

ANNUAL REPORT

 **DIGITALLY**
INTEGRATED

TECHNOLOGY

BROADBAND

TELEHEALTH

EDUCATION

2023



**PALMETTO
CARE
CONNECTIONS™**
technology. broadband. telehealth.



WHAT WE ASPIRE TO BE

OUR VISION

Every South Carolinian is connected to healthcare services

WHO WE ARE

OUR MISSION

To improve access to healthcare services in rural and underserved communities in South Carolina through telehealth, technology, broadband and education.

WHAT WE DO

OUR VALUES

- Transform healthcare delivery
- Build trusted relationships
- Empower communities
- Innovative solutions
- Keep healthcare local
- Inclusion
- Equitable access
- Advocate

WHAT WE DO

FOCUS AREAS



Technology



Broadband



Telehealth



Education

 **\$6,824,818**

Direct Community Economic Impact

One way to determine the impact an organization has in the communities it serves is to utilize an Economic Impact Analysis Tool. The tool calculates how the organization's funding flows through the economy causing "ripples and downstream effects". The dollars the organization receives and spends generates positive economic impact in the areas served.

There are many tools available to calculate EIA. Palmetto Care Connections utilizes a EIA tool originally developed by the NORC Walsh Center for Rural Health Analysis and the Rural Health Information Hub.



\$15M

Funding secured by Palmetto Care Connections since its inception that has directly impacted rural and underserved communities in South Carolina.



HIGHLIGHTS



\$51+M

SC Broadband Savings



\$87+M

National Broadband Savings



\$3M

Grant Funding



2700+

Educational Reach



1370

Community Digital Literacy Graduates



1034

Corporate Digital Literacy Graduates



407+

Managed IT Service Workstations



125

Telehealth Carts Deployed and Supported

BOARD OF DIRECTORS



Danette McAlhaney, MD

Chair

Family Practitioner, Owner
Bamberg Family Practice



Rich Rogers

Vice Chair

Senior Vice President
Chief Information Officer
Prisma Health



Meera Narasimhan, MD, DFAPA

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Professor and Chair,
Department of Neuropsychiatry
and Behavioral Science
Senior Medical Director
Behavioral Health
Prisma Health (Midlands)
and Special Advisor to USC President
Healthcare Innovations
University of South Carolina



Christian Soura

Secretary

Vice President of Corporate
Financial Operations
McLeod Health



Nate Henderson, MD

Chief Medical Officer
BlueCross and BlueShield
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Ann Lewis, MHA

Chief Executive Officer
CareSouth Carolina, Inc.



John H. Magill

Retired State Director
South Carolina
Department of Mental Health



James McElligott, MD, MSCR

Executive Medical Director
Center for Telehealth
Medical University of South Carolina
Co-Chair, South Carolina
Telehealth Alliance

PALMETTO CARE CONNECTIONS BOARD MEMBER 2010 - 2023



Tribute
to
**DR. RICHARD
FOSTER**

1954-2023

LETTERS FROM OUR LEADERSHIP

Wow, what an amazing year 2023 has been for digital integration through telehealth expansion, broadband connectivity and digital health equity. At Palmetto Care Connections (PCC), we are constantly working to close the digital divide with each new day!

It was a proud moment when PCC was chosen by a national non-profit, The Healthcare Leadership Council, to receive the “Redefining American Healthcare Award” in the spring of 2023. Our very own Congressman Jim Clyburn was front and center at this monumental event. PCC has worked diligently over the past 14 years to increase access to healthcare services for all rural and underserved communities. It is an honor and privilege to serve both the healthcare provider and patient community offering broadband savings, managed IT solutions, telehealth readiness assessments and implementation assistance, telehealth educational opportunities and digital inclusion services.

Although PCC and its Board of Directors experienced many amazing accomplishments and accolades last year, we were not spared from tragedy and heartbreak as we lost one of our founding board members and Chairman – Rick Foster, MD. He served as a mentor to the PCC Team for many years and as one of the inspirations for the creation of PCC’s Palmetto Connect Digital Inclusion Program. His passion and desire for improved health equity for all was always a driving force in his life. Our lives will forever be impacted by his beliefs and his values. We plan to continue our work with his values in mind along with the guidance of the full Board of Directors.

This Annual Report reflects PCC’s commitment to increased healthcare access and improved health equity in an environment where the patient is always front and center in our programs and services. I’d like to acknowledge the team members of PCC for their hard work and commitment to our vision and mission and also show our appreciation for collaboration with our partner organizations. Thank you!



Kathy Schwarting, MHA
Chief Executive Officer
Palmetto Care Connections



Danette McAlhaney, MD
Board Member Chair
Bamberg Family Practice

As the Chair of the Board of Directors for Palmetto Care Connections, I am pleased to share with you the 2023 Annual Report that is reflective of the great work of this unique team. Not only do I have the opportunity to help direct and shape the path of many of PCC’s activities, but my own rural health clinic, Bamberg Family Practice, is on the receiving end of many of its services and programs. With PCC’s support, we have been able to implement remote patient monitoring services and extend primary care services throughout our rural service area utilizing telehealth expansion through partnerships with local schools, local pharmacies, our local office on aging and a public housing establishment to name a few. This year’s Annual Report highlights PCC’s passion and commitment to increase access to care on local, state, and national levels.





Work Hard... Play Hard... Makes a well rounded team!



REDEFINING AMERICAN HEALTHCARE AWARD



The Healthcare Leadership Council presented the

Redefining American Healthcare Award

to Palmetto Care Connections on February 15, 2023. The award recognizes organizations, programs, and initiatives that effectively address and improve health inequities.

“Telehealth provides a plethora of benefits to those who have access to virtual services. PCC observed that its surrounding rural communities lacked that access and utilized relationship-building, expertise and creativity to formulate a range of solutions to match the needs of its underserved neighbors, by providing devices, training, and technical support to patients, and connecting providers to federal broadband subsidies. This non-profit has become a driving force in closing the existing telehealth gaps and improving healthcare outcomes.”



*Michael Freeman
Executive Vice President
Healthcare Leadership Council*



I am proud of Palmetto Care Connections for its important work in rural South Carolina, and congratulate them for receiving the Redefining American Healthcare award. As a long-time advocate for broadband expansion, I'm impressed and thankful for Palmetto Care Connections' efforts to connect my fellow South Carolinians to new opportunities through internet and telehealth access. I know Kathy Schwarting and the Palmetto Care Connections staff will continue their hard work, and look forward to what they will achieve next.”

U.S. Congressman Jim Clyburn [SC]



CONNECTING IN SCHOOLS

In 2023, Bamberg Family Practice hired a full time Telehealth Nurse Practitioner to manage all telehealth visits including school-based telehealth appointments with Bamberg County School District. Telehealth allows students to connect with their healthcare providers while remaining at school.



doctor for but may not be able to get there. Having this option sets students up for success; they only miss 15 minutes of class versus hours in school. It is a very beneficial tool to have.”

Savannah Brown, a nurse at Bamberg-Ehrhardt High School, thinks telehealth is important to our community because it provides a means of healthcare when others may not have the option to travel to be seen by a provider. “I have been able to offer both students and staff an option for going to the doctor, here at school, not having to worry about parents needing to miss work to take their child to the doctor for something that can be done via telehealth. I love that I have this option here to offer them. I would recommend telehealth to other schools because there are many things that students need a

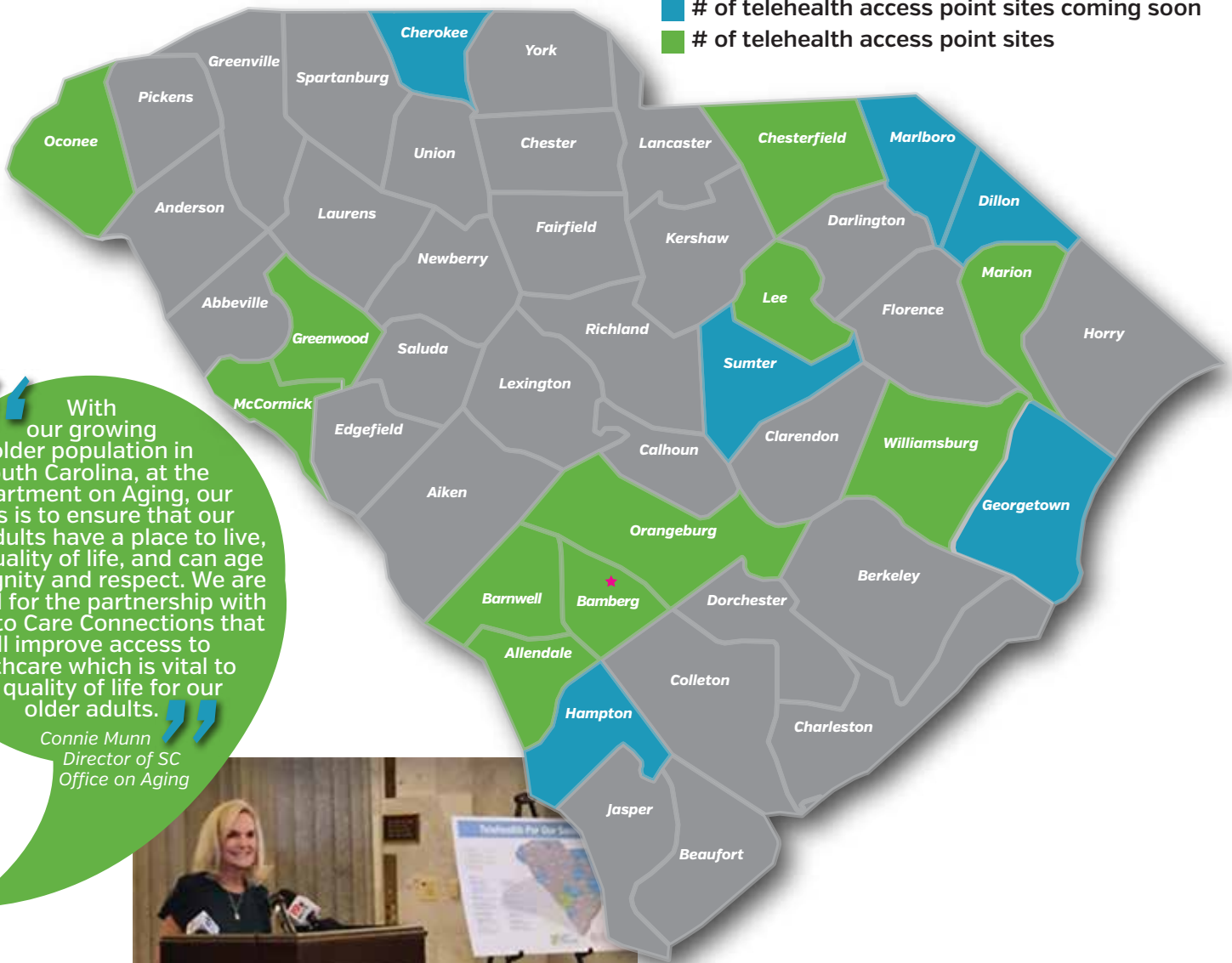


TELEHEALTH ACCESS POINTS

Palmetto Care Connections believes access begins with connecting people to resources. PCC is dedicated to meeting people where they are by creating telehealth access points within the community in churches, pharmacies, libraries, and more.

Palmetto Care Connections (PCC) and the South Carolina Department on Aging (SCDOA) announced its partnership to expand access to healthcare via telehealth in South Carolina. PCC will conduct site assessments at up to 18 rural senior centers to determine each office's telehealth readiness and broadband capabilities. Offices will then receive a telehealth cart and peripherals for area seniors to use for telehealth visits.

■ # of telehealth access point sites coming soon
■ # of telehealth access point sites



“With our growing older population in South Carolina, at the Department on Aging, our focus is to ensure that our older adults have a place to live, have quality of life, and can age with dignity and respect. We are grateful for the partnership with Palmetto Care Connections that will improve access to healthcare which is vital to the quality of life for our older adults.”

Connie Munn
Director of SC
Office on Aging



CONNECTING IN SENIOR CENTERS

Palmetto Care Connections celebrated the launch of telehealth services at the Bamberg County Office on Aging. Seniors can connect to a local healthcare provider, Bamberg Family Practice, or their existing healthcare provider. Thank you to Senator Brad Hutto, Kathy Schwarting, Palmetto Care Connections, Kay Clary, Director of Bamberg County Office on Aging, South Carolina Lt. Governor Pamela Evette, Connie Munn, Director of SC Department on Aging (SCDOA) and Representative Mark M. Smith for providing words of support at the Telehealth Premier Event. [Pictured L to R]



CONNECTING IN LIBRARIES

Palmetto Care Connections rounded out #TelehealthAwarenessWeek in South Carolina by celebrating the launch of telehealth services in partnership with the Marion County Library System at the Nichols Branch Library. Telehealth services are also available at the Mullins Branch Library.



In a rural community like Nichols, access to primary healthcare could not be more paramount, I am proud of the partnership that has emerged between the Marion County Library System and Palmetto Care Connections. With the help of these organizations, the Town of Nichols is putting its residents needs first, while being at the forefront of healthcare innovation.

S.C. Senator Kent M. Williams





WellConnectSC

WellConnectSC, established through multiple COVID 19 grants, allows healthcare providers access to one platform for any type of telehealth consult (direct to patient, direct to a telehealth cart and remote patient monitoring). WellConnectSC is a solution placing an emphasis on providing care that is convenient, accessible, and tailored to individual patient and provider needs.



\$7.2M
FCC Grant

Palmetto Care Connections was awarded a 3 year Connected Care Pilot Grant by the FCC and this award was the second largest in the nation. The funding will provide broadband and internet access services, remote patient monitoring and video consults to 5,000 South Carolinians with a chronic health condition and it helped establish a connected care telehealth platform.

Partners:
CareSouth Carolina, Inc.
Eau Claire Cooperative Health Center
Little River Medical Center
Rural Health Services
Tandem Health
Tidelands Health

\$782K
FCC Grant

Funded by the FCC's COVID-19 Telehealth Grant, Palmetto Care Connections and Clemson Rural Health partnered to establish the SC Rural Telehealth Initiative, a consortium of healthcare providers to deploy a telehealth platform and remote patient monitoring devices.

Partners:
Allendale County Hospital
Alpha Behavioral Health Center
Clemson Health Clinic [Walhalla]
Clyburn Center for Primary Care
Little River Medical Center
Lowry's Primary Care
Williamsburg Regional Hospital

\$280K
USDA Grant

Funded by the USDA, the Emergency Telehealth Grant allowed Palmetto Care Connections to partner with numerous healthcare providers and Ironbow Technologies to put in place an app-less synchronous video solution that allows providers and patients to easily connect to provide and receive care. The funding helped lay the groundwork for the overall comprehensive Telehealth and RPM platform we have today, known as WellConnectSC.



PCC is so thankful to partner with the Center for Rural & Primary Healthcare (CRPH) to increase access to healthcare services in rural and underserved communities in South Carolina. The center supports and develops sustainable rural and primary care education and healthcare delivery in South Carolina through clinical practice, training and research. Our missions are very similar as are our values and together we can improve access to care in our rural communities.

\$517K
CRPH Grant

CRPH sees the value in empowering our rural health clinics and practices to increase access to care through the use of technology. They awarded PCC this IT Consulting grant to support 20 rural practices in South Carolina and assist them with telehealth readiness, infrastructure needs, cybersecurity and more. Many small practices and clinics do not have existing IT support and this funding will allow these clinics the technical support they need to support their patients.

\$287K
CRPH Grant

CRPH awarded PCC a Connecting Communities Grant that allows us to increase access to healthcare services by hiring two Telehealth Coordinators to support the use of telehealth through education and on site support. These Coordinators will work with rural healthcare providers as well as virtual access locations such as churches, local offices on aging, libraries, schools and community centers.



The essence of PCC's strength resides in its intimate connection with the communities it serves. Through this understanding and collaboration, PCC actively engages with rural areas, co-creating innovative solutions from within, for the betterment of rural life.

Samantha Renaud
Research Project Manager | SC CRPH



South Carolina Telehealth Alliance

The South Carolina Telehealth Alliance (SCTA) is a statewide collaboration of many organizations joining forces to expand telehealth services across the state. The SCTA Advisory Council is co-chaired by James McElligott, MD, MSCR, of the Medical University of South Carolina and Kathy Schwarting, MHA, of Palmetto Care Connections.

WEBINAR WEDNESDAY

In partnership with the South Carolina Telehealth Alliance, PCC presented the Pediatric Telehealth Educational Series.



 **146** COMBINED REGISTRANTS

1



Service Extension

2



Support Hospitals

3



Convenient Care

4



Support Primary Care

5

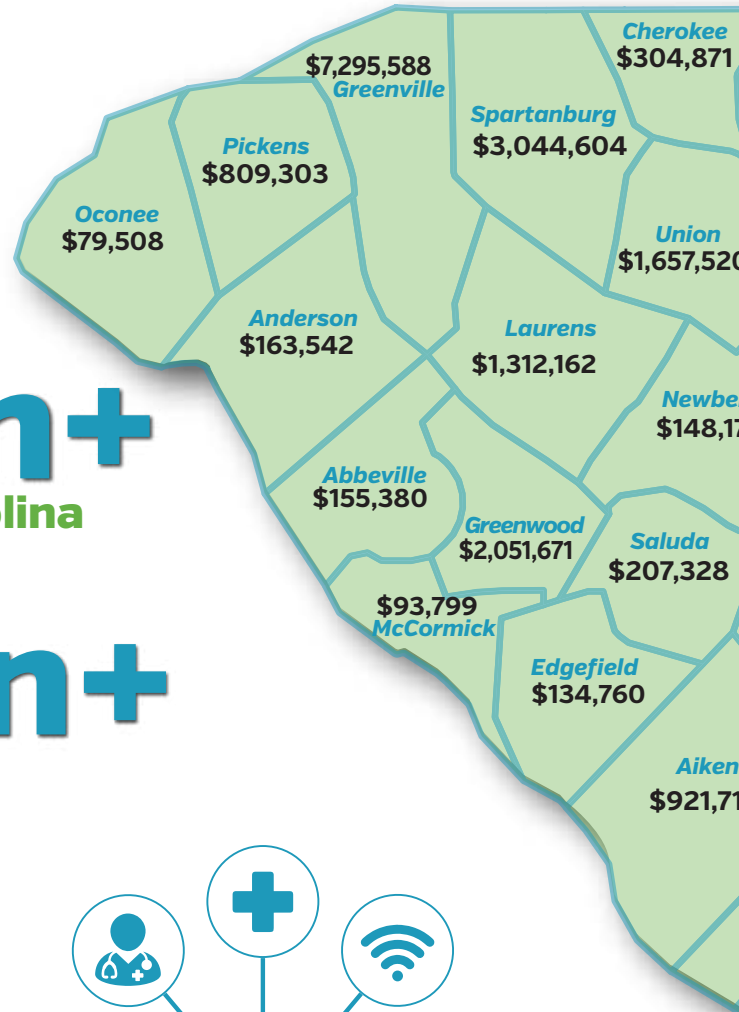


Healthy Equity



Where it all started: The day the SCTA and the PCC teams visited the South Carolina State House to advocate for the Telehealth and Telemedicine Modernization Act that is now on track to be signed into law.

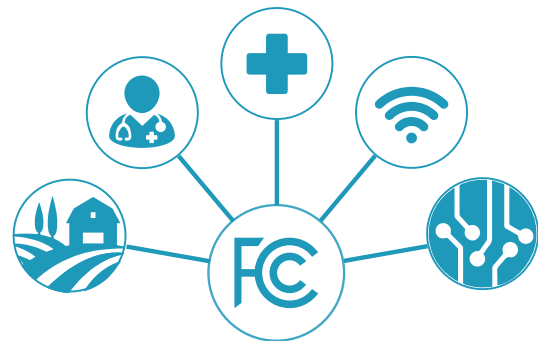
BROADBAND SAVINGS BY COUNTY SINCE 2013



\$51million+
Total Savings for South Carolina

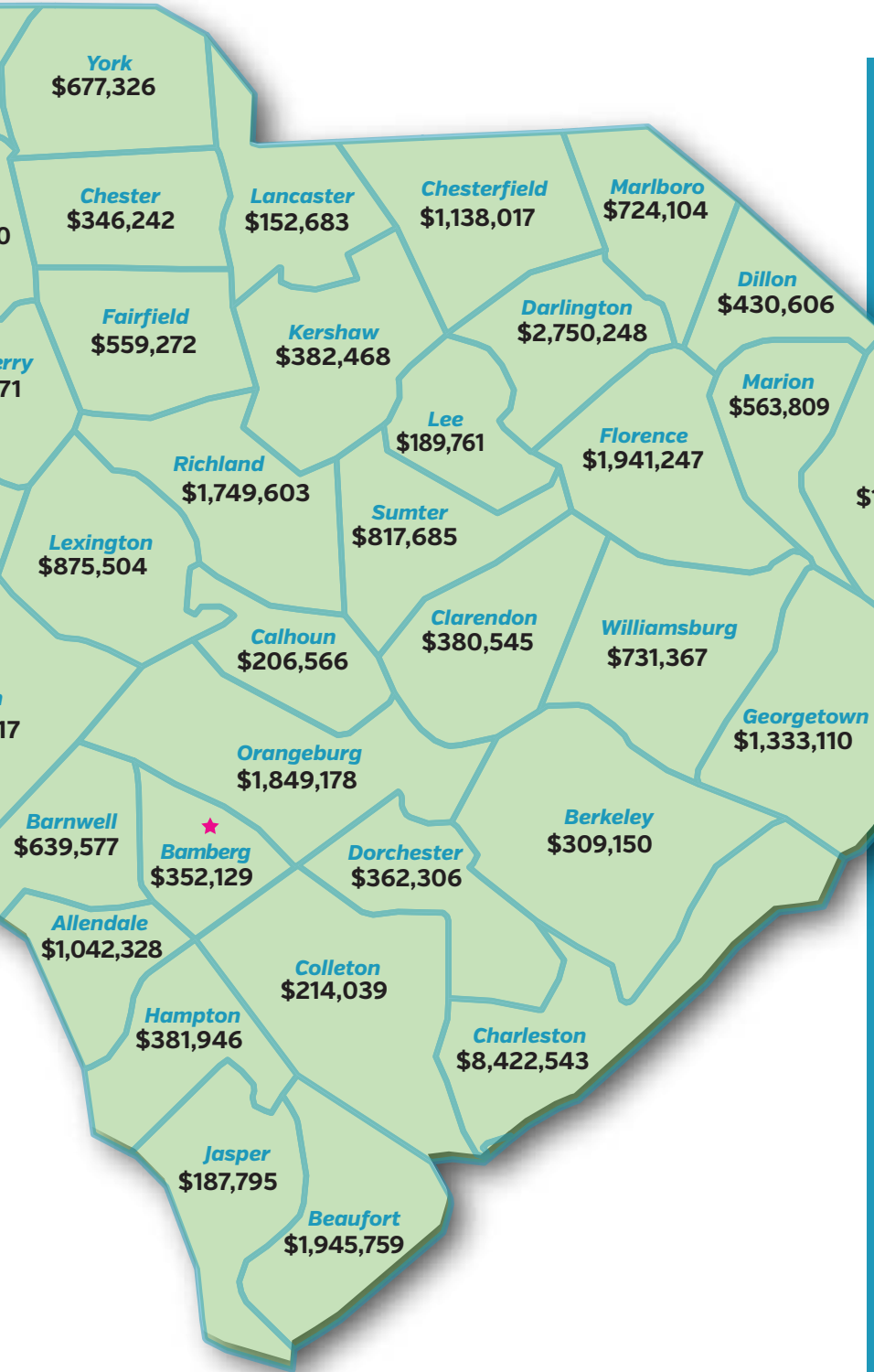
\$87million+
Total Savings Nationally

As the leader of the South Carolina Broadband Consortium (also known as PSPN), Palmetto Care Connections assists eligible healthcare providers in applying for broadband savings through the FCC's Healthcare Connect Fund Program.



Savings by eligible organization type in South Carolina

| | |
|--|--------------|
| Community Health Center | \$16,450,283 |
| Community Mental Health Center | \$2,234,069 |
| Dedicated ER of Rural, For-Profit Hospital | \$681,334 |
| Local Health Department or Agency | \$37,978 |
| Not-For-Profit Hospital | \$14,063,195 |
| Teaching Hospital or Medical School | \$12,969,643 |
| Rural Health Clinic | \$1,576,357 |
| Not-For-Profit Skilled Nursing Facility | \$920,469 |



USDA DISTANCE LEARNING AND TELEMEDICINE GRANT

\$941,917

On behalf of several members of the SC Broadband Consortium, Palmetto Care Connections was awarded \$941,917 for several of its consortium members to utilize telehealth technology to deliver medical and mental healthcare services benefitting a service area of 65,613 individuals. Partners will be able to use WellConnectSC, an existing telehealth platform that will allow each user to connect to providers of their choice via two-way, synchronous sharing of live audio, video, and data.


Partners include Little River Medical Center, Plexus Health, MUSC Health Black River Medical Center, MUSC Health Kershaw Medical Center, MUSC Health Chester Medical Center, MUSC Health Marion Medical Center, Sierra Vista Hospital, and Allendale County Hospital.

MANAGED IT SERVICES AND CONSULTING



24/7 Advanced Performance Monitoring

Reduced Business Impact




Managed Backup



Proactive Preventative Maintenance

Increased Productivity




Managed Security

For healthcare providers serving rural or underserved communities Palmetto Care Connections is proud to offer a comprehensive affordable Managed IT Solution.

As the Managed IT Provider for one of our clients Tri-County Commission on Alcohol and Drug Abuse, Palmetto Care Connections was honored to bring the latest technology design and installation for their new psychiatric residency building in 2023.



MEET OUR TECH TEAM



Matt Hiatt, MSIT, PMP
Chief Technology Officer



Liz Saitz
Project Coordinator



Teddy Hodge
Network Analyst

“ Palmetto Care Connections tailored the project to fit our needs. We are beyond satisfied with the work they’ve done. We had to rely on their expertise heavily and they made it an enjoyable experience with clear communication, by giving us options that saved us money and they met all of our deadlines. I cannot recommend them enough! ”

Jennifer Gilley
Operations Manager
Aiken Center

MANAGED IT SERVICE CLIENTS

Allendale County Hospital



Fairfax, SC

Carolina Medical Associates



Fairfax, SC

Laffitte Warren Medical Center



Allendale, SC

Alpha Center



Camden, SC



Chesterfield, SC



Bishopville, SC

Bamberg Family Practice



Bamberg, SC

Fairfield Behavioral Health Services



Fairfield, SC

Hampton Regional Medical Center



Hampton, SC

Lake City Family Medicine



Lake City, SC



Kingstree, SC



Just wanted to again say how incredibly grateful for your help the past 3 days with the phone installation fiasco. You all went above and beyond and there is no doubt if you hadn't been there, we'd still be without phones. It's refreshing and comforting to know we have a great partner with Palmetto Care Connections. Kathy, I'm sure you know this but you have assembled a great team with Matt, Teddy and Liz. Again, THANKS!

*Mike Dennis, Executive Director
Tri-County Commission on Alcohol and Drug Abuse*



Tri-County Commission on Alcohol and Drug Abuse



Orangeburg, SC



Santee, SC



Bamberg, SC

TELEHEALTH AND DIGITAL EQUITY EDUCATION

11TH Annual Telehealth Summit of South Carolina December 4 - 6, 2023 Greenville, South Carolina

Palmetto Care Connections hosted its 11th Annual Telehealth Summit of South Carolina in Greenville on December 4-6, 2023. The Summit continues to serve as the largest telehealth educational event in the state bringing together physicians, researchers, social workers, mental health professionals, legislators, and more.



Diamond Sponsor

SC Telehealth Alliance

Platinum Sponsors

McLeod Health
MUSC Health
Prisma Health
SC Department of Health and Human Services
SC Department of Mental Health
SEGRA

Gold Sponsors

BlueCross BlueShield of SC
Pfizer

Silver Sponsors

Caregility
Clemson Rural Health
Humana
Kajeet
Sevaro
SC Primary Health Care Association
Spectrum
Welvista

Bronze Sponsors

Doxy.Me
SC Office of Rural Health
Hicity Health
SC Broadband Office
Southeastern Telehealth Resource Center
SC AHEC
T-Mobile
Universal Service Administrative Company
University of SC School of Medicine

Networking Reception Sponsors

Carium
Iron Bow
Pexip

TELEHEALTH AWARD WINNERS



State Telehealth Champion

Kathryn King, MD
Medical University of SC
(Pictured is Danette F. McAlhane, MD, Kathryn King, MD, and SC Senate President Thomas Alexander)



South Carolina Telehealth Pioneer

Divya Ahuja, MD
Prisma Health
(Pictured is Danette F. McAlhane, MD, Divya Ahuja, MD, and SC Senate President Thomas Alexander)



Rick Foster Primary Care Telehealth Champion

Rick Foster, MD
(Pictured is Danette F. McAlhane, MD, Ashlee Parra, Rick Foster's Daughter, and SC Senate President Thomas Alexander)



South Carolina Telehealth Program of Excellence

South Carolina Department of Mental Health Community Telespsychiatry Program
(Pictured is Danette F. McAlhane, MD, Debra Blalock, Robert Bank, MD, and SC Senate President Thomas Alexander)



Digital Health Equity State Champion

Kathy Schwarting, MHA
Palmetto Care Connections



State Telehealth Legislative Champion

The Honorable Bill Herbkersman
(Pictured is Danette F. McAlhane, MD, The Honorable Bill Herbkersman and SC Senate President Thomas Alexander)



Telehealth Innovator

Marc Bingham, MD
(Pictured is Danette F. McAlhane, MD, Marc Bingham, MD, and SC Senate President Thomas Alexander)



Programmatic Poster Award Winner

Impact of Remote Patient Monitoring (RPM) on 12 month BP Outcomes: An Innovative Approach to Hypertension Management
(Pictured is Danette F. McAlhane, MD, Caroline Wallinger, Dawn Dericke and SC Senate President Thomas Alexander)



Scientific Poster Award Winner

Vape X: A Digital Vaping Cessation Intervention for Adolescents with Depression
(Pictured is Danette F. McAlhane, MD, Olivia Levins, and SC Senate President Thomas Alexander)



People's Choice Poster Award Winner

Get by With a Little Help From: Telehealth Centralized Support
(Pictured is Danette F. McAlhane, MD, Peter Gardella, Renee Barber, Cortney Belton, Bryna Rickett and SC Senate President Thomas Alexander)

TELEHEALTH AND DIGITAL EQUITY EDUCATION



From left to right, members of the 2023 Legislative Panel included Senate President Thomas Alexander, Sen. Danny Verdin, Rep. Sylleste Davis, Rep. Bill Herbkersman, Rep. Bill Clyburn, and Rep. Mark Smith.

TELEHEALTH AWARENESS WEEK



During Telehealth Awareness Week, PCC partnered with the Marion County Library System to host a Telehealth Premier Event to celebrate the launch of telehealth services at the Nichols and Mullins Library Branches.



PCC kicked off Telehealth Awareness Week with a press conference at the SC Statehouse to announce its partnership with the SC Department on Aging to increase telehealth access points at 18 senior centers in South Carolina.

DIGITAL INCLUSION WEEK

In observance of Digital Inclusion Week, PCC hosted a webinar “The Affordable Connectivity Program and You” to increase awareness of affordable internet solutions and benefits in the community.



Digital Inclusion

In 2021, Palmetto Care Connections piloted its first digital literacy training class to connect seniors with their healthcare providers using telehealth on tablets. With the support of sponsors, partners, and many supporters, PCC has provided community and corporate trainings to nearly **2,500** South Carolinians.



1370
Community
Graduates



1034
Corporate
Graduates



15
Total Counties
Impacted in SC

GRADUATE SPOTLIGHT *Jessie Sinkler*

At 95 years old, Ms. Jessie Sinkler of Richland County enrolled in PCC's digital literacy training. One of her favorite activities on the tablet is to play Solitaire. When asked what inspired her to take the class, Ms. Sinkler emphasized the importance of being an active learner throughout life.



GRADUATE SPOTLIGHT *Jannette Bennett*

Jannette Bennett participated in PCC's digital literacy pilot program in 2021. At the time of training, she was 65. Since the training, she continues to use her tablet to check email, get on zoom, and participate in Ehrhardt Pharmacy's online health classes. Ms. Bennett shared that she loved the digital literacy training, her class, and the teachers.



Thank You to Our 2023 Digital Inclusion Sponsors, Partners, and Supporters!

- Absolute Total Care
- Bamberg County Library
- Barnwell County Library
- Estill Public Library
- Family Solutions
- Lake View Library
- Local Initiatives Support Corporation
- Lee County Council on Aging
- Marian Wright Edelman Public Library of Marlboro County
- Marion County Adult Education
- Marion County Library-Nichols Branch
- Medical University of South Carolina
- Olive Branch AME Church
- Orangeburg County Library
- Rock Hill AME Church
- Rural Local Initiatives Support Corporation
- Swansea Senior Center
- SC Department on Aging
- SC Department of Health and Human Services
- SC Office of Rural Health
- T-Mobile

Digital Inclusion

2023 DASHBOARD



Digital Literacy Training

380

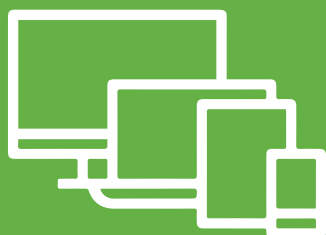
Training Graduates

300+

Corporate Training Graduates

20+

Train the Trainer Graduates



Digital Devices

9

Tablets

371

Laptops

66

MiFi's



Affordable Internet Solutions

10

Enrolled Events

721

Affordable Connectivity Program Applications Distributed

248

People that received ACP and Lifeline Application Assistance



Online Content and Applications

46

Digital Resource Guides

3

Online Modules Released



Technical Support through Call Center

200+

Hours of Phone Support



24+

Online Office Hours



135+

Hours of in Person Support

Digital Inclusion

Digital Literacy Trainings & Digital Devices

Combating Social Isolation

With funding from the South Carolina Department on Aging, PCC trained 60 community members in Charleston, Hampton, and Lexington counties to combat social isolation. PCC partnered with the Estill Library, Swansea Senior Center, and Olive Branch AME Church (Mt.Pleasant) as training sites.



Expanding Digital Navigation

PCC was awarded \$20,000 to expand its digital navigation services to 60 Hampton County residents. As a part of the Palmetto Connect Digital Inclusion Program, PCC's provides assistance with accessing affordable internet service and digital devices. PCC partnered with the Hampton County Library and Hampton County Council on Aging to reach the community.



Increasing Health & Digital Literacy To Improve Maternal Health

Palmetto Care Connections received \$74,200 from Family Solutions, a program of the SC Office of Rural Health, and Absolute Total Care as an initiative to train 200 mothers on health and digital literacy skills, provide them with a device at no cost, and assist with affordable internet solutions applications. Training materials included instruction on how to navigate patient portal apps, research health related information, telehealth appointments, internet safety and more. Through this initiative, PCC launched a "train the trainer" model by training the Family Solutions staff to reach mothers unable to attend the in-person trainings.



Strengthening the Workforce

In partnership with the Medical University of South Carolina and Florence Darlington Technical College, PCC provided digital literacy training to 20 licensed practical nurse students. This training is a part of the SC Rural Telehealth Workforce Network Pipeline Network to develop a telehealth student pipeline and increase the current workforce capacity in Williamsburg, Florence, Marion, Lancaster, Chester, and Kershaw counties.



AFFORDABLE INTERNET SOLUTIONS

Palmetto Care Connections is an outreach partner for the Federal Communications Commission's (FCC) Affordable Connectivity Program (ACP). PCC incorporates education about the Lifeline Program, Affordable Connectivity Program, and low-cost internet plans in the digital literacy trainings.

Affordable Connectivity Outreach Grant Award

Palmetto Care Connections was awarded \$374,947 to increase awareness and enrollment in the Affordable Connectivity Program, a benefit to assist households with affordable internet, in South Carolina. PCC hosted and attended enrollment events in Allendale, Bamberg, Barnwell, Berkeley, Charleston, and Williamsburg counties. PCC's Digital Navigator was able to distribute and provide affordable internet solution assistance to 969 community members.

\$374,947

AFFORDABLE CONNECTIVITY OUTREACH GRANT AWARD



Digital Inclusion

ONLINE RESOURCES & TECHNICAL SUPPORT



ONLINE MODULES

Palmetto Care Connections launched 3 online modules that are free on its website:

How to do a Telehealth Visit
Email Basics
How to Use the Internet Safely

3

ONLINE
MODULES



ONLINE RESOURCES

PCC published a statewide Digital Resource Guide that can be used to help consumers locate digital devices and internet on-the-go at businesses in South Carolina. The guide also includes a list of internet service providers available by county.

46

DIGITAL RESOURCE
GUIDES



TECHNICAL SUPPORT

Palmetto Care Connections provides phone, online, and in person technical support to its digital literacy training participants.

359

HOURS OF
TECHNICAL SUPPORT



ON NATIONAL TELEVISION

PCC was featured on Advancements, a series hosted by Ted Danson, to highlight PCC's impact on broadband, technology, and telehealth in South Carolina.



IN THE NEWS

PCC, Department on Aging Announce Statewide Expansion of Telehealth. Up To 18 Health Offices To Be Assessed For Innovative Telehealth Carts

Palmetto Care Connections (PCC) and the South Carolina Department on Aging (SCDOA) celebrated the ceremonial signing of a Memorandum of Agreement expanding access to telehealth care for thousands of South Carolinians. PCC will conduct site assessments at up to 18 rural senior centers to determine each office's telehealth readiness and broadband capabilities. Each office will then receive a telehealth cart for area seniors to use for telehealth visits. The carts, provided by PCC for deployment, would be available for those who may otherwise not have adequate access to healthcare.



Collaborating with Director Connie Munn and her impressive team at SCDOA we have done great work and made significant progress toward putting telehealth carts in offices across South Carolina. Once we have these telehealth carts in place, the underserved and vulnerable among us will be able to benefit from broad scope of health services, which they need and deserve. We thank members of the General Assembly and the entire team at Aging for working so well with us to make this next step a reality.

Kathy G. Schwarting
PCC CEO



ON SOCIAL MEDIA



 **INSTAGRAM
PAGE LAUNCH**

105 **142**
FOLLOWERS FOLLOWING

13,000+
NEWSLETTER OPENS

 **2,200+**
CONTACTS NEWSLETTER

30,000+
PAGEVIEWS TO WEBSITE

 **7,000+**
VISITORS TO WEBSITE



 **TOP POST
68,000
IMPRESSIONS**

*Kathy's announced as
Digital Health Equity Champion*

 **LINKEDIN NEW
FOLLOWERS**

100 



1880 Main Highway | Bamberg, SC 29003
803.245.2672 | www.palmettocareconnections.org

