

2020-2022 **COMMUNITY REPORT**

Project Access – New Haven Brings the
Greater New Haven Community Together
to Care for Our Neighbors in Need.



MESSAGES FROM LEADERSHIP



I am excited to share this **multi-year report**, which highlights the many ways in which Project Access-New Haven (PA-NH) has supported the health and social needs of Greater New Haven residents during the **past three years**.

As you will see in the pages ahead, we expanded our navigation services and outreach efforts to meet the needs of our community during the COVID-19 pandemic. With the unwavering dedication of our patient navigators and community health workers, and incredible generosity of our community partners, we served a record-high number of patients. We also implemented a trusted messenger initiative to share COVID-19 information with individuals in underserved communities.

This work would not be possible without the support of our many partners, funders, and friends. THANK YOU to everyone who contributed to our mission!

Giselle Carlotta-McDonald
Executive Director



Bringing Project Access to New Haven has been a highlight of my medical career. Before Project Access, individuals with limited or no health insurance were foregoing urgently needed medical care – often forced to choose between paying for costly care or placing food on the family table. Emergency rooms were a last resort for patients with advanced illnesses that could have been prevented with more timely medical attention. Today, PA-NH provides a better option. Through the incredible generosity of our local medical community, uninsured PA-NH patients receive urgently needed care for free. They also have tailored support from a team of patient navigators and community health workers who remove barriers and connect them with resources for social needs such as food insecurity. **I am so proud of how this organization has grown and honored to be part of something that has positively impacted the lives of thousands of Greater New Haven residents.**

Steve Wolfson, MD
PA-NH Founder;
Past President,
PA-NH Board of Directors
(2019-2020)



During the past three years, we saw the COVID-19 pandemic worsen health inequities and disparities that Project Access-New Haven was founded to address. **Recognizing the importance of upholding our mission amidst this immense threat – and our role in supporting those most impacted by this crisis – PA-NH worked diligently to promote healthcare access and equity throughout the pandemic.** We amplified our patient navigator and community health worker services and embraced a new role as a COVID-19 trusted messenger to promote knowledge of and access to COVID-19 vaccination, testing, and treatment in underserved New Haven communities. During a time of such great need, it has been especially gratifying to work with PA-NH's incredible board and staff, and to witness such relentless determination to help underserved members of our community.

Mikki Meadows-Oliver, PhD, APRN
Immediate Past President,
PA-NH Board of Directors
(2021-2022)



The COVID-19 pandemic has presented immense challenges, but Project Access-New Haven continues to meet those challenges head on, demonstrating an unwavering commitment to its mission, and emerging a stronger and more agile organization. As we work toward a brighter future, it will be even more important to ensure that members of our community who are underserved and at risk for poor health outcomes receive timely medical care and health-related social services. **PA-NH is well-positioned to continue our critical work and remains committed to serving those in need, advancing health equity, and promoting health and wellness in Greater New Haven.** As the newly elected President of the PA-NH Board of Directors, I am looking forward to leading the organization through this next phase of growth and opportunity.

Brian Keyes, MD
Current President,
PA-NH Board of Directors
(2023)



MISSION

To increase access to medical care and services for underserved individuals in the Greater New Haven area

VISION

To be the community champion for access to care for those most in need



WHO WE ARE

Project Access-New Haven (PA-NH) was founded in 2009 by local physicians who came together to address critical health inequities and disparities in Greater New Haven. They had seen too many patients delay or forego needed medical care due to a complex array of barriers, including lack of health insurance, financial hardship, language, and transportation. These barriers were disproportionately affecting people from racial and ethnic minority groups and those with lower incomes, resulting in diminished access to care, avoidable disease progression, and poorer health outcomes in these populations.

Determined to address these gaps, our founders began meeting with healthcare providers and community leaders throughout the region to gain a deeper understanding of the problem and mobilize support for a solution. They also researched best practices used by communities across the country to address similar concerns. From these efforts, they proposed an innovative model of healthcare delivery that would provide timely access for those most in need. With the unwavering determination of our founders and extraordinary support of the Greater New Haven community, PA-NH transformed this vision into a reality.

Today, PA-NH is an integral part of our local healthcare system. We connect individuals who do not have health insurance with free medical care and provide linguistically and culturally competent support to help patients and their families overcome barriers to care, navigate the healthcare system, and access health-related social services.

WHAT WE DO

PA-NH mobilizes **donated medical care** to increase healthcare access for people who do not have health insurance.

PA-NH **patient navigators (PNs)** coordinate medical care, remove access barriers, and offer tailored education and support to guide patients through the healthcare system.

PA-NH **community health workers (CHWs)** make referrals to local resources to address social conditions that affect health – often referred to as social determinants of health (SDOH) – such as food and housing insecurity, transportation, and other health-related social needs.



PA-NH increases access to medical care and health-related social services for underserved individuals in Greater New Haven



PA-NH reduces health disparities and promotes health equity in Greater New Haven



PA-NH informs and drives innovation in healthcare delivery models for underserved populations

HOW WE DO IT

VOLUNTEER PROVIDER NETWORK

“Project Access allows me to care for people without insurance the way I want to care for them—using the evidence-based medical care that I would want for all of my patients, regardless of insurance status. Project Access helps me care for people the way I would want to be cared for.”


LACEY WHITMIRE, MD, MPH

PA-NH’s extensive **volunteer provider network** includes **physicians, hospitals, businesses, and community partners that provide free medical care and services to our uninsured patients.**

Yale New Haven Hospital (YNHH) donates a full spectrum of ancillary and hospital-based services (e.g., diagnostic testing, surgical facilities, inpatient care) and local physicians participate through Yale Medicine (YM), Northeast Medical Group (NEMG), and independent practices throughout Greater New Haven. Other partners contribute in a variety of ways – for example, M7 provided free taxi rides to medical appointments and Quinnipiac University donated physical therapy services.



497
HEALTHCARE
PROFESSIONALS
PROVIDED
**FREE
CARE**
TO PA-NH PATIENTS



\$38M+
IN DONATED
MEDICAL
CARE
DELIVERED TO
PA-NH PATIENTS



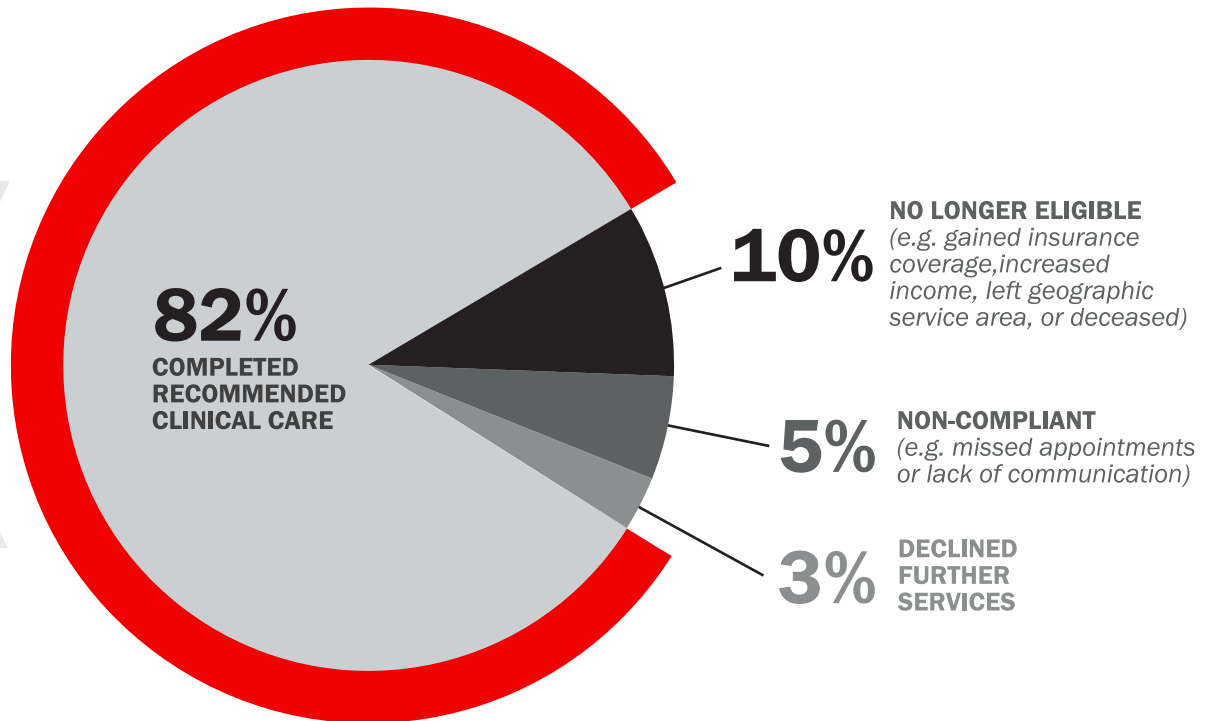
338
DONATED
TAXI RIDES

PATIENT NAVIGATOR (PN) PROGRAMS

URGENT SPECIALTY CARE PROGRAM


PA-NH's hallmark **Urgent Specialty Care Program** addresses the urgent, unmet healthcare needs of Greater New Haven residents who have limited financial resources and lack health insurance coverage. Through this program, PA-NH patients receive free specialty and ancillary care from our extensive volunteer provider network. In addition, our team of bilingual patient navigators provides tailored education and support to remove barriers and ensure that patients receive the medical care that they need in a timely and coordinated fashion.

PA-NH URGENT SPECIALTY CARE REFERRAL OUTCOMES 2020-2022



8,392
COMPLETED MEDICAL APPOINTMENTS

2% NO-SHOW RATE
FOR NAVIGATED HEALTHCARE APPOINTMENTS

27% INCREASE 
IN ACTIVE PATIENT CASELOAD
FROM 2020-2022
(JANUARY 1 2020 - DECEMBER 31, 2022)



“I was diagnosed with cancer and told that I needed to have surgery immediately. Through Project Access, I was able to see a surgeon and start treatment quickly. [The PA-NH patient navigators] have been the champions in my life. They remind me of appointments and follow up with me to see how I’m feeling. They make sure that they leave no stone unturned when it comes to my care. It feels like magic to me because, at one point, I had no one to turn to and now I have Project Access. I have a giant in my life – my illness is my giant! Project Access has given me the opportunity to fight against this giant. ”

– PA-NH URGENT SPECIALTY CARE PROGRAM PARTICIPANT

98% 

OF PATIENTS
REPORTED THAT THEIR
**ACCESS TO
MEDICAL CARE
IMPROVED**
WHILE ENROLLED IN PA-NH

92%

OF PATIENTS
SAID THEY “ALWAYS” GOT
MEDICAL APPOINTMENTS
**AS SOON AS
NEEDED**
THROUGH PA-NH’S
**URGENT SPECIALTY
CARE PROGRAM**

“After being so close to losing my foot, I am now able to walk again. I no longer need a wheelchair and I have regained my independence. It has been a long process, but I truly do not know if I would be here today without Project Access.”

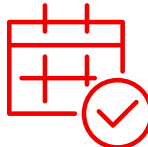
– PA-NH URGENT SPECIALTY CARE PROGRAM PARTICIPANT




PATIENT NAVIGATOR (PN) PROGRAMS CONTINUED

BREAST HEALTH NAVIGATION PROGRAM

PA-NH's **Breast Health Navigation Program** aims to reduce breast cancer disparities in Greater New Haven by coordinating timely breast cancer diagnostic testing and treatment for residents who are at increased risk for poor outcomes due to a lack of healthcare coverage, limited financial resources, or other barriers. Our team of bilingual patient navigators provides tailored education and support to remove barriers and guide patients through the breast cancer continuum of care. For those who lack healthcare coverage, breast health services are provided for free through our volunteer provider network.

2,077  **BREAST HEALTH APPOINTMENTS COMPLETED**

91% OF PATIENTS ACHIEVED DIAGNOSTIC RESOLUTION WITHIN 30 DAYS WHEN REFERRED TO PA-NH WITHIN ONE WEEK OF **ABNORMAL BREAST CANCER SCREENING**

 **AVERAGE 10 DAYS** FROM BREAST CANCER DIAGNOSIS TO TREATMENT INITIATION WHEN REFERRED TO PA-NH WITHIN ONE WEEK OF **DIAGNOSIS**

99% OF PATIENTS “STRONGLY AGREE” THAT PA-NH **HELPED THEM TO FEEL LESS WORRIED, STRESSED, OR ANXIOUS** ABOUT THEIR BREAST HEALTH CARE



COLONOSCOPY SCREENING PROGRAM

PA-NH's **Colonoscopy Screening Program** aims to increase rates of colorectal cancer screening among individuals who receive medical care at a local federally qualified health center. PA-NH's team of bilingual patient navigators provides tailored education and support to help patients prepare for and follow through with colonoscopy appointments.

SIGHT-SAVING ENGAGEMENT AND EVALUATION IN NEW HAVEN (SEEN)

Launched in 2022, **Sight-Saving Engagement and Evaluation in New Haven (SEEN)** is a research partnership with the Yale School of Medicine that seeks to reduce disparities in diabetic retinopathy by providing PA-NH patient navigator services to individuals with diabetes who are at risk for preventable blindness.

88% OF
**COLONOSCOPY
SCREENINGS
COMPLETED
WITHIN 3 MONTHS OF
PA-NH REFERRAL**



COMMUNITY HEALTH WORKER (CHW) PROGRAMS



Everyone at Project Access has been so nice to me. I feel that they truly care about me. When I told them I was behind on my rent and didn't have enough food, they found a program that helped me pay my landlord and they helped me to get food. They worry about my wellbeing and about my family being safe.

- PA-NH REACH PROGRAM PARTICIPANT

RACIAL & ETHNIC APPROACHES TO COMMUNITY HEALTH (REACH)

REACH is a **national program administered by the Centers for Disease Control and Prevention (CDC)** to reduce racial and ethnic health disparities. Since 2018, PA-NH has partnered with the Community Alliance for Research and Engagement (CARE), an affiliate of Southern Connecticut State University and the Yale School of Public Health, to implement REACH in New Haven. Through REACH, PA-NH partners with local healthcare providers to **identify patients with health-related social needs** and provides CHW services to connect those individuals with locally available resources to address identified needs.

ACCOUNTABLE HEALTH COMMUNITIES (AHC)

AHC is a national program administered by the Centers for Medicare and Medicaid Services (CMS) that provides services to identify and address the health-related social needs of Medicare and Medicaid pediatric and adult beneficiaries and evaluate the impact on health care utilization and costs. Since 2017, PA-NH has partnered with Yale New Haven Hospital to screen Medicare and Medicaid patients for health-related social needs and provide CHW services aimed at addressing those needs through the AHC program.

VIRTUAL DIABETES PREVENTION PROGRAM (vDPP)

PA-NH and the Yale School of Public Health are piloting a CHW-mediated, Virtual Diabetes Prevention Program (vDPP) for adults who live in New Haven, have limited financial resources, and are at risk for developing type 2 diabetes.



COVID-19 TRUSTED MESSENGER AND VACCINE NAVIGATION INITIATIVES

Recognizing a need for “trusted messengers” to deliver clear, accurate, up to date COVID-19 information to individuals in underserved communities, PA-NH PNs and CHWs have been incorporating COVID-19 messages into patient phone, text, and mail communications since June 2020. We have also conducted extensive outreach to the Greater New Haven community through local food pantries, businesses, events, and neighborhood canvassing. Initially focused on hand hygiene, masking, and social distancing (i.e., the “3Ws”), our COVID-19 messaging evolved to promote knowledge of and access to vaccination, testing, and treatment.

HEALTHCARE COVERAGE OUTREACH AND APPLICATION ASSISTANCE

PA-NH’s longtime partnership with **Access Health CT** promotes access to health insurance coverage in Greater New Haven and across the state. In our role as an Access Health CT Navigator from 2020-2022, we conducted **intensive outreach to increase awareness of marketplace health insurance options in underserved communities** that tend to have higher rates of uninsurance. In addition, PA-NH staff have provided health insurance application assistance to individuals and families since 2013 through the “In-Person Assister” and “Certified Application Counselor (CAC)” programs.

INTEGRATED CARE FOR KIDS (INCK)

PA-NH is working closely with **Clifford Beers, Inc.** to develop and implement the Integrated Care for Kids (InCK) intensive care coordination model in New Haven. InCK is a **child-centered local service delivery and state payment model that aims to reduce expenditures and improve the quality of care for children through prevention, early identification, and treatment of behavioral and physical health needs.** PA-NH has provided training and consultation throughout the program development process and will be one of the first agencies to pilot InCK services for Medicaid insured families beginning in 2023.

745
COMPLETED
COVID-19
VACCINE
APPOINTMENTS



2,037
INDIVIDUALS
REACHED
WITH DIRECT
PHONE
MESSAGING

BEHIND THE SCENES



Our dedicated board members and staff have been instrumental in our organization's success over the past three years. Their unwavering commitment and expertise have enabled us to achieve remarkable milestones and make a positive impact in our community.

2020-2022

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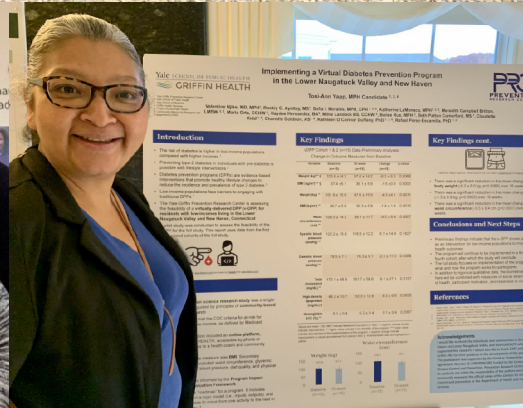
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2020-2022 FINANCIAL SUPPORT FOR PA-HN CAME FROM THE FOLLOWING INDIVIDUALS AND ENTITIES

Thank you for your generous contributions - our work would not be possible without your support.

Aber, Emily
Abraham, Mark
Access Health Connecticut
Ager, Ma'Glinda
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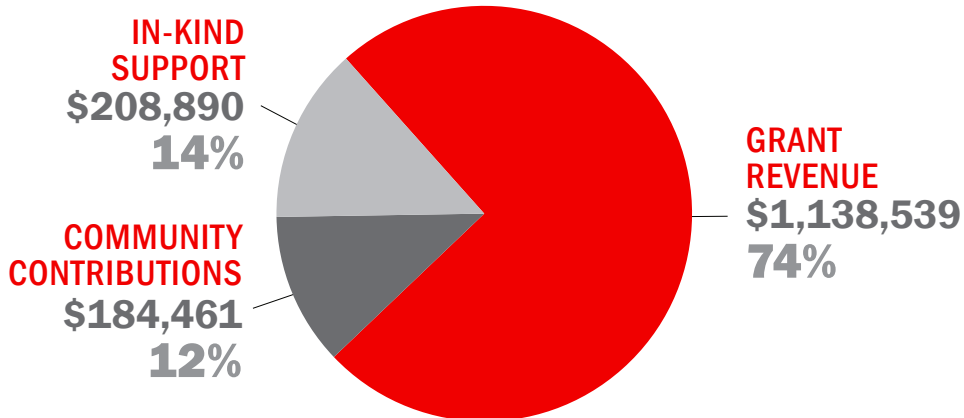
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McGlone, Susan	Sanchez-Skakle, Mavi	Yale New Haven Hospital Auxiliary
McGowan, Denise	Saxon, Burton & Myra	Yale New Haven Hospital Medical Staff
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McKenzie, Zephyr	Schwartz, Ian	Zulfi, Ajshe
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Moritz, Barb & Ernie	Shenoi, Sheela	

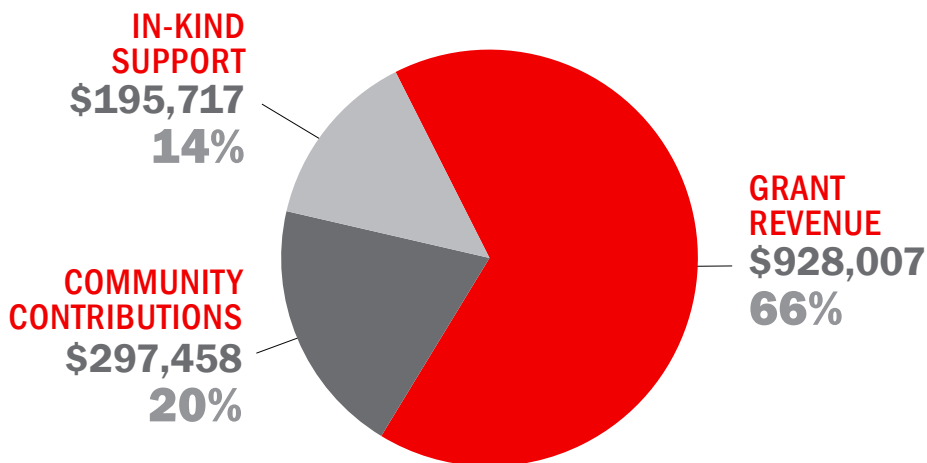
FINANCIALS

REVENUE

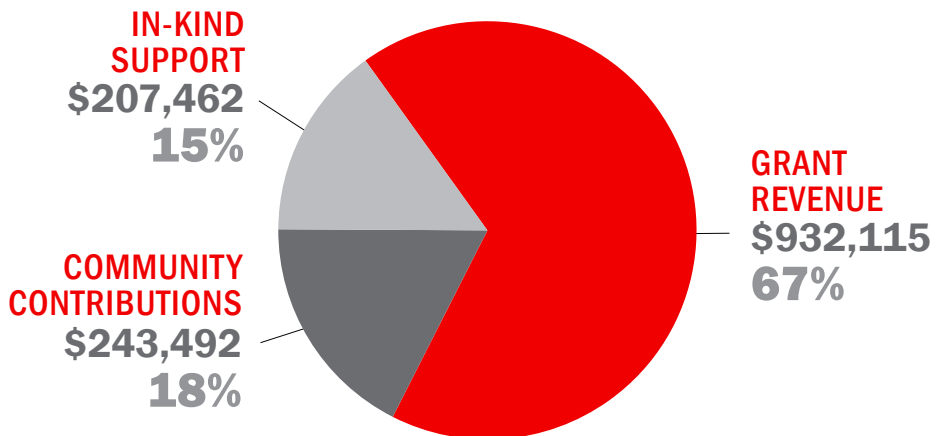
2020



2021

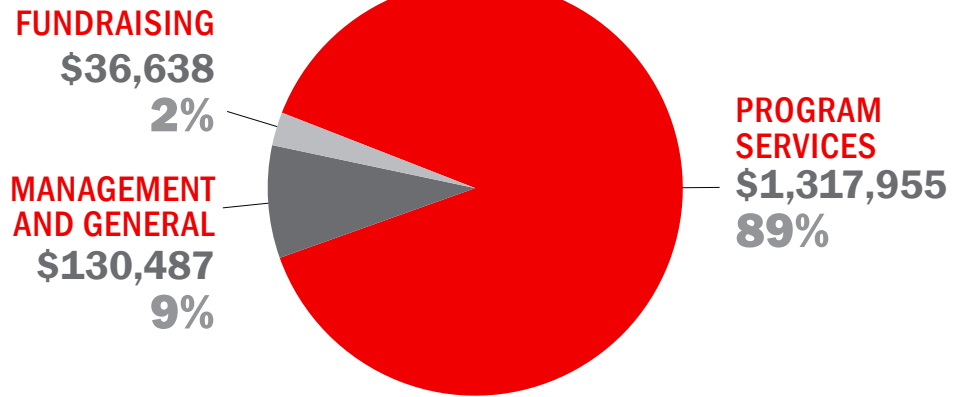


2022

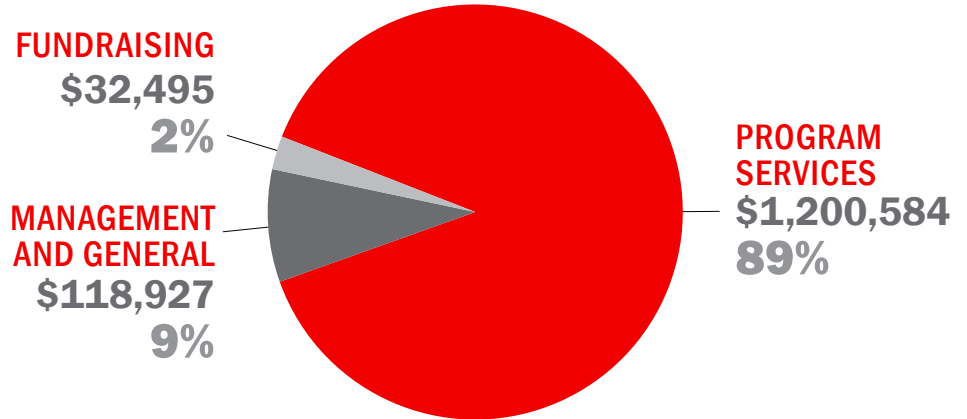


EXPENSES

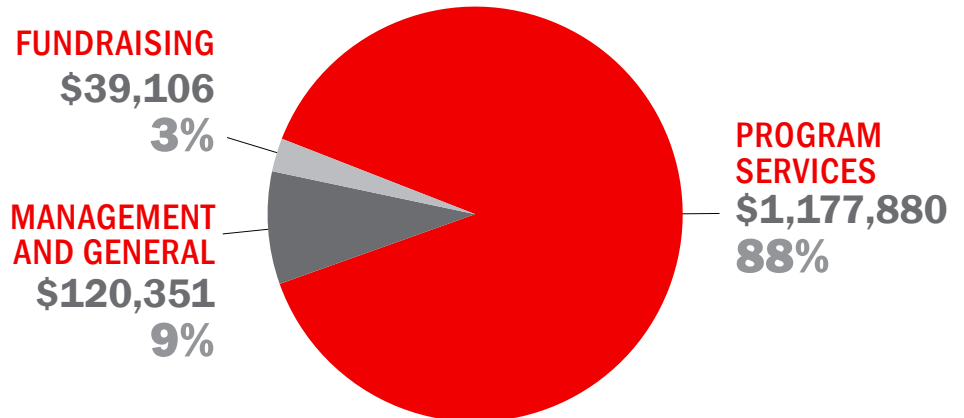
2020



2021



2022





Project Access
"Our community cares" New Haven

Project Access New Haven

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