

U.S. Department of Veterans Affairs Veterans Health Administration (VHA)-Uber Health Connect (VUHC) Initiative

Uber Health

"The pilot program

and I am extremely

has been well run

satisfied with the

support we have

received from the

Program Cadre.

Without a doubt

this has been the

best experience I

have had in my

fourteen years

with a new VA

JOHN GEORGE, ARMY

VETERAN, MOBILITY

MANAGER, JAMES H.

QUILLEN VA MEDICAL

CENTER (MOUNTAIN

VHA Uber Health Connect

Uber rides across 300,000+

miles for Veterans

Uber Health

has offered upward of

program!"

HOME, TN)

VHA UBER HEALTH

CONNECT



VUHC Overview



BACKGROUND

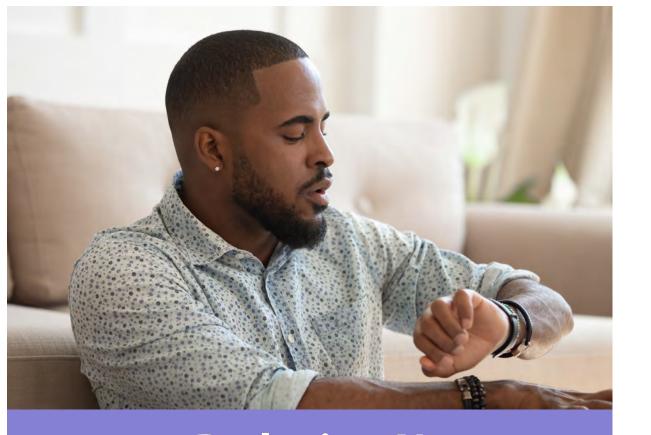
Transportation option fragmentation for Veterans is one of the biggest barriers to increasing access to health. Studies have demonstrated correlations between lack of transportation means and negative health outcomes. Veterans rely on healthcare provider access to evaluate and treat their conditions or chronic diseases. A review of VHA data from 2013 to 2017 showed that patients who canceled appointments due to lack of transportation means exhibited higher readmission rates and pain scores, lung cancers, mortality rates, and emergency room visits.

SOLUTION

Veterans Health Administration (VHA) Innovation Ecosystem, the Veteran Transportation Program (VTP), and Uber Health have partnered to offer a supplemental transportation option for Veterans/Caregivers to get to/from care. and partnering with a rideshare partner offers the potential to consistently increase access and improve patient experience for our Veterans.

OBJECTIVES

The VHA-Uber Health Connect (VUHC) Initiative deployed as a pilot in two Veteran Integrated Service Networks (VISNs), VISNs 9 and 15, with three goals:



Shows/Missed





Healthcare System

VUHC Initiative Leaders





Co-Lead Director,







Network Director



William Patterson Former VISN 15 Network Director





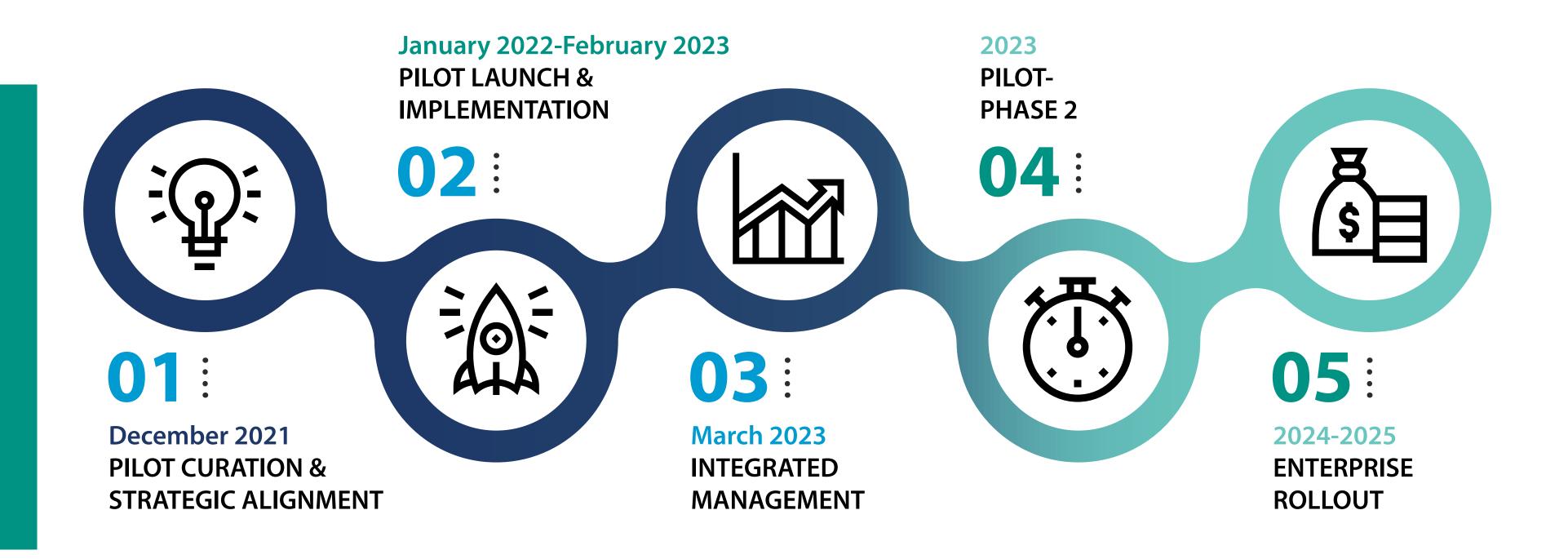


VUHC integrates Uber Health's HIPAA- compliant technology solutions into existing transportation systems at VAMCs, which then provides a ride-sourcing platform to healthcare providers. These capabilities allow clinics and VAMCs to book rides, track trips, record billing and spending information, and send reminders to patients' mobile or landline from a centralized dashboard. Patients can track their rides via text message or phone call, and the expense is reimbursed directly by the VA Medical Center, so the Veteran does not have to file a separate claim.

IMPLEMENTING APPROACH

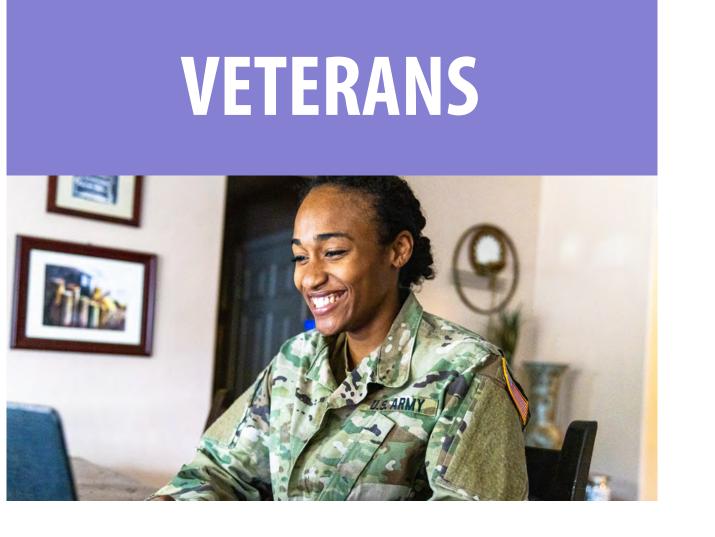
PLANNING

The VHA-Uber Health Connect (VUHC) Initiative Pilot launched at 10 VA Medical Centers in January 2022 with the objective of demonstrating the benefits of this ridesharing solution, then apply learnings from a successful pilot implementation to nationwide rollout. The collaboration aimed to reduce no-shows/missed appointments for Veterans, improve the Veteran experience, and cut healthcare system costs.

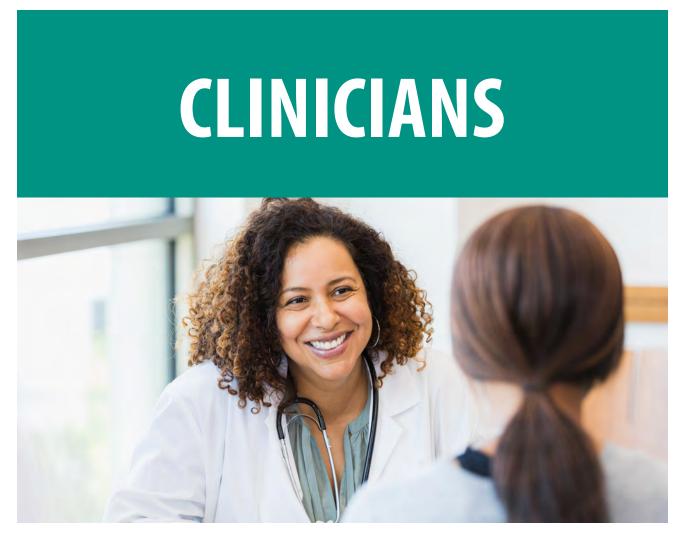


OUTCOMES

Form January-December 2022, VUHC initiative delivered a number of benefits to:



Promotes convenience, reliable access, positive health outcomes, and quality of life improvement. Veterans book advance and same day trips enabling greater ride scheduling capacity for patients with physical limitations.



Reduces no-shows and late arrivals, promotes increased treatment adherence, and improved health outcomes for Veterans.



Delivers cost-saving potential due to improved adherence to preventive and maintenance care of chronic conditions, leading to decreased need for **Emergency Department visits** and hospitalizations.

Based on the success of the VHA-Uber Health Connect Initiative pilot, the pilot is expanding to nearly 60 VAMC facilities across 9 VISNs in 2023.

UBER RIDE METRICS

21,381+

3,671 Beneficiary Travel Eligible Veterans received rides

295,430 Veterans to Their VA appointments

COST SAVINGS

\$5.99M+

Facility savings from transportation of 1,379 ED and Inpatient Discharge patients

\$25.1M+ + reduction of no-show and cancellations

\$544,844

CUSTOMER EXPERIENCE

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

90% Veterans would recommend Uber Health to

83% Veterans agree or strongly agree they would have

missed their appointment(s) without VHAUC



Dr. Indra Sandal, Ben Williams, Mike Renfrow, and Caitlin Donovan (pictured left) discussing the VHA **Uber-Health Connect Initiative and** Transportation as a Social Determinant of Health and Wellness at the 2022 VHA Innovation Experience at the National Press Club in Washington, D.C. Listen to the discussion here:



Hospital and Clinics, Tampa, FL

We thank all the team members including Cammie Dale, Karen Adams, Jennifer Stefano, Christopher Dawson, John George, John Snapp, Charles McFaddan, Mary Heintzelman, Scott Holt, Christopher Goldsmith, Angela Thomas, John Griffins, Genevieve Joson-Katchaluba, Marc Chevalier, Robert Arrowood, Joseph Cook; Collaborators, Caitlin Donovan (global Head of Uber Health), Taylor Samson, John Boerstler (Chief Veteran Experience Officer, VEO) and executive leadership team of 10 VAMCs and of VISN09 and 15 and David K. Dunning (Executive Director, James A. Haley Veterans' Hospital and Clinics, Tampa, FL)