

## MEETING NOTES

October 6, 2021

Remote Zoom Call

**Partners:** Belina Van (CCS), Dorene Cornwell (multiple organizations), Gary Renville (Project Access NW), Jean Kim (PSRC), Jon Morrison Winters (Aging and Disability Services), Judy Brown (UW Medicine), Julie Povick (Seattle Children's), Lisa Hirohata (Kaiser Permanente), Marlee Fischer (Seattle/King County Public Health), Sandy Phan (Hopelink Mobility)

**Staff Support:** Bebhinn Gilbert, Camille Heatherly, and Staci Sahoo

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## WELCOME, INTRODUCTIONS, AND ANNOUNCEMENTS

The meeting started around 9:35am. Bebhinn led with the King County Mobility Coalition Welcome Statement, which includes a land acknowledgment. Attendees introduced themselves and answered the icebreaker questions: *What is your favorite coffee or beverage to drink in the morning?*

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## MEDICAL TRANSPORTATION SITUATIONAL AWARENESS

The meeting began with a conversation about challenges and resources that exist related to Covid-19 transportation, specifically, Covid+ or presumed positive transportation. This conversation began a few weeks prior to the meeting via an email initiated by a committee member, agenda time was dedicated so that all attendees could share information and network.

The challenges highlighted during this conversation are 1) the strain in our transportation system caused by the continued pause of a handful of transportation programs; and 2) driver shortages which impact many programs across our region.

Resources highlighted in this conversation are 1) non-emergency medical transportation Medicaid brokerage; 2) Public Health's contract with Yellow Cab, and 3) the Coordinated Vaccine Transportation Helpline.

Medicaid Brokerage is available to transport their clients for any Covid related trip, both vaccines and testing. If the ride is for testing or care related to a Covid diagnosis, drivers are limited and so a request made in advance is more likely to be successfully fulfilled than a same-day request.

Marlee discussed the Public Health contract with Yellow Cab. She is clear that this resource is designed to serve individuals who need to reach testing sites of live saving care. It cannot support entire hospital systems. However, in some cases Public Health is available to call for support or resource questions. The resource is available to people who call the Covid-19 call center run by Public Health, it is most closely linked to the outbreak and quarantine end of their work. Contact information: King County COVID-19 Call Center: 206-477-3977, 8 a.m.-7 p.m (say your preferred language when connected)

Bebhinn then briefly reviews the Hopelink Mobility Coordinated Vaccine Transportation Helpline. This resource is available to anyone who needs to travel to reach their vaccine in King County. It cannot as of today support covid positive transportation nor transportation to testing sites. Contact Information: Monday through Friday 8:30 AM until 4 PM phone number: 425-943-6706 online intake form [hyperlinked here](#).

[Findaride.org/covid](#) is an available resource for identifying transportation providers who can support Covid related trips.

Throughout this conversation meeting attendees mention their experiences on the service needed. Many attendees mention a concern that for many of these options the cost is prohibitive for the community member. Judy mentioned the gaps that some patients face to pay their hospital bills. Hospitals are left scrambling to support patients with payments. Julie said that she generally asks the hospital if they are willing to pay or would rather absorb the greater cost of an unavailable hospital bed. However, Judy added that although this is an option, when hospital absorbs the costs of patients, the public will inevitably pay into these costs.

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### ONE-CALL/ONE-CLICK PROJECT REVIEW AND USER NEEDS

The One-Call/ One Click project continues! To review, the tool we are designing will work as a centralized resource for trip planning that includes all specialized services and have the capability to refer riders to programs that meet their needs in a simple and straight forward manner.

The Hopelink team is excited about this project moving forward. The conversation during this meeting will focus on identifying user needs.

Bebhinn presented multiple request scenarios for ride solutions. The conversation focused on how the One-Call/One-Click tool could be available to a hospital staff person, care coordinator, so that they are able to connect their patients to transportation solutions that work for them.

Scenario One: A 55 year old person who uses a wheelchair, is Medicaid enrolled, and is requesting support for their grocery trips.

To find options, Judy said we would need to find out their **eligibilities** and potential programs they could qualify for. Jon added to Judy's point using what he has heard about these transportation challenges, like an individual may have a caregiver who doesn't drive or can't provide these transportation services. For example, their caregiver might be their 75-year-old mother who also has their own aging challenges. In cases like this, he asked the group how to **find alternate methods**. Judy and Jon agreed volunteer services could potentially meet this gap. Jean, coming from a planner background, added that she would ask if this person was **comfortable with public transit**.

Dorene pointed out that it would also be important to understand their environment and resources available in their neighborhood. For example, utilizing online shopping to have groceries delivered.

Bebhinn asked, "What options should be available and how much information should be available for ideal communication about these services? Jon said this reminded him of the work the mobility coalition did years ago with informative videos. Perhaps the next step in these services could be delving further into the **steps of accessing the services**.

Staci added that the inspiration is to create a step-by-step service for individuals.

Bebhinn proposed a project to identify and develop healthcare sector specific collateral and training with the integration of these resources into existing systems. The workgroup will take on pilot testing with a specific hospital to develop these models and promotion. Doreen added that medical interpreters would be an interesting group to test the system with as well.

Scenario Two: two riders over the age of 70 who do not comfortably communicate in English.

Belina pointed out that it would be helpful to **prioritize the language preferences needed** for end users. Staci added that they often hear that this is not something a service can match or support, so it is good to hear that this is something we could potentially offer.

Dorene suggested having a clear understanding of where to go, utilizing a hand-off for drivers that might be unfamiliar with the client. Julie added that often she will ask families if they are aware of one services and are told no, but in fact the client does know very well because of the service provider. They are aware on an individual level. **System should be able to track client engagement with a service.**

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#### ROUNDTABLE SHARING

Jean Kim announced that the Puget Sound Regional Council Coordinated Mobility Plan draft strategies can be found in the link provided and she asked that review the strategies related to medical transportation. Hyperlink to that document is [here](#). Jean requests review of strategies 4.1 through 4.3. PSRC has also developed a draft inventory of specialized service, hyperlinked [here](#). Jean requests transportation providers review the inventory for accuracy. These links are also shared in the follow up email for this meeting.

Dorene wondered what easy transportation options may now exist with the route restructuring in Northgate, Roosevelt, and U-District. She also mentions a desire to learn about east/west connections. Hopelink Mobility team members have created a series of events to familiarize folks to the new North King changes and future projects for the east side. Staci encouraged anyone interested in East Link to attend the East Link Conversation & Survey with Hopelink, Metro, and Sound Transit: Register here: <https://us02web.zoom.us/meeting/register/tZllc-qvrz0qGtHFhPLVpvSsWGLBSYKq7X4P>

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#### ACTION ITEMS

Dorene to share more information regarding her work with accessible prescription labels.

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#### NEXT MEETING

December 1<sup>st</sup>, 2021 from 9:30am to 11am, Zoom

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#### ACCESS TO HEALTHCARE STAFF SUPPORT

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