SCTA Quarterly Report CY23 Quarter 4

Progress Achieved on the CY2023 Strategic Plan
October - December 2023

SOUTH CAROLINA
Telehealth
ALLIANCE

Table of Contents

SOUTH CAROLINA
Telehealth
ALLIANCE

South Carolina Telehealth Alliance (SCTA)

CY2023 Q4 Report

Executive Summary

Throughout the fourth quarter of calendar year 2023, (October 1 – December 31), South Carolina Telehealth Alliance (SCTA) partners continued to work collaboratively to achieve telehealth strategic tactics. In the early months of the quarter, partners set aside time to identify and discuss telehealth deliverables for the new year, resulting in a finalized CY2024 SCTA Statewide Strategic Plan.

The SCTA team spent December 4-6 in Greenville, SC as a proud diamond sponsor of the 11th Annual Telehealth Summit of South Carolina. This annual event, hosted by SCTA partner, Palmetto Care Connections (PCC), brings SC telehealth champions, legislators, providers, and others together to showcase achievements and discuss collaborative opportunities to increase healthcare access in SC through telehealth.

SCTA leadership continued its preparation for the 2024 legislative session to ensure a successful introduction of House Bill 4159: Telehealth and Telemedicine Modernization Act in the SC Senate's Medical Affairs Committee.

The following report provides additional details on the above accomplishments and others from **CY23Q4**.

South Carolina Telehealth Alliance (SCTA)
CY23Q4 Report

SCTA Statewide Strategy
In addition to achieving their current telehealth strategic deliverables, SCTA partners dedicated time during CY23Q4 to identify and discuss deliverables for the new year. These collaboratively curated plans helped SCTA leaders create overarching strategic tactics for 2024, resulting in a finalized CY2024 SCTA Statewide Strategic Plan. Partners look forward to implementing the plan in the new year to continue carrying out the SCTA's mission of "improving the health of all South Carolinians through telehealth."

Sustainability and Reimbursement Advocacy
Responses from the SC Telehealth Provider Perspective Parity Survey were shared and discussed among the SCTA's Rural and Primary Care Workgroup during CY23Q4. This survey, which was distributed for 3 months to SC providers, aimed to understand perspectives on the potential impact of telehealth parity in SC and help identify barriers to telehealth use. With a total of 325 survey responses, the top three barriers to telehealth identified were; technical difficulties, patient digital literacy, and telehealth reimbursement. The workgroup will dedicate the upcoming quarter to deeply analyze survey responses, including all 207 free response comments, and formulate strategies that help alleviate the identified barriers.

SCTA leadership continued their focus on 2024 legislative session preparation, as House Bill 4159: Telehealth and Telemedicine Modernization Act is scheduled to be introduced in the SC Senate's Medical Affairs Committee. The bill outlines the following regulatory goals:
1. **Introduce a new definition of "telehealth"** which includes all provider types, not only MDs and DOs, who are essential to a patient's care team in providing increased access to healthcare.
2. **Modernize telehealth prescribing language** to ensure SC patients can access life-saving treatment to combat the opioid epidemic in our state while maintaining important safeguards.

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, nearly **12,800 visits** occurred with **30 new providers** joining the instance.

SCTA partners continued to utilize the SCTA's new data collection software to record monthly telehealth utilization and telehealth sites in the state. This valuable tool will help paint a statewide picture of telehealth's current impact and identify areas of telehealth need. Outcomes gathered through the software will be showcased throughout the 2023 SCTA Annual Report in the new year.

Center for Telehealth
169 Ashley Avenue
MSC 332
Charleston, SC 29425
Tel 843 792 7512
www.musc.edu

Medical University of South Carolina
Telehealth Service Updates and Progress
October – December 2023

Service Extension

MUSC's Regional Telehealth Timeshare Clinics added three new providers during the quarter to support general neurology, movement disorders, and transplant nephrology. Additionally, a new clinic opened on Hampton Regional Medical Center's campus, allowing more patients to receive specialty care in this rural community.

During Q4, MUSC's virtual specialty program introduced neurology as a service offering to patients for general neurology and memory care. To accommodate the growing patient demand, specifically for rheumatology, a nurse practitioner was onboarded to the program and will begin seeing patients in the new year. The virtual specialty team looks forward to adding additional service offerings in 2024, starting with general pulmonology and sleep medicine, anticipated to launch in CY24Q1.

Hospital Support

During the quarter, MUSC's hospital support team supported the implementation of a new service, virtual nursing, which offers virtual nursing support for the bedside staff aimed to alleviate staffing challenges and improve patient throughput and quality metrics. The service launched at MUSC's Catawba division hospitals (MUSC Lancaster and MUSC Chester) and anticipates expansion to the remaining MUSC regional network hospitals, as well as MUSC Downtown Charleston.

The inpatient psychiatry program experienced enhancements during the quarter as it introduced a new consultation platform. The implementation took place at 11 partner sites across the state and involved a matrixed team to successfully launch the updated workflow.

Convenient Care

In concluding the year, the MUSC Virtual Urgent Care (VUC) program executed a targeted engagement plan and developed associated resource materials tailored to specific populations. This strategic approach led to a remarkable increase in utilization, resulting in a total of 54,229 completed visits in 2023, reflecting a significant 14% growth margin from the previous year.

In addition to these achievements, the team dedicated time throughout the year to identify ways to enhance pediatric care through VUC by participating in educational sessions centered around pediatric diagnoses, treatment modalities, and patient education.

As 2024 approaches, the VUC team is committed to ongoing outreach and expansion among underserved regions of the state, specifically in Williamsburg County. Efforts are underway to determine the most effective methods for reaching and caring for these communities.

Primary Care Support

The collaboration of care model (CoCM) at MUSC, continued to see a high demand for services with increased referrals from the previous quarter. Leveraging 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. Patients who have been active in the program for over eight weeks have shown decreased

symptoms of anxiety and depression. To meet the ongoing patient demand, and to prepare for expansion to the Pee Dee region of the state, the program will be hiring two additional behavioral managers.

MUSC's outpatient teleconsultation (OT) program for psychiatry ended the year with a record number of completed consults, and the OT program for nutrition saw an increase in completed consults compared to the year prior. Entering into a new year, the team plans to continue to focus on program innovation and growth.

Health Equity
MUSC's school-based telehealth programs continued to expand in Q4 with the addition of 10 new schools participating in the physical health telehealth program. MUSC's new school program coordinator and nurse educator were instrumental in these expansions and will continue to play key roles in supporting partnering schools.

MUSC's school-based telehealth behavioral health program went live in 15 schools during the quarter, with 2 psychiatrists and 5 therapists onboarded to provide much-needed care to students. Over 100 visits took place during Q4 and the team anticipates great expansion in the new year as requests for services have been received from schools across the state.

An exciting new pilot program launched during the quarter which allows providers in MUSC's Pediatric Emergency Department to refer patients who attend schools enrolled in MUSC's school-based telehealth program for follow-up care. Patients can be referred for a one-time follow-up sick visit or for asthma or ADHD chronic care management. The pilot began in Charleston County Schools but plans to expand to other participating schools.

Another pilot project, initiated last quarter, continued to serve students in the Colleton County School District with a diabetes diagnosis. In partnership with the Boeing Center for Children's Wellness, MUSC Pediatric Endocrinology Department, and MUSC's school-based telehealth team, diabetic students can see their endocrinologist via telehealth, avoiding an in-person trip to Charleston for each visit. The goal of this pilot is to expand to other school districts and partner with additional specialty departments.

The [Mom's IMPACTT program](#) at MUSC continued to improve access to maternal mental health and substance use disorder care through telehealth. This self-referring program is available to anyone in South Carolina who is pregnant or within 12 months postpartum, or any health care provider who is caring for someone who is pregnant or postpartum.

McLeod Health
The Choice for Medical Excellence

McLeod Health Telehealth Service Updates and Progress

Q4 / October - December 2023

Service Extension

During CY23Q4 McLeod Health's IT Telemedicine team continued working with the Clinical Applications teams to configure and build workflows within the new electronic health record (Epic) to support our virtual programs. The Epic workflow for each virtual program requires assessment, configuration and testing within the Epic system.

Virtual specialty care programs continued to expand during the quarter. During CY23Q4 the outpatient Palliative Care program was scoped and operationalized. This telehealth program gives an increased sense of safety for patients through providing greater and easier access to healthcare professionals while remaining in their homes and local communities. It also helps extend coverage gaps within our rural SC counties.

The IT and clinical build for outpatient Cardiothoracic services is ongoing. We expect to launch this program in the coming quarter. The program will provide patients the convenience of care in their community and the option to not travel long distances.

There is continued focus and work on optimization within the Multidisciplinary Review program for cancer patients. McLeod Health has been designing the IT workflow build to move this program onto a single software platform. This will accomplish efficiencies and eliminate opportunities for systems failures. The current program utilizes multiple software technologies to connect several specialty physicians and care teams with the patient and their family to collaboratively assess and determine the treatment plan. The patient has access to multiple specialists in one session which allows their treatment plan to be determined and executed timelier. This brings great value to the patient and can have a positive impact on outcomes.

Hospital Support

McLeod Health continues to introduce new services and initiatives for hospital support. The telehealth team for hospital support has been partnering with the McLeod Regional Medical Center clinical leadership to develop and implement a Remote Sitter program. The pilot for this program went live in December. The goal of the Remote Sitter program is to enhance patient safety and prevent falls or other adverse events by providing continuous patient monitoring. The program utilizes telehealth technology which allows healthcare professionals (Remote Sitters) to observe and communicate with patients in their hospital rooms from a central monitoring station. The patient's care team can be immediately notified when the patient needs assistance. The benefits of this program include enhanced patient safety, quick responsiveness to patient needs, resources allocation efficiencies, labor cost savings, increased staff productivity, and increased satisfaction for patients and staff. Over the coming months, the program will be scaled to the remaining McLeod Health hospitals.

Convenient Care

During the past few months South Carolina has experienced increases in influenza, COVID and RSV. Over this same timeframe the Convenient Care telehealth program experienced record patient utilization volumes. The services this program provides help promote public health in our region by assisting in managing, preventing and overcoming the further spread of infectious disease outbreaks through providing accessible and convenient access to care. The program can have a great impact on vulnerable populations that can struggle with access and transportation as well as patient populations that seek convenience.

Primary Care Support

McLeod Health has continued our system-wide campaign to educate patients on the benefits of accessing their health information via the patient portal (MyChart). This campaign is having a positive impact on the patient's experience. It is a great success for the patient and healthcare system. MyChart adoption and utilization volumes increased significantly during CY23Q4. MyChart access and utilization is important to all patients, particularly patients in our rural SC counties. It increases access to care via virtual visits, convenience in scheduling, access to communication channels with their care teams, access to results and much more. The patient education campaign focuses on assisting patients in signing up for their MyChart account and assisting with digital literacy in using the application.

The telehealth team for primary care support has focused on Primary Care site surveys for technology readiness and workflow training (to include Epic virtual visit workflows, MyChart deployment, HIPPA compliance, provider best practices for virtual visits etc.).

Health Equity

McLeod Health's telehealth team for our School Based Care program is excited to have Nancy "Lauren" Johnson APRN MSN FNP-BC joining the team. She is our newly appointed Advanced Practice Provider for this program. Lauren joined our team during CY23Q4. The Telehealth Coordinator and Analyst teams have been working in partnership to ensure Lauren is trained and prepared to serve our School Nurses and see the patients (students and staff). Our School Based Care program improves and expands our students' ability to access health care, to become healthier and to stay focused on learning.

Service Extension

In the fourth quarter of 2023, Prisma Health continued its commitment to expanding and enhancing virtual care services. For the months of November and December we did see a spike in virtual visits and our e-visits across the board. Continuing our work to replace equipment, provide additional training and review workflows for areas in need. We initiated a "headset campaign" aimed at enhancing audio quality during virtual consultations. Some physicians were previously using less than ideal equipment such as Dragon microphones on their desks or desktop microphones that could pick up background noise, resulting in suboptimal audio quality for patients.

As a result of our efforts, we have seen a significant improvement in patient satisfaction scores. We started with a score 0.3 points below the national benchmark in the period from January to mid-August 2023. However, from mid-August to December 2023, our scores improved dramatically, reaching nearly 6 points (5.9) above the benchmark. During this campaign, we distributed 19 headsets, provided one camera, and located several refurbished headsets that were previously unaccounted for in various offices.

Audio Scores: January 1 – August 16, 2023

Quality of audio	72.8	72.4	72.0	298	72.8	73.1	-0.3	

Audio Scores: August 17 – December 31, 2023

Quality of audio	100.0	84.2	78.9	119	79.8	73.9	5.9	

Hospital Support

Prisma Health continued to strengthen its virtual care capabilities within hospital settings. The Virtual Care Partners (VCP) initiative expanded its reach by installing 41 new rooms at the Toumey location, which all rooms went live November 14th. The deployment of this new equipment extends its utility to various healthcare professionals, including providers, nurses, dietary specialists, educators, and other specialties. Overall, due to the success of the pilot program these additional units showed the need to hire additional FTEs to support the virtual program.

On November 1st, we implemented significant updates to our E-ICU program, which currently provides support to four of our community health systems. These updates introduced a new provider support model tailored specifically for these locations. As part of this initiative, we deployed new equipment to replace outdated technology at our Toumey location. Additionally, we set up and delivered four new emergency room carts to

facilitate E-ICU providers in seeing patients while they are still in the emergency room. This approach aims to enhance treatment and ensure seamless continuity of care between different departments.

During this quarter, the E-ICU program played a pivotal role in treating a substantial portion of the ICU patients across our four different rural health systems, further emphasizing the program's importance in delivering high-quality care.

In December, we initiated efforts to outline new programs for addiction medicine, with the goal of enabling virtual consultations for our Laurens and Greer sites. Through a thorough discovery process, we identified the key components of these programs, and we are on track for a targeted go-live in late January to early February. These initiatives reflect our commitment to continually expand our services and adapt to evolving healthcare needs. Our neuro and ID virtual programs have seen a growth in demand from several of our community hospitals to assist with this demand we've added additional carts at those sites.

Pediatrics has also seen a growth in demand for virtual services within their subspecialties and hospitalist. This demand led us to move forward with new Teladoc mini cart at our Oconee location. Worked with our EMR to create scheduling for the cart to make it easier for providers to see when cart is in use and when it is free for consults. At Oconee, we also introduced a dedicated eating disorder room for our pediatric patients, equipped with state-of-the-art virtual equipment to provide round-the-clock Telesitter support. This room also serves as a hub for consultations and rounds with the associated physician and support staff, including Registered Dieticians, ensuring comprehensive care for our young patients. For our Columbia & Toumey campuses currently working to revamp the inpatient pediatric virtual programs, as we had lost their operational coordinator at the start of 2023, therefore brought in a new coordinator in late August. This coordinator initiated the process of revitalizing the inpatient program at these sites by re-engaging the Medical Directors of these areas, hospitalists, and subspecialists. She conducted multiple demonstrations and training sessions to ensure that all stakeholders were well-informed and prepared for the changes. Furthermore, we have plans to expand this effort by adding 20 additional physicians in the first quarter of 2024.

Convenient Care

Prisma Health's focus on convenient care remained strong during Q4. Efforts to convert eVisits into virtual visits, when necessary, encountered some roadblocks, but the organization is actively working with its EMR vendor to overcome these challenges. Post-holidays, the program is set to restart, ensuring that patients receive improved examinations when required. We overhauled our lactation program to provide greater accessibility and support to new mothers. One significant improvement was the inclusion of more video visit check-ins, addressing previous challenges related to convenience and transportation that caused some missed appointments.

Additionally, we introduced new group lactation support sessions through our HIPAA-compliant video platform. These virtual support groups create a safe and convenient space for mothers to connect, share experiences, and receive guidance from our experts. This enhancement in our lactation program demonstrates our commitment to meeting the diverse needs of our patients and ensuring their access to essential care and support.

The chatbot program continued to engage with patients, assisting 3346 individuals primarily in the diabetic and pediatric categories, providing guidance on healthy lifestyles. This virtual support serves as a valuable resource for patients seeking advice and information related to their health.

Primary Care Support

Prisma Health's unwavering commitment to the management of chronic conditions and remote patient monitoring continued to benefit a growing number of patients, reaching approximately an additional 2,000 individuals during the fourth quarter. These services play a pivotal role in facilitating improved coordination and support for patients beyond the confines of the hospital system, ensuring their well-being and ongoing care.

We've continued our work to find the right RPM platform that will prove invaluable in addressing at-risk pregnancies and postpartum monitoring, specifically focusing on monitoring blood pressure and mental health. Currently, we are in the process of crafting a comprehensive business case for approval, which will involve collaborating closely with two rural area clinics that have demonstrated the greatest need for these specialized services. This work if approved would see a launch of this program in late summer of 2024.

Our dedication to providing accessible and high-quality pediatric care is exemplified by several recent initiatives. We expanded the reach of our pediatrics primary care team by assisting another primary care physician in obtaining an out-of-state North Carolina license. This strategic move enables her to serve a broader patient base, including young adults heading off to college for the first time and families residing just beyond the state line in rural areas with limited access to pediatric primary care resources. This expansion reaffirms our commitment to ensuring that all patients, regardless of their location or circumstances, have access to the best possible care.

In addition to expanding our physician network, we have taken steps to enhance our telehealth capabilities. We provided comprehensive training to six new primary care physicians and distributed over 100 additional TytoCare kits to four pediatric. This initiative was designed to ensure comprehensive coverage for our complex pediatric population and families facing challenges related to transportation and language barriers. TytoCare, which leverages our interpretation services, has proven instrumental in facilitating effective communication and care delivery, ultimately improving the patient experience.

Furthermore, we invested in our pediatric forensic program by acquiring and implementing four new EVA cameras. This strategic investment standardized equipment and workflows across all five locations of the upstate program, making our program more robust than ever before. With the support of four full-time physicians and advanced practice providers, we are strengthening our commitment to pediatric healthcare and forensic services, ensuring that the healthcare needs of our young patients are met comprehensively and with the highest standards of care.

Health Equity

Prisma Health's dedication to promoting health equity extended to supporting virtual care initiatives at schools, community outreach centers, and satellite clinics for specialty care. We expanded our school based athletic program to our Greenville & Pickens County schools end of October. The start of basketball session kicked off our first visit with the program. We are excited to see how this program grows in the coming months now that we have our three of regions being supported with the program. The organization is currently evaluating the potential for providing virtual mental health support through school nurse programs, furthering its commitment to ensuring equitable access to healthcare services.

In summary, Prisma Health's virtual care services continued to expand and evolve in Q4 2023, with significant increases in hospital virtual consults, EICU visits, and E-Visits. These efforts reflect the organization's

commitment to providing accessible and high-quality healthcare services through innovative telehealth solutions. All of work to make improvements via equipment and workflow have truly paid off.

Video Visit Scores: January 1 -August 19, 2023

Measure							
Telehealth saved patient time	74.3	80.4	76.9	144	74.3	77.1	-2.8
Quality of video connection	68.8	73.1	69.2	138	68.8	73.1	-4.3
Method of connecting was easy	66.4	69.0	69.2	146	66.4	68.4	-2.0
Quality of audio	66.4	64.8	69.2	140	66.4	73.1	-6.7
Telehealth saved you money	63.7	73.9	81.8	124	63.7	56.5	7.2

Video Visit Scores: August 20 – December 31, 2023.

Measure							
Quality of video connection	71.5	75.0	100.0	34	82.4	73.9	8.5
Telehealth saved patient time	75.6	84.8	92.3	36	80.6	78.5	2.1
More Questions After	78.4	81.8	83.3	34	79.4	77.7	1.7
Method of connecting was easy	68.3	76.1	76.9	37	75.7	69.5	6.2
Quality of audio	68.0	75.6	83.3	35	74.3	73.9	0.4
Telehealth saved you money	65.8	79.5	66.7	31	74.2	57.7	16.5

MENTAL HEALTH COMMISSION:
Elliott E. Levy, MD, Chair
Carl E. Jones, Ph.D., Vice Chair
L. Gregory Pearce, Jr.
Bobby H. Mann, Jr.
Crystal A. Smith Maxwell, MD

State of South Carolina
Department of Mental Health

2414 Bull Street●P.O. Box 485
Columbia, SC 29202
Information: (803) 898-8581

Robert Bank, MD
Acting State Director

South Carolina Department of Mental Health
Telehealth Service Updates and Progress
Q4, 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 fourth quarter, over 16,000 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.

In December, SCDMH's Community Telepsychiatry Program received the 2023 Telehealth Program of Excellence Award at the 11th annual Telehealth Summit of South Carolina in Greenville. SC State Senator Thomas Alexander presented the award, which recognizes a mature academic or community-based program that demonstrates considerable outcomes in the areas of clinical intervention, improved access, and community engagement.

Hospital Support

DMH's Emergency Department (ED) Telepsychiatry program expanded to 27 hospital partners across the state and is in the process of adding new partners. In Q3 of calendar year 2023, the ED Telepsychiatry program provided over 1,700 completed consults for patients in EDs statewide. Psychiatric care is available through the ED program 17 hours per day, 364 days per year.

In partnership with SCTA, SCETV published a short, informational video about DMH's ED Telepsychiatry program and here's the link: _https://www.scetv.org/stories/2024/tele-psychiatry-program-eases-burden-south-carolina-emergency-rooms_ .

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 in Barnwell County in conjunction with the Aiken-Barnwell Mental Health Center.

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, an APRN supports the remote DMH child and adolescent psychiatrist.

In addition, DMH launched an interagency consultation service with the SC Department of Social Services (DSS) and DJJ to furnish telepsychiatry to at risk children and adolescents. Children referred by DJJ for this program are not located in secure facilities. This innovative collaboration among state agencies promotes cooperative working relationships to make the best use of state resources for a high needs population.

January 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 that are 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 CY2023 SCTA Statewide Strategic Plan.

SC AHEC Course Registrations and Course Completers
(Date range 10/1/2023 - 12/31/2023)

1. Telehealth for High School and College Students – **30 Completers**

2. Telehealth Presenter Certification –**28 Completers**

3. Telemental Health –**18 Completers**

4. Foundations of Telehealth –**25 Completers**

5. Telehealth Implementation – **15 Completers**

116 Individuals Successful Competed a telehealth module during October-December 2023.

www.scahec.net
(843) 792-4431 / (843) 792-4430 Fax
The South Carolina Area Health Education Consortium is an equal opportunity employer.

January 24, 2024

South Carolina ETV
Calendar Year 2023 Quarter 4 Report
South Carolina Telehealth Alliance

The *SCETV Telehealth* Team ended 2023 strong by producing a variety of content that showcased the value of our state's investment into telehealth infrastructure and programs.

In October, our team published a video highlighting Project ECHO, an online learning platform that helps peer support specialists receive training and mentorship through virtual discussions and case learning.

In November and December, our team supported SCTA partners by producing seven award videos for the Annual Telehealth Summit of South Carolina. These videos highlighted the individual efforts of telehealth champions in our state who are committed to improving access to healthcare in South Carolina. Following the annual summit, we produced a recap video and three videos featuring interviews with summit attendees. These interviews provided insightful feedback from attendees on their experience at this year's summit.

Our team also created a video about the benefits of tele-psychiatry for patients who visit Emergency Departments in local hospitals throughout the state. In addition, two radio stories aired on South Carolina Public radio, featuring Prisma Health's Virtual Care Partnership program, and McLeod Health's Forensic Nursing Program.

List of Telehealth features:

Video:

- Project ECHO Creates Educational Network for Peer Support Community
- Learn How Forensic Nurse Examiners Empower Survivors of Sexual Assault
- 2023 Telehealth State Champion Kathryn King, MD
- 2023 Telehealth Innovator Marc Bingham, MD
- 2023 Telehealth Pioneer Divya Ahuja, MD
- 2023 Telehealth Program of Excellence: SCDMH Community Tele-Psychiatry Program
- 2023 Digital Health Equity State Champion Kathy Schwarting
- 2023 Rick Foster Primary Care Telehealth Champion
- Innovation and the future of telehealth at the PCC Summit
- Tele-psychiatry program eases burden on South Carolina Emergency Rooms
- Palmetto Care Connections 11th Annual Telehealth Summit
- Telehealth Summit Veterans Talk Networking Benefits
- First year attendees share their experience at Annual Telehealth Summit

Radio:

- Virtual mentoring and partnership create support network for nurses
- Learn how SC forensic nurse examiners empower survivors of sexual assault

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 is up 35% in Q4 and had 18% more facebook visits. The top performing posts were posts about the award winners recognized at the Annual Telehealth Summit. On Twitter, the SCTA page has 4 new followers and posts earned 247 impressions in this quarter.

In Your Inbox: The SCTA's monthly newsletter held an average open rate of 36% for Q4, which is above the typical audience average. The click rate was 4.2% which is down from Q3.

SCTA CY23 Q4 Report
SC Center for Rural and Primary Healthcare

Telehealth Hubs

Telehealth Navigators
The Connecting Communities team has partnered with PCC to train 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 telehealth coordinators will become certified telepresenters to assist community members with connecting to their providers at these telehealth access points. They will also train the staff at these sites to maintain the telehealth equipment and assist clients as needed.

Orangeburg County Public Library
The program lead, Stephanie Harrison, has screened and identified five candidates for the library resource assistant vacancy at the Orangeburg County Public Library. Interviews are currently being scheduled with these candidates. We await guidance from MUSC's equipment team on approved telehealth equipment and software to be placed at the library.

Libraries and Telehealth Scoping Review
We are currently in Stage 5 of the scoping review methodology (Arskey & O'Malley, 2005), collating, summarizing, and reporting results. One finding has been that there needs to be a significant amount of literature on telehealth and libraries to inform future work in this space.

Telehealth in Libraries Pre-Implementation Workbook
The Connecting Communities team consulted developers of a Telehealth in Libraries Pre-Implementation Workbook. This workbook was developed through a collaborative partnership between the Indiana Rural Health Association, the University of Virginia Health, and the University of Southern Indiana. It is intended to aid libraries in implementing telehealth in their communities; this will serve as a template for creating an implementation guide specific to telehealth in South Carolina.

Telehealth and Primary Health Workgroup

The Center continues to partner with PCC to lead the SCTA Primary Care and Rural Health Workgroup in exploring the learning needs and resources necessary to support the growth and optimization of telehealth by primary care and rural practices. The Workgroup comprises multiple stakeholders: SCORH, SCPHA, SC AHEC, Prisma, SC CRPH, SCTA, Clemson Rural Health, and Tandem.

Telehealth

Palmetto Care Connections (PCC) is dedicated to helping increase access to care in South Carolina through the use of telehealth, technology, and broadband. In addition to advocacy and education, PCC assists health care providers by creating telehealth access points within the community. (see map separately)

Broadband

PCC has saved health care providers in South Carolina more than $111 million since 2013. (see map separately)

Telehealth Awareness and Education

On December 4-6, PCC hosted the 11th Annual Telehealth Summit of SC at the Hyatt Regency in Greenville, SC. More than 200 health care leaders and 29 sponsors attended this event.

2023 Telehealth Award Winners:
- State Telehealth Champion: Kathyrn King, MD, Medical University of South Carolina
- SC Telehealth Pioneer: Divya Ahuja, MD, Prisma Health
- Rick Foster Primary Care Telehealth Champion – Richard Foster, MD
- SC Telehealth Program of Excellence: SC Department of Mental Health Community Telepsychiatry Program
- Digital Health Equity State Champion: Kathy Schwarting, MHA, Palmetto Care Connections
- State Telehealth Legislative Champion: The Honorable Bill Herbkersman, Chairman
- Telehealth Innovator: Marc Bingham, MD, Spartanburg Regional Health System

Poster Award Winners:
- Programmatic Winner: Impact of Remote Patient Monitoring (RPM) on 12 Month BP Outcomes: An Innovative Approach to Hypertension Management
- Scientific Winner: Vape X: A Digital Vaping Cessation Intervention for Adolescents with Depression
- People's Choice Winner: Get by With a Little Help From: Telehealth Centralized Support

Digital Inclusion

In Quarter 4, PCC released a Digital Resource Guide for community members to locate where to access computers, laptops, and the internet on the go at businesses in South Carolina. The guide also includes a list of internet service providers and if they are participating in the Affordable Connectivity Program. Since 2021, PCC has trained 1283 South Carolinians digital literacy skills with a special segment including telehealth.