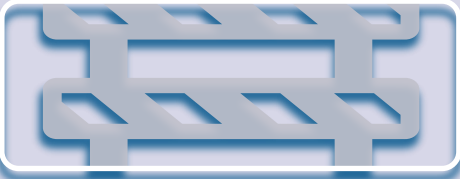


Mitigating Transportation Barriers

Access to reliable transportation is key to health and quality of life. Transportation is one of the major barriers to equitable access to care among patients with End-Stage Renal Disease (ESRD)

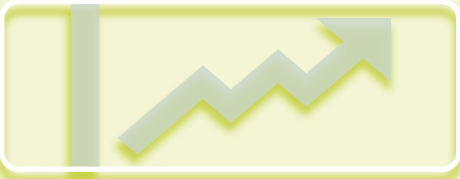


Transportation Barriers to Health Care Access



Transportation Infrastructure

- Limited routes availability (e.g., fixed bus routes don't cross county lines, no nearby public transit routes, limited routes in rural areas)
- Overcrowding on trains or buses
- Roads and transport stations in disrepair
- Safety issues



Transportation Costs

- High cost of fares
- Personal vehicle expenses such as insurance
- Credit card or bank account requirements



Vehicle Access

- Lack of a personal vehicle
- Lack of access to a vehicle through friends or family
- Limited wheelchair accessible vehicles
- Digital health literacy challenges when share-ride only communicates via smart-phone



Distance and Time Burden

- Long travel distances and lengthy wait times
- Erroneous or inconvenient time schedules
- Late or drivers no show



Policy

- Budget cuts resulting in bus/train shortages, routes removed
- Driver's license barriers
- Lack of adequate transit in underserved areas
- Drivers' shortage and lack of understanding about patient populations or needs

Background

- The American Disability Act (ADA) (1990) applies to both public and private ground transportation providers and its rules apply to transportation regulated by the U.S. Department of Transportation
- Common Transportation Options for ESRD Patients
 - Medical Transportation Services
 - Non-Emergency Medical Transportation (NEMT): Available to person with Medicaid
 - Paratransit Service
 - Public transit (fixed route)
 - Transportation brokers
 - Shared-Ride Service
 - Volunteer Transportation Programs (offered by local nonprofit organizations)
- [Disability rate is 14.8% in rural communities](#)



Strategies for Dialysis Facilities and Transplant Centers to Address Transportation Needs

Strategy	Description
Understand and assess how transportation affect patients' health	<ul style="list-style-type: none">• Utilize ICD-10-CM Z codes for documenting Social Determinants of Health (SDOH), include Z59.82 for transportation insecurity• Use question from PRAPARE: “Has lack of transportation kept you from medical appointments, meetings, work, or from getting things needed for daily living?”• Assess transportation needs, if detailed assessment is needed, see 16 questions on the validated Transportation Security Index

Strategies for Dialysis Facilities and Transplant Centers to Address Transportation Challenges

Strategy	Description
<p>Assist patients in obtaining transportation services</p>	<ul style="list-style-type: none"> • Identify Assistance: Social worker, care coordinator, transplant assistant, or community health workers to help patients identify travel assistance programs through insurance or community programs to help reduce cost. <ul style="list-style-type: none"> ○ Insurance: Medicare Advantage, Medicaid ○ Check local city/county/state office, Area Agency on Aging and Disability, statewide or regional transportation brokers ○ Check community-based organizations offering volunteer assisted transportation programs • Apply for Assistance: Social worker, care coordinator, or community health workers may help patients with applications/screening questionnaire, such as Medicaid Non-Emergency Medical Transportation, ADA paratransit service. • Common types of transportation assistance: Public bus, taxi, rideshare (Lyft/Uber), wheelchair van, vouchers for public transportation, gas vouchers, ferry tickets, reimbursement for vehicle mileage • Transplant assistants to help with: Transplant evaluation app., hospitalization follow-ups app., grocery

Strategies for Dialysis Facilities and Transplant Centers to Address Transportation Challenges

Strategy	Description
Address other barriers to transportation equity	<ul style="list-style-type: none">● Provide safe and inclusive space to make public transportation safe for LGBTQI+ patients● Provide trainings to patient transport drivers on the basics of patient care and ethnics, including tailored support for people with cognitive disabilities● When possible, move patients to a shift that optimizes consistent transportation and safety (i.e., not being picked up/dropped off in the dark, more consistency of available drivers, etc.)

Involve Hospital Discharge Planners in Transportation Planning

Healthcare providers and staff to help patients plan their transportation to appointments

1. Explain how the system works to patients
2. Provide handouts to patients as part of discharge planner beyond dialysis (example: [CMS brochure](#), [ESRD NCC Discharge Checklist](#))
3. Identify any needs and connect patients with resources (e.g., walker, transit assistance application)

Note. For patients not hospitalized, nephrology offices to screen for transportation needs and assist in referring patients to transportation resources

Are you interested in learning more about staying healthy after your hospital visit?

Visit www.esrdncc.org/patients.
Select "For New Dialysis Patients."

Visit The Kidney Hub—a mobile-friendly web tool created with patients, for patients. www.TheKidneyHub.org



Scan with your mobile device's camera

Questions to Ask at Dialysis

You may have a lot of questions about dialysis and what to expect. The questions below will help you as you start dialysis. Keep a notebook to write down any other questions. Your care team will include a nephrologist, dialysis nurse, social worker, dietitian, and technicians. They will be able to answer your questions. Here are some that many new patients ask:

- What happens during dialysis and how often do I need to do it?
- What's the best dialysis for me? Can I do it at home?
- What is a kidney transplant? Can I learn more?
- Is it OK to miss dialysis treatments?
- What can I do while I'm on dialysis?
- Who can help me with learning my new diet?
- Is there someone I can talk to about all these changes?
- How should I protect myself against COVID-19 now that I'm on dialysis?
- What would happen if I tested COVID-19 positive?

New to Dialysis?

Hospital Discharge Checklist



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Tailored Support for Older Adults or People with Cognitive Disabilities

Approximately 25% of all American aged 65 and older live in rural area, and the transportation challenges are compounded as rural communities may lack public transportation.

Considerations to support people with decreased cognitive ability

- Reduced the need for obtaining and remembering voucher
- Utilize social service model that is more flexible
- May need a travel companion or attendant (should travel free)
- Continuity of drivers is helpful
- Utilize scan cards, vouchers to reduce cash transaction during rides
- Consider enabling a GPS tracker on electronic device or placing an ID card with information such as dialysis patient, transportation provider and phone number, to prevent emergencies and dangerous situation caused by wandering or other forms of dementia in seniors



Continued drivers' training to understand the needs of patients

- Patients prone to fainting, safely protocols to load patients
- Be mindful when patients with cognitive declines: saying "yes" might not indicate a positive response or understanding of the situation

Creative Strategies to Increase Patient's Access to Care

Healthcare organizations may partner with ride-share programs to assist patients with transportation to their medical appointments. Communities may also develop volunteer transportation programs to provide medical transportation.



[Mountain Empire Older Citizens \(MEOC\) Transit](#) | Big Stone Gap, Virginia

Provides Dial-a-Ride public transportation service to people of all ages with 24-hour notice. To arrange a ride, older adults and people with disabilities call a central phone number. In 2017, MEOC expanded their [service](#) to focus specifically on the needs of persons with chronic care needs, including individuals receiving dialysis.



[Ride Connection](#) | Portland, Oregon

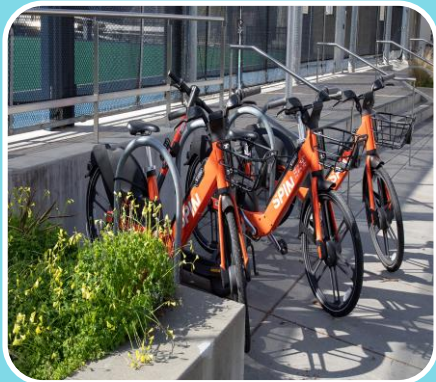
A door-to-door non-profit organization. Individuals request a ride either by phone or through an online application, and transportation is provided at no charge. Ride Connection and its [partner agencies](#) provide rides for any purpose including medical, meals, shopping, recreation, and volunteering or work, dialysis transportation.

Alternative Transport Assistance Ideas to Improve Health Equity



The Bay Area Clipper START program

- Provides transit fare discount to improve transportation affordability for low-income residents



Berkeley E-Bike Equity Project

- The City of Berkeley launched a program where low-income residents can apply for e-bike lottery

ESRD NCC welcomes feedback on the guide and suggestions on Social Determinants of Health services which can be highlighted in future editions. Please email us to submit feedback, strategy, or interventions for consideration

nccinfo@hsag.com

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