

“Telling Their Stories”: The True Impact of Transportation Barriers on our Patients and Communities

Sonia Lee, MPH, and Aba Anison-Amoo, MPHc
Health Outreach Partners
Midwest Migrant Migrant Stream Forum
April 25, 2023, 10:30-12:00 CT



Health Outreach Partners Presenters



Sonia Lee, MPH
Program Director



Aba Anison-Amoo, MPHc
Project Manager

Health Outreach Partners

WWW.OUTREACH-PARTNERS.ORG

WE SUPPORT HEALTH OUTREACH PROGRAMS by providing training, consultation, and timely resources.

OUR MISSION IS TO BUILD STRONG, EFFECTIVE, AND SUSTAINABLE HEALTH

OUTREACH MODELS by partnering with local community-based organizations across the country in order to improve the quality of life of low-income, vulnerable, and underserved populations.

WE SERVE Community Health Centers, Primary Care Associations, and Safety-net Health Organizations.

Agenda

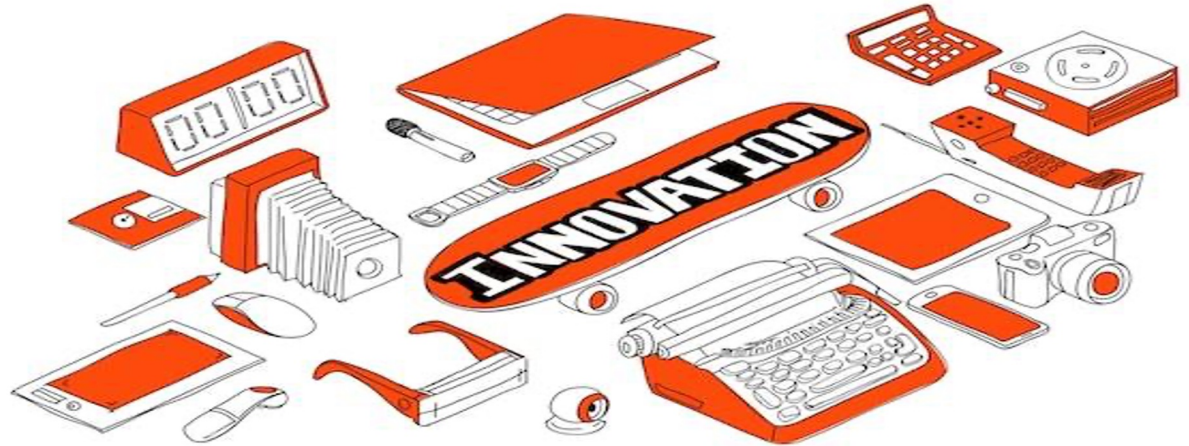
- *Welcome and Introduction*
- *Transportation and Health Access: Where Are We Now*
- *Telling Their Stories*
- *Transportation QI Toolkit*
- *Q&A*
- *Closing: Wrap up and Evaluation*

Learning Objectives

1. Participants will be able to apply a patient-centered lens in finding transportation solutions by reviewing examples of real-life patient experiences.
2. Participants will be able to explain the relationship between transportation barriers, missed appointments, and health outcomes.
3. Participants will be able to use an assessment tool to understand the scope of the transportation problem for their patients and communities served.

Icebreaker

What words would be on your bumper sticker to let the world know how your week has gone?



Transportation and Health Access: Where are we now?




HEALTHY PEOPLE. EQUITABLE COMMUNITIES.

Transportation

- Provides access to employment, education, healthcare, and other services
- Connects people to each other
- Considers safety and accessibility
- Is a social determinant of health
- Not all access to transportation is equal





**5.8 MILLION AMERICANS
DELAYED MEDICAL CARE
BECAUSE THEY DID NOT
HAVE TRANSPORTATION**

Wolfe MK, McDonald NC, Holmes GM. Transportation Barriers to Health Care in the United States: Findings From the National Health Interview Survey, 1997-2017. *Am J Public Health.* 2020 Jun;110(6):815-822. doi: 10.2105/AJPH.2020.305579; Epub 2020 Apr 16. PMID: 32298170; PMCID: PMC7204444.

Impact of Transportation Barriers

THE IMPACT OF TRANSPORTATION ON PATIENT HEALTH



ONE WAY

Delayed or missed medical appointments

Interrupted delivery of care

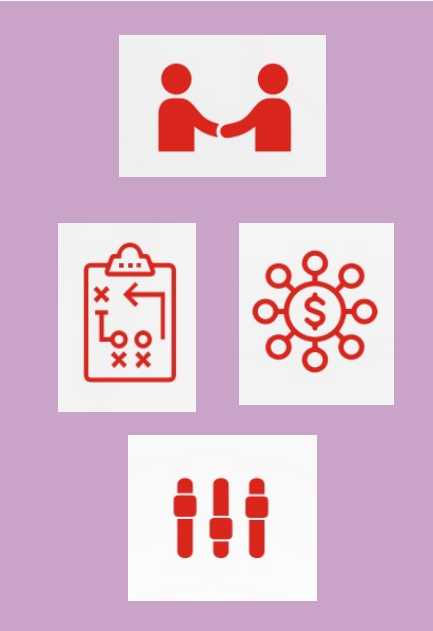
Inability to comply with prescribed health management plans

Difficulty making and keeping follow-up appointments

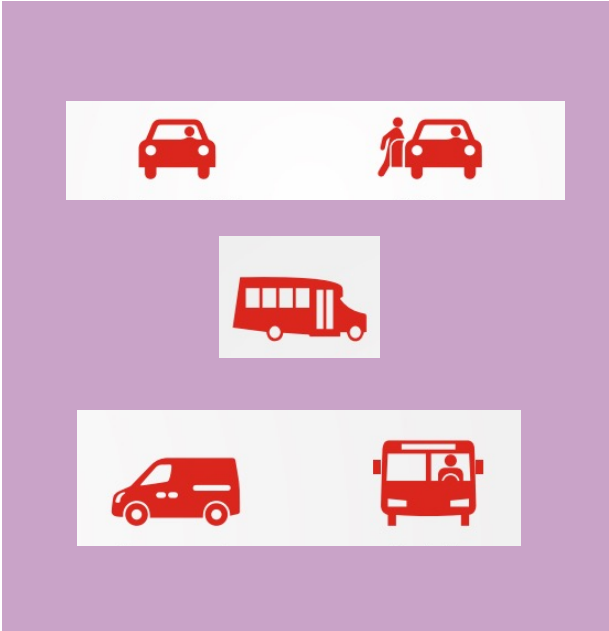
Poor health outcomes

Increased use of emergency department care

What we learned so far...



No-one-size fits all



Transportation Strategies



Highly impacted populations

Public Transportation

Resource for health centers to help overcome transportation barriers

- Shuttling patients to/from the nearest stop
- Offering patients bus tokens or other forms of vouchers/reimbursements
- Working together with public transportation agencies on routes/schedules or new projects
- Providing the latest routes, timetables, and instructions to access the clinic

Yet, the COVID-19 Pandemic had an impact on reducing the use, safety, and availability



Transportation Is An Equity Issue

- Needs to be accessible within its intended community and should be **safe, reliable, affordable, convenient, and comfortable**
- Not all access to transportation is equal
- Lack of access to public transportation disproportionately harms those who rely on it
- Impacts other social determinants of health



Tips for Using a Health Equity Lens

The State of Transportation and Health Equity

Strategy#1

Reframe the transportation conversation



Smart Growth America
improving lives by improving communities

The State of Transportation and Health Equity

Strategy#2

Allocate funding and resources equitably



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Strategy#3

Improve the quality and diversity of transportation leadership



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Strategy#4

Prioritize historically underrepresented communities in transportation decision-making



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Strategy#5

Work in unison to provide people-focused infrastructure



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Strategy#6

Invest in communities without displacement



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Source: Smart Growth America. [The State of Transportation and Health Equity](#).

Telling Their Stories: Transportation and Health from the Patient's Perspective



Telling Their Stories: Transportation and Health from the Patient's Perspective



SHARE YOUR EXPERIENCES WITH US!

TELLING THEIR STORIES: TRANSPORTATION & HEALTH FROM THE PATIENT'S PERSPECTIVE

We are interested in hearing from community voices and understanding how transportation has impacted people's access to healthcare. The interviews will take place via Zoom or a phone call and should take no more than 30 minutes. Results from the interviews will be showcased on digital platforms and shared with HOP partners.

We will be conducting interviews starting in July through September 2022. You will be eligible for a small incentive for your participation.

IF INTERESTED, PLEASE CONTACT SENIOR PROJECT MANAGER, LIAM SPURGEON

510-268-0091 ext. 704
liam@outreach-partners.org

New Resource from Health Outreach Partners to be published in the Spring of 2023!

Willie Posey

- 83 years old
- ▶ Live in Oakland, Ca
- On Medicaid
- Diabetic
- Has Cancer
- Other health issues
- Recovering Alcoholic
- Has family in the area
- Needs to cross a bridge to access healthcare



Transportation Challenges

- Must cross water to get to cancer treatment
- Facility is not accessible directly from subway/train
- Relies on a scooter to get around
- Many public transportation/taxis modalities to create room/access for his scooter - further limiting his mobility
- Vouchers: while helpful still come with a cost to patient
- Taxi system - long waits for rides (up to 5 hours). No driver help when mobility issues



In His Own Words...



Mr. Posey

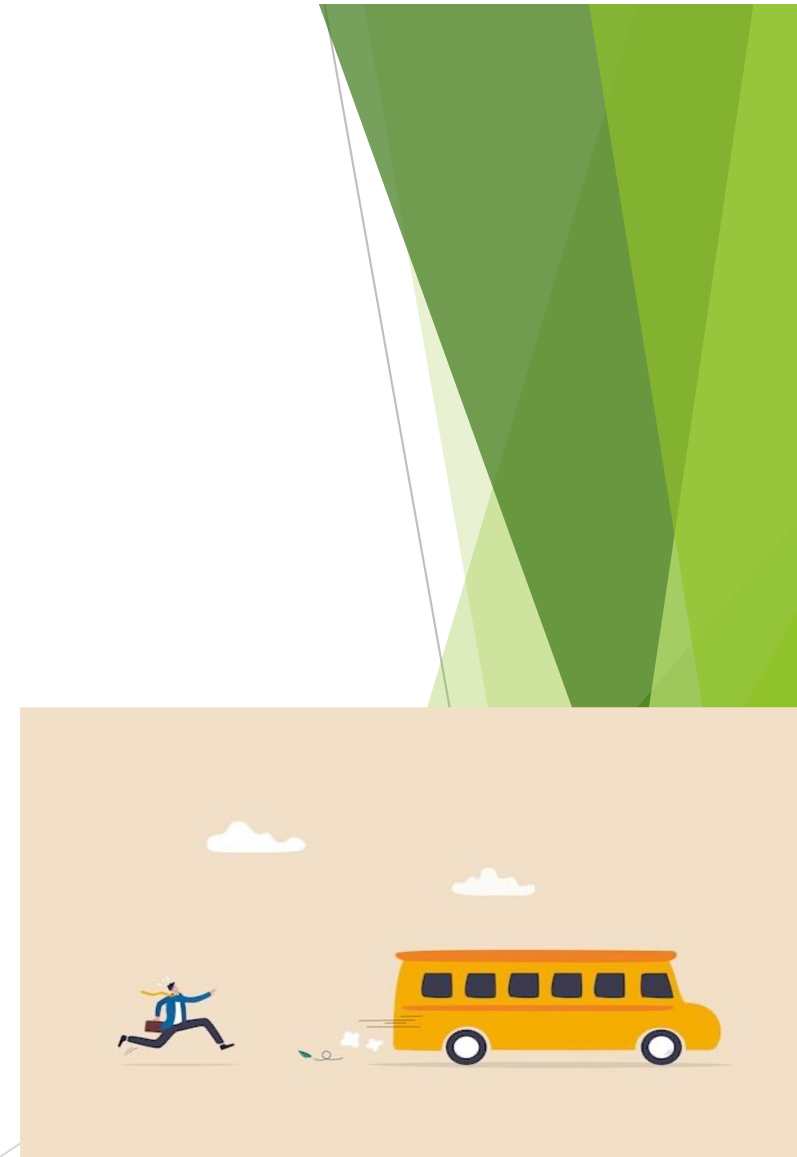
Beth Greenberg

- 49 years old
- Medi-Care doesn't qualify for Medicaid
- Blind
- Is a telecommunications operator
- Lives in Vancouver, Washington
- Uses bus rides to access health care



Transportation Challenges

- Distance to eye surgical center
- Limited transportation to the Portland, OR
- Financial stress
- Health insurance limitations on services provided
- Difficulty in using bus rides - visually impaired



In Her Own Words



Ms. Greenberg

Q&A



LET'S TALK

Questions

1. How does it feel to hear these patients speak about their transportation challenges?
2. Given some of these transportation challenges, how do your CHCs handle this?

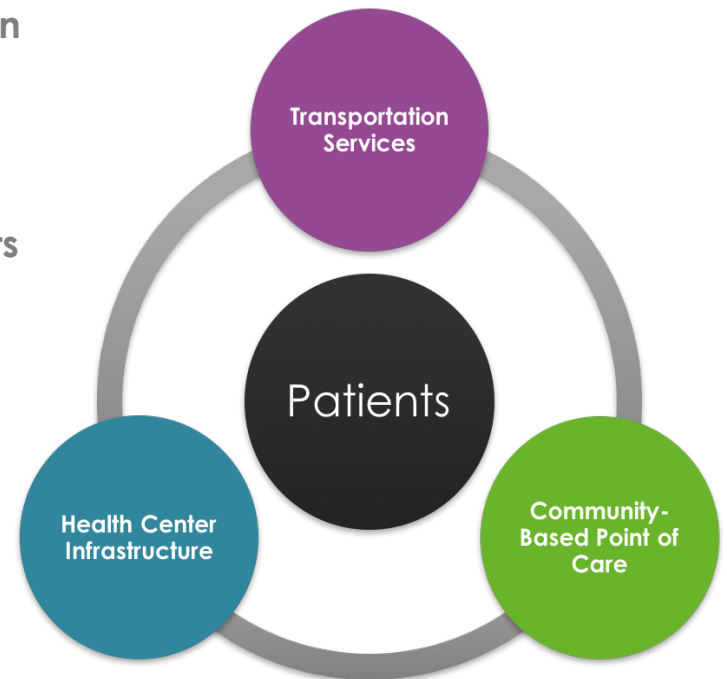
Transportation QI Toolkit



HEALTHY PEOPLE. EQUITABLE COMMUNITIES.

Engaging in Transportation Solutions

- Mobile clinics
 - Clinics at social services sites
 - Telehealth
 - One-stop-shop
 - Changing hours of operation
 - Door-to-door transportation
 - Fixed-Route Shuttle Service
 - Vouchers & Reimbursements
- It is important to **screen for transportation barriers** in order to understand the **scope of the problem** for your patients and community *before* engaging in your transportation solution.



QI Toolkit

Purpose: An easy-to-use, practical guide for health centers to find patient-centered solutions by:

- assessing the scope of the problem
- implementing the Plan-Do- Study-Act (PDSA) cycle



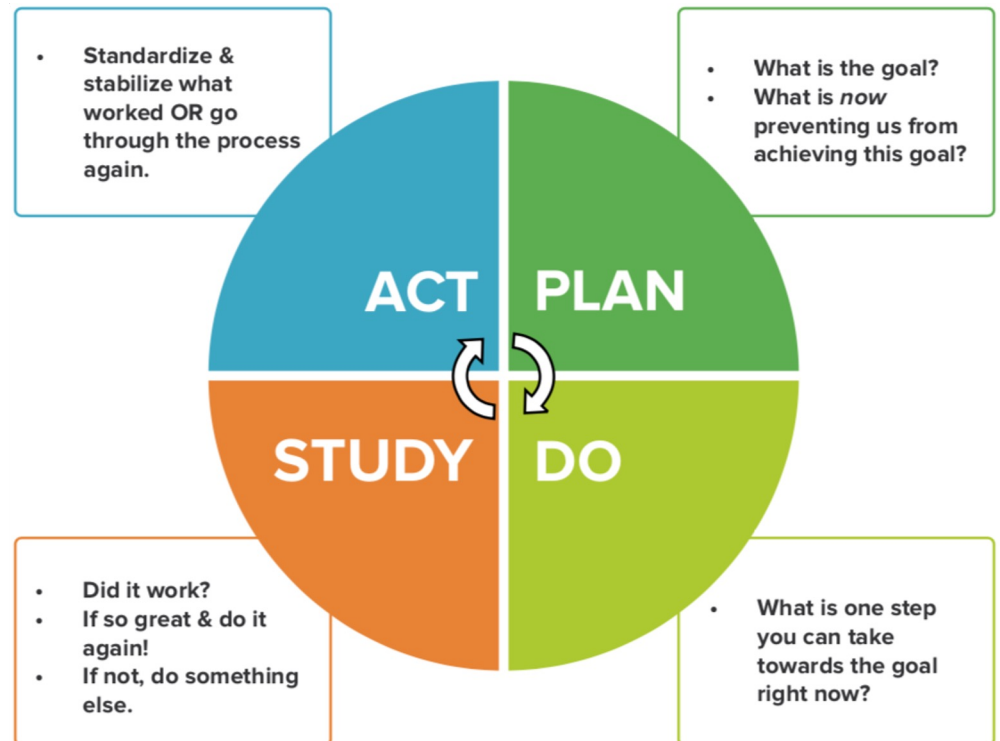
QI Process

1. Needs Assessment

- Guiding Questions
- Community Landscape Scan
- Gathering Patient Input
- Health System Readiness
- Calculating Cost

2. PDSA Cycle

- Four-Step Process
- Implementation Steps



Adopted from www.create-learning.com

Process



1. Guiding Questions

Questions for Consideration	Response
1. Are missed appointments a problem at the health center? If yes, what is the nature and scope of the problem?	
2. Are there specific patient populations or groups for whom missed appointments are a problem? If yes, who are they?	
3. What mechanisms, if any, are there to track and analyze missed appointments?	
4. To what extent are missed appointments due to transportation barriers?	
5. What is the average cost of missed appointments due to transportation barriers?	
6. What are the available local and regional transportation options (e.g. public transit, transportation services for elders) in the community and what patient populations do they serve?	
7. What strategies or solutions can be considered for mitigating the problem of missed appointments due to transportation issues? Is there evidence from the literature that these strategies will be effective?	

Activity

1. Review the Guiding Questions worksheet
2. Work individually (or with your group) to answer the questions
3. You have 10 minutes
4. Report back to the group

2. Community Landscape Scan

A **landscape scan** is a type of community needs assessment and strategy to learn about an issue by:

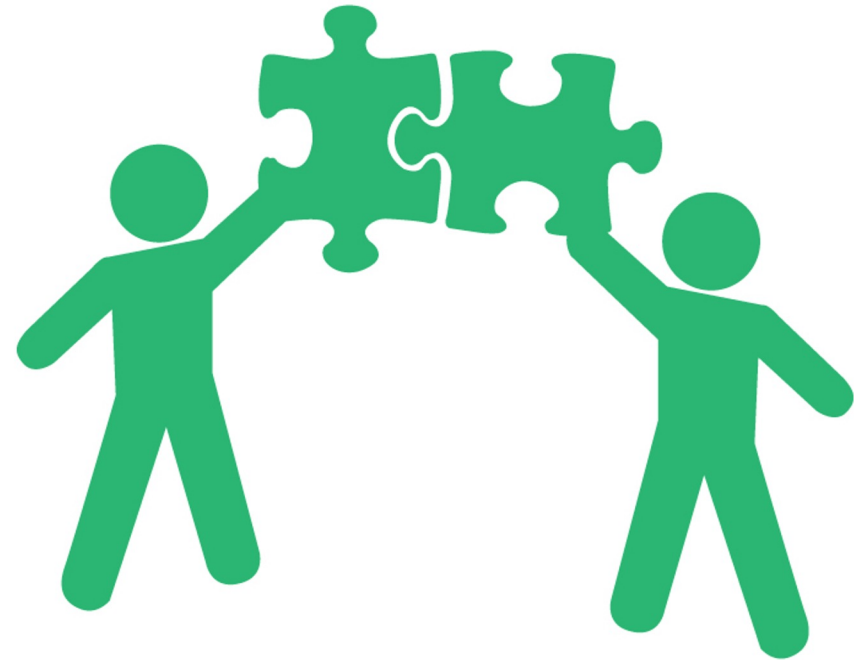
- reviewing relevant documents and data
- taking stock of existing services
- talking with leaders, experts, and service providers
- engaging partners and organizations into discussions.



Questions for Consideration	Response
1. What are the existing transportation needs assessments or gap analyses for the community?	
2. What transportation services are available to assist patients in accessing care? Examples: social service agencies, NEMT, aging services, public transit, churches.	
3. What are the existing cross-sector collaborations that support transportation and health access?	
4. What formal or informal agreements with transportation service providers does your health center have?	
5. What are the gaps in transportation services? Example: for any patient subgroups, geographic areas, scheduling.	
6. What are some potential considerations for collaboration? Example: differing organizational regulations or policies, terminology.	
7. What local advocacy groups or community coalitions are working on transportation issues? What information have they collected?	

Collaborations

- Present the issue
- Provide the data
- Know your ask

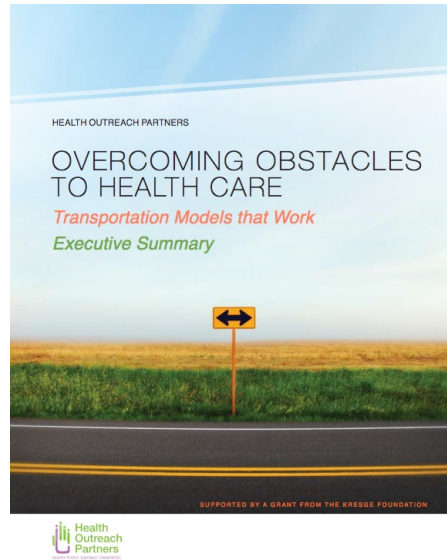
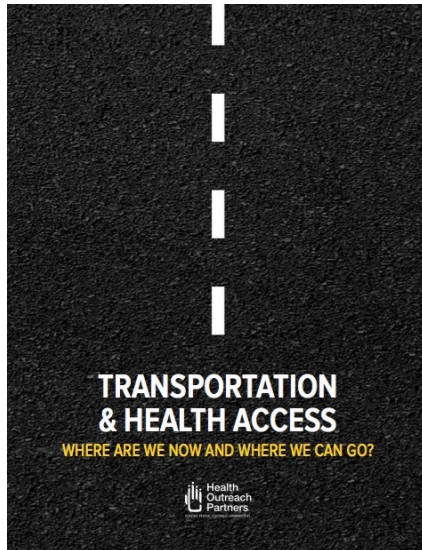


Case Study

- Refer to the Case Study.
- You will be assigned a “potential” collaborating partner.
- Read the case study together with your group.
- Develop key points for your assigned collaborating partner.
- You have 10 minutes.
- Share your key points with the group.

Resources

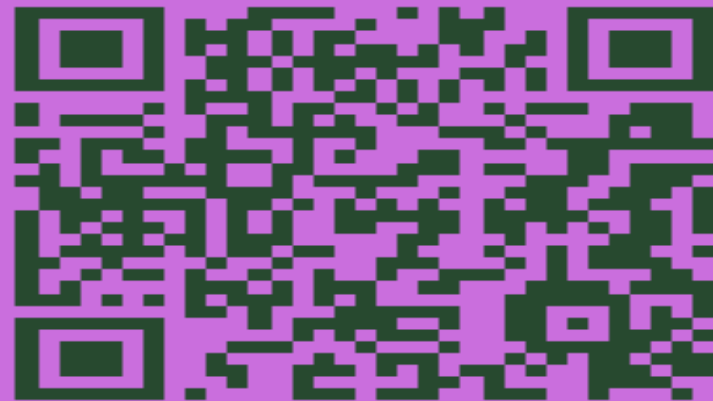
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Sonia Lee, Program Director
sonia@outreach-partners.org

Aba Anison-Amoo, Project Manager
aba@outreach-partners.org

CONTACT

