# Ohio | Department of Aging

**John Kasich**, Governor
**Stephanie M. Loucka**, Director

June 7, 2017

ADMINISTRATOR
«FACILITY_NAME»
«ADDRESS»
«FAC_CITY», «FAC_ST»  «FAC_ZIP»


Dear Facility Administrator:

I am excited to announce that the 2017 Ohio Resident Satisfaction Survey will get underway this July and will be completed by January 2018. All licensed residential care facilities (RCF) and licensed or Medicare/Medicaid certified nursing homes (NH) are required by law to participate in the survey. As you know, the survey provides consumers and their families with valuable information about your facility, but it also helps you identify potential areas of improvement so that you can work toward our shared goal of providing the highest quality care available.

We have contracted with Vital Research to conduct structured, face-to-face interviews with a random sample of residents in each NH and RCF across the state. They will train local interviewers, schedule and conduct interviews at each facility, and analyze and compile the results. Vital Research will begin contacting facilities in July.

The number of interviews completed at each facility is based on the number of residents in each facility. Aggregate response information to each survey question will be available to you to support your quality improvement activities. The results of the survey will be available on the Ohio Long-Term Care Consumer Guide website (www.ltc.ohio.gov).

Key to the process is accurate resident information. Here is how you can help:

| Nursing Facility Responsibility | Due Date |
|---|---|
| **Schedule** resident interview date(s) | **3 weeks** before interviews; Vital Research will contact the LNHA between July and December |
| **Submit** resident census list | **2 weeks** before interviews |
| **Provide** three lists to interviewers:<br>1. Current *short stay* residents<br>2. Residents in *isolation*<br>3. Legal guardians who refuse participation on resident's behalf | **Day of interviews** |

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Materials to help you prepare for the interviews including answers to frequently asked questions, a breakdown of the number of surveys needed by facility size, and samples of the surveys, are available at www.vitalresearch.com/ohsurvey2017. If you have additional questions, please contact Erin Pettegrew, ODA Ombudsman Projects Coordinator, at (614) 995-0882 or email: consumerguide@age.ohio.gov.

Thank you for your participation in this important project.

Sincerely,


Stephanie M. Loucka
Director