

Improving Medical Transportation Coordination and Access for Consumers in the Neponset Valley

Dedham Town Hall

March 3, 2016

Neponset Valley Regional Coordinating Council (NVRCC)

Welcome!

Agenda...

- Introduction
- Survey Findings
- Ride Match
- Discussion
- Next Steps

Neponset Valley RCC

- Launched June 2015
- 18 Communities
- Part of a statewide initiative to bring stakeholders together to improve mobility & access for seniors, people with disabilities & low-income people



16 RCCs in Massachusetts

- Building relationships
- Collaborating on projects together to improve regional mobility
 - Compiling & disseminating inventories
 - Promoting transit & other services
 - Developing grant applications to launch new services or programs
 - Convening forums to highlight key issue areas

NVRCC Focus Areas & Activities

- Pre-launch survey identified key needs:
 - Norwood
 - Employment transportation
 - Transportation to long-distance medical appointments
- RCC activities to date
 - Norwood League of Women Voters inventory
 - Community shuttles and employer shuttles
 - Travel training and Orientation & Mobility

Medical Transportation Needs

June 2015

- **31%** said finding transportation for nearby medical appointments is challenging
- **59%** said finding transportation to long-distance medical appointments is challenging
- Volunteer medical appointment driver program has a difficult time finding appropriate volunteers

Medical Transportation Needs

June 2015

- Dedham Medical Center on Route 1
- We have Norwood Hospital in our community, however, not all residents use Norwood Hospital or its physician staff
- At the intersection of Morse St. and Providence Highway (route 1) there are two Urgent care, Dedham Medical and Urgent Care, Quest Diagnostic Blood Lab and Dermatology Associates
- People want to get to Brigham and Women's/Mass General Health Care Center at Patriot Place from neighboring towns (Foxboro, Plainville, Wrentham, Walpole, North Attleboro)
- Lack of out-of-town door-to-door transportation to medical appointments

Neponset Valley RCC Medical Transportation Survey

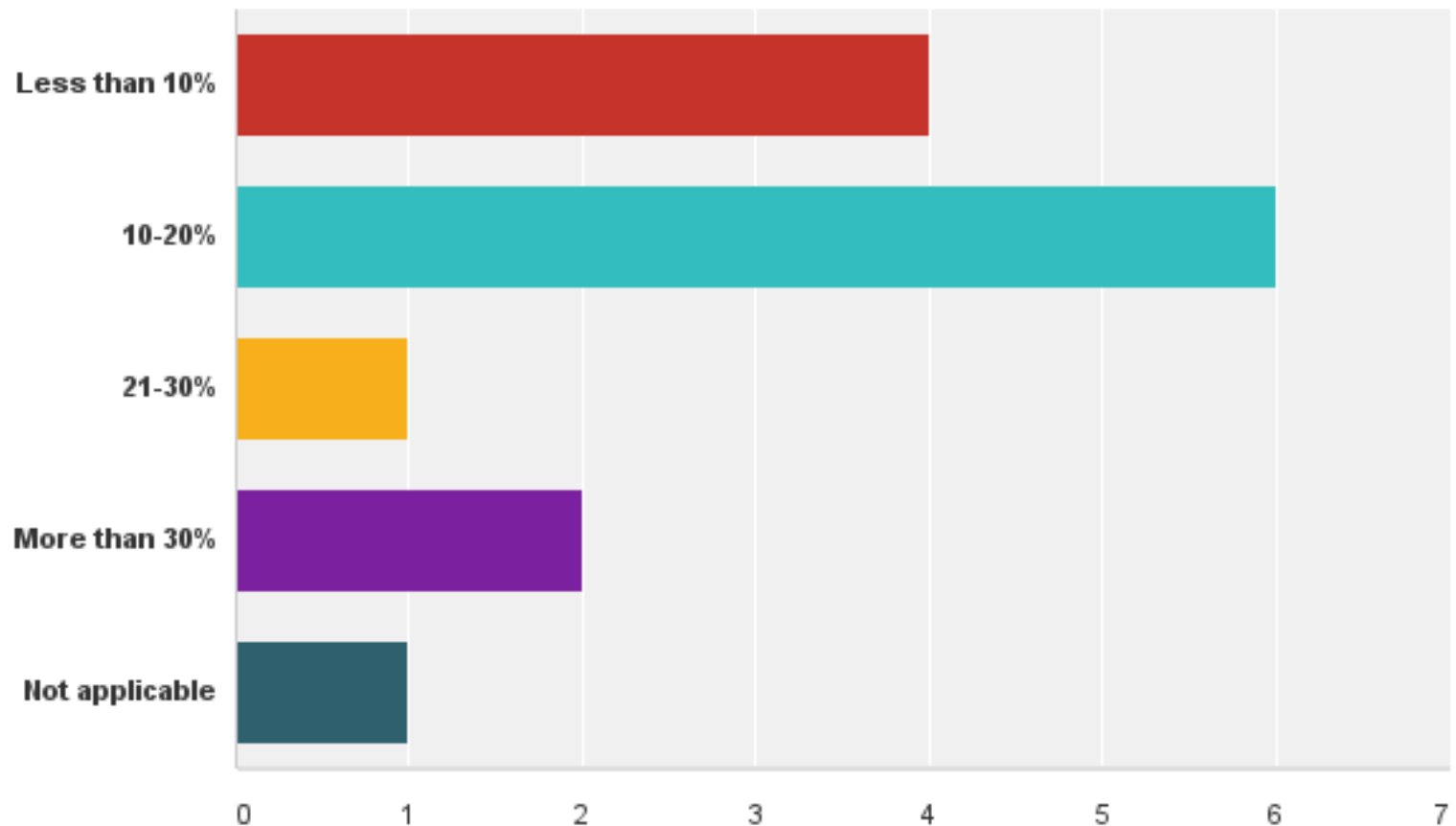
March 3, 2016

Respondents

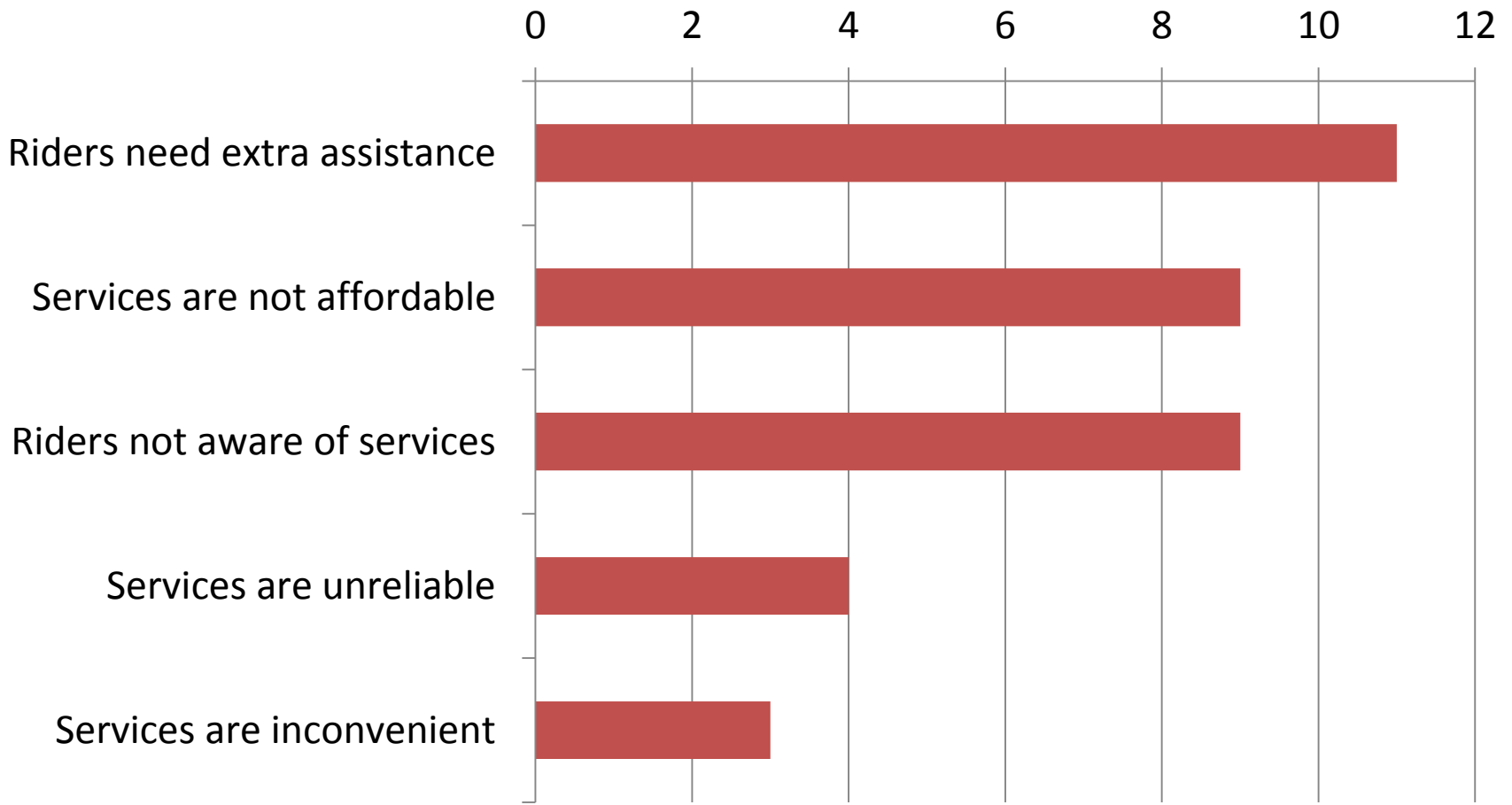
- 6 Councils on Aging
- 4 Human Service Agencies
- 2 Volunteer Driver Programs
- 1 Hospital
- 1 Independent Living Facility (ages 62+)
- 1 Residential Care Facility

Q2 To your knowledge, what percentage of patient appointments are missed or cancelled due to lack of transportation?

Answered: 14 Skipped: 1



Barriers



Additional barriers

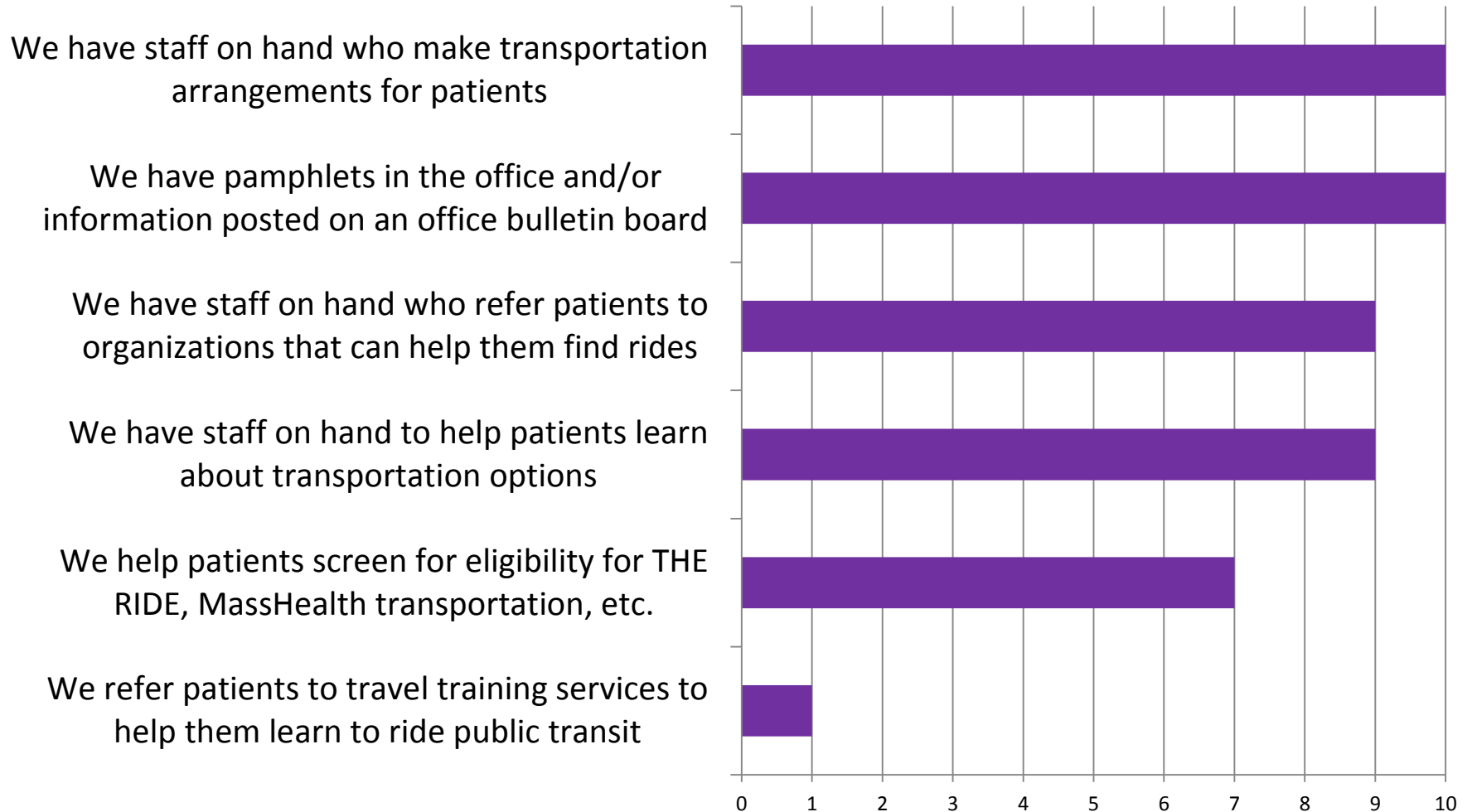
- At times doctor's offices are requiring someone with elderly patient who can make medical decisions for them
- Appointments on days when the senior bus isn't running
- Limited area where our vans can go
- Unable to go to nearby facility, have to go to Boston
- Services don't get back to seniors until the day before
- Not enough transportation in Dedham

Do you provide transportation?

- **9** provide transportation services
- **3** contract for transportation services (e.g. partner with HESSCO)
- **5** help consumers pay for transportation (e.g. taxi vouchers)
- **11** coordinate with other organizations to provide transportation



Providing information about transportation



Familiarity with Ride Match

Online, searchable transportation database:

www.massridematch.org

- **NONE** use it regularly
- **7** have heard of it
- **8** have not heard of it



What services are you aware of?

- GATRA/HESSCO Medical Transportation Grant/Fish
- Local bus, RSVP, The Ride, COA
- COA, RIDE, GATRA
- Senior Center, GATRA, Pond Home bus, residents in our community helping each other
- COA transportation, HESSCO (limited transportation), taxis (client pays fare)
- COA bus
- Franklin FISH, Canton FISH, GATRA, DAV, NEPVA
- GATRA
- Sharon Adult Center, HESSCO, Veterans Taxi & Bill's Taxi
- Gatra, The Ride, COA, Downeaster-train, Angel Fly, many others
- Council on Aging, American Cancer, The Ride
- The Ride, HESSCO

Additional comments

- We need better coordination between paratransit service areas.
- I think transportation issues needs to be a focus of the medical community when scheduling appointments with elders. They cannot ignore this and they need to schedule appointments as close to where they live as they can. Sometimes, especially for people living in medical facilities, telehealth appointments could eliminate the need for transportation.
- There needs to be collaboration between The RIDE, GATRA and BAT. Depending on the town, the local COA can provide help with that gap, but most cannot provide that assistance due to limitations of staff (available drivers).

Ride Match

Mary Basilone, GATRA

www.massridematch.org

Discussion

Get Involved in the NVRCC!

www.neponsetvalleytma.org/nvrcc.htm

Anne-Marie Gagnon, HESSCO; NVRCC Co-Chair

agagnon@hessco.org

Karen Dumaine, Neponset Valley TMA; NVRCC Co-Chair

kdumaine@transactionassoc.com

Save the date – Statewide conference May 3!

Contact rachel.fichtenbaum@state.ma.us for more info