Client Survey: Diabetes Education

Survey Results
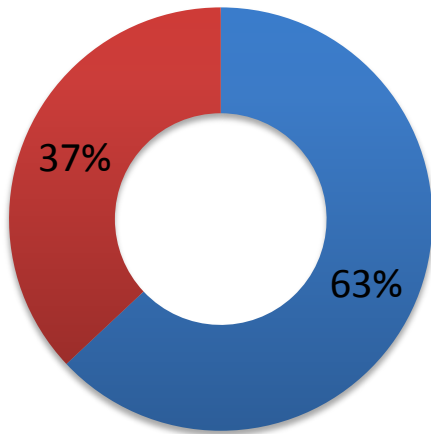
**North Central ACH
Care Transformation Work Group**

December 2015

Section 1:

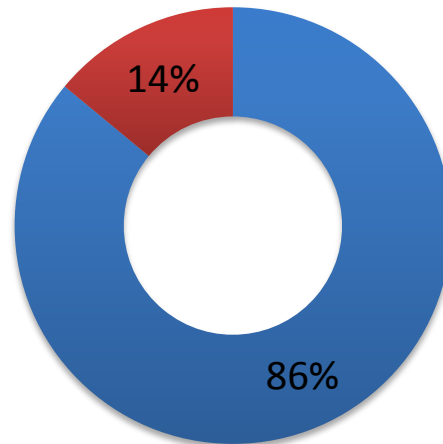# Client Demographics

Client Demographics: Gender, Race/Ethnicity, Language
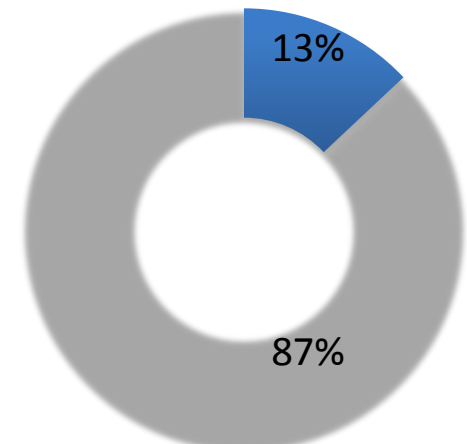
Gender

63%
37%

- Female (n=19)
- Male (n=11)

Race/Ethnicity

86%
14%

- White (n=25)
- Hispanic/Latino (n=4)

Language

13%
87%

- Spanish (n=4)
- English (n=26)

Q 33, 34, 36: Surveyor-entered data points on client gender, race, and language from client record.

Client Demographics: Age & Education

Age

70%	60%
60%	
50%	
40%	
30%	17%
20%	10% 13%
10%	
0%	

65+ (n=18)   55-64 (n=5)   45-54 (n=3)   36-44 (n=4)
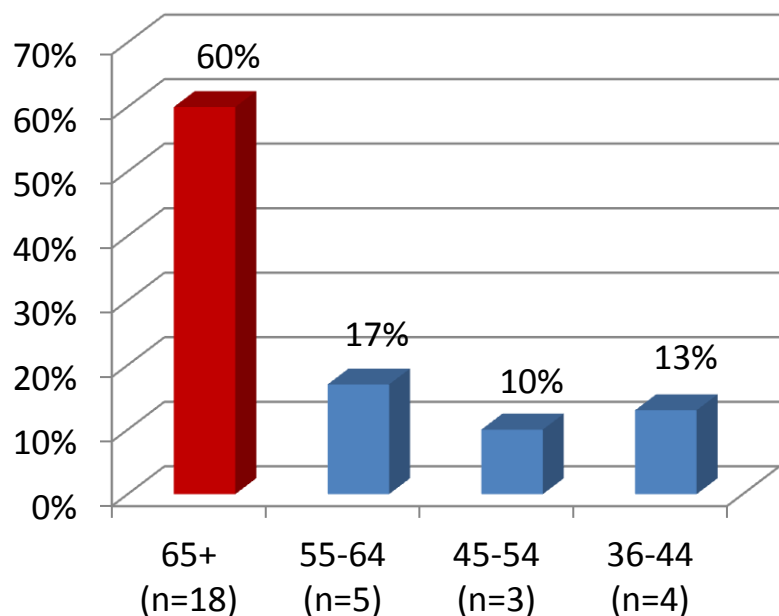
(n = 30; Skipped: 3)

Education

no school education... 3%
<12th Grade n=4 13%
12th Grade n=6 19%
Some college/college... 62%
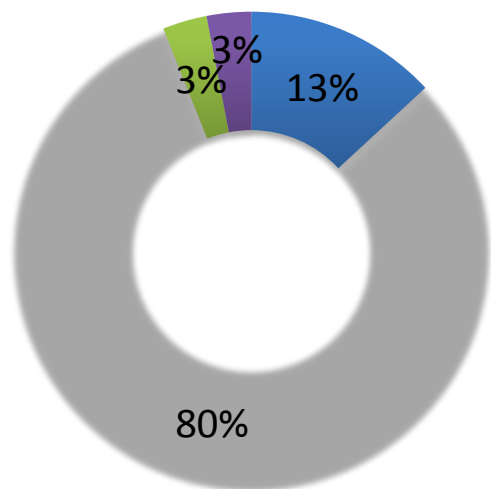Doctorate n=1 3%

0% 20% 40% 60% 80%
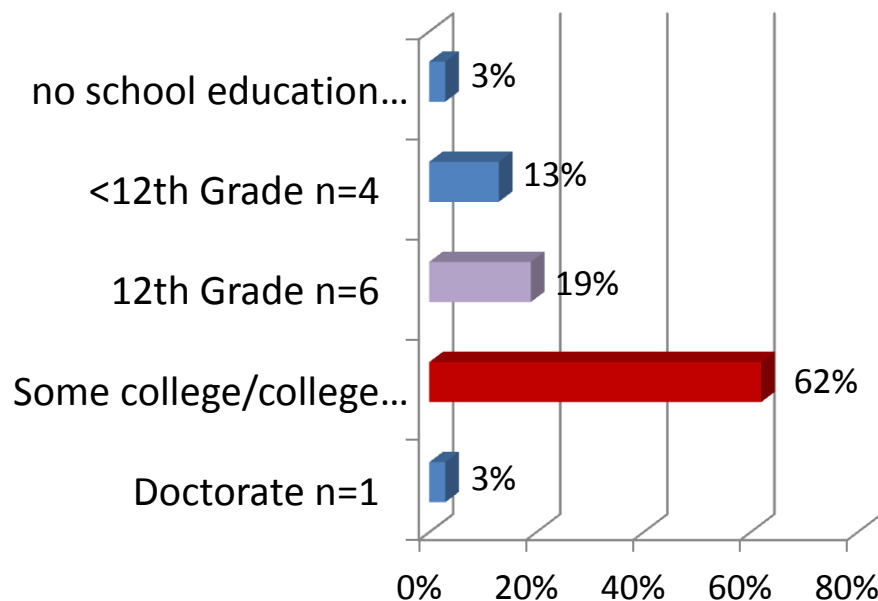
(n = 31; Skipped: 2)

Q 35: Surveyor-entered age from client record.
Q 24: Client identified years of education: How many years of education did you complete?
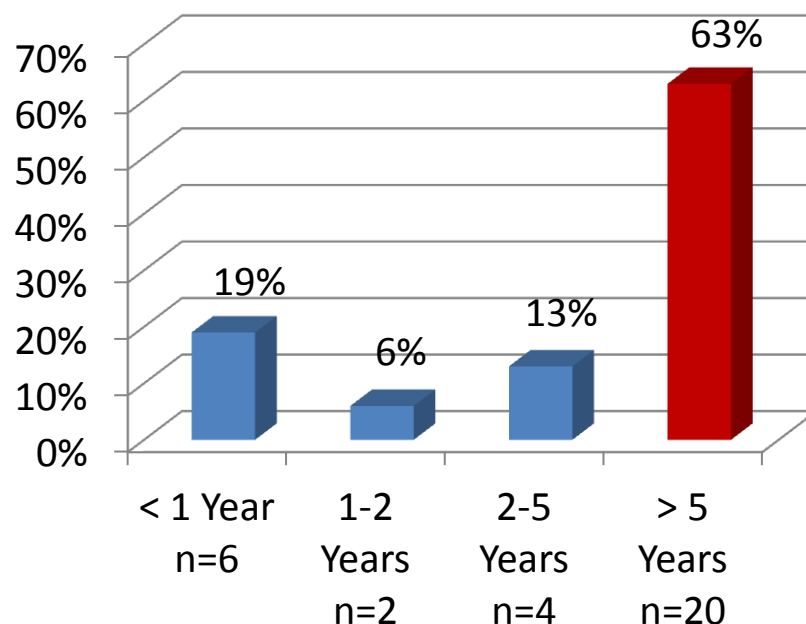
Client Demographics: Diagnosis & Time Since Diagnosis

Diagnosis

- Type 1 Diabetes n=4
- Type 2 Diabetes n=24
- Prediabetic n=1
- No diabetic n=1

Values shown: 13%, 3%, 3%, 80%

Time Since Diagnosis

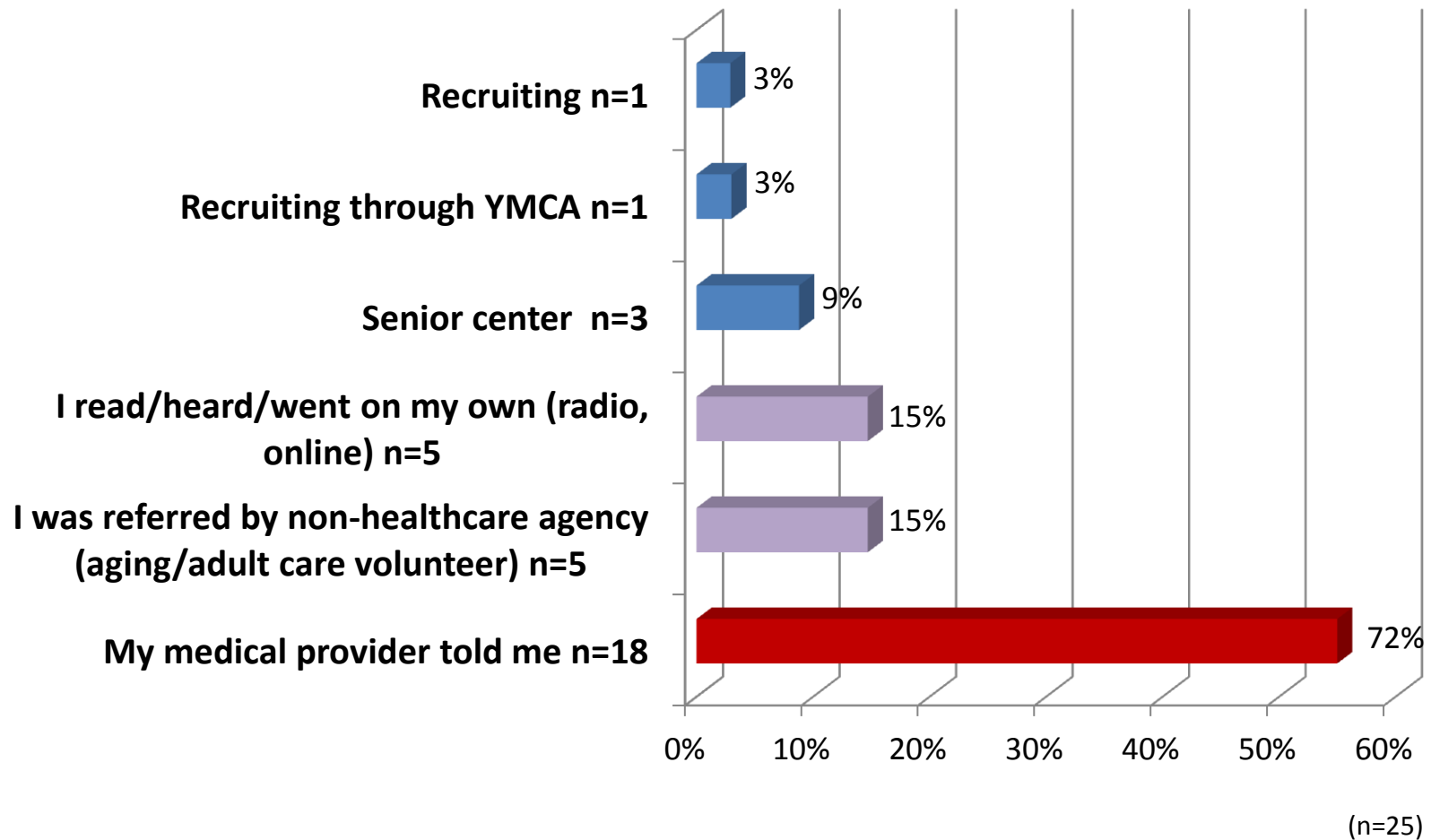| < 1 Year n=6	1-2 Years n=2	2-5 Years n=4	> 5 Years n=20
19%	6%	13%	63%

Q 32: Surveyor-entered client diagnosis from client record.
Q 1: Client identified time since diagnosis: About how long have you had diabetes?
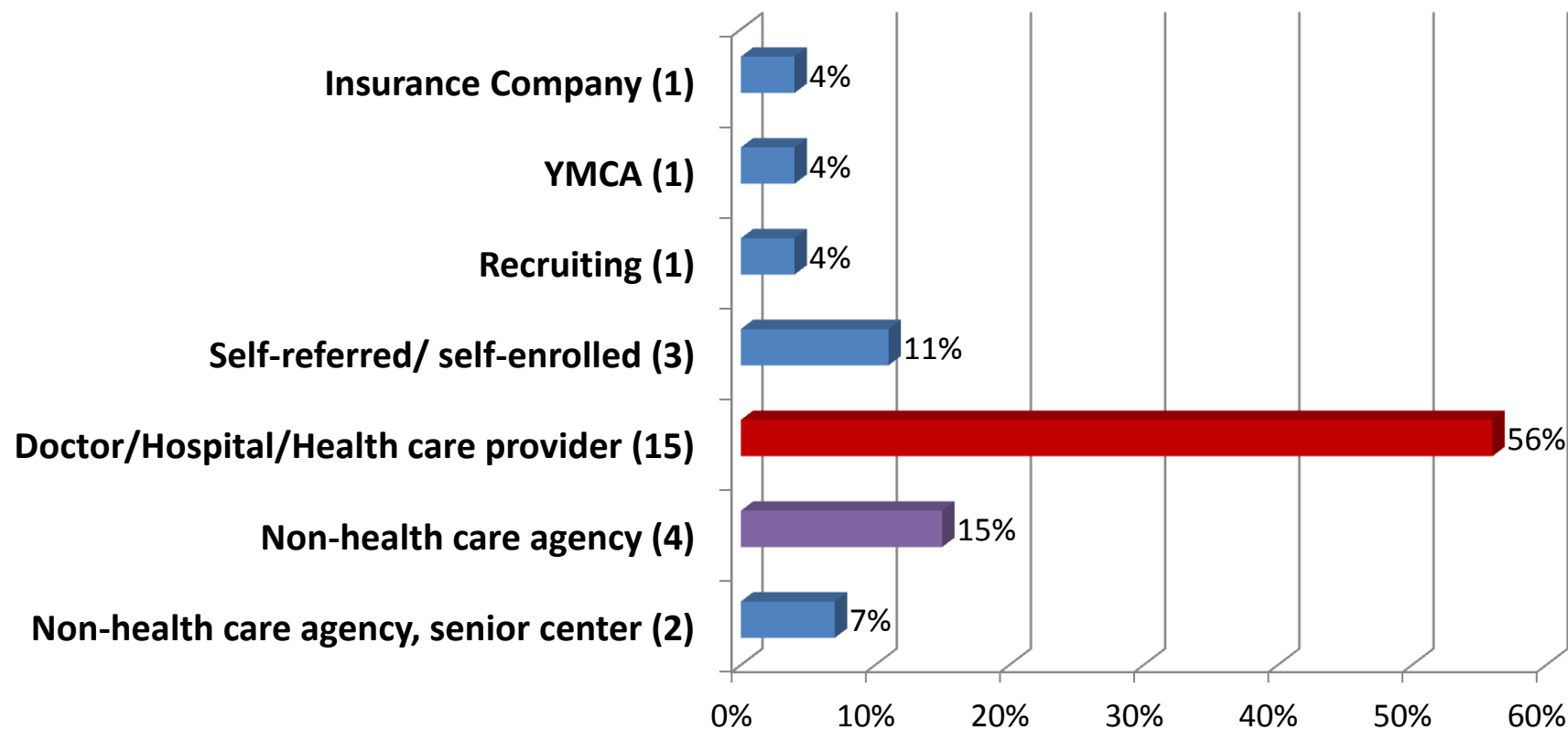
Section 2:

Diabetes Self Management Education (DSME)

Client was made aware of DSME by:

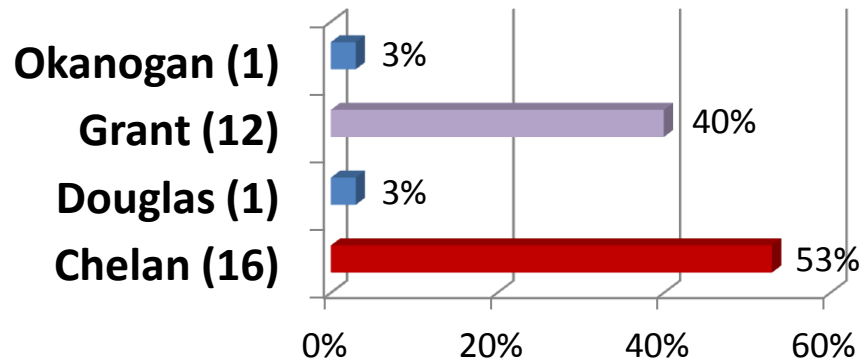Q 2: How did you find out about the DSME that you attended?

Client was referred to DSME by:

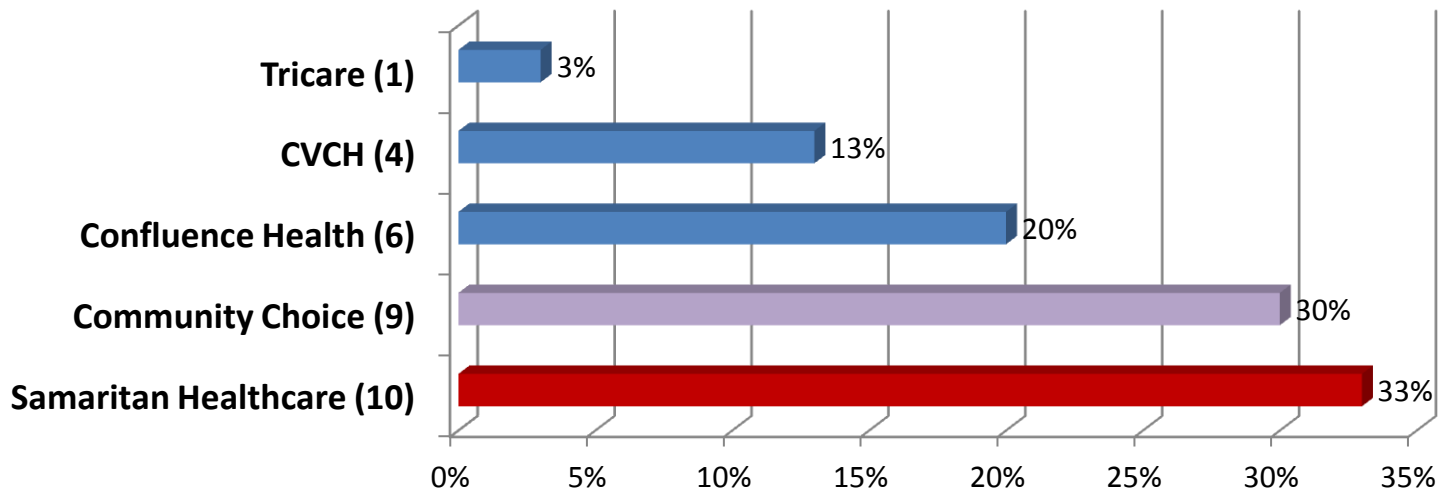| Referral Source	Percentage
Insurance Company (1)	4%
YMCA (1)	4%
Recruiting (1)	4%
Self-referred/ self-enrolled (3)	11%
Doctor/Hospital/Health care provider (15)	56%
Non-health care agency (4)	15%
Non-health care agency, senior center (2)	7%

(n=27. Skipped: 4; Incomplete: 2)

Q 28: Surveyor-entered data on referring agency obtained from client record (when referring agency was identified).

DSME attended by county:

- Okanogan (1) — 3%
- Grant (12) — 40%
- Douglas (1) — 3%
- Chelan (16) — 53%

DSME attended by agency:

- Tricare (1) — 3%
- CVCH (4) — 13%
- Confluence Health (6) — 20%
- Community Choice (9) — 30%
- Samaritan Healthcare (10) — 33%

Q 30, 27: Surveyor-entered data on DSME site by county and agency obtained from client record .

DSME format attended:

Q 29: Surveyor-entered data on the DSME format attended based on documentation in the client record.
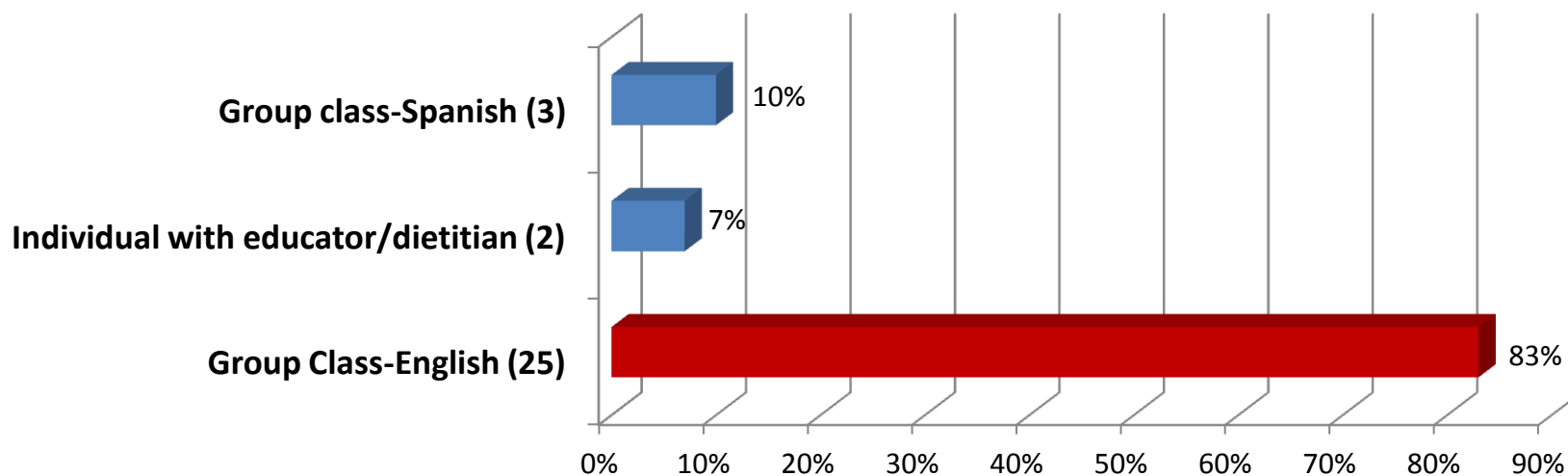
DSME format attended based on client responses:

13%

87%

■ Clients reported attending both group classes and 1:1 sessions with a Diabetes Educator or Dietitian. (26)

■ Clients reported attending only a group class or only 1:1 sessions with a Diabetes Educator or Dietitian. (4)
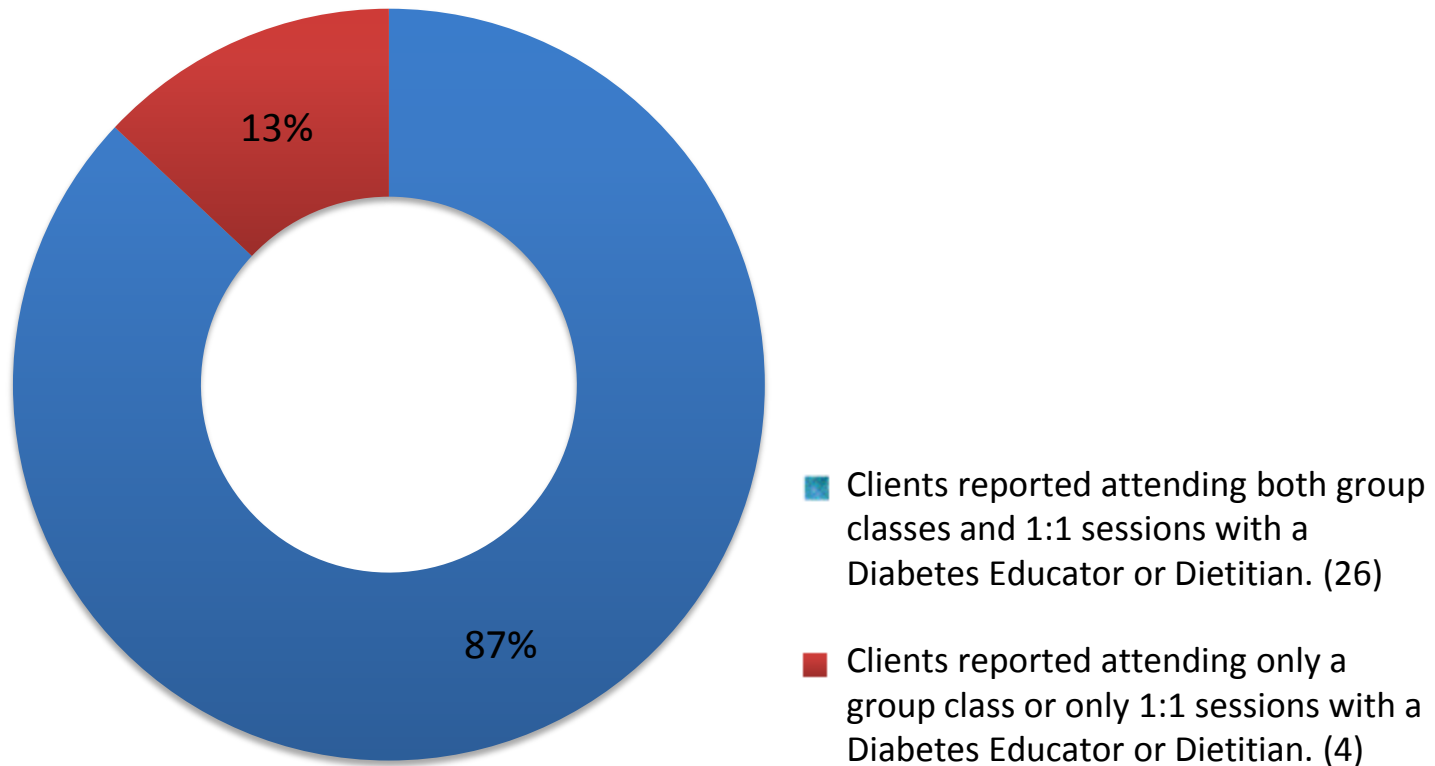
n=30; No Response:1; Incomplete: 2

% of clients who stated they participated in: 1) <u>both</u> group classes and 1:1 sessions or 2) <u>only</u> a group class or 1:1 sessions.

Months since client completed DSME:

12 months n=1	3%
11 months n=1	3%
9 months n=4	13%
8 months n=3	10%
6 months n=4	13%
5 months n=3	10%
4 months n=5	17%
3 months n=4	13%
2 months n=2	7%
1 month n=1	3%
<1 month n=2	7%
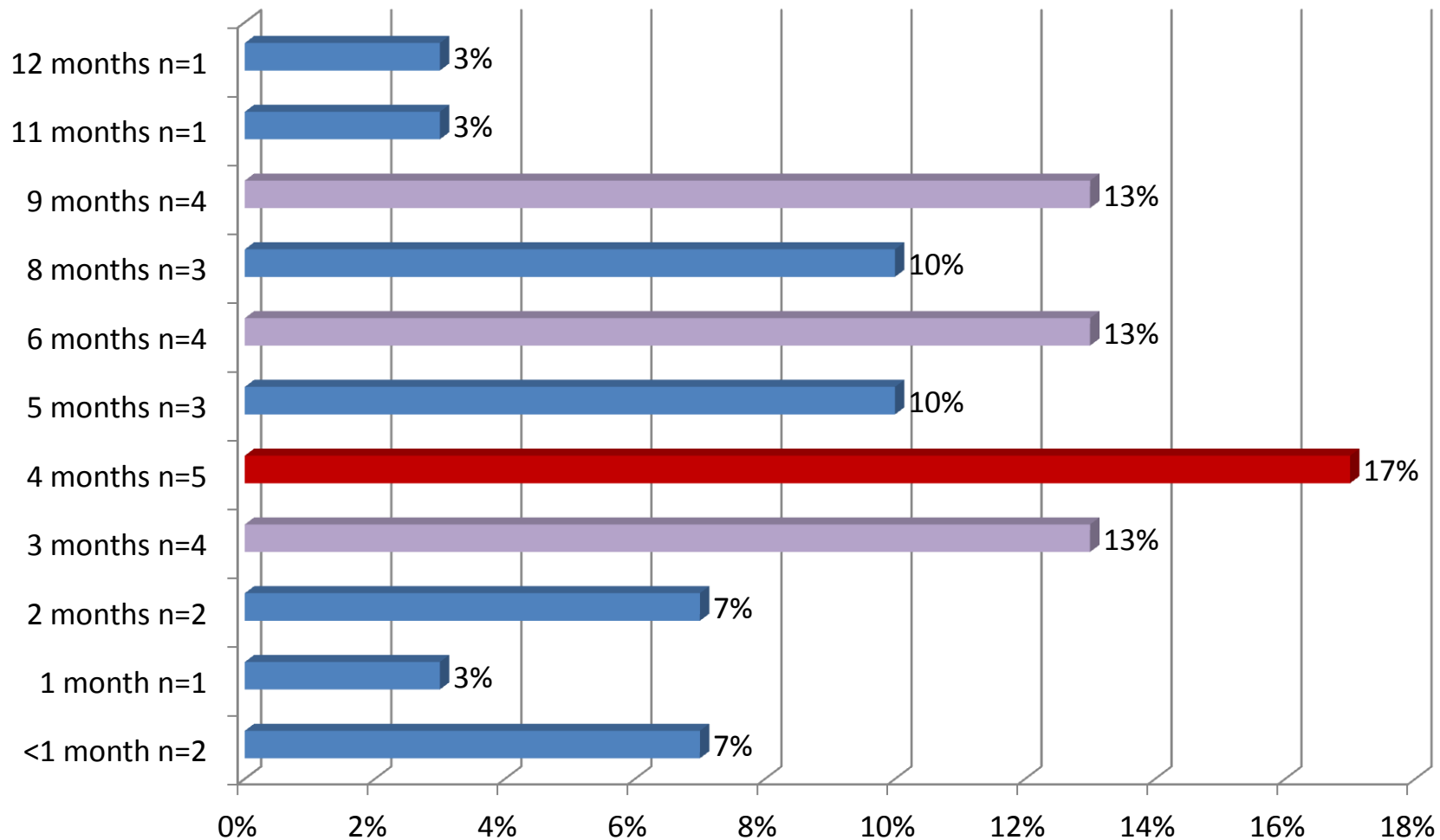
n=30; Skipped: 1; Incomplete: 1

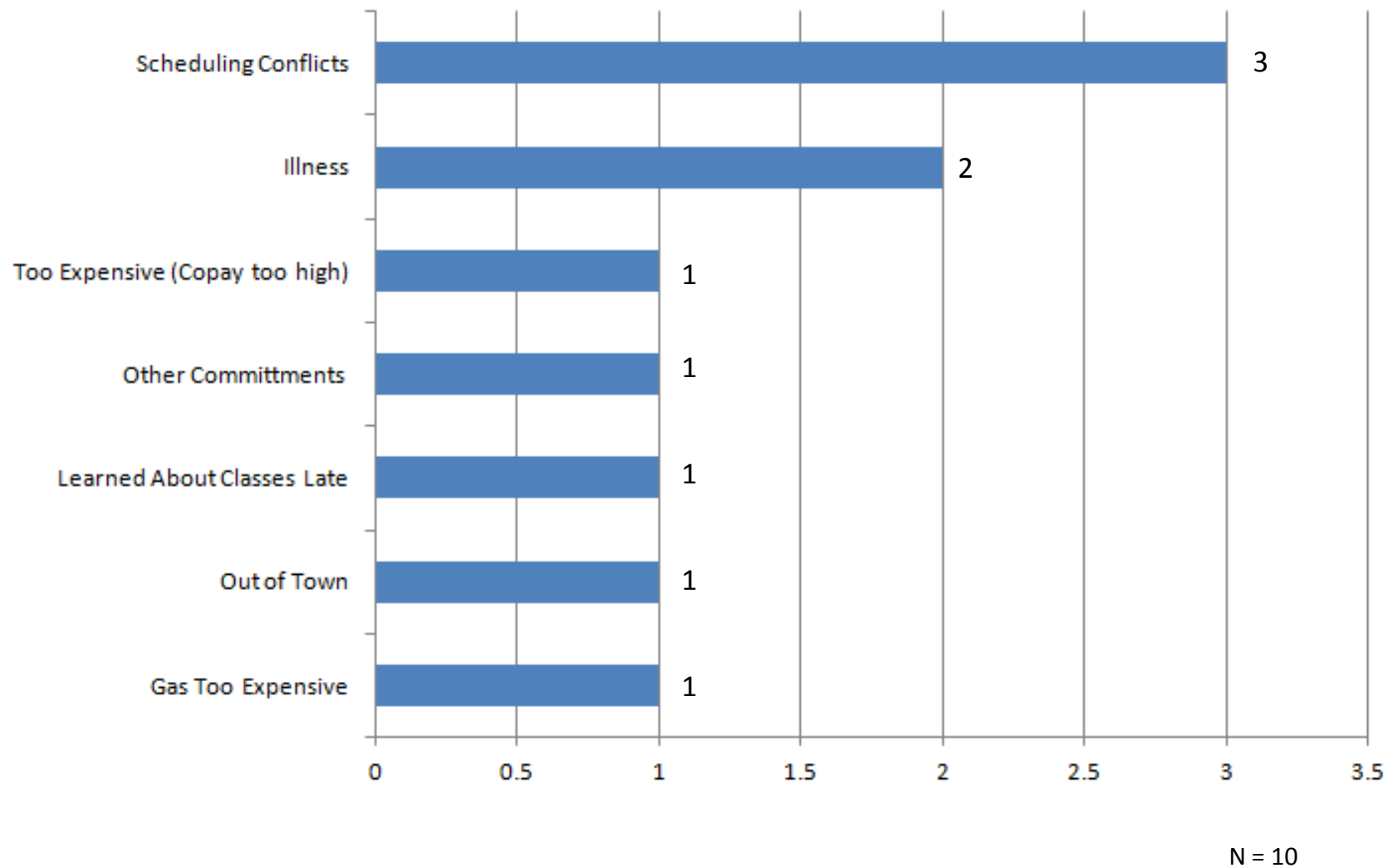**Q 31: Surveyor-entered data on number of months since DSME completion based on documentation in the client record.**

% of classroom series sessions that client attended:

69% — All of the Classes (n=20)

28% — some of the classes (n=8)

3% — only one of the class (n=1)
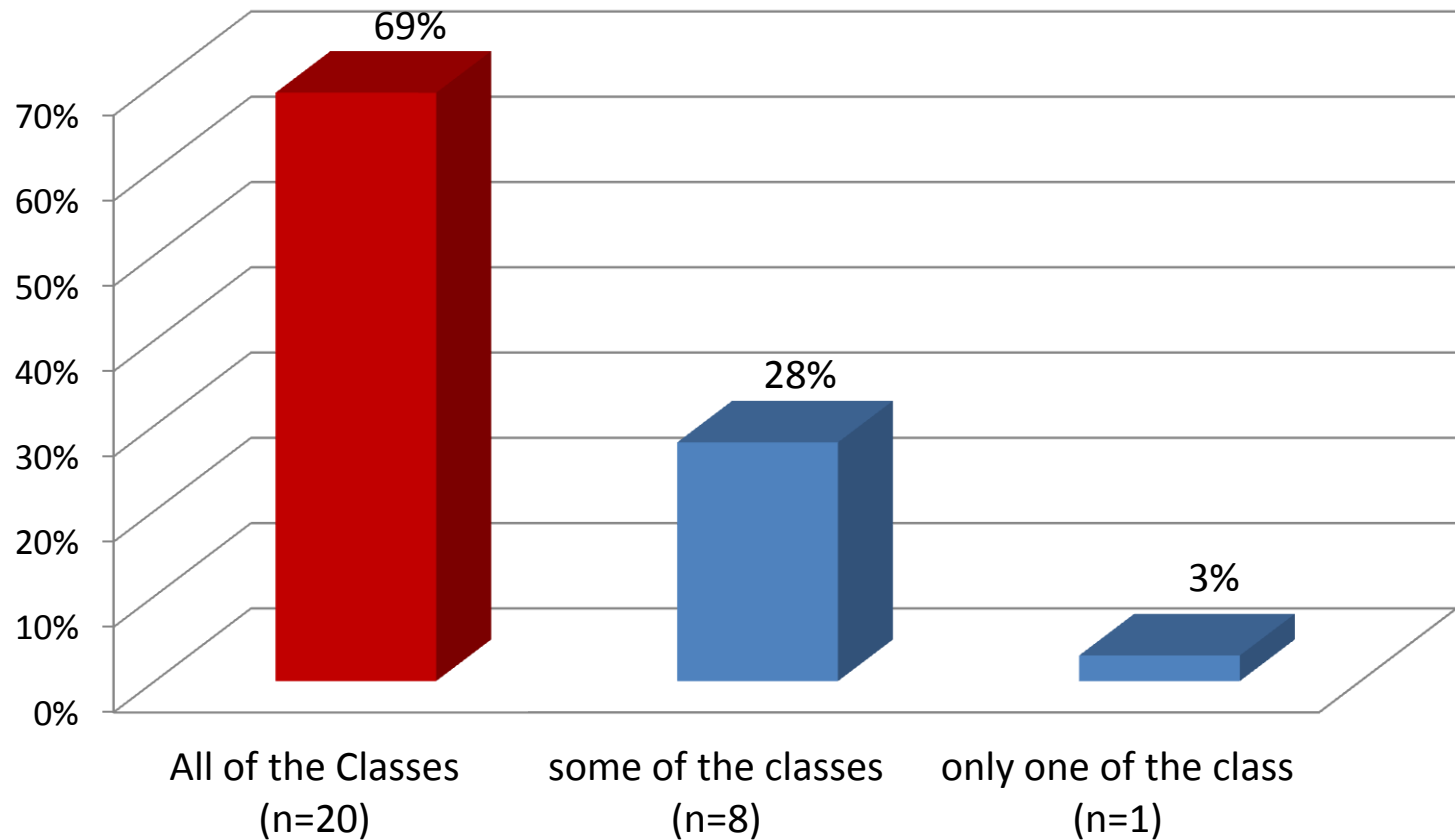
N =29

Q 3: If the diabetes classes you attended had more than one class session, how many did you go to?

Client rationale for not completing all scheduled classes in a series:

Category	Value
Scheduling Conflicts	3
Illness	2
Too Expensive (Copay too high)	1
Other Committments	1
Learned About Classes Late	1
Out of Town	1
Gas Too Expensive	1

N = 10

Q 4: If client only attended some or 1 class in a series, ask: Could you please tell me why you didn't attend all of the classes?
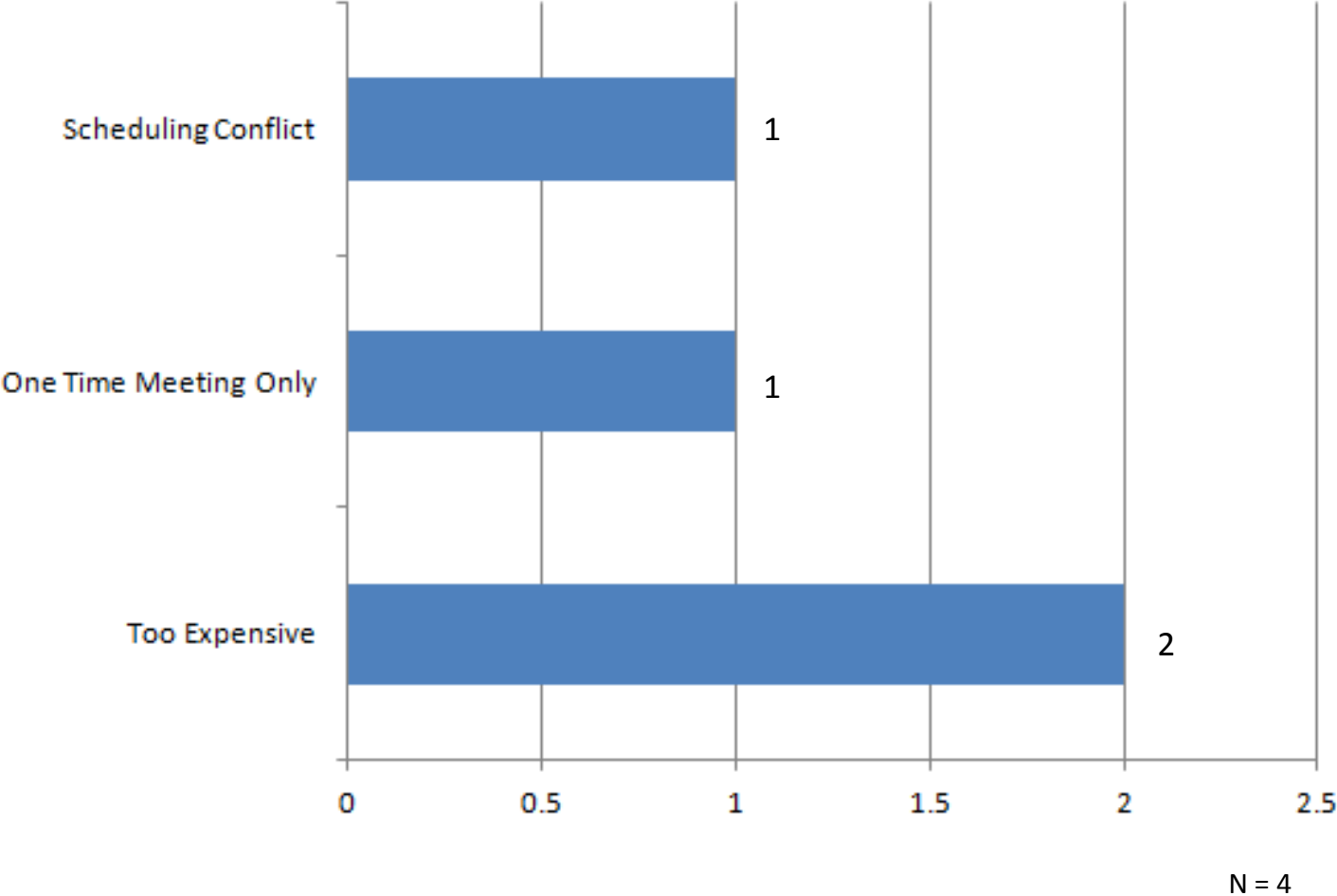
% of 1:1 scheduled sessions that client attended:
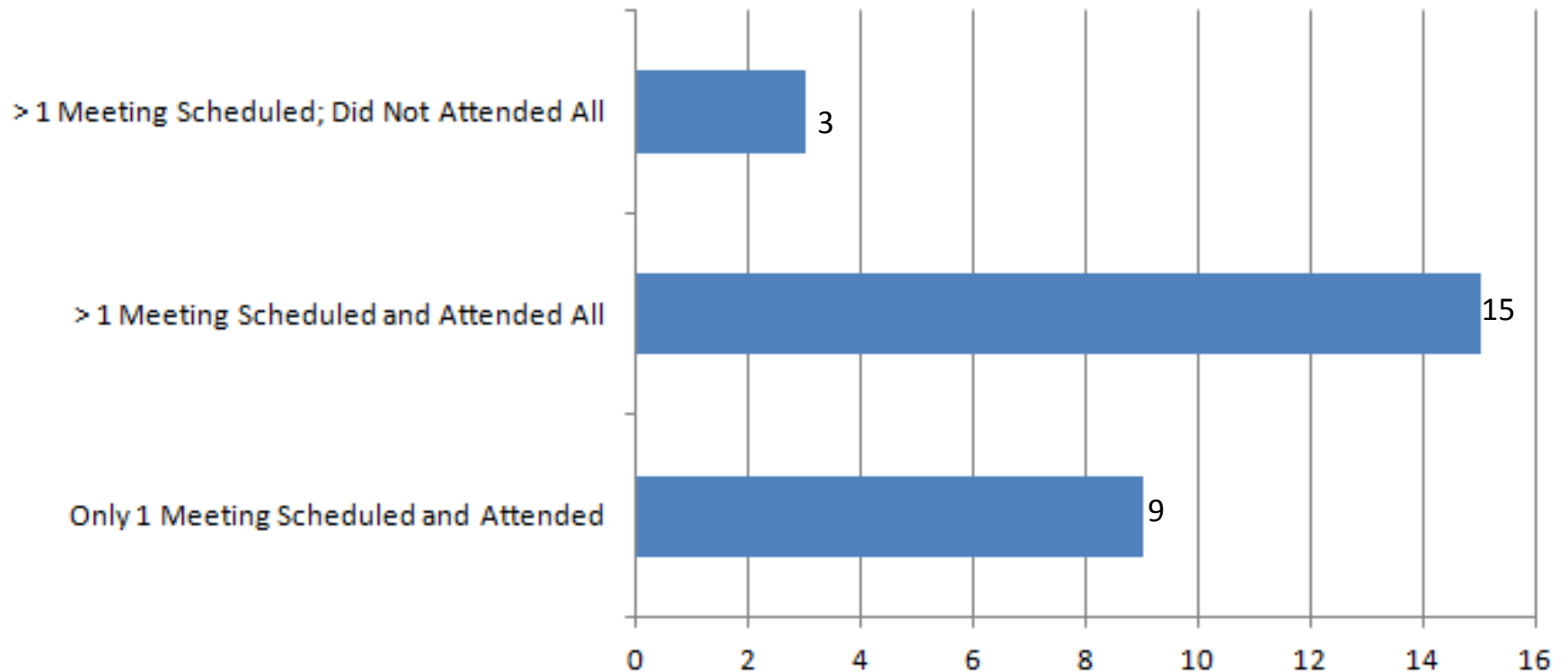
n=27; NA Responses: 2

Q 7: If you had more than one individual meeting scheduled with a Diabetes Educator or Dietitian, how many did you go to?
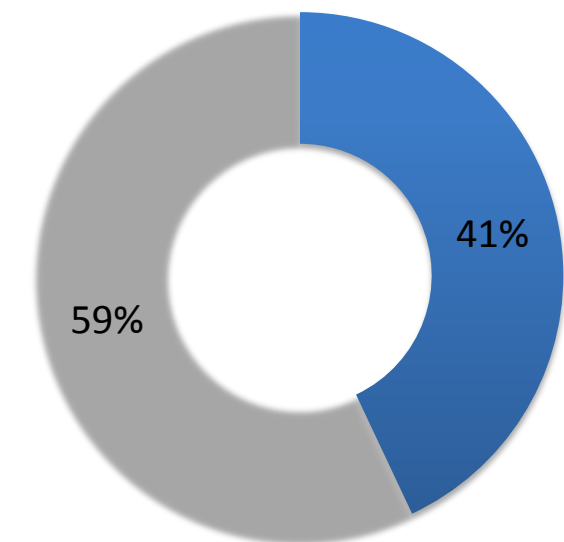
Client rationale for not completing all 1:1 sessions:

N = 4

Q 8 If client only attended some or 1 of their scheduled 1:1 meetings, ask: Could you please tell me why you did not attend all of the scheduled meetings?
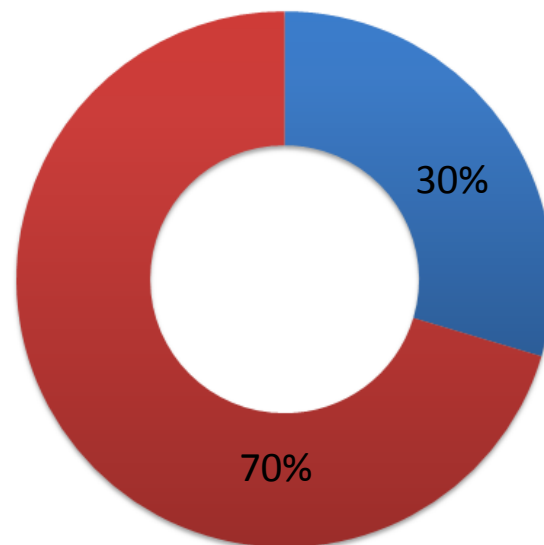
Support person participation:

Group Class

41%

59%

■ Took family member/friend (13)

■ Went alone (19)

N = 32

1:1 with Educator/Dietitian

30%

70%

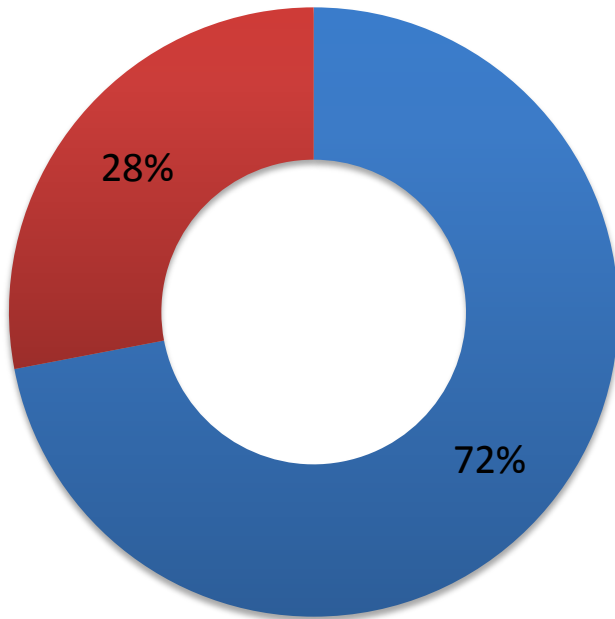■ Took family member/friend (8)

■ Went alone (19)

N = 27

Q 6: Did you go by yourself (to classroom sessions) or did someone go with you, like a family member or friend?
Q 10: Did you go by yourself (to 1:1 meetings) or did someone go with you, like a family member or friend?

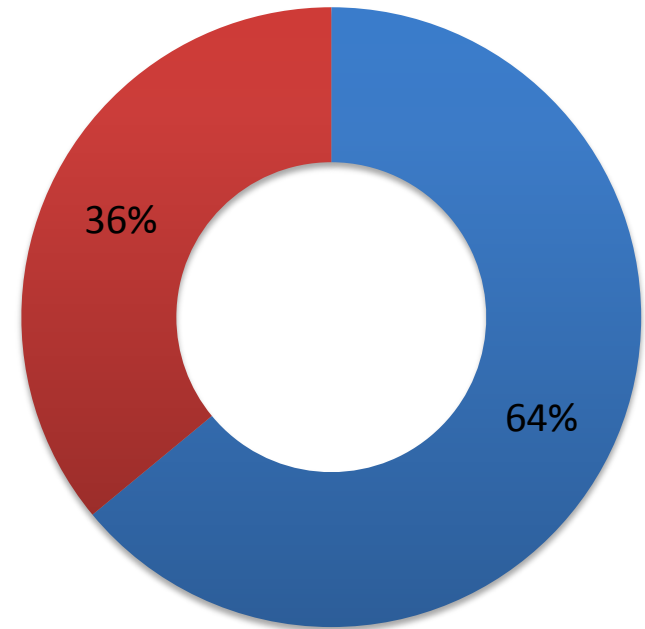# Question: How helpful was the education you received?

Group Class

28%

72%

■ Definitely very helpful (21)
■ Somewhat helpful (8)

(N =29)

1:1 with Educator/Dietitian

36%

64%

■ Definitely very helpful (16)
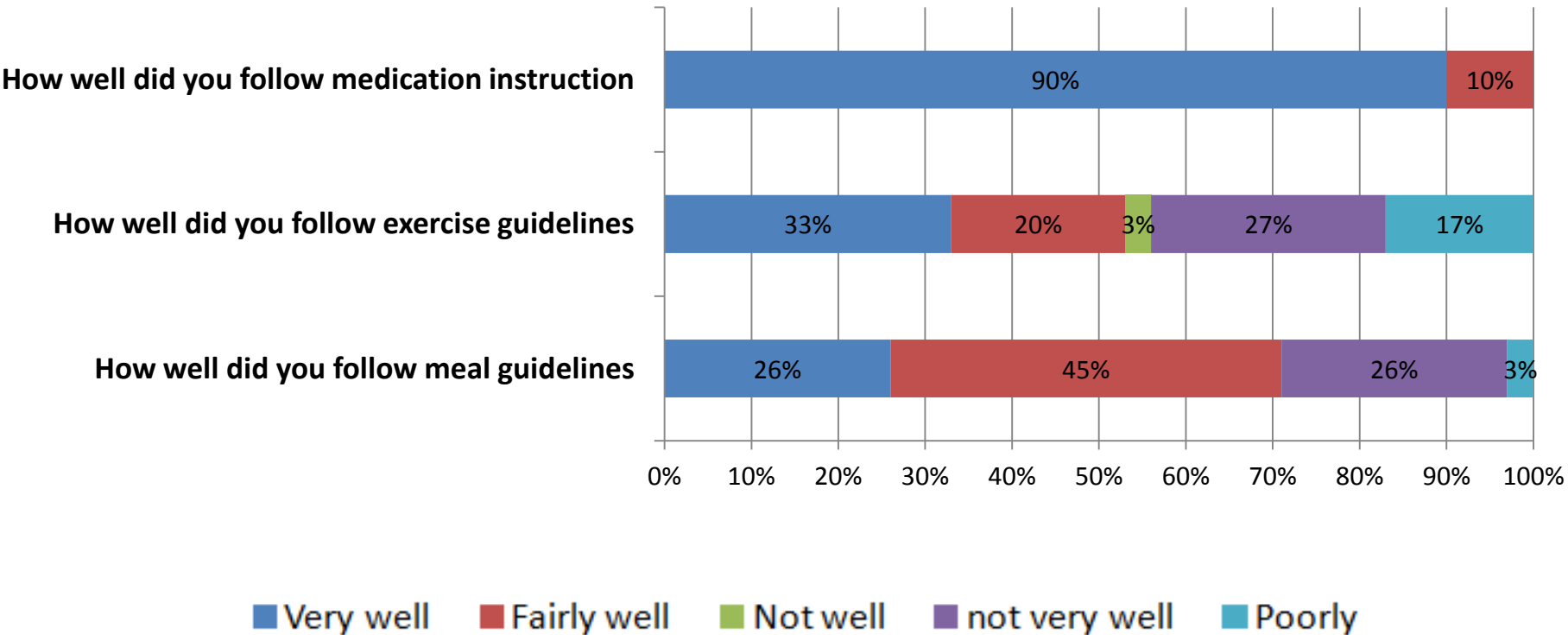■ Somewhat helpful (9)

(N =25)

Q 5: How helpful were the classes (or how helpful was the class) you attended?
Q 9: How helpful were the meetings (or how helpful was the meeting) that you attended?

Section 3:

Diabetes Self Management

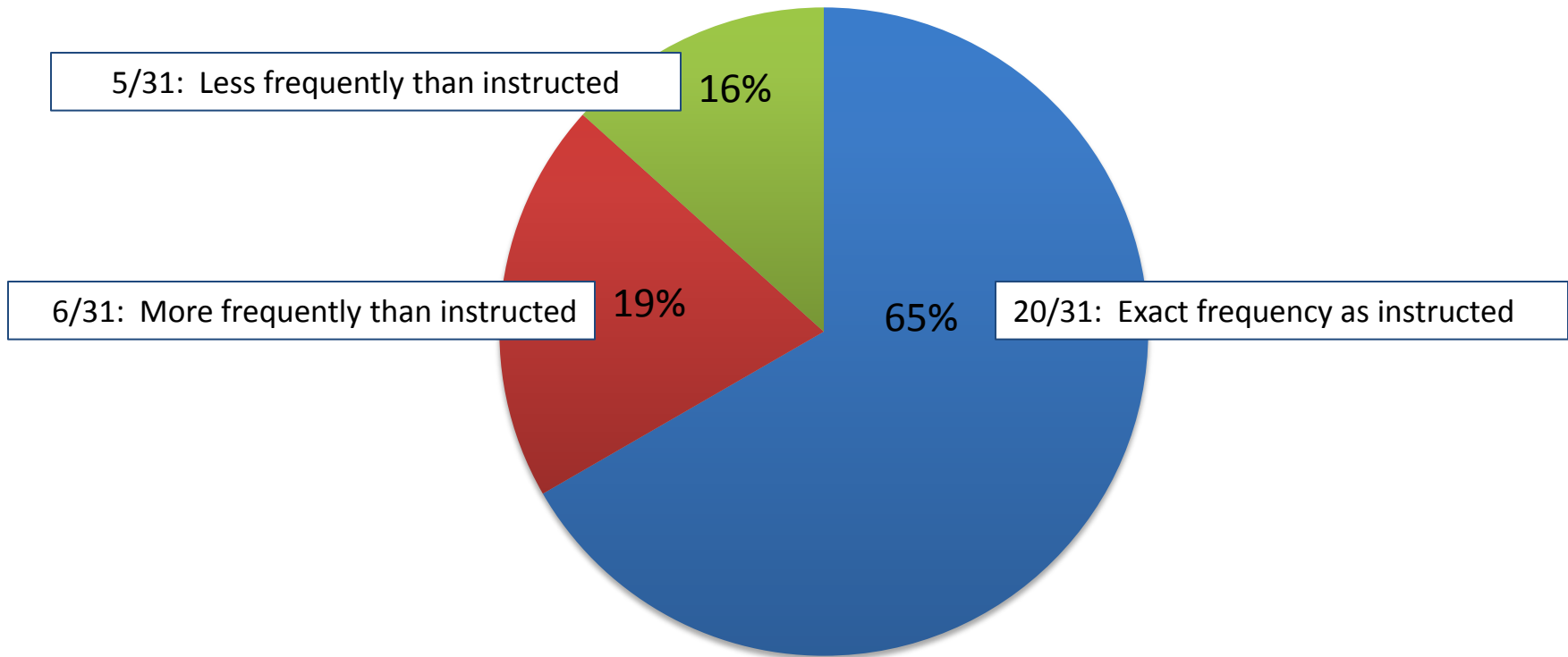# Adherence to diabetes self-management plan over past week:

Question	Very well	Fairly well	Not well	not very well	Poorly
How well did you follow medication instruction	90%	10%			
How well did you follow exercise guidelines	33%	20%	3%	27%	17%
How well did you follow meal guidelines	26%	45%		26%	3%

Legend: ■ Very well ■ Fairly well ■ Not well ■ not very well ■ Poorly

Incomplete: 2; Skipped: 1 (answered meal only)

Q 11: Over the past week, how well did you follow your meal guidelines?
Q 12: Over the past week, how well did you follow your exercise guidelines?
Q 13: Over the past week, how well did you follow your medication instructions?

Adherence to blood sugar monitoring plan:

	1x/day	2x/day	3x/day	4x/day	None
How often has your provider instructed you to test your blood sugar level?	11	9	5	3	2

5/31: Less frequently than instructed

6/31: More frequently than instructed

20/31: Exact frequency as instructed

16%

19%

65%

Q 14: How frequently has your medical provider instructed you to test your blood sugar level?
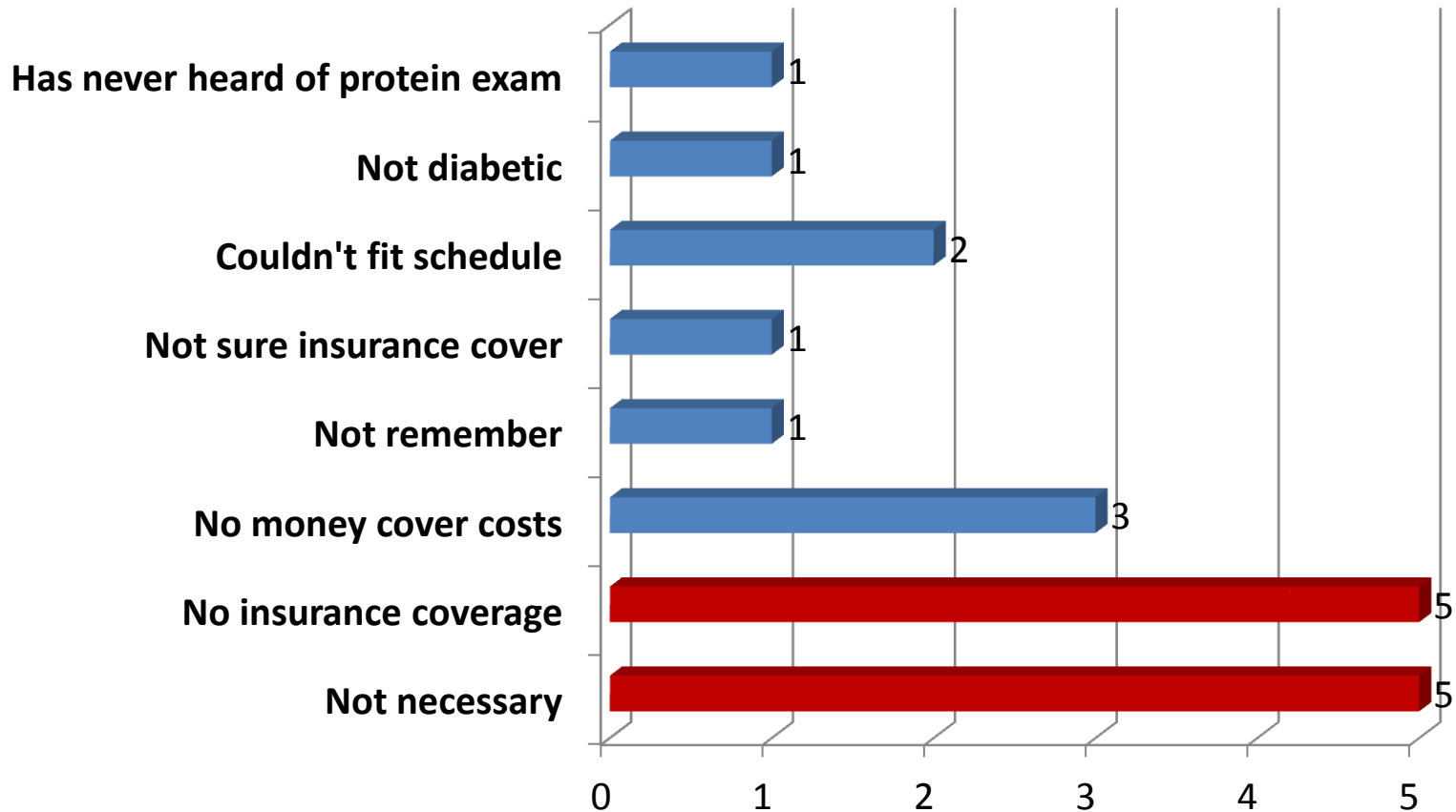
Q 15: How often do you test your blood sugar level?

Adherence to medical screenings & examination schedule:

| Type of Screenings & Examinations	Yes	No	Don't Know	Not Required
A1C blood test w/in past 6 months	30	0	1	0
Foot examination w/in past 12 months	27	3	0	1
Eye dilation/examination w/in past 12 months	27	4	0	0
Urine test for protein w/in past 12months	22	4	4	1
Cholesterol test w/in past 12 months	27	0	4	0
Dental examination w/in past 12 months	20	9	1	1
BP check w/in past 6 months	30	0	1	0

Q 17: Have you had: <list of screenings and examinations>?

Rationale for failing to complete screenings or examinations:

| Category	Value
Has never heard of protein exam	1
Not diabetic	1
Couldn't fit schedule	2
Not sure insurance cover	1
Not remember	1
No money cover costs	3
No insurance coverage	5
Not necessary	5

Q 18: If you didn't complete screenings or examinations, why weren't you able to get them done?

Frequency of medical provider visits for diabetes:

Category	Percentage
>4/year (3)	10%
4/year (10)	32%
3/year (5)	16%
2/year (10)	32%
1 /year (3)	10%
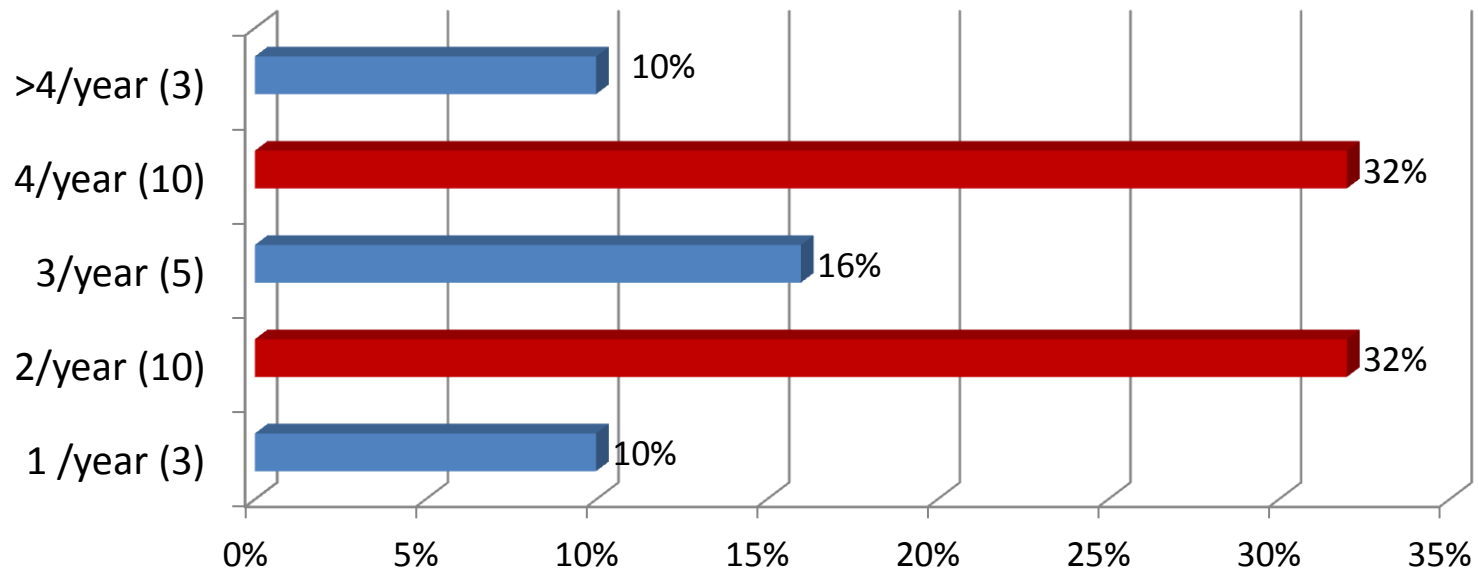
Q 19: How many times in a year do you see your medical provider about your diabetes?

Self-management problems post DSME participation:

n=16
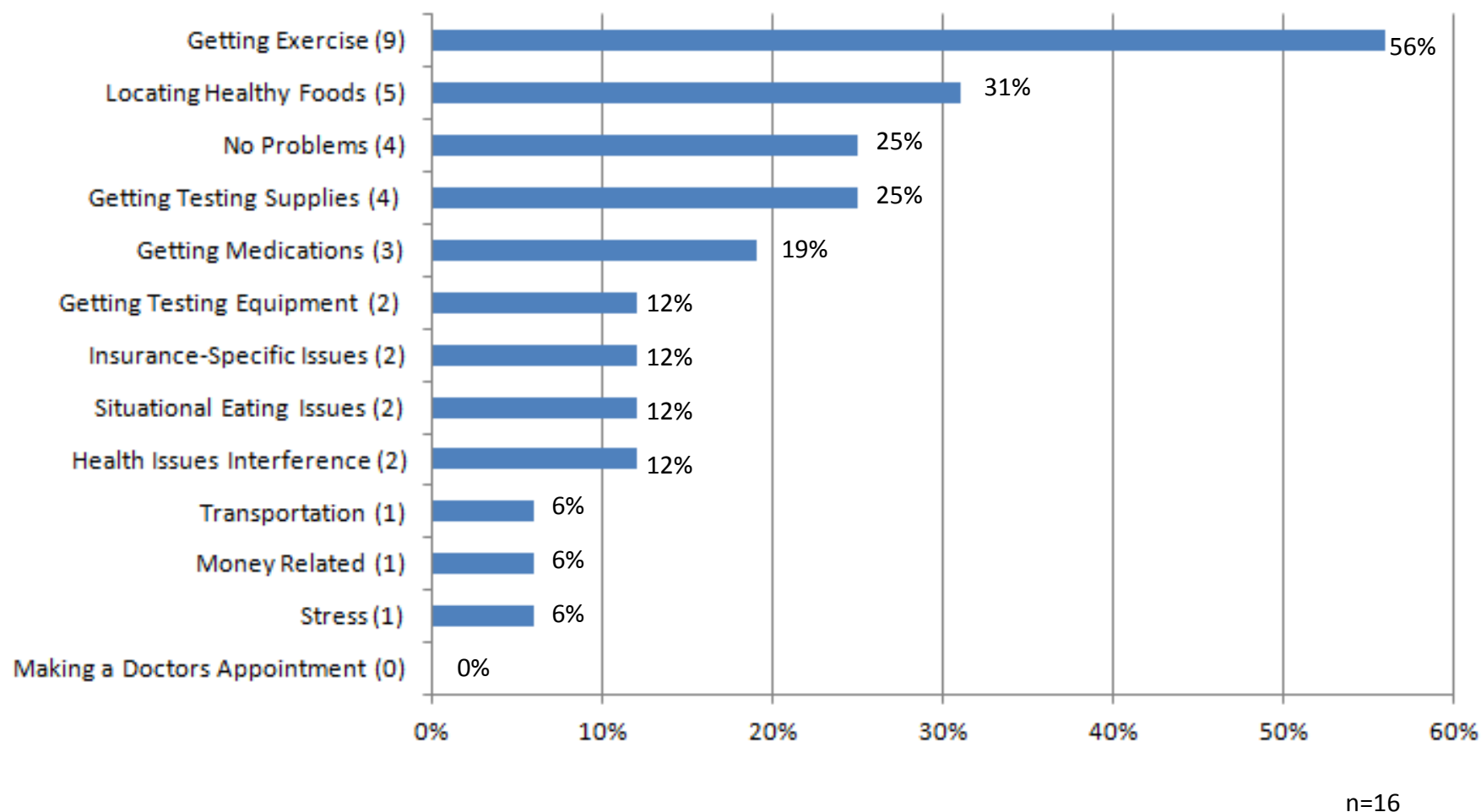
Q 16: What problems do you have, if any, managing your diabetes?

Section 4:

Diabetes Education Learning Readiness & Identified Needs

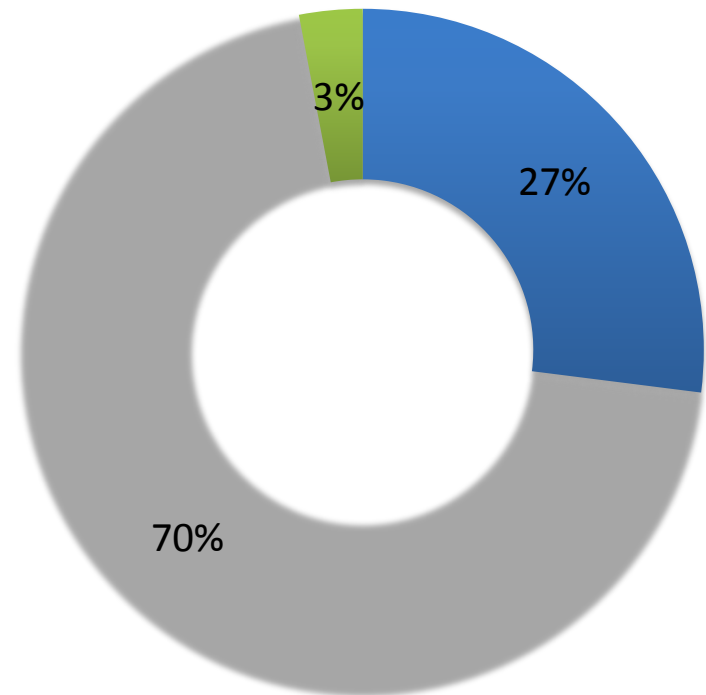# Importance of diabetes self-management compared to current self-management status:

How important is it that you manage your diabetes?

23%

77%

How well do you manage your diabetes?

3%

27%
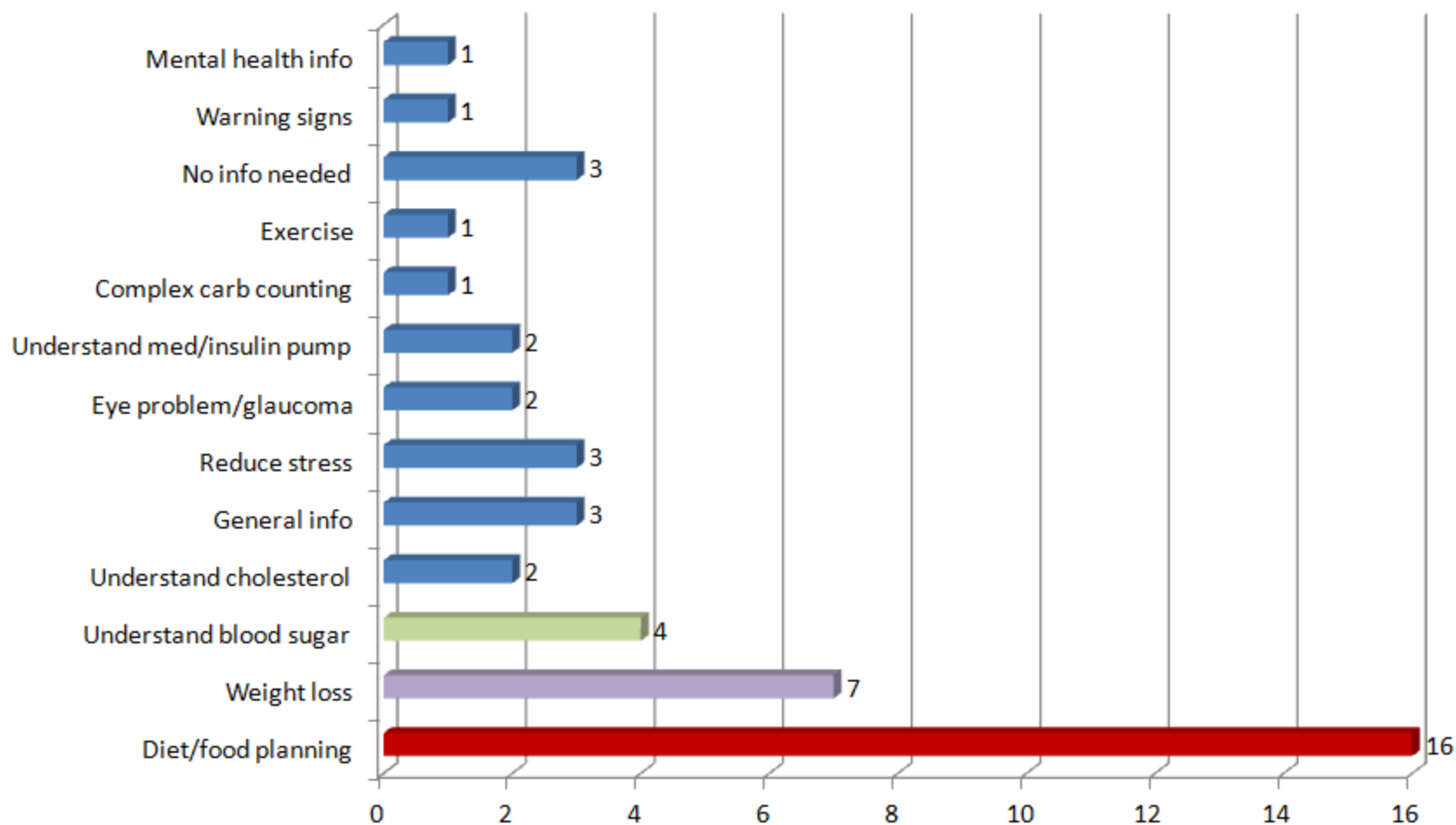
70%
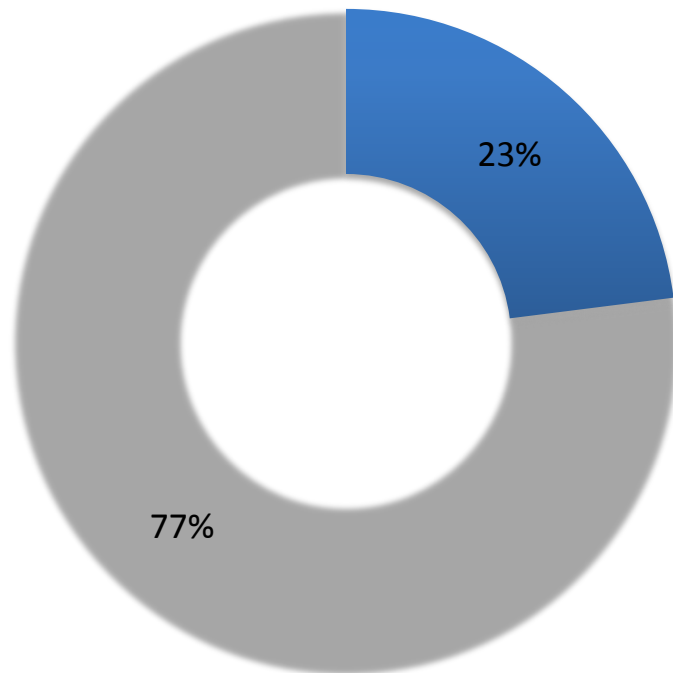
■ Extremly Imp n=7 ■ Somewhat Imp n=23

■ Very well n=8 ■ Fairly well n=21 ■ Not very well n=1
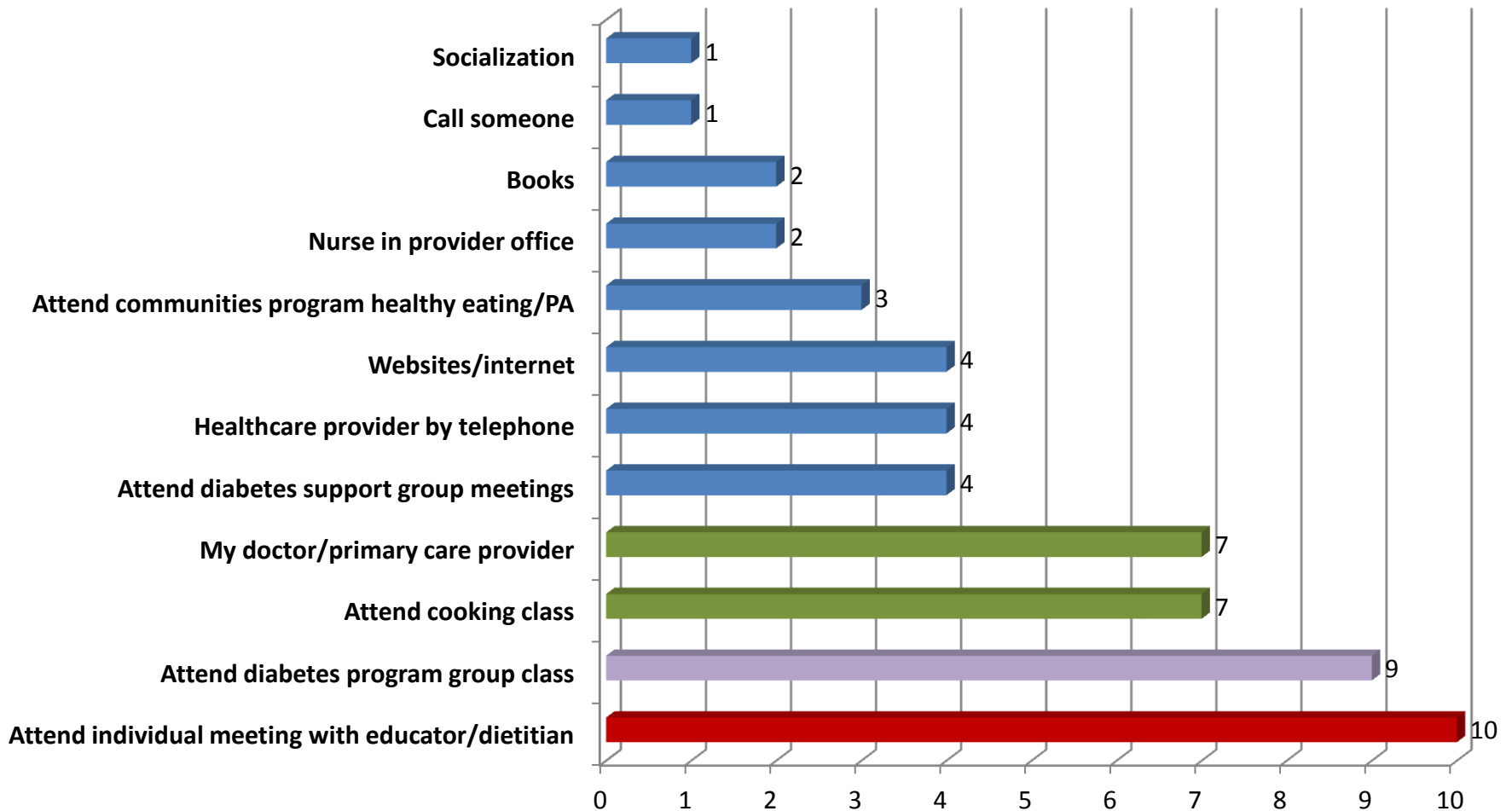
Q 20: How important is it that you manage your diabetes?
Q 21: How well do you manage your diabetes?

Client information needs:

Q 22: What type of information do you want about diabetes management?

Client preferences on education delivery format:

Q 23: What is the best way for you to get the information you want about diabetes?