Health Care Access Design Challenge

Final Webinar: Team Updates
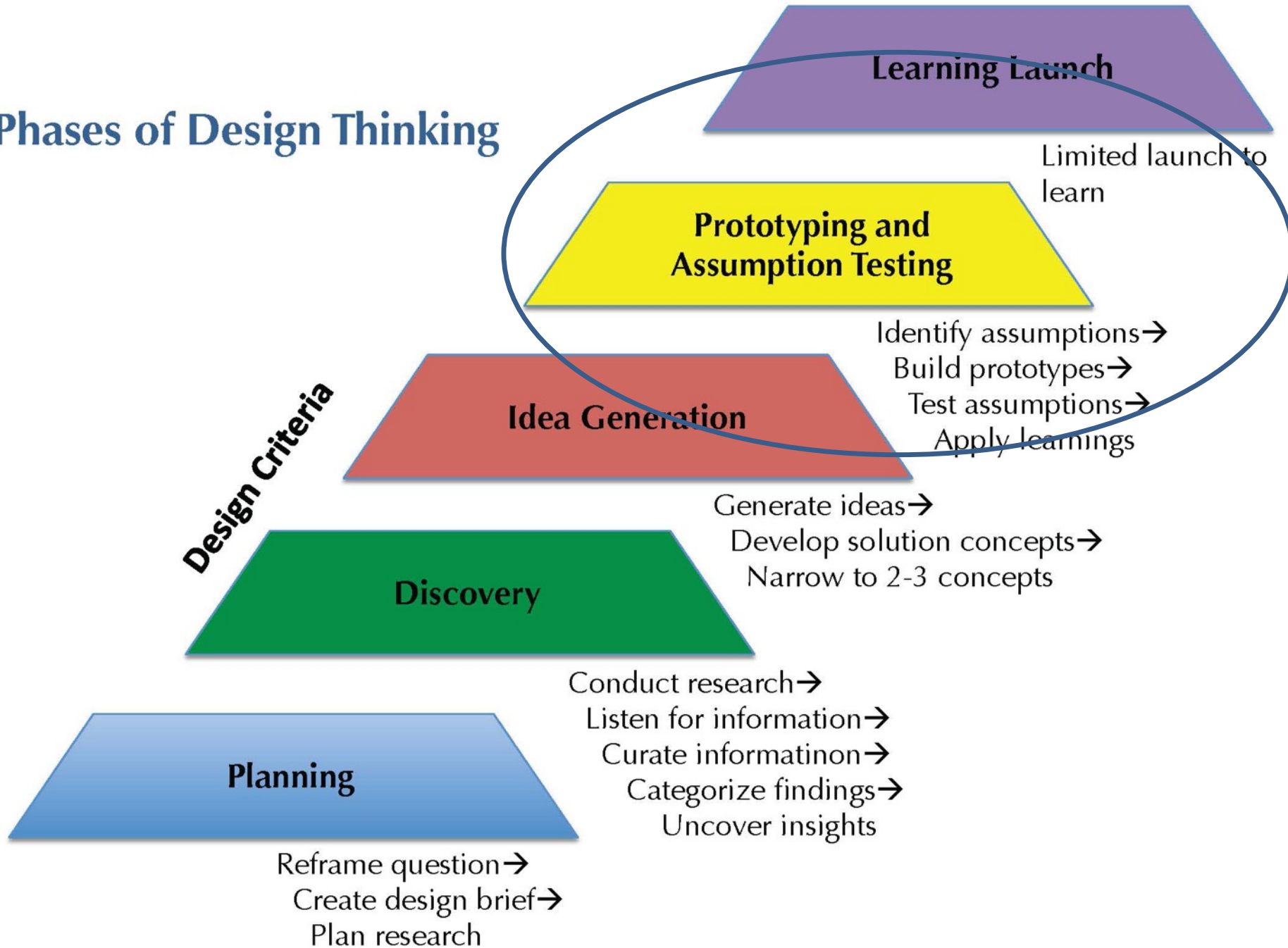
20 September 2018
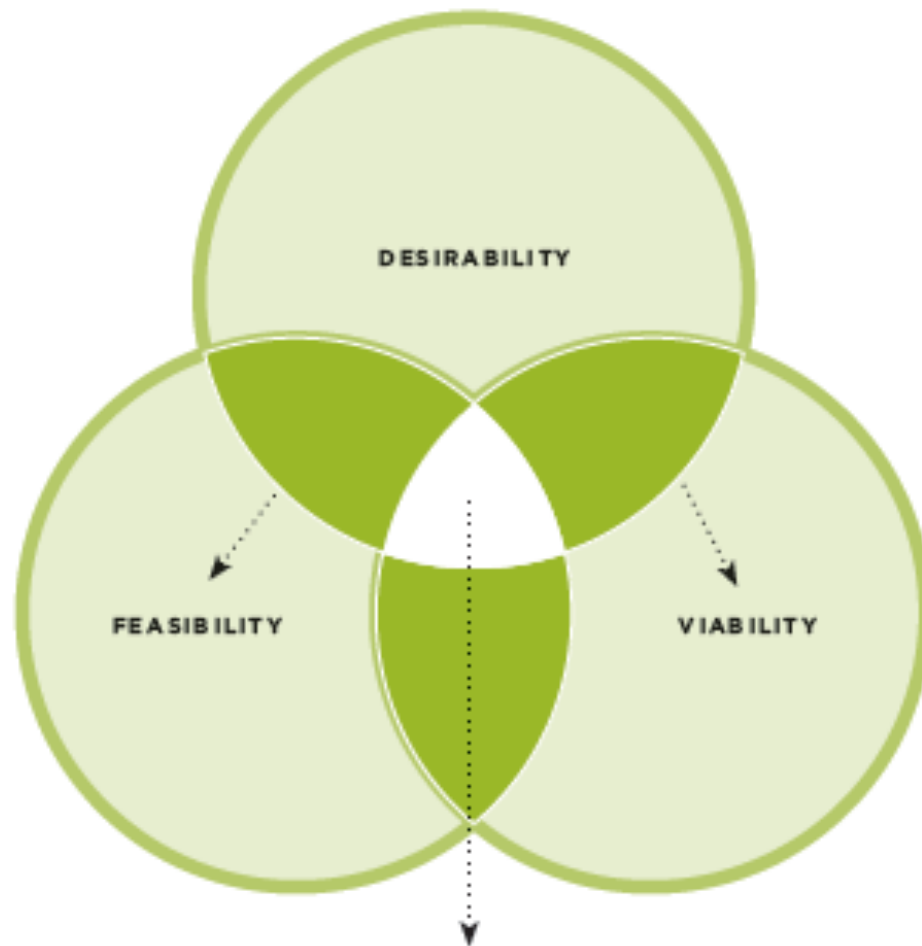
Today's Agenda

- A few words from NCMM
- Schedule Reminders
- Team Updates

National Center for Mobility Management

Phases of Design Thinking

Learning Launch

Limited launch to learn

Prototyping and Assumption Testing

Identify assumptions→
Build prototypes→
Test assumptions→
Apply learnings

Idea Generation

Generate ideas→
Develop solution concepts→
Narrow to 2-3 concepts

Design Criteria

Discovery

Conduct research→
Listen for information→
Curate informatinon→
Categorize findings→
Uncover insights

Planning

Reframe question→
Create design brief→
Plan research

The Goal: Solution "Sweet Spot"

DESIRABILITY

FEASIBILITY

VIABILITY

The solutions that emerge at the end of the Human-Centered Design should hit the overlap of these three lenses; they need to be **Desirable, Feasible, and Viable.**

Source: IDEO Human-Centered Design Toolkit

We are here to help

Next Steps

National Center for Mobility Management

October Activities

- October 23, 2018: Team pitches (videotaped)
- October 31, 2018:
  - Business Plan, including description of limited launch
  - Updated description of your chosen solution (if it differs from the Oct. 23 version) – please send any relevant materials)

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In-Person Pitches: October 23

- **Agenda**
  - Pitches
  - Celebratory Lunch
  - Short training on Limited Launch
  - Ideas for Funding
  - Data sources and strategies
- **Location**
  - Hotel: Courtyard Marriott near the Navy Yard and U.S. DOT
  - We will have a block of rooms
  - You can stay up to 2 nights (night before and night of) to facilitate travel home
- **Costs**
  - Can be charged to your grant, or if you do not anticipate having extra funds, NCMM can pick up the tab – PLEASE LET US KNOW!

NCMM

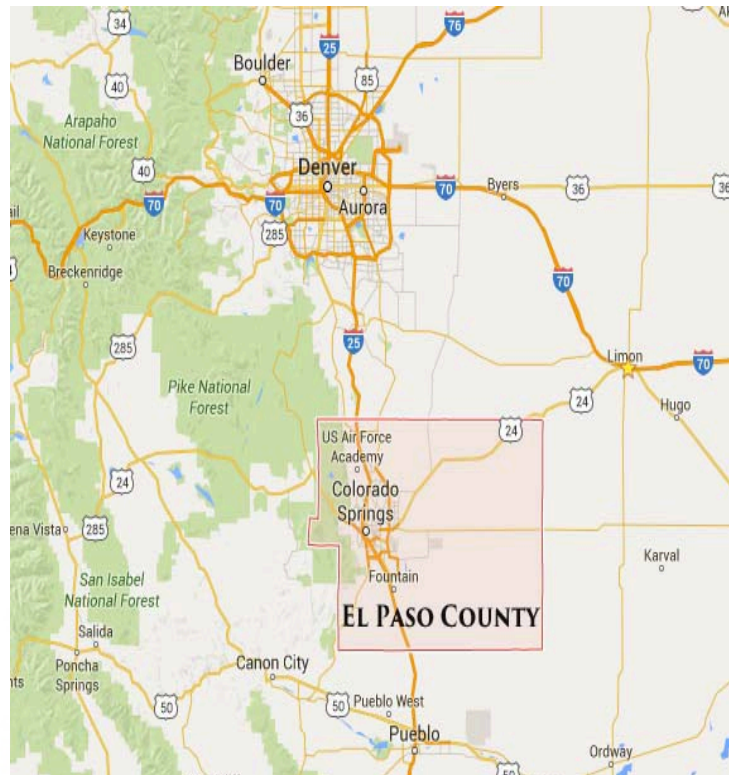National Center for Mobility Management

Team Updates

Your role:
Listen
Ask questions
Iterate

How can we improve access to behavioral health treatment?

El Paso Co., CO

Team Lead: Dave Somers, Envida

Team members:
Charlton Clarke, AspenPointe
Natalia Gomez, SET Family Medical Clinics
Gail Nehls, Envida
Laura Teachout, Patient Advocate

El Paso Co., CO Solutions

- **Erase Need for Transportation**

  Make access to health care easier through telehealth and home delivery of meds. When a ride is necessary, make it more comfortable and safer through driver training like mental health first aid. Also have visits occur in homes.

- **Car Share**

  Create Zipcar-Like service for clients, based in neighborhoods. Available only to Medicaid clients at no cost to get to medical appointments

- **Hub System**

  Well-trained, paid drivers would be launched from hubs throughout the county in response to patient requests to behavioral health and wellness locations

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Shiawassee Co., MI

Team Leads:
MaLissa Schutt, Transportation Solutions of SATA
Marlene Webster, Shiawassee Hope/Alliance for a Drug-Free Shiawassee

Team members:
Samantha Ardelean, Shiawassee Hope
Sari Colbry, Shiawassee County 35th Circuit Court
Rebecca Schoch, Shiawassee Area Transportation Agency
Patrick Williams, Recovery Pathways

Shiawassee Co., MI Solutions

- **Drug Court Navigator**

    Mobility Manager, Recovery Coach, or local volunteer serves a a navigator to help drug court participants identify transportation options and assist in scheduling appointments to fit these options.

- **Fill the Gaps**

    Volunteers are paired with drug court participants to assist in providing on demand ride request from the drug court participants. Matching care take place in person or via a shared google calendar for volunteers and navigators.

- **Safe Holding Space**

    Drug Court participants can enroll into the Safe Holding Space program. Hosted at a local church, the program serves as a local "drop in center" for participants to wait in between appointments, and access additional services and and supports.
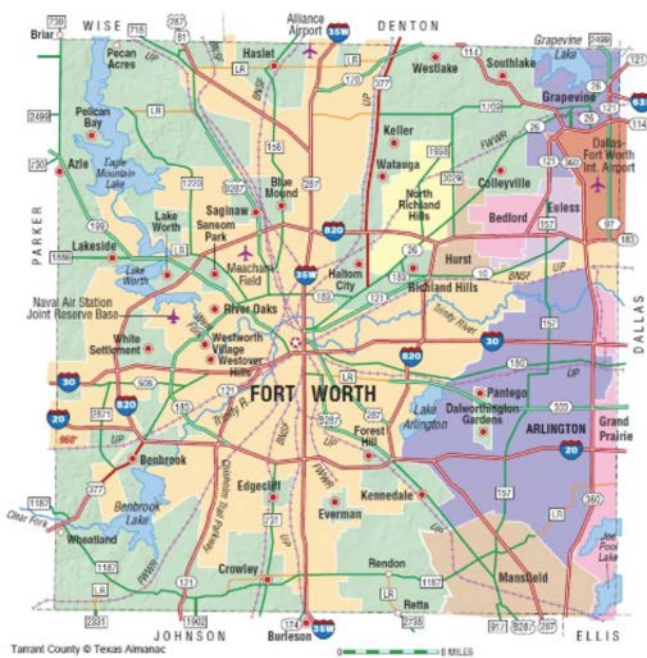
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Tarrant County Map

Tarrant County Map. Courtesy of the Texas Almanac. Image available on the Internet and included in accordance with Title 17 U.S.C. Section 107.

Tarrant Co., TX

Team Leads:
Deidre Brown, MHMR Tarrant
Russell Schaffner, Tarrant County
Team members:
Brian Sosebee, MHMR Tarrant
Carla Forman, Trinity Metro
Eric Zimmerman, Contractor
Brenda Gomez, JPS Hospital
Jacob DeGeal, Contractor
Jennifer Gilley, Challenge of Tarrant County
Kamisha Bailey, Tarrant County
Marguerite Jones, Tarrant County
Mattie Parker, City of Fort worth
Patricia Ward, Tarrant County
Richard Brooks, MedStar
Susan Au, Tarrant County
Vincent Cruz Jr., Tarrant County

Tarrant Co., TX Solutions

- **Transportation Case Management Tool**

  A transportation management service with a flexible pricing model tailored to the criminal justice rehabilitation system that helps clients get to required meetings and appointments.

- **On-Time Arrivals**

  On-time Arrivals is an emergency/incentive program that makes sure clients always have an option to get to a bus or other means of transportation--including an incentive or other transportation reward for compliance.

- **Roundup and Donate Fares**

  Funding for trips could be provided through a roundup and donate feature applied to purchases at a related transportation service, retailer, or public organization or agency (e.g., utilities). The choice to donate is up to individual consumers
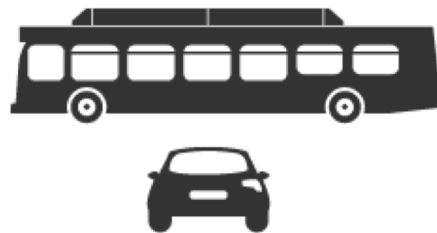
Transportation Case Management Tool + On-Time Arrival Incentive Program

SMS-Based Transportation Onboarding, Management, and Reward Tool (bike, bus, rideshare)

LOW NEEDS ← ——————————————————————— → HIGH NEEDS

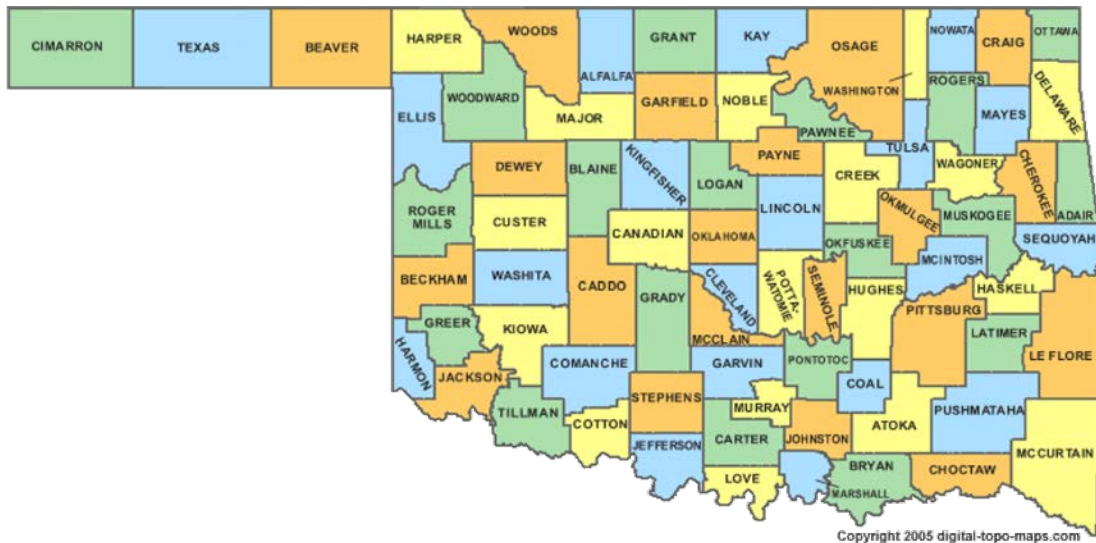**Reduced B-cycle member-ship & commuter cyling education**

Reduced Trinity Metro Fare with Lyft code to get client to enrollement

SMS-based appointment management tool and Monthly Lyft coupon

How can we improve access to treatment for chronic diseases?

Oklahoma

Copyright 2005 digital-topo-maps.com

Team Lead:
Laura Corff, United Community Action Program, Inc.

Team Members:
Kary Hughes, SouthWest Transit Assn.
Caleb Knowlton, Stigler Health & Wellness Center
Kendra Sue McGeady, Pelivan Transit/NEO Tribal Transit Consortium
Tonya Puryear, Governor's Oklahoma United We Ride Council
Nikki Siler, Cleveland Area Hospital and Lake Area Medical Associates
Charla Sloan, KI BOIS Community Action Foundation, Inc.

Friends of Dialysis

- **Non Profit funded by donations and memberships**

- **Centralized core for stakeholders to positively impact the lives of dialysis patients**

Tranportation

Education

Technology

Human Connection

How can we improve access to treatment for acute/immediate care?

Pioneer Valley, MA

Team Lead: Price Armstrong, Pioneer Valley Transit Authority

Team members:

Julia Carey-Ruiz, Pioneer Valley Planning Commission

Moumita Dasgupta, Ph.D., Smith College

David Elvin, AICP, Pioneer Valley Planning Comm.

Annamarie Golden, Baystate Health

Frank Robinson, Ph.D., Baystate Health

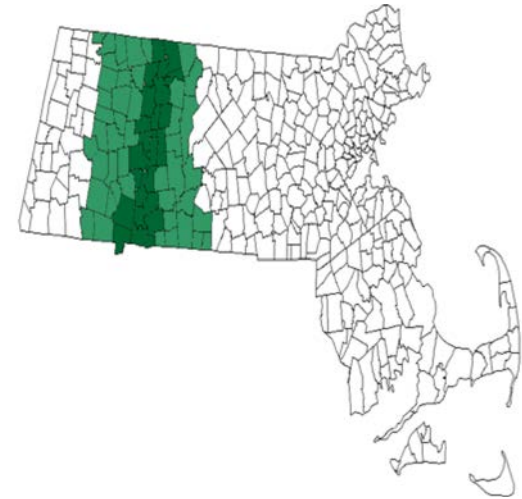Mary Jenewin-Caplin, Greater Springfield Senior Svcs Inc

Richard Johnson, New North Citizens Council Inc.

Jennifer Lee, Stavros

Bonnie Lin, Amherst College

Luz Lupez, MetroCare of Springfield and Lopez Consulting
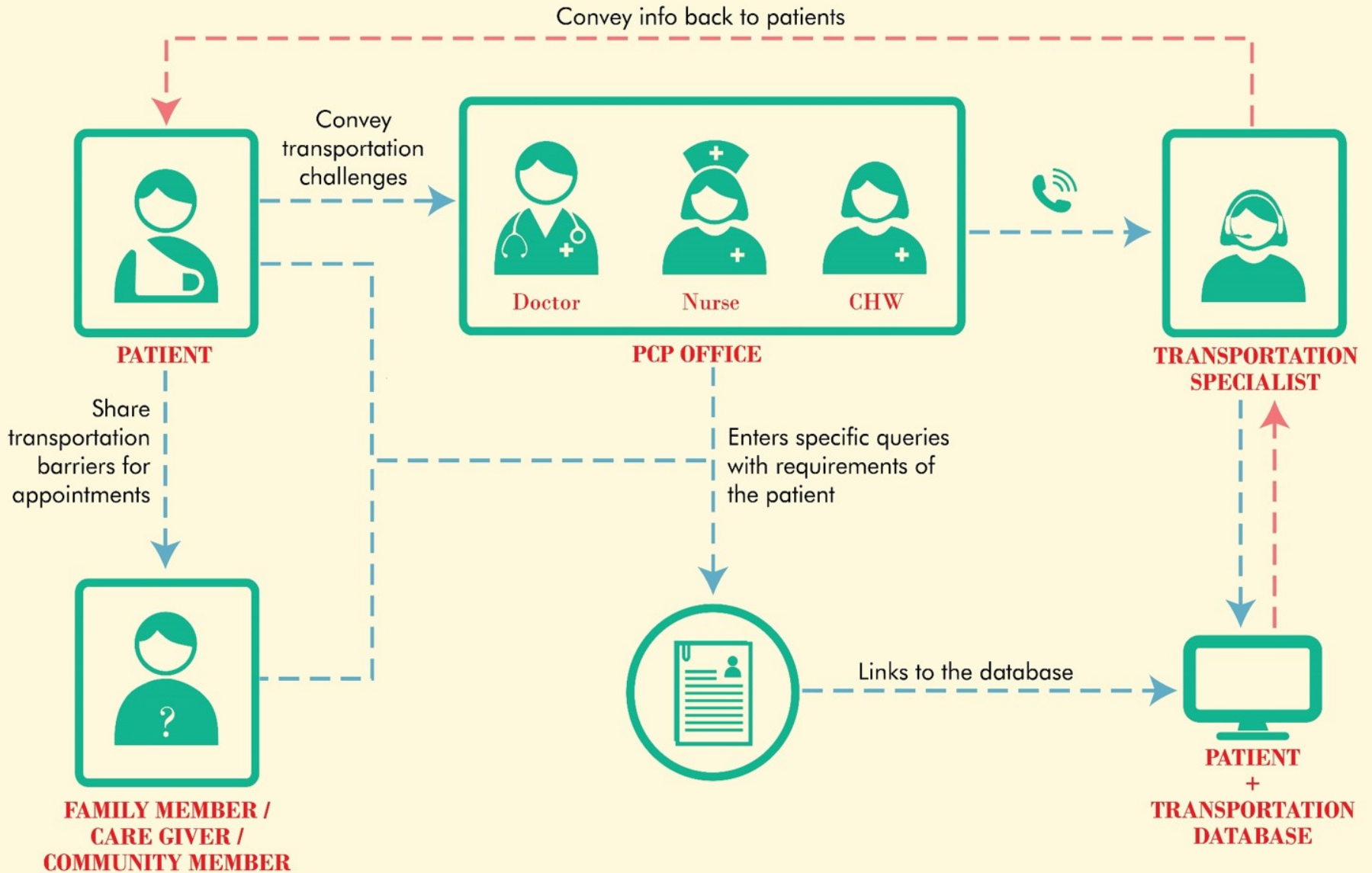
Jynai McDonald, Lopez Consulting

PCP Takes Lead

A transportation coordinator is responsible for specializing in transportation issues for high-risk patients. The burden of transportation would be removed from the overstretched CHWs and from the patients themselves, and given to the people specializing in transportation options.

PCP takes Lead

Convey info back to patients

Convey transportation challenges

PATIENT

Share transportation barriers for appointments

FAMILY MEMBER /
CARE GIVER /
COMMUNITY MEMBER

Doctor

Nurse

CHW

PCP OFFICE

Enters specific queries with requirements of the patient

Links to the database

TRANSPORTATION SPECIALIST

PATIENT
+
TRANSPORTATION DATABASE

Conveying info to patient

Accessing Patient's database: calender, visits etc.

Accessing transportation options

TRANSPORTATION SPECIALIST

Checking eligibility if required

Assessing patient's transportation + healthcare needs

How can we improve access to ongoing treatment for post-hospitalization recovery and avoidance of re-hospitalization?
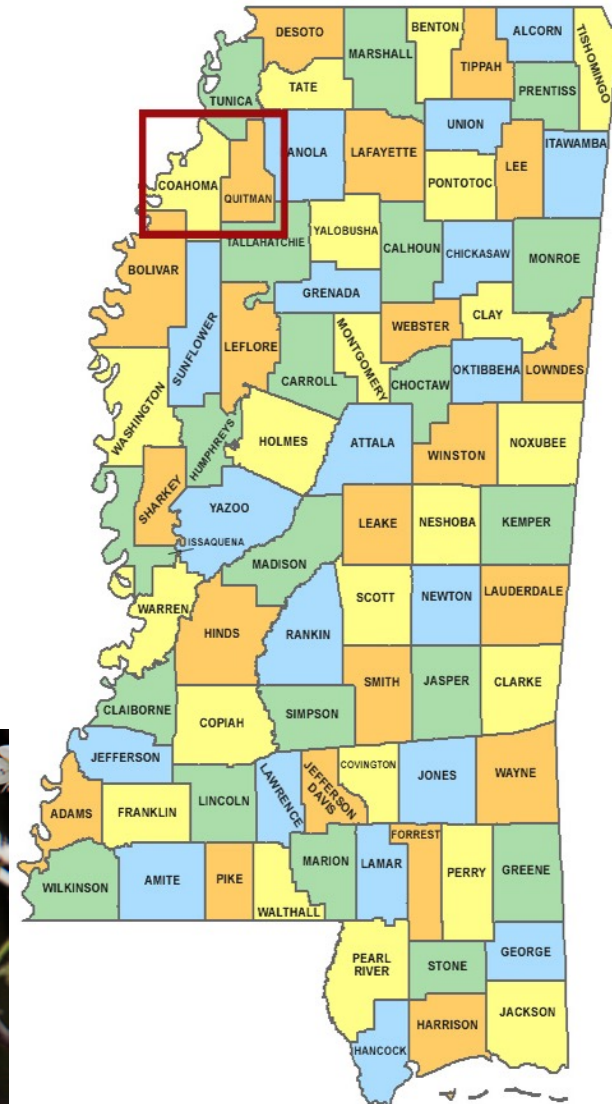
Coahoma & Quitman Counties, MS

Team Leads:

Antionette Gray-Brown, Aaron E Henry Comm. Health Center
Debbra Williams, Bolivar County Council on Aging

Team members:

Dartenya Davis, Aaron E Henry Comm. Health Center
Errol Forte, Patient Advocate
Dennis Johnson, Children's Health Fund
Aurelia Jones-Taylor, Aaron E Henry Comm. Health Center
Leandrew Mayberry, MDOT
Laurie Monte, Merit Health NW Mississippi
Clara Reed, Mid-Delta Home Health
Shirley Wilson, MDOT

Coahoma & Quitman Counties, MS Solutions

- **Trendy Transit**

  Create a transport service system designed for discharged patients with specific hours of operations to include follow up appointments for 6 months to 1 year. Visually friendly and funded though partnerships and vouchers supplied. Treat for children riders (sucker with hospital and transit log).

- **Information Grab Bag**

  Transit systems establish customer profile in their routing software. Develop a stronger working link with the regional call center. Extend the network to include appointment integration by healthcare workers. Healthcare workers and customers will get extensive training on how to use and pay for rides.

- **Community Value Coalition**

  Development of a community coalition that includes patients, caregivers, healthcare providers to educate the public on the need for increased funding and community investment in the public transit system. Emphasizing a team approach is necessary to ensure all sources are tapped into also to include a plan to demonstrate excellence.

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Rockingham Co., VA

Team Lead: Beth Bland, Valley Program for Aging Services

Team Members:
Pamela Collins, MSN, RN, Sentara Health Center
Rhonda Cooper, Community Develop. Rockingham Co.
Ben Craig, WayToGo
Linda Dove, Rockingham Co. Transportation
Cindy Harlow, Sentara RMH
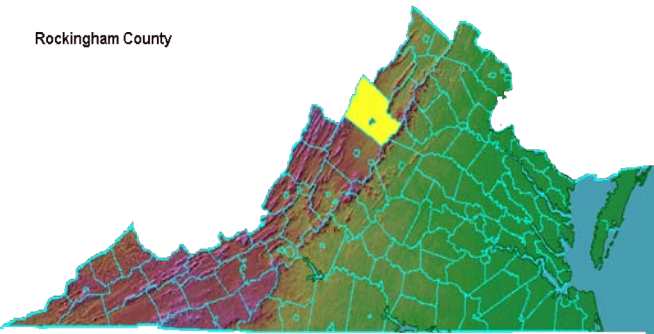CJ Hartman, James Madison University
Rena Mae Nadeau, Patient advocate
Joyce Nussbaum, Valley Program for Aging Services
Laura Toni-Holsinger, United Way
Kim Whetzel, Sentara RMH

Rockingham County

Ride Scheduler and Communication Tool

Brochure Panel 1

Which transportation option will you use to get to your follow up appointment?

Would it be helpful to have a backup plan if your first choice does not work out?

____ **Family/Friend**

____ **Harrisonburg Transit 540-432-0492** Harrisonburg City public transportation.

____ **Harrisonburg Paratransit 540-432-0492** Harrisonburg City public transportation for persons with disabilities.

____ **Rockingham County Transportation Program 540-432-8646** for adults 60 and over or adults with disabilities.

____ **VPAS Senior Transportation 540-383-6855** for adults 60 and over or adults with disabilities.

____ **Non-Emergency Medical Transportation** may be available if you have Fee-For-Service (FFS) Medicaid, Managed Care Organization (MCO), or Commonwealth Coordinated Care Plus (CCC+).

____ **American Cancer Society: Road to Recovery 1-800-227-2345** prefers at least 3 days notice.

____ **Local Cab Companies**

- ABC Cab 540-564-1214
- Royal Cab 540-438-7777
- Valley Cab 540-564-1214
- Green Taxi Cab, Bridgewater 540-810-2074

Brochure Panel 2

Transportation Cost Estimates

Harrisonburg Transit: $1 round trip

Harrisonburg Paratransit: $2 each ride

Rockingham County Transportation:

$5 - 10 miles and under
$10 - 10 - 25 miles
$25 - 25 - 75 miles (includes to UVA and back)

VPAS: Donation

Round Trip Cab Fare Estimates:

Harrisonburg to Sentara RMH: $24
Fulks Run to Sentara RMH: (53 miles) $98.90
Grottoes to Sentara RMH: (22 miles) $43.10
Broadway to Sentara RMH (38 miles) $71.90
Elkton to Sentara RMH (38 miles) $71.90
Bridgewater to Sentara RMH (18 miles) $35.90
Briery Branch to Sentara RMH (38 miles) $71.90

Call for more information.
Prices subject to change.

September 2018

Welcome
Sally Aberdeen

Appointments ⊗
Request A Ride
MyAppointments

My Info ⊗

Rider Details

Area **Sewickley Valley YMCA**
Rider Name **Sally Aberdeen**
Rider Home Phone **858 555-1239**
Rider Cell Phone **858 705 0923**
Rider Home Address **12515 Oaks North Dr San Diego, CA 92128**

Request Details

Request Was Made On **09/14/2018**
Requested By
Requesters Phone
Requesters Email **info@ridescheduler.**

Ride Details

○ **One-Way**   ○ **Round Trip**

Date Of Ride
Pickup Time
Appointment Time
Return Time

--Select Previous Address-- ▼

Pick Up Name **Home**
Pick Up Phone **858 555-1239**
Pick Up Address **12515 Oaks North Dr**
Pick Up Suite #
Pick Up City **San Diego**
Pick Up State **CA**
Pick Up Zip **92128**

--Select Previous Address-- ▼

Destination / Dr's Name
Destination Phone
Destination Address
Destination Suite #
Destination City
Destination State **CA**
Destination Zip

Additional information or special instructions:

Submit

Appointments

- 📁 Request A Ride
- *MyAppointments*

My Info

Appts for Sally Aberdeen   [1] Day   [7] Week   [31] Month   [⊞] Table

Show Past Appointments

Date	How Long	Round Trip?	Seniors	xxxx	Appt Type	Comments	Pickup Address	Destination Address
Thu Sep 27 PU: 7:11 AM APPT:	1.5 hr	One Way		Tom A Edison	Dialysis	Wears a hearing aid. Says she doesn't need help but she really does. Has a new cane that she is getting used to. Might have oxygen tank with her.	🔍 Home 12515 Oaks North Dr , San Diego 92128 858 555-1239	🔍 Dialysis Fresenius Kidney Care Rancho Bernardo 11031 Via Frontera Suite C , San Diego 92127 800 881-5101
Mon Oct 1 PU: 9:05 AM APPT: 9:30	2 hr	Round Trip		Tom A Edison	Dialysis	Wears a hearing aid. Says she doesn't need help but she really does. Has a new cane that she is getting used to. Might have oxygen tank with her. Needs driver to stay at the appt with her.	🔍 Home 12515 Oaks North Dr , San Diego 92128 858 555-1239	🔍 Dialysis Fresenius Kidney Care Rancho Bernardo 11031 Via Frontera Suite C , San Diego 92127 800 881-5101

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Your dedicated page:

nc4mm.org/challenge-2017

Look under Resource Pages for

- Archived webinar + slides
- Business plan and pitch templates

Questions?

(press *6 to unmute your phone)