

HOME CARE SATISFACTION MEASURE: CASE MANAGEMENT SERVICE (HCSM-CM13)

	<u>Yes, Definitely</u>	<u>Yes, I Think So</u>	<u>Maybe Yes, Maybe No</u>	<u>No, I Don't Think So</u>	<u>No, Definitely Not</u>
1. I know I can contact my case manager if I need to.	1	2	3	4	5
2. My case manager ignores what I tell her about what things I need	1	2	3	4	5
3. My case manager has become a friend.	1	2	3	4	5
4. I need more help from my case manager than I get	1	2	3	4	5
5. My case manager is very knowledgeable about the services that are available.	1	2	3	4	5
6. I would like more choices about the types of services I get.	1	2	3	4	5
7. My case manager is kind to me.	1	2	3	4	5
8. My case manager has failed to get me the services I need.	1	2	3	4	5
9. On the whole, my case manager does a good job setting up care for me.	1	2	3	4	5
10. My case manager is rude to me.	1	2	3	4	5
11. My case manager does extra things for me.	1	2	3	4	5
12. I wish my case manager could do more things for me that I need to have done.	1	2	3	4	5
13. It would be a waste of time to call my case manager if I had a problem.	1	2	3	4	5

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