



August 2, 2021

Dear Long-Term Care Facility Administrator:

The Ohio Department of Aging, contracting with Scripps Gerontology Center at Miami University, will initiate the 2021 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 August 20 and November 12, 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.

| 2021 Family Satisfaction Survey Timeline       |  |
|--|--|
| Facilities update family address lists         | Now  |
| Facilities receive instructions for submission | Between August 20 and December 3               |
| Facilities submit family list as instructed    | Within two weeks of receipt of instructions    |
| Scripps submits family list to printer         | Upon receipt of family list from each facility |
| Families respond to survey                     | Through early 2022                             |
| Survey results published                       | July 2022                                      |

| Group | Facility ZIP Code Range     | Instructions Mailed | Submission Due Date |
|-------|-----------------------------|---------------------|---------------------|
| 1     | 43000-43100                 | 08/20/21            | 09/07/21            |
| 2     | 43200-43899                 | 09/03/21            | 09/21/21            |
| 3     | 43900-44099 AND 45000-45199 | 09/17/21            | 10/05/21            |
| 4     | 44100-44399                 | 10/01/21            | 10/19/21            |
| 5     | 44400-44999                 | 10/15/21            | 11/02/21            |
| 6     | 45200-45499                 | 10/29/21            | 11/16/21            |
| 7     | 45500-45999                 | 11/12/21            | 12/03/21            |

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 <https://bit.ly/ODAFamilysurvey> or call the Scripps Gerontology Center helpline at 1-844-864-0049. Your participation in this important endeavor is greatly appreciated.

Sincerely,

Erin J. Pettegrew

Deputy State Long-Term Care Ombudsman

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