

Key Connections



Design Thinking in Action

a project of “Whatcom Solutions!”

Christian Healthcare Center and Whatcom Transportation Authority

Healthcare Access Mobility Design Challenge with the National Center for Mobility Management

- Our responsive solution offers coordinated, safe, effective, reliable, and compassionate transportation services to connect aging and disabled adults to the care they need - preserving their ability to live at home as long as possible.



Connections Are Key



Program Staff



Community Partners



Funding Source



Program Participants



Expert



Colleagues



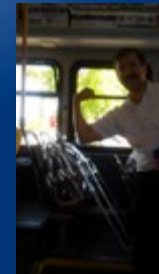
Families & Caregivers



Dispatchers



Scheduling Genius



Drivers



Visionary

Northwest Adult Day Health and Wellness Center provides activity and education to our participants, while utilizing a preventative health care model. With a Registered Nurse, Occupational Therapy Assistant, Social Worker and Program Assistants on staff at all times, we serve as a safety net for many community members who are living with chronic illness and disability while also providing respite for family caregivers

- Kevyn Avery, NWADH Social Worker



(some of the)
**Benefits of Adult Day
Health Programs for
Participants**

- Purpose
- Stimulation
- Friendship
- Exercise
- Nutrition
- Supervision
- Respite for Caregivers and Family Members



(two of the cost-saving & life-enhancing)
Important Outcomes for Participants

1. reduction in short term hospitalizations
2. increase in ability to remain at home longer

All the human services in
the world are useless if
people can't get to them

PeaceHealth to close Adult Day Health program at end of 2014

HIGHLIGHTS

The service helps chronically ill and disabled adults stay in their homes, and gives their family caregivers a respite.



By Kie Relyea - The Bellingham Herald



PeaceHealth St. Joseph Medical Center will close a 37-year-old program that serves chronically ill and disabled adults in Whatcom County at the end of 2014, surprising and upsetting the family members who care for them.

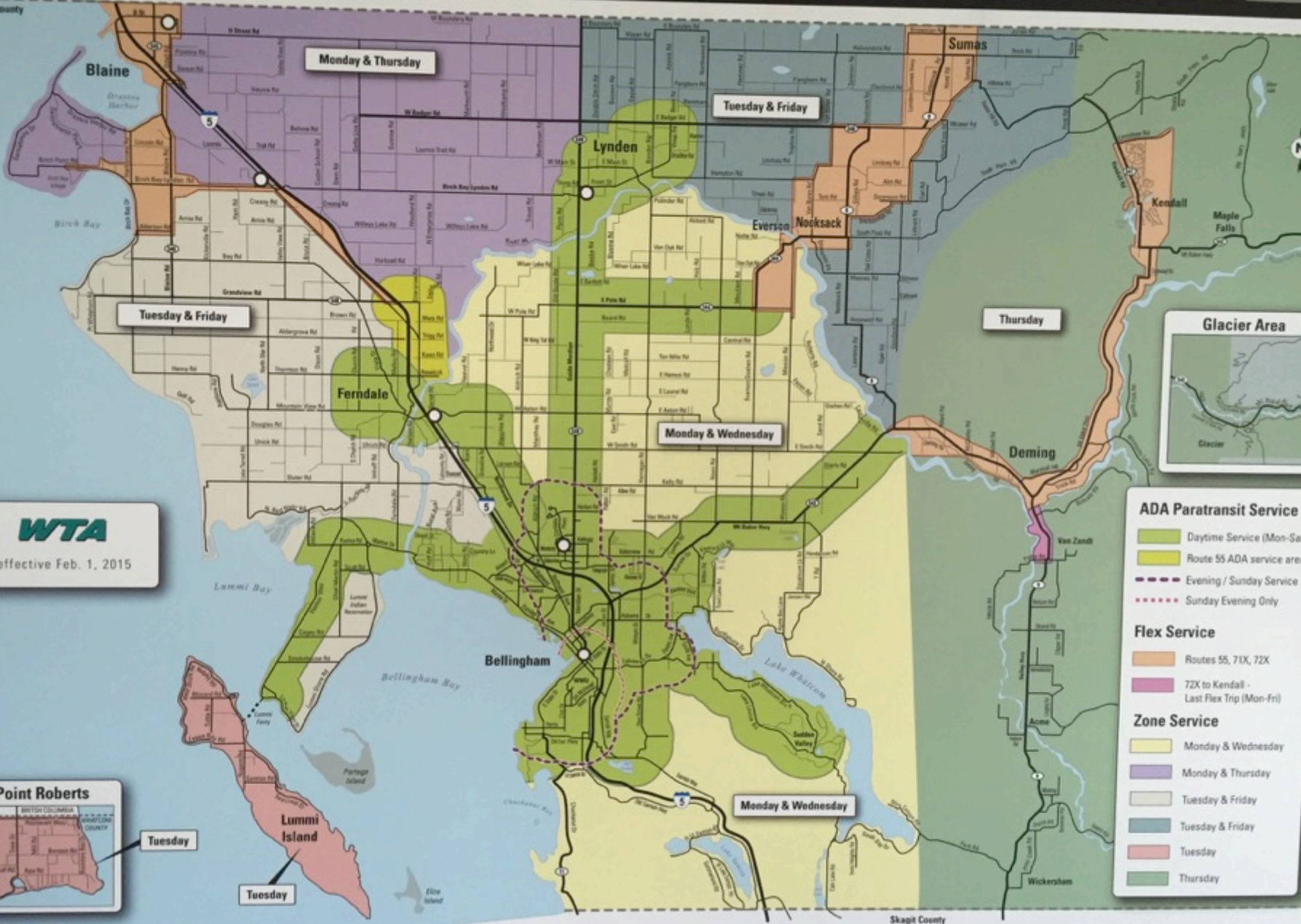


Called Adult Day Health, the program's services include skilled nursing and occupational therapy, social and activity groups, hot lunch, and programs for those with Alzheimer's disease or dementia.

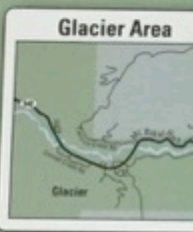
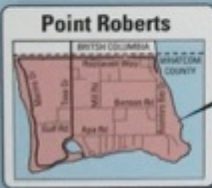
The aim is to help people stay in their homes and out of more expensive care, such as nursing homes, and to provide a break for their family caregivers during the hours the clients are in the program, which is in PeaceHealth's South Campus in Bellingham.

Community
Crisis

British Columbia
Whatcom County



WTA
effective Feb. 1, 2015



- ADA Paratransit Service**
- Daytime Service (Mon-Sat)
 - Route 55 ADA service area
 - Evening / Sunday Service
 - Sunday Evening Only
- Flex Service**
- Routes 55, 71X, 72X
 - 72X to Kendall - Last Flex Trip (Mon-Fri)
- Zone Service**
- Monday & Wednesday
 - Monday & Thursday
 - Tuesday & Friday
 - Tuesday
 - Thursday

Skagit County

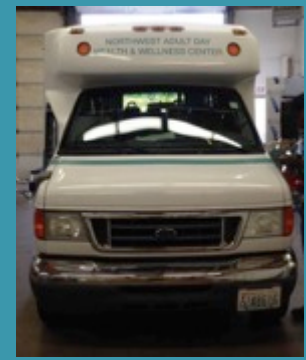


From Crisis to Opportunity The Design Thinking Way

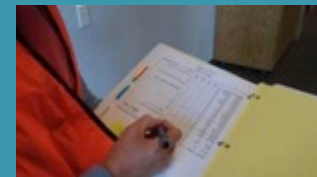




Two Big Ideas



- Change the standard ADA paratransit service delivery model to fit unique situation
- Create entirely new transportation service for program participants living outside the public transportation ADA service corridor



One Effective Solution



The Layover Program

Shari & Skye

Our human-centered solution works!
The key to our success?

Partners!

Professional Partners

Community Partners

Family Partners

Participant Partners

Dedicated to keep trying something new
until it works!

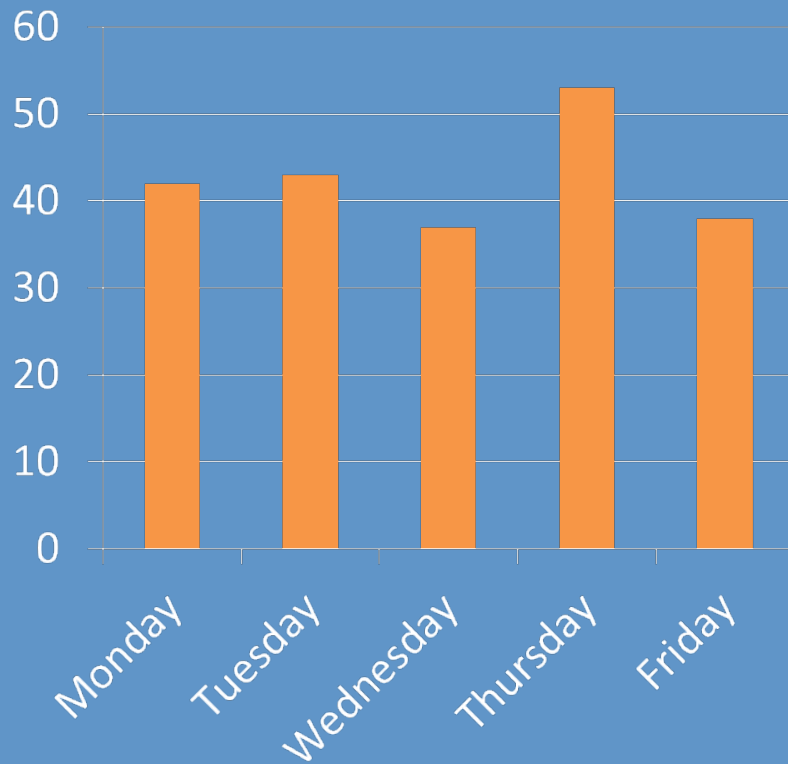
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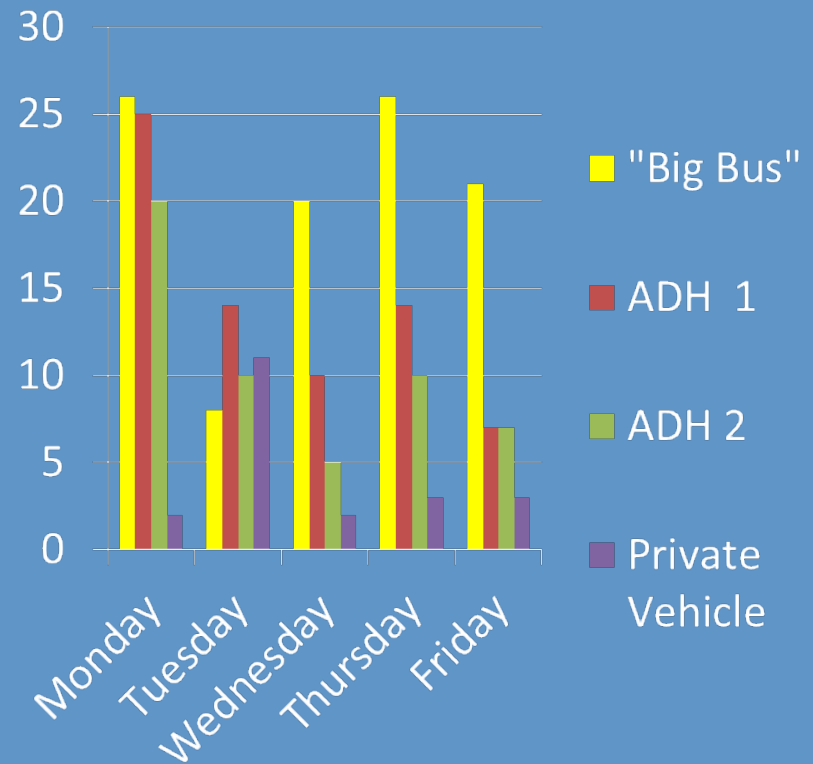
NWADH Program Participants

Mode of Travel

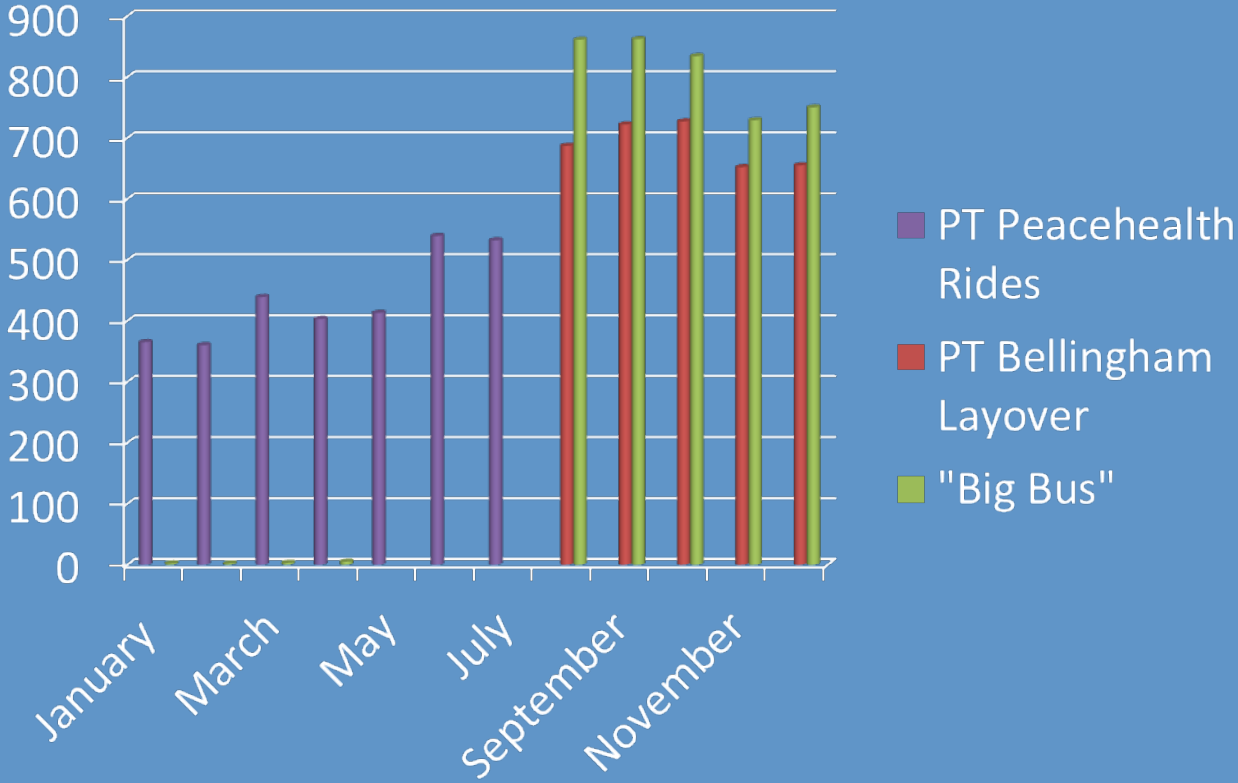
Current Daily Attendance



Mode of Travel

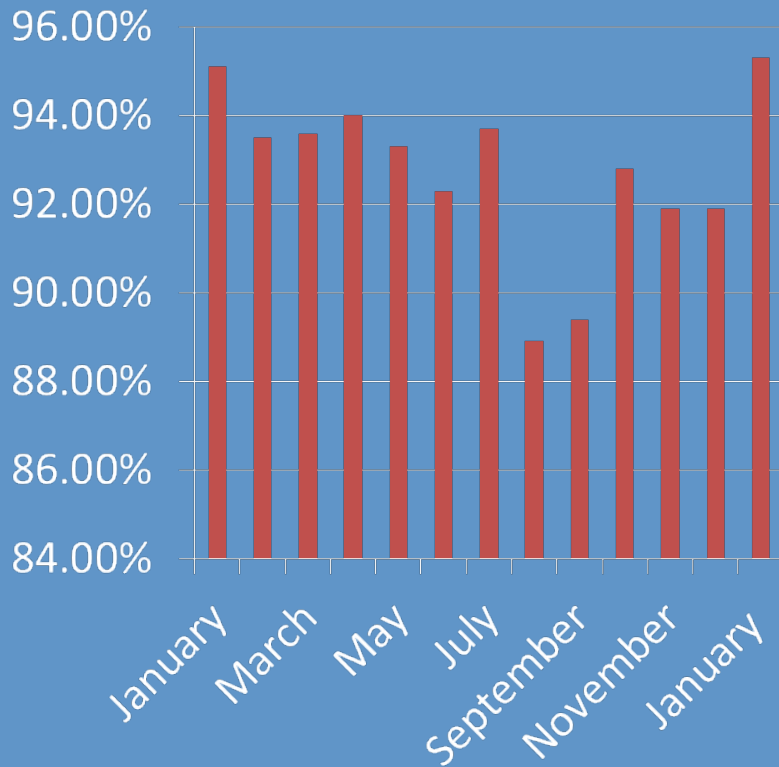


Number of Program Rides Per Month Using **WTA** Paratransit Services

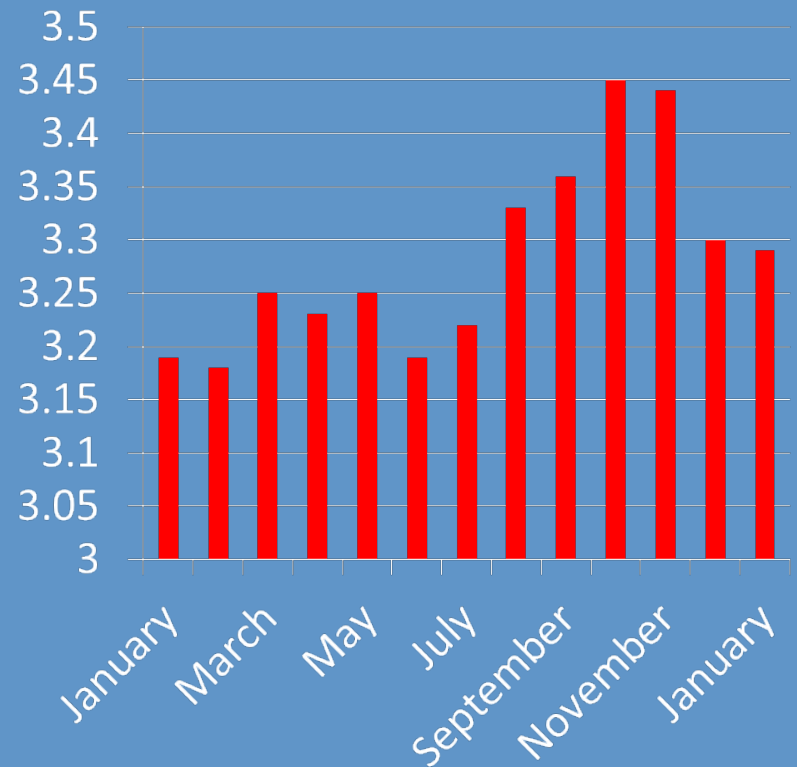


Impact to Paratransit

Paratransit On-Time Performance



ADA Service Productivity (rides per hour)



Permanent Partnerships

- Shared Mission 
- Shared Resources 
- Shared Facilities 

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Thank you

Team Whatcom Solutions! expresses deep appreciation to everyone who worked so hard to make our Design Thinking Challenge a success. We especially thank Amy Conrick and the National Center for Mobility Management for their support and expertise.

We also want to acknowledge our dear friend and fearless leader, Anita Tallman, whose love and determination made everything possible. Congratulations on your retirement!

Most of all, we thank the staff on the front lines – program folk and bus operators – without whom this project would have failed miserably. You are amazing!

<https://youtu.be/1qAm3yKej54>

