



*Chris Redfern*  
*State Representative*

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January 16, 2007

Ohio Veterans Home  
3416 Columbus Avenue  
Sandusky, OH 44870

Dear Long Term Care Administrator,

Congratulations on achieving a family satisfaction survey score over the statewide average of 86.6%, earning a quality add-on point under Ohio's Medicaid reimbursement system. Best wishes for continued success in 2007!

Sincerely,

A handwritten signature in black ink, appearing to read "Chris Redfern".

Chris Redfern  
State Representative

Capitol:

77 South High Street  
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*Dedicated  
to quality  
long-term care*

January 5, 2007

Ohio Veterans Home  
3416 Columbus Ave  
Sandusky, OH 44870

Dear Long Term Care Administrator:

We would like to extend our congratulations on Ohio Veterans Home achieving a family satisfaction survey score over the statewide average of 86.6%, earning a quality add-on point under Ohio's Medicaid reimbursement system. 328 facilities in Ohio achieved this level of satisfaction in 2006.

Ohio is one of only a few states that conduct surveys of family satisfaction, and rewards facilities for demonstrated quality based on those surveys. While the overall satisfaction with Ohio's nursing home care is high – a credit to the facilities and staff providing care, and the overall long-term care system in Ohio – your achievement is deserving of special recognition both publicly and through the quality incentive.

We hope you will take this opportunity to reward your staff for a job well done, and to inform your community, friends and families of the success you have achieved. Providing long-term care services is a demanding and sometimes thankless endeavor. It is heartening to see that nursing facility services are valued and appreciated by residents and their families, and that providers are recognized for their efforts.

OHCA will provide a copy of this letter to your state Senator and Representative, and to the Governor's office and other state officials. Please accept our heartfelt thanks, and best wishes for continued success in 2007!

Sincerely,



Robin Hillier  
Chairman



Peter Van Runkle  
President and CEO

A state affiliate of

  
ahca  
American Health  
Care Association

  
ncal  
National Center  
For Assisted Living