
SCTA Quarterly Report

CY22 Quarter 4

Progress Achieved on the CY2022 Strategic Plan
October - December 2022

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South Carolina Telehealth Alliance (SCTA)

CY2022 Q4 Report

Executive Summary

South Carolina Telehealth Alliance (SCTA) partners remained diligent throughout the final quarter of calendar year 2022, (Quarter 4, October 1 – December 31), eager to enhance state telehealth initiatives. As a proud diamond sponsor of the [10th Annual Telehealth Summit of South Carolina](#), hosted by Palmetto Care Connections, the SCTA team joined numerous SC telehealth leaders, health care providers, legislators, and others to discuss telehealth efforts in our state.

During the quarter, SCTA leaders continued telehealth advocacy efforts, prioritizing the alignment of telehealth coverage in preparation for the upcoming legislative session. In December, SCTA partners were excited to learn that Congress passed the [FY2023 Omnibus Appropriations Bill](#), which includes a 2-year extension of many of Medicare’s COVID-19 telehealth flexibilities.

Entering a New Year, SCTA partners plan to begin achieving their CY23 telehealth tactics, outlined in finalized the [CY23 Statewide Strategic Plan](#).

The following report provides additional details on the above accomplishments and others from **CY22Q4**.

SOUTH CAROLINA Telehealth ALLIANCE

South Carolina Telehealth Alliance (SCTA)
CY22Q4 Report

SCTA Statewide Strategy

During CY22Q4, SCTA leaders dedicated time to meet with partners to discuss CY2023 telehealth strategic objectives. The CY23 plan showcases an overarching clinical tactic for each strategy domain and cross-cutting support tactics. Partners will continue to report on their tactical efforts quarterly throughout the year to ensure advancement of the statewide collaborative strategy. After review and input from the SCTA Advisory Council, the [CY2023 Statewide Strategic Plan](#) was finalized and is now live on the SCTA website. SCTA partners look forward to CY2023 as they begin fulfilling their telehealth strategic goals!

Sustainability and Reimbursement Advocacy

SCTA leaders engaged with SC payers during CY22Q4, to discuss alignment of telehealth advocacy efforts as the next legislative session quickly approaches in CY23. The [10th Annual Telehealth Summit of South Carolina](#) in November helped inform these initiatives through its payer and legislative panels. These forums allowed SCTA partners to collaborate with key stakeholders, legislators, and payers from around the state on telehealth advocacy needs specific to SC. The quarter ended with a surprise to telehealth champions when Congress passed the [FY2023 Omnibus Appropriations Bill](#), including a 2-year extension of many of Medicare's COVID-19 telehealth flexibilities. SCTA partners are hopeful for continued telehealth sustainability advancements in CY23Q1 as a new legislative session begins.

SCTA Supported Technologies and Platforms

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 CY22Q4. The number of active providers on the SCTA instance remained steady during the quarter with over 1,300 users, totaling nearly 12,000 visits. 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.

Medical University of South Carolina
Telehealth Service Updates and Progress
October – December 2022

Service Extension

Ending CY2022, MUSC's service extension team completed its Charleston market conversion to a new ambulatory video platform, completing over 60,000 ambulatory video visits by 1,000 different providers throughout the year. MUSC's Regional Telehealth Clinics closed out the year strong with the addition of a location in Columbia, SC and two net-new services, Tele-stroke/neurology and transplant nephrology. Outpatient tele-psychiatry services ended CY22Q4 with increased volume, taking the lead in overall outpatient telehealth service volume. MUSC's service extension team anticipates growth in CY2023, continuing to mature its services through development of collaborative care models with community providers throughout SC.

Hospital Support

Continuing to expand in CY22Q4, MUSC's telehealth hospital support team implemented tele-infectious disease at MUSC Health Florence Medical Center and MUSC Health Marion Medical Center. Additionally, MUSC's Charleston-based "Peer Recovery Team" expanded its telehealth services to identify substance abuse needs to patients at MUSC's Health Lancaster Medical Center emergency department. As part of a larger scale service, MUSC's hospital support team re-implemented its tele-EMS program, partnering with Georgetown EMS and Tidelands hospitals. This unique program allows neurologist to connect with patients in an EMS truck via telehealth prior to arriving at the ED, with the potential to decrease patient assessment and treatment times.

Convenient Care

MUSC's virtual urgent care (VUC) team was pleased to see a 47.5% increase in patient visits (over 15,364) in CY22Q4 compared to the previous quarter. While upper respiratory infections continued to account for nearly half of the total volume, the VUC team worked diligently to extend care to other low-acuity areas. Throughout CY22, seven new additions were introduced to the VUC platform, with the most recent being post-partum depression screenings. Looking toward CY23Q1, MUSC's VUC team plans to assess the needs of the target population to continue successfully expanding access to low-acuity care.

Primary Care Support

MUSC's primary care support team remained engaged in CY22Q4, receiving recognition for their telehealth accomplishments through awards and presentations at the 10th Annual Telehealth Summit of SC in November. Dr. Connie Guille received the 2022 Telehealth Pioneer Award for her contributions to MUSC's Project ECHO Pregnancy Wellness and Women's Reproductive and Behavioral Health programs, Dr. Guille and Rachel Grater presented on "Leveraging Technology and Tele-Mentoring to Improve Perinatal Healthcare", and Ryan Lau and Laura Langston gave a poster presentation on MUSC's Outpatient Teleconsultation program for psychiatry and nutrition. Entering a new year, the team plans to expand on its success through continued innovation and growth.

Health Equity

In CY22Q4, the school-based telehealth team at MUSC worked collaboratively with the schools and districts named in its recent DLT grant to prepare for telehealth implementation. Schools included in the grant are considered located in the highest-need areas of the state based on rurality and other indicators. MUSC's school-based telehealth team was excited to welcome Dr. Claire MacGeorge, MD in CY22Q4 as the new Medical Director of School-Based Telehealth. Dr. MacGeorge has been involved with the school-based telehealth program for several years now and is passionate about its potential to support all students in SC.

McLeod Health

McLeod Health Telehealth Service Updates and Progress October – December 2022

Service Extension

Multi-Disciplinary Review: 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 very positive. Patients and their family members 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 by the quality of care they are receiving through this interaction with the entire MDR team. Nurse Navigators follow up with each patient after the MDR session, to be sure they fully understand the treatment plan and schedule any necessary testing and follow-up visits.

Hospital Support

Inpatient TelePsychiatry Consultations: The Inpatient Telepsychiatry program has proven to be an invaluable service for McLeod Regional Medical Center. This program serves patients who come to McLeod for non-behavioral health-related inpatient treatments, procedures, or surgery and need a TelePsychiatry visit during their stay. Within the first 3 months of the program's go-live in mid-October, we have seen a huge benefit to some of our most vulnerable patients. The program has had a very positive impact not only on our patients but on provider-patient engagement and has reduced length of stay.

Convenient Care

Direct-to-Consumer Programs: McLeod Health continues to work in partnership with RelyMD to improve the platform and provide the best experience for our direct-to-consumer patients. We continue to see growth in the number of visits and improved patient satisfaction with the platform.

Primary Care Support

No new programs or program updates.

Health Equity

Oncology Support Counseling: Telehealth group counseling sessions for Oncology patients provides many benefits, including access to resources and support, the ability to connect with other patients going through similar experiences, as well as guidance from McLeod staff and other patients who truly understand the challenges of living with cancer. Additionally, telehealth group counseling is more convenient and accessible for patients who may have difficulty traveling due to their medical condition or treatment schedule. Overall, telehealth group counseling helps patients manage the emotional and psychological aspects of their illness and improve their overall quality of life.



Prisma Health
Telehealth Service Updates and Progress
Q4 October - December 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 and Laurens County Hospital. 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 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 2023. 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 Q4, January 2023

Service Extension

DMH's Community Telepsychiatry program supports a panel of psychiatrists to help increase access to care. This panel acts 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. Since implementation of the Community Telepsychiatry program predates the COVID-19 crisis, the context of developing the practices and operations supporting the program have been refined over time. This steady growth, rather than rapid program expansion, has benefited patients, program staff, physicians, and administrators by providing time for individual and system acclimation to changes, including the use of technology.

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 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. The collaboration among hospitals, DMH, and clinicians expands access to specialized mental health care, which benefits all South Carolinians.

Convenient Care

In FY22, DMH's Community Telepsychiatry program 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 2022 SCDMH Patient Satisfaction Survey was administered via text and online from April through June and 5,714 patients who received outpatient treatment services responded. Survey participants commented favorably about increased access to care through telepsychiatry. One patient stated, "Today I had a virtual appointment so I didn't have to worry about finding a ride."

Another patient wrote, "No matter where I am or if I am in a lot of pain I can still make my appointment." In addition, 93% of respondents who had a telepsychiatry appointment with an MD agreed or strongly agreed that "After coming here today, I believe I will get better." These survey responses suggest that telepsychiatry patients have positive expectations about treatment efficacy.

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 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.



South Carolina AHEC Program Office
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January 27, 2023

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 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 10/1/2022-12/31/2022)

1. [Telehealth](#) for High School and College Students – 35 New Registrations, **30 Completers**
2. [Telehealth Presenter Certification](#) – 51 New Registrations, **39 Completers**
3. [Telemental Health](#) – 30 New Registrations, **25 Completers**
4. [Foundations of Telehealth](#) – 19 New Registrations, **14 Completers**
5. [Telehealth Implementation](#) – 27 New Registrations, **23 Completers**

131 Individuals Successful Competed a telehealth module during October - December 2022.



January 18, 2023

South Carolina ETV
Calendar Year 2022 Quarter 4 Report
South Carolina Telehealth Alliance

The *SCETV Telehealth Team* supported the South Carolina Telehealth Alliance in Q4 by producing six award videos for the 10th Annual Telehealth Summit of South Carolina, which highlighted the achievements of telehealth professionals working to advance telehealth opportunities throughout the state. At the Summit, the first in-person event in two years, SCETV captured footage and still photographs of every speaker and breakout session in addition to interviewing attendees and photographing the award ceremony. Following the Summit, our team produced a recap video featuring feedback about the Summit by several attendees.

To complete this year's focus on five of the SCTA service-oriented strategy domains, the final two videos in the series, Primary Care Support and Health Equity, were published.

- [SCTA Strategy Series: Primary Care Support](#)
- [SCTA Strategy Series: Health Equity](#)

As the year came to a close, the tele-team compiled the top ten stories of 2022 into a story post highlighting the impact of telehealth work throughout the year.

- [Top Ten Telehealth Stories of 2022](#)

List of telehealth features:

- [2022 State Telehealth Champion Meera Narasimhan, MD, DFAPA, Prisma Health, University of South Carolina](#)
- [2022 Telehealth Innovator Brandon Welch, Ph.D., Doxy Me](#)
- [2022 Telehealth Pioneer Connie Guille, MD, Medical University of South Carolina](#)
- [2022 Telehealth Trailblazer Donna Avant, RPh, CDCES Ehrhardt Pharmacy LLC](#)
- [2022 Telehealth Program of Excellence: Prisma Health School-based Telehealth Program](#)
- [2022 Telehealth Program of Excellence: CareSouth Carolina School-based Telehealth Program](#)
- [10th Annual Summit Brings Together Leaders](#)

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

Social Media Highlights:

The South Carolina Telehealth Alliance Facebook page has 807 followers, **up an additional 14 followers** from Q3. A photo gallery of the Summit posted on November 16 had the most reach of any post in the quarter; it **reached 703 people**. The SCTA Twitter page received **1,000 tweet impressions**. Our top tweet was a video featuring the SCTA legislative event held at the S.C. Statehouse during Telehealth Awareness Week. It had 311 impressions and 9 engagements.

CENTER FOR RURAL AND PRIMARY HEALTHCARE

from Evidence to Impact

SCTA CY22 Q4 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 has taken the lead in conducting statistical analysis on the survey data and cross-referencing it with themes from the qualitative study. Findings will be written for publication, including a white paper scheduled to release in Spring 2023.

Telehealth Hubs

Our team continues to be a part of the national conversation on libraries and telehealth as part of the National Working Group. We recently hosted our Libraries and Health learning collaborative meeting, where we discussed lessons learned from libraries that previously engaged in telehealth work. Some barriers shared included space constraints/privacy and establishing workflow with the health care provider. Additionally, there was dialogue and brainstorming about what other community settings could be considered to offer telehealth services. Programs that have expressed interest include Abbeville, Lee, and Kershaw County libraries. We had an initial conversation with Palmetto Care Connections to discuss doing a readiness assessment of these interested libraries and identifying technical assistance needs for implementation.

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 maintaining the quality of care, 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 recently expanded its support to increase the supply of behavioral health providers who could serve rural health clinics through telehealth consultations through the iCARE program. This includes psychiatric providers to support rural healthcare providers in primary care settings.



Palmetto Care Connections Quarter 4 Report

Telehealth

Palmetto Care Connections continues to expand access to care in rural and underserved communities by creating telehealth access points in free medical clinics, churches, pharmacies, libraries, and more.

Telehealth Awareness and Education

On November 9-10, 2022, PCC hosted the 10th Annual Telehealth Summit of SC at the Charleston Gaillard Center in Charleston, SC. More than 240 health care leaders and 27 sponsors registered for the first in person Summit since 2019.

Telehealth Award Winners

2022 State Telehealth Champion: Meera Narasimhan, MD, DFAPA, Prisma Health (Midlands), and the University of South Carolina

2022 SC Innovator Award: Brandon Welch, PhD, Doxy Me

2022 SC Telehealth Pioneer: Connie Guille, MD, Medical University of South Carolina

2022 SC Telehealth Program of Excellence: Prisma Health School-based Telehealth Program

2022 SC Telehealth Program of Excellence: CareSouth Carolina, Inc., School-based Telehealth Program

Poster Award Winners

Scientific Winner: *Telehealth Etiquette and Equity Education to Address the Needs of Patients, Providers, and Communities*

Kelli Garber, MSN, APRN, PPCNP-BC, Clemson University

Ragan Dubose-Morris, PhD, Medical University of South Carolina

People's Choice Winner: *No Drama*

Caitlin Kickham, MS, APRN, FNP-C and Hailey Britt, Clemson Rural Health

Digital Inclusion

In Quarter 4, PCC provided digital literacy trainings to 316 South Carolina residents in Allendale, Marion, Hampton, Orangeburg, Barnwell, and Williamsburg counties.