

Filling in the Gaps in Transportation: A Needs Assessment for the Adelante Healthcare Peoria Site Expansion

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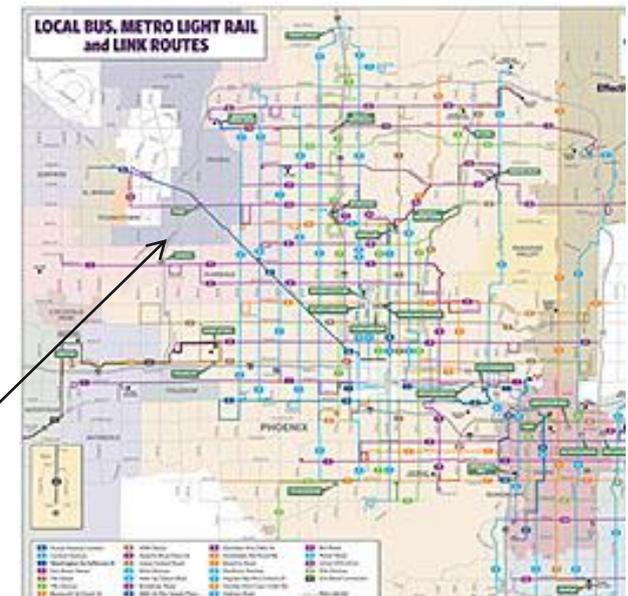
Introduction

- Adelante Healthcare is a non-profit organization comprising seven, and soon to be eight, federally qualified health centers.
- Patient populations must overcome the social determinants of health that leave them more likely to die early from preventable illness and without adequate care.
 - Education, employment, and transportation, etc.
- I will be assessing the transportation needs of that community by surveying three other Adelante Healthcare clinics in the surrounding area.



Background

- Poor transportation inhibits the ability to seek out education options, employment, and healthcare needs.
- In environments without a strong public transportation infrastructure health outcomes will be negatively impacted.
- Close to 1/3 of the United States population is considered transportation disadvantaged.
- The city of Phoenix and its surrounding cities provide public transportation services by contract with private companies. Peoria is not one of them.



Methodology

- 5 question survey (see Appendix A) was designed to be short and rapidly administered to a large number of patients.
- 3 Adelante Healthcare clinics closest to Peoria were surveyed regarding transportation.
 - Sites in Surprise, Phoenix, and Avondale.
- 124 patients
- The surveys were given to patients with the aid of a Spanish translator when necessary.

Insurance Provider: _____



Sample Patient Survey

PLEASE CIRCLE ONE ANSWER!

How do you normally get to your appointments?

- a) public transportation
- b) personal car
- c) ride from a friend/family
- d) walking
- e) Other _____

Do you have reliable transportation for medical visits?

- a) yes
- b) no

Is transportation often a reason for missing an appointment?

- a) yes
- b) no

Would you be willing to take a taxi if it was convenient?

- a) yes
- b) no

How would you rate the performance of the AHCCCS taxi cabs on a scale of 1-10?

1 2 3 4 5 6 7 8 9 10 I Don't use
AHCCCS Taxis

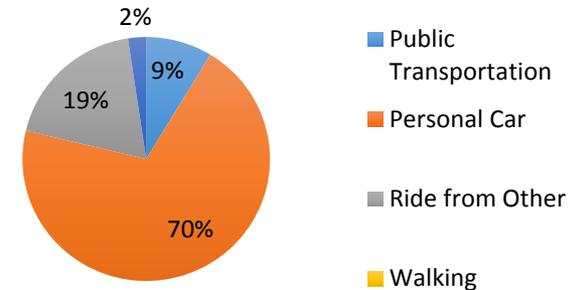
Any other comments/concerns???



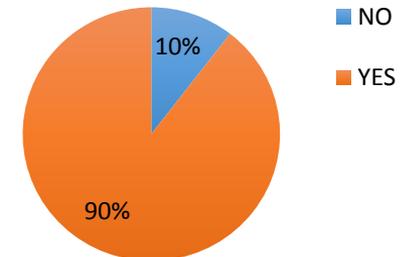
Results (Overall)

- 69.5% of patients use their personal car, 18.8% get a ride with family or friends, 8.6% take some form of public transportation, 2.3% take taxis
- Reliable transportation to their medical visit 10.5% indicated, “No”
- Taxi service if a reliable and convenient one was available 75% said, “Yes”
- Transportation as the main reason for missing appointments 10% indicated “Yes”

Transportation Usage



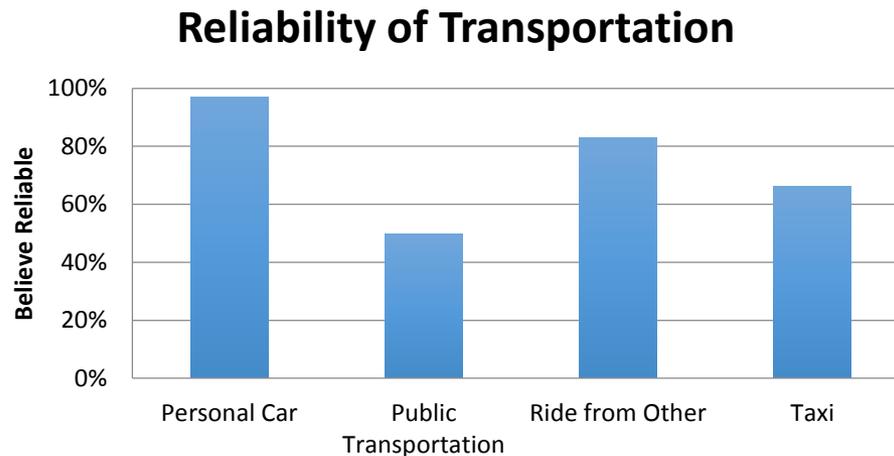
Reliability of Transportation



Results (Overall)

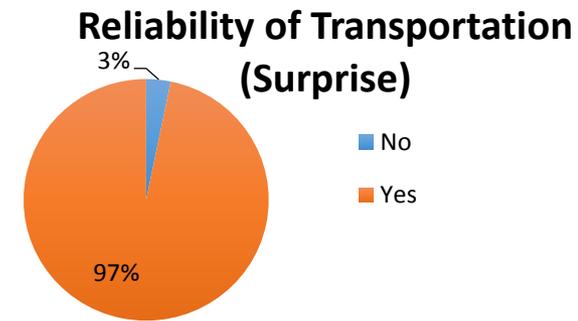
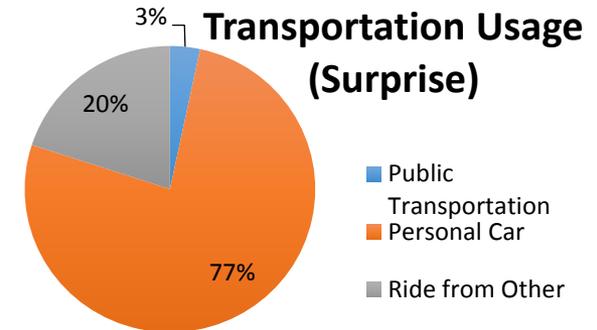
- Reliability

- personal vehicle 97% felt that it was reliable, 83% from those getting transportation from friends and family, 66% from those taking taxis, and 50% from those using public transportation



Results (Surprise)

- 25% of total survey results
- 77% used personal cars, 20% got a ride with family or friends, and only 3% used public transportation
- Reliable transportation 97% said “Yes”
- Transportation was the main reason for missing any appointments 97% said “No”



Discussion

- A majority of patients use personal transportation or the personal transportation of others to attend appointments at the Adelante Healthcare sites.
- Local taxi services are a resource for certain AHCCCS plans but have had mixed reviews overall.
- Although the majority of patients that come in have reliable personal transportation, there is area for improvement for the patients using public transportation.
- In comparing the Surprise site to Avondale and Phoenix it shows that there is a larger percentage of patients that use public transportation to reach their appointments. These results support the idea that there may be a group of patients that rely on public transportation and are currently unable get to Surprise

Limitations

- Inability to survey the no-show patients
- Sample size overall. The assessment reached 124 patients
- Summer months is not ideal. With increased temperature in the summer, sometimes reaching over 115°



Recommendations

- Begin to incorporate new ways to insure that transportation needs are met by patients.
- Suggest adding transportation evaluations into the evaluations currently conducted for the quality assurance already performed.
- Suggest incorporating procedures regarding the accessing of taxi services for patients into the orientation for all medical assistants.
- Create a shuttle service could be created to shuttle patients from the nearest bus stop, four miles away, to the health center.

Conclusion

- Transportation options are a part of the social aspects of health that affect long-term outcomes of patients.
- With well-informed providers patients can be more educated regarding their ability to utilize taxi services.
- Providing resources to advocate for increased bus routes may create more Valley Metro routes in the future.
- Although there were limitations to this study, some insight were observed and future studies will be better equipped to seek out solutions to transportation obstacles.

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