

HISTORY OF I-SAT™

The I-SAT™ was developed in 2009 by the California PACE Association (CalPACE) in partnership with Vital Research to assess participant satisfaction in PACE programs across California. The I-SAT™ has since expanded to more than twenty states. To date, Vital Research has conducted over 30,000 I-SAT™ interviews in almost three-fourths of the PACE centers across the country.



ABOUT VITAL RESEARCH

Established in 1982, Vital Research is a research consulting firm that conducts applied research in a variety of areas, including aging services, healthcare, social and community-based services, education, and consumer satisfaction.

GET STARTED

For more information about the I-SAT™, or the corresponding caregiver survey, please contact Leslie Brock at Vital Research.



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I-SAT™

Integrated Satisfaction Measurement for PACE





I-SAT™

The Integrated Satisfaction Measurement for PACE (I-SAT™) survey instrument is designed specifically for the Program of All-inclusive Care for the Elderly (PACE) to measure participant satisfaction.

As a reliable and valid means for collecting quality of care information from PACE participants, the I-SAT™ allows PACE programs to gain actionable insights into the full range of services they provide. It assists PACE organizations meet regulatory reporting requirements and identifies the priority areas for quality improvement. The I-SAT™ provides:

- Cross-site comparisons
- National Benchmarking
- Longitudinal Analysis

HOW I-SAT™ WORKS

The I-SAT™ is conducted through face-to-face interviews (15 to 20 minutes long) at PACE centers using trained, impartial interviewers from Vital Research. Standardized scripts are utilized in multiple languages to ensure consistency in process and content. The survey includes 64 questions that cover 11 domains of quality, including:

- Transportation
- Center Aides
- Home Care
- Medical Care
- Social Worker
- Health Care Specialist
- Meals
- Rehabilitation/Exercise
- Recreation Therapy
- Environment/Safety
- Overall Satisfaction

VALUE OF I-SAT™



Participant evaluation is a critical performance measure for all organizations providing health care and long-term care services, including PACE.



Standardization of the I-SAT™ survey, data collection, methodology, and reporting processes assures the integrity of the results and maximizes the economies of scale.



Comprehensive and comparable quality data has potential to improve PACE marketing and advocacy efforts to individual organizations and state and national PACE associations.

