



Wheels to Wellness

**PROVIDING
NON-EMERGENCY MEDICAL TRANSPORTATION
FOR SOUTHERN MARYLAND**



TRI-COUNTY COUNCIL
for SOUTHERN MARYLAND

WHEELS TO WELLNESS

An Initiative by the Tri-County Council for Southern Maryland

In Partnership with the University of Maryland Charles Regional Health Center, Calvert Health, Medstar Saint Mary's, The ARC of Southern Maryland, The Center for Life Enrichment, and the Commissioners of Calvert, Charles, and St. Mary's Counties

**Program Funding Provided by the
Rural Maryland Council**





TRI-COUNTY COUNCIL FOR SOUTHERN MARYLAND



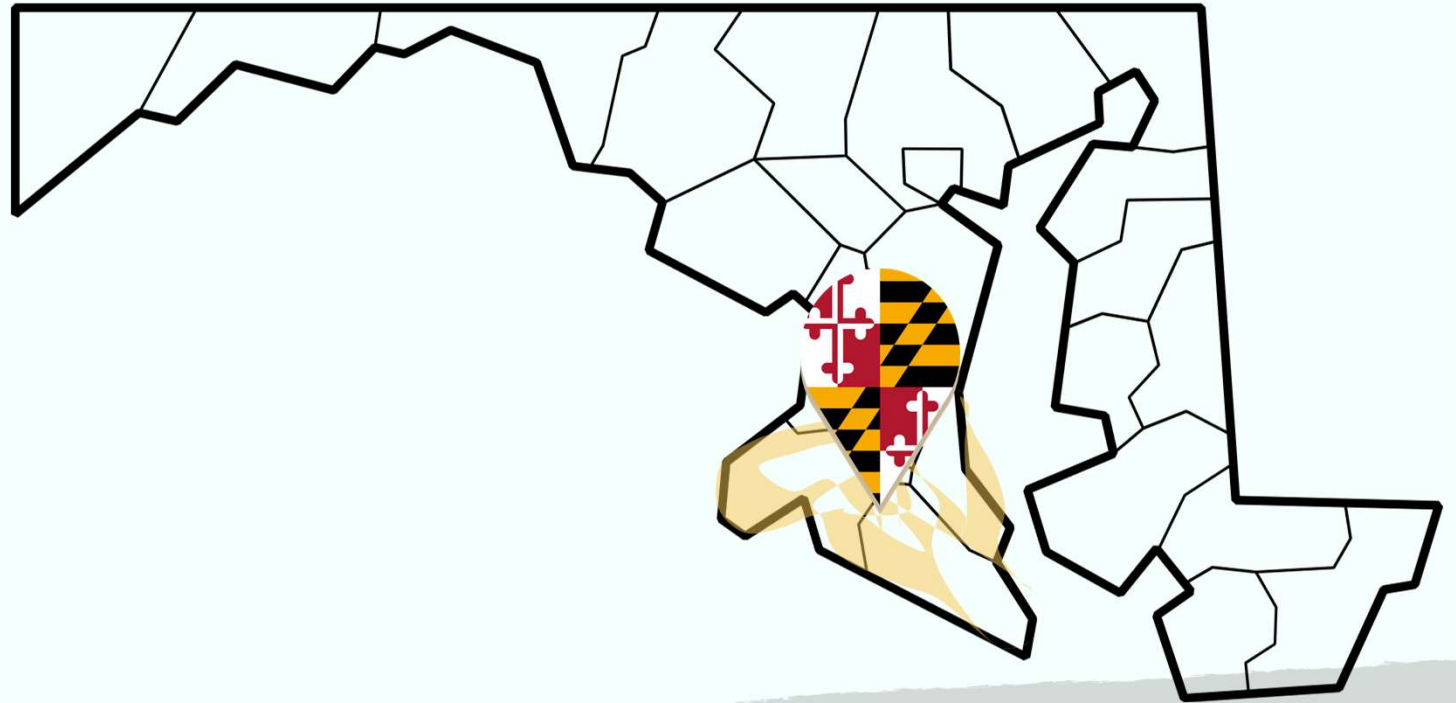
THE TRANSPORTATION DEPARTMENT &
WHEELS TO WELLNESS



TRI-COUNTY COUNCIL FOR
SOUTHERN MARYLAND

Transportation Division

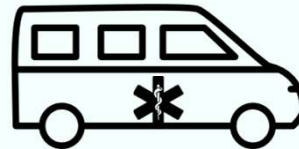
The State of Transportation:
Southern Maryland



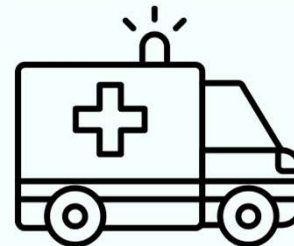
Emergency Care



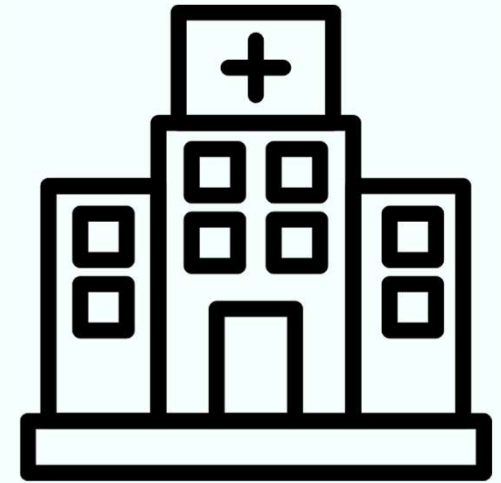
Medevac



Crash Cart - EMT

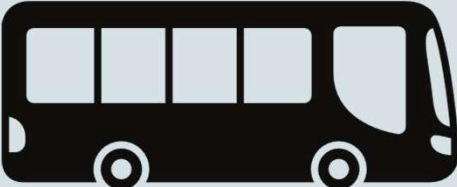


Ambulance



Volunteer Fire/EMS

Preventative Care



Public Transit



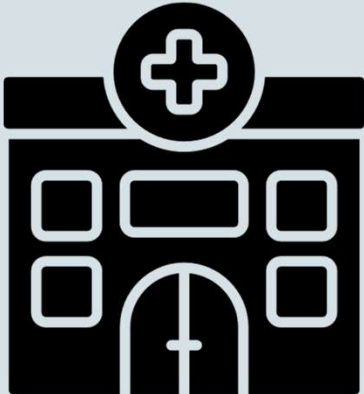
Stop-Gap Subsidized



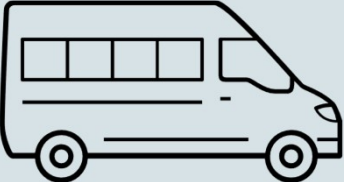
Senior Rides



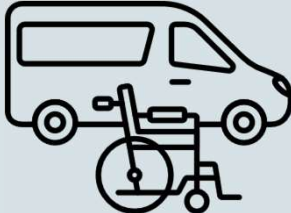
Uber/Lyft



ADA (Curb to Curb)



Paratransit (SSTAP)



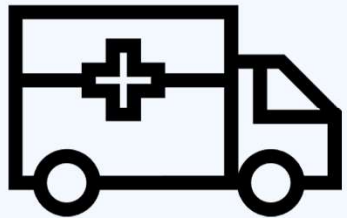
Private
Paratransit



Taxi

Building Bridges to Health

Ambulance
Ride



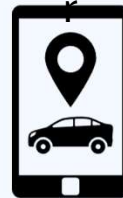
\$1200.00

Private
Paratransit



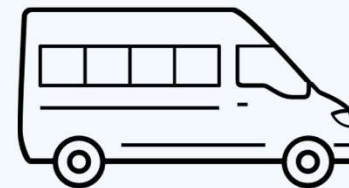
\$130.00

Ube

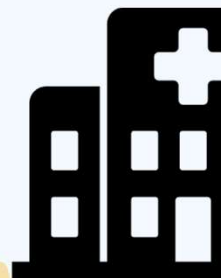


\$80.00

Fare-Free Non-Emergency
Medical Transportation



Priceless



Other Non-Emergency Medical Transportation



“On November 7th, I used a ride service to bring a client in for our “Dare to Care” program. I had put in the “driver notes” that she would have a walker with her that she is heavily dependent on. The driver on the way here helped her to get her walker in the trunk and then I assisted her when they arrived at my building. After her screening, when her car arrived, I assisted her outside and I put her walker in the trunk after she got in.

She called me quite upset about an hour later. Her driver would not get out of the car and help to get her walker out of the trunk. He sat there as she struggled to get out of the car and held on to the car for support to then struggle to get the walker out of the trunk and expand it for her to use.

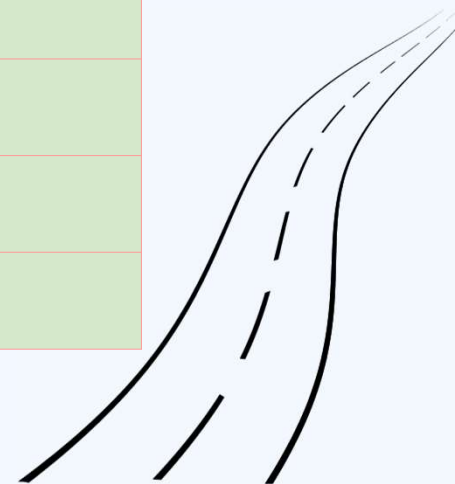
Some drivers will do more, others will not help the clients at all”

*Palon Moon, Community Health Worker
University of Maryland Charles Regional Medical Center*

Wheels to Wellness

Changing Lives

| Year | Miles | Patients | Funding |
|------|--------|----------|--------------|
| 2019 | 20,243 | 102 | \$99,184.00 |
| 2020 | 13,152 | 120 | \$95,615.00 |
| 2021 | 13,152 | 130 | \$76,265.00 |
| 2022 | 13,772 | 107 | \$70,912.00 |
| 2023 | 20,367 | 163 | \$140,000.00 |
| 2024 | 20,959 | 173 | \$95,000 |



The Funding Problem

| Cost | Benefit |
|--|--|
| <ul style="list-style-type: none">• State of Maryland• Rural Maryland Council• Tri-County Council• Federal Government• Charles Co Trust• Charles Co Gov't• Taxpayers | <ul style="list-style-type: none">• Hospitals• Insurance Companies• Patients |



| Year | Patients | Miles | Funding |
|--------|----------|-------|----------|
| FY2025 | - | - | \$70,000 |

Falling Funding

| Budget Items | Costs |
|----------------------|------------|
| Contractor | \$9,319.00 |
| Software | \$4,500.00 |
| Other Administration | \$6,390.00 |

Remaining Funding:

\$49,791



Program Challenges

Engaging Funders:

- State Agencies
- Grantmaking Agencies
- Calvert County
- Charles County
- St. Mary's County

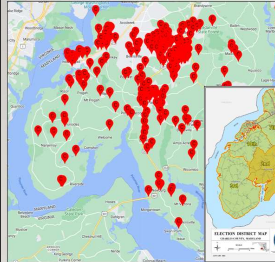
Addressing Unique Funding Challenges:

- Counties Generally Match 20% of State Funding
- State Reduction in Grant Funding for Rural Maryland Council
- County Politics and Shared Funding Expectations
 - Differing Levels of Engagement
- Grant Cycles that don't match County Budget Cycles

What kind of unique challenges are you facing in your organization?

Engaging Stakeholders

Targeted Messaging



WHEELS TO WELLNESS PROGRAM
SERVING EVERY DISTRICT

We get people to their preventative healthcare appointments when no one else can!

Helping transportation-dependent residents of Charles County -

- Who do not qualify for other transportation services
- Who need interim transportation while waiting to qualify for another service
- Who need the kind of specialized care that Wheels to Wellness is best able to provide



BIKE TO WORK & WELLNESS DAY



WHEELS TO WELLNESS

Serving Charles County Since 2022

- Helping **120** Charles County Residents
- Complete **1,878** trips
- Driving for **1,969** hours
- And **106,252** total miles
- Side by side with our community members for **16,528 lifesaving miles**

| County | Clients | Trips | Passenger Miles | Total Miles |
|----------------|------------|--------------|-----------------|----------------|
| Calvert | 105 | 2,715 | 27,123 | 62,746 |
| Charles | 120 | 1,878 | 16,528 | 106,252 |
| St. Mary's | 118 | 784 | 9,753 | 17,031 |




Software:

The analysis can only be as good as the data.

- Choosing the Software
- Communicating with the Development Team
- Monitoring Data & Data Entry
- Choosing Key Metrics
- Regular Check-ins

| WHEELS TO WELLNESS | | |
|-------------------------|-----|--------------------------------|
| Known Appointment Types | | |
| FY2024 | | |
| 944 | 69% | Medical Appointment |
| 73 | 5% | Specialist Medical Appointment |
| 311 | 23% | Dialysis |
| 25 | 2% | Radiology |
| 16 | 1% | Pain Management |
| 2 | 0% | Medical Equipment |
| 2 | 0% | Laboratory |

| Destinations | Ride Type | Client County | Destination County |
|--|---------------------|----------------|--------------------|
| From: UMCRMC Rehabilitation | Physical Therapy | Charles County | Charles County |
| To: UMCRMC Rehabilitation | Physical Therapy | Charles County | Charles County |
| From: Dr. Meelu | Medical Appointment | Charles County | Charles County |
| To: Dr. Meelu | Medical Appointment | Charles County | Charles County |
| To: UM CHARLES REGIONAL MED CENTER | Medical Appointment | Charles County | Charles County |
| From: UM CHARLES REGIONAL MED CENTER | Medical Appointment | Charles County | Charles County |
| Calvert Medical Imaging Center - American Radiolog | Medical Appointment | Calvert County | Calvert County |
| To: Maryland Oncology | Medical Appointment | Charles County | Charles County |
| From: Maryland Oncology | Medical Appointment | Charles County | Charles County |
| Doctor's Office | Medical Appointment | Calvert County | Calvert County |

Oncology

Radiology

Showcase Sizable Savings

& Make it Meaningful to Funders

| Average Charge per Visit | | | | | | | |
|--------------------------|------------------------------|-------------------------------|---------------------|----------------------|--------------------------------|---------------------------------|--------------------------------|
| Time Period | Total Number of Visits - Pre | Total Number of Visits - Post | Total charges - Pre | Total charges - Post | Average Charge per visit - Pre | Average Charge per visit - Post | Total Charges per Visit change |
| 1 Month | 74 | 33 | \$615,433 | \$183,716 | \$8,317 | \$5,567 | (\$2,750) |
| 3 Months | 132 | 98 | \$1,012,401 | \$412,636 | \$7,670 | \$4,211 | (\$3,459) |
| 6 Months | 180 | 169 | \$1,145,376 | \$801,388 | \$6,363 | \$4,742 | (\$1,621) |
| 12 Months | 309 | 256 | \$1,743,785 | \$1,536,548 | \$5,643 | \$6,002 | \$359 |

CRISP Report provided by UMCRMC, 08/27/2024, Casemix Data through 06/30/2024

Driving the Data

Finding Meaning in Metrics

| WHEELS TO WELLNESS METRICS | | |
|---|---------------|--------------|
| <i>Year by Year Comparison 2023 & 2024</i> | | |
| | FY2023 | FY2024 |
| Total Program Funding (FY July-June) | \$ 180,009.00 | \$ 95,000.00 |
| Cost Paid to Contractors Per Mile | \$ 5.50 | \$ 5.50 |
| Total Number Clients | 163 | 173 |
| Total Completed Trips | 2183 | 2054 |
| Average No. Trips per Client (Total Trips / Total No. Clients) | 13.39 | 11.87 |
| Total Passenger Miles | 20,378 | 21,959 |
| Total Driven Miles | 77,317 | 73,441 |
| Percentage of Passenger Miles to Driven Miles (Passenger Miles/Driven Miles) | 26% | 30% |
| Out of County Trips | 62 | 17 |
| Percent Out of County Trips (Out of County Trips/Total Completed Trips) | 3% | 1% |
| Out of Region Trips | 21 | 1 |
| Percent Out of Region Trips (Out of Region Trips/Total Completed Trips) | 1% | 0% |
| Percent Out of Region Trips Compared to Out of County Trips | 34% | 6% |
| Average Age of Client | 64.3 | 63 |
| Number Destinations Served | 171 | 216 |
| Average No. Miles Per Customer (Total Passenger Miles/Total No. Clients) | 125.02 | 126.93 |
| Average Ridership Costs Per Customer (Cost Per Mile x Average No. Miles per Customer) | 687.60 | 698.12 |
| Average No. Miles Per Trip (Total Passenger Miles/Total No. Trips) | 9.33 | 10.69 |
| Average Ridership Costs per Trip (Average No. Miles per Trip x Cost Per Mile) | 51.34 | \$ 58.80 |
| Estimated Cost Per Patient, Incl. Admin (Total Program Funding/Total No. Clients) | \$ 1,104.35 | \$ 549.13 |

Program Results

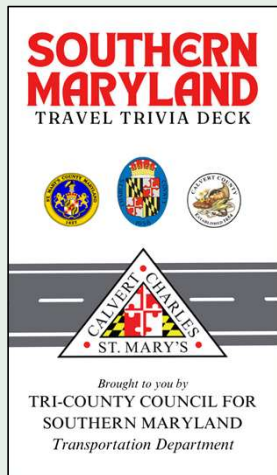
| County | Clients | Trips | Passenger Miles | Total Miles |
|------------|---------|-------|-----------------|-------------|
| Calvert | 105 | 2,715 | 27,123 | 62,746 |
| Charles | 120 | 1,878 | 16,528 | 106,252 |
| St. Mary's | 118 | 784 | 9,753 | 17,031 |
| Totals | 343 | 5,377 | 53,404 | 186,029 |

Data from January 1, 2022 - July 31, 2024

- Helped **343** Southern Maryland Residents
- Complete **5,377** trips
- Driving for **1716** hours
- And **186,029** total miles
- Side by Side with our community members for **53,404 lifesaving miles**


Learn More


About Our Transportation Programs!
































SOUTHERN MARYLAND
TRAVEL TRIVIA DECK

Brought to you by
TRI-COUNTY COUNCIL FOR SOUTHERN MARYLAND
Transportation Department

SOUTHERN MARYLAND TRIVIA TRAIL 

Use the QR codes below to pull up each location and explore modes of travel 

| | | | | | | |
|---|---|---|---|---|---|---|
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |

Many locations are open seasonally. Please check hours before you go! 

Learn more about local transportation coordination at www.TCCSMD.org





SOUTHERN MARYLAND



RIDE GUIDE

Tri-County Council for Southern Maryland

PO Box 745
15045 Burnt Store Rd.
Hughesville, MD 20637
301-274-1922

WHEELS TO WELLNESS

A Tri-County Council for Southern Maryland Initiative

Wheels to Wellness is a coordinated effort between local transportation providers and area hospitals to provide access to preventative care for those who need it.

ABOUT THE PROGRAM

- The Emergency Medical Treatment and Labor Act (EMTALA) was passed in 1986, and it ensured that hospital emergency departments would treat every patient who came in and requested a medical exam - and rightfully so!
- The transportation challenges of Southern Maryland residents caused many patients to delay preventative care until it was too late - and then they'd call the ambulance with a real emergency to take them to the hospital.
- Patients would be treated at the hospital, but without a way to get back, they'd often miss their appointments until there was another medical emergency.
- This cycle would continue until all patients could get reliable transportation, or, unfortunately, died from a treatable illness. Through the Regional Transportation Coordination Committee at the Tri-County Council for Southern Maryland, a plan was devised to help Southern Maryland patients get to their appointments by using underutilized drivers from local nonprofits. Luckily, these drivers were busy early in the morning and later in the evening, which left them open and willing to assist during prime doctors' office hours.
- The program is grant-funded through RMC and MDOT, though the need exceeds the available funding.

UP TO ONE IN FIVE APPOINTMENTS MISSED

- More than one in five adults with limited public transit access forgo healthcare because of transportation barriers, according to the Urban Institute. In a 2023 analysis of survey data, Southern Maryland's urban sprawl around small town centers means that most, if not all, Southern Marylanders would say they have "limited public transit access."
- With 168,698 people in Charles County, 114,468 in St. Mary's County, and 53,928 people in Calvert County according to 2021 Census Data, that means as many as 75,418 people may be forgoing medical appointments!
- As many as 345 residents use paratransit services daily in the Tri-County area!
- Transportation is a known social determinant of health, as lack of access to healthcare professionals can hinder everything else.



WHAT WE DO:

WE GET PEOPLE TO PREVENTATIVE HEALTHCARE APPOINTMENTS, WHEN NO ONE ELSE CAN!

HEALTH CARE SAVINGS

- State Patient Health Information as of July of 2022 indicates healthcare costs per patient went down by \$1,468.00 dollars after the first month, an 11% reduction in costs.
- After 12 months, there was a savings of \$4,648.00, or a 63% reduction in charges per patient. Charges per visit dropped \$2,280.00 dollars after the first month, or 30%, and remained lower at \$1,653.00 dollars less after 12 months, a reduction of 36%.

CONTACT

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Cell: (301) 535-3045



Thank you!