Yale-New Haven:
Connecting with Our Friends and Neighbors

Fall 2006
A message from the President

Dear Friends and Neighbors,

At Yale-New Haven Hospital, we know the people who live in the neighborhoods around us as our patients, our business colleagues and our current and future workforce. Our community is at the heart of the work we do here.

As you know, 2006 was a milestone year for all of us. Months of meetings with community leaders led to the long-awaited approval of a 14-story cancer hospital, slated to open in 2009. This will allow us to combine all of our cancer services into one well-designed building and provide the best possible care in a convenient and comforting setting. We also made a commitment to an enhanced multi-faceted community investment program, which will help provide everything from after-school programs to new homes for families with limited incomes.

In many ways, Yale-New Haven’s role in the community remains the same as it was almost 180 years ago, when it was established as the first hospital in Connecticut, founded to care for the poor, as well as sailors, soldiers and merchants far from their homes. It’s true that we have evolved into a world-class medical center, with physicians involved in groundbreaking medical advances. But we still work hard at providing the very best medical care for people who live right here in our communities. This includes children with asthma, women who need to make educated choices in the treatment of breast cancer, those who find themselves experiencing symptoms of a heart attack and many others.

Good health. Better quality of life. These are things all of us want for ourselves and our neighbors. At Yale-New Haven Hospital, we are making it happen.

Sincerely, Marna P. Borgstrom, President & CEO
Yale-New Haven Hospital today

A CHILD STRUGGLES WITH an asthma flare-up; a grandmother newly diagnosed with cancer faces a complex treatment maze; a father's busy life comes to a halt after a head-on collision—these are patients Yale-New Haven Hospital sees every day. Coping with illness or trauma is difficult for anyone. It can be devastating when the patient is uninsured or underinsured.

Today, Yale-New Haven Hospital (YNHH) is a world-class hospital that serves as a primary care center for patients like these who live in the city of New Haven and the greater New Haven region. It also serves as a 944-bed referral center for patients from throughout Connecticut as well as other states and countries.

The primary teaching hospital for Yale University School of Medicine, Yale-New Haven Hospital includes the 201-bed Yale-New Haven Children's Hospital and the 72-bed Yale-New Haven Psychiatric Hospital. This year, Yale-New Haven won approval to begin construction on a $467 million, 14-story, 112-bed cancer hospital, slated to open in late 2009.

Yale-New Haven is also the flagship hospital of the Yale New Haven Health System, Connecticut's largest healthcare delivery system. In addition to YNHH, the system includes Bridgeport and Greenwich hospitals and their affiliates, and is affiliated with Wentworth Hospital in Rhode Island.

Yale-New Haven continues to grow in size and stature, yet its commitment to serving poor and disadvantaged patients is still a top priority. Last year, Yale-New Haven Hospital provided more than $79 million for the care of the poor and to offset insufficient Medicaid and uncompensated care payments. YNHH has one of the most generous financial assistance policies in the nation, providing free care programs to patients with incomes at 250 percent of the federal poverty level, reduced rates to those at 400 percent of the federal poverty level and catastrophic protection for patients whose hospital bills exceed 10 percent of their household income.

In addition, the hospital sponsors and participates in numerous programs and activities to benefit the people of New Haven and surrounding communities. The result is a world-class hospital that is available to everyone.

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New ways to be a good neighbor

YNHH CURRENTLY SPENDS more than $9 million a year in community health programs around greater New Haven. When the hospital looked to build a new 14-story cancer hospital, it found tremendous support among friends in the community, but it also understood that this was a unique opportunity to extend its relationship. So, hospital officials spent more than a year talking to leaders of community, neighborhood and clergy organizations, then incorporated the feedback they received into a broad-based plan that will help the city in many ways.

Improving life in the Hill

Some of those plans are already under way in New Haven’s Hill neighborhood, which is directly adjacent to Yale-New Haven Hospital. This past summer, 75 children in the Hill enjoyed a free summer day camp provided by Yale-New Haven Hospital in partnership with the Hill Development Corporation. The hospital will be investing $300,000 per year to provide financial and technical assistance for youth programs in the Hill. The hospital also donated $50,000 for nine books for the Courtland S. Wilson library branch that just opened in 2006.

A consistent concern among community leaders is affordable housing. YNHH provided the Hill Development Corporation with $150,000 for the first year of a three-year home rehabilitation program to benefit Hill residents. Other priorities identified by the community were job training opportunities and access to permanent positions at YNHH for area residents. YNHH already employs more than 2,000 New Haven residents, including more than 400 employees who live in the Hill neighborhood. The hospital agreed to work with its contractors to set aside up to 15 trade apprenticeships for residents of the Hill and the city of New Haven, and to fund $100,000 a year for three years for a community liaison to address access to construction jobs associated with the new cancer hospital. YNHH will add five internships for high school students and three new $1,000 annual scholarships for students pursuing the healthcare field.

Maintaining a safe environment

Yale-New Haven Hospital has made a firm commitment to a number of safe construction practices to make sure the environmental impact of the new cancer hospital will be as minimal as possible. The hospital will ensure effective security of the construction site for the safety of community residents. YNHH will seek “green building” status for the cancer hospital, which incorporates design and construction practices that reduce energy consumption, conserve materials and resources and enhance water efficiency.

In a city already challenged by a shortage of parking, YNHH will contract with a developer selected jointly by YNHH and the city of New Haven to construct a new parking garage to minimize the impact around Yale-New Haven Hospital. The hospital will continue to promote carpooling and expand subsidized mass transit options for its employees. The hospital will also make improvements to traffic signals on North and South Frontage roads and hire a consultant to reduce any new parking problems that might arise. A second phase of the plan will consider commute alternatives such as telecommuting, vanpooling options, more amenities for bicycle riders, and extensive free YNHH shuttle service from park-and-ride lots in Guilford, Orange, Milford and West and North Haven to the hospital and back.

Partnering with New Haven

Yale-New Haven Hospital’s Cancer Hospital agreement with New Haven is designed to give the city and communities adjacent to the hospital an economic boost and promote better health among its residents with a new cancer hospital agreement with New Haven. YNHH will also provide a career ladder and development program in which hospital employees will be eligible for career advancement in nursing, allied health and other areas.

YNHH is providing $100,000 a year to the Mayor’s Youth Initiative, which has already signed up 100 city employees to serve as mentors for city youth. Additionally, YNHH has committed $100,000 to support the summer programs provided by the Boys and Girls Club of New Haven.

To help city residents with employment, the hospital is hiring 100 residents a year in entry-level positions from the Hill, West River and Dwight neighborhoods. YNHH will also provide a career ladder and development program in which hospital employees will be eligible for career advancement in nursing, allied health and other areas.

When the hospital looked to build a new 14-story cancer hospital, it found tremendous support among friends in the community, but it also understood that this was a unique opportunity to extend its relationship.
A stimulating summer for kids in the Hill

For six hot, sunny weeks in July and August, kids from the Hill neighborhood flocked excitedly through the doors of Truman School every morning for several hours of classroom activities inside and recreation outside. Once a week, they boarded buses for field trips to destinations that included the Mystic Aquarium, the Norwalk Maritime Center, the Pequot Museum, the Bruce Zoo and Lake Compounce.

But of all, the 2006 Summer Program, created by the Hill Development Corporation in partnership with Yale-New Haven Hospital, was the most intense.

The first visible example of the Yale-New Haven Hospital Community Investment Program in action, the program provided children aged 6 to 12 with a safe environment, learning and recreational/historical activities, arts and crafts, swimming lessons, drawing instruction, dancing and parks activities.

Marita Rosas, director, personally went door to door in the Hill giving out flyers to advertise the program to families, and quickly filled her 75 slots. "Families were very excited," she said. "They are people with limited resources who can't afford to pay for summer camp. We were able to provide their children with vital skills to continue moving on and stay sharp in their reading, writing and math, so they'll be ready for school again in the fall."
World-class care for our neighbors—An ongoing commitment

YALE-NEW HAVEN HOSPITAL is a world-class medical center in a city where some of its citizens find it difficult to pay for routine health care. YNHH has many programs designed to provide care for all of its neighbors.

Routine care for everyone

The Primary Care Center and the Women’s Center at Yale-New Haven Hospital are dedicated to improving the health of people who are uninsured or underinsured. The Primary Care Center is the largest outpatient facility in the city of New Haven, with 20,889 visits to its adult clinic and 25,184 visits to its pediatric clinics in 2005. Its Women’s Center, which works to reduce infant mortality, improve prenatal care and promote continuity of care through its maternal-child health programs, received 24,002 visits.

The PCC recently launched a men’s health initiative to get more men into the healthcare system earlier since men tend to be under-represented in the hospital’s primary care side and over-represented in the acute care side. This program promotes awareness, education and access to help decrease health problems and preventable hospital admissions, especially for diabetes and prostate and lung cancer.

Working with patients in crisis

Unfortunately, there are still many patients who seek care in the city’s emergency departments, often waiting until a common or routine medical problem becomes a crisis. In 2001, YNHH used a $1 million grant from the U.S. Department of Health and Human Services to lead the development of the Wellness Information Network/Community Access Program (WIN) aimed at linking uninsured patients who come to the emergency department with primary care providers. Patients in the emergency department at YNHH are treated and asked if they want to participate and receive access to the extensive resources available. Those who meet additional eligibility criteria may see a case manager who will help them obtain a medical “home” and apply for healthcare coverage.

Certain health threats are especially prevalent in cities, and asthma often tops the list. YNHH has led several community-wide initiatives that have reduced hospital length of stay for asthma by over 50 percent. It also has a Healthy Breathing grant to train healthcare providers in providing appropriate treatment for asthmatics.

Helping those who are addicted

Addiction is another serious problem, with an estimated 10 to 40 percent of patients in urban emergency departments around the nation believed to have alcohol and drug problems. Dr. Gail D’Onofrio, chief of the emergency department, launched Alcohol and Substance Abuse Services (ASSERT), the second program of its kind in the nation, in the YNHH emergency department. Staff identify patients ranging from grandparents to young pregnant women who abuse drugs and alcohol or engage in other high-risk behaviors. They provide them with education and referrals, and have even walked patients to a treatment facility.

Speaking in the patient’s language

In the past few years the hospital has also taken steps to better serve a diverse population. Last year, the hospital developed a comprehensive new health information section for the hospital’s Web site for Spanish-speaking visitors. It includes hospital information, a Spanish health encyclopedia, healthy recipes using Hispanic foods and contact information for Spanish-speaking registered nurses with the free Yale-New Haven Nurse Advice Line.

This year, a Language Access Project identified more than 35 vital patient documents, re-wrote them in simple and clear language and translated them into the languages YNHH patients are most likely to speak, including Spanish, Chinese and Portuguese. YNHH interpreters have worked with patients in 86 different languages.

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Solutions for patients with difficult burdens

On a typical day, as many as 150 patients are treated in the Yale-New Haven Primary Care Center (PCC). One woman had a severe headache after driving two hours from Rhode Island in sweltering heat without air conditioning. A man came in with a fluid-filled sac on his elbow that had been festering for months. When an elderly woman was in for an appointment for diabetes care, the doctor quickly realized the patient was alone and struggling, and needed a referral to a day program or nursing home.

"Many of these patients are underserved," said Nasser Goven, RN, clinical service coordinator for the Adult PCC, adding that the medical problem is often the tip of the iceberg. Practitioners and social workers in the PCC refer patients to agencies that can help with such problems as housing, food, psychiatric disorders and domestic violence. They can also find ways to help them pay for their medications.

Located next door to the Pediatric Primary Care Center, the Adult PCC offers complete healthcare services for patients aged 18 and older. Patients come here for physical exams, x-rays, blood pressure checks and blood tests, as well as screenings for heart problems, tuberculosis, diabetes, asthma, breast, cervical and colon cancers and diet problems. Urgent care is available for sudden injuries and minor illnesses, and special clinics help patients manage diabetes and asthma.

"All our patients need to do is walk through the door, and they will find everything they need," Goven said.
Special care for families

MOTHERS, DAUGHTERS, grandmothers, aunts, sisters—all women play key roles in their families. When one woman gets sick, many people may be affected. Last year, YNHH took the initiative in improving the health of women and children by increasing the number of practitioners in its Women's Center.

Catching cancer early

The hospital provides routine mammograms through the Connecticut Breast and Cervical Cancer Early Detection Program, along with clinical breast exams and Pap smears—all free of charge for eligible women over 40. Yale-New Haven Hospital is one of 16 sites in Connecticut to offer comprehensive breast and cervical cancer screening for medically underserved women. In fiscal 2005, the program served 300 women.

The hospital recognizes that some women may be intimidated about coming to a big hospital for preventive care. YNHH targets these women with a program called S.A.L.O.N. (The Strategic Alliance for Learning, Outreach and Networking), a Susan G. Komen Breast Cancer Foundation Race for the Cure™ program for African American and Hispanic women over 40. S.A.L.O.N. works with beauty salons in the area to provide breast health education and screening outreach services. In 2005, it provided 30 outreach activities to more than 900 women, and more than 100 of those women benefited from a screening mammogram on the YNHH mammography van.

Soon YNHH will make breast cancer screening even more available with a new mammography van with state-of-the-art digital equipment purchased in partnership with the Hill Health Center. Since 2002, Yale-New Haven's mobile mammography van has performed more than 10,000 screenings at about 50 local businesses, schools, churches, health clinics, shopping centers, senior centers and visiting nurse associations throughout Connecticut.

Promoting healthy hearts

Heart attacks are the number one killer of women, and more women die of heart disease than all cancers combined. Yale-New Haven Hospital is one of nine sites in Connecticut to administer WISEWOMAN (Well-Integrated Screening and Evaluation for Women Across the Nation), a program that assesses risks of heart disease and provides preventive health services to medically underserved women. WISEWOMAN screened 80 women in fiscal 2005.

To make women in New Haven and around the country more aware of the threat of heart disease, Yale-New Haven became the national pilot hospital for the Women's Heart Advantage (WHA) campaign to motivate women to take rapid and appropriate action when they think they are experiencing a heart attack. WHA offers health education talks and literature to women in the community.

Keeping families healthy

The Pediatric Primary Care Center at Yale-New Haven Hospital has long been a supporter of families and parents. Its patients have access to the largest Women, Infants and Children (WIC) nutrition program in New Haven. In 2005, the program had approximately 28,000 visits from 3,800 participants.

YNHH offers a series of parenting programs that rely on volunteers' support to help new parents. Nurturing Connections is a weekly telephone support program to help first-time mothers get parenting advice, emotional support, answers to their questions and referrals to community organizations. Nurturing Parenting Group is a support group for positive parenting held at the same time as an educational play group for participants' children. Motherread™ is a program that uses children's literature to help mothers understand the cognitive, developmental and emotional value of reading to children.

Early this year, Kohl's Cares for Kids®, a longtime supporter of the Yale-New Haven Children's Hospital, helped fund an ambitious new informational campaign called Caring Parents Make Healthy Families. Through the program, YNHC is working through Connecticut pediatricians, community organizations, schools and health fairs to provide child health and safety information in many of the 17 communities where Kohl's operates a department store.

Sending health care to school

Medical visits are important for growing children and teenagers, but work schedules and family pressures make it difficult to get kids to a doctor's appointment. In fiscal 2005, YNHH served 4,298 students with 9,251 visits in its eight school-based health centers. Registered nurses provide care at the centers, which are located at Vincent E. Mauro School, Sheridan Communications & Technology School, Hill Regional Career High School, Hillhouse High School and Riverside Academy High School in New Haven; Branford High School and Walsh Intermediate School in Branford; and Hamden High School.

Yale-New Haven Hospital is one of 16 sites in Connecticut to offer comprehensive breast and cervical cancer screening for medically underserved women.
Dental center fixes kids’ smiles

One thing Victoria Smith wanted for her granddaughter, Tori, was a positive experience with a dentist. At 3 years old, Tori Anderson faced multiple surgeries to expand her lower jaw, which wasn’t growing as the result of fetal-alcohol syndrome. Tori would need routine dental work, including root canals and braces. When the couple of unseen asked for dental X-rays, Smith drove all the way from her home in Willimantic to the Yale New Haven Pediatric Dentistry Center.

"This was Tori’s first visit to the dentist and it was a wonderful experience for her," said Smith, who is Tori’s legal guardian and plans to continue driving her to YNHH for all dental checkups. "They did a great job of speaking to her at her level; they even allowed her to touch the instruments. She was in her glory."

The Pediatric Dentistry Center, which was awarded the prestigious Community Service Award by the Connecticut Hospital Association and the Department of Public Health in 2015, has a monthly caseload of up to 75 patients, including children with dental problems that cause them pain and infection that can affect their sleep and concentration in school. Two to three patients a week go to surgery with various delays.

The center provides preventive, comprehensive and urgent dental care for children up to the age of 18. Nearly 95 percent of the clinic’s patients are insured by the state’s HUSKY healthcare plan, many have never seen a dentist before.

"Access is the key word we use all the time," said James Rawlings, executive director of community health at Yale New Haven Hospital. "No matter how much we are doing already, there are more children in New Haven who need us, and we need to keep reaching out."
An active member of the community

Yale-New Haven Hospital has been a highly visible part of the fabric of Greater New Haven for 180 years, and a trusted friend and neighbor to the people who live around the hospital. The hospital takes an active role in working with community organizations, public agencies, the clergy, elected officials and community leaders to improve the quality of life for the people who live in New Haven’s neighborhoods.

Creating homes for city families

Another important way Yale-New Haven supports the community is by providing housing for families who live in New Haven’s Hill neighborhood. Yale-New Haven Hospital contributed $100,000 to the Hill Housing Rehabilitation Project (Low Income Housing Tax Credit Program), a collaborative project sponsored by the Hill Development Corporation to bring 65 new housing units targeted for low-income families to the neighborhood adjacent to the medical center.

The hospital committed another $50,000 to the Hill Development Corporation for a project that includes 20 single-family modular homes to be built in the Hill neighborhood, including 10 homes for families that make 80 percent or below the area median income level.

Yale-New Haven’s newest program for employees who live in the city of New Haven is one of its most exciting because it helps them buy their first home. The Employee Homeownership Assistance program launched in July 2006 offers eligible employees up to $14,800 in forgivable loans and incentives to help them purchase a home in New Haven, including $200 a month mortgage subsidy for two years for employees who buy their home in a neighborhood adjacent to the YNHH campus. The hospital also provides homebuyer classes and counseling.

Helping to build careers

Yale-New Haven Hospital from many of the employees who make up its 6,500 positions right here in the greater New Haven area. They include doctors, nurses, business associates, respiratory therapists, billing representatives and security guards. Students and adults considering career changes who are interested in health care will find that opportunities abound for learning more through volunteerism, professional internships and other avenues.

In 2002, YNHH took a leadership role to address the nursing shortage and the need for a trained workforce by pledging $500,000 to help launch a new associate degree in nursing at Gateway Community College. In 2004, YNHH pledged another $700,000. The program graduated 24 nurses in its first year and is anticipating 70 enrollees this fall. Eleven nurses hired at YNHH in 2006 are graduates of the program.

Volunteers at Yale-New Haven Hospital do everything from providing support on inpatient units to reading to children in waiting rooms to serving as mentors for young patients. About 65 college students and 125 high school students participated in YNHH’s volunteer summer program, where they are exposed to many different career opportunities.

Partnering with area schools

With an eye toward a robust future workforce, Yale-New Haven Hospital works closely with New Haven area schools to provide students with hands-on learning experiences linked to their classroom curriculum that enable them to explore healthcare-oriented careers.

YNHH has active partnerships with three area schools. At New Haven’s Hill Regional Career High School, the hospital gives students the opportunity to explore medical and other hospital careers, as well as obtain nurse assistant certification. YNHH has hired Career High students through the Medical Careers Program, in which students train on inpatient units in preparation for patient care associate positions.

YNHH’s Washington Elementary School partnership, which began in 1988, offers an excellent model for business involvement in public schools. Programs such as Science and Math Camps, a Reading Club, a Technology Program and a Technology Summer Camp link classroom learning to the workforce. The hospital also provides breakfasts to underprivileged children on Friday mornings.

In fall 2006, YNHH provided $65,000 to fund an extended-day school program at the Lincoln Bassett School called the Supportive Language and Literacy Acceleration Model.
Partnering with the community

As a leader in the community, Yale-New Haven Hospital is constantly seeking out connections with other leaders and groups as it seeks to make the best possible impact on its community. The Yale-New Haven Hospital Community Council meets three times a year, serving as a forum for sharing information and feedback on common issues in an atmosphere of trust and mutual respect. The council includes business, community, religious, healthcare and social service leaders and YNHH employees.

The Yale-New Haven Hospital Latino Advisory Council is comprised of Latino leaders from academia, civic, healthcare and social service agencies and YNHH staff with the common goal of enhancing relationships between the hospital and the Latino community.

In 2004, the City of New Haven Homeless Advisory Commission developed a 10 year plan to end chronic homelessness in New Haven. YNHH participates on the commission and has contributed $5,000 toward developing the plan.

YNHH programs pave the way to a nursing career

Tammy Griffin’s grandmother was a nurse, and Griffin always thought nursing would be an excellent career. When she became a student at Career High School in New Haven, opportunities began to come her way. Because of a partnership between the school and Yale-New Haven Hospital, she was able to take clinical classes at YNHH and see what nursing is really like. She had even more exposure to the hospital as an after-school volunteer.

When Griffin graduated, she was chosen as a recipient of a $1,000 Estelle Thorpe Scholarship, one of five scholarships YNHH gives each year to minority students pursuing allied health or nursing careers. “I always knew what I wanted to do,” Griffin said. “But I don’t think I would have gotten this far without this help and support.”

Currently a business associate on YNHH’s Infant-Toddler Unit, Griffin completed one year of nursing school at Quinnipiac University before transferring to St. Vincent’s College of Nursing in Bridgeport, where she expects to graduate in 2009. While she can’t say for sure where she’ll end up, she hopes to stay in the New Haven area and would be happy as a pediatric nurse at Yale-New Haven Hospital.
An economic force helping New Haven thrive

**Investing in a loyal workforce**

YNHH has worked hard at attracting more area residents to its workforce. It has made applying for positions at the hospital as convenient as possible by establishing an open application process, which means that all information and online applications for open jobs are accessible via the www.ynhh.org website. Job applicants who need a computer to work from will find them in the hospital’s recruitment and staffing office during regular business hours.

**Supporting those who help others**

YNHH supports many community events and organizations, and lends financial or in-kind support to community nonprofits, including the Mayor’s Task Force on AIDS, Boys and Girls Club of New Haven, Christian Community Action, the Greater New Haven Domestic Violence Task Force, the Consortium on Substance-Abusing Women and Their Children, and the United Way. Hospital employees are involved as volunteers on boards of community organizations or in various volunteering and fundraising programs.

**Economic benefits**

YNHH provides goods and services from local New Haven vendors.

### Economic benefits of YNHH’s services to the community (Through September, 2006)

- **Services or revenue provided by YNHH**
  - Payment in Lieu of Taxes (PILOT) received from state: $3,700,000
  - Voluntary payment to the city of New Haven: $217,000
  - YNHH payroll: $3,193,843
  - Purchased goods and services from greater New Haven vendors: $165,000
  - Free and uncompensated care (at cost): $2,000
  - Medicaid underpayment: $50,000
  - DSH Pool Payment: $50,000
  - Department of Community Health (Adult and Pediatric Dental, AIDS Program, Women’s Center, Adult and Pediatric Primary Care Centers, Nathan Smith Clinic, clinic administration, lead program and Hillhouse, Hill Regional Career and Sheridan school-based health centers): $400,000
  - School-to-career and summer jobs for high school students: $75,000
  - Minorities Scholarship Fund (five new, 15 renewable): $65,000
  - Community Investment Program: $400,000
  - Hill Summer Youth Program: $207,998
  - Courtland Seymour Wilson Hill Library Branch: $716,885
  - Hill Housing Rehab Program: $779,251
  - Boys and Girls Club of New Haven — Futures Campaign: $816,000
  - Lincoln-Bassett School — language & literacy extended day program: $1,243,198
  - Hill Modular Homes Project: $2,150,000
  - Homebuyer Seminars: $3,000
  - Financial contributions to not-for-profit organizations: $3,995,223

- **Employee donations to United Way of Greater New Haven campaign**
  - Parental and child-care volunteers in the city of New Haven: $2,300,000
  - Employee donations to United Way of Greater New Haven campaign: $2,300,000

Total: $7,590,000
On-site day care is a life-saver for working mom

For Teha Bush, Yale New Haven Hospital is truly a family-friendly employer. It only
because of the day care center. Bush can drop off her daughter, Tanya Mems, as
early as 6 a.m. in the morning at the center, located in a renovated house directly
across the street from the main Hospital complex. The day care is within walking
distance of the Yale-New Haven Psychiatric Hospital, where Bush is a patient care
associate, so she can visit Tanya at lunchtime.

"Everyone seems so experienced and so patient with children," said Bush, who
enrolled Tanya when a space became available in May.

The day care center, which is subsidized by the hospital, is one reason Working
Mother magazine chose YNH as one of the nation's "100 Best Companies for
working mothers" three out of five years. YNH has also been cited as a top
employer for African Americans by former and family career magazines, for
women executives by the National Association of Female Executives, and for
workers over 50 by the American Association of Retired Persons (AARP).

Other family-friendly features are flexible scheduling, generous benefits,
and policies such as a new homebuyer program, opportunities for advancement,
an employee assistance program, and a dependent tuition loan program. New
mothers get 16 weeks of job-protected leave, with six weeks paid at two-thirds
of their regular salaries. Once the baby is born, the hospital provides access to
lactation support, post-partum exercise and infant CPR courses, a lactation
consultant, free breast pumps, nutrition counseling and on-call lactation consultants,
Services, support, opportunities at Yale-New Haven Hospital

Healthy Start - Support program including newborn, postnatal and childhood care management for pregnant women and children to age 2. Call 203-688-2233 or 203-688-9146.

Local Safe Program - Screening, treatment and support for victims of domestic violence. Call 203-794-9111.

Me and My Baby Program - Perinatal and pediatric care, health education, classes and counseling for uninsured women. Call 203-688-8006.


Financial counseling - One-on-one appointments with English- or Spanish-speaking counselors regarding hospital bills and available financial aid. Call 203-688-5478 or, for HHSY enrollment, 203-688-5175.

Healthy Start - Support program including newborn, postnatal and childhood care management for pregnant women and children to age 2. Call 203-688-2233 or 203-688-9146.

Local Safe Program - Screening, treatment and support for victims of domestic violence. Call 203-794-9111.

Me and My Baby Program - Perinatal and pediatric care, health education, classes and counseling for uninsured women. Call 203-688-8006.

Nurturing Families Home Visiting Program - Support for first-time parents through weekly home visits. Call 203-688-8054.

Pediatric Obesity Prevention Clinic - Weight management program for children ages 2 through 12 who are overweight or at risk for overweight. Call 203-688-5155.

Primary Care Center - Comprehensive health care for adults and children. Pediatric Center, West Haven Center, Bridgeport Center, and New Haven Center.

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School-for-Care Program - Internship opportunity for high school students for a 3-month period in the spring and summer. Call 203-688-2249.

Smoking Cessation - On-site counseling to help pregnant women stop smoking. Call 203-688-4552.

Volunteer Services - More than 80 different volunteer opportunities for individuals who are 14 years or older. Call 203-688-2207.

WIR (Wellness Information Network/Community Access Program) - Community health information network providing linking uninsured patients with frequent emergency departments with a "medical home." Call 203-688-2279.

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