



## Non Emergency Medical Transportation Needs Assessment

Hi Desert Memorial Health Care District, Joshua Tree, CA

AMMA was contracted to undertake a needs assessment of non-emergency medical transportation (NEMT) for the Hi Desert Memorial Health Care District. This project was funded by Morongo Basin Transit Authority's (MBTA) *Transportation Assistance Grant* program. AMMA's process included analyzing transportation services already provided by the Hi Desert Medical Center; identifying and quantifying potential demand for non-emergency transportation to HDMC services; and developing partnerships with regional healthcare facilities. The report concluded by detailing three alternative service

models HDMC could adopt in implementing an NEMT service and recommended an approach.

The recommended approach was designed to anticipate the following outcomes:

- Improved access to local health care for rural residents of the Morongo Basin through the assurance of transportation assistance;
- Improved access to regional health care facilities for these rural residents;
- Decreased inappropriate use of emergency services as a result of the availability of transportation and the creation of an Operations Manager to coordinate trips for high-risk patients.

Following the study's completion, AMMA wrote a successful state grant application to bring new funds to this health care facility for the implementation of the recommended transportation service.