



Satisfaction Survey Overall Scores		The Ohio Department of Aging conducts annual satisfaction surveys in nursing homes. In odd-numbered years, residents are surveyed through in-person interviews. In even-numbered years, families are surveyed through the mail. A sample of residents and families are surveyed, so not every resident or his or her family are surveyed.	
Ask	Listen For	Learn More	My Expectations for Excellence
<p>What was your most recent overall <i>resident</i> satisfaction score?</p> <p>What was your most recent overall <i>family</i> satisfaction score?</p>	<p>86 or higher OR, if lower, what the home is doing to improve</p> <p>88 or higher OR, if lower, what the home is doing to improve</p>	<p>Visit www.ltcoho.org to learn more about nursing homes you are considering, including satisfaction scores. Search by location or facility name.</p> <p>View the 2011 Resident Satisfaction Survey Overall Scores.</p> <p>Help a nursing home improve satisfaction with the Family/Friend Worksheet and Resident Worksheet.</p>	