

BREAKOUT SESSION



12TH
ANNUAL
TELEHEALTH
SUMMIT
OF SOUTH CAROLINA

OCTOBER 28-30, 2024

General Track:

School-Based Telehealth: Impact on Student Health Outcomes

Tuesday, October 29
3:30 PM - 4:15 PM



Lauren O'Brien, BSN, RN
Little River Medical Center



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TELEHEALTH SERVICES

School-Based Telehealth: Impact on Student Health Outcomes

Lauren O'Brien, RN, BSN

Community Programs Manager, Little River Medical
Center

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Learning Objectives

- Describe the implementation and service model of the School-Based Telehealth Program and its impact on student health and educational outcomes.
- Analyze the statistical data on program performance, including consent rates, encounter frequency, cost avoidance, and instructional time saved.

Little River Medical Center

Changing Lives and Serving Our Communities



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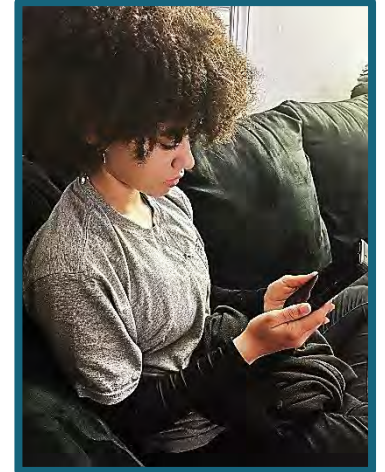


MEDICAL TRANSCRIPTION

Telehealth Integration

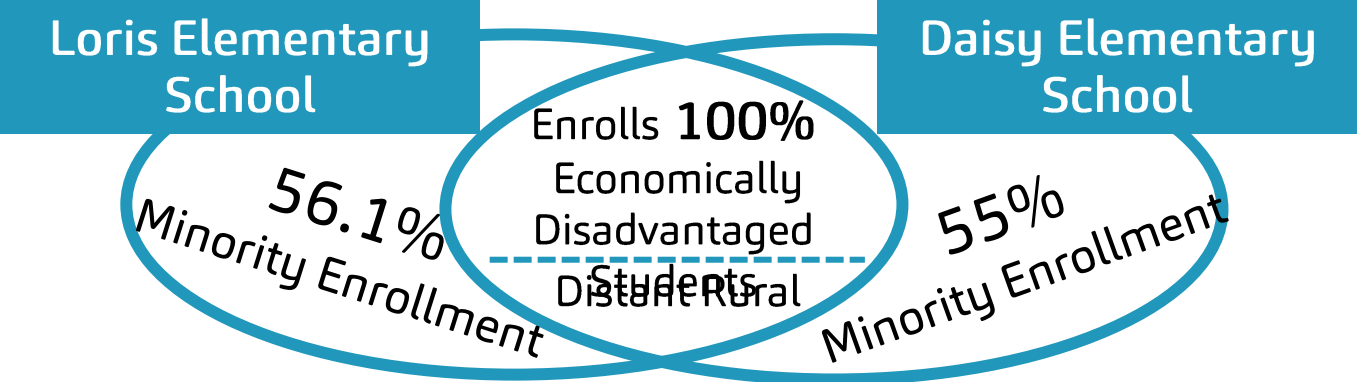
Little River Medical Center

- Technological Device with audiovisual capabilities
 - Ironbow Telehealth Cart
 - iPad
 - TeleReady Room
- HIPAA compliant modality
 - DOXY
 - Polycom
 - Healow



Rural Health Inequities

- Disparities seen in Rural Communities
 - Lower Median Incomes
 - Higher Poverty Rates
 - Lack of Resources
- Loris, South Carolina United States Census →



<p>Total Population 2,449 <i>2020 Decennial Census</i></p>
<p>Employment Rate 43.8% <i>2022 American Community Survey 5-Year Estimates</i></p>
<p>Median Household Income \$34,564 <i>2022 American Community Survey 5-Year Estimates</i></p>
<p>Single Parent Family Household 66.6% <i>2022 American Community Survey 5-Year Estimates</i></p>

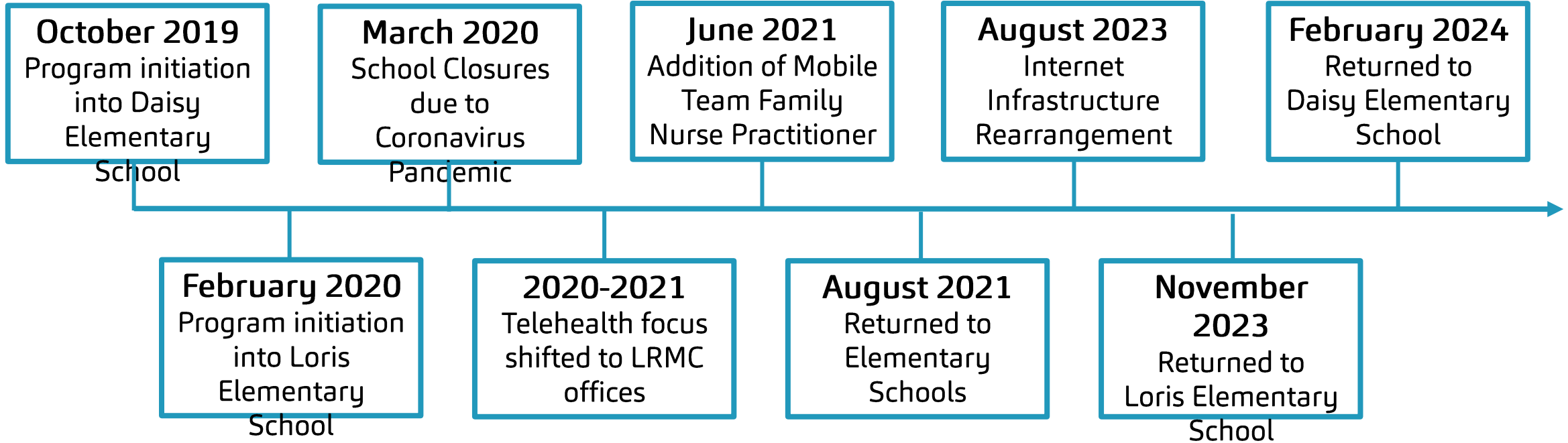


MEDICAL TRANSCRIPTION

Timeline of the School-Based Telehealth Program



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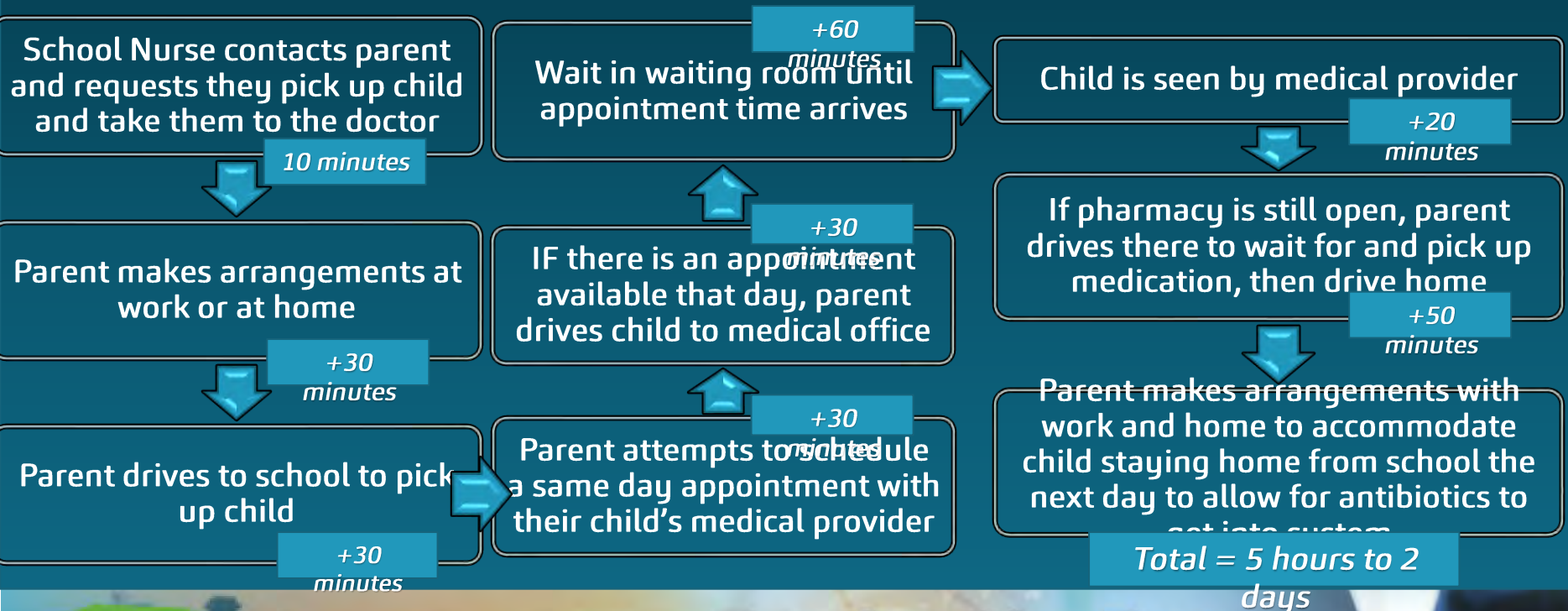
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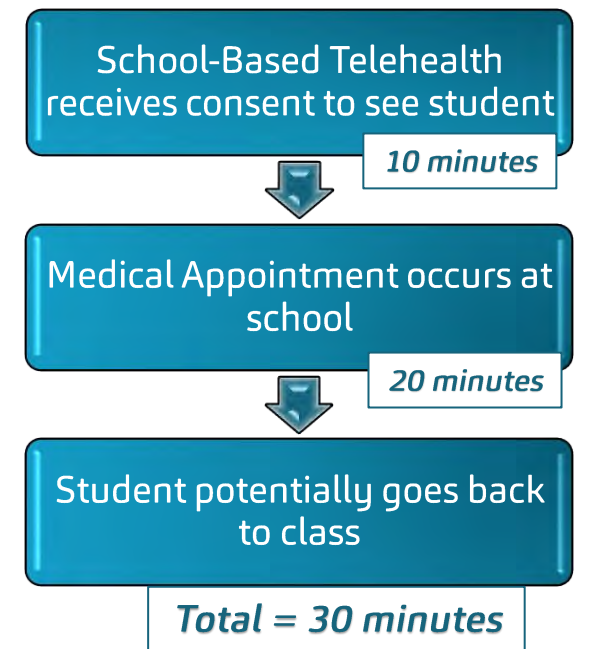
MEDICAL TELEHEALTH

A Sick Student Presents to the School Nurse...

Without School-Based Telehealth



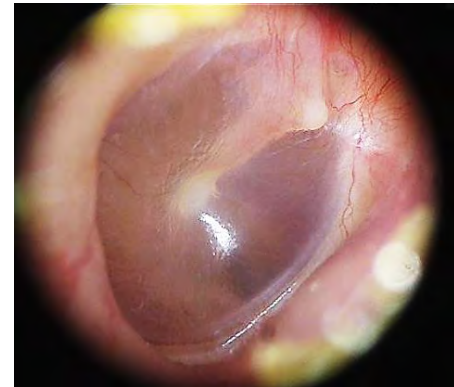
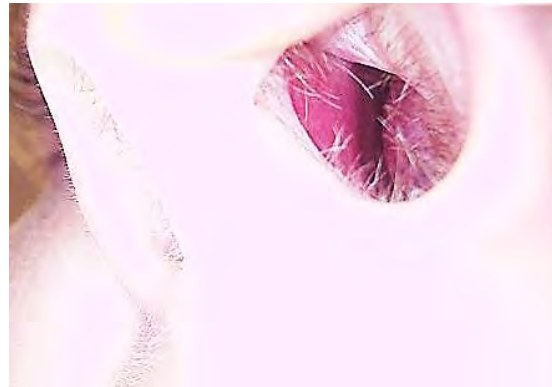
With School-Based Telehealth





Technology

LRMC LITTLE RIVER
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MEDICAL TELEPHONY

Eligible Conditions

- Allergic Rhinitis
- Upper Respiratory Infection
- Fever
- Headache
- Sore Throat
- Sinus Congestion
- Minor rash, Wound, or Burn
- Earache
- Urinary Frequency
- Cough
- Lice
- Conjunctivitis
- Asthma

Available Tests and Treatments

- COVID
- Flu
- Strep
- Urinalysis
- Hemoglobin
- Glucose
- Upper Respiratory Culture
- Nebulizer Breathing Treatment
- Earwax Removal
- Medical Administration
 - Acetaminophen
 - Albuterol
 - Diphenhydramine
 - Ibuprofen
 - Ipratropium/Albuterol

Case Study

A student complained of ear pain while in class. Her teacher sent her to the school nurse. The school nurse's assessment led to concerns of a possible ear infection. She called the student's parent. The parent stated that she did not have reliable transportation, and her daughter's pediatrician never has appointments available. The school nurse informed mom that her child could complete a medical appointment within the school. Mom agreed to these services.

I did not have a written consent on file, so I provided mom with a link to our virtual consent form. After receiving the consent back, I collected the patient's vitals and notified an available LRMC provider that we were ready for her to call our telehealth cart.



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MEDICAL TELEHEALTH

Visit Conclusion



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MEDICAL TELEHEALTH

Quantitative Measurements

- Enrollments
- Completed visits
- Local urgent care cost avoidance
- Local emergency department cost avoidance
- Total amount of clinical tests performed
- Return to class
- Instructional time saved
- Telehealth visit duration

2019-2020 School Year Quantitative Review

2019-2020 School Year: Enrollment, Encounter, & Benefit Statistics

School	Total Students	New Consents Received	Percentage of New Consents	Total New Encounters	Average Televisit Time (Minutes)	Students Able to Return to Class	Instructional Time Saved (hh:mm)	Urgent Care Cost Avoidance	ER Cost Avoidance
Daisy Elementary	600	52	8.67%	7	23	1	5:20	\$1,260	\$12,306
Loris Elementary	869	0	0%	0	0	0	0:00	\$0	\$0
TOTAL	1,469	52	3.54%	7	23	1	5:20	\$1,260	\$12,306

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2020-2021 School Year Quantitative Review



School-Based Telehealth Registration. English and Español Version

Kids shouldn't have to miss school and you shouldn't have to miss work. Los niños no deberían faltar a la escuela y usted no debería faltar al trabajo.

START / COMIENZO →

A woman with blonde hair is sitting on a bed with white linens. She is looking down at a laptop in front of her and holding a smartphone in her other hand. The scene is brightly lit, suggesting a daytime setting.

See your
DOCTOR
right from your
BED!

Visit Us At
www.lrmcenter.com

Try an **LRMC TELEVISIT** TODAY!

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MEDICAL TRAINING, INC.

2021-2022 School Year Quantitative Review

2021-2022 School Year: Enrollment, Encounter, & Benefit Statistics

School	Total Students	New Consents Received	Percentage of New Consents	Total Active Consents	Percentage of Active Consents	Total Consents Received	Total New Encounters	Average Televisit Time (Minutes)	Students Able to Return to Class	Instructional Time Saved (hh:mm)	Urgent Care Cost Avoidance	ER Cost Avoidance
Daisy Elementary	591	62	10.49%	83	14.04%	114	25	18	11	30:27	\$4,500	\$43,950
Loris Elementary	797	153	19.20%	146	18.32%	153	116	19	61	226:05	\$20,880	\$203,928
TOTAL	1,388	215	15.48%	229	17.11%	267	141	19	72	256:32	\$25,380	\$247,878

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THE WESTIN HILTON HEAD ISLAND RESORT AND SPA

2022-2023 School Year Quantitative Review

2022-2023 School Year: Enrollment, Encounter, & Benefit Statistics

School	Total Students	New Consents Received	Percentage of New Consents	Total Active Consents	Percentage of Active Consents	Total Consents Received	Total New Encounters	Average Televisit Time (Minutes)	Students Able to Return to Class	Instructional Time Saved (hh:mm)	Urgent Care Cost Avoidance	ER Cost Avoidance
Daisy Elementary	636	80	12.58%	133	20.91%	202	51	18	22	59:09	\$11,883	\$89,658
Loris Elementary	791	83	10.49%	194	24.53%	236	129	16	48	158:29	\$30,057	\$226,782
TOTAL	1,427	163	11.42%	327	22.92%	438	180	17	70	217:33	\$41,940	\$316,440

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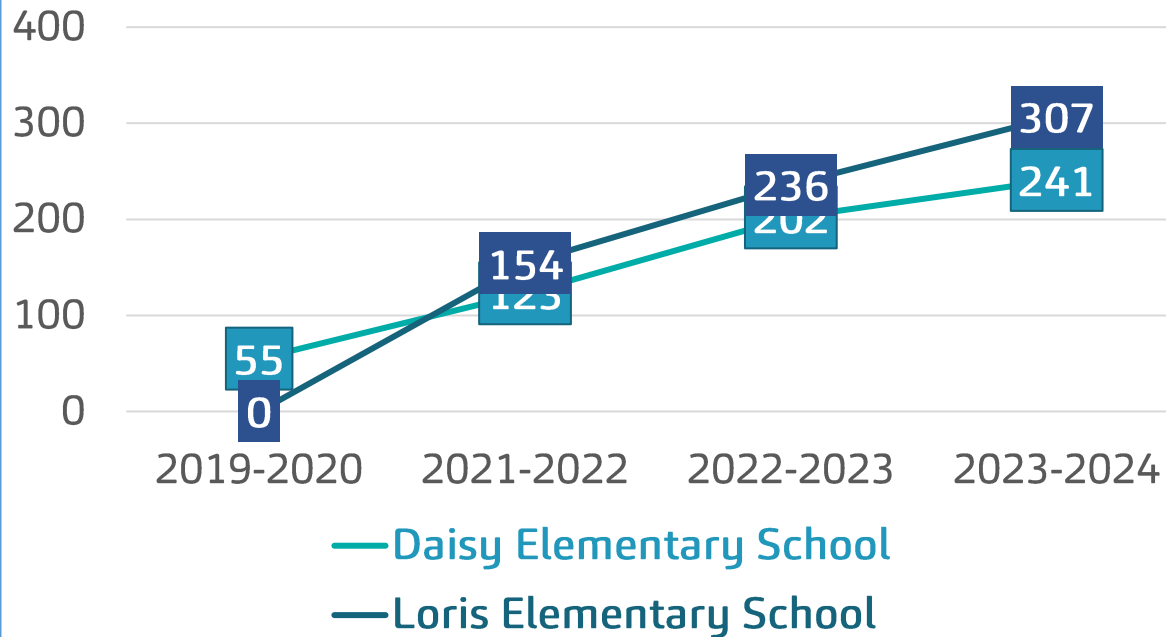
2023-2024 School Year Quantitative Review

2023-2024 School Year: Enrollment, Encounter, & Benefit Statistics

School	Total Students	New Consents Received	Percentage of New Consents	Total Active Consents	Percentage of Active Consents	Total Consents Received	Total New Encounters	Average Televisit Time (Minutes)	Students Able to Return to Class	Instructional Time Saved (hh:mm)	Urgent Care Cost Avoidance	ER Cost Avoidance
Daisy Elementary	629	38	6.04%	131	20.83%	241	9	17	2	1:54	\$2,097	\$15,822
Loris Elementary	790	71	8.99%	213	26.96%	307	86	17	32	89:18:00	\$20,038	\$151,188
TOTAL	1,419	109	7.69%	344	24.24%	548	95	17	34	91:12:00	\$22,135	\$167,010

Cumulative Quantitative Review

Total Consents Received October 2019 - June 2024



Welcome to
SCHOOL-BASED TELEHEALTH MEDICAL CARE

LRMC school-based telehealth provides safe and convenient care for your child at school. Signing up for this program allows:

- Students to stay healthy and ready to learn
- Faster diagnosis and treatment
- Parents to have control of child's care from work
- Access to unlimited healthcare during the school day
- Parents to save money by eliminating transportation efforts or possible visits to the emergency room

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TELEHEALTH SERVICES

Register Today!
Complete this form and return it to the school nurse
OR
register virtually by scanning this code with your phone

OR
visit bit.ly/telehealth-school

If a child feels unwell at school, they can be seen by a medical provider in the school using high-end telehealth equipment. A nurse will communicate the diagnosis and treatment plan with the child's parent and Primary Care Provider, provide a school note if needed, and any prescriptions will be sent directly to the parent's preferred pharmacy.

DAISY ELEMENTARY

LORIS ELEMENTARY

Confidentiality Notice: The accompanying documents contain confidential health information that is legally privileged. If you are not the intended recipient, any disclosure, copying, or action taken in reliance on the contents of these documents is unlawful and prohibited. Please return to assigned school.

School-Based Telehealth Questions? Please Call 843.663.1018

SCHOOL-BASED TELEHEALTH DEMOGRAPHIC FORM

Daisy Elementary Loris Elementary

Child's Name: _____
First, Middle Initial, Last Name

Child's Birthdate: ____/____/____

Sex: Male Female Other

Parent/Guardian Name: _____

Relationship to Child: _____

Parent/Guardian Birthdate: ____/____/____

Email: _____

Language: English Spanish Other

Home Phone: (____) _____

Cell Phone: (____) _____

Work Phone: (____) _____

Emergency Contact:
(In the event the parent/guardian cannot be reached)

Name: _____

Phone: (____) _____

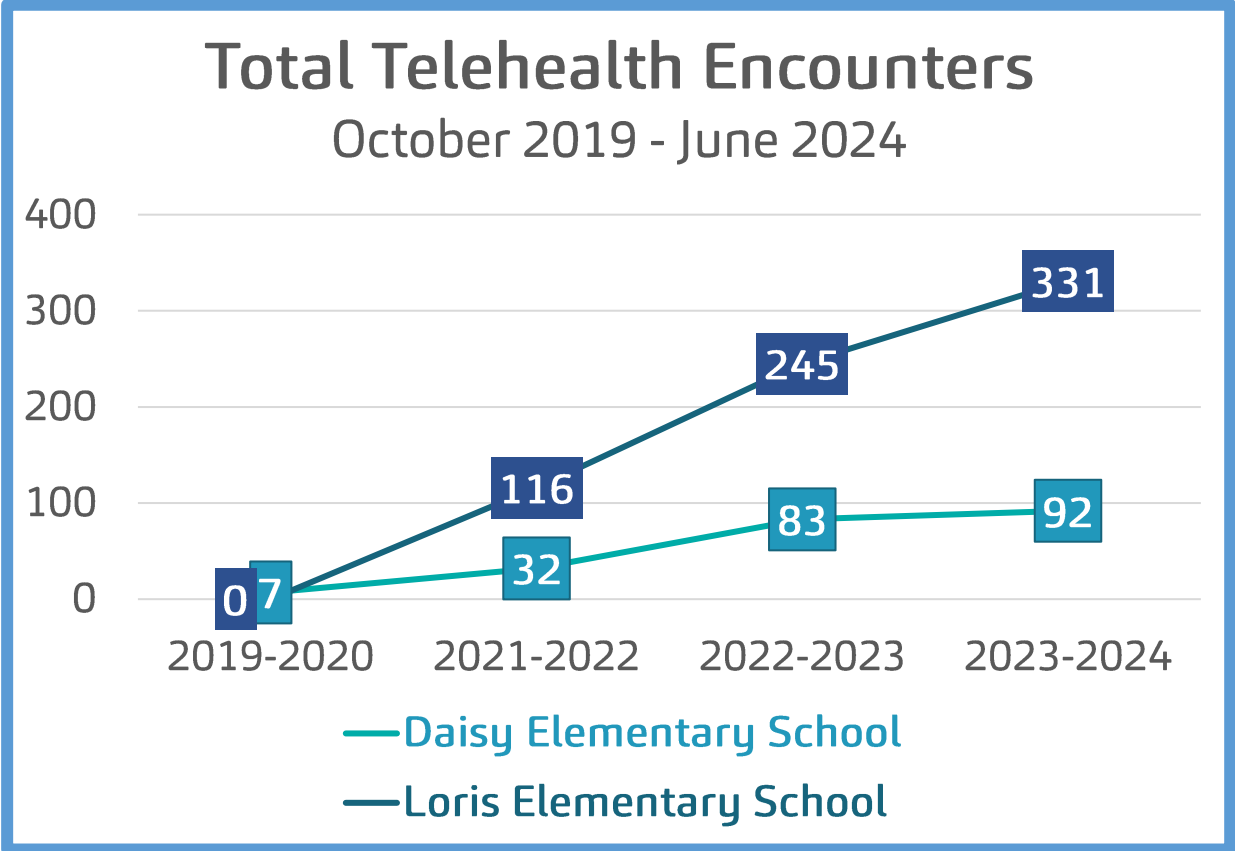
Relationship to Child: _____

Thank you for choosing Little River Medical Center (LRMC) School-Based Telehealth Program. A member of our team will follow up with you to complete the registration process that includes collection.

Cumulative Quantitative Review



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- Telehealth visit 17 minutes
- 605 clinical tests
 - 124 positives



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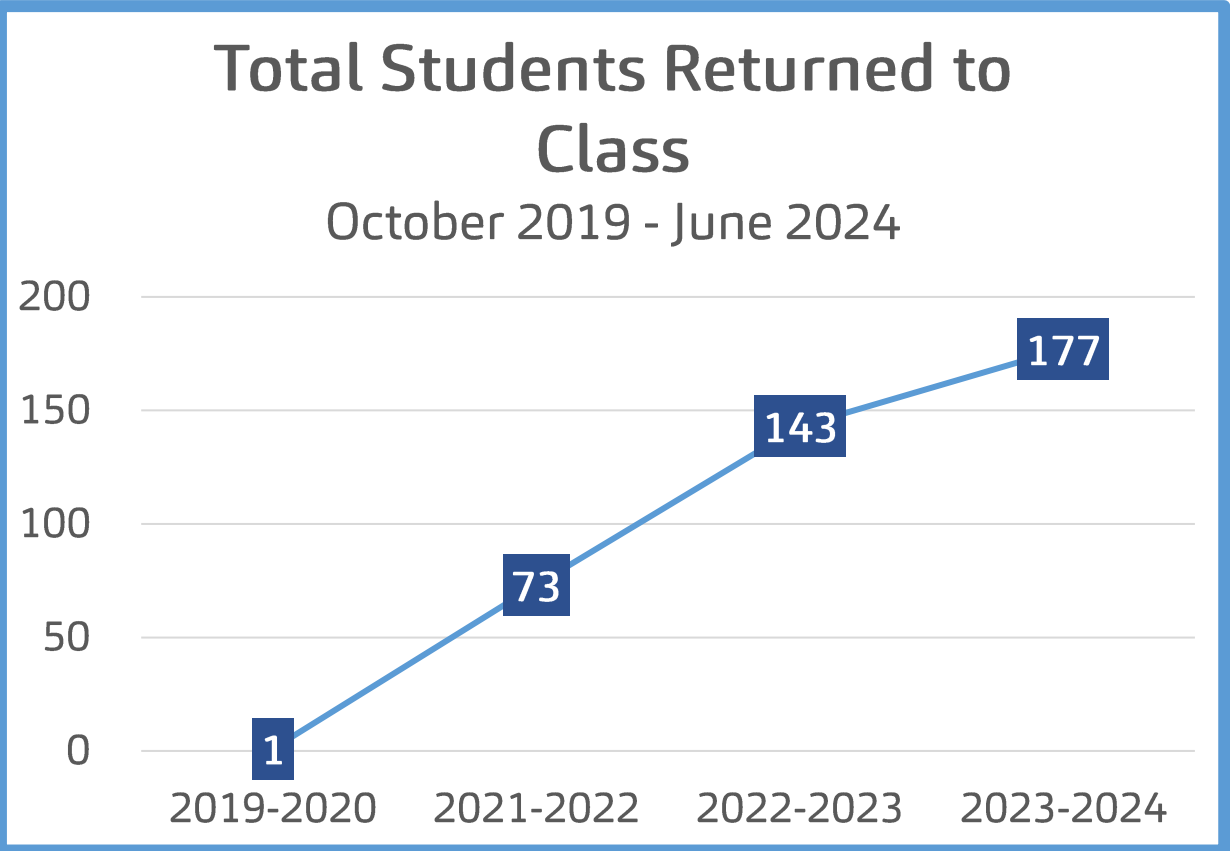


MEDICAL TRANSCRIPTS

Cumulative Quantitative Review



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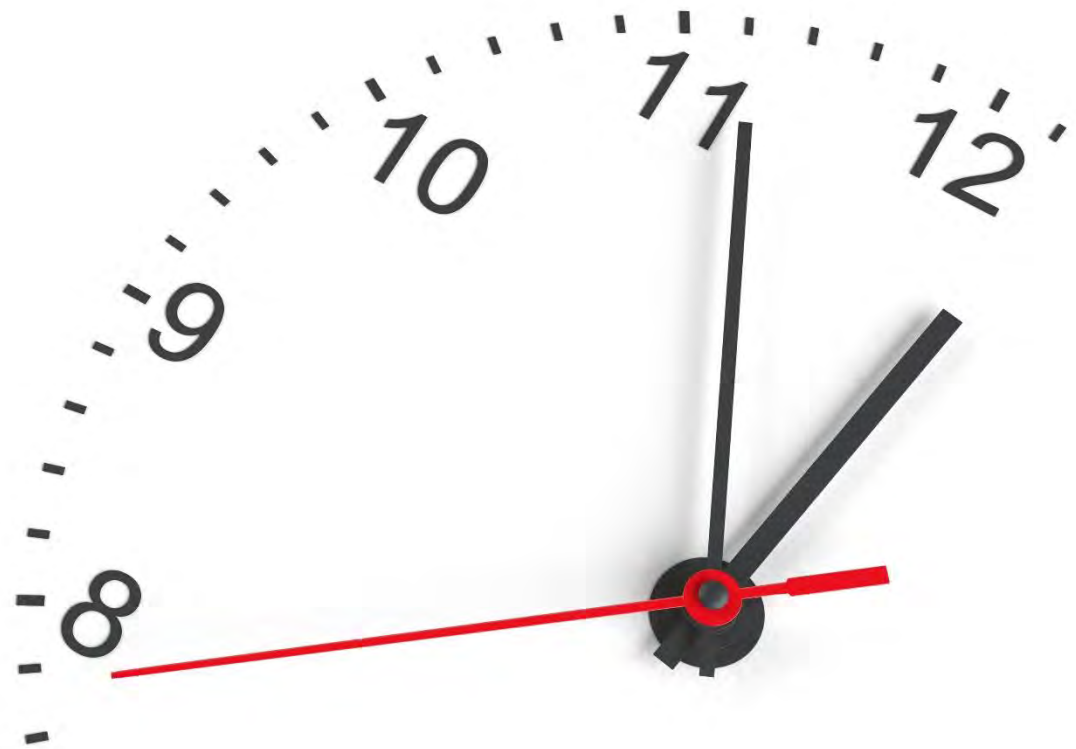
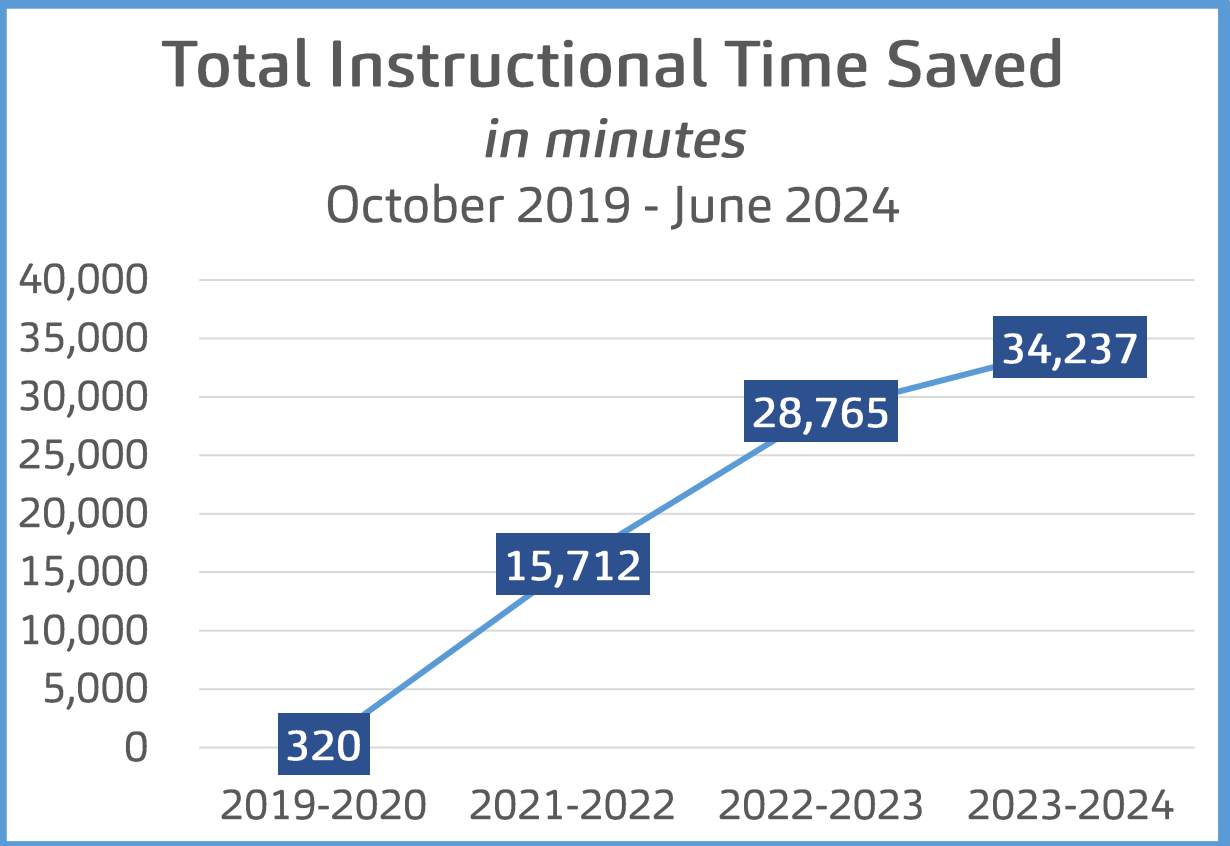


MEDICAL TRANSCRIPTS

Cumulative Quantitative Review



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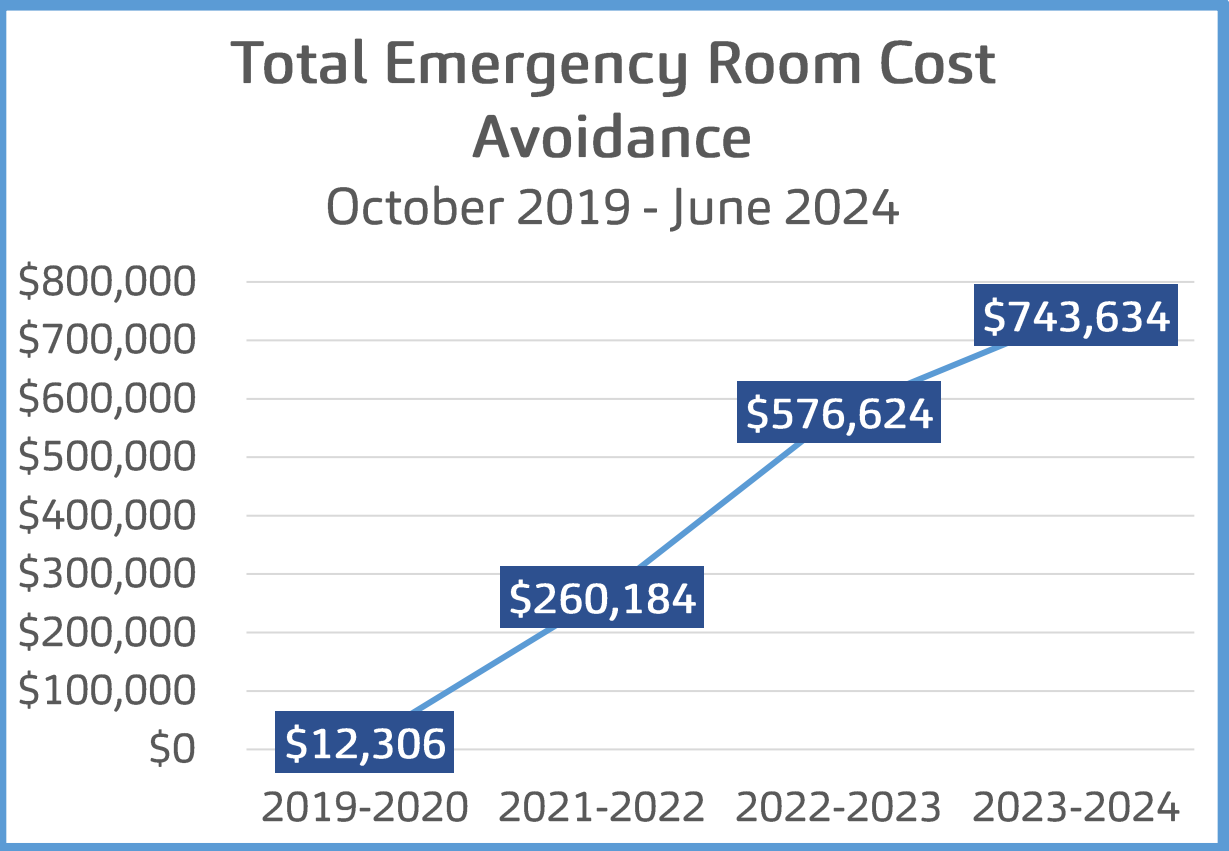
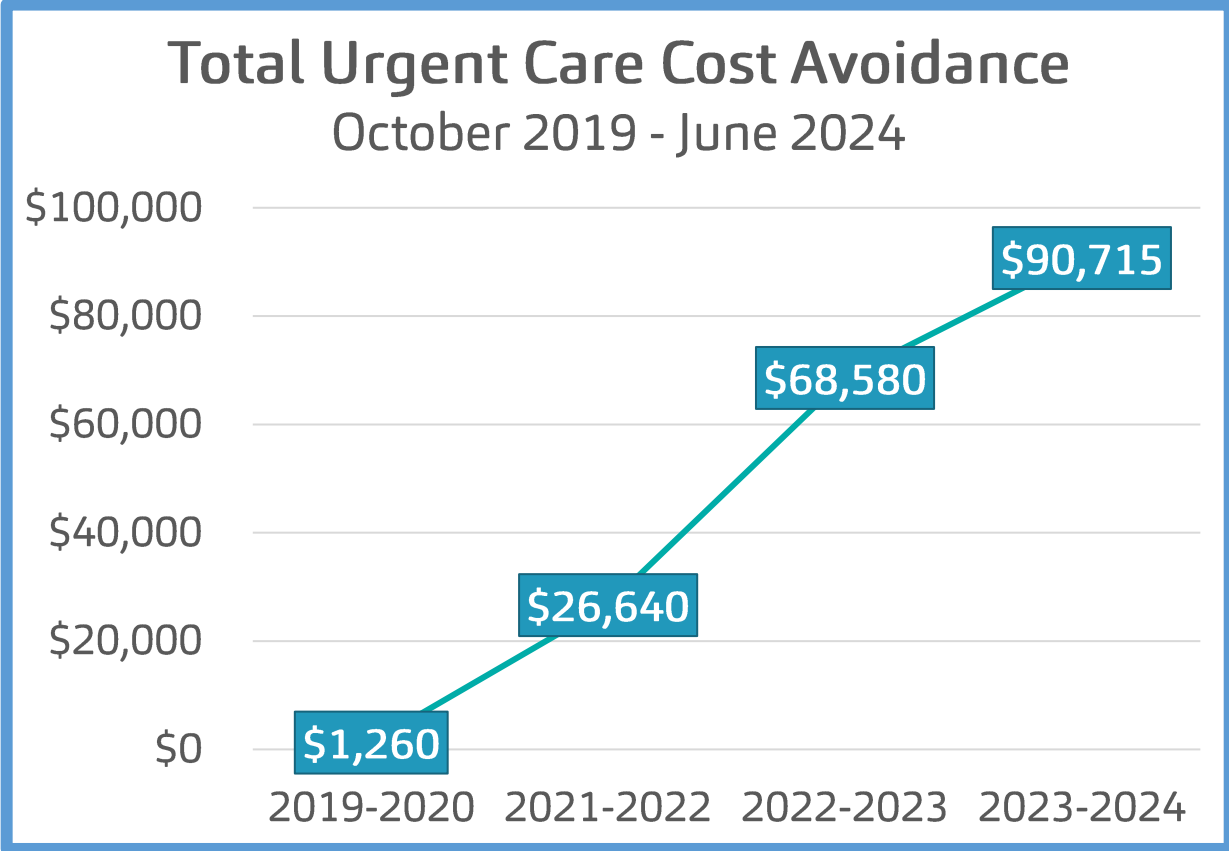


MEDICAL TRANSCRIPTION

Cumulative Quantitative Review



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MEDICAL TRANSCRIPT

Qualitative Review

“It has been very beneficial having telehealth here in the school. Pediatric offices are full and overwhelmed and not able to see children in a reasonable time. Having telehealth in the schools has **enabled children to get care when otherwise they would’ve not.**”

-Arland Blackburn, RN

Qualitative Review

“It has been very beneficial having telehealth here in the school. Pediatric offices are full and overwhelmed and not able to see children in a reasonable time. Having telehealth in the schools has **enabled children to get care when otherwise they would’ve not.**”

-Arland Blackburn, RN



Qualitative Review

“I think the School-Based Telehealth Team does a wonderful job. The **children get seen sooner** when they’re sick **instead of waiting for appointments.**”

-Beth Long, RN



Qualitative Review

“Many students were **able to go right back to class** after the Telehealth provider determined that they were not contagious. Those students could have missed multiple days of school if it weren’t for the Telehealth services in the school.”

-Gail Cox, RN



Qualitative Review

“As a mom, Telehealth in the schools is such a huge asset. When you have a sick child, there can be a lot of running around and waiting, Telehealth completely takes that away and ensures your child is seen as soon as possible. This also means **faster treatment for a sick child**. In addition, it allows **parents to stay at work longer**, while still ensuring that their child is receiving medical care. From what I have witnessed, Telehealth has been very beneficial in **keeping kids at school that can stay**, while ensuring that sick children who are going home will already have a treatment plan in place. I would like to add that many children fall through the cracks, as they may go home and never be taken to see a doctor. For these children, Telehealth has been instrumental in getting them well.”



Qualitative Review

“School-Based Telehealth is an awesome thing to have at schools. It benefited my daughter and I by **not having to miss the day from school and work to go somewhere else to be seen**. Nurse Lauren & Wendy Mote are both very great with children & they made sure my daughter was 100% well.”



Qualitative Review

“I was able to get a **COVID test** for my child **right away instead of waiting five or more days** for the results to come back. Right after testing negative, he was able to finish his school day and I was able to stay at work.”



Qualitative Review

“I have had many parents express their gratitude regarding the ability to complete a medical appointment within the **safety and familiarity of their child’s school**. Many parents admitted they did not have the resources to provide their child with a medical visit outside of the school due to not having reliable transportation, or the ability to miss any more time off work.”



Qualitative Review

“The program **helps with attendance** due to getting excuses back quickly instead of having to wait days for providers to provide an excuse for absences.”



Program Benefits

- **Convenience**



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Program Benefits

- Convenience
- **Increased Access to Medical Care**
 - Cost effective
 - Alleviates burdens on parents



Program Benefits

- Convenience
- Increased Access to Medical Care
- **Decreased Absences**



Program Benefits

- Convenience
- Increased Access to Medical Care
- Decreased Absences
- **Faster Diagnosis and Treatment**



Program Benefits

■ Collaborative Care

- School-Based Telehealth Provider
- Primary Care Provider
- Parent/Guardian
- Pharmacy
- Nurses
- School staff
- Patients



Program Benefits

- Collaborative Care
- **Continuity of Care**



Program Benefits

- Collaborative Care
- Continuity of Care
- **Health Education and Illness Prevention**



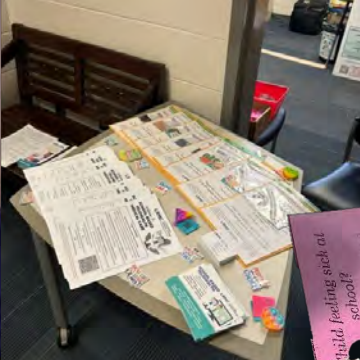
Next Steps

- Education
 - Annual class
 - Wellness night
- Program Expansion
- Feedback System
- Mobile Team





SCHOOL-BASED TELEHEALTH
LITTLE RIVER MEDICAL CENTER



SAFE

Child feeling sick at school?
Little River Medical Center offers
CONVENIENT HEALTHCARE AT SCHOOL!

Child feeling sick at school?
Little River Medical Center offers
CONVENIENT HEALTHCARE AT SCHOOL!



FUN



Have a **BOO BOO** free Halloween!

From your Little River Medical Center **School-Based Telehealth Nurse**

Scan the QR code to learn more about our program!

BENEFICIAL CONVENIENT

ART CONTEST

Brought to you by your School's Telehealth Nurse



Drawing Contest Criteria:
Draw your favorite person or animal
OR
Draw what you would like to do on vacation

Please give the attached packet to your parent or guardian.

Daisy Elementary Loris
March 31, 2023

Daisy is full of very creative artists!! A total of 200 students submitted drawings for the 2023 School-Based Telehealth Art Contest this year!! The grade level winners are _____

Congratulations!! If you have any questions about the School-Based Telehealth Program, you can call Lauren at (843)663-1018!!



DID YOU KNOW

We can test for COVID, the flu, and strep within the school

Any student of Daisy or Loris Elementary School is eligible for our many services

Scan this code with your phone, or fill out the attached packet and return it to your child's teacher, or telehealth nurse!



Draw your best on the next page and return your Masterpiece to your teacher by

Friday, 03/24/2023
PRIZES WILL BE AWARDED



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MEDICAL TELEHEALTH



LITTLE RIVER
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- Improved student outcomes
- Reduced educational disruptions
- Alleviated family burdens
- Future expansion and continued impact

Questions?



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MEDICAL TRANSCRIPTION

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2. “Our Locations - Little River Medical Center - Little River, SC.” Little River Medical Center - Little River, SC, 25 June 2024, www.lrmcenter.com/patient-information/our-locations/. Slide three images of Little River and Carolina Forest Little River Medical Center locations.
3. “Printable South Carolina Maps | State Outline, County, Cities.” Waterproofpaper.com, 2024, www.waterproofpaper.com/printable-maps/south-carolina.shtml. Slide three image of South Carolina, manipulated to add border and highlight Horry County.
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11. “Facebook.” Facebook.com, 2022, www.facebook.com/lrmcenter/. Accessed 2 Oct. 2024. Slide 14 “See your DOCTOR right from your BED!” image.
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13. “Little River Medical Center - Little River, SC.” www.google.com, 2024, images.app.goo.gl/DrdXDyFh7QQ8qkjBA. Accessed 2 Oct. 2024. Slide 32 image of LRMC Mobile Medical logo.
14. “Mobile Medical - Little River Medical Center - Little River, SC.” www.google.com, 2023, images.app.goo.gl/prv1g4VA1XrrKDZG7. Accessed 2 Oct. 2024. Slide 32 image of LRMC Mobile Medical logo.
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