

October 2025

Dear Facility Director:

The Ohio Department of Aging (AGE) is pleased to update you on the progress of the Resident and Family Satisfaction Surveys taking place across the state. The most recent survey cycle began in August 2025. AGE has contracted with Vital Research to conduct the Resident Surveys, and with Scripps Gerontology Center at Miami University to conduct the Family Surveys. Long-term care facilities are required to participate in the Resident and Family Satisfaction Surveys pursuant to [ORC 173.47 \(B\)](#).

You are receiving this letter because Resident Satisfaction Survey implementation plans have been updated to reflect an extended timeline in two phases based on geographical locations. Please review the following updates and instructions within this letter to ensure your facility's participation.

The Resident Satisfaction Survey will now be conducted in two separate phases:

- Phase 1: Long-term care facilities in primarily urban areas will be surveyed through December 2025.
- Phase 2: The remaining facilities, in primarily rural areas, will be surveyed between August 2026 and December 2026.

Phase 1 facilities will receive a scheduling call by mid-December. AGE will provide a general overview of the updated survey timeline and both phases to determine when your facility will be scheduled at <https://ltc.ohio.gov/care-information/ltc-surveys>.

The Family Satisfaction Survey will be completed in all facilities by June 2026, as previously planned.

Please continue to use the satisfaction survey project website at vitalresearch.com/ohsurvey to submit template lists.

We appreciate your attention and commitment to this important work. Your efforts help improve the quality of life for Ohio's long-term care residents and their families.

Sincerely,



Ursel J. McElroy
Director
Ohio Department of Aging

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