



WEXNER HERITAGE VILLAGE

FAMILY OF SERVICES

For Immediate Release

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Wexner Heritage Village resident satisfaction scores exceed statewide averages in 2011 ODA survey

COLUMBUS, OHIO – In 2011, the Ohio Department of Aging surveyed residents' satisfaction in Ohio's long-term and residential care facilities (results published at www.ltcoho.org).

Wexner Heritage Village is pleased to announce that residents and patients in its long-term care and rehab accommodations at Wexner Heritage House scored their overall satisfaction at 90.9%.

Members residing at Creekside at the Village, an independent and assisted living facility on the campus of Wexner Heritage Village, rated their overall satisfaction at 93.4%.

The results are based on face-to-face interviews, conducted by an outside agency, with a sample number of residents who are asked to rate their satisfaction on many levels including their facility's environment, activities, direct care/nursing, meals and dining, social services and therapy, and administration.

Beginning this year, the amount of a nursing home's payment that is tied to achieving quality will increase from 1.7% of the Medicaid reimbursement rate to 9.7%. Satisfaction survey scores will be used to determine eligibility for three of the new measures: overall satisfaction; choice in rising and retiring times; and the ability of residents to personalize their rooms. Of 957 participating nursing homes, 256—including Wexner Heritage Village—would currently qualify for these three measures.

Wexner Heritage Village President and CEO David Rosen added, "Our staff, board, and volunteers are all to be commended for their dedication to ensuring we are consistently providing superior healthcare and services for our clients. We join ODA in their commitment to ensuring that older adults are respected as vital members of society who continue to grow, thrive, and contribute.

ABOUT WEXNER HERITAGE VILLAGE: Wexner Heritage Village is a nonprofit provider of health, housing, and supportive services designed to promote healthy living for aging and disabled individuals on our campus and in the community. In life-affirming Jewish culture, our extensive family of services enhances the lives of more than 500 people each day. For more information, call 614-231-4900 or visit www.whv.org.

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