

DISPARITIES IN HEALTHCARE ACCESS FOR PEOPLE WITH DIABETES

Fall 2022 SURVEY SUMMARY REPORT

THRIVABLE & DIABETES DAILY

thrivable



STUDY DESIGN & METHODOLOGY

- Thrivable conducted an online survey in partnership with Diabetes Daily using the Thrivable proprietary Health Panel Database
- All responses were collected between September 6 and September 19, 2022
- These national survey results are based on the responses of 532 U.S. adults with type 1 or type 2 diabetes
- All regions of the U.S. were represented

KEY FINDINGS

Provider Attention

- **Nearly half (48.4%)** of respondents did not discuss lab results at every appointment
 - **37.3%** of those with type 2 diabetes reported “always” discussing lab results, while 29.7% and 23.8% often or sometimes discuss reports, respectively.
- **More than half** of respondents reported that nutrition and diet are not discussed at every appointment
 - **34.7%** of respondents reported sometimes discussing nutrition, diet, or ways of eating while **22.7%** reported they rarely (**17%**) or never (5.7%) have these discussions
- **Only 55%** of those with type 2 diabetes reported “always” receiving a blood pressure check

KEY FINDINGS

Mental Health

- **25%** of respondents reported feeling **somewhat or very anxious before** an appointment
 - This increased to 32% for Black and 48.5% for Latino respondents
- **Nearly half (47.1%)** of respondents reported **rarely (34.9%) or never (12.2%) discussing mental health concerns** such as stress or feelings of being overwhelmed
- Overall, **few people reported that their healthcare providers use negative language** (stigmatizing language that promotes negative attitudes towards patients)

KEY FINDINGS

Race / Ethnicity

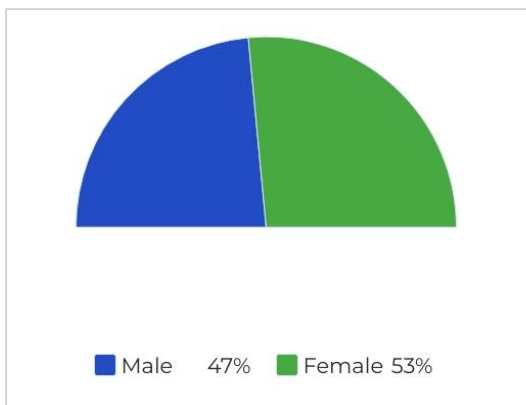
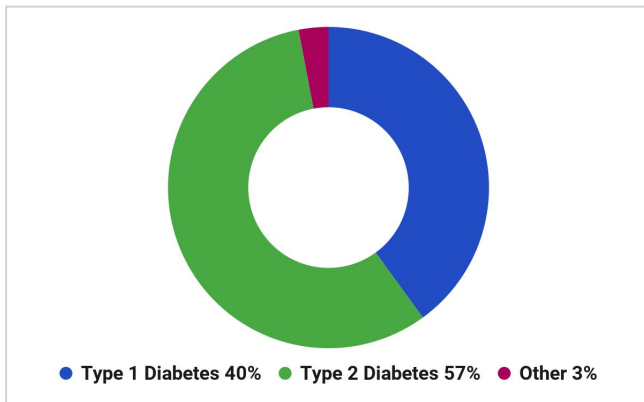
- In some areas, there are **significant disparities in quality of care based on ethnicity**:
 - More white respondents reported “always” getting the most up-to-date information about diabetes care compared to Black and Latino respondents (53% vs. 32% and 26%, respectively)
 - More white respondents said they “always” discuss lab reports compared to Black and Latino respondents (64.2% vs. 32% and 31.4%, respectively) and “always” receive a blood pressure check (77% vs. 51.1% for Black)
- People of color said they were more likely to feel very anxious or somewhat anxious before an appointment:
 - 32% for Black, 48.5% for Latino, and 17.1% for white respondents
- Black and Latino respondents were more likely to see a nurse practitioner for primary care (over 30% reported seeing an NP for primary care)

KEY FINDINGS

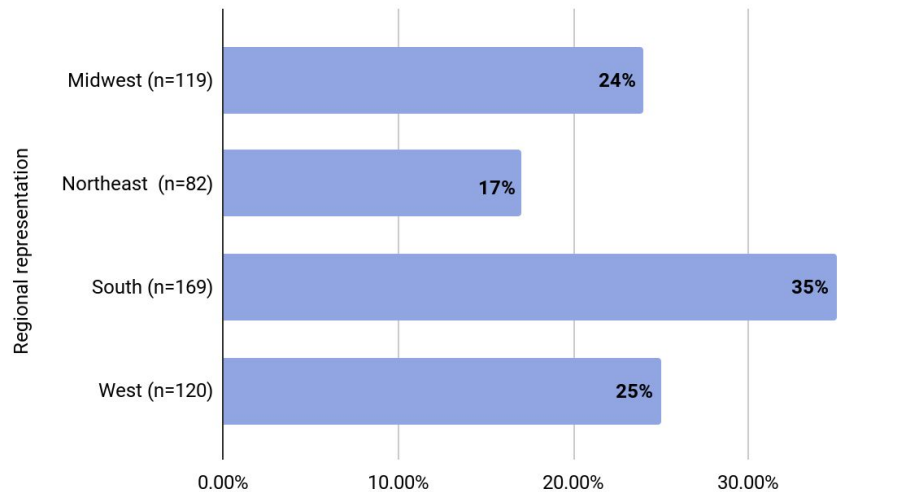
Type of Healthcare Provider

- Patients who see an endocrinologist for their primary diabetes care were significantly more likely to report:
 - Feeling very empowered (58.4%), very validated (41.1%), very supported (51.1%), very calm (35.2%) during appointments, and very empowered (59.8%) and very calm (63.5%) after appointments
 - “Always” receiving the most up-to-date information on diabetes care (60.3%)
- 42% reported primarily seeing an endocrinologist for diabetes management:
 - 70% with type 1 vs. only 22% with type 2 diabetes
 - White respondents were most likely to see an endocrinologist for their primary diabetes management (55% vs. 22% Black and 17% Latino)

Survey Demographics



Participants by Region

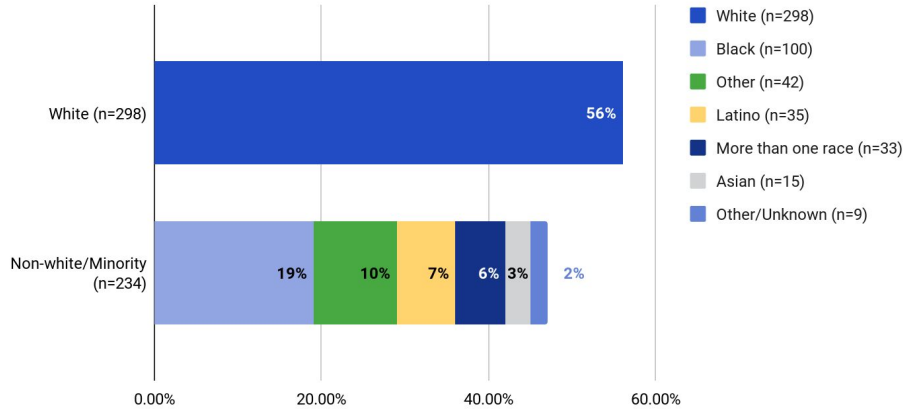


*Region not known for 42 respondents

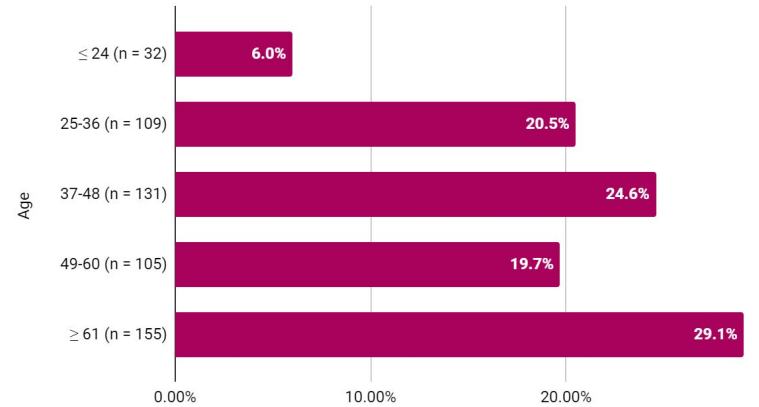
Note: Participants were diverse in geographic representation, sex, and type of diabetes

Survey Demographics

Race / Ethnicity



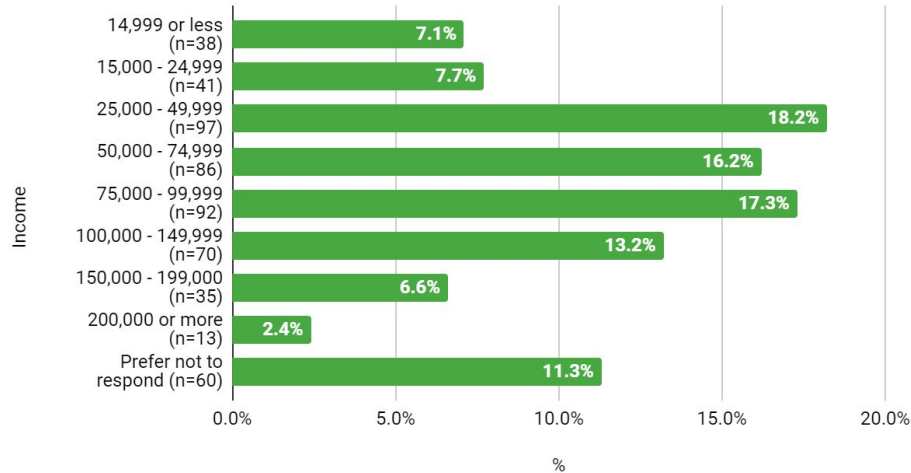
Age Distribution



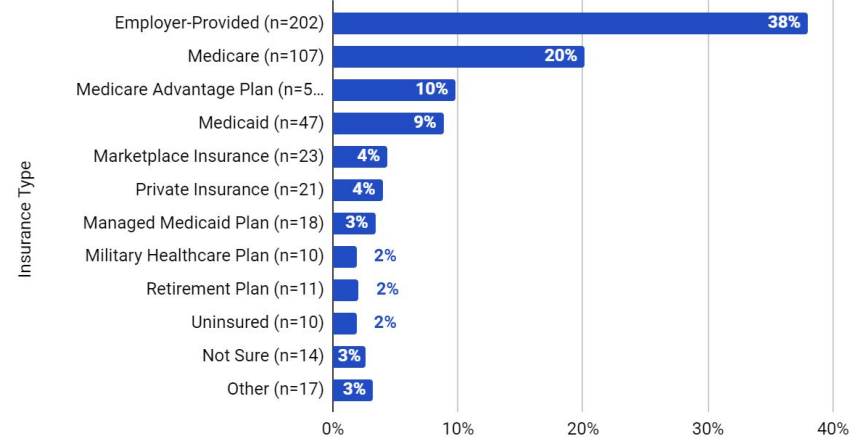
Note: Participants were diverse in race/ethnicity and age

Survey Demographics

Annual Household Income

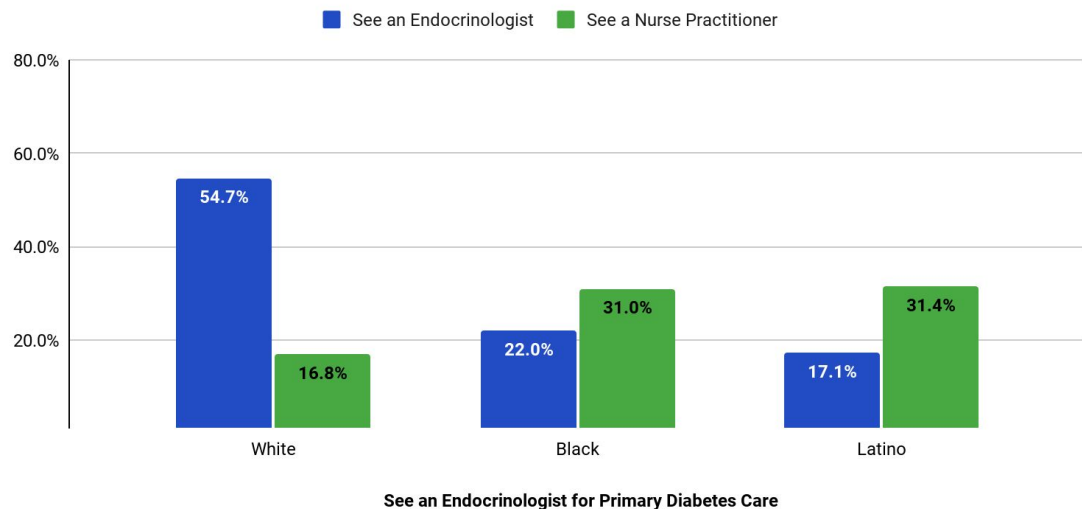


Insurance Type



Note: Participants were diverse in income level and insurance coverage type

Disparity in Seeing a Specialist for Diabetes Care



70% with **type 1 diabetes** primarily see an **endocrinologist** for diabetes management

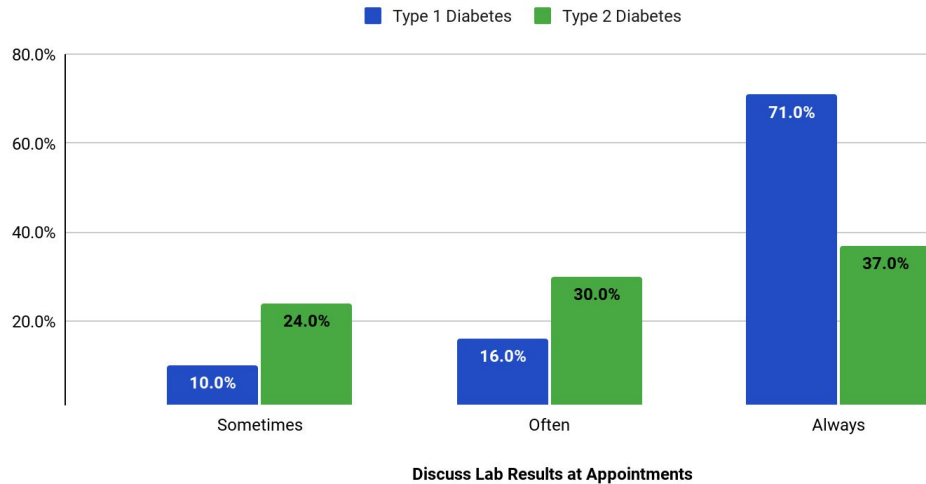


22% with **type 2 diabetes** primarily see an **endocrinologist** for diabetes management

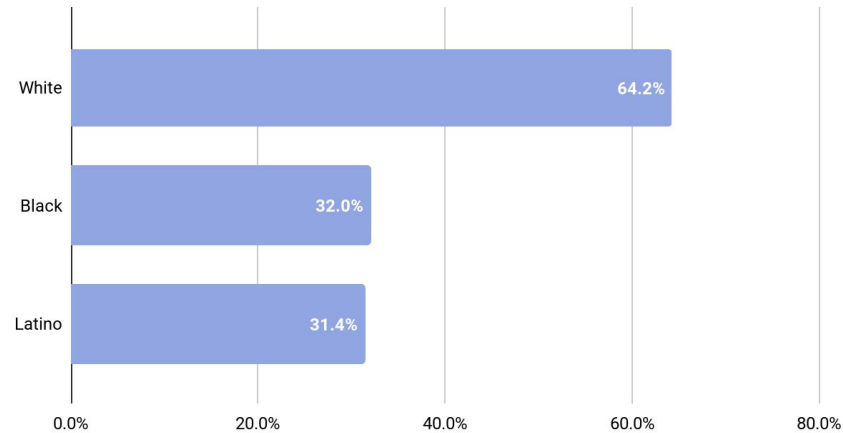


- People of color are much less likely to see an endocrinologist for diabetes management than white respondents.
- Those with type 1 diabetes are much more likely to see an endocrinologist than those with type 2 diabetes.

Almost Half of Respondents Don't Discuss Lab Results at Each Appointment

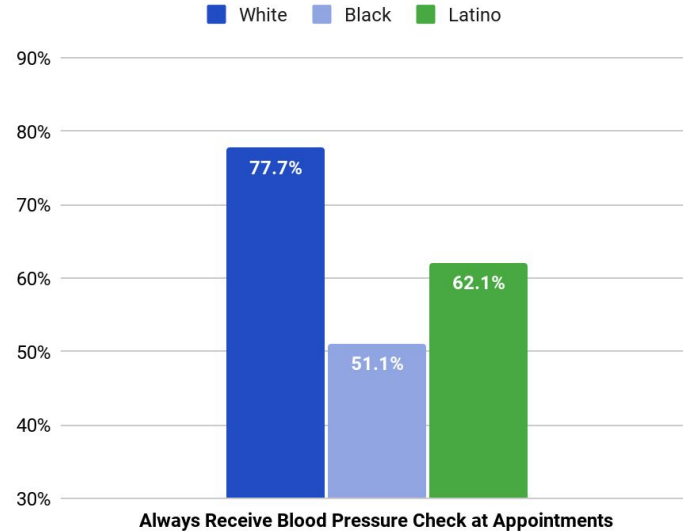
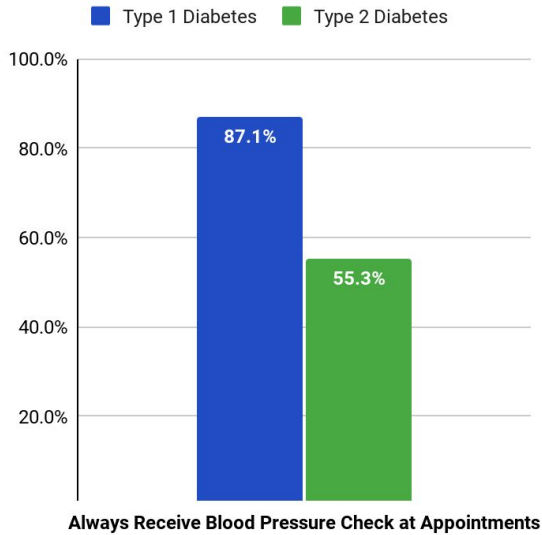


Always Discuss Lab Results



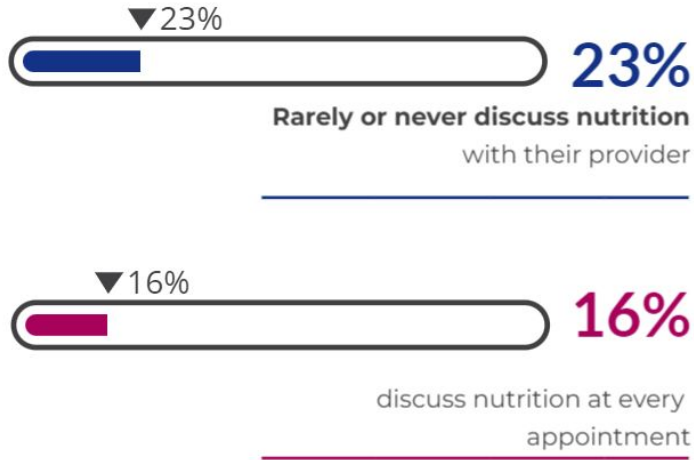
- Those with type 2 diabetes are much less likely to discuss lab results at each appointment compared to respondents with type 1 diabetes.
- People of color are less likely to discuss lab results at each appointment.

A Surprising Number of People Do Not Have Their Blood Pressure Checked at Every Visit

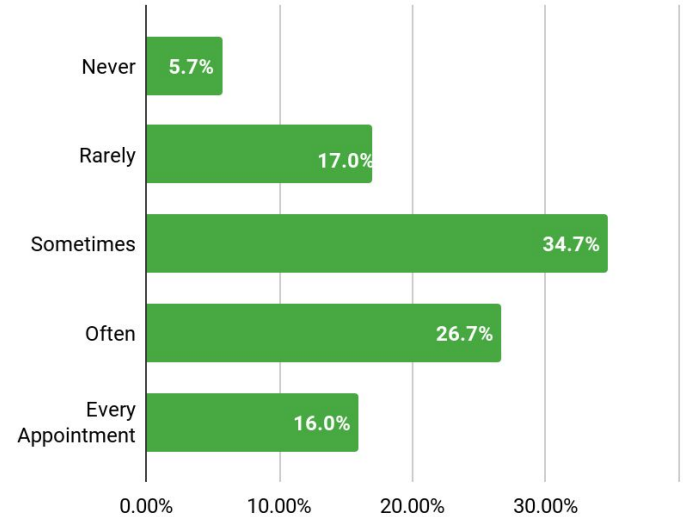


- Those with type 2 diabetes are less likely to have a blood pressure check than those with type 1 diabetes.
- People of color are also less likely to report a blood pressure check at each visit.

More Than Half of Respondents Don't Often Discuss Diet With Their Diabetes Care Provider



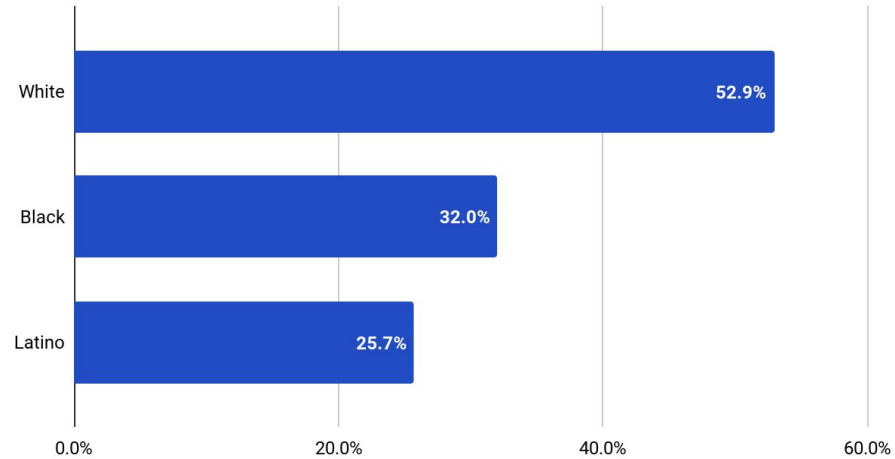
Discuss Nutrition with Provider



Optimizing diet is a keystone of diabetes management, despite diabetes type or specific management techniques.

Racial Disparities in Quality of Care

Always Get Up-to-Date Diabetes Information From Provider

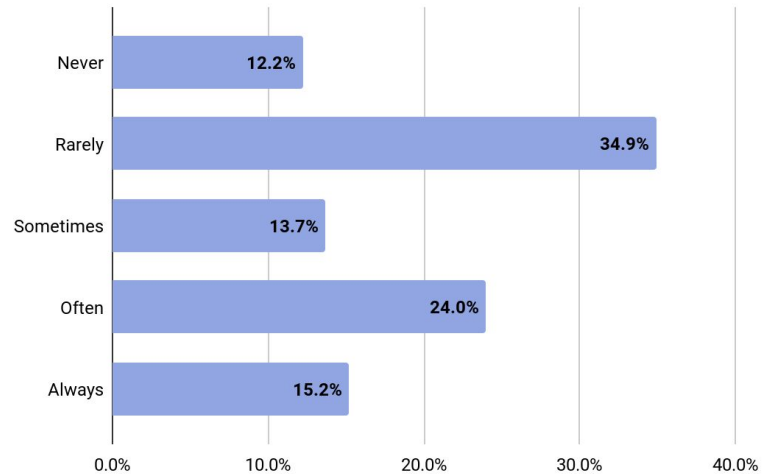


White respondents are more likely to report getting the most up-to-date information about diabetes care compared to people of color.

Only About Half of Respondents Discuss Mental Health Regularly



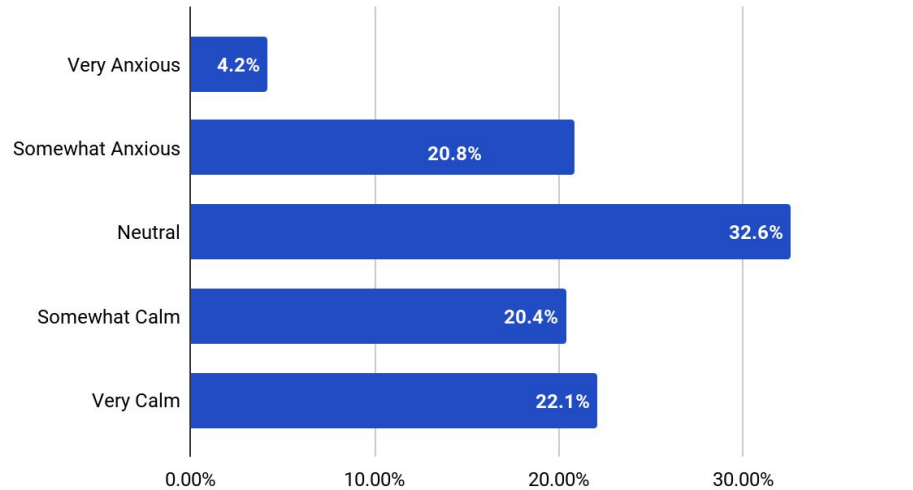
Discuss Mental Health With Provider



Mental health is not frequently discussed at healthcare appointments.

Less Than Half Feel “Calm” Before an Appointment

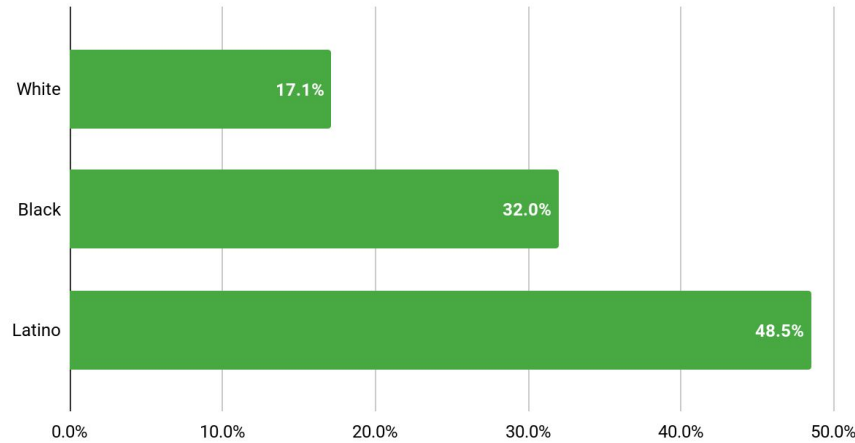
Anxiety Level Prior to Appointment



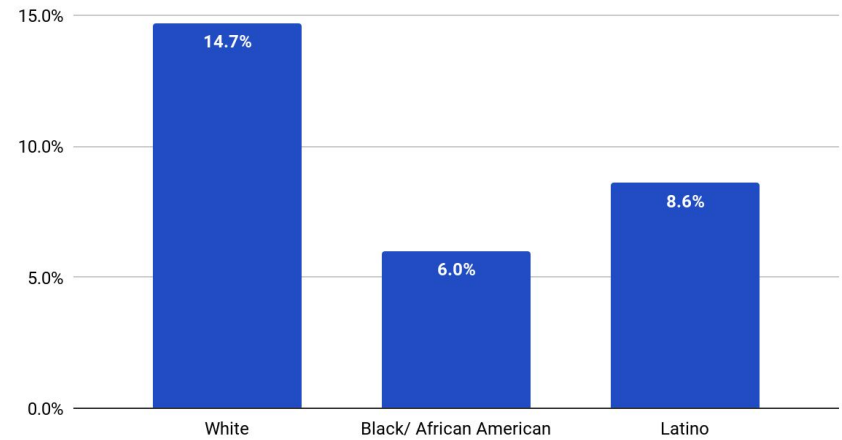
A substantial proportion of respondents experience “appointment anxiety”.

Appointment Anxiety Is Generally Higher for Minorities

Very/Somewhat Anxious Before an Appointment



Never Asked About Mental Health



While people of color are more likely to be asked about their mental health at each appointment, they are also more likely to report feeling anxious prior to an appointment compared to white respondents.

Open-Ended Answers Revealed Frustrations About Healthcare Access

"I've asked for an endocrinologist several times but have been told that they want a PCP to take care of it. Life of a person on Medicare and Medicaid."

"I've noticed my provider does a good job checking in with me and making appropriate changes if needed, but she doesn't ever ask about my technology. I'm happy with the Dexcom G6 but have learned about the updates with Omnipod, but we never have time to talk about it. I've become increasingly less happy with my provider in the past few months as I learn of things (new technology, confidence in making changes between visits, terminology) from other diabetics online."

"When needing to discuss multiple things with my endocrinologist/nurse practitioner, I often feel rushed due to the allotted time of the appointment. I feel this is a corporate or insurance driven directive that needs to be adjusted on a per patient basis. Each concern needs to be heard and validated. This is not a normal occurrence, but worthy of mention."

Open-Ended Answers Revealed Frustrations About Healthcare Access

"The endocrinologist doesn't know personally what it is like to live with diabetes. This would make a huge difference if they could empathize!"

"My diabetes is complicated by other comorbidities. I have learned to insist on management by an endocrinologist and their team rather than a GP."

"Would like to get a [CGM]. [Was] told I need to be on insulin 3 or 4 times a day. I take insulin at bedtime."

"It's a shame my insurance does not cover blood glucose constant monitoring [CGM]."

"They make it seem like it's an easy thing to do to manage diabetes, little consideration of stress and financial levels."

Open-Ended Answers Revealed Frustrations about Healthcare Access

*"I actually hate going to the doctor and avoid it. I go only to have my prescriptions renewed. My doctor is an a**hole. She doesn't want to hear what I have to say and brushes me in and out. I'm a pretty good diabetic and I take pretty good care of myself but I still feel like she's judging me. And I also feel like because I don't have any complications and my blood sugars and A1c are fairly good, I feel like she just wants to get me in and out and move on to our next patient. She knows nothing about current technology. She always thinks I'm on a different pump than I actually am. The only reason why I know anything is because I look it up myself."*

"I am so tired of fingersticks and cheap meters and not qualifying for [a] continuous glucose monitor. I want to pay for it myself, but it's just too expensive. I know it would help!"

"At this point, my Medicare mandated quarterly meetings with my CDE are just to make sure I can get my prescriptions renewed/boxes checked. While we have a good relationship, I don't receive the level of care that I would like to make MY relatively minor diabetes challenges less obtrusive to MY daily life."

About Diabetes Daily

[Diabetes Daily](#), part of the Everyday Health Group, is a website and online community dedicated to helping people with diabetes thrive. Every year, we help millions of people meet peers and learn to manage diabetes through our vibrant message board and original writing. Diabetes Daily offers education, support, and companionship to our many readers and users. All of our writers, editors, and moderators live with diabetes, and we believe that all people with diabetes, of any type, can live healthy, happy, and hope-filled lives.

About Thrivable

[Thrivable](#) connects patients and companies to create better products and services for the next generation of healthcare. Our real-time market research platform makes it easy for patients to be their own advocates by sharing their insights, stories, and perspectives via surveys, interviews, focus groups, and usability studies. Healthcare companies turn to Thrivable to ensure the voice of the customer drives important business decisions every day.

