



CalOptima Health

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FOR IMMEDIATE RELEASE

CALOPTIMA HEALTH PROGRAM FOR SENIORS EARNS TOP SATISFACTION SCORE

Participants rate CalOptima Health PACE among the best in California for comprehensive care

ORANGE, Calif. (February 16, 2024) — Orange County seniors in CalOptima Health’s Program of All-Inclusive Care for the Elderly (PACE) are highly satisfied with the comprehensive, community-based health care program, awarding it a 94% overall satisfaction rating for 2023 — the second-highest score among 20 PACE organizations statewide. CalOptima Health PACE’s score is five percentage points higher than the aggregate California PACE Association (CalPACE) statewide score of 89%.

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

More than 100 CalOptima Health PACE participants were interviewed. Their comments reveal an appreciation of the quality of PACE services as well as the independence the program affords them. One participant is thankful for personalized medical support: “[PACE] keeps track of my medical schedule. They call me and remind me that I have an appointment.” Another participant enjoys the mental health benefits of connecting with others: “I like going to PACE because it makes me feel happy to be out of my house ... to talk to people and hug friends.”

“CalOptima Health PACE is proud that our participants rank our program so highly, and I’m grateful for the staff’s skill, compassion and commitment to serving this vulnerable population of older adults,” said Javier Sanchez, Executive Director, Medicare Programs. “CalOptima Health PACE is the reason our participants can maintain active, independent lives, having their health care needs met in their homes and at our PACE center instead of living in a nursing home.”

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About CalOptima Health

A county organized health system, CalOptima Health provides quality health care coverage for low-income children, adults, seniors and people with disabilities in Orange County, California. CalOptima Health’s mission is to serve member health with excellence and dignity, respecting the value and needs of each person. CalOptima Health serves nearly 955,000 members with a network of more than 10,400 primary care doctors and specialists and 43 acute and rehab hospitals.