

**Ohio Department of Aging
Residential Care Facility
Resident Satisfaction Survey 2011**

The Contractor must create a scannable form, subject to approval by ODA, to be used in face-to-face resident interviews. As illustrated on the prior survey tool used for the Residential Care Facility Resident Satisfaction Survey (attached) each survey form should collect the following information:

RCF Facility ID#	Resident ID
Interviewer ID	Resident Date of Birth
Date	Resident Gender

Interview Status: Not Interviewed, Incomplete, Complete

Reason why resident was not interviewed, if applicable:

- Deceased
- Discharged/moved
- Hospitalized/ill
- Language barrier
- Unable to locate
- Asleep (when visited 3 times)
- Out of facility
- Refused
- Unable to Respond to Questions
- Other

Reason why interview is incomplete (if applicable):

- Resident fatigue
- Unable to respond to questions
- Refusal to continue
- Necessary clinical care
- Resident Illness
- Other

Assistance with interview (if applicable):

- Family member
- Volunteer
- Custodian/Guardian
- Other

Start time/End time

Answer categories should be: Yes or No, with follow up questions, “Would you say Yes, Always or Yes, Sometimes” or “Would you say No, Hardly Ever or No, Never.”

Yes, Always
Yes, Sometimes
No, Hardly Ever
No, Never
Don't know/Not applicable

The interviewer instructions should have a comprehensive list of synonyms to assist interviewers to appropriately document resident responses.

The following survey tool changes are recommended by ODA in order to reduce the number of items that appear repetitious or may impact the participation of residents with cognitive impairment.

- Combine the nights/weekends questions in Employee Responsiveness
Advantage: Reduce repetition in response to resident complaints
Disadvantage: Less feedback for facilities on the time frame staff responsiveness is an issue
- Allow a skip pattern for meals and dining if a resident indicates they do not eat the facility's food (i.e. cook for themselves).
- Consider wording change on “belongings safe here”

Suggestions for other survey tool changes proposed by the contractor must be approved by ODA.