

Card Sort: Health Care Providers



Identification of Project: Survey with diabetes educators, physicians, specialists, nurse practitioners, and physician assistants.

Authority for Collecting Data: Section 301 of the Public Health Service Act.

Purpose: The Centers for Disease Control and Prevention (CDC) is the sponsor of this project. FHI 360 is helping with this project. The purpose of the project is to find ways to increase awareness about and participation in diabetes self-management education support (DSMES) services. What you share will help CDC and its partners better communicate and provide information about diabetes education services.

Procedures: We have asked you to participate in a survey. During the survey, you will be asked your thoughts, opinions, and ideas about DSMES. The survey will last about 10 minutes.

Information Security: There will be a written report based on the findings of the survey. We will keep your responses secure to the extent permitted by law. We will NOT put your name in the report.

Risks: Doing this survey should not place you at any greater risk than you would be at in your daily life.

Benefits, Freedom to Withdraw, & Ability to Ask Questions: This project is not designed to help you personally; however, it may benefit you in understanding some of the barriers to and benefits of referring patients to DSMES services. It is intended to help CDC understand how to communicate certain health-related information to different audiences. You do not have to answer questions that you do not want to answer. You may stop at any time. You will receive a {INSERT INCENTIVE AMOUNT HERE} as a thank you.

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OMB No. 0920-0572
Expiration Date 3/31/2021

Public reporting burden of this collection of information is estimated to average 10 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to CDC/ATSDR Information Collection Review Office, 1600 Clifton Road NE, MS D-74, Atlanta, Georgia 30333; ATTN: PRA (0920-0572).

- I agree to participate
- I do not agree to participate



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

This survey asks you about the diabetes self-management education and support services you provide.

What: Diabetes self-management education and support (DSMES) services empower people to live well with diabetes throughout their life.

Who: DSMES is provided by a diabetes educator. Educators help people with diabetes eat healthy, be active, track blood sugar, take medicines correctly, and reduce risk of illness and complications. They answer questions, share resources, and help people with diabetes learn coping skills, solve problems, and set goals to help them now and in the future.

How: DSMES is specific to a person's needs. The diabetes educator and person with diabetes will review and update an action plan at each visit. People may get the services long term or as needed; by themselves, with a group of other people with diabetes, or online.



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 clients (services you would give a grade of A+).

- Accessible
- Affordable
- Collaborative
- Convenient
- Creative
- Culturally-relevant
- Customizable
- Effective
- Empowering
- Enjoyable
- Essential
- Expert
- Flexible
- Helpful
- Hopeful
- Inspiring
- Informative
- Interesting
- Knowledgeable

- Manageable
- Meaningful
- Motivating
- Personalized
- Professional
- Relevant
- Skill-building
- Supportive
- Sustainable
- Understandable
- Useful
- Valuable



*participants must select at least one of the words from the list but cannot select more than 5.

Please answer this question.

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 clients (services you would give a grade of A+).

- Accessible
- Affordable
- Collaborative
- Convenient
- Creative

As an example, I have selected the first 5 so that you can see how the following two questions will be populated.

Why did you choose each of these five qualities instead of the others? What's important about them?

Affordable , Collaborative , Creative , Accessible , Convenient



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.

- 1 Convenient
- 2 Accessible
- 3 Collaborative
- 4 Affordable
- 5 Creative



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.**

- Accessible
- Affordable
- Collaborative
- Convenient
- Creative
- Culturally-relevant
- Customizable
- Effective
- Empowering
- Enjoyable
- Essential
- Expert
- Flexible
- Helpful
- Hopeful
- Inspiring
- Informative
- Interesting
- Knowledgeable
- Manageable
- Meaningful
- Motivating
- Personalized
- Professional
- Relevant

- Skill-building
- Supportive
- Sustainable
- Understandable
- Useful
- Valuable
- Like a moderate amount
- Like a little
- Neither like nor dislike
- Dislike a little
- Dislike a moderate amount
- Dislike a great deal



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.**

- Boring
- Complicated
- Confusing
- Depressing
- Difficult
- Embarrassing
- Expensive
- Frustrating
- Hopeless
- Intimidating
- Judgmental
- Low-quality
- Low-priority
- Overwhelming
- Patronizing
- Pessimistic
- Prescriptive
- Repetitive
- Rigid
- Stressful
- Time-consuming
- Uncomfortable

- Unrealistic
- Inflexible
- Worthless
- Other



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.**

- Accessible
- Affordable
- Collaborative
- Convenient
- Creative
- Culturally-relevant
- Customizable
- Effective
- Empowering
- Enjoyable
- Essential
- Expert
- Flexible
- Helpful
- Hopeful
- Inspiring
- Informative
- Interesting
- Knowledgeable
- Manageable
- Meaningful
- Motivating

- Personalized
- Professional
- Relevant
- Skill-building
- Supportive
- Sustainable
- Understandable
- Useful
- Valuable
- Other



We thank you for your time spent taking this survey.
Your response has been recorded.