Innovative Medical Transportation System

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CHCANYS
Thursday, October 25, 2012
11:00-12:30 p.m.

Refuah Health Center: Background

- Rockland County, Sullivan County, Ulster, and Orange Counties
- In 2011, Refuah served 30,867 users with 156,015 visits.
- Three health centers and one sub-recipient site
- Five mobile medical vans

Transportation System Background

- Needed to improve access to care in Rockland County due to:
  - A significant number of missed or late appointments
  - Patients citing unreliable transportation as a primary reason for missing appointments.
  - Providers reporting that the situation impacted care delivery and patient outcomes and decreased their productivity.

Transportation System

- A centralized non-emergency medical transportation (NEMT) system was designed to address specific needs of the population living in the County.

- Developed by a local non-profit organization in partnership with Refuah

- System includes transportation through taxis and free shuttle buses.

NEMT System

- Patient-Centered Call Center
  - Open 24 hours a day and 7 days a week.
    - After-hours answering service with ongoing monitoring.
  - Staff speak English, Spanish, Russian, and Hebrew.
  - Scheduling and transportation accommodate:
    - Families, including children
    - Same-day and urgent appointments
  - 82% of calls answer in less than 30 seconds.

Refuah's Shuttle Services

- Three free shuttle buses for all Refuah patients.
- Regular routes and availability times based on needs of population served.
  - More than 40 stops developed over time based on patient input and use patterns.
  - Available Sunday 8:20 am to 2:20 pm, Monday-Thursday 8 am to 7 pm, and Friday 8 am to 3 pm.
- Accommodates large families.

Lower and Predictable Costs

- System is paid through a PMPM payment

- Average cost per taxi trip 37.5% lower than that of a neighboring county with a similar population.
  - With the shuttle buses, the average cost per trip is half of the other county.