

Building healthy communities around shared goals:
A community-academic partnership between Project
Access-New Haven and Yale-New Haven Hospital

Lauren Kelley, MSW, MPA
Project Access-New Haven

Darcey Cobbs-Lomax, MBA, MPH
Project Access-New Haven

William Gedge
Yale-New Haven Health System

Adrienne Lofton, RN, MSN
Project Access-New Haven

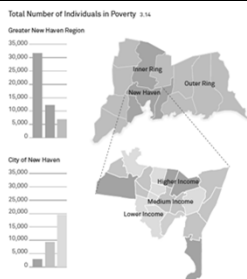
Erica S. Spatz, MD, MHS,
Yale University School of Medicine

American Public Health Association Annual Meeting
November 2014
New Orleans, LA



New Haven, CT

- High poverty in urban center
 - 26% living in poverty (9.5% in CT; 14.3% in U.S.)
 - 45% below 200% FPL
- Increasing poverty in surrounding suburbs
- Vast income disparities across county and state
- Growing income disparity in City of New Haven

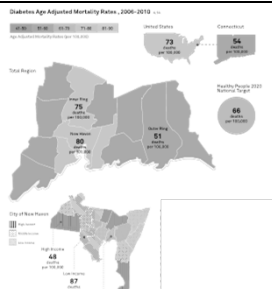


Greater New Haven Community Index 2013 (DataTown)



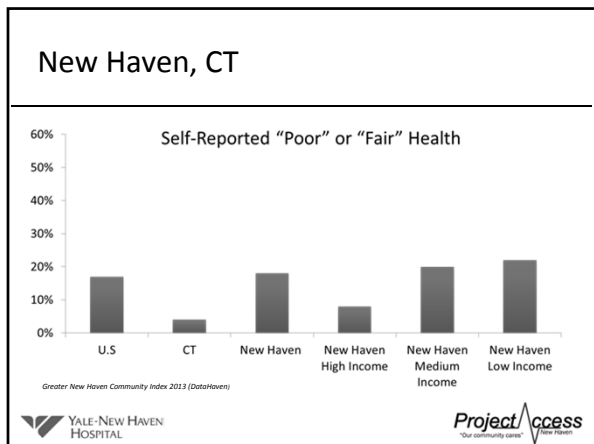
New Haven, CT

- Health insurance, access, and disparities
 - 16,000+ uninsured adults in City (19%)
 - 37% of low-income adults (household income <\$50,000) put off medical or dental treatment due to cost
 - Resulting health disparities in region – e.g., diabetes mortality

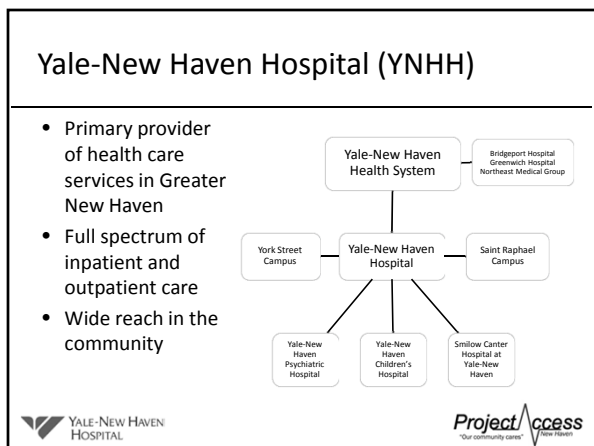


Greater New Haven Community Index 2013 (DataTown)





- ### Yale-New Haven Hospital (YNHH)
- Nonprofit, 1,541-bed tertiary medical center
 - Located in urban downtown New Haven
 - Teaching hospital for Yale University School of Medicine
 - Flagship hospital of Yale-New Haven Health System
 - Second largest employer in New Haven area
 - Regularly ranks among best hospitals in U.S.
- YALE-NEW HAVEN HOSPITAL | Project *access* "Our community cares."





Project Access-New Haven (PA-NH)

- 501(c)(3) community-based nonprofit organization
- Founded in 2009 by local physicians to address health concerns and disparities in Greater New Haven



PA-NH MISSION
 Increase access to medical care and services for underserved patients in the Greater New Haven area

PA-NH VISION
 To be the community champion for access to care for those most in need

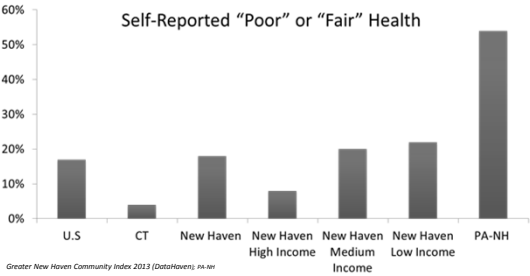
Project Access-New Haven (PA-NH)

- Volunteer provider network
 - Expands medical care and services for underserved
 - Increases community involvement in care of underserved
 - Mobilizes health and social resources in the community
 - Key partners: 300+ physicians, YNHH, Yale Surgical Co., Quinnipiac University, Metro Taxi, Quest Diagnostics, VNAs
- Patient navigation
 - 1 RN Patient Navigator (PN) and 3 bilingual, non-clinical PNs
 - Coordinate care
 - Remove access barriers



Project Access-New Haven (PA-NH)

Self-Reported "Poor" or "Fair" Health



Category	Percentage
U.S.	~18%
CT	~5%
New Haven	~18%
New Haven High Income	~8%
New Haven Medium Income	~20%
New Haven Low Income	~22%
PA-NH	~55%

Greater New Haven Community Index 2013 (DataHaven). PA-NH

We're in this together!



YALE-NEW HAVEN
HOSPITAL





Project *Access*
"Our community cares"

Improved individual and community health



YALE-NEW HAVEN
HOSPITAL

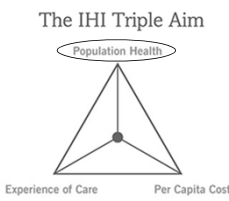


Project *Access*
"Our community cares"


Triple Aim
Institute for Healthcare Improvement

- Optimized health system performance:
 1. Better care
 2. Better health
 3. Lower cost
- Hospitals increasingly accountable for community health
- CBOs provide a vital link
- Opportunities to partner!


The IHI Triple Aim



Experience of Care Per Capita Cost




YALE-NEW HAVEN
HOSPITAL




Project *Access*
"Our community cares"

Shared Accountability

- YNHH provides financial and in-kind support for PA-NH
- PA-NH improves care for underserved patients
- PA-NH is informing hospital initiatives to develop new models of care (e.g., incorporating patient navigation) that have the potential to improve care for larger and broader patient populations





YALE-NEW HAVEN
HOSPITAL



Project *Access*
"Our community cares"

Shared Success

Individual Health	Community Health	Shared Savings
~1,000 PA-NH patients served since Sept 2010	Champion for access to care in the community	More data needed!
Decreased wait times for urgent care	\$15+ million in free care provided to underserved	
Increased show-rates for urgent care	Reduced health disparities	
Improved patient-reported health and quality of life	Increased social trust	
Improved patient-reported access to care	Increased resilience	
Increased insurance coverage ("In-Person Assistance")		

2014 CT's Hospital Community Service Award (CT Hospital Association & CT Department of Public Health)



<http://vimeo.com/cthosp/connecticut-hospital-association/video/98551495>




Discussion

