
SCTA Quarterly Report

CY24 Quarter 2

Progress Achieved on the CY2024 Strategic Plan
April - June 2024

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South Carolina Telehealth Alliance (SCTA)

CY2024 Q2 Report

Executive Summary

South Carolina Telehealth Alliance partners remained engaged during the second quarter of calendar year 2024, (April 1 – June 30), continuing to fulfill strategic tactics outlined in the [CY2024 SCTA Strategic Plan](#). Partners utilized the SCTA's data collection software during the quarter to record mid-year telehealth program utilization and geographical sites to contribute to the visualization of telehealth's statewide impact.

SCTA partners look forward to CY24Q3, with plans to hold South Carolina's 8th Annual Telehealth Awareness Week, September 15-21, 2024, recognized by SC Governor, Henry McMaster. In alignment with the American Telemedicine Association's (ATA) [National Telehealth Awareness Week](#), SCTA partners will have the opportunity to reflect upon the impact of telehealth both in SC and nationally, and engage with their respective communities to expand and enhance telehealth utilization and education.

The following report provides additional details on the above accomplishments and others from **CY24Q2**.

SOUTH CAROLINA Telehealth ALLIANCE

South Carolina Telehealth Alliance (SCTA)
CY24Q2 Report

SCTA Statewide Strategy

SCTA partners maintained fulfillment of telehealth strategic tactics found within the [CY2024 SCTA Statewide Strategic Plan](#).

Sustainability and Reimbursement Advocacy

The [SC Payer Scorecard](#) which lists the SCTA's priorities and their coverage status by the major payers in SC was updated during the quarter to reflect the various telehealth flexibilities slated to end on December 31, 2024. The scorecard and other helpful resources can be found on the [SCTA's Telehealth Billing and Reimbursement webpage](#). Work continues at the state and federal levels to determine the future of these flexibilities. The SCTA team is fully engaged with efforts to sustain telehealth progress, and remains hopeful that flexibilities will be extended beyond their current scheduled expiration.

SCTA Supported Technologies and Platforms

The [SCTA's premium instance of Doxy.Me](#), a HIPAA-compliant telehealth platform, remained a free offering to SC providers. During the quarter, over **10,600 visits** occurred with **27 new providers** joining the instance. The SCTA anticipates a continuation of this offering as it sees steady utilization and provider satisfaction.

SCTA partners continued to utilize the SCTA's data collection software to record telehealth utilization and telehealth sites in the SC. This valuable tool helps paint a statewide picture of telehealth's statewide impact and helps identify geographical gaps in care that can be targeted as part of SCTA strategic initiatives.

Medical University of South Carolina
Telehealth Service Updates and Progress
April – June 2024

Service Extension

MUSC's Virtual Specialty Program continued to experience growth during the quarter, adding primary care to its growing list of service offerings. The program's full list of services includes endocrinology, hematology, neurology, pulmonology, rheumatology, sleep medicine, sickle cell anemia, and primary care. Through this program, patients across the state have the opportunity to go online and schedule a telehealth appointment with a specialty provider, eliminating wait times for an in-person appointment.

During Q2, MUSC's Regional Telehealth Timeshare Clinics continued to see increased volumes as a result of the quality improvement initiatives that took place at the end of 2023. Telehealth specialty services continued to expand and enhance, as vascular surgery was introduced in May at Hampton Regional Medical Center, and two new providers were added for pre-operative assessments. The telehealth service extension team began revamping their promotional materials during the quarter with the goal of reaching as many South Carolinians as possible to provide access to care.

Hospital Support

The hospital support telehealth team began expansion plans for MUSC's Virtual Nursing Program to 27 units within the MUSC network. This program supports efficient patient throughput and quality metrics, and has shown significant growth in patient interactions.

MUSC Health - Orangeburg launched a tele-psychiatry service during Q2 allowing its providers to continuously care for their inpatient psychiatry units as well as the emergency department's psychiatry needs.

Convenient Care

During CY24Q2, the MUSC Virtual Urgent Care Program initiated a significant partnership with correctional institutions across the state. The primary objective of this initiative is to triage emergency medical conditions promptly and to initiate appropriate diagnostic and therapeutic measures via telehealth. For cases requiring more extensive care, patients are transferred to higher levels of care as needed. Since its launch, the program has served 26 patients, revealing that only 27% of these cases required urgent in-person care. This statistic underscores the program's effectiveness in managing a significant portion of cases through virtual means, thereby reducing the need for physical transfers or urgent care visits.

Looking ahead to Q3, the virtual urgent care team is committed to enhancing access to healthcare for South Carolina citizens. Efforts are underway to seamlessly transition urgent care consultations into established primary or specialty care services. The focus will be on evaluating current and future service offerings to minimize exclusion or referral criteria, ensuring that more individuals can benefit from accessible and timely healthcare solutions.

Primary Care Support

The Collaborative Care Model (CoCM) for psychiatry at MUSC saw substantial growth over the quarter with increased referrals and volumes due to its expansion into the Pee Dee region of the state. With the sustainability of this program in mind, much work has gone into building appropriate charging methodologies in MUSC's EMR system, with expectations to go live in the next quarter. CoCM leverages a behavioral health care manager who is overseen by a consulting psychiatrist, the program provides virtual behavioral health services to patients in collaboration with their primary care provider.

MUSC's Outpatient Teleconsultation (OT) program for nutrition piloted a new program, Diabetes Self-Management Education and Support (DSMES). By the end of the pilot, patients demonstrated carbohydrate consistency 3% above target and displayed positive changes with physical activity and glucose monitoring. With the conclusion of the pilot, the MUSC OT program was able to apply for the ADA Education Recognition Program (ERP).

Health Equity

MUSC's school-based telehealth team ended its school year with over 3,600 visits! The team has been very active and successful this quarter in expanding their services (physical and behavioral health) in preparation for the upcoming school year. Expansion includes implementation of services to all of Calhoun and Orangeburg school districts, several charter schools in various districts, and other private and public schools across the state.

The school-based behavioral health telehealth program ended its first school year with over 900 visits. With the evergrowing demand, the team anticipates adding additional therapists and a new psychiatrist to support the program during the upcoming school year. The team has begun plans to add an on-demand service component to the program to assist students in real-time who need to connect with a therapist. The goal of this offering is to decrease unnecessary visits to the emergency department and provide quick support and much-needed care to students where they are.

In partnership with the MUSC Boeing Center for Children's Wellness, a pilot program launched in a Dorchester District 2 high school during the quarter offering a wellness and treatment platform which allows students to interact with an app to connect them with care as needed.

McLeod Health

The Choice for Medical Excellence

McLeod Health Telehealth Service Updates and Progress

CY24Q2 / April - June 2024

Service Extension:

During CY24Q2, the clinical lead for the School Based telehealth program, Lauren Johnson, used the summer break to see additional patients to assist primary care offices when they were short of a provider. This allowed patients to still be seen when their primary provider was on vacation or out of the office. She also took time to educate and train providers who were hesitant about doing tele visits by creating a streamlined workflow and traveling to different locations. This led to an increase in the number of Epic tele visits.

The palliative care outpatient services program is still in demand. This telehealth program provides patients with greater and easier access to outpatient palliative care services while remaining in their homes and helps extend coverage gaps within our rural SC counties.

Hospital Support:

The Telehealth Analysts have been working to migrate several programs to a new platform to provide stable connectivity to provide better care for patients. This migration helps to optimize the Tele Neuro and Tele Psych programs along with a few others. Testing, coordinating, and training has taken several months. Go Live is set for the beginning of August.

The remote sitter pilot remains a central focus, as patients continuously need monitoring. Operational optimization continues to provide quality and safety. The clinical and technical teams strive to enhance the program to better serve the patients and organization. This program utilizes telehealth technology which allows healthcare professionals to remotely monitor patients in their hospital rooms from a centralized station and promptly alert clinical staff to any safety concerns.

A new Stroke Coordinator was onboarded at the coastal locations (Loris, Seacoast, and Carolina Forest). The role of the coordinator is to help facilitate the placement of the carts when a patient presents with stroke-like symptoms as well as ensure that there are no issues when the call is placed for the assessment to take place.

Convenient Care:

During CY24Q2, the convenient care program holds a steady volume on teleconsultations. The telehealth team continues to optimize and enhance this program.

Health Equity:

McLeod Health's school-based telehealth program provided care to a record volume of 85 patients (students and staff) to conclude the school year. Lauren Johnson APRN MSN FNP-BC, focused efforts on training with the school nurses including EpicCare Link, which streamlined the overall process. She also developed a survey at the end of the school year to retrieve feedback for any necessary improvements moving forward.



Prisma Health
Telehealth Service Updates and Progress
Q2 April – June 2024

Service Extension

In the second quarter of 2024, Prisma Health has concentrated on stabilizing the expansions initiated earlier this year. During this period, our service extension has reached just over twenty thousand patients. Alongside these stabilization efforts, we successfully launched two new programs: virtual transplant consults and case management outreach. The virtual transplant consults, starting in July, will provide pre-operative consultations and education for transplant candidates from their homes, as well as post-transplant pharmacy consultations. Meanwhile, the case management program, which began in mid-June, aims to enhance patient coordination and address social disparities. This virtual platform enables case managers to engage with patients at home and assess their living conditions. Helping them to be better advocates for these patients.

Our pediatric group hosted a virtual care booth at Greenville Drive Baseball night to educate the public about video visits and their capabilities. The group showcased mock exams using iPads and Tytocare kits to all children and their families a chance to explore this type of visit.

Hospital Support

During the last quarter, we implemented a scheduling platform in Epic for our specialty provider groups. This initiative has significantly enhanced efficiency within these groups this quarter, facilitating improved collaboration among consultation teams. The Addiction Medicine department achieved notable success with their Laurens location and has now expanded operations to Easley. Additionally, we are exploring the integration of stethoscopes into our virtual rooms to broaden virtual coverage for specialty providers with their patients. As of now, our hospital support programs have effectively served over ten thousand patients virtually.

Currently, we are developing a business pro forma proposal to expand our eICU coverage to all ICUs within our system and optimize our intensivists' management capabilities. This initiative aims not only to enhance ICU coverage across our facilities but also to provide backup support for core ICUs in our hub hospitals. Furthermore, this expansion will enable other specialties to deliver comprehensive care to patients in rural hospitals.

Simultaneously, our Digital Health Systems team is collaborating with Vidyo, our vendor, to develop a motorized, self-driving telehealth cart. The objective is to simplify the virtual patient-provider interaction and streamline unit staff operations. We are preparing to launch two prototypes next quarter in partnership with Infectious Disease, aiming to significantly enhance workflow efficiency through these innovative devices.

In addition, our pediatric program has been actively engaged this quarter, starting with the transition of our TeleNeo program back to local neonatologists. This transition involved redeveloping workflows, conducting training sessions, and establishing feedback mechanisms. The program has successfully achieved all key performance indicators (KPIs), including response times for phone and video consultations, as well as the timely upload and faxing of internal documents to originating sites and NICU transfer locations. Moreover, we have

expanded our inpatient pediatric consult services to include Neurology at several rural sites, further enhancing our specialty offerings.

The Eating Disorder Program collaborated with SCETV to record a story on this program using the mom of a patient and the whole care team to include the lead physician, RD, counselor, and psychiatrist.

Convenient Care

Prisma Health continues to offer a variety of care leveraging both asynchronous and synchronous options. Our asynchronous platform has provided care for over 3,000 patients while our synchronous platforms have seen over 60,000 patients. Currently, Prisma Health is standing up a new Unity Park Wellness Center that, along with community exercise classes, will offer virtual classes as an alternative to on-site. As well as starting virtual care offerings at our new Pediatric walk-in clinic

Our WeChat pediatric wellness program was given a rehaul to enhance self-enrollment verse just provider enrollment. Our target in quarter 3 is to promote this within our schools via a bar code enrollment.

Primary Care Support

In Primary Care, we are actively educating our providers on the "Telehealth and Telemedicine Modernization Act" through lunch and learn sessions. Our primary goal is to ensure providers feel confident in expanding their use of telehealth tools. In response to high "unclosed" visit rates identified in pediatric practices through reporting, we provided re-education to front desk teams to ensure accurate selection of video visits during booking. Additionally, providers received training on changing visit types as needed, resulting in an 80% improvement in our "unclosed" visit rate.

Unfortunately, our "Ferlauto Center: Complex Pediatrics" suffered a fire last quarter, leading to the replacement of all telehealth equipment, including headsets, TytoCare kits, supplemental equipment, wall chargers, iPads, and rolling carts for clinic-to-clinic visits, as well as interpretation services.

The Lung Center expanded its use of the TytoCare platform to include more practices, enabling enhanced virtual visits with patients at home. This initiative continues to grow, providing tools for quality lung sound assessment and supporting patient care at home.

We have submitted a request to create a grant-funded position for a Telehealth Coordinator with a clinical background. This role aims to optimize workflows and develop new programs to support primary care operations. This coordinator will collaborate closely with our Pediatric Telehealth Coordinator, leveraging successful outcomes from her initiatives.

Health Equity

Virtual Health plays a vital role in ensuring access across the entire state, especially in areas that were historically underserved. One population that has been underserved is our at-risk maternity patients. We've continued our work on creating a robust virtual and RPM offering to these patients to ensure they can get many of their visits at home. This program will be launching for our Spanish speaking population as well. The go-live for this project will kick off in October but our goal is to target at the start 100 moms but then begin to grow this

rapidly, depending on the first groups outcomes. This program will monitor HTN, glucose, and weight but will also incorporate virtual checkups.



State of South Carolina

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South Carolina Department of Mental Health Telehealth Service Updates and Progress Q2 January 2024

Service Extension

DMH's Community Telepsychiatry program helps increase access to mental healthcare by providing telepsychiatry services through 60 Mental Health Centers and satellite clinics statewide. DMH has helped patients in the state access specialized mental health care services, including child and adolescent psychiatry, since 2013.

In the second quarter of 2024, approximately 17,657 services, which is approximately 41% of overall mental health services provided by MDs and APRNs, are telepsychiatry. DMH's Community Telepsychiatry program serves patients in a wide variety of settings from Mental Health Centers and satellite clinics to schools and RV mobile clinics.

Hospital Support

DMH's Emergency Department (ED) Telepsychiatry program continued with 27 hospital partners across the state and is in the process of adding new partners. In Q2 of calendar year 2024, the ED Telepsychiatry program provided approximately 1846 completed consults for patients in EDs statewide. Psychiatric care is available through the ED program 17 hours per day, 364 days per year.

Primary Care Support

DMH's Integrated Care team has continued progress on the HRSA grant (American Rescue Plan Act – Pediatric Mental Health Care Access New Area Expansion) to develop the state's first child psychiatry access network to support the provision of mental health care by primary care providers. The network was named the Youth Access to Psychiatry Program (YAP-P). The goal is to provide a continuum of supports to SC primary care providers who see children and youth ages 0-21 years. YAP-P provides resources to practices and providers statewide.

Funding began in the fall of 2021 for the 5-year grant. YAP-P also received a \$300,000 expansion award in the fall of 2022 from HRSA to look at expanding the network to include school-based health centers (SBHCs).

Health Equity

DMH's partnership continues with the SC Department of Juvenile Justice (DJJ) to provide child telepsychiatry services to DJJ minors with mental health concerns in secure facilities. This partnership helps address the mental health needs of children involved with the juvenile justice system. To facilitate evaluation and treatment, there is an APRN to support the remote DMH child and adolescent psychiatrist.

In addition, DMH provides an interagency consultation service with the SC Department of Social Services (DSS) to furnish telepsychiatry to at risk children and adolescents. This innovative collaboration between state agencies promotes cooperative working relationships to make the best use of state resources for a high needs population.



South Carolina AHEC Program Office
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July 26, 2024

The SC Area Health Education Consortium has focused on ensuring up-to-date telehealth education resources are available on-demand for all health professionals and future health professionals in South Carolina. SCTA funding has helped to support SC AHEC's Office for Telehealth Education in developing and supporting online telehealth courses. SC AHEC developed programming available for free for health professionals and students in South Carolina via the [SC AHEC online learning portal](#).

The educational programs listed below support the Supporting Tactical Goal, Education and Training within the CY2024 SCTA Statewide Strategic Plan.

SC AHEC Course Registrations and Course Completers
(Date range 4/1/2024-6/30/2024)

1. [Telehealth](#) for High School and College Students – **9 Attendees**
2. [Telehealth Presenter Certification](#) – **50 Attendees**
3. [Telemental Health](#) – **12 Attendees**
4. [Foundations of Telehealth](#) – **62 Attendees**
5. [Telehealth Implementation](#) – **9 Attendees**
6. Interprofessional Team Case Conference (ITCC) – **25 Attendees**

164 Individuals Attended a telehealth training from SC AHEC during April-June 2024.



July 24, 2024

South Carolina ETV
Calendar Year 2024 Quarter 2 Report
South Carolina Telehealth Alliance

In recent months The *SCETV Telehealth* Team has been busy capturing interviews for a wide variety of telehealth stories. These stories highlight a range of telehealth initiatives including school-based physical health, school-based behavioral health, telehealth treatment for overcoming eating disorders, the rural health care workforce pipeline, and others. Recently our team toured the MUSC Health Black River Medical Center capturing interviews and footage of the telehealth technologies in place which make the hospital a model for other community hospitals across the nation.

In the second quarter two videos were published, both showing the ways that school-based telehealth improves the lives of students and their families. The first video followed a young boy whose life changed after receiving care for asthma through the school-based telehealth program in Williamsburg County. The second video spotlighted a school nurse who after witnessing the benefits of school-based behavioral health care through her job, decided to enroll her own children into the telehealth program for care.

In addition, the *SCETV Telehealth* Team has been ramping up for Telehealth Awareness Week by creating a social media content calendar and dozens of assets including videos, radio stories, and graphics to promote telehealth awareness.

List of Telehealth features:

Video:

- [School-based mental health care services remove barriers to care, improve health outcomes for students](#)
- [School-based health program helps child manage asthma](#)

This content is shared via television, email newsletters, multiple websites, and social media platforms.

Social Media spotlight: The South Carolina Telehealth Alliance Facebook page reach was up 105 percent and content interaction are up 96 percent. There were 8 new page followers. The top performing post was a link to the video feature about school-based telehealth improving the life of a boy in Sumter. The post had 962 impressions.

CENTER FOR RURAL AND PRIMARY HEALTHCARE

from Evidence to Impact

SCTA CY24 Q2 Report

Rural Practices and Telehealth

Telehealth in Libraries Implementation Workbook

The initial draft of the telehealth in libraries playbook is near completion and will be shared with SCTA by August. After approval from SCTA, we will convene a workgroup of subject matter experts and stakeholders to provide input to the resource.

Telehealth Hubs

Orangeburg County Public Library

PCC installed the telehealth equipment in the Orangeburg County Public Library on June 27th. The upfit is in progress, the library director and social worker were able to identify a remote-controlled privacy curtain for the room to circumvent the security camera and passersby. The social worker is getting onboarded at the library and then will receive tele-presenter training.

Palmetto Care Connections Telehealth Navigators

Through the Connecting Communities fall funding opportunity, we have partnered with PCC to train two telehealth coordinators to serve patrons at the Nichols Public Library and Mullins Public Library, in Marion County, as well as clients at 18 offices on aging in Cherokee, Chesterfield, Marlboro, Dillon, Marion, Georgetown, Williamsburg, Sumter, Lee, Orangeburg, Hampton, McCormick, Greenwood and Oconee counties. The two navigator positions have been filled and they continue to train and assist staff members at the various sites.

Project ECHO

Project ECHO SC Pregnancy Wellness curriculum is data driven, state centered, flexible and responsive to emergent healthcare challenges. Over 330 obstetric healthcare professionals have participated in five sessions held in the first quarter of 2024. An additional 9 sessions were scheduled through August 2024 with topics covering “Conservative Management of Early Onset Severe Pre-Eclampsia”, “Identification and Treatment of Perinatal Anxiety Disorders”, along with presentations from local community-based programs addressing maternal healthcare disparities in our state.

Telehealth Research

Original Research

The Center presented two posters on telehealth topics at the 2024 National Rural Health Association’s annual Rural Health conference.

- Rural-Urban Utilization Differences in Telehealth for Prenatal Care: Who, Where, When and What
- Post-Pandemic Patterns of Telehealth Use in SC

Additionally, a potential project looking at the impact of telehealth access on prenatal care networks was submitted by a collaborator and is currently being reviewed for feasibility.

Digital Literacy Program Evaluation

The team met with PCC to discuss how the Center can help support their innovative Digital Literacy program. PCC already collects both qualitative and quantitative data but is open to collaboration in order to develop a robust evaluation that includes changes in telehealth uptake and digital utilization. PCC will share their current assessment plan for CRPH review and edits.



Telehealth

Palmetto Care Connections hired a Telehealth Coordinator that will assist with telehealth initiatives. PCC has completed 8 installs for the SC Department on Aging and partnered with the Center for Rural and Primary Healthcare to install telehealth equipment at the Orangeburg County Library.

PCC provided technical assistance to Ehrhardt Pharmacy for its remote patient monitoring program. To date, the pharmacy has added 200 patients.

Education

The 12th Annual Telehealth Summit of South Carolina is scheduled for October 28-30, 2024, at the Westin Hilton Head Island Resort & Spa. Palmetto Care Connections is accepting abstracts for presentations and posters until July 31, 2024. PCC is also accepting telehealth award nominations until July 31, 2024.

Palmetto Care Connections partnered with the South Carolina Telehealth Alliance, South Carolina Department on Aging, and South Carolina Safe Seniors to host Webinar Wednesdays in Quarter 2. All webinar recordings are available on PCC's website at www.palmettocareconnections.org.

- April 17, 2024
Telehealth and Telemedicine Modernization Act
- April 24, 2024
Affordable Connectivity Wind-Down
- May 8, 2024
Navigating the Future: A Comprehensive Toolkit for Telehealth Reimbursement
- May 22, 2024
Accessible Telehealth Services for Elderly Citizens
- June 26, 2024
Statewide School-based Behavioral Health Program

Digital Inclusion

The Affordable Connectivity Program, one of two internet subsidy programs PCC promoted, has ended. PCC has revised its printable statewide Digital Inclusion Resource Guide to include low-cost internet solutions. The guide can be accessed online at <https://www.palmettocareconnections.org/technology/digitalinclusion/resourceguides/>