



Medical Transportation: Multi-Model Approaches to Accessing Health Care Services Toolkit

NATIONAL AGING AND DISABILITY TRANSPORTATION CENTER

The **Medical Transportation** toolkit was adapted from **NADTC's fall 2019 [online course](#)** which provided an in-depth look at transportation programs addressing the gaps in access to health care services in their community and how these programs play a key role in providing medical transportation services to older adults and people with disabilities.

Medical transportation is an important option for providing access to health care services for older adults and people with disabilities. According to the [Eldercare Locator](#) which connects older adults and caregivers to local support and resources, the top need for consumers is transportation assistance.

NADTC recognizes the importance of providing organizations and communities with the tools to understand how to manage and operate a medical transportation program whether starting or currently operating a program to better serve older adults, people with disabilities, veterans and low-income populations.

This toolkit is divided into 2 sections. Section 1 is a collection of written and video materials from the course which can be viewed independently. Section 2 includes links to resources and supplemental reading that tie in to the material presented in the course.

KEY FACTS

- 3.6 million Americans miss medical appointments or delay care because they do not have access to proper transportation.
- 74% of calls to Eldercare Locator are individuals needing transportation to medical appointments
- 13-14% of cancer patients experience transportation problems related to obtaining care.
- 48% of older adults report “it can be challenging” to find rides to doctor’s appointments

Sources: Eldercare Locator; National Academy of Sciences; Clinical Colorectal Cancer, National Aging and Disability Transportation Center

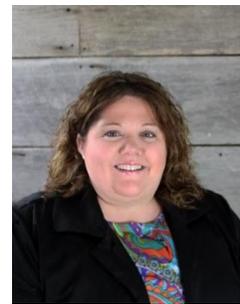
SECTION 1: Medical Transportation: Multi-Model Approaches to Accessing Health Care Services Toolkit

This section features course material, which include four presentations from successful transportation programs who provide different services and approaches to addressing medical transportation. The Presenters give an overview of four different topics: 1) operations and management; 2) funding; 3) coordination; and 4) best practices and strategies in providing medical transportation to older adults and people with disabilities

Section 1 Materials

1 Presentation by Keita Cole, Project Manager, Senior Volunteer Transportation Network (SVTN) Director, MyRide West Tennessee at Southwest Tennessee Development District (SWTDD), Jackson, TN [Video Link](#); [PowerPoint Link](#)

Keita has been employed with the Southwest TN Development District in Jackson TN since February 2017. Prior to working for the SWTDD, Keita was a Regional Director of Marketing for 5 skilled nursing facilities in West TN. She has over 6 years of medical marketing experience working with mostly skilled nursing facilities. Keita is a graduate of the University of Tennessee at Knoxville with a degree in Marketing.



2 Presentation by Sandra Carson, Resource Specialist, Middle Georgia Regional Commission, Area Agency on Aging, Aging and Disabilities, Macon, GA

[Video Link](#); [PowerPoint Link](#)

Sandra achieved the Alliance of Information and Referral Systems, Certification for Information and Referral Specialists in Aging & Disabilities. She has 16 years' experience working in the Area Agency on Aging dedicated to researching and assisting citizens with community-based resources. Her knowledge of the communities served by the Middle Georgia Regional Commission; Area Agency on Aging is expansive. Sandra remains dedicated to helping older adults and people living with disabilities find and advocate for services they need.



3 Presentation by Harmony Lloyd, Chief Operating Officer of Planning and Innovation, Mass Transportation Authority, Flint, MI

[Video Link](#); [PowerPoint Link](#)

Harmony Lloyd is currently the Chief Operating Officer of Planning and Innovation at the Mass Transportation Authority in Flint, MI. Since joining the MTA, Harmony has been involved in several key initiatives including Rides to Groceries, a transportation program to connect residents in food deserts to grocery stores and Rides to Wellness, a project to improve Flint residents' access



to transportation for health-related care. She is currently the Panel Chair for the TCRP Guidebook and Research Plan to Help Communities Improve Transportation to Health Care. She earned her Bachelor's Degree in Political Science from University of Detroit Mercy and her Master's Degree in Public Administration at University of Michigan-Flint.

4 Presentation by Brittney Tree, Manager, My Ride Dallas, Dallas, TX
[Video Link](#); [PowerPoint Link](#)

Brittney Tree is the Manager of My Ride Dallas, a transportation information program at the Dallas Area Agency on Aging that helps seniors and people with disabilities in Dallas County find rides. She has been working in the transportation field for over 5 years. She has a bachelor's degree in psychology from the University of Connecticut.



SECTION 2: RESOURCES/SUPPLEMENTAL READING

Websites and Publications:

- [2018 Trends Report Topic Spotlight: Cancer Care and Dialysis Transportation](#)
- [2018 Trends Report Topic Spotlight: NEMT Brokerages and Coordination](#)
- [Handbook for Examining the Effects of Non-Emergency Medical Transportation Brokerages on Transportation Coordination](#)
- [Health Care and Transportation](#)
- [Get a Ride Guide, MyRide Dallas](#)
- [2018 Trends Report Topic Spotlight: Opioid Use and Transportation](#)
- [Medicaid and Transportation for Older Adults](#)
- [Program Integrity: Non Emergency Medical Transportation Toolkit](#)



The National Aging and Disability Transportation Center (NADTC) is a program funded by the Federal Transit Administration and administered by Easterseals and the National Association of Area Agencies on Aging (n4a) with guidance from the U.S. Department of Health and Human Services, Administration for Community Living. NADTC's mission is to increase accessible transportation options for older adults, people with disabilities and caregivers nationwide.

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