

OVERVIEW OF 72-MONTH TELEPHONE VISIT

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1. Purpose and description of the 72-month telephone interview

All MOST participants will be surveyed by phone approximately 72 months after their baseline visit. The 72-month follow-up telephone interview will not be accompanied by a follow-up clinic visit. The purpose of the 72-month follow-up phone interview is to:

- reassess knee symptoms including knee buckling
- determine if the participant has had knee or hip replacement surgery, and if so, complete the Event Notification Form for Knee/Hip Replacement or Death
- reassess arthritis diagnosis
- reassess injuries, fractures, and falls
- update participant contact information

In general, the components of the telephone interview are listed below:

- Knee symptoms
- Knee buckling
- Knee injury
- Knee surgery
- Hip pain
- Hip surgery
- Knee and hip replacements
- Arthritis diagnosis
- Injuries, fractures, falls
- Contact information
- Reliability assessment

2. Preparing for the telephone interview

In order to standardize the telephone interview approach, field centers should use the script outlined in Appendix 3. It is important to speak directly to the participant when conducting the telephone interview.

Prior to calling the participant, the following materials should be readily available:

- 1) 72-Month Follow-up Telephone Interview Workbook with the follow-up visit, participant ID and acrostic pre-printed
- 2) Data from Prior Visits Report for 72-Month Follow-up Telephone Interview (found on the study website under “Reports,” see Appendix 1 for example)
- 3) Telephone Interview Contact Log (Appendix 2)
- 4) Telephone Interview Suggested Script (Appendix 3)
- 5) Contact information for participant, next of kin and two contacts (from your local records)
- 6) Event Notification Form for Knee/Hip Replacement or Death, as needed (Appendix 4)

3. Calling the participant

72-month telephone interview: The 72-month follow-up telephone interview should be completed approximately 72 months after the baseline visit. There will be no follow-up clinic visit at 72 months.

Leaving a message. If the participant is not home, leave your name and phone number, and that you are calling from the MOST study being conducted by the University of Iowa/Alabama. If you are speaking with a person, ask what would be a good time to call back and record this time on the Telephone Interview Contact Log developed by your field center. If you are leaving a message on an answering machine, say what day and time of day you will try to call back. Of course, also leave the phone number of the field center so that the participant has the option of contacting you. Record the day and time of each attempt to contact the participant on the Telephone Interview Contact Log.

Multiple attempts to contact the participant. Attempt to call the participant numerous times (number of attempts to be determined by your field center) and at different times of day and on different days of the week. For example, if the first attempt was during the day, attempt to call the participant after dinner. Record the day and time of each attempt to contact the participant on the Telephone Interview Contact Log. After multiple attempts, leave a message for the participant to call you at their convenience.

Once you reach the participant by telephone, briefly review the purpose of today's call with them and see if they are willing to complete the telephone interview now. If they are unwilling to complete the telephone interview now, ask them when you can call back, and record the day and time that the participant specifies on your Telephone Interview Contact Log (Appendix 2).

4. Certification and Q by Q (Question by Question)

See Follow-up Telephone Interview operations manual chapter for quality assurance, training requirements, certification requirements, and quality assurance checklist; components of telephone interview (which lists particular categories of questions for the 72-month and all other follow-up telephone interviews); and Q by Q instructions for all telephone interviews, including the 72-month telephone interview. After reviewing the components table, pay particular attention to categories of questions that are being administered during the 72-month telephone interview.

5. Reviewing and faxing the Follow-up 72-Month Telephone Interview Workbook

Once the telephone interview is complete, but before you hang up the telephone with the participant, review the form to make sure that all questions have been filled out carefully and completely. Completed 72-Month Follow-up Telephone Interview Workbook forms should be faxed as soon as possible, but ideally no later than 1 to 2 days after completion.

We recommend that incomplete forms, such as those with information pending, not be faxed, but kept in a separate “Pending” file. Once the missing information is obtained, the completed 72-Month Follow-Up Telephone Interview Workbook forms should be faxed as soon as possible.

Appendix 1 72-Month Follow-up Telephone Interview Data from Prior Visits Report

Participant Name: _____

MOST Participant ID#:

Acrostic:

MOST Data from Prior Visits Report**72-Month Follow up Telephone Interview**

Data current as of

Visit Dates

1. Date of last contact:
2. Was the last contact a Clinic Visit or a Phone Interview?
3. Target date for 72-month Telephone Interview:

Knee Replacements

4. Was right knee previously reported as replaced?
5. Was left knee previously reported as replaced?

Hip Replacements

6. Was right hip previously reported as replaced?
7. Was left hip previously reported as replaced?

Appendix 2 Telephone Interview Contact Log

ID#: _____

NAME: _____ SEX: _____

ADDRESS: _____ AGE: _____

PHONE: _____

Best time to call: S M T W T F S ___:___ AM/PM

DATES OF CONTACTS	DAY OF WEEK	TIME	RESULTS/COMMENTS
___/___/___	S M T W T F S	___:___ AM / PM	_____
___/___/___	S M T W T F S	___:___ AM / PM	_____
___/___/___	S M T W T F S	___:___ AM / PM	_____
___/___/___	S M T W T F S	___:___ AM / PM	_____
___/___/___	S M T W T F S	___:___ AM / PM	_____
___/___/___	S M T W T F S	___:___ AM / PM	_____
___/___/___	S M T W T F S	___:___ AM / PM	_____
___/___/___	S M T W T F S	___:___ AM / PM	_____
___/___/___	S M T W T F S	___:___ AM / PM	_____
___/___/___	S M T W T F S	___:___ AM / PM	_____

CLINIC VISIT DATE ___/___/___
 TIME ___:___ AM/PM

RESCHEDULED CLINIC VISIT DATE ___/___/___
 (if needed) TIME ___:___ AM/PM

Appendix 3 Telephone Interview Suggested Script

Hello, my name is _____, and I am calling from _____ [UI][UAB] for the MOST study.

May I please speak with _____?

(If the person is available)

I am calling to follow up with you about your participation in the MOST study. I would like to ask you some questions about your knees and hips and update your contact information. Do you have time to talk right now? (Go to Question #1 of the telephone interview.)



(If the person is unavailable)

Can you tell me when would be a good time to call back?

I will try calling back on [Date] at [Time].

You can also have _____ call me at (XXX) XXX-XXXX. My name is _____ . Thank you.

Appendix 4 Event Notification Form for Knee/Hip Replacement or Death

 Reference #: <input type="text"/>			
MOST ID #	Acrostic	Date Completed	Staff ID #
<input type="text"/>	<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/> Month Day Year	<input type="text"/>

Event Notification Form for Knee/Hip Replacement or Death

Instructions: Please complete one Event Notification Form for EACH event (knee/hip replacement or death) that is reported. Assign and log a unique reference number for each event reported (see upper left hand corner).

1. How was the event reported? *(Mark only one.)*

- Follow up telephone interview
- Clinic-initiated phone contact
(other than the follow up telephone interview, such as a scheduling call)
- Participant called clinic
- Spouse or other contact called clinic
- Clinic visit
- Other *(Please specify: _____)*

If information was not obtained from participant, please complete:

Name of person: _____

Relationship to participant: _____

2. Type of event: *(Mark only one. If multiple joint replacements, complete one Event Notification Form for each joint replacement.)*

<input type="radio"/> Knee replacement →	<p>2a. Which knee was replaced? <input type="radio"/> Right knee <input type="radio"/> Left knee</p> <p>2b. Date replaced: <input type="text"/> / <input type="text"/> / <input type="text"/> (Estimate if unsure) Month Day Year</p> <p><i>Please obtain medical records and complete Knee Replacement Report.</i></p>
<input type="radio"/> Hip replacement →	<p>2c. Which hip was replaced? <input type="radio"/> Right hip <input type="radio"/> Left hip</p> <p>2d. Date replaced: <input type="text"/> / <input type="text"/> / <input type="text"/> (Estimate if unsure) Month Day Year</p> <p><i>Please obtain medical records and complete Hip Replacement Report.</i></p>
<input type="radio"/> Death →	<p>2e. Date of reported death: <input type="text"/> / <input type="text"/> / <input type="text"/> (Estimate if unsure) Month Day Year</p> <p><i>Please obtain death certificate and complete Report of Death.</i></p>

MOST Floating Form
Version 2.0_2/26/09
MW_(FS)

