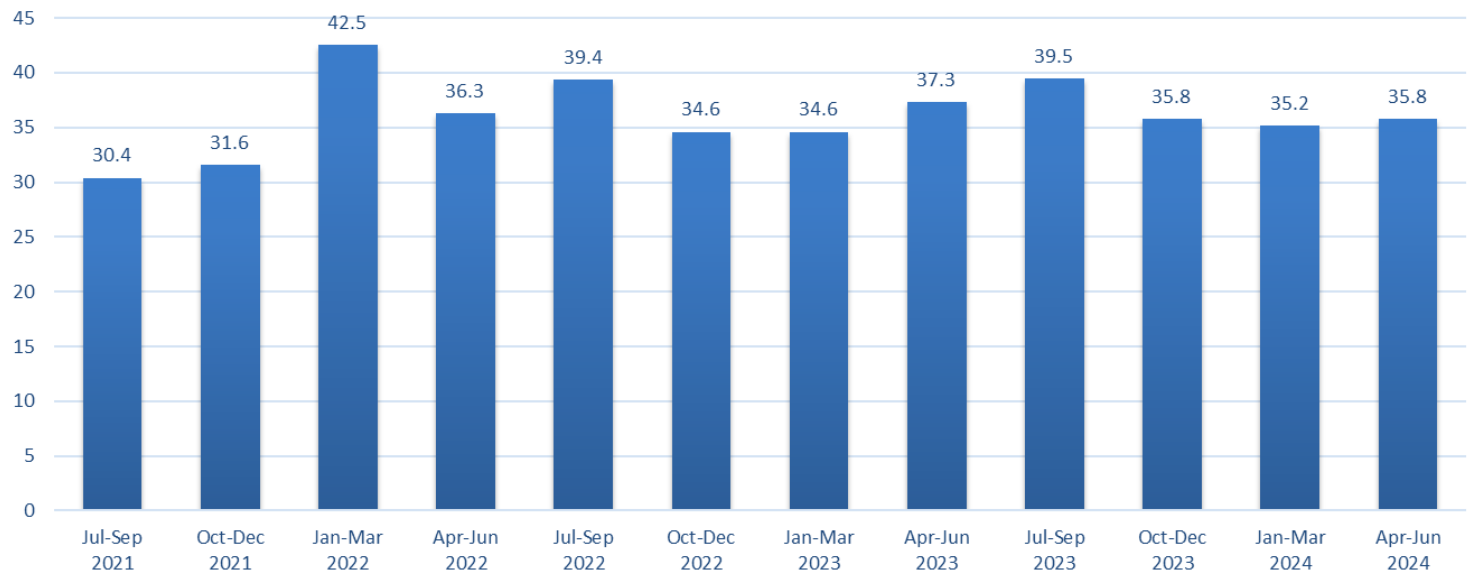
43% percent of patients had a LOS of 30 hours or less



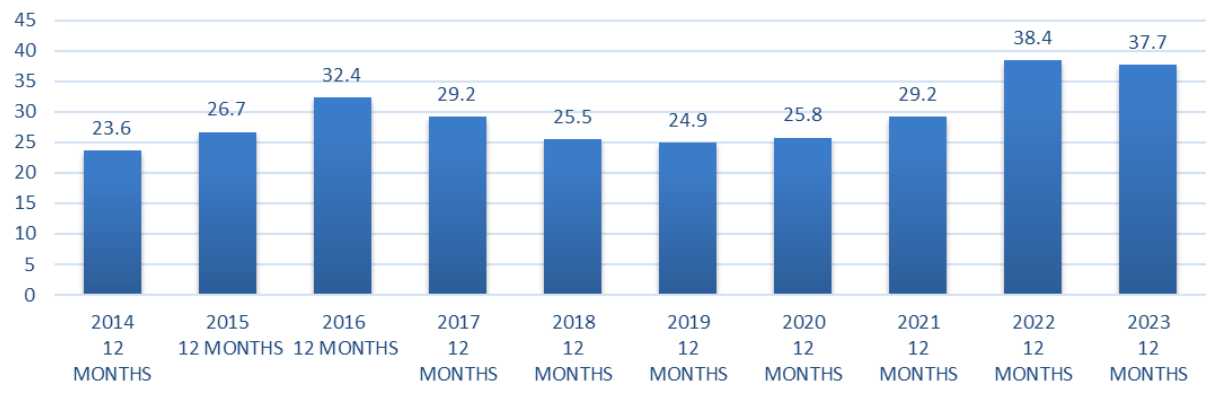
Median Length of Stay for Oct-Dec 2023 = 35.8 hours



### Median Length of Stay by Quarter (in hours)



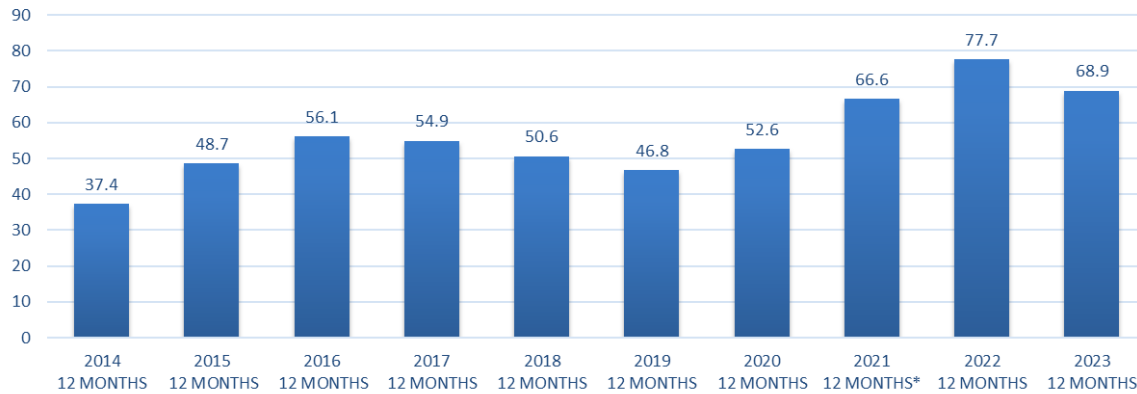
### Median Length of Stay by Year (in hours)



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



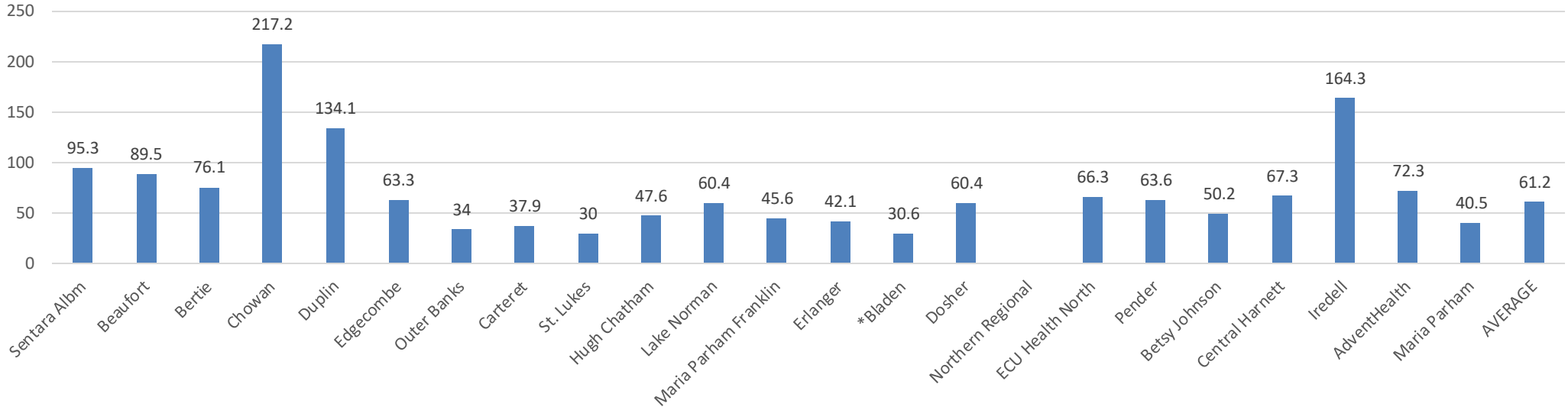
## Average Length of Stay by Year (in hours)



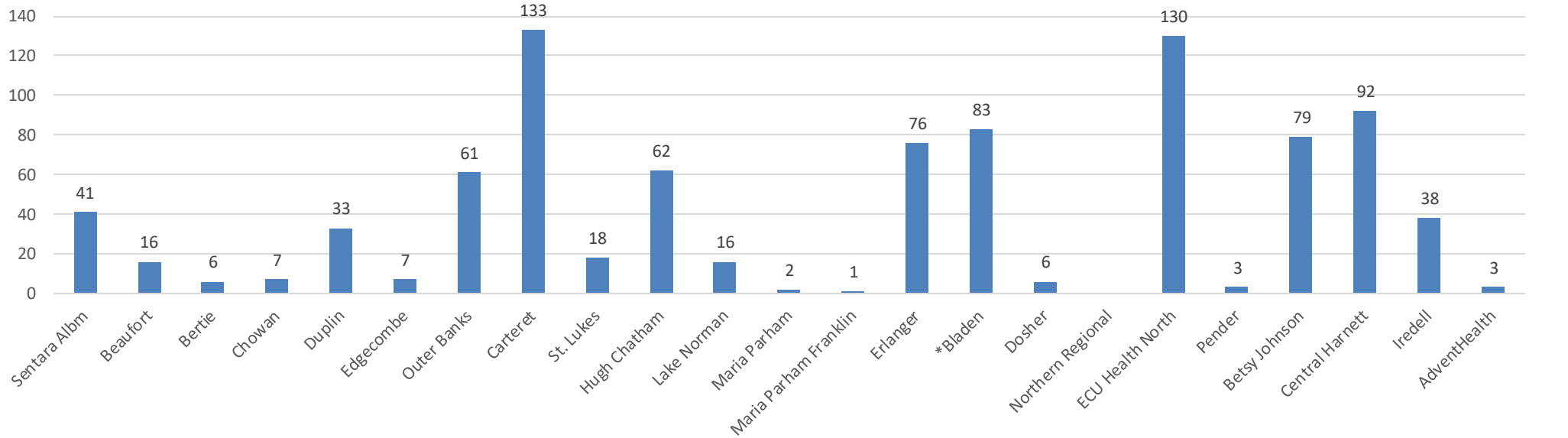
\*Indicates average was adjusted to include back data



### Average Length of Stay for NC-Step Patients by Hospital April - June 2024 (in hours)

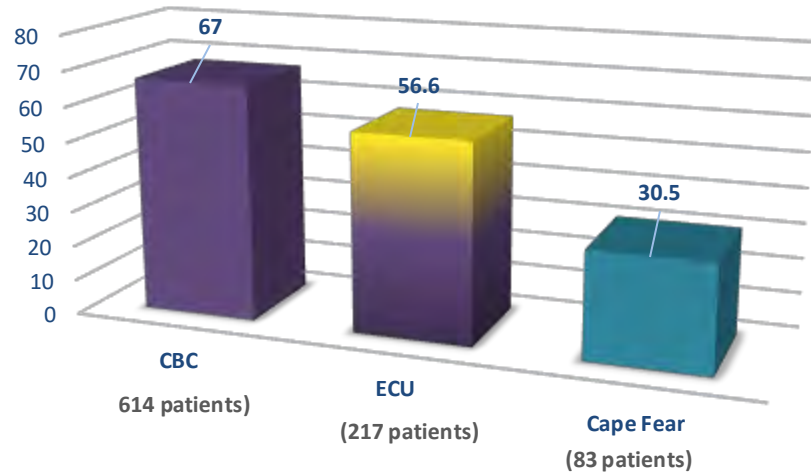


### Number of NC-Step Patients by Hospital April - June 2024





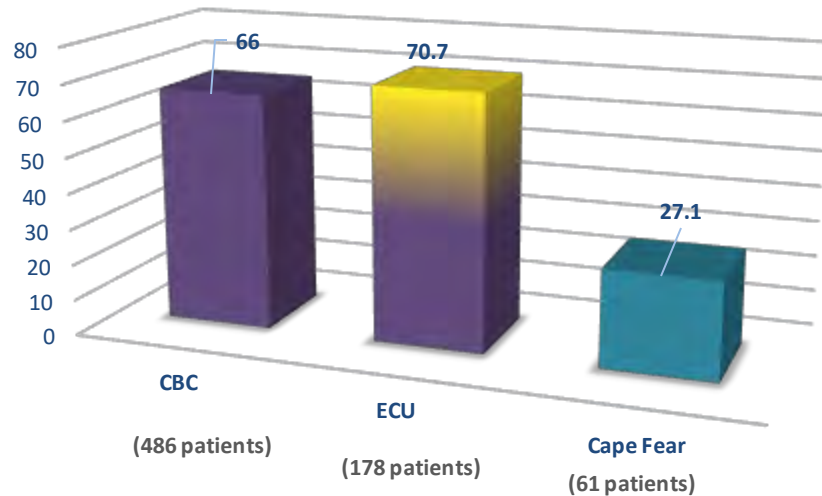
## Apr-Jun 2024 (in hours)



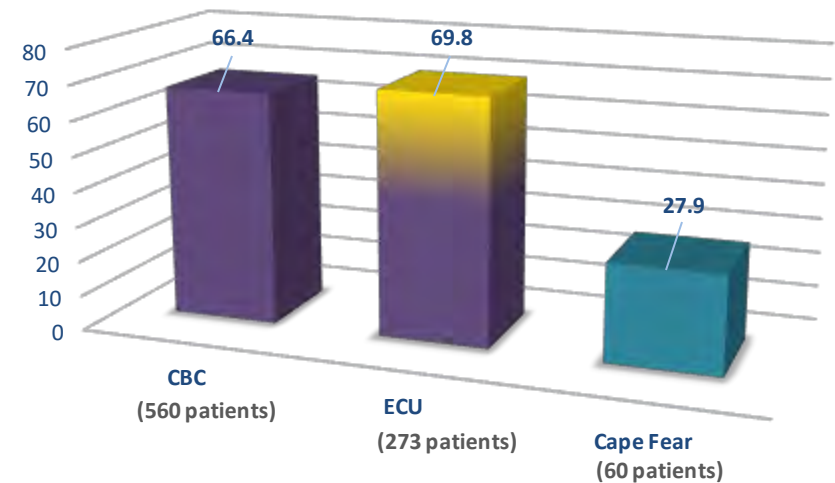
## Average Length of Stay by Provider



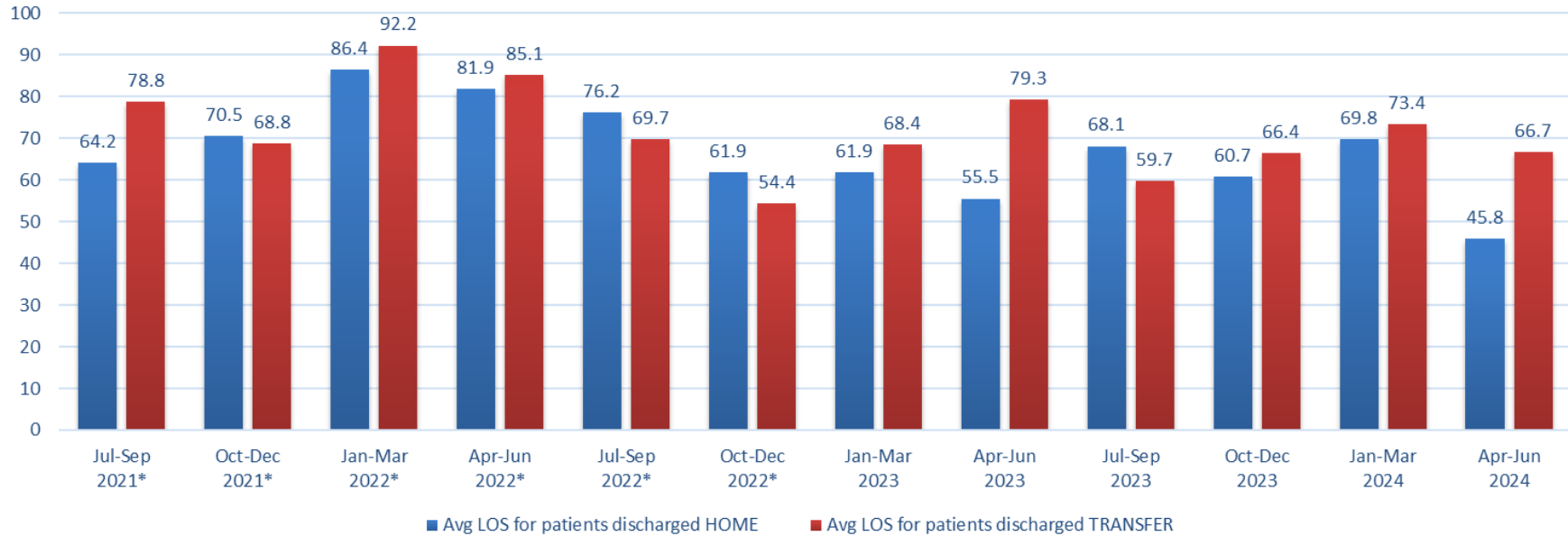
## Jan-Mar 2024 (in hours)



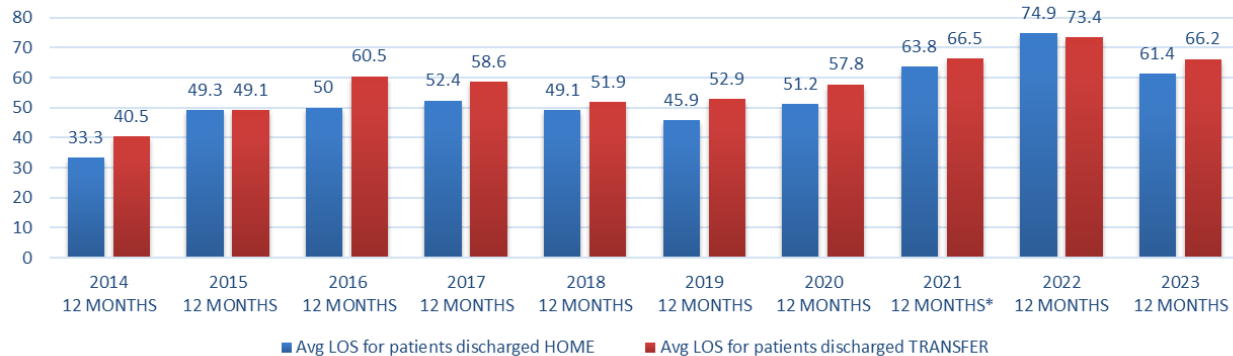
## Oct-Dec 2023 (in hours)



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



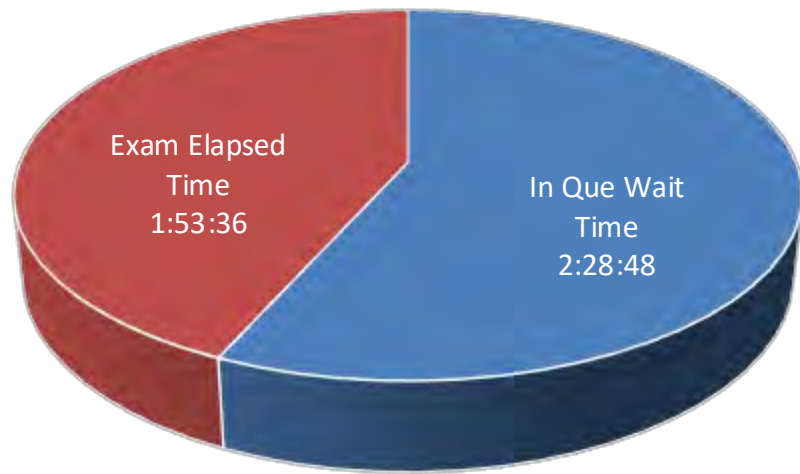
### Average Length of Stay by Year for Patients Discharged to Home or Transfer (in hours)



\*Indicates average was adjusted to include back data

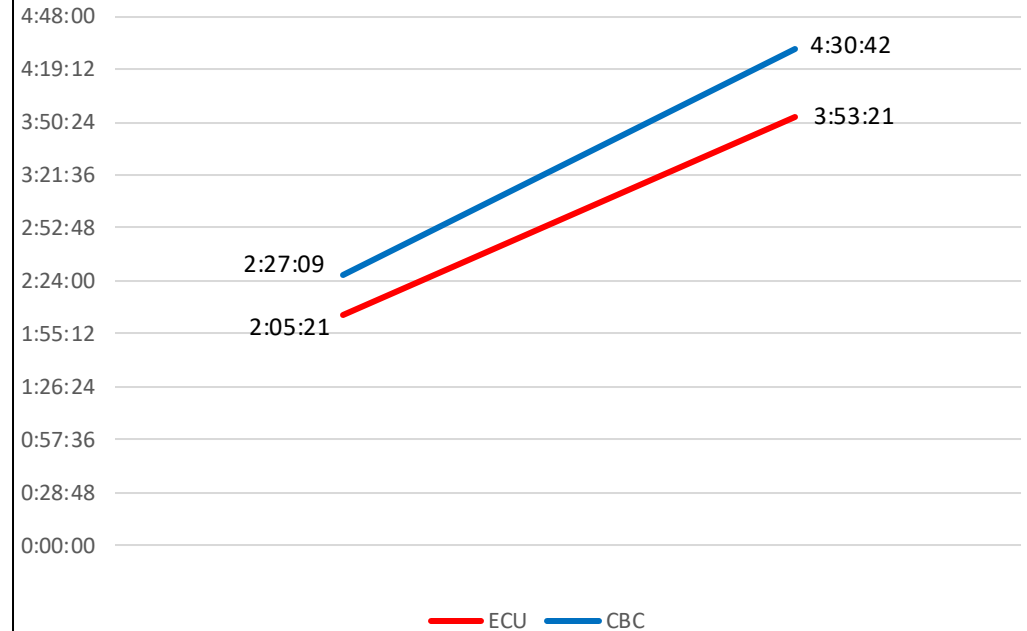
# Consult Elapsed Time: April - June 2024

**CBC & ECU**  
**Average Consult Exam Elapsed Time**  
In Que to Exam Complete  
FY24-Q4 April - June 2024  
4 hrs. 22 min

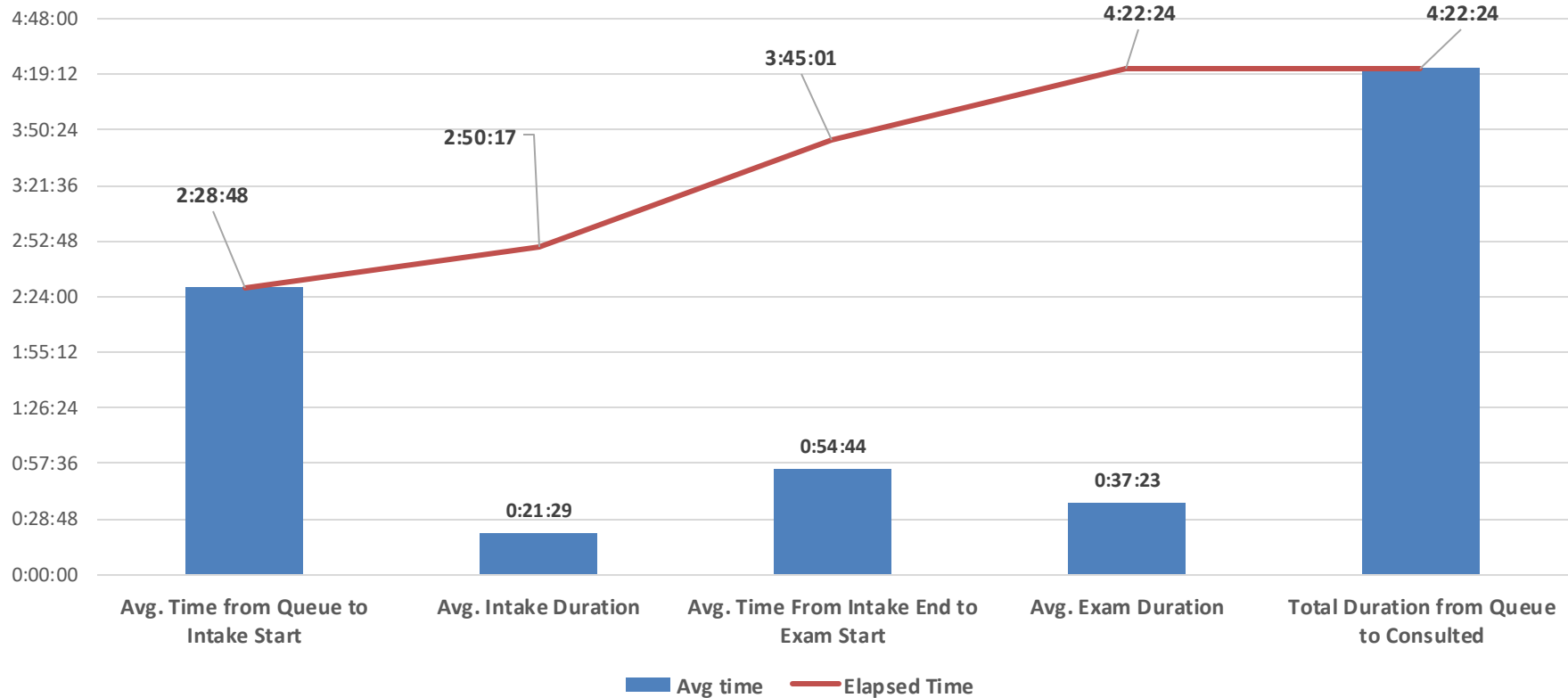


■ In Que Wait Time ■ Exam Elapsed Time

**Comparison CBC & ECU**  
**Average Consult Elapsed Time**  
In Que to Exam Complete  
FY24-Q4 April - June 2024

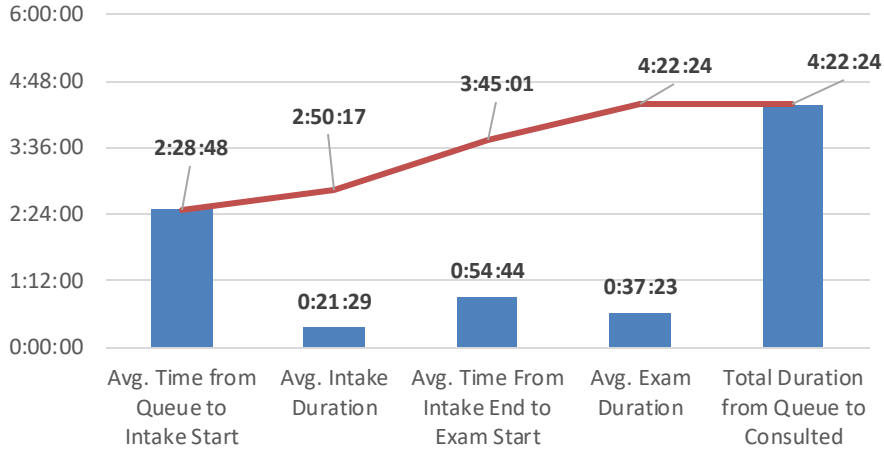


# Key Processes and Elapsed Times Averages CBC and ECU: April - June 2024

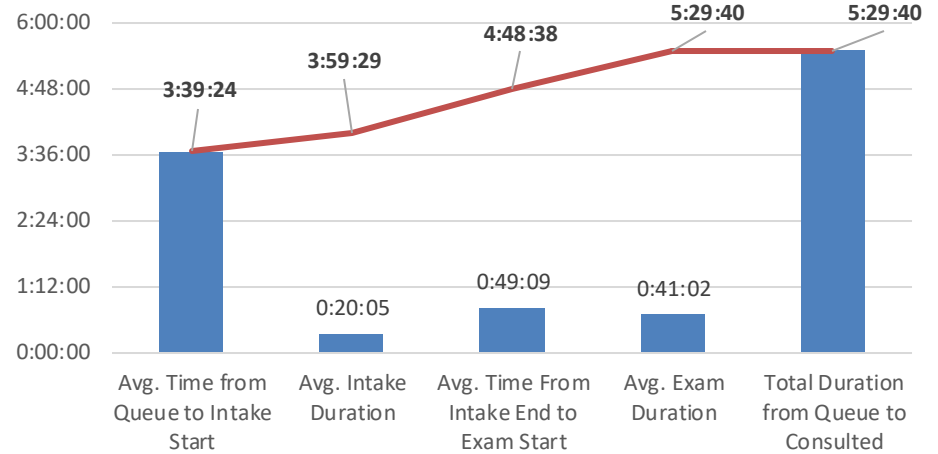


# Key Processes and Elapsed Times Averages

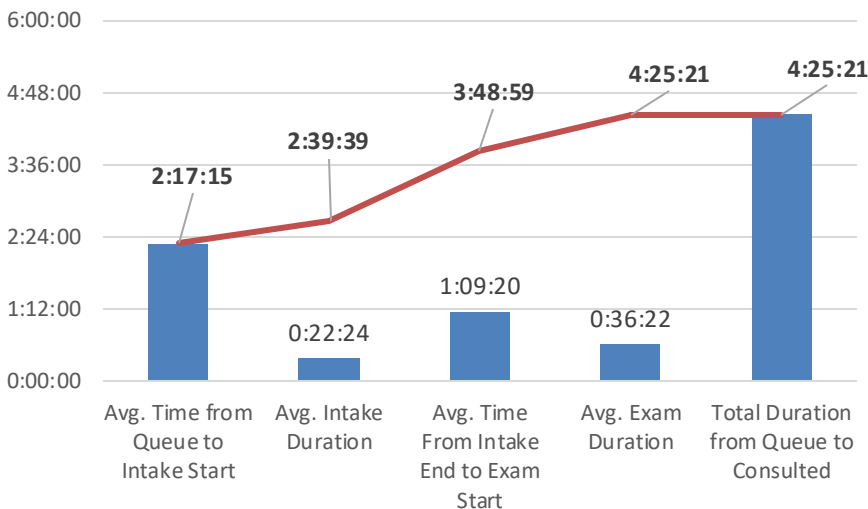
## April - June 2024



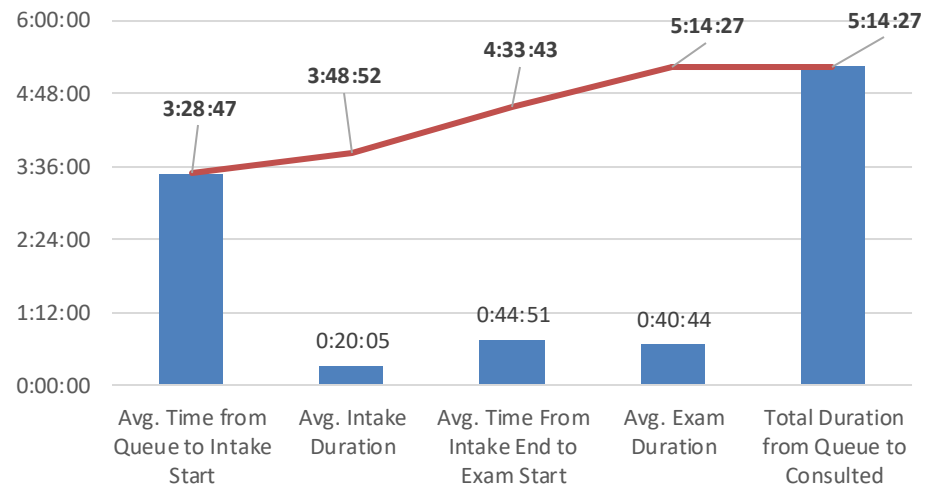
## July - September 2023



## January - March 2024



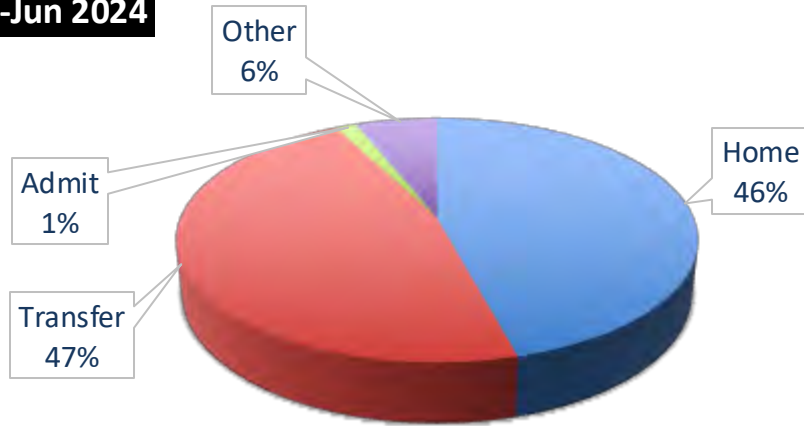
## October - December 2023



■ Avg time    — Elapsed Time

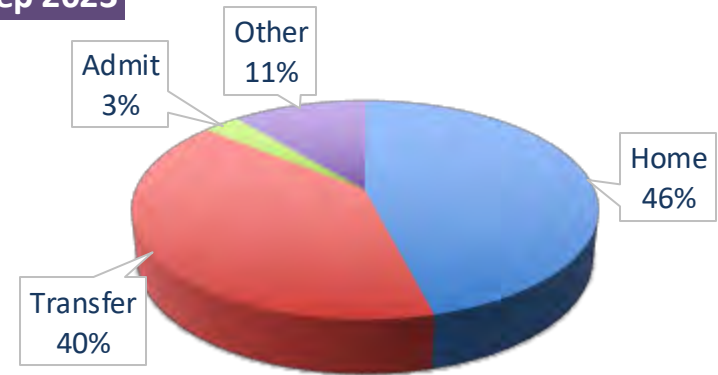
# Percent of Patients by Discharge Disposition

**Apr-Jun 2024**



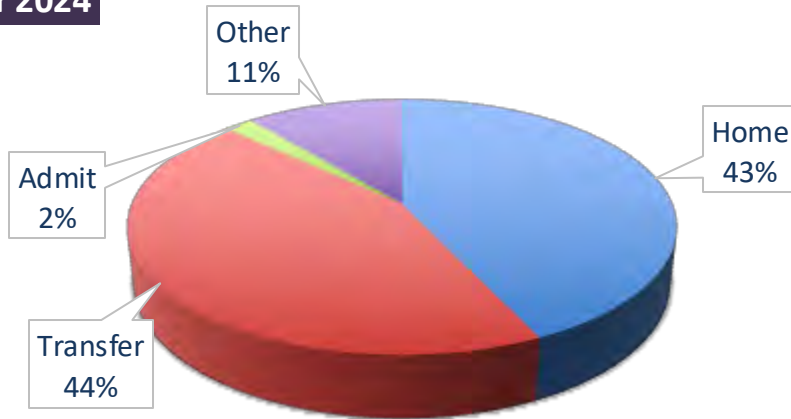
■ Home ■ Transfer ■ Admit ■ Other

**Jul-Sep 2023**



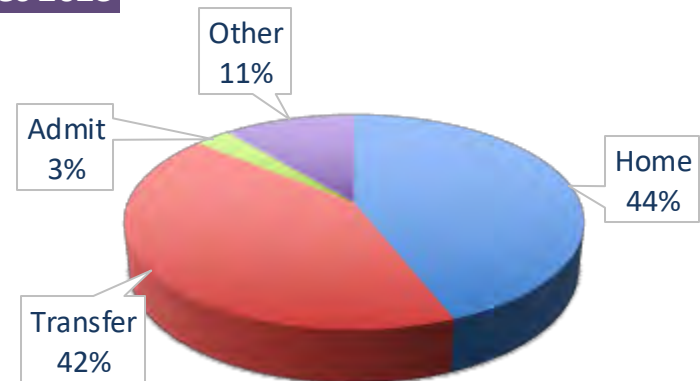
■ Home ■ Transfer ■ Admit ■ Other

**Jan-Mar 2024**



■ Home ■ Transfer ■ Admit ■ Other

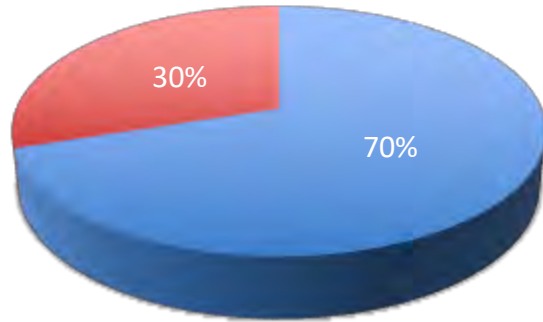
**Oct-Dec 2023**



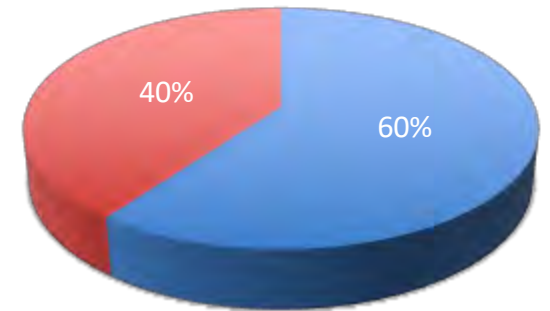
■ Home ■ Transfer ■ Admit ■ Other



**Apr-Jun 2024**



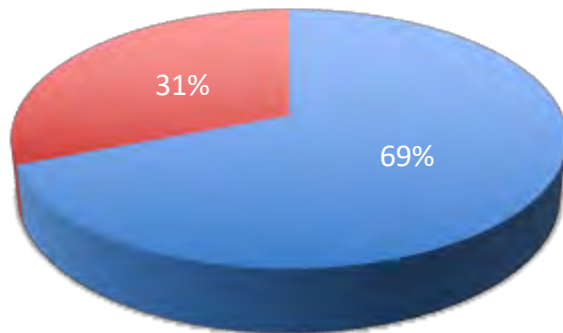
**Jul-Sep 2023**



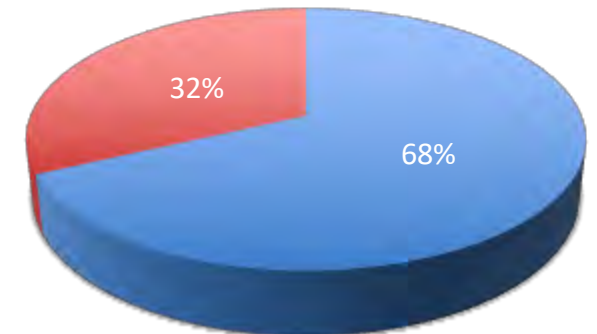
## IVCs – By Release Status

- IVCs - percent not released
- IVCs - percent released

**Jan-Mar 2024**

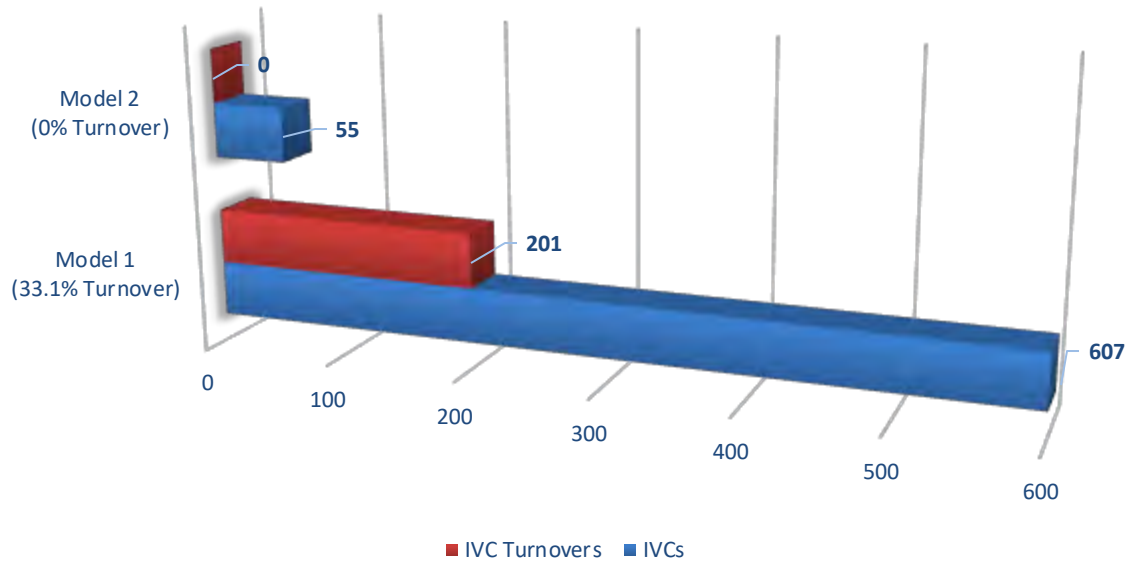


**Oct-Dec 2023**



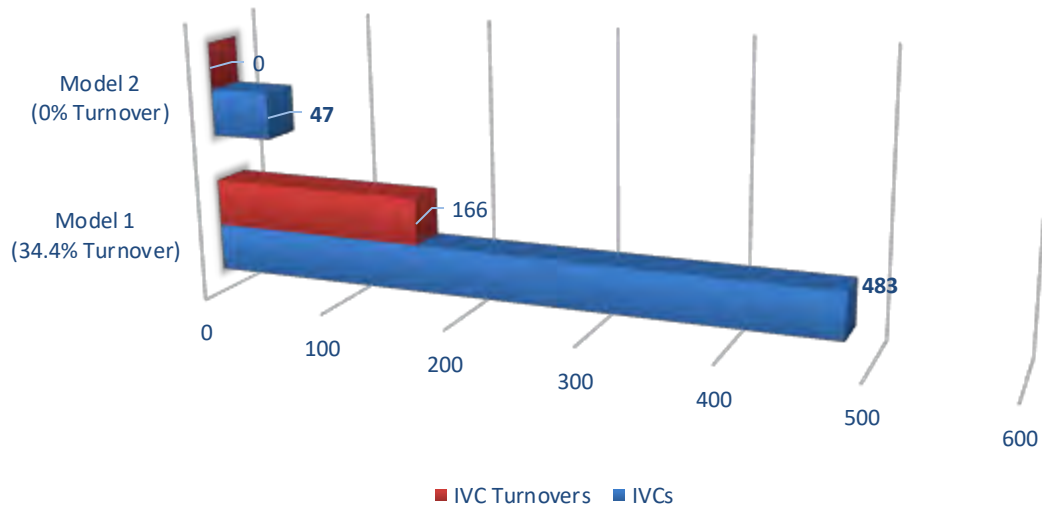


## Apr-Jun 2024

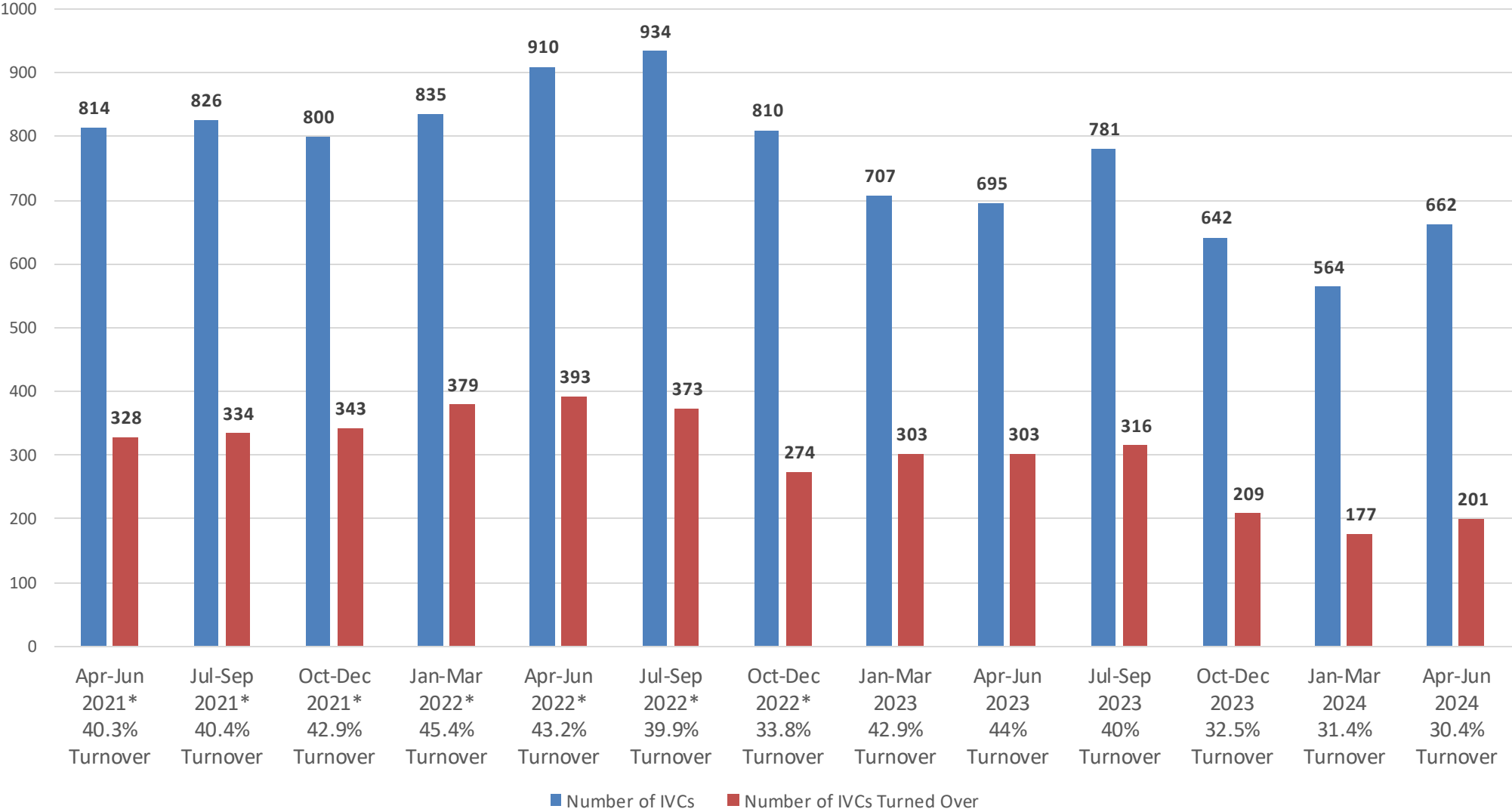


## Number of IVCs and IVC Turnovers by Model

## Jan-Mar 2024



# Number of IVCs and IVCs Turned Over by Quarter



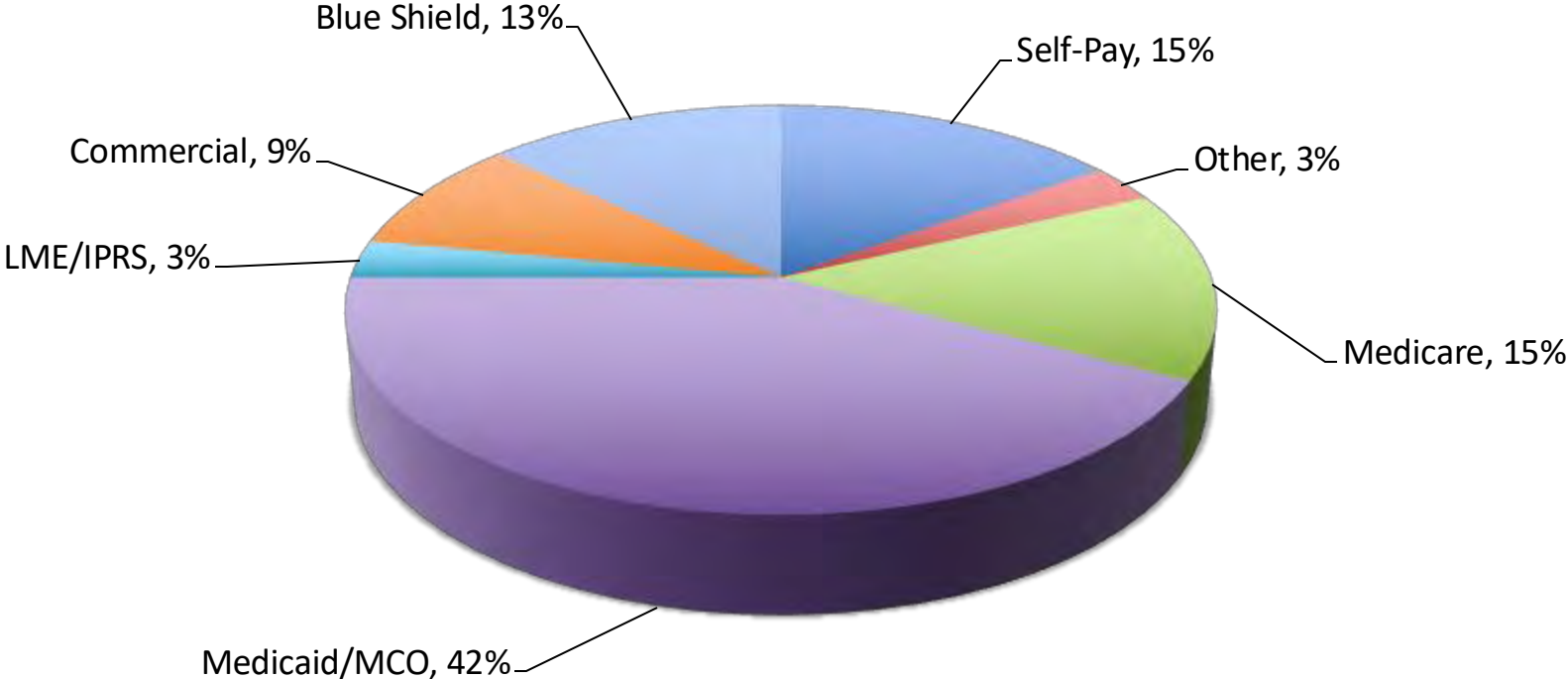
# Satisfaction Surveys

- Satisfaction surveys are done twice a year
- Satisfaction surveys were not done during this last quarter
- Most recent surveys were conducted in March 2024.
  - 41 individuals responded to the survey (N = 41).
- **The overall satisfaction rate was 83%.**



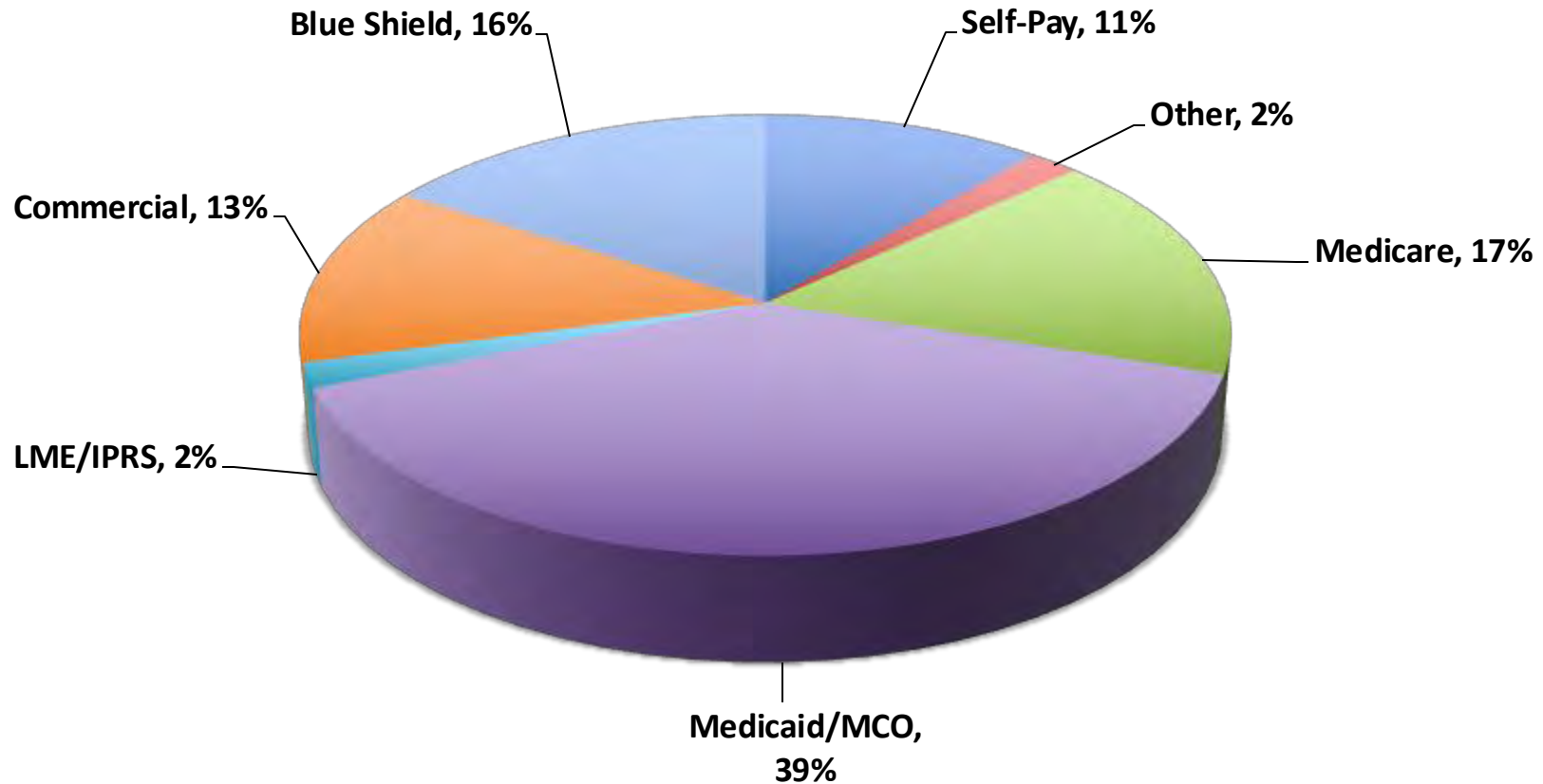
# NC-STeP Charge Mix

QTD FY2024 - Quarter 4

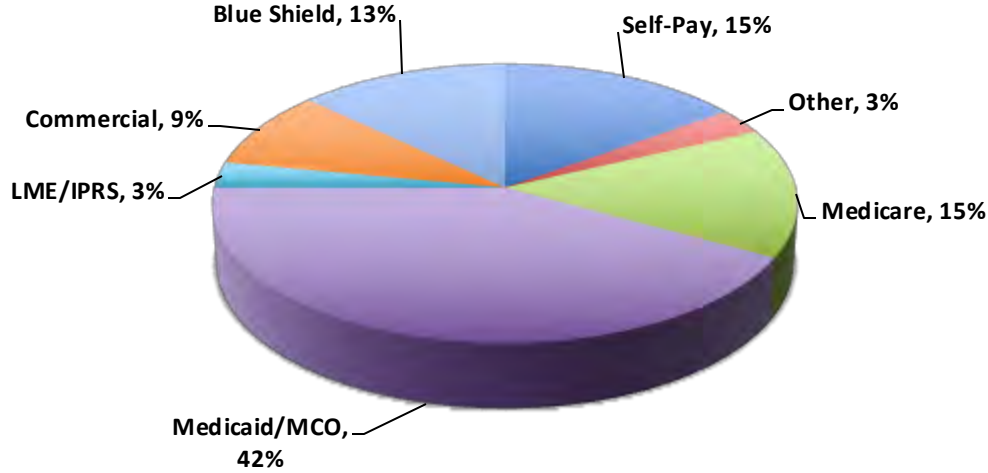


# NC-STeP Charge Mix

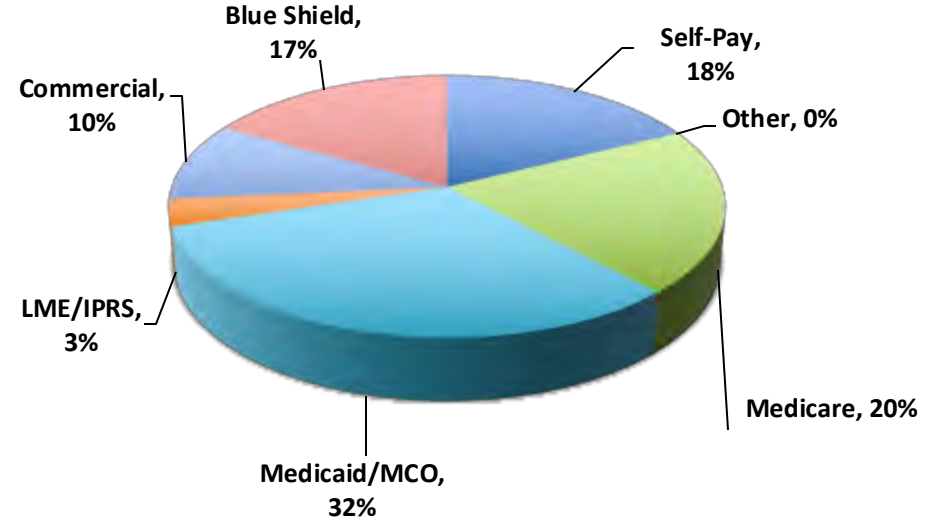
QTD FY2024 - Quarter 3



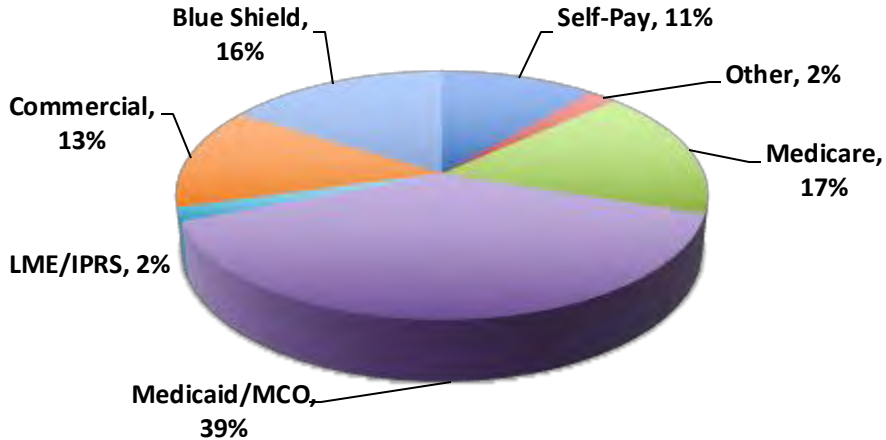
## Quarter 4 (April 1- June 30, 2024)



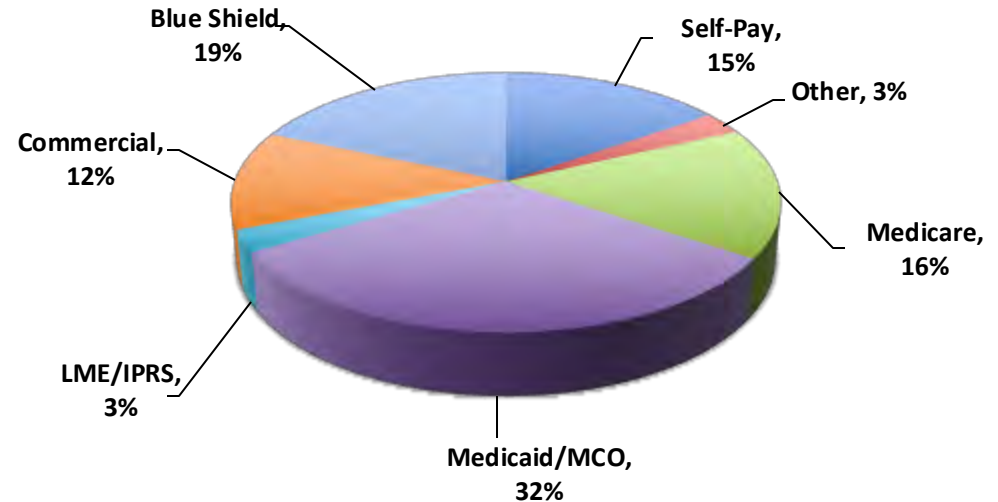
## Quarter 1 (July 1- September 30, 2023)



## Quarter 3 (January 1- March 31, 2024)

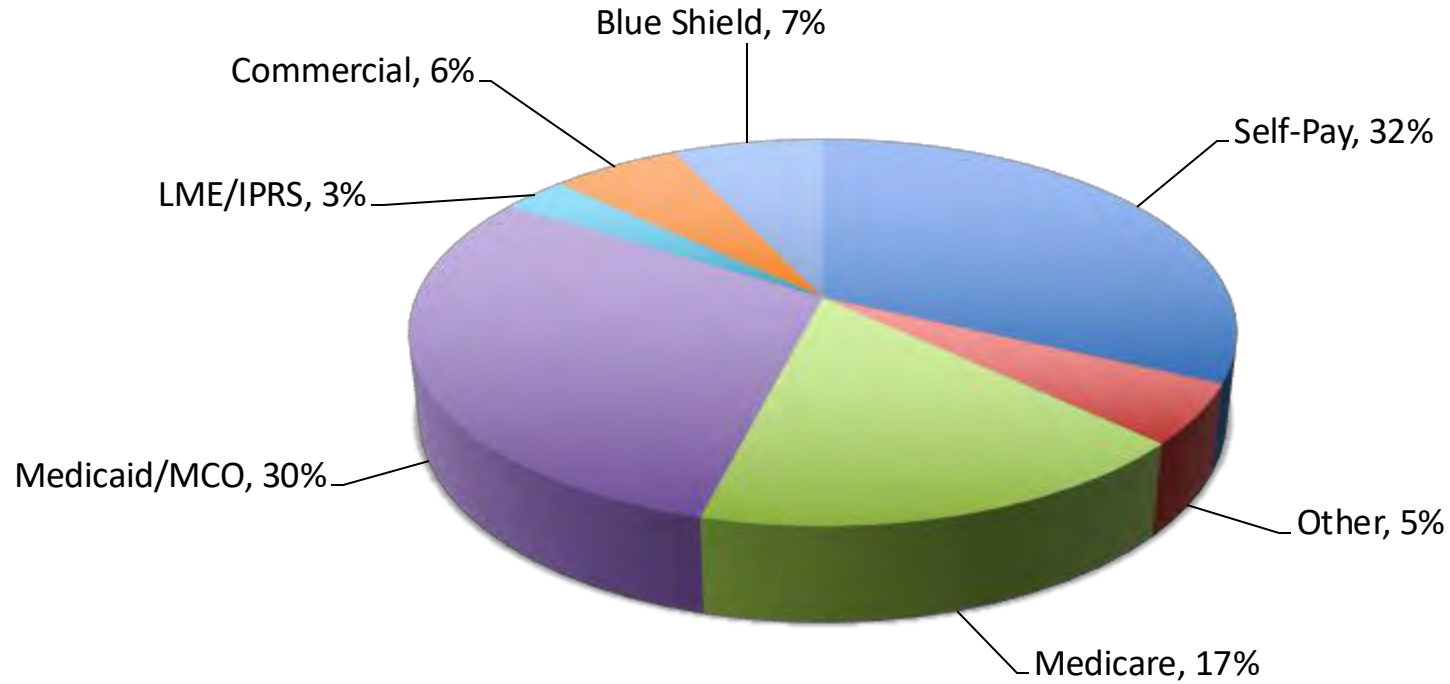


## Quarter 2 (October 1- December 31, 2023)



# NC-STeP Charge Mix - Project to Date

Service Dates: October 1, 2013 – June 30, 2024



# Community-Based Sites as of June 30, 2024

| EVALUATION CRITERIA  | VALUES/MEASURES REACHED AS OF 06/30/2024 |
|--|--|
| 1. The number of full-time equivalent (FTE) providers supporting the program | <b>.90 FTEs</b>                          |
| 2. The number of community-based sites contracted                            | <b>22</b>                                |
| 3. Number of patient visits with medical (psychiatric) doctor                | <b>129</b><br><b>PTD= 2,658</b>          |
| 4. The number return visits  | <b>1,787</b><br><b>PTD= 22,216</b>       |
| 5. The number of patient visits with a mid-level provider                    | <b>2,089</b><br><b>PTD= 25,519</b>       |
| 6. The number of new patient visits  | <b>426</b><br><b>PTD= 6,017</b>          |



# NC-STeP Community Patient Visits

| Patient Visits              | Since October 2018 (project inception) | 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 Quarter Jan- Mar 2024 | During Quarter Apr- Jun 2024 | During Quarter Jul- Sep 2024 | During Quarter Oct- Dec 2024 |
|-----------------------------|--|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|------------------------------|------------------------------|------------------------------|------------------------------|
| With Medical Doctor         | <b>2,658</b>                           | 8                         | 536                       | 265                       | 316                       | 567                       | 708                       | 129                          | 129                          |                              |                              |
| With Mid-Level Provider     | <b>25,519</b>                          | 7                         | 2,006                     | 3,217                     | 4,122                     | 4,669                     | 7,359                     | 2,050                        | 2,089                        |                              |                              |
| <b>Total Patient Visits</b> | <b>28,283</b>                          | 15                        | 2,633                     | 3,477                     | 4,440                     | 5,253*                    | 8,068                     | 2,179                        | 2,218                        |                              |                              |

17 visits did not specify provider type

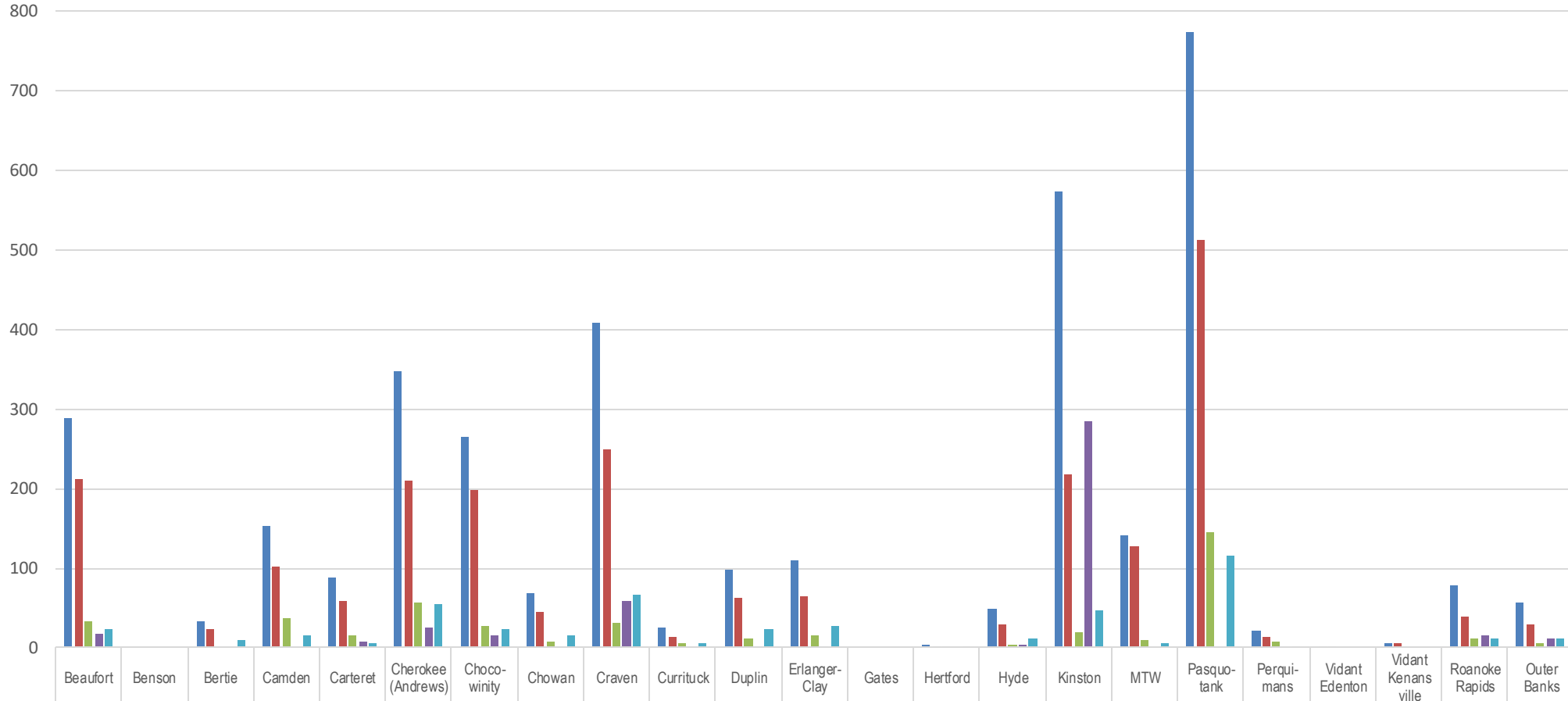
Since project inception there are 111 visits that listed no provider and 5 visits that listed both a mid-level and a doctor. For a net increase of 106 shown in the total visits but not in the individual rows for doctor or mid-level visits.



## NC-STeP Appointment by Site

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

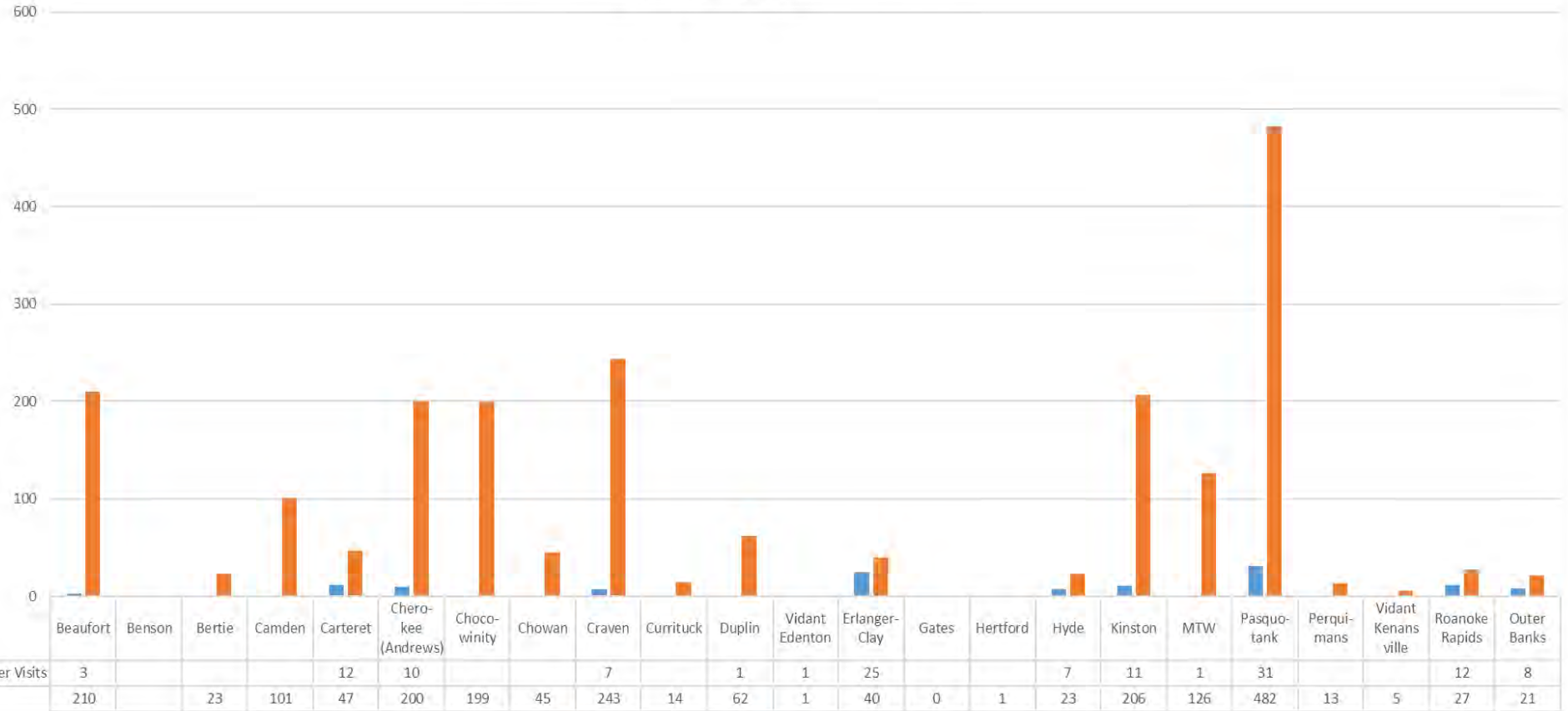
#### April - June 2024



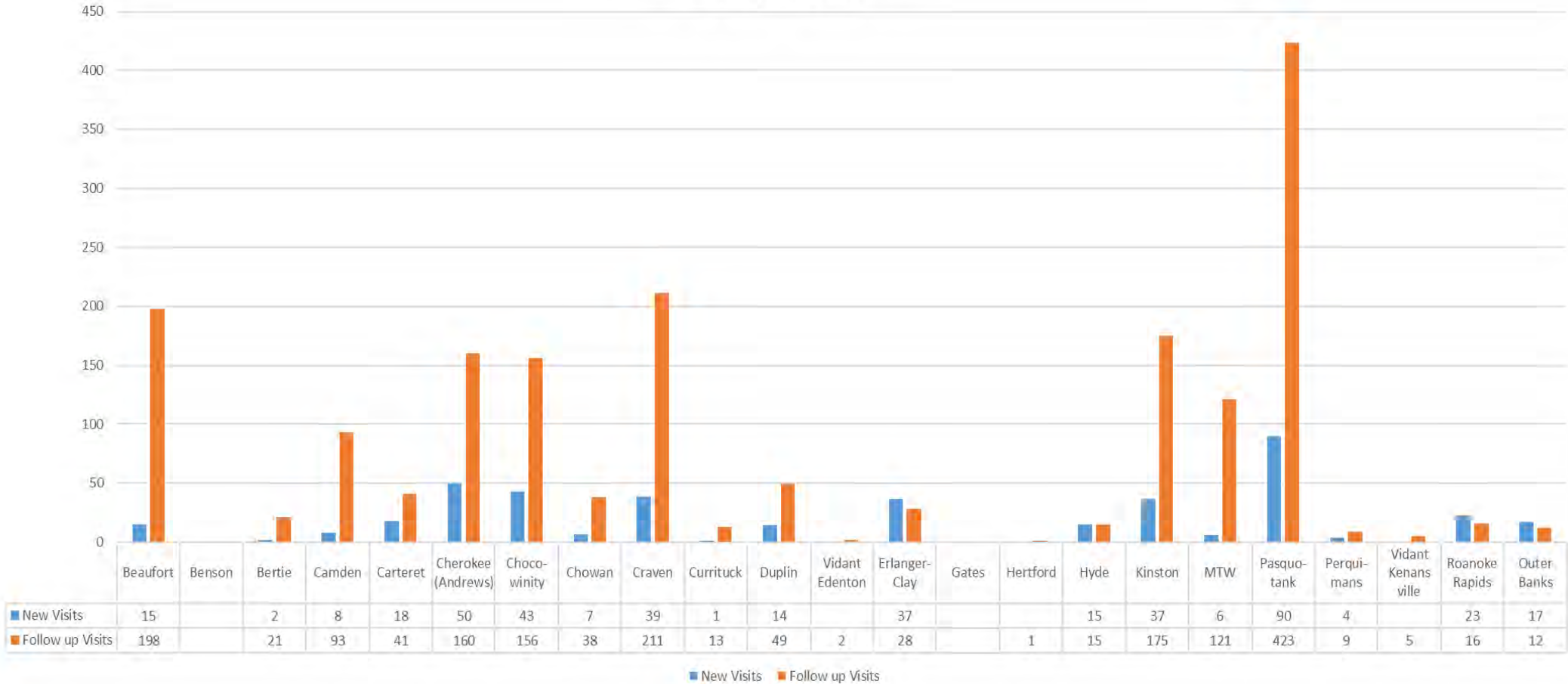
|                  | Beaufort | Benson | Bertie | Camden | Carteret | Cherokee (Andrews) | Chocowinity | Chowan | Craven | Currituck | Duplin | Erlanger-Clay | Gates | Hertford | Hyde | Kinston | MTW | Pasquotank | Perquimans | Vidant Edenton | Vidant Kenansville | Roanoke Rapids | Outer Banks |
|------------------|----------|--------|--------|--------|----------|--------------------|-------------|--------|--------|-----------|--------|---------------|-------|----------|------|---------|-----|------------|------------|----------------|--------------------|----------------|-------------|
| Total Apts       | 288      |        | 33     | 154    | 88       | 347                | 266         | 69     | 409    | 25        | 99     | 110           |       | 4        | 48   | 574     | 142 | 774        | 21         | 2              | 5                  | 79             | 57          |
| Apts Kept        | 213      |        | 23     | 101    | 59       | 210                | 199         | 45     | 250    | 14        | 63     | 65            |       | 1        | 30   | 217     | 127 | 513        | 13         | 2              | 5                  | 39             | 29          |
| Apts Rescheduled | 34       |        |        | 38     | 16       | 57                 | 27          | 8      | 32     | 6         | 11     | 15            |       | 2        | 3    | 19      | 9   | 145        | 7          |                |                    | 12             | 5           |
| Apts Cancelled   | 17       |        |        |        | 7        | 25                 | 15          |        | 58     |           | 2      | 2             |       |          | 3    | 285     |     |            |            |                |                    | 16             | 11          |
| Apts No Show     | 23       |        | 10     | 15     | 6        | 55                 | 24          | 16     | 67     | 5         | 23     | 27            |       | 1        | 11   | 46      | 6   | 116        | 1          |                |                    | 11             | 11          |

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

### NC-Step Community Visits by Site by Provider Type April - June 2024

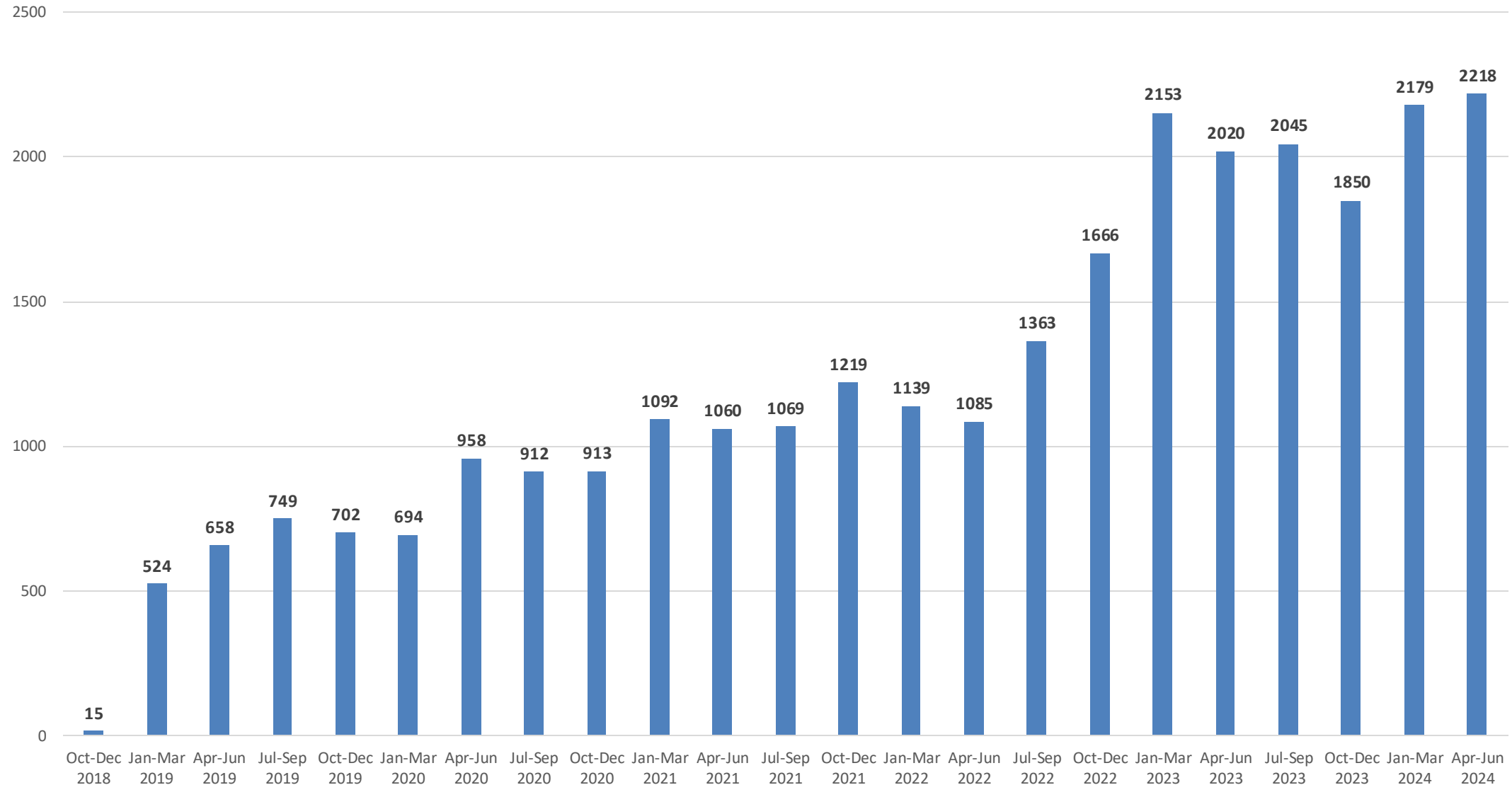


**NC-STeP Community Visits by Site**  
**New and Follow-Up**  
**April - June 2024**



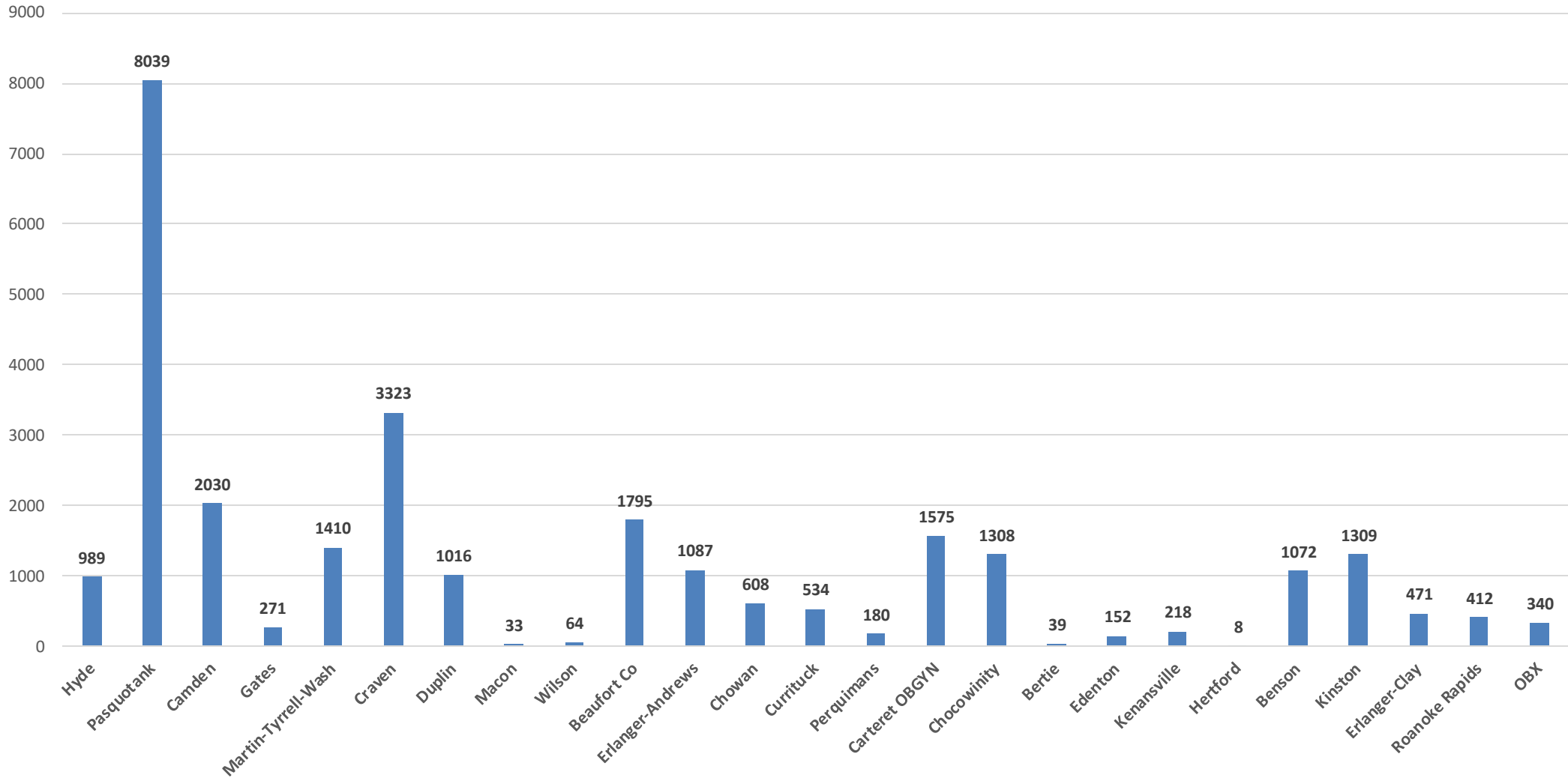
# NC-STeP Community Program Total Visits by Quarter Since Program Inception

(includes Standard Sites, COVID-funded Sites, and MOTHeRS Sites Behavioral Health Visits)



# NC-STEP Community Program Total Visits by Site Since Program Inception

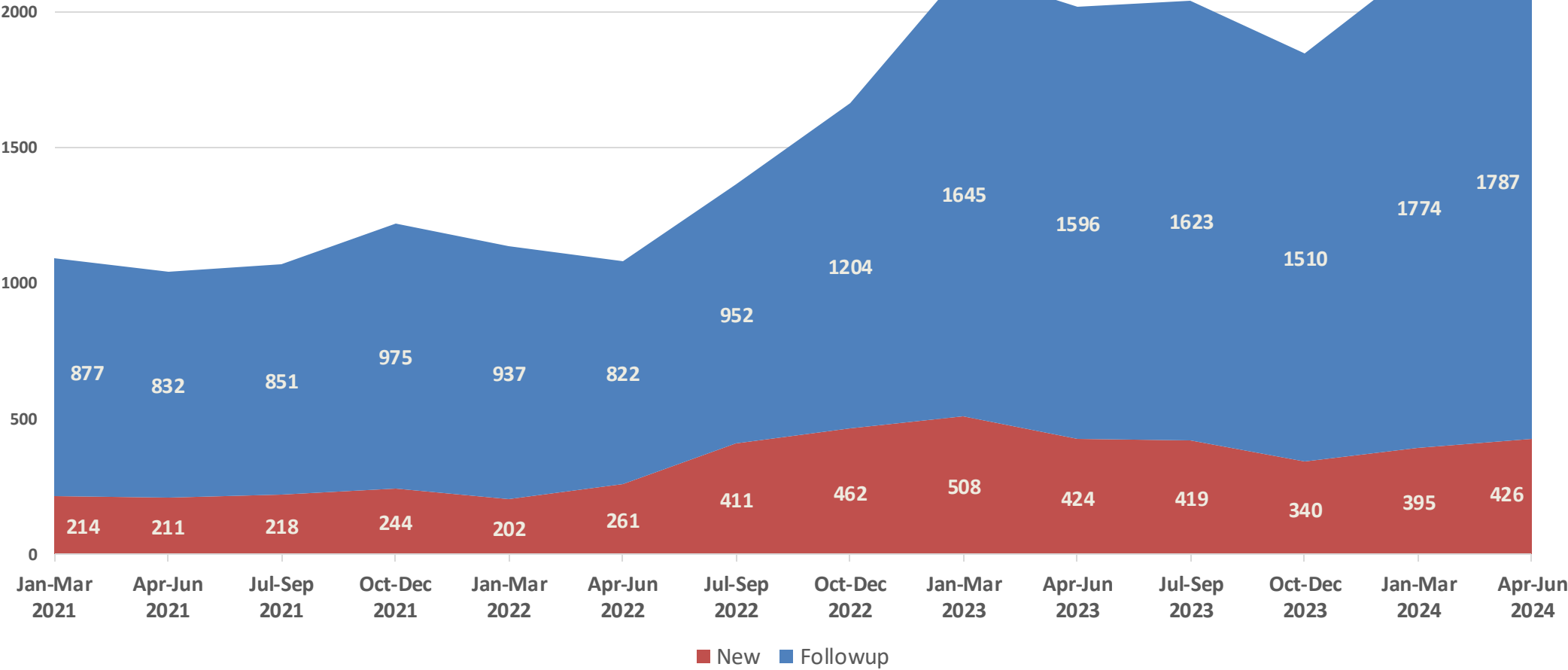
(includes Standard Sites, COVID-funded Sites, and MOTHeRS Sites Behavioral Health Visits)



# NC-STeP Community Program

## New and Follow-up Visits by Quarter

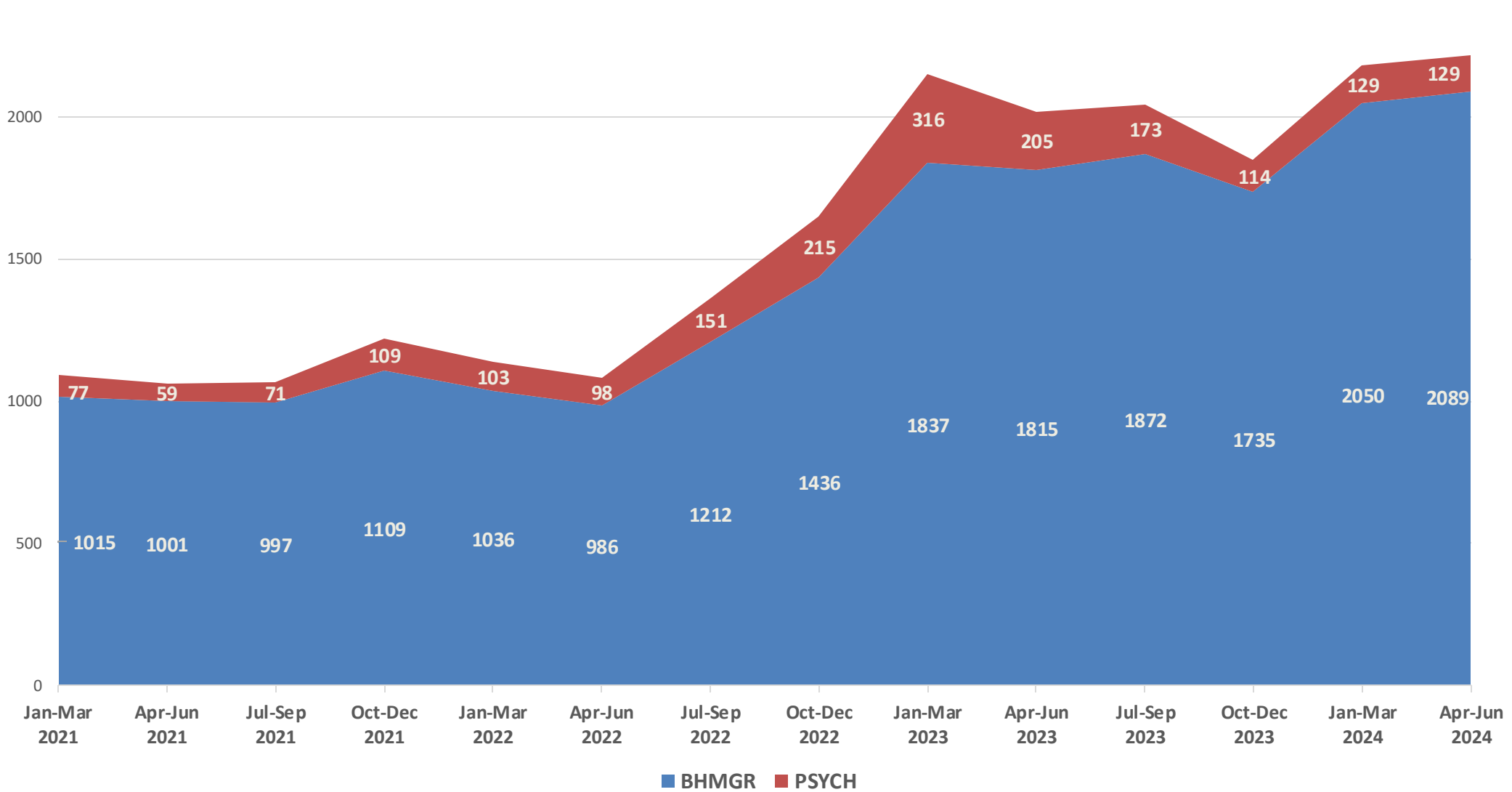
### January 2021 - June 2024





# NC-STeP Community Program Psychiatrist and Behavioral Health Manager Visits by Quarter

January 2021 - June 2024



# NC-STeP Status as of June 30, 2024

- 28 hospitals live.
- 63,356 total psychiatry assessments since program inception
- 10,959 IVCs overturned
  - Cumulative return on investment = \$59,178,600  
(savings from preventing unnecessary hospitalizations)
- Three Clinical Provider Hubs with 23 consultant providers
- 32% of the patients served had no insurance coverage



# NC-STeP Status as of June 30, 2024

- 22 community-based sites.
- 28,177 total patient visits since program inception in October 2018.
  - 2,658 total patient visits with a psychiatrist
  - 25,519 total patient visits with a mid-level provider



# Updates on Grants-Funded Projects

**MOTHeRS Project**

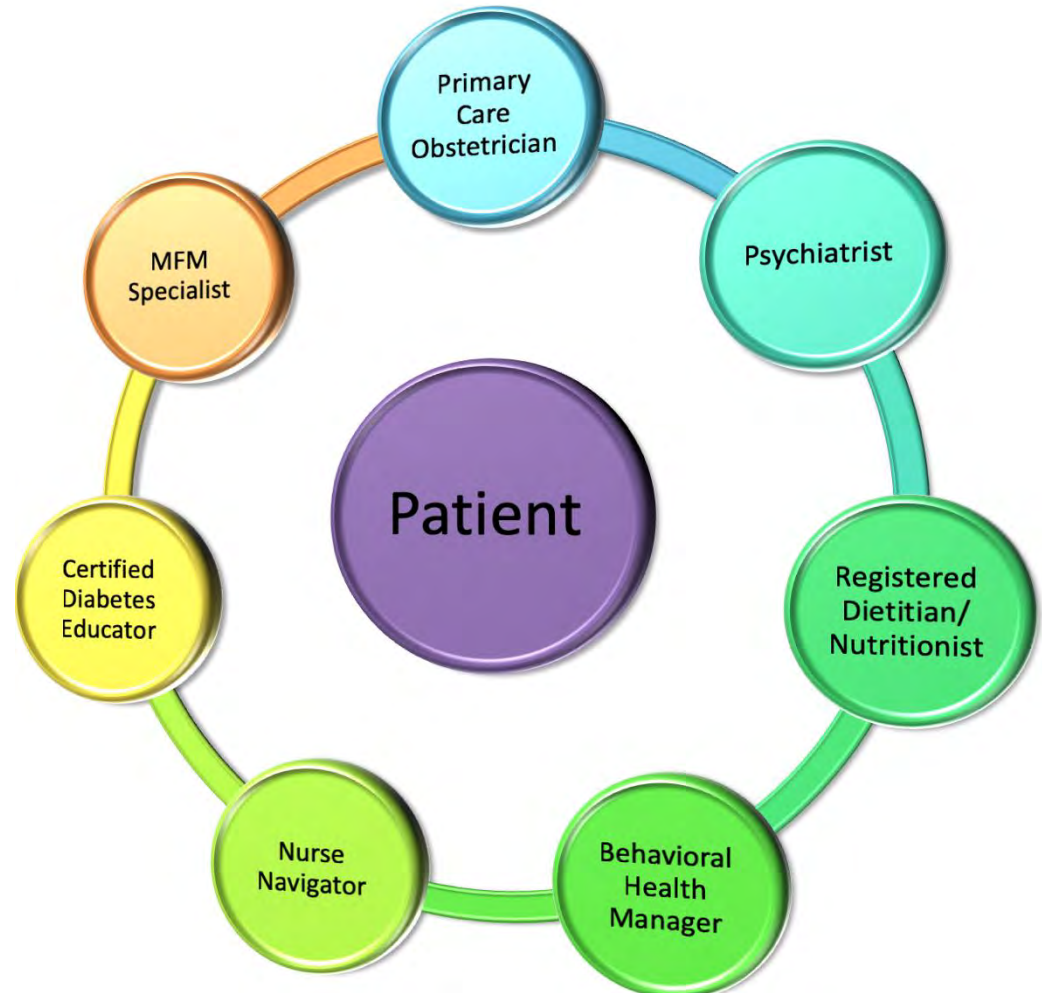
**NC-STeP-Peds**

**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

### April - June 2024

|   |  |                             |       |
|---|--|-----------------------------|-------|
| <b>Impact on Patient Access to Care</b> | 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                 | 1,675 |
|   |  | Psychiatrist visits         | 610   |
|   |  | Total Mental Health visits  | 2,285 |
|   | Impact on patient access (calculated as driving miles saved per Psychiatrist and LCSW visit)   | 377,643 driving miles saved |       |
| <b>Food Security</b>                    | 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



# NC-STeP-Peds

**Most Recent Quarter** (June 30, 2024)

|   | 2024 Q2 | Note   |
|---|---------|--|
| Number of patients seen by a psychiatrist   | 47      | Total unique number of patients who received consultations from a psychiatrist during the reporting period.  |
| Number of patients seen by behavioral health provider                                     | 109     | Total unique number of patients who received consultations from BHM during the reporting period.   |
| Number of patients receiving follow-up counseling with behavioral health provider         | 22      | # of patients who received two or more consultations during the reporting period, where the second or subsequent consultation was conducted by a BHM.                          |
| Number of patients receiving re-consults by a psychiatrist                                | 26      | # of patients who received two or more consultations during the reporting period, where the second or subsequent consultation was conducted by a psychiatrist.                 |
| Number of patients receiving integrated care  | 124     | Total unique number of patients who received consultations during the reporting period.  |
| Number of uninsured patients receiving services   | 0       | 3 unknown  |
| Average Patient Satisfaction Rating   | 4.59    | The overall average score is 4.59 (n=30). Among which: Satisfaction (4.76); Service Effectiveness (3.83); Cultural (4.89); Sensitivity Participation (4.75) and Access (4.72). |
| Number of new visits (involving mental health service)                                    | 124     | Total number of first patient consultation visits during the reporting period.   |
| Number of follow-up visits (involving mental health service)                              | 55      | Total number of consultation visits minus the total number of first patient consultation visits during the reporting period.   |
| Number of patients screened during the reporting period                                   | 5,508   |  |
| Number of patients who completed PSC-17 behavioral health screening                       | 4,510   |  |
| Number of patients who demonstrate an increase likelihood of a behavioral health disorder | 481     | Number of patients whose PSC-17 score $\geq 15$  |
| Number of patients who completed general anxiety (GAD-7) screening                        | 2,199   |  |
| Number of patients who screen positive for mild to moderate levels of anxiety             | 366     | Number of patients whose GAD-7 score $\geq 8$  |



# Patient Screening Data

August 1, 2023 - March 31, 2024

| <b>Pediatrics Clinic Name:</b>                          | <b>Total<br/>(all sites)</b> | <b>Total<br/>(Catawba)</b> | <b>Total<br/>(Surf)</b> | <b>Total<br/>(Clinton)</b> | <b>Total<br/>(Robeson)</b> | <b>Total<br/>(ECU Peds)</b> |
|---|------------------------------|----------------------------|-------------------------|----------------------------|----------------------------|-----------------------------|
| Reporting Period  | Aug/23-<br>Mar/24            | Aug/23-<br>Mar/24          | Oct/23-<br>Mar/24       | Oct/23-<br>Mar/24          | Nov/23-<br>Mar/24          | Feb/24-<br>Mar/24           |
| Number of patients screened during the reporting period | 9725                         | 4734                       | 2352                    | 1007                       | 1435                       | 197                         |
| Number of patients who completed PSC-17 screening       | 8015                         | 3232                       | 2343                    | 1006                       | 1247                       | 187                         |
| Number of patients whose PSC-17 score < 15              | 7141                         | 2902                       | 2074                    | 884                        | 1123                       | 158                         |
| Number of patients whose PSC-17 score >= 15             | 874                          | 330                        | 269                     | 122                        | 124                        | 29                          |
| Number of patients who completed GAD-7 screening:       | 4151                         | 1509                       | 1178                    | 459                        | 932                        | 73                          |
| Number of patients whose GAD-7 score <8                 | 3365                         | 1233                       | 929                     | 363                        | 782                        | 58                          |
| Number of patients whose GAD-7 score >=8                | 780                          | 270                        | 249                     | 96                         | 150                        | 15                          |

# Pediatrics Site Children Mental Health Service Data

*August 1, 2023 - March 31, 2024*

| <b>Reporting Period</b>   | <b>2023 Q3<br/>(07/23-<br/>09/23)</b> | <b>2023 Q4<br/>(10/23-<br/>12/23)</b> | <b>2024 Q1<br/>(01/24-<br/>03/24)</b> | <b>Total</b> |
|---|---------------------------------------|---------------------------------------|---------------------------------------|--------------|
| Number of patients seen by a psychiatrist   | 3                                     | 31                                    | 4                                     | 38           |
| Number of patients seen by behavioral health provider (BHP)                       | 8                                     | 64                                    | 106                                   | 178          |
| Number of patients receiving follow-up counseling with behavioral health provider | 0                                     | 1                                     | 1                                     | 2            |
| Number of patients receiving re-consults by a psychiatrist                        | 0                                     | 1                                     | 3                                     | 4            |
| Number of patients receiving integrated care                                      | 8                                     | 68                                    | 107                                   | 183          |
| Number of uninsured patients receiving services                                   | 0                                     | 0                                     | 0*                                    | 0            |
| Percentage of visits kept   | 100%                                  | 90.70%                                | 87.40%                                | 92.70%       |



**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 Jun. 30, 2024**

|   | 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  |       |
| <b>Number of Patients Seen By Practitioner:</b>           | 67   | 122 | 112 | 127 | 23 | 62   | 72 | 87 | 131 | 9  | 1  | 0  | 99 | 87 | 126 | 59 | 19 | 101  | 117 | 83 | 85 | 8  | 3  | 1600  |
| <b>Number of Patients Referred To See LCSW/Counselor:</b> |      |     |     |     |    | 0    | 5  | 2  | 8   | 1  | 1  | 6  | 2  | 10 | 19  | 8  | 0  | 11   | 13  | 7  | 7  | 2  | 0  | 102   |
| <b>Number of Patients Referred To See Psychiatrist:</b>   |      |     |     |     |    | 0    | 1  | 2  | 3   | 2  | 1  | 0  | 2  | 3  | 5   | 8  | 1  | 6    | 11  | 4  | 12 | 1  | 0  | 62    |
| <b>PHQ9's Completed:</b>                                  | 67   | 122 | 112 | 127 | 23 | 60   | 70 | 87 | 129 | 8  | 4  | 4  | 96 | 87 | 125 | 59 | 19 | 101  | 115 | 82 | 84 | 8  | 5  | 1594  |
| <b>PHQ-9 score &lt;10</b>                                 |      |     |     |     |    | 54   | 58 | 75 | 108 | 6  | 3  | 3  | 90 | 73 | 121 | 49 | 11 | 89   | 88  | 71 | 72 | 6  | 3  | 980   |
| <b>PHQ-9 score ≥10</b>                                    |      |     |     |     |    | 6    | 12 | 12 | 21  | 2  | 1  | 1  | 6  | 14 | 24  | 10 | 8  | 12   | 27  | 11 | 12 | 2  | 2  | 183   |
| <b>GAD-7's Completed:</b>                                 | 67   | 122 | 112 | 127 | 23 | 60   | 70 | 87 | 129 | 8  | 4  | 4  | 96 | 87 | 126 | 58 | 19 | 101  | 114 | 82 | 82 | 8  | 6  | 1592  |
| <b>GAD-7 score &lt;8</b>                                  |      |     |     |     |    | 52   | 50 | 72 | 102 | 6  | 2  | 2  | 89 | 73 | 99  | 43 | 12 | 84   | 87  | 70 | 66 | 6  | 4  | 919   |
| <b>GAD-7 score ≥8</b>                                     |      |     |     |     |    | 8    | 20 | 15 | 27  | 2  | 2  | 2  | 7  | 14 | 27  | 15 | 7  | 17   | 27  | 12 | 16 | 2  | 2  | 222   |
| <b>Number of NC-STeP Scheduled Sessions Held</b>          |      |     |     |     |    | 1    | 7  | 6  | 22  | 18 | 8  | 5  | 14 | 33 | 51  | 22 | 8  | 22   | 36  | 15 | 21 | 6  | 7  | 302   |
| <b>Number of NC-STeP Follow-up by Email</b>               |      |     |     |     |    | *    | *  | *  | 4   | 28 | 12 | 16 | 24 | 32 | 34  | 32 | 17 | 49   | 56  | 50 | 33 | 28 | 78 | 493   |
| <b>Number of "On-Call"/Evening Sessions</b>               |      |     |     |     |    | *    | *  | *  | 0   | 0  | 0  | 0  | 1  | 3  | 1   | 1  | 3  | 1    | 1   | 0  | 0  | 0  | 0  | 11    |
| <b>Number of NC-STeP Follow-up/Check-Ins by Phone</b>     |      |     |     |     |    | *    | *  | *  | 5   | 13 | 3  | 14 | 32 | 21 | 24  | 61 | 20 | 25   | 30  | 27 | 49 | 59 | 55 | 438   |
| <b>Number of "Walk-Ins"/Not Scheduled</b>                 |      |     |     |     |    | *    | *  | *  | 2   | 2  | 1  | 1  | 12 | 5  | 11  | 4  | 1  | 6    | 11  | 4  | 2  | 0  | 0  | 62    |
| <b>Marketing Efforts Completed/Outreach Opportunities</b> |      |     |     |     |    |      |    |    | 11  | 5  | 16 | 5  | 9  | 7  | 8   | 5  | 0  | 8    | 7   | 3  | 9  | 2  | 9  | 104   |

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



# 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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NORTH CAROLINA  
STATEWIDE TELEPSYCHIATRY PROGRAM

