

VHA-UBER HEALTH CONNECT INITIATIVE

FINAL REPORT: JAN 2022- MAR 2024



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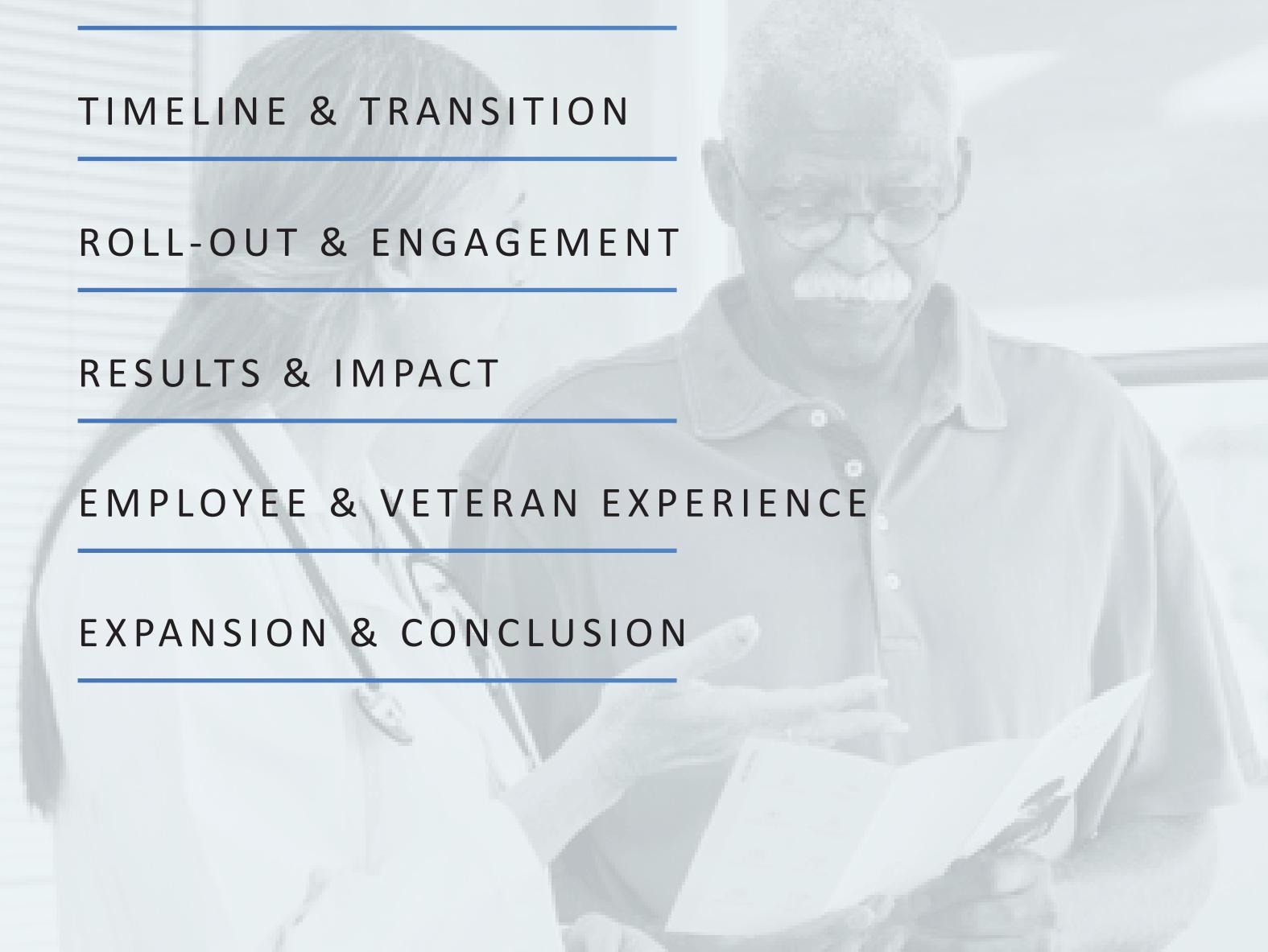
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VHA-UBER HEALTH CONNECT INITIATIVE

THE CHALLENGE

Transportation is one of the greatest barriers to increasing access to care for Veterans. Within VA, 1.8 million appointments are missed every year due to transportation barriers, reducing Veterans' overall health outcomes and costing VA nearly \$4.4 billion annually.

THE COLLABORATION

To address this challenge, in 2022, the Department of Veterans Affairs' (VA) Veterans Health Administration Innovation Ecosystem, the Veteran Transportation Program (VTP), and Uber Health collaborated to establish the Veterans Health Administration (VHA) Uber Health Connect (VUHC) Initiative to offer rideshare as a supplemental transportation option for Veterans to get to and from their medical appointments. The VUHC Initiative is the first collaboration of its kind where Uber Health's HIPPA-compliant platform was integrated into a healthcare system.

LEADERSHIP



Indra Sandal
National Lead – VUHC
Chief of Innovation, Tampa VAMC



Ben Williams
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Executive Director,
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INITIATIVE GOALS

1

Reduce No-Shows/
Missed Appointments

2

Improve the Veteran
Experience

3

Achieve Cost Savings for
VA Medical Centers

VHA-UBER HEALTH CONNECT INITIATIVE ROLL-OUT TIMELINE AND TRANSITION TO VTP BENEFICIARY TRAVEL (BT) RIDESHARE SERVICES

JANUARY 2022

VHA-UBER HEALTH CONNECT INITIATIVE



Establish Collaboration
VHA and Uber Health established a public-private collaboration to design and implement the initiative.



Phase 1 Implementation

VHA launched the initial pilot in two (2) Veteran Integrated Service Networks (VISNs) and ten (10) VA Medical Centers (VAMCs) from January 2022 - March 2023. The initial pilot sites are still active today.



APRIL 2023

MAY 2024 - FUTURE

VTP BT RIDESHARE SERVICES



Phase 2 Implementation

Due to the pilot's success, the pilot was expanded to nine (9) additional VISNs and 58 VAMCs from April 2023 - March 2024.



Full Enterprise Roll-Out

Beginning May 1st, 2024, all VAMCs will have the option to use rideshare transportation. No change is required for sites currently using rideshare services.



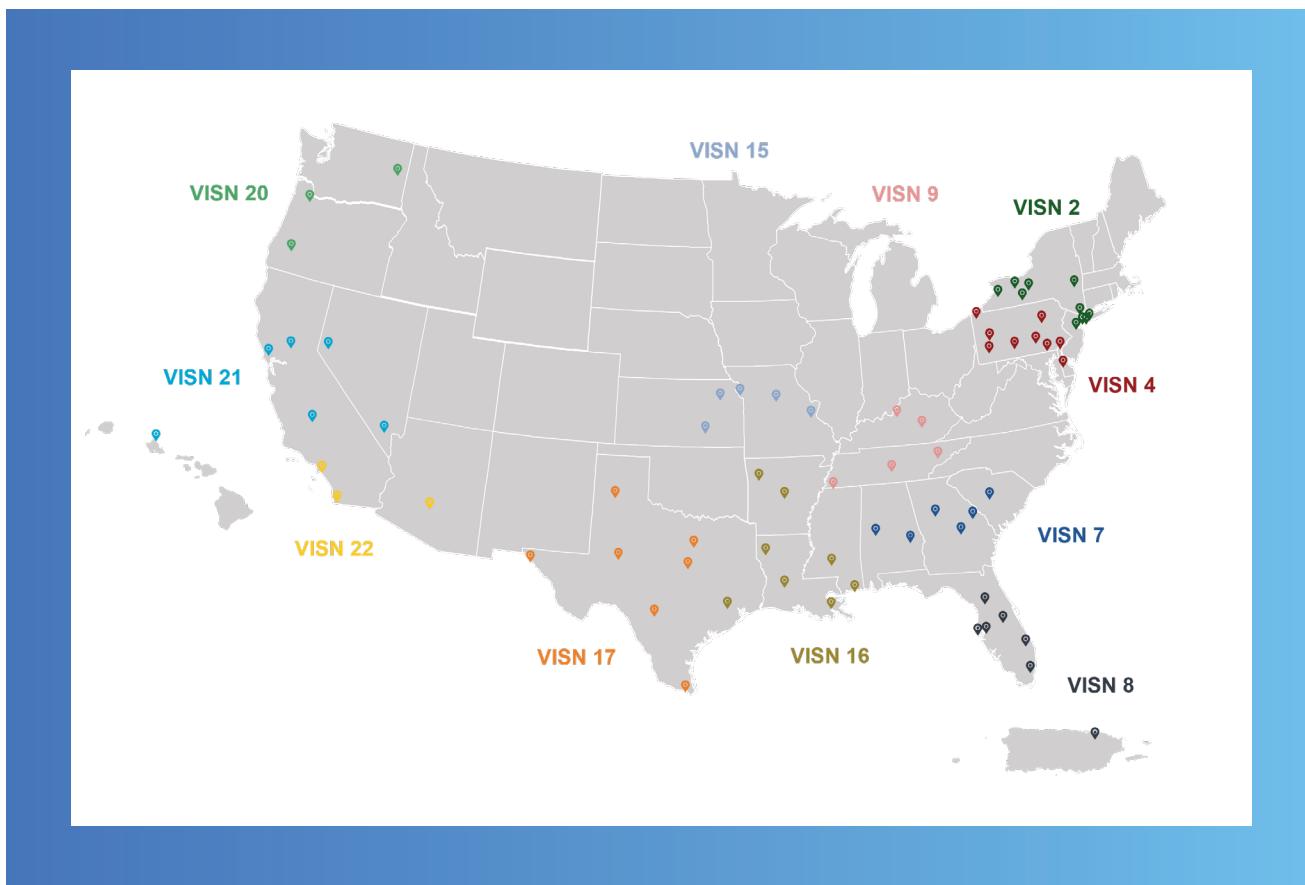
ENTERPRISE-WIDE ROLL-OUT DETAILS

Current VAMC Sites will continue to manage day-to-day operations to include verifying Veteran BT eligibility and consults, establishing and completing monthly billing and invoicing activities, coordinating and booking rides, and supporting any employee or Veteran-related questions regarding the program.

New VAMC Sites that want to setup ride-share can reach out to the VTP National team to request set-up instructions, training materials, and other program resources to begin a rideshare services program at their facility.

PHASE 1 AND 2 SITE MAP

Phase 1 of the VUHC Initiative launched in VISNs 09 and 15. The pilot was expanded into Phase 2 in April 2023 to 9 new VISNs – 02, 04, 07, 08, 16, 17, 20, 21, and 22 at 58 new VAMCs.



VISN 02	East Orange VAMC, Northport VAMC, Bronx VAMC, New York Harbor VAMC, Syracuse VAMC, Hudson Valley VAMC, Albany VAMC, Buffalo VAMC, Fingerlakes VAMC
VISN 04	Pittsburgh VAMC, Butler VAMC, Coatesville VAMC, Philadelphia VAMC, Erie VAMC, Altoona VAMC, Lebanon VAMC, Wilkes-Barre VAMC, Wilmington VAMC
VISN 07	Atlanta VAMC, Dublin VAMC, Augusta VAMC, Tuscaloosa VAMC, Montgomery VAMC, Columbia VAMC
VISN 08	Tampa VAMC, Gainesville VAMC, Orlando VAMC, Miami VAMC, West Palm Beach VAMC, Bay Pines VAMC, San Juan VAMC
VISN 09	Louisville VAMC, Lexington VAMC, Mountain Home VAMC, Nashville VAMC, Memphis VAMC
VISN 15	Wichita VAMC, Kansas City VAMC, Topeka VAMC, Columbia VAMC, St. Louis VAMC
VISN 16	Fayetteville VAMC, Alexandria VAMC, Biloxi VAMC, Houston VAMC, Jackson VAMC, Shreveport VAMC, Little Rock VAMC, New Orleans VAMC
VISN 17	Big Spring VAMC, Dallas VAMC, Harlingen VAMC, El Paso VAMC, Amarillo VAMC, Temple VAMC, San Antonio VAMC
VISN 20	Portland VAMC, Spokane VAMC, Roseburg VAMC
VISN 21	Honolulu VAMC, Reno VAMC, Fresno VAMC, Sacramento VAMC, North Las Vegas VAMC, San Francisco VAMC
VISN 22	Phoenix VAMC, Loma Linda VAMC, San Diego VAMC

ROLL-OUT PROCESS & VAMC ENGAGEMENT



Following a site launch, each site participated in **daily huddles for 2 weeks**. The purpose of these huddles was to provide ongoing support, answer questions and help troubleshoot, and collect data on how the program is going.



Each VAMC participated in a **"VISN Readiness Call"** to receive important information about the program, expectations, and steps needed to prepare for the site launch.

The VUHC national team provided a **readiness checklist** to ensure VAMCs were prepared for launch day.



After the daily post-launch huddle period, mobility teams stayed connected to the VUHC national team and received support through ongoing huddles, email communications, and virtual meetings.

The **VISN Executive Leadership Team (ELT) was briefed quarterly** by the VUHC Initiative national leads.



VHA and Uber Health offered a comprehensive **training, Uber Health system demo, and guided launch** for each VAMC to schedule their first ride. These sessions were focused on each VAMC to provide high touch support.



Following a site launch and biweekly touchpoints for the first month, pilot facilities had **monthly mobility manager calls to discuss best practices, challenges, and any areas of support needed**.



RESULTS & IMPACT

263K

Total Rides Completed

83K | 180K
in Phase 1 in Phase 2

38K *

Unique Veterans Served

11K | 28K
in Phase 1 in Phase 2

4.0M *

Total Miles Traveled

1.1M | 2.8M
in Phase 1 in Phase 2

*The values of unique Veterans served and total miles traveled do not sum to total values due to rounding.

\$196.7M

Total Est. Cost Savings

\$66.1M | \$130.6M
in Phase 1 in Phase 2

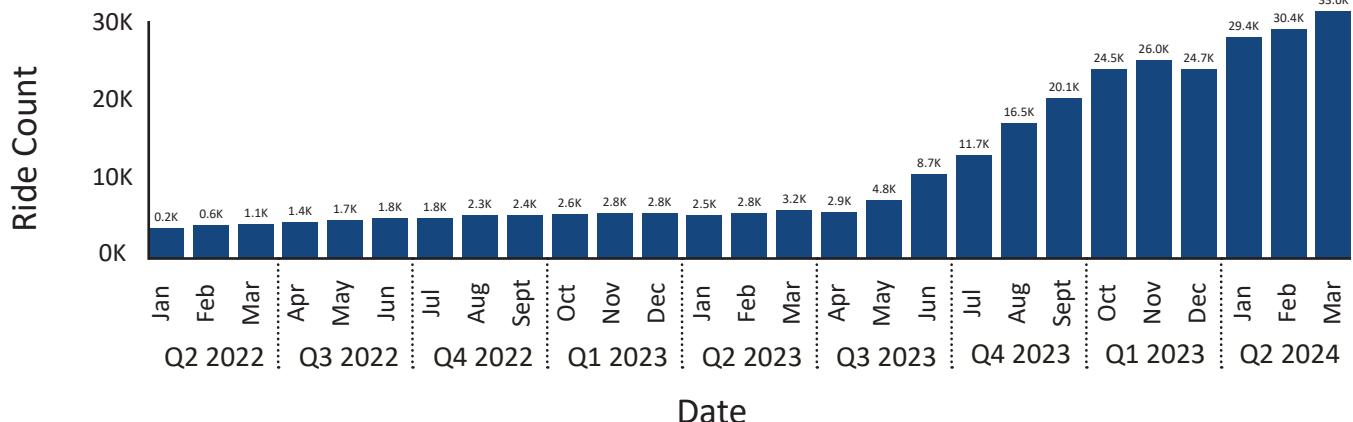
\$7.9M

Total Spend

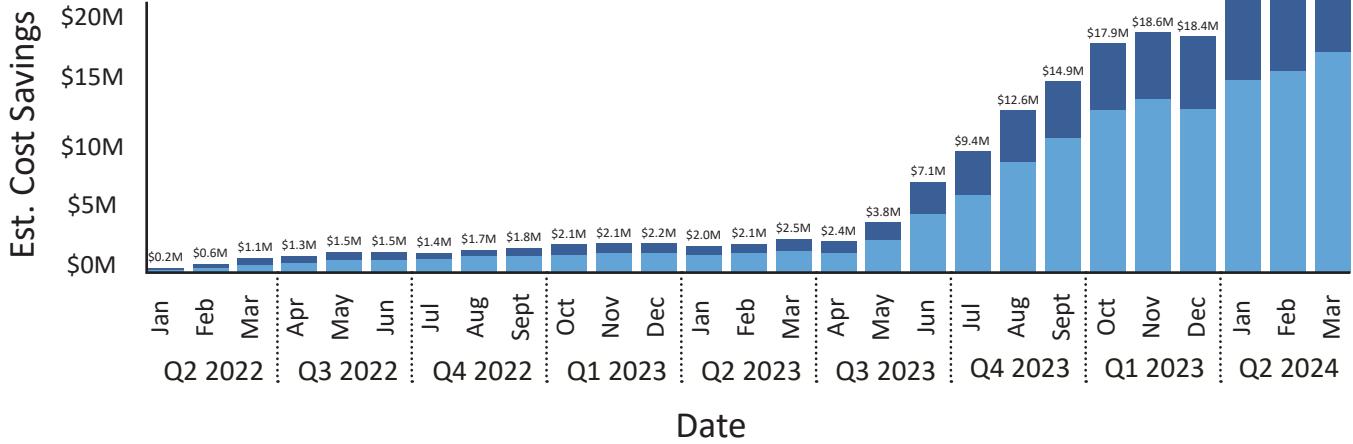
\$2.1M | \$5.8M
in Phase 1 in Phase 2

Phase 1 data is from January 1st, 2022 - March 31st, 2023. Phase 2 data is from April 24th, 2023 - March 31st, 2024.

Ridership by Month



Estimated Cost Savings



● Missed Appointments Avoided ● Bed Days Saved

RESULTS & IMPACT

VETERANS



- Additional transportation network capacity
- Easy to request
- No claim to file
- Real time / on-demand transportation
- Can be used for VA and community care
- Improved Veteran transportation experience
- No cost to Veteran
- Improved health outcomes due to treatment adherence

VAMC STAFF



VA LEADERSHIP & OPERATIONS



- Cost-effective alternative to third party transportation
- Qualitative and quantitative return on investment through:
 - Reduced no shows and missed appointments
 - Bed days saved / reduced length of stay
 - Improved Veteran and employee experience

EMPLOYEE EXPERIENCE

“

This program has benefitted Veterans who truly don't have access to transportation.

”

“

Booking a ride in Uber's dashboard is very simple and saves time. We've been able to provide this Uber experience to over 1,000 GCVHCS veterans for transport. The platform allows versatility for the 90% of our Veterans that use smart phone to request rides.

”

Employees generally like using the LEAF platform and believe it has helped save them time...

61%

of employees believe the LEAF platform has improved the overall efficiency and productivity of their teams

86%

average net promoter score for employees likely to recommend LEAF to a colleague

Employees also found the Uber Health platform easy to use and would recommend it to colleagues...

91%

of employees believe the Uber Health dashboard is intuitive and easy to navigate when booking a ride for Veterans

79%

of employees said that using the Uber Health Platform saves them time

85%

average net promoter score for employees likely to recommend Uber Health to a colleague

“

It's been an excellent program that merges current worldly transportation methods with the VA. It's a great program and right on time.

”

“

As a result of the program, more Veterans are attending their appointments, reducing our no show/ missed appointment rate.

”

VETERAN EXPERIENCE

PHASE 1 VETERAN EXPERIENCE SURVEY RESULTS

89% Veterans agree or strongly agree that they are satisfied with Uber Health.

90% Veterans would recommend Uber Health to another Veteran.

83% Veterans agree or strongly agree that without the Uber Health, they would have missed the appointment

PHASE 2 VETERAN TESTIMONIALS

A transplant patient was worried about the timing of their appointment. We were able to accommodate this with VUHC and the Veteran reported having a fantastic experience with Uber.

PITTSBURGH, PA

VUHC was a gamechanger for one Veteran who reported no longer having to rely solely on the community for transportation, allowing him to schedule more appointments.

TAMPA, FL

"Thank you very much for the Uber transportation, without it I would have no other way to get to my appointments. I am very grateful for this program and I really appreciate the nice customer service."

GAINESVILLE, FL

One Veteran was grateful for the Uber program because he used to always feel sleepy after his appointments, and now feels much safer returning home in an Uber.

MIAMI, FL

Two Veterans said they love the service and are thankful because driving is hard for them so it makes getting to their appointments much easier.

BAY PINES, FL

"This Uber program is a godsend, I didn't know how I was going to make my dialysis appointments across town and on Saturdays."

FINGER LAKES, NY

They say it's a great alternative to Veteran Transportation Services (VTS) because some Veterans have daily appointments and VTS may not be able to accommodate their ride requests.

EL PASO, TX

One of the Veterans using this program is blind and struggled with transportation in the past. The VHA Uber Health program has been a great tool for him specifically.

PHOENIX, AZ

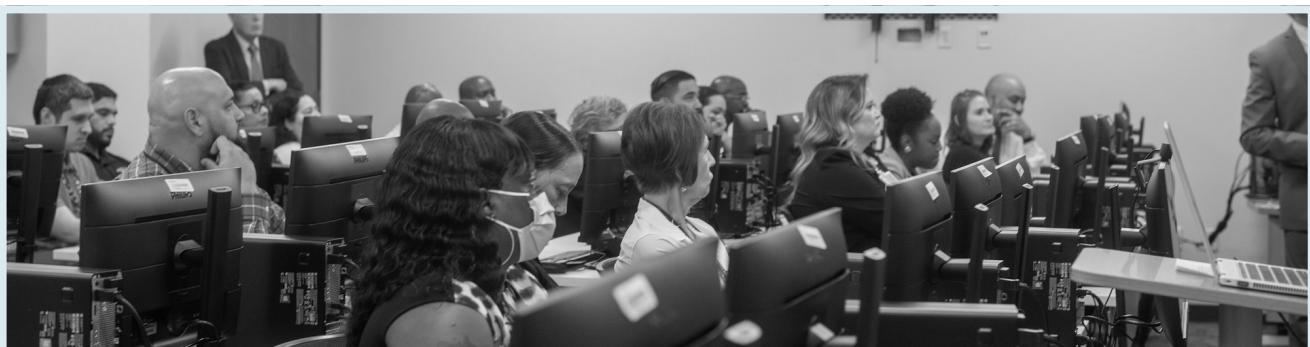
"The user interface is simple to use and the flexibility to call in when ready, going to and return from an appointment, is a major benefit."

SPOKANE, WA

PROGRAM ENTERPRISE EXPANSION

Beginning May 1st, 2024 rideshare transportation options will be open to all VAMCs and sites will begin individually managing their rideshare programs.

PHASE 2 CLOSEOUT	ENTERPRISE EXPANSION	SUSTAINMENT	
<p>What to Expect</p> <p>After April 30th, 2024 the VUHC national team will conduct monthly office hours to provide startup and troubleshooting support for current and future site rideshare programs. Ongoing updates on rideshare services will also be integrated into VTP national forums. The VUHC Initiative dashboard will continue to be updated and all rideshare service resources will be available on VTP's national SharePoint site.</p>	<p>Expansion</p> <p>Beginning May 1st, all VA Medical Centers will have the option to use ridesharing services for BT-eligible Veterans. Guidance was distributed to help sites standup new programs. Reach out to VTP for relevant points of contact.</p> <p>Other Rideshare Companies</p> <p>Each site can independently decide which ridesharing company to use, such as Uber, Lyft, a local vendor, multiple concurrent vendors, or opt not to select any rideshare vendor.</p>	<p>Contracts</p> <p>At this time, VTP will not pursue a national contract with any ride-share vendors. Local facilities will not need to establish a contract either, it is not necessary.</p> <p>Flexible Rides</p> <p>It is important that sites to continue only using flexible rides or an equivalent.</p>	<p>Roles & Responsibilities</p> <p>Sites will be responsible for managing all activities related to ride-share services including, startup, billing, troubleshooting, and sustainment. The national team will function in an advisory role on an as needed basis.</p> <p>Trainings</p> <p>New sites can access training and startup materials on VTP's Share-Point.</p>



ACCOMPLISHMENTS & CONCLUSION



RECOGNITION

Since the launch of the VUHC Initiative in January 2022, Dr. Indra Sandal, Chief of Innovation at the Tampa VA Medical Center and National Lead for the VUHC Initiative, and her national team have won several awards for their impactful and innovative work with the VUHC Initiative.

- **Service to the Citizen Award**
(June 2023)
- **Robert L. Jesse Award for Excellence in Innovation**
(November 2023)
- **Jack A. Kolosky Healthcare Innovator Award**
(February 2024)
- **Presented at the 2024 American College of Healthcare Executives Congress**
(March 2024)

THANK YOU

The VUHC national team would like to express deep gratitude to all the staff members who have made this program possible. Thank you all for your inspiration, collaboration, and support.

We also would like to thank all the Veterans who have trusted us starting this new initiative and who continue to help us improve this program every day.

