North Carolina Psychiatry Access Line (NC-PAL)

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The Challenge

Of the 2.3 million youth in NC, 364K or 1:6 have a behavioral health disorder

66% of pediatricians report a lack of training in counseling or medication of children with mental health problems

There are only 288 Child and Adolescent Psychiatrists (CAP) in all of NC

61/100 counties don’t have a single CAP

The American Academy of Pediatrics has called on PCPs to take a more active role in identifying and treating common pediatric behavioral health conditions
Pediatric Access Lines

• In 2003, University of Massachusetts launched a program that provided telephone psychiatric consultation to pediatric care providers. This program is now called the Massachusetts Child Psychiatry Access Program (McPAP).
• Through McPAP, pediatric care providers were given access to care coordinators and psychiatrists.
• Pediatric care providers developed increased knowledge and comfort in treating mental health conditions, and prescription of psychotropics decreased.
• At start of McPAP, 8% of pediatricians thought they could meet the psychiatric needs of their patients. After a few years enrolled in McPAP, 63% felt they could meet the needs.
• McPAP now has 95% of pediatric providers enrolled in their services. They cover 1.5 million kids with 6 teams.

North Carolina Psychiatry Access Line
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<table>
<thead>
<tr>
<th>Type of Higher Level of Care</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>EMS/Ambulance</td>
<td>7</td>
<td>1.3%</td>
</tr>
<tr>
<td>Emergency Department</td>
<td>21</td>
<td>3.9%</td>
</tr>
<tr>
<td>Mobile Crisis Management</td>
<td>19</td>
<td>3.5%</td>
</tr>
<tr>
<td>Psychiatrist/Mental Health Specialist</td>
<td>177</td>
<td>32.6%</td>
</tr>
<tr>
<td>No</td>
<td>124</td>
<td>22.8%</td>
</tr>
<tr>
<td>Not Sure</td>
<td>193</td>
<td>35.5%</td>
</tr>
<tr>
<td>Other</td>
<td>17</td>
<td>3.1%</td>
</tr>
</tbody>
</table>

Providers reported reduction in patient’s need of a higher level of care in 35% of cases.
The REsource for Advancing Children's Health (REACH) Institute, first incorporated as a non-profit organization in 2006, was formally launched in July, 2007 for the purpose of improving the emotional and behavioral health of children by developing tools and techniques for renewing the practices of professionals, parents and others entrusted with their care.
Primary Care Pediatric Mental Health Training

Practice-Focused Programs
- Consultation
  - Pediatric Phone Line
  - Perinatal Phone Line
  - Care Guides & Screening Forms
- Education
  - REACH PPP Mini Fellowship
  - Be ExPeRT Residency Training
  - Lectures, Talks & Linkage to Trainings
- Practice Improvement
  - Resource Navigation Support
  - IDD Support
  - Collaborative Care Support

Community-Focused Programs
- Social Services
  - Collaboration in statewide case reviews and policy development
- Schools
  - Consultation & education pilots with select DSS agencies
  - Consultation & education pilots with select school districts
- Early Childhood
  - Consultation to early childhood programs

NC-PAL 3.0
Thank you!