

# Community Health Initiatives Tool

## NEWYORK-PRESBYTERIAN QUEENS

### Caring for Queens: A Hospital-Community Partnership to Improve Community Health

#### INITIATIVE DESCRIPTION AND GOALS

The Robert Center for Community Health Navigation was launched in January 2020 with a clear focus on chronic disease prevention and those social determinants of health that interfere with disease self-management. The RCCHN aims to empower patients to navigate the healthcare system, to connect to care and to access resources at NewYork-Presbyterian Queens and in local communities to address clinical and social needs.

In partnership with Make the Road New York and Public Health Solutions, a community health worker program was implemented to serve as a bridge between the hospital and community for patients in need of additional support to manage their chronic diseases. In the local emergency department, a patient navigator program was developed to support patients who frequent the ED because they are not well connected to care. Six bilingual practical nurses were hired to deliver culturally-sensitive education and support, to connect patients to health insurance and financial resources and to schedule primary and specialty care appointments. In response to the urgent need for access to food, NewYork-Presbyterian Queens' Choosing Healthy and Active Lifestyles (CHALK) program further engaged partners to enhance and coordinate local food distribution efforts.

#### PARTNERS

Make the Road New York, Public Health Solutions and Westside Campaign Against Hunger

#### OUTCOMES

- *Practical nurses:* Between February 2020 and March 2021, 1,193 patients were supported by six practical nurses. Among patients without a primary care provider, 98% had a primary care provider and appointment upon discharge. For those patients with appointments scheduled by the PNs, 84% attended the follow-up appointment.
- *CHWs:* Between March 2020 and March 2021, four community health workers made 826 wellness check calls and addressed urgent needs including access to food, technology support, housing and access to medication refills.
- *Food insecurity:* Between July 31, 2020 and March 19, 2021, 513,000 pounds of healthy food was distributed to nearly 4,000 unique households and 16,369 individuals.

#### LESSONS LEARNED

When COVID-19 struck Queens, the solid hospital-community partnership foundation between NYP Queens and local community-based organizations enabled them to respond quickly and effectively to ensure that community residents received the urgent care and support needed. This would not have been possible at this scale had these trusted relationships not already been established.

#### SUSTAINABILITY

The RCCHN is currently funded by private donors and NYP Queens has committed to provide long-term support. The CHALK food insecurity efforts are funded by NYP.

#### CONTACT

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