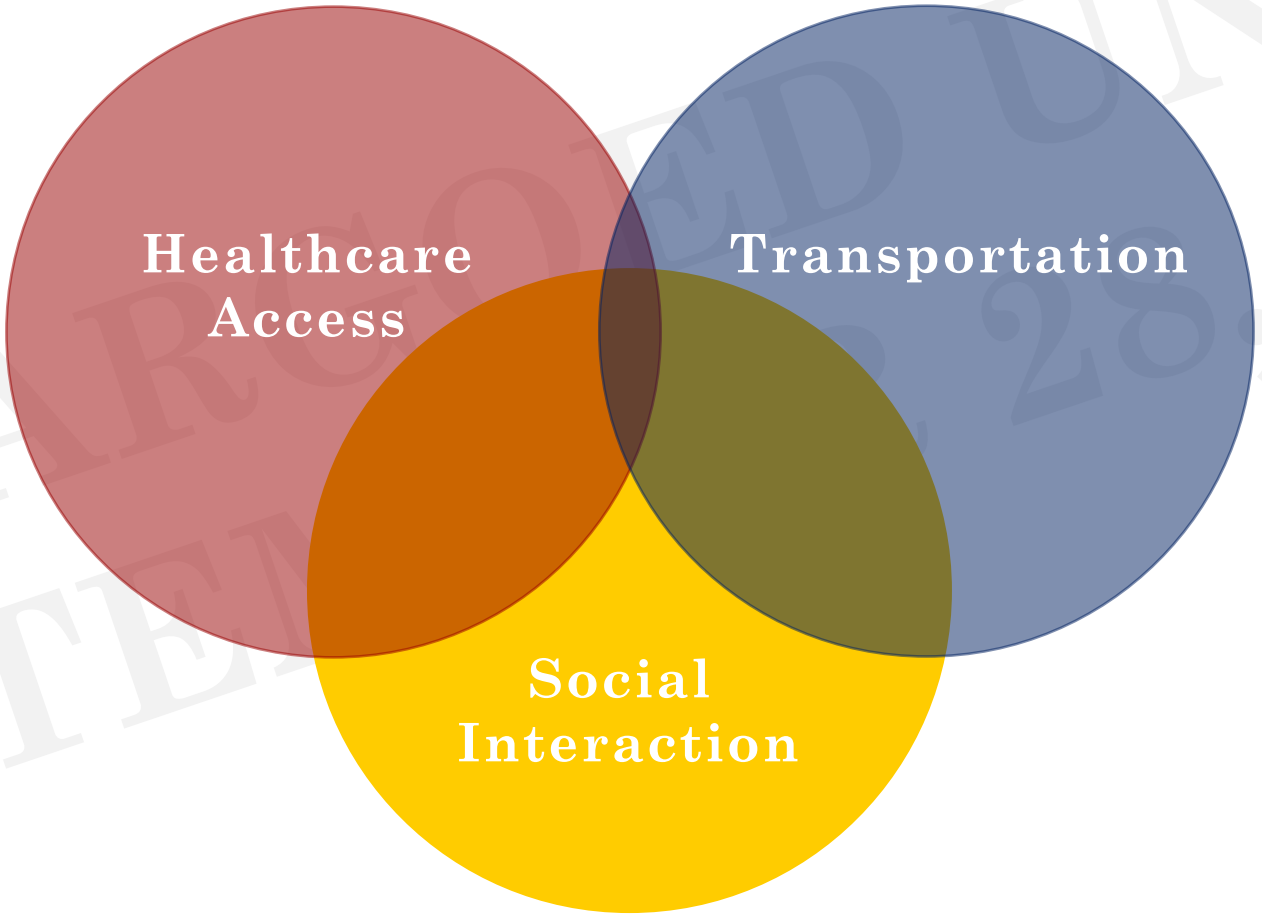
AARP Foundation® lyft UnitedHealthcare

Clinical Research Study:

An On-Demand Ride Service for Better Healthcare Outcomes Among Older Adults

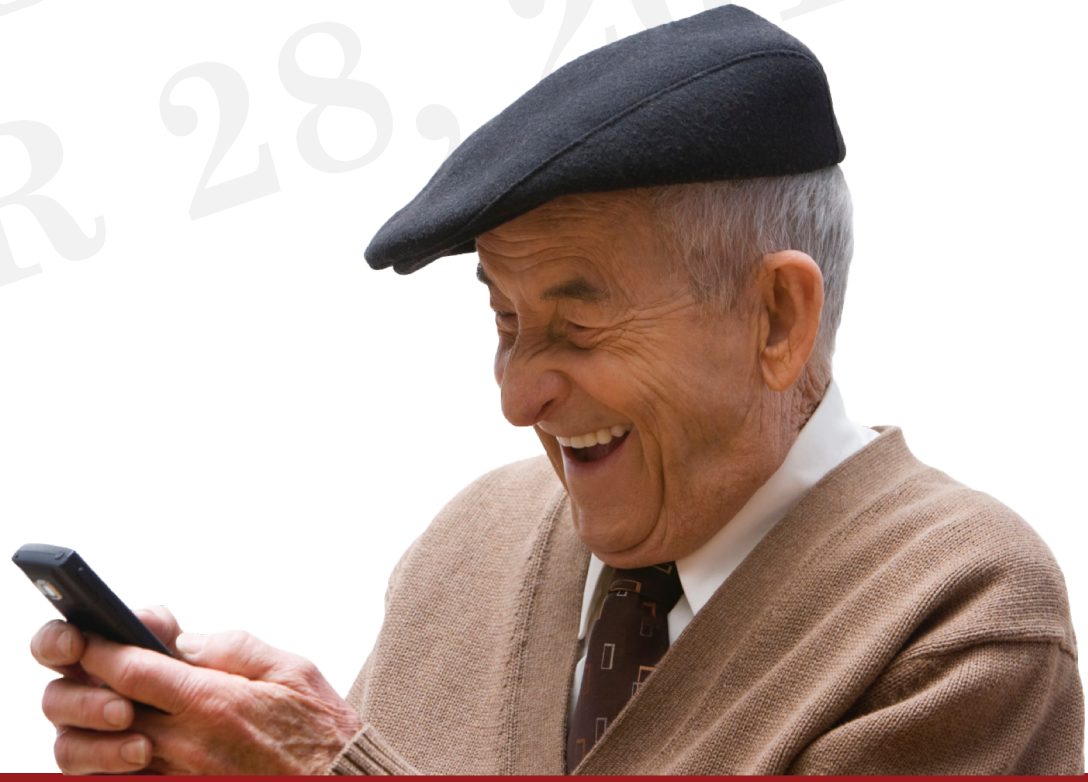
Reimagining Healthcare for Seniors:



Study Goals and Expectations:

- **Objective:** To study the effect of free and unlimited on-demand ride sharing services in seniors with chronic disease.

- **Outcome Measures:**
  1. Ride and technology adoption and use
  2. Activity levels
  3. Quality-of-life and social isolation



Study Methods:

Study tools:

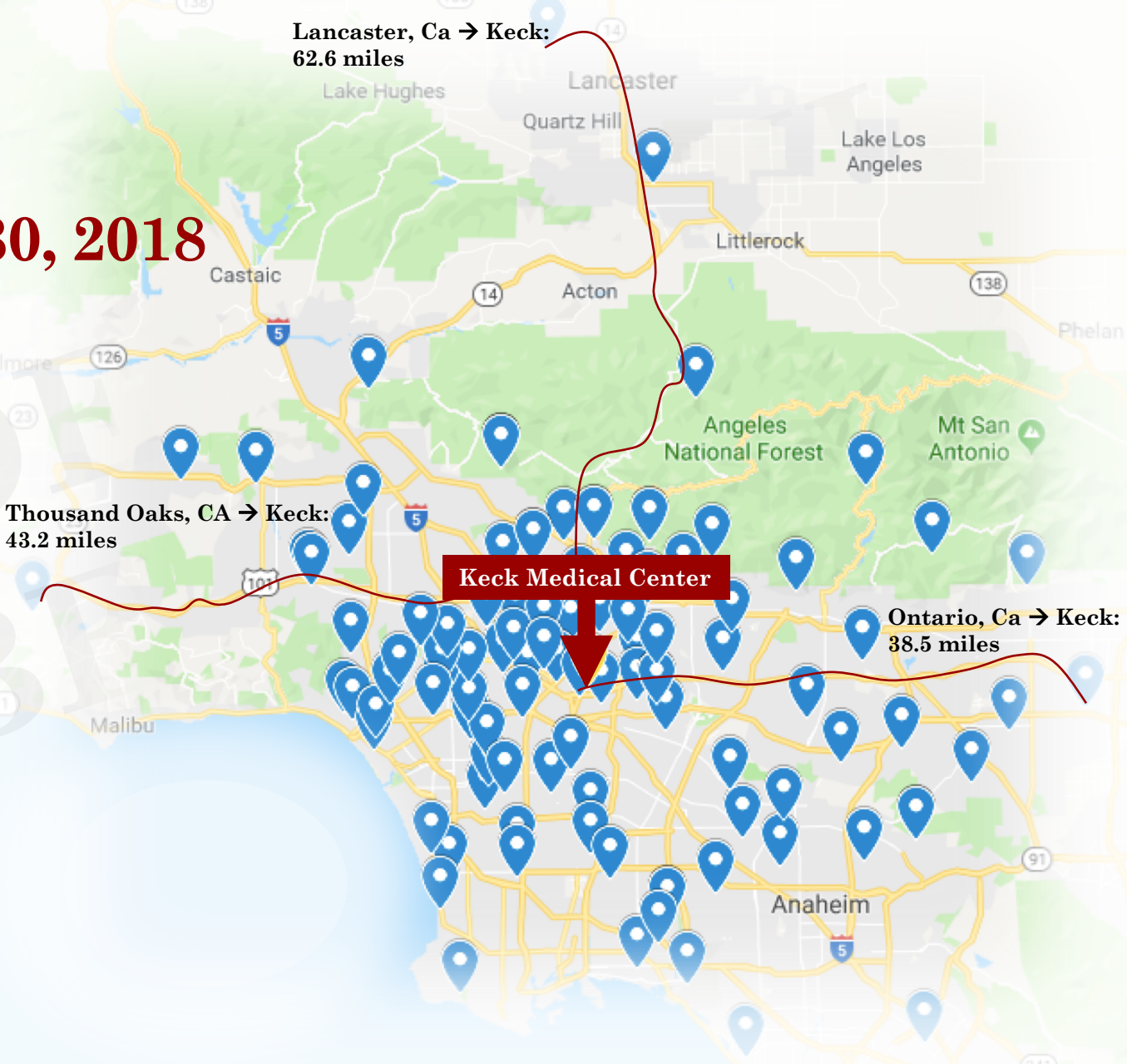
- Wrist worn activity sensors (Fitbit)
- Validated Survey Measures
- Ride share service (Lyft)
- Intensive Tech Training

Enrollment & Tech Training → Baseline Period (2 weeks) → Ride Share Access (3 months)

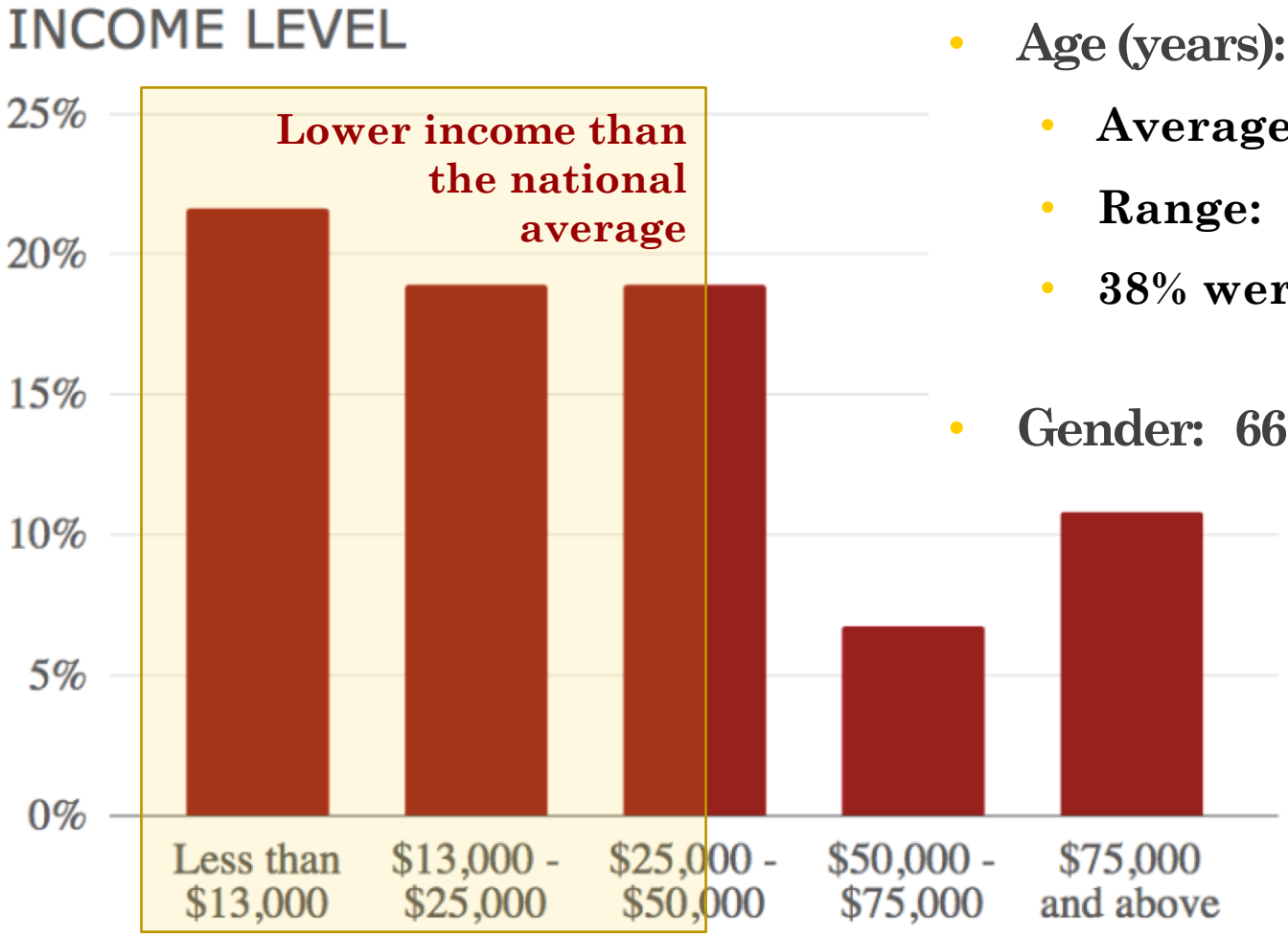
Enrollment:
November 8, 2018 – August 30, 2018

Enrollment Criteria:

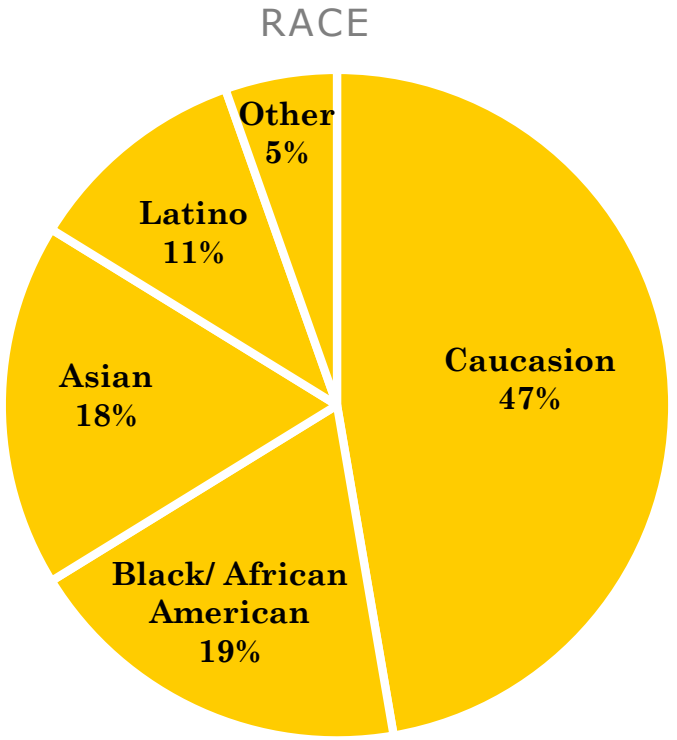
- USC patients with chronic conditions
- Over the age of 60
- Transportation barriers
- Able to get in and out of a vehicle



Subject Demographics:

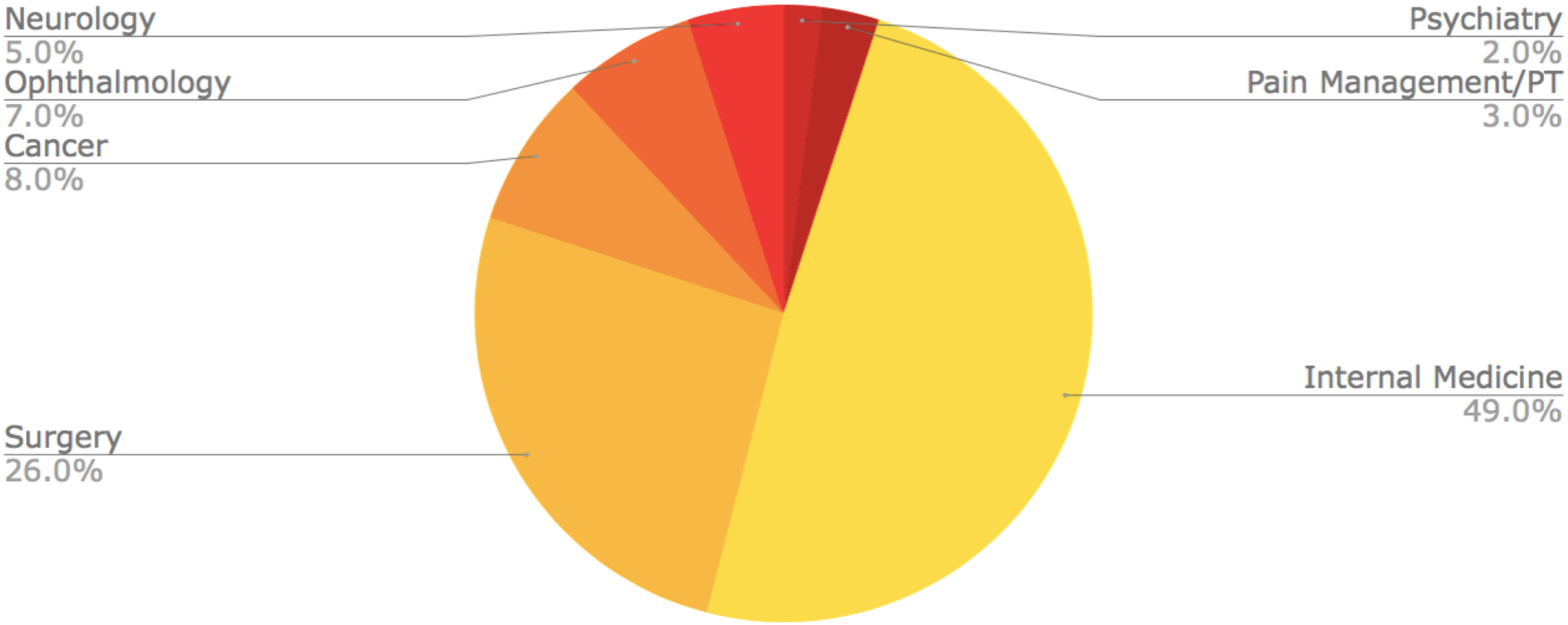


- Age (years):
  - Average: 71 ± 8
  - Range: 60 – 92
  - 38% were 75+
- Gender: 66% Female



- High School Diploma: 96%
- Employment: 6% working fulltime
- Lived Alone: 46%

Subject Medical Conditions:

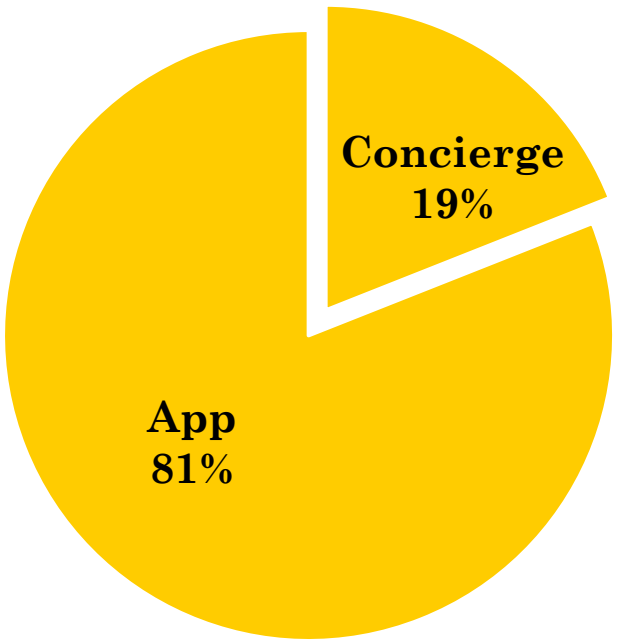


Baseline:
Self-Reported Impediments to Ride Sharing Use

- "Don't know how"
- "Unfamiliar with"
- "Too scared"
- "Unknown driver"

Results:
Ride Usage

- Total Ride Count: 4,808
- Average number of rides/day/subject: 1 ride
- Average cost of rides/day/subject: $20.00
- App users had significantly more rides per subject than concierge users
  - 71 rides vs. 28 rides

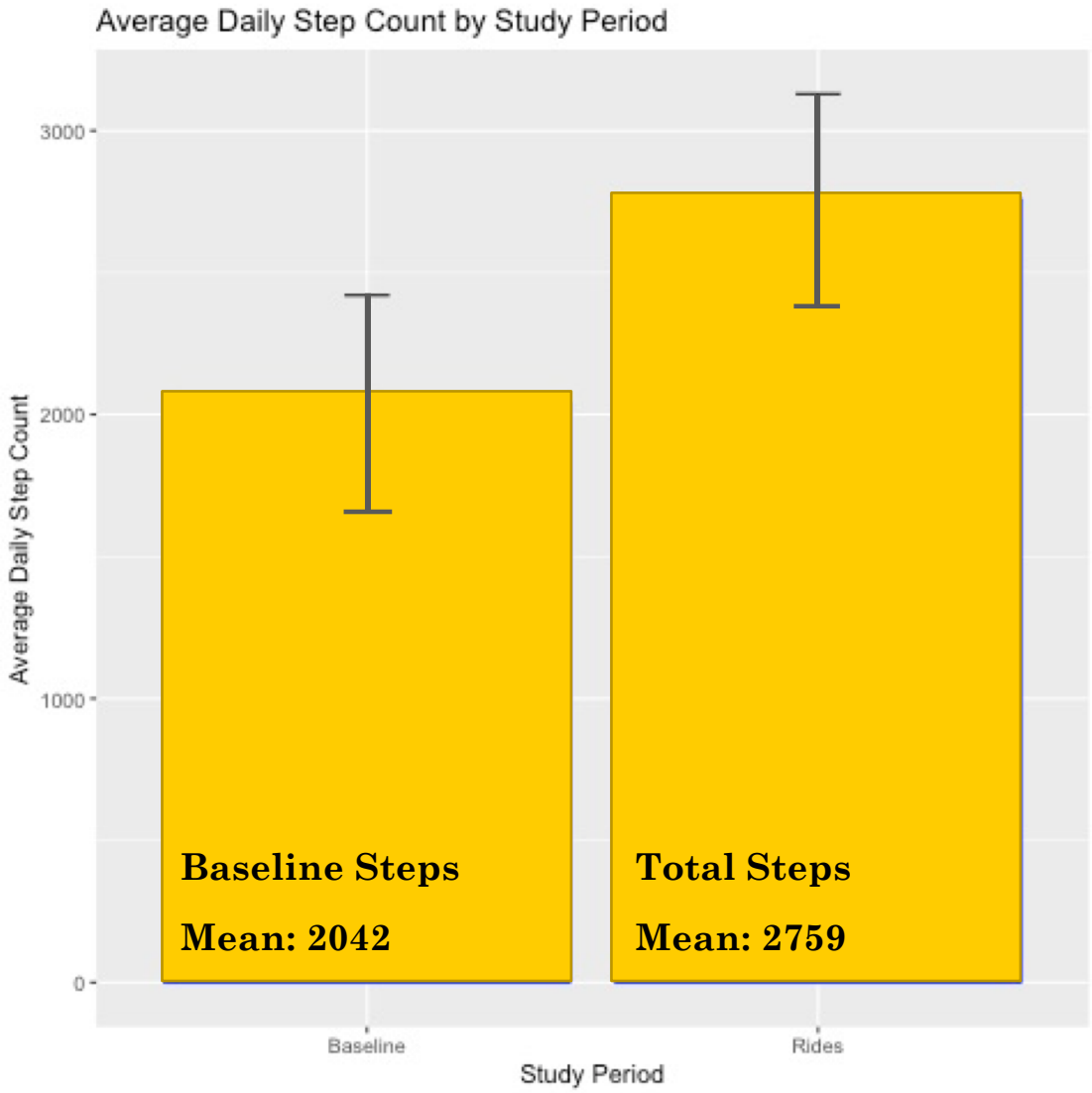


Results:
Technology and Transportation Use *(3-month follow-up)*

- Ride usage: **99%**
- Smartphone comfort: **97%**
- Would use ride service again: **90%**
- Ease of technology: **91%**

Results:
Activity

- Significant increase in activity from baseline to ride access
  - **35% increase**
- Frequent Lyft users showed higher levels of activity



Results:
Quality-of-Life and Social Isolation

- Impact on daily living: ↑90%
- Ease of access to medical center: ↑68%
- Social visits: ↑74%

Conclusions:

- Seniors with chronic disease learn how to use smartphone-based ride share applications and access ride sharing

- Unlimited access to on-demand ride services:
  - **Improves activity levels by 35%**
  - **Improves socialization (reduces social isolation)**
  - **Improves daily quality-of-life**

Future Studies:

- **Cost effectiveness:** Study data needs to be subject to a model that accurately estimates potential cost-benefits of our study findings

Discussion