Mobility Management to Support Access to Health Care

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Without transportation, the ability to live in one’s home and community is compromised. Also, improving access to care for transportation-disadvantaged populations can reduce national health care costs, possibly offsetting the increase in transportation costs.

AARP, Expanding Specialized Transportation: New Opportunities under the Affordable Care Act
Today’s Agenda

- Provide an Overview of Challenges to Access to Health Care
- Overview of Mobility Management as a Solution
- Describe Mobility Solutions that can be Integrated into the Mission of Human Services and Transit Agencies
- Share Resources
- Questions and Discussion
Always Think about Data…

- **Rides to Wellness Community Scan Project**, Health Outreach Partners
  - In any given year, 3.6 million Americans miss at a minimum one medical appt. due to lack of transportation
  - Missed appts are associated with poorer health outcomes
  - Demographic factors, such as race/ethnicity, income are related to missed appts
  - Studies examining transportation as a barrier have consistently found it to be significant for various patient populations and geographies (Wallace, Hughes-Cromwick, Mull, Khasnabis, 2005; Kim, et. al., 2007;
  - Cost of Missed appts: large family practice center found that missed appointments resulted in an annual revenue shortfall of 3% - 14% (Moore, et. al., 2001).
But, Ensure you use Smart Data and Communicate it in Smart ways!

“Here’s a list of 100,000 warehouses full of data. I’d like you to condense them down to one meaningful warehouse.”
Thought Question

- What are some mobility or transportation challenges that inhibit access to health care for individuals?
Challenges to Access to Health Care Especially in Rural Areas

- People lack knowledge and skills regarding using public transit
- Fear related to using transportation
- Acute care facilities or institutions may not consider transportation in discharge processes
- Healthcare and community service personnel may lack connections with public transportation and mobility management
- Transit may lack connections with healthcare and human services
- Lack of transportation options
- Geography and terrain
- Inconvenience of transportation options
- Cost of transportation
Mobility Management offers Solutions
What is Mobility Management?

- Mobility management is an approach to **designing and delivering** transportation service
- Starts and ends with the **customer**
- Establishes a community vision - **entire transportation network works** together
- Deliver the transportation options that **best meet the community’s needs**
What is Mobility Management?

Integrated Mobility Service as a System

- Bike/Ped
- Public Transit
- Paratransit
- Carshare
- Taxi
- Vanpool
- Rideshare
- Park/Ride
- ITS
The Reality in Many Places

- Little coordinated mobility management infrastructure
- Fragmented siloes and pockets of excellence
- Few communication and information sharing forums
Thought Exercise I

- Are you connected to a mobility management network?
- What is one thing your agency/organization is doing/planning to do, to facilitate connections with health care or transit?
- What strategies are you using?
Examples of Transit-Health Care Connections

Ark-Tex Council of Governments Partners with Paris Regional Medical Center

Nancy Hoehn – nhoehn@at cog.org

National Center for Mobility Management
WHERE WE ARE
NE Texas Serving 9 Rural Counties
CREATE WIN-WIN PARTNERSHIPS

Paris Regional Medical Center – Financial support and office
Texas Oncology
Paris Junior College
City of Paris
United Way of Lamar County
Results Company
2 local Foundations = $165,000 annual local funds
A Conversation

▪ How did the relationship come about?
▪ Why is this work important to the transit agency?
▪ Why is this work important to the medical center?
▪ What activities are part of this relationship?
▪ How do you know its working?
Thought Exercise 2

- What do you want to do?
  - What new connections do you want to establish?
  - What do you need to make it happen?
What Strategies are Communities Using?

- Implement a mobility companion program
  - [http://www.myride2.com/](http://www.myride2.com/) helps seniors and adults with disabilities in Michigan find transportation. Need a ride? We'll help you coordinate your transportation options
  - Bus Buddy Tour Program offers a fun way for seniors (60+) to see a Madison attraction and also learn to use the Madison Metro bus – RSVP Program
  - Ride buddy programs (Piedmont Authority for Regional Transportation, NC)

- Develop and deliver an education program for health professionals
  - Healthtran - Intervention: A non-emergency transportation service that offers rides for patients demonstrating a transportation need for timely primary and preventive care access. Missouri.

- Convene healthcare – human services – transit summit
  - MA Human Services Transportation, [Community Transportation Conference](http://www.communitytransportationconference.com)
What Strategies are Communities Using?

- Engage volunteers in exploring new mobility partnerships conduct an environmental scan – Resource mapping
  - Understand needs of riders, physical, cognitive, social, sensory, assistive devices, sensory, hygiene, speech, demeanor, social skills, time on task, time management
  - Understand capacity of modes and system
    - Checklist for accessibility of transportation

- Educate transit personnel about the needs of older riders and riders with disabilities especially as it relates to access to community programs
  - City of Evanston, Age Friendly Task Force
What Strategies are Communities Using?

- Senior volunteers and persons with disabilities participate in community mobility management/coordination meetings – Maine Primary Healthcare Association
- Coordinating community appointments with transportation appointments – Boise Idaho
- Patient-consumer coupon programs, King County Metro, WA
- Senior travel training program
  - Myride2 - MI
- Volunteer driver programs
  - Knoxville CAC – Volunteer Assisted Transportation
Innovative Mobility Examples
Shared Use Mobility

- **Jitterbug and Lyft**
  - Use phone to make transportation connections

- Medical connections
  - **MedStar Health**, a nonprofit health care system with hospitals in Maryland
    - Partnership with Uber.
    - Patients who use Uber to access the ride service while on the hospital’s website and set up reminders for appointments.
Innovative Mobility Examples

- **Brookdale Senior Services**
  - **Lift Hero** – call in advance, request drivers, medical and community transportation
  - **Lyft** – on-demand service or scheduled, concierge in community, billed to residence

  “Residents can use Lift Hero to provide individual services, such as a last minute physician appointment, an evening engagement, or an appointment that falls outside of our normal service,” says Sheila Garner, regional vice president for Brookdale’s west division.
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How to Identify a Mobility Manager in Your Community

- Local transit agency or transit authority
- State DOT
- Metropolitan Planning Organization
- Google...Local Coordinated Transportation plan, transportation advisory committee
- www.nc4mm.org
Can you Develop Mobility Management Skills?

- Learn about transportation options in your community – resource mapping, environmental scan
- Participate in community mobility forums
- Invite transportation professionals into community forums
- Share information about transportation options with recipients
- Ask individuals about their mobility and transportation needs
- Collect data to support need
- Collaborate on grants and external funding
- Leverage other grant programs – AoA, SAMHSA, DOL
- Encourage patients to be transportation advocates
- Collaborate to develop innovative solutions
The National Center for Mobility Management Can Help you Make Connections and Facilitate Coordination

The mission of the National Center for Mobility Management (NCMM) is to facilitate communities to adopt transportation strategies and mobility options that empower people to live independently and advance health, economic vitality, self-sufficiency, and community.

www.nationalcenterformobilitymanagement.org
About the NCMM

• National Technical assistance center
• Launched in early 2013
• Jointly operated by three national organizations:
  – Easterseals
  – American Public Transportation Association
  – Community Transportation Association of America
• Through a cooperative agreement with the Federal Transit Administration (FTA), U.S. DOT
NCMM Services

- Technical assistance
- Products
- Training tools
- Peer to peer opportunities
Tap into Resources

National Center for Mobility Management

National Aging and Disability Transportation Center

Rural Transit Assistance Program

ACL Inclusive Transportation Partnerships

Shared-use Mobility Center
Resources

- Rides to Wellness Implementation Guide
- Healthcare Access Design Challenge Program
  – Powerpoints, videos
- Exploring Data and Metrics of Value at the Intersection of Healthcare and Transportation
  – TRB Meeting, 2016
- Transportation Solutions for Caregivers
Funding

- Section 5310 grants
- Health Care Access and Mobility
- NCMM Challenge Grants
- Other Federal Agencies
  - Corporation for National & Community Service
Leverage Diverse Range of Federal Programs

- Administration on Aging
  - Requirements for States and area agencies to develop and implement comprehensive and coordinated systems for home and community-based services, including transportation.
  - Afford the Aging Services Network with significant opportunities to strengthen coordination of transportation services and/or ensure its inclusion in the planning and delivery of transportation services.

- Corporation for National and Community Services
  - RSVP Program - Aging in Place—Transportation: applicants focus on the access to preventive/medical appointments or other services that allow them to live independently.
Safe Harbor Regulation and NEMT

The US Department of Health and Human Services, Office of Inspector General (OIG) has granted certainty and lots of possibilities with its final rule regarding financial contributions to and provision of non-emergency medical transportation (NEMT). The rule effectively creates a new safe harbor for two types of local transportation:

- (1) Transportation that is provided for patients; and (2) Shuttle services for patients or others – along a fixed route with a set schedule.

Webinar recording and informational materials
If you always do what you’ve always done, you’ll always get what you’ve always got.

In Fierce Conversations, By Susan Scott
Thoughts, Ideas, Questions?
Please complete the short evaluation provided to you!
Thank you...