



Transportation Pilot: A Collaborative Approach to Addressing Barriers for Non-English Speaking Patients

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Fairview Health Services

- **Fairview Health Services**

- **Mission**

- Fairview is driven to heal, discover and educate for longer, healthier lives.

- **Vision**

- Fairview is driving a healthier future.

- **M Health Fairview**

- M Health Fairview is a collaboration among the University of Minnesota, University of Minnesota Physicians, and Fairview Health Services. The brand is a representation of the work our three organizations conduct together as the joint clinical enterprise.

We cover the entire continuum of care

- **Fairview at a glance**

- 34,000+ employees
- 5,000+ system providers
- 12 hospitals and medical centers
- 100+ specialties

- **Affiliated physician organizations**

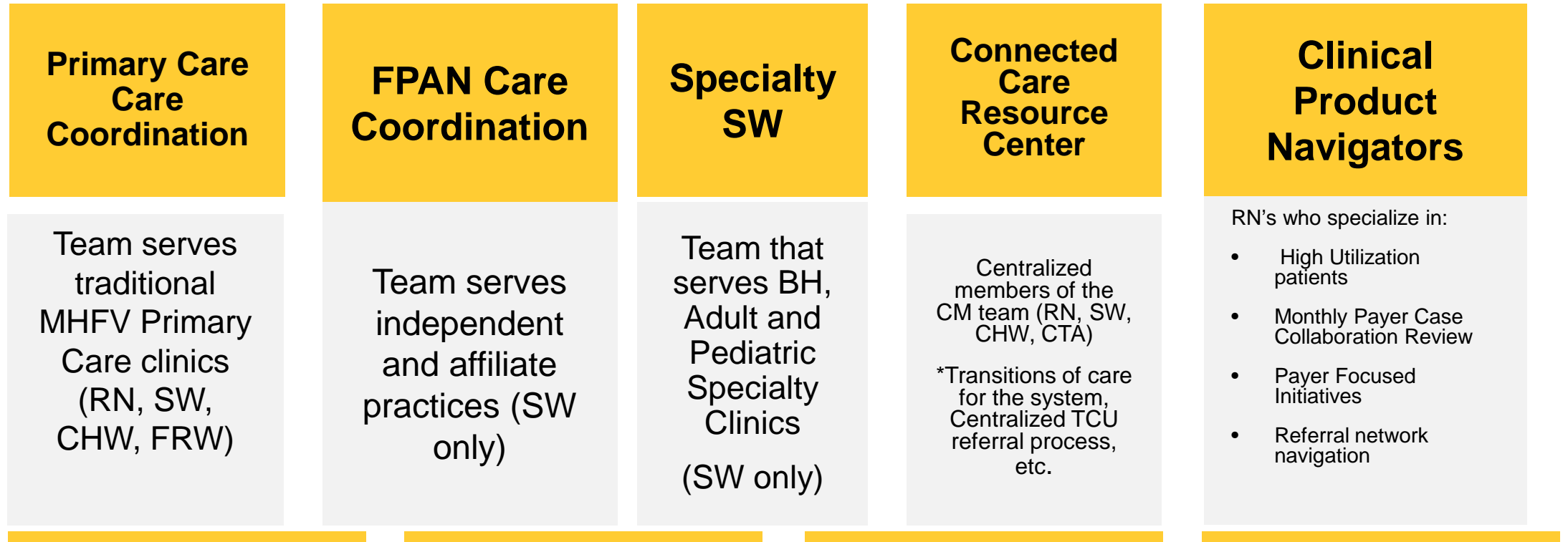
- Fairview Physician Associates
- University of Minnesota Physicians

- **Hospitals and medical centers**

- Fairview Community Health and Wellness Hub (St. Paul)
- M Health Fairview Lakes Medical Center (Wyoming)
- M Health Fairview Northland Medical Center (Princeton)
- Fairview Range Medical Center (Hibbing)
- M Health Fairview Ridges Hospital (Burnsville)
- M Health Fairview Southdale Hospital (Edina)
- Grand Itasca Clinic & Hospital (Grand Rapids)
- M Health Fairview St. John's Hospital (Maplewood)
- M Health Fairview Woodwinds Health Campus (Woodbury)
- M Health Fairview University of Minnesota Medical Center (West Bank and East Bank) and University of Minnesota Masonic Children's Hospital (Minneapolis)

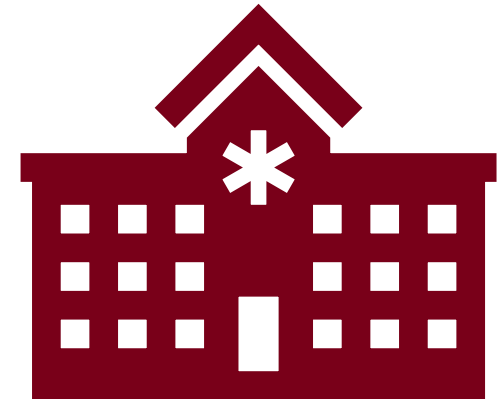
Ambulatory Care Management Team

Who we are: The team is comprised of 5 distinct areas



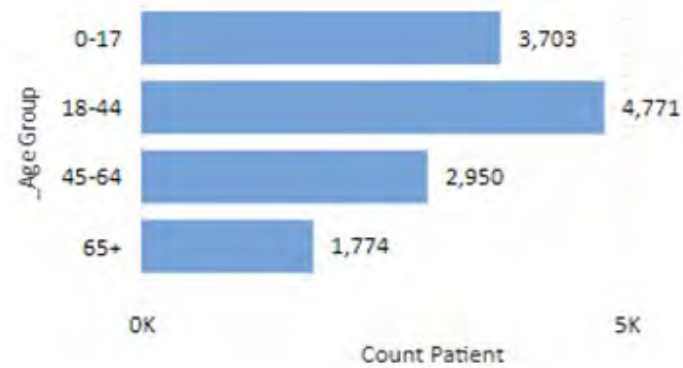
M Health Fairview Rice Street Clinic

- Rice Street Clinic is located in an urban neighborhood in St. Paul, Minnesota
- Services available: Family Medicine/OB, Diabetes Education, Medication Therapy Management, Mental Health, Care Coordination
- 13,135 individual patients were seen by 20 Family Medicine providers in 2023 calendar year

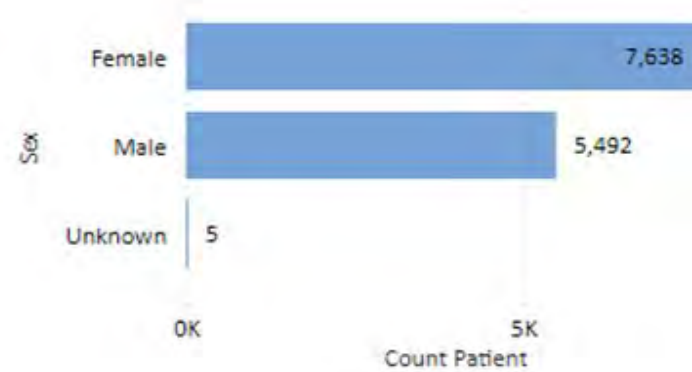


Rice Street Clinic- 2023 Patient Demographics

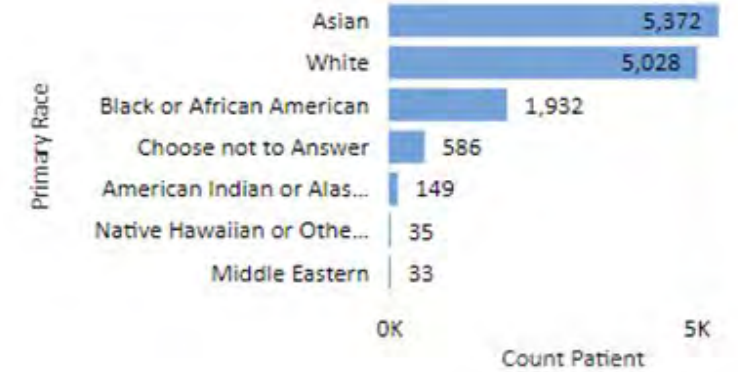
Patients by Age



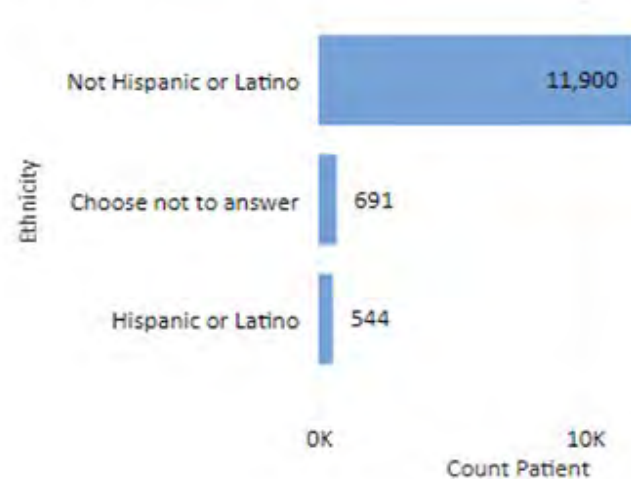
Patients by Sex



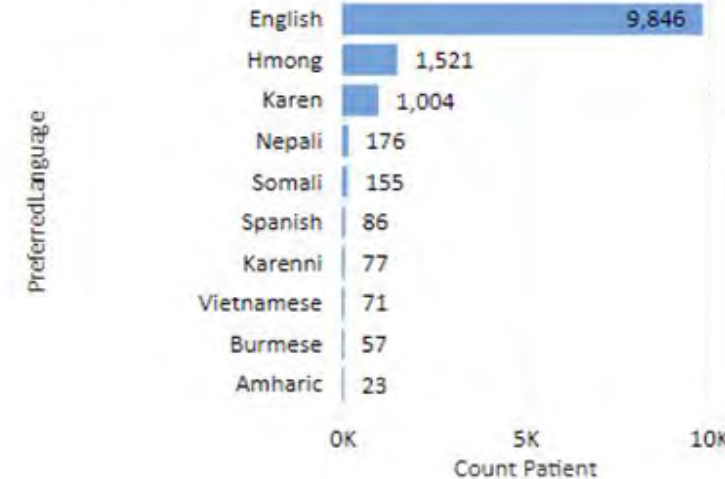
Patients by Primary Race



Patients by Ethnicity



Patients by Preferred Language



North Carolina Screening Questions

Question	Responses
Within the past 12 months, did you worry that your food would run out before you got money to buy more?	Yes/No/Decline
Within the past 12 months, did the food you bought just not last and you didn't have the money to get more?	Yes/No/Decline
Do you have housing?	Yes/No/Decline
Are you worried about losing your housing?	Yes/No/Decline
Within the past 12 months, have you or your family members you live with been unable to get utilities (heat, electricity) when it was really needed?	Yes/No/Decline
Within the past 12 months, has lack of transportation kept you from medical appointments, getting your medicines, non-medical meetings or appointments, work, or from getting things that you need?	Yes/No/Decline
Do you feel physically and emotionally safe where you currently live?	Yes/No/Decline
Within the past 12 months, have you been hit, slapped, kicked or otherwise physically hurt by someone?	Yes/No/Decline
Within the past 12 months, have you been humiliated or emotionally abused in other ways by your partner or ex-partner?	Yes/No/Decline

Social Determinants Epic View

Rephology (5) / Fairview Health Services

No results

CARE GAPS

- ↓ [Redacted]
- ↓ [Redacted]
- ↓ [Redacted]
- ↓ [Redacted]
- ↓ [Redacted]

PROBLEM LIST (64)

Has Open Order?: Yes

VBC: [Redacted]

SB#: [Redacted]

Social Determinants:

- [Icon: Depression]
- [Icon: Tobacco Use]
- [Icon: Alcohol Use]
- [Icon: Physical Activity]
- [Icon: Stress]

Collect data for Transportation Insecurity

♥ Social Determinants of Health

 **Food Insecurity** ↗

Feb 27, 2024: Low Risk

 **Housing Stability** ↗

Feb 27, 2024: Low Risk

 **Financial Resource Strain** ↗

Feb 27, 2024: Low Risk

 **Transportation Needs** ↗

Feb 27, 2024: High Risk

 **Interpersonal Safety** ↗

Mar 26, 2024: Low Risk

 **Social Connections** ↗

Jul 5, 2023: Unknown

 **Depression** ↗

Mar 18, 2024: At risk

 **Tobacco Use** ↗

Apr 17, 2024: Medium Risk

 **Alcohol Use** ↗

Jul 5, 2023: Not At Risk

 **Physical Activity** ↗

Jul 5, 2023: Insufficiently Active

 **Stress** ↗

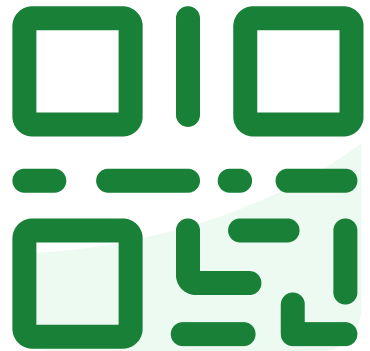
Jul 5, 2023: Stress Concern Present

 **Health Literacy** ↗

Not on file



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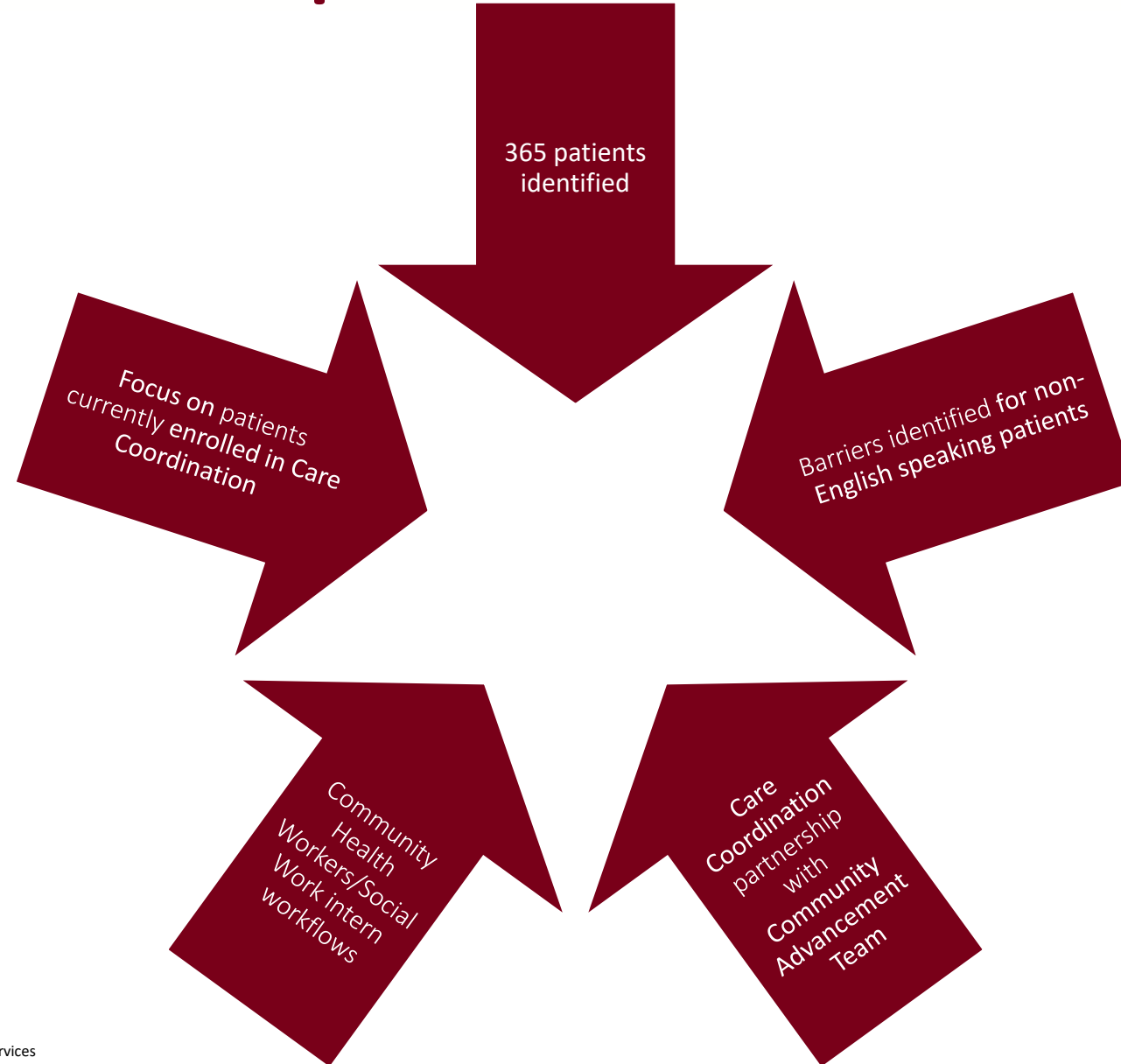
What transportation barriers do your patients/clients encounter in your work settings?

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Transportation Barriers

- Care Coordination Team identified the following patient barriers:
 - Non-English speaking
 - Lack of knowledge of resources available through health plans and how to access services
 - Time needed to call and schedule rides to medical appointments
 - Varying ability due to patient's health/level of functioning
 - Patients with lack of support persons able to assist

Transportation Pilot



SW Intern Workflow



Received 1:1 training and list of identified patients



Outreach to non-English speaking patients



Patient education and coaching on how to schedule transportation

Teaching Documents



SW Intern used tools to educate patients on information needed to schedule rides



Customized to patient's health plan

Blue Plus, Health Partners, UCare, UnitedHealth and MNet

Sample Teaching Tool

How to Set Up Medical Transportation with Blue Plus Blue Ride Care Non-Emergency Line

BLUE PLUS INSURANCE BLUE RIDE TRANSPORTATION # 651-662-8648

Open M-F 8am-5:00pm

Required Notice: 2-3 days

Mental health appt can schedule 1 day before

1 Short Notice Ride a month

Before calling have the following information ready:

Insurance member ID#:

Verify the member's name:

DOB:

Address:

Phone number:

Date, time, and type of appointment:

Clinic's name:

Clinic's address:

Special needs for Member's transportation:

(Crutches, Walker, Cane, Wheelchair, car seat, booster seat)

Steps for calling:

Dial 651-662-8648

Ask for a ***** Interpreter.

Request for (** ADD LANGUAGE HER IF NEEDED) speaking driver



Observations

- 60% of patients served by the pilot had repeat scheduling needs
- 55% of patients were willing to learn how to schedule rides
- Over 40% had a support system to assist with future scheduling needs

Recommendations



Create teaching visuals and videos in different languages



Focus on patients' strengths



Use teach back methods



Tools from health plans on how to schedule medical rides



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What resources do your organizations use to reduce transportation barriers?

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What We Learned



Lower volume of patients than expected



Teaching versus Doing



Awareness of personal biases



Systemic analysis of inherent barriers

Questions/Comments

