Spotlight on Transportation: Improving Access to Healthcare through Innovative Mobility and Transportation Solutions in Senior Corps Projects

Senior Corps Tuesday Talks: March 21, 2017

2:00pm ET
Housekeeping

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Focus on Transportation: Improving Access to Healthcare through Innovative Mobility and Transportation Solutions in Senior Corps Projects

Judy L. Shanley, Ph.D., Co-Director
Jordan Snow, Research & TA Analyst
Easterseals, Inc.
Today’s Agenda

- Introduction & Overview of Mobility Management and NCMM, Jordan
- Mobility Solutions Applied to Access to Healthcare, Judy
- Resources, Judy
- Questions and Discussion, Brian & Jordan
Learning Objectives

- Learn about mobility and transportation innovations for Senior Corps Programs and specifically related to access to healthcare;
- Identify strategies to facilitate connections with mobility management networks in your community; and
- Gather resources and materials that can be used at the state and local levels to improve mobility options.
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?
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
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
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
A Question to You....

Why is a focus on Healthcare Access and Mobility Important?

Type your responses into the chat box
Why Focus on Creating Partnerships between Healthcare and Transit?

- Preventable hospital readmissions are a significant avoidable cost in the U.S. health care system, costing an estimated $25 billion annually.
- Why? Poor discharge procedures and inadequate follow-up care, nearly one in every five Medicare patients discharged from the hospital is readmitted within 30 days.
- Across all insured patients, the preventable readmission rate is 11 percent, while the rate for Medicare patients is 13.3 percent.
What Transportation Issues Affect Access to Healthcare?

- People lack knowledge and skills regarding using public transit
- Fear related to using transportation
- Healthcare personnel may lack connections with public transportation and mobility management
- Transit may lack connections with healthcare
- Lack of transportation options
- Inconvenience of transportation options
- Cost of transportation
Health-Mobility Focused Activities

- Implement a mobility companion program
  - 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.

- 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.
  - Results: HealthTran has helped to improve healthcare access and long-term health outcomes, as well as reduced preventable hospitalizations and unnecessary emergency department visits.

- Convene healthcare – transit summit
  - MA Human Services Transportation, Community Transportation Conference
Health-Mobility Focused Activities

- Engage senior 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**

- Facilitate the ability of volunteers to be mobility companions - ambassadors in their community;
  - Lutheran Social Service MN – **companionship program**

- Educate transit personnel about the needs or older riders and riders with disabilities especially as it relates to access to healthcare
  - **City of Evanston, Age Friendly Task Force**
Health-Mobility Connections

- Senior volunteers participate in community mobility management/coordination meetings
- Implement a senior travel training program
  - Myride2 - MI
- Senior volunteer driver programs
  - Knoxville CAC – Volunteer Assisted Transportation
Vets Helping Vets Programs: Make a Difference in Another Vet’s Life

It’s often said that no one understands a Vet like another Vet. RSVP’s Vets Helping Vets program builds on that natural bond by matching Veterans in need with volunteers who are fellow Vets—and both parties benefit.

- **Provide Rides to Medical Appointments**
- The primary focus of the program, which serves all of Dane County, WI is to provide rides to Veterans and their families who need transportation to medical appointments and other important meetings.

- And another program ....FL RSVP Program sponsored by Aging Matters in Brevard developed a Vets Driving Vets, no-cost transportation for veterans with door-to-door service to medical and other appointments.
Already Part of a Volunteer Driver Program?

Do your volunteers wait for patients at medical facilities? What can volunteers do?

- Help extend program and work with medical facilities to ratchet up their knowledge of mobility options;
- Educate healthcare providers re; importance of transportation;
- Work with healthcare professionals to identify other patients/riders who may have mobility challenges (confidentiality issues);
- Assist healthcare to develop a mobility options inventory for the community.
Innovative Mobility Examples

- **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.

- **Ride buddy programs** (Piedmont Authority for Regional Transportation, NC)
  - Is this your first time riding the bus?
  - Would you like someone to show you just how easy it is to ride?
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.
Thoughts, Ideas, Questions?
If you always do what you’ve always done, you’ll always get what you’ve always got.

In Fierce Conversations, By Susan Scott
Resources

- Rides to Wellness Implementation Guide
- Healthcare Access Design Challenge Program
  - Powerpoints, videos
- Exploring Data and Metrics of Value at the Intersection of Health Care and Transportation
  - TRB Meeting, 2016
Tap into Resources

National Center for Mobility Management

National Aging and Disability Transportation Center

Rural Transit Assistance Program

ACL Inclusive Transportation Partnerships
Thanks To Senior Corps
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Thank you...