
SCTA Quarterly Report

CY22 Quarter 2

Progress Achieved on the CY2022 Strategic Plan
April - June 2022

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South Carolina Telehealth Alliance (SCTA)

CY2022 Q2 Report

Executive Summary

Partners of the South Carolina Telehealth Alliance (SCTA) remained diligent and efficient throughout the second quarter (April 1 – June 30) of calendar year 2022 (CY22Q2), working collaboratively to enhance both clinical telehealth programs as well as telehealth education, awareness, and access initiatives. Wrapping up the first half of CY2022, SCTA partners took time to reflect on their telehealth progress over the past three months. **McLeod Health, Prisma Health, SC Department of Mental Health (SCDMH), MUSC Health**, along with telehealth support partners **Palmetto Care Connections, SC Center for Rural and Primary Health Care, SC AHEC**, and **SCETV** look forward to CY22Q3 as they begin discussing and planning their telehealth milestones and tactics for the coming year.

Although the SCTA's proposed telehealth legislation did not advance this session, telehealth coverage priorities remain top of mind as SCTA leaders plan to utilize the summer months to engage with SC payers. These conversations will include discussions around telehealth coverage gaps, potential opportunities for alignment, and plans around legislative action next session.

The following report provides additional details on the above accomplishments and others from CY22Q2.

SOUTH CAROLINA Telehealth ALLIANCE

South Carolina Telehealth Alliance (SCTA) CY22Q2 Report

SCTA Statewide Strategy

The SCTA Advisory Council reconvened during CY22Q2 to finalize the remaining CY22 milestones and deliverables outlined in the SCTA Statewide Strategic Plan. To ensure continuation of success and alignment, SCTA partners plan to dedicate CY22Q3 to collaborative discussions as they begin developing strategic initiatives for CY23.

The SCTA's data and outcomes team remain focused on heat map development to guide strategic deployment of telehealth to areas where services are in high need. During CY22Q2, the team created maps pertaining to the Hospital Support and Convenient Care strategies. Moving into CY22Q3, the SCTA plans to continue its efforts around strategy mapping in other strategic areas as partners begin the fall strategic planning process.

Sustainability and Reimbursement Advocacy

At the end of CY22Q1, the SCTA drafted legislation to be introduced in the South Carolina House of Representatives with the goals of permanently removing originating site restrictions, introducing clear definitions of telehealth, telemedicine, and other key terms, and removing outdated prescribing practice language. Although the quarter ended with no legislative advancement, the proposed bill opened the door for discussions with SC payers and various stakeholders around telehealth sustainability.

During CY22Q2, SCTA leaders convened to determine the most effective ways to encourage telehealth coverage alignment with payer partners. Looking at the summer months ahead, SCTA leaders plan to engage with various SC payers to discuss telehealth coverage gaps, potential opportunities for alignment, and plans around legislative action next session.

SCTA Supported Technologies and Platforms

The SC eConsult initiative, which aims to connect primary care providers with specialists asynchronously to improve care coordination, continued to grow during CY22Q2, with 21 eConsults completed to-date. . To increase awareness of this program, and boost engagement, the SCTA is working to create helpful resources and tools for providers. Additionally, the team is planning to host a webinar in July focused on provider perspectives and experiences with the eConsult program.

The SCTA's free, premium instance of Doxy.Me, a HIPAA compliant telehealth platform, continued to serve as a helpful tool for SC providers in CY22Q2. Through its 1,069 active providers, the SCTA instance saw a total of 12,920 visits completed this quarter. The SCTA aims to continue this offering for the foreseeable future, given the demonstrated ongoing satisfaction and usage from providers in the state, particularly those in smaller rural or community health center settings.

Medical University of South Carolina
Telehealth Service Updates and Progress
April – June 2022

Service Extension

MUSC's service extension team exceeded its expansion goal in CY22Q2, introducing several specialty departments to the new client platform for ambulatory video visits. The platform now serves around 120 clinics and completes almost 300 virtual visits daily. The service extension team prepares for a busy third quarter with plans to expand services to oncology, nephrology, transplant, and women's psychology.

Hospital Support

The hospital services telehealth team at MUSC continued to engage in the development and implementation of telehealth services across SC hospitals in CY22Q2. Live inpatient services were expanded, introducing the addition of infectious disease to an existing partner site at Self Regional Medical Center. Additionally, the team continued efforts to relaunch and expand Tele-EMS services to several counties within the state. Telehealth operational teams at MUSC worked during the quarter to develop a new, innovative service allowing expert nurses to offer support to new graduate nurses virtually. Approaching CY22Q3, the hospital support team looks forward to implementing telehealth services at two new sites in SC.

Convenient Care

MUSC's convenient care team continued their work during CY22Q2 to increase access to low-acuity urgent care in SC through the inclusion of the Spanish language on the Virtual Urgent Care (VUC) platform. The VUC team continued their collaborative discussions during the quarter with several colleges and universities across the state for potential partnerships. Notably, in its current partnership with The Citadel, MUSC's VUC Platform has extended services to all students (cadets) in attendance to receive virtual care from their dorm rooms. MUSC's Virtual Urgent Care team plans to continue engagement and expansion throughout the remainder of CY22.

Primary Care Support

During CY22Q2, MUSC's primary care support telehealth team met the ongoing demand from sites and patients to receive telehealth psychiatry and nutrition services via direct-to-consumer (DTC) care. Although most of these services are now exclusively delivered via DTC, onsite visits are still made available for those who prefer. Continuing to enhance primary care delivery across the state, MUSC went live with a new web-based DTC video software in Q2 allowing advancements in EMR integration and increased patient support with technical difficulties. The primary care support telehealth team anxiously awaits CY22Q3 as they prepare for two new contracted sites to go live.

Health Equity

With the school year reaching an end in CY22Q2, MUSC's school-based telehealth program focused on preparation plans for the upcoming school year for program sustainability and increased efficiency. The team looks forward to CY22Q3, as they plan to participate in collaborative opportunities among SCTA partners as the SCTA School-Based Telehealth Workgroup reconvenes. MUSC's telehealth for the homeless program continued to offer rapid HIV testing and COVID-19 vaccines for patients who are unhoused in Q2. Additionally, a new health equity program launched mid-quarter, [Mom's IMPACTT](#) (Improving Access to Maternal Mental Health and Substance Use Disorder Care Through Telemedicine and Tele-Mentoring). This program offers virtual mental health and substance use disorder support for women who are pregnant, within 12 months postpartum, or any healthcare provider caring for these types of patients.

McLeod Health
Telehealth Service Updates and Progress
April – June 2022

Service Extension Programs

MPA Ambulatory TeleVisits:

The telehealth team continues to work closely with the EPIC development team to build consultations, workflows, and specialty applications to ensure a flawless transition for our stakeholders. We are excited about the potential for telehealth communication and partnership opportunities with specialists beyond McLeod Health's geographic service area.

Multi-Disciplinary Review (MDR):

McLeod Health continues to see growth with the MDR program. Additional specialists are being added to further enrich the team of medical experts and support clinicians. Feedback from our patients and their family members continues to be positive. Patients can ask the providers questions about their care leading to a better understanding of all aspects of their treatment plan. Patients value the ability to be fully integrated into the decision-making process and are reassured with the quality of care they are receiving through this interaction with the entire MDR team.

Hospital Support Programs

ICU TeleRounding:

We renamed this program from TeleICU to ICU TeleRounding to more accurately represent how we are using telehealth in the ICU setting. We continue to see an increase in TeleICU volume as more McLeod Health facilities equip their ICU rooms with telehealth modalities. Currently, Florence, Dillon, Cheraw, Clarendon, & Loris offer TeleICU. We are moving forward with the expansion of this program to the Loris-Seacoast region.

Direct-to-Consumer Programs

Convenient Care:

We continue to see growth on the RelyMD platform. We are looking for the best methodologies and metrics for reporting internally and externally.

Primary Care & Outpatient Programs

Diabetes Education:

This program is growing rapidly and is proving to be a valuable service for patients and providers. We are hopeful that we will see a lasting impact on the overall health of the diabetic population we serve.

Health Equity Programs

School-Based Primary Care:

The McLeod telehealth analysts are currently working with school districts to test equipment, documentation flows and connectivity. After technology testing is complete, the telehealth coordinators will conduct refresher training on the School-Based Telehealth Program process with school nurses and McLeod providers

McLeod Oncology Genetic Counseling:

USC provided this program to McLeod Health from 2016-2021. Beginning January 2022, we transitioned this program to an in-house service supported by McLeod nurse practitioners.



Prisma Health
Telehealth Service Updates and Progress
Q2 April - June 2022

Service Extension

Prisma Health continues to implement and broaden the use of core virtual care modalities in our ambulatory settings to extend the reach of services that would otherwise be limited by travel and related barriers to care. The continued expansion and use of enhanced virtual care technology has also elevated our care teams' ability to expand services to community Business Health partners.

Hospital Support

Our acute care teams continue to expand the use of virtual care modalities to consult and treat patients at our hospitals where specialty care services are not available onsite 24/7. eICU is provided at Oconee Memorial Hospital and Baptist Easley Hospital with plans to expand to Laurens County Hospital in Q3 of 2022. Acute care video consults now include multiple adult and pediatric specialties and behavioral health.

Convenient Care

The use of convenient care services using both eVisits and on demand video continues to be a popular choice of Prisma Health patients. On demand video visits using enhanced virtual care technology is now live 24/7 as of July.

Primary Care Support

Expanding enhanced virtual care technology in both adult and pediatric primary care continues to close the gaps in care for patients between office visits. The pilot for at home health monitoring for hypertension continues to expand using a phased approach in our internal medicine practices. The diabetes management team continues to help patients manage their condition at home using remote monitoring technology.

Health Equity

Expansion of regional access points in our rural communities is continuing to provide access to specialty care. Satellite clinics in Rock Hill, Aiken, Sumter, Orangeburg and Oconee counties continue to bring specialty care to these rural communities. The school-based care programs that provide health education and both in person and enhanced virtual care technology will be expanding to additional schools for the upcoming school year starting in August 2022.



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South Carolina Department of Mental Health Telehealth Service Updates and Progress

Expansion of Telehealth Services

In 2022, the South Carolina Department of Mental Health (DMH) has seen a significant increase in the number of telehealth services provided by MDs, NPs, and master's level mental health clinicians working in a wide range of practice settings. DMH provides approximately 13,000 telehealth services per month in Emergency Departments (EDs,) community mental health centers, clinics, schools, and Highway to Hope (H2H) mobile clinics. Telehealth expansion has allowed DMH far more access to patients in the community during the pandemic, and increased services for those patients where transportation is a challenge. Telehealth expansion has also enhanced DMH's ability to recruit needed providers by offering flexibility in work location and schedule. Better access to providers has improved patient outcomes, allowing for more timely and frequent care delivery.

Hospital Support

Currently, DMH provides approximately 750 ED telepsychiatry services per month to 27 hospitals throughout the state. In addition, three new hospitals are in the process of onboarding with plans to complete the process in the near future. Twelve of the 20 MDs currently working in the ED telepsychiatry program are child and adolescent psychiatrists and an additional child and adolescent psychiatrist is joining the program.

Community Telepsychiatry Program

Built on the success of the ED telepsychiatry program, the Community Telepsychiatry Program (CTP) started in 2013 in response to the need for full spectrum community mental health services in rural areas across the state. The program now serves all 47 DMH mental health clinics, which includes both community mental health centers and satellite clinics. Between 2015 and 2021, CTP delivered 137,465 services to 45,413 patients. There was a 467% increase in the number of DMH patients using telepsychiatry in CTP over the assessment period. Almost exclusively (99%), the CTP service visit codes were for psychiatric medical assessment.

Primary Care Support

In 2021, DMH set a goal to create collaborative relationships with Federally Qualified Health Centers (FQHCs) throughout the state. The collaborative relationship starts with a co-location format in which

primary care is provided within selected DMH community mental health centers. The goal is to increase the level of collaboration to the point where providers from both the FQHCs and the community mental health centers work as a team to treat the “whole” patient. This involves in person as well as telehealth visits where both collaborative organizations provide telehealth/telepsychiatry services to patients.

Prior to this initiative, SCDMH had only worked with two FQHCs. Since January 2022, DMH has added four additional collaborative agreements with the following FQHCs: Barnwell Pediatrics of the Low Country Health Care System in Barnwell County, Rural Health Services in Aiken County, North Central Family Medicine in Chester and York Counties, and Cooperative Health in Richland County.

Health Equity

In September 2021, SCDMH received a 5-year HRSA grant through the American Rescue Plan Act to increase pediatric access to mental health services through telepsychiatry in rural and underserved areas of the state. The goal is to implement hubs in all four regions of the state: Upstate, Midlands, Pee Dee, and Low Country, to provide increased access to mental health services through telehealth. This access includes, but is not limited to the following: e-consults, doc-to-doc or provider-to-provider consults, telepsychiatry assessment and treatment visits, and admission to care or treatment. The initial pilot includes Aiken-Barnwell Mental Health Center and Barnwell Pediatrics of the Low Country Health Care system, an FQHC.



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July 29, 2022

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 and seven additional telehealth programs including Palmetto Care Connection's Webinar Wednesday and SC AHEC developed programming available for free for health professionals and students in South Carolina via the [SC AHEC online learning portal](#).

During the last quarter, we have begun to revise the Foundations of Telehealth module with new content and the course will be completely revised by the beginning of the Fall 2022 semester. Additionally, this quarter we partnered with MUSC Center for Telehealth to develop a continuing education program for school-based nurses utilizing telehealth. The educational programs listed below support the Supporting Tactical Goal, Education and Training within the 2021 SCTA Statewide Strategic Plan.

SC AHEC Course Registrations and Course Completers
(Date range 4/1/2022-6/30/2022)

1. [Telehealth](#) for High School and College Students –6 New Registrations, **5 Completers**
2. [Telehealth Presenter Certification](#) –9 New Registrations, **23 Completers**
3. [Telemental Health](#) –3 New Registrations, **9 Completers**
4. [Foundations of Telehealth](#) –3 New Registrations, **28 Completers**
5. [Telehealth Implementation](#) – 3 New registrations, **5 Completers**

72 Individuals Successful Competed a telehealth module during April -June 2022.



July 7, 2022

South Carolina ETV
Calendar Year 2022 Quarter 2 Report- April-June
South Carolina Telehealth Alliance

This quarter the *SCETV Telehealth* Team focused its efforts on the creation of SCTA Strategy series with the editing and publishing of the Service Extension video and the Hospital Support video.

- Service Extension: <https://youtu.be/X9WP7MAs8Ew>
- Hospital Support : <https://youtu.be/cOlnsbvLTBE>

Working closely with the South Carolina Telehealth Alliance team, the SCETV team continued to create content in support of the video series highlighting the successes of the telehealth initiative in South Carolina from inception.

In addition, the team continues to research and interview patients, providers, and champions of telehealth for a 1-hour documentary around digital health in South Carolina, set to premiere Fall 2022.

In addition to production of the strategy videos and production of the documentary, the team published 4 telehealth videos and supported the Alliance's efforts in assisting with social media and the SCTA's monthly newsletter.

List of telehealth features:

Video

- [Dr. Michael Lyons receives South Carolina Telehealth Pioneer Award](#)
- [U.S. Sen. Tim Scott receives National Telehealth Champion Award](#)
- [The Navigation Center receives South Carolina Telehealth Innovator Award](#)
- [Two SC programs honored with Telehealth Program Of Excellence Award](#)

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

Social Media spotlight: The South Carolina Telehealth Alliance Facebook page has 676 page likes with the largest (10%) of the audience coming from Charleston. The SCTA Facebook post on May 31st featuring the Telehealth Pioneer award reached over 600 people and garnered 45 reactions, 15 comments and 2 shares. On Twitter, the SCTA page has **873** followers, up an additional 7 followers from the last quarter. The SCTA Twitter page received 1,304 tweet impressions.

CENTER FOR RURAL AND PRIMARY HEALTHCARE

from Evidence to Impact

SCTA CY22 Q2 Report SC Center for Rural and Primary Healthcare

Telehealth Hubs

Nationally and in South Carolina, libraries are increasingly serving their communities to connect community residents to healthcare. The SC Center for Rural and Primary Healthcare launched the Rural Libraries and Health Cooperative Agreement program in 2020. It supported innovative pilot projects in five libraries across South Carolina to test alternative models of community care and healthcare engagement via a library system. The program expanded to four additional libraries in early 2022. In September 2021, the Center partnered with the University of North Carolina at Greensboro to conduct a landscape analysis targeting public library systems in the SC. Along with understanding the current services offered, the survey asked libraries about areas of opportunities to expand their healthcare services, with a focus on becoming a new healthcare access point via telehealth. Results showed a clear interest in expanding and/or beginning initial phases of providing telehealth services.

Our community engagement team, who is leading this work for our state, is exploring next steps for supporting libraries in full telehealth integration within interested library systems. There are a few states that are already currently using libraries as a telehealth hub, including a program in Virginia, led by Dr. Pam DeGuzman. Our office is planning to work in consultation with Dr. DeGuzman on adapting her framework for South Carolina libraries to move forward in the library systems becoming access points to care. A few of her publications we have found helpful are shared below.

Pamela B. DeGuzman, Neha Jain & Christine G. Loureiro (2022) Public Libraries as Partners in Telemedicine Delivery: A Review and Research Agenda, *Public Library Quarterly*, 41:3, 294-304, DOI: [10.1080/01616846.2021.1877080](https://doi.org/10.1080/01616846.2021.1877080)

DeGuzman, P. B., Abooli, S., Jain, N., Scicchitano, A., & Siegfried, Z. C. (2022). Improving equitable access to care via telemedicine in rural public libraries. *Public Health Nursing*, 39, 431– 437. <https://doi.org/10.1111/phn.12981>

Telehealth and Behavioral Health

The Center continues to engage with practices and health systems to discover programs and plans for integrating behavioral health into their primary care settings. While many are learning that telehealth allows for more reach while not compromising the quality of care, the issue of workforce availability is a barrier to the initiation and expansion of integrated behavioral health in South Carolina. Systems and practices are finding it difficult to recruit and retain staff to serve as behavioral health specialists. The recruitment of a behavioral health specialist, often a licensed clinical social worker, on average takes about six months to recruit and hire, which causes a delay in the provision of care and implementation and refinement of this new model of care. Our healthcare delivery team is currently exploring funding for initiatives to support and increase the supply of behavioral health providers who could serve rural health clinics through telehealth consultations. We are also exploring the engagement of psychiatric providers to specifically support rural healthcare providers. Similarly, we are working with the University of South Carolina College of Social Work to provide strategic placements in which we would also support the implementation of this model.



Telehealth Program

The Federal Communications Commission (FCC) Connected Care Pilot Program will award \$7,199,892 over three years to Palmetto State Providers Network, a consortium of health care providers led by Palmetto Care Connections. The funding will enable five Federally Qualified Health Centers and one hospital system to provide broadband internet access services, remote patient monitoring, and video consults to 5,000 primarily low-income South Carolinians suffering from chronic conditions and infectious diseases. In addition, the funding will provide health care provider broadband data connections, a connected care telehealth platform and data analytics to facilitate synchronous telehealth services for an estimated 18,000 patients in 13 counties, an overall average of 80 percent of which are low-income.

The consortium members that participated in the funding request are Federally Qualified Health Centers - CareSouth Carolina, Eau Claire Cooperative Health Center, Little River Medical Center, Rural Health Services, and Tandem Health; and hospital system – Tidelands Health.

The counties that are in the health care organizations' service areas to be impacted by the pilot program are Aiken, Chesterfield, Darlington, Dillon, Fairfield, Georgetown, Horry, Lee, Lexington, Marlboro, Newberry, Richland, and Sumter.

Telehealth Awareness and Education

On May 17, 2022, Palmetto Care Connections (PCC), Southeastern Housing and Community Development and Clemson Rural Health partnered to host a Telehealth Kick-Off Community Event at the Bamberg Villas housing development in Bamberg, SC. PCC has installed telehealth equipment in the Bamberg Villas office so that their residents and surrounding neighborhoods can access their health care providers virtually using telehealth.

More than 150 Bamberg residents attended the kick-off. The event included telehealth demonstrations provided by PCC, health screenings provided by Clemson Rural Health, health education, digital literacy education, distribution of Food Share boxes, exhibits by local health care providers and community resources, DJ, free food, treats for kids and gift card drawings.

Digital Inclusion

In Quarter 2, PCC provided digital literacy trainings to 189 South Carolina residents in Allendale, Bamberg, Barnwell, Orangeburg and Williamsburg counties. PCC's curriculum includes a segment on telehealth to increase awareness and skill level using a digital device in rural and underserved communities.

Broadband

In June, PCC submitted USAC funding requests to provide members with an annual broadband savings of more than \$11,000,000.

PCC assisted the SC Free Clinic Association with its broadband funding request application and telehealth cart installation in Chester, Darlington, and Orangeburg counties.