

American Public Health Association Annual Meeting
ROUNDTABLE PRESENTATION

November 17, 2014
New Orleans, LA

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

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As hospitals work to align efforts with the triple aim of better care, improved health, and lower costs, they are becoming increasingly accountable for the health of their communities. Community-based organizations (CBOs) play a critical role in supporting this mission. Since 2009, Project Access-New Haven (PA-NH), a nonprofit CBO, has partnered with Yale-New Haven Hospital (YNHH) to advance a shared goal of improved community health. PA-NH expands the safety net and coordinates timely care for low-income, uninsured adults in the Greater New Haven community. YNHH provides financial and in-kind support, including free specialty and ancillary services. Based on the principles of community-based participatory research, PA-NH has engaged YNHH (and other stakeholders) from its inception, involving them in the program's formation, implementation, evaluation, and strategic planning. PA-NH and YNHH work collaboratively and benefit from shared insights that influence both organizations' strategic thinking surrounding access to care. Through bimonthly leadership meetings and recognition of each partner's unique role and strengths, PA-NH and YNHH have developed a mutually beneficial and sustainable partnership that supports PA-NH's expanded reach and impact in the community. With the help of YNHH and State and local grants, our budget has grown 7-fold and we now serve 339 adults annually. Our expanded safety net includes 323 physicians and comprehensive ancillary services. The average wait-time for appointments is <3 weeks with a 97% show-rate. PA-NH is now informing broader YNHH efforts to improve care coordination. Our experience demonstrates how hospital-CBO partnerships can enhance both partners' efforts to improve community health.