

Online Supplementary Material

Longo DR, Schubert SL, Wright BA, LeMaster J, Williams CD, Clore JN Health information seeking, receipt, and use in diabetes self-management. *Ann Fam Med.* 2010;8(4):334-340.

<http://www.annfammed.org/cgi/content/full/8/4/334/DC1>

Supplemental Appendix 1. Focus Group Questionnaire

1. How long has it been since your diabetes was first diagnosed?	<input type="checkbox"/> Less than 1 year <input type="checkbox"/> 1 year or more, but less than 2 years <input type="checkbox"/> 2 years or more, but less than 3 years <input type="checkbox"/> 3 years or more, but less than 4 years <input type="checkbox"/> 4 years or more, but less than 5 years <input type="checkbox"/> 5 years or more
2. What type of diabetes do you have?	<input type="checkbox"/> Type 1 <input type="checkbox"/> Type 2 <input type="checkbox"/> Unsure
3. Do you take insulin?	<input type="checkbox"/> Yes <input type="checkbox"/> No
4. Do you take an oral medication for diabetes?	<input type="checkbox"/> Yes <input type="checkbox"/> No
5. At the time of your diagnosis, did you receive initial diabetes education ... (Check yes or no for each of lines 5a to 5d.)	
5a. ...from your doctor?	<input type="checkbox"/> Yes <input type="checkbox"/> No
5b. ...from a nurse?	<input type="checkbox"/> Yes <input type="checkbox"/> No
5c. ...from a dietitian?	<input type="checkbox"/> Yes <input type="checkbox"/> No
5d. ...from a diabetes educator?	<input type="checkbox"/> Yes <input type="checkbox"/> No
6. At the time of your diagnosis, did you seek additional information about diabetes, other than that provided through your doctor's office?	<input type="checkbox"/> Yes <input type="checkbox"/> No
7. Please list all the information sources you have used to assist you with understanding diabetes. By information, we mean any information you may have received through traditional mass media, the Internet, online discussion groups, or personal interactions with health care professionals (physicians, nurses, dietitians), friends, family, or others with diabetes.	
<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>	
8. What is your age?	
9. What is your gender?	<input type="checkbox"/> Male <input type="checkbox"/> Female
10. What describes your ethnic/racial background?	<input type="checkbox"/> African American/Black <input type="checkbox"/> American Indian/Aleut/Eskimo <input type="checkbox"/> Asian/Pacific Islander <input type="checkbox"/> Caucasian/White <input type="checkbox"/> Hispanic/Latino <input type="checkbox"/> Other (specify) <hr/>

Online Supplementary Data

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11. Is English your primary language?	<input type="checkbox"/> Yes <input type="checkbox"/> No
12. What is your current marital status?	<input type="checkbox"/> Married/living as married <input type="checkbox"/> Divorced <input type="checkbox"/> Separated <input type="checkbox"/> Widowed <input type="checkbox"/> Single, never married
13. What is your highest grade or level of education you have completed? (Mark only one answer.)	<input type="checkbox"/> 8 th grade or less <input type="checkbox"/> Some high school (grade 9-12) <input type="checkbox"/> High school diploma or GED <input type="checkbox"/> Vocational school or some college <input type="checkbox"/> College degree <input type="checkbox"/> Professional or graduate school experience
14. What is your estimated annual household income?	<input type="checkbox"/> Less than \$15,000 <input type="checkbox"/> \$15,000 to \$29,000 <input type="checkbox"/> \$30,000 to \$49,000 <input type="checkbox"/> \$50,000 to \$74,999 <input type="checkbox"/> \$75,000 or more

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Supplemental Appendix 2. Focus Group Guide

Thank you for coming.

We really appreciate your help. You are the experts here today, and we want to give all of you a chance to tell us about your experiences.

The purpose of this focus group discussion is to learn about your experiences with obtaining and using information related to your diabetes. We are finding that not much is actually known about how patients with diabetes obtain and use health information, yet this is important to know so that health care workers, such as physicians and nurses, have an understanding of these processes.

As you know, this is a study that is being conducted through the Department of Family and Community Medicine here at the university. My name is _____, and I will be moderating the group discussion, just to ensure that we cover all the topics and that everyone in the group has an opportunity to speak his or her mind. Also in attendance is _____. He/she will take notes so I don't have to worry about it. _____ will be minding the tape recorder, if you all agree to have the focus group session tape-recorded.

Everyone in the group is encouraged to speak his or her mind, and tell about his or her experiences or opinions on the topics being discussed. There are no right or wrong answers. We want to hear what you think. We also want to know where your opinions differ from each other and when you agree.

I'm not planning to do most of the talking. I do have several things for you to talk about, though, so I'll try to keep things moving along. Please don't be offended if I ask the group to move to another topic before you have had a chance to say everything you wanted to. I'll try to leave time at the end of the session for each of you to say something you did not get a chance to mention. .

There is no need to raise hands. Speak right up, but please respect others when they are talking. Also, when the discussion is over, please respect the privacy of your fellow group members. As you know from the informed consent form, what you say will be kept confidential by project staff. We will report what is said in this meeting without identifying any comment or suggestion as coming from a particular participant. We are recording the session merely to ensure that we "hear" all your comments and suggestions and do so accurately.

Does anyone have any problems or concerns about this? Can everyone stay for the two hours? Good. Then let's begin.

- Why don't we start by going around the room and letting each person introduce himself or herself, first name only. Also, please let the group know how long you have been living with diabetes.

- What sources or types of sources have you personally used to answer questions you have about your diabetes? What leads you to believe that a source of information about diabetes is credible? What does “credible” mean to you? How do you determine if an information source is reliable?
- What prompts you to seek out information about your diabetes? Is this something that you do regularly or do you look for information when a problem or issue arises? Have you ever heard something or read something about diabetes that prompted you to seek out further information? What were these circumstances?
- Has how you obtain information about your diabetes changed over time? For instance, are you more willing to look up information on your own and to trust your own judgment?
- Do you find yourself relying on the Internet for information? Do you trust the Internet for information? Do you follow up with another source after you find information on the Internet? If you use the Internet, do you use a search engine (such as Google, ask.com, or Yahoo?) If so, what keywords or topics do you search for?
- With your diabetes, have you ever had problems arise where you felt that you could not obtain information that would help you make decisions about what to do? How did you ultimately handle the problem?
- Consider other health care problems you have had or currently have. Do you approach obtaining information and care for the problem differently than you’ve approached your diabetes care?
- Consider the health care providers or provider you currently see to help you manage your diabetes. How did you choose this person or people? How did you “find” them? Have you ever changed care providers due to a choice, not something that was imposed upon you? What were those circumstances?
- Do you rely heavily on your physician and his/her office for your diabetes education? How and when do they convey information to you? If this is not a major resource for you, from where do you get your diabetes health information?
- Are you satisfied with how your diabetes care providers convey information to you about your diabetes? What do you like? Dislike?
- We’ve talked about several information sources. Have you ever been in a situation where what the sources were saying was inconsistent? How did you determine which was more reliable?
- What external factors most impact how you are able to make choices about how you treat your diabetes or handle your diabetes?