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Yale-New Haven Hospital to Receive the 2014 Connecticut's Hospital Community Service Award

WALLINGFORD – At its 96th Annual Meeting on June 18, the Connecticut Hospital Association (CHA) and the Connecticut Department of Public Health will present Yale-New Haven Hospital with the 2014 Connecticut's Hospital Community Service Award for Project Access-New Haven. Sponsored by CHA and the Connecticut Department of Public Health, the 2014 Connecticut's Hospital Community Service Award recognizes outstanding achievement in community service.

With significant in-kind and financial support from Yale-New Haven Hospital (YNHH), Project Access-New Haven (PA-NH) brings the Greater New Haven community together to create an expanded network of medical care and services that improve access to care for underserved patients.

PA-NH was founded in 2009 to address health inequities in the Greater New Haven area. The program provides an organized system of care that emphasizes coordination of services and timely access to care for vulnerable populations. At the core of the program are Patient Navigators who coordinate care, remove access barriers such as language and transportation, and help patients navigate the healthcare system. By providing underserved patients with access to comprehensive, coordinated care in a timely manner, PA-NH improves patient care, increases health system efficiency, and reduces health disparities.

Since 2010, PA-NH has enrolled more than 850 underserved patients and coordinated the delivery of more than \$13 million in medical care. Key outcomes include reduced wait times and improved show rates for medical appointments. Due largely to PA-NH's model of intensive "high-touch" navigation, the no-show rate for medical appointments among PA-NH patients is 3% (vs. 34% for similar patients in hospital-based specialty clinics). Program participants also report improved health, quality of life, and access to care when surveyed one year after enrollment, and participating physicians report high program satisfaction.



Project Access-New Haven staff

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About CHA

The Connecticut Hospital Association has been dedicated to serving Connecticut's hospitals since 1919. Through state and federal advocacy, CHA represents the interests of Connecticut's hospitals on key healthcare issues in the areas of quality and patient safety, access and coverage, workforce, community health, diversity, and hospital reimbursement.