



Enhancing Healthcare Access in Rural Communities Through Telehealth Equipment Expansion

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12/6/24

Stone Mountain Health Services

- St. Charles Health Council d/b/a Stone Mountain Health Services
- Opened first health clinic in Lee County in St. Charles in 1976
- Operate 11 primary care clinics with integrated behavioral health, one dental clinic, and two respiratory care clinics funded through the Office of Rural Health, Black Lung Program
- Located in the seven counties of extreme Southwest Virginia: Buchanan, Dickenson, Lee, Russell, Smyth, Washington, and Wise
- Cover approximately 3,200 square miles
- These counties border the states of West Virginia and Kentucky

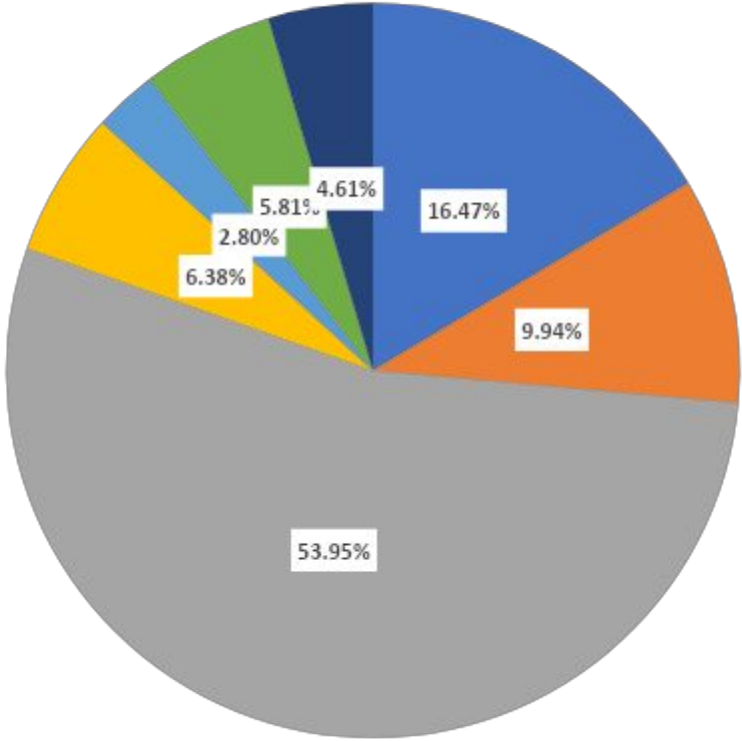
Service Area

2023 UDS Data
Service Area - Patients by County
2023 UDS Data

■ Buchanan ■ Dickenson ■ Lee ■ Russell ■ Smyth ■ Washington ■ Wise

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% Productivity by County
1/1/24 - 9/30/24

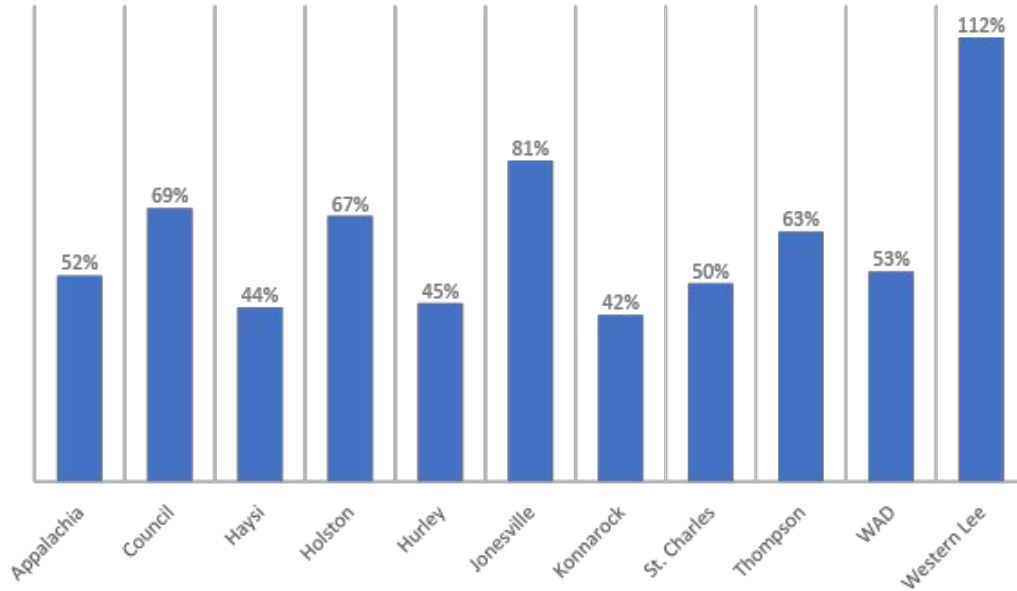


■ Buchanan ■ Dickenson ■ Lee ■ Russell ■ Smyth ■ Washington ■ Wise

Productivity

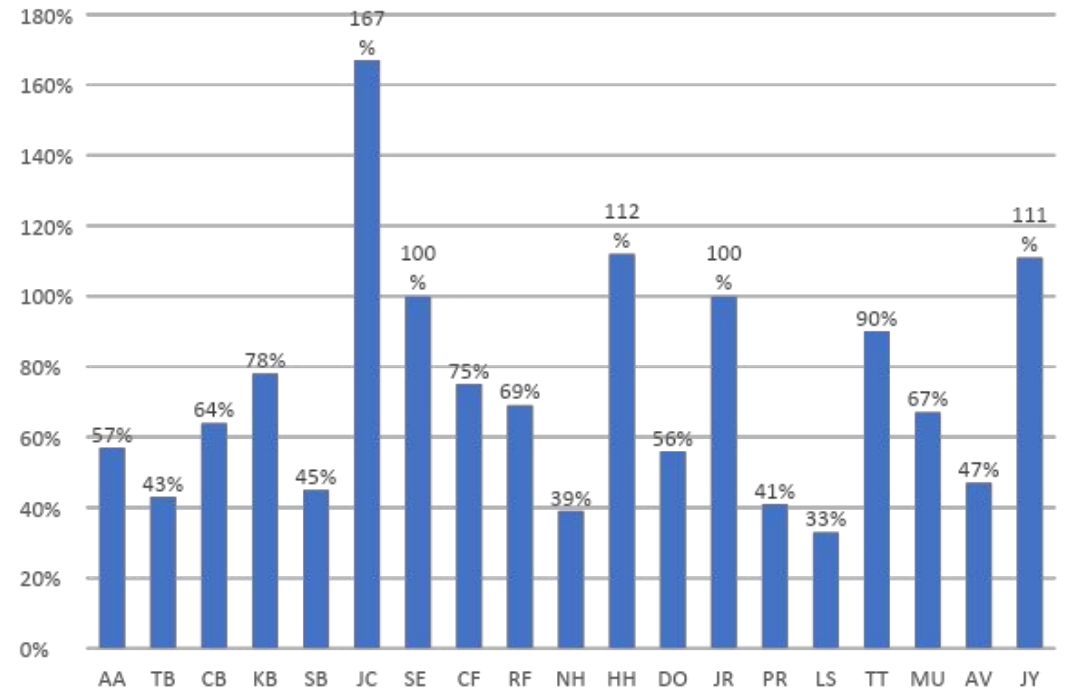
Clinic Site

Productivity Report
% Budget YTD
September 2024



Providers

% Budget TD September 2024



Need: Same Day Appointments

Western Lee

- Clinic:
 - 17.17% of YTD visits
 - 112% productivity
- Two Providers:
 - HH: 112%
 - JY: 111%

Jonesville

- Clinic:
 - 26.78% of YTD visits
 - 81% productivity
- Four Providers:
 - JC: 167%
 - TT: 90%
 - KB: 78%
 - AA: 57%

Need: Same Day Appointments

Haysi

- Clinic:
 - 9.94% of YTD visits
 - 44% productivity
- One provider
 - CF: 75%
 - Two open provider positions
 - Medical Director is working 2-3 days/week

Intervention

- Clinic-to-Clinic Telehealth
 - Originating Sites: Western Lee, Jonesville, Haysi
 - Distant Sites:
 - Two providers selected with the lowest productivity
- Problems
 - Video only
 - No champions
 - Buy-in

Healthy Appalachia Institute

- 2023-2024 Blueprint for Health Improvement and Health-Enabled Prosperity
- USDA awarded funds to the Healthy Appalachia Institute
- SVHA will oversee the distribution of funding to eligible organizations that address priorities outlined in the Blueprint
- Increasing access through telehealth was a goal
- Funding amounts: \$20,000 - \$100,000

Funding Proposal

- Replace existing Polycom units that had reached the end of life to expand access to behavioral health services
- Place TytoCare units in designated clinics to enhance access to care for nonemergent same-day appointments
- Place TytoCare units in one-provider clinics to allow access to care for nonemergent appointments when the provider is absent
- Grant submitted for \$97,009.00
 - Logitech Rally Bar: $11 \times \$4,699 = \$51,689$
 - TytoCare Clinic w/ 2-year subscription: $\$5,040.00 \times 8 = \$40,320$
 - TytoCare Implementation fee: \$5,000.

Project

- Funded at 90% (\$87,218.00)
- 11 Logitech Rally Bars placed
- 6 TytoClinic Units
 - Stationary:
 - High volume clinics: Western Lee, Jonesville, Haysi
 - One provider clinics: Appalachia
 - Portable:
 - One provider clinics: Council/Hurley, Konnarock/Holston



Implementation

- PI Project
- Implementation
 - Initial: Nonemergent same-day appointments, provider absence
 - Plan:
 - Surveys
 - Identify project champions
 - Project buy-in
 - Workflows for originating/distant site
 - Monitor KPIs

Questions?