



John Kasich, Governor
Beverley L. Laubert, Interim Director

March 21, 2018

Dear Long-term Care Facility Administrator:

The Ohio Department of Aging, contracting with Scripps Gerontology Center at Miami University, will initiate the 2018 Long-term Care Facility Family Satisfaction Survey in the coming weeks. All licensed or certified nursing homes and licensed residential care facilities are required by Ohio Revised Code 173.47 to cooperate in the execution of this survey.

Between April 9 and July 16, we will send letters addressed to "Administrator" at each facility, with instructions for the survey process and secure submission of an electronic list of family members and friends for each resident, long- or short term.

2018 Family Satisfaction Survey Timeline table with 2 columns: Activity and Date/Duration.

Table with 4 columns: Group, ZIP Code Range, Instructions Mailed, and Submission Due Date.

It is important to follow the instructions included in the forthcoming request to ensure that your home is included in the survey process and that sufficient surveys are received to be included in the scoring. Tips for increasing your facility's survey response rate will be available at the website below. If you have any questions, please visit http://aging.ohio.gov/ombudsman/familysurvey or call the Scripps Gerontology Center helpline at 1-844-864-0049. Your participation in this important endeavor is greatly appreciated.

Sincerely,

Handwritten signature of Erin J. Pettegrew

Erin J. Pettegrew
Acting State Long-Term Care Ombudsman