A transportation coordination model designed to meet the needs of vulnerable populations.
Who are We?

• Council on Aging (COA) is the designated Area Agency of Aging serving a 5-county region in southwest Ohio (Butler, Clermont, Clinton, Hamilton and Warren). We serve Northern Kentucky members through a health plan contract. We are a nonprofit organization providing excellent care management services to seniors and disabled individuals for 50 years.

• Our mission is to enhance lives of seniors and individuals with disabilities by assisting people to remain independent through a range of quality services.
  ▪ Home-delivered meals, Home care and personal care, Emergency Response Systems and Transportation

• home52, LLC is a wholly owned subsidiary of COA
Why Transportation?

• Transportation is one of many services our members receive.

• Along with our healthcare partners, we began looking at Transportation is a social determinant of health (SDoH).

• We asked the following questions.
  ➢ What would transportation services need to look like to support positive health outcomes?
  ➢ How can we reduce cancellations for routine and preventative care appointments?
  ➢ How can we reduce Urgent Care Visits, 9-1-1 calls and ER Visits?
Federal Transit Administration Grant

- COA/home52 applied for an ICAM FTA (Access & Mobility) grant and was awarded $470K to create a transportation coordination service to meet the unique needs of seniors and individuals with disabilities.

- We purchased the NovusMED product, a transportation coordination system from TripSpark.
Technology Solution for Seniors and Individuals with Disabilities

• Along with transportation coordination, we have a technology solution for seniors and health care partners to schedule trips through an app.
  • **DriverMate** software is used by drivers.
  • Riders can schedule a trip through the **Passenger Portal**.
  • Medical providers can schedule a trip through the **Delegate Module**.

![Image of technology solution interface]
How was our model developed?

We listened to feedback from:

• **Clients** - We considered client feedback. We reviewed customer satisfaction survey responses from our existing clients that use contracted transportation services.

• **Transportation Providers** - We met with our existing contracted transportation companies to learn from them what was working well, understand their pain points and listen to suggestions for improvements.

• **Healthcare Partners** - We partnered with The Health Collaborative to facilitate Learning Collaboratives with area hospitals, FQHC, health plans, behavioral health organizations and primary care offices.
who we are

THE HEALTH COLLABORATIVE

our vision
Greater Cincinnati is healthy by design and everyone is connected to quality, affordable healthcare

our mission
To lead data-driven improvement that results in healthier people, better care, and lower costs

We bring healthcare stakeholders together for the good of the community and provide them with the actionable data they need.
Our Model Includes...

1. Right vehicle type, closest to pick-up location for the cheapest price.
   • Providing a cost savings to the transportation company and funder

2. Door-to-door and through-the door service
   • Required driver training: PASS Training & DRIVE Training

3. Same-day / on-demand service available
Our Model Includes...

4. **We intervene when the rider is unresponsive to the driver.**
   - The driver must contact home if rider does not answer.

5. **We track the ride progress and communicate with medical appointment if rider will be late.**
   - Driver’s use DriverMate software.

6. **Collect client feedback 1 – 3 days after ride completion.**
Our Model Includes...

• Transportation Coordination Specialists to answer calls through our Call Center, schedule and dispatch rides, communicate with riders, drivers, and medical facilities (destinations).

  (855) 546-6352 or (855) 5home52

• *(coming soon)* Ability to schedule trips through our website

  www.home52.org
Hamilton County ESP Zone Map
home52 Transportation

• We launched our program on May 3, 2021.
• Interested in partnering with home52 Transportation or would like more information, please contact:

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