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

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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

New Haven, CT

- Health insurance, access, and disparities
  - 16,000+ uninsured adults in City (15%)
  - 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

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

![Bar Chart: Self-Reported “Poor” or “Fair” Health]

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 (YNHH)

- Primary provider of health care services in Greater New Haven
- Full spectrum of inpatient and outpatient care
- Wide reach in the community
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](chart)

Data from: New Haven Community Index 2013 (DataHaven, Inc.)
We’re in this together!

Yale New Haven Hospital  \( \rightarrow \) Project Access

Improved individual and community health

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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!

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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
**Shared Success**

<table>
<thead>
<tr>
<th>Individual Health</th>
<th>Community Health</th>
<th>Shared Savings</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,000+ PA/VA patients served since Sept 2010</td>
<td>Champion for access to care in the community</td>
<td>More data needed!</td>
</tr>
<tr>
<td>Decreased wait times for urgent care</td>
<td>$15+ million in free care provided to underserved</td>
<td></td>
</tr>
<tr>
<td>Increased show-rates for urgent care</td>
<td>Reduced health disparities</td>
<td></td>
</tr>
<tr>
<td>Improved patient-reported health and quality of life</td>
<td>Increased social trust</td>
<td></td>
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<tr>
<td>Improved patient-reported access to care</td>
<td>Increased resilience</td>
<td></td>
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<tr>
<td>Increased insurance coverage (&quot;In-Person Assistance&quot;)</td>
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**2014 CT’s Hospital Community Service Award**  
(CT Hospital Association & CT Department of Public Health)


**Discussion**