Proposal for Fellowship Placement • Summer 2019

• Organization:

  Fair Haven Community Health Care, Inc.

• Full street address of organization:

  374 Grand Avenue
  New Haven, CT 06513

• Website:

  www.fhchc.org

• Name and title of person who will be the Fellow’s direct supervisor (the supervisor must be available to supervise Fellow on a daily basis):

  Benjamin Oldfield, MD MHS
  Medical Director of Population Health

• Phone number and e-mail address of proposed direct supervisor:

  b.oldfield@fhchc.org
  203.777.7411 x5539

• Placement dates (8-11 weeks between Tuesday, May 28 and Friday, August 9, 2019):

  Monday, June 3, 2019 through Friday, August 9, 2019

• Are placement dates flexible? If so, please describe:

  Yes, placement dates are flexible throughout the time period identified above. If possible, we would like to host a Fellow for 10 continuous weeks to maximize her/his experience.
• Proposed work schedule (*placements should be equivalent to full-time and not more than 37.5 hours/week/n):

Work expectations will follow a weekly schedule with a total of 36 hours/week:
- Monday 8:00am - 3:30pm
- Tuesday 8:00am - 3:30pm
- Wednesday 8:00am - 3:30pm
- Thursday 8:00am - 3:30pm
- Friday 10:00am - 4:00pm

Placement Description

• Organization description:

Fair Haven Community Health Care, Inc., is a federally qualified health center whose mission is to improve the health and social wellbeing of the communities we serve through equitable, high-quality, patient-centered care that is culturally responsive. We provide integrated primary, behavioral, and dental care—regardless of insurance status or the ability to pay—to about 18,000 patients in the greater New Haven area. We have a historical commitment to and concerted focus on reducing health care disparities and promoting health equity in the greater New Haven area through data-driven strategies that target vulnerable populations, screen for and address the social and structural determinants of health, and build community capacity through strategic partnerships.

• Write a 1-2 sentence summary of the work that the Fellow would be conducting

The Fellow will work with teams of clinicians, care coordinators, nurses, administrators, and our community partners in data-driven efforts to improve the care of vulnerable subpopulations that Fair Haven Community Health Care serves: for example, New Haven residents who are “high-utilizers” of medical services (such as the emergency department and inpatient hospitalization) and those with difficult-to-control asthma.

• Write a more complete description of the specific project you propose and list the duties/outcomes expected of the Fellow.
Fair Haven Community Health Care seeks to promote health equity by identifying the barriers that certain populations face in achieving good health and receiving health care, and ameliorating or eliminating those barriers. To that end, we have developed novel, “specialty” clinics and outreach efforts that target populations that are particularly vulnerable. These clinics involve multidisciplinary teams of clinicians, nurses, behavioral health specialists, and care coordinators who provide wrap-around, family-oriented services to patients to help them achieve good health and receive the services they need, in a way that meets them where they are in their psychosocial context.

To illustrate how this works, consider a fictitious adolescent who has asthma and presents frequently to the emergency department for exacerbations of her asthma. Her primary care clinician has prescribed her the first-line therapies to manage her asthma, yet she continues to get sick. It is not until a behavioral health clinician characterizes her history of childhood trauma that it is known that she has a mistrust of adults and therefore does not take her medications. Then, when a care coordinator does a home visit, she learns that the family has many vulnerabilities that may worsen her asthma (mold on the apartment walls, frequent tobacco smoke outside the windows) and also many strengths that can be bolstered by her care plan (a sibling whom she trusts, a desire to participate in high-school volleyball). Through an integrated care plan mobilized in our specialty asthma clinic, her team treats her post-traumatic stress disorder, advocates for better conditions in her housing unit, and engages her sibling and her volleyball coach in her care plan.

These are the kind of creative solutions we devise in our specialty clinics and outreach efforts.

However, we need to measure the impact of such efforts in order to identify where we are successful and where there is room for improvement; how to disseminate our findings and strategies to other clinics; and how to engage other community organizations in care plans and clinic strategies.

The Fellow will support these efforts by (1) meeting weekly with multidisciplinary teams of providers who make care plans directed towards vulnerable populations, (2) constructing longitudinal databases using Microsoft Excel that analyze process and outcomes measures of these efforts, (3) participating in the writing of dissemination products about our work, and (4) engaging in quality improvement projects that support these efforts. In so doing, the Fellow will engage with multiple different health professionals including clinic leadership on a regular basis. Specific
skills that we believe will emerge from this experience include communication across sectors, health-related data management including in quantitative and geospatial (GIS) formats, strategies for community partnership, and an understanding of New Haven history and its subpopulations.

Additionally, if desired by the Fellow, we can facilitate one half-day per week as a shadowing experience in different clinical environments, including in family medicine, pediatrics, addiction medicine, women’s health, and care coordination.

• List specific skills/experience required for the project:

We seek a Fellow who has some experience with the management of data in Microsoft Excel and has some experience in working with marginalized populations, such as (but not limited to) persons who have recently immigrated, persons living in extreme poverty, homeless persons, or persons with severe mental illness. We seek a Fellow who enjoys working in environments where innovation is valued highly.

• Additional requirements (e.g. a car or weekend working hours). If a car is required, include information regarding parking arrangements and mileage reimbursement):

   Neither weekend hours nor a car is needed. We do have free, on-site parking available, if the Fellow does use a car.

• Briefly describe the work that Yale PPSF Fellows have done with your organization in the past and present. If you have not worked with Yale Fellows, describe any work that Yale students have done with your organization.

   We continuously have Yale health professions trainees do clinical, research, and advocacy work based in our organization. Additionally, we have two AmeriCorps STITCH volunteers (recent college graduates) working at FHCHC on 10-month-long projects designed to bolster health insurance literacy among our population.

   In 2015, we had a greatly positive experience with a Yale PPSF fellow who supported our operations development during the opening of our second site at 50 Grand Avenue. We trained her in the use of our electronic medical record system (EMR) and she became an in-house trainer of that system to others. In this role, she taught doctors, nurses, care coordinators, and behavioral specialists the use of the EMR. A nursing student, she ended up continuing to work with our organization after the summer experience ended. We are grateful for her contributions to our
organization and our patient populations, and it is partly our positive experience with her that motivates us to apply for this unique program again.