

WHAT'S IMPORTANT...

Medi-Cal members responded to questions during their coffee time and morning activities such as coloring, reading, & games...

- EATING HEALTHIER
- DOCTORS CLOSE TO HOME
- BEING HEALTHY
- RELIABLE TRANSPORTATION
- STAYING OFF DRUGS & OUT OF TROUBLE
- MEDICATIONS
- A SAFE SPACE
- HAVING A WELL-ROUNDED LIFE

CHOICE IN AGING

BEDFORD CENTER
JANUARY 24, 2024

SESSION WELCOME

- ◆ Debbie Toth, President & CEO, Choice In Aging
- ◆ Michael Whalen, Program Director, Bedford Center

"We are very excited for Bedford Center to be a part of the DHCS process to gather member feedback on Medi-Cal so it can improve."

OBSERVATIONS

- Bedford Center provides **ADULT DAY SERVICES:**
 - ACTIVITIES
 - MEALS
 - STAFF SUPPORT
 - OPPORTUNITIES FOR FRIENDSHIP

- Staff demonstrate participant-centered practices in a safe, nurturing environment and offer members guidance for self-regulation.

CHALLENGES

IMPROVEMENT

BETTER COMMUNICATION BETWEEN MEDICAL & MY CAREGIVER

- **Concern:**

CHANGING (OR ELIMINATING) PROVIDERS WITHOUT NOTICE

"I LOVE COVERAGE FOR MY MENTAL HEALTH CARE, BUT I DON'T UNDERSTAND WHY I CAN'T SEE MY THERAPIST."

