

KCMC Access to Healthcare Committee

August 3, 2022

The KCMC Welcomes Everyone

The King County Mobility Coalition welcomes and values all communities. We value, respect, and honor the identity and experience of all members.

We encourage everyone to participate, regardless of ability. We are committed to **listening, learning, and improving** in this process.

We acknowledge that the work we do takes place on the traditional land of the Coast Salish and Duwamish peoples, among others, as the first people of this county. We honor with gratitude the land itself and past, present, and future of these tribes.

Agenda

- Welcome, Introductions, and Announcements
- Winter Weather Critical Medical Appointment
Transportation Procedures
- Project Review: Central Puget Sound One-Call/One-Click
- Roundtable Sharing
- Next Steps

Introductions

Please share

- Your name and pronouns, if comfortable
- Organization/Affiliation
- How long have you been attending KCMC meetings?
- Favorite song to sing in the car

Winter Weather Critical Medical Appointment Transportation Procedures

Agenda

- What is Public Health's role?
- How were the Procedures developed?
- What is in the Procedures?
- What are we changing?
- What are our next steps?

Public Health and Winter Weather



- Host seasonal influenza clinics and encourage communities to get vaccinated
- This is true for COVID now, too



- Provide direct outreach to people experiencing homelessness
- Warn the public about the dangers of carbon monoxide poisoning and hypothermia



- Work with Emergency Management to solve issues that have health and medical impacts

**How can we work with partners
to help patients get to and from
critical medical appointments?**

History of the Procedures

- Reviewed lessons learned and After-Action Reports (AARs) from February 2019 snow event
- Held forums with key regional stakeholders and solicited input from individual agencies
 - Hopelink
 - King County Metro Access
 - Emergency Management
 - Northwest Healthcare Response Network
 - Public Health – EMS Division
 - Regional Alliance for Resilient and Equitable Transportation (RARET)



February 2019 King County Snow Event After Action Report

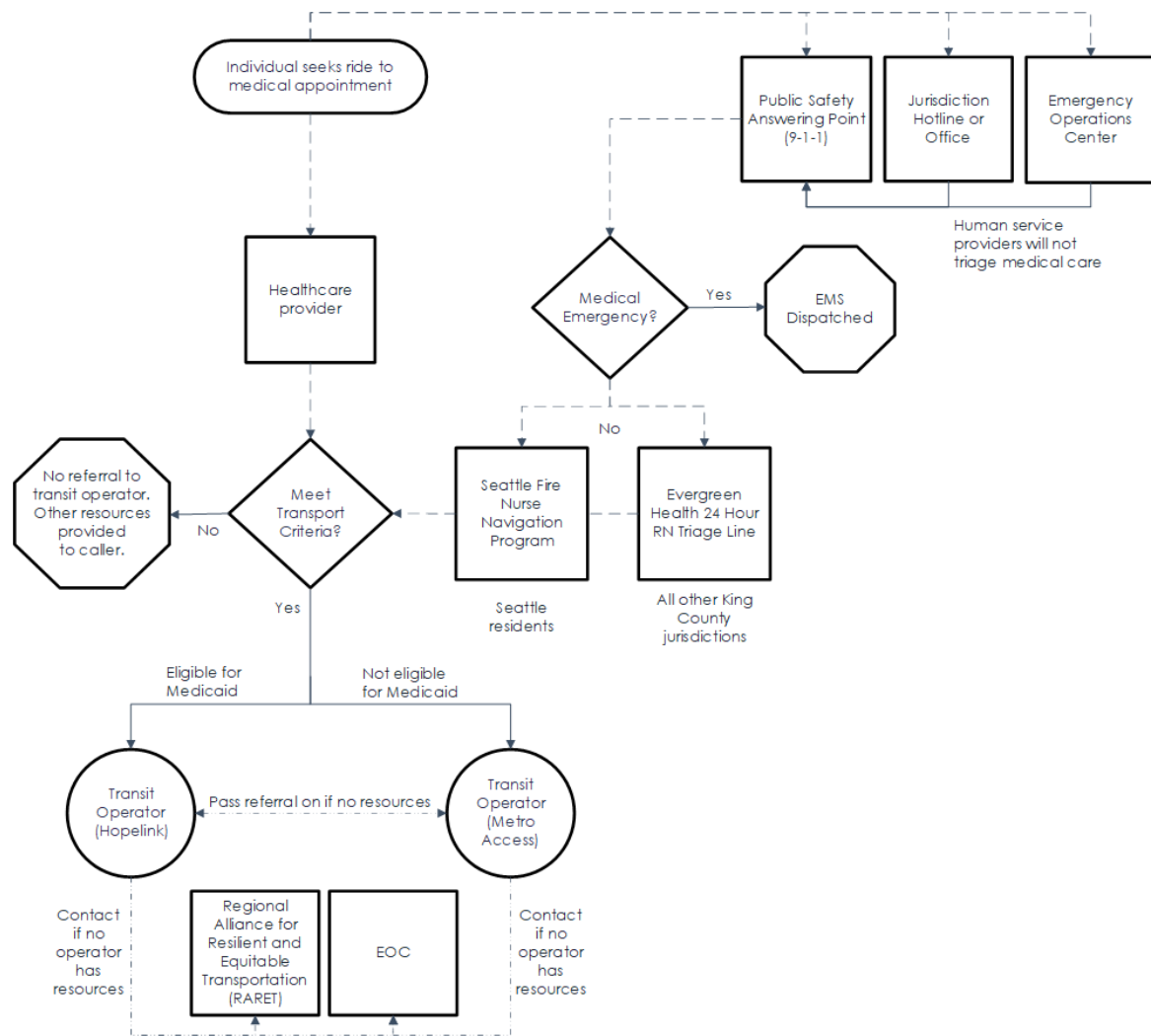
Regional Alliance for Resilient and Equitable Transportation
(RARET) Workgroup

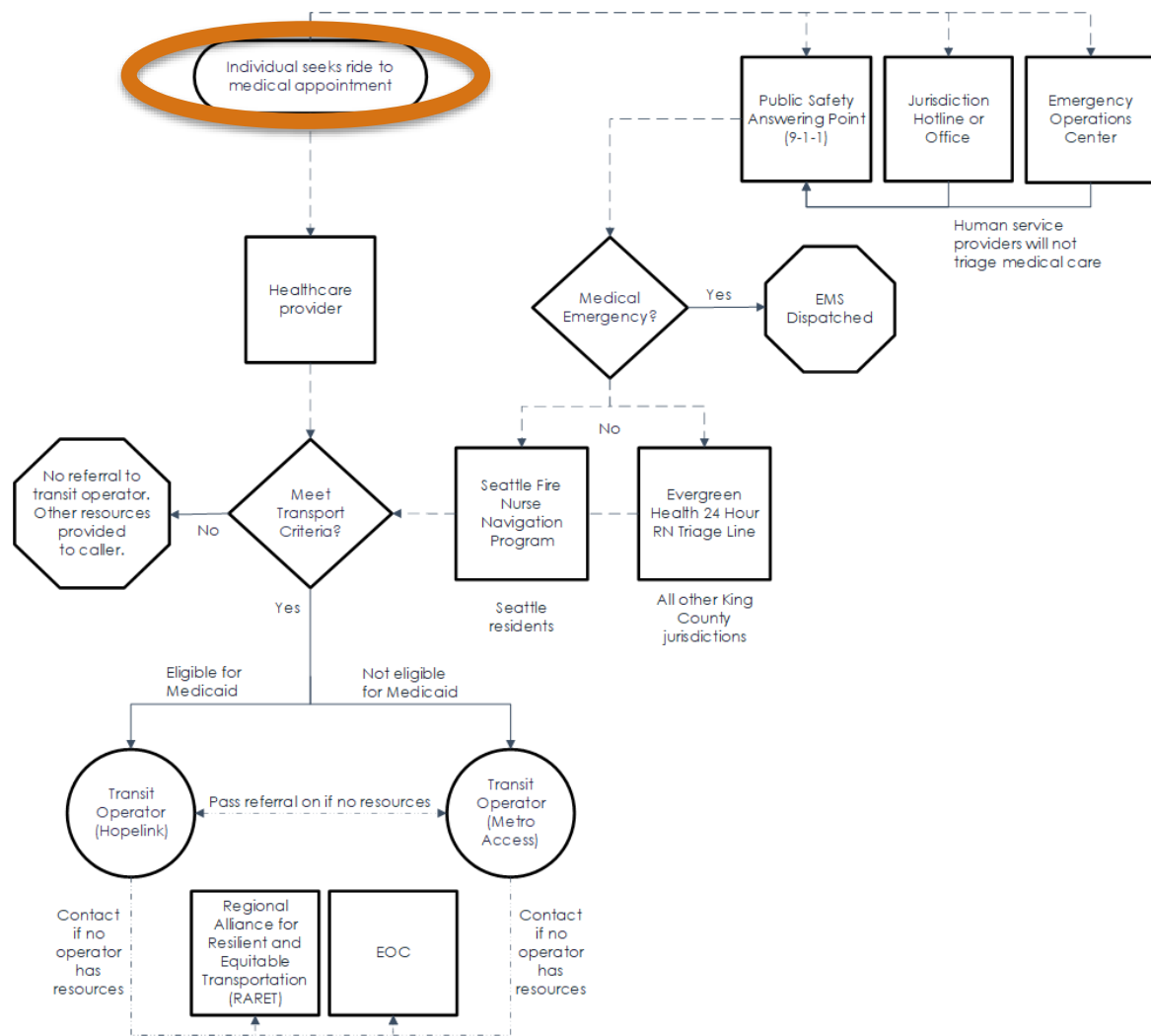
Published: March 27th, 2019

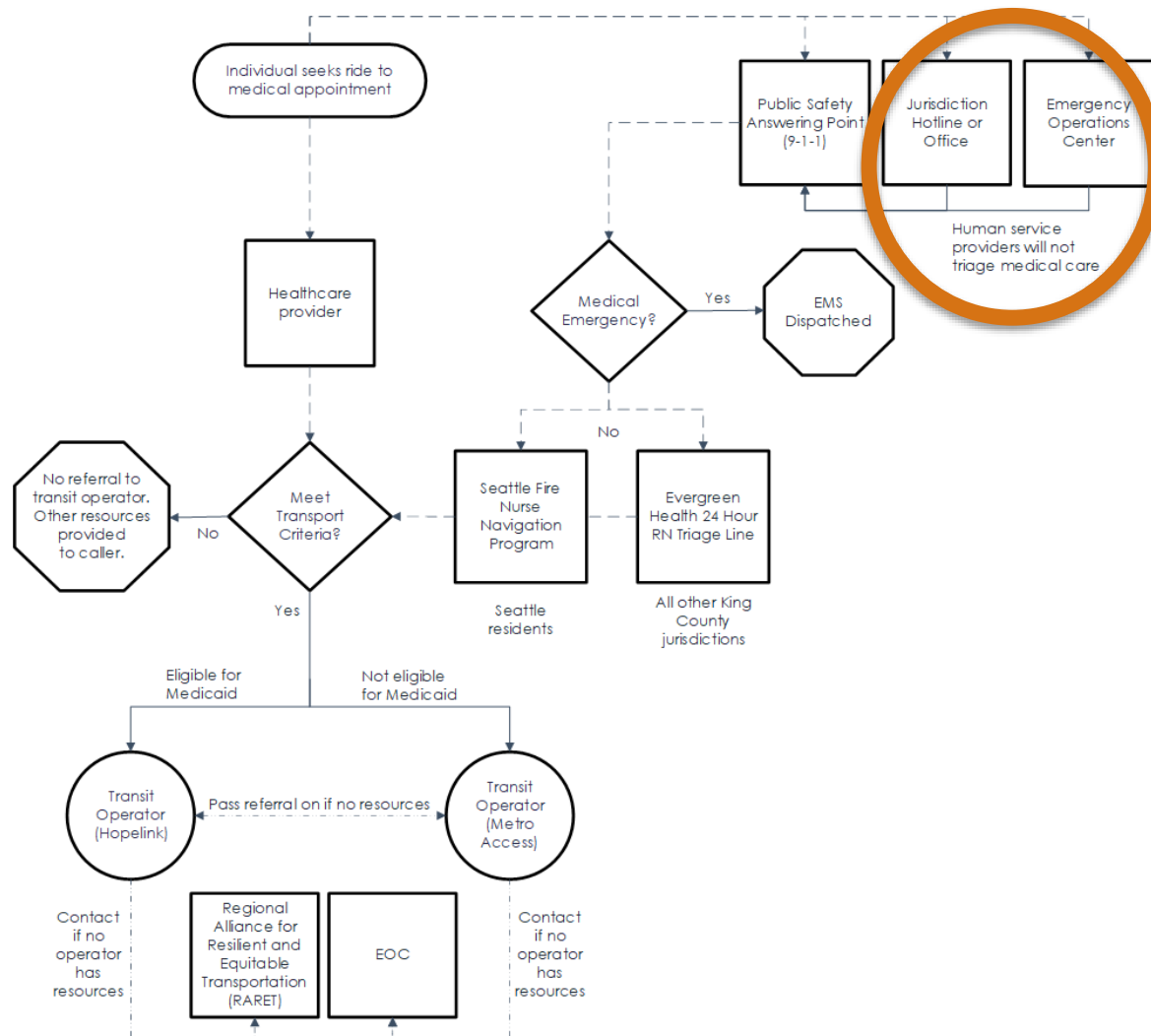
Goals of the Procedures

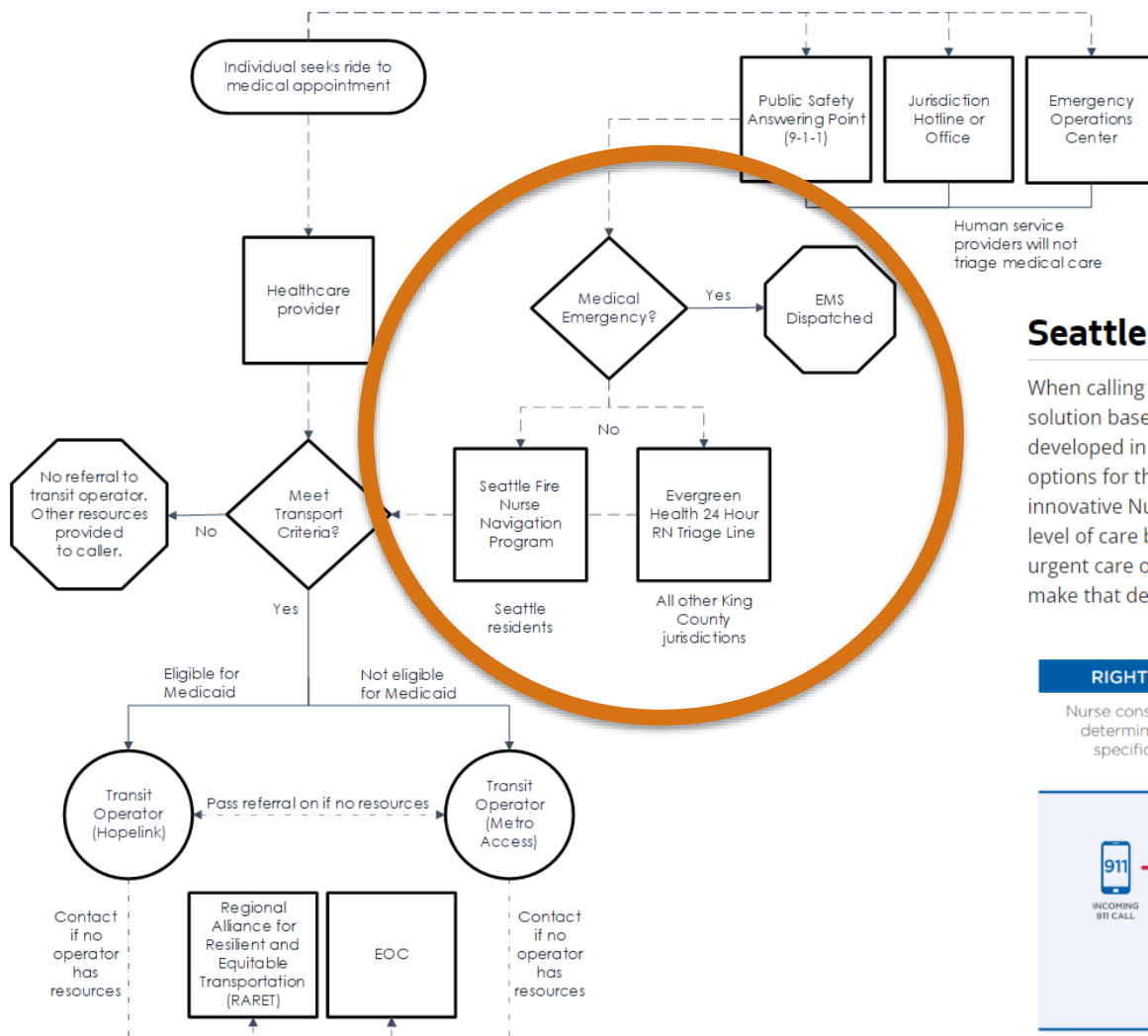
- Ensure healthcare providers can request transportation on behalf of their patients
- Ensure transportation requests to medical appointments do not sit with human service agencies

Patients can still schedule their own trips!









Seattle Fire Nurse Navigation Program

When calling 911, a trip to a hospital's emergency department may not be the best solution based on your medical needs. With Seattle Fire's innovative program, developed in collaboration with American Medical Response, you have more options for the type of care you receive, and how and where you receive it. Our innovative Nurse Navigation Line ensures you quickly reach the most appropriate level of care based on your needs. This may include transportation to a local clinic, urgent care or hospital emergency department. You talk to a licensed nurse to make that decision, together.

RIGHT CARE

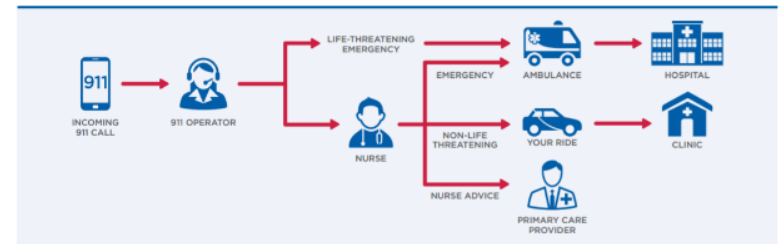
Nurse consultation to determine caller's specific needs

RIGHT TIME

Nurses quickly determine the appropriate care needed

RIGHT PLACE

Including local clinics, urgent care centers or treatment in place



Critical Medical Appointment Transportation

Activation of Winter Weather Mobility Task Force

- “Lean forward” ahead of forecasted weather
- Task Force would:
 - Communicate plans to partners and send reminders
 - Share information and updates across agencies
 - Further problem-solve lack of services and resources

Critical Medical Appointment Transportation

Providers must verify:

- Appointment cannot be delayed or rescheduled without putting individual at acute risk
- Transport to/from King County locations ← **CHALLENGE**
- Individual cannot access everyday transportation services; no personal transportation options
- No form of medical care needed during transport
- Medicaid eligibility (determines end point of referral)

Critical Medical Appointment Transportation

Providers must collect:

- Name and contact information of staff making the referral
- Name and contact information of the individual being transported
- Address for pick up and drop off locations
- Time and date of the medical appointment
- Estimated duration of the medical appointment
- Medical equipment or devices to be transported with individual

Critical Medical Appointment Transportation

- Task Force will instruct providers on how to make referrals
- Referrals will typically be made via a web form, emailed/faxed form, or phone call at the discretion of Hopelink and Metro Access
- Providers will be given other resources such as sample questions to ask to confirm patients meet transportation criteria

Referrals for critical medical appointment transportation during winter weather

King County's Winter Weather Mobility Task Force has activated to help coordinate referrals for transportation of **patients** to and from critical medical appointments during current winter weather conditions.

Referrals for patient transportation **must** come directly from healthcare providers or other medical care triage agencies, such as consulting nurse hotlines. Only patients who meet ***all of the following criteria*** are eligible for transportation:

- The medical appointment cannot be delayed or rescheduled without putting the patient at acute risk of medical complications
- The patient only requires transport to and from locations within King County
- The patient does not need any form of medical care during transport
- The patient cannot access everyday transportation services (e.g. public transit, taxis, rideshare) and has exhausted all other options for personal transportation (e.g. neighbors, family, friends)
- The patient is able to meet a dispatched vehicle without driver assistance and is not "snowed in"

Hopelink will accept referrals from healthcare providers or other medical care triage agencies for patients who meet ***all*** of the above criteria and are ***eligible for Medicaid***. Referrals for Medicaid patients can be submitted to Hopelink via:

- **Web Form** (preferred referral method)
- Email: **sample@email.org**
- Phone: **###.###.####**
- Fax: **###.###.####**

King County Metro Access will accept referrals from healthcare providers or other medical care triage agencies for patients who meet ***all*** of the above criteria and are ***NOT eligible for Medicaid***. Referrals for non-Medicaid patients can be submitted to King County Metro Access via:

- Phone: **###.###.####**

Transportation referrals should include the following information:

- Name and contact information of staff making the referral
- Name and contact information of the patient being transported

2022/2023 Revisions

Public Health will update:

- Inclusion of new Seattle Fire Nurse Navigation Program
- Broaden Task Force to connect with partners that can help clear pathways to areas with a high number of patient pickups/drop offs (e.g., senior housing)

Challenges

- Procedures apply only to King County
- Patients may still incur costs
- Transportation providers may have staffing challenges
- 4WD and AWD vehicle fleets are limited
- King County does not have a plan for transporting healthcare staff

Q&A and discussion questions:

- What questions do you have about the Procedures?
- What can be clarified or improved?
- Are there other challenges we have not talked about?

Thank you!

Project Review: Central Puget Sound One-Call/One-Click

A decorative graphic consisting of a solid green horizontal bar that spans the width of the slide. Below this bar, on the right side, are several thin, overlapping horizontal lines in shades of green and white, creating a layered, modern look.

Why One-Call/One-Click?

- The current transportation system places a burden on community members to find their ride on their own. This becomes especially tricky for anyone who wants to use specialized transportation services like volunteer programs or neighborhood shuttles. As part of that burden, the community member must know and understand all the complexities in the service network. They must become experts in different programs' eligibility criteria, scheduling practices, service areas, and other details.
- A One-Call/One-Click System **seeks to connect community members** to the transportation services that meet their needs through a **centralized trip planning** and **ride requesting** service that is just one call or one click away!
- Hopelink Mobility Management and the King County Mobility Coalition have received funding for Phase One of creating a One-Call/One-Click system for the Puget Sound Region! Read our [business plan](#) and [principal components](#) to learn more!

Project History

- The One-Call/One-Click work began through the King County Mobility Coalition's Access to Healthcare subcommittee. At that table we learned about the complexity of the current transportation system and how it intersects with people meeting their healthcare needs.
- The One-Call/One-Click work progressed through the King County Mobility Coalition's [Inclusive Planning](#) project. We engaged with community members directly to learn about their experience accessing specialized services – we learned of the burdens and barriers that our current system places on the end-user.
- Since 2017, the King County Mobility Coalition and the Hopelink Mobility Management team, together with our partners, have been building towards this tool. We are excited to continue to the work and bring this technology to our region!

Phase 1 Key Project Milestones:

- ✓ Inclusive Planning / Community Engagement

Historical and ongoing

- ✓ Software Request for Proposal

May 2022

- ❑ Software Development

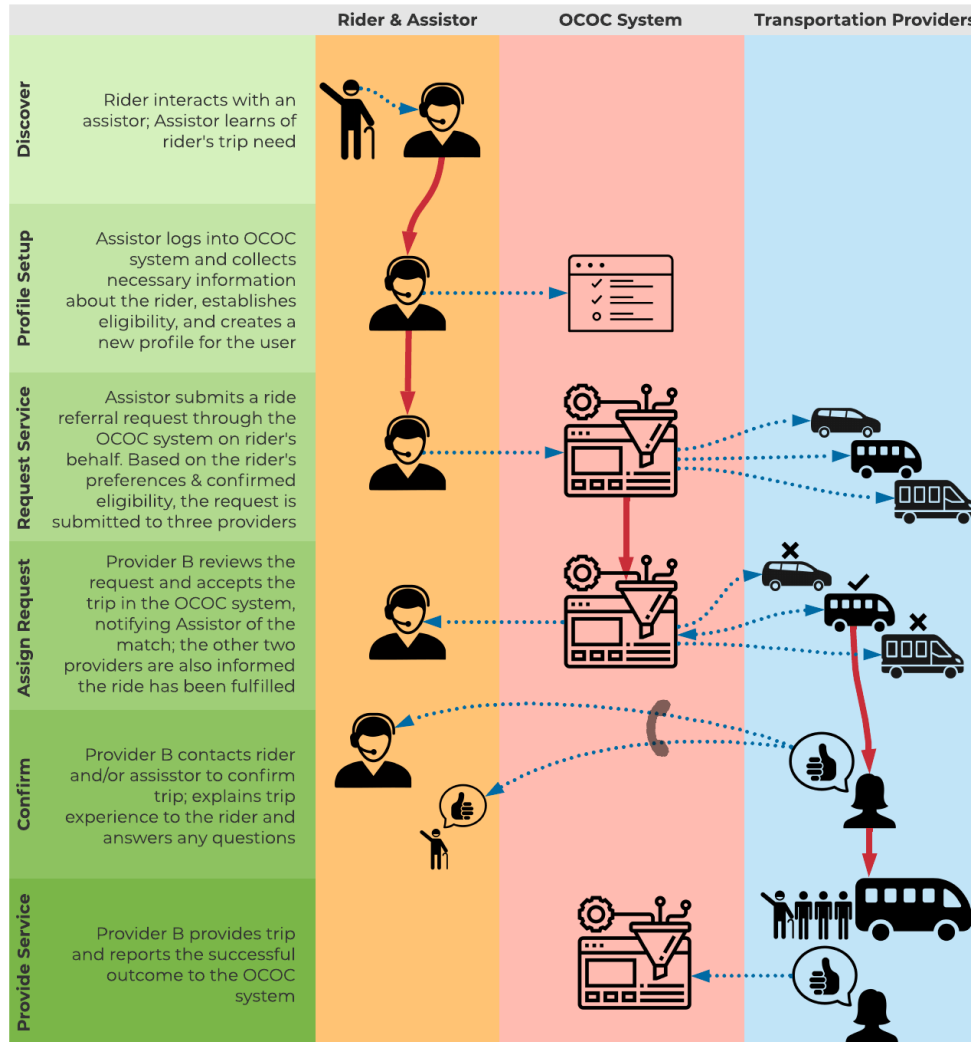
Happening Now!

- ❑ Community Engagement and User Testing

Soft launch in late fall/winter of this year

Ride Referral Coordination Success

Example 3: Assistor - Social Worker/Institutional, Multiple Providers Available



211 Ride

Plan a Trip

ENGLISH

5350 Thille St, Ventura, CA 93003

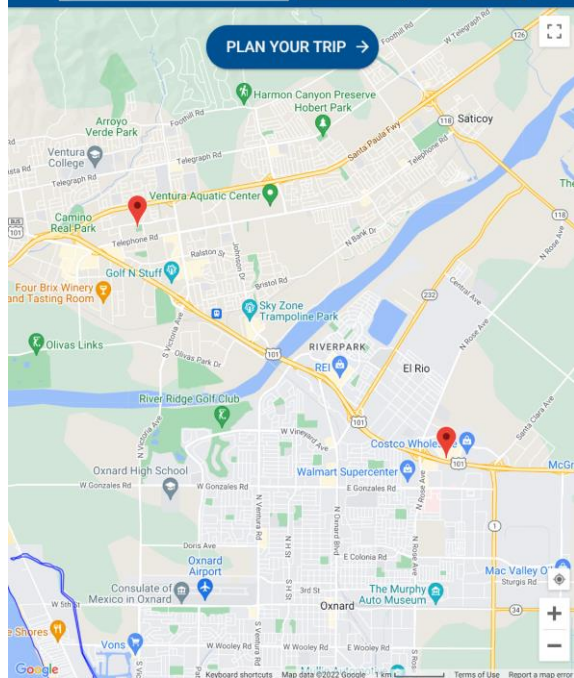
1865 Ventura Blvd, Oxnard, CA 93036

Depart at

Apr 25, 2022

05:52 PM

PLAN YOUR TRIP



211 Ride

Customize Your Travel Profile

ENGLISH

FIND MATCHING TRAVEL OPTIONS

DON'T SHOW THIS SCREEN AGAIN

For Specialized Services, Indicate Your Personal Characteristics to Check Eligibility

☒ I am a veteran.

☒ I have a verifiable disability.

For Specialized Services, Indicate Your Age to Check Eligibility

Age

For Specialized Services, Indicate Any Mobility Accommodations that You Require

☐ I need a vehicle that has space for a folding wheelchair.

☐ I need a vehicle that has space for a motorized wheelchair.

☐ I need delivery to the curb in front of my home.

☐ I need door-to-door service.

☐ I need assistance from the driver.

☒ I require a vehicle with a wheelchair lift.

Specify the Types of Transportation to Include in Your Search

☒ Transit

☒ Specialized Transportation Services

☐ Taxi

☐ Walk

☐ Drive

☐ Bicycle

☐ Uber

211 Ride

Transportation Options for Your Trip

ENGLISH

5350 Thille St, Ventura, CA 93003

1865 Ventura Blvd, Oxnard, CA 93036

Depart at

Apr 25, 2022

05:52 PM

REPLAN YOUR TRIP

CUSTOMIZE YOUR TRAVEL PROFILE

Sort by: Specialized Options First

Late Night Safe Rides

GO GOLD COAST TRANSIT

Call to schedule

31 min Paratransit (estimated)

\$2

SHOW DETAILS

Go Access


GO GOLD COAST TRANSIT

Call to schedule

31 min Paratransit (estimated)

\$3

SHOW DETAILS



GO GOLD COAST TRANSIT

5:59 PM to 6:55 PM

56 min (Bus and Train: 17 min, Walk: 37 min, Wait Time: 1 min)

Cost \$0

SHOW DETAILS

User Testing

Guiding Principals

- Accessible and Inclusive Design
- Usability
- Moving the field beyond simple compliance
- Engage Early, Often, and with Intentionality
- Transparency
- Widespread

Partners

- Advisory Committee
- Technical Advisors
- WSDOT
- Community Members/Users
- Assistive Technology Groups
- Disability Stakeholder Groups
- Transportation Providers
- Mobility Coalitions

User Testing Phases

1. **Accessibility Design:** usability for all ages and abilities is the utmost importance. Our platform will reach WCAG 2.2 Level AA prior to launch, with the goal of Level AAA standards as we learn and adapt (Summer-Winter 2022).
2. **Review of Existing Products:** The Hopelink Team and Advisory Committee will review past products created by the vendor to test out possible features and identify specific desires for the OC/OC (Summer-Fall 2022).
3. **Traditional Software User Testing:** Likely embedded in the vendor software development process. This user testing will include software functionality, debugging, etc.
4. **Feedback and testing of initial product:** Advisory Committee members and select community members will use the drafted product (Fall-Winter 2022).
5. **Beta Testing:** Product is “soft launched” it will be sent to select community partners, as a fully functioning trip planner. Continue to accept feedback on how the product can be improved (Winter – Spring 2023).
6. **Go/No Go for Full Launch:** User Testing Data and Findings are reviewed and assessed to determine the full release of One-Call/One-Click.

Implementing this plan in Healthcare

Discussion and Brainstorm

Roundtable Sharing



Next Steps

Next Committee Meeting: Wednesday, October 5th
from 9:30am to 11:00am, Zoom

Contact: Bebhinn Gilbert at bgilbert@hopelink.org