

FINAL TOPLINE

Diabetes Group



Qualities That Matter: Public Perceptions of Quality in Diabetes Care, Joint Replacement and Maternity Care

National Survey of adults recently diagnosed with type 2 diabetes about their perceptions of and experiences with health care quality

Data Collected by GfK Group from October 5 through 14, 2016

Released July 2017
www.publicagenda.org/pages/qualities-that-matter

The survey results below appear in the Public Agenda report, “Qualities that Matter,” alongside findings from two other nationally representative surveys, one of adults who recently had a joint replacement surgery and one of mothers who recently gave birth (for these topline, the full report and its brief, see www.publicagenda.org/pages/qualities-that-matter). The data in this topline are based on a nationally representative survey of 407 U.S. adults ages 18 and older diagnosed with type 2 diabetes between July 2013 and October 2016. Interviews were conducted from October 5 through 14, 2016, across the 50 states and the District of Columbia. The survey was conducted online using samples from GfK Group’s (GfK’s) KnowledgePanel.

The project was funded by a grant to Public Agenda from the Robert Wood Johnson Foundation. The survey was fielded by GfK through their KnowledgePanel. GfK was responsible for data collection only. Public Agenda designed the survey instrument and analyzed the data. When using these data, please cite Public Agenda.

The survey was designed to be compatible with web interviews. The response rate for people diagnosed with type 2 diabetes was 6.3 percent using the American Association for Public Opinion Research’s Response Rate Three (RR3) formula. (For full methodology, see page 67 of this topline.)

GfK and members of Public Agenda’s research team checked the programmed survey extensively to ensure skip patterns followed the design of the questionnaire. “Don’t know/ Unsure” was included as an explicit response category. Respondents could refuse to answer any question. The survey was offered only in English.

The final data for each of the surveys were weighted to correct for variance in the likelihood of selection for a given case and to balance the sample to known population parameters to correct for systematic under- or overrepresentation of meaningful social categories. The weight-adjusted margin of error for the diabetes group is +/-5.8 percentage points at the 95 percent confidence level. It is higher, however, for questions that were not asked of all respondents and for subgroup results. This topline indicates total sample sizes for each question. Findings related to subgroups smaller than n=100 should be interpreted with caution.

A survey result of less than 0.5 percent is signified by an asterisk, and a result of zero is signified by a dash. Responses may not always total 100 percent due to rounding. Some data from open-ended questions are not included. Please contact research@publicagenda.org for data for those questions.

For full toplines for the joint replacement group and maternity group surveys, see www.publicagenda.org/media/qualities-that-matter-joint-replacement-topline and www.publicagenda.org/media/qualities-that-matter-maternity-topline respectively.

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q1-3. No question	
Q4b. Have you been diagnosed with diabetes since July 2013, that is, in the last three years? [Screening question: More than three years, Never, Not sure and Refused were terminated.]	
Yes, I was diagnosed with diabetes IN THE LAST THREE YEARS	100%
No, I was diagnosed with diabetes MORE THAN three years ago	--
No, I was NEVER diagnosed with diabetes	--
Not sure	--
Refused	--
	N=407
Q5b. What type of diabetes do you have? [Screening question: Type 1 diabetes only, Both Type 1 and Type 2 diabetes, Another type of diabetes that is not Type 1 or Type 2, Not sure and Refused were terminated.]	
Type 1 diabetes only	--
Type 2 diabetes only	100%
Both Type 1 and Type 2 diabetes	--
Another type of diabetes that is not Type 1 or Type 2	--
Not sure	--
Refused	--
	N=407
Q5c. When were you diagnosed with diabetes? [Open-ended.]	
[Open-ended]	
	N=407
Q6. No question	

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q7. When you were diagnosed with type 2 diabetes, did you have any form of health insurance, either through your employer, through Medicaid or Medicare or any other type of health insurance?	
Yes, I had health insurance when I was diagnosed with type 2 diabetes	93%
No, I did not have health insurance when I was diagnosed with type 2 diabetes	7%
Don't know/Unsure	--
Refused	*
	N=407
Q8. Do you currently have any form of health insurance, either through your employer, through Medicaid or Medicare or any other type of health insurance, or do you not have health insurance?	
Yes, I currently have health insurance	94%
No, I do not currently have health insurance	5%
Don't know/Unsure	1%
Refused	1%
	N=407
Q9. In general, how likely do you think doctors who provide diabetes care are to perform tests or treatments that are not really necessary?	
Very likely	8%
Somewhat likely	22%
Not very likely	37%
Not likely at all	19%
Don't know/Unsure	14%
Refused	*
	N=407

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q10. Thinking about doctors who provide diabetes care [IF CURRENTLY INSURED: and are covered by your insurance plan/ IF UNINSURED: in your area], would you say (they charge pretty much the same prices for the same services), or (some charge more than others for the same services)? [Phrases were rotated.]	
They charge pretty much the same prices for the same services.	31%
Some charge more than others for the same services.	20%
Don't know/Unsure	49%
Refused	--
	N=407
Q11. Which of the following statements comes closest to your view? [Phrases were rotated; Base: Currently insured]	
My health insurance plan includes the best quality doctors for diabetes.	69%
My health insurance plan prevents me from seeing the best quality doctors for diabetes.	6%
Don't know/Unsure	25%
Refused	1%
	N=407
Q9. In general, how likely do you think doctors who provide diabetes care are to perform tests or treatments that are not really necessary?	
Q12-13. No question	
Q14. How closely does each of the following statements come to describing you?: I have spent a lot of time learning everything I can about diabetes. [Presented on same screen as Q15.]	
Very close	28%
Somewhat close	48%
Not very close	14%
Not close at all	8%
Don't know	1%
Refused	*
	N=407

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q15. How closely does each of the following statements come to describing you?: I have spent a lot of time finding out everything I can about different doctors for diabetes care. [Presented on the same screen as Q14.]	
Very close	10%
Somewhat close	20%
Not very close	29%
Not close at all	37%
Don't know/Unsure	3%
Refused	N=407
Q16. Have you ever attended a diabetes education class or seminar, or met with a certified diabetes educator?	
Yes, I have attended a diabetes education class or seminar, or met with a certified diabetes educator	48%
No, I have not attended a diabetes education class or seminar and have not met with a certified diabetes educator	50%
Don't know/Unsure	2%
Refused	*
	N=407
Q17. Who provides the majority of your diabetes care? [Items were randomized]	
A primary care provider or general practitioner	75%
A group of primary care providers	7%
An endocrinologist or diabetes specialist	8%
A group of endocrinologists or diabetes specialists	2%
Other	3%
Don't know/Unsure	6%
Refused	--
	N=407

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q18. How did you first hear about this [INSERT TYPE OF PROVIDER FROM Q17: primary care provider or general practitioner/ group of primary care providers/ endocrinologist or diabetes specialist/ group of endocrinologists or diabetes specialists/ primary diabetes care provider/ diabetes care provider]? [Items were randomized.]	
From a friend, family member or coworker	27%
From another doctor or medical care provider	17%
From my insurance company, including my insurance company's website	15%
From a hospital, including a hospital's website	10%
From a website such as Zocdoc, Vitals, Healthgrades or another website	1%
By reading online patient reviews	1%
By passing by [his or her/ their]practice	3%
Other	15%
Don't know/Unsure	11%
Refused	--
	N=407
Q19. Had you already been a patient of this [INSERT TYPE OF PROVIDER FROM Q17: primary care provider or general practitioner/ group of primary care providers/ endocrinologist or diabetes specialist/ group of endocrinologists or diabetes specialists/ primary diabetes care provider/ diabetes care provider] before you were diagnosed with diabetes?	
Yes, I had been a patient of this [INSERT TYPE OF PROVIDER] before	68%
No, I had not been a patient of this [INSERT TYPE OF PROVIDER] before	30%
Don't know/Unsure	3%
Refused	*
	N=407
Q20. No question	

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q21. Considering [IF CURRENTLY INSURED: your insurance coverage and] the area where you live, about how many doctors do you feel you could have chosen from for you diabetes care?	
A lot of doctors	43%
Some doctors	21%
Only a few doctors	12%
Just one doctor	6%
Don't know/Unsure	18%
Refused	*
	N=407
Q157. How likely do you think you are to switch to a different doctor for your diabetes care in the next three years?	
Very likely	5%
Somewhat likely	7%
Not very likely	30%
Not likely at all	47%
Don't know/Unsure	11%
Refused	*
	N=407
Q22. Have you so far received all of your diabetes care from the same doctor/group of doctors, or have you changed doctors or groups of doctors for your diabetes care?	
I have changed doctors or groups of doctors for my diabetes care	9%
I have so far received all my diabetes care from the same doctor/group of doctors	86%
Don't know/Unsure	4%
Refused	--
	N=407

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q23. Which of the following describes why you changed doctors for your diabetes care? [Check all that apply; Base: Changed doctors]	
I moved to a different town, city or neighborhood	27%
I changed insurance companies or plans	15%
My original doctor for my diabetes care didn't take my insurance or stopped accepting my insurance	4%
My original doctor for my diabetes care retired or closed his/her practice.	13%
I was not satisfied with the care I received from my original doctor for my diabetes	24%
The doctor for my diabetes cost me too much out of pocket	2%
I needed a doctor for my diabetes with a medical specialty that my original doctor for my diabetes did not have	8%
Other	16%
Don't know/Unsure	--
	n=43
Q24. Overall, how do you rate the quality of the diabetes care that you are receiving from your doctor/ group of doctors?	
Excellent	37%
Very good	31%
Good	20%
Fair	6%
Poor	2%
Don't know/Unsure	4%
Refused	*
	N=407
Q25-27. No question	

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q28. Thinking about what makes for high quality health care for diabetes, how important do you think each of the following is? [Items were randomized; Presented on the same screen as Q28a.]	
Q28. ID1. That the doctor has helpful and respectful staff.	
Very important	70%
Somewhat important	25%
Not too important	2%
Not important at all	*
Don't know/Unsure	2%
Refused	*
	N=407
Q28. ID2. That the doctor makes time for patients' questions and concerns.	
Very important	81%
Somewhat important	15%
Not too important	1%
Not important at all	--
Don't know/Unsure	2%
Refused	*
	N=407

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q28. ID3. That the doctor asks patients about preferences and expectations for their diabetes care.	
Very important	60%
Somewhat important	30%
Not too important	6%
Not important at all	*
Don't know/Unsure	3%
Refused	1%
	N=407
Q28. ID4. That the doctor responds to patients' calls and emails.	
Very important	70%
Somewhat important	22%
Not too important	2%
Not important at all	*
Don't know/Unsure	4%
Refused	1%
	N=407
Q28. ID5. That the doctor communicates with their patients' other doctors and pharmacists.	
Very important	69%
Somewhat important	24%
Not too important	3%
Not important at all	*
Don't know/Unsure	3%
Refused	1%
	N=407

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q28. ID6. That the doctor understands the needs and values of the communities he/she serves.	
Very important	57%
Somewhat important	30%
Not too important	10%
Not important at all	*
Don't know/Unsure	3%
Refused	1%
	N=407
Q28. FD8. That the doctor has a high rate of patients whose blood sugar is under control, compared with other doctors.	
Very important	43%
Somewhat important	32%
Not too important	11%
Not important at all	3%
Don't know/Unsure	10%
Refused	*
	N=407

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q28. FD9. That the doctor has a low rate of patients with nerve damage in their feet or legs, compared with other doctors.	
Very important	31%
Somewhat important	30%
Not too important	19%
Not important at all	5%
Don't know/Unsure	15%
Refused	1%
	N=407
Q28. FD10. That the doctor refers patients to diabetes self-management education and support classes.	
Very important	42%
Somewhat important	36%
Not too important	14%
Not important at all	3%
Don't know/Unsure	5%
Refused	1%
	N=407
Q28. FD11. That the doctor counsels patients about losing weight.	
Very important	48%
Somewhat important	38%
Not too important	8%
Not important at all	1%
Don't know/Unsure	4%
Refused	*
	N=407

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q28. IO16. That the doctor's appointments start on time.	
Very important	50%
Somewhat important	35%
Not too important	9%
Not important at all	1%
Don't know/Unsure	3%
Refused	1%
	N=407
Q28. PC17. That the doctor's offices are in good physical condition.	
Very important	47%
Somewhat important	37%
Not too important	9%
Not important at all	3%
Don't know/Unsure	4%
Refused	1%
	N=407
Q28. ET18. That the doctor was trained at a school with a good reputation.	
Very important	48%
Somewhat important	36%
Not too important	11%
Not important at all	1%
Don't know/Unsure	4%
Refused	1%
	N=407

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q28. ET19. That the doctor was formally trained as a diabetes specialist.	
Very important	35%
Somewhat important	40%
Not too important	14%
Not important at all	2%
Don't know/Unsure	7%
Refused	1%
	N=407
Q28a. What else do you think makes for high quality diabetes care that wasn't mentioned in the previous questions? [Open-ended; Presented on the same screen as Q28.]	
[Open-ended]	
	N=407
Q29. ID3. Thinking about the doctors for diabetes [IF CURRENTLY INSURED: who are covered by your insurance plan/ IF UNINSURED: in your area], would you say that (they are all similarly likely to ask patients about preferences and expectations) or (some are more likely than others to ask patients about preferences and expectations)? [Phrases were rotated; Order was randomized with Q29. ID5., Q30. FD8. and Q30. FD10.]	
They are all similarly likely to ask patients about preferences and expectations	30%
Some are more likely than others to ask patients about preferences and expectations	36%
Don't know/Unsure	33%
Refused	1%
	N=407

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
<p>Q29. ID5. Thinking about the doctors for diabetes [IF CURRENTLY INSURED: who are covered by your insurance plan/ IF UNINSURED: in your area], would you say that (they are all similarly likely to <i>communicate with their patients' other doctors and pharmacists</i>) or (some are more likely than others to <i>communicate with their patients' other doctors and pharmacists</i>)? [Phrases were rotated; Order was randomized with Q29. ID3., Q30. FD8., and Q30. FD10.]</p>	
They are all similarly likely to communicate with their patients' other doctors and pharmacists	37%
Some are more likely than others to communicate with their patients' other doctors and pharmacists	31%
Don't know/Unsure	30%
Refused	2%
	N=407
<p>Q30. FD8. Thinking about the doctors for diabetes [IF CURRENTLY INSURED: who are covered by your insurance plan/ IF UNINSURED: in your area], would you say that (they have similar <i>rates of patients whose blood sugar is under control</i>) or (some have higher rates than others of <i>patients whose blood sugar is under control</i>)? [Phrases were rotated; Order was randomized with Q29. ID3., Q29. ID5. and Q30. FD10.]</p>	
They have similar rates of patients whose blood sugar is under control	24%
Some have higher rates than others of patients whose blood sugar is under control	27%
Don't know/Unsure	49%
Refused	*
	N=407
<p>Q30. FD10. Thinking about the doctors for diabetes [IF CURRENTLY INSURED: who are covered by your insurance plan/ IF UNINSURED: in your area], would you say that (they are similarly likely to refer patients to diabetes self-management education and support classes) or (some are more likely than others to refer patients to diabetes self-management education and support classes)? [Phrases were rotated; Order was randomized with Q29. ID3., Q29. ID5. and Q30. FD8.]</p>	
They are all similarly likely to refer patients to diabetes self-management education and support classes	36%
Some are more likely than others to refer patients to diabetes self-management education and support classes	30%
Don't know/Unsure	33%
Refused	1%
	N=407

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q31. No question	
Q32. Did you know or try to find out any of the following while you were deciding on a doctor for diabetes? [Items presented in same random order as in Q28.; Items PV20-CV26 randomized and presented after other items; Base: Respondents who were not already a patient of their provider]	
Q32. ID1. Whether or not the doctor has helpful and respectful staff. [Base: Said ID1 was somewhat or very important]	
Yes, I knew or tried to find this out	35%
No, I did not know or did not try to find this out	52%
Don't remember/Unsure	13%
Refused	1%
	n=122
Q32. ID2. Whether or not the doctor makes time for patients' questions and concerns. [Base: Said ID2 was somewhat or very important]	
Yes, I knew or tried to find this out	38%
No, I did not know or did not try to find this out	50%
Don't remember/Unsure	13%
Refused	--
	n=123
Q32. ID3. Whether or not the doctor asks patients about preferences and expectations for their diabetes care. [Base: Said ID3 was somewhat or very important]	
Yes, I knew or tried to find this out	22%
No, I did not know or did not try to find this out	62%
Don't remember/Unsure	16%
Refused	--
	n=116

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q32. ID4. Whether or not the doctor responds to patients' calls and emails. [Base: Said ID4 was somewhat or very important]	
Yes, I knew or tried to find this out	36%
No, I did not know or did not try to find this out	51%
Don't remember/Unsure	13%
Refused	--
	n=118
Q32. ID5. Whether or not the doctor communicates with their patients' other doctors and pharmacists. [Base: Said ID5 was somewhat or very important]	
Yes, I knew or tried to find this out	30%
No, I did not know or did not try to find this out	54%
Don't remember/Unsure	16%
Refused	--
	n=120
Q32. ID6. Whether or not the doctor understands the needs and values of the communities he/she serves. [Base: Said ID6 was somewhat or very important]	
Yes, I knew or tried to find this out	22%
No, I did not know or did not try to find this out	64%
Don't remember/Unsure	14%
Refused	--
	n=109

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q32. FD8. The doctor's rate of patients whose blood sugar is under control. [Base: Said FD8 was somewhat or very important]	
Yes, I knew or tried to find this out	16%
No, I did not know or did not try to find this out	69%
Don't remember/Unsure	15%
Refused	--
	n=101
Q32. FD9. The doctor's rate of patients with nerve damage in their feet or legs. [Base: Said FD9 was somewhat or very important]	
Yes, I knew or tried to find this out	16%
No, I did not know or did not try to find this out	65%
Don't remember/Unsure	19%
Refused	--
	n=79
Q32. FD10. Whether or not the doctor refers patients to diabetes self-management education and support classes. [Base: Said FD10 was somewhat or very important]	
Yes, I knew or tried to find this out	25%
No, I did not know or did not try to find this out	58%
Don't remember/Unsure	17%
Refused	--
	n=102

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q32. FD11. Whether or not the doctor counsels patients about losing weight. [Base: Said FD11 was somewhat or very important]	
Yes, I knew or tried to find this out	29%
No, I did not know or did not try to find this out	57%
Don't remember/Unsure	14%
Refused	--
	n=111
Q32. IO16. Whether or not the doctor's appointments start on time. [Base: Said IO16 was somewhat or very important]	
Yes, I knew or tried to find this out	25%
No, I did not know or did not try to find this out	60%
Don't remember/Unsure	15%
Refused	--
	n=111
Q32. PC17. Whether or not the doctor's offices are in good physical condition. [Base: Said PC17 was somewhat or very important]	
Yes, I knew or tried to find this out	42%
No, I did not know or did not try to find this out	48%
Don't remember/Unsure	11%
Refused	--
	n=103

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q32. ET18. Whether or not the doctor was trained at a school with a good reputation. [Base: Said ET18 was somewhat or very important]	
Yes, I knew or tried to find this out	27%
No, I did not know or did not try to find this out	55%
Don't remember/Unsure	16%
Refused	2%
	n=105
Q32. ET19. Whether or not the doctor was formally trained as a diabetes specialist. [Base: Said ET19 was somewhat or very important]	
Yes, I knew or tried to find this out	26%
No, I did not know or did not try to find this out	55%
Don't remember/Unsure	19%
Refused	--
	n=100
Q32. PV20. Whether or not the doctor was covered by your insurance plan.	
Yes, I knew or tried to find this out	63%
No, I did not know or did not try to find this out	22%
Don't remember/Unsure	12%
Refused	2%
	n=129

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q32. PV22. How much you would have to pay out of pocket for a routine doctor’s office visit, a hemoglobin A1C test or other medical test for your diabetes care, not including any copay.	
Yes, I knew or tried to find this out	33%
No, I did not know or did not try to find this out	46%
Don’t remember/Unsure	18%
Refused	2%
	n=129
Q32. PV24. How much the doctor would charge your insurance company for your diabetes care—even if it wouldn’t affect your out of pocket costs. [Base: Currently insured]	
Yes, I knew or tried to find this out	13%
No, I did not know or did not try to find this out	67%
Don’t remember/Unsure	18%
Refused	2%
	n=117
Q32. CV26. Whether or not the doctor’s office is in a convenient location for you.	
Yes, I knew or tried to find this out	64%
No, I did not know or did not try to find this out	25%
Don’t remember/Unsure	10%
Refused	1%
	n=129

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q32a. Did you know or try to find out any of the following while you were deciding on whether or not to stay with your doctor for diabetes? [Items presented in same random order as in Q28.; Items PV20-CV26 randomized and presented after other items; Base: Respondents who were already a patient of their provider]	
Q32a. ID1. Whether or not the doctor has helpful and respectful staff. [Base: Said ID1 was somewhat or very important]	
Yes, I knew or tried to find this out	67%
No, I did not know or did not try to find this out	29%
Don't remember/Unsure	4%
Refused	--
	n=267
Q32a. ID2. Whether or not the doctor makes time for patients' questions and concerns. [Base: Said ID2 was somewhat or very important]	
Yes, I knew or tried to find this out	64%
No, I did not know or did not try to find this out	32%
Don't remember/Unsure	4%
Refused	*
	n=271
Q32a. ID3. Whether or not the doctor asks patients about preferences and expectations for their diabetes care. [Base: Said ID3 was somewhat or very important]	
Yes, I knew or tried to find this out	48%
No, I did not know or did not try to find this out	47%
Don't remember/Unsure	5%
Refused	*
	n=246

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q32a. ID4. Whether or not the doctor responds to patients' calls and emails. [Base: Said ID4 was somewhat or very important]	
Yes, I knew or tried to find this out	59%
No, I did not know or did not try to find this out	37%
Don't remember/Unsure	4%
Refused	*
	n=250
Q32a. ID5. Whether or not the doctor communicates with their patients' other doctors and pharmacists. [Base: Said ID5 was somewhat or very important]	
Yes, I knew or tried to find this out	58%
No, I did not know or did not try to find this out	38%
Don't remember/Unsure	4%
Refused	1%
	n=258
Q32a. ID6. Whether or not the doctor understands the needs and values of the communities he/she serves. [Base: Said ID6 was somewhat or very important]	
Yes, I knew or tried to find this out	52%
No, I did not know or did not try to find this out	40%
Don't remember/Unsure	8%
Refused	--
	n=240

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q32a. FD8. The doctor's rate of patients whose blood sugar is under control. [Base: Said FD8 was somewhat or very important]	
Yes, I knew or tried to find this out	27%
No, I did not know or did not try to find this out	68%
Don't remember/Unsure	5%
Refused	--
	n=200
Q32a. FD9. The doctor's rate of patients with nerve damage in their feet or legs. [Base: Said FD9 was somewhat or very important]	
Yes, I knew or tried to find this out	30%
No, I did not know or did not try to find this out	64%
Don't remember/Unsure	7%
Refused	--
	n=158
Q32a. FD10. Whether or not the doctor refers patients to diabetes self-management education and support classes. [Base: Said FD10 was somewhat or very important]	
Yes, I knew or tried to find this out	44%
No, I did not know or did not try to find this out	51%
Don't remember/Unsure	4%
Refused	1%
	n=216

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q32a. FD11. Whether or not the doctor counsels patients about losing weight. [Base: Said FD11 was somewhat or very important]	
Yes, I knew or tried to find this out	51%
No, I did not know or did not try to find this out	42%
Don't remember/Unsure	6%
Refused	*
	n=239
Q32a. IO16. Whether or not the doctor's appointments start on time. [Base: Said IO16 was somewhat or very important]	
Yes, I knew or tried to find this out	56%
No, I did not know or did not try to find this out	39%
Don't remember/Unsure	5%
Refused	1%
	n=235
Q32a. PC17. Whether or not the doctor's offices are in good physical condition. [Base: Said PC17 was somewhat or very important]	
Yes, I knew or tried to find this out	61%
No, I did not know or did not try to find this out	35%
Don't remember/Unsure	3%
Refused	*
	n=242

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q32a. ET18. Whether or not the doctor was trained at a school with a good reputation. [Base: Said ET18 was somewhat or very important]	
Yes, I knew or tried to find this out	50%
No, I did not know or did not try to find this out	46%
Don't remember/Unsure	3%
Refused	--
	n=235
Q32a. ET19. Whether or not the doctor was formally trained as a diabetes specialist. [Base: Said ET19 was somewhat or very important]	
Yes, I knew or tried to find this out	32%
No, I did not know or did not try to find this out	65%
Don't remember/Unsure	3%
Refused	*
	n=200
Q32a. PV20. Whether or not the doctor was covered by your insurance plan.	
Yes, I knew or tried to find this out	72%
No, I did not know or did not try to find this out	24%
Don't remember/Unsure	3%
Refused	1%
	n=278

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q32a. PV22. How much you would have to pay out of pocket for a routine doctor's office visit, a hemoglobin A1C test or other medical test for your diabetes care, not including any copay.	
Yes, I knew or tried to find this out	40%
No, I did not know or did not try to find this out	52%
Don't remember/Unsure	7%
Refused	1%
	n=278
Q32a. PV24. How much the doctor would charge your insurance company for your diabetes care—even if it wouldn't affect your out of pocket costs. [Base: Currently insured]	
Yes, I knew or tried to find this out	26%
No, I did not know or did not try to find this out	62%
Don't remember/Unsure	11%
Refused	*
	n=269
Q32a. CV26. Whether or not the doctor's office is in a convenient location for you.	
Yes, I knew or tried to find this out	66%
No, I did not know or did not try to find this out	29%
Don't remember/Unsure	4%
Refused	*
	n=278

DIABETES GROUP SURVEY RESULTS

Diabetes
N=407

Q33. From which sources did you know or try to find out:

ID1. Whether or not the doctor has helpful and respectful staff.

ID2. Whether or not the doctor makes time for patients' questions and concerns.

ID3. Whether or not the doctor asks patients about preferences and expectations for their diabetes care.

ID4. Whether or not the doctor responds to patients' calls and emails.

ID5. Whether or not the doctor communicates with their patients' other doctors and pharmacists.

ID6. Whether or not the doctor understands the needs and values of the communities he/she serves.

[Check all that apply; Item(s) shown only if respondent said they knew or looked for that item in Q32. or Q32a.; Response options randomized, with second always after first and with eighth always before ninth; Presented on the same screen as Q34.; Base: Respondents who said they knew or looked for at least one item in Q32. or Q32a.]

My doctor for diabetes	35%
Another doctor	15%
A nurse, nurse practitioner or physician's assistant in the office of my doctor for diabetes	30%
A receptionist or other staff in the office of my doctor for diabetes	23%
A relative, friend or coworker	34%
A hospital website or by calling a hospital	6%
My insurance company's website or by calling my insurance company [Base: Currently insured]	21%
Patient reviews on websites or in newspapers or magazines	17%
Websites, newspapers or magazines that compare doctors in your area [IF CURRENTLY INSURED: other than your insurance company's website]	7%
Online social media, online forums, online support groups, list serves, blogs or other online communities	11%
A nonprofit organization that provides education and support for people with diabetes	4%
A diabetes education class or seminar, or a certified diabetes educator	17%
Other	9%
Don't know/Unsure	8%
	n=272

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q34. Did you compare or try to compare two or more doctors for diabetes on [IF RESPONDENT KNEW OR TRIED TO FOUND OUT ABOUT MORE THAN ONE ID. ITEM: any of] this information? [Presented on the same screen as Q33.; Base: Respondents who said they knew or looked for at least one ID. item in Q32. or Q32a.]	
Yes, I compared or tried to compare	13%
No, I did not compare or did not try to compare	79%
Don't know/Unsure	3%
Refused	4%
	n=272
Q33a. What are the names of the websites, newspapers or magazines where you looked for this information? [Open-ended; Base: Respondents who said yes to using websites as a source]	
[Open-ended]	
	n=22

DIABETES GROUP SURVEY RESULTS

Diabetes
N=407

Q35. From which sources did you know or try to find out:

FD8. The doctor's rate of patients whose blood sugar is under control, compared to other doctors.

FD9. The doctor's rate of patients with nerve damage in their feet or legs, compared with other doctors.

FD10. Whether or not the doctor refers patients with diabetes self-management education and support classes.

FD11. Whether or not the doctor counsels patients about losing weight.

[Check all that apply; Item(s) shown only if respondent said they knew or looked for that item in Q32. or Q32a.;

Response options randomized, with second always after first and with eighth always before ninth; Presented on

the same screen as Q36.; Base: Respondents who said they knew or looked for at least one item in Q32. or Q32a.]

My doctor for diabetes	45%
Another doctor	14%
A nurse, nurse practitioner or physician's assistant in the office of my doctor for diabetes	23%
A receptionist or other staff in the office of my doctor for diabetes	18%
A relative, friend or coworker	20%
A hospital website or by calling a hospital	3%
My insurance company's website or by calling my insurance company [Base: Currently insured]	14%
Patient reviews on websites or in newspapers or magazines	9%
Websites, newspapers or magazines that compare doctors in your area [IF CURRENTLY INSURED: other than your insurance company's website]	6%
Online social media, online forums, online support groups, list serves, blogs or other online communities	5%
A nonprofit organization that provides education and support for people with diabetes	4%
A diabetes education class or seminar, or a certified diabetes educator	14%
Other	7%
Don't know/Unsure	12%
	n=191

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q36. Did you compare or try to compare two or more doctors for diabetes on [IF RESPONDENT KNEW OR TRIED TO FOUND OUT ABOUT MORE THAN ONE FD. ITEM: any of] this information? [Presented on the same screen as Q35.; Base: Respondents who said they knew or looked for at least one FD. item in Q32. or Q32a.]	
Yes, I compared or tried to compare	14%
No, I did not compare or did not try to compare	76%
Don't know/Unsure	7%
Refused	3%
	n=191
Q35a. What are the names of the websites, newspapers or magazines where you looked for this information? [Open-ended; Base: Respondents who said yes to using websites as a source]	
[Open-ended]	
	n=12
Q37-38. No question.	

DIABETES GROUP SURVEY RESULTS

Diabetes
N=407

Q39. From which sources did you know or try to find out:
 PV20. Whether or not the doctor was covered by your insurance plan.
 PV22. How much you would have to pay out of pocket for a routine doctor's office visit, a hemoglobin A1C test or other medical test for your diabetes care, not including any copay.
 PV24. How much the doctor would charge your insurance company for your diabetes care—even if it wouldn't affect your out of pocket costs.
 CV26. Whether or not the doctor's office was in a convenient location for you.

[Check all that apply; Item(s) shown only if respondent said they knew or looked for that item in Q32. or Q32a.; Response options randomized, with second always after first and with eighth always before ninth; Presented on the same screen as Q40.; Base: Respondents who said they knew or looked for at least one item in Q32. or Q32a.]

My doctor for diabetes	27%
Another doctor	10%
A nurse, nurse practitioner or physician's assistant in the office of my doctor for diabetes	10%
A receptionist or other staff in the office of my doctor for diabetes	22%
A relative, friend or coworker	14%
A hospital website or by calling a hospital	6%
My insurance company's website or by calling my insurance company [Base: Currently insured]	40%
Patient reviews on websites or in newspapers or magazines	6%
Websites, newspapers or magazines that compare doctors in your area [IF CURRENTLY INSURED: other than your insurance company's website]	7%
Online social media, online forums, online support groups, list serves, blogs or other online communities	5%
A nonprofit organization that provides education and support for people with diabetes	1%
A diabetes education class or seminar, or a certified diabetes educator	6%
Other	9%
Don't know/Unsure	9%
	n=314

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q40. Did you compare or try to compare prices for two or more doctors for diabetes? [Presented on the same screen as Q39.; Base: Respondents who said they knew or looked for PV22. or CV26. in Q32. or Q32a.]	
Yes, I compared or tried to compare	10%
No, I did not compare or did not try to compare	81%
Don't know/Unsure	7%
Refused	1%
	n=314
Q39a. What are the names of the websites, newspapers or magazines where you looked for this information? [Open-ended; Base: Respondents who said yes to using websites as a source]	
[Open-ended]	
	n=18
Q41-42. No question	

DIABETES GROUP SURVEY RESULTS

Diabetes
N=407

Q43. You said that while you were deciding on a doctor, you did not know or did not try to find out any of the following:

ID1. Whether or not the doctor has helpful and respectful staff.

ID2. Whether or not the doctor makes time for patients' questions and concerns.

ID3. Whether or not the doctor asks patients about preferences and expectations for their diabetes care.

ID4. Whether or not the doctor responds to patients' calls and emails.

ID5. Whether or not the doctor communicates with their patients' other doctors and pharmacists.

ID6. Whether or not the doctor understands the needs and values of the communities he/she serves.

For each of the following statements, please select how close it comes to your view:

[Check all that apply; Item(s) shown only if respondent said they did not know or try to look for that item in Q32. or Q32a.; Response options randomized; Base: Respondents who said they did not know or try to look for at least one item in Q32. or Q32a.]

Q43A. I was not sure how to find this information.

Very close	16%
Somewhat close	24%
Not too close	20%
Not close at all	24%
Don't know/Unsure	14%
Refused	1%
	n=209

Q43B. This information was not important to me.

Very close	13%
Somewhat close	26%
Not too close	29%
Not close at all	19%
Don't know/Unsure	12%
Refused	1%
	n=209

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q43C. If I had known this information, it would have influenced my decision about a doctor.	
Very close	12%
Somewhat close	23%
Not too close	24%
Not close at all	28%
Don't know/Unsure	13%
Refused	1%
	n=209
Q43D. It did not occur to me to find out this information.	
Very close	23%
Somewhat close	31%
Not too close	16%
Not close at all	18%
Don't know/Unsure	12%
Refused	1%
	n=209

Q44. You said that while you were deciding on a doctor, you did not know or did not try to find out any of the following:

FD8. The doctor's rate of patients whose blood sugar is under control.

FD9. The doctor's rate of patients with nerve damage in their feet or legs.

FD10. Whether or not the doctor refers patients to diabetes self-management education and support classes.

FD11. Whether or not the doctor counsels patients about losing weight.

For each of the following statements, please select how close it comes to your view:

[Check all that apply; Item(s) shown only if respondent said they did not know or try to look for that item in Q32. or Q32a.; Response options randomized; Base: Respondents who said they did not know or try to look for at least one item in Q32. or Q32a.]

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q44A. I was not sure how to find this information.	
Very close	24%
Somewhat close	24%
Not too close	23%
Not close at all	16%
Don't know/Unsure	12%
Refused	2%
	n=239
Q44B. This information was not important to me.	
Very close	16%
Somewhat close	29%
Not too close	31%
Not close at all	16%
Don't know/Unsure	7%
Refused	1%
	n=239
Q44C. If I had known this information, it would have influenced my decision about a doctor.	
Very close	10%
Somewhat close	23%
Not too close	27%
Not close at all	29%
Don't know/Unsure	9%
Refused	2%
	n=239

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q44D. It did not occur to me to find out this information.	
Very close	29%
Somewhat close	32%
Not too close	21%
Not close at all	11%
Don't know/Unsure	7%
Refused	1%
	n=239
Q45. No question	
<p>Q46. You said that while you were deciding on a doctor, you did not know or did not try to find out any of the following:</p> <p>PV20. Whether or not the doctor was covered by your insurance plan.</p> <p>PV22. How much you would have to pay out of pocket for a routine doctor's office visit, a hemoglobin A1C test or other medical test for your diabetes care, not including any copay.</p> <p>PV24. How much the doctor would charge your insurance company for your diabetes care—even if it wouldn't affect your out of pocket costs.</p> <p>For each of the following statements, please select how close it comes to your view:</p> <p>[Check all that apply; Item(s) shown only if respondent said they did not know or try to look for that item in Q32. or Q32a.; Response options randomized; Base: Respondents who said they did not know or try to look for at least one item in Q32. or Q32a.]</p>	
Q46A. I was not sure how to find this information.	
Very close	9%
Somewhat close	22%
Not too close	22%
Not close at all	27%
Don't know/Unsure	18%
Refused	3%
	n=251

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q46B. This information was not important to me.	
Very close	12%
Somewhat close	28%
Not too close	24%
Not close at all	21%
Don't know/Unsure	14%
Refused	2%
	n=251
Q46C. If I had known this information, it would have influenced my decision about a doctor.	
Very close	6%
Somewhat close	20%
Not too close	25%
Not close at all	35%
Don't know/Unsure	13%
Refused	2%
	n=251
Q46D. It did not occur to me to find out this information.	
Very close	20%
Somewhat close	27%
Not too close	20%
Not close at all	19%
Don't know/Unsure	11%
Refused	3%
	n=251

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q48. How close does each of the following come to describing your experience with your diabetes care? [Items presented in same random order as in Q28.; Items PV20-CV26 randomized and presented after other items.]	
Q48. ID1. My doctor has helpful and respectful staff. [Base: Said ID1 was somewhat or very important]	
Very close to my experience	70%
Somewhat close to my experience	22%
Not too close to my experience	3%
Not close at all to my experience	2%
Don't remember/Unsure	3%
Refused	1%
	n=389
Q48. ID2. My doctor makes time for patients' questions and concerns. [Base: Said ID2 was somewhat or very important]	
Very close to my experience	70%
Somewhat close to my experience	21%
Not too close to my experience	4%
Not close at all to my experience	1%
Don't remember/Unsure	3%
Refused	*
	n=394

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q48. ID3. My doctor asks patients about preferences and expectations for their diabetes care. [Base: Said ID3 was somewhat or very important]	
Very close to my experience	51%
Somewhat close to my experience	26%
Not too close to my experience	10%
Not close at all to my experience	4%
Don't remember/Unsure	10%
Refused	1%
	n=362
Q48. ID4. My doctor responds to patients' calls and emails. [Base: Said ID4 was somewhat or very important]	
Very close to my experience	59%
Somewhat close to my experience	20%
Not too close to my experience	11%
Not close at all to my experience	2%
Don't remember/Unsure	7%
Refused	1%
	n=378

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q48. ID5. My doctor communicates with my other doctors and pharmacists. [Base: Said ID5 was somewhat or very important]	
Very close to my experience	49%
Somewhat close to my experience	26%
Not too close to my experience	9%
Not close at all to my experience	3%
Don't remember/Unsure	13%
Refused	1%
	n=378
Q48. ID6. My doctor understands the needs and values of the communities he/she serves. [Base: Said ID6 was somewhat or very important]	
Very close to my experience	51%
Somewhat close to my experience	26%
Not too close to my experience	5%
Not close at all to my experience	2%
Don't remember/Unsure	16%
Refused	1%
	n=349

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q48. FD8. My doctor has a high rate of patients whose blood sugar is under control, compared with other doctors. [Base: Said FD8 was somewhat or very important]	
Very close to my experience	20%
Somewhat close to my experience	18%
Not too close to my experience	7%
Not close at all to my experience	1%
Don't remember/Unsure	53%
Refused	1%
	n=301
Q48. FD9. My doctor has a low rate of patients with nerve damage in their feet or legs, compared with other doctors. [Base: Said FD9 was somewhat or very important]	
Very close to my experience	19%
Somewhat close to my experience	15%
Not too close to my experience	7%
Not close at all to my experience	1%
Don't remember/Unsure	55%
Refused	1%
	n=237

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q48. FD10. My doctor refers patients to diabetes self-management education and support classes. [Base: Said FD10 was somewhat or very important]	
Very close to my experience	50%
Somewhat close to my experience	23%
Not too close to my experience	8%
Not close at all to my experience	6%
Don't remember/Unsure	11%
Refused	1%
	n=318
Q48. FD11. My doctor counsels patients about losing weight. [Base: Said FD11 was somewhat or very important]	
Very close to my experience	51%
Somewhat close to my experience	31%
Not too close to my experience	7%
Not close at all to my experience	2%
Don't remember/Unsure	7%
Refused	*
	n=350
Q48. IO16. My doctor's appointments start on time. [Base: Said IO16 was somewhat or very important]	
Very close to my experience	54%
Somewhat close to my experience	25%
Not too close to my experience	10%
Not close at all to my experience	7%
Don't remember/Unsure	3%
Refused	1%
	n=346

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q48. PC17. My doctor's offices are in good physical condition. [Base: Said PC17 was somewhat or very important]	
Very close to my experience	69%
Somewhat close to my experience	24%
Not too close to my experience	3%
Not close at all to my experience	*
Don't remember/Unsure	3%
Refused	1%
	n=345
Q48. ET18. My doctor was trained at a school with a good reputation. [Base: Said ET18 was somewhat or very important]	
Very close to my experience	42%
Somewhat close to my experience	19%
Not too close to my experience	6%
Not close at all to my experience	1%
Don't remember/Unsure	31%
Refused	1%
	n=340

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q48. ET19. My doctor was formally trained as a diabetes specialist.	
[Base: Said ET19 was somewhat or very important]	
Very close to my experience	26%
Somewhat close to my experience	24%
Not too close to my experience	10%
Not close at all to my experience	4%
Don't remember/Unsure	36%
Refused	1%
	n=300
Q48. PV20. My doctor is covered by my insurance plan.	
Very close to my experience	80%
Somewhat close to my experience	9%
Not too close to my experience	3%
Not close at all to my experience	2%
Don't remember/Unsure	6%
Refused	1%
	N=407

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q48. PV22. The amount I have to pay out of pocket for a routine doctor's office visit, a hemoglobin A1C test or other medical test for my diabetes care is reasonable, not including any copay.	
Very close to my experience	54%
Somewhat close to my experience	22%
Not too close to my experience	6%
Not close at all to my experience	4%
Don't remember/Unsure	12%
Refused	*
	N=407
Q48. PV24. The amount my doctor charges my insurance company for my diabetes care is reasonable—even if it doesn't affect my out of pocket costs. [Base: Currently insured]	
Very close to my experience	45%
Somewhat close to my experience	19%
Not too close to my experience	7%
Not close at all to my experience	2%
Don't remember/Unsure	26%
Refused	1%
	n=386

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q48. CV26. My doctor's office is in a convenient location for me.	
Very close to my experience	70%
Somewhat close to my experience	19%
Not too close to my experience	5%
Not close at all to my experience	1%
Don't remember/Unsure	5%
Refused	*
	N=407
Q49. In order to get the quality of care you want for your diabetes, have you ever spent more money out of pocket? [Presented on the same screen as Q49bb.; Random order with Q49bb.]	
Yes, I have spent more out of pocket	18%
No, I have not spent more out of pocket	70%
Don't know/Unsure	11%
Refused	*
	N=407
Q49bb. In order to get the quality of care you want for your diabetes, have you ever chosen a doctor in a less convenient location? [Presented on the same screen as Q49.; Random order with Q49.]	
Yes, I have chosen a doctor in a less convenient location	15%
No, I have not chosen a doctor in a less convenient location	78%
Don't know/Unsure	7%
Refused	*
	N=407

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q49a. Have you ever been surprised by how much a doctor or hospital charged you [IF CURRENTLY INSURED: or your insurance company] for your diabetes care?	
Yes, I have been surprised by how much a doctor or hospital charged me [IF CURRENTLY INSURED: or my insurance company] for my diabetes care	25%
No, I have not been surprised by how much a doctor or hospital charged me [IF CURRENTLY INSURED: or my insurance company] for my diabetes care	57%
Don't remember/Unsure	17%
Refused	*
	N=407
Q49b. Was the charge: [Base: Have been surprised by a charge]	
Higher than you expected	80%
Lower than you expected	3%
Both happened to you	11%
Don't remember/Unsure	4%
Refused	1%
	n=100
Q50. How much do you worry about your out-of-pocket costs for your diabetes care?	
A great deal	20%
Some	26%
Only a little	21%
Not at all	29%
Don't know/Unsure	4%
Refused	*
	N=407

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q51. Have you ever had a conversation with your doctor for diabetes about the costs of your diabetes care, prescription medications or medical equipment?	
Yes, I have had a conversation with my doctor for diabetes about the costs of my diabetes care, prescription medications or medical equipment	35%
No, I have not had a conversation with my doctor for diabetes about the costs of my diabetes care, prescription medications or medical equipment	60%
Don't know/Unsure	5%
Refused	--
	N=407
Q52. For each of the following, please indicate whether or not you have done it since you were diagnosed with diabetes? [Items were randomized.]	
Q52A. Postponed a visit to a doctor because of the cost.	
Yes	12%
No	85%
Don't know/Unsure	2%
Refused	*
	N=407
Q52B. Skipped a recommended medical test or medical service because of the cost.	
Yes	15%
No	81%
Don't know/Unsure	4%
Refused	*
	N=407

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q52C. Did not fill a prescription or did not take a prescription medication as directed because of the cost.	
Yes	16%
No	80%
Don't know/Unsure	3%
Refused	*
	N=407
Q52D. Talked to a doctor about less expensive care options.	
Yes	26%
No	69%
Don't know/Unsure	5%
Refused	*
	N=407
Q52E. Changed doctors because of the cost.	
Yes	3%
No	93%
Don't know/Unsure	4%
Refused	1%
	N=407
Q53. When it comes to diabetes care, (would you say higher prices are typically a sign of better quality care, or not) (would you say lower prices are typically a sign of lower quality care, or not)? [Half of respondents given one phrase and half the other.]	
Yes	6%
No	72%
Don't know/Unsure	22%
Refused	--
	N=407

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q54. Overall, would you say there is enough information available for patients to learn about the quality of different doctors for diabetes? [Presented on the same screen as Q56.; Order of questions was randomized.]	
Yes, there is enough information	42%
No, there is not enough information	30%
Don't know/Unsure	27%
Refused	1%
	N=407
Q55. No question	
Q56. Overall, would you say there is enough information available for patients to learn about the prices of different doctors for diabetes? [Presented on the same screen as Q54.; Order of questions was randomized.]	
Yes, there is enough information	32%
No, there is not enough information	38%
Don't know/Unsure	30%
Refused	*
	N=407
Q57. No question	
Q58. When it comes to finding out about the quality of doctors for diabetes, how much do you trust each of the following sources? [Items were randomized.]	

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q58A. Federal, state or local government agencies	
A great deal	12%
Some	28%
Only a little	30%
Not at all	16%
Don't know/Unsure	14%
Refused	1%
	N=407
Q58B. My doctor for diabetes	
A great deal	53%
Some	32%
Only a little	6%
Not at all	2%
Don't know/Unsure	7%
Refused	1%
	N=407
Q58C. Friends, relatives and coworkers	
A great deal	27%
Some	37%
Only a little	19%
Not at all	7%
Don't know/Unsure	10%
Refused	*
	N=407

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q58D. Patient reviews	
A great deal	17%
Some	42%
Only a little	22%
Not at all	4%
Don't know/Unsure	14%
Refused	*
	N=407
Q58E. A nurse, nurse practitioner or physician's assistant at my doctor for diabetes's office	
A great deal	30%
Some	43%
Only a little	13%
Not at all	4%
Don't know/Unsure	10%
Refused	*
	N=407
Q58F. My insurance company [Base: Currently insured]	
A great deal	18%
Some	34%
Only a little	28%
Not at all	10%
Don't know/Unsure	10%
Refused	*
	n=386

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q58G. A receptionist or other staff at my doctor for diabetes's office	
A great deal	21%
Some	36%
Only a little	22%
Not at all	10%
Don't know/Unsure	10%
Refused	1%
	N=407
Q58H. Nonprofit organizations that provide education and support for people with diabetes	
A great deal	21%
Some	44%
Only a little	18%
Not at all	5%
Don't know/Unsure	11%
Refused	1%
	N=407
Q58I. National associations of diabetes doctors	
A great deal	29%
Some	36%
Only a little	16%
Not at all	4%
Don't know/Unsure	15%
Refused	*
	N=407

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q58J. Companies and organizations that rate health care providers	
A great deal	17%
Some	37%
Only a little	24%
Not at all	9%
Don't know/Unsure	13%
Refused	*
	N=407
Q58K. Hospitals	
A great deal	20%
Some	41%
Only a little	22%
Not at all	5%
Don't know/Unsure	11%
Refused	1%
	N=407
Q59. Which of the following statements comes closest to your view? [Choices were rotated.]	
Insurance companies should be required to make public how much they pay doctors for diabetes care.	54%
It is not reasonable to require insurance companies to make public how much they pay doctors for diabetes care.	16%
Don't know/Unsure	29%
Refused	*
	N=407

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q60. Which of the following statements comes closest to your view? [Choices were rotated.]	
People with diabetes should be expected to compare prices and quality ratings across different doctors for diabetes care before getting care.	38%
It is not reasonable to expect people with diabetes to compare prices and quality ratings across different doctors for diabetes care before getting care.	40%
Don't know/Unsure	22%
Refused	1%
	N=407
Q160. How were you first diagnosed with diabetes?	
During a doctor's appointment for something other than diabetes	77%
In the emergency room	3%
During a hospital stay	6%
Other	8%
Don't know/Unsure	6%
Refused	*
	N=407
Q161. Which of the following do you do in order to manage your diabetes? [Check all that apply.]	
Take insulin injections, either by a needle or a pump	15%
Take prescribed oral medications	83%
Test your blood glucose level or blood sugar level	67%
Monitor or adjust your diet	63%
Exercise	50%
Other	5%
I don't do anything to manage my diabetes	3%
	N=407

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q61-65. No question	
Q66. Which of the following, if any, have you experienced since you were diagnosed with diabetes? [Items were randomized.]	
Q66A. Been hospitalized for a health problem related to your diabetes.	
Yes	3%
No	92%
Don't know/Unsure	4%
Refused	1%
	N=407
Q66B. Gone to the emergency room for a health problem related to your diabetes.	
Yes	5%
No	90%
Don't know/Unsure	5%
Refused	*
	N=407
Q66C. Been diagnosed with eye disease.	
Yes	6%
No	87%
Don't know/Unsure	7%
Refused	1%
	N=407

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q66D. Been diagnosed with nerve damage in your feet or legs.	
Yes	17%
No	79%
Don't know/Unsure	4%
Refused	*
	N=407
Q66E. Been diagnosed with kidney disease.	
Yes	6%
No	90%
Don't know/Unsure	4%
Refused	*
	N=407
Q67. Do you have friends or family members who also have Type 2 diabetes?	
Yes, I have friends or family members who also have Type 2 diabetes	72%
No, I do not have friends or family members who also have Type 2 diabetes	21%
Don't know/Unsure	7%
Refused	1%
	N=407
Q68. No question	

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q69. Does someone make decisions with you about your diabetes care, such as your spouse, partner, parent, adult child or someone else?	
Yes, someone makes decisions with me about my diabetes care	21%
No, no one makes decisions with me about my diabetes care	76%
Don't know/Unsure	3%
Refused	*
	N=407
Q69a. As far as you know, has that person ever known or tried to find out about the price or quality of a doctor for your diabetes care? [Base: Has someone who makes decisions with them]	
Yes, that person has known or tried to find out about price or quality	23%
No, that person has not known or has not tried to find out about price or quality	68%
Don't know/Unsure	9%
Refused	--
	n=89
Q70. How many different prescription drugs do you take each day, including any injections or pills? [Open-ended]	
[Open-ended]	
	N=407

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q71. Would you say that in general your health is:	
Excellent	3%
Very good	23%
Good	37%
Fair	27%
Poor	6%
Don't know/Unsure	3%
Refused	--
	N=407
Q72. What kind of health insurance do you have? [Check all that apply; Base: Currently insured]	
Medicare	40%
Medicaid	14%
Insurance through your parents [Base: 32 years old or younger]	*
Insurance through your employer or through your spouse or partner's employer	50%
Insurance that you buy on your own, either directly from a health plan or insurance company or a state or federal marketplace	12%
Some other type	10%
Don't know/Unsure	3%
	n=386

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q73. Since you were diagnosed with diabetes, did you purchase, enroll in or change to a new health insurance plan?	
Yes, I purchased, enrolled in or changed to a new health insurance plan since I was diagnosed with diabetes	14%
No, I did not purchase, enroll in or change to a new health insurance plan since I was diagnosed with diabetes	81%
Don't know/Unsure	4%
Refused	1%
	N=407
Q74. Did you consider your need for diabetes care when purchasing, enrolling in or changing to a new health insurance plan? [Base: Did change to a new health insurance plan]	
Yes, it was a MAJOR consideration.	33%
Yes, but it was a MINOR consideration.	18%
No, I did NOT consider it.	49%
Don't know/Unsure	--
Refused	--
	n=63
Q75. Are you enrolled in a Medicare Part D Plan? Medicare Part D plans are provided by private health insurance companies to seniors to help them cover their costs for prescription drugs. [Base: 65 years old or older]	
Yes, I am enrolled in a Medicare Part D Plan	54%
No, I am not enrolled in a Medicare Part D Plan	43%
Don't know/Unsure	3%
Refused	--
	n=148

DIABETES GROUP SURVEY RESULTS

**Diabetes
N=407**

Q76. Do you have copays under your current health insurance plan? A copay is a fixed amount of money that you might have to pay when you visit the doctor or get a medical service. [Base: Currently insured]

Yes, I have copays	68%
No, I do not have copays	27%
Don't know/Unsure	4%
Refused	1%
	n=386

Q77. Do you have a deductible for in-network doctors under your current health insurance plan?

A deductible is the amount you have to pay before your health insurance starts paying your medical bills. In-network doctors are doctors with whom the insurance company has negotiated a discount. People who have deductibles usually pay less when using an in-network doctor than they do when using an out-of-network doctor. [Base: Currently insured]

Yes, I have a deductible	53%
No, I do not have a deductible	39%
Don't know/Unsure	8%
Refused	*
	n=386

Q77a. How much is your deductible per year? [Base: Has a deductible]

Less than \$500	30%
\$500 to \$1,000	20%
\$1,001 to \$3,000	22%
More than \$3,000	15%
Don't know/Unsure	13%
Refused	--
	n=211

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q78. Do you have co-insurance under your current health insurance plan? Co-insurance is a percentage of the costs of a health care service that you might have to pay after you've paid your plan's deductible. [Base: Currently insured]	
Yes, I have co-insurance	30%
No, I do not have co-insurance	57%
Don't know/Unsure	13%
Refused	*
	n=386
Q79. Are you registered online with your insurer's website? [Base: Currently insured]	
Yes, I am registered online with my insurer's website	47%
No, I am not registered online with my insurer's website	41%
Don't know/Unsure	11%
Refused	*
	n=386
Q80. No question	
Q81. Are you the parent or guardian of a child under the age of 18?	
Yes, I am	17%
No, I am not	83%
Refused	--
	N=407
Q82. No question	

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q83. Are you currently:	
Employed full time	35%
Employed part time	7%
Self-employed	5%
Not employed	52%
Refused	*
	N=407
Q84. Are you currently: [Base: Not employed]	
Retired	59%
A homemaker	8%
A student	2%
Temporarily unemployed	4%
Disabled/handicapped	25%
Other	3%
Refused	*
	n=224
Q85-88. No question	
Q89. Generally speaking, do you usually think of yourself as:	
A Republican	25%
A Democrat	39%
An independent	23%
Other	4%
Don't Know/Unsure	8%
Refused	1%
	N=407

DIABETES GROUP SURVEY RESULTS

	Diabetes N=407
Q90. Do you work or have you ever worked in the health care or health insurance industry?	
Yes, I work or have worked in the health care or health insurance industry	17%
No, I do not work and have not worked in the health care or health insurance industry	81%
Don't know/Unsure	2%
Refused	--
	N=407

METHODOLOGY

Summary

The findings in “Qualities that Matter” are based on three nationally representative surveys: one survey of 407 adults (ages 18+) diagnosed with type 2 diabetes between July 2013 and October 2016; one survey of 406 adults (ages 18+) who had joint replacement surgery between July 2013 and October 2016; and one survey of 413 women ages 18 to 44 who gave birth at a hospital between July 2013 and October 2016.

The diabetes and joint replacement interviews were conducted from October 5 through October 14, 2016, while the maternity interviews were conducted from October 5 through October 21, 2016. Each of the surveys was conducted online using samples from the GfK Group’s (GfK) KnowledgePanel. Respondents completed the surveys in English.

The surveys were designed by Public Agenda and fielded by GfK. The topline, which include full question wording and responses, can be found at www.publicagenda.org/pages/qualities-that-matter.

Public Agenda also conducted six pre-survey focus groups with adults (ages 18+), two with recent mothers, two with people who recently had joint replacement surgery and two with people recently diagnosed with type 2 diabetes.

This work was funded through a grant to Public Agenda from the Robert Wood Johnson Foundation.

The Survey

Data were collected through online interviews. The breakdown for each of the three surveys was as follows:

- For people diagnosed with type 2 diabetes between July 2013 and October 2016, a total of 411 adults (ages 18+) completed the survey.
- For people who had a joint replacement between July 2013 and October 2016, a total of 408 adults (ages 18+) completed the survey.
- For women who gave birth between July 2013 and October 2016, a total of 420 female adults (ages 18 to 44) completed the survey.

To enhance data quality, Public Agenda removed respondents who completed the survey in less than a quarter of the median response time for their respective survey or respondents who refused to answer 33 percent or more of the questions they were asked. The resulting “trimmed” sample sizes were 407 people with type 2 diabetes, 406 people who had a joint replacement and 413 women who gave birth.

Web panel

To collect data online, this survey was conducted using a sample from GfK's Knowledge Panel, an online probability-based web panel that is representative of the U.S. adult population. Panel members are randomly selected by GfK through an Address-Based Sampling (ABS) protocol using the latest delivery sequence file (DSF) of the United States Postal Service for address selection. It provides sampling coverage of 97 percent of the U.S. adult population across all 50 states and the District of Columbia.

Household selection

The DSF-based sampling frame is appended with additional geodemographic data, making it possible for GfK to use a stratified random sampling to target households that are harder to recruit or those that exhibit higher rates of attrition. During the field period for this study, the stratification plan included the following four strata:

- Hispanic households with at least one 18- to 24-year-old;
- Remaining Hispanic households;
- Remaining households with at least one 18- to 24-year-old; and
- All remaining households.

Household samples are drawn quarterly. Adults from sampled households are invited to join KnowledgePanel through a series of mailings, including an initial invitation letter, a reminder postcard and a subsequent follow-up letter. Given that a subset of physical addresses can be matched to a corresponding landline telephone number, about five weeks after the initial mailing, telephone refusal-conversion calls are made to nonresponding households for which a telephone number is matched. Invited households can join the panel by completing and mailing back a paper form in a postage-paid envelope; calling a toll-free hotline phone number maintained by GfK; or going to a designated GfK website and completing the recruitment form online. Once joined, households are provided with access to the Internet and hardware if needed. GfK continually recruits new panel members throughout the year to offset panel attrition as people leave the panel.

Within-household selection

During the initial recruitment of households for the KnowledgePanel, attempts are made to recruit every household member who is at least 13 years of age to become an active panel member. Once panel members are recruited, they are profiled by taking a Core Profile Survey that includes demographics and other questions such as health status.

Sampling from panel

Individual members of the KnowledgePanel can be sampled for no more than one survey per week. Allowing for rare exceptions during some weeks, this limits a member's total assignments per month to four or six surveys. In certain cases, a survey sample calls for prescreening—that is, members are drawn from a subsample of the panel. In such cases, care is taken to ensure that all subsequent survey samples drawn that week are selected in such a way as to result in a sample that remains representative of the panel distributions.

Fielding

The survey was designed to be compatible with web interviews. GfK and members of Public Agenda's research team checked the programmed survey extensively to ensure skip patterns followed the design of the questionnaire. "Don't know/Unsure" was included as an explicit response category. Respondents could refuse to answer any question. The survey was offered only in English.

Based on panelists' responses to Core Profile Survey questions, which is administered annually separate from client surveys, GfK randomly recruited respondents for this survey by sampling from panelists who met any of the three following conditions: adults ages 18 and over with a diagnosis of type 2 diabetes; adults ages 18 and over who had or planned to have a joint replacement; women ages 18 to 44. Panelists received a notification email letting them know there is a new survey available for them to take. Panelists were then asked a series of qualifying questions to determine their eligibility for the survey. Respondents were asked, but not required, to complete the entire survey immediately after completing the eligibility screening questions.

After three days, automatic email reminders were sent to all qualifying nonrespondent panel members in the sample on day three of the field period. Beyond the email reminder on day three of the field period, additional email reminders to nonresponders were sent on day eight of the field period. Participants in the joint replacement survey received a cash equivalent of \$5 for their participation.

The web survey response rates using the American Association for Public Opinion Research (AAPOR) RR3 formula were the following:

- For people diagnosed with type 2 diabetes between July 2013 and October 2016, a random sample of 2,207 panel members with type 2 diabetes was invited to participate. A total of 1,564 responded to the invitation, and 411 adults (ages 18+) qualified and completed the survey, yielding a response to invitation rate of 71 percent and a qualification and completion rate of 26.3 percent. The recruitment rate for this study, reported by GfK, was 14 percent, and the profile rate was 63.6 percent, for a cumulative RR3 response rate of 6.3 percent.
- For people who had a joint replacement between July 2013 and October 2016, a random sample of 1,729 panel members who had or planned to have a joint replacement was invited to participate. A total of 1,095 responded to the invitation, and 408 adults (ages 18+) qualified and completed the survey, yielding a response to invitation rate of 63 percent and a qualification and completion rate of 37 percent. The recruitment rate for this study, reported by GfK, was 13.9 percent, and the profile rate was 63.0 percent, for a cumulative RR3 response rate of 5.6 percent.
- For women who gave birth between July 2013 and October 2016, a random sample of 5,417 women panel members ages 18 to 44 was invited to participate. A total of 2,566 responded to the invitation, and 420 women qualified and completed the survey, yielding a response to invitation rate of a 47 percent and a qualification and completion rate of 16 percent. The recruitment rate for this study, reported by GfK, was 11.7 percent and the profile rate was 65.8 percent, for a cumulative RR3 response rate of 3.7 percent.

Weighting

The final data for each of the surveys were weighted to correct for variance in the likelihood of selection for a given case and to balance the sample to known population parameters to correct for systematic under- or overrepresentation of meaningful social categories. The weighting procedure involved three steps.

The first step consists of the computation of design or base weights to reflect selection probabilities. In the second step, base weights are scaled to known population distributions to compensate for any undercoverage that may have occurred during the sampling phase. Finally, calculated weights are examined to identify and, if necessary, trim outliers at the extreme upper and lower tails of the weight distribution. The resulting weights are then scaled to the sum of the total sample size of all eligible respondents.

Web panel weighting procedures

GfK designs its KnowledgePanel and recruitment procedures to ensure that active panel members are as representative of the adult population of the United States as possible, through both utilizing a broad set of geodemographic indicators and devoting resources to recruiting traditionally hard-to-reach adults—such as those without Internet access or Spanish-language-dominant Hispanics—in proper proportions as well. Consequently, the raw distribution of the KnowledgePanel fairly closely matches the U.S. population aside from disparities that may emerge for certain subgroups owing to differential attrition.

The panel still undergoes weighting before sampling is done for a specific survey. GfK has developed a patented methodology to ensure all samples behave as EPSEM, or equal probability of selection method. This methodology starts by weighting the pool of active members to the geodemographic benchmarks secured from the latest March supplement of the U.S. Census Bureau's Current Population Survey along several dimensions: gender, age, race, education, region, urbanicity, household income and homeownership status.

Survey-specific weighting procedures

Using the weighted full web panel sample as measure of size, a PPS (probability proportional to size) procedure is used to select study specific samples. It is the application of this PPS methodology with the imposed size measures that produces fully self-weighting samples from the KnowledgePanel, for which each sample member can carry a design weight of unity.

Once the study sample has been selected and the survey administered, and all the survey data are edited and made final, design weights are adjusted to account for any differential nonresponse that may have resulted during the field period. Geodemographic distributions for the corresponding population were obtained from the weighted KnowledgePanel profile data and an iterative proportional fitting (raking) procedure was used to produce the final weights. Calculated weights were examined to identify and, if necessary, trim outliers at the extreme upper and lower tails of the weight distribution. The resulting weights were then scaled to aggregate to the total sample size of all eligible respondents.

Specifically, for this study the weighting procedure included the following for each of the three surveys:

- **Diabetes Survey:** Base weights were computed for all members assigned to the diabetes sample. Subsequently, the design weights of all respondents (qualified and not qualified) were adjusted to the distributions of adults with diabetes indexed by gender, race, census region, education and household income. The needed benchmarks were obtained from KnowledgePanel profile survey data. Finally, the resulting weights were trimmed and scaled to sum to the sample size of total respondents and qualified respondents.
- **Joint Replacement Survey:** Base weights were computed for all members assigned to the joints sample. Next, base weights of all respondents (qualified and not qualified) were weighted to the distributions of adults who had a joint replacement in the last three years indexed by gender, race, census region, education and household income. The needed benchmarks were obtained from KnowledgePanel profile survey data. Finally, the resulting weights were trimmed and scaled to sum to the sample size of total respondents and qualified respondents.
- **Maternity Survey:** Base weights were computed for all members assigned to the maternity sample. Subsequently, base weights of all respondents were weighted to the distributions of female adults 18 to 44 indexed by age, race, census region, education and household income. The resulting weights were then trimmed and scaled to sum to the sample size of total respondents and qualified respondents.

The following table provides summary weighting statistics for all and qualified respondents for each of the above three surveys. Included are the corresponding design effect and the overall margin of error.

Survey	Sample Size	Design Effect	Margin of Error (95% level)*
Diabetes	411	1.41	±5.7%
Joint Replacement	408	1.74	±6.4%
Maternity	420	1.38	±5.6%

As in all surveys, question order effects and other nonsampling sources of error could affect the results. Steps were taken to minimize these issues, including pretesting the survey instrument and randomizing order within question wordings as well as the order in which some questions were asked.

* The margin of error for the trimmed samples is ±5.8 percent for the diabetes survey, ±6.4 percent for the joint replacement survey and ±5.7 percent for the maternity survey.

Pre-survey focus groups

Before developing the three survey instruments, we conducted six focus groups designed to be demographically representative of the populations with these conditions:

- One focus group with people diagnosed with diabetes in the last three years in Philadelphia, PA, on December 2, 2015. Nine people participated in this focus group.
- One focus group with people diagnosed with diabetes in the last three years conducted online December 15, 2015, using the InterVu focus group platform with sample supplied by IC International. Eight people participated in this focus group.
- One focus group with people who had a joint replacement in the last three years in Fort Lauderdale, FL, on February 4, 2016. Ten people participated in this focus group.
- One focus group with people who had a joint replacement in the last three years conducted online on February 9, 2016, using the InterVu focus group platform with sample supplied by IC International. Eight people participated in this focus group.
- One focus group with women who gave birth in the last three years in New York, NY, on December 21, 2015. Eight people participated in this focus group.
- One focus group with women who gave birth in the last three years conducted online on January 13, 2016 using the InterVu focus group platform with sample supplied by IC International. Ten people participated in this focus group.

Members of Public Agenda's research team designed the focus group moderator guides and moderated the focus groups. Focus groups were videotaped and professionally transcribed. Members of Public Agenda's research team analyzed the focus group transcripts.

More information about this study can be obtained at www.publicagenda.org/pages/qualities-that-matter or by emailing research@publicagenda.org.