SCTA Quarterly Report
CY22 Quarter 3

Progress Achieved on the CY2022 Strategic Plan
July - September 2022

SOUTH CAROLINA
Telehealth
ALLIANCE

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South Carolina Telehealth Alliance (SCTA)

CY2022 Q3 Report

Executive Summary

South Carolina Telehealth Alliance (SCTA) partners showcased their telehealth success throughout the third quarter (July 1 – September 30) of calendar year 2022 (CY22Q3), collaboratively participating in South Carolina's 6th Annual Telehealth Awareness Week (TAW)! SCTA telehealth champions from across the state gathered at the SC State House in September to share their ongoing telehealth efforts with SC legislators and joined SC Governor Henry McMaster as he signed a proclamation declaring September 18-24th, 2022 as SC TAW 2022. The SCTA intends to continue hosting TAW in SC to increase state-level awareness, education, and advocacy for telehealth services in SC.

Telehealth advocacy in SC remained a priority in CY22Q3 as SCTA leaders engaged with various SC payers to discuss telehealth coverage gaps, potential opportunities for alignment, and plans around legislative action next session. SCTA champions plan to utilize CY22Q4 to prioritize and align telehealth advocacy efforts in preparation for the upcoming legislative session.

Entering the final quarter of CY22, SCTA partners plan to confirm their telehealth tactics for the coming year to finalize the CY23 Statewide Strategic Plan.

The following report provides additional details on the above accomplishments and others from **CY22Q3**.

SOUTH CAROLINA
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South Carolina Telehealth Alliance (SCTA)
CY22Q3 Report

SCTA Statewide Strategy

To ensure continued engagement and alignment, the SCTA Advisory Council gathered in Columbia, SC for the CY22Q3 meeting. This in-person forum allowed members to actively participate in collaborative discussions around the development of CY23 strategic tactics. SCTA leaders will dedicate time in CY22Q4 to meet individually with partners to discuss CY23 telehealth strategic efforts and opportunities for continued success. As clinical partners confirm their tactics for the upcoming year, support partners will begin formulating cross-cutting tactics to support the improvement of telehealth program infrastructure while maximizing value. The SCTA Advisory Council plans to finalize the CY23 Statewide Strategic Plan by the end of CY22Q4.

Sustainability and Reimbursement Advocacy

SCTA leaders utilized the summer months of CY22Q3 to engage with various SC payers to discuss telehealth coverage gaps, potential opportunities for alignment, and plans around legislative action next session. The SC Payer Telehealth Coverage Scorecard, now available on the SCTA website, was used as a resource during these conversations to display how various SC Payers' telehealth coverage policies align/misalign with SCTA payer priorities.

As we approach CY22Q4, SCTA champions will continue to prioritize and align telehealth advocacy efforts in preparation for the upcoming legislative session. The upcoming 10th Annual Telehealth Summit of South Carolina will feature both a payer and legislative panel to inform and help kick off these initiatives.

SCTA Supported Technologies and Platforms

SC eConsult efforts in CY22Q3 focused on building helpful tools for eConsult providers. In July, the team created the SC eConsult toolkit, which includes best practices and example questions, as well as tips for incorporating eConsult into an existing workflow. Additionally, in July, the team partnered with PCC to host eConsults in South Carolina – Provider Perspectives, a webinar including a provider panel of both referring and consulting providers to share their experiences with the eConsult initiative.

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 CY22Q3. The SCTA instance saw an increase in total active providers (1,367), as well as quarterly visits completed (12,926) during CY22Q3. 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. SC providers are encouraged to utilize the Doxy.Me resource page on the SCTA website to access account request instructions and to view frequently asked questions.

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Medical University of South Carolina
Telehealth Service Updates and Progress
July – September 2022

Service Extension

The service extension team at MUSC reached the one-year mark of its transition to a new ambulatory video visit client platform in CY22Q3. Platform implementation and utilization remained successful during the quarter with over 500 daily video visits. Optimization and expansion efforts will continue into CY22Q4 as the platform plans to extend its reach to MUSC University Internal Medicine (UIM) clinics, pediatric endocrinology, specialty pharmacy, and five additional pediatric specialties.

Hospital Support

MUSC's hospital services team maintained continuous implementation and expansion throughout CY22Q3, introducing several inpatient telehealth hospital services to new partnering sites. Expansion included tele-stroke at Aiken Regional Medical Center's free-standing ER at Sweetwater, and both tele-stroke and tele-neurology at Piedmont Medical Center - Fort Mill. Existing MUSC sites increased their telehealth services to include infectious disease at MUSC Florence Medical Center, transplant nephrology at MUSC Lancaster Medical Center, and tele-ICU at MUSC Columbia Medical center Downtown. Approaching CY22Q4, the hospital services team anticipates continuation of program growth and maintained efforts toward relaunching the tele-EMS program.

Convenient Care

During CY22Q3, MUSC's virtual urgent care team maintained efforts to increase utilization of low-acuity urgent care visits, revealing an upward trend in volume this quarter. In partnership with colleges and universities across the state, MUSC's virtual urgent care (VUC) platform saw over 700 college students during Q3 as they returned to class for the start of a new school year. To further VUC awareness and engagement among MUSC employees and their dependents, the team worked diligently in Q3 to assist in creating promotional marketing materials and renewing contracts with business health partners. MUSC's VUC team plan to wrap-up CY22 with plans to expand service offerings and release new program protocols.

Primary Care Support

MUSC's primary care support telehealth team remained engaged during CY22Q3, emphasizing the importance of local primary care infrastructure while reducing gaps in healthcare access. Continuing to enhance these efforts throughout CY22Q3, MUSC completed its conversion to a new web-based direct-to-consumer video software. This new software allows advancements in electronic medical record (EMR) integration and increased patient technical support, offering site-assisted virtual appointments by instituting a new "Digital Divide" protocol. MUSC's primary care support telehealth looks forward to CY22Q4 with efforts to fully transition back to centralized scheduling for telehealth appointments as hiring/staffing initiatives improve.

Health Equity

Entering a new school year in CY22Q3, MUSC's school-based telehealth (SBTH) program was cleared to resume several pre-COVID services that aim to improve the overall health of students while maintaining their attendance in school. Additionally, MUSC's SBTH program was excited to kick off a pilot program in Q3 in partnership with pediatric endocrinology and Colleton County Schools, connecting diabetic students to their MUSC pediatric endocrinologist via telehealth. This program has the potential to expand to other specialties and sub-specialties across various school districts in SC to further the reach of specialized pediatric care. The SBTH team plans to remain diligent entering CY22Q4, continuing to work toward SBTH program sustainability.

McLeod Health

McLeod Health
Telehealth Service Updates and Progress
July – September 2022

Service Extension
EAP TeleCounseling: The McLeod Health Employee Assistance Program (EAP) counselors use our Provider-on Demand video platform to provide a comfortable, confidential, and convenient counseling environment for McLeod Health and Corporate Partner employees and their immediate family. By removing the need to physically go to the EAP office, employees have a stronger sense of confidentiality, privacy, and anonymity because they get the counseling they need from the comfort of their home, car, or other safe setting. Furthermore, this service extends counseling to immediate family members who are not in the area (a child who is away at college or a spouse who is working out of town) and reduces travel costs and time away from work for rural employees.

Hospital Support
Inpatient TelePsychiatry Consultations: McLeod Health is continuing to expand our inpatient services with the addition of TelePsychiatry. Telepsychiatry services are a huge benefit to some of our most vulnerable patients. This program will also have a positive impact on our inpatient length of stay and improve the physician engagement of our attending physicians. This program will go live on October 18th.

Convenient Care
Direct-to-Consumer Programs: To provide healthcare to patients in our service area affected by Hurricane Ian, McLeod Health offered free visits on the Convenient Care platform. We continue to work in partnership with RelyMD to improve the platform and provide the best experience for our direct-to-consumer patients.

Primary Care Support
Maternal Fetal Monitoring (MFM): As an SCTA HUB, we enjoy partnerships with other HUBS while our patients get the benefit of receiving quick, convenient, and quality care from trusted South Carolina providers. The MFM Program is one such partnership. MFM Specialists with MUSC provide education, genetic counseling, and ultrasounds to high-risk mothers throughout their pregnancy. McLeod Health has worked with MUSC to offer this program since 2014 and it continues to provide patients with a better understanding of their special needs during pregnancy and improved outcomes for expectant mothers.

Health Equity
TeleProbate Hearings: An average of 1 in 8 ER visits is related to a mental disorder or substance use. With the ability to interface with a probate judge through the TeleProbate Hearings program, we are able to admit those patients, quickly move them from the ER, and provide the best environment and treatment they need. TeleProbate Hearings allow the judge and attorney to remain in their office and video conference into those hearings. This program continues to provide quicker transfers of our behavioral health patients to the appropriate facility and more expedient discharges as well.

Prisma Health
Telehealth Service Updates and Progress
Q3 July - September 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 multiple 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, Baptist Easley Hospital with Laurens County Hospital go live scheduled for November 1st in Q4 of 2022. Acute care video consults continue to expand with additional adult and pediatric specialties and behavioral health.

Convenient Care
The use of convenient care services has expanded to using clinical chats for both adult and pediatric patients in addition to using both eVisits and on demand video. On demand video visits using enhanced virtual care technology is now available.

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 in the upcoming school 2022-2023 year. Behavioral health care expansion now includes providing virtual care to the homeless where they are in the community.

State of South Carolina
Department of Mental Health

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South Carolina Department of Mental Health
Telehealth Service Updates and Progress
Q3, November 2022

Service Extension

DMH's Community Telepsychiatry program is developing a panel of psychiatrists to help increase access to care. This panel will act in concert with existing telepsychiatry services at all 47 mental health clinics and Mental Health Centers statewide. The panel of psychiatrists includes child and adolescent psychiatrists and will help meet increased demands for psychiatric services.

Hospital Support

DMH's Emergency Department (ED) Telepsychiatry program has 26 hospital partners across the state and is in the process of adding new partners. In FY22, the ED Telepsychiatry program has provided over 9000 consults, which is approximately 750 consults each month. Psychiatric care is available through the ED program 18 hours per day, 365 days per year.

Convenient Care

To date in FY22, DMH's Community Telepsychiatry program has delivered over 64,000 services in Mental Health Centers and satellite clinics in every county in the state. These services are for patients of all ages and the Community Telepsychiatry program has provided psychiatric treatment services to DMH patients since August 2013. Almost exclusively (99%), the Community Telepsychiatry program service codes are for psychiatric medical assessment.

The Highway to Hope (H2H) Outreach Program provides telehealth services and telepsychiatry. H2H serves patients at local businesses and community organizations state wide and RV mobile clinics are available through all 16 Mental Health Centers. The mobile clinical care team includes an adult mental health professional, child mental health professional, a registered nurse, and a nurse practitioner.

The SC-HOPES program, in collaboration with the SC Department of Alcohol and Other Drug Abuse Services, provides financial support for a range of behavioral health services, allowing patients to receive treatment at low to no cost. Telepsychiatry and telehealth services are provided by DMH Mental Health Centers, and are covered. SC-HOPES operates 24/7; visit www.sc-hopes.com for more information.

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 and 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

DMH is partnering with the SC Department of Juvenile Justice (DJJ) to provide child telepsychiatry services to DJJ minors with mental health concerns. This partnership helps address the mental health needs of children involved with the juvenile justice system. To facilitate evaluation and treatment, there is an Advanced Practice Registered Nurse onsite to support the the DMH child and adolescent psychiatrist.

In September 2021, DMH 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. DMH is implementing 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.

October 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.

The Foundations of Telehealth module was revised with new content during the Fall 2022 semester. 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 7/1/2022-9/30/2022)

1. Telehealth for High School and College Students – 29 New Registrations, **28 Completers**

2. Telehealth Presenter Certification – 54 New Registrations, **46 Completers**

3. Telemental Health – 32 New Registrations, **31 Completers**

4. Foundations of Telehealth – 113 New Registrations, **111 Completers**

5. Telehealth Implementation – 30 New Registrations, **27 Completers**

146 Individuals Successful Competed a telehealth module during July - September 2002.

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

October 24, 2022

South Carolina ETV
Calendar Year 2021 Quarter 3 Report
South Carolina Telehealth Alliance

In the 3rd Quarter, the My Telehealth Team at South Carolina ETV and Public Radio highlighted the advancements of telehealth in South Carolina during Telehealth Awareness Week. SCETV showcased the evolution of telehealth in America in a new 1-hour documentary called House-calls: Healthcare in the Digital Age, which premiered during Telehealth Awareness Week on ETV. The documentary featured interviews with SCTA partners at the forefront of expanding telehealth opportunities in South Carolina. Topics covered included school-based telehealth, broadband investment, the impact of Covid-19, reimbursement and parody laws, social determinants of health, the future of telehealth, and more.

The team created 5 new telehealth videos, a 1-hour documentary, 1 new blog story, and continued supported the Alliance's strategy efforts in the creation of internal strategy videos. The 6 video stories were distributed on digital platforms and the SCTA social media channels.

List of telehealth features:
- SCTA Strategy Series: Hospital Support
- SCTA Strategy Series: Convenient Care
- Telerehabilitation improves access to specialty stroke care
- House-Calls Healthcare in the Digital Age (*1-hour documentary*)
- Governor joins telehealth champions in celebration of telehealth
- Telehealth brings powerful tools to caregivers
- TAW Event Recap (*social only*)

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

Social Media Highlights:
In the weeks leading up to TAW, and throughout the week, the team conducted a social media campaign that promoted awareness of telehealth. This content had the most reach on social media of any content posted in Q3. Twitter gained **11 new followers**. September was the SCTA's largest Q3 spike in post reach and engagement on both Twitter and Facebook. A photo gallery of the showcase event held at the S.C. Statehouse during TAW **reached more than 4,500 people** on Facebook.

Spotlight on YouTube:

Two of the video stories produced in Q3 have been watched hundreds of times on YouTube in the last month. 'Telerehabilitation improves access to specialty stroke care,' features a stroke survivor who lives in Myrtle Beach but receives specialty tele-rehab services from occupational therapists at MUSC. The video feature, 'Telehealth brings powerful tools to caregivers,' follows a daughter who is a full-time caregiver for her mother who has Alzheimer's Disease. Through telehealth, the daughter received much needed support through a class provided virtually through the South Carolina Department on Aging and the 7th District Women's Society of the African Methodist Episcopal Church.

SCTA CY22 Q3 Report
SC Center for Rural and Primary Healthcare

Telehealth Utilization in SC

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. In addition, the Center partnered with the University of South Carolina College of Social Work to conduct a qualitative study with providers to understand telehealth usage. Our data and evaluation team will take the lead in conducting statistical analysis on the survey data and cross-reference it with themes from the qualitative study. Findings will be written for publication. In addition to peer-reviewed journals, this work will help inform national policy around telehealth and serve as a guide to the National Rural Health Association policy congress as white paper submission.

Telehealth Hubs

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

Our team has also started generating a collection of literature on libraries and telehealth to explore other frameworks that can meet the needs of South Carolina libraries. With the addition of a graduate assistant starting in the Spring, a scoping review on libraries and health and libraries and telehealth will be conducted, capturing all models currently implemented or have been. We were recently connected to a national working group on telehealth in libraries based in Delaware that is a great resource for this work.

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 need help to recruit and retain staff to serve as behavioral health specialists. 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 and look to start an initiative to support these services in early 2023.

Technology

Digital Literacy Training
PCC has trained 480 residents in Allendale, Bamberg, Barnwell, Clarendon, Dillon, Hampton, Marion, Orangeburg, Richland, and Williamsburg Counties.

The Spectrum Grant Digital Literacy training (100 SC Seniors) has been completed. PCC is working on a data dashboard.

480
—of—
1200
SC Residents
Trainied

1200
500
0

Grant Application Submitted

PCC provided grant writing assistance to Bamberg Family Practice for funding for a full-time telehealth nurse practitioner.

Legislative News

The $500,000 Proviso for SCDHHS has been approved. The funding will allow PCC to expand digital literacy in SC to Medicaid beneficiaries

Awards & Recognitions

PCC Awarded $282,102 USDA Grant
PCC was awarded $282,102 to purchase video collaboration software to expand telehealth in rural communities. The software will allow PCC to connect many to specialized care, additional primary care, and public health information.

$25,000 Contract with SC Department on Aging
PCC is partnering with the SC Department on Aging to train 60 seniors in Lexington, Charleston, and Hampton counties.

Community Action

Telehealth Tech Talk with the Doc
PCC is hosting a *Telehealth Tech Talk* with the Doc to reduce barriers to telehealth utilization at Bamberg Villas on September 15.

Plans for Telehealth Awareness Week (Sept.18-24)
PCC is planning to host two *Telehealth Tech Talks* to provide telehealth demonstrations and a telehealth provider directory during Telehealth Awareness Week.

Allendale County Leisure Center-September 19, 10:30am-11:30am
Good Hope AME Church (Orangeburg County)-September 22, 5:30pm-6:30pm

Telehealth Updates

School-based Telehealth
PCC's Telehealth Clinical Coordinator attended open house at all of Bamberg County School District schools to educate parents about telehealth services available in the district.

New Telehealth Access Site
PCC will install three telehealth carts in branches of the Marion County Library System.

Broadband Updates

PCC Distributed Broadband Savings to SC Legislators
A copy of the SC Broadband Consortium Savings Map has been mailed to each SC legislator. PCC is planning to create a dashboard to display savings in each legislative district.

Broadband Presentation
Attended SC Hospital Association's Annal Meeting and Meeting and met with CFO's to disucss SC Broadband Consortium.

New Consortium Member
Abbeville Area Medical Center joined the SC Broadband Consortium.

Upcoming Events

18 -24 SEP Telehealth Awareness Week

08 NOV PCC Board Retreat | Francis Marion Hotel | Charleston, SC

09 &10 NOV 10th Annual Telehealth Summit of SC | Gaillard Center | Charleston, SC

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