



“People First” Coordinated Care Listening Forums

Putting YOU at the Center of New York’s System of Care

The purpose of these forums is to obtain input from the people who use multiple services in the areas of health care, addiction, mental health, and developmental disabilities and their families regarding their experiences. We also welcome input from providers and others. Our goal is to obtain insight on how to improve quality and outcomes, as well as coordinate support for people who have needs across multiple systems.

Please join these New York State Commissioners in a dialogue to discuss the needs and desires of individuals and their families and your ideas about ways to better serve New Yorkers.

■ **RICHARD F. DAINES, M.D.**
Department of Health (DOH)

■ **DIANA JONES RITTER**
Office of Mental Retardation and Developmental
Disabilities (OMRDD)

■ **KAREN M. CARPENTER-PALUMBO, CSW**
Office of Alcoholism and
Substance Abuse Services (OASAS)

■ **MICHAEL F. HOGAN, PH.D.**
Office of Mental Health (OMH)

"Our agenda is based on a single premise: patients, not institutions, must be at the center of our health care system. That means that every decision, every initiative and every investment we make must be designed to suit the needs of patients first. The result will be a high-quality health care system at a price we can all afford." - *Governor Eliot Spitzer*

The forums are a starting point for new collaborative initiatives aimed at better serving our citizens. We would like to hear from you regarding your experiences in accessing care, the quality of care you received and the ease of coordinating your care, and look forward to seeing you.

Theme 1: Access

1. Where have you experienced easy and effective access to services?
2. What problems have you experienced in accessing services?
3. Are these problems more difficult when you need to access services from more than one provider or system?
4. What services have been the most difficult to obtain?
5. Have you made decisions about you or your family’s care based on medical cost instead of medical advice?

Theme 2: Quality

1. What does high quality mean to you?
2. What services do you feel are of high quality and meet your needs?
3. Where do you think quality could be improved when accessing services from more than one provider system?

Theme 3: Interagency Collaboration and Coordination of Care

1. Do you feel that your services are generally well coordinated?
2. Are there specific areas where care is well coordinated?
3. Do you have suggestions to help us improve coordination across systems?

Forums will be held statewide at the following areas and dates. Exact locations to be announced.

New Paltz . New York City . Buffalo . Syracuse . Plattsburgh

5/14/07

6/6/07

6/19/07

6/20/07

7/13/07

Plattsburgh Forum

July 13, 2007

1:00 to 3:00 p.m. (Registration begins at 12:30 p.m.)

Clinton Community College

William H. Forrence Health, Physical Education, and Recreation Center

136 Clinton Point Drive, Plattsburgh, NY

Directions to the Plattsburgh Forum

From the South: Take I-87 North to Exit 35. Turn Right on Bear Swamp Road.

Turn left to Route 9. College 5 miles on right.

From the North: Take I-87 South to Exit 36. Turn left to Route 22. Turn left to S. Junction Road.

Turn left to Route 9. College 2 miles on right.

Please note: Space is limited, seating will be on a first come, first served basis. Forums will be broadcast live at each of the following agencies websites. If you are unable to attend and want to provide feedback, you may e-mail us at one of the following:

DOH Email: dohweb@health.state.ny.us

Website: www.nyhealth.gov

OMRDD Email: public.affairs@omr.state.ny.us

Website: www.omr.state.ny.us

OASAS Email: public.affairs@oasas.state.ny.us

Website: www.oasas.state.ny.us

OMH Email: transformation@omh.state.ny.us

Website: www.omh.state.ny.us