

Key Themes from both Rides to Wellness Summits in 2015

After two major outreach sessions reaching over 230 people, we found eight major thematic categories associated with session feedback. Stakeholders from the transportation and health/wellness sectors noted these themes as part of the Rides to Wellness Initiative needs, issues, and opportunities associated with building partnerships across the health/wellness and transportation industries:

- **Coordinated Planning** – There continues to be clear consensus regarding the importance of coordinated planning and the need for more work in this area. Congress agreed, and the FAST Act has a new section in Section 5310, Enhanced Mobility for Seniors and People with Disabilities, requiring FTA to follow-through on key United We Ride and the Federal Interagency Coordinated Council on Access and Mobility recommendations. FTA is already working to achieve these goals as part of the Rides to Wellness Initiative.
- **Partnerships Work** - For many early innovators in this area, they are finding partnerships between health/wellness providers and transportation providers work and are easier than they thought;
- **Client-centric** - We need client-centric approaches; public transportation seems to be evolving in this regard especially with the advent of transportation network companies like Lyft and Uber.
- **Technical assistance** - Communities will need help and tools to build partnerships across the health and transportation sector;
- **ROI Value** - There are many elements of value and return on investment gains possible, and we need further exploration to identify where these value propositions lie in both sectors;
- **Technology** - Information systems and social networking apps. hold strong promise to provide support for information/referral to help clients navigate complex systems such as linking health/wellness appointments to transportation trips.
- **Outreach and Marketing** - Time and care must be taken to develop materials that promote health/wellness and transportation partnerships, and that assist both industries to understand each other's business.
- **Mobility Management** – Fielding mobility managers to assess community needs, inventory resources, identify gaps and fill those gaps, could be a useful complement to care managers or other health sector client support roles.

Below are the top themes evident from the stakeholder feedback, and their commensurate theme category in words of event participants:

Theme Category	Theme
<p>Coordinated planning</p>	<ul style="list-style-type: none"> • Better coordination is needed and coordinated planning can help drive such collaboration. • Even though we're transit, we need to look at shared goals with other community programs. • Land use issues are very important and a barrier. Reducing trips is essential. • Building partnerships between health and transportation providers is critical. • We need ways to bring funding together: cost-sharing and cost-allocation. • Mobility for healthcare employees as well as for clients drives healthcare locations; we need to also seek greater planning to connect facilities to public transportation routes and resources. • Mobility for healthcare employees as well as for clients drives healthcare locations; we need to also seek greater planning to connect facilities to public transportation routes and resources. • For those transit agencies that are actively searching out these new partnerships, they are finding collaboration easier than they expected. • Some transit agencies have found great success in working as a provider across the health sector including with brokers, Medicaid, and private insurers.

<p>ROI Value</p>	<ul style="list-style-type: none"> • Enhancing mobility saves money (keeps people healthier). • Successful partnerships between health and transportation providers can help address key societal challenges such as rising costs of healthcare, health equity, and increasing quality of life for people with chronic conditions. • The Affordable Care Act has presented public transportation with an opportunity to expand its role to further access to health and wellness services especially as it relates to getting to health screenings and preventive services. • We need to explore the link between transportation and health care costs and outcomes – it is highly probable that connecting these industries to ensure everyone can get a ride to the health services they need will reduce healthcare costs. • Transportation is one of the societal determinants of health – see http://www.healthypeople.gov/2010/hp2020/advisory/societaldeterminantshealth.htm • Access to transportation is key to keeping people engaged in the community. • Access to transportation can help reduce health disparities and enhances the vitalities of communities. • Connecting access to food and nutrition services is also part of health and wellness – Michigan has a Rides to Groceries program. • Transportation can help reduce healthcare costs but we need to be careful to not shift costs to transit – transit has incremental value to add and may need additional investment to realize that value. • Health and transportation pilot projects that look at outcomes from the private sector may help uncover important elements of the return in investment and value proposition for building health and transportation partnerships.
<p>Technology</p>	<ul style="list-style-type: none"> • New technologies should be embraced.

<p>Outreach & marketing</p>	<ul style="list-style-type: none"> • Issue needs greater attention: “spirited dissemination of this message after the summit is key to ensuring that it is realized.” • Transportation and the medical field need to learn how to "speak each-other's language" to help foster a good relationship of mutual understanding. • Regional dialogues that help to continue the dialogue and continue to spur creative discussions.
<p>Client-centric</p>	<ul style="list-style-type: none"> • We need to be asking "why did this person miss their appointment?" instead of simply rescheduling another appointment. • People should have access to more than just doctor's appointments as a part of "medical transportation." • Some parents need to choose between taking a day off from work or taking their child to a doctor. This causes a problem in the system even when public transit options are available. • Public transportation infrastructure and capacity can further peoples’ health/wellness transportation needs. • Rides to wellness is more than NEMT and paratransit – there is a continuum of care needed for everyone from children to seniors, people with and without disabilities. • We need to tailor services to the customer/client – transportation services and health/wellness services. • We need to focus both on high utilizers and people of limited incomes. • Access to transportation is part of creating a person-centered approach to healthcare. • We need to especially focus on two groups: older adults who can no longer drive, and persons of limited income. • Changes in the health and transportation sector are ground breaking with an evolving delivery system that asks about a person’s travel needs then provides an application that helps connect travel resources to meet these needs.
<p>Policy Change</p>	<ul style="list-style-type: none"> • Change the definition of medical necessity to be more focused on health. • Sometimes grant statutory and guidance requirements stand in the way of using funding in an innovative manner.

<p>Mobility Management</p>	<ul style="list-style-type: none"> • Transit needs to work with social workers/navigators to coordinate transit trips. They can be the liaison between transit and medical providers. • Mobility management and one-call one-click systems are useful and mirror what other agencies like DHHS are trying to do.
<p>Technical Assistance</p>	<ul style="list-style-type: none"> • Establish a federal clearinghouse that includes information on all federal grant options across agencies and identify which can be used as match. • Complexity of the systems is a huge challenge for both providers and riders.
<p>Partnership works</p>	<ul style="list-style-type: none"> • For those transit agencies that are actively searching out these new partnerships, they are finding collaboration easier than they expected. • Some transit agencies have found great success in working as a provider across the health sector including with brokers, Medicaid, and private insurers.