

Hartford Connecticut: Northeast Neighborhood Partnership

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Hartford Department of Health and Human Services
St. Francis Hospital
University of Connecticut

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NNORTHEAST NEIGHBORHOOD PARTNERSHIP

We are bringing together community residents and organizational partners to improve the safety, health and prosperity of families and children in the Northeast neighborhood.

Community Activation

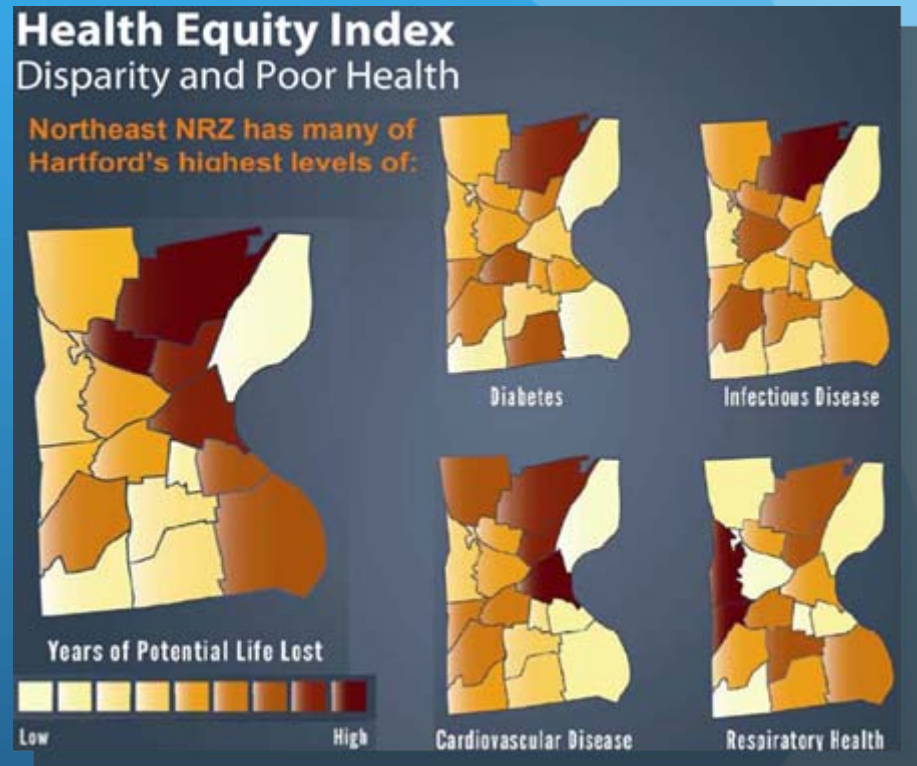
- Establishing neighborhood “backbone” organization to facilitate ongoing local problem solving and increased collective efficacy
- Creation of community “hub” with co-located resources
- Revitalization of physical, social and economic environment of the Northeast neighborhood

Community-Based Care Coordination

- Promote access to primary care and existing community supports to improve health outcomes, improve experience of care and reduce costs

Northeast Neighborhood of Hartford

- **One of the poorest neighborhoods in the City and the State of Connecticut.**
- The Connecticut-wide Health Equity Index (HEI) shows that the **City of Hartford rates worst in a majority of social determinants of health**, such as employment, housing, safety, education, and economic security, and environmental quality.
- Hartford also rates worst in the State on many health indicators, including the **highest ER usage** and the **second highest level of hospitalization for asthma.**

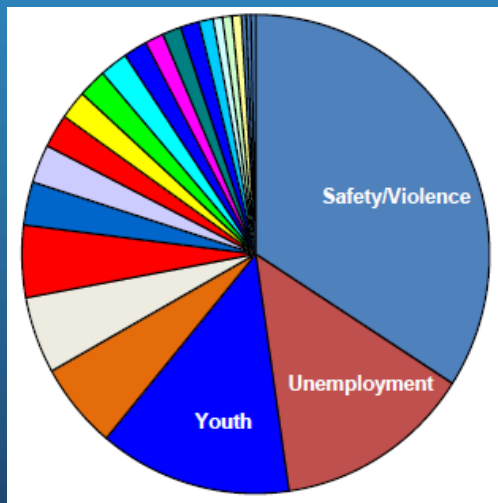


Community Activation

Community Organizing

- 2 Community Planning Partners
- Neighborhood Survey to determine biggest concerns for neighborhood residents
- Community Events/Meetings
- Healthy Northeast Challenge exercise group
- Block Association Revitalization

Biggest Neighborhood Concerns



Partner Network

Convene a network of over 45 participating service providers, local foundations, and city, state and federal agencies. The role of this network is to:

- Target and leverage existing efforts that are already working to improve quality of life in the neighborhood
- Be a resource when a decision is made and action is needed
- Respond when Community Planning Partners identify priority areas that existing organizations can affect

Quality Improvement Team

A cross-sector team to support residents and network to carry out, monitor and track impact of action steps

Care Coordination

We are providing care coordination services to the most vulnerable residents in the community

- Partnership with Saint Francis Emergency Department and Burgdorf/Bank of America Health Center
- Provide wrap-around, individualized support
- Connect residents to primary care and existing community supports

Data-driven

- In 2011, **8020** residents visited the ER at Saint Francis Care Hospital

- Total of **13,347** visits

Cost

ER visit

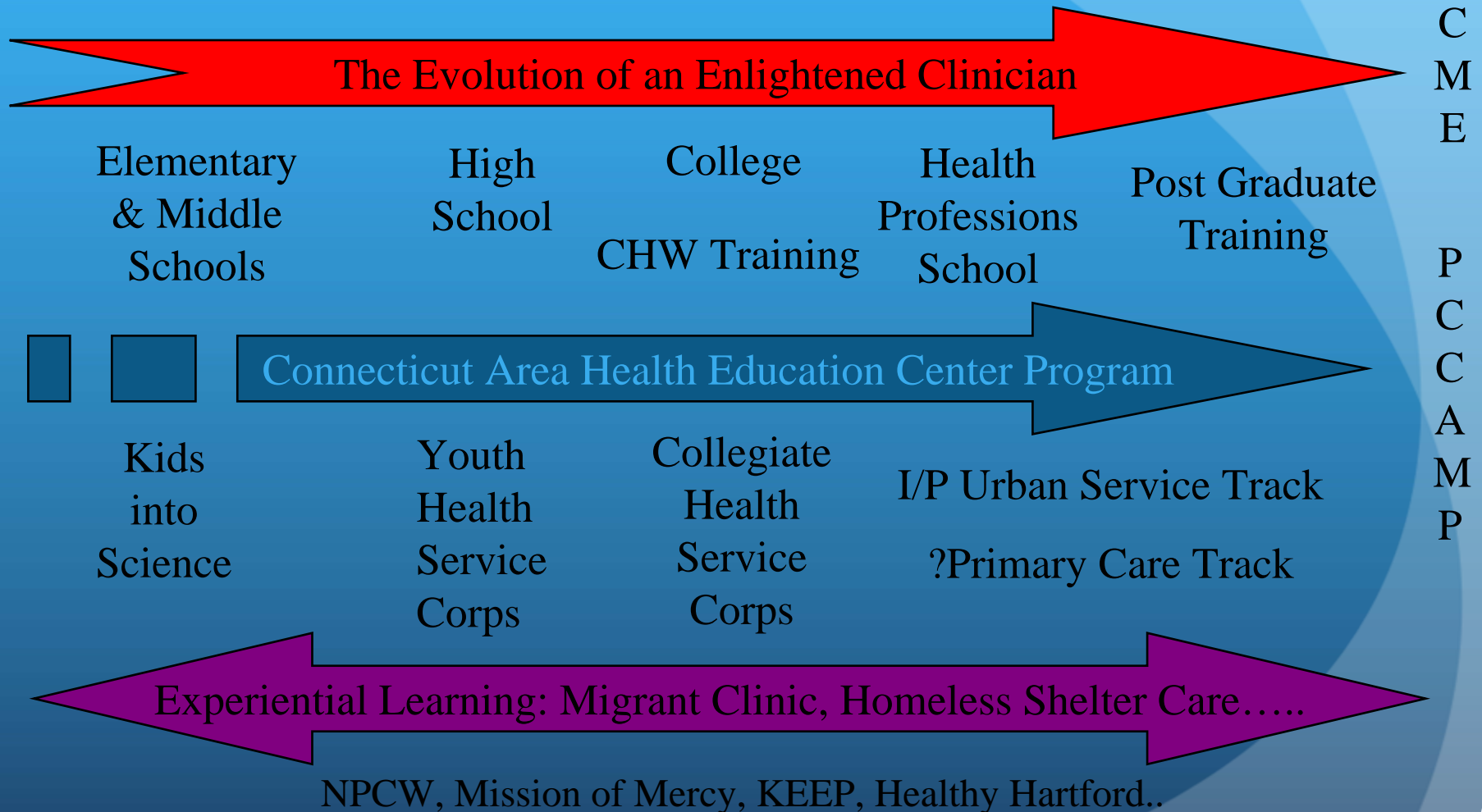


Average cost **\$1318**

Median cost **\$615**

Estimated Neighborhood ED Expenses **\$17,591,346**

Creating Caregivers for the Underserved: The Continuum of Development



Community Health Workers: Training

- Central (Hartford) and Southwest (Norwalk) AHEC Centers
- Evidence Based Training program :
 - Core Competencies (WHO)
 - Community Health Worker National Education Collaborative
 - American Public Health Association
 - Massachusetts Association of CHWs
- Defined learning objectives achieved through self assessment, group discussion, lecture and interactive workshops, provider and patient presentations and project based learning and reflection

Modules:

- CHW Roles and Responsibilities
- Status of Community Health
- Capacity Building and Professional Development
- Occupational Skills
- Clinical Skills
- Prevention and Self Management health Education

Measures of Success

Dimension	Proposed Measure	Data Source
Health Outcomes	<ul style="list-style-type: none">▪ Emergency Department Utilization▪ Hospital Inpatient Visits▪ Years of Potential Life Lost▪ Self-Reported Health Status	<ul style="list-style-type: none">▪ Saint Francis Hospital▪ Health Equity Index▪ Self-reported Survey
Experience of Care	<ul style="list-style-type: none">▪ Days reported feeling good or very good▪ Reported feeling of safety in neighborhood	<ul style="list-style-type: none">▪ Self-reported Survey (BRFSS)▪ Neighborhood Survey
Cost	<ul style="list-style-type: none">▪ Emergency Department Utilization▪ Hospital Inpatient Days▪ Police, Fire and EMS Calls from neighborhood	<ul style="list-style-type: none">▪ Saint Francis Hospital