



Project Summary: Ride Connection

August 2014

Lead Agency: Ride Connection, Inc.

Project Name: Inclusively Improving Dialysis Transportation, Round Two

Geographic Service Area: Portland, Oregon.

Lead Partners & Key Stakeholders: Elaine Wells (executive director), Julie Wilcke (Chief Operating Officer), Ride Connection, TriMet, Portland State University, Health Share, Fresenius Dialysis Clinic.

Participants: Dialysis patients, their health providers and their caregivers.

Description of the Project: In Round One of Inclusively Improving Dialysis Transportation, Ride Connection launched a six-month participatory planning process to identify existing challenges related to transportation for kidney dialysis patients, and how these challenges impacted patient health.

It involved the creation of an advisory committee, as well as a survey, two focus groups, and a public workshop. Twenty-six caregivers and 83 dialysis patients from 14 different clinics completed the surveys that were designed by the advisory committee, while the focus groups were attended by 8 patients and 2 caregivers. Finally, 19 stakeholders participated in the public workshop that developed workable solutions to these challenges.

Now, in Round Two, Ride Connection will continue to hold the meetings of patients, caregivers and stakeholders that discuss problems with NEMT dialysis transit and their possible solutions. Proposed solutions will be tested, and then evaluated.

One pilot program of Round Two to be created and tested is an NEMT method of grouping rides by neighborhood for trips to the clinic; providing flexible return trips allowing patients to change pickup times as needed; and allowing same-day ride requests. It is being developed by Ride Connection in collaboration with advisory committee, a dialysis clinic, TriMet, Health Share and network of transportation partners.

Outcomes and Sustainability: There are two major outcomes of Ride Connection's Inclusively Improving Dialysis Transportation Round Two.

The first outcome of Round Two will be the pilot program for improving dialysis transportation described above, its testing and its evaluation.

The second outcome will be the continued meetings where patients, caregivers and stakeholders voice their opinions about the dialysis transportation system, evolving due to the Inclusively Improving Dialysis Transportation program.

Innovations: Ride Connection found and is cultivating ways to connect patients, transit providers, social workers, nurses and clinicians, and even the companies that run the dialysis clinics. It is a full cycle of care that connects the disparate pieces of dialysis treatment to create the best possible outcome for the patient, with the understanding that transportation is a key part of that cycle.