

le Medicine

# HAVEN FREE CLINIC

# LA CLÍNICA GRATUITA

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# ANNUAL REPORT 2022-2023

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# Overview – Who We Are

HAVEN Free Clinic is a student-run primary care clinic partnered with Yale Medicine. We serve uninsured adult residents of New Haven. The clinic is a collaborative effort of the Yale medical, nursing, physician associate and public health schools.

## Our Mission

- To serve as a sustainable free clinic that provides uninsured adults in New Haven with primary care, wellness education, and social services.
- To educate Yale students about primary care and the value of working in interdisciplinary healthcare teams; allow students to gain experience in community health; and expose students to the challenges of managing patient care with limited resources.

## Our Vision

Every uninsured adult living in New Haven will have access to comprehensive, quality healthcare. Students will develop a lifelong commitment to valuing social context in their future work with patients and communities.



With your support, in **2022-2023** we have had the capacity to ensure our patients receive optimal care that has a holistic focus. In addition to primary care, we also have reproductive healthcare services and non-clinical departments, including social services, behavioral health education and intake, medical debt and insurance counseling, legal services, and health education. To better facilitate the care of complex patients, we also have a longitudinal care coordination department that supports their access to multiple healthcare services and ensures consistent support for those with chronic medical conditions. HAVEN also helps to ensure that patients can limit the cost of their medical care through partnership with other healthcare entities for reduced or no-cost access to imaging and specialist appointments. Our Latent TB Initiative provides early screening and identification of patients with latent tuberculosis, along with providing TB treatment to over 20 patients this year alone. We work tirelessly to continue to improve both the quality of care we give to our patients, and the quality of education we provide to our student volunteers.

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# Navigating Change

This past year has been a year of growth and change for the HAVEN Free Clinic. We have faced challenges, seized opportunities, and in the midst of everything, have cultivated another generation of students dedicated to serving the underserved. As we approach the new year, our mission to support our community remains the same.

Throughout the COVID-19 pandemic, HAVEN has adeptly handled the many twists and turns. We shifted to a hybrid tele-health model, moved our fundraising to virtual, and operated at reduced capacity for a period of time. We developed partnerships with the local community and ensured our patient population had ready access to testing, vaccines and treatment.

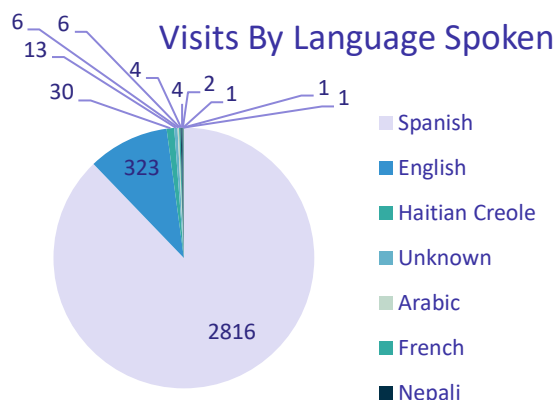
This year, as the incidence of COVID-19 began to fall, we began our transition back to a state of normalcy—we returned fully to in-person, and in time, relaxed our masking policy in accordance with Yale University’s policies. Our 2023 annual ANDA 5K fundraiser was, for the first time since 2019, fully in person.

With this return to in-person came a host of new challenges to overcome. As our in-person appointment numbers grew, our appointment slots became filled months down the line. We implemented a new patient policy to ensure that patients who most needed our support could access care. In Fiscal Year 2023, 600 unique patients were seen and over 3,000 visits were completed, an almost 25% increase from the previous year\*. Even as we expanded our volunteer numbers, our initiatives, and our departments, we were conscious of the need to balance our efforts with our capacity to ensure a sustainable future for our clinic.

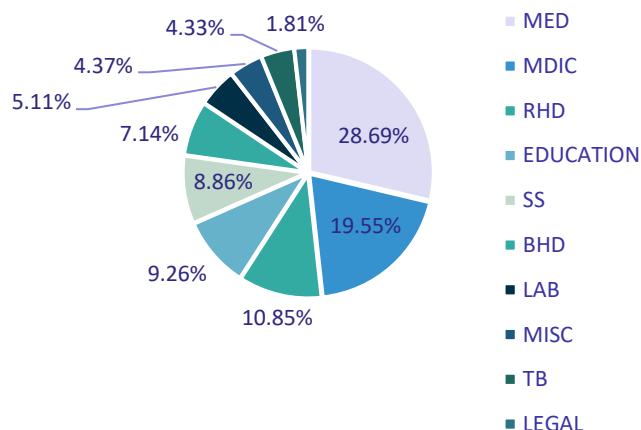
This annual report offers an opportunity to reflect on our areas of growth, while thinking strategically about the future of the HAVEN Free Clinic.

# Keeping our Promise

This year, we served our patients to our fullest capacity. **3,207** visits were held between **10** of our patient-facing departments.



Completed Visits By Department



Our interpreting department, comprised of on average **20** volunteers, helps to support our many patient visits. **34%** of our visits were telehealth appointments, while the remaining were transitioned to in-person visits. Patients were an average age of **44**, and approximately **60%** of patients were female.

## Vaccine Initiative

This year, through the efforts of many of our student volunteers, we regained certification through the Connecticut Vaccine Protocol after COVID-19 and were able to return to administering vaccines in clinic. We obtained supplies of 7 vaccines, and later this year, established a Vaccine Department for oversight and administration.

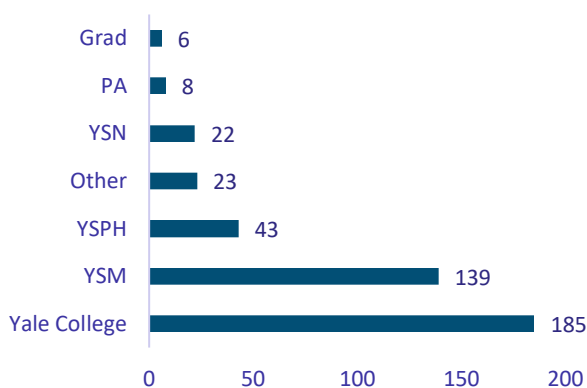
### Vaccines available:

- ➔ Flucelvax (Influenza)
- ➔ Shingrix (Shingles)
- ➔ Havrix (Hepatitis A)
- ➔ Hephisav-B (Hepatitis B)
- ➔ Twinrix (Hepatitis A and B)
- ➔ Gardasil 9 (HPV)
- ➔ Boostrix (tetanus, diphtheria, and pertussis)

# Engagement and Partnership

This past spring, over 380 volunteers joined our ranks. This fall, we received over 500 applications to join HAVEN. Our volunteers, and their enthusiasm for helping those in need, are the backbone of our clinic.

Volunteer Affiliation, Fall 2023



## Our Faculty

Our clinic has flourished over the clinical leadership of our medical directors. With their support, we have been actively recruiting and engaging faculty volunteers:

Atlas, Stephen  
 Brown, Nancy  
 Culy, Lauren  
 Ellis, Peter  
 Finch, Danielle  
 Herbert, Tara  
 Kang, Angela  
 Krumholz, Harlan  
 Marshall, Ami  
 Mauldon, Maria  
 McNamara, Cynthia  
 Mohammad, Amir  
 Moreno, Jorge

Oldfield, Benjamin  
 Qiu, Xiaoliang (Shawn)  
 Rath, Kristina  
 Moreno, Jorge  
 Oldfield, Benjamin  
 Qiu, Xiaoliang (Shawn)  
 Rath, Kristina  
 Rodriguez-musterer, Ana  
 Roessler, Elizabeth  
 Segui, Lydia  
 Shepherd-Hall, Janiline  
 Wormser, Andrew  
 Wormser, Ellen

### Our Medical Directors



Angi Kang, MD, MPH



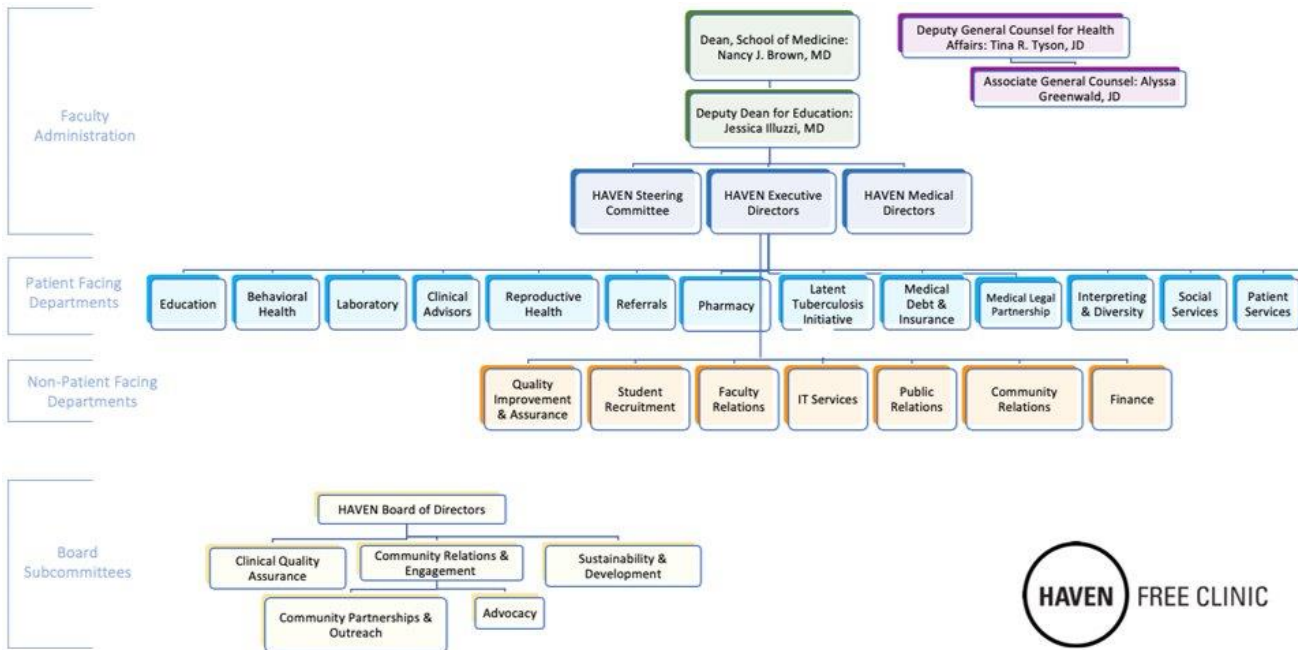
Ami Marshall, EdD, MSN, APRN, ANP-C



Elizabeth Roessler, MMSc, PA-C

# Growth and Leadership

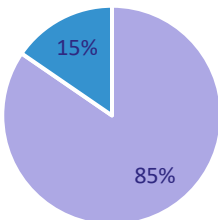
We expanded our efforts to match the needs of our population more concretely. This year, in place of a community advisory board, we expanded the Community Relations Director role, which focuses on engaging with community organizations, leading our efforts as a part of the HUSKY Coalition in advocating for expansion of Medicaid in Connecticut, and partnering with organizations that can provide assistance to our patients. To this point, we now have 22 departments (including the most recent addition of our Vaccine department) with 50 directors overseeing. The growth in our leadership has enabled us to drive our initiatives forward while increasing volunteer engagement.



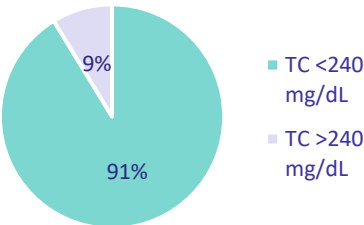
# Quality Initiatives

Hypertension Screening Status

■ Completed ■ Due



High Total Cholesterol

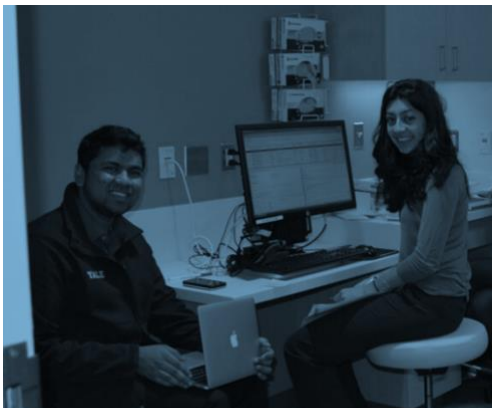


Our QA/QI team works diligently to ensure that we are improving care for our patients. Our annual metrics analysis keeps us on track to improve screenings for patients that qualify, while increasing awareness of the conditions that affect our patients.

\*All data is from FY2023 (July 1<sup>st</sup> 2022 – June 30<sup>th</sup> 2023) unless otherwise stated. Comparisons based on available data.

## Our Partners

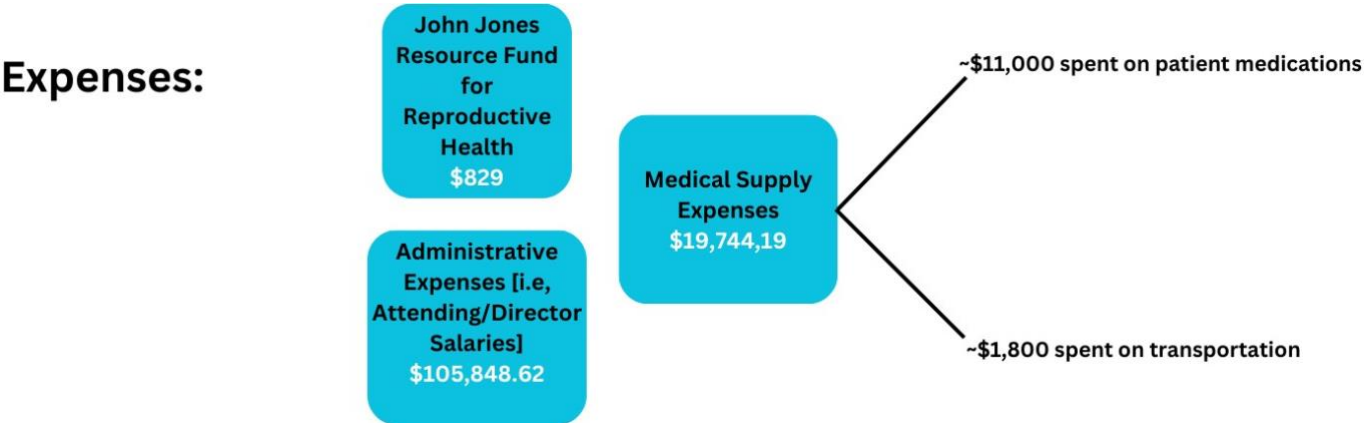
Our work at HAVEN requires the tireless efforts of our community partners. Yale Physicians Building supervisors are constantly working to ensure our clinic can operate at its best every Saturday in the first floor clinical space. We work closely with our partners at Cornell Scott Hill Health Center and Fair Haven to ensure transitions of care for patients in need. Around **70** referrals on average were placed per month for specialty visits, imaging and procedures. We also work closely with our community organization partners—we participate in the HUSKY Coalition steering committees and organize trainings with the Planned Parenthood of Southern New England. Our community partners, Unidad Latina en Acción (ULA), Integrated Refugee and Immigrant Services (IRIS) and Connecticut Immigrant Rights Alliance (CIRA) work closely with us for patient referrals and healthcare access initiatives. All together, we work toward the same mission of serving the underserved.



# Financial Overview

Throughout this past year, we were successful in maintaining our fiscal sustainability and supporting our clinic with the help of donors like you.

Our virtual ANDA 5K in October of 2022 was successful in raising almost \$25,000. As in the past, the John B. Goetsch Resource Fund for Medical Education and Service alongside with John Allen Jones '58E, '59 M.S., Patricia Hellman Gibbs, MD, Richard D. Gibbs, MD, the Hellman Family Foundation, and other private donors have supported HAVEN's clinical activities. We strive to continue to provide excellent, free care to the uninsured in our community and develop Yale students into the next generation of leaders in Primary Care.



\*All data is from FY2023 (July 1<sup>st</sup> 2022 – June 30<sup>th</sup> 2023) unless otherwise stated. Comparisons based on available data.

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# Moving Forward

As the fiscal year came to a close, we actively drove forward initiatives that have led to immense success at the clinic. Funding from the John Allen Jones Resource Fund for Reproductive Health supported the purchase of contraception and tools for IUD placement. Through the hard work of our directors, we received the Food as Medicine Grant this October from the National Association for Free Clinics in the amount of **\$20,000** to support increasing patient food security. We implemented new quality improvement initiatives aimed at improving warm handoffs and improving our metrics, and strove to streamline our clinic workflow to reduce the risk of error and improve efficiency.

As we look to the upcoming year, we anticipate new challenges will arise. The need in our community is great— budget cuts to many community health efforts threaten access for the very uninsured patients we aim to support. Our refugee community continues to grow as more threats to health and safety arise around the world. We thank you for your support, and hope that as these new challenges arise, you will join us in working towards making the best quality care accessible for those in our community who are in need.



**Thank you to all our supporters!**

**To learn more about HAVEN Free Clinic please visit: [havenfreeclinic.com](https://havenfreeclinic.com)**

**If you are interested in making a donation, please reach out to  
[haven.free.clinic@yale.edu](mailto:haven.free.clinic@yale.edu)**