

Healthcare Transportation Design Thinking Project for Southern Maryland

Task 1: Brainstorming Session for St. Mary's County

Unmet Transportation Needs	Key Healthcare Destinations for Residents
<ul style="list-style-type: none"> • Seniors • People denied eligibility by state programs (e.g., owners of a car titled in Maryland, working or not) • Quick turnaround time for scheduling (some follow-up appointments are required within in 72 hrs.) • Language barriers • Uninsured • Caregiver, assistant, child or travel partner • STS doesn't always reach the outlying areas (e.g., Ridge, 7th District, etc.) • STS rides may take several hours or stop changes to reach destination • Difficult to plan, pay for and understand complicated routes outside of the county • Individuals who have special needs/accommodations (e.g., dementia patients, wheelchair bound, mobility issues, unskilled, etc.) • Lack of qualified drivers • Low income • Daytime needs vs. night/weekend • Technology can be a barrier for some (using Uber, checking schedules online) • Insurance/liability restrictions of transit options • Software/MOUs needed to coordinate available options • Travel training needed for some clients 	<ul style="list-style-type: none"> • Specialists outside of SOMD (DC, PG County, Baltimore, etc.) • MedStar St. Mary's Hospital • St. Mary's County Health Department • Pharmacies *SMCHD has local list • Urgent Cares (MedExpress, Breton Med) • Bean Building • Jarboe Center • DSS • Physical Therapists • OBGYN's (Southern Maryland Women's Healthcare) • Primary Care Docs • Behavioral Health Providers (Walden, Pathways, Outlook) • Walmart • Grocery Stores • Dentists • Dialysis • Gyms • Grocery Stores • Public Parks • Libraries • Arc of Southern Maryland • Senior Centers • Shelters & WARM locations • Church services/pastoral counselling • Food banks, soup kitchens • CareNet Pregnancy Center • Greater Baden



Unmet Transportation Needs	Key Healthcare Destinations for Residents
<ul style="list-style-type: none">• Veterans (base access or travel to DC for covered services)	<ul style="list-style-type: none">• Eye Doctors• Base Clinic/Fleet & Family Support• Charlotte Hall Veterans Home• Nursing Home

Other Questions:

1. What partners/individuals need to be at the table?
 - a. Emergency Medical Services
 - b. St. Mary's County Public Transit
2. Who needs to be interviewed?
 - a. Care Coordinators
 - b. Community Health Workers

