**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 2011 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.

**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: improving access and improve patient experience for our Veterans.

**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.

**PLANNING**
VUHC integrates Uber Health’s HIPAA-compliant technology solutions into existing transportation systems at VAMCs, which then provides a ridesourcing 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**
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 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:

**VETERANS**
- 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.

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

**VA MEDICAL CENTERS**
- 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.

**Total Uber Health Rides to Date**
- 21,381+
- 295,430

**Total Uber Health Miles Veterans Transporting**
- 3,671+
- $25.1M+
- $5.99M+
- $544,844

**EXPERIENCE**
- Veterans agree or strongly agree they would recommend Uber Health to another Veteran. 90%
- Veterans agree or strongly agree they are satisfied with Uber Health. 83%
- 90% Veterans stated that they have a VA ride experience that is better than or equal to their non-VA travel experience.

**Customer Experience**
- 89% Veterans agree or strongly agree that Uber Health reduces transportation barriers to care.

**UBER RIDE METRICS**
- 3,671+ Uber Health Miles Veterans transported
- 295,430 Total Uber Health Rides Veterans received

**CUSTOMER METRICS**
- $25.1M+ Total Uber Health rides payment costs across all facilities
- $5.99M+ Savings from ED and Inpatient Discharges

**Beneﬁts of this ridesharing solution include:**
- Reduces no-shows/missed appointments
- Improves Veteran experience
- Improves member healthcare system costs

**VA Innovation Experience at the 2022 National Press Club in Washington, D.C. Listen to the discussion here:**

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.