

National Telehealth Center of Excellence

As a Center of Excellence (COE), MUSC will 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. MUSC's COE will also apply rigorous scientific evaluation to COE objectives and advance knowledge regarding how to achieve 'next level' telehealth. The three topics and related objectives MUSC will address during the COE project period include:

- The impact of telehealth on federal and local healthcare spending
- Provider and patient engagement in telehealth
- Open access network evaluation and best practice dissemination

COE Leadership

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in partnership with

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The Medical University of South Carolina (MUSC) received the Telehealth Center of Excellence (COE) grant award and designation. It is the first of its kind, and was also given to the University of Mississippi Medical Center (UMMC) Telehealth. The award is a \$600,000 grant in the first year, and up to \$2 million per year for an additional two years.

The COE application was developed by a multi-disciplinary, 16-member team consisting of key personnel from three of MUSC's five university colleges and its clinical health system showing MUSC's compelling track record in telehealth program development and leadership throughout South Carolina.

The three major requirements to be eligible for the award included:

- **Successful telehealth programs with high annual volume of telehealth visits**
 - The maternal-fetal medicine program for underserved women with high risk pregnancy began in 2005, and a telestroke program in 2008.
 - Aggregate annual telehealth visits grew from 1,078 in 2013 to projected 232,424 in 2017.
 - Care is being delivered through 77 unique telehealth services to over 150 sites in 35 different SC counties.
 - Care settings include more than 40 hospitals, 90 community clinics, 50 schools, and alternative sites such as nursing facilities, prisons and patients' homes.
- **Substantial service to rural and medically underserved populations through telehealth**
 - MUSC's telehealth programs have long sought to mitigate SC's health disparities and 78% of its telehealth sites are in completely or partially medically underserved regions.
- **Financially sustainable telehealth models**
 - MUSC applies a multi-pronged strategy to ensure specific programs are economically viable. These models are applied based on program specifics and include:
 - > Direct negotiation with third-party payers
 - > Supply-demand models requiring participation fees
 - > Sustainability through scale and volume
 - > Corporate partnerships