Building Communities Around Shared Goals: Lessons and Challenges from Project Access – New Haven and Yale-New Haven Hospital

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Communities Joined in Action
Annual Conference
Charlotte, North Carolina
September 17, 2013
Yale-New Haven Hospital (YNHH)

• Yale-New Haven Hospital/Health System Overview
  – System Hospitals
  – Healthcare and Specialties
  – Yale School of Medicine
  – National Recognition
Project Access of New Haven (PA-NH)

Overview

• 501(c)(3) non-profit organization founded - 2009

• **Mission:** To *increases access to medical care and services for underserved patients in the greater New Haven area*

• **Vision:** To *be the community champion for access to care for those most in need*
Project Access of New Haven (PA-NH)

Overview

• A coordinated system of doctors, hospitals, and community organizations collaborating to increase access to health care
• Provide patient navigation services to uninsured patients
• Focus on patients with urgent specialty care needs
• 300+ volunteer provider network
• Referrals to PA-NH are from 6 primary referral sites
Project Access of New Haven (PA-NH)

Overview

- PA-NH is governed by a 15 member Board of Directors
- 7 staff
- 2 consultant/contract employees
- In-kind legal and accounting services
Project Access of New Haven

Overview

Project Access Board of Directors
Stephanie Arlis-Mayor, MD
Board President

Darcey Cobbs-Lomax, MBA, MPH
Executive Director

Mara Abella
Secretary

Patient Navigation
- Adrienne Lofton, RN, MSN
  Nurse Navigator
- Giselle Carlotta-McDonald, BA
  Patient Navigator
- Juan Carmona, BS
  Patient Navigator
- Edna Cruz-Cedeno
  Patient Navigator

Research & Evaluation
- Lauren Kelley, MSW
  Director Research & Evaluation
- Project Access Research Committee

Program Development
- Christopher Borgstrom, BA
  Program Coordinator
A Snapshot of our Community

- ~860,000 residents in New Haven County
- ~130,000 residents in the City of New Haven
- Vast income disparities across the county

<table>
<thead>
<tr>
<th>City/Town</th>
<th>Per Capita Income</th>
<th>Median Household Income</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Haven</td>
<td>$21,545</td>
<td>$38,963</td>
</tr>
<tr>
<td>Woodbridge</td>
<td>$73,020</td>
<td>$127,237</td>
</tr>
</tbody>
</table>
A Snapshot of our Community

• 42% White
• 33% African American
• 25% Hispanic/Latino
• 33.2% of children under age 5 live in low-income families
• Unemployment (2011) ranged from 4.4% - 12.7%
• 84,000 uninsured individuals in New Haven County
• About 18,000 uninsured individuals in New Haven
• Age 18-64 16,050 uninsured
World-class academic teaching hospital, provides substantial community benefits/free care, health education, and health promotion

Coordinated patient navigated care to uninsured and underinsured with urgent specialty care needs & limited primary care access

Improved health outcomes for the patients we BOTH serve
Getting Started

• The Great YNHH/PA-NH Partnership Idea
  – Why this made sense?

• Initial conversations
  – Key players
  – Physician “champions”

• Initial Funding
  – Medical staff funds
  – Community Funds

• Getting Started
  – Space, In-kind from Hospital of Saint Raphael/YNHH
  – Staffing, employee lease agreement between YNHH and PA
Partnership Benefits
YNHH

• ROI VS Community Investment

• Free Care

• Community Impact and Partnerships
Partnership Benefits
PA-NH

• Staffing agreement

• EMR (Epic) access for all patients

• Technical assistance/Troubleshooting

• Funding/In-kind support

• Research Assistance
Key Partnership Success Strategies

• Set program goals together

• Regular update meetings of successes and challenges

• See expertise in both directions

• Allow for interdependence and independence
The Affordable Care Act

- CT has a state based exchange/marketplace
- PA-NH has 3 bi-lingual trained “In-Person Assisters”
- PA-NH Medicaid Pilot Study YNHH Emergency Department
- PA-NH expansion of services to Medicaid population with urgent specialty care needs
- YNHH Free Care
Questions/Discussion

For more information:
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