

TRANSPORTATION RESEARCH BOARD

Improving Transportation Access to Health Care

May 18, 2021



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#TRBwebinar

Learning Objectives

1. Identify ways health care and transportation providers can work together
2. Apply the most appropriate health accessibility transportation model for your agency

#TRBwebinar



AICP Credits

- This webinar is eligible for 1.5 AICP credits
- Log into the APA website after the webinar to claim your credits



The Guidebook for Communities to Improve Access to Health Care

TCRP Report No. 223

KFH Group, Inc. in Association with NORC
Harmony Lloyd, Flint MTA





Introductions

Moderator

Sue Knapp, KFH Group

Principal Investigator

Ken Hosen, KFH Group

Co Principal Investigator

Buffy Ellis, KFH Group

Case Study

Harmony Lloyd, Flint Mass
Transportation Authority



Agenda

Project Objectives, About the Guidebook

Making the Case for Collaboration between Health Care and Transportation

Developing Transportation Solutions

Case Study – Flint MTA

Questions?



Guidebook and Research Plan to Help Communities Improve Transportation to Health Care Services

Develop a guidebook to help communities improve transportation to health care

Provide support, information and examples that assist communities and build relationships—with a focus on providers of transportation and of health care—to improve access to health care services.

Produce a research plan

Provides an outline for pursuing and funding additional research that quantifies and better qualifies the benefits of improving transportation access to health care.



Why Should Communities Improve Transportation to Health Care?

Access to health care is critical to:

- Promote and maintain health,
- Prevent and manage disease, and
- Work towards health equity.

Transportation is fundamental to societal health:

- Available and timely transportation provides access to medical services.

Without access, health care is delayed or missed:

- This increases potential for poor health outcomes.
- Particular problem for those with chronic diseases.
- Contributes to rising cost of health care.



Social Determinants of Health

Economic Stability

Employment
Income
Expenses
Debt
Medical bills
Support

Neighborhood and Physical Environment

Housing
Transportation
Safety
Parks
Playgrounds
Walkability

Education

Literacy
Language
Early childhood education
Vocational training
Higher education

Food

Hunger
Access to healthy options

Community and Social Context

Social integration
Support systems
Community engagement
Discrimination

Health Care System

Health coverage
Provider availability
Provider linguistic and cultural competency
Quality of care

Health Outcomes

Mortality

Morbidity

Life Expectancy

Health Care Expenditures

Health Status

Functional Limitations



What Do We Know About the Role of Transportation?

Availability of transportation influences ability of individuals to access healthcare.

- Transportation ensures a community's connection to health care services.
- Access to reliable and affordable transportation is associated with increased use of health services and improve health outcomes.

A lack of transportation is often cited as a barrier to healthcare access.

How many people lack transportation access to healthcare services?

Limited available data suggest a range from 10% to 50% of patients reporting transportation as a barrier to healthcare.



What Impacts Transportation Access to Health Care?



Transportation Costs

- High cost of fares
- Personal vehicle expenses such as insurance
- Credit card or bank account requirements



Vehicle Access

- Lack of a personal vehicle
- Lack of access to a vehicle through friends or family



Distance and Time Burden

- Long travel distances and lengthy wait times
- Erroneous or inconvenient time schedules



What Impacts Transportation Access to Health Care?



Policy

- Budget cuts resulting in bus and train shortages, routes removed, and strikes
- Driver's license barriers
- Lack of adequate transit in underserved areas



Transportation Infrastructure

- Limited availability and routes
- Overcrowding on trains or buses
- Roads and transport stations in disrepair or inaccessible
- Safety issues



Transportation Barriers: Exist Across Many Dimensions

Socioeconomic
Status

Older Adults

Individuals with
Disabilities and
Mobility Limitations

Rural Populations

Medicaid
Beneficiaries

Native Americans

Veterans



Improve Access to Health Care - **Work Towards a Partnership:** **Health Care and Transportation**

Understand differing motivations.

Identify appropriate entities for the Partnership.

Identify transportation needs.

Start a dialogue.

Share a goal.

Recognize and address barriers.

Develop transportation solutions.

Sustain the improved transportation.



Developing Transportation Solutions: **It Makes a Big Difference**

Providing guidance to mobility managers, health care and transportation providers in developing and selecting the most appropriate transportation service to meet the identified health care access needs.

Not all transit is the same

Understand the power of productivity

A clear relationship between service design and productivity

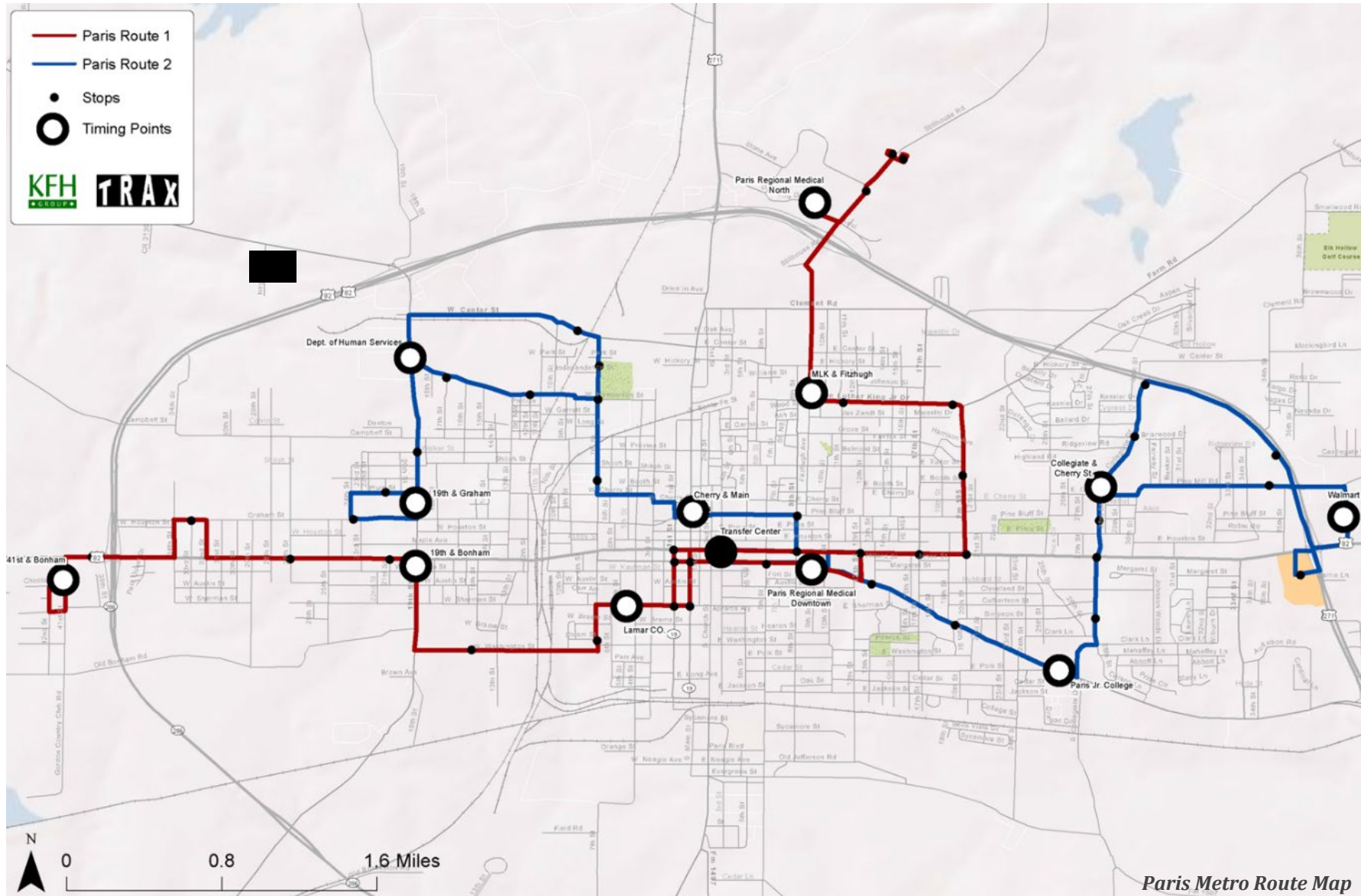
Always ensuring a safe, affordable and respectful service

We Put the Service Out There, but They Won't Ride!

Going Nowhere Area Transit System (GNATS)



Service Design: A Better Way Paris Metro





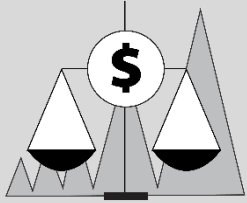
Effective Public Transportation: Makes a Big Difference

Service Area	Percentage Range of Health Care Trips
Urban	5%-48%
Small Urban	4.0%-18.6%
Rural	5.16%-34.55%
Small Urban and Rural Combined	5%-25%
Urban and Rural Combined	19%-23%



Transportation to Health Care: Some of the Basics

The following basics of transportation are discussed:



Economies of Scale

Transportation Benefits



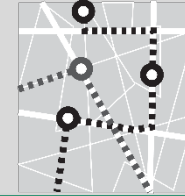
Collaboration and Coordination Efforts

Reducing Silos



Grouping Trips:

What is Productivity and Why is it Important?



Service Design

Diversity is Good



Safe and Professional Services



Productivity and Costs

Why is productivity important?

Productivity: One-way passenger trips per vehicle hour

In this example, it costs a transit system \$50 per hour to provide service:

1.5 trips per hour will yield a cost of **\$33.33** per trip
3 one-way trips per hour brings the cost to **\$16.67 per trip**
10 trips per hour - **\$5**
25 trips per hour - **\$2**














Typical Productivity for Service Types

Service Type	Productivity
Countywide Paratransit	1-2 trips per hour
Urban Paratransit	1-6 trips per hour
Microtransit (Zoned)	2-6 trips per hour
Fixed Schedule - Rural	4-8 trips per hour – Vehicle Capacity
Fixed Route	Vehicle Capacity



Transportation Solutions and Service Design: One Size Does Not Fit All

Matching Patients with Transportation Solutions: Urban

Patient Types	Fixed Route	ADA Paratransit/ Microtransit	Taxi, TNC	Specialized or Volunteer
Willing and Able to Use Fixed Route (accessible)				
Able to Use Shared Ride Door-to-Door Service (accessible)				
Requires Single Ride Door-to-Door Service (accessible as needed)				
Requires More Specialized Service (trained driver, volunteer) (accessible as needed)				
After Hours Needs (accessible as needed)				



Sustainability: Building a Strong Financial Foundation

First ensure service is efficient (doing things right) and effective (doing the right things)

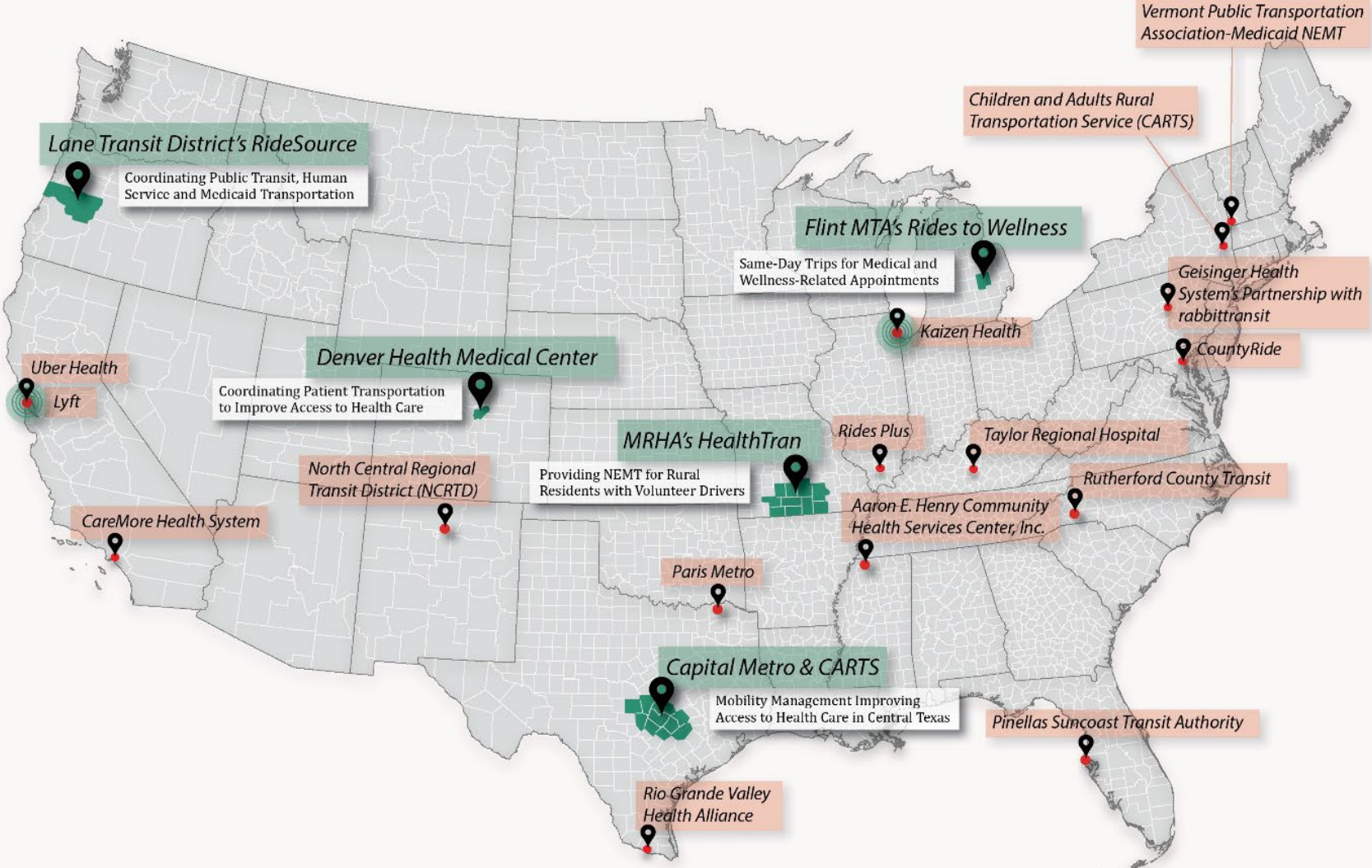
A Diverse Funding Base

Public Transit Funding

Health Care Providers Funding

Public-Private Sponsorships and Partnerships

Case Studies and Collaborative Practices



-  Case Study Location and Service Area
-  Collaborative Practice Headquarters
-  Application Programming Interface (API) based Collaborative Practice Headquarters

The Case Studies



**Capital Metro Transportation Authority and
Capital Area Rural Transportation System**



Denver Health Medical Center



Flint MTA's Rides to Wellness



Lane Transit District's RideSource



**Missouri Rural Health Association's
HealthTran**



Collaborative Practices



16 Examples representing a wide range of good ideas

Urban and rural

Direct operations and brokerages

Service design

Funding and sustainability

Technology applications

Health care agencies providing public transit

A summary of all 50 examples



Summary – The Guidebook for Communities to Improve Access to Health Care

Understanding the **relationship** between transportation and health care

Understanding the **basics** of transportation – the essential elements

Productivity, service design and cost

Sustainability

Case studies and collaborative practices – Replicate or adapt



For More Information

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MTA Flint Rides to Wellness

An innovative, personalized
approach to assisting Flint
residents in accessing critical
services

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EST 1836

GENESEE COUNTY

Michigan



- The MTA is located Flint, Michigan, 66 miles northwest of Detroit.
- Flint's population is 90,000 people.
- MTA's service covers all 640 square miles of Genesee County.
- Genesee County's population is 428,000.



In 2015, MTA received a grant from the National Center for Mobility Management to explore health partnerships.

MTA knew traditional forms of public transit alone would not meet the needs and relied heavily on interviews with riders, professionals, and stakeholders to understand the issues and design an innovative transportation solution.

Background

What We Learned

- Significant medical transportation needs exist outside of what Medicaid covers.
- Access to food is a major issue for people living in food deserts, older adults, and persons with disabilities
- Ride-hailing services, like Uber and Lyft have many great qualities, but lack the capacity and oversight to transport wheelchair passengers, older adults who may require assistance, and others with specialized transportation needs.
- Public transportation had the opportunity to deliver a low-cost, high-return innovative solution to addressing Michigan's mobility needs.



Photo credit: R Mo



The Solution

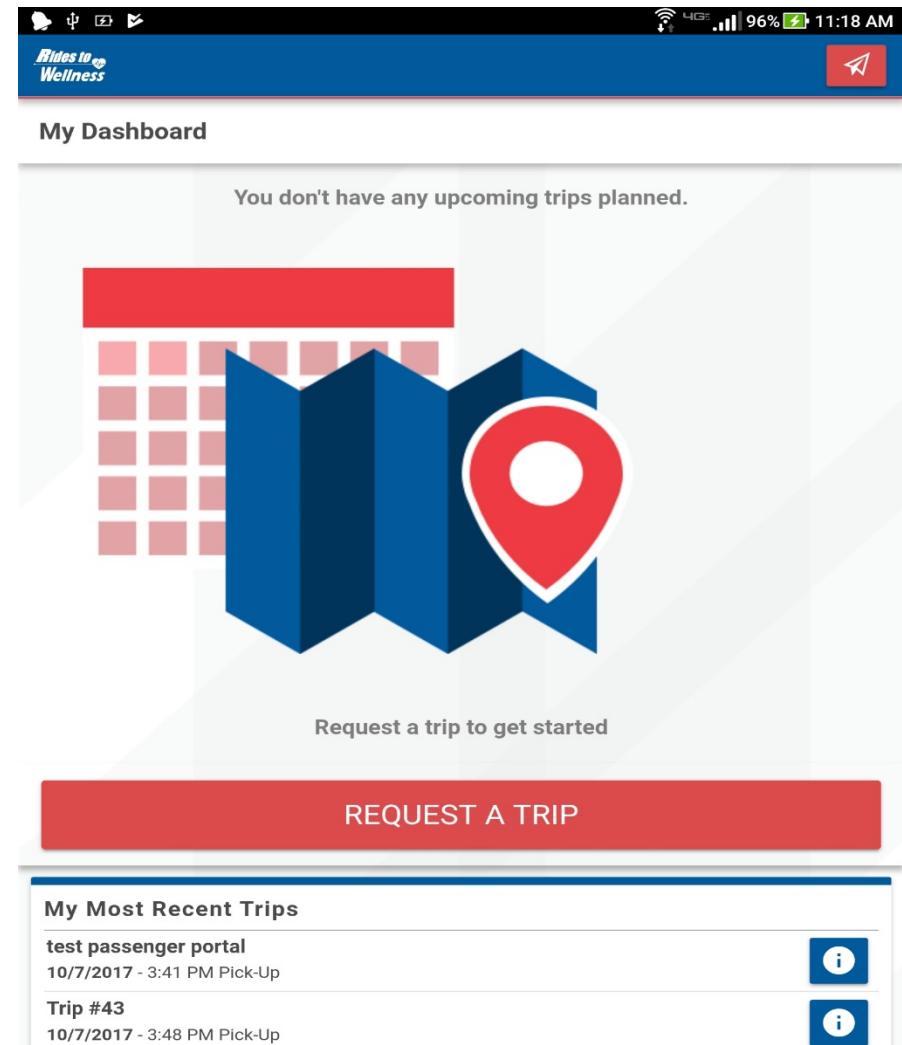
Rides to Wellness is a health and wellness initiative that combines the best of public transportation with the convenience and personalization of ride-hailing services.



But, really. What does that actually mean?

MTA's Rides to Wellness program includes:

- Same Day Service (30 minutes for ride pick-up)
- Person-centered trip planning
- Improved IT applications for customer & agency
- Door-through-door service for customers needing special care
- Connected Trips
- Dedicated, trained staff and drivers to provide health and wellness-related transportation
- Wheelchair vehicles
- Car Seats
- Accept credit/debit cards in vehicle





Key Elements

- Meaningful and Equal Partnerships
- Broadening the concept of Health and Wellness
- Creating a Premium Service
- Willingness to Take Risks and Innovate
- Utilizing Technology

Designing your project or partnership

- Utilize current information in your community – where does the need lie? This will be different everywhere. In Flint, it unexpectedly was a water crisis.
- Create a business plan.
- Meet with stakeholders throughout the entire process – talk to as many people as you can.
- Be realistic with your goals, but don't be afraid to try something completely new to your agency.

Partnerships

*Who is
doing this
work in your
community?*

McLaren Hospital

McLaren Outpatient Substance Abuse Treatment

Genesee County Department of Veterans Services

Genesys Hurley Cancer Institute

American Cancer Society

Genesee Health Plan

MI Department of Health and Human Services

Ascension Genesys Wound Care


General Motors Health Services


Valley Area Agency on Aging

Greater Flint Health Coalition – CHAP Program

Private Pay Passengers


Technology - Online Scheduling for Partners






Welcome,
Andrew Lang

- [Dashboard](#)
- [Departments](#)
- [Reporting](#)
- [Trips](#)
- [Users](#)
- [Profile](#)
- [Settings](#)
- [Logout](#)



Welcome to Ride to Wellness!


From this dashboard see any passenger's upcoming trips. You can edit future trips, request a new trip, as well as review any passenger's most recent trips.



Request New Trip

Click on the Request a New Trip link and a new trip wizard will guide you to enter in your trip details.

[Request a New Trip](#)



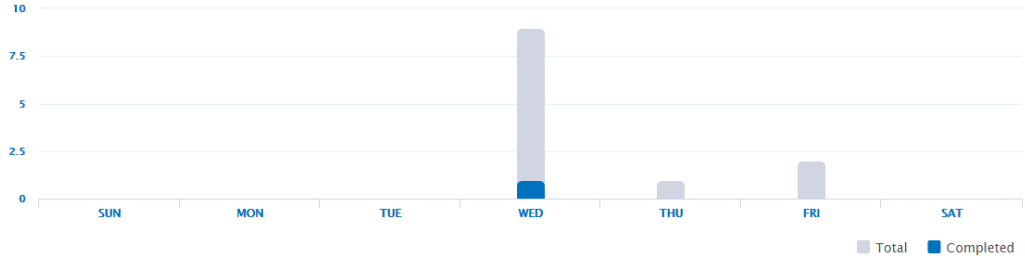
Passenger Trips

Click on the Manage Trips link to review any passenger's past or future trips in detail.

[Manage Trips](#)

Total and Completed Trips for this week

All Departments ▾



Day	Total	Completed
SUN	0	0
MON	0	0
TUE	0	0
WED	9	1
THU	1	0
FRI	2	0
SAT	0	0

Upcoming Trips

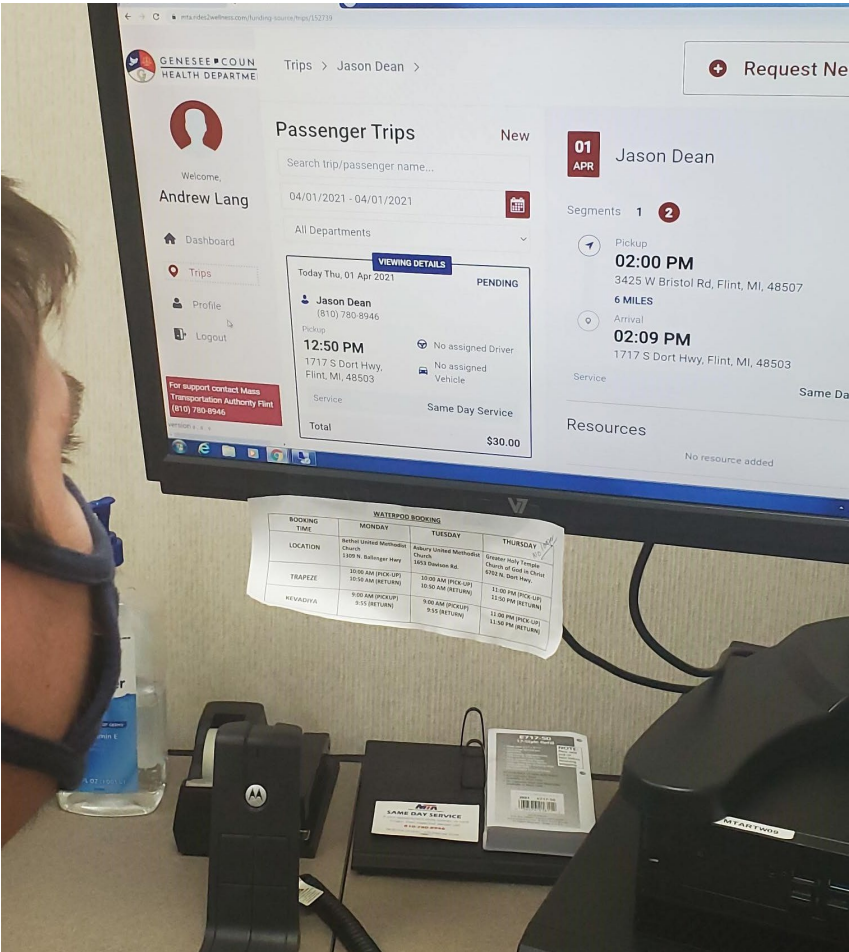
All Departments ▾

Date	Status	Passenger	Pickup Time	Driver	Vehicle	Total
Wed, 08 May 2019	PENDING	JOHNATHAN REED (810) 931-9700	10:00 AM	ANDREW LANG	7051	\$15.00
Wed, 08 May 2019	PENDING	JOE WEST (810) 780-8946	09:15 AM	ANDREW LANG	7051	\$30.00

Transit in the time of Covid



Rides to Wellness & Genesee County Health Department Partnership



- Health Department schedules trip at same time as vaccine appt
- Trips scheduled through online portal connected to R2W scheduling system
- Trips can be provided within 30 minutes of scheduling

Where are we now?

September 2016

- One Mobility Navigator
- Five drivers
- Three vehicles
- One community partner
- 169 trips for the month

March 2021

- Five Mobility Navigator
- Nine coordinators
- 160 drivers/attendants
- 85 vehicles
- 18 community partners
- 13,000 trips/month



Moving Forward

- Transportation must be part of the holistic approach to improving health and wellness outcomes
- Healthcare providers and advocates should include transit providers in their SDOH plans
- Cost-sharing is critical – everyone makes an investment, or the program is not sustainable

Today's Panelists

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- Kenneth Hosen, *KFH Group, Inc.*
- Buffy Ellis, *KFH Group, Inc.*
- Harmony Lloyd, *MTA Flint*

- *Moderated by Sue Knapp, KFH Group, Inc.*

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