

SOUTH CAROLINA
Telehealth
ALLIANCE

SCTA Advisory Council Meeting

Thursday, November 18, 2021, 1-3 PM – Microsoft Teams

Attendees:

Sam Head (SC DHHS), Amelia Gainey & Mark Wess (Prisma), Angelia Owens & Ryan Burnaugh (KMSO), Katie King, Jimmy McElligott, Ryan Kruis, Sonya Ebeling, & Ragan Richardson (MUSC/SCTA), Don Godish (SCETV), Kate Miccichi (McLeod), Kathy Schwarting (PCC), Victoria Gooch & Kenneth Rogers (SC DMH), Rick Foster & John Magill (Members-at-Large)

Agenda:

1. Welcome, Introductions, and Wins:

a. Palmetto Care Connections - 9th Annual Telehealth Summit Success

- Palmetto Care Connections (PCC) hosted their 9th Annual Telehealth Summit virtually in early November. This year's Summit reached 350 registrants, with over 600 views on various Summit video sessions. PCC extends their appreciation to all who could join, and looks forward to next year's Summit with the hopes of returning in person.

2. Strategic Deliverables – Updates/Report Outs:

a. Service Updates

▪ **MUSC Health:**

- MUSC continues to optimize and expand their pilot “Virtual Success Center” initiative, assisting patients with connectivity issues and troubleshooting, creating a seamless ambulatory video visit experience.
- During CY21Q3, MUSC conducted 17,727 virtual urgent care visits , and recently renewed their contract with PEBA's State Health Plan for an additional year to reduce health care costs for South Carolina state employees.

▪ **McLeod Health:**

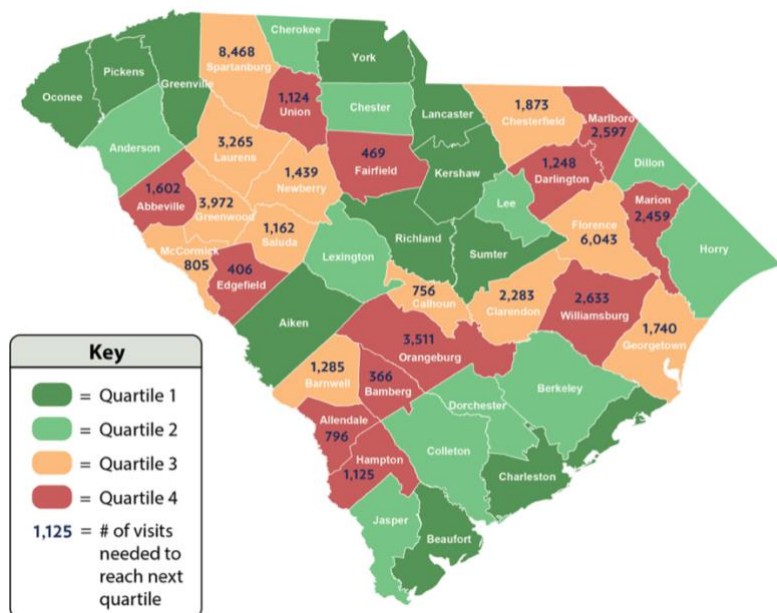
- McLeod Health created a Multi-Disciplinary Review (MDR) program, which brings together clinicians and technicians across a variety of specialties for a group consultation with their patients. This program has been extremely successful in bringing all teams together and fully involving the patient in care decisions.
- In addition, McLeod's TeleICU program continues to expand to several SC counties, allowing patients to utilize the hospitals closest to their homes, seeing specialists via telehealth.

- **Prisma Health:**
 - Prisma Health continued to expand their use of virtual care modalities to consult and treat patients at their hospitals where specialty care services are not available onsite 24/7. In addition, they continued to broaden the use of core virtual care modalities in ambulatory settings to extend the reach of services that would otherwise be limited by travel and related barriers to care.
 - The leading providers at Prisma’s Ferlauto Center for Complex Pediatric Care received this year’s State Telehealth Champion Award presented at the PCC 2021 Annual Telehealth Summit.

- **SC DMH:**
 - SC DMH’s Emergency Telepsychiatry program continues to expand to new locations. Currently, this program has twenty-four hospital partners.
 - DMH implemented the Highway To Hope Outreach program (H2H) to provide mobile telehealth services to patients at local businesses and community organizations within the Pee Dee, Tri-County, and Waccamaw region.

b. Data/Outcomes

- The Center for Rural and Primary Health Care (CRPH), in partnership with the College of Social Work, gathered both quantitative and qualitative data from SC health care workers in rural areas regarding their telehealth adoption experience. This data will be shared with the larger group once finalized.
- MUSC Center of Excellence drafted a heat map to show the amount of specialty care by zipcode in SC using a five percent sample of SC Medicare data. Surgical services, as well as mental health services were removed from this sample.
- The draft map below displays counties where specialty care access may be limited, and with more investigation can help SCTA partners strategically target where to deploy telehealth programs to increase access.
- The group recommended including the percentage of virtual and telephonic-only visits for additional investigation.



c. Education

- SCTA Manager, Sonya Ebeling met with Davia Smith from PCC and Jennifer Bailey from SC AHEC in October to review and discuss the findings from the SC CRPH survey with a focus on identifying telehealth education and training needs. As a follow-up, Jennifer and Davia plan to huddle together to determine what training and education are needed to sustain the growth of telehealth and its new programs.
- Additional materials that will help inform education and training needs will be further examined with the results of the SC CRPH qualitative report, and the SC AHEC annual survey taking place after the new year.
- An educational workplan will be finalized after the new year, and will help inform the June, September, and December deliverables during CY22.

d. Broadband and Tech Infrastructure

- PCC is also expanding their digital literacy program, which remains successful and has received positive feedback. PCC is approaching the finish line of training one-hundred senior members.
- PCC anticipates funds from the federal infrastructure bill to continue the expansion of broadband in SC. In addition, they have received a grant from Spectrum and funds from SC DHEC to implement a low-income broadband project.
- Looking toward the new year, Clemson will be partnering with PCC on various telehealth data endeavors.

e. Awareness

- South Carolina's Educational Television (ETV) continues to partner with the SCTA to promote telehealth in the state. With SCETV's creativity, this year's Telehealth Awareness Week in September was a success holding a record number of engagements on social media. SCETV also created and edited PCC's 2021 Award videos, showcased during the 2021 Telehealth Summit.
- SCETV is currently in process of a new telehealth videos series showcasing the SCTA's new strategic plan. This five-video series will break down each strategic initiative, highlighting programs from our partnering organizations.
- In addition, SCETV is planning a telehealth documentary and will begin filming in the new year with a goal of broadcasting a final version in mid-spring of 2022. If your organization has not yet been contacted by SCETV for interviews, please be expecting communication in the coming months.

3. Advocacy and Sustainability – Updates:

a. SCTA Co-Chair Updates – Jimmy & Kathy

- Dr. Jimmy McElligott and Kathy Schwarting had a follow-up conversation with SC BCBS, around their plans for telehealth coverage and reimbursement post-pandemic. SC BCBS appears interested in continuing some expanded coverage with interest in keeping costs reasonable.
- The payer priority documented was submitted to BCBS and other payers who were able to digest the recommendations and hold them as the core anchor in their conversations.

b. Medicaid Update – Sam Head

- A [Medicaid report](#) has been published showcasing recommendations from SCTA and its partners. This report established the current state of telehealth and how Medicaid looks to move forward post-Public Health Emergency (PHE).
- Data and recommendations were solicited from SCTA and other stakeholders in the state, which were incorporated into Medicaid's final recommendations.
- Conversation with policy development leaders will continue, reviewing each flexibility recommendation, and deciding what will sunset with the PHE.

c. Government Affairs Consultant Update

- In addition to conversations with SC Medicaid and other SC payers, there has also been interest in introducing legislation to formalize telehealth coverage and modernize the Telemedicine Act in SC.
- Additionally, the Alliance of Health Plans (AHP) is holding a conference December 1-3rd, which will include SC payers as well as several legislators. There will be a telehealth panel discussion to discuss the future plans for telehealth coverage and payment.
- The SCTA is awaiting announcement of new leadership roles within the senate, likely in mid-December. This will help inform next steps for SCTA's sustainability priorities and strategy for the coming legislative session.

4. SCTA Updates:

a. SCTA CY21Q3 Report

- Thank you to all who submitted content on behalf of your organization for the SCTA Q3 report. We encourage you to read through the report to see the impressive work each of our organizations is doing.

b. SCTA 2021 Annual Report – Coming soon!

- As 2021 comes to an end, we would like the focus of the 2021 Annual Report to reflect the new strategic plan format, with a focus on shifting from volume of services to value of services. We plan to discuss how we as telehealth leaders have emerged stronger through the pandemic, transforming our healthcare services for the benefit of our providers and patients.
- Ragan Richardson will be reaching out in the new year to request qualitative and quantitative highlights. In the meantime, please reach out to Ragan with any Annual Report ideas or suggestions.

5. Next SCTA Advisory Council Meeting:

- a. Thursday, February 17, 2022 from 1-3PM - Microsoft Teams**