Mid-America (HHS Region 7)

MHTTC Mental Health Technology Transfer Center Network
Funded by Substance Abuse and Mental Health Services Administration

Context Clues: Using Social Determinants of Health (SDOH) to Enhance Treatment: Transportation and Social Support

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Mid-America MHTTC

UNMC | MUNROE-MEYER INSTITUTE

SAMHSA
Substance Abuse and Mental Health
Services Administration

Health Outcomes
Mortality, Morbidity, Life Expectancy, Health Care Expenditures, Health Status, Functional Limitations

Economic Stability
- Employment
- Food Insecurity
- Housing Instability
- Poverty

Education Access and Quality
- Early Childhood Education and Development
- Enrollment in Higher Education
- High School Graduation
- Language and Literacy

Social and Community Context
- Civic Participation
- Discrimination
- Incarceration
- Social Cohesion

Health Care Access and Quality
- Access to Health Care
- Access to Primary Care
- Health Literacy

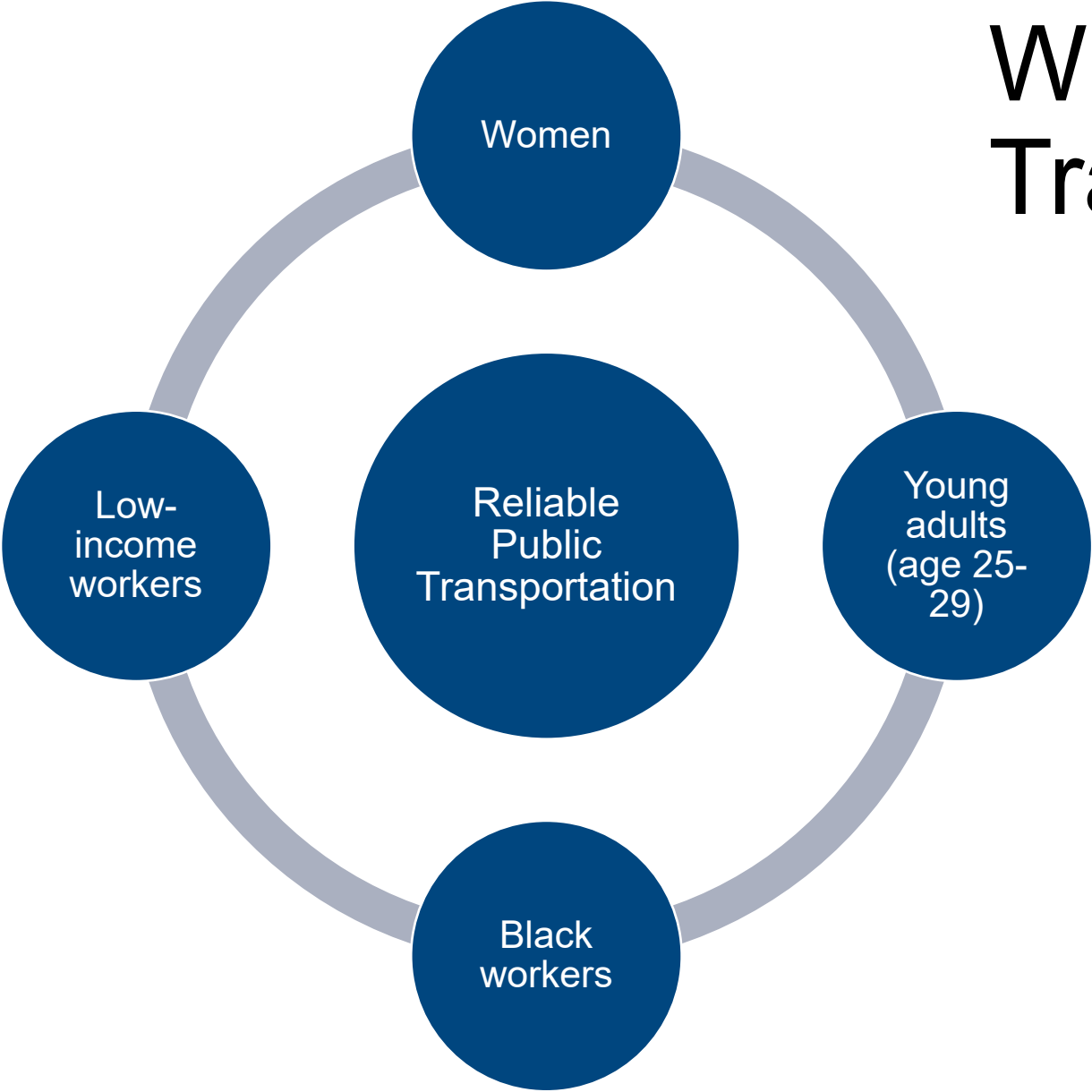### Neighborhood and Built Environment
- Access to Foods that Support Healthy Eating Patterns
- Crime and Violence
- Environmental Conditions
- Quality of Housing

Transportation

Impacts a person's ability to access community resources

Affects individual, community, and environmental health

Who Uses Public Transportation?

Reliable Public Transportation

Women

Low-income workers

Young adults (age 25-29)

Black workers

Health Affairs Health Policy Brief, 2021

25.5 million — People in the U.S. who have travel-limiting disabilities (U.S. Department of Transportation

3.6 million — People who <u>do not</u> seek medical care due to transportation issues (American Hospital Association)

8.4 million — Seniors who rely on others for transportation (National Caregivers Library)

2.29 times — More health care visits for chronic care by individuals with a driver's license than those without in a rural setting (Arcury et al., 2005)

45 percent — Americans who have <u>no</u> access to public transportation (American Public Transportation Association)

Lack of reliable transportation impacts...

Access

- Healthcare
- Food
- Childcare
- Recreational activities
- Social support

Opportunities

- Employment
- Education
- Social connections
- Physical activity

Security

Health Affairs Health Policy Brief, 2021

Transportation and Health Care

Up to 50% of patients indicate that transportation is a barrier to accessing care

White patients have more access than ethnic minorities, even after controlling for SES

Impact of telehealth?

Impact of COVID?

Syed et al., 2013

Barriers to Accessing Transportation

Lack of Access

Transportation Infrastructure	Transportation Costs	Vehicle Access	Distance and Time Burden	Policy
• Availability, routes • Overcrowding • Maintenance • Safety	• Cost of fares • Personal vehicle expenses such as insurance & maintenance • Credit card or bank account requirements	• Personal vehicle • Access via social network	• Long travel distances and wait times • Incorrect or inconvenient schedules	• Budget cuts – shortages, route removal/changes, and strikes • Driver's license barriers • Underserved areas

Health Research & Educational Trust, 2017

Barriers to Accessing Transportation

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Transportation Infrastructure	**Transportation Costs**	**Vehicle Access**	**Distance and Time Burden**	**Policy**
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Knowing the "WHY" is just as important as knowing the "WHAT"

Effects of Transportation

Most federal funding is for roads and highways

Negative effects on health (Robert Wood Johnson Foundation, 2012)

- Vehicle accidents
- Air pollution
- Physical inactivity

Segregation and disproportionate harm (O'Neill et al., 2003) – older people, people with disabilities, people of color, lower-income communities

Minimal funding for public transportation

For every $1 invested in public transportation, approximately $4-5 are generated in economic returns (American Public Transportation Association, 2020)

Fixing America's Surface Transportation (FAST) Act of 2015
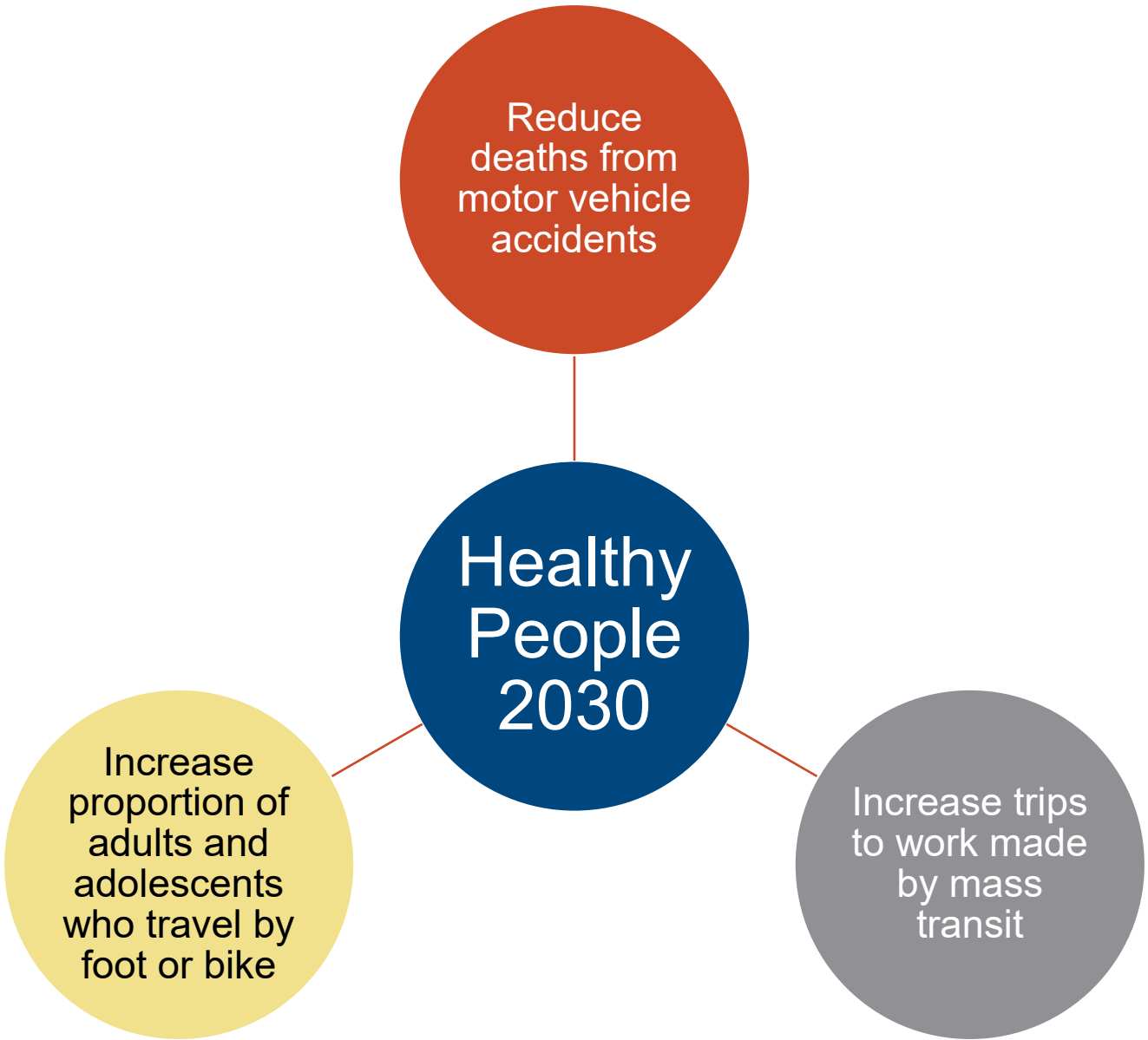
Social Support – Relationships

Social cohesion
- Strength of relationship, sense of solidarity
- One indicator is social capital

Social capital
- Shared group resources
- Accessed through social networks

Social Networks
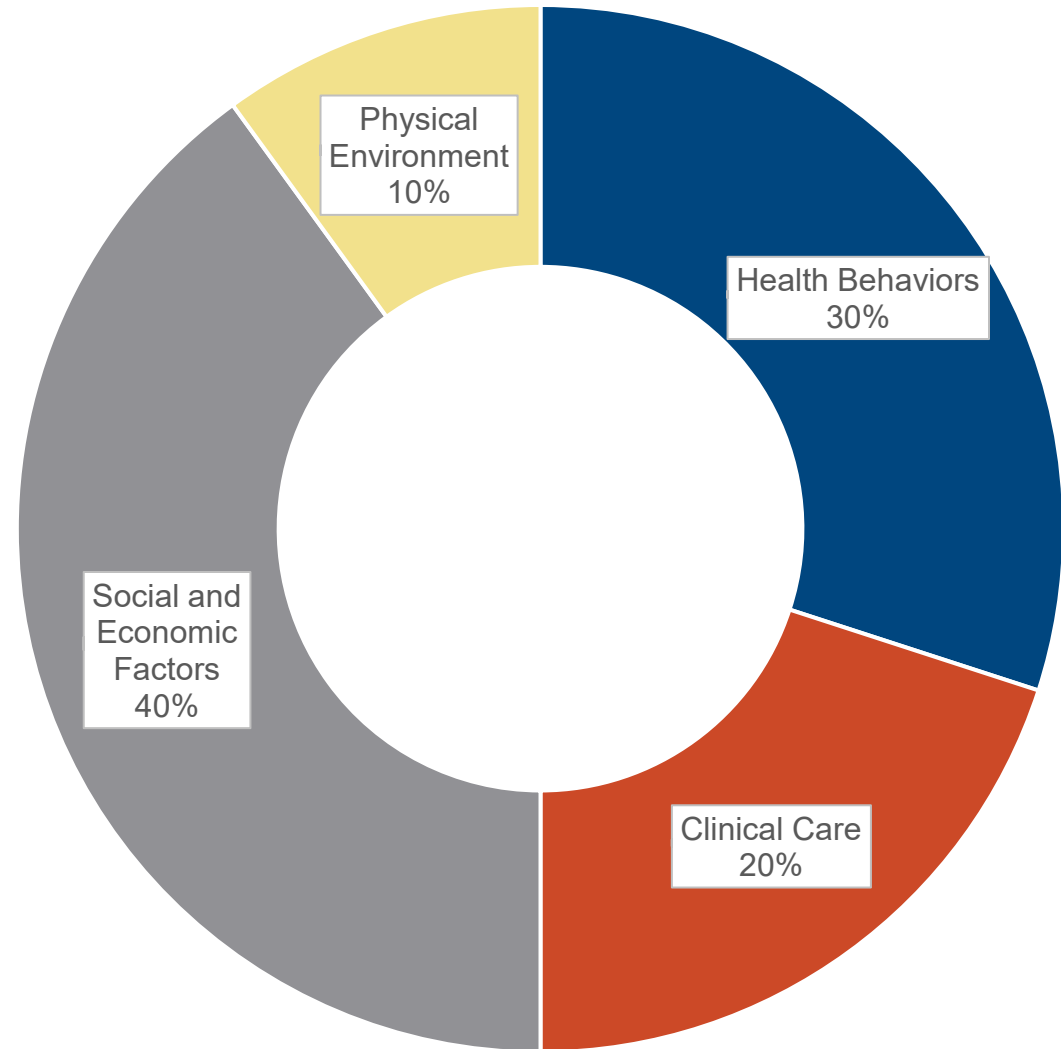- Sources of multiple forms of social support

Social support
- Emotional support
- Esteem support
- Tangible/instrumental support

Healthy People 2020

Social Support

- Limited social support is associated with mortality (Healthy People 2020)
    - Plays a role in the relationship between income inequality and mortality
- **Perceived social support** has a greater impact on health than actual social support (Helgeson, 1993)
    - Support may not be the right type or at the right time; may not be recognized by the recipient

Contributing Factors of Health

Physical Environment 10%

Health Behaviors 30%

Clinical Care 20%

Social and Economic Factors 40%

Health Research & Educational Trust, 2017; Hood et al., 2016

Assessment & Intervention

AAFP's Framework to Address SDOH

ASK
- About SDOH

IDENTIFY
- Resources in patients' communities that can help address SDOH

ACT
- To help connect patients with resources to address patients' SDOH

Screening

PRAPARE

Health-Related Social Needs (HRSN) Screening Tool

Protocol for Responding to and Assessing Patient Assets, Risks, and Experiences

Protocol for Responding to and Assessing Patient Assets, Risks, and Experiences

14. In the past year, have you or any family members you live with been **unable** to get any of the following when it was **really needed**? Check all that apply.

Yes	No	Food	Yes	No	Clothing
Yes	No	Utilities	Yes	No	Child Care
Yes	No	Medicine or Any Health Care (Medical, Dental, Mental Health, Vision)			
Yes	No	Phone	Yes	No	Other (please write):
		I choose not to answer this question			

15. Has lack of transportation kept you from medical appointments, meetings, work, or from getting things needed for daily living? Check all that apply.

	Yes, it has kept me from medical appointments or
	Yes, it has kept me from non-medical meetings, appointments, work, or from getting things that I need
	No
	I choose not to answer this question

Social and Emotional Health

16. How often do you see or talk to people that you care about and feel close to? (For example: talking to friends on the phone, visiting friends or family, going to church or club meetings)

	Less than once a		1 or 2 times a week
	3 to 5 times a week		5 or more times a
	I choose not to answer this question		

Accountable Health Communities (AHC) Health-Related Social Needs (HRSN) Screening Tool

Developed by the Centers for Medicare and Medicaid Services (CMS)

5 Core Domains

1. Housing instability
2. Food insecurity
3. **Transportation problems**
4. Utility help needs
5. **Interpersonal safety**

8 Supplemental Domains

1. Financial strain
2. Employment
3. **Family and community support**
4. Education
5. Physical activity
6. Substance use
7. Mental health
8. Disabilities

Transportation

5. In the past 12 months, has lack of reliable transportation kept you from medical appointments, meetings, work or from getting things needed for daily living?[6]
   ☐ Yes
   ☐ No

https://innovation.cms.gov/files/worksheets/ahcm-screeningtool.pdf

Accountable Health Communities (AHC) Health-Related Social Needs (HRSN) Screening Tool

Safety

Because violence and abuse happens to a lot of people and affects their health we are asking the following questions. [8]

7. How often does anyone, including family and friends, physically hurt you?
   - ☐ Never (1)
   - ☐ Rarely (2)
   - ☐ Sometimes (3)
   - ☐ Fairly often (4)
   - ☐ Frequently (5)

8. How often does anyone, including family and friends, insult or talk down to you?
   - ☐ Never (1)
   - ☐ Rarely (2)
   - ☐ Sometimes (3)
   - ☐ Fairly often (4)
   - ☐ Frequently (5)

9. How often does anyone, including family and friends, threaten you with harm?
   - ☐ Never (1)
   - ☐ Rarely (2)
   - ☐ Sometimes (3)
   - ☐ Fairly often (4)
   - ☐ Frequently (5)

10. How often does anyone, including family and friends, scream or curse at you?
    - ☐ Never (1)
    - ☐ Rarely (2)
    - ☐ Sometimes (3)
    - ☐ Fairly often (4)
    - ☐ Frequently (5)

Family and Community Support

13. If for any reason you need help with day-to-day activities such as bathing, preparing meals, shopping, managing finances, etc., do you get the help you need? [11]
    - ☐ I don't need any help
    - ☐ I get all the help I need
    - ☐ I could use a little more help
    - ☐ I need a lot more help

14. How often do you feel lonely or isolated from those around you? [12]
    - ☐ Never
    - ☐ Rarely
    - ☐ Sometimes
    - ☐ Often
    - ☐ Always

https://innovation.cms.gov/files/worksheets/ahcm-screeningtool.pdf

AAFP Social Needs Screening Tool

Do you put off or neglect going to the doctor because of distance or transportation?

Yes/No

Accountable Health Communities Health-Related Social Needs Screening Tool

In the past 12 months, has lack of reliable transportation kept you from medical appointments, meetings, work or from getting things needed for daily living?

Yes/ No

Arlington Screening Tool

Within the past 12 months, has lack of transportation kept you from medical appointments, getting your medicines, non-medical meetings or appointments, work, or from getting things that you need?

Yes/ No

Boston Medical Center-Thrive Screening Tool

Do you have trouble getting transportation to medical appointments?

Yes/ No

HealthBegins Upstream Risk Screening Tool

How often is it difficult to get transportation to or from your medical or follow-up appointments?

Does not apply

Never

Sometimes

Often

Always

Health Leads Social Needs Screening Toolkit

In the last 12 months, have you ever had to go without health care because you didn't have a way to get there?

Yes/No

North Carolina Medicaid Screening Tool

Within the past 12 months, has a lack of transportation kept you from medical appointments or from doing things needed for daily living?

Yes/ No

PRAPARE

Has lack of transportation kept you from medical appointments, meetings, work, or from getting things needed for daily living? Check all that apply.

Yes, it has kept me from medical appointments or from getting my medications

Yes, it has kept me from non-medical meetings, appointments, work, or from getting things that I need

No

I choose not to answer this question

WellRx Toolkit

Do you have trouble finding or paying for a ride?

Kaiser Permanente's Your Current Life Situation Survey

In the past 3 months, did you have trouble paying for any of the following? (Select ALL that apply)

Transportation

Has lack of transportation kept you from medical appointments or from doing things needed for daily living? (Select ALL that apply)

Kept me from medical appointments or from getting medications

Kept me from doing things needed for daily living

Not a problem for me

https://sirenetwork.ucsf.edu/transportation-questions

ICD-10 Z-Codes

Problems Related to Employment and Unemployment (Z56)	**Other Problems Related to Primary Support Group, Including Family Circumstances (Z63)**
Z56.6 Other physical and mental strain related to work	Z63.0-1 Problems in relationship with spouse or partner/in-laws
Z56.8-9 Other/unspecified problems related to employment	Z63.3-4 Absence/Disappearance and death of family member
Problems related to Housing and Economic Circumstances (Z59)	Z63.5 Disruption of family by separation and divorce
Z59.4 Lack of adequate food and safe drinking water	Z63.7X Other stressful life events affecting family and household
Z59.5 Extreme poverty	Z63.8-9 Other/unspecified problem related to primary support group
Z59.6 Low income	**Problems Related to Other Psychosocial Circumstances (Z65)**
Z59.7 Insufficient social insurance and welfare support	Z65.0 Conviction in civil and criminal proceedings without imprisonment
Z59.8-9 Other/unspecified problems related to housing and economic circumstances	Z65.2 Problems related to release from prison
Problems Related to Social Environment (Z60)	Z54.3 Problems related to other legal circumstances
Z60.2 Problems related to living alone	**Problems Related to Life Management Difficulty (Z73)**
Z60.4 Social exclusion and rejection	Z73.2 Lack of relaxation and leisure
Problems Related to Upbringing (Z62)	Z73.3 Stress, not elsewhere classified
Z62.0 Inadequate parental supervision and control	Z73.4 Inadequate social skills, not elsewhere classified
Z62.2X Upbringing away from parents	Z73.5 Social role conflict, not elsewhere classified
	Family History of Mental and Behavioral Disorders (Z81.X)
	Personal History of Certain Other Diseases (Z86)
	Z86.5X Personal history of mental and behavioral disorders
	Personal Risk Factors, Not Elsewhere Classified (Z91)
	Z91.1X Patient's noncompliance with medical treatment and regimen

ICD-10 Z-Codes

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Cues to ask about transportation

Problems Related to Social Environment (Z60)

Z60.2 Problems related to living alone

Z60.4 Social exclusion and rejection

Why?

Problems Related to Upbringing (Z62)

Z62.0 Inadequate parental supervision and control

Z62.2X Upbringing away from parents

Support from parent/guardian for adult children

Other Problems Related to Primary Support Group, Including Family Circumstances (Z63)

Z63.0-1 Problems in relationship with spouse or partner/in-laws

Z63.3-4 Absence/Disappearance and death of family member

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Z65.0 Conviction in civil and criminal proceedings without imprisonment

Z65.2 Problems related to release from prison

Z54.3 Problems related to other legal circumstances

How does this affect their relationships & mobility?

Problems Related to Life Management Difficulty (Z73)

Z73.2 Lack of relaxation and leisure

Due to limited transportation or lack of social support?

Z73.3 Stress, not elsewhere classified

Z73.4 Inadequate social skills, not elsewhere classified

Z73.5 Social role conflict, not elsewhere classified

Family History of Mental and Behavioral Disorders (Z81.X)

Personal History of Certain Other Diseases (Z86)

Z86.5X Personal history of mental and behavioral disorders

Personal Risk Factors, Not Elsewhere Classified (Z91)

Z91.1X Patient's noncompliance with medical treatment and regimen

ICD-10 Z-Codes

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Z91.1X Patient's noncompliance with medical treatment and regimen

Importance of tracking Z-codes to identify patterns among patient populations

Case Study

- Mother – Claudia
- Father – Patrick
- Grandmother – Ivonne
- Daughter – Tyler (age 16)
- Son – Elliot (age 13)
- Daughter – Edith (age 2)

Risk Factors Related to Transportation Access

Income	Legal	Ethnicity	Seniors	Adults with disabilities
Two employed adults and four unemployed household members; have not applied for SSI for son	Father on diversion with suspended license due to DUI	Latinx, Biracial (White/Thai)	Grandmother (age 63)	Grandma has disability due to a stroke, requires assistance for ADLs; mom had a mild TBI

Issues Related to Transportation Access

Access to healthcare	Access to education	Personal transportation	Access to social connections
Son has regular out-of-state medical appointments	Daughter is preparing for collage; wants to live independently	Have a functioning van (minor mechanical issues), but 2 adults are unable to use it	Grandmother recently moved in with family – change in social supports
Mother is the only adult who drives	Father is in auto mechanics program		

Issues Related to Transportation Access

Access to healthcare		Access to education		Personal transportation	Access to social connections
How does the family get to these appointments? Can we help?					
Son has regular out-of-state medical appointments	Mother is the only adult who drives	Daughter is preparing for collage; wants to live independently	Father is in auto mechanics program	Have a functioning van (minor mechanical issues), but 2 adults are unable to use it	Grandmother recently moved in with family – change in social supports

Issues Related to Transportation Access

Access to healthcare

Access to education

Personal transportation

Access to social connections

How does the family get to these appointments? Can we help?

Son has regular out-of-state medical appointments

Mother is the only adult who drives

Daughter is preparing for license; live tly

Added responsibilities for mother. Impact on ability to maintain employment, personal social connections?

Father is in auto mechanics program

Have a functioning van (minor mechanical issues), but 2 adults are unable to use it

Grandmother recently moved in with family – change in social supports

Issues Related to Transportation Access

Access to healthcare

Access to education

Personal transportation

Access to social connections

How does the family get to these appointments? Can we help?

Tangible support vs. emotional support

Son has regular out-of-state medical appointments

Mother is the only adult who drives

Daughter is preparing for license; they live currently

Father is in auto mechanics program

Have a functioning van (minor mechanical issues), but 2 adults are unable to use it

Grandmother recently moved in with family – change in social supports

Added responsibilities for mother. Impact on ability to maintain employment, personal social connections?

Issues Related to Transportation Access

Can they consistently get to classes?

Access to healthcare

Access to education

Personal transportation

Access to social connections

How does the family get to these appointments? Can we help?

Tangible support vs. emotional support

Son has regular out-of-state medical appointments

Mother is the only adult who drives

Daughter is preparing for college; live recently

Added responsibilities for mother. Impact on ability to maintain employment, personal social connections?

Father is in auto mechanics program

Have a functioning van (minor mechanical issues), but 2 adults are unable to use it

Grandmother recently moved in with family – change in social supports

Unknowns Related to Transportation Access

Access to public transportation	Accessibility of transportation
Urban vs. Rural	Grandmother has limited mobility – how accessible is family's van?

Unknowns Related to Transportation Access

Access to public transportation

Urban vs. Rural

Accessibility of transportation

Do they need an accessible vehicle? Can we help them get one (if needed)?

Grandmother has limited mobility – how accessible is family's van?

Risk Factors Related to Social Support

Family	Religious community	LGBTQ+	Seniors	Adults with disabilities
Two-parent, multi-generational family home	Grandmother attends church	Eldest child (Tyler) identifies as bisexual and uses they/them pronouns	Grandmother (age 63)	Grandma has disability due to a stroke, requires assistance for ADLs; mom had a mild TBI

Issues Related to Social Support

Family	Religious community	LGBTQ+	Mental health history	Seniors	Adults with disabilities
Two-parent, multi-generational family home	Grandmother attends church	Eldest child (Tyler) identifies as bisexual and uses they/them pronouns	Mother and Tyler have had MH concerns	Grandmother (age 63)	Grandma has disability due to a stroke, requires assistance for ADLs; mom had a mild TBI

Issues Related to Social Support

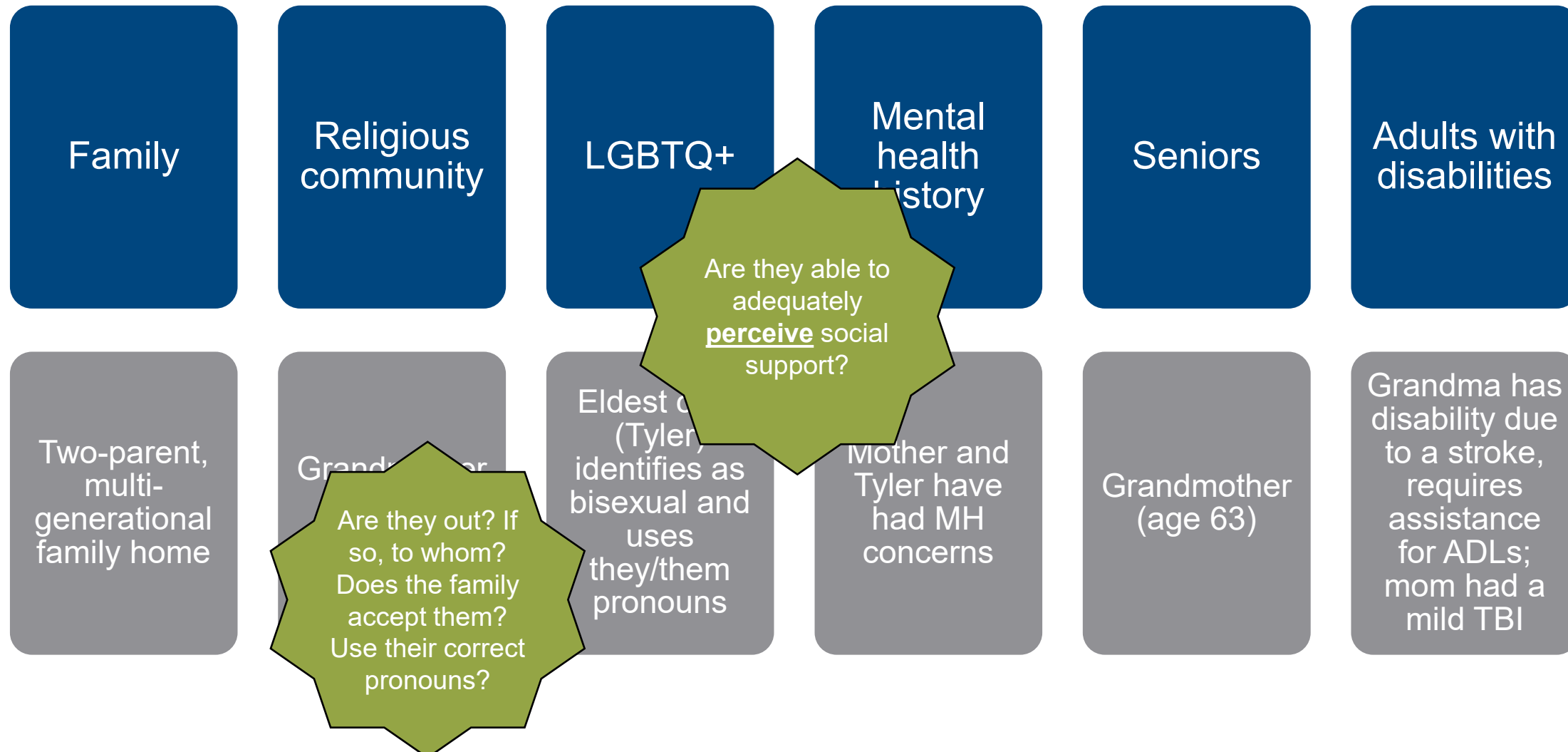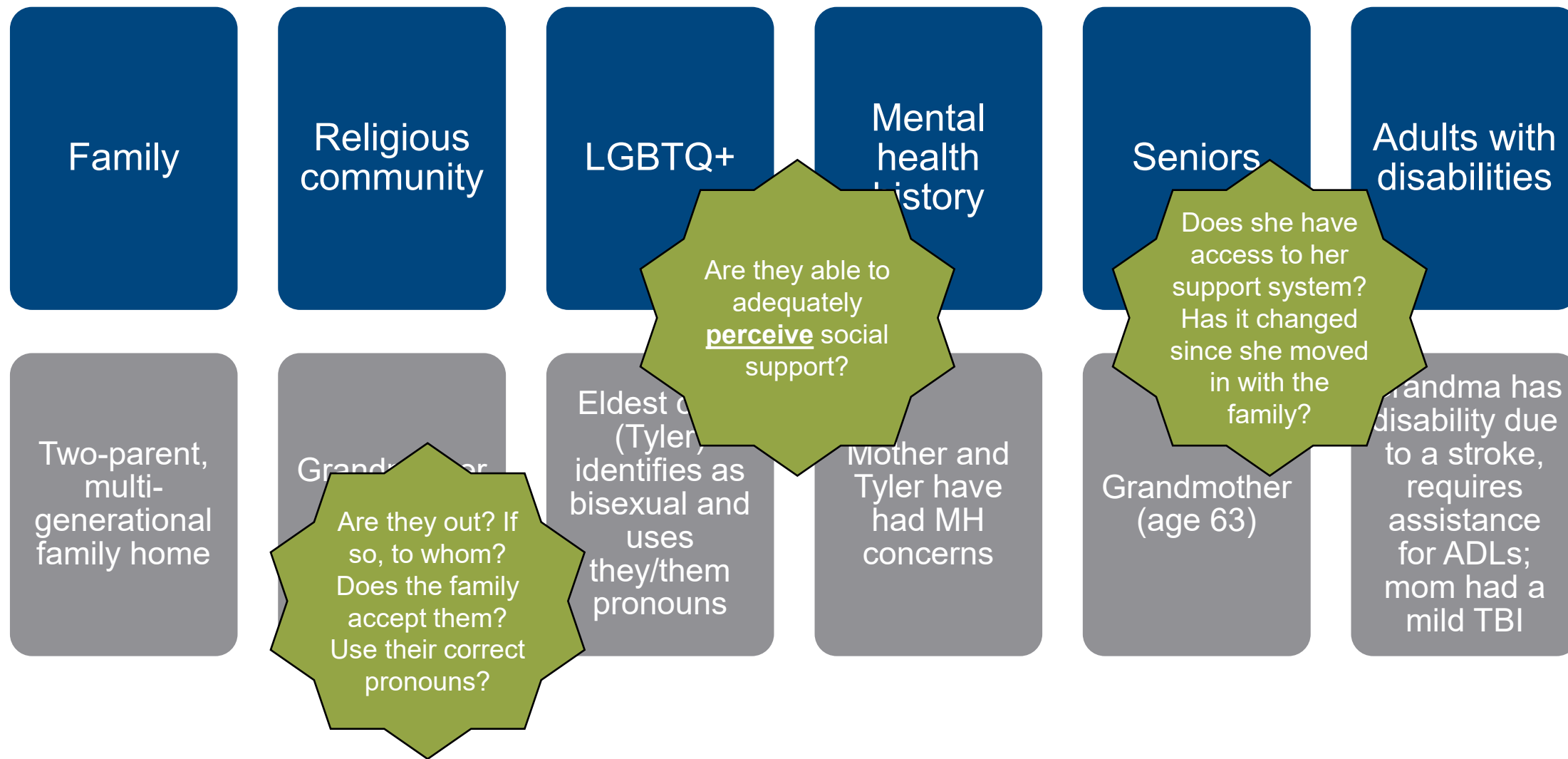| Family	Religious community	LGBTQ+	Mental health history	Seniors	Adults with disabilities
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Are they out? If so, to whom? Does the family accept them? Use their correct pronouns?

Issues Related to Social Support

Family	Religious community	LGBTQ+	Mental health history	Seniors	Adults with disabilities
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Are they able to adequately **perceive** social support?

Are they out? If so, to whom? Does the family accept them? Use their correct pronouns?

Issues Related to Social Support

Family

Religious community

LGBTQ+

Mental health history

Seniors

Adults with disabilities

Two-parent, multi-generational family home

Grandmother

Eldest child (Tyler) identifies as bisexual and uses they/them pronouns

Mother and Tyler have had MH concerns

Grandmother (age 63)

Grandma has a disability due to a stroke, requires assistance for ADLs; mom had a mild TBI

Are they able to adequately **perceive** social support?

Does she have access to her support system? Has it changed since she moved in with the family?

Are they out? If so, to whom? Does the family accept them? Use their correct pronouns?

Unknowns Related to Social Support

Family

Extended family

Child with medical condition

Support for caregiver(s) and child in managing a chronic condition

Using Aunt Bertha

findhelp.org

Support   Sign Up   Log In

Find **food assistance, help paying bills,** and other free or reduced cost programs, including new programs for the COVID-19 pandemic:

Enter your zip code

ZIP 67202   🔍 Search

6,924,399 people use it (and growing daily)

By continuing, you agree to the Terms & Privacy

findhelp.org is a service p....y **aunt**bertha

findhelp.org

ZIP or keyword or program name 🔍   Find food assistance, help paying bills, and other free or reduced cost programs in the Wichita, KS 67202 area , includin pandemic:

Select Language ⌄

FOOD   HOUSING   GOODS   TRANSIT   HEALTH   MONEY   CARE   EDUCATION

↑

1,826 programs

in the Wichita, KS 67202 area

Choose from the categories above and browse local programs, or search for any service. Select Language ⌄ to translate the site.

This curated database of resources is provided by **findhelp, a Public Benefit Corporation.**

How to use Aunt Bertha

findhelp.org

FOOD	HOUSING	GOODS	TRANSIT	HEALTH	MONEY	CARE	EDUCATION	WORK	LEGAL

l or program name

ge ⌄

Wichita, KS (67202) / transit / **transportation** ‹ 1 - 10 of 33 ›

Sort by   **RELEVANCE**   CLOSEST

👤 **Personal Filters** ▼   🕐 **Program Filters** ▼   ⊘ **Income Eligibility** ▼

Map   Satellite

☐ **Supported Employment**
by Mental Health Association of South Central Kansas (MHASCK)

Supported Employment Specialists work closely with clients and employers to ensure employment is a positive and successful experience. There is a strong focus on job matching and securing long...

🏷 Main Services: clothes for work , transportation , counseling , help find work , support network , supported employment , skills & training , interview training , resume development , skills assessment , job placement

👤 Serving: adults 18+, all mental health

Next Steps:

Call 316-685-1821 ext.285.

📍 3.98 miles (serves your local area)

555 N Woodlawn St, Wichita, KS 67208

🕐 Open Now : 8:00 AM - 5:00 PM ⌄

Google Keyboard shortcuts Map data ©2021 Terms of Use

Notice out-of-date information or see a program you work for? Click ✏ **Suggest** to share an update or claim your program listing to get access to free tools and data.

MORE INFO ⌄   ★ SAVE   ➤ SHARE   ☰ NOTES   ✏ SUGGEST   ➜ SEE NEXT STEPS

☐ **ADA Paratransit Services**
by Wichita Transit

ADA Paratransit Services is a door-to-door bus service provided by Wichita Transit for customers with disabilities or health conditions that prevent them from using the fixed route bus service for...

🏷 Main Services: transportation

👤 Serving: all ages, all disabilities, developmental disability, physical disability, intellectual disability, limited mobility, visual impairment

Next Steps:

Contact or go to the nearest location, call 316-352-4828 or apply on their website ↗.

📍 0.13 miles (serves your local area)

National Resources

https://www.nadtc.org/

https://www.aafp.org/dam/AAFP/documents/patient_care/everyone_project/hops19-physician-guide-sdoh.pdf

Questions and Information to Share with Providers When Considering Transportation Options

When preparing to choose a public or private transportation option for yourself, a family member, or a client, you'll want to select an option that is reliable and best-suited for the trip.

Be prepared to ask and answer the following questions.

1. **Service Area and Trip Type:** *Many transportation options have a defined service area and set hours of operation and days of the week that should be considered when planning your trip. A transportation service may limit services by type of trip. For example, some services may only provide rides to doctor appointments.*

https://nationalcenterformobilitymanagement.org/

http://www.nadtc.org/wp-content/uploads/NADTC-Preparing-to-Talk-to-a-Transportation-Provider-Information-Sheet-FINAL.pdf

National Resources

Patients' medical insurance	May provide non-emergency medical and/or non-medical transportation Call insurance company to inquire about benefits.
211 Helpline Center	Community information and referrals to social services for everyday needs (including transportation) www.211.org Dial 211 from any phone
Connect2Affect	Online directory (created by AARP) to connect patients with resources (including transportation) connect2affect.org
Eldercare and Area Agencies on Aging	Locating trustworthy, local support resources (including transportation) www.eldercare.acl.gov 1-800-677-1116 (TTY 711), Monday-Friday, 8am-7pm, Central time

Local Resources

Transportation

If you need transportation

Emergencies

Non-Emergency Medical Transportation (NEMT) -

You can receive other transportation services through Aetna Better Health of Kansas. Some services like mileage reimbursement, lodging and meals may also be reimbursed with authorization. To find out more about getting a ride to your doctor visits, mileage reimbursement, or if you have any problems with the service you receive, you can call Access2Care at **1-866-252-5634, (TTY 711)**. If there is a need for an overnight stay or meals, please call Aetna Better Health of Kansas at **1-855-221-5656, (TTY 711)** and ask speak with your assigned service coordinator.

Transportation appointments must be scheduled three (3) days in advance. Please have the following information when calling to schedule your transportation:

- Name of the doctor
- Address
- Telephone number
- Time of appointment
- Type of transportation needed (e.g., regular car, wheelchair-accessible van)

If you have an urgent need for transportation (you need a ride sooner than three (3) days), contact Member Services at **1-855-221-5656, (TTY: 711)** to request assistance with the urgent request.

RideshareKC is dedicated to helping individuals and employers find the commute solutions that make the most sense for them.

Take aways

Connected to other factors

Assess regularly

Use the Ask, Identify, Act framework

Be familiar with resources

References

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