

THE I-SAT SATISFACTION MEASUREMENT PROCESS IS NOW AVAILABLE TO NATIONAL PACE PROGRAMS.

Take advantage of a satisfaction assessment instrument that is:

- Developed for PACE participants
- Field-tested on PACE participants
- Demonstrated reliability and validity with PACE participants

For further information on implementing the I-SAT survey process in your PACE organization, contact:

LAURA BYRNE
CalPACE
1-888-633-PACE

For information regarding the I-SAT survey development:

GAIL DOBELL, Ph.D.
Author of I-SAT instrument
Gail.dobell@gmail.com

We'd like to acknowledge the following individuals and agencies for their support in the I-SAT project and the development of the I-SAT Satisfaction Measurement Process:

GAIL DOBELL, Ph.D.



1333 Bush Street
San Francisco, CA 94109



I-SAT: Integrated Satisfaction Measurement for PACE



I-SAT™ SATISFACTION MEASUREMENT FOR PACE:

Consumer Satisfaction is a critical performance measure for all organizations providing health care and long-term care services including PACE. CalPACE and its members, AltaMed Senior Health Services, Centers for Elder Independence, On Lok Lifeways, St. Paul's PACE and Sutter SeniorCare, are pleased to announce the final results of the I-SAT project. This project was designed to develop, test and validate a standard, PACE appropriate satisfaction measurement instrument that is:

- (1) **sensitive to communications challenges often encountered by PACE participants, and**
- (2) **provides PACE organization with detailed information to guide quality improvement efforts, while meeting state, federal, and DataPACE 2 reporting needs.**

DEVELOPMENT OF I-SAT

Several factors led to the conception of the I-SAT project. First, existing instruments could not accurately nor practically reflect the unique aspects of PACE care. Second, lacking an instrument yet needing to assess satisfaction and quality of care from the participant perspective gave rise to the concern that a generic instrument may be mandated by government or a regulatory body. Finally, the value of a PACE-specific instrument that could meet federal, state, and DataPACE2 reporting needs, allow for day center, organization-specific, and cross organization comparisons, and provide detailed information for quality improvement initiatives was recognized.

The I-SAT project was conducted in three phases:

- Phase 1** Identified and analyzed existing survey instruments and the quality domains included in these measures;
- Phase 2** Used focus groups and cognitive interviews to define PACE participants' definition of satisfaction and quality of care and tested in-person, telephone and mailed survey approaches for collecting information from participants using a draft version instrument;
- Phase 3** Conducted over 400 in-person interviews with English, Chinese and Spanish speaking participants enrolled in the California PACE organizations.

The collected data was then analyzed, and ultimately the instrument revised to reflect field test findings.

Statistical analysis of the third and final phase provides evidence of survey **reliability and validity** with PACE participants. I-SAT is truly reflective of the range and unique attributes of the services PACE participants identified as important to their definition of quality care and satisfaction.

DESCRIPTION OF THE I-SAT SURVEY:

Content:

I-SAT is a 55 question survey that consists of:

- 10 screening questions
- 33 quality indicator or content questions
- 9 service-specific rating questions
- 3 overall rating questions

Questions cover 11 domains of quality:

- Transportation
- Personal Care Services
- Home Care
- Medical Care
- Medical Specialty Care
- Social Work
- Meals
- Recreation
- Rehabilitation/Exercise
- Non Service-Specific Aspects of Care
- Overall Ratings of Care

Collecting Participant Information: The development and testing of the I-SAT survey provided evidence that an in-person interview is the best approach for collecting information from PACE participants. This finding is consistent with reports now emerging in the gerontological literature and assessment trends in the field. Face-to-face interviews, approximately 20 minutes in duration, are conducted in the PACE center using trained, language appropriate and impartial interviewers not known to the organization. Interviewers use standardized scripts in threshold languages to ensure consistency in process and content.

VALUE OF I-SAT SURVEY FOR PACE:

- Provides **turnkey service** for facilitating an accessible, cost-efficient assessment of satisfaction and quality of care; minimizes human resource needs and coordination by PACE organization.
- Provides **reliable and valid** means for collecting quality of care information from program participants.
- Addresses the full range of services provided by PACE; uses the **gold standard** in-person interview methodology to collect participant information.
- Assists PACE organizations in meeting regulatory reporting requirements, and identify priority areas for **quality improvement** initiatives.
- Minimizes duplication of data collection and supports **DataPACE 2** (which uses data from I-SAT).
- Consistent with proposed CMS/NPA initiative to assure PACE organizations' **regulatory compliance** and continued quality of care.
- Widespread adoption of I-SAT will result in more robust and reliable the **cross-site comparisons** and greater potential for national bench-marking and longitudinal analysis.
- Survey management process will assist in making the I-Sat survey process **accessible and affordable**.
- **Standardization** of the survey, data collection methodology, and reporting 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 for individual organizations and PACE nationally.

Consumer voice and choice have emerged as important and timely factors in (and arguably a wholly different approach to) the design and delivery of **long-term care services to elderly** and disabled populations. Opportunity for consumers to provide input about their services within the traditional system is a defining element of consumer voice. **Hearing from consumers** about the quality of, and their satisfaction with, their services has become an **essential component of quality management**.

~ Kunkel & Wellin, 2006

I-SAT SURVEY MANAGEMENT PROCESS AND NATIONAL ROLLOUT:

The I-SAT survey management process will enable a seamless, **turnkey service** for PACE organizations interested in assessing participant satisfaction. Modeled on the Phase 3 field-test, CalPACE, in partnership with Vital Research, is implementing this process in October and November, 2009 when all five California PACE organizations begin a participant assessment, with over 500 interviews in 5 languages, using the I-Sat survey. Since 1995, Vital Research has conducted more than 100,000 in-person interviews with Skilled Nursing and Assisted Living residents. CalPACE members are committed to managing this process nationally, and have agreed to an annual assessment in California as part of its ongoing quality improvement initiative for the coming years. PACE programs will benefit from California's experience, and can leverage "lessons learned" for cost-efficiency as well as utilize a broad range of support materials that will be provided as part of the package of services under I-SAT.

CalPACE, the "owner" of the copyrighted I-SAT survey, will license its use to Vital Research. We will assist in determining your needs and provide a preliminary cost estimate, based on the characteristics of your program and participants. CalPACE will then contract with PACE organizations to manage the process. Together, CalPACE and Vital Research will provide a full range of support to your PACE organization in assessing satisfaction using the I-SAT survey. Vital Research will conduct interviews, collect participant information and provide your organization with a comprehensive report, which summarizes the findings of the assessment. Recognizing that in-person interviews are more expensive than other methods, a number of creative strategies have been developed to reduce the costs associated with some aspects of the I-SAT survey process.



Vital Research is a consulting firm specializing in research and evaluation. Founded in 1982, and based in Los Angeles, Vital Research provides expertise in research design, survey development and statistical analysis for a variety of service areas including aging services, consumer satisfaction, education, health care, social services and testing services.

“The I-SAT survey done last year was very helpful to On Lok’s team. It is so very important to know how your participants really rate the services provided.”

“The I-SAT instrument has been helpful to see where we are in comparison to other PACE organizations.”

“This is the most comprehensive, thoroughly reliable and statistically sound instrument. You can bet on it. No drips, no leaks, no errors – can’t be picked apart.”