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Apr 6th, 9:00 AM - 10:00 AM

A Cross-sectional Descriptive Study of Patient Satisfaction among Community-dwelling Medicare Beneficiaries with Diabetes

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Appalachia Student Research Forum

April 6, 2022

**Patient satisfaction among community-dwelling
Medicare beneficiaries with diabetes – a
descriptive study**

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Introduction

- Diabetes (DM)
 - one in four adults ≥ 65 years
 - complications can be severe
 - direct and indirect cost estimates of \$327 billion/year
- Patient satisfaction
 - important quality of care indicator
 - reflects access to care and treatment adherence
 - engagement in preventive care behaviours



Introduction

- Previous studies on role of patient satisfaction among Medicare beneficiaries with other health conditions
- Limited studies on role of patient satisfaction among Medicare beneficiaries with diabetes
- CMS (2021):
 - 92.9% of Medicare beneficiaries satisfied with care



Research Questions

1. What proportion of Medicare beneficiaries with diabetes are satisfied with care?
2. What individual characteristics are associated with satisfaction of care among Medicare beneficiaries with diabetes?



Methods

- Study design – cross-sectional
- Study population – ≥ 65 years; self-reported diabetes
- Data – 2019 Medicare Current Beneficiary Survey (MCBS)
- Variable of Interest – Satisfaction of care

‘Have you been very satisfied, satisfied, dissatisfied, or very dissatisfied with the overall quality of health care received over the past year?’



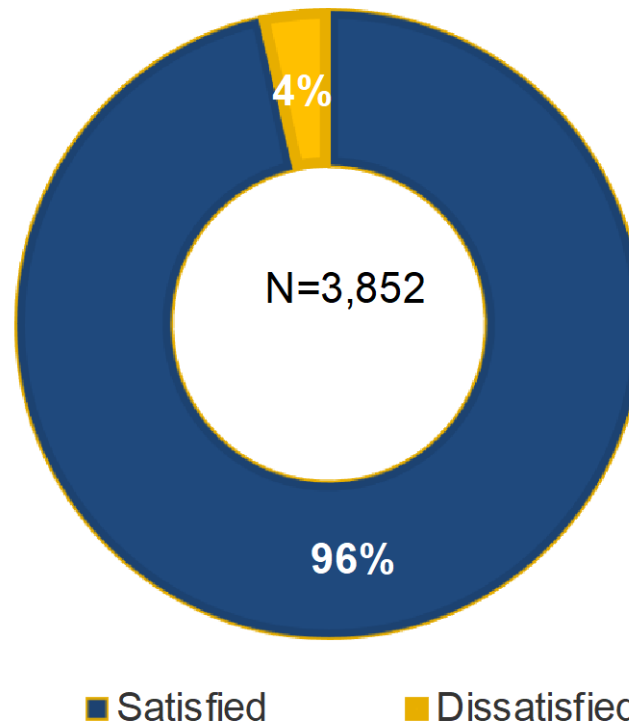
Methods

- Conceptual framework
 - Andersen's Behavioral Model for Health Services Use
 - Predisposing, Enabling and Individual Need factors
 - Health Utilization factors
- Analysis
 - Descriptive statistics – frequencies and percentages
 - SAS version 9.4 (SAS Institute, Cary, NC, USA)

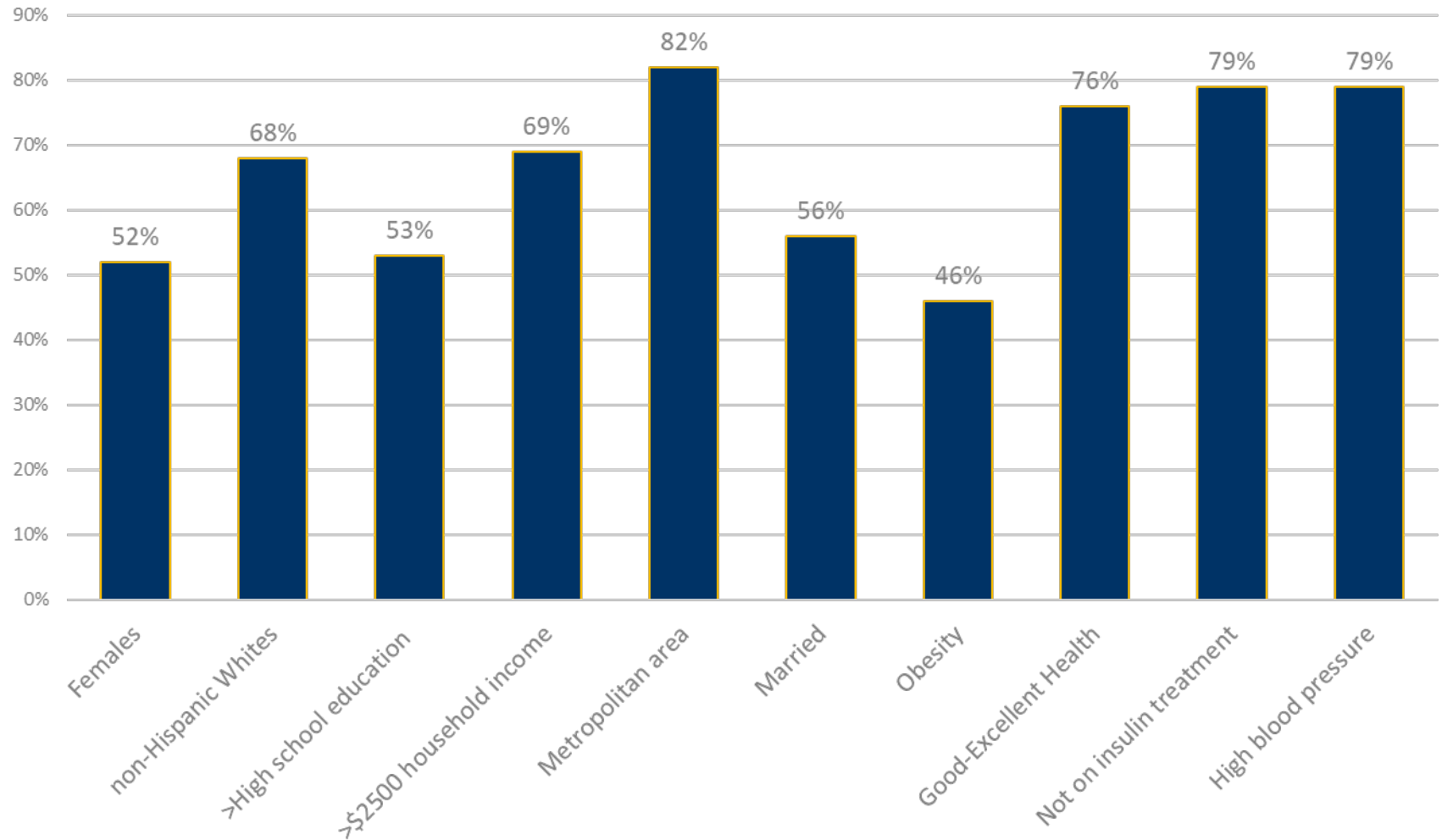


Results

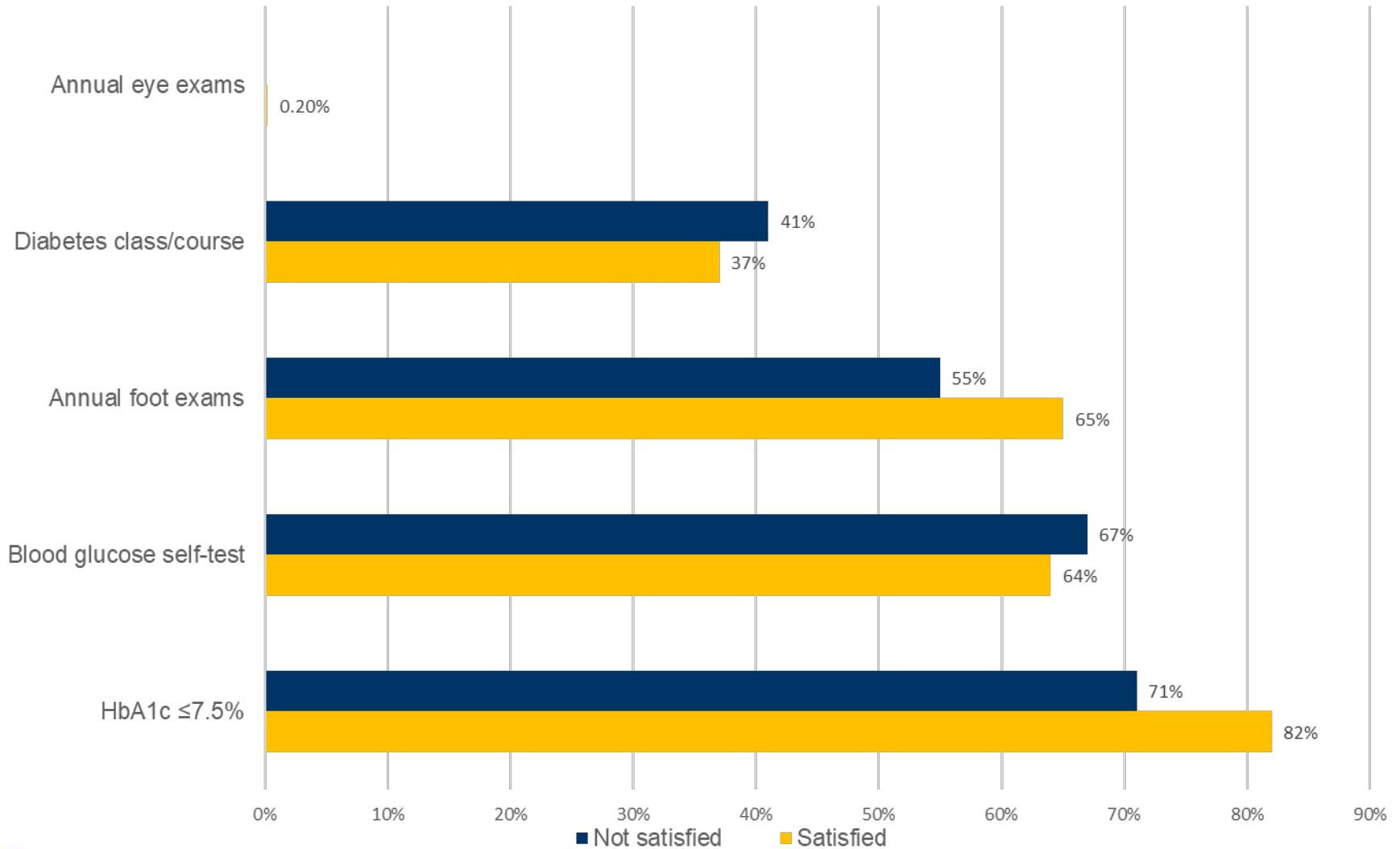
Proportion of beneficiaries with diabetes that are satisfied with care



Predisposing, Enabling and Need characteristics of beneficiaries with diabetes satisfied with care



Preventive Screening & Services among beneficiaries with diabetes that are satisfied and not satisfied with care



Conclusion

- Majority of beneficiaries are satisfied with care
- Majority – non-Hispanic; \geq \$2500; metropolitan area; not on insulin; co-existing high blood pressure
- Low participation in diabetes self-management course
- Low reported annual eye examination



Future Research

- Examine the association between
 - satisfaction of care and participation in a self-management course
 - satisfaction of care and annual eye examinations
- Explore if satisfaction has changed after COVID-19
- Explore determinants of dissatisfaction of care



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5. Park S, Larson EB, Fishman P, White L, Coe NB. Differences in Health Care Utilization, Process of Diabetes Care, Care Satisfaction, and Health Status in Patients With Diabetes in Medicare Advantage Versus Traditional Medicare. *Med Care*. 2020;58(11):1004-1012.
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