

SOUTH CAROLINA  
**Telehealth**  
ALLIANCE

## South Carolina Telehealth Alliance (SCTA) CY2026 Strategic Plan

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### Mission

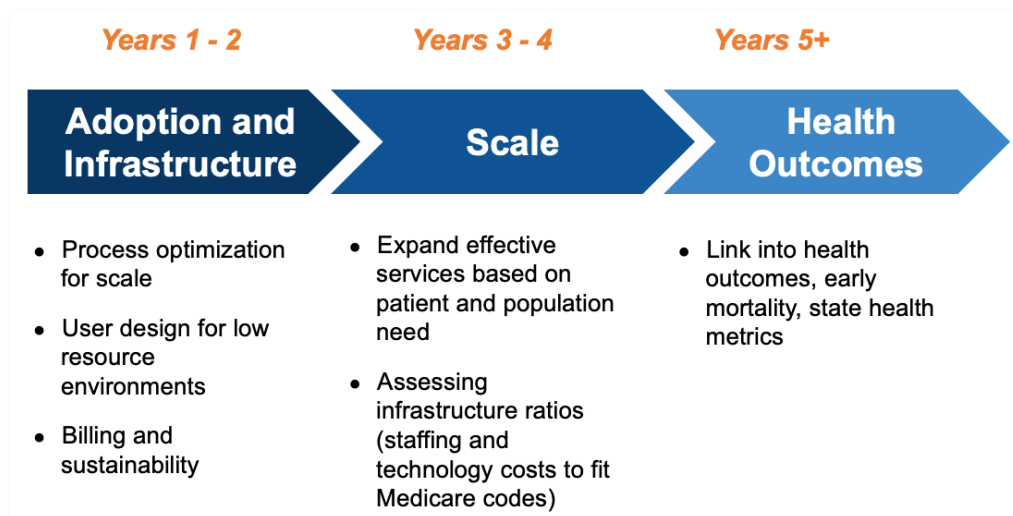
Improve the health of all South Carolinians through telehealth.

### Vision

Use of virtual care services in South Carolina will demonstrably contribute to the improvement of the health status of the state's population, with strong emphasis on rural and underserved communities.

### Purpose

The Statewide Strategic Plan outlines a five-year path toward enhancing the overall health of South Carolinians through a unified, collaborative approach among key partners and stakeholders. The plan is structured around three core strategies, each encompassing three domains of focus that guide coordinated, cross-sector tactics. This framework emphasizes alignment, collaboration, and measurable impact across the state's telehealth ecosystem. Designed as an enduring document, the plan establishes long-term goals and strategies while allowing for annual review and refinement of specific tactics to ensure continued progress and adaptability.



# Strategy 1: Ambulatory

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## Provide equitable access to ambulatory care

**1.1 Access:** Growth of virtual ambulatory care focused on geographical care access gaps

**1.1a:** Expand virtual service offerings to enhance timely convenient care options.

*Clinical Partners: McLeod, MUSC, Prisma, SC OMH, SRHS*

**1.1b:** Ensure all virtual service offerings are accessible to patients in low resource environments.

*Clinical Partners: McLeod, MUSC, Prisma, SC OMH, SRHS*

*Support Partners: PCC, CRPH, SCTA*

**1.1c:** Promote provider adoption through education training and support.

*Clinical Partners: McLeod, MUSC, Prisma, SC OMH, SRHS*

*Support Partners: PCC, SCETV*

**1.2 Experience:** Optimize virtual experience from patient and provider perspective

**1.2a:** Increase community awareness and engagement of virtual care offerings through promotion, education, and workflow optimizations that support improved experience.

*Clinical Partners: McLeod, MUSC, Prisma, SC OMH, SRHS*

*Support Partners: PCC, SCETV, SCTA*

**1.2b:** Offer supportive resources, education, and training to strengthen the confidence and comfort of ambulatory providers and clinic staff in delivering virtual care.

*Clinical Partners: McLeod, MUSC, Prisma, SC OMH, SRHS*

*Support Partners: PCC, AHEC, CRPH, SCTA*

**1.3 Efficiency:** Optimize virtual systems and platforms for more seamless care delivery

**1.3a:** Optimize the end-to-end telehealth process through improved system integration, compatibility, and technology enhancements, as appropriate.

*Clinical Partners: McLeod, MUSC, Prisma, SC OMH, SRHS*

**1.3b:** Support the ongoing improvement of telehealth systems and platforms to ensure reliable and effective virtual care delivery.

*Clinical Partners: McLeod, MUSC, Prisma, SC OMH, SRHS*

# Strategy 2: Inpatient

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## Improve inpatient health outcomes, access, and efficiency

**2.1 Service:** Expansion of virtual inpatient programs based on community hospitals needs

**2.1a:** Collaboratively develop and share best practices, with a focus on advancing high-impact inpatient telehealth programs such as virtual nursing.

*Clinical Partners: McLeod, MUSC, Prisma, SRHS*

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**2.1b:** Implement and expand key telehealth specialty services across community and rural hospitals.

*Clinical Partners: McLeod, MUSC, Prisma, SC OMH, SRHS*

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**2.2 Quality:** Enhanced alignment of quality metrics based on community hospital needs

**2.2a:** Support the alignment of metrics with quality goals that reflect both system and community hospital priorities.

*Clinical Partners: McLeod, MUSC, Prisma, SC OMH, SRHS*

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**2.3 Efficiency:** Leverage platform enhancements to improve service efficiency

**2.3a:** Collaborate to optimize workflows and patient outcomes through best practices in telehealth integration.

*Clinical Partners: McLeod, MUSC, Prisma, SC OMH, SRHS*

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**2.3b:** Explore AI-driven solutions to enhance telehealth workflows in the inpatient setting.

*Clinical Partners: McLeod, MUSC, Prisma, SC OMH, SRHS*

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# Strategy 3: Population Health

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## Improve overall health statewide through proactive treatment and prevention

**3.1 Adoption:** Optimize adoption through seamless referral pathways and low barrier to entry

**3.1a:** Support the advancement of school-based telehealth through expanded program promotion, increased engagement with school districts, and resources that streamline implementation and encourage greater student participation.

*Clinical Partners: McLeod, MUSC, Prisma, SRHS*

*Support Partners: PCC, SCETV, SCTA*

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**3.1b:** Encourage enhanced care coordination and streamlined referral processes to strengthen provider adoption and engagement in population health programs such as those that facilitate patient monitoring.

*Clinical Partners: McLeod, MUSC, Prisma, SRHS*

*Support Partners: PCC, SCETV, SCTA*

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**3.2 Engagement:** Ensure patient engagement for key service needs to close care gaps

**3.2a:** Increase community awareness and visibility of population health offerings through local community initiatives, education, and demonstrations.

*Clinical Partners: McLeod, MUSC, Prisma, SRHS*

*Support Partners: PCC, SCETV, SCTA*

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**3.3 Effectiveness:** Implement feedback from providers and patients to optimize service delivery

**3.3a:** Identify barriers and leverage improvement opportunities to strengthen population health outcomes.

*Clinical Partners: McLeod, MUSC, Prisma, SRHS*

*Support Partners: PCC, SCETV, SCTA*

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