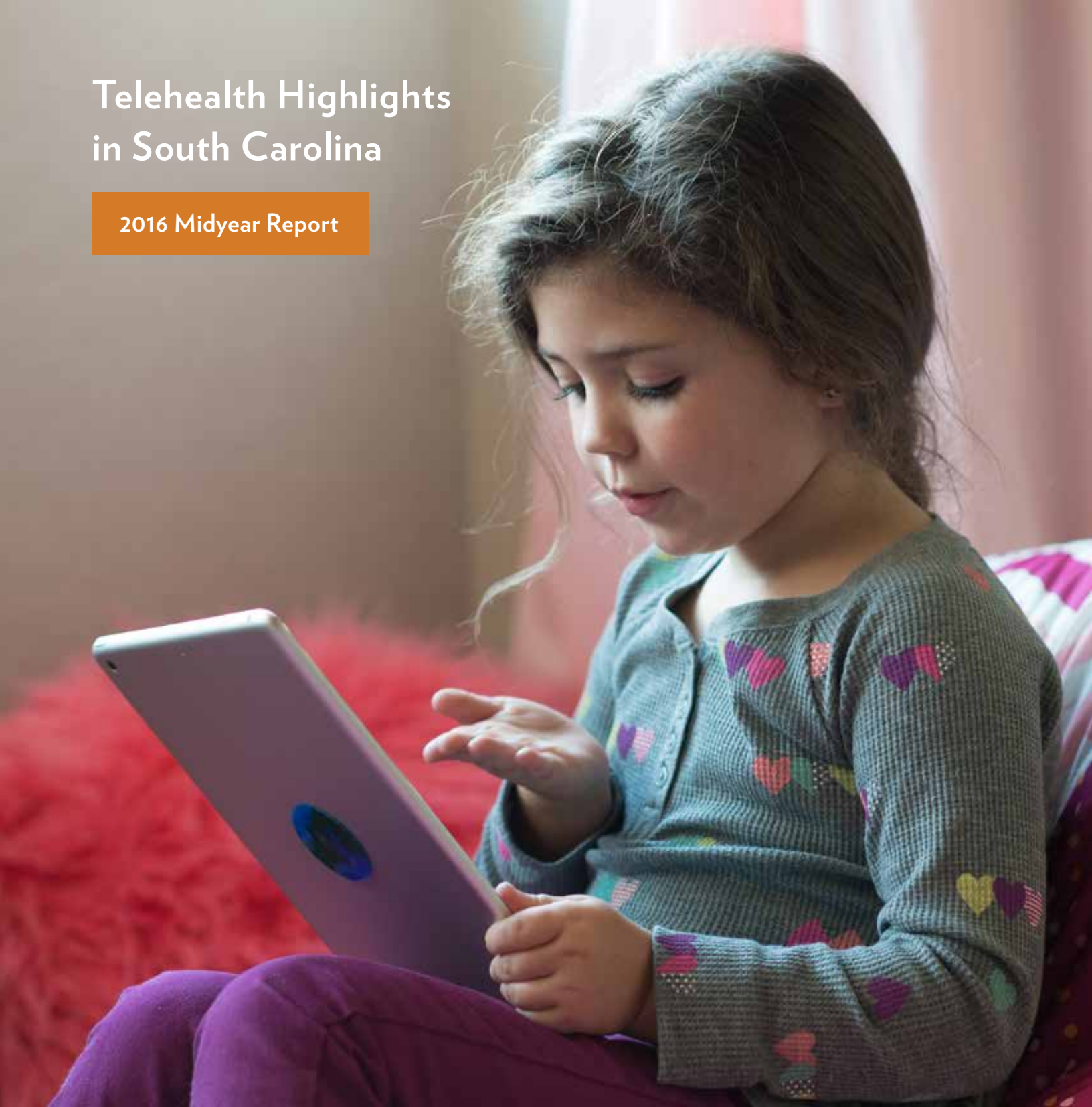


# Telehealth Highlights in South Carolina

2016 Midyear Report



SOUTH CAROLINA

**Telehealth**

ALLIANCE

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Bridging the distance: Nurse Practitioner Kelli Garber shares a virtual fist bump with her patient, while Nurse Lynn Floyd looks on.

## 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.

**South Carolina Telehealth Alliance (SCTA) Advisory Council**

Senator Thomas Alexander  
SC General Assembly

Danette McAlhane, M.D.  
Bamberg Family Practice  
(Rural Health Provider)

Rick Foster, M.D.  
SC Hospital Association

Don Godish  
SC ETV

Paul Hletko, M.D.  
Georgetown Pediatrics  
(Rural Health Provider)

John Magill, Director  
SC Department of Mental Health

Meera Narasimhan, M.D.  
Palmetto Health – USC  
Medical Group

Blix Rice, MBA  
Greenville Health

Kathy Schwarting, MHA  
Co-Chair of SC Telehealth Alliance  
Palmetto Care Connections (PCC)

Representative Murrell Smith  
SC General Assembly

Amanda Williams, MHA  
SC Department of Health and  
Human Services

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.

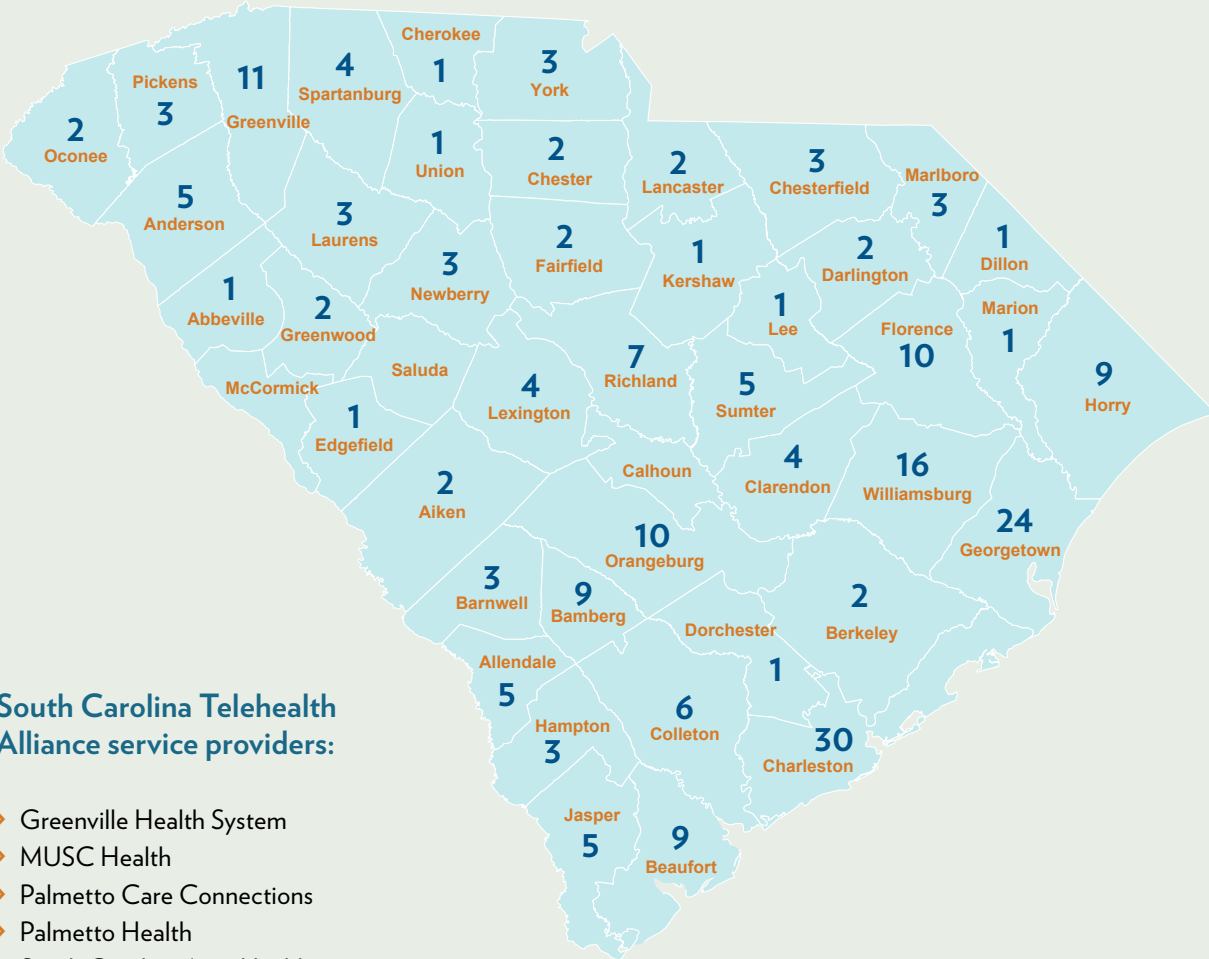
While our state is surely benefiting from the advancement of telehealth technology, none of the growth we have seen since 2013 would be possible without people: the innovators, the collaborators across the state, our community supporters, and the clinicians who want to reach the highest standard of care, 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 Service Connections by County**



**South Carolina Telehealth Alliance service providers:**

- > Greenville Health System
- > MUSC Health
- > Palmetto Care Connections
- > Palmetto Health
- > South Carolina Area Health Education Centers
- > South Carolina Department of Mental Health

**223** distinct telehealth sites and counting

## Telehealth Services Offered in South Carolina

### Correctional Institutions and Jails\*

- › Intake health assessments
- › Acute condition management

### Home Monitoring and Management

- › Diabetic blood sugar
- › Diabetic blood pressure
- › Weight monitoring

### Hospital-based Consultations

- › Hospitalist consultation for admissions
- › Mental health consultations to the emergency room
- › Mental health consultations to inpatient facility
- › Neonatology\*
- › Neurology
- › Pediatric burn
- › Pediatric critical care
- › Pediatric gastroenterology
- › Intensive care unit patient monitoring
- › ICU Innovations (quality improvement and educational outreach)
- › Tele-EEG
- › Telestroke

### 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\*

\* New telehealth service January – June 2016

## New Service Highlight: Connecting with Corrections



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

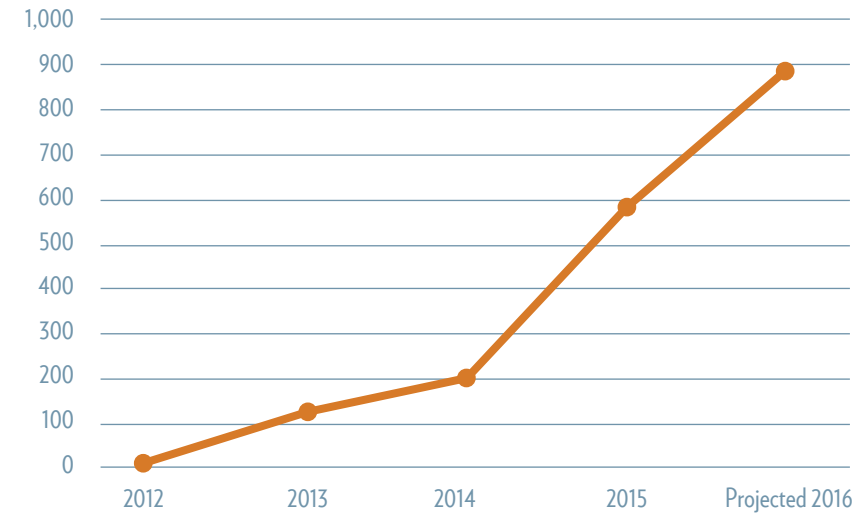
Projected Benefits include:

- › 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)

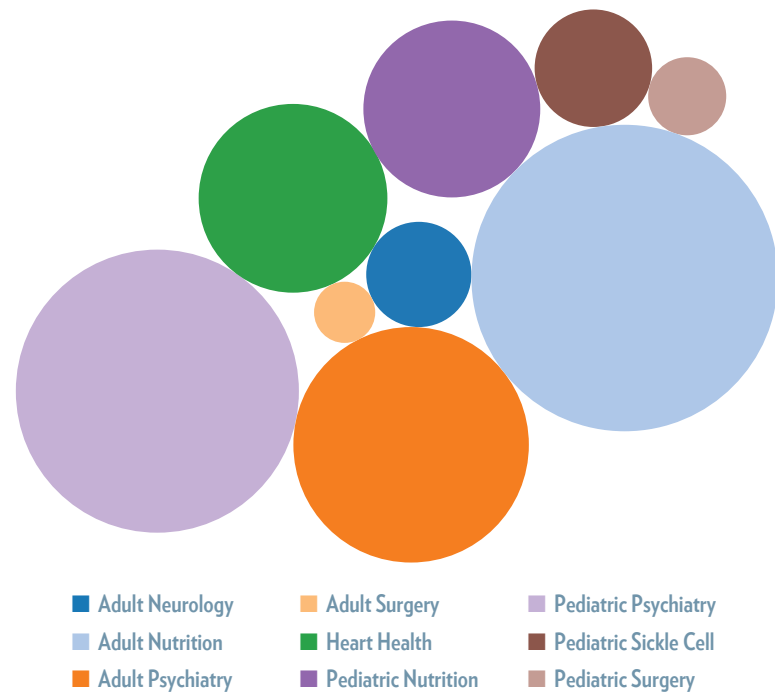
Edward Jauch, M.D., an emergency physician, demonstrates the use of telehealth to treat patients at a detention center.

## Growth of Outpatient Services

Annual number of MUSC outpatient consultations

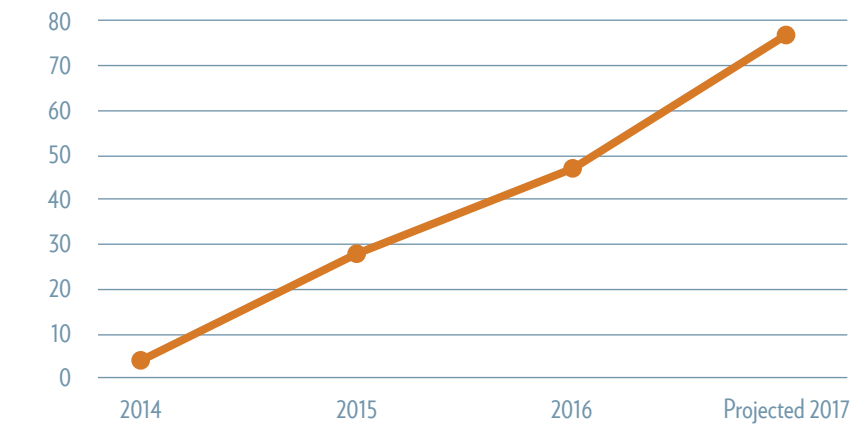


## MUSC outpatient teleconsultation volume increased by 53% from 2015 to 2016



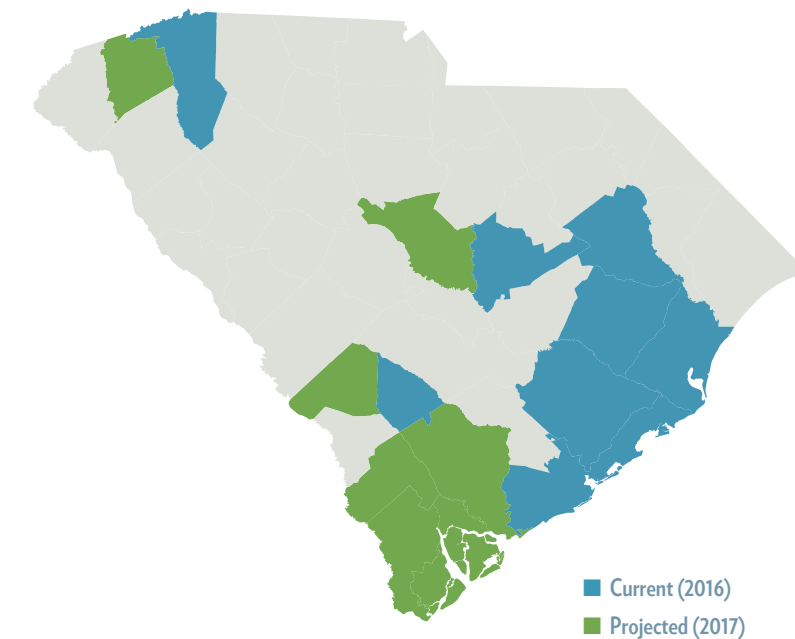
## School-based Telehealth

Number of South Carolina schools with telehealth capability



\*Includes school-based telehealth and school-based telemental health locations

## There are 46 locations throughout the state of South Carolina.

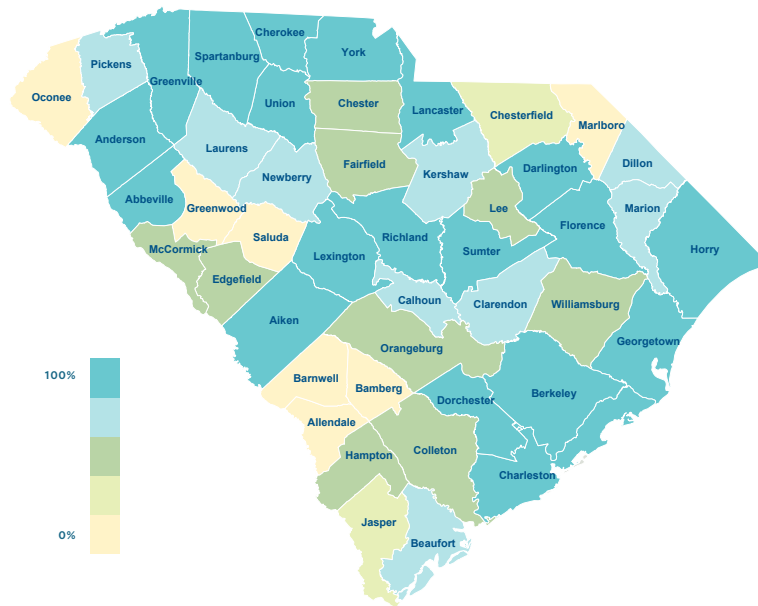




Palmetto Care Connections (PCC) administers robust broadband connections to more than 120 South Carolina health care sites, saving \$1 million annually through subsidies provided by the Federal Communications Commission.

### FCC Broadband Availability Map

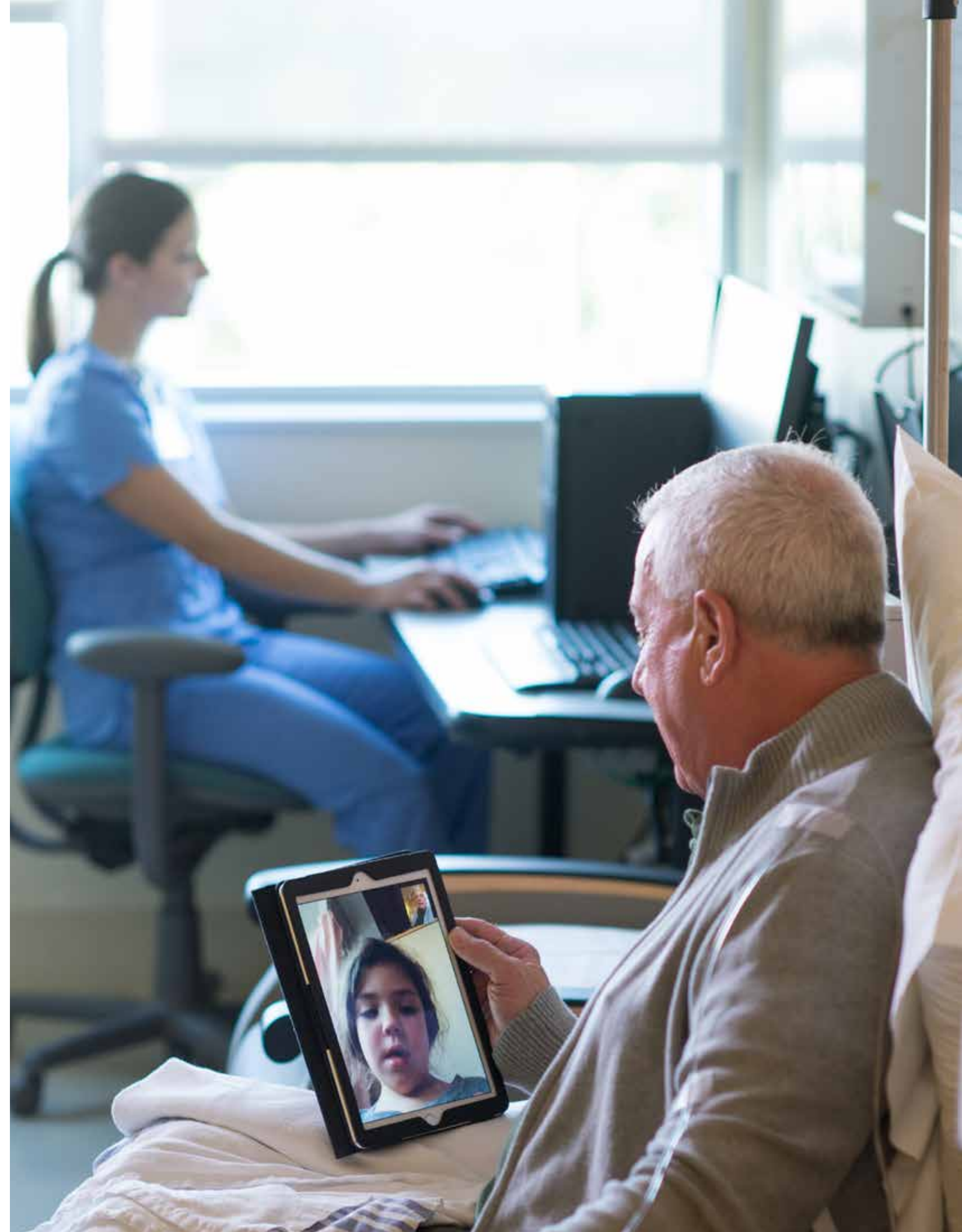
The FCC Broadband Availability Map is an interactive tool created by its Connect2Health Task Force. PCC is working to improve statewide connectivity in order to increase access to quality healthcare. PCC continues to provide education and support to rural sites across the state for a healthier South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



### 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

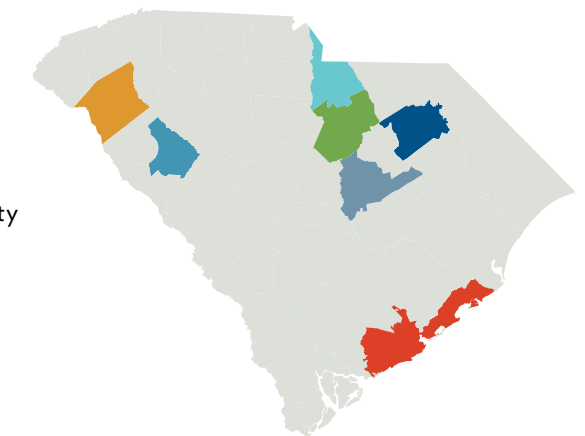


Kershaw Tele-ICU kickoff. “The remote Tele-ICU team serves as an extra layer of care that reassures doctors that our sickest patients are vigilantly monitored when we are not present.”  
— Jeffrey Robinson, M.D.

### 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

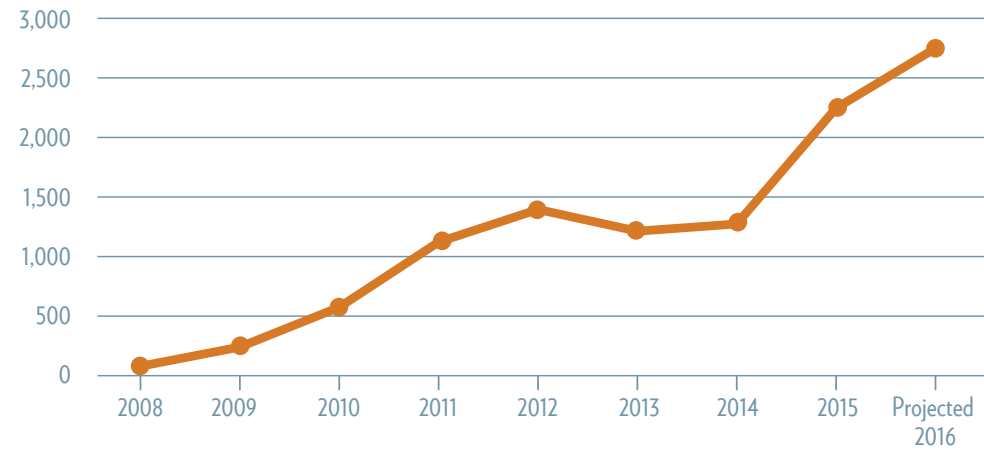
In South Carolina, ICU monitoring is complemented with collaborative educational sessions.

- › Through seven ICU Innovation Seminars, more than 135 education credits were offered to critical-care professionals.

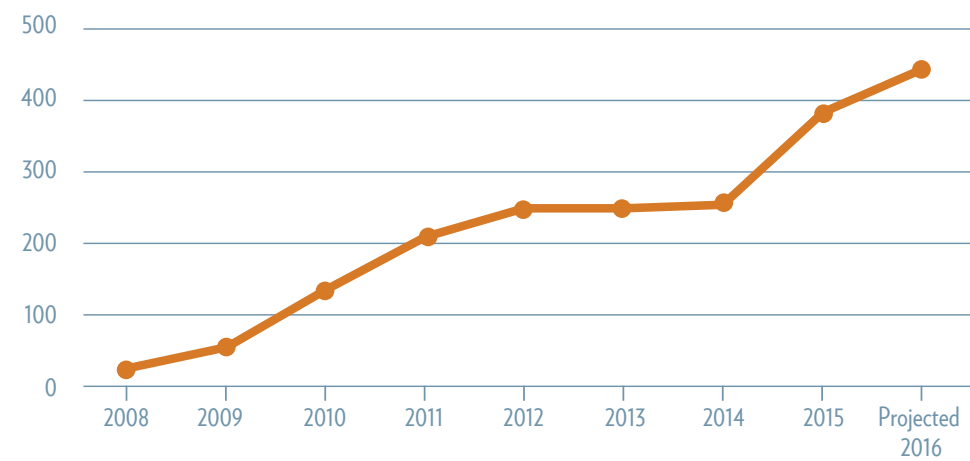
# Telestroke

Greenville Health System, MUSC Health, Palmetto Health

Telestroke Consults by Year



tPA Administration 2008-2016

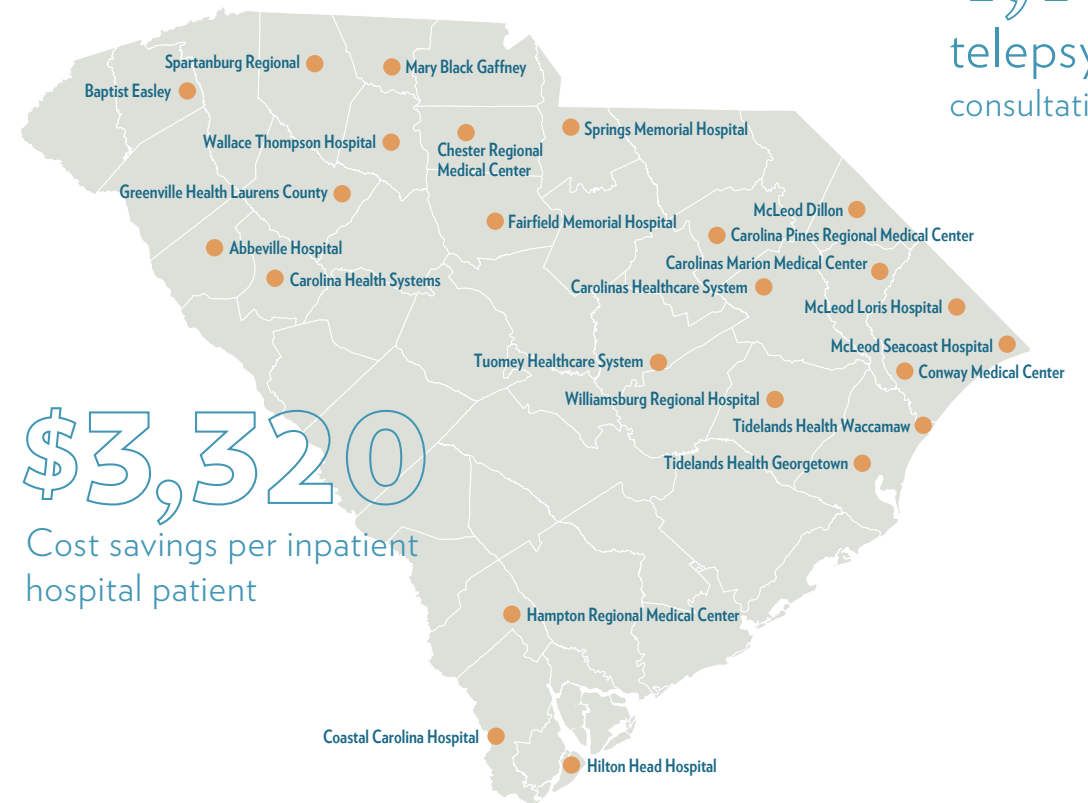


# SCDMH Telepsychiatry Consultation Program



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

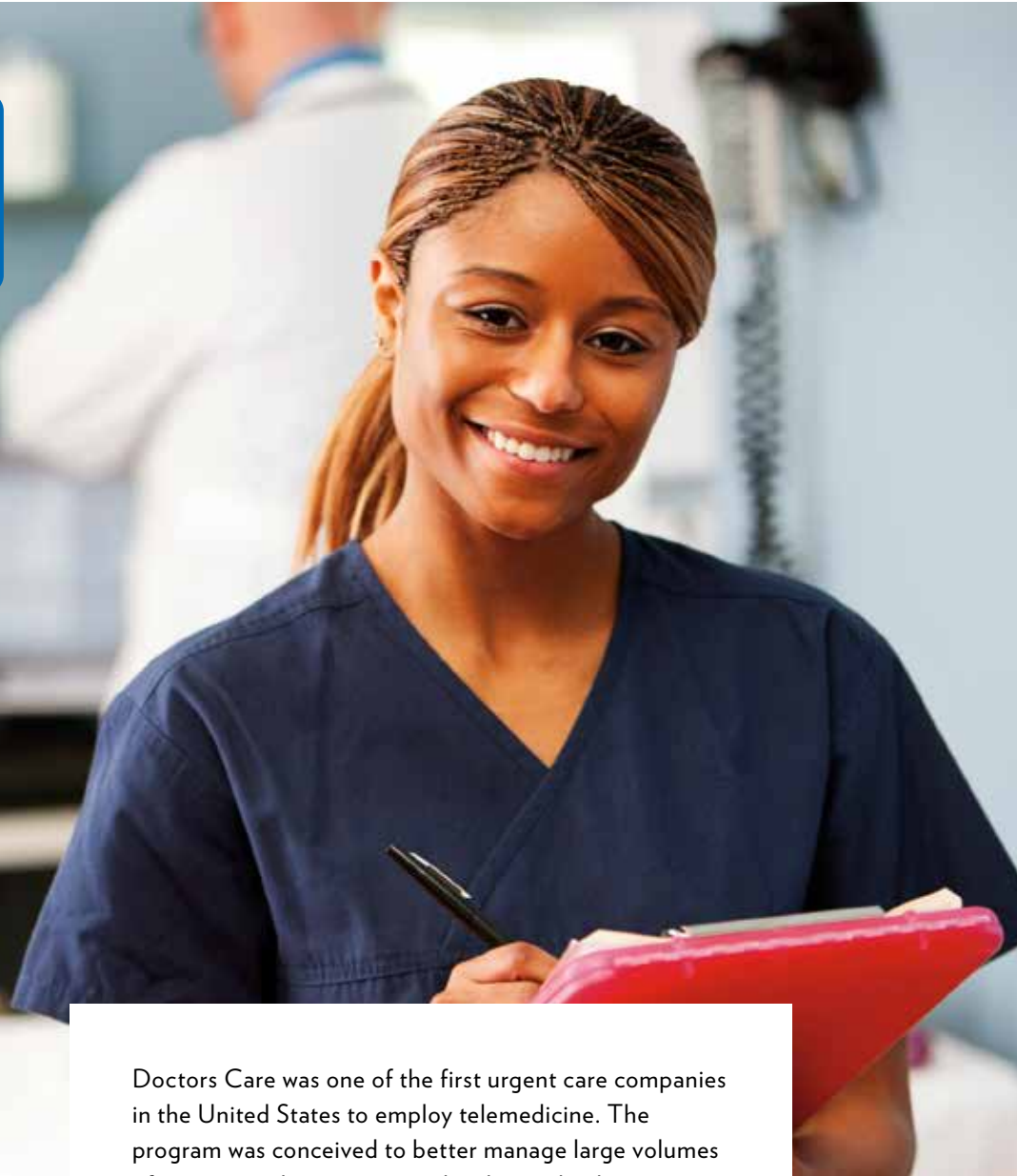


DMH conducts over  
**1,100**  
telepsychiatry  
consultations/month

**\$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.

Over  
**3,000**  
consults annually

## 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



# SCTA Strategies





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[sctelehealth.org](https://sctelehealth.org)