

173-45-10**Customer satisfaction surveys.**(A) As used in this rule:

- (1) "Consumer" has the same meaning as "customer", as that term is used in section 173.47 of the Revised Code.
- (2) "Domain" means a subset of a survey question identified by the survey administrator as an area of interest to long-term care facility consumers.
- (3) "Survey administrator" means a designee of ODA responsible for implementing a consumer satisfaction survey.

(B) The long-term care consumer guide shall include the following information that is derived each year from an annual consumer satisfaction survey of each long-term care facility conducted by ODA or a survey administrator pursuant to section 173.47 of the Revised Code:

- (1) A description of the survey and of the calculation methods used;
- (2) Item scores for each facility, which are calculated by averaging the numerical response for each item on all returned surveys pertaining to a particular facility. Each survey administrator shall:
  - (a) Determine an item score by assigning a number in the range of 0 to 100; and,
  - (b) Exclude a response from the calculation of an item score whenever the respondent did not respond to an item or when the respondent believes the item is not applicable, which is indicated by responses such as "I don't know" or "This does not apply to me".
  - (c) Exclude a returned survey if fewer than ten per cent of the survey items are completed.
- (3) Statewide item scores for all items of the survey, calculated by averaging all item scores for all facilities for which enough surveys were returned to be within a ten per cent margin of error;
- (4) Domain scores for each facility, which are calculated by averaging the facility item scores in a domain for all returned surveys with responses to at least all but two items in that domain;
- (5) Statewide domain scores, which are calculated as the average of all facility domain scores;
- (6) Facility response rate for a satisfaction survey conducted by mail, which is calculated by dividing the number of surveys returned by the number of

surveys issued to consumers.

(a) The number of surveys issued to facility consumers should reflect:

(i) A generally accepted response rate for similar surveys; and,

(ii) The most recent available estimate of the occupancy of that facility.

(b) A survey audit form will be used to confirm the occupancy of a facility and the number of surveys that were distributed to the consumers of that facility.

(7) A statewide response rate, which is calculated as the average of all facility response rates;

(8) An overall facility satisfaction score, which is calculated by averaging all item scores on all returned surveys pertaining to a particular facility. If the survey administrator determines that there are not enough returned surveys from that facility to be within a ten per cent margin of error, then no overall satisfaction survey score will be displayed;

(9) A statewide satisfaction score, which is calculated by averaging all overall facility satisfaction scores for facilities for which enough surveys were returned to be within a ten per cent margin of error;

(10) The total number of surveys returned statewide;

(11) Statewide high and low item scores, which are obtained by identifying the highest and lowest item score among all facilities that have enough returned surveys to be within a ten per cent margin of error.

(12) Statewide high and low domain scores, which are obtained by identifying the highest and lowest domain score among all facilities that have enough returned surveys to be within a ten per cent margin of error.

(C) To protect the privacy of the survey respondents, the long-term care consumer guide shall not report the results from any facility for which no more than two surveys were returned.

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CERTIFIED ELECTRONICALLY

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Certification

06/21/2007

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Date

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