

## M E M O R A N D U M

**To:** Jill Lord, Samantha Abrahamsen, Martha E. Zoerheide, Denise Lepine-Whitehead, Christopher E. Towne, Laural Ruggles, Shawn Tester, Dixie Burns, Stacey Garciadealba, MaryEllen Mendl  
**Cc:** Stephen Falbel, Barbara Donovan, Tim Bradshaw, Leah Soderquist  
**From:** Jason Lorber  
**Date:** August 27, 2018  
**Subject:** R2W Anecdote / Success Story

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This purpose of this memo is to capture the powerful anecdote shared by Samantha Abrahamsen from MAHHC at the August 22, 2018 Rides to Wellness (R2W) check-in meeting,

An 85-year-old resident was having difficulty making a doctor's appointment, so Samantha offered her a ride through Rides to Wellness. The woman declined, saying that she "didn't want to be a burden." Even after Samantha tried several times to reassure the woman that she wasn't a burden, that the program was designed for people like her, the woman, who was in a great deal of physical pain, still refused to accept a ride, and as a result, missed her appointment, but rescheduled for a week later.

Rather than let that go, Samantha persisted. She contacted the woman a few hours later to find out how she was doing. The woman again expressed that she was in a lot of pain and was concerned because her elbow was red, hot and swollen, but said that she would still not accept a free ride.

Concerned about the woman's pain, Samantha offered to arrange a phone call for the woman with a nurse, to which the woman agreed. The nurse, upon talking with this woman, was gravely concerned with the woman's condition and told the woman to come to the hospital immediately to the emergency room.

At this point, the woman did not have means to get to the emergency room, but she did accept a R2W ride, averting an ambulance ride. Once at the hospital, the woman received the care she needed.

After this episode, the staff told the woman that giving her a ride helped the hospital, and that gave the woman peace of mind. With the success of the program, Samantha was able to solidify her relationship with this woman to get her to accept future R2W rides, when necessary.

This anecdote shows the strength of Rides to Wellness in saving hundreds of dollars (via an averted ambulance ride) and tremendously improving healthcare outcomes. It also points out the unmet needs and challenges the program faces in connecting with people who could use the service but will need outreach and support to utilize Rides to Wellness.