

# SC ASHRM+AHQ & SCONL Joint Webinar

December 4, 2020

## Agenda

<b>9 AM–9:15 AM</b>	<b>Welcome &amp; Introductions</b>
<b>9:15 AM– 10:15AM</b>	<b>Equity, Diversity &amp; Inclusion: 21<sup>st</sup> Century Strategies for 21<sup>st</sup> Century Success</b> Juana Spears Slade, CDM, CCF, Chief Diversity Officer and Director Diversity & Language Services, AnMed Health
<b>10:15 AM–11:15 AM</b>	<b>The Impact of Telehealth in SC</b> James T. McElligott, Executive Medical Director for Telehealth, MUSC Kathy Schwarting, MHA, Chief Executive Officer, Palmetto Care Connections
<b>11:15 AM–12:15 PM</b>	<b>Managing Stress and Anxiety Related to COVID-19</b> Alyssa A. Rheingold, Ph.D., Professor and Associate Director of Administration, MUSC
<b>12:15 PM–12:45 PM</b>	<b>Break</b> <b>Section Details</b>
<b>12:45 PM–1:45 PM</b>	<b>COVID-19 and OSHA: Planning for Compliance and Successful Navigation of the Complaint Process</b> Dara Coleman, Special Counsel, Nexsen Pruet
<b>1:45 PM– 2:00 PM</b>	<b>Wrap Up</b>



## GENERAL INFORMATION:

### **Register Online**

No registration fee, to register [click here](#). A registration confirmation will be emailed directly to you once you complete the registration process. **You will receive an email from Carmen Goulet, [cgoulet@scha.org](mailto:cgoulet@scha.org) with the webinar login information, please be sure to add to your calendar.**

### **Continuing Education**

The South Carolina Hospital Association is an approved provider of continuing nursing education by the South Carolina Nurses Association, an accredited provider by the American Nurses Credentialing Center's Committee on Accreditation.

Participants who attend the entire program and complete an evaluation will earn 4.0 contact hours, provided these are approved as submitted. CNE, ACHE, CLE, & CPHRM credits will be provided.

## **Bio's, Summaries, & Objectives:**

### **Juana S. Slade, CDM, CCF**

Juana Spears Slade is chief diversity officer and director of language services with AnMed Health, South Carolina's largest private, not-for-profit health system and one of the first acute care health systems in the State to dedicate full-time resources to strategic diversity management.

Under her leadership AnMed Health has developed a comprehensive, integrated diversity and inclusion strategy in support of the organization's increasingly diverse patient population and workforce. AnMed Health's transformative work in cultural and linguistic competence has been recognized by the US Department of Health and Human Services Office for Civil Rights; the Robert Wood Johnson Foundation; the South Carolina Hospital Association; the South Carolina Chamber of Commerce; and the Institute for Diversity in Health Equity (IFDHE),

Juana, a recipient of the Calder D. Ehrmann Outstanding Individual Diversity Leadership Award issued by The Riley Institute of Furman University (Greenville, SC); and the Fred D. Hobby Diversity Ambassadors Award from the Institute for Diversity in Health Management --- is a member of the Board of the South Carolina Hospital Association and chair of the Alliance for a Healthier South Carolina.



### **Summary:**

The last seven months have been perilous, unprecedented and uncertain for hospitals and health systems nation wide. As a result, we are evaluating and embracing new interdisciplinary strategies and partnerships. Leaders of AnMed Health believe that every employee must have an opportunity to succeed and contribute; every patient, every time must have a positive experience; health care must begin before patients enter their doors and continue long after they have left --- all with efficiency and accuracy. This session will introduce to you a few of their strategies.

### **Objectives:**

1. Define and contrast equity, diversity and inclusion
2. Identify key internal and external partnerships that support the implementation of EDI
3. Identify key metrics that validate the investment in EDI

### **James T. McElligott**

James McElligott serves as the Executive Medical Director for Telehealth at MUSC and an Associate Professor in the Division of General Pediatrics at MUSC Children's Hospital. I oversee the Center for Telehealth, which has the responsibility of managing over \$100 million in South Carolina state appropriated funds for the application of telehealth and has been designated as a National Center of Excellence of Telehealth. My career has been driven by a passion for helping the vulnerable. and the conviction that the way to do so is through population-level change. Given the magnitude of the health care disparities in these areas, I came to believe that real progress in this generation could only be made through the radical innovation offered by telehealth. I currently serve as the Chair of the Advisory Council of the South Carolina Telehealth Alliance. I have received my education from University of North Carolina, Wake Forest School of Medicine and the Medical University of South Carolina.

### **Kathy G. Schwarting, MHA**

Kathy G. Schwarting, MHA serves as the Chief Executive Officer of Palmetto Care Connections, a non-profit telehealth network for SC that was founded in 2010. PCC works with existing telemedicine/telehealth providers to promote/expand their services as well as with new up and coming applications. PCC primarily focuses on improving access to care for rural/underserved populations. PCC assists providers in vetting the most suitable telehealth technology, conducting a site needs assessment that includes connectivity, installing and configuring the hardware and finally training the staffs to effectively utilize the equipment and software. PCC also Co-Chairs a statewide Telehealth Education Committee with SC AHEC whereby educational tools/resources are developed and distributed to primary care providers. PCC serves as the administrator for South Carolina's Broadband Consortium called the Palmetto State Providers Network (PSPN) which is used to ensure appropriate bandwidth for health care providers for telehealth services. PCC recently submitted more than \$30M in funding requests to the Universal Service Administration on behalf of health care providers in SC. Kathy also serves as the Co-Chair of the South Carolina Telehealth Alliance (SCTA) along with the Medical Director for MUSC Health which is responsible for building a statewide open-access telehealth network for SC and allocating funding for telehealth equipment, services and support as directed by the SC General



Assembly. PCC is also responsible for coordinating a Telehealth Summit for SC on an annual basis and it showcases telehealth success stories in SC and around the nation.

Kathy has 25 years of experience in rural health care working with various types of providers to improve the overall health care delivery systems. She spent more than fifteen years in rural network development working to foster relationships, develop partnerships, recruit health care providers and promote shared services between health care providers in rural communities by developing and coordinating the first not-for-profit rural health network in South Carolina, which served as a model for other states. Kathy has also served in various capacities of leadership and management in the rural hospital setting.

Kathy received her undergraduate degree in Business Administration from the University of South Carolina and holds a Master of Health Administration degree from the Medical University of South Carolina. She serves on numerous advisory boards throughout the state including: the South Carolina Health Information Exchange (SCHIE), the Low Country Area Health Education Consortium (AHEC), the South Carolina Behavioral Health Coalition (SCBHC) Core Leadership Team, as well as the South Carolina Telehealth Alliance Advisory Board (SCTA). She also serves on the Advisory Board on a national level for The Center for Telehealth and e-Health Law (CTel). Kathy resides in Bamberg, South Carolina with her husband who coaches high school baseball and football. Her oldest son, Tav (24) coaches high school football and her youngest son, Garris (22) is working on an MBA while playing football at Charleston Southern University.

**Summary:**

Telehealth has become even more important with COVID 19. We will discuss the impact of telehealth before the pandemic and during the pandemic. We will also discuss what we need to do as state to overcome the barriers & needs for all of SC to have access to telehealth.

**Objectives:**

- Articulate the impact that telehealth has had in South Carolina before the pandemic
- Discuss the impact telehealth is having during the pandemic in South Carolina
- Discuss the infrastructure needs and barriers to accessing telehealth faced by rural and underserved populations

**Alyssa A. Rheingold, Ph.D.**

Alyssa A. Rheingold, PhD is a licensed clinical psychologist and tenured Professor within the Department of Psychiatry and Behavioral Sciences at the Medical University of South Carolina. Dr Rheingold currently serves as Vice Chair of Research for the Department of Psychiatry and Behavioral Sciences, the Associate Director of Administration and Director of Clinical Operations at the National Crime Victims Research and Treatment Center and Co-Director of the Sleep and Anxiety Treatment and Research Program. Dr. Rheingold completed her undergraduate coursework in 1996 at the University of Pennsylvania, graduating Cum Laude and with Honors in Psychology. She earned her M.A. and Ph.D. in Clinical Psychology from MCP Hahnemann University (currently known as Drexel University). Dr. Rheingold completed a Pre-Doctoral Internship in Clinical Psychology at the Charleston Consortium Psychology



Internship Program and a Post-Doctoral Fellowship at the NCVV. Dr. Rheingold has been continuously funded since joining the MUSC faculty from various extramural sources, including NIMH, AHRQ, CDC, SAMHSA, USDOJ OVC, OVW, DOD, VOCA, and VAWA. Dr. Rheingold's overall research interests include examining the impact of trauma on a range of health outcomes and evaluating prevention and intervention strategies to promote post-trauma resiliency. Her expertise includes early intervention and resiliency, evidence-based treatment of trauma related mental health issues, anxiety disorders, traumatic grief and interpersonal violence. Recognizing the importance of providing early intervention mental health strategies to foster resilience and assist with the prevention of long-term trauma related difficulties, Dr. Rheingold established the COVID-19 Resiliency Program to provide resources, programming and support to healthcare providers within MUSC.

**Summary:**

Responding to the COVID-19 pandemic has had a significant impact on stress and mental health well-being of healthcare providers. These effects will continue far after vaccines and treatments are in place. Many healthcare providers have described increased anxiety, insomnia, worry about supply shortages and difficult patient care decisions, as well as concerns about their own health and family health. Healthcare provider's typical ways of adapting to stress may not be as effective during this ongoing stressor of the pandemic. This workshop will provide an overview of stress and resilience as well as offer several practical approaches to coping and fostering compassion for oneself.

**Objectives:**

1. Define stress and anxiety and recognize causes
2. Describe the relationship between resilience and stress.
3. Identify 2-3 tips/skills to increase personal resilience.
4. Describe mindfulness and ways to integrate in daily life
5. Practice mindfulness skill in session.

**Darra Coleman**

Darra James Coleman is Special Counsel in Nexsen Pruet's Columbia, South Carolina office, where she practices Health Care law.

Darra has more than 20 years of diverse experience serving both public and private sector clients. From May of 2012 until March of 2020, she served as Chief Advice Counsel and policy counsel for the South Carolina Department of Labor, Licensing and Regulation, where she managed the legal team that provides in-house legal services to 42 professional and occupational licensing boards. Darra's practice focused on the navigation of complicated legal issues such as scope of practice compliance, the intersection of federal and state laws, immigration, telehealth, prescribing guidelines, clinical best practices, and interstate licensure compact law, in addition to licensure and disciplinary matters. She represented the agency on various statewide initiatives relating to health care, including Governor Haley's Prescription Drug Abuse Prevention Council, Governor McMaster's Opioid Emergency Response Team, and the South Carolina Behavioral Health Coalition.

Most recently, Darra has been able to leverage her experience in policy counsel to help clients navigate the COVID-19 crisis. She offers guidance in the areas of telehealth, regulatory compliance and licensure



to assist clients in facing the myriad of changes that are occurring in state and federal policies and regulations to address the rapidly changing health care landscape.

Following a judicial clerkship immediately upon graduation from law school, Darra spent five years practicing with a small litigation firm where she represented governmental entities, individuals and insurance carriers in civil litigation and mediation throughout South Carolina. She spent the next eight years with a mid-size law firm where her practice grew to encompass cases from around the country and diverse business interests, including health care and other professional licensure defense. As a mediator and litigator, Darra helped clients resolve disputes involving employment, probate, personal injury, family, insurance coverage, contract and construction law.

Darra recognizes her clients' needs are as varied and fast-paced as the evolving world in which we live.

**Summary:**

This session will inform the attendee's on how to implement workplace safety guidelines into compliance training during COVID 19 and the difference between the state requirement & recommended guidelines. We will discuss the SC OSHA program as well as how to research & understand OSHA's responses to complaints relating to COVID 19 not just in SC but across the United States.

**Objectives:**

1. Learners will be able to identify the difference between statutory requirements and recommended guidelines for workplace safety during the COVID-19 pandemic and how each should be incorporated into compliance planning.
2. Learners will understand that South Carolina has a state-administered OSHA program, overseen by the South Carolina Department of Labor, Licensing and Regulation, which handles investigation and enforcement activity.
3. Learners will be able to research and understand the compilation of OSHA's responses to complaints relating to COVID-19 from across the United States, including the clinical setting of the healthcare worker originating the complaint, by reviewing data on the following website:  
<https://www.osha.gov/enforcement/covid-19-data>