



# The North Carolina Psychiatry Access Line (NC-PAL)

A collaboration between NC Department of Health  
and Human Services, UNC Center for Women's  
Mood Disorders, and Duke Psychiatry

Funded by the Health Resources and  
Services Administration (HRSA)

# What is NC-PAL?

NC-PAL provides primary care clinicians with support for mental and behavioral health screening, assessment, and treatment of their *pediatric* and *perinatal* patients.



## Real-time Consultation

Provide clinical consultation and referral support via NC-PAL phone line and one-time assessments

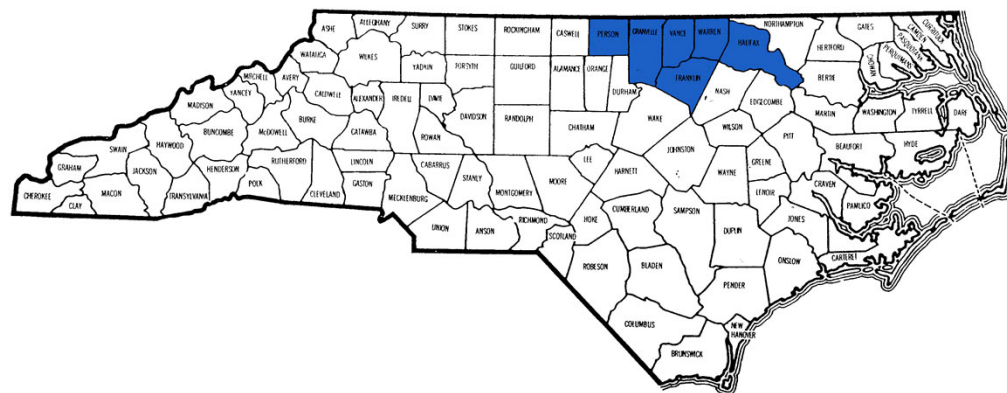


## In-Depth Education

Support providers through training and strategies for integrating mental health into primary care practice

# History of NC-PAL

- NC-PAL began in 2017, with funding from Cardinal Innovations, a local Managed Care Organization (MCO), as a two year pilot for a mental health telephone consultation service in six counties.
- In 2018, North Carolina DHHS received two grants from HRSA to expand NC-PAL statewide and integrate a perinatal consultation program (known as NC Maternal Mental Health MATTERS)



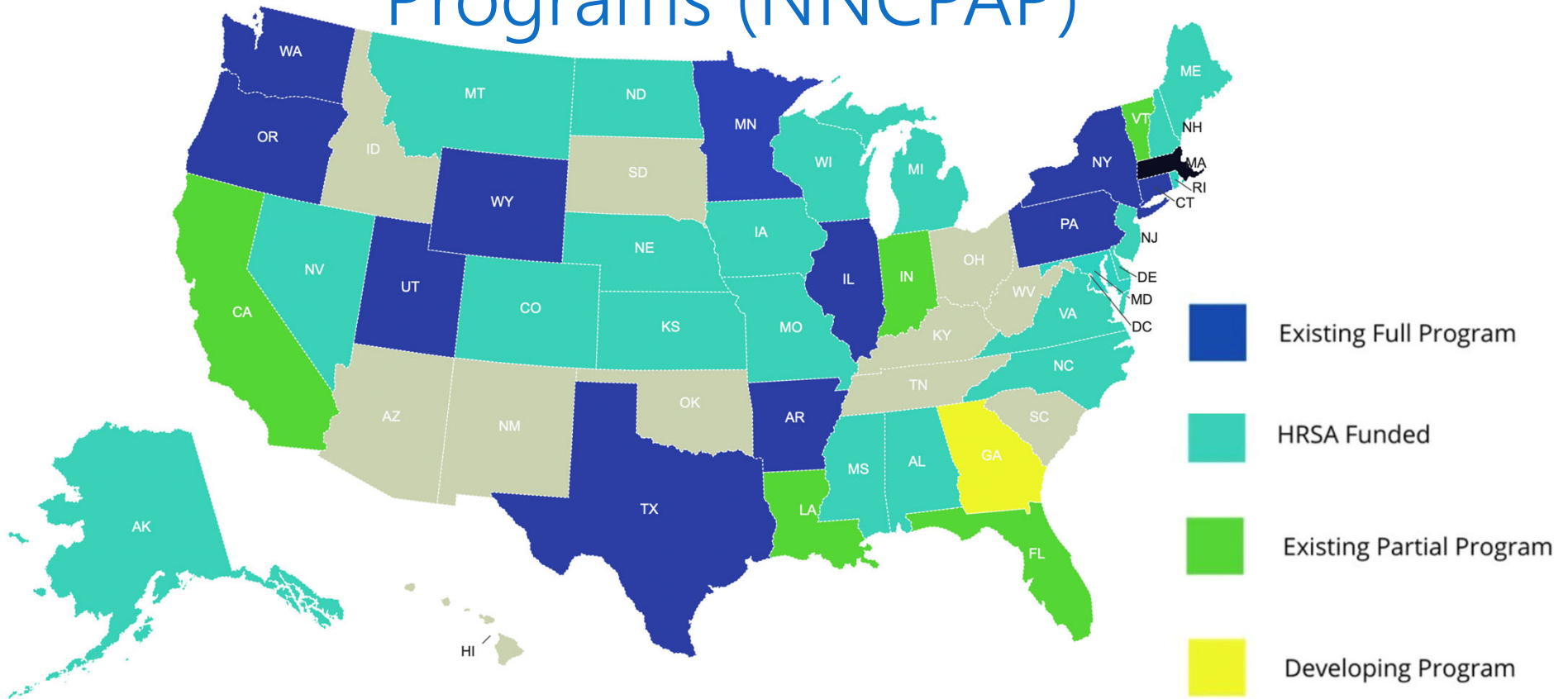
## HRSA MCHB 21st Century Cures Act Programs



**Providing Access to Behavioral Health Care for Pediatric & Maternal Populations**

Launched in 2018, these programs are supporting behavioral health integration in primary care and maternal health through new and expanding telehealth access programs—including screening, providing clinical behavioral health consultation, care coordination support, and training—with a focus on rural and underserved areas.

# National Network of Child Psychiatry Access Programs (NNCPAP)



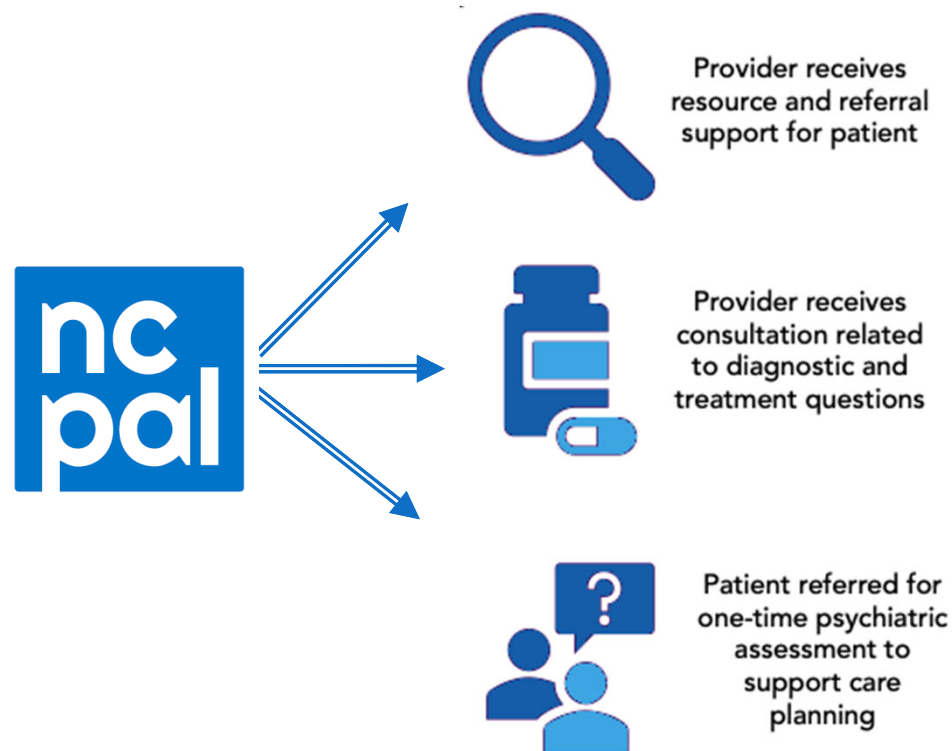
From <https://www.nncpap.org/map> (Accessed 4 October 2021)

# The NC-PAL Consultation Model

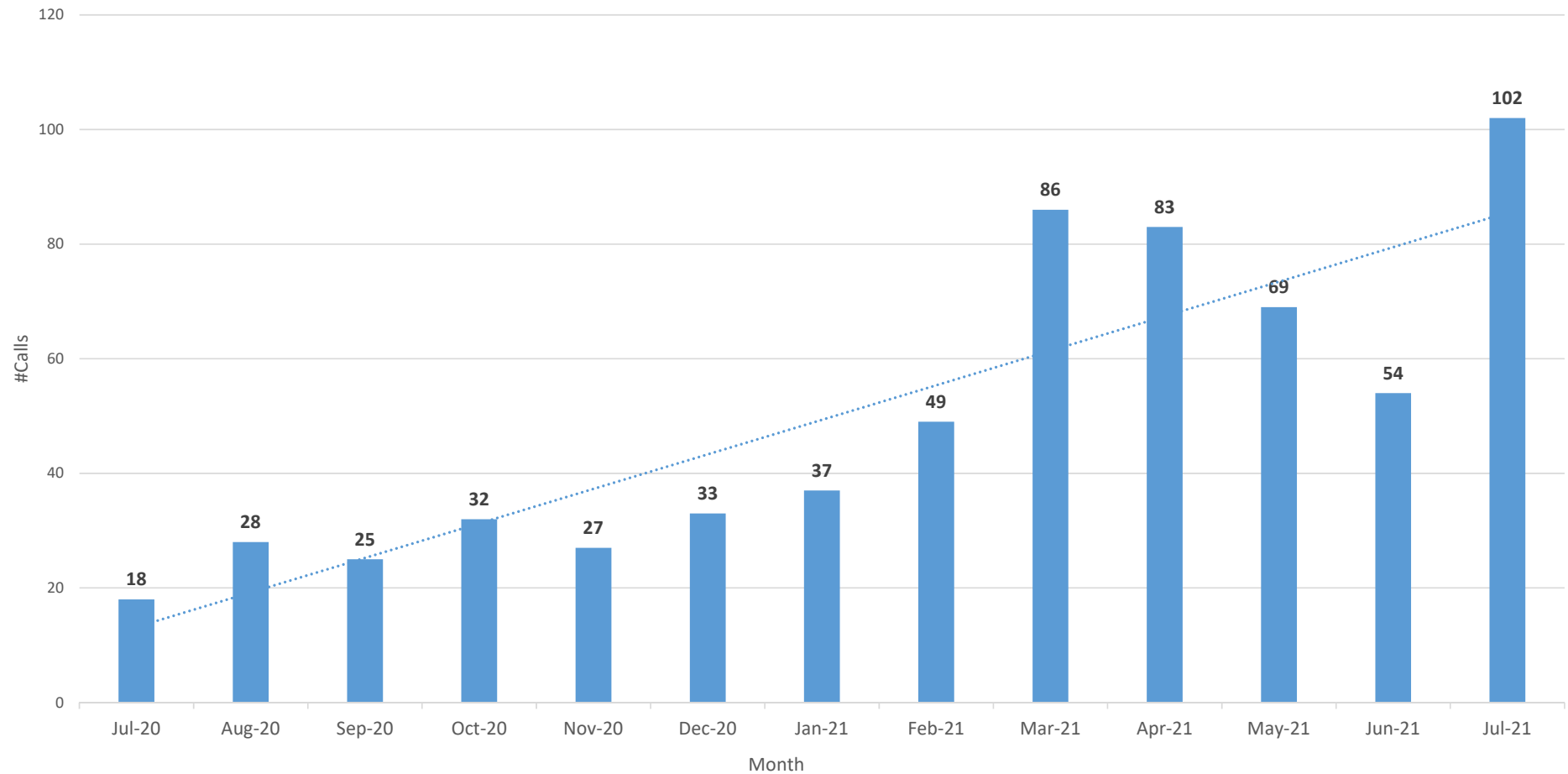
## The Process

- PRESS 1** NC-PAL Child Psychiatry
- PRESS 2** NC-PAL Perinatal Psychiatry

- ☐ BHC answers call, collects patient information, and determines caller needs
- ☐ CAP or PMHS are connected to caller within 30 minutes



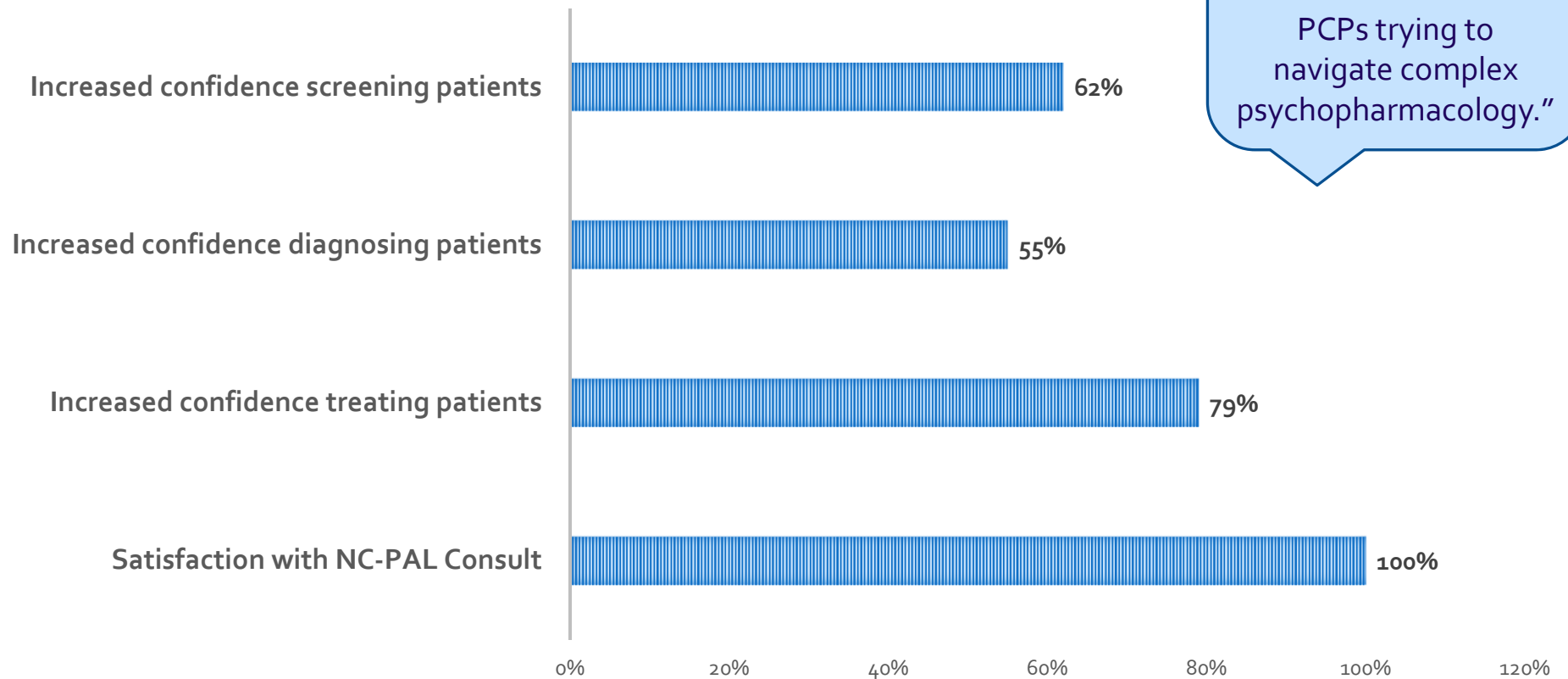
# NC-PAL Calls Over Time



# NC-PAL Satisfaction

N= 287

Sept 2018 – July, 2021



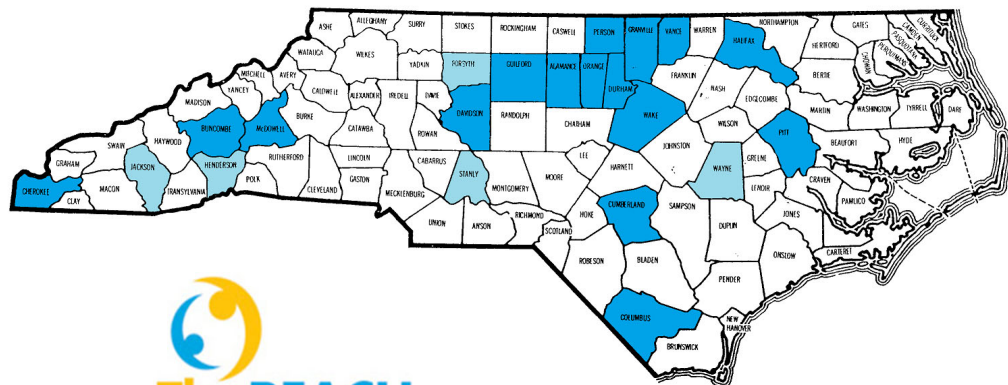
## Reducing Patient's Immediate Need for a Higher Level of Care

	(N=293)	
	N	%
Yes – Psychiatrist/Mental Health Specialist	103	35%
Yes – Emergency Department (ED) visit	11	4%
Yes – Mobile Crisis Services	11	4%
Yes – EMS/ambulance services	6	2%
Yes – Other	3	1%
Not Sure/ Not Applicable	104	35%
No	64	22%

**Note:** Providers may indicate more than one option for higher level of care

Sept 2018 – July, 2021





- NC-PAL has trained **125** providers through REACH from **16** counties
- 25 additional providers to be trained in November
- More trainings to be held throughout 2022 and 2023

## Education

- Delivering didactic presentations through provider society meetings, AHEC seminars, and practice lunch-and-learn sessions



Greene County  
Health Care Inc.



Burlington Pediatrics  
Mebane Pediatrics  
By your side for a healthy future



**SANDHILLS  
CENTER**



“

You have already had a measurable impact on the health and well being of children in this region. I received a note yesterday from another of our faculty who took the course this past weekend. She was absolutely thrilled with **how much she learned and confidence gained, and the fact she is now able to care for children with behavioral health needs** rather than having to- I think, 'send them out' is how she put it. And as we all know, **when you 'send out' to a behavioral health provider in a rural and underserved area, there is often no connection made** and care can be spotty or sub-standard. **This is a behavioral health initiative that makes sense.**

”

# Be ExPeRT

Behavioral health training for pediatric residents at Duke University

- half-day, interactive seminar
- 6 monthly case-based discussions
- led by psychiatry fellows, pediatricians, and child psychiatry attending

Showed significant improvement in comfort managing depression, suicide risk and anxiety following program participation.

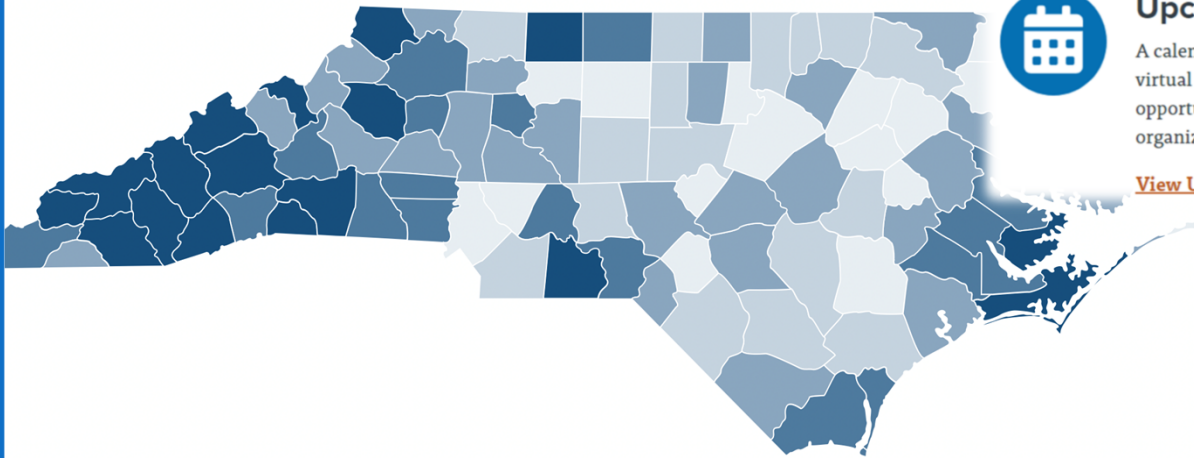


# Resources

<https://ncpal.org/nc-youth-mental-health-care-data>

## Medicaid-Enrolled Youth Assigned a Psychiatric Diagnosis

How many Medicaid-enrolled youth were diagnosed with psychiatric disorders? Select a count



### NC-PAL Webinars

Webinars on screening, diagnosing, treating and managing the behavioral health of pediatric and perinatal patients.

[View Webinars & Information](#)



### Continuing Education

No-cost, high-quality, behavioral health training for primary care providers and residents.

[View Continuing Education Programs](#)



### NC-PAL Newsletters

Our monthly newsletters cover behavioral health topics and how they impact families, offer provider-focused wellness activities, and introduce you to members of our team.

[Subscribe](#)



### Mental Health Care Guides

Practical, easy-to-read manuals for providers on how to recognize, assess and address behavioral health issues.

[Access Mental Health Care Guides](#)



### Upcoming Events

A calendar of upcoming in-person and virtual professional development opportunities available across organizations and institutions.

[View Upcoming Events](#)



### Screening Forms

Assessments to help determine your client's behavioral health concerns and severity.

[Visit the Assessment Center](#)

# Looking Ahead

- ☐ Expanding mental health education for residency programs across the state
- ☐ Providing comprehensive psychiatric evaluations and provider education for children with high mental health need involved with Child Welfare Services in North Carolina
- ☐ Providing behavioral health education and consultation to schools
- ☐ Developing statewide database of mental health resources
- ☐ Expanding access to telehealth by partnering with state leadership