

Rides to Wellness

Mercy Medical Center – Des Moines



Group Members

- Rachel Anderson
 - Rural Post-Acute Care Coordinator, Mercy Medical Center
- Frank Kiener
 - Social Work Manager, Mercy Medical Center
- Jeremy Johnson-Miller
 - Iowa DOT, Office of Public Transit
- John Clark & Ellye Kovner
 - Customer Service & Mobility Coordinator, DART
- Sarah Constable
 - Mobility Coordinator, HIRTA Public Transit
- Michele Meadors
 - Consumer and Disability Advocate

Purpose

- To provide transportation information and resources for individuals to access non-emergent healthcare appointments.

Problem

- Reliance on family/friends for transportation needs. Patient not attending recommended follow-up appointments due to lack of reliable and efficient transportation options.

Solution

- Creation of resource materials to highlight all available transportation options within the Des Moines metro, and Story and Warren counties.

Outcome

- Rides to Wellness provided an opportunity for representatives from transit and healthcare to come together and talk about the emerging issues surrounding access to healthcare.
- Public transit being under-utilized by Mercy patients
- Hospital staff and patients unaware of available transit options; consistently relying on taxi and private providers.
- Determined to provide and develop a resource list of all available transit resources (public, private, taxi, etc.)
- *Go back to the basics and make it simple.*

Final Product

Polk County Providers

DART Paratransit / BusPlus / On-Call
(Pre-Approval Required)
515-283-8136

DART Fixed Route
515-283-8100

HIRTA Public Transit
*(Boone, Dallas, Jasper, Marion, Madison,
Story and Warren Counties)*
877-686-0029

JoyRide
515-331-1100

Wesley Wheels
515-271-6868

@ Your Service
515-729-1115

Trans-Iowa Taxi
515-243-1111
515-282-1111

Freedom Taxi Cab
515-289-9800

West Des Moines Human Services
(West Des Moines residents only)
515-222-3660

Visiting Nurse Services
(expectant mothers, children under age 2)
515-558-9972

Primary Health Care
(Homeless or Low Income)
515-248-1500

Midwest Ambucare
515-222-2222

Fraser Ambulance/Wheelchair Transit
515-284-1111

Retired Senior Volunteer Program (RSVP)
515-965-1976 *(Ankeny)*
515-278-3999 *(Urbandale)*
515-986-5355 *(Grimes)*
515-558-9957 *(DSM Senior Companion)*

My Next Appointment:

My Ride Information

If you are covered by Medicaid,
please contact your assigned
Medicaid Managed Care Organization
directly for transportation providers
available to you.

Hospital Contact Information
Mercy Medical Center
1111 6th Avenue
Des Moines, Iowa 50314
515-247-3121

LifeLong Links
Additional Community Resources:
866-468-7887 www.lifelonglinks.org

Outreach & Education

- The final product will be presented to various groups of social workers, health coach and navigation staff.
- To be used by hospital staff as a resource for patients with an identified need for transportation options.
- Space provided to take notes while hospital staff talks through the various options to return for follow up appointments.
- Goal – to make access to transit options as easy as possible, enhancing the quality of life for each patient.

Looking Forward

- Continued conversations with group members, meeting to monitor progress, adding additional members as needed.
- Cultivate a learning environment between Mercy and public transit staff to provide ongoing collaborative efforts.
- Look at additional training opportunities (travel training, etc.)
- Refocus after one year to determine next steps, looking at opportunities to improve or seek additional funds.