

Yale New Haven Hospital New Haven, Connecticut

Connecticut's [Yale New Haven Hospital](#) (YNHH) is a private, nonprofit teaching hospital with 1,541 beds and two main campuses. It is the largest acute care provider in southern Connecticut. YNHH refined its data collection process for the 2016 community health assessment (CHA) to gain a broader understanding of the communities the hospital serves. In collaboration with the Healthier Greater New Haven Partnership, [DataHaven](#), [Yale School of Public Health](#), and [Community Alliance for Research and Engagement](#) (CARE), Yale New Haven Hospital integrated essential resources from each partner in its primary **data collection** process, including:

- Students from the Yale School of Public Health conducted *key stakeholder* interviews with members of the community.
- CARE administered *door-to-door surveys* in six underdeveloped neighborhoods in New Haven and received an 80 percent response rate. CARE hired and trained local residents to conduct the surveys to boost community engagement and gain a greater understanding of the community's needs.
- DataHaven, whose mission is to improve quality of life by collecting, interpreting and sharing public data for effective decision-making, supplemented CARE's efforts by conducting a *telephone-based survey* for the entire state of Connecticut (which was initially piloted in Greater New Haven in 2012). The survey was administered throughout Connecticut, collecting a sampling from all 169 towns with an oversampling in some municipalities. Available in both English and Spanish, questions were related to health conditions, access to care, determinants of health, and other topics as seen [here](#).
- Chanana Consulting Services LLC conducted *focus groups* in Greater New Haven.

For secondary data collection, all hospitals in Greater New Haven and in Lower Fairfield County worked with Connecticut Health Information Management Exchange (CHIME) to obtain hospital medical records and data. The hospital has made all data collection tools accessible on its website. The data collected was disseminated through mapping tools, public forums and partnership meetings. Augusta Mueller, the community benefits manager of Yale New Haven Hospital, recognizes that timeliness and availability of data can be challenging, but she still recommends that other hospitals include the voice of their community by using and maximizing locally based resources when collecting data.

Other recommendations include:

- Look for nontraditional partnerships to enhance knowledge about the community.
- Rather than individually developing a CHA, hospitals within the same region can collaborate and bring together resources to develop and analyze comprehensive data sets of the larger community.

View Yale New Haven Hospital's community health assessment [here](#).

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