Denver Health Medical Center

Denver Health is Colorado’s primary safety net institution.

- **25%** of all Denver residents, or approximately 150,000 individuals, receive their health care at Denver Health.

- **1 in 3** children in Denver is cared for by Denver Health physicians as well.
Denver Health
An innovative healthcare system that is a model of success for the nation.

Our Areas of Focus
- Clinical Care: Highest quality, low cost provider*
- Education: Academic center teaches the next generation of healthcare workers.
- Research: Ongoing, leading-edge research

- Community Health Centers
- Rocky Mountain Regional Trauma Center
- School-Based Health Centers
- Denver Health Medical Center
- Denver Health Medical Plan, Inc.
- Denver Health Foundation
- 911 Response
- NurseLine
- Denver Cares
- Correctional Care
Our Partnership with Lyft

News Clip
The Beginning of our Journey
Previous Transportation Solutions

- “Oprah” car service
- Partnership - Regional Transportation District bus transportation
- “Bustang” – Discount bus transportation to Colorado cities
- Medicaid Non-Emergent Transportation (NEMT) Services
Transportation Barriers to Care

Hospital/Emergency Room Patients
- Limited resources to home/shelter

Clinic Appointment No-Shows
- Bus system navigation challenges for immigrant population
- Limited transportation options

Delays in Medicaid Transportation
- Disgruntled staff waiting on phones with transportation vendor
- Excessive paperwork

Need for inexpensive, reliable, and responsive transportation
Why Lyft as a Partner?  

Lyft’s Mission and Vision

Lyft’s mission has always been to connect communities through shared transportation, improve transportation efficiency by filling empty seats in cars, and increasing transportation access by decoupling mobility from care ownership.

Lyft provides convenient on-demand mobility to participants of paratransit and guaranteed ride home programs.
How Did We Start?

1. Established guidelines
2. Information Technology set up of web-based platform
3. Established authorized users
4. Funding request to hospital foundation
5. Established Emergency Department as pilot
Guidelines

- Need determined by Social Work/Nursing/Patient Navigators
- Medicaid patients or patients with few to no resources
- Patients consent to receiving a “gift of transportation”
- Service only for patients
- 25 mile limit
- No “Prime Time” rides
- Documentation of Verbal consent
How are rides ordered?
Our Lyft Journey

**Emergency Department**
- Social workers determined need and ordered rides
- Rides given at night freed up beds
- Biggest challenge was connecting the patients with the drivers

**Expanding Rides to Hospital Patients**
- Case Managers/Social Workers determine need
- Patient takes voucher to hospital front desk
- Staff orders rides and connects patients with drivers

**Expansion to Clinics**
- Patient Navigators determine need
- Order rides in advance for patients
- Navigators order rides and connect patients with drivers
Challenges and Wins

**Wins**
- Over 5,000 rides provided
- Transportation arrives quickly
- Cost effective – Rides average $8.00
- Frees up beds in Emergency Department
- Patients arrive on time for appointments
- Legislation for Lyft for Medicaid rides
- Patients are satisfied!

**Challenges**
- Transportation arrives quickly
- Prime Time can be costly
- Drivers sometimes cancel
- Patient decides to leave
- Driver takes inefficient route
- Patient wants to make other stops
Questions?