

Shared Learnings

RMS Online Panel Survey—Transportation Survey

Program Overview

Care Compass Network (CCN) manages an online panel comprised of Medicaid members, providers, community organizations, and community residents within a 9-county region. In April 2016, CCN administered a survey to better understand the community's transportation needs. Out of the 202 panel members that responded, 38 members were Medicaid members or uninsured.

Start Date: April 2016

End Date: April 2016

Target Population: Medicaid members, providers, community organizations, and community residents

Program Goals



Measure the awareness of available transportation services

Learnings



Out of those surveyed, 40% of the Medicaid/ Uninsured panel members travel an average of 5 miles to see a healthcare provider while 33% of all panel members travel an average of 5 miles.



The top 5 known transportation services noted by the Medicaid/ Uninsured are TCAT (Tompkins), Gadabout (Tompkins), Cortland Transits (Cortland), BC Transits (Broome), and CTRAN (Chemung).

	Medicaid/ Uninsured	All Panel Members
No Dependable Access to Transportation	29%	12%
Transportation Impacts their Healthcare Choices	42%	39%
Transportation Impacts Receiving Medical Services	32%	12%
Have a personal vehicle	60%	86%

Contact Information

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