Assessing physicians’ satisfaction with diabetes therapy: Development and evaluation of a new questionnaire

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ABSTRACT

There are various questions on different patient-reported outcomes in the field of diabetes. In contrast, the perspective of physicians is being neglected in current diabetes research. Especially the satisfaction of physicians with diabetes therapy is an important factor for the effectiveness of diabetes therapy. The same is true for the analysis and discussion of blood glucose values with patients as an integral part of patient-communication. In order to systematically address physicians’ perspective, we developed a new questionnaire that assesses physicians’ satisfaction with diabetes therapy in general (Sat-DT) and with the analysis and discussion of blood glucose values (Sat-BG). This study reports findings from the evaluation of the new questionnaire.

METHODS

A pool of items for the two scales Sat-DT and Sat-BG was developed and discussed with experts. These items should cover different aspects of physicians’ satisfaction such as effectiveness, handling, effort, benefits, recommendations, effects on patients (motivation, compliance etc.) and practitioner. Items were constructed as statements using a 5-point Likert scale (1 = totally disagree, 5 = totally agree). Satisfaction with diabetes therapy as well as satisfaction with the blood glucose values should be answered for each patient separately.

RESULTS

188 physicians (general practitioners and diabetologists) took part in the evaluation study. Validity was assessed using factor analysis and content validity. In addition, experts represented different aspects of physicians’ satisfaction (a) the work as a physician, (b) therapy outcomes of their diabetic patients, and (c) the results of working as a physician. A new questionnaire is will be possible to assess the influence of physicians’ satisfaction on diabetes therapy. In turn, it will be also possible to analyze how physicians’ satisfaction with diabetes therapy can be influenced and altered. In addition, recent recommendations of research questions as well as the control of an important influencing factor of diabetes therapy will be possible.