RCF Resident Satisfaction Survey
The RCF Resident Satisfaction Survey will begin in July 2015. Vital Research is conducting the survey for the Ohio Department of Aging. Vital Research will begin scheduling facilities for interviews in late July and will continue doing so through November. The RCF Resident Satisfaction Survey itself, is the same as the last survey in 2013, the questions have not changed. Vital Research surveyors will interview a random sample of residents. Each facility should have received a letter from the Director of ODA about this process. The RCF Resident Satisfaction Survey interview questions are available on our member website.

New this survey, facilities will be able to find out their individual raw scores shortly after their interviews are complete through a process that will be detailed by Vital Research. Only the facility itself will be able to access its scores. Ultimately, as in the past an aggregate report will also be done and information will be placed on the LTC Consumer Guide. Ohio RCFs received an outstanding overall resident satisfaction score of 92.3% on the last satisfaction survey, 2013. If you have questions, please contact Erin Pettegrew, ODA Ombudsman Projects Coordinator, at (614) 995-0882 or email: consumerguide@age.ohio.gov. You can also contact Vital Research directly, 1-888-848-2555 or visit their website for more information.
http://www.vitalresearch.com/ohsurvey2015/

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