

## **Selection Criteria for Person Designated to Respond to The Ohio Department of Aging Family Satisfaction Survey**

The goal is to select the 'most involved person' in the care of the resident to complete the survey. It is expected that this person will be most knowledgeable about the resident's experiences in the home and will be able to evaluate the care and services most effectively.

Since it is important that only one family survey be completed for each resident, it is critical that the following selection criteria are used to determine who should receive the survey.

**Identify ONE family member, friend, or other interested person who is most involved in the resident's care.** Use one or more of the following criteria for considering extent of involvement with care:

- Visits resident most often;
- Assisted the resident with the admission process;
- Talks to staff about the resident's condition;
- Participates in resident care planning process;
- Attends family council meetings, if available;
- Runs errands and takes care of residents' personal needs.

If there is more than one family member, friend, or other interested person that meets the above criteria:

- 1<sup>st</sup> Add the name of the most involved person who is also the legal guardian.
- 2<sup>nd</sup> If there is no legal guardian AND it's difficult to identify ONE most involved person, families may jointly complete a single survey.

### **Important notes:**

If a resident does not have an involved family member, friend, guardian or other interested person, do not provide any names for that resident.

**Never** provide a resident's contact information even if they are their own responsible party. Residents will be surveyed during the Resident Satisfaction Survey next year.

Do not exclude short-term residents' family members from the list. You may wish to inform the sponsors of short-term residents upon admission that they may be surveyed and encourage them to respond even after discharge.

Staff or administrators should never be listed as a most involved person for the purposes of this survey.

Family lists should be submitted for one facility only. Co-located nursing homes and RCFs, for example, will submit TWO lists. Do not combine lists in the family survey template.

**If you have further questions about selecting the 'most involved person' for the 2018 Family Satisfaction Survey, please call the survey helpline at 1-844-864-0049.**