

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

Darcey Cobbs-Lomax, MBA, MPH

Executive Director

Project Access of New Haven

William Gedge

Sr. Vice President

Yale-New Haven Hospital

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 increase 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

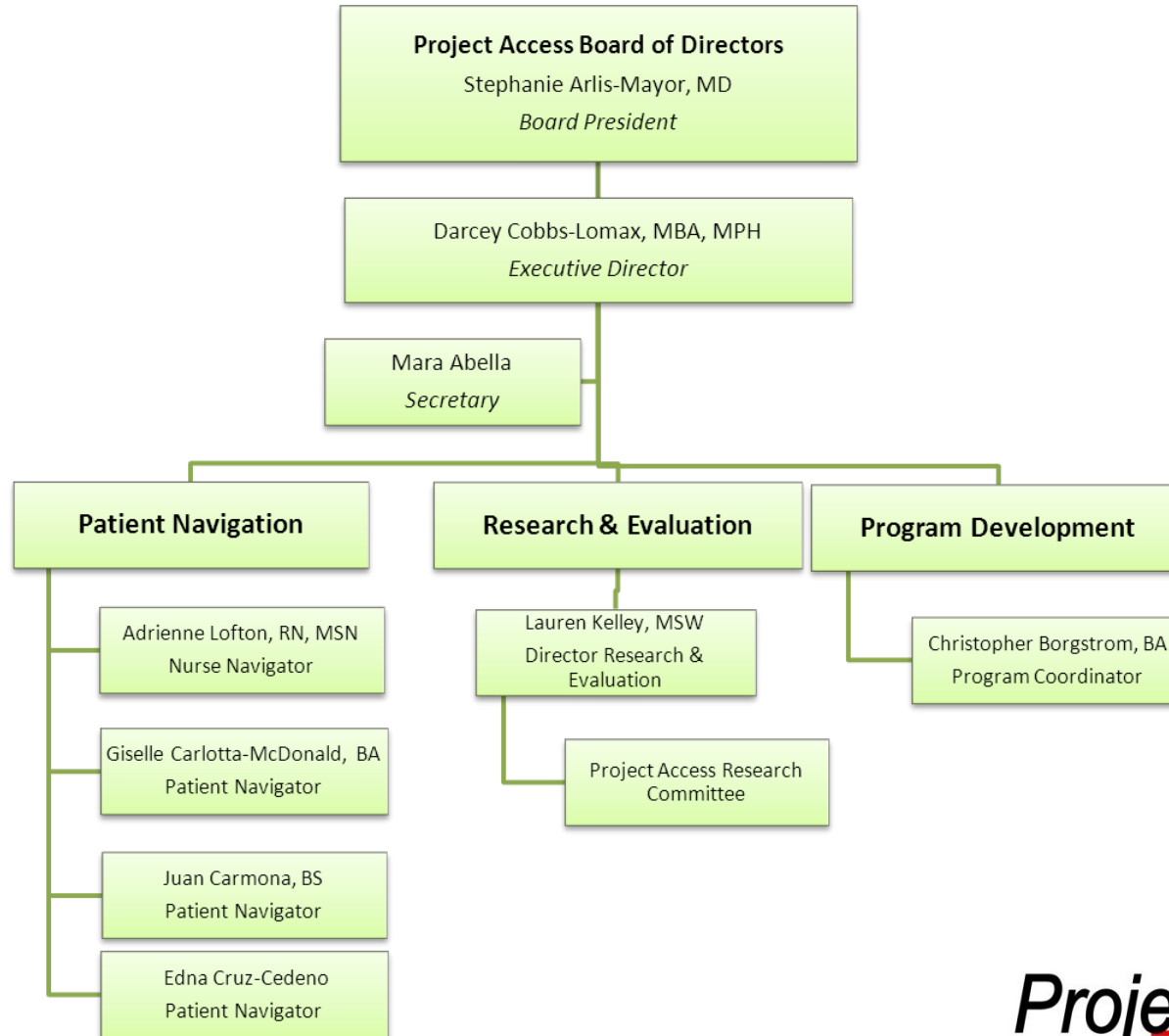
- A coordinated system of doctors, hospitals, and community organizations collaborating to increase access to health care
- Provide patient navigation services to uninsured patients
- Focus on patients with urgent specialty care needs
- 300+ volunteer provider network
- Referrals to PA-NH are from 6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



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

City/Town	Per Capita Income	Median Household Income
New Haven	\$21,545	\$38,963
Woodbridge	\$73,020	\$127,237

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



YNHH/PA-NH Partnership



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:

Darcey Cobbs-Lomax

Executive Director

Project Access of New Haven

Darcey.cobbs-lomax@ynhh.org

203-688-4680