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FOR IMMEDIATE RELEASE

PROGRAM FOR SENIORS EARNS TOP SATISFACTION RATING

Participants in CalOptima PACE rate it best among the state's 11 programs

ORANGE, Calif. (February 20, 2020) — Orange County seniors in CalOptima's Program of All-Inclusive Care for the Elderly (PACE) are highly satisfied with the comprehensive, community-based health care program, awarding it a 92% overall satisfaction rating for 2019 — the highest score among 11 PACE organizations statewide. It is the first time CalOptima PACE has earned this distinction during its six years of operation.

Coordinated by the California PACE Association (CalPACE) and conducted annually, the satisfaction survey gathers data on 10 dimensions of care, including medical care, home care, specialty care, social workers, center aides, rehab therapy and exercise, recreational therapy, meals, environment and safety, and transportation. Vital Research, an independent research firm, conducts face-to-face interviews with participants to gather the feedback.

More than 115 CalOptima PACE participants were interviewed. Their comments reveal an appreciation for the quality of PACE services. "I like the medical care because I have peace of mind that I'm taken care of," said one interviewee. Another acknowledges staff engagement: "I like the staff because it seems they work here because they like it and not because they have to."

CalOptima's 92% satisfaction score is six percentage points higher than the aggregate CalPACE statewide score of 86%. "CalOptima PACE is proud that our participants rate our program as the best in the state," said Michael Schrader, Chief Executive Officer. "This reflects the skill and compassion of our PACE team, who have dedicated their careers to serving this vulnerable population of seniors. Because of PACE, our participants can avoid living in nursing homes and instead enjoy the center's supportive environment designed to meet their health care needs."

The state satisfaction survey results come on the heels of national recognition for increasing access to PACE services. In January, the National PACE Association awarded CalOptima PACE "Supernova" and "Shooting Stars" distinctions for high rates of enrollment growth. CalOptima operates a center in Garden Grove and partners with four alternate care sites, which enables PACE to serve residents throughout Orange County.

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About CalOptima PACE

CalOptima is a county organized health system that provides health coverage for low-income Orange County residents. PACE provides health services, rehabilitation, care coordination, nutrition, recreational activities, social services, and administrative support all at one location. CalOptima PACE opened in October 2013 and currently serves more than 400 participants.