

# Development of a Telehealth Workforce Pipeline

Elana Wells, MPH  
Manager, Telehealth Grant Initiatives  
Center for Telehealth  
Medical University of South Carolina

April Bateman, MHA, RRT/RCP  
Director of Clinical Education  
Respiratory Care Program  
Florence-Darlington Technical College

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# Introduction

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# *Session Objectives*

Describe the goals and objectives of the Rural Telehealth Workforce Pipeline Network.

Obtain broader understanding of telehealth workforce challenges.

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# Agenda

Background on Grant

Workforce Challenges

Key Grant Initiatives

FDTC/MUSC Collaboration

Panel

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# Grant Background

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# HRSA Background

Health Resources and Services Administration  
U.S. Department of Health and Human Services

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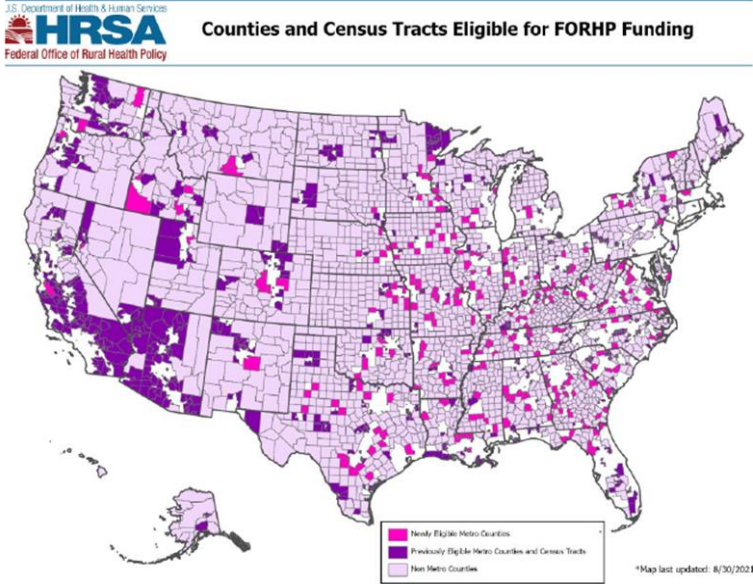
# FORHP Background

## The Federal Office of Rural Health Policy

[Authority: Section 711 of the Social Security Act]

The Federal Office of Rural Health Policy (FORHP) collaborates with rural communities and partners to support community programs and shape policy that will improve health in rural America.

<b>Cross Agency Collaboration</b>	<b>Capacity Building</b>	<b>Voice for Rural</b>
Works across HRSA, HHS, and several other federal partners to accomplish its goals	Increases access to health care for people in rural communities through grant programs and public partnerships	Advises the HHS Secretary on policy and regulation that affect rural areas



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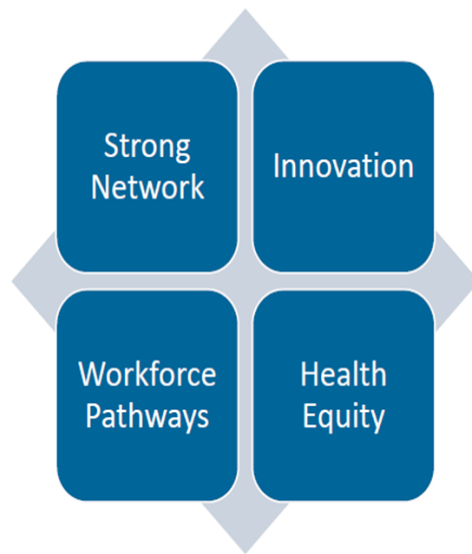
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# Rural Public Health Workforce Training Network Program Scope

**Purpose:** To expand public health capacity by supporting health care job development, training and placement in rural and tribal communities.



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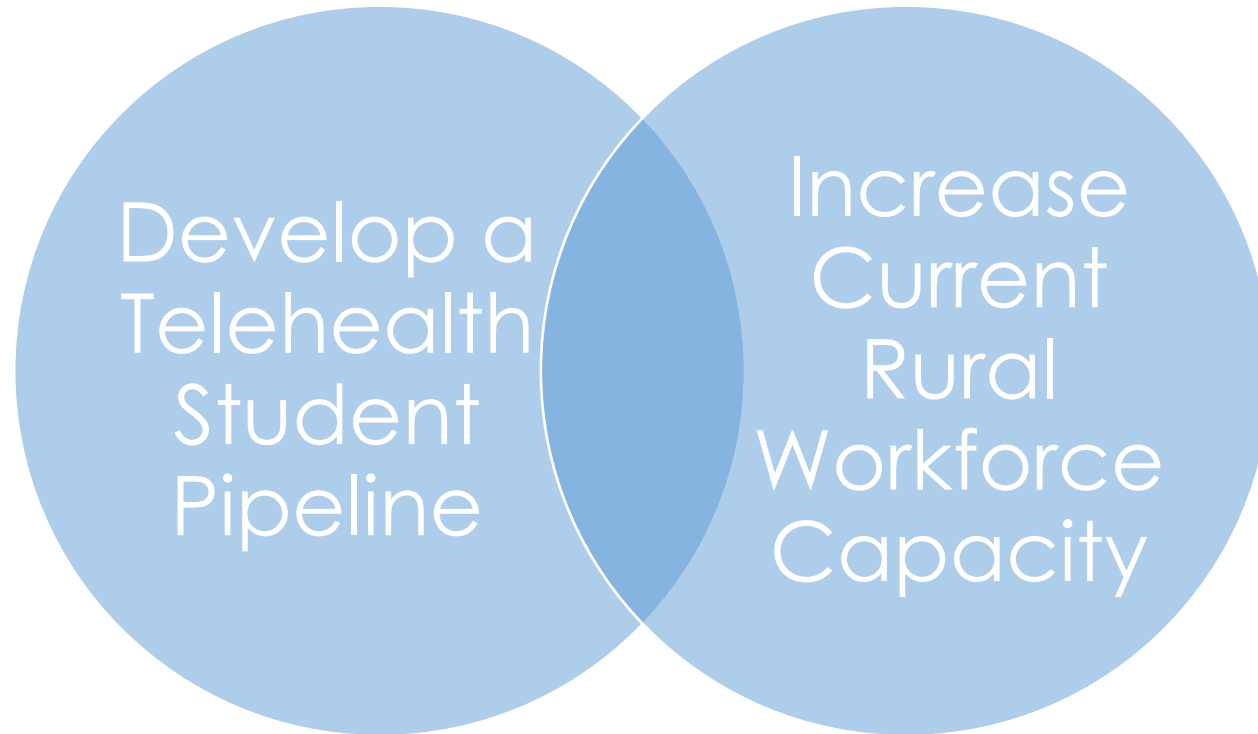
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# SC Rural Public Health Workforce Training Network (RTWPN) Program Goals:



## Grant Target Counties:

- Williamsburg
- Florence
- Marion
- Lancaster
- Chester
- Kershaw

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# Network Partners

- MUSC Center for Telehealth
- MUSC Pee Dee Division
- The Continuum
- Florence-Darlington Technical College (FDTC)
- Palmetto Care Connections (PCC)
- SC Area Health Education Center (SC AHEC & Pee Dee AHEC)

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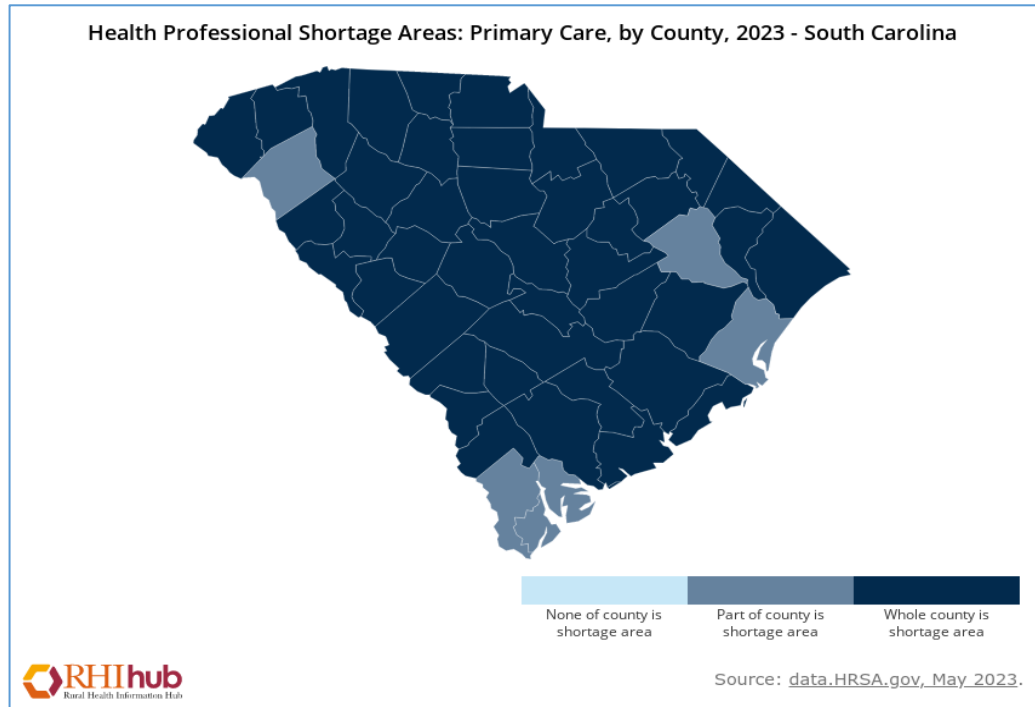


# Workforce Challenges in SC

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# SC Health Professional Shortage Areas



## HRSA designates:

- 43 counties (93.5%) as completely or partially medically underserved
- 44 counties (95.6%) as full or partial Primary Care Health Professional Shortage Areas (HPSAs)
- SC ranks 44th nationally in terms of access to care

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# Target Service Areas

RTWPN Participating Counties					
County	Dental + Mental + Primary Care Health HPSAs <sup>1</sup>	% of County Rural <sup>2</sup>	County Health Outcome Rank <sup>3</sup>	County Health Factor Rank <sup>3</sup>	County Population <sup>4</sup>
Williamsburg	X	81.9%	45	41	31,133
Florence	X	38.5%	31	23	138,566
Marion	X	60.8%	44	42	31,293
Lancaster	X	50.0%	14	16	92,550
Chester	X	71.8%	13	36	32,301
Kershaw	X	57.7%	29	11	65,036

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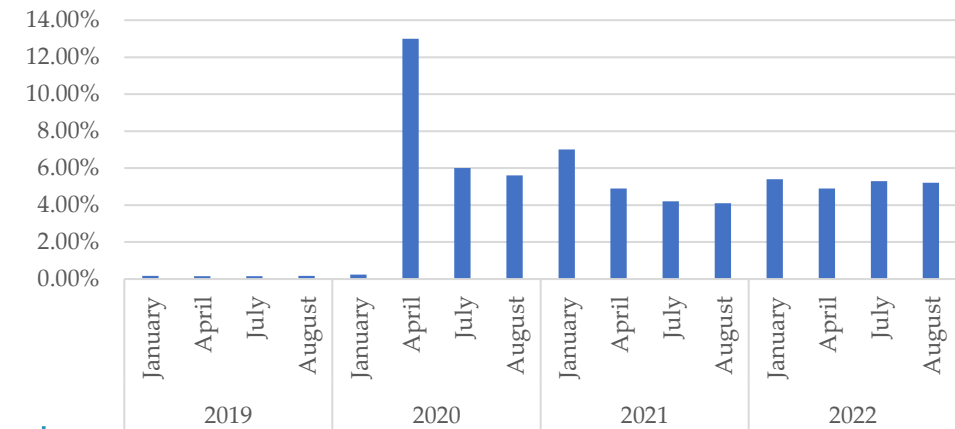




# Increase in Telehealth & Workforce Need

- Telehealth utilization is significantly greater than pre-pandemic levels<sup>5</sup>
- There is a need to develop telehealth student pipelines particularly in rural communities
- Data from a study in NC indicate that the majority of nursing students graduating from Associate Degree programs remain in their local communities<sup>6</sup>
- Students matriculating through technical college programs may be more likely to remain in the local community following graduation if a pipeline is created to connect them to local health care facilities

Percent of Claims that are Telehealth  
(based on FAIRHealth Regional Telehealth Tracker)



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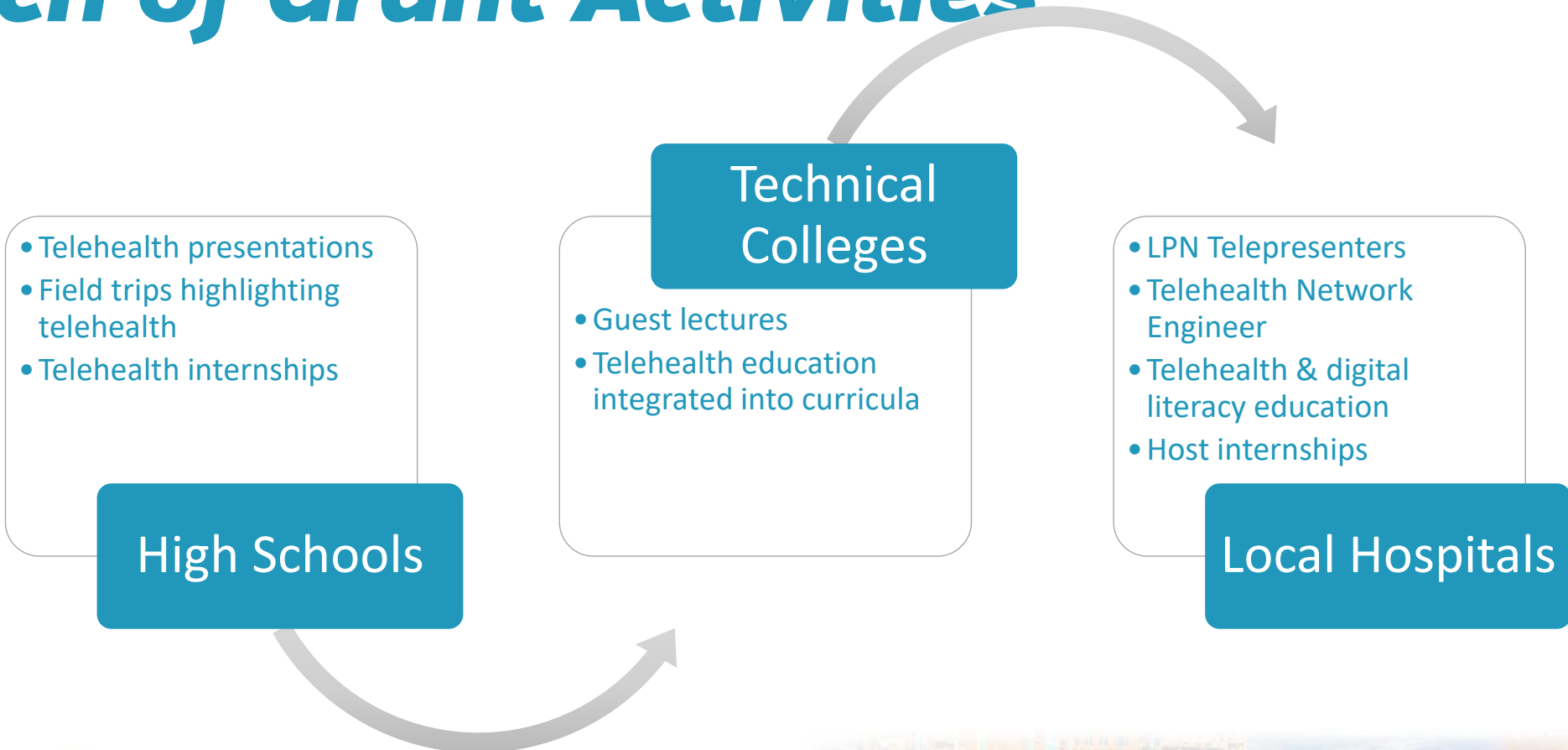


# Key Grant Initiatives

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# Reach of Grant Activities



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# Key Activities to Date

## High Schools

- Delivering telehealth presentations to local high schools through partnership with Pee Dee AHEC
- Launching a telehealth internship at Black River Medical Center (BRMC) next summer
- Collaborating with school district to visit the Center for Telehealth in the spring

## Technical Colleges & Programs

- **FDTC Engagement:**
  - Guest lectures
  - Two modules permanently integrated into:
    - Certified Nursing Assistant (CNA)
    - MUSC/FDTC Patient Care Technician (PCT) Apprenticeship
- **Marion County School of Practical Nursing:**
  - PCC provided Licensed Practical Nurse (LPN) students digital literacy education

## Local Hospitals

- Hired 3 roles dedicated to enhancing telehealth at two rural hospitals:
  - Two LPN Telepresenters hired to support hospital-based telehealth services at BRMC and Kershaw Medical Center
  - Hired Telehealth Network Engineer at BRMC

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# Student Data

Students Reached, Spring 2023-October 2023	
Program	# of Students Reached
LPN	13
CNA	38
PCT	15
Computer Technology	55
Health Information Management	14
High school students	62
<b>Total:</b>	<b>197</b>

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# MUSC & FDTC Collaboration

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# ***Background on FDTC***

- FDTC was established in 1963 and serves Florence, Darlington, and Marion counties. The main campus of FDTC is located in Florence, SC with 5 satellite campuses across the Pee Dee Region in downtown Florence, Lake City, Marion and Hartsville.
- FDTC provides a student-centered experience through technical education, workforce development training, and economic development activities.
- FDTC offers degree, diploma and certificate programs in over 75 fields of study that support economic development and meet the needs of the workforce in the Pee Dee region.

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# Collaboration with MUSC: CNA / PCT Apprenticeship

MUSC piloted telehealth education in CNA & PCT classes



MUSC optimized telehealth education based on student and instructor feedback



Telehealth Education permanently integrated into CNA curriculum using a Train-the Trainer approach reaching 150 students annually!

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# Telehealth CNA Module Integration

- MUSC developed two modules:
  - “Introduction to Telehealth”
  - “Telehealth and Nursing”
- Collaborated to develop train-the trainer materials
- MUSC offered an in-person training for all CNA instructors which included:
  - Modules with corresponding script
  - Small stipend for the instructors’ time to participate in the training
- Reached 38 students in Sep & Oct
- Over 90% of students reached indicated that they are interested in using telehealth in their work



**FALL CLASSES**  
at the  
*Continuum*

**NEW Certified  
Nursing Assistant (CNA)  
class begins October 2**

Limited scholarship funding for tuition support

To register, or for additional information, please contact  
Angela Lloyd at 843.413.2724 or [angela.lloyd@fdtc.edu](mailto:angela.lloyd@fdtc.edu)



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# Workforce Panel Discussion

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# Meet the Panelists

**Lauren Holland,  
Ed.S., Ed.D.**

Associate Vice  
President of  
Corporate &  
Workforce  
Development  
FDTC



**Jeanette Altman,  
MEd**  
Executive Director,  
Continuum



**LeeAnn Hayes**

Workforce  
Development  
Coordinator  
MUSC Pee Dee  
Divison



**James McElligott,  
MD, MSCR**

Telehealth Executive  
Medical Director  
MUSC



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# Wrap-up

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