

HOME CARE SATISFACTION MEASURE: GROCERY SERVICE (HCSM-GS10)

	<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. Generally, I like the kind of foods I can get from the grocery service.	1	2	3	4	5
2. I often have to return items I did not order . .	1	2	3	4	5
3. My grocery service makes too many mistakes	1	2	3	4	5
4. My delivery person would help me put my food away if I wanted	1	2	3	4	5
5. Sometimes the groceries fail to be delivered at all.	1	2	3	4	5
6. I would like more choice about the foods I get.	1	2	3	4	5
7. It is easy to place orders for my groceries. . .	1	2	3	4	5
8. The grocery service has a poor selection of items to choose from.	1	2	3	4	5
9. The food I get from my grocery service is always fresh.	1	2	3	4	5
10. I would rather have help with cooking than have the grocery service.	1	2	3	4	5

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