

PLENARY SESSION



12TH
ANNUAL
TELEHEALTH
SUMMIT
OF SOUTH CAROLINA

OCTOBER 28-30, 2024

The State of Virtual Solutions in South Carolina

Tuesday, October 29
9:15 AM - 10:00 AM



Moderator
Dunc Williams, MHA, PhD
MUSC College of Health Professions



Marc Heincelman, MD, MPH
MUSC College of Medicine



Shay McLeod, MSN, RN
MUSC Center for Telehealth



Melanie Waggener, BSN, RN
Hampton Regional Medical Center

The State of Virtual Solutions in South Carolina

Marc Heincelman, MD, MPH

Associate Professor of Medicine, MUSC Charleston Division Chief of Hospital Medicine (Panelist)

Shay McLeod, MSN, RN

Nurse Manager, Acute Services, MUSC Center for Telehealth (Panelist)

Melanie Waggener, BSN, RN

Chief Nursing Officer, Hampton Regional Medical Center (Panelist)

Dunc Williams, PHD, MHA

Associate Professor, MUSC College of Health Professions (Moderator)

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THE WESTIN HILTON HEAD ISLAND RESORT AND SPA



MEDICAL TECHNOLOGY

Disclosures

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MEDICAL TECHNOLOGY

Medical University of South Caro

- Vision is to preserve and optimize human life in South Carolina and beyond
- MUSC Health Charleston is the state's only comprehensive academic medical center
- 32% of South Carolina residents (1.6 million) live in rural areas¹

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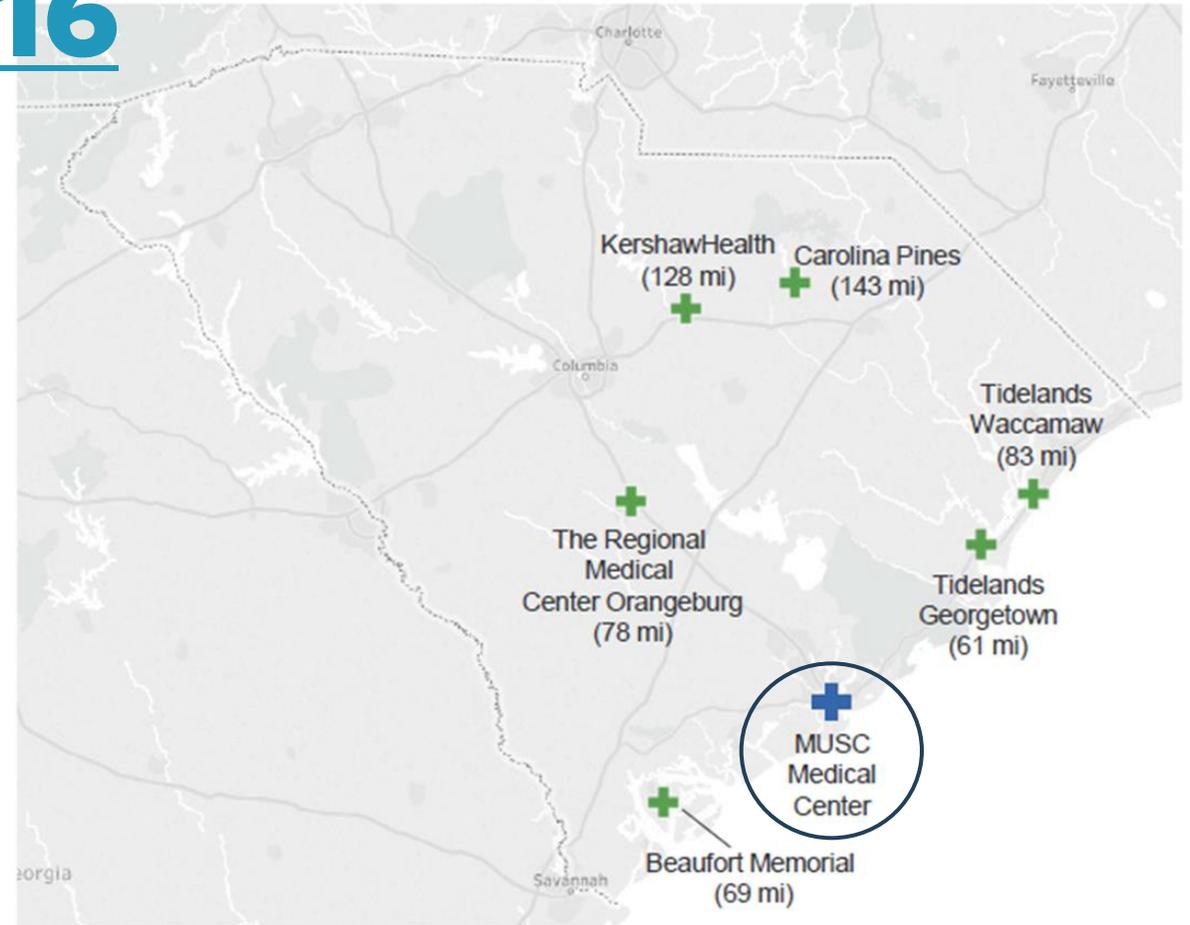
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MEDICAL TECHNOLOGY

MUSC Health in 2016

- 1 hospital located in Charleston, SC
- 800-bed academic medical center
- 6 formal affiliates
- If we are truly the Medical University of South Carolina, as opposed to Charleston, growth is absolutely needed to achieve our vision



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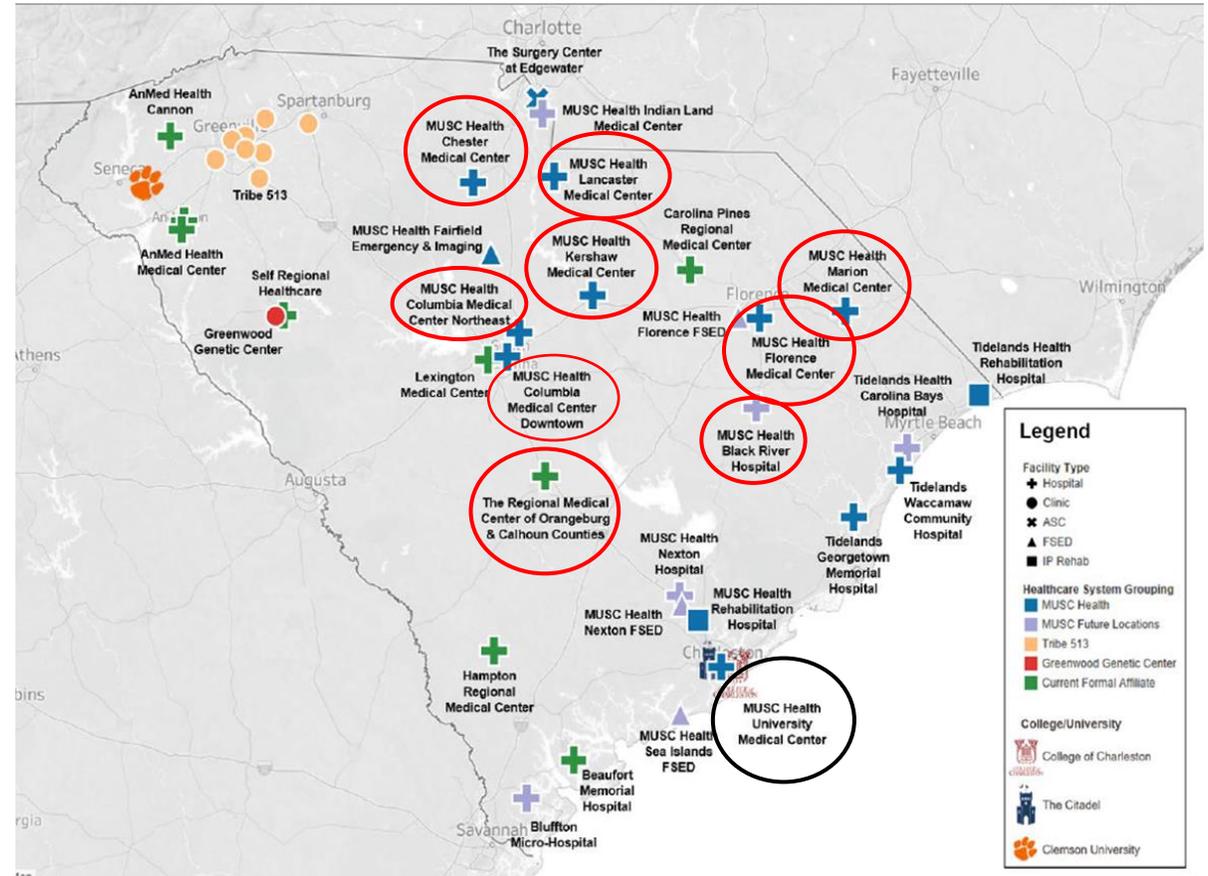
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MEDICAL TECHNOLOGY

MUSC Health in 2023

- MUSC Health: 9 hospitals within 4 regional health networks
- Multiple additional formal affiliates



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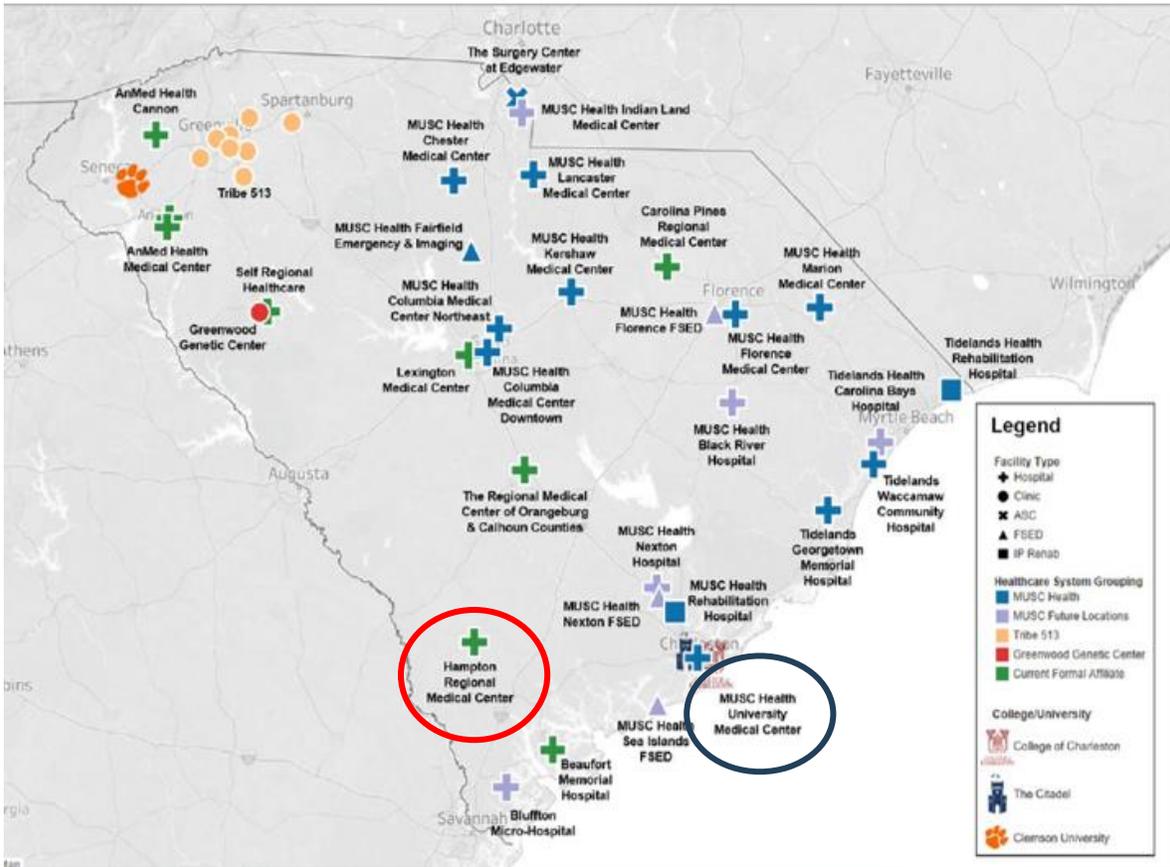
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MUSC Rural Hospital Coverage - 2019



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MEDICAL TECHNOLOGY

Rural Hospital Challenges

- Rural hospitals are closing
 - Rural hospitals make up ~35% of all hospitals in the US²
 - 192 rural hospitals closed between 2005-2023²
 - 4 hospital closures in South Carolina
- 10% of physicians practice in rural areas²
- Outmigration and/or bypassing of the local rural hospitals to bystander hospitals remains problematic and impacts a community's access to healthcare and the long-term business viability of the city³
 - Rural hospitals supported 1 in 12 rural jobs in the US in 2020²

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MEDICAL TECHNOLOGY

Hampton Regional Medical Center by the Numbers

- 30-bed rural, community hospital in Varnville, SC that opened in 1950
 - New building developed in 2008⁴
- Primarily serves patients of Hampton and Allendale Counties, ranked 43rd and 46th out of 46 counties respectively in SC's County Health Outcomes report⁵
- HRMC located in close proximity to 2 SC counties that experienced hospital closures over last decade

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Hampton Regional Medical Center by the Numbers

- HRMC is one of the largest employers in the region resulting in a significant economical impact to the region if closed
- 85% of its residents receive inpatient medical care outside their home facility resulting in 30-40% occupancy rate⁴
 - ADC ~8 patients
- 2019 - HRMC loses its' hospitalist provider

MUSC-HRMC Partnership in 2019

- Goal: Concerted partnership between HRMC and MUSC to provide a sustainable care delivery model for HRMC and ensure important healthcare is delivered within the community
- SC Dept of Health and Human Services Funding



Tele-hospitalist Care Delivery Model

- MUSC hospital medicine physicians partnering with onsite HRMC APPs to provide coverage of all admitted patients
- Tele-hospitalist requirements:
 - Daily videoconferencing on all new admissions and ICU patients
 - Additional videoconferencing available prn based on clinical scenario
 - 24/7 pager coverage for any acute issues
- Providing MUSC physician coverage reassures local community they are receiving high-quality evidence-based medicine and instills confidence to stay locally at HRMC
- Tele-consultation services: infectious disease, neurology, nephrology, psychiatry, and critical care

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MEDICAL TECHNOLOGY

Technology

- HRMC EHR: Meditech
- Video Conferencing Platform: Teladoc
- Video Conference Vehicle: Telehealth Cart



MUSC Center for Telehealth



- Center for Telehealth
 - Over 100 unique telehealth services
 - Nearly 350 sites across South Carolina
 - 40+ hospitals, 90+ schools, 100+ community clinics and other facilities
 - Most sites are in partially or fully medically underserved areas
- National Telehealth Center of Excellence (COE)
 - HRSA designated MUSC as one of two COEs in 2017
 - Goal of COE is to fill important gaps in the national telehealth landscape through a combination of ongoing regional and national collaborations, as well as proactive dissemination of telehealth resources
- South Carolina Telehealth Alliance (SCTA)
 - MUSC oversees the statewide strategy and aligned funding for telehealth expansion in SC



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MEDICAL TECHNOLOGY

MUSC-HRMC Key Outcome Measures

- 4% reduction in outmigration
- Increase in emergency department admissions to HRMC
- 24% increase in average daily census
- Ability to keep sicker patients locally; increase in case mix index
- Decrease in 30-day readmissions
- Ability to support HRMC and community during COVID-19 pandemic

References

1. State-level Urban and Rural Information for the 2020 Census and 2010 Census.
2. The Cecil G. Sheps Center for Health Services Research
(<https://www.shepscenter.unc.edu/programs-projects/rural-health/rural-hospital-closures/>).
3. Ramedani S, George DR, Leslie DL, Kraschnewski J. The bystander effect: Impact of rural hospital closures on the operations and financial well-being of surrounding healthcare institutions. *J Hosp Med.* 2022;17:901-906. doi:10.1002/jhm.12961
4. MUSC Health and Hampton Regional Medical Center: Hospital transformation and Sustainability Plan. White Paper. June 2019
5. University of Wisconsin Population Health Institute, School of Medicine and Public Health; Robert Wood Johnson Foundation. (2018). Retrieved from <http://www.countyhealthrankings.org/app/southcarolina/2018/rankings/allendale/county/outcomes/overall/snapshot>

Panel Discussion

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