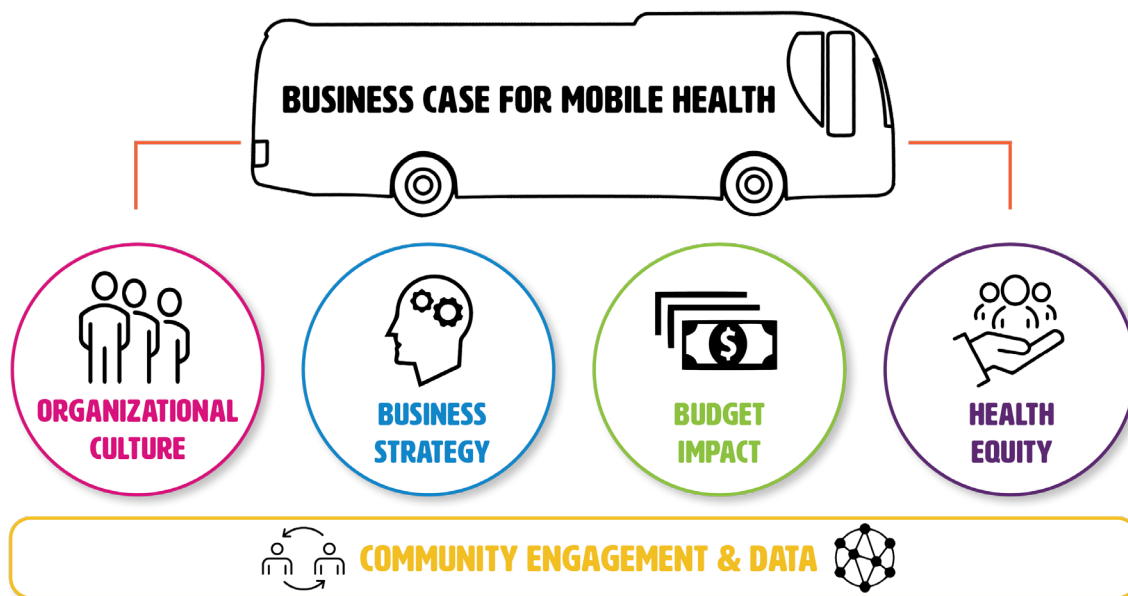


# EXECUTIVE SUMMARY



The COVID-19 pandemic has sparked innovation in health care delivery, including new and expanded use of mobile clinics. The pandemic has also raised awareness about long-standing health disparities and the need for community-based solutions to advance health equity.

Mobile clinics improve health outcomes and reduce costs both to the health care system and to society-at-large. Questions remain, however, about the extent to which mobile clinics align with health care organizations' overall priorities and financial incentives.

In this report, we explore how mobile clinics support the business objectives of health care organizations. By understanding how health care leaders view mobile health programs and their impact on the organization's bottom line, mobile clinics can sustain or expand their efforts to deliver health care to underserved communities.

We conducted semi-structured key informant interviews with 25 health care leaders to explore their views and experiences related to mobile health care. We used thematic analysis to identify patterns and create a conceptual framework. An advisory group with expertise in mobile health, health management, and health care finance informed data collection and analysis.

Health care leaders described multiple ways mobile clinics bolster business objectives of health care organizations including those related to organizational culture, business strategy, budget, and health equity. We present a conceptual framework that demonstrates how these factors, supported by community engagement and data, come together to form a business case for mobile health care.

The report provides a timely, in-depth look into how mobile clinics advance population and patient health goals while reconciling the business pressures that health care organizations face.