



Innovative Mobility Options to Support Patient Access to FQHCs



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Today's Agenda

- Provide an overview to Mobility Management
- Describe mobility solutions that can be integrated into the mission of FQHCs
- Share examples of access to healthcare strategies
- Questions and discussion

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**



The [High Performing FQHC](#) of Tomorrow
Expanding the mission through margin
by Christopher DeMarco, MBA, Ph.D.



This evolution is playing out in many centers as they engage in both broad health programming, including population health initiatives, more targeted quality improvement programs like the Health Disparities Collaborative, and social programming that focuses on issues prevalent in their communities, such as hunger and lack of basic transportation.

White Paper, May 2015

Why Can't Patients Access your Center?



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

Role of FQHCs

- Transportation assistance is enumerated in Section 330 of the Public Health Services Act as one of the “required primary services” of FQHCs (i.e., “services that enable individuals to use the services of the health centers (including **outreach** and **transportation** services)” §254b(b)(1)(A)).
- The National Association of Community Health Centers (NACHC) fact sheet says: “Health centers are also obligated to... offer services that **help their patients access health care**, such as transportation, home visitation services, translation, case management, and health education.”

But, is it too expensive to provide direct transportation services?

What are alternatives?

Mobility Management offers Solutions

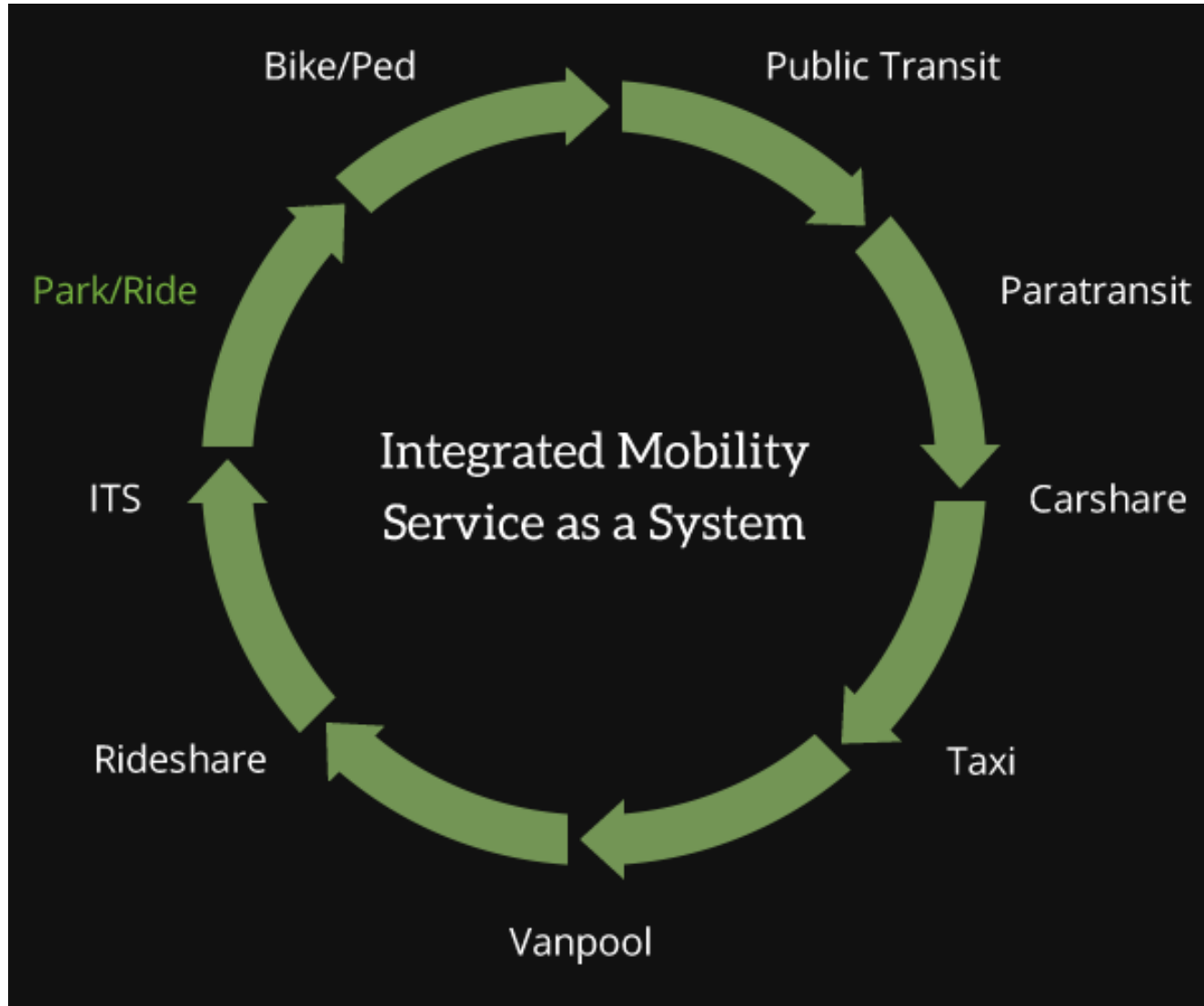


What is Mobility Management?

- 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**
- Communities may have a **mobility manager or transportation coordinator**
 - Contact your local or state Dept of Transportation, your local Planning Organization or Council of governments, your local transit provider



What is Mobility Management?





The Reality in Maine

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



The Good News

- Bunch of committed people....
- Potential funding opportunities....
- You may already be doing some of this....

Can you Integrate a Focus on Mobility in your Daily Role?

FQHCs are becoming Patient-Centered Medical Homes (PCMHs), a primary care, team-based approach to meeting a patient's health care needs. FQHCs are focusing on a PCMH approach with care that is:

- Patient-centered – ask about transportation needs and capacity.
- Comprehensive – understand transportation services in community, know people!
- Coordinated – when thinking about community supports – consider mobility needs, educate your peers
- Accessible – think about an array of mobility options
- Committed to quality and safety – share this commitment with community partners

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 your healthcare forums
- Share information about transportation options with patients
- Ask patients about their mobility supports to your center and to community services
- 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



What Strategies are other Communities Using?

- Mobility companion program
 - <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.
 - [Ride buddy](#) programs (Piedmont Authority for Regional Transportation, NC)
- 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.
 - Educate transit personnel about the needs of older riders and riders with disabilities especially as it relates to access to healthcare
 - City of Evanston, Age Friendly Task Force

What Strategies are other Communities Using?

- Engage patients 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](#)

What Strategies are other Communities Using?

- Travel training. Implement a travel training program
 - [Myride2](#) - MI
- Volunteer driver programs
 - Knoxville CAC – [Volunteer Assisted Transportation](#)
- Meetings and Forums. Convene healthcare – transit summit
 - MA Human Services Transportation, [Community Transportation Conference](#)

What Strategies are other Communities Using?

Technology

- [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.
- Share vehicles with human service organizations, religious organizations, schools.

What Strategies are other Communities Using?

■ 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.

Safe Harbor Regulation and NEMT

- The US Department of Health and Human Services, Office of Inspector General (OIG) has granted its final rule regarding financial contributions to and provision of non-emergency medical transportation (NEMT) by medical providers. 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.

The National Center for Mobility Management

Can Help you Make Connections

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



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
- [Health Outreach Partners. *Transportation and Health Access: Where Are We Now and Where Can We Go?*](#)

Funding



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

Tap into Resources



[National Center for Mobility Management](#)



[National Aging and Disability Transportation Center](#)

Washington, DC
www.nadtc.org
866.983.3222



[Rural Transit Assistance Program](#)



[ACL Inclusive Transportation Partnerships](#)



[Shared-use Mobility Center](#)



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