



THE PROMISE OF COORDINATED CARE

Access makes a difference

“I am sharing my story with the hope that I can help someone else. I don’t know where I would be without this program.”

– Zena

Zena was interviewed 10 years ago for a media profile on the working poor. During that time, Zena’s primary focus was her children – putting food on the table and paying the electricity bill. Her own needs were secondary. Having struggled with bipolar disorder throughout her life, Zena is now focusing on her health. After years of inconsistent access to doctors and supportive services, she says she now has a team of individuals who are “looking out for my physical and emotional well-being.”

When Zena previously had severe depression and chronic pain, she would experience significant crises. Limited by a lack of finances and information about services, she couldn’t access programs that might have helped her and instead resorted to using the emergency department for psychiatric care. Scheduling appointments with doctors was so challenging that she stopped going altogether. It was a representative from her health plan that informed her about the benefits available through Cal MediConnect. Zena gained tools to avert crisis and improve her health, including connecting with a care manager. “It is a lot easier to get referrals now, make timely appointments with doctors and to receive personal, hands-on assistance. Mary, my care manager calls me 1-2 times each week to check on my moods and medication.”

Zena recently started attending wellness classes about nutrition, mindfulness, and managing chronic pain. This year, Zena will enroll in a Community-Based Adult Services program which offers meals, exercise, and community outings. She has goals to schedule an appointment with a therapist at a behavioral health center and attend a pain clinic for the first time because it is a benefit of her new health plan. She is engaged in her own care and meeting a community of people who are working toward the same goal of better health.

“Now that I am progressing, it would be more harmful to me if I did not take these extra steps.”

COORDINATED CARE MAKES A DIFFERENCE

Prevents avoidable hospital re-admissions

Transitions people out of institutional settings

Helps people thrive in their communities



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.