**Supplementary table 3. Characteristics of studies using the PACIC instrument among patients with diabetes.**

| **Author (publication year)** | **Study and healthcare delivery characteristics** | **Patient characteristics** | **PACIC instrument and overall score on a 5-point scale** |
| --- | --- | --- | --- |
|  | **N** | **Type of diabetes** | **Age, mean(SD)**  | **Men, %**  | **Language, nb of items, anchors** | **Overall score, mean (SD)**  |
| **Chiu & al (2016) [1]** | *Study design*: Cross-sectional study with 2 study groups: pay-for-performance (P4P) and non-pay-for-performance (non-P4P)*Country*: Taiwan*Setting:* mixed (medical centers, hospitals, clinics)*HC professionals*: physicians specialized in diabetology (P4P) *Type of care:* P4P: integrated care Non-P4P: usual care | 1458 (total)P4P: 1037Non-P4P: 421 | Type 2 | P4P:61.5 (11.4)non-P4P:61.5 (12.77) | P4P: 49.6%Non-P4P: 46.6% | Mandarin 20 itemsAlmost never to almost always | P4P: 4.2 (0.6) non-P4P: 3.9 (0.7) |
| **Dede & al (2016) [2]** | *Study design*: Cross-sectional study*Country*: Turkey*Setting:* hospital clinics (internal medicine and pulmonary medicine outpatient clinic)*HC professionals:* various specialists*Type of care:* usual care | 76 | Type 2 | 55.0 (12.7) | 36.8% | Turkish 20 itemsNever to always | 2.9 (0.9) |
| **Fan & al (2015) [3]** | *Study design*: Cross-sectional study*Country*: USA*Setting:* primary care practice (n=34 in a practice-based research network)*HC professionals:* GPs*Type of care*: usual care  | 2055 | Type 2 | 64.9 (12.3) | 50.4% | English 20 itemsNone of the time to all the time | 3.0 (1.09) |
| **Ku & Kegels (2015) [4]**  | *Study design*: Before-after study (baseline data only)*Country*: Philippines*Setting*: primary care practices*HC professionals*: healthcare workers, GPs, nurses, midwives*Type of care*: usual care (at baseline) | 164 | Type 2 | 56.9 (10.8) | 25.6% | Language ot reported 20 itemsAlmost never to almost always | 3.3 (0.8) *SD calculated from 95% CI (3.0 – 3.4)* |
| **Kuznetsov & al (2015) [5]** | *Study design*: cross-sectional analyses of cluster-RCT with 2 study groups: routine care (RC) and intensive multifactoral treatment (IMT) *Country*: Denmark*Setting:* primary care practice *HC professionals*: GPs *Type of care:* RC: usual care IMT: integrated care | 937 (total) (6-year follow-up data)RC: 372IMT: 565 | Type 2 | RC: 65.6 (6.7)IMT: 65.5 (6.9) | RC: 59.1% IMT: 59.1% | Language not reported 20 itemsNever to always | RC: 2.4 (0.8)IMT:2.4 (0.8) |
| **Pintaudi & al (2015) [6-8]** | *Study design*: cross-sectional study*Country*: Italy*Setting*: diabetes clinics*HC professionals*: diabetologists, nurses, dietitians *Type of care*: usual care | 2374 | Type 2 | 65.0 (10.2) | 59.9% | Italian 11 itemsAnchors not reported*0-100 scale* | 3.7 (0.8) *Calculated from mean PACIC score (SD) = 74.4 (16.1)* |
| **Aung & al (2014) [9-14]** | *Study design*: cross-sectional analyses of prospective cohort (2008 baseline data only)*Country*: Australia*Setting*: mixed (population-based)*HC professionals*: mixed (population-based)*Type of care*: usual care | 3761  | Type 2 | 62.5 (10.9) | 55.3% | English 20 itemsNone of the time to always | 2.4 (1.6) |
| **Frei & al (2014) [15]** | *Study design*: cross sectional study with 2 study groups: non-managed care (non-MC) and managed care (MC)*Country*: Switzerland*Setting*: primary care practice *HC professionals*: GPs*Type of care*: Non-MC: usual careMC: integrated care | 374 (total)*Non-MC: 326**MC: 48* | Type 2 | Non-MC: 67.0 (10.6) MC: 73.3 (10.3)  | Non-MC: 57.4%MC: 60.4% | German 20 items + 6 (5As)Never to always | Non-MC: 3.2 (0.9)MC: 3.4 (0.7) |
| **Frei & al (2014) [16]** | *Study design*: cluster-RCT (baseline data only)*Country*: Switzerland*Setting*: primary care practices*HC professionals*: GPs*Type of care*: usual care (at baseline) | 326 | Type 2 | 67.0 (10.5)  | 57.7% | German 20 itemsAnchors not reported | 3.1 (0.9) |
| **Glasgow & al (2014) [17]** | *Study design*: 2 RCTs (baseline data only): ‘My path to healthy life’ trial [MyPath] and ‘Reducing Distress and Enhancing Effective Management’ trial [REDEEM]*Country*: USA*Setting*: MyPath: primary care practicesREDEEM: community (community medical groups and diabetes education centers)*HC professionals*: MyPath: not reportedREDEEM: not reported*Type of care*: MyPath: usual careREDEEM: integrated care | 228 (total)*MyPath: 132**REDEEM: 96* | Type 2 | MyPath: 58.6 (9.1)REDEEM: 55.2 (10.9) | MyPath: 48.5%REDEEM: 40.6% | Language , nb of items and anchors not reported(*classified as 20 items*) | MyPath: 3.2 (0.4)REDEEM: 2.8 (1.1) |
| **Jiamjarasrangsi & al (2014) [18]** | *Study design*: Cross-sectional study with 3 comparison groups: primary care unit (PCU) in hospitals [PCU hosp], PCU in public health centers [PCU comm], and non-PCU in hospitals [non-PCU hosp]*Country*: Thailand*Setting*: PCU hosp: hospital clinicsPCU comm: community Non-PCU hosp: hospital clinics *HC professionals*: not reported*Type of care*: PCU hosp: integrated carePCU comm: integrated careNon-PCU hosp: usual care | 1000 (total)*PCU hosp: 255**PCU comm: 659* *Non-PCU hosp: 86* | Type 2 | PCU hosp: 60.6 (13.0)PCU comm: 62.2 (10.0)Non-PCU hosp: 65.0 (11.6) | PCU hosp: 29.8%PCU comm: 25.3% Non-PCU hosp: 44.2% | Thai 20 itemsAlmost never to almost always | PCU hosp: 3.6 (0.7)PCU comm: 3.4 (0.8)Non-PCU hosp: 3.1 (0.4) |
| **Johnson & al (2014) [19-21]** | *Study design*: controlled before-after study (baseline data only)*Country*: Canada*Setting*: primary care practice (in primary care networks)*HC professionals*: GPs*Type of care*: integrated care | 157 | Type 2 | 57.8 (9.8) | 44.6% | Language and anchors not reported 11 items*0-100 scale* | 1.7 (1.3)*Calculated from mean PACIC score (SD) = 34.6 (26.7)* |
| **Ku & al (2014) [22]** | *Study design*: Cross-sectional study with 2 study groups: Veterans Memorial Medical Center (VMMC) and Local Government Health Units (LGHU)*Country*: Philippines *Setting*: VMMC: hospital clinics (family physician-led tertiary hospital-based outpatient clinic) LGHU: community centers (local government health units)*HC professionals:* VVMC: GPs LGHU: GPs, nurses, and midwives *Type of care*: VVMC: usual care LGHU: usual care | 549 (total)*VMMC: 350**LGHU: 199* | not reported | VMMC: 65.7LGHU: 57.6 | VMMC: 50.3%LGHU: 25.6% | Language not reported 20 itemsAlmost never to almost always |  VVMC: 2.6 (5.2)LGHU: 3.2 (0.7)*Unpublished data sent by author. SD calculated from 95% CI: VVMC:* 2.1-3.2; LGHU: 3.1-3.3. |
| **Lewis & al (2014) [23]** | *Study design*: before-after study (baseline data only)*Country*: USA*Setting:* mixed (clinical and community based care)*HC professionals:* not reported*Type of care*: usual care (at baseline) | 257 (with PACIC data) | Type 2 | 54 (11.6)*Unpublished data sent by author.* | 26%*Unpublished data sent by author.* | English 20 itemsNone of the time to always | 3.5 (0.9) |
| **Ratanawongsa & al (2014) [24, 25]** | *Study design*: step-wedge RCT (baseline data only)*Country*: USA*Setting*: clinics in a practice-based research network *HC professionals*: GPs*Type of care*: usual care (at baseline) | 252 | Type 1 and 2 | 55.8 (8.3)  | 25.8% | English, Spanish and Cantonese 20 itemsAnchors not reported*1-100 scale* | 2.2 (1.2)*Calculated from mean PACIC score (SD) = 44.6 (23.4)* |
| **Stock & al (2014) [26]** | *Study design*: cross-sectional study in 2 countries with 2 study groups in each country: Diabetes management program (DMP) and routine care (non-DMP) in Germany, ProvenCare Chronic Diabetes Program (PCDP) and routine care (non-PCDP) in USA*Country*: Germany and USA*Setting*: Germany: primary care practiceUSA: mixed (PCPs and other physicians in a medical group, and hospitals) *HC professionals*: Germany: GPsUSA: multispecialty physicians*Type of care*: DMP and PCDP: integrated careNon-DMP and non-PCDP: usual care | Germany: 2470 (total)*DMP: 1791**non-DMP: 679*USA: 1692 (total)*PCDP: 866**non-PCDP: 826* | Type 2 | DMP: 75.1 (5.6)Non-DMP: 75.8 (6.0)PDCP: not reportedNon-PDCP: not reported | DMP: 50.3%Non-DMP: 53%PCDP: 52.7%Non-PCDP: 56.7% | English and German 20 itemsAnchors not reported | DMP: 2.7 (0.9)Non-DMP: 2.4 (0.9)PCDP: 2.9 (missing SD)Non-PCDP: 2.8 (missing SD)*German data sent by authors.* |
| **Thomas & al (2014) [27]** | *Study design*: cross-sectional study*Country*: USA*Setting*: primary care practice (private physicians network)*HC professionals*: multispecialty*Type of care*: usual care | 89 | Type 2 | not reported | 39.3% | Language not reported 20 items + 6 (5As)Almost never to almost always | 2.9 (1.1)*5A summary score* |
| **Tsiachristas & al (2014) [28, 29]** | *Study design*: before-after study (baseline data only)*Country*: Netherlands*Setting*: primary care practice*HC professionals*: multiple care providers (e.g. GP, nurse, dietician, physiotherapist)*Type of care*: usual care (at baseline) | 407 (diabetic patients only) | Type 2 | 66.2 (9.7)  | 57.0% | Dutch 20 itemsAnchors not reported | 3.3 (0.85) |
| **Xue & al (2014) [30]** | *Study design*: cluster-RCT*Country*: USA*Setting*: primary care practices*HC professionals*: not reported*Type of care*: usual care (at baseline) | 221 | Type 1 and 2 | 62.9 (10.8) | 35.7% | English 20 itemsAnchors not reported | 2.4 (1.1) *Unpublished data sent by author.* |
| **Zuercher & al (2014) [31-33]** | *Study design*: cross-sectional analyses of prospective cohort (baseline data only)*Country*: Switzerland*Setting*: mixed (population-based)*HC professionals*: multiple care providers*Type of care*: usual care | 519 | Any type | 64.5 (11.3)  | 59.7% | French 20 itemsNever to always | 2.8 (0.95) |
| **Ko & al (2013) [34]** | *Study design*: controlled before-after study (baseline data only)*Country*: USA*Setting:* community (outpatient care services and community outreach programs)*HC professionals*: not reported*Type of care*: usual care | 40 | Type 2 | 58 (13)  | 60% | Language and anchors not reported 20 items | 3.5 (0.9) |
| **Liu & al (2013) [35]** | *Study design*: cross-sectional study *Country*: China*Setting:* community health centers*HC professionals*: multiple care providers (often exclusively GPs)*Type of care*: integrated care (health management) | 960 | Type 2 | 68.3 (10.4) | 39.6% | Language not reported 20 itemsAlmost never to almost always | not reported*Author contacted but not reply.* |
| **Sansgiry & al (2013) [36]** | *Study design*: cross-sectional study*Country*: USA*Setting:* not clear (Veterans Affairs center)*HC professionals*: not reported*Type of care*: not reported | 126 | not reported | not reported  | not reported | not reported | not reported  |
| **Drewes & al (2012) [37]** | *Study design*: cross-sectional study *Country*: Netherlands*Setting*: primary care practice (n=69)*HC professionals*: GPs*Type of care*: integrated care | 1547 | Type 2(mostly) | 65.7 (11.4) | 53.6% | Dutch 20 items + 6 items regarding team functioningAlmost never to almost always | 2.8 (0.8)*Unpublished data sent by author.* |
| **Ose & al (2012) [38, 39]** | *Study design*: cross sectional study with 2 study groups: disease management program (DMP) and routine care (RC) *Country*: Germany*Setting*: primary care practice *HC professionals*: not reported*Type of care*:DMP: integrated careRC: usual care | 1399 (total)*DMP: 865**RC: 534* | Type 2 | DMP: 70.2 (8.3)RC: 70.5 (8.9)  | DMP: 46.2% RC: 46.6% | German 20 itemsAlmost never to almost always | DMP: 3.26 (0.9) RC: 2.86 (0.9)  |
| **Pemu & al (2011) [40]** | *Study design*: before-after study (baseline data only)*Country*: USA*Setting*: Primary care practice (in community physicians network)*HC professionals*: physicians*Type of care*: usual care (at baseline) | 141 | Any type | 56 (9.2) | 23% | Language and anchors not reported 20 items | 3.3 (1.1) |
| **Gugiu & al (2010) [41, 42]** | *Study design*: cross-sectional study *Country*: USA*Setting*: primary care practice (physicians and practices network) *HC professionals*: not reported*Type of care*: usual care | 529 | Type 2 | 63.4 (missing SD)  | 52.7% | English 11 itemsAnchors not reported*0-100 scale* | 3.1 (1.9)*Calculated from mean PACIC score (SD) = 61.7 (38.0), estimated from Table 2* |
| **Maindal & al (2010) [43]** | *Study design*: cross-sectional study*Country*: Denmark*Setting*: mixed *HC professionals*: not reported*Type of care*: usual care | 560 | Type 2 | 66.4 (10.7) | 60% | Danish 20 itemsNever to always | 2.8 (1.4)*Overall score computed from mean and SD of each individual item* |
| **Wallace & al (2010) [44]** | *Study design*: cross-sectional study*Country*: USA*Setting*: hospital clinic*HC professionals*: multidisciplinary team*Type of care*: integrated care  | 195 | Type 2 | 58 (missing SD) | 36% | English 20 items + 6 (5As)Almost never to almost always | 3.8 (0.8) |
| **Schillinger & al (2009) [45-47]** | *Study design*: RCT (baseline data only)*Country*: USA*Setting*: primary care practice*HC professionals*: GPs*Type of care*: usual care (at baseline) | 339 | Type 2 | 56.1 (missing SD) | 41% | English, Spanish, Cantonese20 itemsAlmost never to almost always*1-100 scale* | 1.95 (1.2) *Calculated from a mean PACIC score (SD) = 39.0 (24.8)* |
| **Aragones & al (2008) [48]** | *Study design*: cross-sectional study *Country*: USA*Setting*: hospital clinic*HC professionals*: not reported*Type of care*: integrated care | 100 | Type 2 | 63.7 (10.7) | 21% | Spanish  20 itemsNone of the time to always | 3.2 (0.8) |
| **Jackson & al (2008) [49]** | *Study design*: cross sectional study*Country*: USA*Setting*: primary care practice (in a Veteran Affairs medical center)*HC professionals*: GPs*Type of care*: usual care | 189 | not reported | 65.0 (10.7) | 97.9% | English 20 itemsNone of the time to always | 3.1 (1.1) |
| **Wensing & al (2008) [50]** | *Study design*: cross-sectional study *Country*: Netherlands*Setting:* primary care practice (n=4)*HC professionals*: GPs*Type of care*: integrated care | 88 (diabetic patients only) | Type 2 | 68.8 (8.9) | 43% | Dutch 20 itemsAlmost never to almost always | 3.2 (1.0) |
| **Glasgow & al (2005) [51]** | *Study design*: cross-sectional study*Country*: USA*Setting:* primary care practice (n=30)*HC professionals*: not reported*Type of care*: usual care | 363 | Type 2 | 64.1 (11.9) | 52.8% | English 20 items + 6 (5As)Almost never to almost always | 3.2 (0.9) |

RCT: randomized controlled trial, HC: healthcare, GP: general practitioner, SD: standard deviation, nb: number

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