

# Attn: Family Members & Friends

## Coming Soon: 2010 Nursing Home Family Satisfaction Survey

Our facility is participating in the **Ohio Department of Aging's Nursing Home Family Satisfaction Survey!** Family members and resident sponsors will receive their survey in late June or early July. Look for it in your mailbox!



Once you receive the **Family Satisfaction Survey:**

- **Complete** the survey you received in the mail or submit online.
- **Contact** the toll-free, info line **1-888-300-6911** with any questions.

**All surveys are completely anonymous!** Our staff will only receive data averaged together and nothing on the survey form identifies you as the resident.

**Your answers will help guide** our quality improvement process to provide the first-class services you desire and deserve.

**Survey results for each nursing facility** in the state will be posted on the Ohio Long-Term Care Consumer Guide web site **[www.ltcoho.org](http://www.ltcoho.org)** in January 2011.



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