



MESSAGE TESTING CARD SORT SURVEY FOR HEALTHCARE PROVIDERS (HCP)

September 19, 2019

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FOR HEALTHCARE PROVIDERS (PHYSICIANS, PHYSICIAN ASSISTANTS, NURSE PRACTICIONERS, AND ADVANCED PRACTICE NURSES):

Introduction: Thank you for agreeing to participate. We are interested in your thoughts about services available to help people manage their diabetes.

This survey asks you about diabetes self-management education and support services to which you refer your patients with diabetes. [INSERT PLAIN LANGAUGE DESCRIPTION HERE].

1. From the list of words below, please select up to 5 qualities that best describe what you would consider to be ideal diabetes self-management education and support services for your patients (services you would give a grade of A+). (SELECT NO MORE THAN 5)
[INSERT LIST OF POSITIVE WORDS; RANDOMIZE OPTIONS]
2. Why did you choose each of these five qualities instead of the others? What's important about them? [SHOW THE WORDS SELECTED IN Q1] [OPEN ENDED TEXT BOX]
3. Thinking about these five qualities of ideal diabetes self-management education and support services, please rank them in order of importance to you, with 1 being the most important, 2 being the second most important, and so on.
(SHOW LIST THAT THEY CHOSE IN Q1 IN RANDOM ORDER; HAVE THEM RANK THE WORDS 1 TO 5)
4. Now I'd like you to think of the diabetes self-management education and support services available for you to refer your patients. Which of the following words or phrases do you think describe the actual diabetes self-management education and support services available to refer your patients? (SELECT UP TO 5)
[INSERT LIST OF POSITIVE WORDS; RANDOMIZE OPTIONS]
5. Now, please think about your patients with diabetes. Which of the following words or phrases do you think patients would use to describe the diabetes self-management education and support services to which you refer them? (SELECT UP TO 5)
[INSERT LIST OF NEGATIVE WORDS; RANDOMIZE OPTIONS; INCLUDE AN "OTHER/SPECIFY"]
6. Now I want to show you another list of words or phrases. Which of the following words or phrases do you think patients would use to describe the diabetes self-management education and support services to which you refer them? [SELECT UP TO 10]
[INSERT LIST OF POSITIVE WORDS; RANDOMIZE OPTIONS; INCLUDE AN "OTHER/SPECIFY"]