

Rides to Health Service



TPB
Access for All
Advisory
Committee

November 12th
2021



RidesToHealth

Meeting Agenda

1. Recap of Grant Submission

- Dialysis Patient Needs
- Benefits of the R2H Pilot
- Pilot Objectives

2. Rides to Health Description

- Top Level View
- Stakeholders
- Major Components/Features

3. Project Plan

- Schedule
- Questions & Answers

Purpose of this Presentation to the AFA

The AFA committee: Advises on transportation issues, programs, policies, and services important to traditionally underserved communities

➤ Community:

Dialysis patients relying on Public Transit/Paratransit

➤ Issues:

- Transportation to and from Dialysis Facilities (6 trips a week)
- Missed or delayed appointments leads to missed or shortened sessions
- Life-threatening health consequences for patients
- Severe financial consequences for patients and the Government

➤ Service: Multiple integrated and well-managed service providers specific to this community

➤ Benefit: Every \$1 spent on transportation returns \$11 on healthcare cost

Purpose of this Presentation to AFA (continued)

MWCOG and IT Curves together sponsored an FTA Project

- Identified the main cause of problem is disjointed parties:
 - Patient
 - Healthcare Facilities
 - Funding Agencies
 - Transportation Providers
 - We determined that developing a platform to integrate the above parties will significantly improve this process
 - The RTH platform is now ready for the pilot (Q4 2021 On-Schedule)
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Goals:

- Inform the AFA of our pilot
- Obtain AFA feedback drawn from their experience
- Help from AFA to find partners and users
 - a) Healthcare Facility Management
 - b) Funding Agencies subsidizing the rides of patients

Rides to Health Explainer Video – YouTube



<https://www.youtube.com/watch?v=iROk4QNA4R8>

Dialysis Patient Needs

Better transportation experience:

1. Increase availability (Options & Accessibility)
2. Easier to manage
3. More reliable and on-time service
4. Higher efficiency / Lower Cost

Benefits of Rides to Health

1. Integrates and synchronizes ride logistics
2. Provides tools for Scheduling, Managing, and Tracking
3. Centralized service management for quality of service assurance

Pilot Objectives

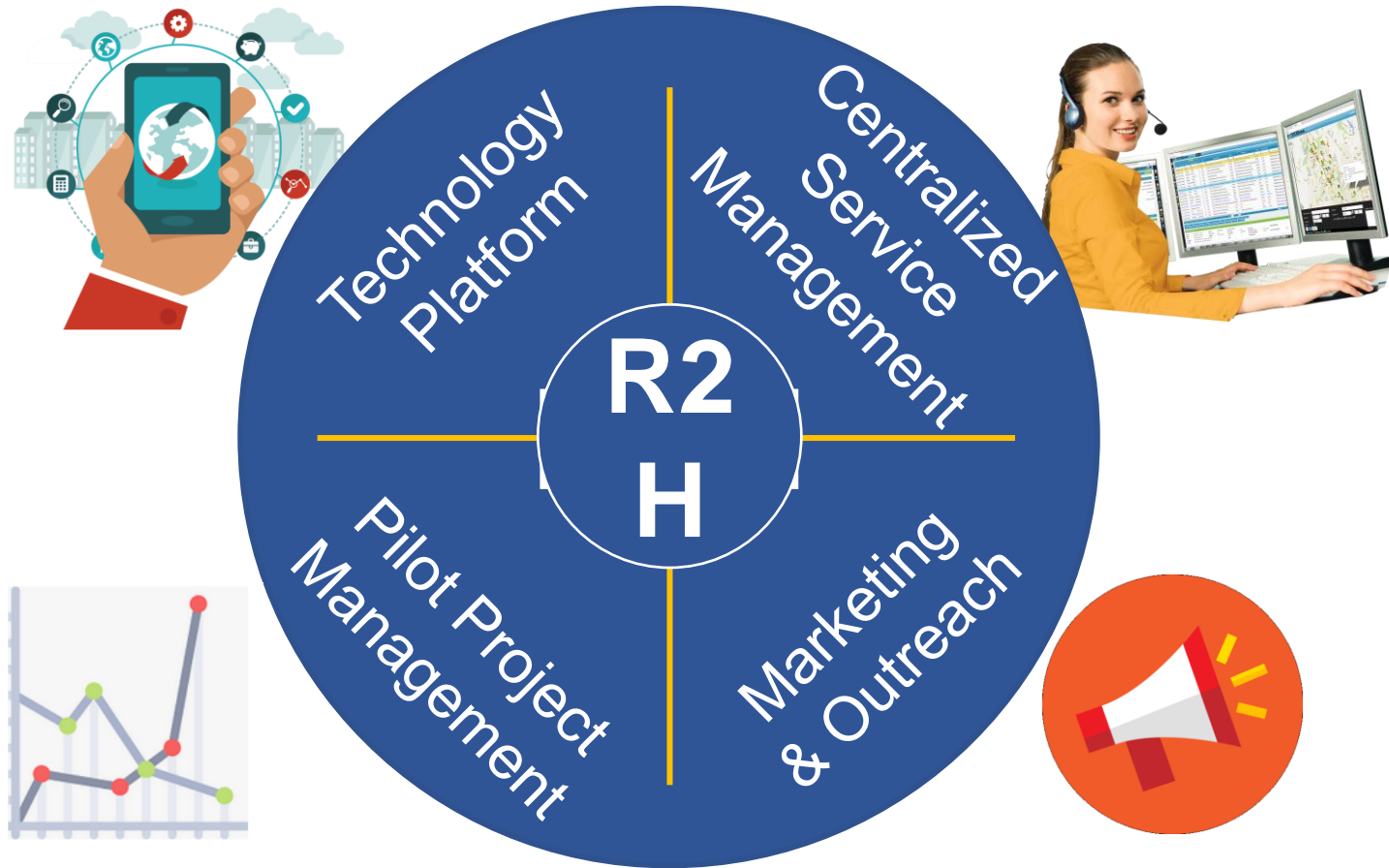
1. Expand availability and coordination of transportation options
2. Improve on-time performance and wait time
3. Collect and yield critical data for demonstrating the impacts on the goals of FTA's Mobility For All pilot program

Platform Overview



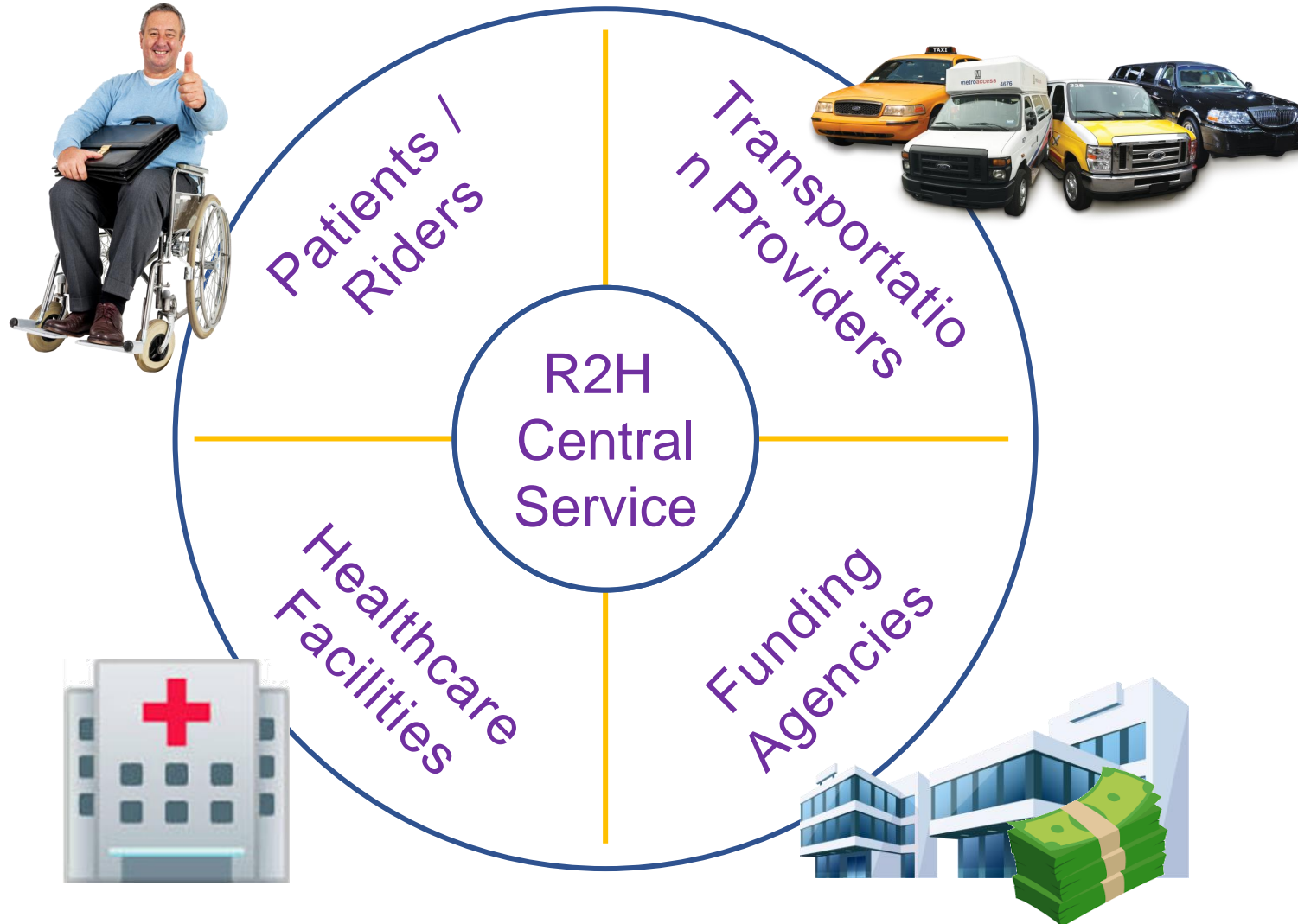
What is Rides to Health

A unified service – one-click-one-call – for dialysis patients to get transportation.



Technology Platform – Primary

A technology platform that connects the stakeholders



Centralized Service Management



Centralized Service Management

A central management center for quality control and service assurance.

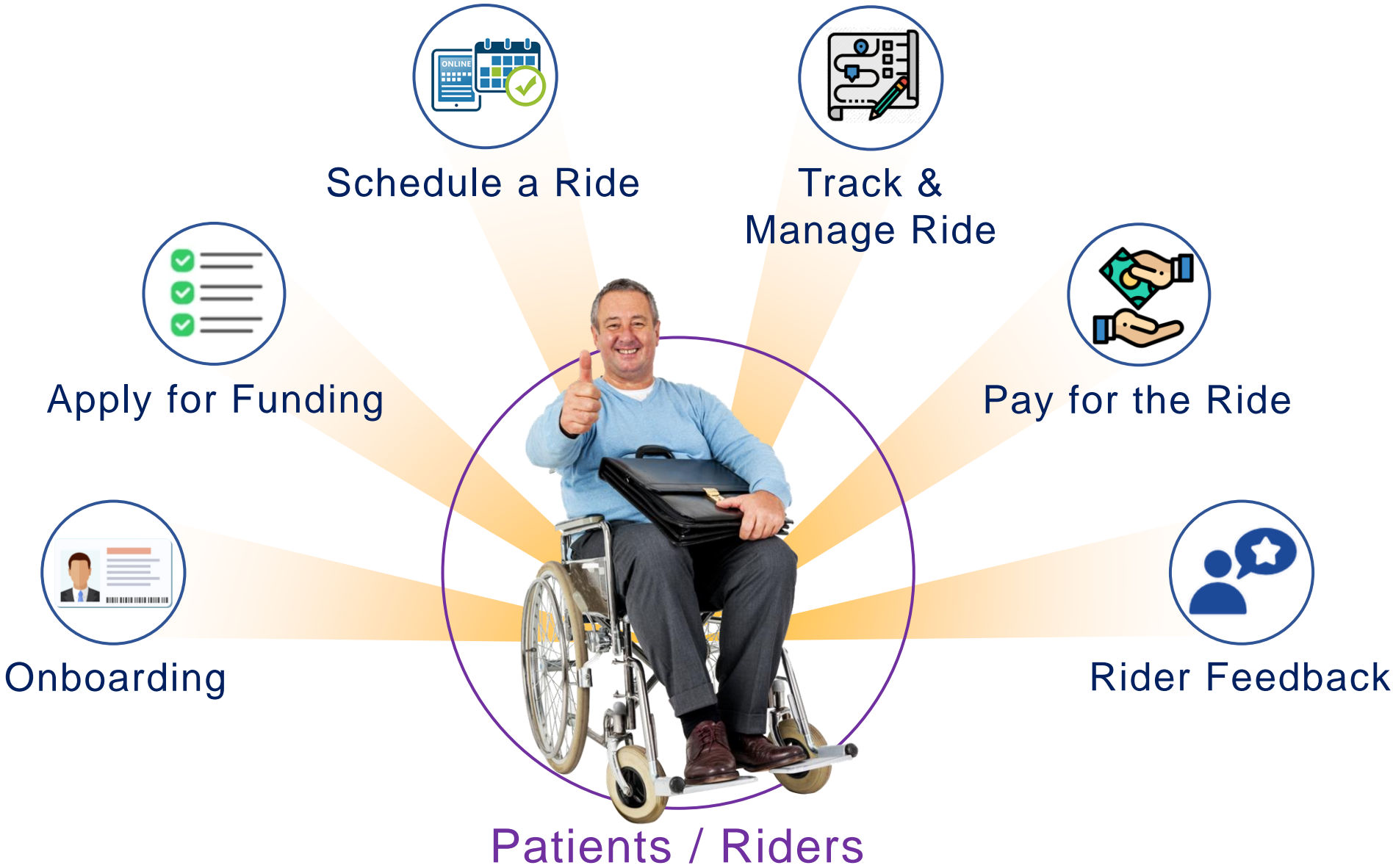


Central Service

Patients / Riders



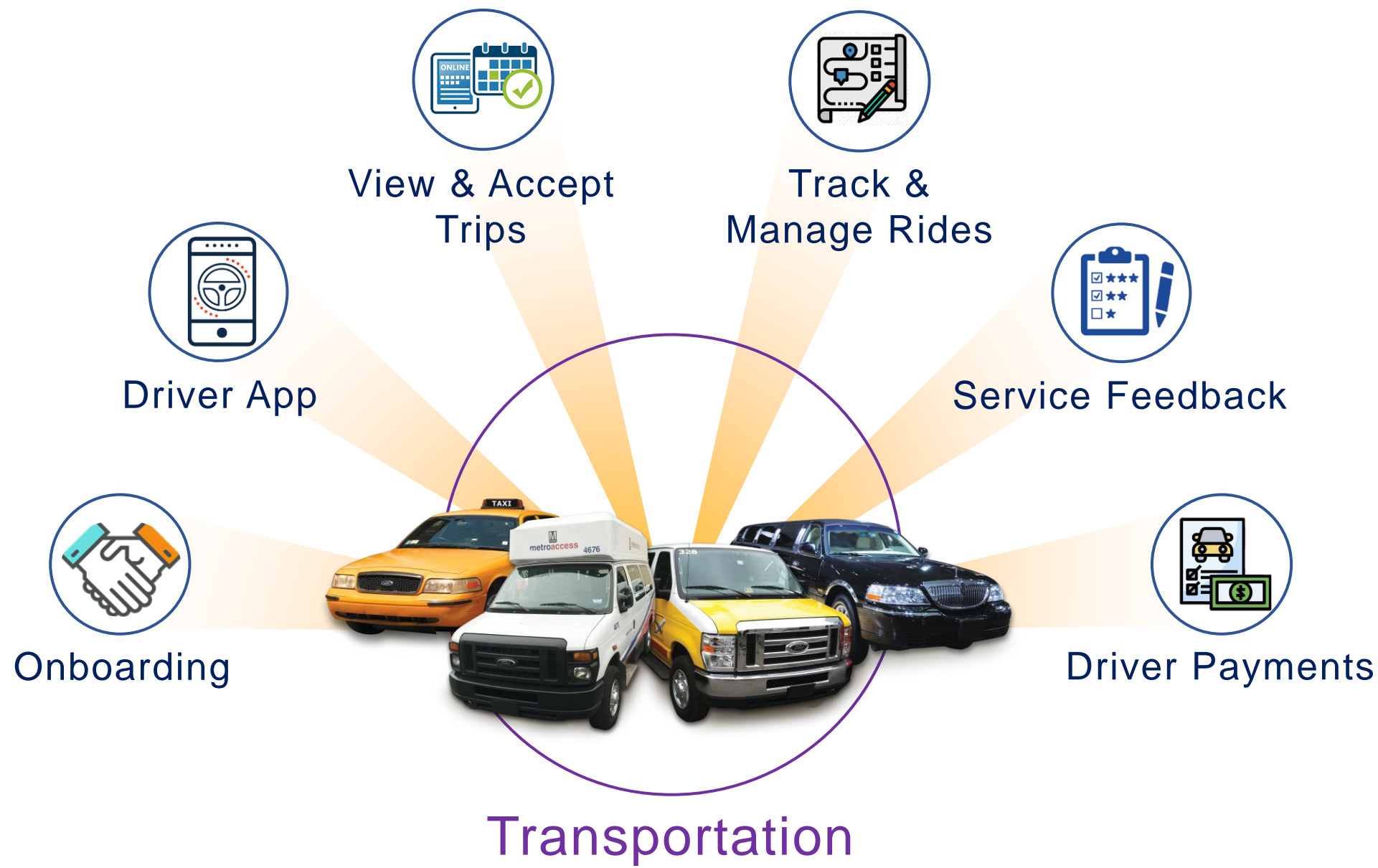
Patients / Riders



Transportation Providers



Transportation Providers



Healthcare Centers



Health Center

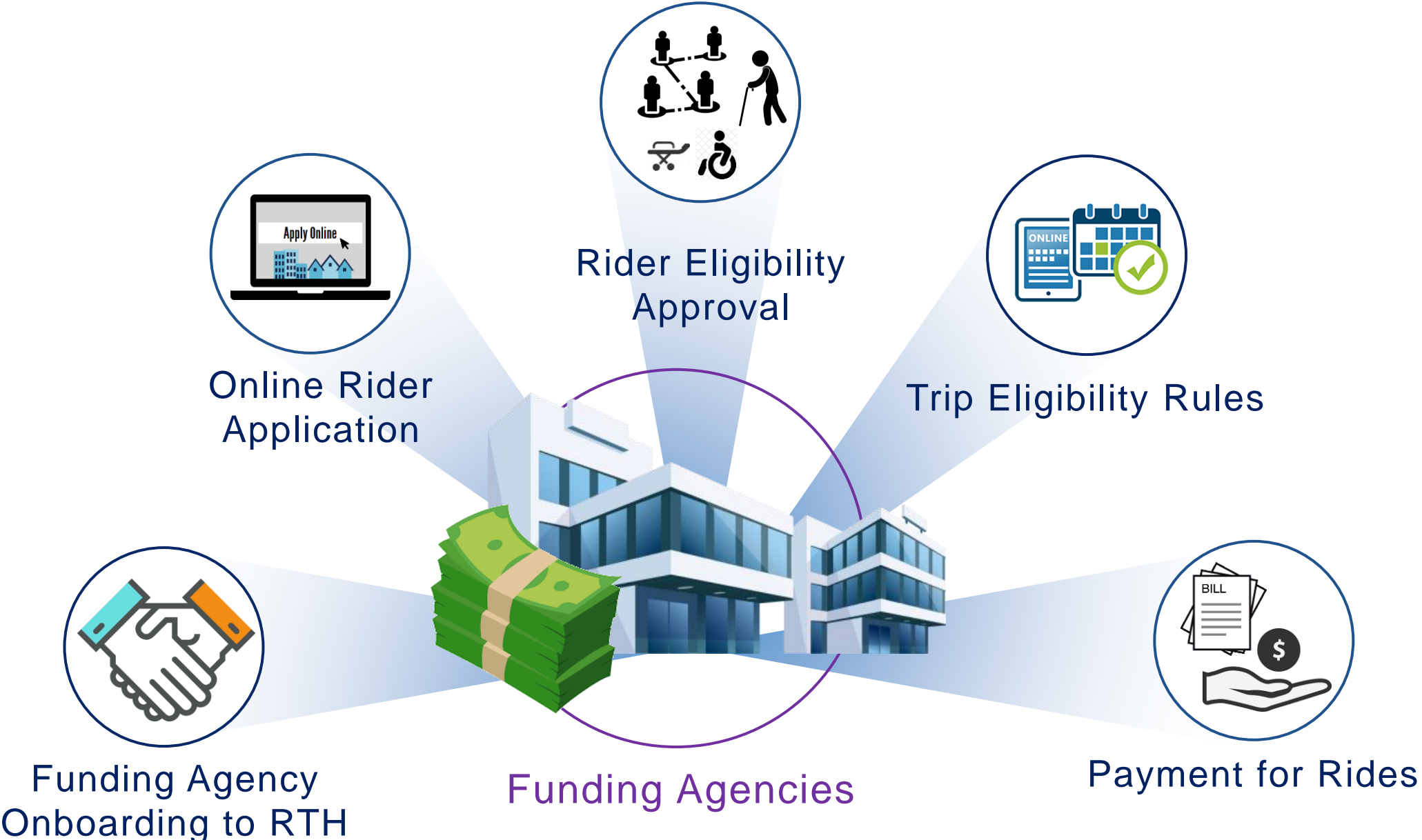


Health

Funding Agencies



Funding Agency



Data Collection & Reporting



Data Collection & Reporting



Transportation
Provider
Performance



Health Care
Facility Association



Ride Quality &
Performance
Data



Feedback & Rating
Reports
By
Riders & Drivers



Ride Reservation
Data



Rider's
Demographics

USER ID	USER NAME	USER TYPE	USER STATUS	USER ADDRESS	USER PHONE	USER FAX	USER EMAIL	USER CITY	USER STATE	USER ZIP	USER COUNTRY
10001	JANIS JAMES	DRIVER	ACTIVE	123456789	123456789						
10002	JANE DOE	RIDER	ACTIVE	987654321	987654321						
10003	JOHN SMITH	DRIVER	INACTIVE	111111111	111111111						
10004	JACKSON JAMES	DRIVER	ACTIVE	222222222	222222222						
10005	JACKSON JAMES	DRIVER	ACTIVE	333333333	333333333						
10006	JACKSON JAMES	DRIVER	ACTIVE	444444444	444444444						
10007	JACKSON JAMES	DRIVER	ACTIVE	555555555	555555555						
10008	JACKSON JAMES	DRIVER	ACTIVE	666666666	666666666						
10009	JACKSON JAMES	DRIVER	ACTIVE	777777777	777777777						
10010	JACKSON JAMES	DRIVER	ACTIVE	888888888	888888888						
10011	JACKSON JAMES	DRIVER	ACTIVE	999999999	999999999						
10012	JACKSON JAMES	DRIVER	ACTIVE	000000000	000000000						



Health Care
Feedback



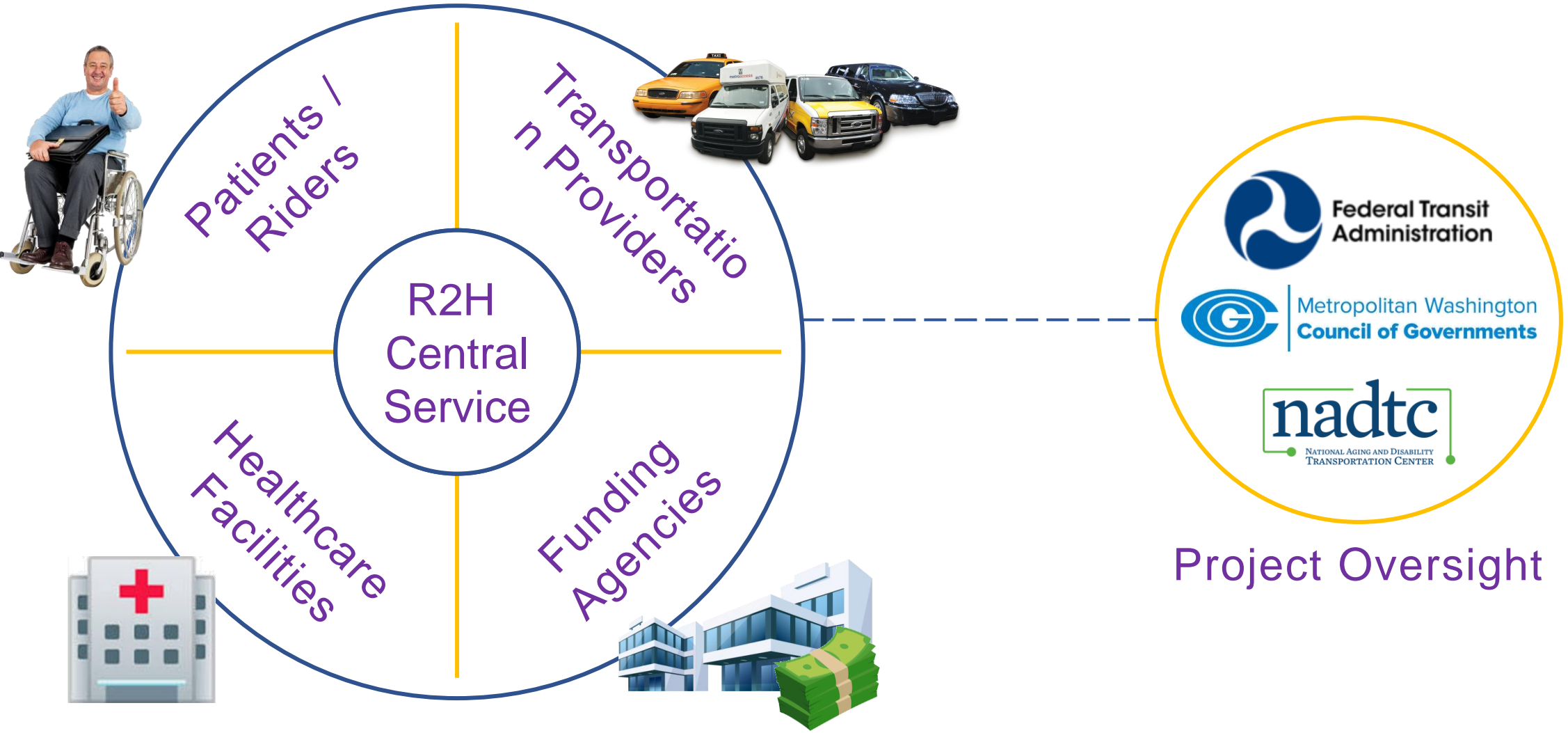
Program Statistics
Rides, Utilized/Unutilized
Funds

Recap of Platform



Technology Platform – Primary

A technology platform that connects the stakeholders




Project Plan




Pilot Project Plan

1. Develop a platform to facilitate flexible scheduling between transportation providers, healthcare centers, and dialysis patients
2. Secure commitment from 3-5 dialysis centers to participate in the RTH pilot project
3. Onboard patients, funding agencies, and transportation providers
4. Implement and manage the RTH service
5. Collect and yield critical data for demonstrating the impacts on the goals of FTA's Mobility For All pilot program

Schedule



	Month									
Project Phases	1	2	3	4	5	6	7	8	9	10
Software Design and Specification	█	█	█	█						
Software Coding and Unit Test			█	█	█	█	█	█		
Software Testing and Verification							█	█	█	
Funding Source On-boarding				█						
Dialysis System Integration					█					
Install & Deployment								█	█	
Start of Pilot and Data Collection										█



Notes:

- For 'Funding Source On-boarding' and 'Dialysis System Integration' we have been less successful.
- We plan to continue searching for securing commitment from partners in these areas in November.

Thank you!

