



Gabriela and José

THE PROMISE OF COORDINATED CARE

A confident caregiver

“Now I have the information I need to make decisions about my dad’s care.”

– Gabriela

José is in the early stages of Alzheimer’s disease. Despite beginning to lose his memory, he feels content with where he is in his life. When asked about what is most important to him, José said, “I want to continue to live how I live now — at home, watching my grandchildren play, and ride their bicycles.” Gabriela and a care team that is now in place are making sure that José’s choices about how he wants to live are fulfilled.

Gabriela, a full-time mom and the primary caregiver for her dad, says she is “informed and in control of his care,” a reality that seemed impossible just six months ago. Gabriela had tried to access specialty health and supportive services for her father on her own, while at the same time learning how to help her dad adjust to his new limitations. She was challenged by delays in responses from doctors and frustrated to learn about long waiting lists for services at local community-based organizations. When her dad was hospitalized, Gabriela was worried about caring for him at home after his discharge. It was a social worker at the hospital who told Gabriela about Cal MediConnect and encouraged her to help José enroll.

That conversation marked a change for Gabriela in her experience with the health system. With the health plan’s addition of a dedicated care manager, she was connected to resources for patients and families coping with Alzheimer’s disease, including formal caregiver support and financial assistance programs. In describing a recent meeting about her dad’s needs, Gabriela emphasized “I had the whole team on our call: the lead doctor, a specialist, our care manager and myself.” As part of a team, Gabriela regained her confidence as a caregiver, and a plan was put in place to keep her dad at home with a quality of life that brings him joy.

Gabriela brightens as she speaks about her dad’s care manager, Melanie, who has become a primary source of support to both of them. “Melanie does the calling, the heavy lifting. She schedules team calls, checks in on us regularly, and even takes the time after hours to make sure we have what we need.”

COORDINATED CARE MAKES A DIFFERENCE

Prevents avoidable hospital re-admissions

Transitions people out of institutional settings

Helps people thrive in their communities

Collaborative Consulting
Where Ideas Evolve Into Action

Supported by a grant from [The SCAN Foundation](#) — advancing a coordinated and easily navigated system of high-quality services for older adults that preserve dignity and independence.