# Slide 1:

# Presentation Title: Rides to Health Service

ITCurves

TPB Access for All Advisory Committee

November 12th, 2021

Rides to Health logo

Slide 2: Meeting Agenda

Recap of Grant Submission

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

Rides to Health Description

* Top Level View
* Stakeholders
* Major Components/Features

Project Plan

* Schedule
* Questions & Answers

Slide 3: Purpose of this Presentation to 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

Slide 4: Purpose of this Presentation to AFA

* 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)

Goals:

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

Slide 5: Rides to Health Explainer Video – YouTube

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

Slide 6: 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

Slide 7: Benefits of Rides to Health

* Integrates and synchronizes ride logistics  
  Provides tools for Scheduling, Managing, and Tracking  
  Centralized service management for quality of service assurance

Slide 8: 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

Slide 9: Platform Overview

Slide 10: What is Rides to Health

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

Graphic of components

* Technology Platform
* Centralized Service Management
* Marketing & Outreach
* Pilot Project Management

Slide 11: A technology platform that connects the stakeholders

Graphic of stakeholders

* Patients/riders
* Transportation Providers
* Funding Agencies
* Healthcare Facilities

Slide 12: Centralized Service Management

Slide 13: Centralized Service Management

Graphic of components

* Rider Onboarding
* Trip Reservation
* Scheduling and Dispatch
* Monitor Trip Status
* Communicate with Riders
* Communicate with Transportation
* Feedback from Riders

Slide 14: Patients/Riders

Slide 15: Patients/Riders

Graphic of components

* Onboarding
* Apply for Funding
* Schedule a Ride
* Track & Manage Ride
* Pay for Ride
* Rider Feedback

Slide 16: Transportation Providers

Slide 17: Transportation Providers

Graphic of components

* Onboarding
* Driver App
* View & Accept Trips
* Track & Manage Rides
* Service Feedback
* Driver Payments

Slide 18: Healthcare Centers

Slide 19: Health Center

Graphic of components

* Health Center onboarding on RTH
* Ride Reservation by Health Center
* Ride Tracking at Health Center
* Ride Feedback by Health Center

Slide 20: Funding Agencies

Slide 21: Funding Agency

Graphic showing components

* Funding Agency Onboarding to RTH
* Online Rider Application
* Rider Eligibility Approval
* Trip Eligibility Rules
* Payment for Rides

Slide 22: Data Collection & Reporting

Slide 23: Data Collection & Reporting

Graph showing components

* Rider’s Demographics
* Ride Reservation Data
* Ride Quality & Performance Data
* Transportation Provider Performance
* Health Care Facility Association
* Feedback & Rating Reports by Riders & Drivers
* Healthcare Feedback
* Program Statistics – Rides, Utilized vs. Unutilized funds

Slide 24: Recap of Platform

Slide 25: Technology Platform - Primary

A technology platform that connects the stakeholders

Graphic of platform components:

Patients/riders

Transportation Providers

Funding Agencies

Healthcare Facilities

Oversight:

* Federal Transit Administration
* Metropolitan Washington Council of Governments
* National Aging & Disability Transportation Center

Slide 26: Project Plan

Slide 27: 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

Slide 28: Schedule

Project Phases over 10 months:

* Software Design and Specification - done
* Software Coding and Unit Test - done
* Software Testing and Verification – partially done
* Funding Source On-boarding - next
* Dialysis System Integration
* Installment and Deployment
* Start of Pilot and Data Collection

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

Slide 29: Thanks! ITCurves logo