

UNC Health

Department of Psychiatry

Virtual IOP Summary of Clinical Services

FY 2024-2025



Summary of Services Rendered

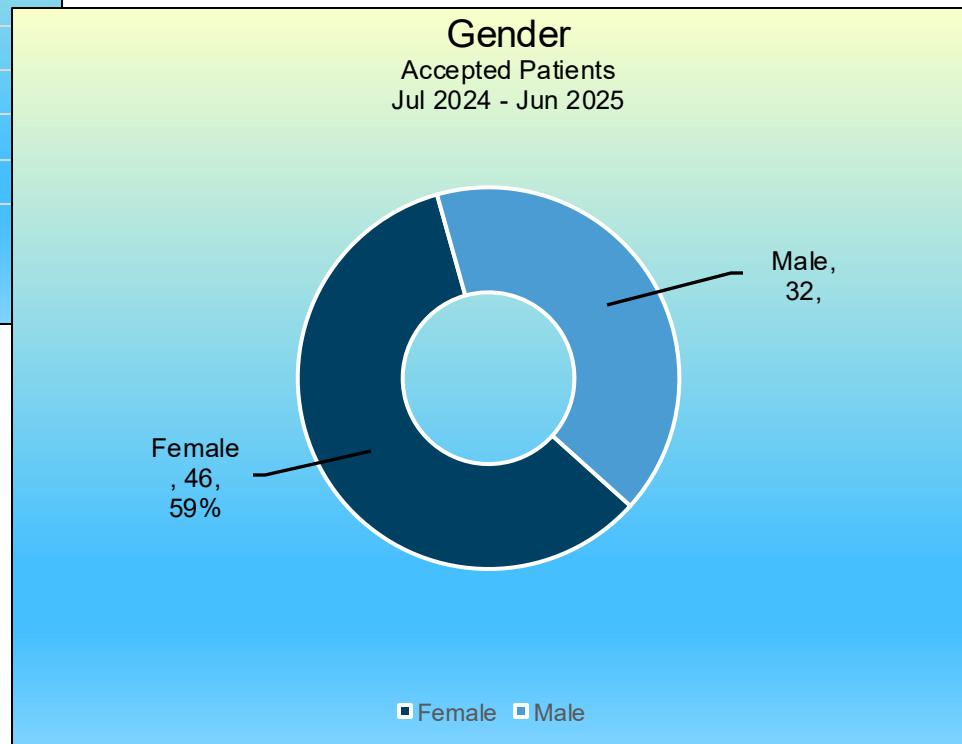
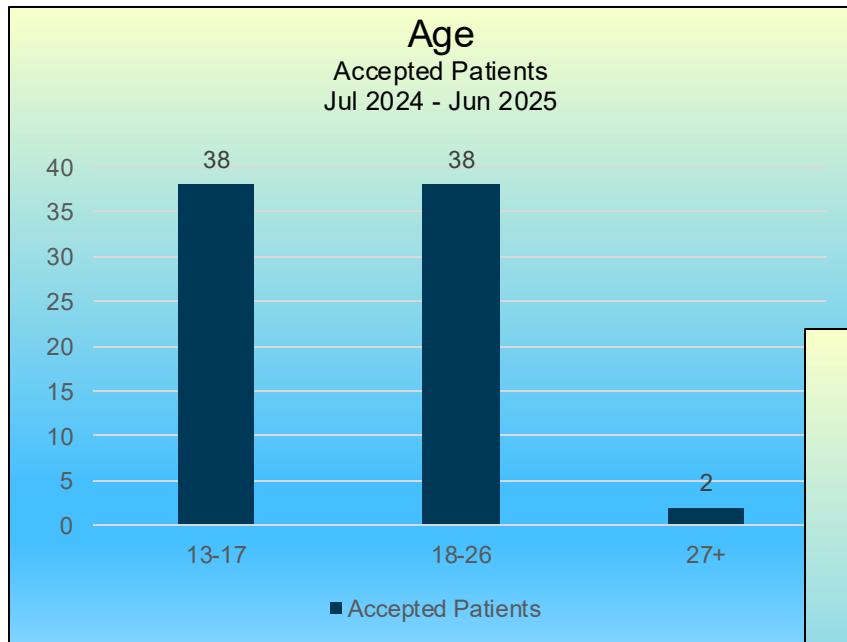
The Virtual IOP Clinic launched the Young Adult Virtual IOP Group in September of 2023. The Adolescent Group followed in May of 2024 and expanded to include 13-year-olds shortly thereafter.

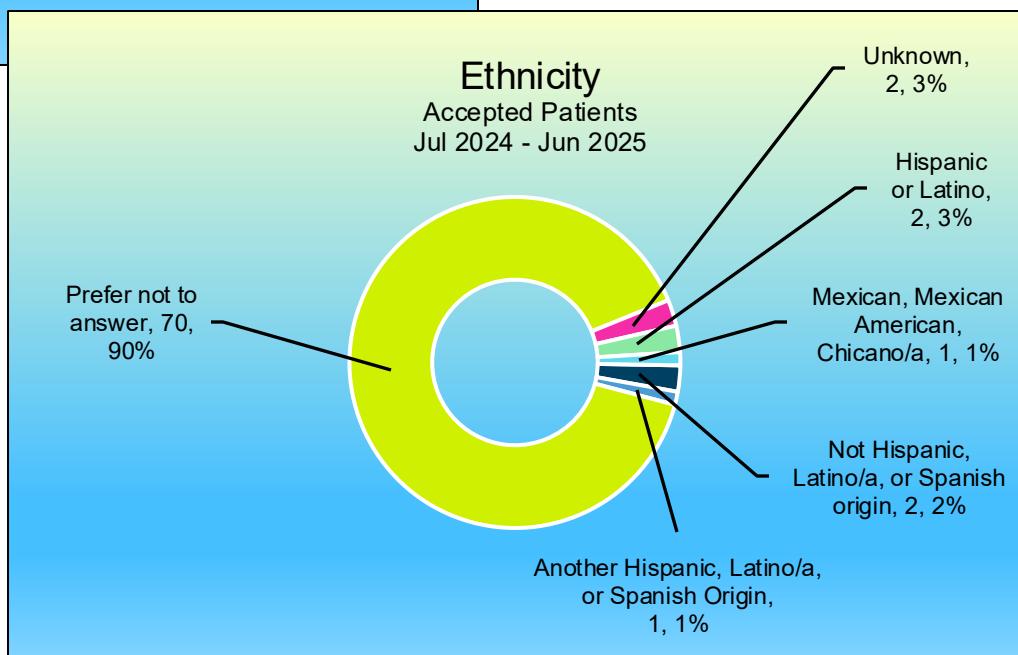
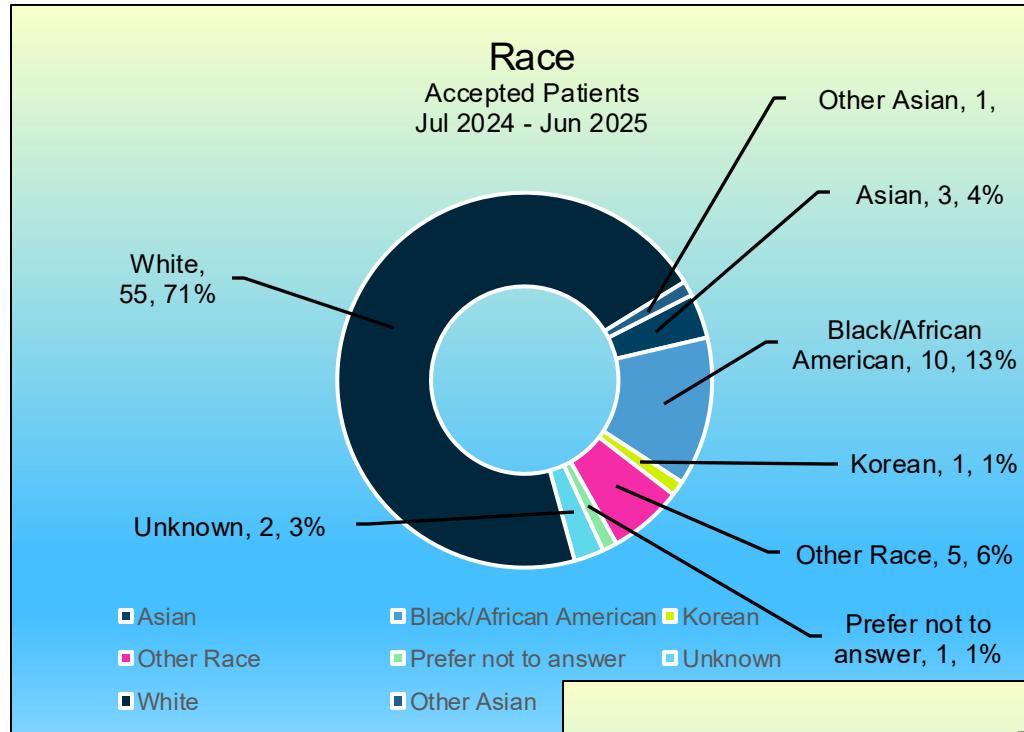
The program has expanded from only accepting BCBS NC and the State Health Plan to accepting BCBS OOS, Medcost, Cigna, and Aetna.

During this fiscal year we have served 78 individuals across 22 North Carolina counties.

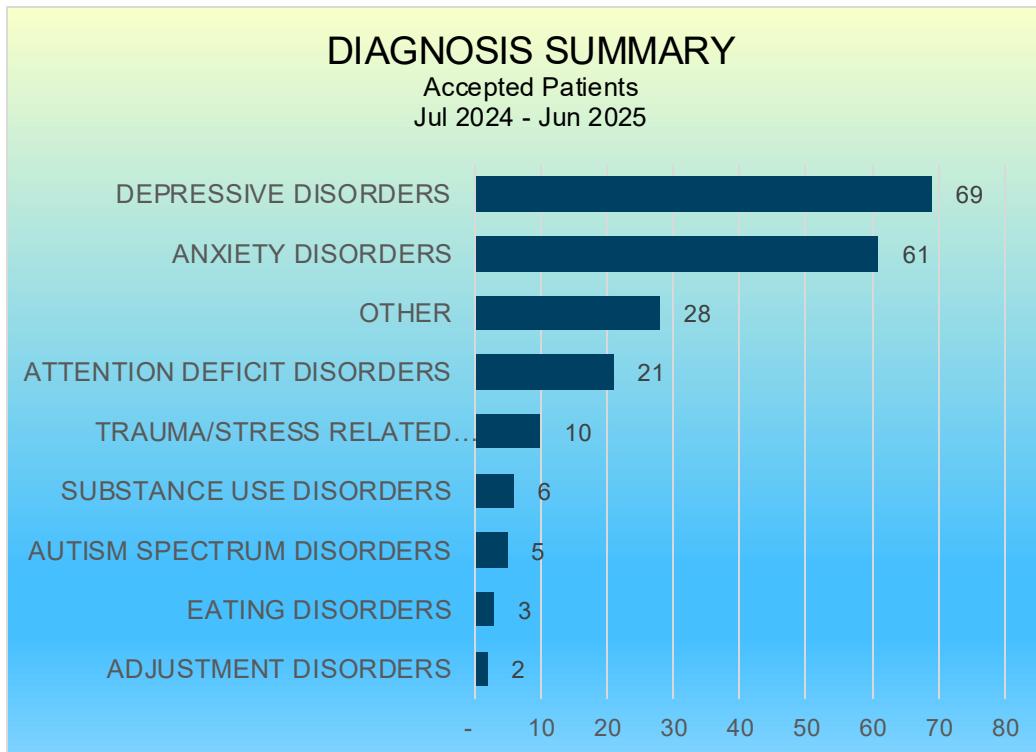


Who Do We Serve?



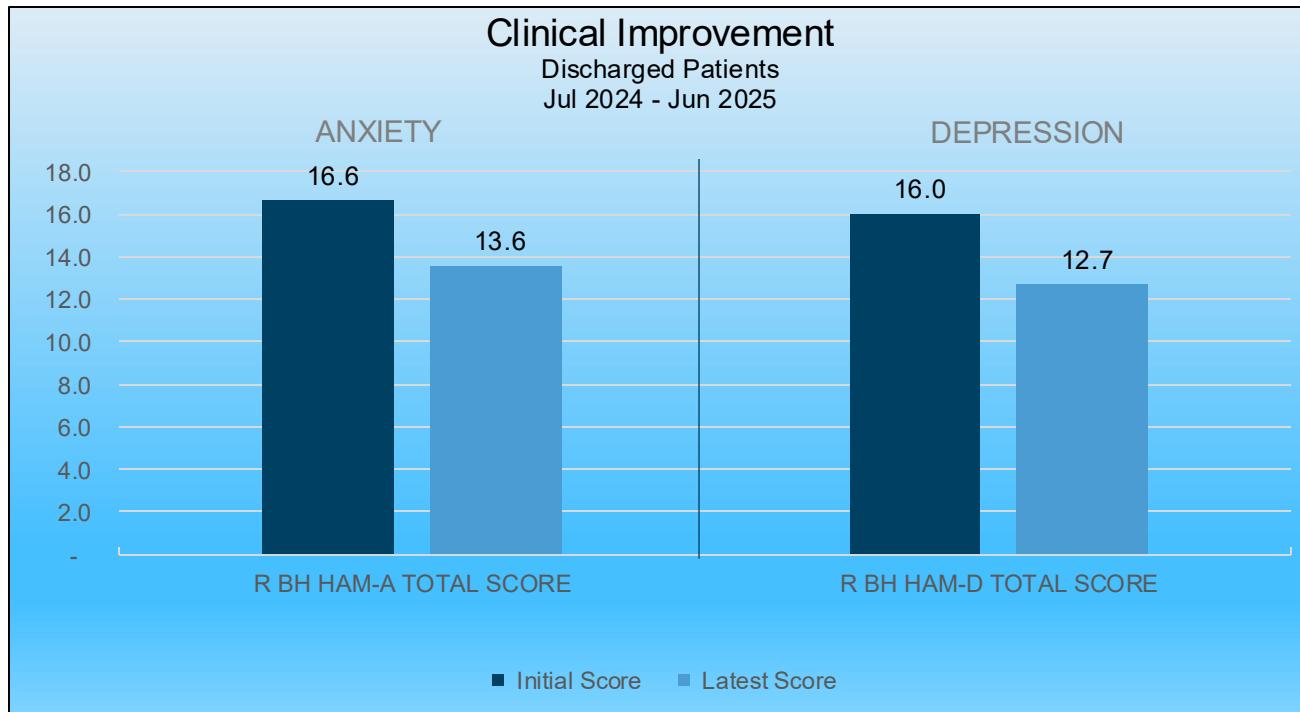


Diagnostic Summary

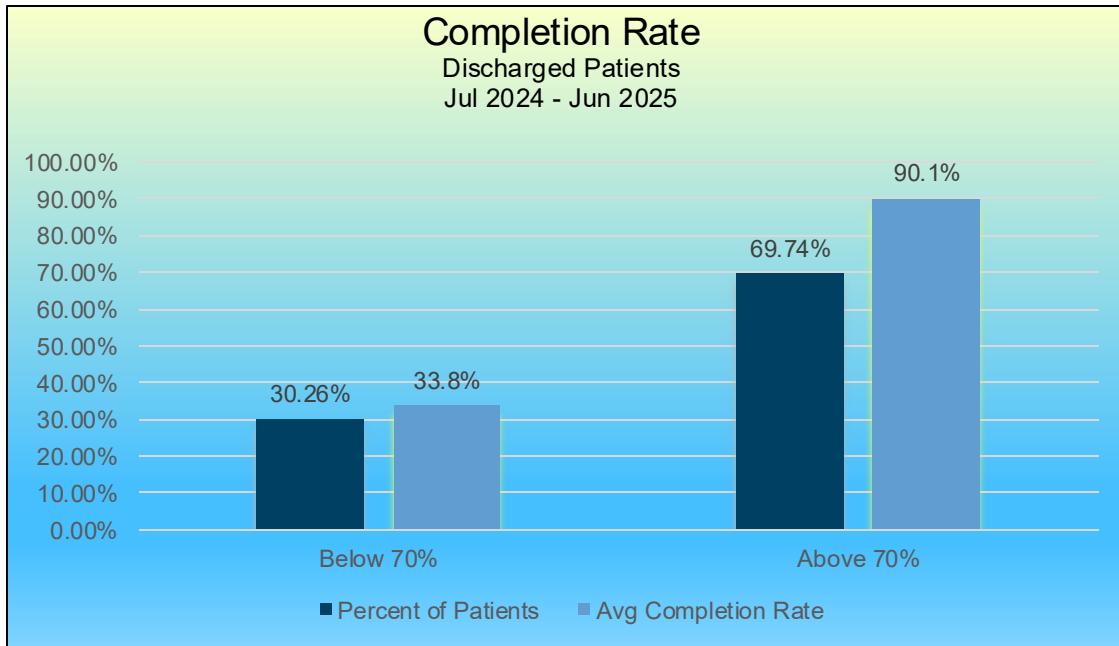


Data Review

During this fiscal year, patients showed an improvement of about 3 points on both the HAM-A and HAM-D tools over the 6 weeks of treatment



Completion Rate



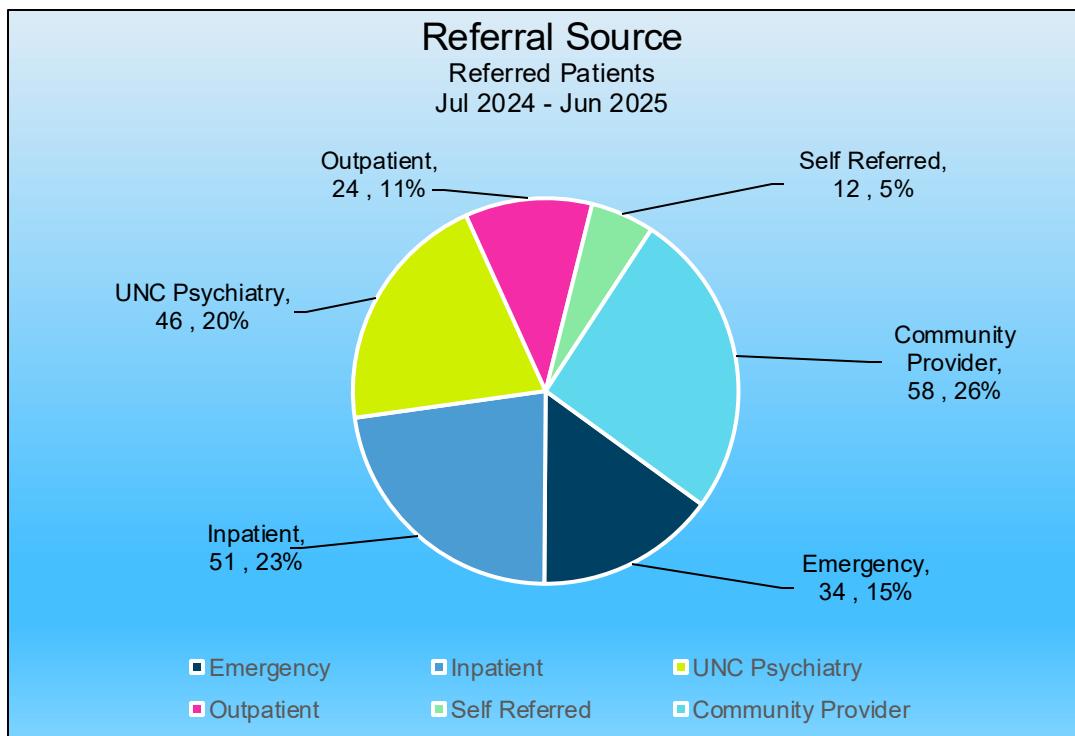
Average Completion Rate

73.0

For patients who attended greater than 70% of sessions there was a 90.1% completion rate compared to 33.8% of those that attended fewer than 70%. The average completion rate is 73%. This is a 2% increase since January of 2025.

Referral Sources

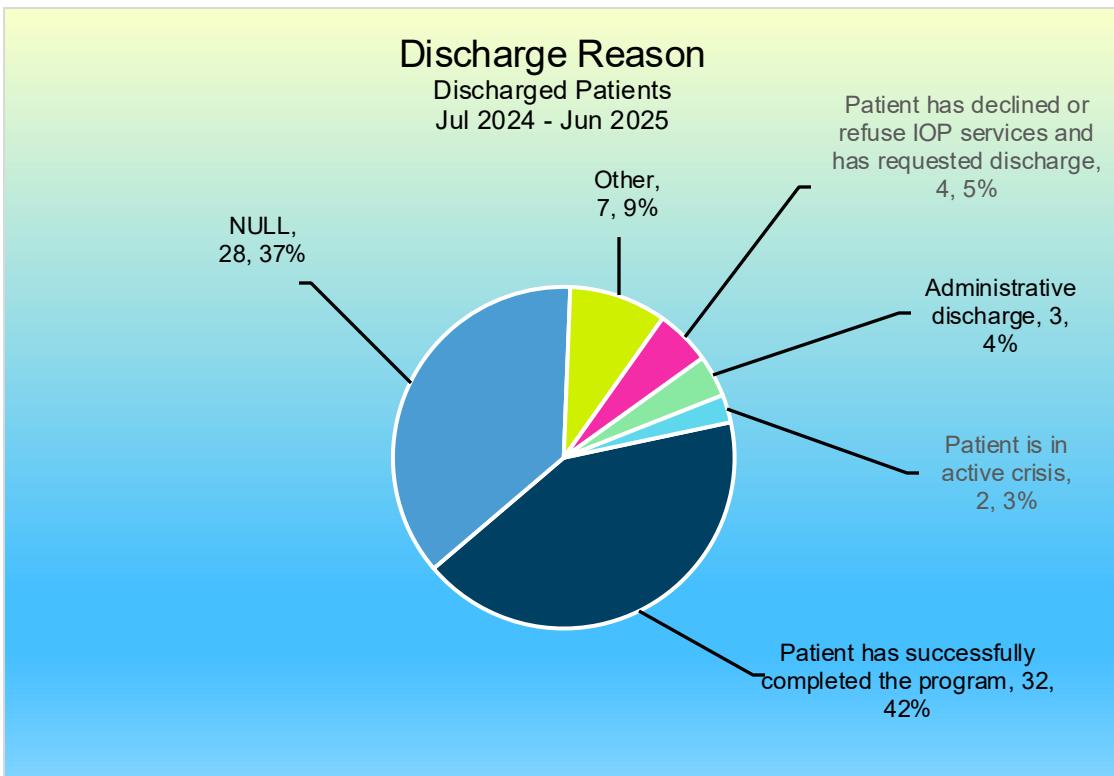
Over the course of the FY, we received 225 total referrals. Only one third of referred patients were appropriate for admission and accepted into the program. Several factors contributed to this, including inability to reach the patient, patient not meeting age criteria, insurance coverage, inappropriate primary diagnosis, and patients deemed not clinically appropriate for the service.



With this in mind, we will continue to work on improving our outreach and referral process to ensure we are getting the most appropriate referrals for our services.

With 38% of our referrals coming from inpatient and ER areas, and 20% from our colleagues at UNC, we can work to educate our stakeholders on whom we are most able to successfully serve with this model.

Discharge Information



*We are actively tracking our discharge information and have updated how that information is captured for reporting. Due to that change in tracking, we have a large section of "null" entries dating back to earlier reporting methods. We are unable to change those entries in the record retroactively. We should see a more accurate account of this information as we go into the new fiscal year.

Where do we go from here?

In the coming year, the IOP program will be participating in a study of a wearable technology to help monitor and track a patient's mood, activity level and medication adherence.

We will be hosting a new parent psychoeducation and support group.

We are creating an e-book with all program handouts and homework for patients to access in one central place. We are planning to launch it in mid August.

To continue to provide high quality services and supports, the IOP program will be renewing their accreditation through CARF International in Spring of 2026. This will be the first accreditation visit for the Adolescent Program and a renewal for the Young Adult Program.