

TCM Customer Survey

Part one

After meeting with the TCM

I had a readable and easily understood written plan of care that described how all my health care needs were going to be met.

Strongly, Disagree, Disagree, Agree, Strongly, Agree, Don't Know/Don't Remember/Not Applicable

I was giving instructions and understood how to manage my self-directed care.

Strongly, Disagree, Disagree, Agree, Strongly, Agree, Don't Know/Don't Remember/Not Applicable

I clearly understood the warning signs and symptoms I should watch for to monitor my health condition.

Strongly, Disagree, Disagree, Agree, Strongly, Agree, Don't Know/Don't Remember/Not Applicable

I had a good understanding of my health condition and what makes it better or worse.

Strongly, Disagree, Disagree, Agree, Strongly, Agree, Don't Know/Don't Remember/Not Applicable

I had a good understanding of the things I was responsible for in managing my health.

Strongly, Disagree, Disagree, Agree, Strongly, Agree, Don't Know/Don't Remember/Not Applicable

I was confident that I knew what to do to manage my health.

Strongly, Disagree, Disagree, Agree, Strongly, Agree, Don't Know/Don't Remember/Not Applicable

I was confident I could do the things I needed to do to take care of my health.

Strongly, Disagree, Disagree, Agree, Strongly, Agree, Don't Know/Don't Remember/Not Applicable

I had care services lined up that was needed to take care of my health.

Strongly, Disagree, Disagree, Agree, Strongly, Agree, Don't Know/Don't Remember/Not Applicable

part two

Home Environment when I arrive

When I arrived home, I had all the supplies and equipment (or new when they would arrive) needed to continue with my care.

Strongly, Disagree, Disagree, Agree, Strongly, Agree, Don't Know/Don't Remember/Not Applicable

When I arrived, the home was made clean and safe within the health condition I am currently in.

Strongly, Disagree, Disagree, Agree, Strongly, Agree, Don't Know/Don't Remember/Not Applicable

Part three

After working with the TCM

I had a readable and easily understood written plan of care that described how all my health care needs were going to be met.

Strongly, Disagree, Disagree, Agree, Strongly, Agree, Don't Know/Don't Remember/Not Applicable

I was giving instructions and understood how to manage my self-directed care.

Strongly, Disagree, Disagree, Agree, Strongly, Agree, Don't Know/Don't Remember/Not Applicable

I clearly understood the warning signs and symptoms I should watch for to monitor my health condition.

Strongly, Disagree, Disagree, Agree, Strongly, Agree, Don't Know/Don't Remember/Not Applicable

I had a good understanding of my health condition and what makes it better or worse.

Strongly, Disagree, Disagree, Agree, Strongly, Agree, Don't Know/Don't Remember/Not Applicable

I had a good understanding of the things I was responsible for in managing my health.

Strongly, Disagree, Disagree, Agree, Strongly, Agree, Don't Know/Don't Remember/Not Applicable

I was confident that I knew what to do to manage my health.

Strongly, Disagree, Disagree, Agree, Strongly, Agree, Don't Know/Don't Remember/Not Applicable

I was confident I could do the things I needed to do to take care of my health.

Strongly, Disagree, Disagree, Agree, Strongly, Agree, Don't Know/Don't Remember/Not Applicable

I had care services lined up that was needed to take care of my health.

Strongly, Disagree, Disagree, Agree, Strongly, Agree, Don't Know/Don't Remember/Not Applicable

When I arrived home, I and the care team was orientated about the care plan and how the care team was going to interact with my self-directed care.

Strongly, Disagree, Disagree, Agree, Strongly, Agree, Don't Know/Don't Remember/Not Applicable

Follow-up Appointments

I was made aware of my follow-up doctors' appointments and had a readable and easily understood written list of the medical appointments I needed to complete within the next several weeks.

Strongly, Disagree, Disagree, Agree, Strongly, Agree, Don't Know/Don't Remember/Not Applicable

Medication Management

I was aware of my medications and clearly understood the purpose for taking each of my medications and had an easily understandable written list of currently prescribed medication.

Strongly, Disagree, Disagree, Agree, Strongly, Agree, Don't Know/Don't Remember/Not Applicable

I was aware of and clearly understood how to take each of my medications, including how much I should take and when.

Strongly, Disagree, Disagree, Agree, Strongly, Agree, Don't Know/Don't Remember/Not Applicable

I was aware of and clearly understood the possible side effects of each of my medications.

Strongly, Disagree, Disagree, Agree, Strongly, Agree, Don't Know/Don't Remember/Not Applicable