

July 2025

Dear Nursing Facility / Residential Care Facility:

The Ohio Department of Aging (AGE) has contracted with Vital Research (Vital) and Scripps Gerontology Center at Miami University (Scripps) to conduct the mandatory **Ohio 2025-26 Resident and Family Satisfaction Surveys**. The results will be available on the **Ohio Long-Term Care Quality Navigator website**: aging.ohio.gov/navigator

Vital and Scripps are vendors of AGE and through a privacy agreement are required to strictly safeguard resident health information. You will be asked to upload your resident and representative census list to the project website via AGE's ShareFile account. ShareFile is a secure file transmission cloud service compliant with HIPAA and HITECH Act requirements. In addition, Vital's interviewers will ask each facility for a list of residents who have been diagnosed with COVID-19 or other infectious diseases in the last five days and those residents will be excluded from the interviews. Please be assured that the protected information of your residents will be maintained in a confidential manner. Please also be aware that neither Vital nor Scripps will retain data collected for the survey. All such data will be turned over to AGE or destroyed on or before August 31, 2026.

Further questions or concerns may be directed to the Resident and Family Satisfaction Surveys project manager at AGE, Janeen Hampton.

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Sincerely,

Matt Lampke
Chief Legal Counsel

Ohio – The Best Place to Age in the Nation