

2017 Annual Report



Fellow South Carolinians,

Palmetto Care Connections (PCC) had another amazing year in 2017! We are so fortunate to have the continued support and commitment from our Board of Directors as well as our Advisory Council as our team has worked diligently to improve access to quality health care services in our rural/underserved communities across the state through the use of telehealth. We have continued to forge new partnerships and collaborations while never forgetting our original and founding partners and this has allowed us to grow telehealth throughout South Carolina. PCC is very fortunate to have added two new extraordinary professionals to the Board of Directors. We welcome both Rich Rogers, Chief Information Officer for Greenville Health System, and Dr. Mark Williams, Chief Clinical Officer for Palmetto Health. We would also like to welcome our newest member to the PCC team, Ms. Joni Brown who serves as our Technical Analyst. We are very lucky to have our newest additions.

PCC has worked very closely with the South Carolina Telehealth Alliance (SCTA) this year to ensure that the 2017 Statewide Telehealth Strategic Plan goals/objectives were met. We again partnered with SCTA to develop a new 2018 Statewide Telehealth Strategic Plan which included two new Strategies focusing on telehealth outcomes and the expansion of mental health and addictive disease telehealth clinical services. PCC has also worked diligently to expand broadband services into rural/underserved communities because adequate bandwidth is a necessity when it comes to conducting telehealth visits. In 2017, PCC was able to expand the Palmetto State Providers Network (PSPN), SC's Broadband Consortium, from approximately 100 circuits to over 300 circuits, saving health care providers in SC more than \$3.4million dollars in connectivity costs over a three-year period of time. Another tremendous accomplishment came with working with the Alcohol & Drug Abuse Centers in SC as we partnered with the Behavioral Health Services Administration (BHSA) to install telehealth carts in about half of their 46 centers across the state.

Let's all work together a little more collaboratively, a little more eagerly, a little more enthusiastically and a little more supportively to make sure telehealth reaches into all of our communities across South Carolina. If we commit to this challenge now then 2018 will prove to be an even better year for our great state and the amazing people that call South Carolina home!

Sincerely,



*Kathy G Schwarting, MHA
Executive Director*

Board of Directors

Graham Adams, PhD.
Chief Executive Officer
SC Office of Rural Health

Rick Foster, MD
Executive Director
Catalyst for Health
SC Hospital Association

Will Harms, MD, MBA
Vice President
Medical Affairs
SC Blue Cross Blue Shield

Danette F. McAlhane, MD
Family Practitioner
Bamberg Family Practice

James McElligott, MD, MSCR
Medical Director of Telehealth Services
Assistant Professor, General Pediatrics
Medical University of South Carolina

Meera Narasimhan, MD, DFAPA
Associate Provost, Health Sciences
University of South Carolina
Professor & Chair
Dept. of NeuroSciences and Behavioral Science
USC School of Medicine

Rich Rogers
Vice President of Information Services
Chief Information Officer
Greenville Health System

Mark Williams, MD
Chief Clinical Officer
Palmetto Health



PICTURED FROM LEFT TO RIGHT:
MATT HIATT, TECHNOLOGY DIRECTOR
KATHY SCHWARTING, MHA, EXECUTIVE DIRECTOR
DAVIA SMITH, MHA, EDUCATION COORDINATOR
JONI BROWN, TECHNOLOGY ANALYST

VISION: IMPROVING THE HEALTH OF SOUTH CAROLINA THROUGH TELEHEALTH.

MISSION: FACILITATE HEALTH CARE ACCESS ACROSS SOUTH CAROLINA THROUGH THE UTILIZATION OF INNOVATIVE TECHNOLOGY TO PROMOTE THE PROVISION OF QUALIFIED MEDICAL PROFESSIONALS OF VARIOUS DISCIPLINES.

TELEHEALTH BEGINS WITH A VISION OF
CONNECTING PEOPLE TO PEOPLE,
CONNECTING RESOURCES TO NEEDS,
AND
CONNECTING HEALTH CARE PROBLEMS TO HEALTH CARE SOLUTIONS.

FOCUS AREAS

BROADBAND

TECHNOLOGY

PROGRAM
DEVELOPMENT

EDUCATION

ADVOCACY

2017 SNAPSHOT

250+
PSPN Sites

Expanded the Palmetto State Providers Network (PSPN), Broadband Consortium for South Carolina, from 120 sites in 2016 to more than 250 sites in 2017.



Awarded a 1.5 year funding commitment from USAC through the Health Care Connect Fund for a total of \$1,865,507 which will save health care providers in South Carolina approximately \$910,000 over 1.5 years.

USAC
RFP Approved

Approved by USAC to post a Request for Funding (RFP) to all telecommunication service providers in South Carolina for the purpose of increasing the number of Evergreen Contracts and offering more opportunities for health care providers to participate in PSPN allowing them the opportunity to receive federal funding for their broadband costs.

225+
Summit Attendees

Hosted the 5th Annual Telehealth Summit of SC in Columbia with over 225 attendees, 23 Sponsors, and more than 40 state and national speakers.

GRANT
AWARD

Awarded a \$896,000 Rural Health Network Development Grant for the purpose of creating a Behavioral Health Telehealth Network between all of the Alcohol & Substance Abuse Providers in South Carolina

Hosted FIRST
Telehealth Regional
Meeting

Co-sponsored the first Regional Telehealth Meeting in Florence, SC, with McLeod Health. Over 50 Florence Area Health Care Professionals attended the one day event to learn more about telehealth activities in their area as well as across the state.

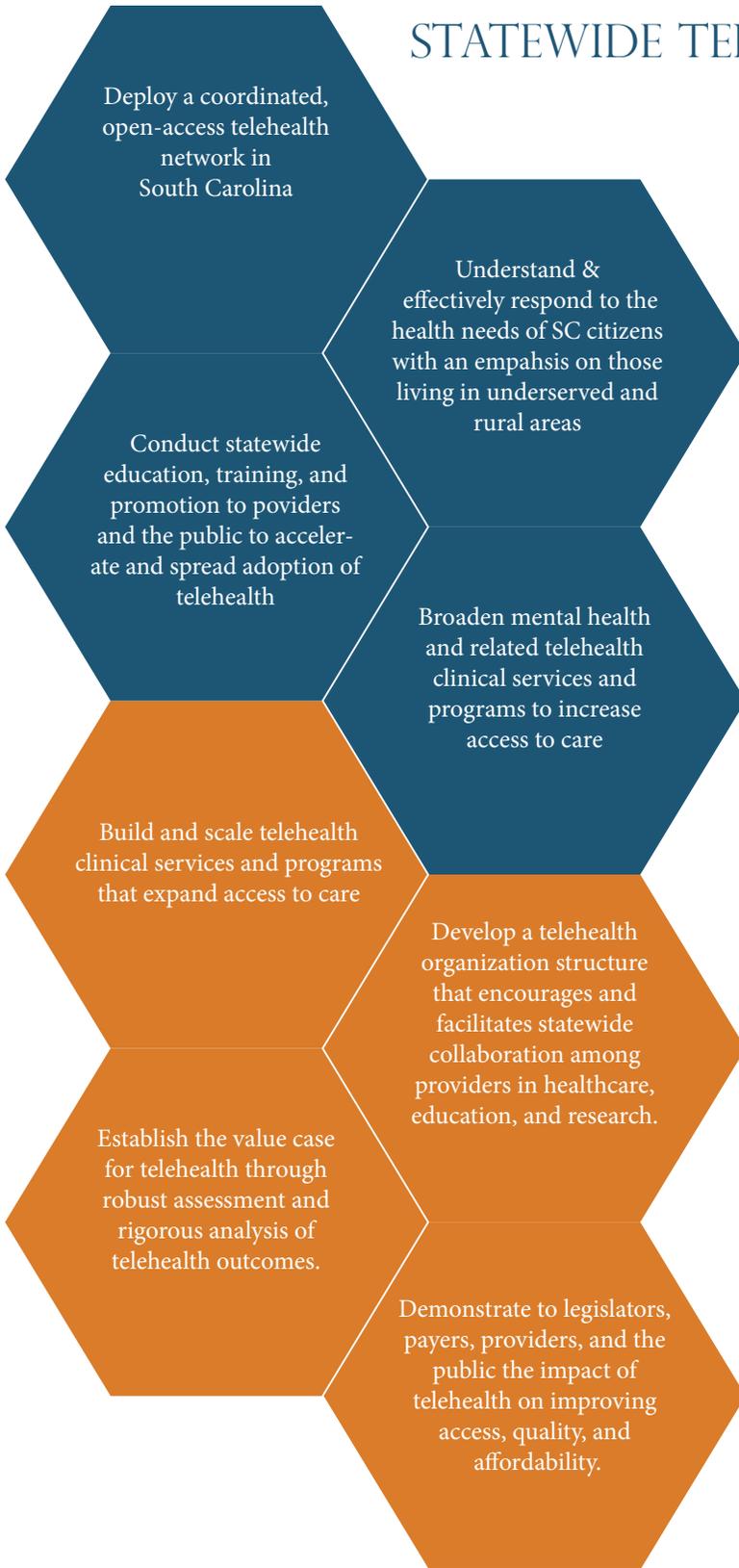
CENTRALIZED
CREDENTIALING
for Telehealth

Led the efforts of the South Carolina Credentialing Workgroup and created a 12 month Pilot Project whereby a central database comprised of telehealth providers in the state will be created allowing spoke hospital to utilize the JCAHO approved Credentialing by Proxy process to credential their telehealth providers thus reducing or eliminating one of their barriers to utilizing telehealth services.

Cost
Savings

In August 2017, PCC signed a contract with ADP, a Professional Employer Organization, for the purpose of outsourcing payroll, benefits, human resources and risk/safety management services. PCC is projected to save more than \$10,000/year in administrative costs while employees will save approximately \$5,400/year for family health coverage and \$1,800/year on employee only costs.

STATEWIDE TELEHEALTH STRATEGIC PLAN



The South Carolina Telehealth Alliance (SCTA) is a statewide collaboration of many organizations partnering together to expand telehealth services across the state. Palmetto Care Connections serves as champion and co-champion of several statewide telehealth strategies (highlighted in blue to the left.)

Partnering Organizations

Greenville Health System
McLeod Health
Medical University of South Carolina Health
Palmetto Care Connections
Palmetto Health
SC Area Health Education Consortium
SC Department of Mental Health
SC Educational Television

SOUTH CAROLINA
Telehealth
ALLIANCE



James McElligott, MD, MSCR
Co-Chair, SCTA
Medical Director
MUSC Center for Telehealth



Kathy Schwarting, MHA
Co-Chair, SCTA
Executive Director
Palmetto Care Connections

BROADBAND



Added **137** Sites in 2017



Spirit Communications is thankful for the relationship with PCC and the value that PSPN brings to its customers. Due to the PSPN funding we have been able to affordably grow the PSPN network within SC with enhanced services to better enable telehealth across the state.

-Renee Solomon, PSPN Manager, Spirit Communications

BROADBAND

PCC serves as the Consortium Leader for the PSPN and works with health care providers to obtain funding for their broadband services through the FCC's Health Connect Fund Program. Adequate broadband is critical for the use of video conferencing.

GEORGIA

Clarke County

Athens Neighborhood Health Center – East
Athens Neighborhood Health Center – West

Columbia County

McDuffie Regional Medical Center
University Health Services

Fulton County

Equinix

Jefferson County

Medical Associate Plus Wrens

Richmond County

Christ Community Health Services
McDuffie Regional Medical Center
Medical Associate Plus EpicHealth
Medical Associates Plus
University Health Services

NORTH CAROLINA

Chatham County

Chapel Hill Community Health Center

SOUTH CAROLINA

Abbeville County

Carolina Health Centers, Inc-Calhoun Fall Family Practice

Aiken County

Carolina Health Centers, Inc-Ridge Spring Family Practice
Clyburn Center for Primary Care
Family Health Care
Hope Health
Margaret J. Weston Community Health Center

Allendale County

Allendale County Hospital
Laffitte & Warren Medical Center
Low Country Health Care System, Inc.
New Life Center - Allendale

Bamberg County

Family Health Centers, Inc. at Denmark
Michael C. Watson Treatment Facility
MUSC Medical Center

Barnwell County

Axis
Low Country Health Care System, Inc
Low Country Health Care System, Inc. dba
Barnwell Family Medicine

Barnwell County (continued)

Low Country Health Care System, Inc. dba Family Medical Center of Blackville

Beaufort County

Beaufort Memorial Hospital
Berkeley County
Franklin C. Fetter Family Health Center, Inc.
(Cross Health Center Inc.)
The Ernest E. Kennedy Center

Calhoun County

Family Health Centers, Inc. at Saint Matthews
J.T. Blanton Treatment Facility

Charleston County

Bon Secours St Francis Xavier Hospital
Franklin C. Fetter Family Health Center, Inc.
(Charleston)
Franklin C. Fetter Family Health Center, Inc.
(Enterprise Health Center Inc.)
MUSC Medical Center

Cherokee County

Novant Health Gaffney Medical Center

Chester County

North Central Family Medical Center Chester
Chesterfield County
Care South Carolina, Inc. (Cheraw)
Care South Carolina, Inc. (Chesterfield)
Durant Children's Center - Satellite
Sandhills Medical Foundation - Jefferson
Sandhills Medical Foundation - McBee

Clarendon County

Black River Health Care, Inc. (Manning)
Clarendon Behavioral Health Services
Clarendon Memorial Hospital

Colleton County

Franklin C. Fetter Family Health Center, Inc. (Charleston)
Lowcountry AHEC

Darlington County

Care South Carolina, Inc. (Hartsville 1)
Care South Carolina, Inc. (Hartsville 2)
Care South Carolina, Inc.(Society Hill)
CareSouth Carolina, Inc
Durant Children's Center
Durant Children's Center - Satellite
Genesis Healthcare Inc., dba Pee Dee Healthcare
Lamar Healthcare

Darlington County (continued)

McLeod Medical Center - Darlington

Dillon County

Care South Carolina, Inc. (Lakeview)
CareSouth Carolina, Inc Dillon
CareSouth Carolina, Inc Latta

Dorchester County

Dorchester Counseling Services
Family Health Centers, Inc. at Saint George
Franklin C. Fetter Family Health Center, Inc.
(Summerville Health Center Inc.)

Edgefield County

Edgefield County Hospital

Fairfield County

Fairfield Behavioral Health Services
Fairfield Memorial Hospital
Lake Monticello Family Practice
Ridgeway Family Practice
Winnsboro Pediatrics & Family Practice

Florence County

Black River Health Care, Inc. (Timmonsville)
Durant Children's Center - Satellite
Hope Health - Admin
Hope Health - Florence
Hope Health - Lake City
Hope Health at Francis Marion
HopeHealth, Inc. Pee Dee
MUSC Medical Center
Olanta Family Care
Pee Dee AHEC

Georgetown County

Georgetown County Alcohol and Drug Abuse
Commission
Georgetown Memorial Hospital
Waccamaw Community Hospital

Greenville County

Greenville Memorial Medical Center
Laurens County Memorial Hospital
MUSC Medical Center
St. Francis Hospital
Upstate AHEC

Greenwood County

Carolina Health Centers, Inc-The Children's Center
Carolina Health Centers, Inc-Uptown Family Practice
Laurens County Memorial Hospital
MUSC Medical Center
Self Regional Healthcare
The Bethany Center
Village Family Practice

Hampton County

Hampton Regional Medical Center
New Life Center - Hampton

Horry County

Conway Hospital, Inc.
Loris Healthcare System
Shoreline Behavioral Health Services
Shoreline Behavioral Health Services - Bell Street

Jasper County

New Life Center - Ridgeland
Kershaw County
Kershaw County Medical Center (KershawHealth)
Lancaster County
Mid-Carolina AHEC
Laurens County
Carolina Health Centers, Inc-Lakelands Family Practice
Carolina Health Centers, Inc-Ware Shoals Family
Practice
Hometown Pediatrics
Laurens Community Care Medical Home
Laurens County Memorial Hospital

Lee County

Care South Carolina, Inc. (Bishopville)

Lexington County

Brookland Community Pediatrics
Brookland-Cayce Medical Practice
Pelion Family Practice
Ridgeway Family Practice
Waverly Women's Health & Internal Medicine of Bates-
burg-Leesville

Marion County

Durant Children's Center – Satellite
Marion County Medical Center

Marlboro County

Care South Carolina, Inc (Bennettsville 2)
Care South Carolina, Inc. (McColl)
Caresouth Carolina, Inc. Bennettsville Pediatrics
Durant Children's Center – Satellite

McCormick County

Carolina Health Centers, Inc-McCormick Family Practice
Newberry County
Newberry County Memorial Hospital
Pediatrics of Newberry
Westview Behavioral Health Services

Oconee County

Oconee Memorial Hospital

Orangeburg County

Family Health Center, Inc.
Family Health Centers at Holly Hill
Family Health Centers, Inc. at Neeses
Family Health Centers, Inc. at Vance
HopeHealth, Inc, Edisto
MUSC Medical Center
Regional Medical Center of Orangeburg/Calhoun
Counties
William J. McCord Adolescent Treatment Facility

Pickens County

Behavioral Health Services of Pickens County
Cannon Memorial Hospital

Richland County

Eau Claire Admin Office
Eau Claire Internal Medicine
Eau Claire Podiatry
Genesis Health Care, Inc
Hopkins Family Practice
MUSC Medical Center
Palmetto Health Baptist
Sisters of Charity Providence Hospitals
Waverly Family Practice

Saluda County

Saluda Family Practice
Westview Behavioral Health Services

Spartanburg County

Laurens County Memorial Hospital
Spartanburg Regional Medical Center
Union Hospital District - Wallace Thomson Hospital

Sumter County

Pinewood Health Center
Sandhills Medical Center Sumter
Sumter Family Health Center
Sumter Women's Health Center

Union County

Union Hospital District - Wallace Thomson Hospital

Williamsburg County

Hope Health Greeleyville
Kingstree HD
Williamsburg Regional Hospital

York County

North Central Family Medical Center
North Central Family Medical Center Workman

TECHNOLOGY



IT professionals are faced with more threats to their networks and more business pressure than ever before. Today, you're responsible for not just managing the network, but also reining in IT inefficiencies, preventing data breaches and more widespread infrastructure threats, conducting regular compliance audits and answering to line-of-business demands. Using a Managed Services' Tool called Remote Monitoring & Management, PCC can manage, monitor and secure a health care providers' network from within a unified web-based console. PCC can provide a comprehensive suite of best-in-class security services delivered as part of a single integrated platform. PCC uses a real-time machine learning solution that leverages the collective intelligence of hundreds of thousands of networks and millions of endpoints to alert the health care provider to issues before they occur – giving them actionable insights.

PCC's Comprehensive IT Platform:

- Managed Antivirus
- 100% Cloud/SaaS Model
- Patch Management
- Web Protection
- Remote Monitoring
- LOGICcards
- Active Discovery
- Automation & Scripting
- Backup & Recovery
- Mobile Device Management
- Remote Access
- Reporting
- Service Desk
- Real-Time Architecture
- Cross-Platform Support
- Risk Intelligence & Email Security

Current Contracts:

- Allendale County Hospital
- Bamberg Family Practice

Allendale County Hospital is more than satisfied with Palmetto Care Connections and their management of our IT services and environment. PCC ensures that our facility's IT environment is secure, effective, and reliable. When issues arise, they are always quick to respond.

-Tammy Smith, Information Services Coordinator, Allendale County Hospital

TECHNOLOGY



80

managed endpoints across South Carolina for PCC

57

telehealth carts deployed to BHSA sites across South Carolina

9

Avizia telehealth carts co-managed with SCTA

4

clinical telehealth carts added in Richland One School District with Palmetto Health as their primary care provider

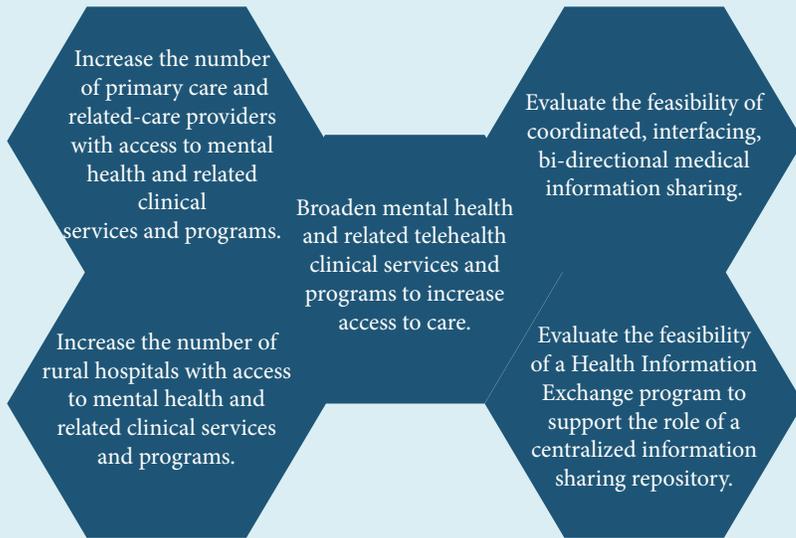


- Provided training at each site
- Conducted test calls at each site
- Consulted with Palmetto Health on proper use of equipment and software for their telehealth programs
- Connected Lutheran Homes, a skilled nursing facility, to Palmetto Health for telehealth services

The individuals at PCC have been an invaluable member of our team in the development and implementation of School-Based TeleHealth. Without Matt's support, guidance and partnership, our programs would not have been successful. PCC and other partners across the state have been there to help us at every turn; we look forward to continuing our work with them!

-Angel Bourdon, Community Programs Manager, Palmetto Health

PROGRAM DEVELOPMENT



In five years, the SCTA –under the leadership of SCDMH—will extensively increase access to mental health and related clinical services and programs via telehealth across South Carolina. Building on existing services and programs, the SCTA will identify and bridge service gaps and diversify the types of mental health and related clinical services and programs available to South Carolinians. Through its unified efforts, the SCTA will integrate and align the state’s efforts on telepsychiatry and mental health, emphasizing both (a) the continuum of care for mental health and related clinical services and programs and (b) care across the lifespan of a patient. PCC will assist SCDMH in meeting the goals and objectives for increasing mental health services by Co-Championing several of the tactics as laid out in Strategy 4 in the Statewide Telehealth Strategic Plan.



PCC, in partnership with MUSC, installed telehealth carts in the Bamberg School District II schools, (located in Denmark), Bamberg School District I schools (located in Bamberg) as well as the Williston School District (located in Williston) in the summer of 2017. We have successfully engaged local providers in the Bamberg, Barnwell and Orangeburg communities who will provide the telehealth consults in the schools.

[Bamberg School District I](#)
Bamberg Family Practice, RHC

[Bamberg School District II](#)
Family Health Center, FQHC

[Williston School District](#)
Low Country Health Care System, FQHC

Telehealth is definitely a way to improve access to care in the schools and in the community, especially when our patients have limited or no transportation at all. It helps us keep the kids in school and out of the emergency room.

-Danette McAlhane, MD, Bamberg Family Practice

PROGRAM DEVELOPMENT

PCC Awarded RHND Grant for \$896,000



A project of Palmetto Care Connections (PCC), the South Carolina Behavioral Health Network's (SCBHN) purpose is to improve health care access and coordination for rural South Carolinians, reduce the prevalence of opioid addiction, and improve population health, especially as it applies to chronic disease including mental health disorders.

Program Goals

- 1) linking substance abuse and behavioral health providers in 23 South Carolina counties with primary care providers
- 2) creating universal policies, procedures, and workflows for integrating behavioral health and primary care services via telehealth
- 3) creating a centralized scheduling system for network members
- 4) providing training to providers on best practices on telehealth and telepresenting
- 5) connecting members and participating sites to a health information exchange

Palmetto Care Connections (PCC, especially Matt Hiatt, has been especially helpful in the securing and installing of telehealth equipment for the 32 local alcohol and drug abuse authorities in SC that are part of the Behavioral Health Services Association of SC. Our system is very fortunate to have such a strong partner in PCC, to assist the agencies with the equipment installation and set-up, but also with securing HIPAA compliant broadband to ensure a seamless electronic visit. We are confident this partnership will improve quality service delivery, thereby improving the health of the citizens of South Carolina.

-Laura Stuckey Aldinger, Executive Director, Behavioral Health Services Administration

EDUCATION



Annual Telehealth Summit of South Carolina

The Annual Telehealth Summit of South Carolina is an educational opportunity that enables many telehealth leaders across the state to network with each other while learning the latest telehealth programs and practices. As the host of this event, Palmetto Care Connections strives to provide the latest trending topics and phenomenal speakers on national, state, and local levels.

225+ financial coordinators
 technology directors
 administrators nurses
 program managers social workers

50+ national
 state
 local
 speakers

23 sponsors 73% sponsor retention rate 8 new sponsors



2017 National Telehealth Champion Award Winner
 Mignon Clyburn, Commissioner
 Federal Communications Commission (FCC)



2017 State Telehealth Champion
 Award Winner
 Representative Murrell Smith, Jr.
 SC House of Representatives



2017 State Telehealth Award Winner
 Senator Thomas C. Alexander
 South Carolina Senate



2017 Telehealth Innovator Award
 Winner
 Meera Narasimhan, MD,
 University of South Carolina School of
 Medicine



2017 Telehealth Program of
 Excellence Award Winner
 Tidelands Health

The Summit was a wonderful opportunity to learn from and find synergy with other colleagues across the state working in the telehealth space. I especially valued the smaller, state-specific nature of the Summit: Honing in on the telehealth opportunities and challenges particular to South Carolina really fostered a common focus and purpose at the conference among its attendees, something I haven't experienced at other conferences I have attended

-Ryan Kruis, MSW, LISW-CP, SC Telehealth Alliance Coordinator

EDUCATION

855

E-Newsletter Subscribers

400

Twitter Followers

365

Webinar Participants

40

Facebook Followers

Palmetto Care Connections hosted its first Telehealth Regional Meeting in the Pee Dee on October 17, 2017 at the McLeod Plaza Auditorium.



The Palmetto Care Connections Pee Dee Area Regional Meeting was an outstanding event bringing together healthcare professionals working in telehealth as well as those interested in exploring telehealth opportunities in their own workplace. The event was well attended by a variety of health care professionals. Physicians, practitioners, administrative and support personnel who couldn't juggle attending the annual summit in Columbia were able to gain the telehealth education they needed close to home. We look forward to the next event.

-Matt Reich, Chief Information Officer and Senior Vice President, McLeod Health

ADVOCACY

Little River Medical Center Awarded USDA RUS Grant

PCC partnered with an FQHC, Little River Medical Center, to develop a USDA Distance Learning & Telemedicine grant. USDA awarded Little River Medical Center \$418,184 to establish a telemedicine network for a school based primary care initiative in Horry County elementary schools.

Behavioral Health Sites Can Bill Medicaid for Telehealth Services

In 2016, PCC along with Mike Dennis, Executive Director for Tri-County Commission on Alcohol & Substance Abuse, met with SC DHHS staff to discuss their desire to become more efficient and provide services via telehealth if they could receive Medicaid reimbursement for the services. The SCBHA sites in partnership with PCC and SCTA worked diligently to advocate for this reimbursement. SC DHHS began reimbursing for these telehealth services in January 2018.

PCC and SCTA partnered to develop a Position Paper and a template for the APRN Telemedicine Protocol Approval Process

It was the joint opinion of the SC Board of Nursing and the SC Board of Medical Examiners that neither the Nurse Practice Act, set forth in Chapter 33 of Title 40, nor the Telemedicine Act authorized telenursing. A legislative proviso was established to allow nurse practitioners to deliver services via telehealth: Proviso 117.135 (C). APRNs wishing to provide care via telehealth were required to submit an initial request to the Joint APRN Committee for approval to provide services via telehealth.

Statewide Centralized Centralized Credentialing Project

Under the leadership of PCC, the SCTA Credentialing Workgroup developed a model for centralized provider credentialing which will be piloted in 2018. The program will use the Credentialing By Proxy model as the means to streamline the credentialing process for spoke hospitals, and the major telehealth hubs have agreed to create one universal by proxy contract that will be used by all five systems (GHS, MUSC, PH, McLeod, SCDMH).

PCC is an organization that truly understands rural practices. They live rural, work rural, and advocate for rural every day. PCC's efforts have directly led to increased broadband and other investments to further telehealth in rural practices in our state.

-James McElligott, MD, MSCR, Medical Director, Center for Telehealth, Medical University of SC, Board Member, Palmetto Care Connections, and Co-chair, SC Telehealth Alliance