



Vizient Smart Hospital Roundtable

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MUSC Center for Telehealth History

SOUTH CAROLINA Telehealth ALLIANCE



2005-2009
Maternal Fetal
Telemedicine,
Telestroke, ICU,
Telepsych, SBH

2013
State of SC
telehealth
investment;
MUSC Center for
Telehealth
founded

2014
SCTA founded;
headquartered
at MUSC

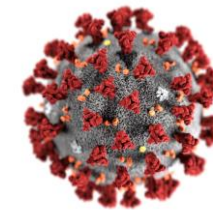
2017
Designated
by HRSA as a
National
Telehealth
Center of
Excellence



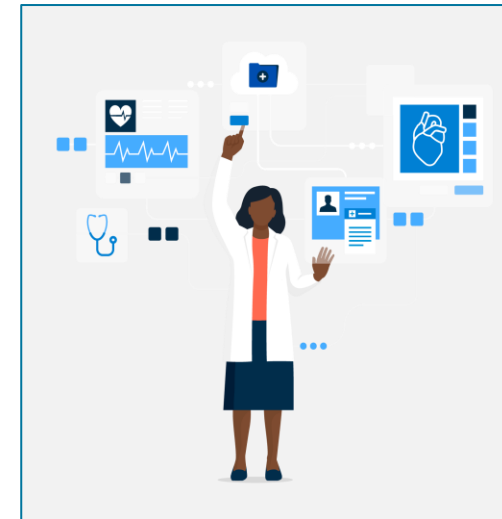
2019
Awarded
ATA's
President's
Award for
Transformation
of Health
Care Delivery
(SCTA)



2020 - 2021
Explosive
growth of
telehealth in
ambulatory
space due to
COVID-19



2022 - current
Building a virtual
ecosystem for
the future



MUSC Virtual Care Ecosystem: FY24

Ambulatory

Extend MUSC brand, improve access, offer convenient care

% virtual, capacity management, patient satisfaction, access equity, timeliness, value-based performance, new patient capture, patient engagement & retention

- + - Integration status
- Technology partnership
- Service type
- Service description
- Service impact



Inpatient

Improve access to specialty care and improve hospital-based outcomes

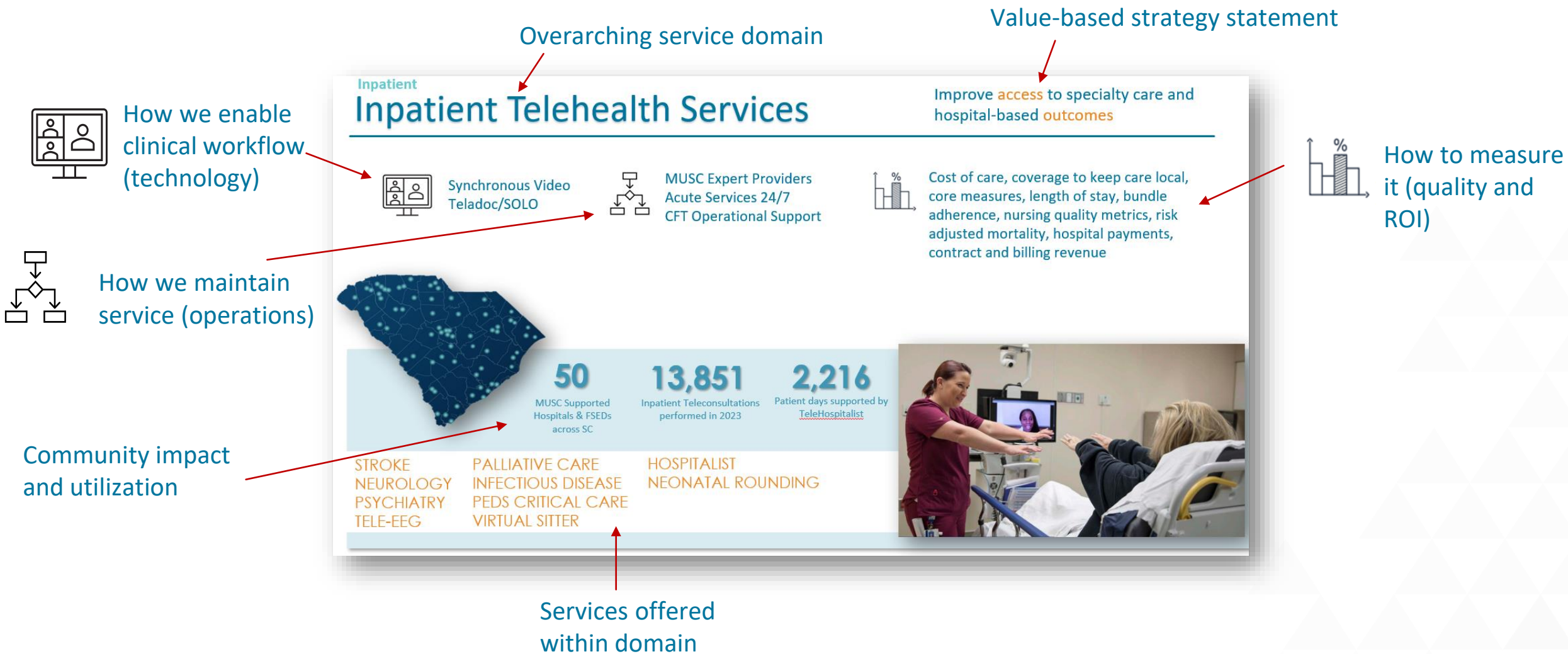
LOS, cost of care, severity adjusted mortality, Leapfrog, core measures, bundle adherence, nursing quality metrics

Population Health

Improve care equity for safety net populations and improve value-based care performance

HTN control, A1c control, ED visits, readmissions, behavioral health therapy compliance, infant well visit compliance

Service Portfolio Layout

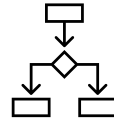


Inpatient Telehealth Services

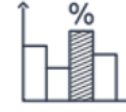
Improve hospital **outcomes** and **patient care** through virtual bedside support



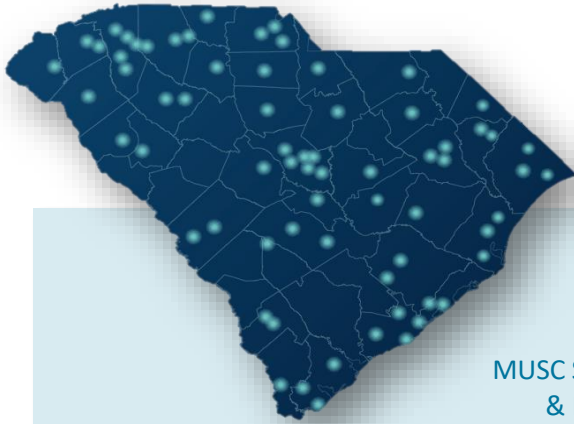
Synchronous Video
Teladoc/SOLO



MUSC Expert Providers
Acute Services 24/7
CFT Operational Support



Cost of care, coverage to keep care local, core measures, length of stay, bundle adherence, nursing quality metrics, risk adjusted mortality, hospital payments, contract and billing revenue



50

MUSC Supported Hospitals & FSEDs across SC

13,851

Inpatient Teleconsultations performed in 2023

2,216

Patient days supported by TeleHospitalist

STROKE
NEUROLOGY
PSYCHIATRY
TELE-EEG

PALLIATIVE CARE
INFECTIOUS DISEASE
PEDS CRITICAL CARE
VIRTUAL SITTER

HOSPITALIST
NEONATAL ROUNDING

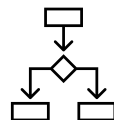


Inpatient Inpatient Virtual Nursing

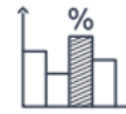
Improve hospital **outcomes** and **patient care** through virtual bedside support



Synchronous Video
Chart Review
Phone Support



Virtual RN (VRN) available
7 days/week for
supportive bedside care



Improve nursing workforce economics,
Improve best practice adherence, Improve
throughput efficiency

1,550

Unique patients (FY24YTD)

5,340+

Service units completed

2,480+

Chart reviews for quality bundles
& documentation compliance

SERVICES:

ADMISSION
DISCHARGE
CARE PLAN

QUALITY SURVEILLANCE
DOCUMENTATION COMPLIANCE
PATIENT EDUCATION



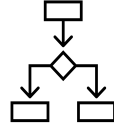
*utilization data for first 5 months of service

Inpatient Tele-ICU

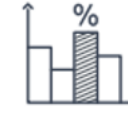
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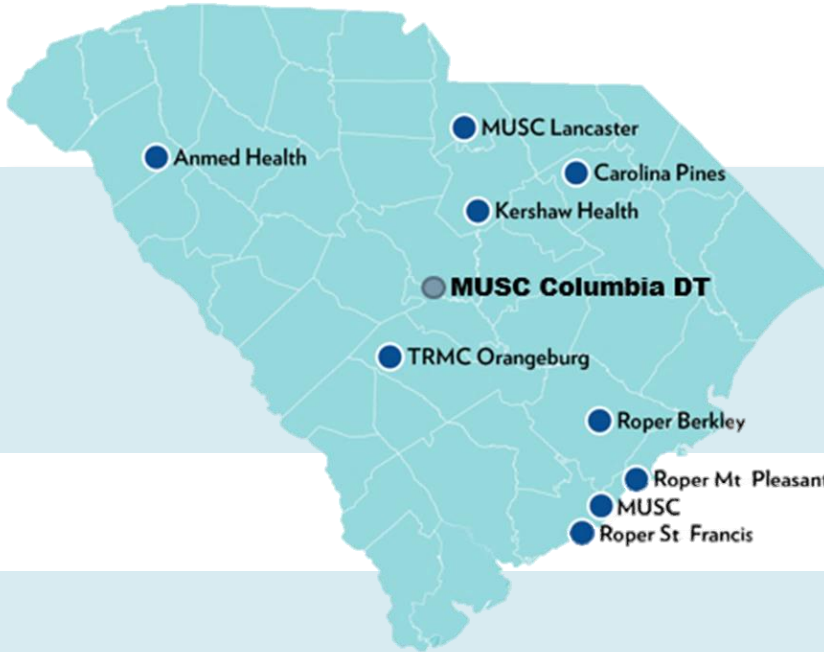
24/7 Continuous Monitoring;
Synchronous Video;
Hicuity Collaboration



Intensivists, Advanced Practice Providers, Critical Care Nurses, Respiratory Therapists



Risk adjusted mortality, LOS,
Best practice adherence,
Hospital financial performance



9 Sites
24,082 Patients Served
391 Lives Saved

REMOTE ICU CARE ICU INNOVATIONS

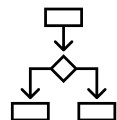


Inpatient Smart Hospital [rural access edition]

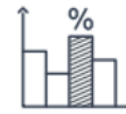
Improve community hospital access, outcomes, and patient care through virtual bedside support



Synchronous video, asynchronous consults, remote observation, imaging reads, remote CPOE, chart review and documentation, video guided resuscitation



Specialists, Hospitalists, APPs, VRN, tele-sitter, CFT centralized support, EMS engagement,



Case mix index, cost of care, coverage to keep care local (transfers out), length of stay (ICU, acute), bundle adherence, nursing quality metrics, travel nurse hours, risk adjusted mortality, hospital payments, contract and billing revenue.....

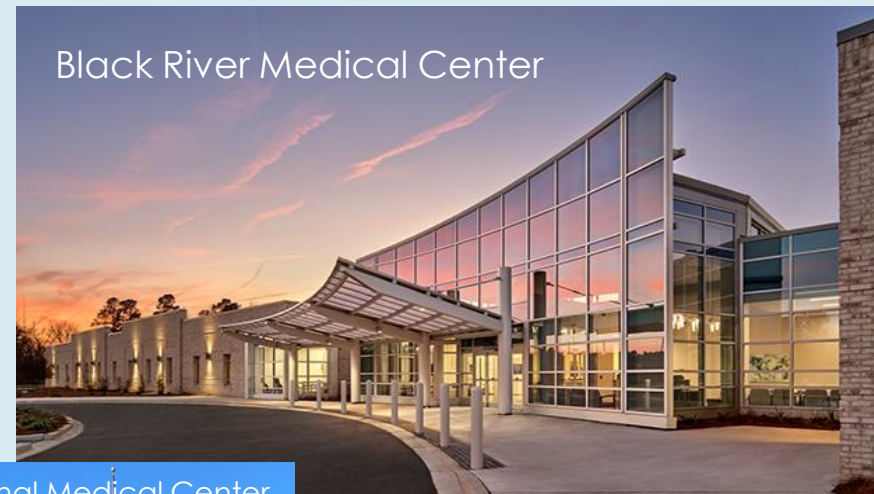
Rural Hospitals are closing and impact a community's access to healthcare

- 136 closed in the US from 2010-2021 (6 in SC alone)
- 27% of SC residents (1.4 million) live in rural areas

Outcomes with fully deployed 'Smart Hospital' at Hampton

- 150% increase in ED admissions over 4 years
- 24% increase in average daily census
- Keeping patients local: ICU days increased 110%
- CMI increase from 1.2 to 1.4
- 35% reduction in 30-day readmissions

Black River Medical Center



Hampton Regional Medical Center



Lessons learned

- Start with the clinical problem you're trying to solve, not the flashy technology
- Align with local strategic goals to remain relevant
- Design for equity; stay connected to purpose
- Simpler is often better