

Redefining Access: The Role of Transportation in Access to Health Care

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Achieving the Triple Aim

- Improving Quality of Care
- Improving Health Care Utilization Patterns
- Improving Health Outcomes

- Improve access to preventive care
- Improve access to social services
- Improve the overall quality of life
- Lower healthcare cost trends
- Close gaps in care
- Improve the effectiveness of inpatients and ambulatory care
- Achieve population health outcomes
- Patient and member satisfaction

ACCESS TO RELIABLE TRANSPORTATION IS CENTRAL TO MEET PAYERS AND PROVIDERS' GOALS

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What drives health outcomes and optimal well being?

Psychosocial factors and personal choices account for 80% of health outcomes

Figure 1

Social Determinants of Health

Economic Stability	Neighborhood and Physical Environment	Education	Food	Community and Social Context	Health Care System
Employment	Housing	Literacy	Hunger	Social integration	Health coverage
Income	Transportation	Language	Access to healthy options	Support systems	Provider availability
Expenses	Safety	Early childhood education		Community engagement	Provider linguistic and cultural competency
Debt	Parks	Vocational training		Discrimination	Quality of care
Medical bills	Playgrounds	Higher education		Stress	
Support	Walkability				
	Zip code / geography				

Health Outcomes

Mortality, Morbidity, Life Expectancy, Health Care Expenditures, Health Status, Functional Limitations

*Source: World Health Organization, Social Determinants of Health http://www.who.int/social_determinants/en/

20%

Clinic Care

10%

Physical Environment

40%

Social & Economic Factors*

30%

Healthy Behaviors

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Impact of unmet health-related social needs and connection to health outcomes

- Nearly twice the rate of depression'
- 60 percent higher prevalence of diabetes'
- More than 50 percent higher prevalence of high cholesterol and elevated hemoglobin A1c, a signal of diabetes'
- More than double the rate of ER visits'
- More than double the rate of no-shows to clinic appointments'
- Unemployment and low income were tied to a higher risk of hospital readmission among patients with heart failure and pneumonia*
- Poor asthma outcomes are often linked to living conditions*
- Diabetes-related hospital readmissions can be tied to food insecurity*

• Source Commonwealth Fund
• 'Health Leads Study

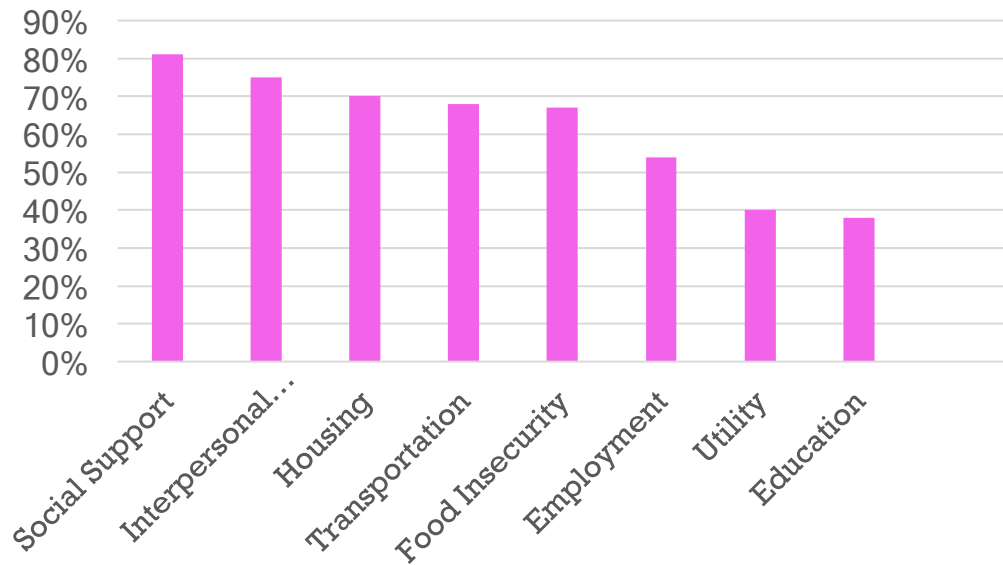
Thought
Leaders Drive
Current SDOH
Efforts

- **Healthy People 2020**
“Create a social and physical environment that promotes health for all”
- **American Public Health Association**
“Public Health is repositioning itself at the national, state and local levels to focus on social determinants of health”
- **Grantmakers In Health**
“US Health Policy largely ignores the social determinants of health, despite evidence showing that residents of nations that have a higher ratios of spending on social services to spending on healthcare have better health and live longer”
- **Robert Wood Johnson Foundation**
“Focus its work on the culture of health-the multiple factors that can lead to everyone in the US having the opportunity to live a healthier life”
- **Health Care System**
“Medicaid Specific Initiatives- Multi-payer federal and state The Center for Medicare and Medicaid Innovation, Medicaid Delivery System and Payment Reform. Managed care plans, hospitals and

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Providers are screening for non-medical needs

Hospital screening by social needs category



Source: Deloitte Center for Health Solutions 2017 Social Determinants of Health Hospital Survey

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SDOH Focus will continue in Government Programs

State's delivery system or payment reform initiatives.

Managed Care Quality Initiatives (i.e. pay-for-performance and capitation withholds)

Medicare Access and CHIP Reauthorization (MACRA)

ES - 1

Survey Themes for FY 2017 and FY 2018

	Ongoing Trends	What to Watch
Eligibility	<ul style="list-style-type: none">• ACA Medicaid expansion• Initiatives to connect justice-involved individuals to coverage	<ul style="list-style-type: none">• State waivers to impose premiums and restrict eligibility (including work requirements)
Managed Care	<ul style="list-style-type: none">• MCO carve-ins of complex populations and behavioral health services	<ul style="list-style-type: none">• MCO contracts focused on social determinants and value-based payment
Long Term Care	<ul style="list-style-type: none">• Expansion of community-based care	<ul style="list-style-type: none">• Focus on housing and direct care workforce shortages
Provider Rates and Taxes	<ul style="list-style-type: none">• More provider rate increases than restrictions• Continued reliance on provider taxes	<ul style="list-style-type: none">• States setting MCO rate floors
Benefits, Pharmacy, and Opioid Strategies	<ul style="list-style-type: none">• Benefit expansions for mental health and substance use• Focus on cost controls for pharmacy	<ul style="list-style-type: none">• Growing adoption of CDC prescribing guidelines for opioids• Pharmacy benefit management strategies for opioids



Source: <https://www.kff.org/medicaid/report/medicaid-moving-ahead-in-uncertain-times-results-from-a-50-state-medicaid-budget-survey-for-state-fiscal-years-2017-and-2018/>

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Market and
Population
Driven
Partnership
Opportunities
will Continue

Uber's Pilot Program Brings Modern Transportation to Health Care

A new platform from the transportation giant has shown early promise at Mercy Health System in creating a cheaper, patient-centered way to transport patients.

Blue Cross and Blue Shield and Lyft Join Forces to Increase Access to Health Care in Communities with Transportation Deserts

Blue Cross and Blue Shield forges public-private partnership to mitigate the powerful effects of social determinants of health

UnitedHealth teams up with Lyft, USC, AARP Foundation on ride-hailing pilot for seniors

The program will target individuals older than 60 who have missed at least two doctors' appointments within the last 12 months—at least in part due to issues accessing transportation—and who have an upcoming appointment in the next three months.

United Hospital Fund of NY – News – President's Letter:

But particularly for disadvantaged populations, more is needed to improve health outcomes, as issues such as food insecurity, unstable housing, and inadequate transportation will derail even the most well thought out medical treatment plans

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Path forward

Transportation
is an enabler
for achieving
optimal well
being

- Alignment with value-based care models will likely continue to spur partnerships and innovative solutions.
- Focus on Social Determinants of health is a nascent effort with no sustainable funding
- Develop pilot programs to build ROI case for reimbursement
- Emerging disruption models will create innovative person-centered options to meet needs
- Clinical-community partnerships are critical to both the “value equation” and increasing overall health