

POSTER SESSION 1 ABSTRACTS
12th Annual HMO Research Network Conference
May 1-3, 2006 Boston, MA

Health Promotion/Disease Prevention/Lifestyle/Behavior
PS1-29

Is Patient Satisfaction Related to Metabolic Control in Adults with Diabetes?

O'Connor PJ¹, Solberg LI¹, Asche SE¹, Rush WA¹, Whitebird RR¹

¹HealthPartners Research Foundation

Background: Health plans, employer groups, or payers have proposed that providers be accountable for both patient satisfaction and metabolic control. We assessed the association of patient satisfaction with metabolic control among adults with diabetes.

Methods: Adults with diabetes (N=4780) were surveyed, and among 2832 respondents, the number with adequate data for analysis was 1794 for glycated hemoglobin (A1c), 1854 for blood pressure (BP), and 1286 for LDL-Cholesterol. Satisfaction with care was measured using eight validated and standardized subscales developed by Safran et al. Ordinary least squares models assessed associations while controlling for patient age, gender, educational level, race, duration of diabetes, and comorbidity score. Due to multiple comparisons, an alpha of 0.01 was set for statistical significance.

Results: Among 24 tested associations, only 2 were significant: preventive counseling was significantly related to improved BP control (P<.01) and to decreased A1c control (P<.001).

Conclusions: Patient satisfaction with care is not strongly related to control of A1c, BP, or LDL. It may be difficult for providers to simultaneously maximize both metabolic control and patient satisfaction.