2019 annual report

Kathy S. Schwarting, MHA
Chief Executive Officer
Palmetto Care Connections

2019 annual report

letterfrom chief executive officer

2019 was another exciting year for telehealth growth in South Carolina and across the nation. According to the American Hospital Association, 76% of U.S. hospitals currently use some form of telehealth to connect their patients to health care services.

Outside of the traditional hospital or doctor's office, direct to consumer has taken the nation by storm – with utilization up 53% from last year. Direct to consumer care is offered by each of the health systems in South Carolina as well as by many of our larger hospitals, but competition is growing in this market as non-traditional companies such as Amazon begin providing their own virtual health care services to their employees. Medicare began reimbursing for remote patient monitoring services in 2019 which allows health care providers to remotely monitor patients with chronic conditions to help control costs, improve care quality and increase access to care.

The term "broadband" has hit center stage as more health care providers are offering virtual services in the homes of their patients. PCC has traditionally worked to improve connectivity capabilities for health care providers, but in 2019, PCC also began to focus on access to better broadband for residential communities so that care can be received virtually in the home setting.

PCC partnered with the South Carolina Hospital Association (SCHA) and the South Carolina Office of Rural Health (SCORH) to map out residential broadband in the state. The maps show us that 434,725 residents and 193,276 households lack access to the FCC recommended service level of 25/3 speed, most of which are located rural communities. This data is very important to our great state as the FCC announced in 2019 that they will move forward with the Connected Care Pilot Program, which is a three year, $100 million effort to expand telehealth and remote patient monitoring programs to benefit residents living in rural and underserved communities. Broadband will remain a focus for PCC going forward as it is necessary infrastructure for our future as we continue to expand telehealth in South Carolina.

We are extremely proud of our partnership with the South Carolina Telehealth Alliance (SCTA) and the collaboration of its member organizations, as we work to ensure that rural South Carolinians have access to quality health care services. It was because of the teamwork of these organizations that the SCTA was awarded the American Telemedicine Association's President's Award for the Transformation of Healthcare Delivery. This award recognized South Carolina as a leader in the telehealth industry for its commitment to statewide collaboration.

We look forward to what 2020 holds for both telehealth and broadband growth, and we ask that you join us as we review the 2019 accomplishments in this Annual Report.

boardof directors

2019 strategic planning marketing+rebranding

Founded in 2010, Palmetto Care Connections was established to improve access to care in rural and underserved communities by infusing health care services through telehealth technologies. This was important because of increasing difficulties in recruiting providers to rural areas and the financial challenges facing many small hospitals. Over the years, PCC has grown into a statewide telehealth network and the resulting scope of activities has continued to expand.

PCC 2019 Strategic Planning Session (left to right) Matt Hiatt; Rick Foster, MD; Kathy Schwarting; Danette McAlhaney, MD; Rich Rogers, Meera Narasimhan, MD; Jimmy McElligott, MD; Kathy Wibberly, PhD (facilitator); and Graham Adams, PhD.

In January 2019, the PCC Board of Directors met for a two-day strategic planning session to revisit the mission, vision, scope of work and priorities. Here is a high-level summary of the resulting strategic plan:

our customer

Health and human services providers who are serving rural and underserved areas and populations.

our customers' core values

Relationships, empowerment, keeping care local and using systems and processes that are simple, nimble and easy to access.

our customers' primary stressors

Losing patients to other non-local providers, inability to provide patients with access to quality care, adequate reimbursement.

our mission

To assist providers in keeping health care local and connecting rural and underserved South Carolinians to quality services through broadband, technology and telehealth.

our vision

To increase access to quality health care for rural and underserved South Carolinians through telehealth, broadband and technology.

marketing/branding

In conjunction with the strategic plan, PCC developed new branding in 2019. A new logo was created to position PCC as a telehealth network that supports rural and underserved areas through the three focus areas of broadband, technology and telehealth.

The logo incorporates a clean, modern symbol composed of a cross representing health care and internet arcs representing connections. The original logo colors of blue and green were utilized to provide continuity between the old and the new. The words technology, broadband and telehealth were included in the logo under the name to further emphasize PCC's mission and scope of work.

PALMETTO CARE CONNECTIONS™
technology. broadband. telehealth.

The new logo has been integrated into a new website, social media, printed and digital materials and collateral in a soft launch. The new brand will be officially introduced at PCC's 8th Annual Telehealth Summit of South Carolina in 2020.

1 focus area 1
broadband
Improving Coverage, Affordability and Quality of Broadband Service

2 focus area 2
technology
Supporting the Effective and Efficient Use of Innovations in Technology

3 focus area 3
telehealth
Advancing the Adoption of Telehealth for Increasing Access to Quality Care

Strategies for each of the three focus areas were developed. Education and advocacy functions were incorporated into each.

SCTA Receives ATA President's Award for Transformation of Health Care Delivery

The South Carolina Telehealth Alliance (SCTA) was awarded the American Telemedicine Association (ATA) President's Award for Transformation of Health Care Delivery during the ATA Annual Conference held in New Orleans in April 2019.

Awarded to only one organization in the country each year, the ATA President's Award for the Transformation of Health Care Delivery recognizes the leadership of an organization that incorporates virtual health care services as part of an initiative resulting in improved health care quality and value for a large population of patients.

The SCTA is a statewide collaboration of many organizations that have joined forces to expand telehealth services across the state of South Carolina. Led by the SCTA Advisory Council, it provides guidance, assists with strategic

development, and advises on technology and standards. The SCTA was formed with founding strategic providers, Greenville Health, McLeod Health, Medical University of South Carolina and Palmetto Health, providing telehealth care services.

SCTA Advisory Council co-chairs, Kathy Schwarting, MHA, Palmetto Care Connections chief executive officer, and James McElligott, MD, MSCR, MUSC Center for Telehealth medical director, accepted the award along with representatives from SC Area Health Education Consortium, SC Department of Mental Health, SCTA, McLeod Health, MUSC Health, Palmetto Care Connections and Prisma Health.

ATA cited that the SCTA has "demonstrated exceptional character, leadership along with continued service to the association and telehealth industry."

CONSIDERATION FOR THIS AWARD INCLUDED:
- impact on the population served such as special needs groups
- academic peer-reviewed research and presentations
- targeted education programs
- number of telehealth sites
- business case or business model
- long-term sustainability
- effective partnerships
- collaboration

The ATA is a non-profit association based in Washington, DC with a membership network of more than 10,000 industry leaders and health care professionals. As the only national organization completely focused on telehealth, the ATA is working to change the way the world thinks about telemedicine and virtual care.

eight strategies of the south carolina telehealth alliance

1 open access
Deploy a coordinated, open-access telehealth network in SC.

2 rural focus
Understand and effectively respond to the health needs of SC citizens with an emphasis on those living in underserved and rural areas.

3 service development
Build and scale telehealth clinical services and programs that expand access to care.

4 mental health
Broaden mental health and related telehealth clinical services and programs to increase access to quality care.

5 education+training
Conduct statewide education, training and promotion to providers and the public to accelerate and spread adoption of telehealth.

6 scta collaboration
Develop a telehealth organization structure that encourages and facilitates statewide collaboration among providers in the delivery of health care, education and research.

7 outcomes
Establish the value case for telehealth through robust assessment and rigorous analysis of telehealth outcomes.

8 promotions+sustainability
Demonstrate to legislators, payers, providers, and the public the impact of telehealth on improving access, quality and affordability.

SOUTH CAROLINA
Telehealth
ALLIANCE

> ## "The Credentialing pilot program proved to be very beneficial. As a result, SC Department of Mental Health has developed an internal strategy to create a credentialing database including telemental health providers. The database will be used in conjunction with SCDMH by-proxy agreements."
>
> VICTORIA GOOCH
> Telepsychiatry Operations Manager
> South Carolina Department
> of Mental Health

scta/pcc initiatives
centralized credentialing pilot

As telehealth usage grows throughout SC, it was identified that credentialing numerous telehealth providers is a challenge for smaller, rural (spoke) hospitals that receive telehealth services. To address this challenge, the South Carolina Telehealth Alliance (SCTA) along with Palmetto Care Connections (PCC), South Carolina Department of Mental Health (SCDMH), McLeod Health System, Prisma Health System and Medical University of South Carolina (MUSC) conducted a pilot study in which a centralized credentialing database was created for spoke hospitals.

In this pilot project, a database of MUSC telestroke providers and SCDMH telemental health providers was created. Spoke hospitals with by-proxy agreements with MUSC and SCDMH participated in trainings, accessed the physician credentialing information and gave input on the database. The general consensus from informal discussions and a written survey was that a centralized database of credentialing documentation for telehealth providers was very helpful for small, rural hospitals, especially since most have limited credentialing staff. The pilot project was completed in December 2019.

broadband development

Throughout 2019, PCC has worked with South Carolina Hospital Association (SCHA) and South Carolina Office of Rural Health (SCORH) on expanding residential broadband capabilities, beginning with a statewide mapping project to identify connectivity gaps across SC. In addition to education and advocacy efforts, PCC assisted four communities in applying for a USDA ReConnect grant to buildout fiber capabilities and has also been working with The Aiken Center and The Ernest E. Kennedy Center to file for broadband subsidies. With broadband becoming a major focus in the state, PCC is working to align broadband efforts and is exploring the creation of Central Broadband Office for South Carolina that would serve as an arm of PCC. PCC will continue its ongoing discussions at the federal level, particularly through Congressman James Clyburn's office.

continuing telehealth education

PCC and SC AHEC continue to lead the efforts on telehealth education in the state through the creation and dissemination of telehealth educational content. In 2019, PCC and SC AHEC launched and promoted the four telehealth modules which are available at no cost to those interested in learning about key areas of telehealth programs. The modules include: Foundations of Telehealth, Telehealth Billing and Reimbursement Bootcamp, Telepresenter Certification, and Telemental Health. These modules have received positive feedback from attendees and will continue to be promoted across the state.

Telehealth Modules
FREE Online Learning

Do you have questions about implementing telehealth services in South Carolina?

Learn from local experts, gain practical knowledge and discover best practices specific to our state with four free, self-paced online modules.

Find out more and register at
www.scahec.net/schools

Foundations of Telehealth | Telehealth Billing and Reimbursement Bootcamp | Telepresenter Certification | Coming Soon Telemental Health

school-based telehealth

Family Health Center
Installed equipment at the Orangeburg-Calhoun-Allendale-Bamberg Community Action Agency, Inc. (OCAB) facility in Orangeburg, connecting them with the Family Health Center, an FQHC headquartered in Orangeburg. Plans call for expanding to additional OCAB sites in the region.

CareSouth Carolina
Installed five new telehealth carts in Dillon County Schools, to allow CareSouth Carolina, an FQHC headquartered in Hartsville, to offer telehealth services to Dillon County Schools.

Allendale County Schools, Williston School District 29, Calhoun County Schools and Bamberg County School Districts 1 and 2
Provided ongoing technical support services, on-site assistance for telehealth equipment and connectivity.

clemson university and sc free clinic association

Assisted three rural SC free clinics in receiving eligibility for USAC reimbursement through designation as rural health clinics. These are the first free clinics to receive USAC funding eligibility in the state. PCC also assisted SC urban free clinics with USAC eligibility under local health department designations.

eau claire cooperative health center

Continued work with Eau Claire Cooperative Health Center (ECCHC), which serves the Eau Claire community in Columbia, SC's largest collection of underserved, low-income neighborhoods. PCC has assisted ECCHC with purchasing and installing telehealth equipment through the Ryan White Grant and training staff to connect eight practices in the Midlands, Pee Dee and the Low Country regions so that providers can collaborate on primary care, HIV/AIDS and behavioral health patients.

little river medical center

Continued work with Little River Medical Center (LRMC) in deploying 18 telehealth carts in the Little River and Myrtle Beach areas. LRMC uses telehealth between clinics to help with provider shortages and to decrease travel times. LRMC also provides primary care and behavioral health services to local schools through telehealth.

> **Palmetto Care Connections worked with MUSC/SCTA to get state funded telehealth equipment for our Palmetto Palace Mobile Health Unit at no charge and installed equipment to include the managed service software. We know this is just the beginning, and we hope to work with PCC to impact as many lives as possible with telehealth via The Palmetto Palace's Mobile Health Unit.**

DR. YOULANDA GIBBS
Executive Director
The Palmetto Palace

50
telehealth trainings conducted

125
telehealth carts deployed+managed end points

175
IT managed service end points

Matt Hiatt and Stacey Catoe, RN, school nurse at Denmark-Olar Schools, demonstrate specialized telehealth instruments during school-based telehealth training on behalf of the Family Health Center, an FQHC headquartered in Orangeburg. Superintendents and officials of Bamberg County School District 2, Calhoun County Schools and Orangeburg-Calhoun-Allendale-Bamberg Community Action Agency, Inc. (OCAB) received an overview of school-based telehealth, and the school nurses received training on how to implement a successful program and how to use telehealth equipment

bamberg family practice+allendale county hospital

Implemented managed IT services for telehealth equipment, software, diagnostics and connectivity.

24/7 advanced performance monitoring

Ensures all critical devices that comprise small business networks are functioning reliably, optimally and securely.

proactive preventative maintenance

Regular, preventive maintenance activities increase functionality and security of servers, PCs and other vital network devices, reducing the number of emergency incidents encountered.

security and backup management

Uses industry best practices to prevent challenges, such as phishing and ransomware attacks, and keep IT environments secure, protected and available.

reduced business impact from IT failures

Continuous insight into client networks means fewer IT failures and shorter times from network failure to issue resolution.

increased productivity

Efficient IT systems increase productivity by enabling improved processes, increased workflow and reduced downtime.

managed server

- 24/7 Advanced Performance Monitoring
- Server Configuration Management
- Key Application Maintenance
- Microsoft and 3rd Party Patch Management
- Real Time Server Optimization
- Scheduled Preventative Maintenance

managed workstation (PC)

- 24/7 Advanced Performance Monitoring
- Workstation Configuration Management
- Microsoft and 3rd Party Patch Management
- Real Time Workstation Optimization
- Scheduled Preventative Maintenance
- Managed Network
- Firewall Management and Maintenance
- Router/Switch Performance Monitoring

managed backup

- Backup Deployment and Configuration
- Backup Performance Monitoring
- Backup Software Updates
- Scheduled Backup Jobs
- Data Center Replication and Disaster Recovery
- Planning

managed security

- Anti-Virus Monitoring and Management
- Anti-Spam Monitoring and Management
- Regular Vulnerability Scan and Report

mobile device management

- GPS Location
- Remote Wipe Capability
- Application Management
- Device Security

risk intelligence

- Minimize Risk of Data Breach
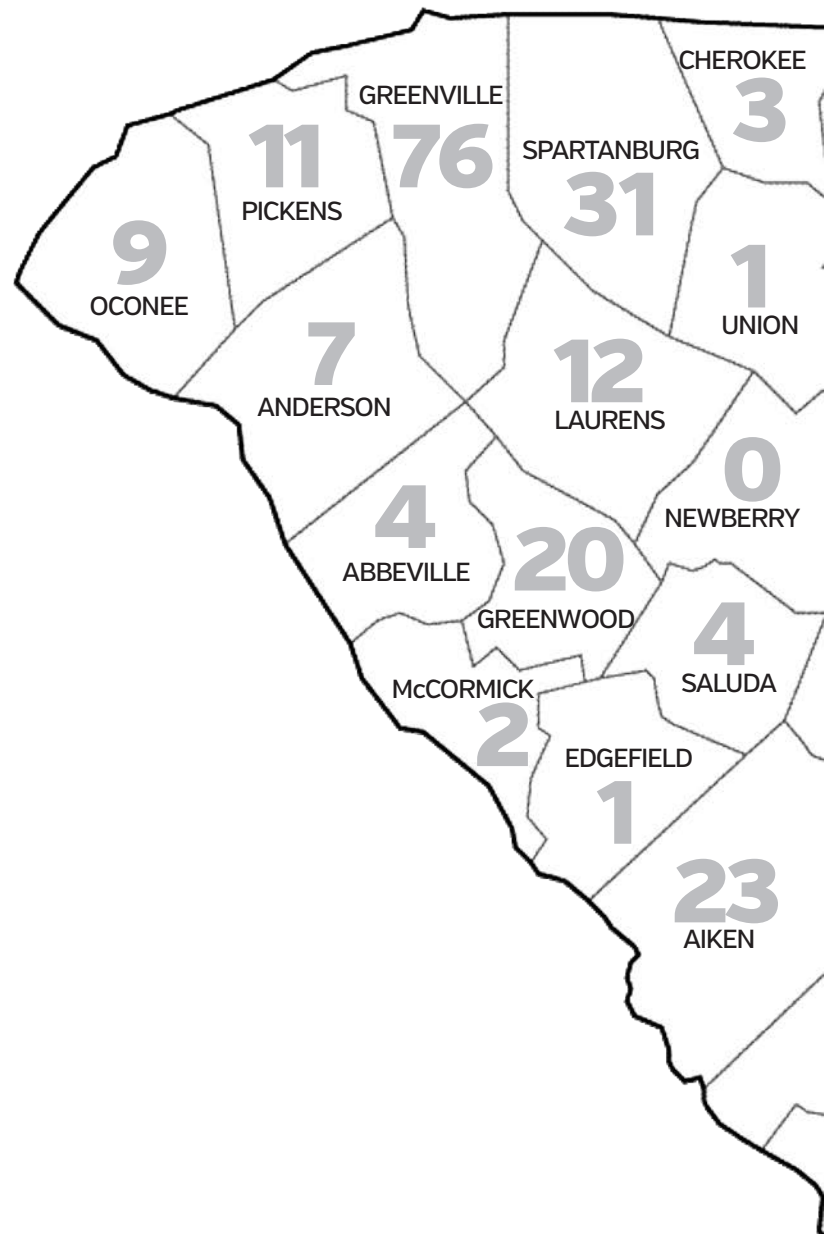- Demonstrate Regulatory Compliance
- Comprehensive Security View

managed IT services

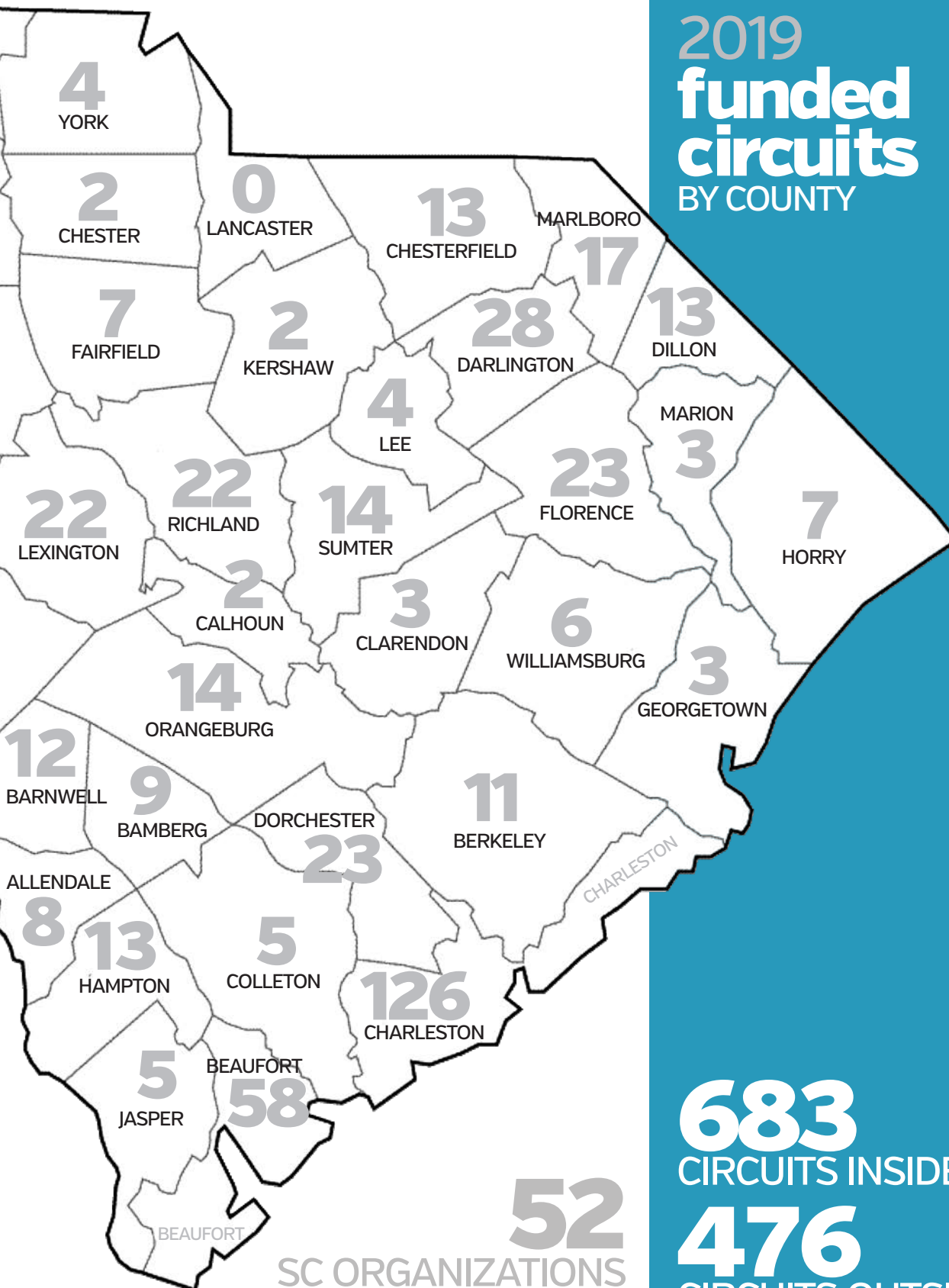for health care providers serving rural or underserved communities

TECHNOLOGY

"Palmetto Care Connections has been nothing short of amazing. Family Health Center's telehealth connection with OCAB schools was not an overwhelming experience because of PCC's help. Everyone at PCC was very knowledgeable and offered quality services during each step of the process. The entire team was extremely helpful and very prompt with assistance whenever it was needed during the entire process. They were present each time we performed a training for our telehealth presenters and were more than willing to provide hands on training with telehealth equipment. PCC for sure made the process with OCAB through telehealth seamless! I cannot thank PCC enough for everything they have done and are continuing to do!"

SHANEL DUNKIN MSN, APRN, FNP-C
Telemedicine/Assistance Chief Medical Officer
Family Health Center

CHEROKEE 3
GREENVILLE 76
SPARTANBURG 31
11 PICKENS
9 OCONEE
1 UNION
7 ANDERSON
12 LAURENS
0 NEWBERRY
4 ABBEVILLE
20 GREENWOOD
4 SALUDA
McCORMICK 2
EDGEFIELD 1
23 AIKEN

BROADBAND

County funded circuits (by county):

- YORK — 4
- CHESTER — 2
- LANCASTER — 0
- CHESTERFIELD — 13
- MARLBORO — 17
- FAIRFIELD — 7
- KERSHAW — 2
- DARLINGTON — 28
- DILLON — 13
- LEE — 4
- MARION — 3
- HORRY — 7
- RICHLAND — 22
- LEXINGTON — 22
- SUMTER — 14
- FLORENCE — 23
- CALHOUN — 2
- CLARENDON — 3
- WILLIAMSBURG — 6
- GEORGETOWN — 3
- ORANGEBURG — 14
- BARNWELL — 12
- BAMBER — 9
- DORCHESTER — 23
- BERKELEY — 11
- CHARLESTON (label on map)
- ALLENDALE — 8
- HAMPTON — 13
- COLLETON — 5
- CHARLESTON — 126
- JASPER — 5
- BEAUFORT — 58
- BEAUFORT (label on map)

52
SC ORGANIZATIONS
Behavioral Health Centers - 13
Federally Qualified Health Centers - 15
Non-Profit Hospitals - 16
Rural Emergency Departments - 2
Teaching Hospitals - 2
Area Health Education Center - 1
Skilled Nursing Facility - 1

683
CIRCUITS INSIDE SC

476
CIRCUITS OUTSIDE SC

1159
TOTAL CIRCUITS
IN SC BROADBAND
CONSORTIUM

$8,041,696.18

In 2019, PCC filed for $8,041,696.18 in Broadband Savings for Health Care Providers, including $5,392,741.32 for SC providers, through the Health Care Connect Fund.

BROADBAND
FILINGS FOR ALL
CONSORTIUM MEMBERS

- 28 **Federally Qualified Health Centers**
- 20 **Non-Profit Hospitals**
- 14 **Behavioral Health Centers**
- 4 **Rural Health Clinics**
- 3 **Teaching Hospitals**
- 2 **Rural Emergency Departments**
- 2 **Skilled Nursing Facilities**
- 1 **Area Health Education Center**

*number of organizations/most have multiple locations

pcc, scorh and scha partner to study sc internet access

Palmetto Care Connections, the SC Office of Rural Health and the SC Hospital Association joined forces to engage a comprehensive study of high-speed internet access throughout the state in 2019.

By mapping the state's broadband access and then overlaying the most recent census data, the maps will help state leaders pinpoint and prioritize specific locations for infrastructure improvement. Key measures include broadband availability and speed, specifically, the greatest level of speed represented by at least 75 percent of the households covered in each county.

The access study and mapping are just the first steps. Through PCC's partnership with SCORH and SCHA, plans are underway to prioritize high speed internet expansion and find funding for that expansion, especially in rural and underserved areas of SC. Broadband affects many aspects of the community including health care, education, economic development, public safety, government operations, agriculture, travel and tourism and overall quality of life. Improved broadband capabilities will not only impact health care, but the end results will be much more far-reaching.

South Carolina's broadband access study will be presented at the 8th Annual Telehealth Summit of SC.

PARTNERSHIP
Congressman Clyburn and Clarendon County

To address the growing health care needs of rural communities, PCC and Congressman James Clyburn proposed to implement telehealth programs in Clarendon County Schools and establish program Telehealth Clinics in Clarendon County Churches and other key community locations.

The clinics would allow community members to connect to primary and specialty health care services. Services may include: diabetes and hypertension management, primary care, mental health and opioid counseling.

Congressman Clyburn held an initial Clarendon Community Meeting on Internet Access and Adoption on November 12, 2019. Kathy Schwarting presented the need for and capabilities of telehealth. Jim Stritzinger of Revolution D, Inc. presented internet access maps for Clarendon County. Following the meeting, a task force was developed and charged with developing a plan for increasing internet access and adoption in Clarendon County.

> **Palmetto Care Connections has been a valued partner in Prisma Health's efforts to extend patient care services to rural and underserved communities in our South Carolina service area. Our PCC colleagues understand the challenges with providing reliable and affordable broadband access to rural communities. PCC plays an important role in our strategy to improve the health status of South Carolina.**

RICH ROGERS, Senior Vice President
Chief Information Officer/Prisma Health
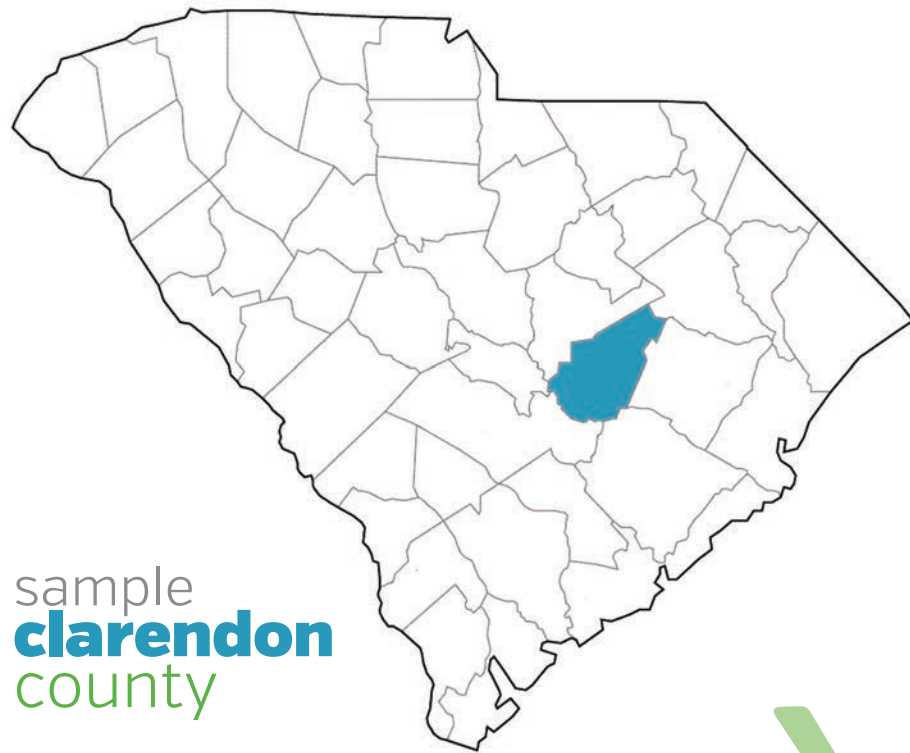
sample
clarendon
county

AREAS OF NEED

Speed Tiers (download/upload)

- 300 Mbps / 10 Mbps
- 100 Mbps / 3 Mbps
- 25 Mbps / 3 Mbps
- 10 Mbps / 1 Mbps

Density of Unserved Households (sq. mi.)

- 200 or More
- 25 - 199
- 1 - 24
- > 0 and < 1
- Zero Households
- SC Opportunity Zone

BEST TECHNOLOGY

- 300 Mbps/10 Mbps | Fiber, Cable (DOCSIS 3.1+)
- 100 Mbps/3 Mbps | Cable (DOCSIS 3.0)
- 25 Mbps/3 Mbps | Cable (DOCSIS < 2.0), VDSL
- 10 Mbps/1 Mbps | ADSL2, ADSL2+
- 10 Mbps/1 Mbps | Fixed Wireless
- 3 Mbps/768 kbps | ADSL
- No Service Available

N 0   1.75   3.5   7   10.5   14
                                              Miles

revolution D .ai

COUNTY
MAP
SAMPLE

bluecross blueshield of sc

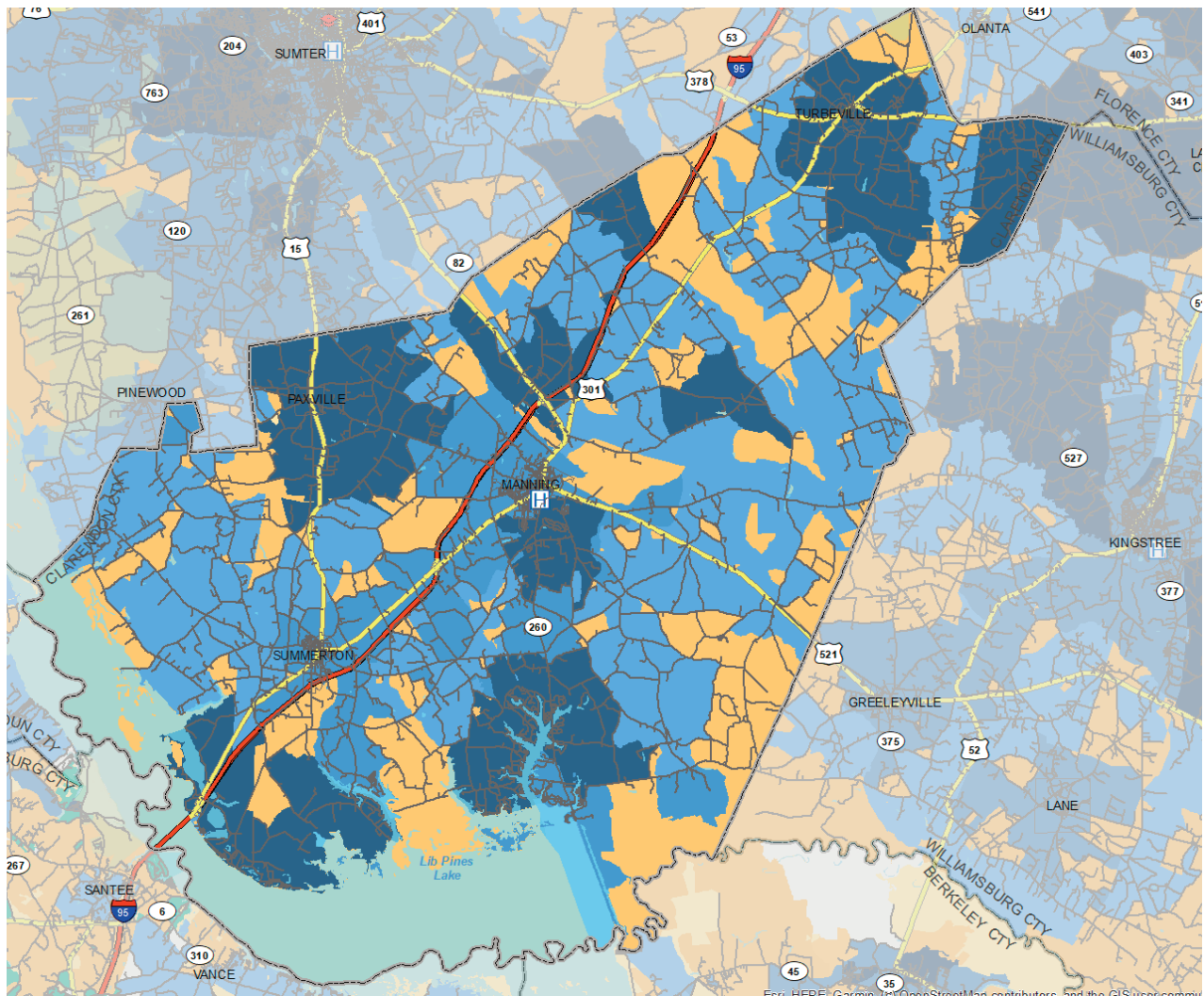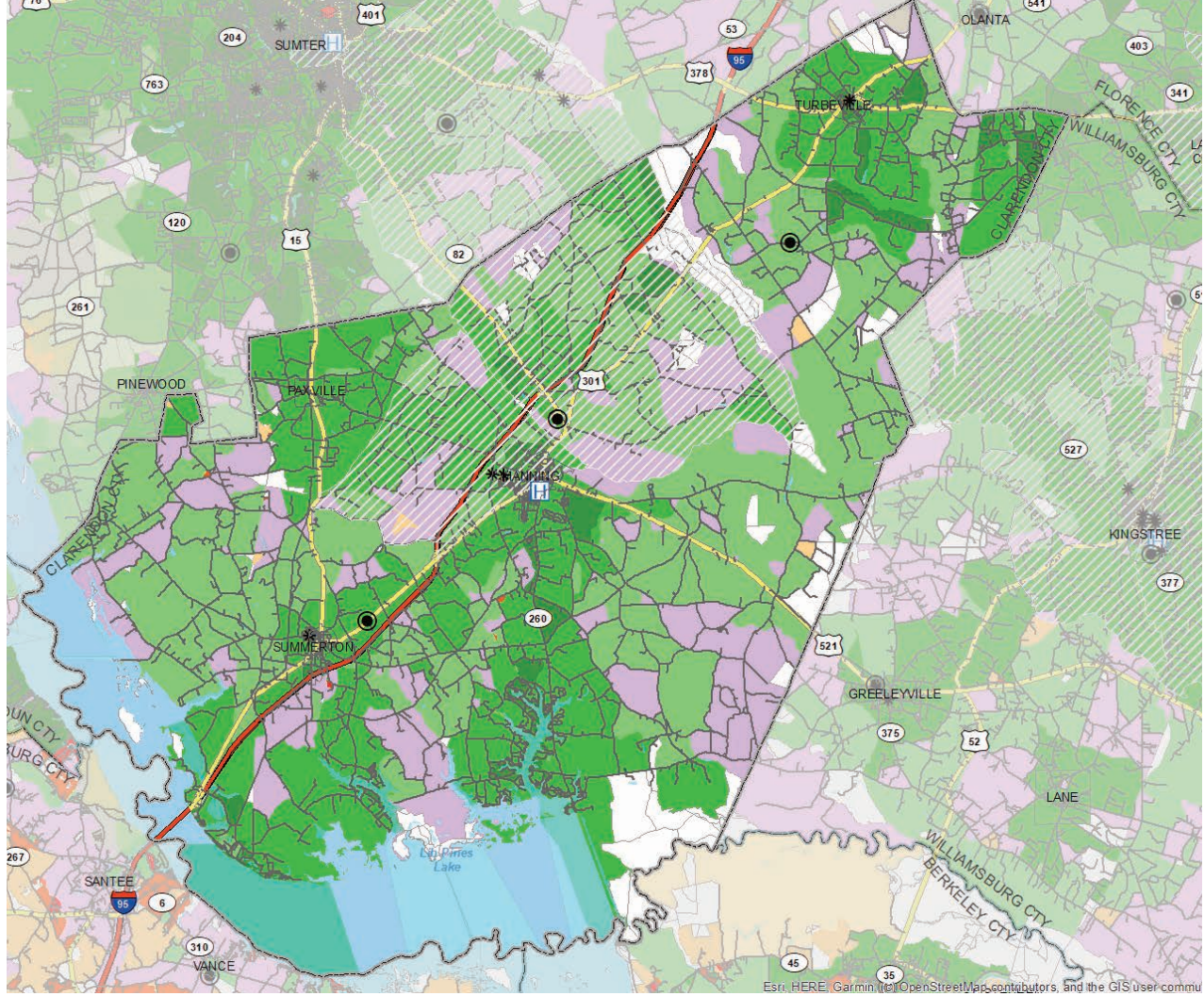PCC and BCBSSC are developing a pilot program to connect rural health providers with the BCBS on demand solution, which provides direct to consumer care from the physician's office to the patient's home through telemedicine. This concept has been implemented at large health systems but is not currently available in rural areas of the state. The pilot will connect Bamberg Family Practice provider Danette McAlhaney, MD with her patients at their homes.

bhsa/daodas task force

Assisted in prioritizing delivery of telehealth services in the Behavioral Health Services Association sites and connecting them to other state agencies such as SC Department of Mental Health, SC Department of Social Services and SC Department of Corrections.

georgia health policy center partnership

PCC was approved to provide technical expertise to HRSA grant programs through the Georgia Health Policy Center.

dhec division of diabetes and heart disease management partnership

PCC began working with DDHDM to develop new telehealth and telemedicine applications to connect members and health care systems. PCC will set up infrastructure, equipment and provider training; create policies and procedures; assist with work flow implementation and electronic health record systems; assist with training of the SC Provider Toolkit; facilitate telehealth educational opportunities; and provide technical assistance supporting telehealth technology to increase access to Diabetes Self-Management Education Support and the National Diabetes Prevention Programs as well as the SMART Blood Pressure Monitoring program.

rural health network development (RHND) grant

PCC was awarded $299,781 for year 3 of the RHND grant. Business, marketing, evaluation and sustainability plans have been developed and implemented. As part of the grant, PCC has installed telehealth carts in each of the 57 DAODAS sites across SC and at least two staffers from each site have been trained to use the technology. PCC has installed video infrastructure equipment that helps manage all of the BHSA sites and PCC provides ongoing support and maintenance to the statewide Behavioral Health Telehealth Network.

telehealth 2019

TELE

school-based telehealth program assistance

3 Allendale County Schools
3 Bamberg District One Schools
3 Bamberg District Two Schools
3 Calhoun County Schools
5 Dillon County Schools
3 Williston District 20 Schools

Allendale County Schools Superintendent Dr. Margaret Gilmore (left), MUSC's Elana Wells and Kelli Garber, School Nurses Carlotta Gray and Jannie Preacher, PCC's Kathy Rhoad and Allendale Schools Communications Specialist Fateish Graham met to discuss Allendale's telehealth program successes and challenges and to introduce additional telehealth programs available to schools through MUSC.

HEALTH

> "Palmetto Care Connections is a great supporter of our school-based telehealth equipment and services in the Midlands of South Carolina. They understand the need for quality health care services in a school environment and know the importance of this care in rural areas. From our educational carts and providing a way to get health education to students in a fun, interactive environment, to providing clinical care in school nurse offices, the PCC team supports Prisma Health in every way. We appreciate their partnership and look forward to more opportunities to serve our South Carolina communities."

KIMBERLY SOUTH, Community Health Manager/Prisma Health Office of Community Health

advocacy exhibits, presentations, conferences and memberships

American Telemedicine Association Conference

The national Annual ATA Conference is the world's largest telehealth innovation and networking event. In addition to benefitting from the conference, PCC was a part of the SCTA team that received the President's Award for Healthcare Delivery.

Behavioral Health Services Association of SC Conference

PCC communicated the need and benefits of enhanced broadband services to all BHSA site directors. Topics discussed included how PCC files for USAC subsidies regardless of internet service provider, as well as the different telehealth modalities and software available in SC.

Center for Telehealth and e-Health Law Annual Telehealth Leadership Conference

PCC attended the Annual CTeL conference in Washington, DC and received updates on legal and regulatory research pertaining to questions of licensure, credentialing and privileging, Medicare and Medicaid reimbursement, HIPAA compliance, telecommunications, FDA regulations, and telemedicine prescribing. PCC also met with members of SC's delegation.

Chronic Disease Prevention Annual Symposium

Hosted by the SC Department of Health and Environmental Control and the Diabetes Advisory Council of SC, PCC presented "Innovation in Action: Telehealth Think Tank" and participated in a panel discussion.

Health Information and Management Systems Society Global Health Conference

PCC attended the Annual HIMSS Conference which brings together nearly 45,000 professions from 90+ countries for education, innovation and collaboration. PCC is also a member of the SC chapter of HIMSS and supports local education events, networking opportunities and discussion forums.
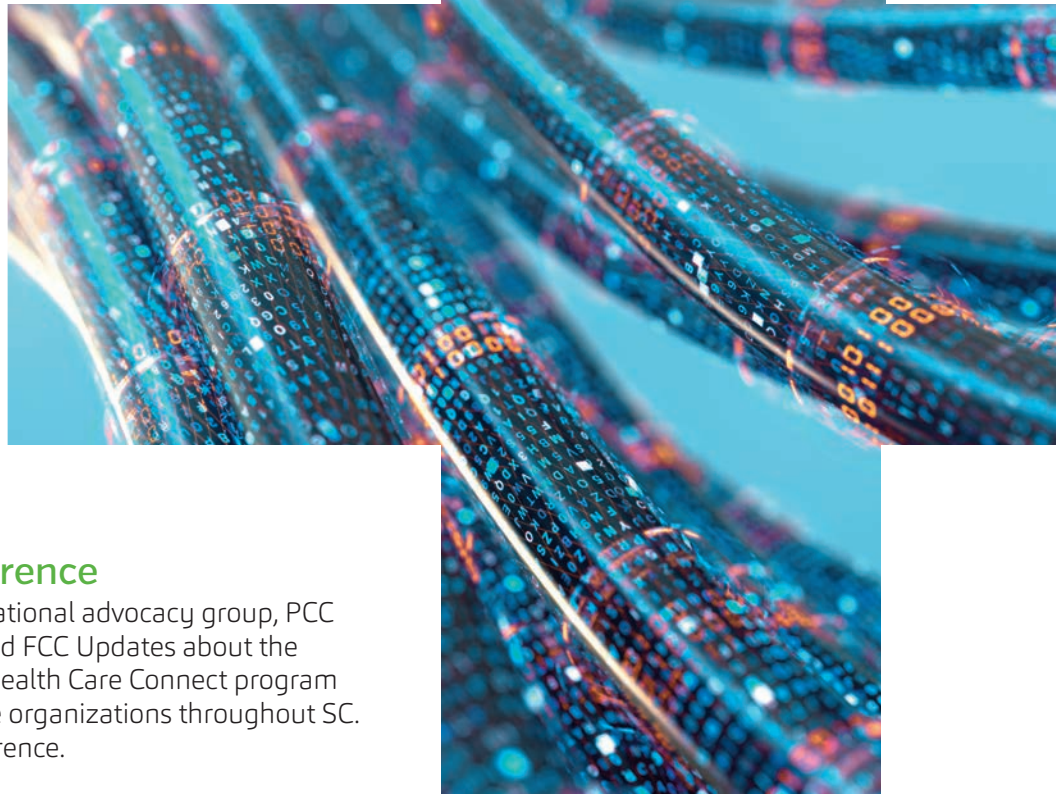
Schools Health and
Libraries Broadband Conference

As a member of the SHLB Coalition, a national advocacy group, PCC benefits from in-depth congressional and FCC Updates about the Universal Services Fund and the Rural Health Care Connect program which support broadband at health care organizations throughout SC. PCC presented at the 2019 SHLB Conference.

South Carolina American College
of Healthcare Executives

PCC presented at the SC ACHE Upstate chapter May 2019 lunch seminar, "Telemedicine in the Health Care Delivery System," and moderated a discussion with a panel of health care professionals.

South Carolina Free Clinic
Association Quarterly Meeting

In addition to communications with individual clinics, PCC presented the USAC broadband subsidy and telehealth options available to free clinics at the 2019 Fourth Quarter Meeting.

South Carolina Health Information
and Management Systems Society

PCC attended the Annual SC HIMSS Fall Conference. SC HIMSS is a non-profit organization focused on better health care through information technology. Their mission is carried out through educational events, networking opportunities and advocacy events throughout the year.

South Carolina Office of Rural Health Conference

PCC and SC AHEC presented the Telepresenter Certification Course, created by AHEC and PCC. Broadband requirements and potential cost savings through the SC Broadband Consortium were discussed.

South Carolina Primary Health Care
Association Annual Conference

PCC demonstrated the importance broadband, the benefits of the SC Broadband Consortium and the hardware needed for better connectivity.

2019 SC Telehealth Program of Excellence: The MUSC Health School-Based Telehealth Program, Kathryn Cristaldi, MD; Elana Wells, MPH, CHES; and Kelli Garber, MSN, APRN, PPCNP-BC.

2019 SC Telehealth Champion, John H. Magill, MSW, retired director of the South Carolina Department of Mental Health.

2019 SC Telehealth Pioneer Award, David R. Garr, MD, former SC AHEC Executive Director. Accepting on his behalf was Anna Lefebrve, MSW, CPHQ, SC AHEC Executive Director.

educationsummit

7th annual telehealth summit of south carolina

April 2-4, 2019 | Columbia Metropolitan Convention Center

The Annual Telehealth Summit provides networking and educational opportunities for local, state, and national telehealth leaders. For two and a half days, PCC hosted the largest statewide telehealth summit in SC to date, packed with people, ideas and information. This year's theme was "The Many Faces and Voices of Telehealth." Pre-conference sessions focused on billing and reimbursement, telepresenter certification and technology training.

2019 telehealth awards

Telehealth Champion
John H. Magill, MSW, retired director of the South Carolina Department of Mental Health

Telehealth Pioneer
David R. Garr, MD, retired executive director of South Carolina Area Health Education Consortium (SC AHEC)

Telehealth Program of Excellence
The Medical University of South Carolina (MUSC) Health School-Based Telehealth Program

2019 poster awards

Scientific Winner
"Impact of Remote Patient Monitoring on 12-Month A1c Outcomes: An Innovated Approach to Diabetes Management;" Authors: Dawn Dericke RN, BSN, and Caroline Wallinger, RN, BSN Medical University of South Carolina.

Programmatic Winner
"Diabetes Self-Management Education and Support in Rural South Carolina;" Author: Sarah Smith, CDE, Carolinas Center for Medical Excellence.

People's Choice Winner
"Overcoming Barriers to the Implementation of a Telehealth Program;" Authors: Lauren Littlejohn, MPH, BSN, RN, Tanika Spates, MPH, Jennifer Bonds, MHA, FACHE and Robert Norvel, MD, MBA; Atlanta VA Health Care System.

Palmetto Care Connections partnered with Anderson University, Upstate AHEC, and the South Carolina Telehealth Alliance to host a 2019 Regional Symposium.

educationtelehealth
regional symposium

June 19, 2019 | Greenville, SC

TOPICS AND SPEAKERS

The South Carolina Telehealth Alliance: Introduction to Statewide Telehealth Initiatives
- Ryan Kruis, MSW, LISW-WP, Coordinator, South Carolina Telehealth Alliance

**Telehealth Program Spotlight
Direct to Consumer e-Visits: A Do-It-Yourself Approach**
- Moderator: Elizabeth Snyder, DNP, APRN, FNP-BC, Graduate Chair, School of Nursing, Assistant Professor, Anderson University
- Melody Franks, MD, Medical Director, Anmed Health Physician Network Services
- Courtney Huggins, BChE, Manager, Anmed Health Physician Network Services
- Julie Pruitt, MHA, Primary Care Director, Anmed Health Physician Network Services

SmartExam
- Katie Schill, MSN, FNP-C, Virtual Health NP, Prisma Health

**Telehealth Program Spotlight
Telepsychiatry**
- Daniel Balog, MD, Medical Director, Community Telepsychiatry, SC Department of Mental Health

Telehealth Billing and Reimbursement
- Ashley Springs, CTC, CTP, Telehealth Coordinator, McLeod Health

APRN Telehealth Policy Update
- Darra James Coleman, JD, Chief Advice Counsel, SC Department of Labor, Licensing and Regulation

Introduction to School-Based Telehealth
- Stacey Catoe, RN, Telehealth Clinical Coordinator, Palmetto Care Connections
- Katie Hale, MA, CHES, School-Based Telehealth Program Coordinator, Medical University of South Carolina

Telehealth Education for the APRN Student
- Katherine Chike-Harris, DNP, APRN, CPNP-PC-NE, DNP Instructor, Medical University of South Carolina College of Nursing

Telehealth Training and Education Opportunities
- Jennifer Bailey, MEd, Associate Program Director for Education and Evaluation, Director, Office for Telehealth Education, SCAHEC

Power Up
- Stacey Catoe, RN, Telehealth Clinical Coordinator, Palmetto Care Connections
- Matt Hiatt, Technology Director, Palmetto Care Connections

67 attendees

Palmetto Care Connections partnered with CareSouth Carolina, Inc., Pee Dee AHEC and the South Carolina Telehealth Alliance to host a 2019 Regional Symposium in Florence, SC, during Telehealth Awareness Week, on October 23, 2019.

education telehealth
regional symposium

October 23, 2019 | Florence, SC

TOPICS AND SPEAKERS

Virtual Care at CareSouth Carolina
- Gary Herrington, Chief Information Officer, CareSouth Carolina

The Role of Technology in Behavioral Interventions and Patient Engagement
- Tatiana Davidson, PhD, Associate Professor, Medical University of South Carolina

Program Spotlight
TelePulmonary: A Calling Opportunity
- Vinod Jona, MD, Pulmonologist, McLeod Health Break with Exhibitors

Telehealth Policy Update
- Darra Coleman, J.D., Chief Advice Counsel, SC Department of Labor, Licensing and Regulation

The Pee Dee's Digital Divide
- Matt Hiatt, Information Technology Director, Palmetto Care Connections

Telehealth Reimbursement for FQHC's and RHC's
- William Feagin, CH-CBS, Director of Revenue Maximization, SC Primary Health Care Association

Program Spotlight
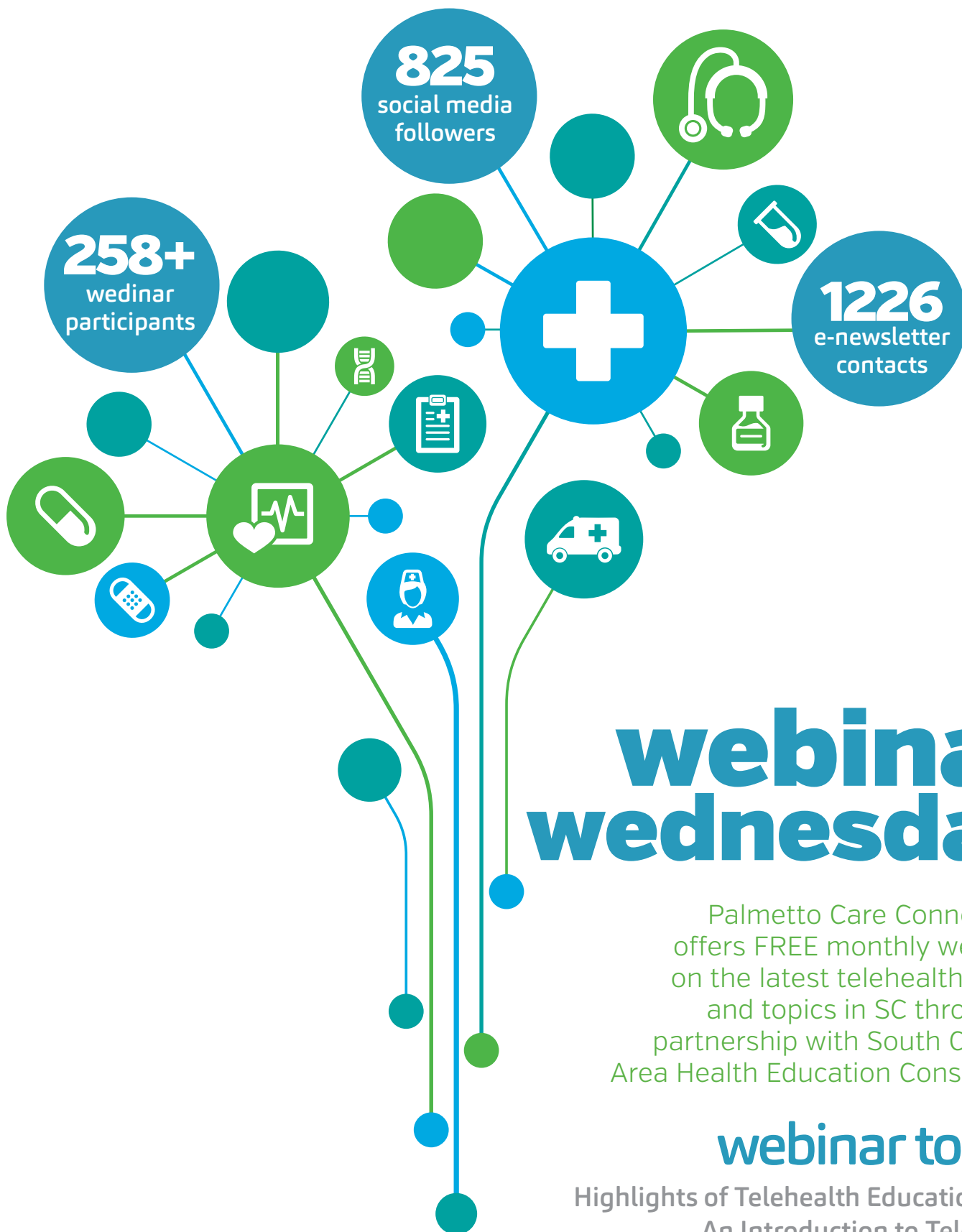### DC Cares: School Based Telehealth in Darlington County
- Gaye Douglas, DNP, M.Ed., APRN-BC, Family Nurse Practitioner, Pee Dee Mental Health
- Louise Johnson, MS, Director of Child and Adolescent Services, SC Department of Mental Health
- Elana Wells, MPH, CHES, School-Based Health Manager, MUSC Health

Program Spotlight
TeleMAT Services in the Pee Dee
- Randall Cole, Vice President of Clinical Operations in SC, OVP Health
- Adam Blanton, Director of Clinical Services in SC, OVP Health

Based on the evaluation results, 93% of the participants intend to implement at least one practice improvement learned based on this training.

webinar wednesday

Palmetto Care Connections offers FREE monthly webinars on the latest telehealth trends and topics in SC through its partnership with South Carolina Area Health Education Consortium.

825 social media followers

258+ wedinar participants

1226 e-newsletter contacts

webinar topics

Highlights of Telehealth Education in SC
An Introduction to Telehealth
The Power Source Behind Telehealth
Telehealth Billing and Reimbursement for FQHC's and RHC's
A Guide to Successful Telehealth Implementation
2019 Fall Federal Telehealth Policy Update
An Innovative Approach to Chronic Disease Management

Ann Lewis, MHA
Chief Executive Officer, CareSouth Carolina, joined the PCC Board of Directors in November 2019.

Rich Rogers
Chief Information Officer at Prisma Health, received the 2019 South Carolina Chief Information Officer Lifetime Achievement Award.
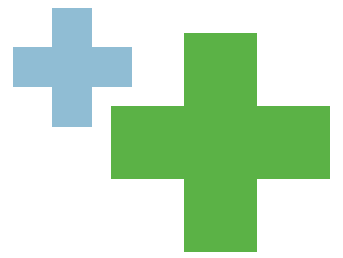
2019 board milestones

Danette McAlhaney, MD Family Practitioner and Owner of Bamberg Family Practice, opened a new medical office in Bamberg in August 2019.

Rick Foster, MD Recently retired Executive Director, Catalyst for Health, South Carolina Hospital Association, received the 2019 James E. Clyburn Health Care Leader in Public Health Award.

pccstaff members

Matt Hiatt, Kathy Rhoad,
Kathy Schwarting, Davia Smith
and Ethan Kemp take a break
from a two-day planning retreat
to visit the Charleston Aquarium.

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