

HOME CARE SATISFACTION MEASURE: HOMEMAKER SERVICE (HCSM-HM13)

	<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. My homemaker is very thorough.	1	2	3	4	5
2. My homemaker leaves too early.	1	2	3	4	5
3. My homemaker has become a friend.	1	2	3	4	5
4. My homemaker is rude to me.	1	2	3	4	5
5. In general, my homemaker takes an interest in me as a person.	1	2	3	4	5
6. I need more hours of homemaker service each week.	1	2	3	4	5
7. My homemaker does things the way I want them to be done.	1	2	3	4	5
8. My homemaker arrives late.	1	2	3	4	5
9. Generally, my homemaker knows what to do	1	2	3	4	5
10. My homemaker ignores what I tell her about how I like things done.	1	2	3	4	5
11. My homemaker is assigned enough time to do all the jobs I need to have done.	1	2	3	4	5
12. My homemaker does extra things for me . . .	1	2	3	4	5
13. I wish my homemaker could do more things that I need to have done.	1	2	3	4	5

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Scott Miyake Geron, Ph.D. • Boston University School of Social Work • 264 Bay State Road • Boston, MA 02215 • (617) 353-3748

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