



Cascade Health Alliance, LLC

SERVICE AREA

Klamath County

MEMBERS SERVED

15,438 Oregonians

FEATURED PROGRAM

For many in Klamath County, the biggest barrier to health care is geographic isolation and limited public transportation. Cascade Comprehensive Care (CCC) met this community need by pairing community health workers with Medicaid enrollees requiring high health care utilization. By providing non-emergent medical transportation, community health workers are able to reduce unnecessary and preventable emergency department visits and coordinate care for Medicaid patients so they were connected with resources to improve their health and self-sufficiency.

WEBSITE

www.cascadecomp.com

VIDEO

Non-Emergent Medical Transportation

Cascade Health Alliance and Sky Lakes Medical Center are helping OHP members avoid costly trips to the ER by providing them with non-emergent medical transportation to doctors' appointments and other health services.

<https://vimeo.com/159281755>

Breaking down barriers: Sometimes it takes a ride

Seventy-five percent of Cascade Health Alliance (CHA) members don't have access to reliable transportation. This poses significant challenges, especially for those who have chronic illnesses and lack mobility.

The inability to get to medical appointments, pick up prescriptions, attend health-related support groups, and even shop for healthy foods to meet dietary needs is a major obstacle to consistent and successful medical treatment. Over time, a lack of access to ongoing care, medication and other recommended treatments can compound health issues, leading to excessive use of emergency resources, preventable hospital stays and unhealthy communities.

“By providing transportation and support to our members, we're able to get them to their doctor's office instead of the ER.”

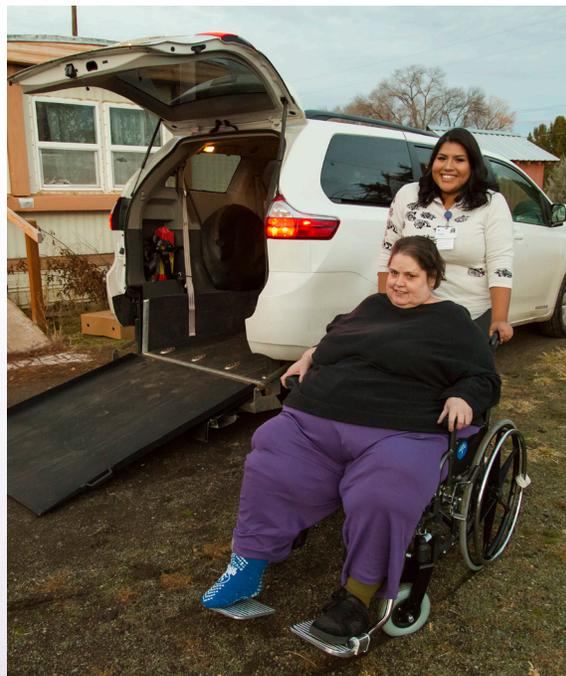
That's why CHA partnered with Sky Lakes Medical Center to provide high-risk members with improved access to whole-person health care and community resources through a groundbreaking Care Management program, which includes non-emergent medical transportation (NEMT). The program's objective is to reduce ED use and hospital admissions by increasing attendance at health care appointments and improving care/treatment plan compliance.

For example, a 50-year-old Bonanza resident named Paula was having trouble getting to her primary care appointments due to physical mobility issues. Her husband was unable to get her in and out of their vehicle and she was also unable to use a taxi service. She was stuck at home and had become depressed. When her medical problems worsened, she would go to the ER because the ambulance could transport her. She thought that was her only option. It wasn't until she got connected with a community health worker that she was able to access the services she needed and see improvements in her health.

“By providing transportation and support to our members, we're able to get them to their doctor's office instead of the ER,” says Cristal Neri, community health worker. “A lot of it is educating the patient on how and when to use the ED, as well as clinic's extended hours and same-day appointments.”

Members like Paula are assigned to community health workers who help dissolve barriers to care by providing a wide range of services, including in-home assistance with meal preparation and physical accommodations, social support and a connection to community services.

The Care Management program started with three vans and three community health workers assigned to CHA-referred high-risk patients. Membership expanded between 2014 and 2015 to include 145 active cases served by five community health workers. The program has also added a registered nurse case manager and two certified nursing assistants.



Paula and Cristal on their way to a clinic appointment.



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Serving 15,438 Oregonians living in Klamath County