

CAB Consumer Engagement Events - Draft Transportation Issues Grid

The following is a summary of transportation issues and recommendations raised at Consumer Advisory Board outreach events.

CAB Event	Transportation Issue Described	Recommended Actions
NE CT Rural Health	Lack of transportation in rural communities Prevents access to needed care	Address transportation issues and build alternatives such as telehealth and econsults (PTTF)
NW CT Rural Health	Lack of transportation in rural communities Prevents access to needed care	Address transportation and access challenges by telehealth, on-line pharmacy, in-house monitoring (PTTF)
Southeast Asian American Community	Language Access is a serious barrier to already limited transportation	Providers should address transportation through accessible locations or in-home services. (PTTF) (CHW) Language access standards for transportation? (not in report)
MCC – Young Adult	Many young adults travel primarily by bus. Transportation a major barrier to accessing healthcare. Many youth expressed frustration with Logisticare.	Need to address transportation, communication to DOT and DSS
Black Church Faith Community	Ministerial Health Alliances often work to address Barriers to care such as transportation,	Ministerial health alliances that provide transportation and alternatives need support
Diabetes	Need for more local and more accessible specialists and health coaches, management between visits,	More coordinated care. More health coaches and at home resources. (PTTF, CHW)
KASA Youth Summit	Transportation limitations for those with disabilities	Can these transportation issues be highlighted to DET? Inform DSS or Medicaid of these transportation difficulties.
Asthma	Address barriers to care transportation, childcare Issues and work schedules. CHW's can help address	Engage with providers to address transportation barriers, childcare issues and work schedules by offering phone appointments or video conferencing. (PTTF) Community health workers can have to overcome transportation and other barriers to care. (CHW)
Behavioral Health	Distance between providers and lack of communication coordination made it difficult to receive needed care	Improve coordination and communication between behavioral health and primary care (PTTF, CHW)

It is not possible to solve the vast transportation problems facing Connecticut. But there are specific actions that Consumer Advisory Board can take now to raise awareness and begin to address some of the issues raised.

Possible Next Steps

Ask SIM PMO to make a presentation to CAB on how transportation barriers are/ can be addressed through PCMH, CCIP and HEC.

Contact DSS/ Medicaid to highlight issues raised regarding transportation and ask how the new contractor can address them (and current complaints)

Submit comment to DOT public hearing on impact of rate hikes on young adults and those with disabilities.

Support CHW initiatives that reduce barriers faced by those with transportation challenges.

Loop back to communities to complete feedback loop and determine next phase of action.

Important Bullet Points

NE Rural p. 3

Although transportation for individuals with personal vehicles is an issue anywhere in CT, it is amplified in rural areas. A survey of 750 clients of the Generations Family Health Center found that 35% of clients missed at least one health care appointment because of transportation issues. About 67 % report a lack of reliable transportation either because they didn't own a car or could not afford to use it. (What year and more citation)