

Appendix I: Wording of measure for support roles, support techniques and caregiving experience

Support Role Measures

<p>Self-management roles, answered by patients: How often does (family supporter name) do the following? Response: Likert 1= None of the time 5=Almost always</p>
Help you remember when you have medical appointments to go to
Talk with you about what to do when your test results change. For example, when your sugar or blood pressure is high.
Help you remember to do home testing. For example, check your sugar or blood pressure at home.
Help you decide when to call your doctor or clinic nurse to talk about a health problem
Help you remember to refill your medicines
Help you remember to take your medicines
In the past six months, how often did (family supporter name) come in the exam room with you for your VA primary care appointment?
Help you choose healthy food to eat
Help you figure out how to get things done at the VA clinic. For example, how to make VA appointments or how to contact a VA doctor
Encourage you to exercise
<p>Online engagement, answered by family supporters: Response: Likert 0=Never 5=More than once per week</p>
How often do you visit the MyHealtheVet website, the VA personal health record that is available over the internet, to look at information related to (support recipient's name) health?
Over the last six months, how often have you used email, or VA secure messaging, to contact (support recipient name) doctor or health care team?
<p>Satisfaction with VA support of caregivers, answered by family supporters: Response: Likert 0=Completely disagree 10=Completely agree</p>
Over the past year, I have been satisfied with the VA's support for <u>my</u> role in (support recipient's name) health care

Adapted Goal Setting Subscale of Patient Assessment of Chronic Illness Care (PACIC), answered by patient

<p>Please choose the option that best indicates how frequently you have done the described things over the past six months. When talking with (family supporter name) about my diabetes, I: Response: Likert 1=almost never to 5=almost always</p>
Talked about my goals in caring for my diabetes
Set specific goals or made an action plan to improve my health habits or self-care
Wrote down my action plan

Adapted Problem Areas in Diabetes (PAID-5), answered by Support Person

<p>For the next five items, consider the degree to which each of the items may have distressed or bothered you during the past 6 months Response: Likert 0=not a problem 4=serious problem</p>
Feeling scared when you think about the fact that [patient name] has diabetes.

Feeling depressed when you think about the fact that [patient name] has diabetes.
Worrying about the future and the possibility that [patient name] will get serious complications.
Feeling overwhelmed by having to help [patient name] manage his/her diabetes.
Feeling guilty or anxious about not helping [patient name] enough with his/her diabetes management.

Adapted Stanford Self-Efficacy in Chronic Disease Scale, answered by Support Person

How confident are you that: Response: Likert 0=not at all confident 10=extremely confident
You can help [patient name] do all the things necessary to manage diabetes?
You can judge when the changes in [patient name]'s diabetes mean he/she should visit or call a doctor?
You can help [patient name] do the different daily tasks and activities needed to manage his/her diabetes?
You can help [patient name] reduce the emotional distress caused by diabetes so that it does not affect his/her everyday life?
You can help [patient name] do things other than just taking medication to reduce how much diabetes affects his/her health?
You could help [patient name] with checking his/her sugar level at home, if they wanted you to help?
You could help [patient name] figure out what to do next if his/her sugars were running too high?
If [patient name] uses insulin, how confident are you that you could help patient name] use (or draw up or inject) his/her insulin, if s/he wanted you to?

Appendix 2:

Patients Rating Supporter Help With Task 5/5 (Almost Always) at Baseline

Support Role	Intervention n*/N† (%)	Control n*/N† (%)
Help remembering to go to appointments	21/123 (17%)	27/116 (23%)
Help reviewing home testing results	11/115 (10%)	15/105 (14%)
Help remembering to perform home testing	9/115 (8%)	14/106 (13%)
Help deciding when to contact healthcare providers about concerns	18/123 (15%)	24/115 (21%)
Help remembering to refill medications	12/123 (10%)	17/116 (15%)
Help remembering to take medications	18/123 (15%)	27/116 (23%)
Coming into patient's medical appointments	19/123 (15%)	23/115 (20%)
Help with choosing healthy foods	31/123 (25%)	22/116 (19%)
Help navigating healthcare system	5/123 (4%)	12/115 (10%)
Help with encouragement to exercise	30/122 (25%)	34/116 (29%)

*n=number of participants who rated supporter involvement 5/5 in each arm

†N=total number of participants in each arm who answered this question