Overlapping Advisory Group Issues
(Vulnerable Populations & Transportation and Access to Care)

Problem: Transportation is a problem in the Mid-Eastern Shore Region due to long distances to services and/or heavy traffic during certain times. In addition, vulnerable populations (including low income, minorities, elderly, children, unemployed, uninsured, and individuals with chronic illnesses or mental health disorders) often lack access to transportation. When individuals lack transportation for health care, they may be more non-compliant with physician visits and medications. There is also greater use of the ED for non-emergent care and use of ambulance services for routine services.

The following chart contains **overlapping** ideas, solutions and challenges as discussed by the two Advisory Groups:

Solution Discussed	Positive Aspects	Challenges to Overcome
Telehealth	• May eliminate some long-distance travel • Extremely useful due to shortages of specialists • May work well for those with mental health or substance use disorders	• Limited service • Need for training • Expensive equipment • Cultural issues in using telehealth
Mobile Care/Mobile Integrated Community Health Programs	• Multi-agency use • Patient is seen at home • Patients can be assessed for safety issues	• Funding issues
Uber/other commercial systems or vendors	• Eliminates the use of ambulances for transportation to routine services	• Not available in some areas • Medicaid payment issues • Financial sustainability
Integration of Care/Health Enterprise Zones	• One stop for multiple services (such as primary care and dental care) • Disease management or prevention	• Shortages of primary care physicians and other health care workers
Use of Community Health Care Workers/Outreach workers	• Peer support • May be faith based • Better coordination of care and disease management • AHEC training	• Payment for services
Community Health Team (may include case manager, nurse, social worker,)	• Better coordination of care • Better management of chronic diseases • Community health focus	• Shortages of HC professionals