



Dear Facility Administrator:

The Ohio Department of Aging and the Office of the State Long-Term Care Ombudsman announce that the 2022-23 Ohio Resident Satisfaction Survey will take place from November 2022 to May 2023. By law, all licensed residential care facilities (RCF) and licensed or Medicare/Medicaid-certified nursing homes (NH) must participate. The survey provides residents and their families valuable information and helps facilities identify potential areas of improvement as we work toward our goal of making Ohio the best place to age in the nation.

We have contracted with Vital Research to structure and conduct face-to-face interviews with a random sample of residents at every NH and RCF in the state. They will train interviewers, schedule and conduct interviews, and compile and analyze results. Aggregate responses will be available on the Ohio Long-Term Care Consumer Guide website (www.ltc.ohio.gov).

The surveys are designed for all types of NH and RCF residents, including those with dementia, memory loss, or other disabilities. The number of interviews completed at each facility is based on their number of residents. Vital Research uses resident census lists from facilities to create interview lists.

Here is what you can do to facilitate a smooth interview process: Please be prepared to receive a call from Vital Research to collaborate on scheduling interview date(s). Once the date(s) are set, your facility will need to submit a resident census list two weeks before interviews begin – you will need to include your entire resident census, including long-stay and short-stay residents. Then, on the day(s) of your interviews, your facility will need to provide three lists to the interviewers: 1) Residents with COVID-19; 2) Residents in isolation; 3) Residents whose legal guardians refuse participation on resident's behalf.

We strongly discourage “prepping” residents prior to your interview dates. To make the most of your surveys, think of them as part of an ongoing conversation. Providers who ask their residents and families how they can do better and who follow through often see lasting improvements.

Vital Research will provide information about the process when they contact your facility for scheduling. Materials to help you prepare for the interviews are available at www.vitalresearch.com/ohsurvey. Please direct questions to Colleen Ehatt, Vital Research Project Manager, at 1-888-299-4656.

If you have additional questions, please contact Erin Pettegrew at 614-395-1748 or email consumerguide@age.ohio.gov. Thank you for your participation in this important project.

Sincerely,

Ursel J. McElroy
Director, Ohio Department of Aging

Jackie DeGenova, J.D.
State Long-Term Care Ombudsman

Fostering sound public policy, research, and initiatives that benefit older Ohioans.