Our tithe:
To give back to our community
10 percent of our bottom line to improve the health of our community.
Senior leadership

We believe in helping our community. That means inside our health system and beyond.

Inside our report

Chronic Disease Prevention
This initiative was designed to prevent and delay the onset of chronic health conditions by providing education, screening and intervention programs to those at risk. The work of this team addresses the chronic health conditions of cancer, diabetes and heart/stroke within the community. Partnerships provide opportunity to offer comprehensive prevention and screening services through clinics, health fairs, best practice interventions and care coordination.

Community Health Improvement
This initiative was created to address adolescent health in partnership with school, community and faith-based organizations for youth and adults in Richland and Lexington counties.

Palmetto Healthy Start
Palmetto Healthy Start (PHS) is a federally funded program and that helps expectant mothers and mothers with infants in Lexington and Sumter counties and pregnant teens in Richland County.

Palmetto Access Health
This initiative is a health care delivery system designed to improve access to care and improve health outcomes for low-income, uninsured residents of Richland, Lexington, Fairfield and Sumter counties.

Charles D. Beaman Jr.
Co-CEO, Prisma Health

John J. Singerling III
President, Palmetto Health

Vince Ford
Chief Community Health Services Officer
Palmetto Health

Vince Ford
Palmetto Health

Looking ahead

Special thanks

Community partnerships

Impacting lives
Mr. David Wilson  
Director  
SC Department of Health and Environmental Control  
2600 Bull St.  
Columbia, South Carolina 29201  

Re: COPA Annual Report  

Dear Director Wilson,  

We are pleased to provide the Annual Report covering the period Oct. 1, 2017 through Sept. 30, 2018, in accordance with the terms of our Certificate of Public Advantage (COPA) issued by your department on May 8, 1997, and modified on Nov. 18, 2003.  

It is a privilege for us at Palmetto Health to have this opportunity to continue our role as a leader in providing services benefiting our communities.  

We look forward to reviewing this report with you and your staff and are prepared to respond to any questions you may have regarding the content of this report.  

Sincerely,  

John J. Singerling III  
President, Palmetto Health  

Attachment: COPA Annual Report  

c:  Gwen Thompson, Director, Bureau of Health Facilities and Services Department  
   SC Department of Health and Environmental Control  
   Beverly Chrisman, Chair  
   Palmetto Health Board of Directors  
   Vince Ford, Chief Community Health Officer  
   Palmetto Health  

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PalmettoHealth.org
Palmetto Health’s tithe

Palmetto Health made a commitment in 1998 to return to the community 10 percent of its annual bottom line. Together with our partners, we are working to improve the overall health of our community. The Palmetto Health Office of Community Health continues to be true to its mission. The department focuses on multiple innovative initiatives to improve the physical, emotional and spiritual health of all individuals and communities it serves. For more information about our more than 20 years of community health, visit PalmettoHealth.org/CommunityHealth.

FY 2018: At a Glance

Goals

- Improve the health of pre-diabetic and diabetic patients identified through health screenings and creating individualized plans of care through a Palmetto Health care management program.
- 70% care plans completed
- 38,220 people impacted
- $3.1 million spent
- 16 programs funded

Impact

- In FY 2018, 38,220 people were impacted by the tithe throughout our community.

Budget

- In the past 20 years Palmetto Health has funded $64,362,888 in community health services.
- In FY 2018, $3,143,616 was spent in services for the underserved and underinsured population in South Carolina.

Achievements

- Palmetto Health won a 2018 Award of Merit from the International Hospital Federation on our tithe and community health impact (pictured above).
- Additional honors were given from the Carolinas Healthcare PR and Marketing Society (CHPRMS) for Palmetto Health’s 20–year report, published in February 2018.
- The Diabetes Prevention Program (DPP) was selected as one of two programs in the country to undergo a 24-month evaluation by the Centers for Disease Control and Prevention, and by the American Medical Association as one of three programs in the country to participate in a demonstration project to increase clinical referrals into the DPP.
Palmetto Health Tuomey provides community support through free programs, events and health screenings and support.

**85 cancer patients** received assistance (wigs, accessories, scarves, hats, turbans) through the Tuomey Foundation’s Cancer Boutique.

**359** transports for qualified children throughout Sumter and Lee counties through CareReach.

### Free health screenings
- **85 prostate cancer screenings**
- **19 clinical breast exams**
- **580 blood pressure readings**
- **432 diabetes screenings**
- **221 body mass index readings**

### Mobile screenings
- **5 events**
- **46 participants**

### Labor and delivery
- **14 classes**
- **182 participants**

### Baby Basics
- **12 classes**
- **131 participants**

### Safe sleep education
- **1,297 baby books**

### Breastfeeding class
- **15 classes**
- **151 participants**

### Baby Fair
- **100 attendees**

### Grits for Grands
- **105 attendees**

### Sibling class
- **8 classes**
- **52 participants**

### Friends and family CPR
- **142 participants**

### Bike helmet safety
- **230 helmets provided**

### Child passenger safety violators class
- **84 participants**

### SafeKids Sumter County
- **157 attendees**
- **73 discounted car seats**
- **124 car seats checked**

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**KidsFest**
- 60 community volunteers
- **13 schools**
- **972 children**

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**SafeKids Sumter County**
- car seat installation
- **157 attendees**
- **73 discounted car seats**
- **124 car seats checked**
Chronic Disease Prevention

20,814  
Total health services provided

70%  
Patients received care plans

15,019  
Total people served

Cancer prevention

Total cancer screenings  
2,356
Abnormal results  
147
Breast: 61  
Cervical: 26  
Prostate: 45  
Colonoscopies: 15

1 breast cancer  
3 cervical dysplasias  
15 benign polyps

Tobacco cessation

Smoking cessation participants  
55
Completed program: 65%  
Quit smoking within 30 days of completion: 78%  
Plan to quit within 30 days of completion: 13%

Provided 31 prescriptions valued at $7,162

Diabetes prevention

Total diabetes screenings  
2,208
Abnormal results  
782
Pre-diabetes range: 665  
Diabetes range: 117

237 participants in the Diabetes Prevention Program (DPP)

Hypertension management

Total blood pressure screenings  
2,315
Abnormal results  
1,915
Elevated: 412  
Hypertensive: 1,503

41 participants in Check. Change. Control.*

Care coordination

85% of community health patients with abnormal results received care coordination plans

Additional programs

701 Trumpeter participants  
(student anti-tobacco program)

2,934 contacts with youth about anti-tobacco messages

DPP outcomes

46% of patients in the pre-diabetic range returned to normal values

-3% reduction in body mass index (-1.1 kg/m²)

-3% average reduction in HbA1c

Blood pressure outcomes

-3.5 mmHg for systolic blood pressure

-1.6 mmHg for diastolic blood pressure

40% reported improved knowledge

35% reported increase in self-monitoring
Body and Soul
exercise classes
168 participants

Health education
programs and classes
7,236 contacts

FitTogether
youth health education
40 sessions | 2,233 contacts

Men’s Health Symposium
Saturday, June 9 | Trinity Education Center, Columbia
236 attendees

Mobile Health
Palmetto Health began providing screenings, including cholesterol, diabetes and cancer tests, to rural areas in the Midlands through our mobile health unit.
23 events
140 screening participants

Holy Stroke
South Carolina is located in a region of the country known as the “buckle” of the “stroke belt” – an area where entire communities are being affected by high rates of cardiovascular disease and strokes. This initiative is led by Anil Yallapragada, MD, Palmetto Health, with support from Chronic Disease Prevention teams, to increase awareness in faith-based organizations for the risk of stroke.
402 participants
12 churches

As we look ahead to our upcoming fiscal year, we will help improve the lives of our community by refining processes for screening, outreach, educational and intervention programs. We also are expanding partnerships with physicians to support the care we provide to each individual.

Valencia Bostic
Director of chronic disease prevention, Palmetto Health
Community Health Improvement

25,103 total services provided
0 reported teen pregnancies from TeenTalk participants
1,937 total people served

1,162
Middle and high school students participating in Teen Talk
9 community advocates
26 weeks of instruction

1,064
Teen Talk sessions with discussions on STIs, healthy relationships, peer-pressure, self-esteem, goal-setting and more

Teen Talk middle schools:
- Alcorn
- Blythewood
- Crayton
- Dent
- Fulmer
- Gibbes
- Hopkins

Teen Talk high schools:
- A.C. Flora
- Airport
- Blythewood
- Blythewood Academy
- Brookland Cayce
- C.A. Johnson
- Columbia
- Dreher
- Eau Claire
- Irmo
- Keenan
- Longleaf
- Muller Road
- Sanders
- Southeast
- St. Andrews
- W.A. Perry
- Lexington
- Lower Richland
- Olympia Learning Center
- Richland Northeast
- Richland One Middle College
- Ridgeview
- Spring Valley
- Westwood
- White Knoll

Data was collected by Palmetto Health community advocates in October 2017 (pre-test) and April 2018 (post-test) with 103 student responses from the Teen Talk participating schools in Richland and Lexington counties. Percentages represent students answering agree or disagree and show shifts in their confidence levels related to making mature life decisions.

I know how to refuse to participate in something I don’t want to do.
Pre-test: 25.5% agree
Post-test: 97.1% agree

It is easy for me to ask questions when I don’t understand.
Pre-test: 59.2% agree
Post-test: 86.3% agree

Maintaining goals are important in my life.
Pre-test: 75% agree
Post-test: 98% agree

I can confidently express my feelings.
Pre-test: 20.8% agree
Post-test: 77.5% agree
This was the best
Teen Talk program held at our school in years. Our facilitator was excellent.

Richland Northeast High School

Teen Talk school counselor

According to the SC Youth Risk Behavior Survey 39.5 percent of high school students reported having sex at least once. SC DHEC reported 3,406 teen births in 2017. In Richland County, teenage birth rates have steadily decreased by 76 percent since 1991.
Community impact: by the numbers

**458** Freshmen Focus participants

**199** Summer Connections participants

**434** ParenTeen participants

**10** ParenTeen sessions

**Freshmen Focus** is a 50-minute session that provides accurate information to first-year college students on healthy relationships, signs and symptoms of sexually transmitted diseases and the appropriate use of contraceptive methods to protect against sexually transmitted diseases (STDs) and unintended pregnancy.

**Summer Connections** supports the community in educating teens about pregnancy prevention. This six-week program incorporates weekly youth development sessions into existing summer programs.

**ParenTeen** helps parents of teens with communication about sexuality and health education. The program raises awareness of important issues facing teens, informs parents of the economic and social impacts of teen pregnancy and nurtures parental skills in developing strong, positive relationships. A newsletter was added in FY 2018 that reached **187** participants.

**359** transports for qualified children throughout Sumter and Lee counties through CareReach.

**19** families enrolled in Community Connections to address social determinants of health.

**Care Reach** connects children to needed medical and dental care. In partnership with Lee and Sumter County school districts, Palmetto Health Tuomey provides the following services: medical, vision, mental health and dental care, transportation and funding, assistance with Medicaid enrollment, case management, parent/child health education.

**Community Connections** was created in FY 2018 to help families address non-physical health needs such as access to food, shelter, employment and education. Palmetto Health partners with the United Way and Hyatt Park Elementary School.

- **14** clients obtained dental, vision, and primary care appointments
- **2** clients avoided eviction
- **16** clients connected to employment opportunities
- **8** families assisted with food insecurities
- **3** children enrolled in head start

**School-based telehealth**

- **1,371** education contacts
- **94%** reported to knowing how to prepare a healthy snack
- **63** enrolled clinical participants
- **7** clinical visits
- **$500** cost savings per visit to families

Palmetto Health partners with Richland County School District One and the SC Department of Health and Environmental Control to provide school-based telehealth education and clinical services to Lower Richland County schools. For more information, visit [PalmettoHealth.org/Telehealth](http://PalmettoHealth.org/Telehealth).
When Kwan Scott got a call from Hopkins Elementary School that her son, Kameron, had a medical issue, she assumed she was about to take a day off work, take him to the pediatrician’s office and wait for the results. Fortunately for her and Kameron, Gadsden Elementary School was one of the sites to which Palmetto Health provides clinical telehealth services. After receiving parental consent, the school nurse, Shantoria Brown, connected Kameron to a Palmetto Health nurse practitioner and received a diagnosis and treatment for him.

“This has been amazing for me,” said Brown. “I’ve been able to be hands-on with the diagnosis process with the nurse practitioner and with their guidance, can help the student with the condition they have.”

The clinical telehealth program is aimed toward:
- helping students feel better, quicker.
- reducing missed time from school.
- reducing parents’ missed work days.
- eliminating transportation barriers.

While the service does not replace primary care and consent from parents/guardian is required, the ability to treat students at school for non-emergent needs is very convenient for many families.

“Telehealth saves you time and money,” said Scott. “You don’t have to worry about getting off work, picking up your child and taking them to the pediatrician or family doctor. You get the results right there at school, in the nurse’s office.”

Palmetto Health offers clinical and educational telehealth opportunities at Webber, Gadsden, Hopkins, Horrell Hill Elementary and Southeast Middle schools. Education is provided to students in after-school programs.

Palmetto Health is partnering with other organizations to provide telehealth services in rural areas in South Carolina. Palmetto Health also provides additional virtual care services.

For more information, visit PalmettoHealth.org/Telehealth.
Palmetto Healthy Start

675 services provided to pregnant women
141 infants born to PHS participants
0 infant deaths from PHS participants
313 newly enrolled pregnant women

75.5% of PHS participants received adequate prenatal care
71.6% of PHS participants are African-American

348 infants received prenatal care and/or interconceptional care along with well-baby services

26 Pack n’ Play sets provided
Lexington: 3
Richland: 13
Sumter: 10

4 childbirth classes held
32 events
73 participants received childbirth education

674 PHS participants received oral health screenings
1.2% affected by periodontitis

12 breast pumps provided
334 women received breastfeeding education
Early, adequate prenatal care significantly improves the chances of having a healthy baby. Through home visits and classes, Palmetto Healthy Start (PHS) provides education to expectant mothers about nutrition, toxic stress, dangers of substance abuse and other risk factors that impact pregnancy. Education promotes healthy pregnancy and helps prevent poor birth outcomes, including low-birth weight and infant death.

Periodontitis is inflammation of the tissue surrounding the teeth, causing shrinking of the gums and loosening of the teeth. This common gum disease and severe gingivitis are factors in premature and low-weight births.

Maternal and infant outcomes are improved by prenatal care that begins early, is risk-appropriate, continuous and comprehensive. PHS works to reach participants in early stages of pregnancy and connect them with health and social services.
Palmetto AccessHealth

3,420 active participants
$941,116 value of services provided
2,029 first-time enrollees

1,897 total referrals for specialty services
$211,876 paid for specialty services

Cardiac surgery: 11
Cardiology: 174
Orthopedic surgery: 23
Orthopedics: 208
Podiatry: 115
Neurology: 111
Neurosurgery: 13
Mental health: 12
Endocrinology: 48
Pulmonology: 65
Infectious disease: 24
Rheumatology: 23
Surgery: 114
Gastroenterology: 381
Nephrology: 74
Obstetrics and Gynecology: 51
Urology: 12

Palmetto AccessHealth partners with 20 medical home providers in Fairfield, Lexington and Richland counties.
Palmetto AccessHealth is a collaborative initiative designed to improve access to care and health outcomes for low-income (below 100 percent of the federal poverty level), uninsured residents.

Since its inception in 2001, Palmetto AccessHealth has provided health care services to 31,873 residents of Richland County and expanded to cover Lexington and Fairfield counties in May 2015.

Avoidable Emergency Department visits
22% reduction in overall ED utilization for participants enrolled in the last 12 months.

Disease Management
10% reduction in HbA1c measures (diabetes testing) for those receiving chronic disease management services.

Palmetto AccessHealth is advised by a coalition of community organizations including:

- Celia Saxon Health Center
- Columbia Area Mental Health Center
- Eau Claire Cooperative Health Centers, Inc.
- Palmetto Health
- Palmetto Health-USC Medical Group
- Palmetto Public Health District
- Providence Health
- Richland County School Districts One and Two
- SC Department of Health and Human Services
- The Cooperative Ministry
- The Free Medical Clinic
- The Good Samaritan Clinic
- United Way of the Midlands
- University of South Carolina School of Medicine
- Welvista
## Community partnerships

### Project Breathe Easy
- **148** participants
- **94.44%** ED utilization reductions
- **86.6%** reductions in asthma-related doctor visits
- **129** home visits
- **4** referrals for social determinant needs

### FoodShare
- **2,488** screenings
- **1,411 (57%)** screened positive for food insecurity
- **147** referrals for social determinant needs

### GoNoodle
- **15,207,806** minutes of student physical activity
- **1,094** active schools
- **16,590** active teachers

### MIRCI (Mental Illness Recovery Center, Inc.)
- **78%** reduction in hospitalizations
- **54%** ED utilization reductions for MIRCI clients
- **$6.2 million** in avoidable hospital charges

### Palmetto Health Ambulatory Care Transition Team (ACTT)
- **1,845** participants
- **882** patient contacts
- **835** blood pressure screenings
- **235** nurse visits
- **74** social work encounters
- **57** identified medical conditions

### Silver Ring Thing
- **563** students attended a SRT event in service areas (Richland and Lexington counties)
- **67** committed to abstinence

### FoodShare
- **2,488** screenings
- **1,411 (57%)** screened positive for food insecurity
- **147** referrals for social determinant needs

### GoNoodle
- **15,207,806** minutes of student physical activity
- **1,094** active schools
- **16,590** active teachers

### SC Campaign to Prevent Teen Pregnancies
**Teen birth rates:**
- **213 (13.1%)** Richland County
- **278 (20.3%)** Lexington County
- **100 (30.2%)** Sumter County

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**Teen birth rates:**
- **213 (13.1%)** Richland County
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- **100 (30.2%)** Sumter County

### WellPartners: Dental
- **2,949** patients serviced
- **20%** ED reduction in dental visits since WellPartners opened (2016)
- **1,801** dental hours provided

### MedNeed of SC
- **2,256** items supplied
- **$54,328** value of items provided to patients

### Sexual Trauma Services
- **773** education sessions
- **93%** youth-focused
- **10,360** youth participants

### PASFors
- **4** community sessions
- **993** completed behavioral pathways

### SC HIV/AIDS Council
- **105** tests
- **52** chlamydia cases
- **1** HIV positive case
- **12** syphilis cases

### Good Samaritan Clinic
- **1,685** patients received medical treatment
- **1,130** received health education

### Welvista
- **6,975** prescriptions
- **2,425** patients
- **$3,512,772** value of prescriptions

### Sickle Cell support
- **4,918** case management hours at James R. Clark Sickle Cell Foundation
- **1,159** patient encounters at Palmetto Health Sickle Cell Medical Home (50 home visits, **$14,610** saved in ED avoidance)
Heart disease is the number one killer among diabetics and women. For the past 10 years, Palmetto Health has organized Women at Heart, with an average of 1,000 women attending. In 2018, session topics included inflammation, stress and hypertension, with keynote addresses by Anil Yallapragada, MD, Palmetto Health (pictured top right) and Bertice Berry, PhD (pictured top left). An updated event for men and women is being planned for March 2019.

Influenza (the flu) is a contagious respiratory illness caused by the influenza virus. The virus is spread by droplets when people sneeze, cough or talk. People can spread the virus up to one day before symptoms develop and five to seven days before or after becoming sick. According to SC Department of Health and Environmental Control (SC DHEC), in 2016–17, more than 2,000 hospitalizations and 94 deaths occurred as a result from flu complications. In the United States, 104 pediatric deaths were reported to the Centers for Disease Control. As a result, Palmetto Health launched an initiative with free flu shots to the community. The clinics were held at local churches from October until December 2017. Palmetto Health plans to continue the free flu shot initiative in FY 2019.

This is a great reminder that when we care for ourselves, we also care for those we love and support.

Stacey McPhail
System Director, Office of Community Health, Palmetto Health
SC health status
Palmetto Health will work on improving the health status of South Carolina, currently ranked 44th in the nation for health rankings. Strategies include focused work on hypertension management, diabetes prevention, cancer screenings and case management services. Additional goals include:

• Expanding telehealth opportunities in schools
• Reaching rural communities through mobile health screenings

Diabetes Prevention Program 2019
In 2019, Palmetto Health will expand the Diabetes Prevention Program (DPP) in additional areas of South Carolina. New DPP sites include the northwest Columbia area of the Harbison community and West Columbia. Programs will be developed in Sumter and expanded in Greenville. Palmetto Health team members also will be eligible for DPP. Program services are set to become billable through Medicare for eligible participants.

Community Health Needs Assessment
The 2019 Community Health Needs Assessment (CHNA) process will build upon the strategies and models utilized in 2016. The process will be expanded to include both the Midlands and Upstate Affiliates and will cover Lexington, Richland, Sumter, Oconee, Laurens, Pickens and Greenville counties. The CHNA team will continue to work with organizations such as DHEC, United Way, the SC Hospital Association and local partners in completing the assessment, prioritizing health needs and developing community action plans. For additional information about the CHNA and previous reports, visit PalmettoHealth.org/CHNA.

Palmetto Health Foundation
Palmetto Health Foundation, a 501(c)(3) non-profit organization, engages community partners to enhance health care for patients and families served by Palmetto Health.

Gifts to the Foundation allow Palmetto Health to continue to offer an ever increasing array of services targeted to meet specific community needs. Private support is essential to maintain a level of excellence with new programs, services and equipment. Find out more at PalmettoHealthFoundation.org or call 803-434-7275.
Greenville Health System and Palmetto Health are now Prisma Health

We’re excited to be united under one name and one logo. Together, we’re looking at health in a completely new way.

Our 30,000 team members are dedicated to supporting the health and well-being of you and your family. Our promise is to: Inspire health. Serve with compassion. Be the difference.

We’ll continue to honor the sacred relationships our patients and families have with their physicians and advanced practice providers. Your doctor won’t change. Your hospital won’t change.

To learn more about how we will serve you, visit PrismaHealth.org
Special thanks

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**Palmetto Health Tuomey**
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- Nikita Dotson, Community Health
- Cheryl Jackson, SafeKids Sumter County
- Chris Moore, Marketing and Communication
- Traci Quinn, Marketing and Communication

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*PalmettoHealth.org  803-296-CARE (2273)*

**Our Vision:** To be remembered by each patient as providing the care and compassion we want for our families and ourselves.

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