Telehealth Highlights in South Carolina

2016 Midyear Report
Mission

Improve the health of all South Carolinians through telehealth.

Values

- Patient-centered
- Quality
- Collaboration
- Sustainability
- Accountability

Vision

Telehealth will grow to support delivery of health care to all South Carolinians with an emphasis on underserved and rural communities. It will facilitate, coordinate and make more accessible quality care, education and research that are patient centered, reliable and timely. Our state will become recognized nationally for telehealth that is uniquely collaborative, valuable and cost effective.

Value Proposition

Telehealth in South Carolina will deliver high value through productive collaboration.
Fellow South Carolinians:

Since last year, telehealth has continued to grow in our state, increasing the number of patients and communities that are able to receive the highest quality of care for these services — regardless of their location.

With continued support from the state legislature, both new and existing telehealth initiatives are rapidly expanding across South Carolina. Within these mid-year highlights you will find that telehealth services are both growing and working to deliver the right care, to the right patient, at the right time.

The South Carolina Telehealth Alliance has maintained its focus on one of its core values — collaboration — and multiple institutions have just recently joined our efforts within the past year. These new partners will only make us stronger, and strengthen our efforts to leverage telehealth for the greater good of the people of South Carolina.

While our state is surely benefitting from the advancement of telehealth technology, none of the growth we have seen since 2013 would be possible without people: the innovators, the collaborators across the state, our community supporters, and the clinicians who want to reach the highest standard of care, and the patients who trust us to deliver that care to them.

Best regards,

James T. McElligott, M.D., MSCR
Co-Chair, South Carolina Telehealth Alliance
Telehealth Services Offered in South Carolina

Correctional Institutions and Jails*
- Intake health assessments
- Acute condition management
- Neonatology*

Home Monitoring and Management
- Diabetic blood sugar
- Diabetic blood pressure
- Weight monitoring
- Neonatology*
- Neurology
- Pediatric burn
- Pediatric critical care
- Pediatric gastroenterology
- Intensive care unit patient monitoring
- ICU Innovations (quality improvement and educational outreach)
- Tele-EEG
- Telestroke

Hospital-based Consultations
- Hospitalist consultation for admissions
- Mental health consultations to the emergency room
- Mental health consultations to inpatient facility
- Neonatology*
- Neurology
- Obstetrics
- Orthopaedics
- Pediatrics
- Pediatric developmental therapy
- Pediatric development rapid triage service*
- Post-stroke follow up
- Sickle cell (pediatric)
- Social work
- Urology (pediatric)
- Weight management group visits

Outpatient Specialty Consultations in a Clinical Setting
- Dermatology (pediatric)
- Diabetes education
- General surgery (adult and pediatric)
- Endocrinology (pediatric)
- Ear, nose and throat (adult and pediatric)
- Healthy lifestyle counseling (pediatric)
- Infectious disease for obstetrics*
- Lactation support to clinics
- Maternal fetal genetics
- Maternal fetal medicine
- Mental health medication management
- Neurology*
- Nutrition (adult and pediatric)
- Opioid addiction management for obstetrics*
- Orthopedics
- Patient-Child Interactive Therapy
- Pediatric development rapid triage service*
- Post-stroke follow up
- Sickle cell (pediatric)
- Social work
- Urology (pediatric)
- Weight management group visits

Outpatient Connections Directly to the Patient
- Asthma monitoring
- Asynchronous virtual visits for acute conditions*
- Diabetes home monitoring
- Home neonatal visits*
- Post-trauma mental health symptom monitoring
- Video visits for acute and chronic conditions*
- Video visits for mental health counseling
- Video visits for lactation support*
- Video visits for prenatal visits*
- Video visits for weight management

School-based
- Acute sick care and chronic disease management
- Mental health counseling, general
- Mental health counseling, trauma focused

Skilled Nursing Homes
- Mental health*
- Wound care*

A partnership has been established with MUSC Health and the South Carolina Department of Corrections.

Projected Benefits include:
- Decrease transfers to hospitals
- Improved workflow and patient throughput
- Elimination of physical intake backlogs
- Improved management of chronic conditions
- Informed emergency triage (send or stay)

* New telehealth service January – June 2016

Edward Jauch, M.D., an emergency physician, demonstrates the use of telehealth to treat patients at a detention center.
Growth of Outpatient Services

MUSC outpatient teleconsultation volume increased by 53% from 2015 to 2016

School-based Telehealth

Number of South Carolina schools with telehealth capability

There are 46 locations throughout the state of South Carolina.
Palmetto Care Connections (PCC) administers robust broadband connections to more than 120 South Carolina health care sites, saving $1 million annually through subsidies provided by the Federal Communications Commission.

**FCC Broadband Availability Map**

The FCC Broadband Availability Map is an interactive tool created by its Connect2Health Task Force. PCC is working to improve statewide connectivity in order to increase access to quality healthcare. PCC continues to provide education and support to rural sites across the state for a healthier South Carolina.

![FCC Broadband Availability Map](image)

**Webinars offered in 2016:**

- Federal Legislative Update in Rural Health and Telemedicine
- School-based Telehealth
- Achieving a Healthier SC for All by 2020: Everyone Can Play a Role
- Fraud and Abuse Issues in Telemedicine
- Successes in the Design and Implementation for DMH Innovative Telepsychiatry in SC
- Improving Door to Needle Time in a Statewide Telestroke Program
- Hepatitis C & Telehealth: Improving Access Through Primary Care Providers

More than 200 attendees have accessed PCC webinars hosted by PCC with telehealth subject matter experts from across the country.
Office of Telehealth Education

Housed in the Area Health Education Consortium, the Office of Telehealth Education is preparing the workforce of today and tomorrow.

Today: A pioneering telehealth education system that enables health care professionals to access educational programming from more than 40 locations across the state, touching 33 of 46 counties.

Tomorrow: The Office of Telehealth Education is rapidly developing telehealth training modules for statewide dissemination.

2016 Telehealth Education Topics:
- Emergency Medical Services Case Presentations
- Hypertension Management
- Autism Awareness
- Recognizing and Reporting Child Abuse and Neglect
- Building Primary Care Teams to Support Great Diabetes Outcomes
- Recognizing Dementia and At-Risk Elder Care Situations

Health care providers access education locally through the AHEC system of videoconferencing and online education available across South Carolina.

Tele-ICU and ICU Innovations

Kershaw Tele-ICU kickoff. “The remote Tele-ICU team serves as an extra layer of care that reassures doctors that our sickest patients are vigilantly monitored when we are not present.” — Jeffrey Robinson, M.D.

Connected Hospitals
- Anderson Medical: Anderson County
- Carolina Pines: Darlington County
- Kershaw Health: Kershaw County
- MUSC Health: Charleston County*
- Palmetto Health Tuomey: Sumter County
- Roper St. Francis: Charleston County
- Self Regional: Greenwood County
- Springs Memorial: Lancaster County
* Operations Center

Trended data helps drive performance improvement
Notable decreases occurred in:
- ICU mortality
- ICU length of stay
- Ventilator day ratio
- Mean ventilator days

ICU Innovations
In South Carolina, ICU monitoring is complemented with collaborative educational sessions.
- Through seven ICU Innovation Seminars, more than 135 education credits were offered to critical-care professionals.
Telestroke
Greenville Health System, MUSC Health, Palmetto Health

Telestroke Consults by Year

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SCDMH Telepsychiatry Consultation Program

Ed Spencer at the South Carolina Department of Mental Health demonstrates the Telepsychiatry program’s high definition technology for videoconferencing.

SCDMH Telepsychiatry Consultation Program locations

DMH conducts over 1,100 telepsychiatry consultations/month

$3,320 Cost savings per inpatient hospital patient
South Carolina Telehealth Innovator Highlight: Doctor’s Care

Doctors Care was one of the first urgent care companies in the United States to employ telemedicine. The program was conceived to better manage large volumes of patients with remote providers located at home or in slower centers with excess capacity. With specially equipped exam rooms including Bluetooth technology and trained center staff, patients in the busiest centers are able to elect a telehealth option to expedite their office visit. Doctors Care currently has eight in-center telemedicine sites across the state.

State and Federal Telehealth Advocacy

State Legislative Focus:
Passed!
S. 1035 - South Carolina Telemedicine Act of 2016

Federal Legislative Focus:
Advocating for
› H.R. 2066 Telehealth Enhancement Act
› H.R. 3077 TELE-MED Act
› H.R. 2948 Medicare Telehealth Parity Act
› S. 2484 CONNECT for Health Act

Over 3,000 consults annually
1. Deploy a coordinated, open-access telehealth network in South Carolina.

2. Understand and effectively respond to the needs of users of telehealth with an emphasis on the underserved and rural.

3. Invest in expanding needed specialty and subspecialty capabilities through telehealth.

4. Conduct statewide education, training and promotion to providers and the public to accelerate and spread adoption of telehealth.

5. Develop a telehealth organization structure that encourages and facilitates statewide collaboration among providers in the delivery of health care, education and research.

6. Demonstrate to legislators, payers, providers and the public the impact of telehealth in improving access, quality and affordability.