

Velandy Manohar, MD 03 28 20:

My responses to Listening sessions in New London and New Britain

Dr. Manohar is a member of the Consumer Advisory Council.

I

Comments on **New London Health Forum January 22, 2020**

A.

1. I concur with #5 especially because this group of people were far more educated than the average person in the population based on the data we were provided. Further the demographics: race, education, gender, age [76%above 55], English as first language appear to be very different from the general population.
2. Another glaring difference from the general population 100% of the respondents had medical insurance and had a Primary Care Physician and felt comfortable visiting the office and their physician understood them and 2/3rd felt they knew a lot about Health care. **Also concerning only 8 people were responding. How many attended the listening session?**

B.

1. I concur about the effectiveness of the Session in terms of its length, the process used Dr. Powell and the 7 Takeaways from the session and
2. Four comments about opportunities for improvement especially #1. It is harder to determine what policies would be helpful. # 2

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II

Comments New Britain Health forum, January 23, 2020.

a. Do you have Health Insurance?

Affirmative: 96% This is heartening but **very unrepresentative of the community.**

b. **Type of coverage:**

Individual, Employee, Family.

c. Do you have primary care provider?

Response: 93%. This is heartening but **very unrepresentative of the community.**

d. Do you have a relationship with your Primary Care Provider?

Response 82%. Again, This is heartening but **very unrepresentative of the community.**

e. Are you in charge of your Insurance?

Response: 87% This is atypical of the situation in the community

f. **Is English your First language?**

Response: 84 %. This is not representative of the Demographics of NB

g. **Have your used Interpreters:**

Response: NO :96% This is not the norm for this City

h. You know a lot about Health Care:

Response: Yes Total 84% This is not the norm for any City

i. Comfortable visiting doctor's office:

Response: 96%. Not the experience of most people.

j. Do you feel your doctor understands you...?

Response: 96%

k. Gender: Female: 63% This appears to be a disproportionate ratio to M/F ratio in the community.

l. Race affiliation:

The ratio of white, Hispanic and African- American among Attendees appears to be different form the actual Hispanic, African American white populations.

m. Level of Education:

Response: College and Post grad; 76% Very unrepresentative of the NB population

n. Does religion affect how you view HC:

Response: Yes 54%. This is different from the New London attendee sample

o. Age distribution:

The age distribution is across the range of ages compared to the NL attendees and may be closer to the demographics of NB

p. What effect if any ...

Not much change except for ability to speak about Addiction and MH issues. This is heartening for me. This is good to see. Dr. Powell had this on the Board.

q. Listening session was easy to understand:

Virtually 100%

r. Listening sessions provided useful information:

88% agree.

s. **Describe what you liked least: only 8 answered this question. All other question shad 24 persons responding.**

Not enough information and It didn't feel useful are still important

t. Overall, I would rate the session ...

96% - positive

u. **Describe what you liked most:**

I concur with the comments.

v. Do you think the listening session was helpful for you?

Only 1 of possibly 24 persons said no. 2-15 items are kernels of truth.

w. **Please share suggestions for future sessions**

A number of statements are important

Items 2-10 resonate with me.

x. What are the greatest takeaway from this forum?

A number of items are quite important:

#1,3,4,5,6, 7 [especially], 10,11,12,13. Especially #7 Gathering information for what?

Last Table:

How can this particular forum be improved?

All four items are important. Especially participation of more attendees in the Circle.