

## **MEETING NOTES**

October 5<sup>th</sup>, 2016

Keiro Northwest

Participants: Bill Woolley (Hopelink), Gaby Bell (Harborview Medical Center), Janice Deguchi (Keiro Northwest), Lauren Link (Hopelink), Ray Krueger, Ron Higashi (Keiro Northwest)

Staff: Staci Haber

---

## **WELCOME, INTRODUCTIONS, AND ANNOUNCEMENTS**

The meeting began at 9:30am. All attendees provided introductions.

Gaby Bell (Harborview Medical Center) announced four to five social work students will be interning at Harborview for one year to help clients get to medical appointments and identify transportation barriers.

---

## **BRIEFING: KEIRO NORTHWEST'S TRANSPORTATION PROGRAM**

Janice Deguchi and Ron Higashi (Keiro Northwest) presented on Keiro Northwest's community services, including an extensive transportation program. Keiro Northwest has seven programs serving the community, including home care, Medicaid long term care, adult day services, meal programs, and continuing education.

Keiro Northwest's transportation program started in 2009 in response to taking care of existing residents. Volunteer drivers continue to support the program along with a partnership with King County Metro's Community Access Transportation (CAT) program. The organization currently offers transportation for residents to medical appointments, social outings, and other targeted needs. The volunteer drivers offer door through door transportation, serving Keiro's Seattle and Bellevue locations. The benefits of their transportation program include reducing hospital readmissions, foraging hospital partnerships, and working with care continuum, so the individual is cared for from the hospital, to rehabilitation, to home.

One new opportunity is a potential partnership with Lyft to supplement their existing volunteer driver program. For services to the senior community, Lyft does not charge above the ride fee but includes a dispatch feature to coordinate calls. If a client uses Lyft for a medical appointment, the billing can go directly through Keiro without needed to have a smart phone. Gaby Bell (Harborview Medical Center) acknowledges the benefit of Lyft is it's a guaranteed ride. If a volunteer driver becomes ill, then the organization may not be able to find a replacement and no ride is provided. Bill Woolley (Hopelink) also likes the accountability piece

of the process. Others acknowledged the loss of “cultural sensitivity” when using Transportation Network Companies, or TNCs, since they’re not directly working for that organization or target population. There is also recognition that the service would be curb-to-curb, not door-through-door, and only available to ambulatory clients. Keiro Northwest will report back on the development of this partnership.

---

## **DISCUSSION: SUBCOMMITTEE PRIORITIES AND INITIATIVES**

Attendees continued the discussion from the last meeting on the subcommittee’s priorities and upcoming initiatives. This discussion was relatively informal and free-flowing with suggestions and ideas. Ray Krueger asked how patients typically get home from a medical facility after being transported by ambulance. Gaby Bell answered that usually funds are available for transportation to get people home. Ron Higashi admitted the reason for individuals being readmitted includes missing follow up appointments due to a lack of transportation. Ray asked if hospital providers are aware of the transportation options for their clients. Gaby said it varies depending on if they have social workers but it’s difficult given how much is on the staff’s plate.

Lauren Link (Hopelink) offered her perspective when tabling at the VA Hospital. Many individuals are coming from outside the county and coordination with other counties’ transit systems is key. Gaby agrees, and recommended the subcommittee develop resources for educating people on how to use paratransit cross-county, like a tip sheet. Since Seattle has many specialty doctors, there are many people who need to cross county lines for medical appointments. Bill acknowledged that’s especially important for individuals who do not qualify for Medicaid trips cross county. Gaby believes there also needs to be education for Medicaid clients on how to get to their typical doctor’s appointment. In one example, a client may live in Auburn and they are directed to go to an Auburn hospital, not Seattle-based. They may decline the transportation because they want to go to their regular doctor and then they’re stuck without knowing how to get there. Education of options to medical appointments seems to be a recurring theme for this subcommittee to explore.

Other topics to explore include transportation options for low-income individuals who do not qualify for Medicaid, Medicare clients’ transportation options, and transportation for dialysis patients. Bill suggested a focus on the West Seattle Kidney Center since they coordinate standing ride orders. The same Medicaid transportation provider is assigned those rides and expect the same driver so drivers and patients have the ability to interact regularly and understand their needs. Staci Haber discussed Portland Ride Connection’s dialysis transportation pilot project. A link to their project, including a short video, can be found here: <https://rideconnection.org/services/additional-programs/dahlia>.

---

## **DISCUSSION: SUBCOMMITTEE LOGISTICS AND NEXT STEPS**

Members previously submitted their availability for bi-monthly meetings via a doodle poll. The majority favorite was the first Wednesday of every other month from 9:30am to 11:00am. Staff

will assess whether this recurring time increases attendance rate as members can plan out their availability months in advance.

---

**ACTION ITEMS**

- *Keiro Northwest* will follow up with the subcommittee on the development of their LYFT partnership;
- *Gaby Bell* will reach out to King County Metro Access, Pierce Transit SHUTTLE, and Community Transit's DART to learn more about their cross-county paratransit trips.
- *Staff* will schedule reoccurring bi-monthly meetings on the first Wednesday of every other month from 9:30am to 11:00am;
- *Committee members* will recruit for new members and identify who's missing from the contact list; and
- *Staff* will continue to solicit input from members on the needs, gaps, issues, and ideas and add them to the Ease/Impact map.

**NEXT MEETING**

Wednesday, December 7<sup>th</sup>, 2016 from 9:30am to 11:00am, Hopelink Bellevue

---

**ACCESS TO HEALTHCARE CONTACT**

**Staci Haber**, staff  
SHaber@hope-link.org  
425.943.6769