SCTA Quarterly Report
CY22 Quarter 1

Progress Achieved on the CY2021 Strategic Plan
January - March 2022

SOUTH CAROLINA
Telehealth
ALLIANCE

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South Carolina Telehealth Alliance (SCTA)

CY2022 Q1 Report

Executive Summary

South Carolina Telehealth Alliance (SCTA) partners continued their efforts to advance telehealth across the state throughout the first quarter of calendar year 2022 (CY22Q1). Entering a new year, partners took time to reflect on their telehealth advancements from 2021, reporting their annual telehealth utilization, strategic achievements, and new telehealth initiatives. Through these significant contributions and consistent dedication from SCTA partners, the 2021 SCTA Annual Report was created. **McLeod Health**, **Prisma Health**, **SC Department of Mental Health (SCDMH**), **MUSC Health**, and other partners look forward to CY22Q2 as they plan to continue building upon their existing telehealth programs.

Telehealth coverage and reimbursement remained a forefront topic throughout the quarter as SCTA partners, stakeholders, and legislators worked diligently to introduce **The Telehealth and Telemedicine Modernization Act** (H 5161) in the South Carolina House of Representatives. Although this legislation did not advance this session, it opened the door to further conversations around these efforts.

The following report provides additional details on the above accomplishments and others from CY22Q1.

SOUTH CAROLINA
Telehealth
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South Carolina Telehealth Alliance (SCTA)
CY22Q1 Report

SCTA Statewide Strategy

During CY22Q1, the SCTA Advisory Council met to review the statuses of the various milestones and deliverables outlined in the SCTA Statewide Strategic Plan, and discussed the next steps in planning and executing remaining milestones through CY2022.

Continuing to utilize accurate and accessible data to optimize telehealth services in South Carolina, the SCTA's data and outcomes team remained focused on developing heat maps to guide strategic deployment of telehealth to areas where services are lacking. These efforts will continue as we move toward CY22Q2.

Sustainability and Reimbursement Advocacy

After over 14 months of planning and discussion with SCTA partners, statewide stakeholders, and numerous conversations with legislators, SC DHHS, and private insurers in South Carolina, The Telehealth and Telemedicine Modernization Act (H 5161) was introduced in the South Carolina House of Representatives on March 29th 2022. The bill included high-priority recommendations from the SCTA, proposing the permanent removal of originating site restrictions, introducing clear definitions of telehealth, telemedicine, and other key terms, and removing outdated prescribing practice language.

Although the legislation did not advance out of subcommittee, its introduction has led to a number of productive conversations with SC payers and other stakeholders, interested in working together to make telehealth more sustainable. SCTA sustainability champions look forward to continued conversations through CY22Q2 and beyond to advance this effort.

SCTA Supported Technologies and Platforms

The partnership between the SCTA and ReferWell continued in CY22Q1 to provide specialty care through the SC eConsult initiative. eConsults - asynchronous, provider-to-provider communications connect primary care providers with specialists to improve care coordination. Focus on continued engagement toward this initiative will continue into CY22Q2.

The SCTA's free, premium instance of Doxy.Me, a HIPAA compliant telehealth platform, increased its total user accounts to over 1,680 in CY22Q1, completing over 27,100 visits which was an 8,600 increase from the previous 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. Due to continued, widespread use among providers in SC, the SCTA Doxy.Me instance now has a designated resource section on the SCTA website.

Medical University of South Carolina
Telehealth Service Updates and Progress
January – March 2022

Service Extension

MUSC continued its goal to expand service extension programs in CY22Q1, as several large departments from various primary care practices were onboarded to the new client platform for ambulatory video visits. Seven team members dedicated their time to ensure a smooth go-live, calling each patient to assist with connecting to the platform, troubleshooting provider issues, and assisting in virtual link distribution to the patients. The service extension team is preparing for an impressive second quarter, with the goal of onboarding even more primary care practices and other specialties to the platform.

Hospital Support

MUSC's hospital-based telehealth services continued to prioritize collaboration across SC hospitals in CY22Q1. Inpatient services expanded, introducing neonatal rounding and neuroendovasluar aneurysm consultations. These unique hospital services were implemented at Coastal Carolina Hospital and MUSC Kershaw, respectively. Additionally, MUSC Health Columbia's Medical Center Downtown and Northeast campuses launched tele-palliative care services, and MUSC's Rehabilitation Hospital's services expanded to tele-neurology and tele-infectious disease. Looking ahead to CY22Q2, the hospital-based service team will continue to strengthen relationships and collaboration across hospitals in SC.

Convenient Care

As expected from COVID-19 trends, MUSC's virtual urgent care program experienced an increase in overall visits with over 11,600 in CY22Q1. While COVID volumes have somewhat waned, MUSC's Convenient Care seeks to improve service to the community through the inclusion of Spanish language on the platform. Given the growth of the Spanish-speaking population in South Carolina, MUSC is eager to extend this convenient service to increase access. Additionally, in collaboration with SC Colleges and Universities, MUSC's Virtual Urgent Care Platform is hoping to extend services to key university partners within the state throughout the remainder of CY22.

Primary Care Support

During CY22Q1, MUSC's outpatient teleconsultation (OT) services for psychiatry and nutrition saw a spike in activity, receiving over 870 referrals. MUSC is preparing for this increase in volume with interviews already underway for a new psychiatry advanced practice providers fellowship program, which will onboard several new providers by CY22Q3. The primary care support team at MUSC plans to continue enhancements on their newly implemented appointment notification system in CY22Q2, which allows partnering sites to easily review new and returning referrals through a new automated web-based software.

Health Equity

MUSC's school-based telehealth program experienced many highlights during Q1: services expanded to Colleton County, requests were received for various new schools for the 2022/2023 school year, and a three-year grant was awarded to extend school-based telehealth services to rural districts in SC. MUSC's Telehealth for the Homeless program saw advancements in Q1 as rapid HIV testing and COVID-19 vaccines were introduced as offerings to its patients. MUSC's Women's Reproductive Behavioral Health program continued to focus on opioid disorder treatment options for pregnant women, and looks forward to launching perinatal psychology via telehealth in CY22Q2.

Service Extension Programs

MPA Ambulatory TeleVisits:
McLeod Health has contracted with EPIC to better integrate inpatient and ambulatory services, provide a more comprehensive, user-friendly platform for our patients and the communities we serve. The telehealth team is working closely with the EPIC development team to build consultations, workflows, and specialty applications to ensure a flawless transition for our stakeholders. With the widespread adoption of EPIC by major US health systems the move to EPIC could ultimately open 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

TeleNeuro Consults - Loris:
In an effort to expand inpatient TeleNeuro services to the coastal region, Dr. Olinda Spencer is providing telehealth consultations at the McLeod Health-Loris Facility. Specializing in Internal Medicine and Neurology, Dr. Spencer is highly skilled in treating patients with neuromuscular, central, and peripheral nervous system disorders such as epilepsy, stroke, dementia, Alzheimer's, Parkinson's, Huntington's, MS, ALS, and autoimmune encephalitis. The TeleNeuro Consults - Loris program is growing rapidly because of Dr. Spencer's reputation for clinical excellence and compassionate care.

TeleICU:
We have seen 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. A TeleICU room gives specialists the ability to remotely engage in consultations with hospitalists and other critical care providers in our more rural communities. Additionally, specialists now have the ability for 365/24/7 remote rounding, observe patients, monitor equipment readings, and make real-time adjustments to the patient's treatment plan.

Direct-to-Consumer Programs

Convenient Care:
McLeod moved from third-party vendor AmWell to RelyMD in September 2021 for DTC visits. The RelyMD team has worked closely with the McLeod Telehealth team to streamline their platform and make the transition from the AmWell app to the RelyMD app easy for end-users. As we have come to expect, we are seeing an increase in visits with allergy season upon us.

Primary Care & Outpatient Programs

Diabetes Education:
Over 530,000 South Carolinians are diagnosed with diabetes. Medical expenses for diabetics are over 2 times higher than for non-diabetics. Type 2 diabetes can be prevented or delayed by eating a healthier diet, increasing physical activity, reducing body weight, and not smoking. With this in mind, the McLeod Health Chronic Care Management Department created the Diabetes Education Program in 2021. The program seeks to reach and teach patients better food choices and eating habits in the comfort of their home, encourage family-member support, and remove any barriers to care and education associated with patient travel.

Health Equity Programs

School-Based Primary Care:
The McLeod Telehealth Team hosted Lunch & Learn sessions to reconnect in person with school nurses from each district in an effort to receive front-line feedback. We discussed current COVID protocols and post-COVID barriers that are having a direct impact on the volume of telehealth visits and how we can better serve the health needs of our students in the future by offering additional services.

Prisma Health
Telehealth Service Updates and Progress
January - March 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. Acute care video consults have now expanded to include multiple 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. 2022 expansion plans include on demand video visits using enhanced virtual care technology.

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 are providing health education and continue to provide both in person and virtual care now that schools have returned to in person instruction.

MENTAL HEALTH COMMISSION:
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State of South Carolina
Department of Mental Health

April 29, 2022

Kenneth M. Rogers, MD
State Director

**South Carolina Department of Mental Health
Calendar Year 2022 Quarter 1 Report
South Carolina Telehealth Alliance**

"Innovation" is the keyword at the South Carolina Department of Mental Health (SCDMH). Beginning in 1996, SCDMH was one of the earliest adopters of video technology, using telehealth to meet the needs of patients. Twenty-five years later, SCDMH is the largest provider of Telemental health services in South Carolina. During the first quarter of 2022, SCDMH provided a total of 54,224 telehealth services. In total, SCDMH has provided more than 577,000 telehealth services since the inception dates of its various telehealth programs, including the Emergency Department Telepsychiatry Program, Community Telepsychiatry Program, EMS Telehealth Program, Inpatient Services Telepsychiatry Program, Nursing Home Program, School Mental Health Program, Highway to Hope Community Outreach Program, and After-ED Discharge Clinic Contract. Telehealth is an integral component of service delivery across SCDMH.

SCDMH is focused on ensuring the safety and well-being of its patients, residents, and staff. Since the beginning of the Pandemic SCDMH's Community Telepsychiatry Program rapidly ramped up its community-based and school mental health services with a new telehealth component to ensure continuity of care for its patients: direct-to-consumer (DTC). All of SCDMH's Community Mental Health Centers (CMHC) remained open, and were complemented with DTC telehealth services. SCDMH's DTC presence, established a robust supervision and peer consultation regime that ensures the highest standards of care for patients and their families. Many children and families continue to receive services using DTC as a medium. Feedback on DTC services has been positive with patients and their families enjoying the convenience.

SCDMH is sad to say that Victoria Gooch, director of operations for Telepsychiatry is no longer with agency. Ms. Gooch was offered an opportunity that she could not afford to forgo. The contributions made by Ms. Gooch to SCDMH and the Telepsychiatry Program are truly appreciated. The agency wishes her well and her presence will be truly missed. As a result of her departure, the agency has begun the process to fill the vacancy that has been created. In the interim, Brandon Gaffney, assistant deputy director of Administrative Services will be the point contact for SCDMH Telepsychiatry.

The SCDMH Mobile Crisis program with regard to telehealth is growing with plans of continued expansion. In addition, a collaboration between SCDMH's Deaf Services and Mobile Crisis was implemented in March 2022. During the month of March four deaf patients were treated through telehealth. During Q1 more than 37 services were provided to patients via telehealth.

SCDMH is currently in the process of seeking a new Electronic Health Record (EHR) solution for its Community division. This new EHR will be used to track clinical data that will be used for quality of care projects designed to improve the daily health of patients seen. This new EHR solution should possess an established clinical database/registry or access to clinical database/registry which will also be used to provide data requested by various third parties such as federal, state and private third-party payers. The new EHR system will be a cloud-hosted solution.

The South Carolina Department of Mental Health's highest priority continues to be the safety and wellbeing of its patients, residents, and staff. SCDMH has made exceptional progress adapting to the extremely unusual situation that all in South Carolina and the nation continue to face. In the tradition of its past, SCDMH has continued its focus on innovation and adaptation, and remains the leader in the field of psychiatric services and a pioneer in the field of telehealth.

April 30, 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.

Over the last quarter, we began our statewide continuing professional development needs assessment to gather information from learners and stakeholders across the state on the current training needs for health professionals. The needs assessment will help SC AHEC & the SCTA determine training topics for future programming that can best support telehealth use and implementation in South Carolina. The courses listed below correlate with the Supporting Tactical Goal, Education and Training within the 2021 SCTA Statewide Strategic Plan.

SC AHEC Course Registrations and Course Completers
(Date range 1/1/2022-3/31/2022)

1. Telehealth for High School and College Students – 3 Registrations, **1 Completer**

2. Telehealth Presenter Certification – 29 Registrations, **21 Completers**

3. Telemental Health – 8 Registrations, **3 Completers**

4. Foundations of Telehealth – 57 Registrations, **54 Completers**

5. Telehealth Implementation – 9 Registrations, **4 Completers**

119 Total Registrations for all SC AHEC Telehealth Education courses/programs awarded to Participants January 1-March 31, 2022.

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

April 22, 2022

South Carolina ETV
Calendar Year 2021 Quarter 1 Report
South Carolina Telehealth Alliance

This quarter for the *SCETV Telehealth* Team the focus was on collaboration, the backbone of the South Carolina Telehealth Alliance. Working closely with the Alliance team, the SCETV team categorized the My Telehealth catalog of content into strategic buckets with the focus on creation of video stories to talk about the success of the initiative.

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.

The team created 2 new telehealth videos, 1 new blog story, and supported the Alliance's strategy efforts in the creation of internal strategy videos. The 2 video stories were distributed on digital platforms and the SCTA social media channels.

List of telehealth features:
Video
- Virtual Conferences Allow Earlier Detection of Disease for Lung Cancer Patients
- Virtual care improves quality of life for patients with heart failure

Blog
- Top Ten telehealth stories of 2021

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

In Your Inbox: The SCTA's monthly newsletter held an average open rate of **24.7%** for Q1, up 20.5% compared to last quarter. Comparatively, last quarters increase was only 2% so this is a great accomplishment for the alliance.

Social Media spotlight: The South Carolina Telehealth Alliance Facebook page has **776** followers up an additional 5 followers from Q4 2021. The SCTA Facebook post on January 12 garnered the most reactions of the quarter with 883 people reached, 20 reactions, and 53 post clicks. On Twitter, the SCTA page has **866** followers, up an additional 7 followers from Q4. The SCTA Twitter page received 1,785 profile visits and 4,405 tweet impressions. Our top Twitter impression for Q1 2022 came from resharing Palmetto Care Connections Webinar Wednesday tweet in March.

Spotlight on Strategy!

The South Carolina Telehealth Alliance (SCTA) is a collaboration of many healthcare organizations working to expand telehealth across the state. Since 2014 the SCTA has organized efforts through a statewide telehealth strategic plan, which allows SCTA partners across the state to work collaboratively to expand telehealth programs, and to align telehealth education, broadband and internet infrastructure, and advocacy and awareness efforts. In 2021 the SCTA launched a new strategic plan format, focused on grouping telehealth services by the value they bring to the state. In this new series, we will dive into each strategic bucket a little deeper and look at the impact these telehealth programs have brought to South Carolina. Videos will be launched later 2022!

SCTA CY22 Q1 Report
SC Center for Rural and Primary Healthcare

Telehealth Hubs
Nationally and in South Carolina, libraries have increasingly served their communities to connect patrons to healthcare. The SC Center for Rural and Primary Healthcare launched the Rural Libraries and Health Cooperative Agreement program in 2020. It supports 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 opened to all public libraries in the state. Along with understanding the current services offered, the survey asked libraries about areas of opportunities to expand their healthcare services, with a focus on being a new healthcare access point via telehealth. Results show a clear interest in expanding and/or beginning initial phases of providing telehealth services. Since participants completed the survey anonymously, our community engagement team is working to identify the participating libraries using zip code data provided for in-depth follow-up and next steps related to deploying telehealth within their locations. The CRPH team is in discussion to engage and support these library systems in expanding access to care, including the use of telehealth.

Telehealth and Behavioral Health
The Center continues to engage with practices and health system to learn how they integrate 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 initiation and expansion of integrated behavioral health. Systems and practices are finding it difficult to recruit and retain staff to serve as behavioral health specialists. The 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. We will be working with other partners to identify the best strategy to fill this gap. Additionally, examining the role of virtual services in supporting integrated behavioral health.

Telehealth Utilization Survey and Analysis - National Rural Health Association, Annual Rural Health Conference – Abstract Submission Accepted
In 2021, The SC Center for Rural and Primary Healthcare built upon the previous work of the SCTA and the Office of the National Coordinator for Health to assess the barriers and facilitators of successful telehealth adoption among smaller rural and primary healthcare practices in South Carolina amidst the COVID-19 pandemic. This work also explored the impact of COVID-19 on telehealth utilization patterns. The Center submitted an abstract to the National Rural Health Association's Annual Rural Health Conference. The abstract has been accepted, and we will share the poster before it is presented in May 2022 in Albuquerque, New Mexico.

Broadband

FY 2021 broadband subsidy filings were submitted in June 2021. Palmetto Care Connections (PCC) has received funding commitment letters (FCL) for 100% of the Funding Requests submitted in 2021 from USAC totaling 12,732,329 for broadband subsidy for South Carolina Healthcare providers over three years. These subsidies have allowed many healthcare providers to add redundant circuits to increase uptime and/or re-invest those dollars into healthcare services. PCC is preparing FY2022 Funding Requests for the June 1, 2022, deadline. PCC has added healthcare providers through our SCHA partnership in WV, NV and AZ. The FY2022 filing should product a total savings for consortium members in excess of $20,000,000 over three years.

Digital Inclusion

Palmetto Care Connections continues to be at the forefront of increasing digital inclusion in South Carolina by providing 3-day digital literacy trainings, connecting participants with affordable internet solutions, and distributing digital devices to rural and underserved communities through its Palmetto Connect program. PCC was awarded a $450,000 Health Equity Initiative grant from the South Carolina Office of Rural Health (SCORH) to increase digital inclusion and expand telehealth in rural areas of Allendale, Bamberg, Barnwell, Dillon, Hampton, Lee, Marion, Marlboro, Orangeburg, and Williamsburg counties to 1,000 residents. SCORH's Health Equity Initiative is a partnership with the SC Department of Health and Environmental Control, and is part of a national effort to address COVID-19 related health disparities and advance health equity in rural and underserved communities. This project is supported by the Centers for Disease Control and Prevention (CDC) with funding from the Coronavirus Response and Relief Supplemental Appropriations Act. Trainings for this award will begin in May 2022.

Spectrum awarded PCC $35,000 to train 100 senior residents in Bamberg, Dillon, Marion, Oconee, and Pickens counties. In Quarter 1, PCC trained 20 senior residents on the *Beginner Basics* curriculum using a Chromebook in Bamberg County. In addition to Computer Basics, Emails Basics, Internet and Cybersecurity, and Virtual Connections modules, PCC's *Beginner Basics* curriculum includes a telehealth component to spread awareness and provide mock virtual visits.

Palmetto Connect participants of Allendale, Bamberg, and Barnwell counties have been connected to virtual opportunities such as diabetes education and quilting classes offered by local community partners.

Education

Palmetto Care Connections expanded telehealth education to more than 150 participants through its Webinar Wednesday series.

Featured Topics & Speakers

Date	Topic	Speaker
January 26, 2022	CMS Final Physician Fee Schedule CY 2022 Review	Carol Yarbrough Consultant
February 23, 2022	Pause and Pivot: The changing landscape of school-based telehealth during a pandemic	Kimberly South Prisma Health
March 23, 2022	Lessons Learned: Implementing Remote Wound Monitoring to Enhance Surgical Care	Heather Evans, MD Medical University of South Carolina

PCC recently also launched Telehealth Tidbits and Broadband Bytes, educational mini-series about telehealth and broadband for patients. In Quarter 1, the series had more than 700 views across social media platforms.