

Southern Illinois University Carbondale

Rural Medical Transportation Network

A project of The Center for Rural Health & Social Service Development
at Southern Illinois University Carbondale

Dennis Presley, MPA - Project Coordinator

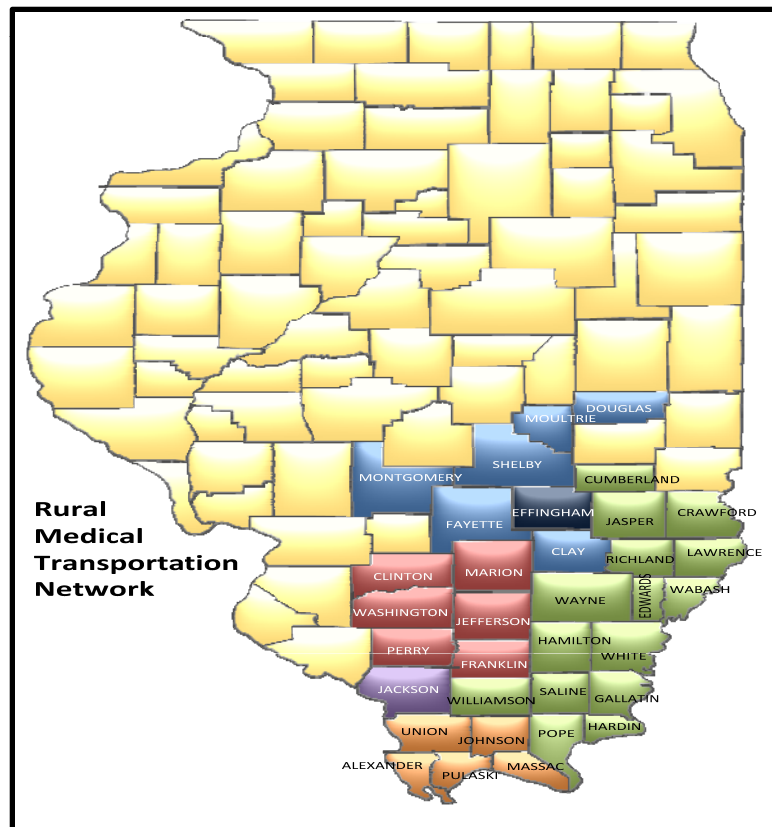
Kim Sanders, MPH, MBA - Center Director





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- Funded by the IDOT Bureau of Urban Program Planning
 - Thanks to Susan Stitt, Nancy Dial, and the other Bureau staff!
- Currently operating in 34 counties in southern Illinois



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Four primary goals guide the activities of the RMTN:

- Analyze the existing medical and public transportation system of the region and assess the strengths and weaknesses of these systems.
- Identify the “gaps” in service provision between the region’s transportation providers, consumers, medical/health care providers, and social service providers.
- Identify, report, and address policy issues impacting the funding and operations of the system that provide transportation to rural persons in need of medical/health care services.
- Develop and implement activities and pilot programs to address the identified gaps in the system of transportation, and subsequently, enhance the access and availability to medical/health care for rural residents.

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THIS IS WHAT IT'S ALL ABOUT!!!!!!:

WE MUST IMPROVE AND CORRECT THE GAPS AND DEFICIENCIES IN THE TRANSPORTATION SYSTEM SO THAT PEOPLE ARE NOT ***SUFFERING AND DYING*** BECAUSE THEY CAN'T OBTAIN TRANSPORTATION, OR DON'T UNDERSTAND HOW TO OBTAIN TRANSPORTATION, TO THEIR MEDICAL APPOINTMENTS AND TREATMENTS, OR BECAUSE EMS SERVICES ARE BEING DIVERTED TO THOSE WHO ARE ABUSING THE SYSTEM!!!



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❑ FY 2012 Highlights:

- Completed a needs assessment and survey of health care providers regarding their perceptions of the non-emergency medical transportation system.
- Designed and distributed a medical transportation resource guide for health care providers.
- Launched the www.sirides.com website
- Conducted two EMS seminars, which provided quality training and CEUs to EMTs.
- Completed a survey of the region's EMS providers regarding their capacity to provide services and the obstacles they encounter in the provision of those services.

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- Presented the RMTN to the annual conferences of both the Illinois Rural Health Association and the National Rural Health Association
- Conducted a retreat for EMS, health care, and transportation professionals. Defined the priorities and future initiatives of the RMTN.
- Forged a strong, collaborative partnership with the American Heart Association, and primarily their Mission Lifeline and Governmental Liaison units.
- In cooperation with the Loyola University Medical School, completed a comprehensive policy analysis.
- Conducted numerous coordination meetings between RMTN partners.



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Goal 1: Curtail the frequency of the inappropriate use of EMS services for non-medically necessary or non-emergency ambulance runs.

-Pilot the EMS Patient Navigator program at the Jackson County Ambulance service and one other site, to be determined.

-Develop a mechanism for charging a co-pay to Medicaid patients who request an ambulance transport that is later determined to be 'non-medically necessary'. (OR SOME DETERRENT, PLEASE!!!!)

Goal #2: Demonstrate the degree and magnitude to which many defined barriers impact effective and efficient medical transportation.

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Goal #3: Advocate to policy makers the need for both EMS services and mass transit services to be reimbursed at a rate which makes comprehensive medical transportation more financially feasible.

Goal #4: Develop a system of, and the objectives for, educating both the public and affected professionals/groups, pertaining to:

- a) transportation options that are available for the emergency and non-emergency transportation of patients;**
- b) the gaps in medical transportation and the associated deficiencies;**
- c) potential solutions to these gaps an deficiencies.**

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Goal #5: Expand the Rural Medical Transportation Network into other rural regions of Illinois.

Goal #6: Analyze and utilize the data derived from the recently completed needs assessment of health care providers.

Goal #7: Analyze and utilize the data derived from the recently completed survey of EMS agencies, which provided basic data about the capacities of these agencies.

Goal #8: Conduct a comprehensive needs assessment of EMS agencies.

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Goal #9: Research the feasibility and potential of establishing a First Responder course for high school students.


Goal #10: Continue to develop project partners and conduct informational meetings with EMS, mass transit, health care, and other organizations with a stake in medical transportation issues.

Goal #11: Research the feasibility and potential benefits of establishing a medical transportation mobility management program.

Goal #12: Strengthen the statewide EMS infrastructure by continuing to develop and conduct in-service trainings for EMTs and Paramedics.







Understanding Religion

1. Works with EMS to support religious beliefs and values

2. Understanding religious beliefs and values

3. Understanding religious beliefs and values

4. Understanding religious beliefs and values

5. Understanding religious beliefs and values

Bashful

MEREDOSIA
RESCUE

CAMBRIDGE VIENNA

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Key Data from Surveys Conducted by the RMTN

(southern & central Illinois)

- 45% of health care providers (HCP) disagree or strongly disagree that mass transit effectively serves their facility.
- 54% of HCP agree or strongly agree that they have difficulties in obtaining rides for their patients through mass transit.
- 52% of HCP responded that their agency, or division, needs non-emergency medical transportation (NEMT) for their patients four (4) or more times per week.
- 91% of HCP responded that a better system of NEMT is at least somewhat needed; 51% responded that it is EXTREMELY needed.

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- 55% agree of HCP strongly agree that the health of their patients is negatively impacted because they miss health care appointments due to their inability to secure NEMT to/from their homes.
- 53% of HCP agree or strongly agree that their patients often utilize ambulances for transportation to the hospital emergency department because they could not secure NEMT to their health care appointments/treatments.
- 29% report that they have taken a collection among fellow employees to provide NEMT to a patient within the past 12 months.

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- 18% of HCP responded that their patients were often hospitalized because their health had deteriorated, due to the patient's inability to obtain a ride to their appointments/treatments. *57% neither agreed or disagreed.*
- As reported by EMS agencies, the frequency in which their Ambulance services are inappropriately used:
 - **51% report that this occurs 1-10 times per month**
 - **26% report that this occurs 11-20 times per month**
 - **9% report that this occurs 21-30 times per month**
 - **14% report that this occurs more than 30 times per month**

What happens to a patient needing *LEGITIMATE* services from EMS when the ambulance is busy with an abuser?!?!

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Dennis Presley

dpresley@rural.siu.edu

618-453-3314

