NC-STeP

NORTH CAROLINA
STATEWIDE TELEPSYCHIATRY PROGRAM

# Quarterly Progress Update

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

ECU
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**NC-STeP Advisory Council Meeting**
Wednesday, December 14, 2022
10:30 am – 12:00 pm
Virtual Meeting via Zoom Video Conference

**Agenda**

| | |
|---|---|
| 10:30- 10:40 a.m. | Welcome and Introductions |
| 10:40- 10:45 a.m. | Review and Approval of September 21, 2022 Minutes |
| 10:45- 11:45 a.m. | NC-STeP FY23-Q1 (Jul-Sep) Performance Data |
| 11:45- 11:50 a.m. | Old Business |
| 11:50- 11:55 a.m. | New Business |
| 11:55- 12:00 p.m. | Announcements |
| 12:00 p.m. | Adjourn |

zoom

Join Zoom Meeting
https://us06web.zoom.us/j/85603673506?pwd=ays3Y0xIR1VsZFh3ZlZKT0NGcVhFQT09

Meeting ID: 856 0367 3506
Passcode: 558639

# 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. Robin Huffman
   Executive Director, North Carolina Psychiatric Association
6. Keith McCoy, MD
   Deputy CMO for Behavioral Health and I/DD Community Systems, NC-DHHS
7. Shakeerah McCoy, MSN,RN,PCCN
   Director, Rural Health Innovation
8. Amy Roberts, MHA
   Executive Director Telehealth – Mission Health
9. Sy Atezaz Saeed, MD, MS
   Executive Director, NC-STeP (*Chair*)
10. Glenn M. Simpson, MBA, MA, NCC
    Behavioral Health Service Line Administrator, ECU Health
11. Ashley Stoop, MPH
    Health Director, Albemarle Regional Health Services
12. Marvin Swartz, MD
    Professor & Head Division of Social & Community Psychiatry, Duke

## *Ex Officio Members*

1. Ryan Baker, NC-STeP/ECU
2. Kalyan Muppavarapu, MD, MPH, NC-STeP
3. Renee Clark, MSW, DHHS-ORH
4. Sheila Davies, Ph.D., NC-STeP/MedAccess Partners
5. Phil Donahue, NC-STeP/MedAccess Partners
6. Art Eccleston, Ph.D., DHHS, Division of Mental Health
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: July – September 2022

- 39 hospitals in the network, 38 hospitals were live
- 29 hospitals reporting Telepsychiatry patients in their ED
  - not all live hospitals had telepsychiatry patients
- Total number of assessments for this quarter = 1,432
- Total number of encounters for this quarter = 1,283
- Patient assessments billed for Model 1 hospitals = 1,021

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# NC-STeP Quality Management and Outcomes Monitoring Processes: July - September 2022

- The Median Length of Stay was 39.5 hours
- The Average Length of Stay was 72.1 hours
  - 72.6 hours for those discharged to home
  - 62.6 hours for those transferred to another facility
- Average Consult Elapsed Time (in Queue to Exam Complete) for  Model 1 hospitals was 6 hours and 07 minutes.

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# NC-STeP Quality Management and Outcomes Monitoring Processes: July – September 2022

- 890 ED patients who received telepsychiatry services had an IVC in place during their ED stay.
  - 362 (40.7%) of those patients did not have an IVC in place when discharged.
- Of the ED patients who received telepsychiatry services:
  - 48.0% were discharged to home
  - 45.6% were discharged to another facility

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# NC-STeP Quality Management and Outcomes Monitoring Processes: July - September

- 23 Community based sites were live as of 09/30/2022.
- There were 1,363 total behavioral health visits.
  - 151 visits with a Psychiatrist.
  - 1,212 visits with a behavioral health manager.
  - 4 visits with a Maternal and Fetal Medicine Specialist.

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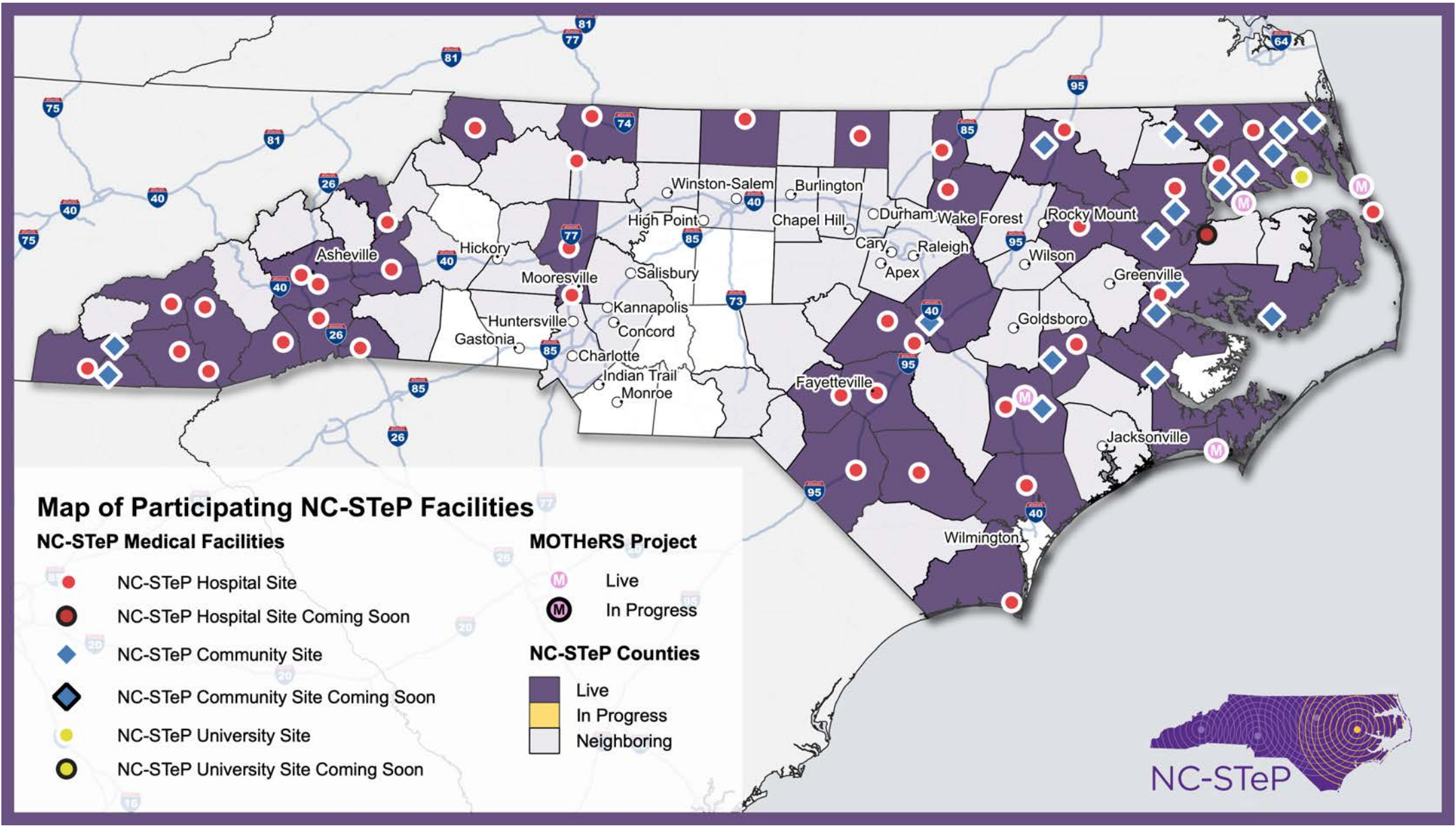
| NC-STeP | Since project inception in November 2013 | Quarter Jan- Mar 2022 | Quarter Apr- Jun 2022 | Quarter Jul- Sep 2022 | Quarter Oct- Dec 2022 |
|---|---|---|---|---|---|
| **Total Patient Encounters** | 42,927 | 1,235 | 1,321 | 1,283 | |
| **Model 1 Hospital Patient Encounters** | 26,262 | 797 | 869 | 872 | |
| **Model 2 Hospital Patient Encounters** | 16,665 | 438 | 452 | 411 | |
| **Total Number of Assessments** (Billed Assessments for Model 1 Hospitals + Number of Patient Encounters for Model 2 Hospitals) | 55,812 | 1,526 | 1,559 | 1,432 | |

| NC-STeP | Since project inception in November 2013 | During Calendar Year 2014 | During Calendar Year 2015 | During Calendar Year 2016 | During Calendar Year 2017 | During Calendar Year 2018 | During Calendar Year 2019 | During Calendar Year 2020 | During Calendar Year 2021 |
|---|---|---|---|---|---|---|---|---|---|
| **Total Patient Encounters** | 42,927 | 5,144 | 7,128 | 1,896 | 3,971 | 6,104 | 4,835 | 4,305 | 4,763 |
| **Model 1 Hospital Patient Encounters** | 26,262 | 4,578 | 5,849 | 706 | 2,044 | 2,654 | 1,902 | 2,152 | 2,897 |
| **Model 2 Hospital Patient Encounters** | 16,665 | 566 | 1,279 | 1,190 | 1,927 | 3,450 | 2,933 | 2,153 | 1,866 |
| **Total Number of Assessments** (Billed Assessments for Model 1 Hospitals + Number of Patient Encounters for Model 2 Hospitals) | 55,812 | 8,130 | 13,573 | 1,942 | 4,348 | 6,680 | 5,287 | 4,820 | 5,641 |

# NC-STeP Benchmarks

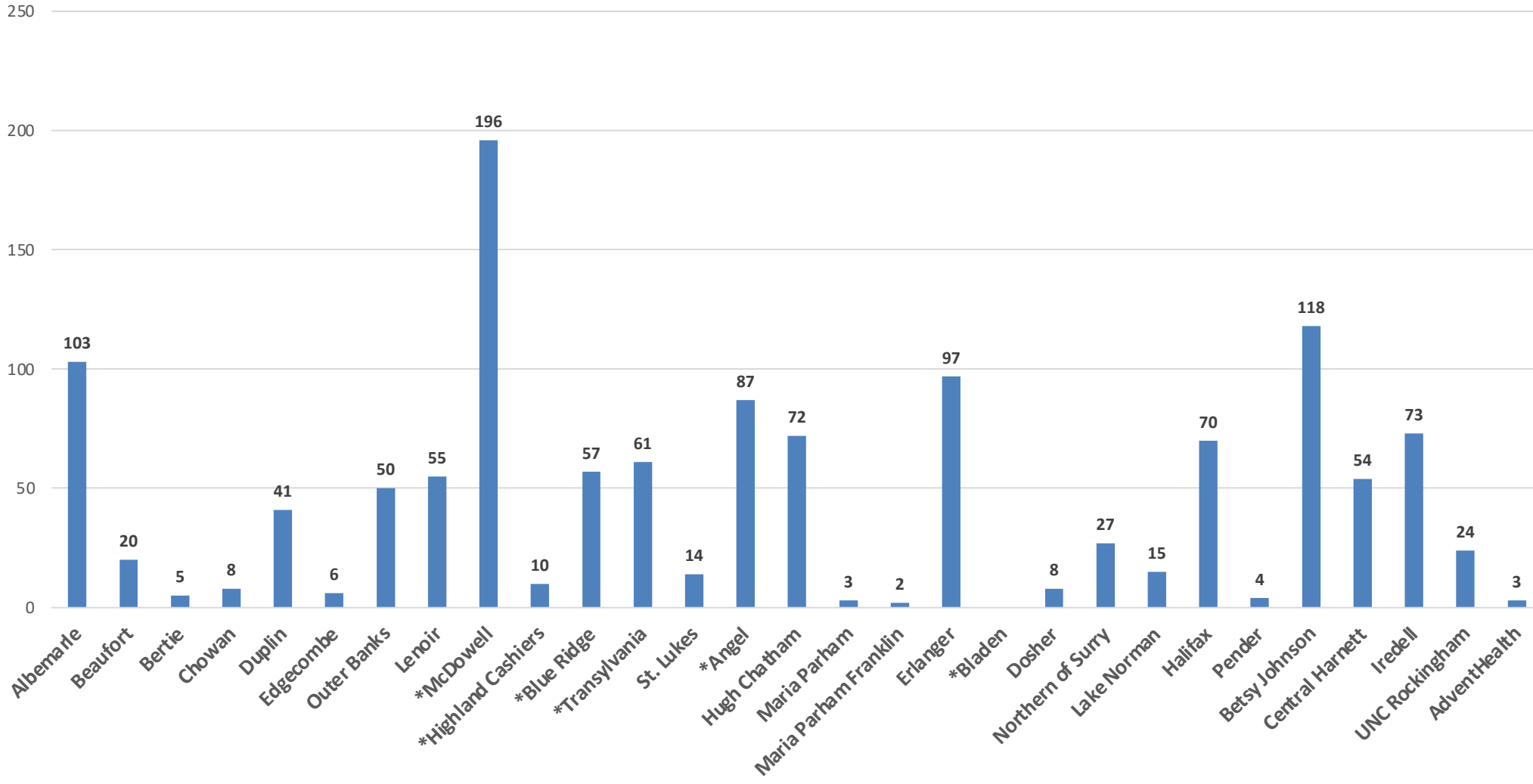
| | Goals | Values Reached | | |
|---|---|---|---|---|
| | Cumulative Target to be reached by (06/30/2023) | Value Reached as of most recent previous quarter (06/31/2022) | Value Reached as of this reporting quarter (06/30/2022) | Year-to-Date Total with % of the Yearly Target (09/30/2022) |
| **Number of IVCs** | TBD | 906 | 890 | 890 |
| **Number of IVCs Overturned** | TBD | 390 | 362 | 362 |
| **Total Number of Assessments** (Billed assessments for Model 1 hospitals + Number of patient encounters for Model 2 hospitals.) | TBD | 1,559 | 1,432 | 1,432 |

# NC-STeP Status as of September 30, 2022



# Number of NC-STeP Patients by Hospital

## July - September 2022

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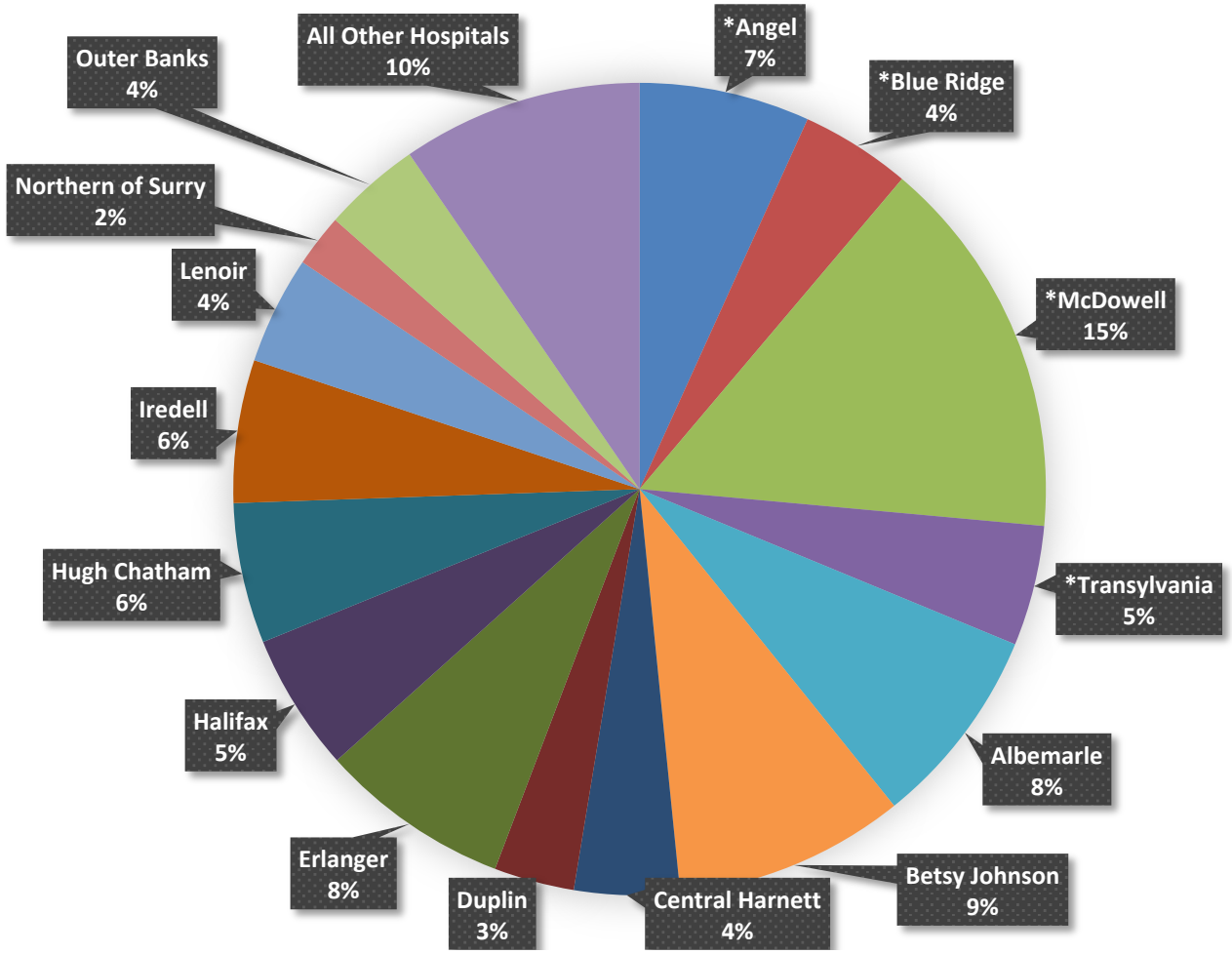
# Percent of Use by Hospital Jul - Sep 2022

(based on number of encounters)

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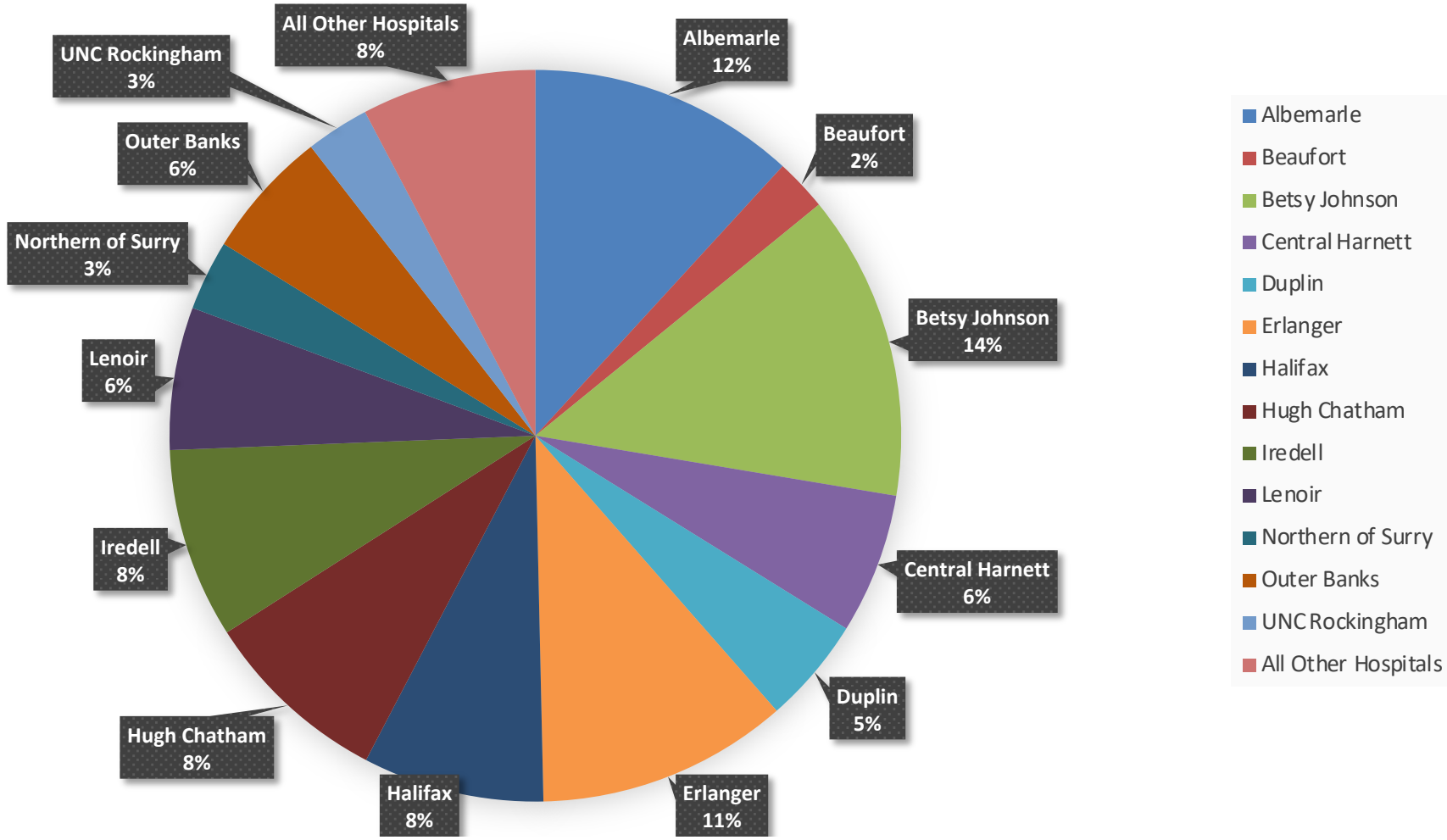
# Percent of Use for Model 1 Hospitals Jul - Sep 2022

(based on number of encounters)

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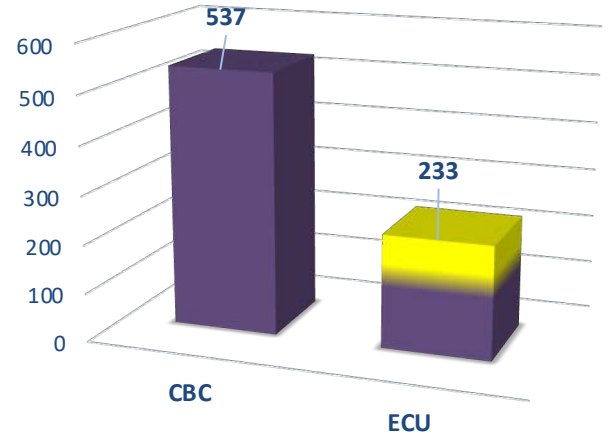
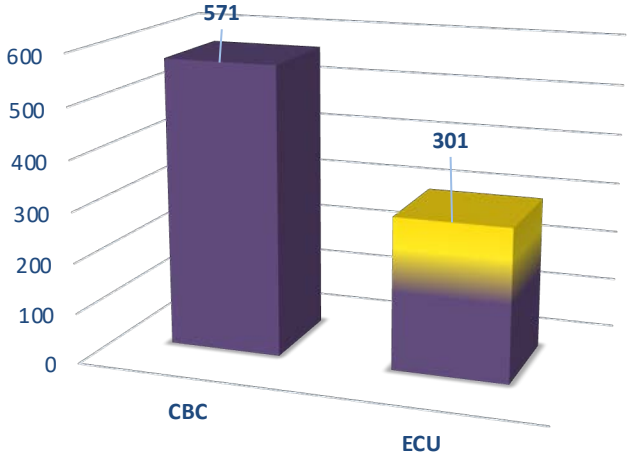
# Number of Patients by Provider (Model 1)

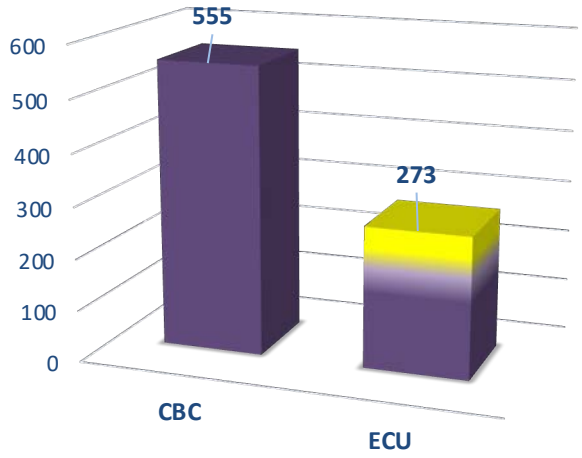
## Jan-Mar 2022




## Jul-Sep 2022




## Apr-Jun 2022

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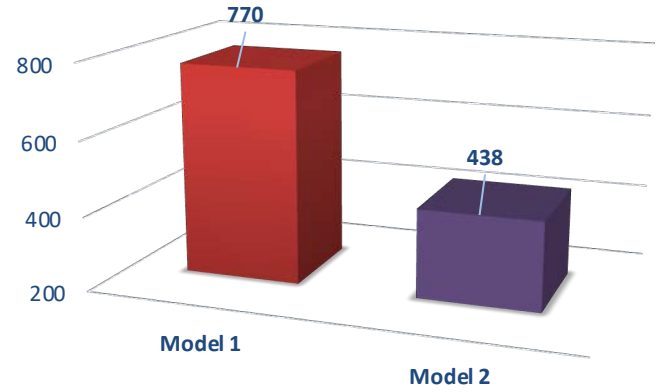
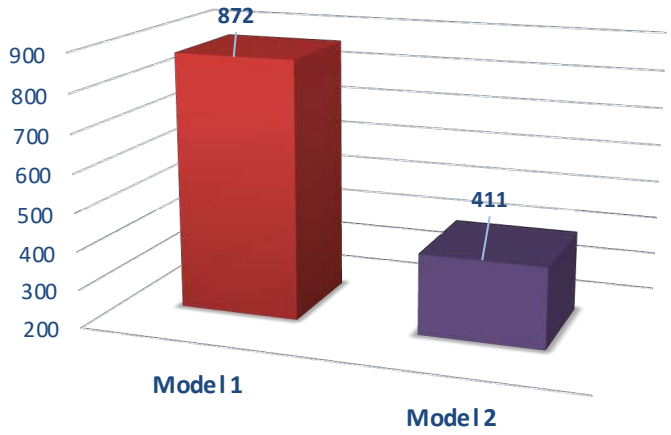
# Number of Patients by Model

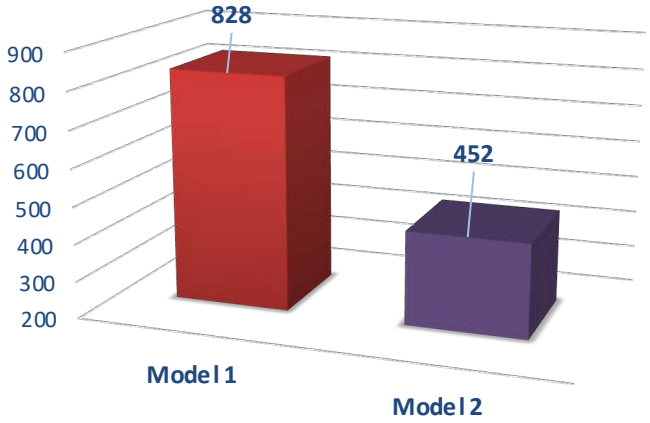
## Jan-Mar 2022




## Jul-Sep 2022




## Apr-Jun 2022

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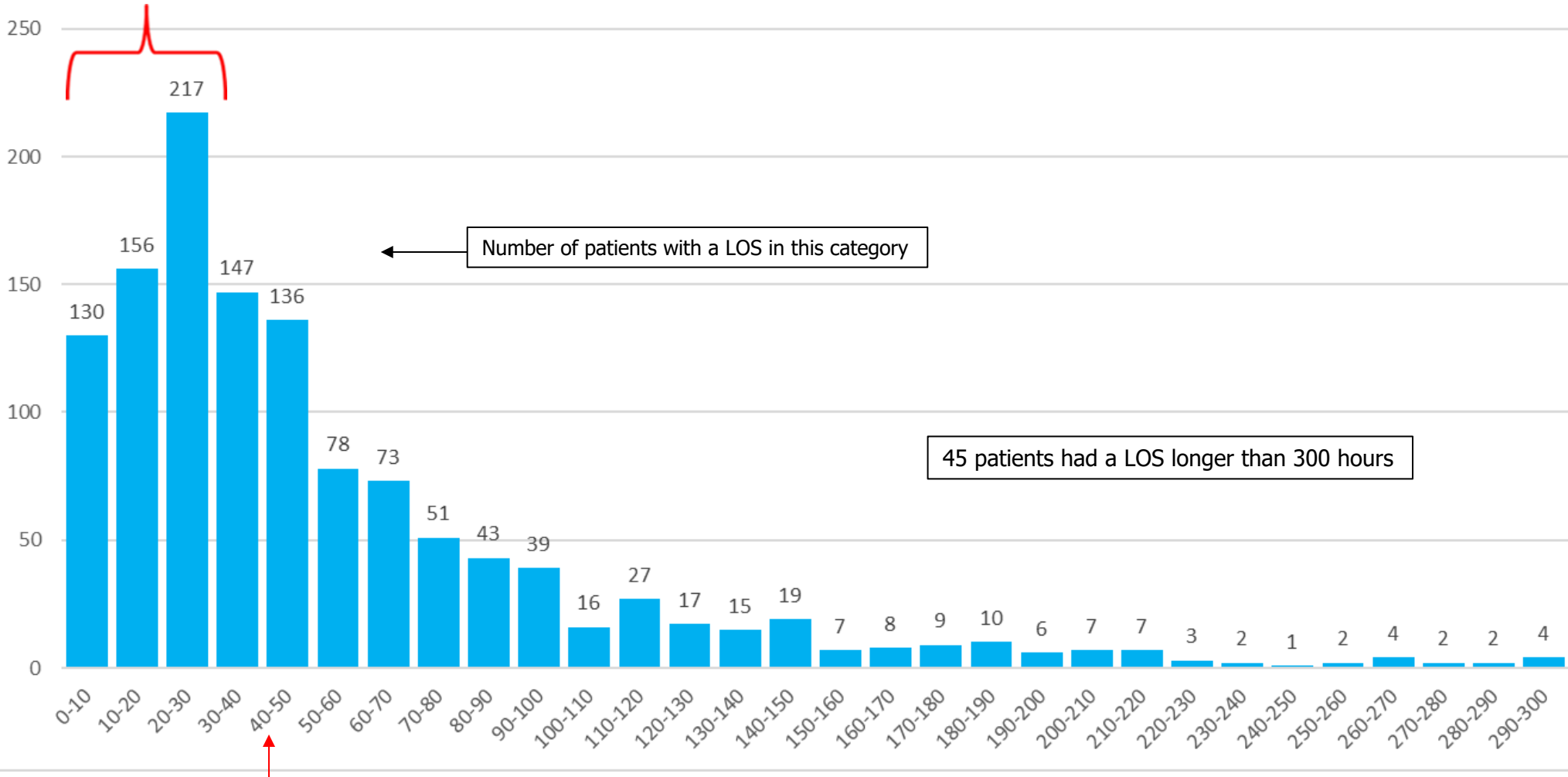
# Number of NC-STeP Patients by LOS Category
## Jul - Sep 2022
### in hours




Median Length of Stay for Jul-Sep 2022 = 39.5 hours

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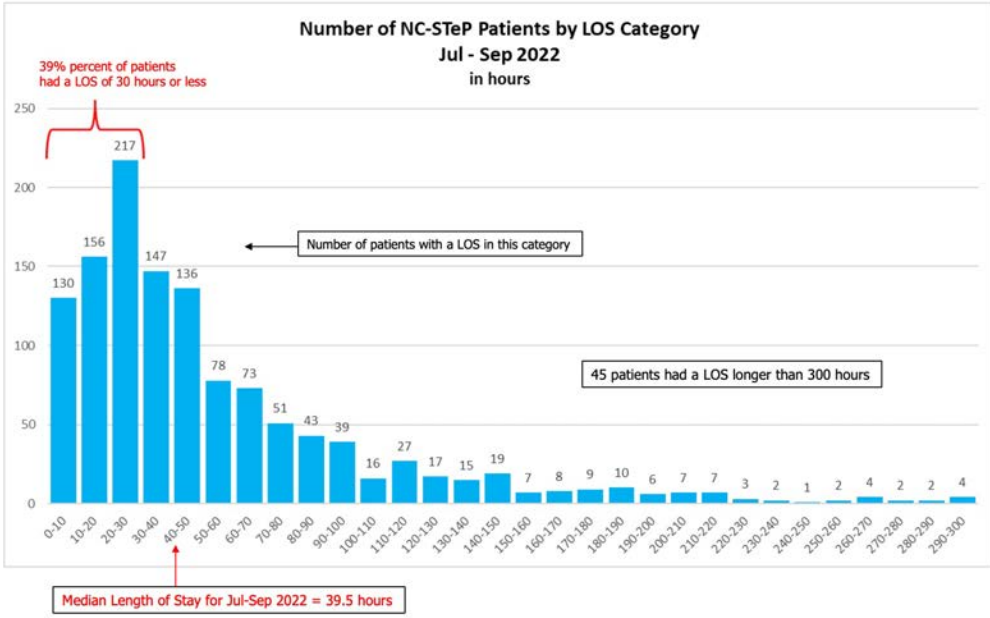


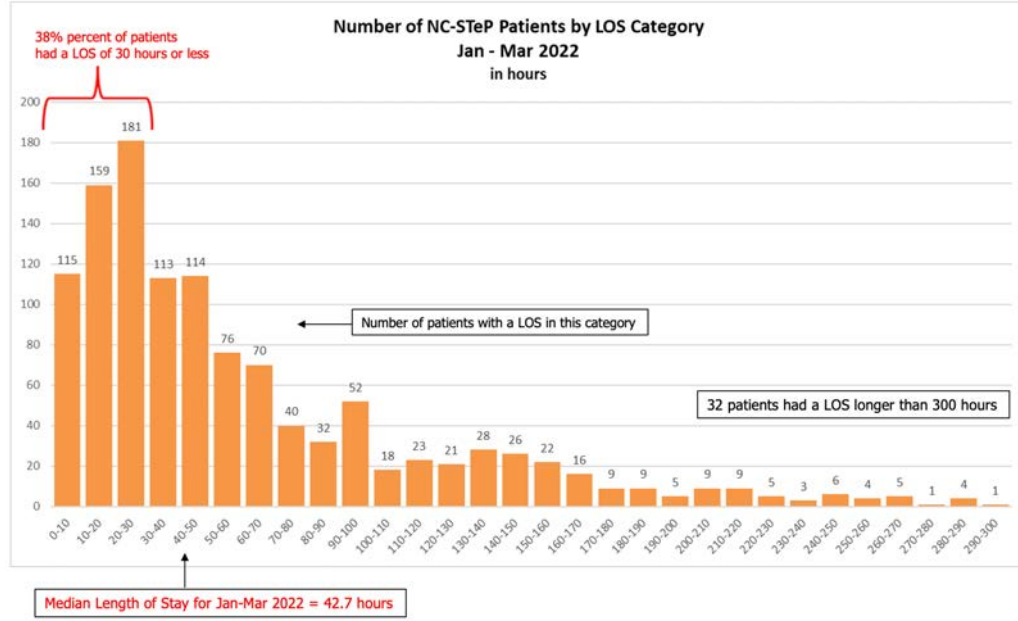


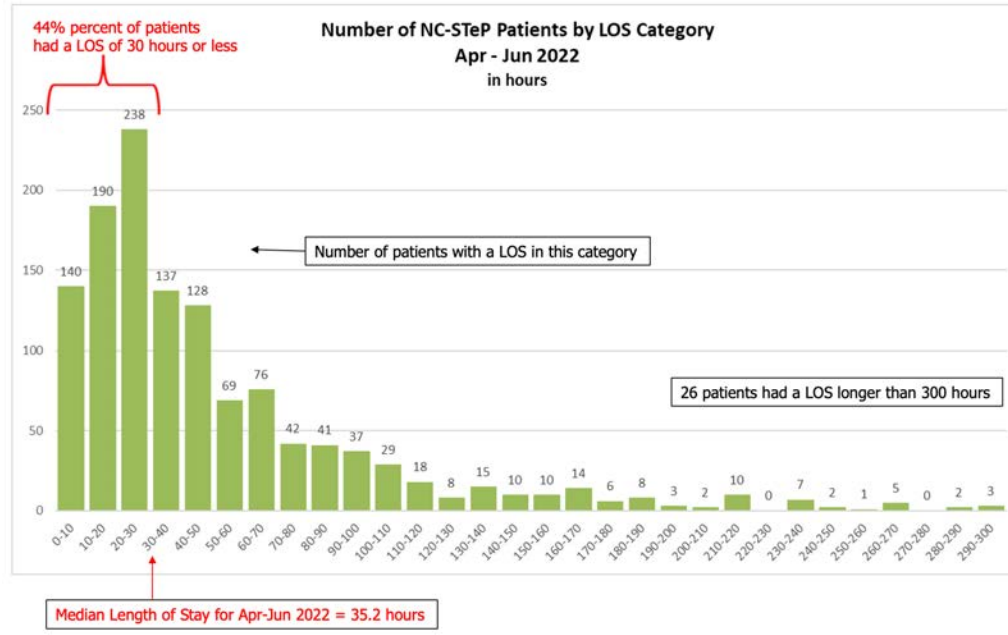


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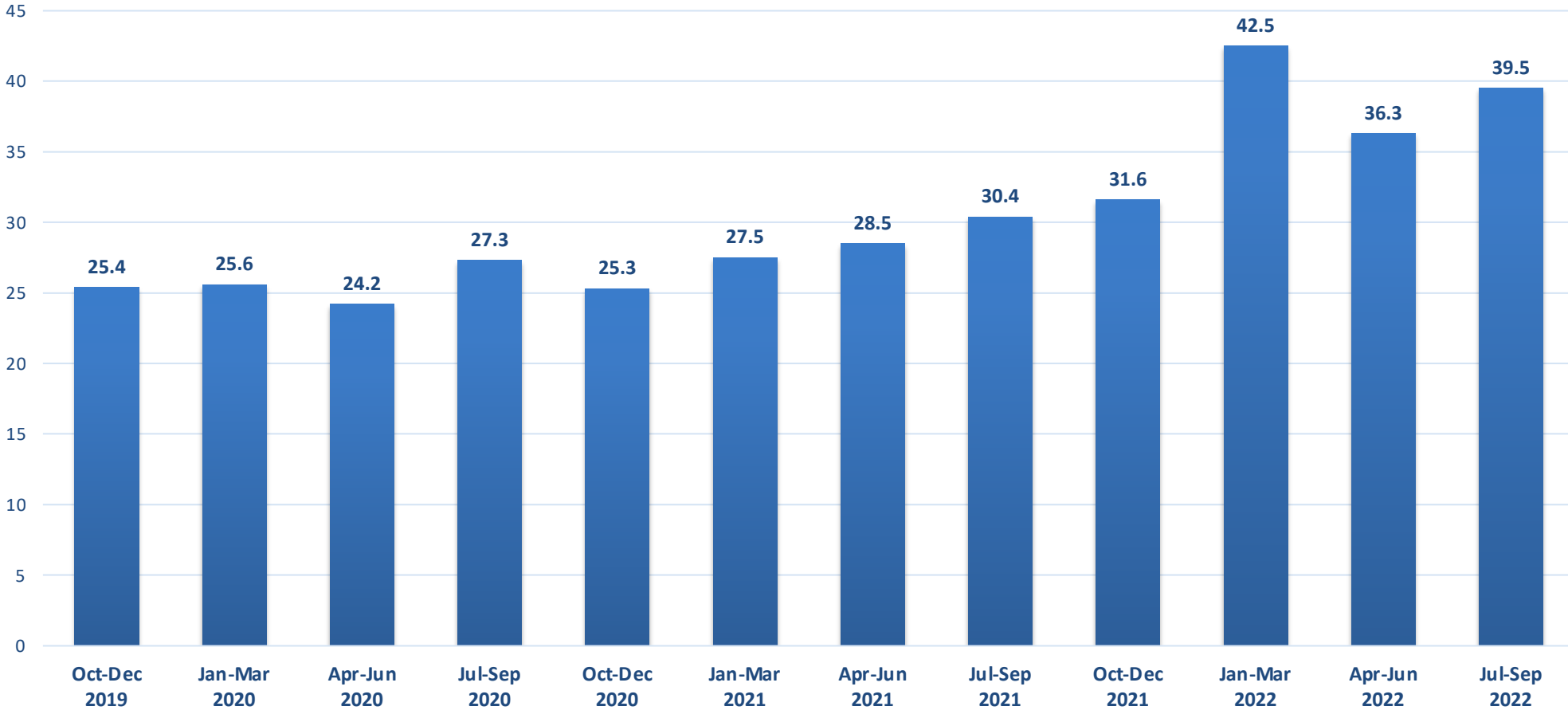
# Median Length of Stay by Quarter

(in hours)

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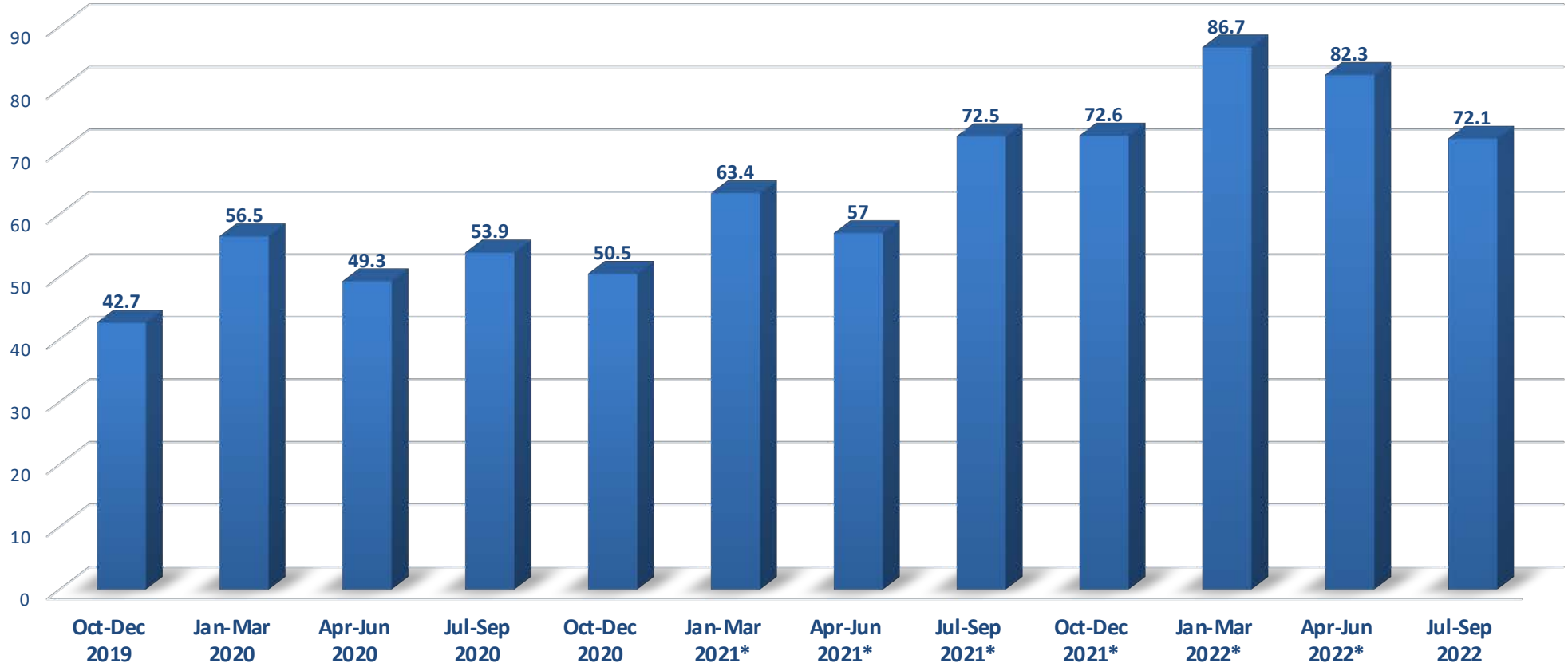
# Average Length of Stay by Quarter
## (in hours)

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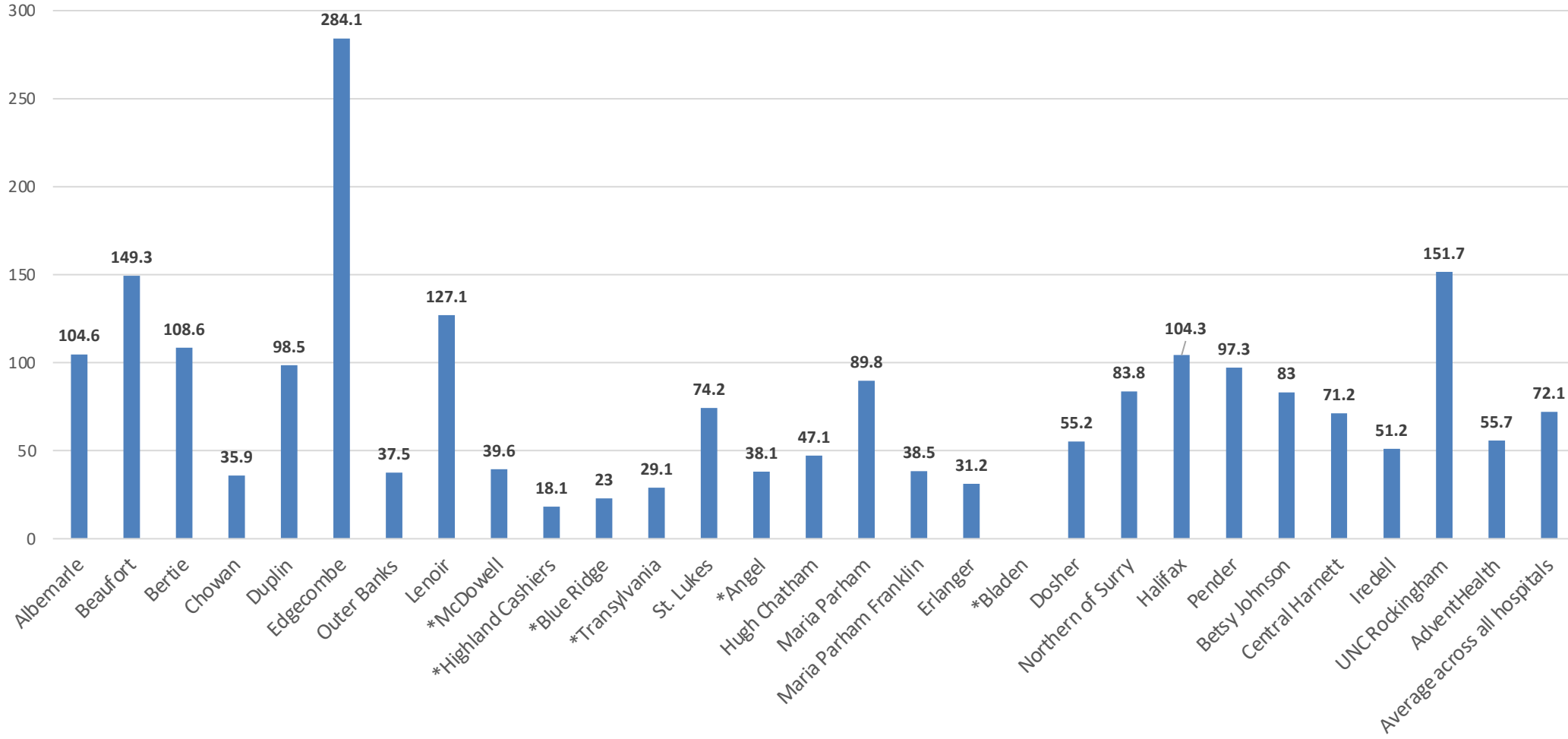
# Average Length of Stay by Hospital

## July - September 2022

(in hours)

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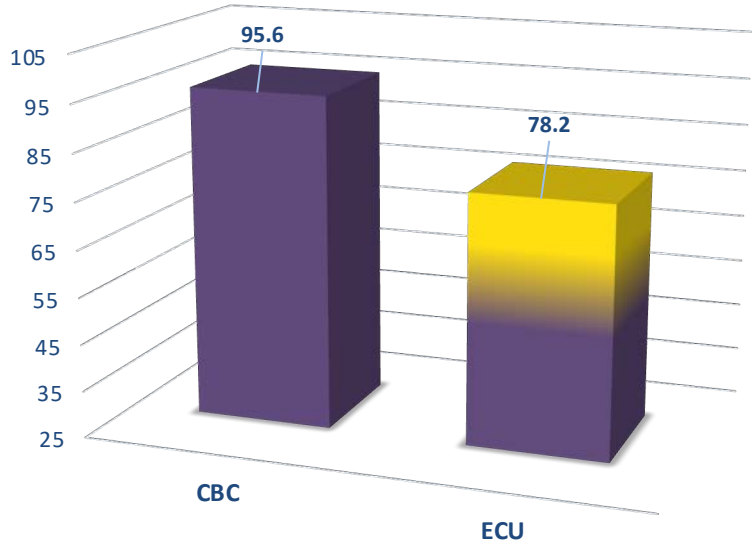
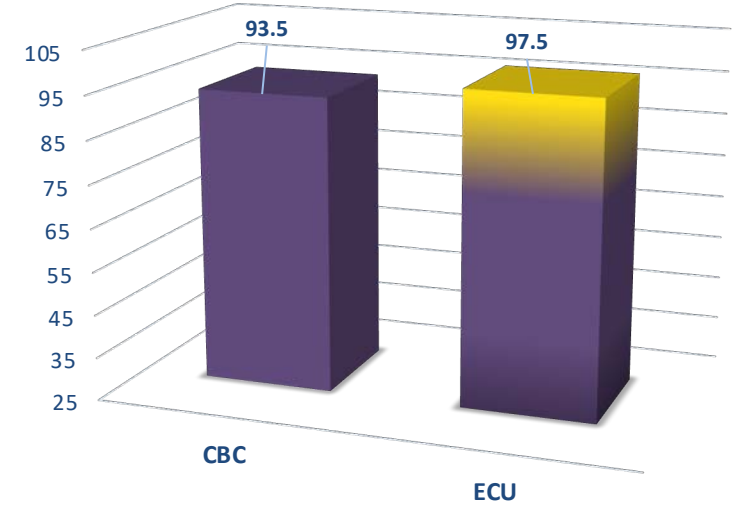
# Average LOS by Provider (in hours)

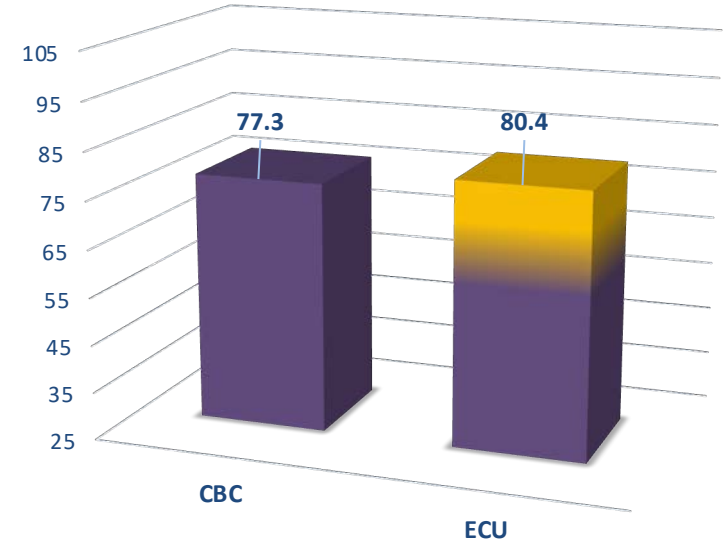
## Jul-Sep 2022




## Jan-Mar 2022




## Apr-Jun 2022

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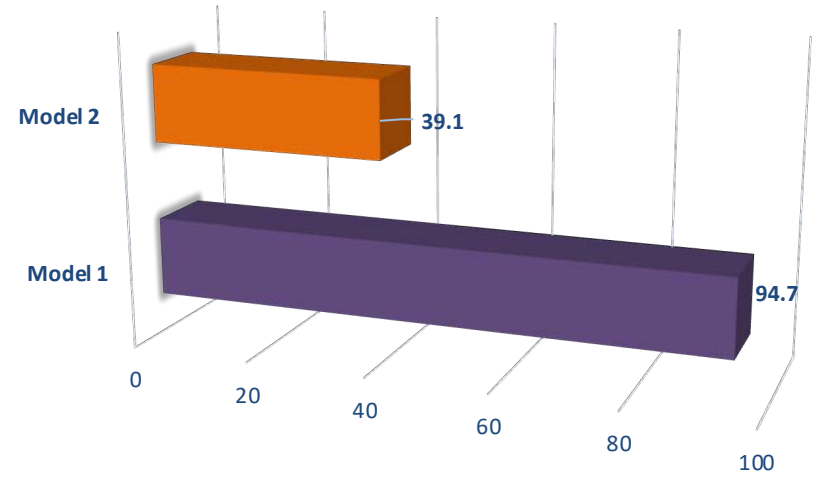
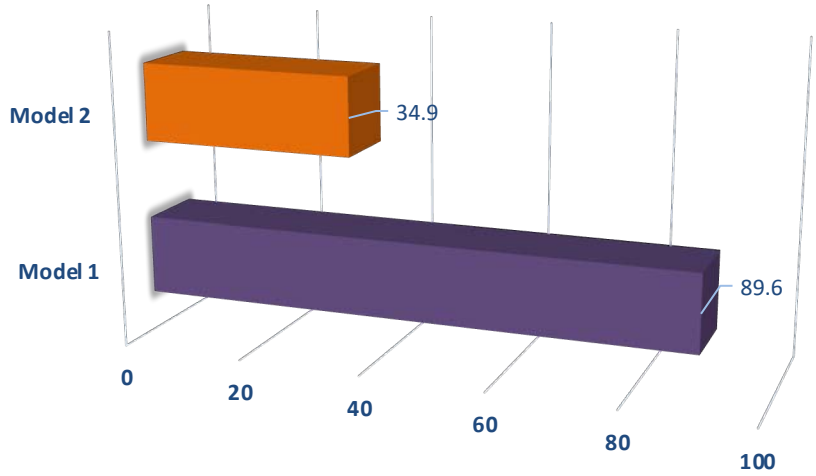
# Average LOS by Model

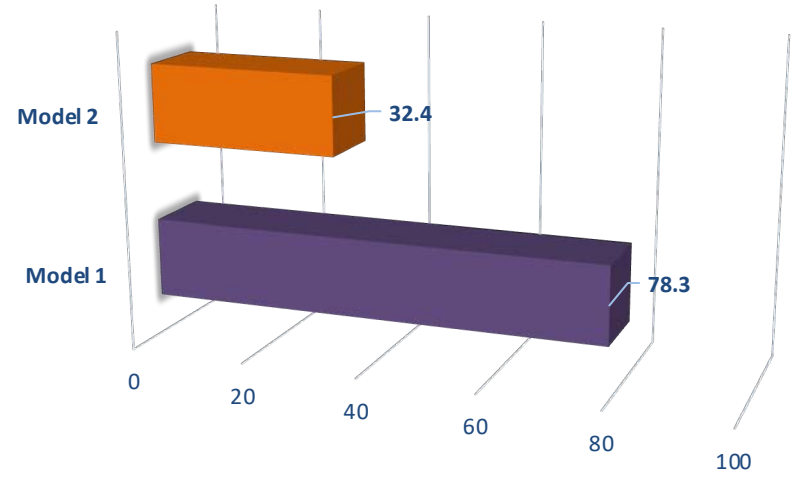
## Jan-Mar 2022 (in hours)




## Jul-Sep 2022 (in hours)




## Apr-Jun 2022 (in hours)

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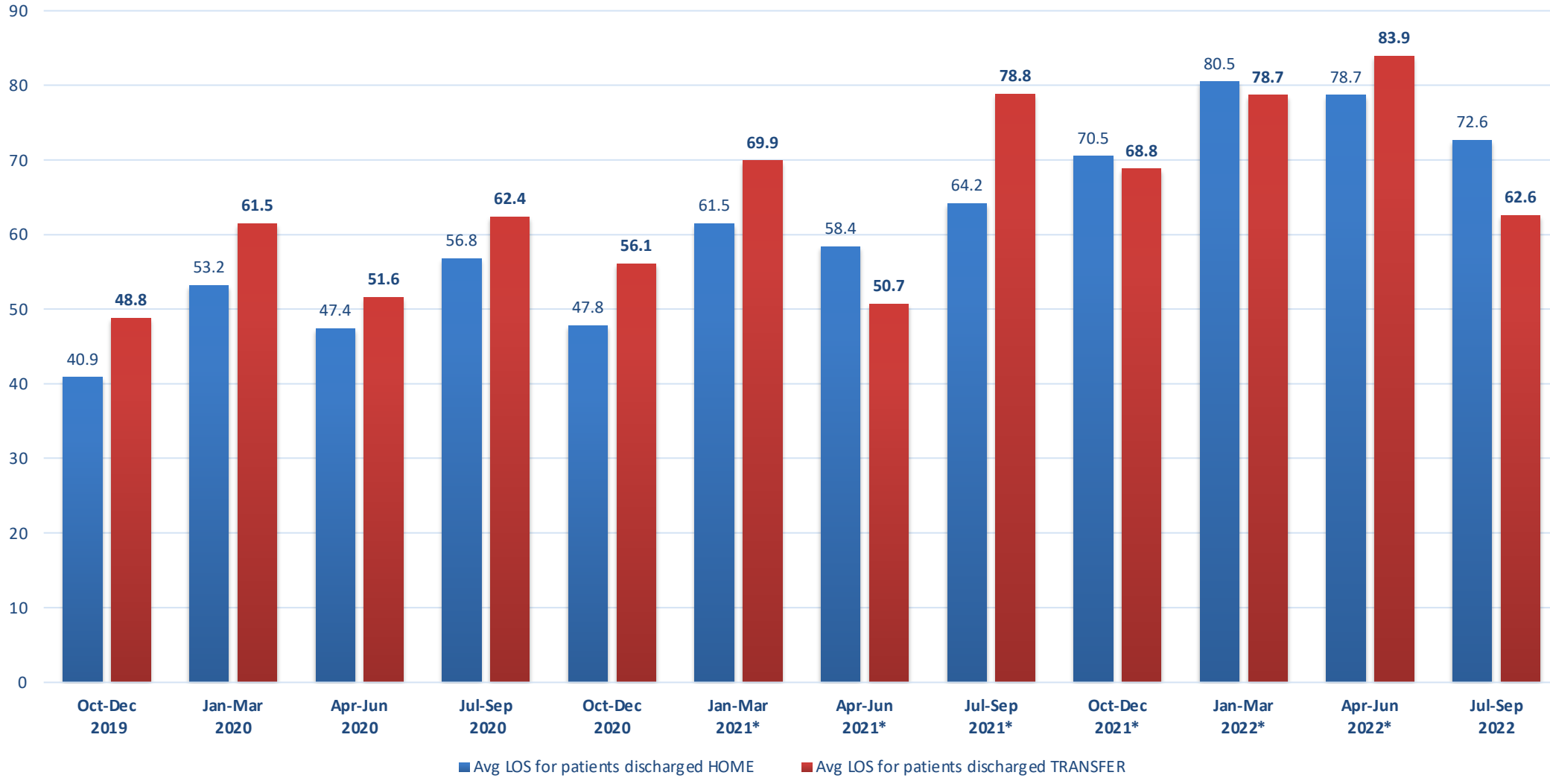
# Average Length of Stay by Quarter for Patients Discharged to Home or Transfer
(in hours)

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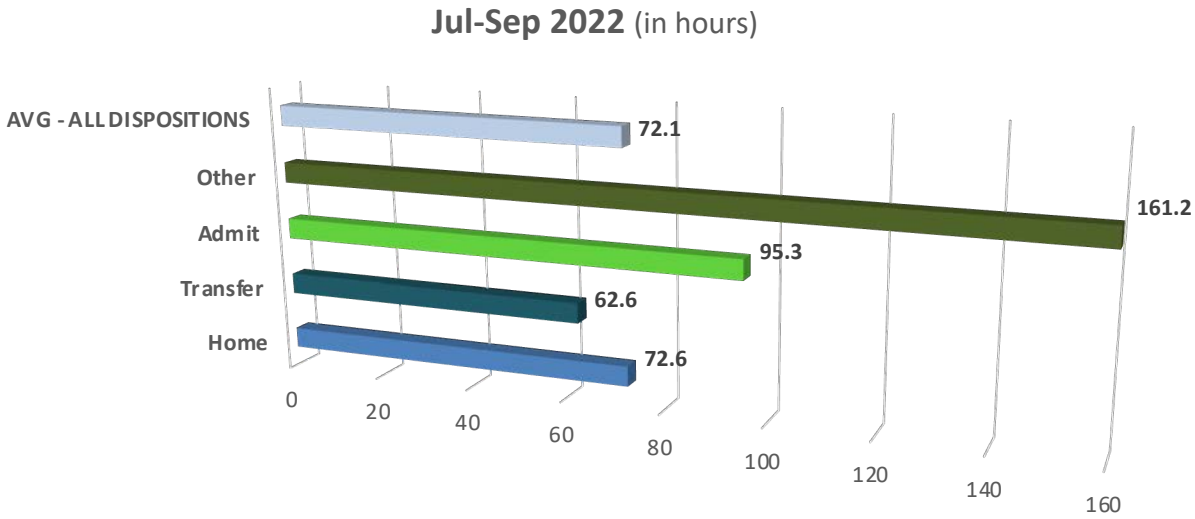
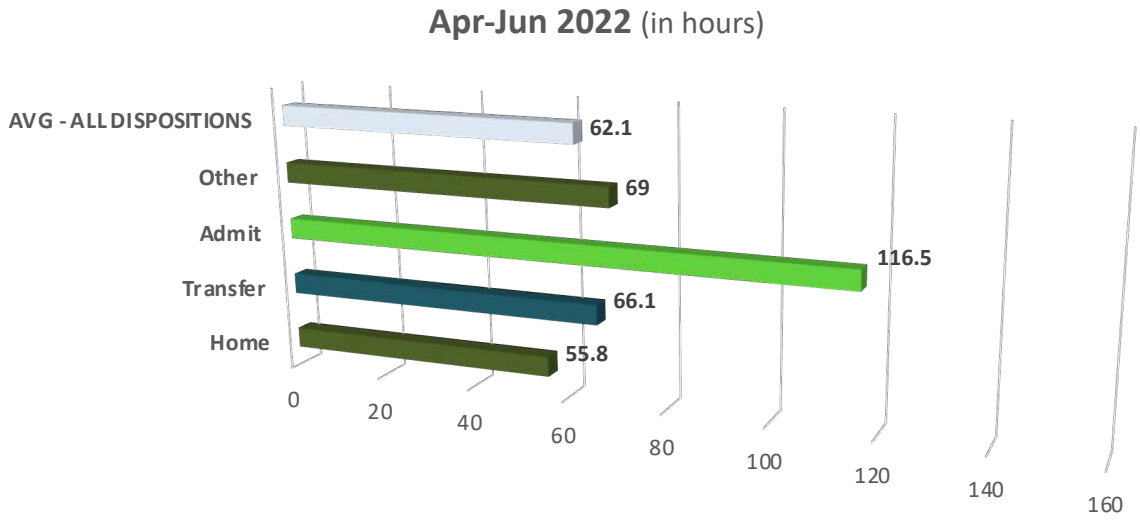
# Average LOS by Discharge Disposition

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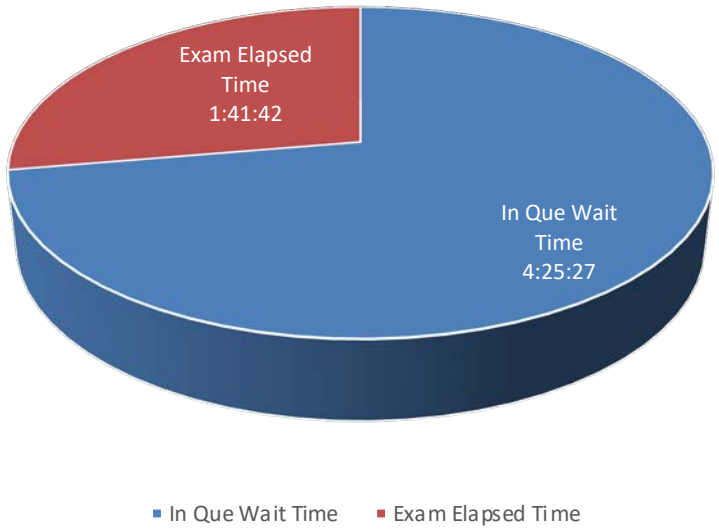
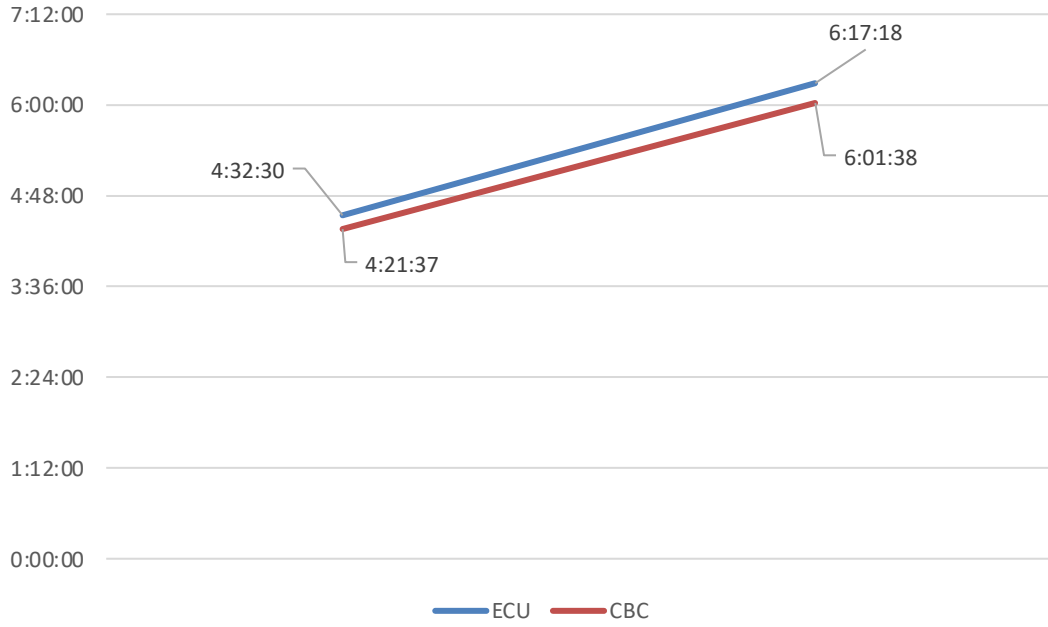
# Consult Elapsed Time: July - September 2022

CBC & ECU
Average Consult Exam Elapsed Time
In Que to Exam Complete
FY23-Q1 September 2022




Comparison CBC & ECU
Average Consult Elapsed Time
In Que to Exam Complete
FY23-Q1 September 2022

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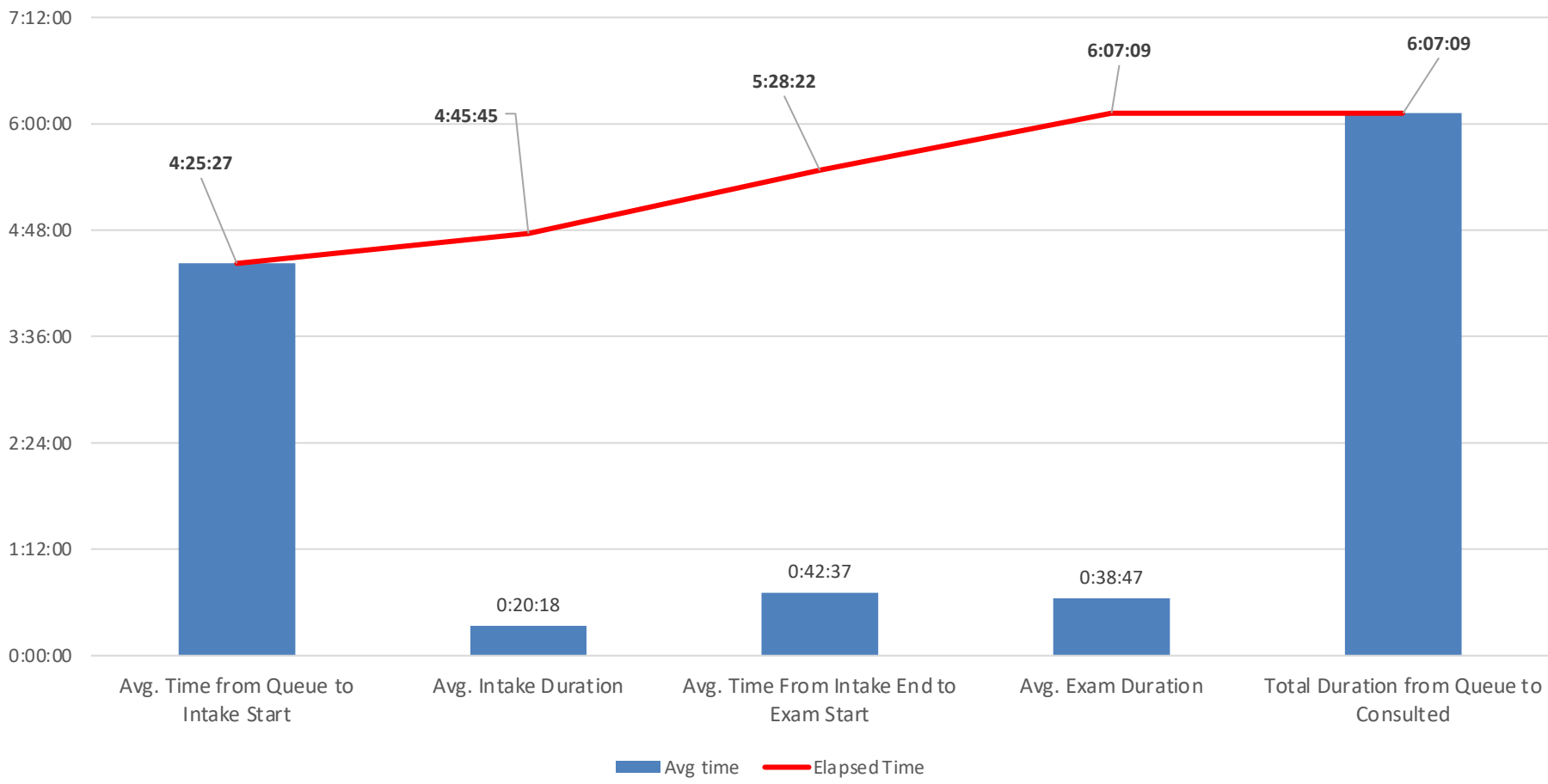
# Key Processes and Elapsed Times Averages
# CBC and ECU: July – September 2022

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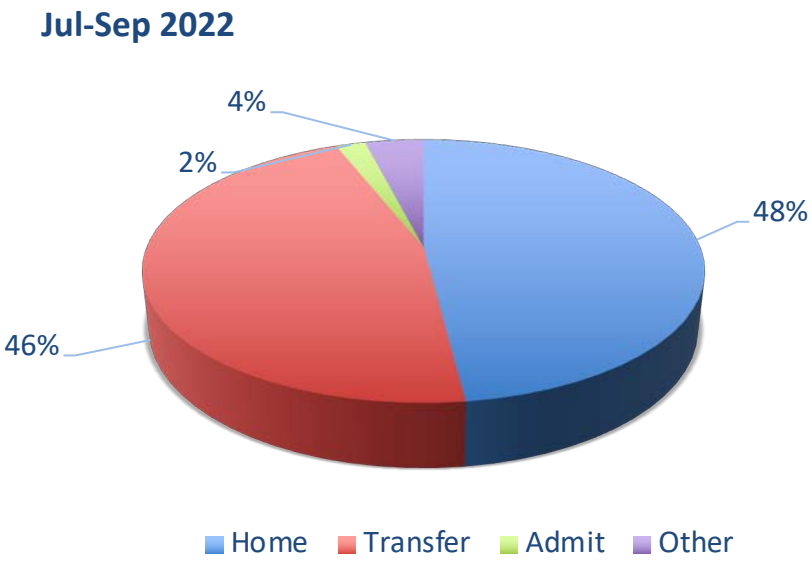
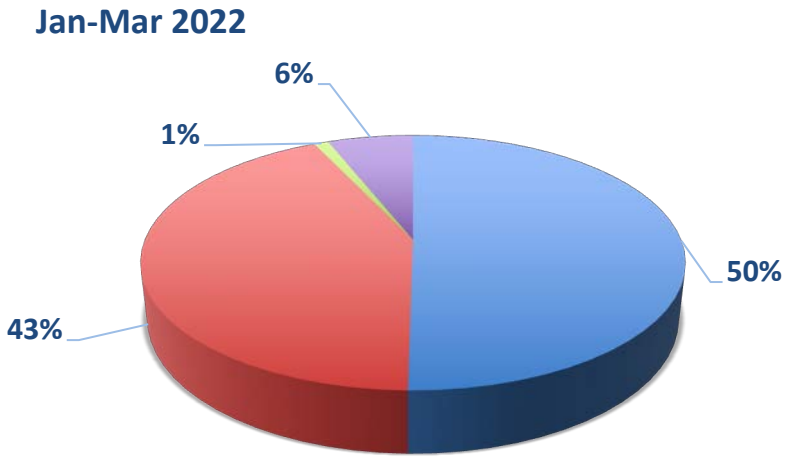
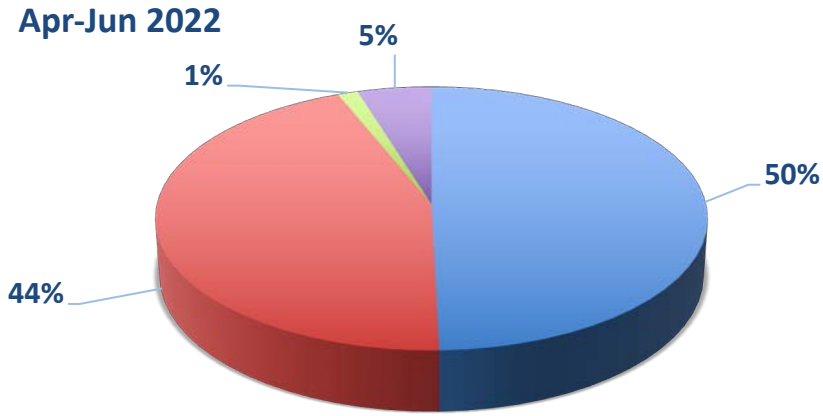
# Percent of Patients by Discharge Disposition

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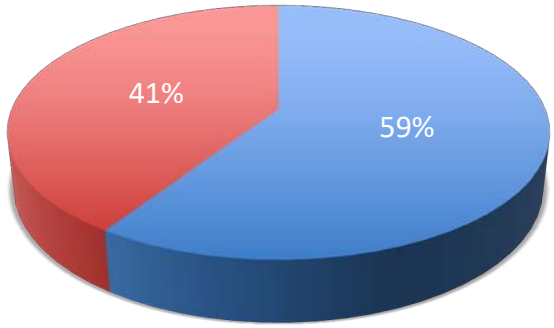
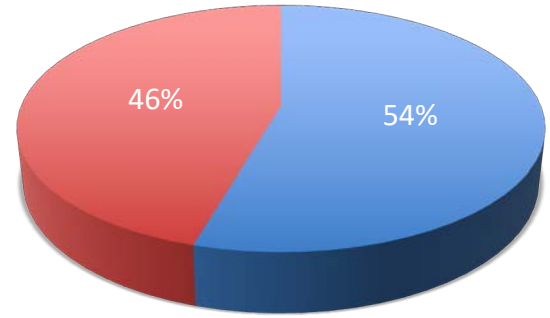
## Jul-Sep 2022



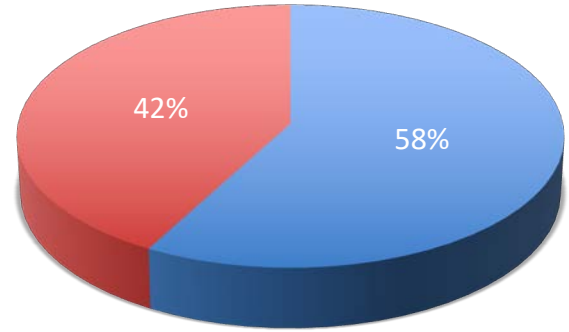

## Jan-Mar 2022




# IVCs –
# By Release Status

IVCs - percent not released
IVCs - percent released

## Apr-Jun 2022

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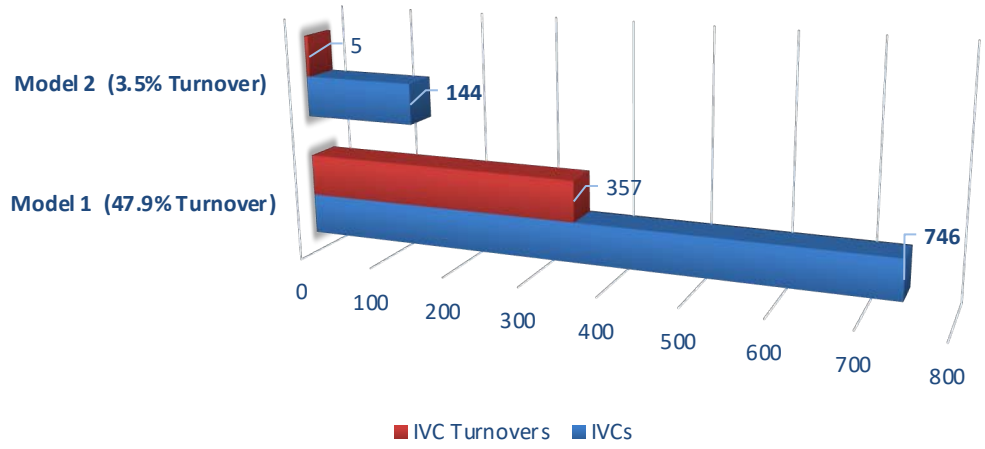
# Number of IVCs and IVC Turnovers by Model

## Jul-Sep 2022

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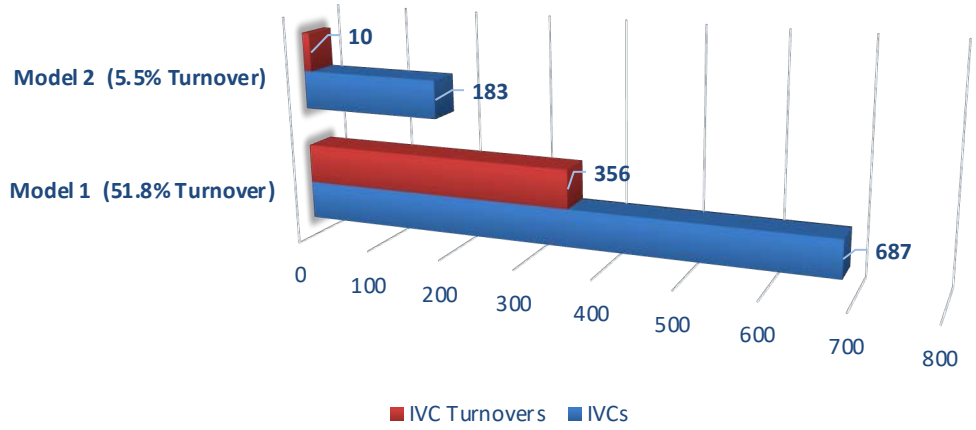


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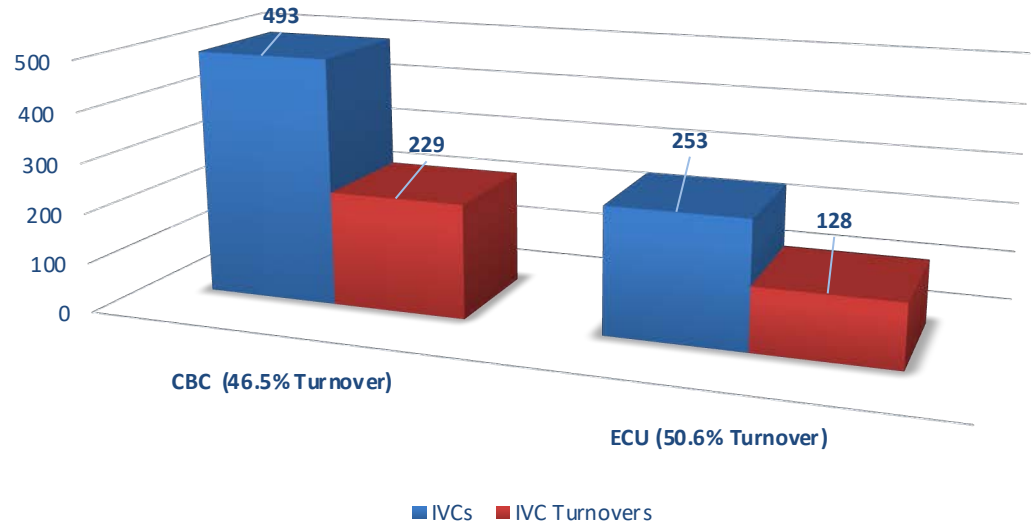
# Number of IVCs and IVC Turnovers by Provider

## Jul-Sep 2022

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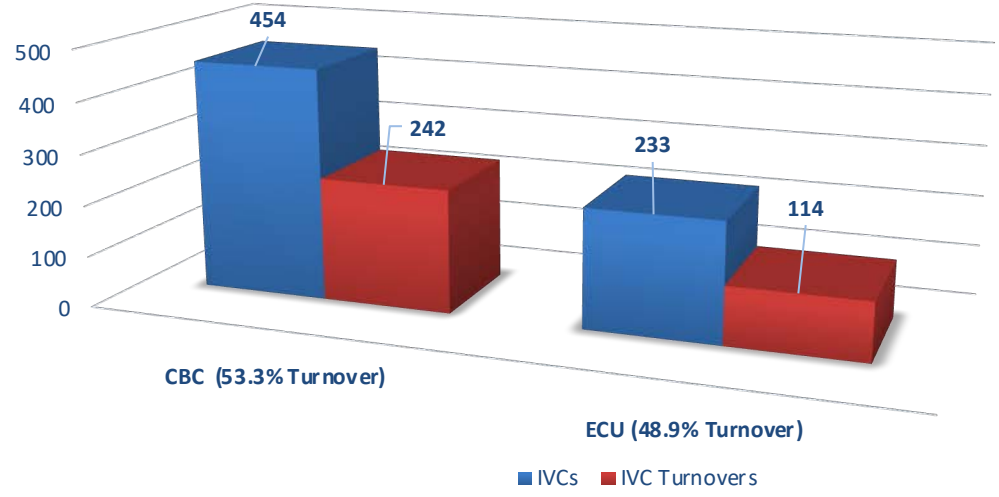


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# Satisfaction Surveys

- Satisfaction surveys are done twice a year.
- Most recent surveys were conducted in August 2022.
- Invitations to participate were sent via electronic mail
- For groups that use the portal (Model 1 ED staff, psychiatrists, and intake specialists) there was a link to the survey on the portal log-in page.
- Surveys were completed online via Qualtrics software

# Satisfaction Surveys Methodology

Satisfaction surveys were conducted in March 2022 with 9 groups

1. Model 1 Emergency Department Physicians
2. Model 1 Emergency Department Staff
3. Model 1 Provider Psychiatrists
4. Model 1 Psychiatric Intake Specialists
5. Model 1 Hospital CEOs
6. Model 2 Emergency Department Physicians
7. Model 2 Emergency Department Staff
8. Model 2 Provider Psychiatrists
9. Model 2 Hospital CEOs

Each group was given a different survey (with different questions) based on their role in the program.

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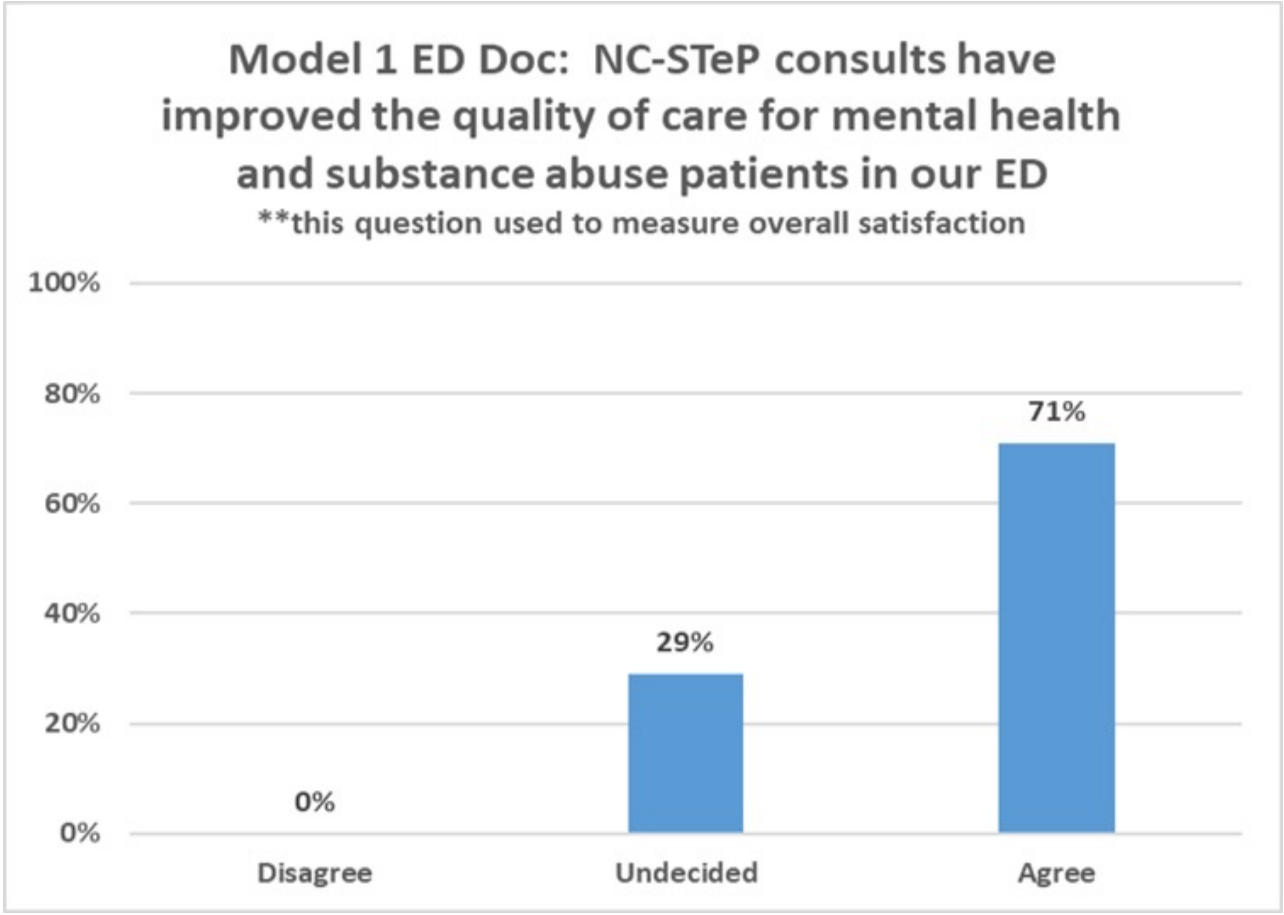
# Satisfaction Surveys Methodology

- 52 individuals responded to the survey (N = 52).
- For each group, one summary question is selected for an overall “satisfaction” rate.
- **The overall satisfaction rate is 81%.**

# Model 1 Hospital ED Physicians Results (n=7)

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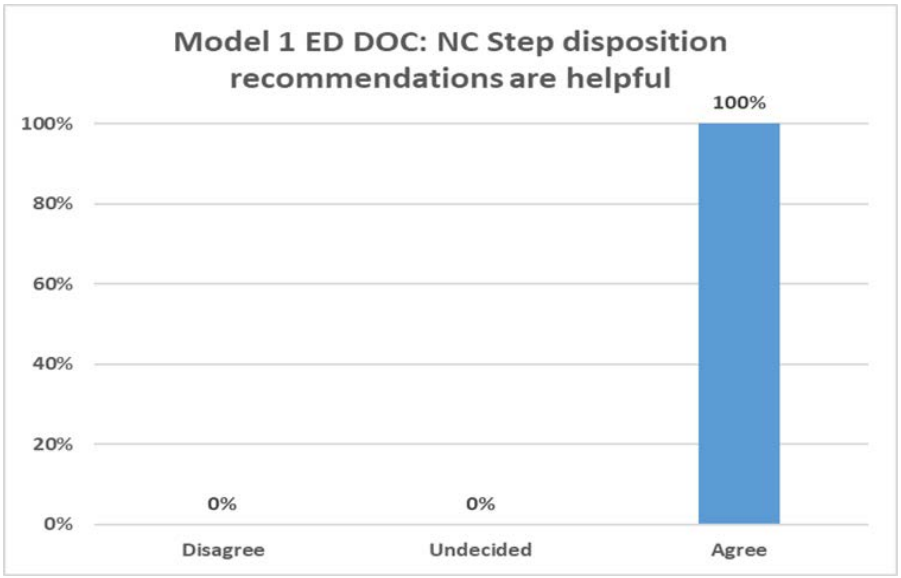
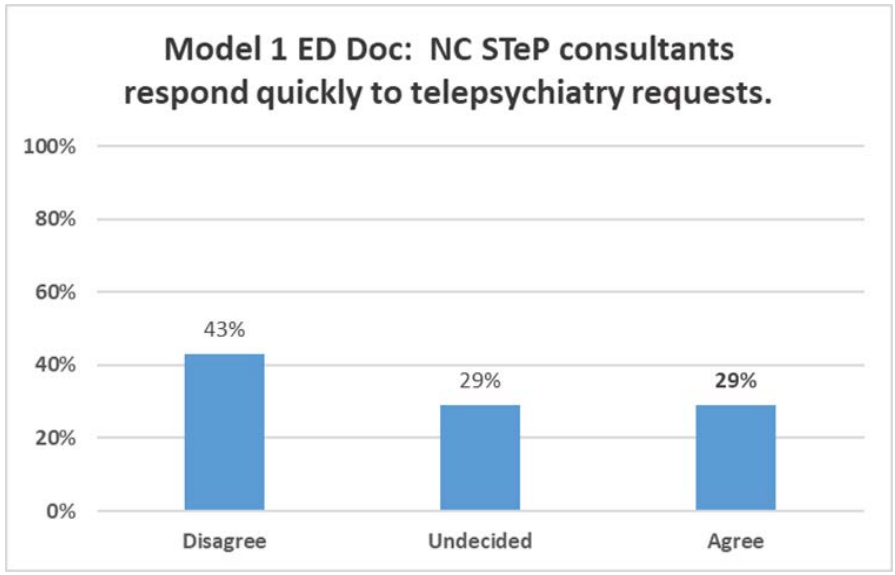
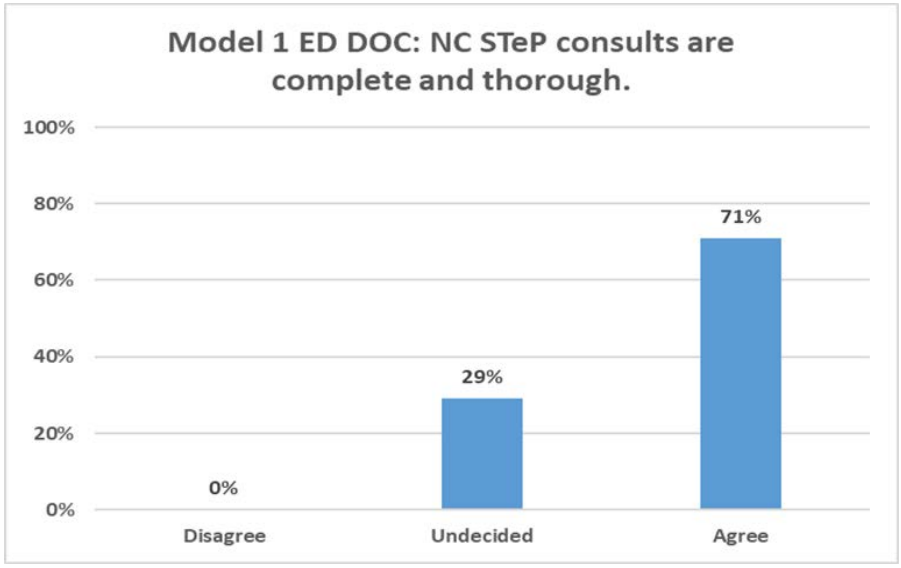
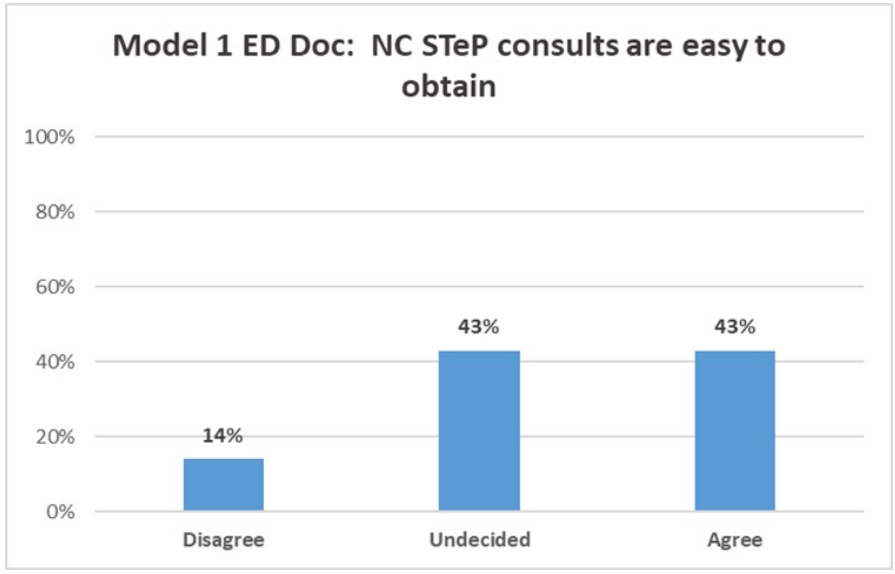
# Model 1 Hospital ED Physicians Results (n=7)

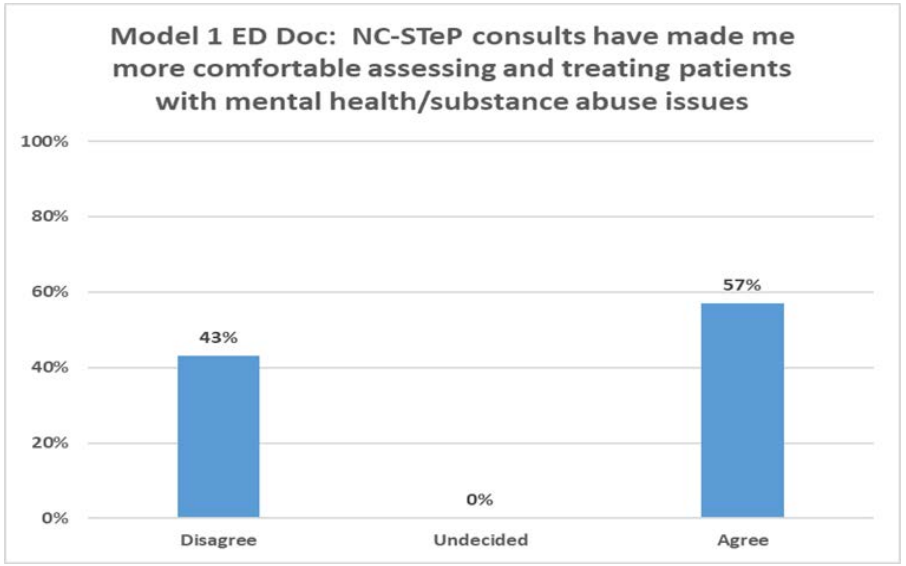


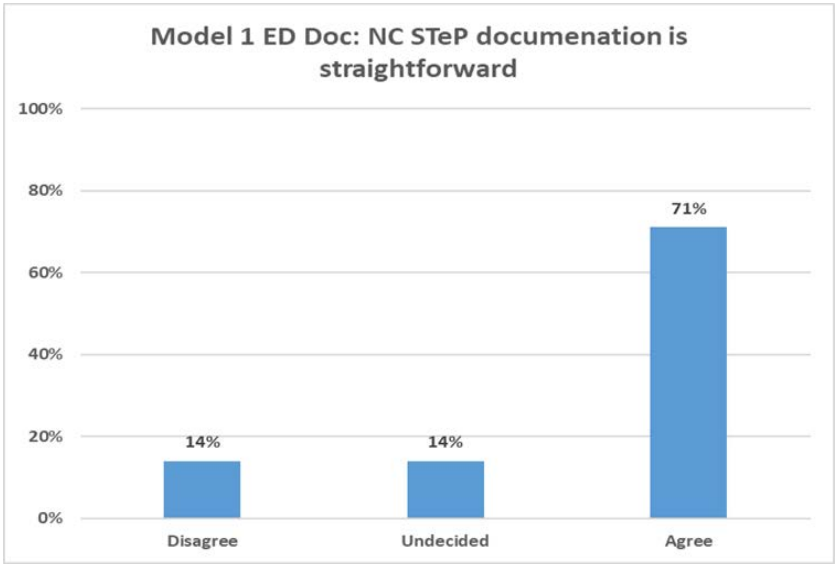



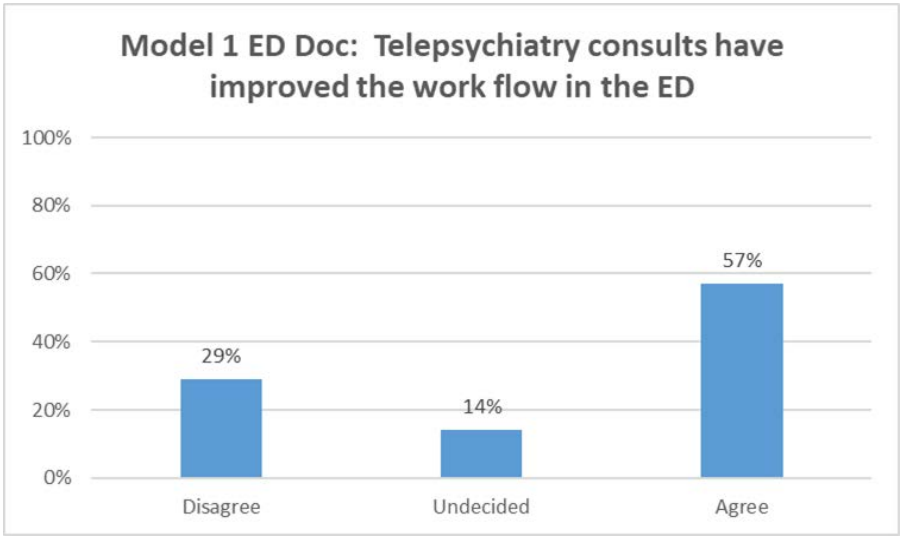



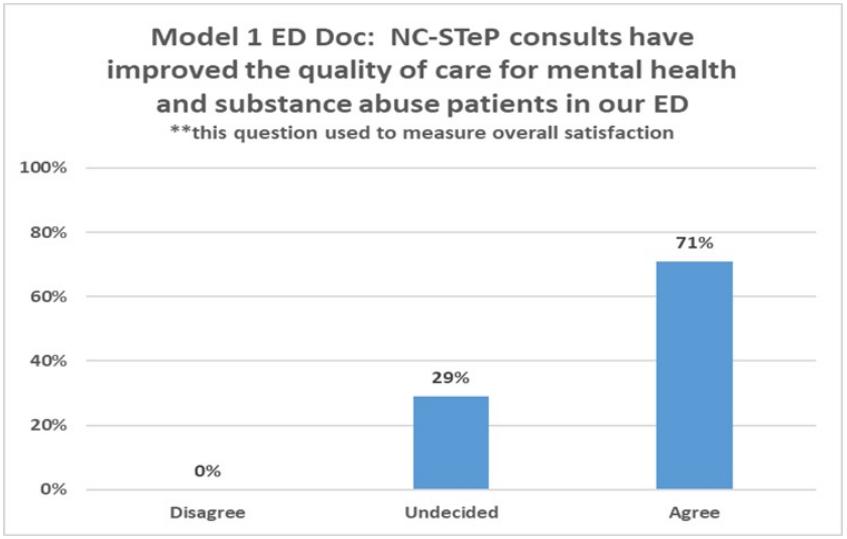



# Model 1 Hospital ED Physicians Results (n=7)

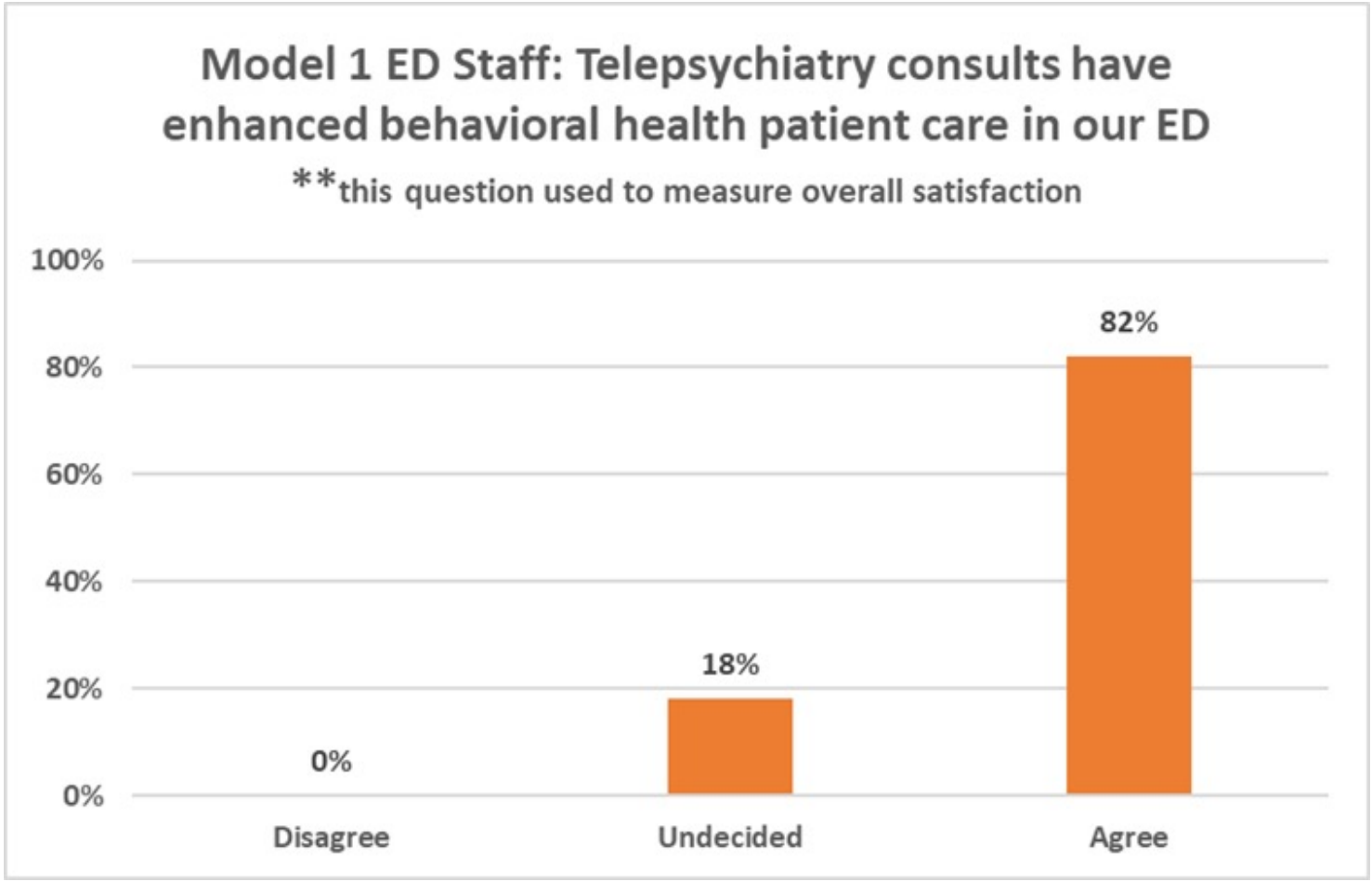


# Model 1 Hospital ED Staff Results (n=22)

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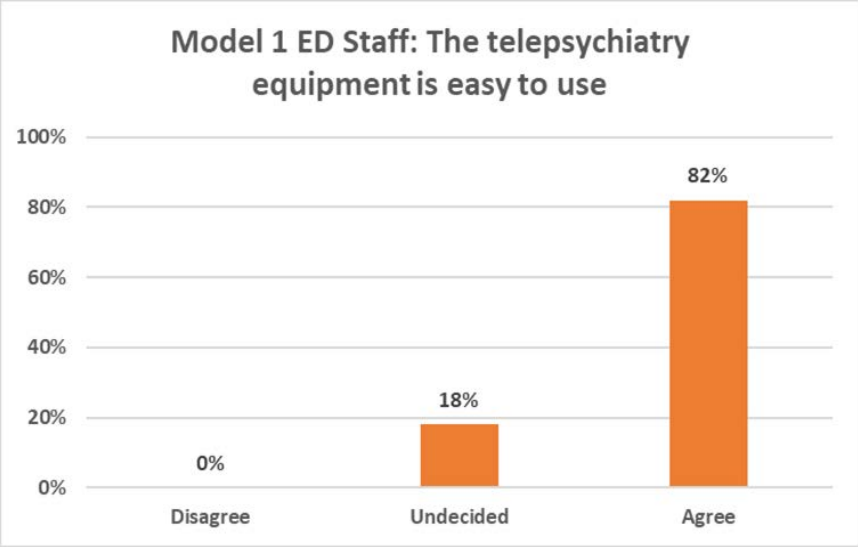
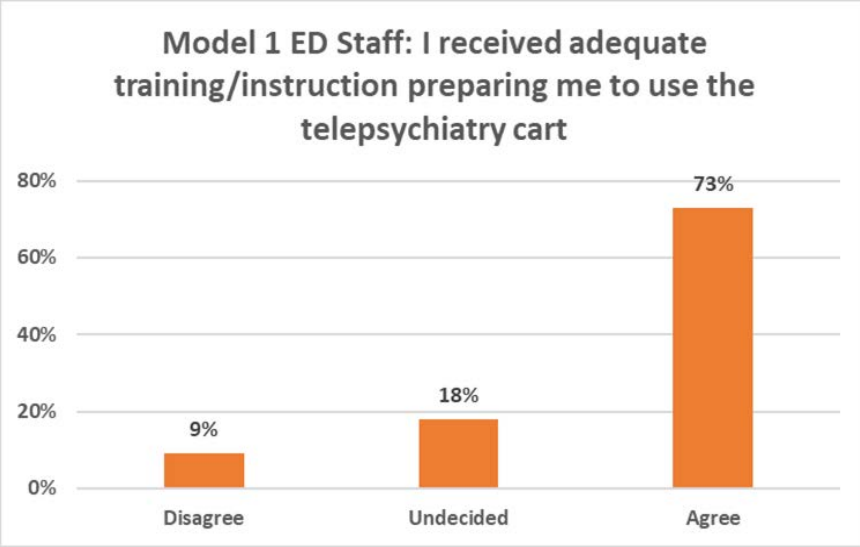
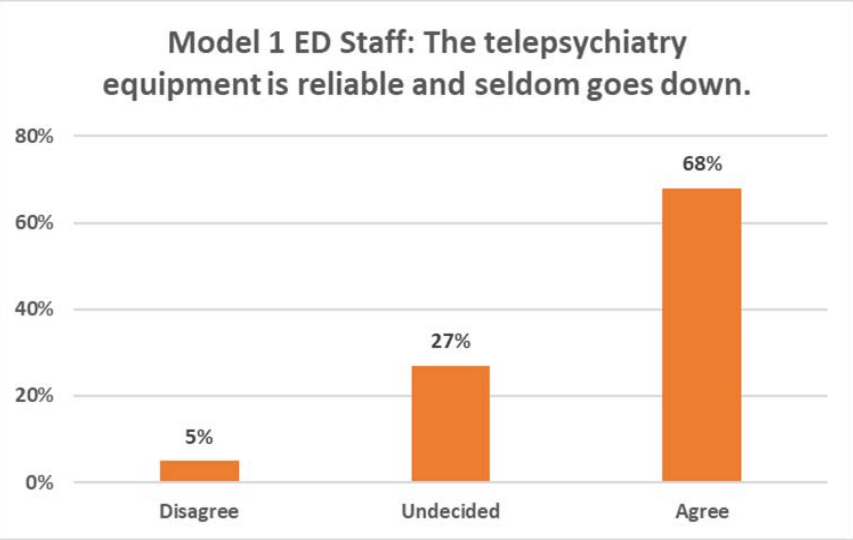
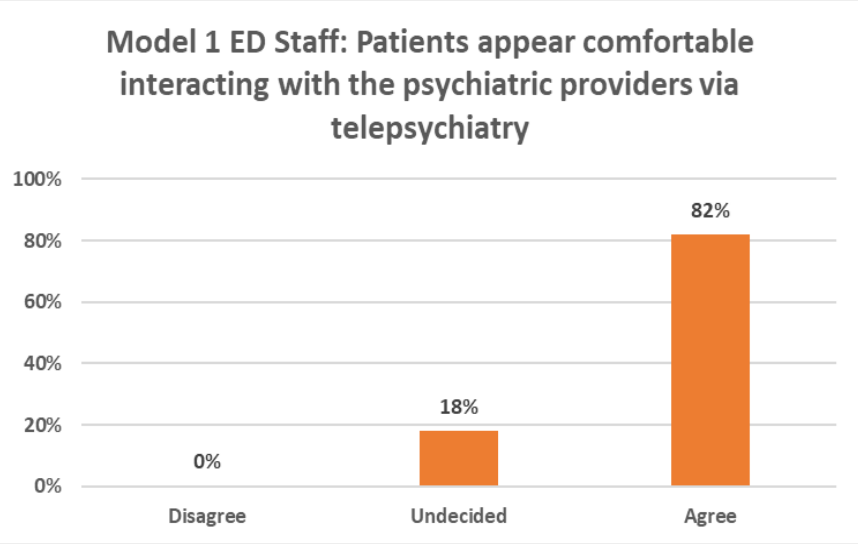
# Model 1 Hospital ED Staff Results (n=22)

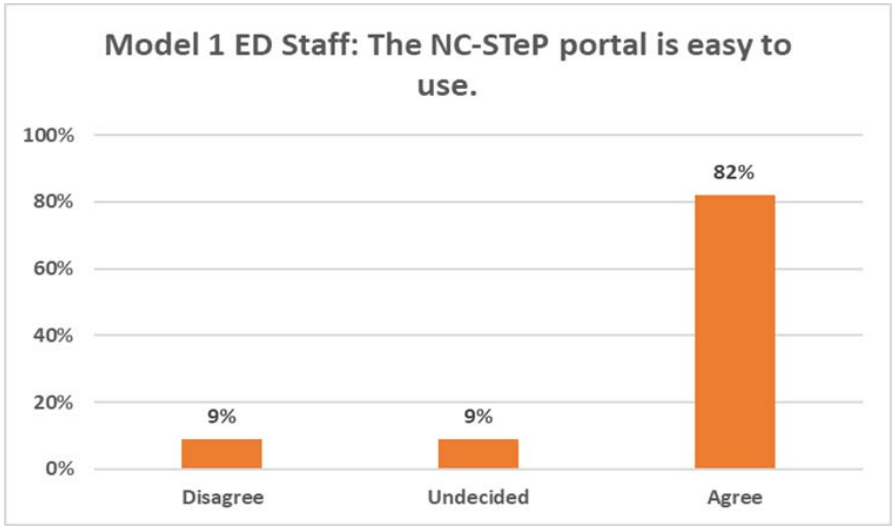


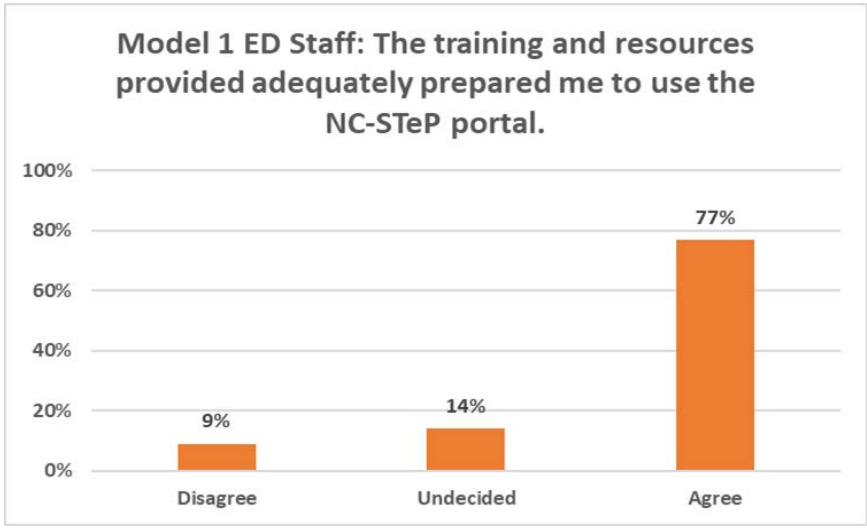



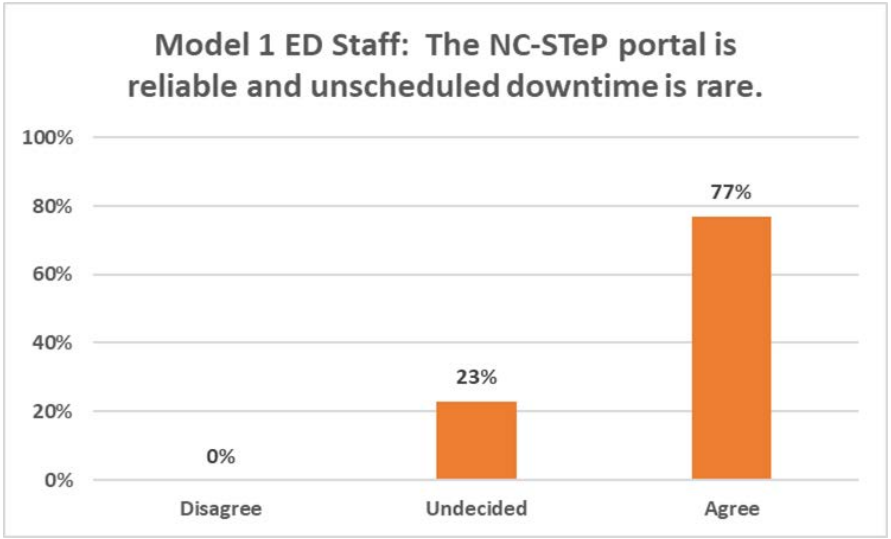



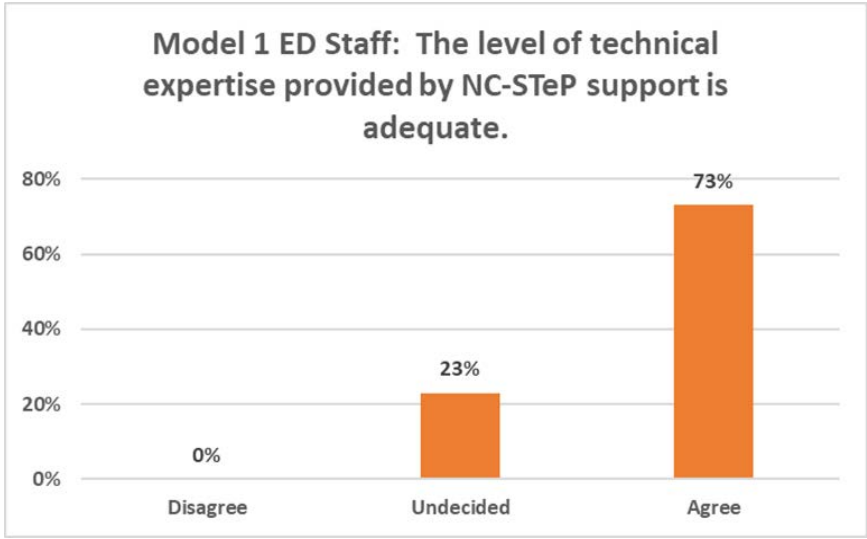



# Model 1 Hospital ED Staff Results (n=22)

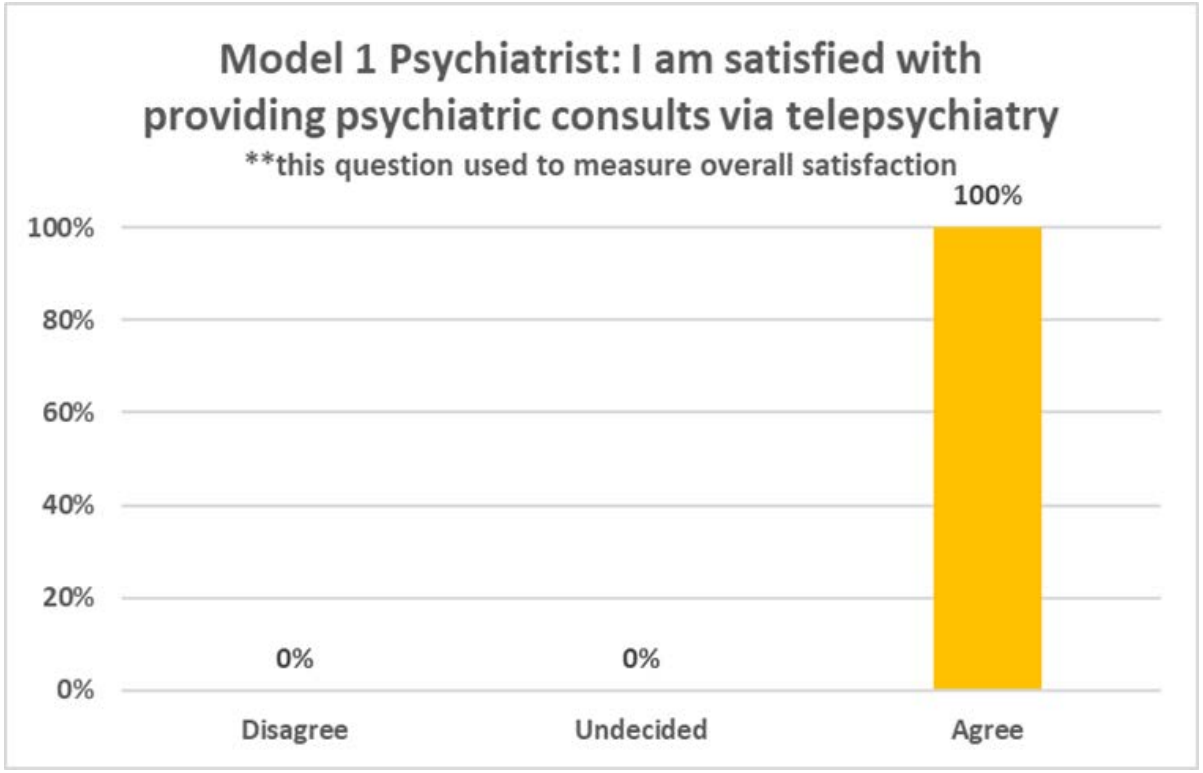


# Model 1 Provider Psychiatrist Results (n= 5)

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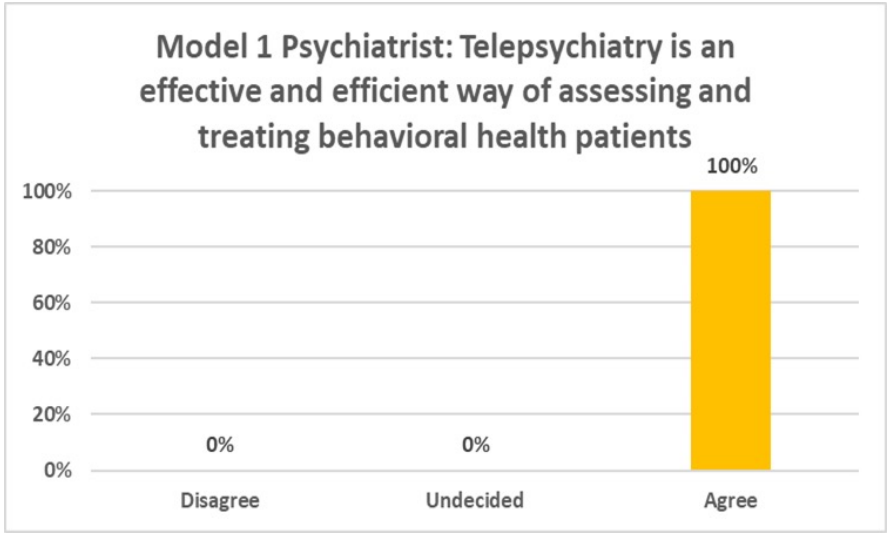
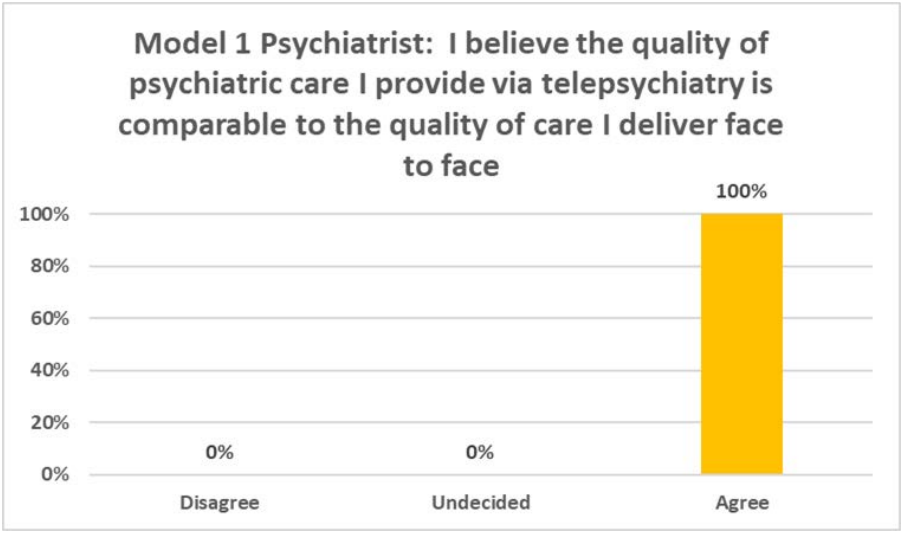
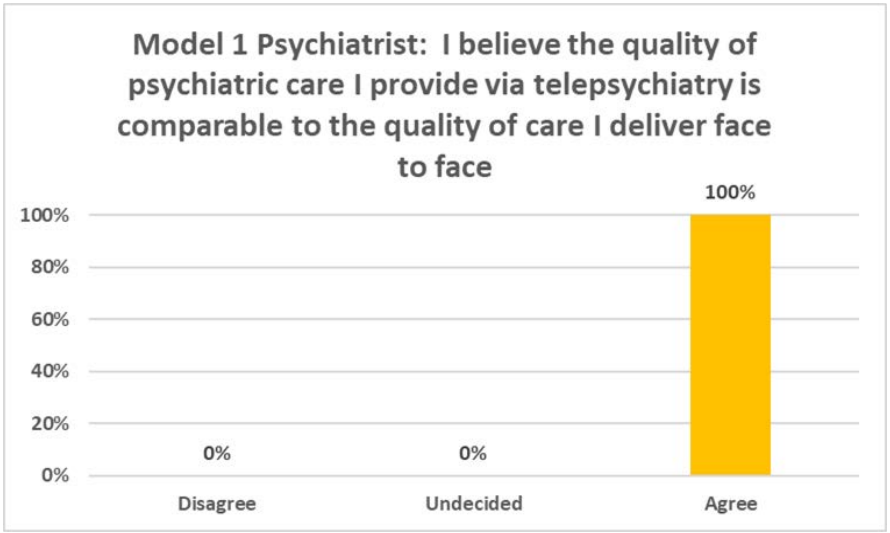
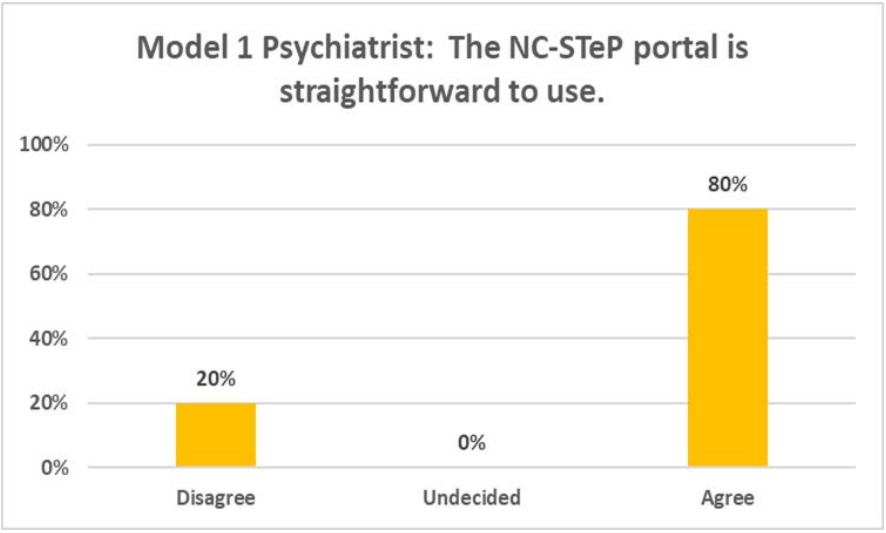
# Model 1 Provider Psychiatrist Results (n=5)

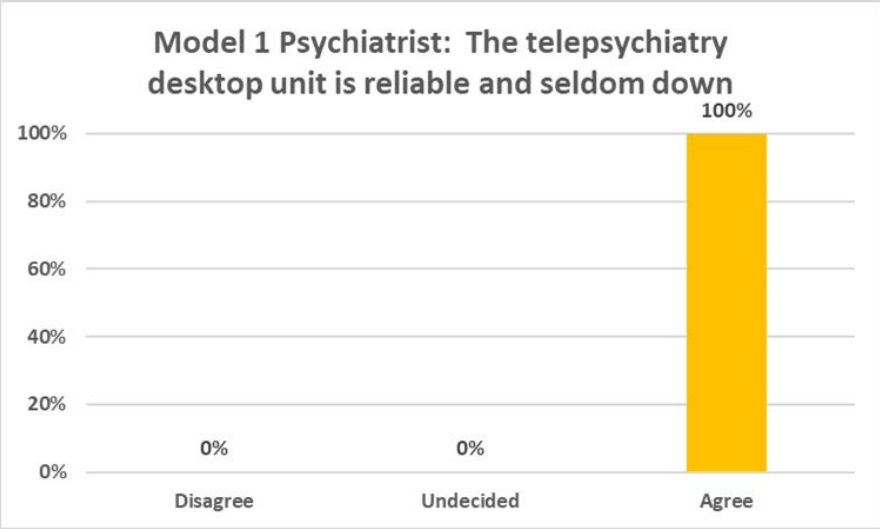


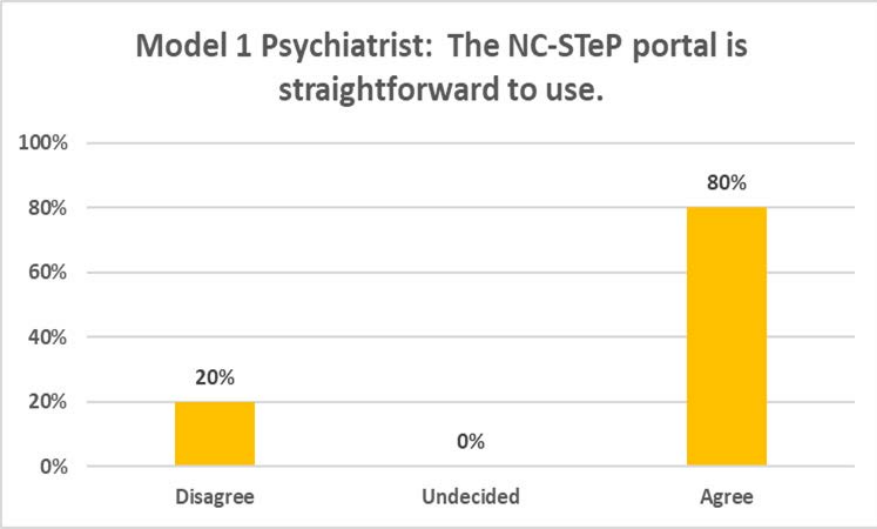



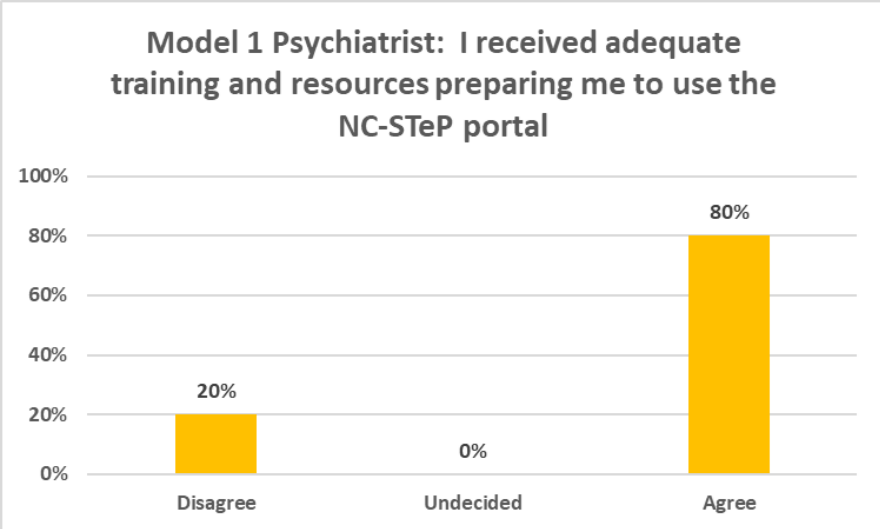



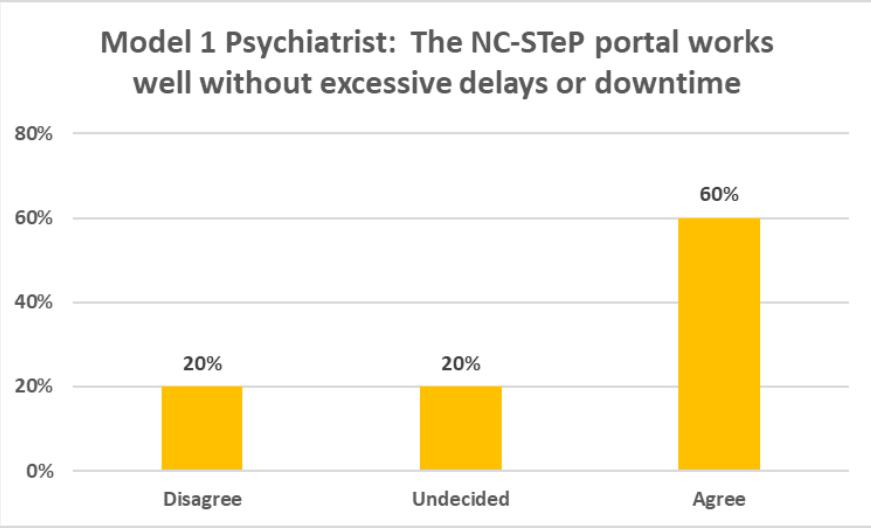



# Model 1 Provider Psychiatrist Results (n= 5)

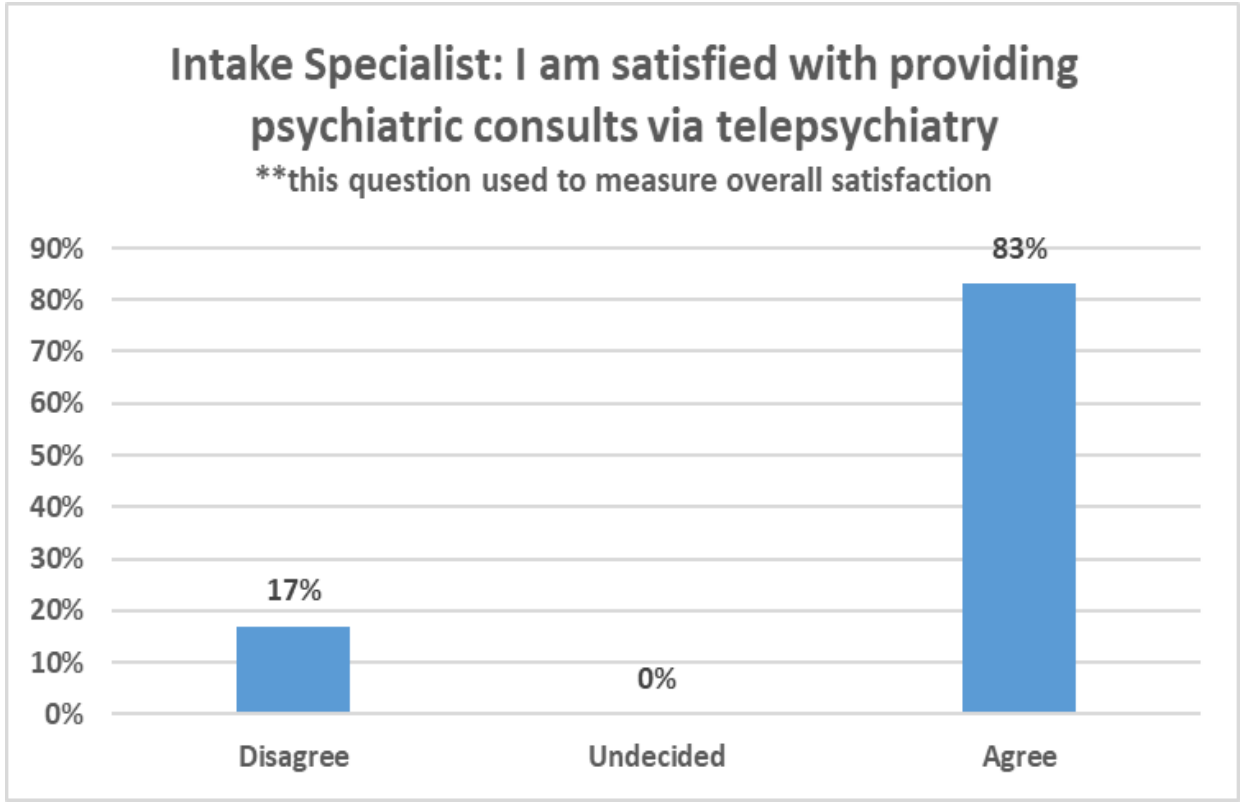


# Model 1 Psychiatric Intake Specialist Results (n=6)

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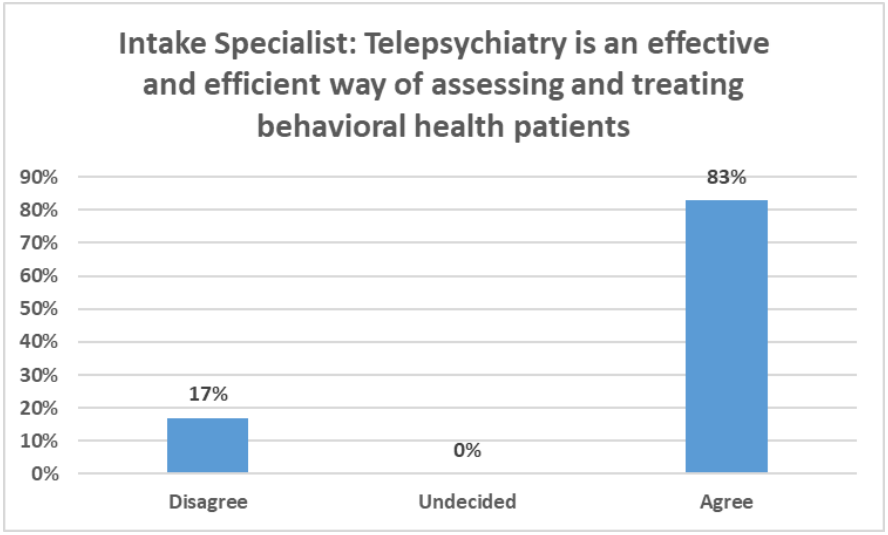
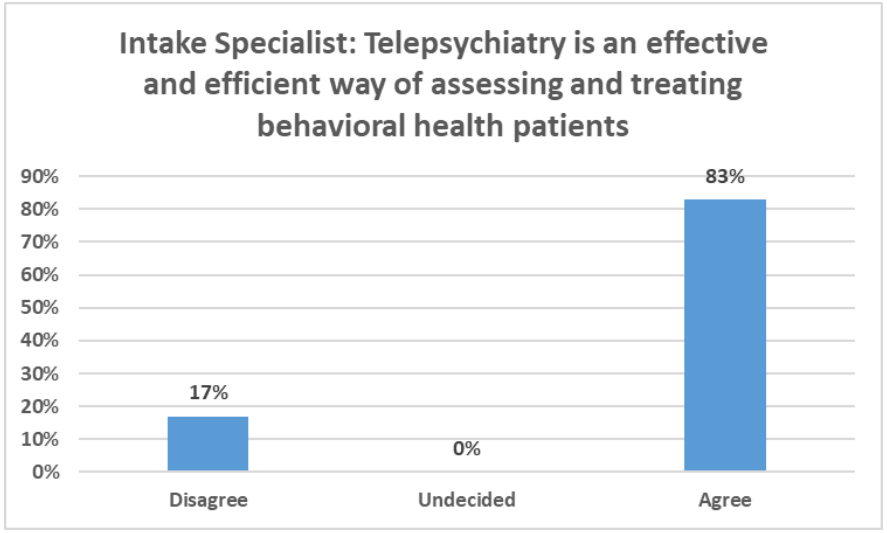
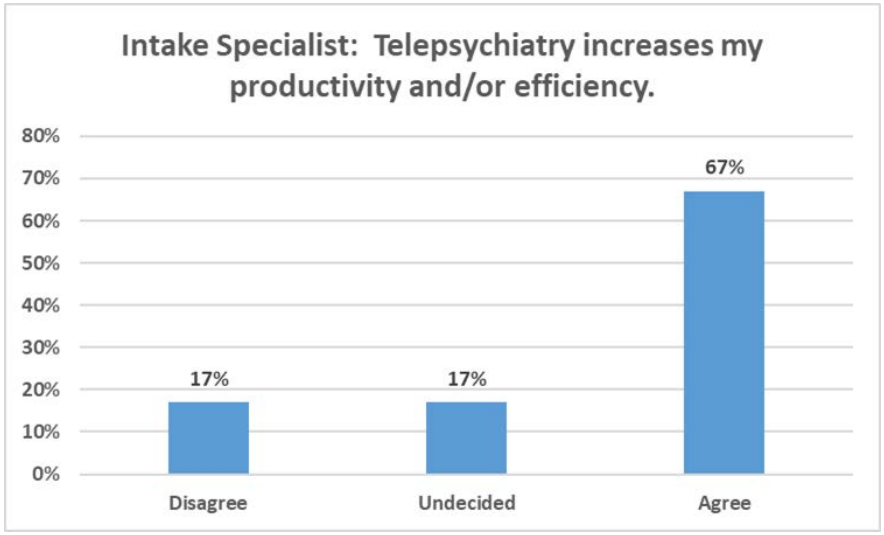
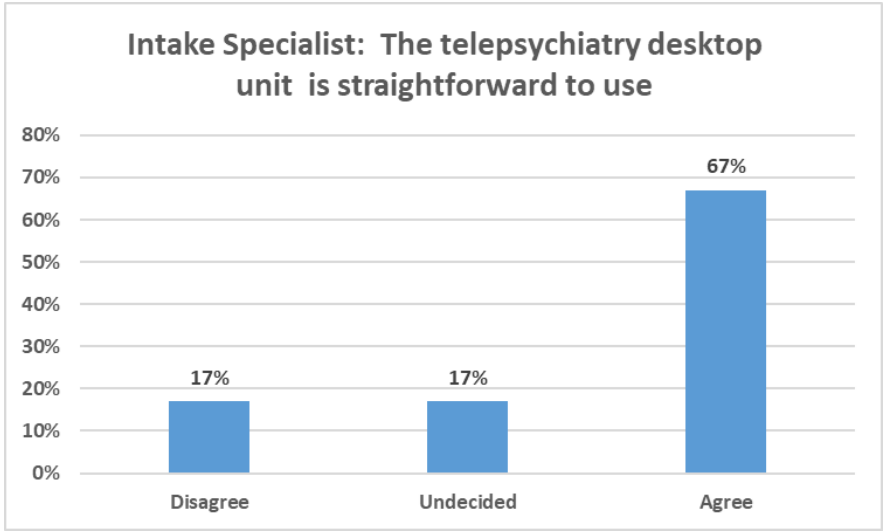
# Model 1 Psychiatric Intake Specialist Results (n=6)

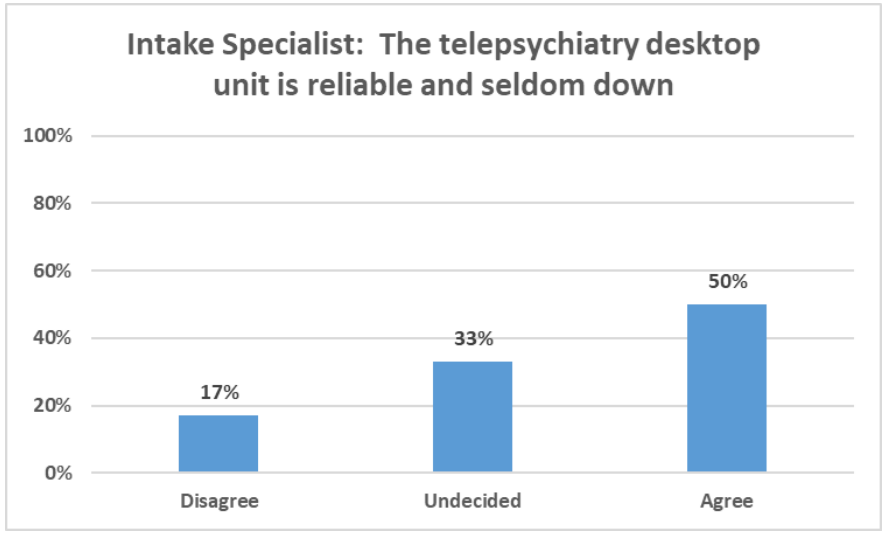


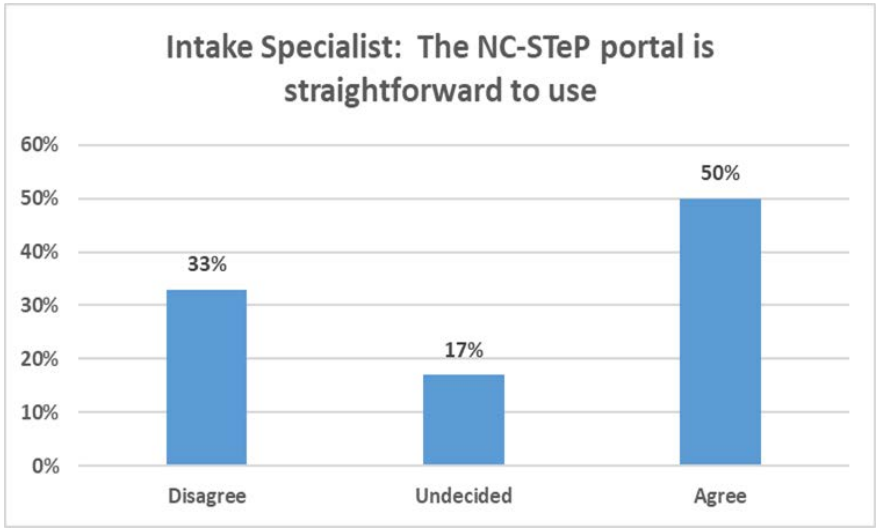



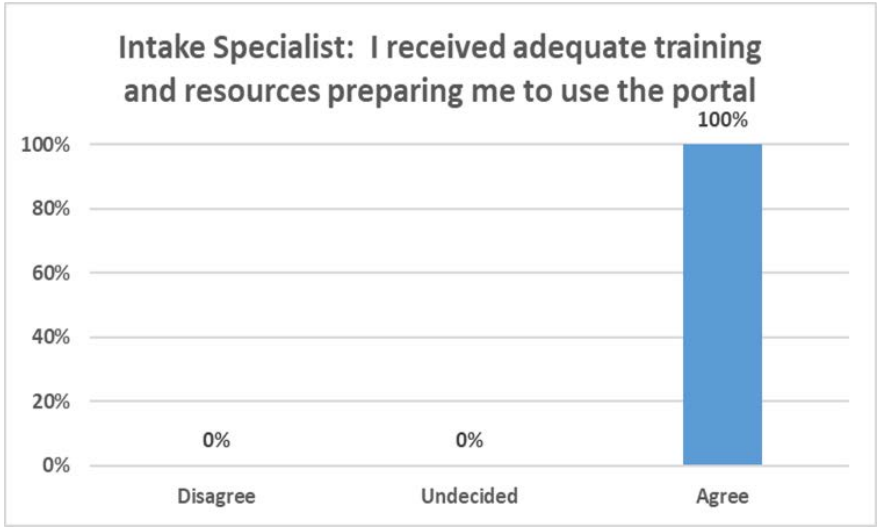



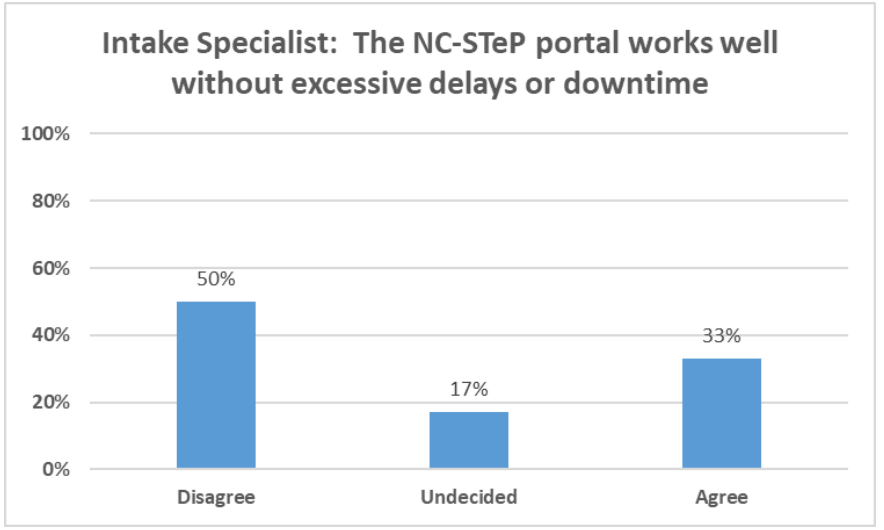



# Model 1 Psychiatric Intake Specialist Results (n=6)

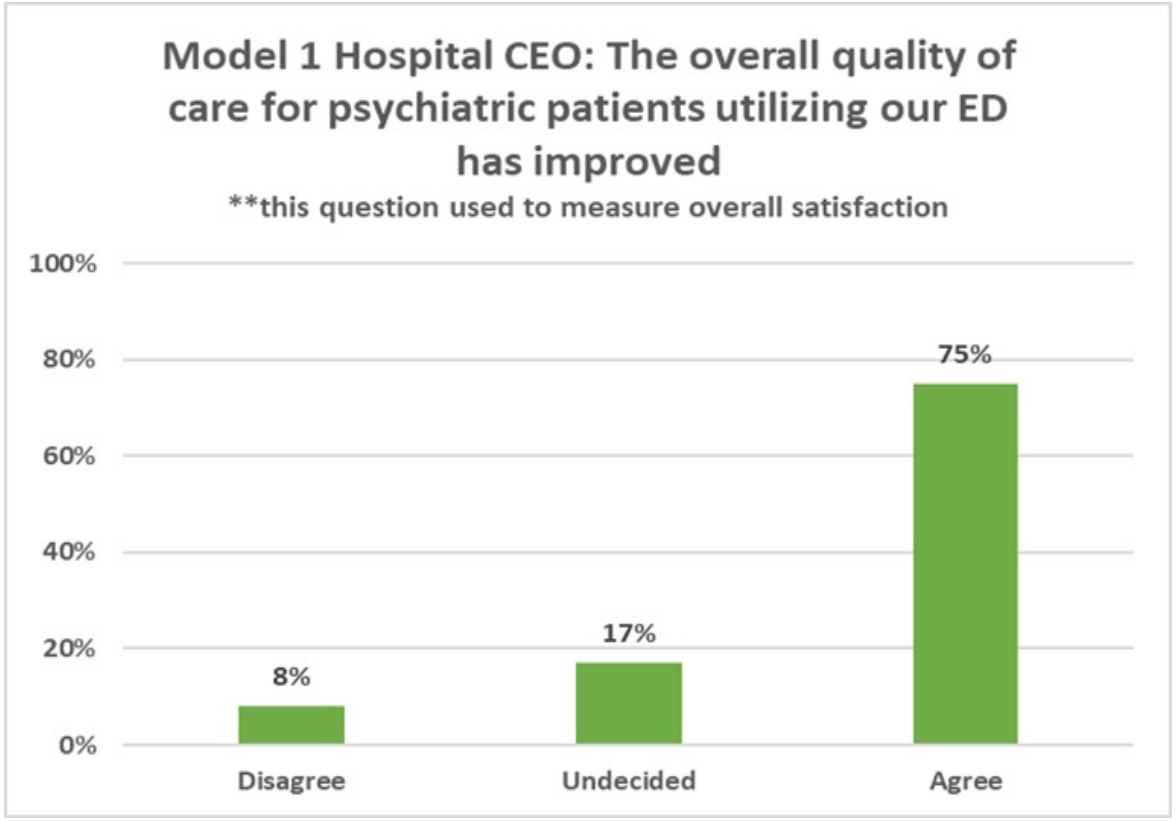


# Model 1 CEO/CNO/CFO Results (n=12)

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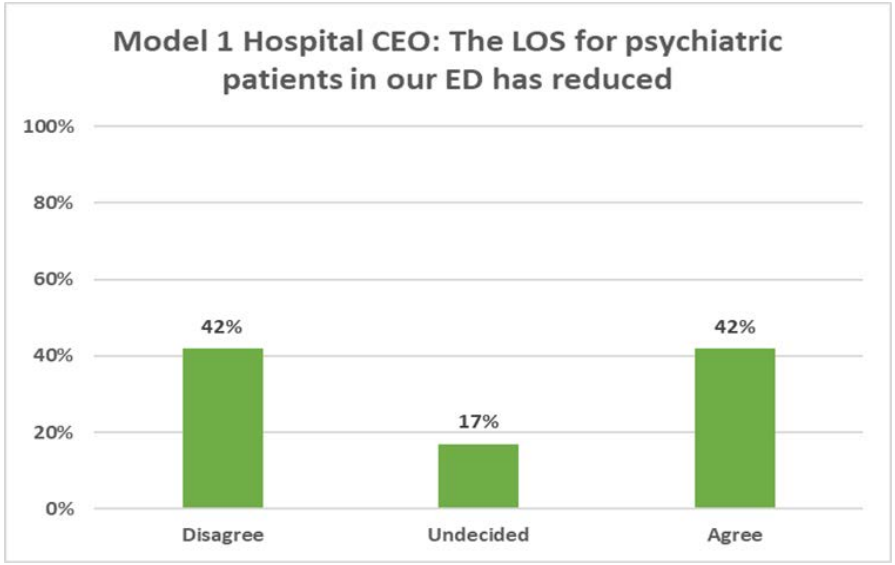
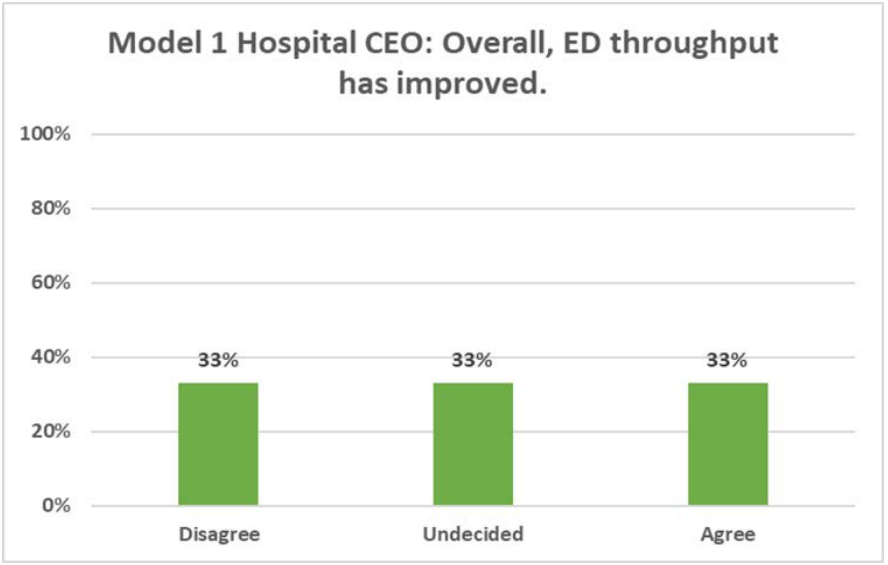
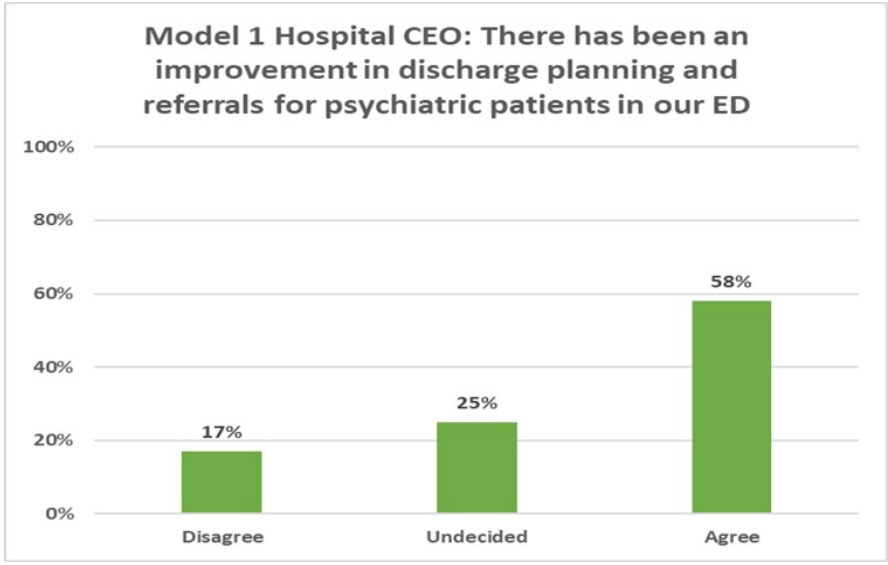
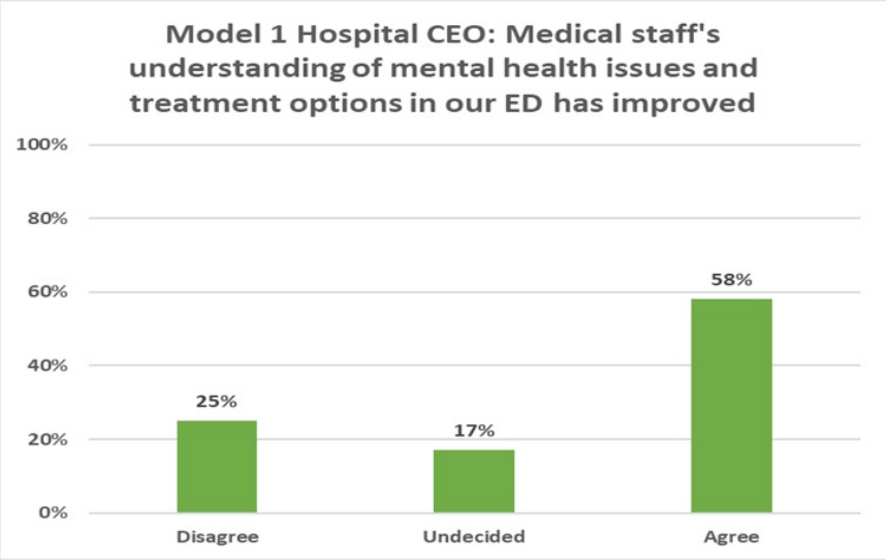
# Model 1 CEO/CNO/CFO Results (n=12)

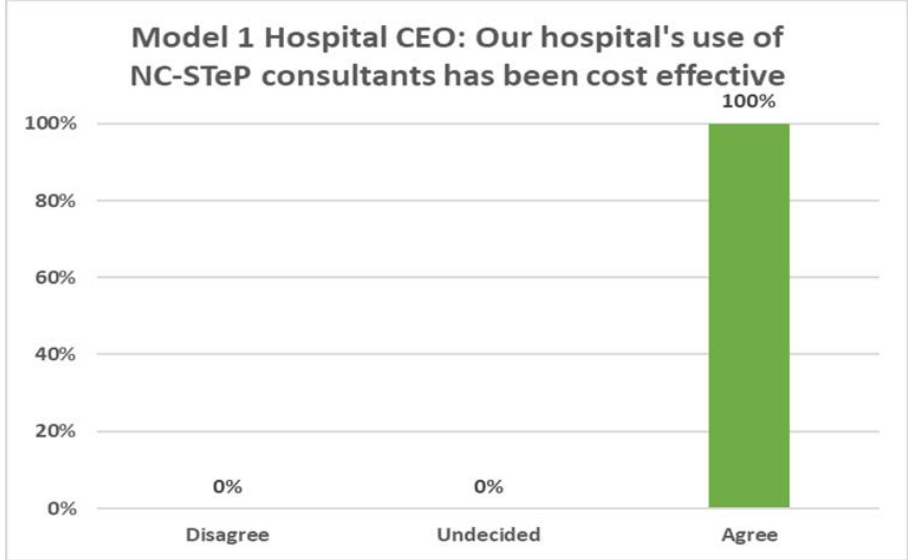


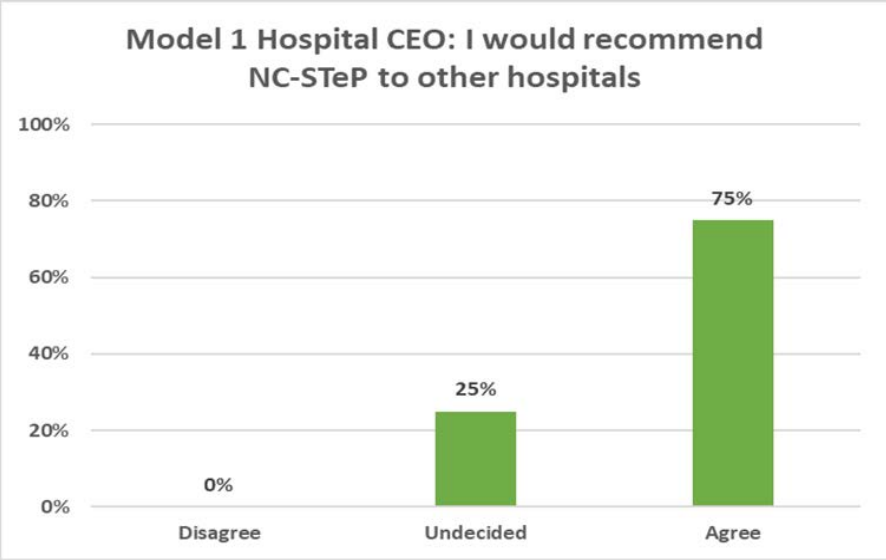



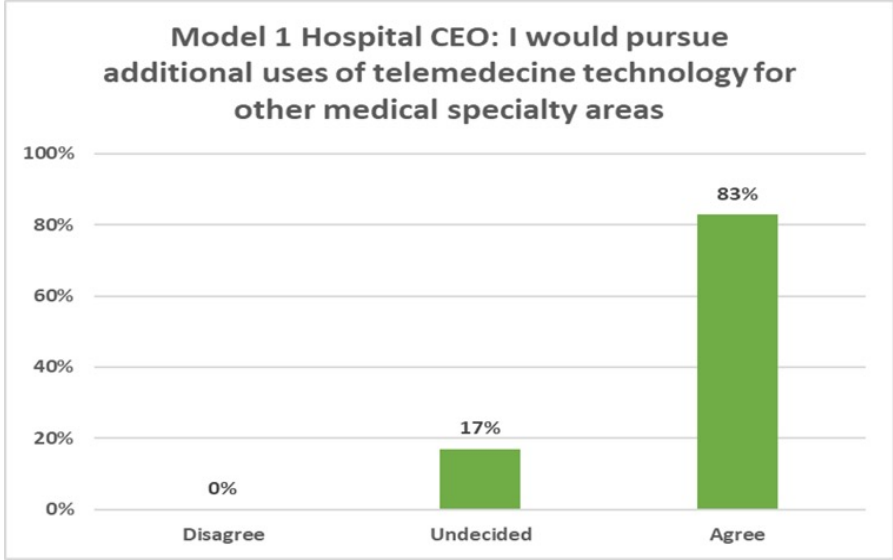


# Model 1 CEO/CNO/CFO Results (n=12)



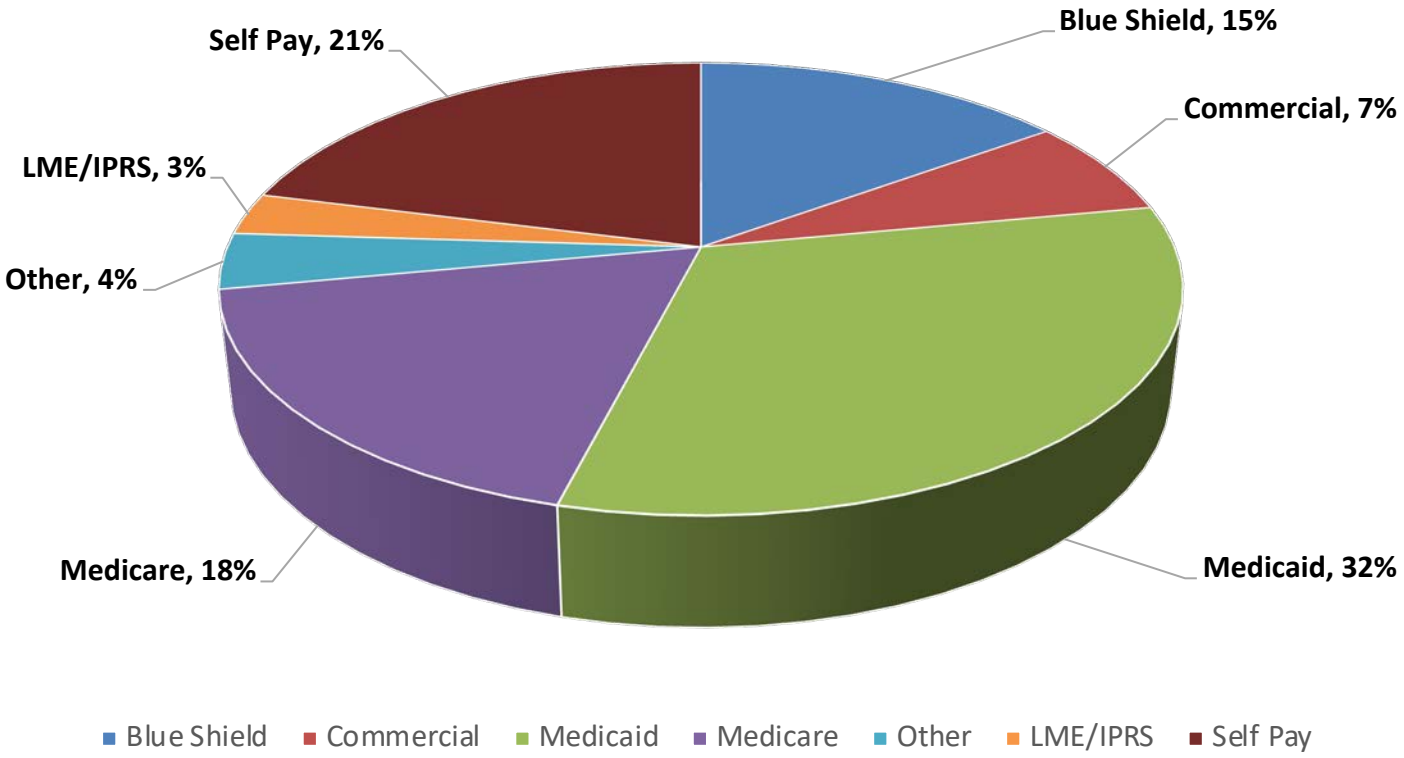



# NC-STeP Charge Mix

## QTD FY2023 - Quarter 1

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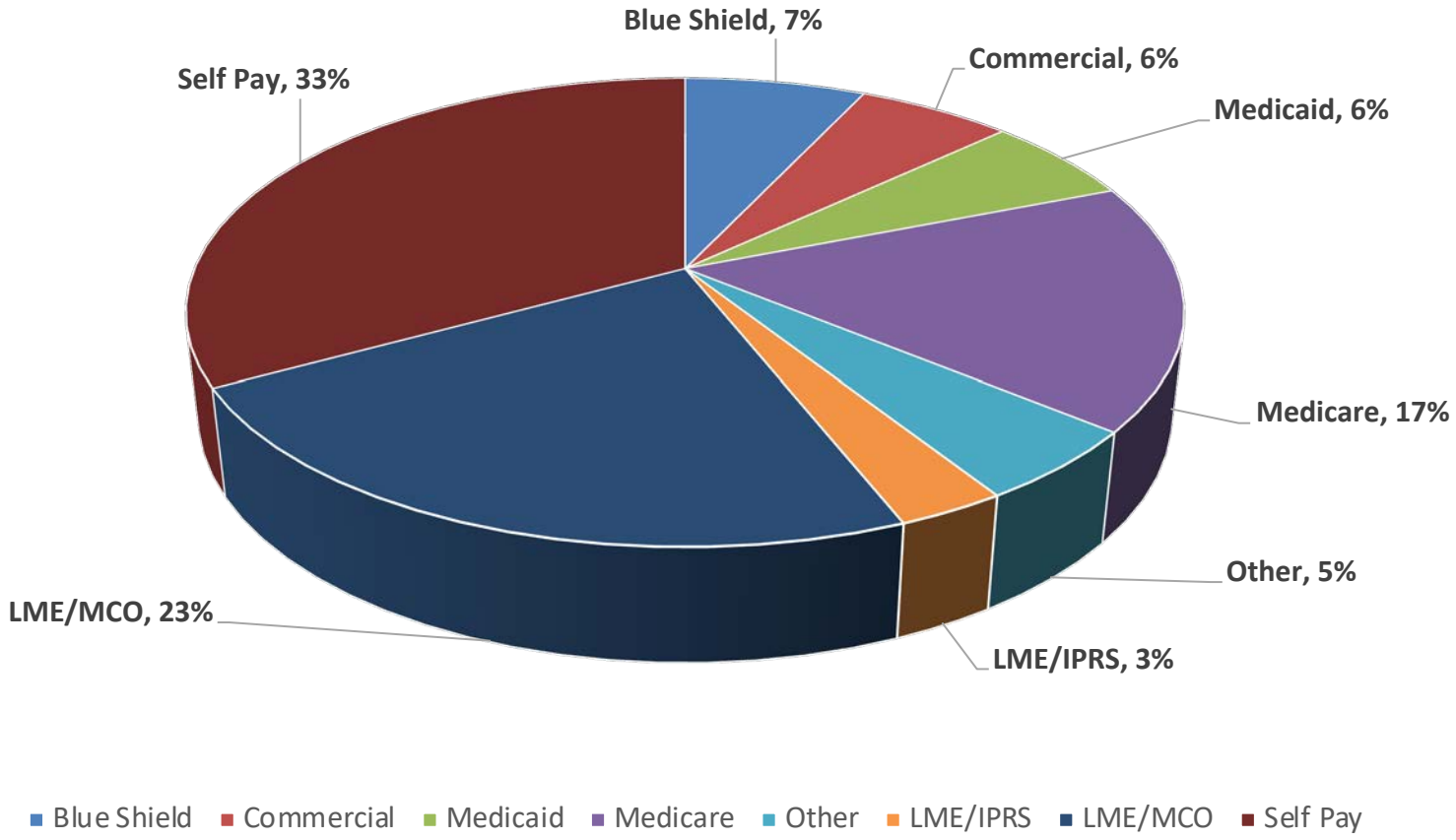
# NC-STeP Charge Mix - Project to Date

## Service Dates: October 1, 2013 – September 30, 2022

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NC-STeP NORTH CAROLINA STATEWIDE TELEPSYCHIATRY PROGRAM

# Community-Based Sites as of September 30, 2022

| EVALUATION CRITERIA | VALUES/MEASURES REACHED AS OF 9/30/2022 |
|---|---|
| The number of full-time equivalent (FTE) providers supporting the program | 1.6 FTEs |
| The number of community-based sites contracted | 23 |
| Number of patient visits with medical (psychiatric) doctor | 151<br>PTD= 1,477 |
| The number return visits | 952<br>PTD= 11,077 |
| The number of patient visits with a mid-level provider | 1,212<br>PTD= 12,586 |
| The number of new patient visits | 411<br>PTD= 3,036 |

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# 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 Quarter Jan- Mar 2022 | During Quarter Apr- Jun 2022 | During Quarter Jul- Sep 2022 |
|---|---|---|---|---|---|---|---|---|
| With Medical Doctor | **1,477** | 8 | 536 | 265 | 316 | 103 | 98 | 151 |
| With Mid-Level Provider | **12,586** | 7 | 2,006 | 3,217 | 4,122 | 1,036 | 986 | 1,212 |
| **Total Patient Visits** | **14,152** | 15 | 2,633 | 3,477 | 4,440 | 1,139 | 1,085 | 1,363 |

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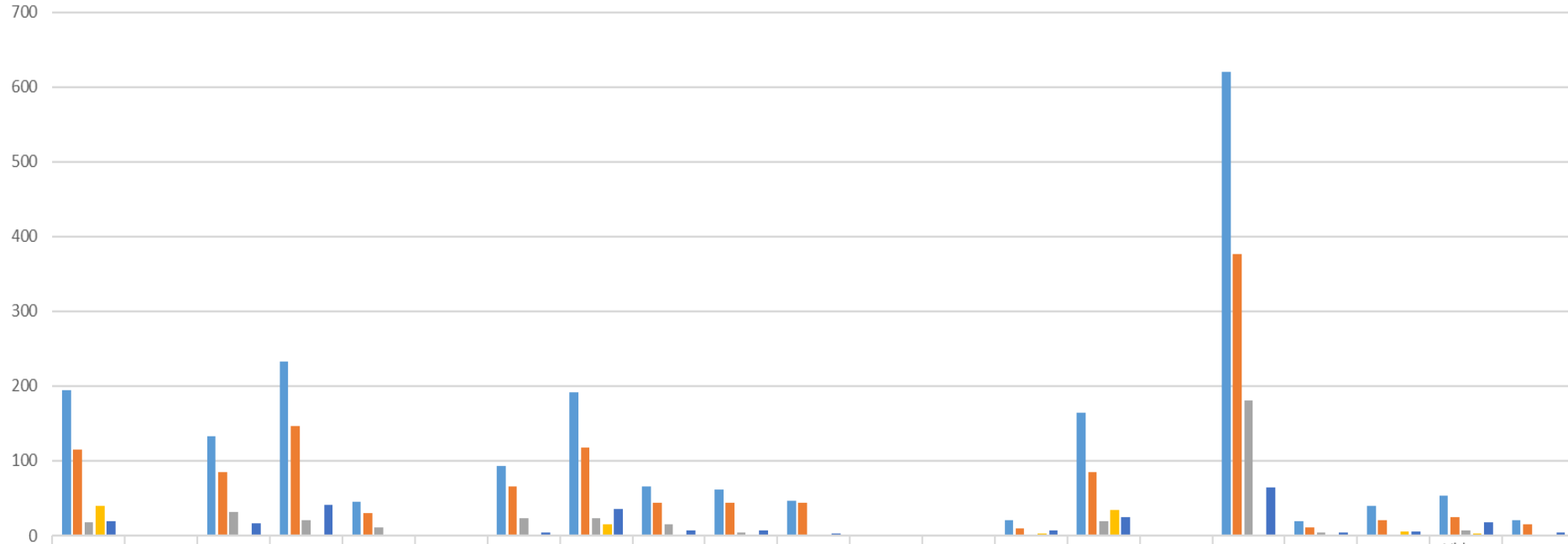
# NC-Step Appointment by Site
## Appointments, Visits Kept, Rescheduled, Cancelled, No Show
## July - September 2022




| | Benson | Bertie | Camden | Carteret | Cherokee | Choco-winity | Chowan | Craven | Currituck | Duplin | Erlanger-Clay | Gates | Hertford | Hyde | Kinston | MTW | Pasquo-tank | Perqui-mans | Vidant Edenton | Vidant Kenans ville | Roanoke Rapids |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total Apts | 194 | | 133 | 233 | 45 | | 93 | 192 | 66 | 61 | 47 | 2 | | 21 | 164 | | 620 | 19 | 39 | 53 | 21 |
| Apts Kept | 115 | | 85 | 146 | 30 | | 66 | 118 | 44 | 44 | 44 | 1 | | 10 | 85 | | 376 | 11 | 21 | 25 | 15 |
| Apts Rescheduled | 18 | | 31 | 20 | 11 | | 23 | 23 | 15 | 4 | | 1 | | 1 | 19 | | 180 | 4 | 1 | 7 | |
| Apts Cancelled | 40 | | | | 2 | | | 15 | | | | | | 3 | 34 | | | | 6 | 3 | 1 |
| Apts No Show | 19 | | 17 | 41 | 1 | | 4 | 36 | 7 | 7 | 3 | | | 7 | 24 | | 64 | 4 | 6 | 18 | 4 |

Total Apts  Apts Kept  Apts Rescheduled  Apts Cancelled  Apts No Show

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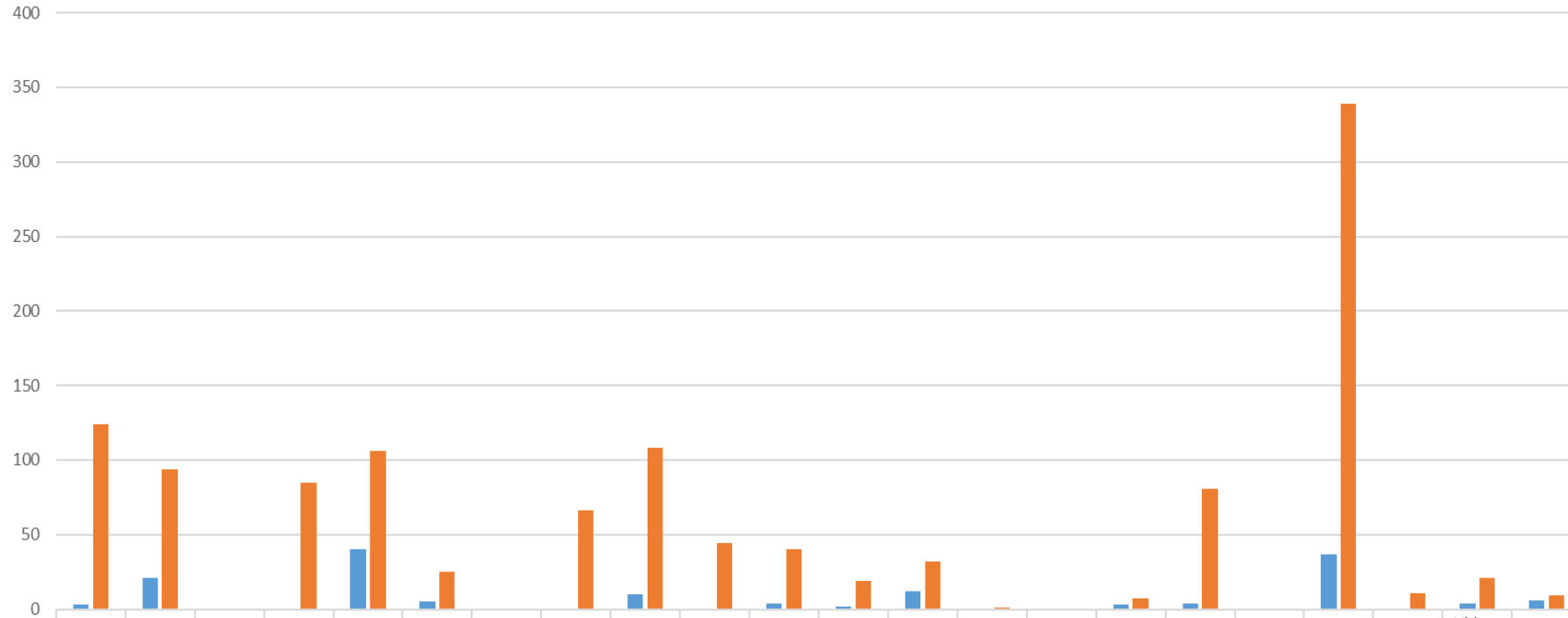
# NC-Step Community Visits by Site
# by Provider Type
# July - September 2022




| | Beaufort | Benson | Bertie | Camden | Carteret | Cherokee | Choco-winity | Chowan | Craven | Currituck | Duplin | Vidant Edenton | Erlanger-Clay | Gates | Hertford | Hyde | Kinston | MTW | Pasquo-tank | Perqui-mans | Vidant Kenansville | Roanoke Rapids |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Psychiatric Provider Visits | 3 | 21 | | | 40 | 5 | | | 10 | | 4 | 2 | 12 | | | 3 | 4 | | 37 | | 4 | 6 |
| BH Mgr Visits | 124 | 94 | | 85 | 106 | 25 | | 66 | 108 | 44 | 40 | 19 | 32 | 1 | | 7 | 81 | | 339 | 11 | 21 | 9 |

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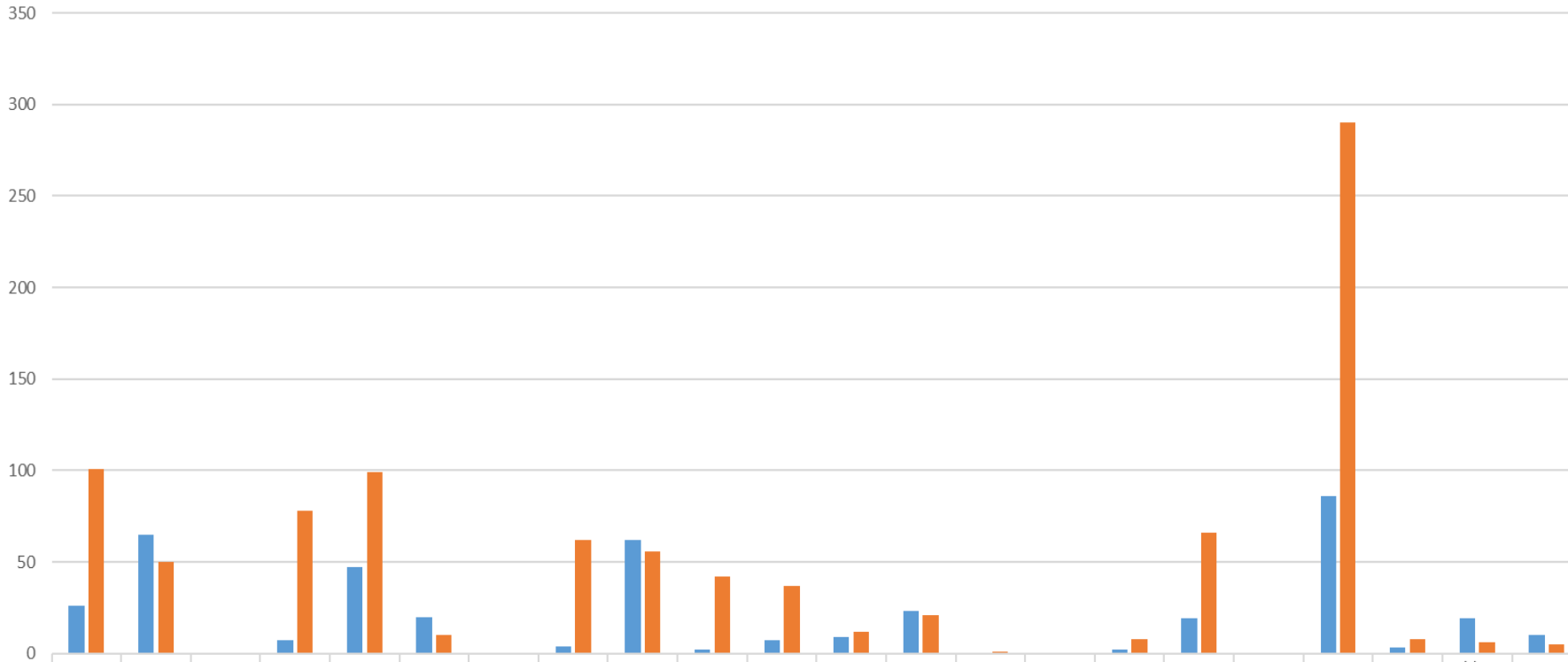
# NC-STeP Community Visits by Site
## New and Follow-Up
## July - September 2022




| | Beaufort | Benson | Bertie | Camden | Carteret | Cherokee | Choco-winity | Chowan | Craven | Currituck | Duplin | Vidant Edenton | Erlanger-Clay | Gates | Hertford | Hyde | Kinston | MTW | Pasquo-tank | Perqui-mans | Vidant Kenansville | Roanoke Rapids |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| New Visits | 26 | 65 | | 7 | 47 | 20 | | 4 | 62 | 2 | 7 | 9 | 23 | | | 2 | 19 | | 86 | 3 | 19 | 10 |
| Follow up Visits | 101 | 50 | | 78 | 99 | 10 | | 62 | 56 | 42 | 37 | 12 | 21 | 1 | | 8 | 66 | | 290 | 8 | 6 | 5 |

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NC-STeP NORTH CAROLINA STATEWIDE TELEPSYCHIATRY PROGRAM

# NC-STeP Status as of September 30, 2022

- 39 hospitals in the network. 38 live.
- 55,812 total psychiatry assessments since program inception
- 9,155 IVCs overturned
  - Cumulative return on investment = $49,437,00
    (savings from preventing unnecessary hospitalizations)
- Four Clinical Provider Hubs with 52 consultant providers
- Over 32% of the patients served had no insurance coverage

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NC-STeP NORTH CAROLINA STATEWIDE TELEPSYCHIATRY PROGRAM

# NC-STeP Status as of September 30, 2022

- 23 community-based sites.
- 14,063 total patient visits since program inception in October 2018.
  - 1,477 total patient visits with a psychiatrist
  - 12,586 total patient visits with a mid-level provider

## Contact

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