



**ROCK COUNTY TRANSPORTATION COORDINATING COMMITTEE MEETING MINUTES**  
September 27, 2019

**Call to Order:** A meeting of the Rock County Transportation Coordinating Committee was called to order by Vice-Chairperson McIlhone on September 27, 2019 at 8:37 A.M. at the Rock County Council on Aging (COA), First Floor Conference Room, 3328 US Hwy 51 Janesville, Wisconsin.

**Roll Call:**

**Present:** Alexander Brown, Teri Downing, Supervisor Craig Gramke, David Hyde, Dave Lowe, Jennifer McIlhone, T.J. Nee (8:44), Joe Scharenbroch, Ryan Schomber, Roseann Tremain, Nikki Wolf

**Excused:** Mike Bachmeyer, Patty Hansberry, Paula Schutt

**Unexcused:** None

**Alternates:** Becky Veium

**Approval of Agenda:** A motion was made by David Hyde seconded by Joe Scharenbroch to approve the agenda. Motion carried.

**Introduction of Members:** Present members introduced themselves.

**Introduction of Visitors:** Betty Fischer, Dawn Hudson, Mindy Ochs, Amanda Rendon, Kate Stauffacher, James Thompson.

**Citizen Participation, Communications and Announcements:** None.

**Approval of August 9, 2019 TCC Minutes:** Motion was made by Supervisor Craig Gramke, seconded by David Lowe to approve the August 9, 2019 minutes. Motion carried.

**Old Business:**

**1. Medical Transportation Updates**

None, refer to New Business as a workshop to specifically address this item.

**2. 2019-2023 Rock County TCC Human Services Transportation Plan (HSTP) – Updates**

None.

**New Business:**

**1. Medical Transportation Workshop**

BACKGROUND

The TCC invited health-related professionals, to participate in a Medical Transportation Workshop. The goal of the workshop was to discuss issues surrounding medical transportation, identify shared goals, and discuss the availability of service, technology, and any potential steps towards improving access to hospitals and medical appointments in Rock County. In April 2019 the TCC sent out surveys, to determine what issues hospitals were experiencing with medical transportation in Rock County. The surveys went out to:

- Edgerton Hospital & Health Services, Edgerton
- Beloit Health System, Beloit
- SSM St Mary’s Hospital, Janesville
- Mercy Hospital, Janesville

The hospitals that responded to the survey were: Edgerton Hospital (Amanda Rendon, MSW) & Beloit Memorial Hospital (Dawn Hudson, MSW).

WORKSHOP PARTICIPANTS

Health-related professionals that attended the TCC Medical Transportation Workshop were:

- Amanda Rendon, MSW, Edgerton Hospital & Health Services
- Dawn Hudson, MSW, APSW, Hospital Social Worker, Beloit Health System
- Betty Fischer, Director of Sales, Oak Park Place, Janesville
- Mindy Ochs, Owner - Home Instead Senior Care
- Kate Stauffacher, Recovery Health Branch Mgr., Janesville Area

ISSUES IDENTIFIED

Medical transportation issues experienced were discussed. The primary issues noted included:

- **Cost** is too high for many patients. Cost for private transportation was identified as \$60-\$75 one way. Affordable transportation is lacking for follow-up appointments and out-patient treatments, which can lead to declining health and result in re-hospitalization. Rock County’s growing aging population will

likely compound this issue; however, Rock County could experience health improvements with the improvement of medical transportation.

- **Limited hours of availability and little to no same day service available.** Regularly scheduled rides take up 60-70% of available rides. More need exists than resources are available.
- **Discharge from hospitals.** Fridays are particularly difficult to find transportation for discharged patients. Often there is no transportation available for Friday PM and weekend discharge. Most transportation requires a 2 day notice, except for taxis which do not operate in every community. Using family for transportation is challenging - not everyone has family available, or the family vehicle may not accommodate the need (i.e.: unable to transfer into vehicle, not wheelchair accessible). It was noted that the trend for hospitals is for faster discharge time, which provides less time to plan transportation for the hospital and skilled nursing facilities. In response to lack of transportation, discharge staff may anticipate Fridays by setting up transportation, then cancelling if not discharged, or resort to ambulance transport, which is costly. Often the hospital has to pay for the extra days spent in the hospital over the weekend if transportation is not arranged.

#### CURRENT APPROACHES/LIMITATIONS

- Mercy Hospital has a van.
- Rock County Transit is booked out well in advance.
- Edgerton Hospital relies on volunteers to transport patients to Madison, which takes a lot of planning and coordination. Edgerton finds that the Edgerton Shared Ride Taxi is a good, reliable form of medical transportation, but only travels within the city of Edgerton and does not run evenings or Sundays. It was also noted that 2 years ago, Edgerton Shared Ride Taxi approached the City of Milton to provide this shared ride service, but the Milton Council voted no.
- Betty Fischer, Mindy Ochs, and Kate Stauffacher are working on a Post-Acute Care Task Force to create a network of post-acute care providers that would update their admission status weekly, and e-mail these updates and information in a newsletter format to hospitals. Having this information available to hospitals would make discharge more efficient by cutting down on call time trying to find open beds. The newsletter would provide efficient sharing of information for case managers and social workers to be able to locate beds for post-acute care after hospital discharge.

#### SUMMARY/CONCLUSION

Workshop participants identified the following needs and potential action responses:

1. Funding to cover cost of transportation.

2. More available same-day providers.
3. More efficient discharge from hospitals to post-acute care providers.
4. A more comprehensive transportation list containing additional information.
5. A Cost Analysis geared towards hospital CFO'S that compares the cost of hospital in-house transportation versus the cost of delayed discharge, re-admittance, etc.
6. A voucher program to support travel after discharge to return home, follow-up visits, etc.
7. Explore feasibility of a consortium of hospital vans.
8. Technology platform to locate and dispatch transportation, especially for on-demand, nights and weekends.
9. Research available grant opportunities. Determine who the decision makers are, to invite to the table to communicate, identify, and problem solve transportation issues.

**Member Reports:**

None.

**Items for Future Agendas:** Possibly add one of the members of the Task Force to be a member of the TCC. Also have another workshop to organize and focus on the specific goals, and action steps necessary to move forward and respond to the issues with medical transportation in Rock County.

**Future Meeting Dates:** Friday November 22nd, 2019, 8:30am at the COA Building.

**Adjournment:** A motion was made by Supervisor Craig Gramke, seconded by Joe Scharenbroch at 9:55 a.m. to adjourn the meeting. Motion carried.

*Minutes not official until approved by the Rock County Transportation Coordinating Committee.*