

HOME CARE SATISFACTION MEASURE

NRHCSM1 - Are you happy with the number of meals you receive each week?

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	Yes, definitely	746	604,152	62.14	2.382
2	Yes, I think so	320	268,613	27.63	2.043
3	I'm not sure	36	56,985	5.86	1.112
4	No, I don't think so	39	26,584	2.73	0.927
5	No, definitely not	13	4,834	0.5	0.196
6	Does not apply	7	11,138	1.15	0.718
	Subtotal Valid Responses	1161	972,310	100	
	Don't Know	18	11,299		
	Refused	4	2,150		
	Total	1183	985,760		

NRHCSM2 - Do your meals often arrive late?

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	Yes, definitely	47	25,474	2.76	0.706
2	Yes, I think so	65	44,594	4.84	1.173
3	I'm not sure	41	44,379	4.81	1.167
4	No, I don't think so	294	240,255	26.07	2.493
5	No, definitely not	661	547,264	59.38	2.801
6	Does not apply	14	19,736	2.14	0.759
	Subtotal Valid Responses	1122	921,705	100	
	Don't Know	58	60,616		
	Refused	3	3,438		
	Total	1183	985,760		

NRHCSM3 - Overall, do you like the time of day your meals arrive?

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	Yes, definitely	845	716,933	74.28	2.5
2	Yes, I think so	238	190,375	19.73	2.229
3	I'm not sure	10	8,522	0.88	0.481
4	No, I don't think so	29	24,849	2.57	0.762
5	No, definitely not	23	17,139	1.78	0.636
6	Does not apply	8	7,297	0.76	0.399
	Subtotal Valid Responses	1153	965,117	100	
	Don't Know	28	20,484		
	Refused	2	157		
	Total	1183	985,760		

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NRHCSM4 - Sometimes, are the meals not delivered at all?

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	Yes, definitely	53	49,507	5.41	1.464
2	Yes, I think so	81	66,659	7.28	1.627
3	I'm not sure	32	26,247	2.87	0.962
4	No, I don't think so	226	173,875	19	1.636
5	No, definitely not	664	549,683	60.06	2.754
6	Does not apply	38	49,319	5.39	1.222
	Subtotal Valid Responses	1094	915,292	100	
	Don't Know	85	65,257		
	Refused	4	5,210		
	Total	1183	985,760		

NRHCSM5 - Generally, does the service have the kind of meals you like?

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	Yes, definitely	594	502,496	52.55	2.778
2	Yes, I think so	392	310,413	32.46	3.016
3	I'm not sure	56	52,307	5.47	1.296
4	No, I don't think so	71	66,766	6.98	1.22
5	No, definitely not	31	17,704	1.85	0.568
6	Does not apply	5	6,514	0.68	0.448
	Subtotal Valid Responses	1149	956,202	100	
	Don't Know	29	22,236		
	Refused	5	7,320		
	Total	1183	985,760		

NRHCSM5_ - RECODE - SERVICE HAS MEALS YOU LIKE

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	Yes	986	812,910	85.01	1.951
2	I'm not sure	56	52,307	5.47	1.296
3	No, I don't think so	71	66,766	6.98	1.22
4	No, definitely not	31	17,704	1.85	0.568
5	Does not apply	5	6,514	0.68	0.448
	Subtotal Valid Responses	1149	956,202	100	
	Don't Know	29	22,236		
	Refused	5	7,320		
	Total	1183	985,760		

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NRHCSM6 - Do you need more meals than you get?

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	Yes, definitely	105	90,736	9.43	1.35
2	Yes, I think so	83	86,739	9.01	1.76
3	I'm not sure	28	25,180	2.62	0.832
4	No, I don't think so	399	300,070	31.18	2.159
5	No, definitely not	543	454,471	47.22	2.852
6	Does not apply	4	5,255	0.55	0.375
	Subtotal Valid Responses	1162	962,453	100	
	Don't Know	21	23,306		
	Total	1183	985,760		

NRHCSM7 - Are most of the meals great?

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	Yes, definitely	576	501,767	51.87	2.666
2	Yes, I think so	345	288,673	29.84	2.613
3	I'm not sure	62	40,640	4.2	1.076
4	No, I don't think so	122	88,560	9.16	1.399
5	No, definitely not	47	41,897	4.33	1.368
6	Does not apply	4	5,761	0.6	0.401
	Subtotal Valid Responses	1156	967,302	100	
	Don't Know	23	15,668		
	Refused	4	2,789		
	Total	1183	985,760		

NRHCSM8 - Do the meals come too early in the day?

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	Yes, definitely	50	35,206	3.68	0.909
2	Yes, I think so	39	28,390	2.97	0.828
3	I'm not sure	5	6,919	0.72	0.436
4	No, I don't think so	337	321,599	33.64	2.673
5	No, definitely not	694	543,755	56.88	2.645
6	Does not apply	17	20,073	2.1	0.91
	Subtotal Valid Responses	1142	955,944	100	
	Don't Know	40	29,729		
	Refused	1	84		
	Total	1183	985,760		

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NRHCSM9 - Are your meals cooked the way you want them cooked?

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	Yes, definitely	493	420,380	52.12	2.415
2	Yes, I think so	316	271,920	33.71	2.439
3	I'm not sure	38	21,095	2.62	0.756
4	No, I don't think so	95	61,488	7.62	1.406
5	No, definitely not	47	23,844	2.96	0.83
6	Does not apply	7	7,905	0.98	0.632
	Subtotal Valid Responses	996	806,634	100	
	Don't Know	31	27,288		
	Refused	6	5,093		
	Inapplicable	150	146,743		
	Total	1183	985,760		

NRHCSM10 - Does the home-delivered meal service have a poor selection of meals?

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	Yes, definitely	76	73,618	7.87	1.431
2	Yes, I think so	125	99,168	10.6	1.975
3	I'm not sure	75	62,206	6.65	1.601
4	No, I don't think so	418	329,222	35.18	3.505
5	No, definitely not	428	362,668	38.76	3.029
6	Does not apply	11	8,871	0.95	0.493
	Subtotal Valid Responses	1133	935,756	100	
	Don't Know	44	43,639		
	Refused	6	6,363		
	Total	1183	985,760		

NRHCSM11 - Is the food often so bad you don't eat it?

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	Yes, definitely	47	36,679	3.93	0.988
2	Yes, I think so	72	51,514	5.51	1.143
3	I'm not sure	33	40,435	4.33	1.413
4	No, I don't think so	317	292,248	31.28	2.641
5	No, definitely not	648	503,955	53.94	2.463
6	Does not apply	12	9,534	1.02	0.494
	Subtotal Valid Responses	1129	934,367	100	
	Don't Know	49	48,271		
	Refused	5	3,120		
	Total	1183	985,760		

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