



End-Stage Renal Disease
Network Program

Sharing Best Practices and Addressing Transportation Barriers in Dialysis Patients during the COVID-19 Pandemic

August 18th, 2020

Welcome



Alexandra Cruz

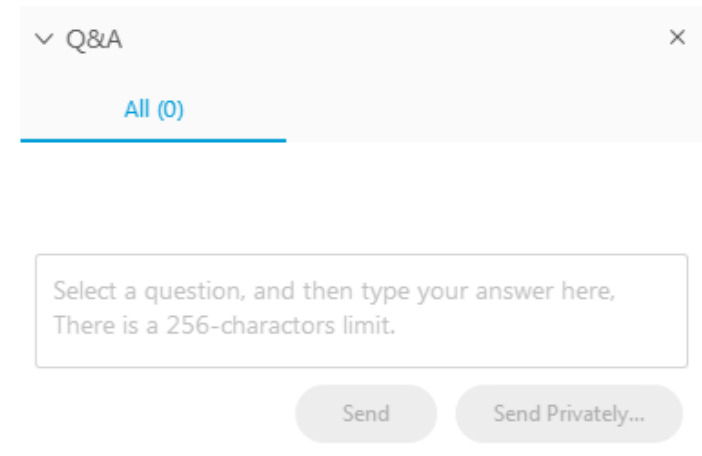
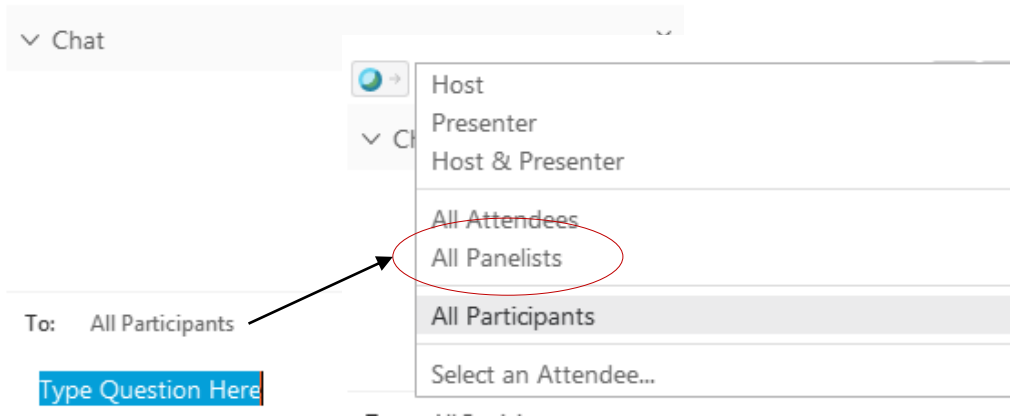
Quality Improvement Coordinator

Housekeeping Items

- This WebEx will be recorded and slides have been available to you
- All lines have been muted to eliminate background noise
- If you would like to ask a question you may **raise your hand** to be unmuted or:

Use the **Chat** section in the bottom right corner of your screen sending to *All Panelists*

Use the **Q&A** section in the bottom right corner of your screen





Department
of Health



ESRD OF SOUTH ATLANTIC
PRESENTATION – AUGUST 18, 2020

Agenda

- ∅ **Intro of New York State Dept of Health and MAS**
- ∅ **Early challenges NYS with COVID-19**
- ∅ **Early actions by NYS DOH and MAS into the pandemic**
- ∅ **Challenges related to transporting COVID-19 positive enrollees**
- ∅ **Outreach and communication to TPs and MPs**
- ∅ **Dialysis outreach and bridging of transportation with dialysis facilities**
- ∅ **Contact Information**
- ∅ **Questions**

About Us

Bureau of Medicaid Transportation



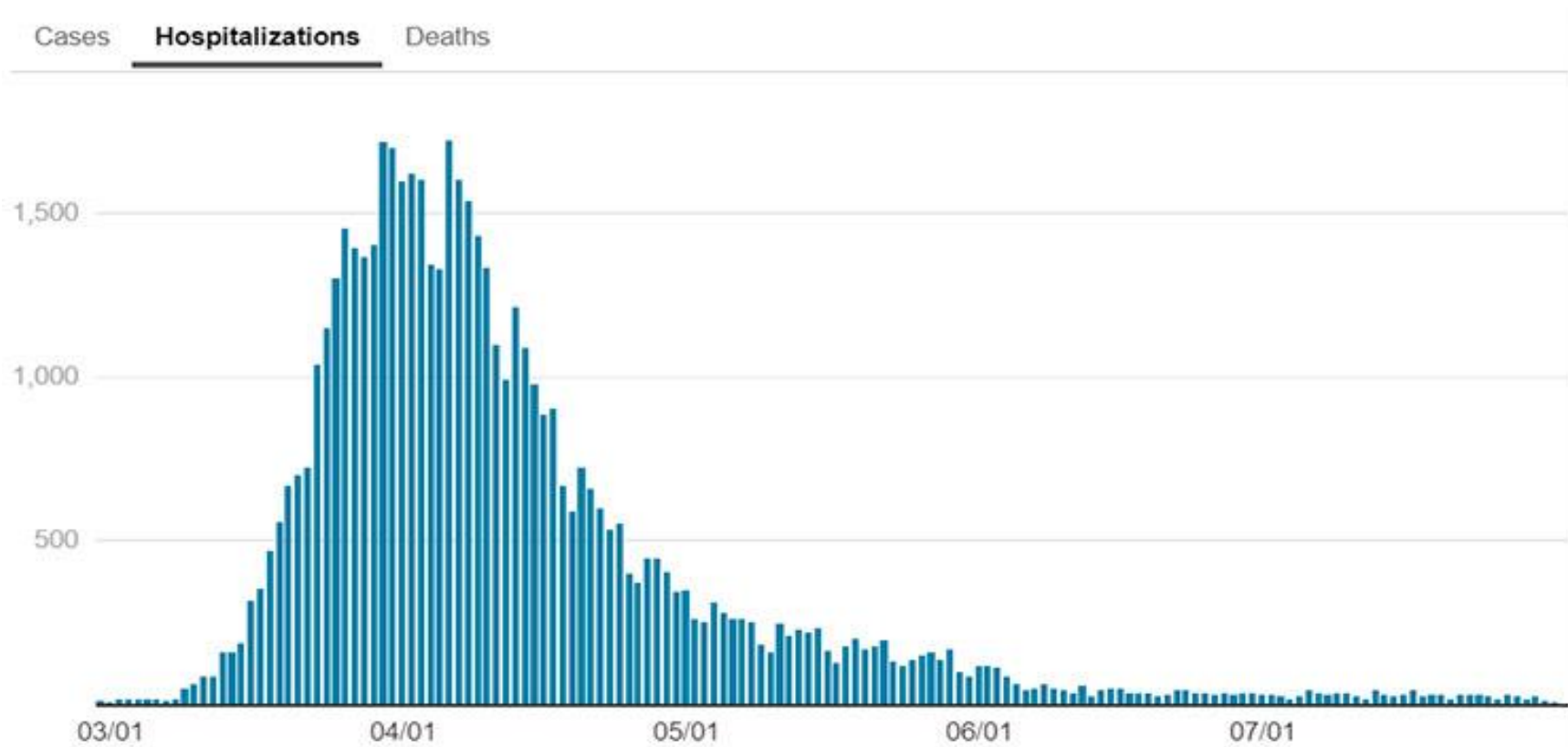
Department
of Health

- Policy Development for all Medicaid Transportation
- Oversight of Transportation Managers
- Coordination with federal, state, local partners/ stakeholders and resources
- Reimbursement fee development
- Implementation of emergency/disaster plans



- Medicaid Transportation Manager for 60 of the 62 counties of the State of New York
- Responsible for authorizing transportation for over 5 million Medicaid enrollees
- Authorizing over 15 million trips per year to and from medical appointments

New York – Aggressive and Statewide Actions



[Get the data](#) • Created with [Datawrapper](#)

Actions Early In The Pandemic

- **NYSDOH and CDC Guidance provided to Transportation Providers**
 - **Cleaning/Disinfecting/Hygiene Requirements**
 - **Prohibit Multi-Loading**
 - **PPE Recommendations**
 - **Liaison with Governor's Office**
- **Patient Mgt Care Coordination Line at MAS**
 - **Dedicated line for COVID-19 Transports**
- **Stakeholder Outreach**
 - **MP's / TP's / Daily DOH Reporting**
- **Javits Center/USNS Comfort Discharge Desk**
- **“Pop Up” COVID-19 testing sites**

Javits Center and USNS Comfort – COVID-19 Response



MAS was asked by DOH to put together a team to facilitate transportation from the Javits Center and USN Comfort for COVID-19 positive patients. MAS directed all NEMT transportation out of both locations, regardless of payor of transport.

Challenges in Transporting COVID-19+ Enrollees

- **PPE/Disinfectant products**
- **TP's ability/willingness to transport**
- **TP's ability/willingness to enter hospitals**
- **TP's reduced services due to shortage of drivers**
- **MP's need to efficiently modify schedules to implement social distancing**

Outreach and Communication to TPs & MPs

- **Public Transit**
 - Operations during pandemic
 - Reassignment of trips
- **Transportation Providers**
 - Dissemination of guidance
 - Available resources
 - Ability to transport COVID-19+ patients from NYC
 - Ongoing “Health and Wellness” checks
- **Medical Providers**
 - Best Practices
 - Education and support
 - Transportation Provider resources/relationships
 - Ongoing “Health and Wellness” checks

Keys to Partnership with Dialysis Facilities

“Listening Tour”

IPRO Engagement

**Educational
Webinars**

**Ongoing support and
resources**

**Access to reliable,
efficient mechanism
to arrange
transportation 24/7**

**Transportation
provider
relationships with
facilities**

Wellness checks

Contact Information



**Department
of Health**



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Questions

Transportation Resources for Dialysis Patients



Emergency Transportation Options for Dialysis Patients

Best Practices for Serving a High-Risk Patient Population



Is there an emergency plan in place in your area?

Provision of safe, reliable transportation to and from dialysis facilities for individuals needing life-sustaining dialysis treatments is critical, and more of a challenge than usual during emergency situations such as the COVID-19 pandemic. As transport companies and ridesharing companies interrupt services due to COVID-19, state emergency management agencies (EMAs), transportation services, and community organizations have been devising back-up plans that include alternative transportation options for dialysis patients.


Because of the changing nature of transportation during an emergency, it is important to think creatively when setting up alternative ride systems. The best approach is to have a backup plan in place before a transportation company in your area is unable to manage services. The options below are examples of ways communities have come together to continue to offer transportation services. Please pass this resource on to transportation providers so they can start to think about how they can work with you to develop plans for emergency situations.

Transportation Best Practices: "Think Outside the Box."

Here are some best practices implemented by EMAs and government agencies across the country to support continued safe transport:

- Private and public transportation providers are given protocols that require disinfection of vehicles between rides and sanitizing of vehicles (using foggers) daily to support continued safe transport.
- Healthcare facilities have also provided PPE to transport companies that otherwise had no access to these supplies, with a goal to ensure safe transport continues to be provided.
- Transportation companies utilize caution tape to mark off and maintain safe distances between patients, and between patients and drivers; some companies offer only one-on-one rides rather than rideshare.
- State Medicaid departments, and in some states, county EMAs are working with public transport to provide free rides to dialysis treatments for patients who experience transportation loss through their normal provider.
- Public vehicles that have capacity for medical transport are scheduled more exclusively for transport of dialysis patients.
- Private ride services are re-purposing their vehicles to offer dialysis patient transport. They are incorporating plastic seat coverings and partitions between the passengers and driver's cab areas.
- Counties have established a "community cares" task force that includes local officials, community leaders and representatives of community organizations who coordinate with local faith-based organizations to provide volunteers to take dialysis patients to appointments when no other mode of transport is available.
- Cities are partnering with local senior centers to expand transportation to dialysis patients through senior center vans when no other mode of transportation can be secured.

Check with your state's Department of Medicaid, local EMAs, senior centers, department of job and family services, and public transportation providers to inquire about what emergency transportation options may be available in your area. For more information and resources visit the Network's website below.



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PATIENT SAFETY TIPS FOR DIALYSIS TRANSPORTATION

COVID-19 DURING THE CORONAVIRUS-19 OUTBREAK

IDEAS TO HELP KEEP YOU SAFE WHILE TRAVELING TO/FROM DIALYSIS

- Instead of using public/community transportation, consider asking a family member, friend, or neighbor who may be off from work and available to drive you.
- Call your facility to ask about transportation companies, alternative services, and resources available in your area.
- When using community transportation services, request a single-ride reservation, if possible.
- If you are in a shared ride, request to be seated three to six feet away from other passengers; and do not board the vehicle before necessary to lessen interaction and exposure to others.

TRAVEL SAFETY DURING CORONAVIRUS-19 OUTBREAK

- Bring disinfectant wipes to clean all high touch areas. i.e. door knobs, seatbelts, and handles in vehicles.
- While transferring to and from your ride, use hand sanitizer frequently.
- As soon as you enter your facility, go to the closest available sink and wash your hands with soap and water for at least 20 seconds. (i.e. sing the Happy Birthday song twice.)
- Bring your own pen to sign-in; don't use a shared community pen in the transportation vehicle or at your facility.
- After using transportation services, and as soon as you enter your home, wash your hands for 20 seconds with soap and water.
- **DO NOT touch your face unless your hands have just been washed.**





To file a grievance, please contact us:
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<https://network6.esrd.ipro.org/emergency-updates/coronavirus-covid-19-patient-resources/>

We want your feedback!



- Please complete the survey questions after this webinar
 - Was this call helpful for your practice?
 - What other information you need to be covered in a future webinar?



Thank You!

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realized.

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