Evaluating a Community Research Consult Service

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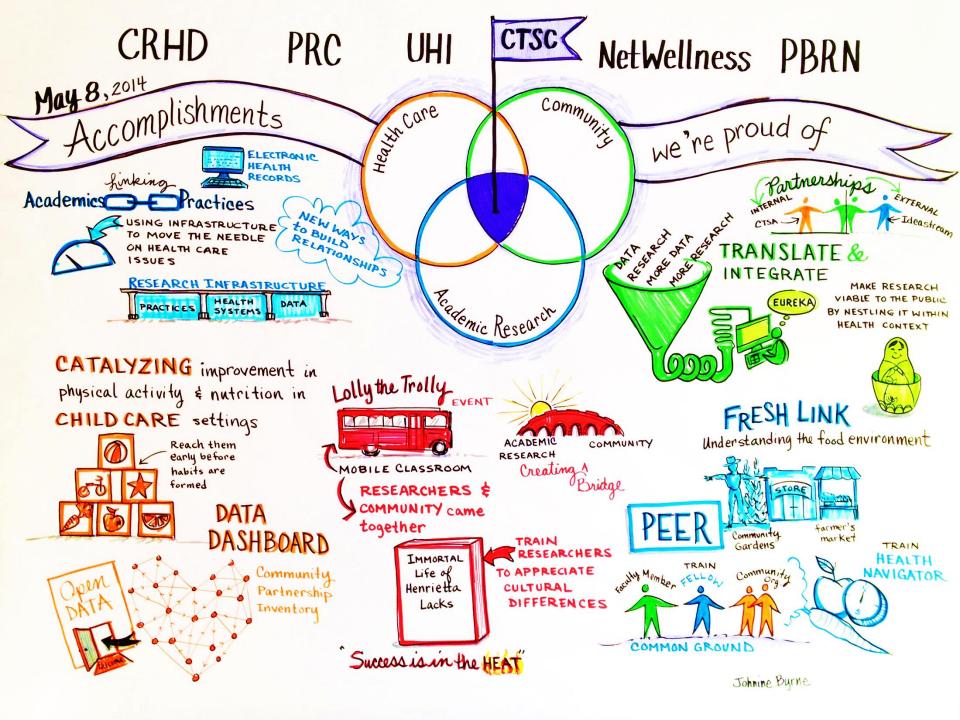**Clinical & Translational Science Collaborative**

My talk today

1. **Evaluator @ CTSA?** (Clinical & Translational Science Award)
2. **Community engagement?**
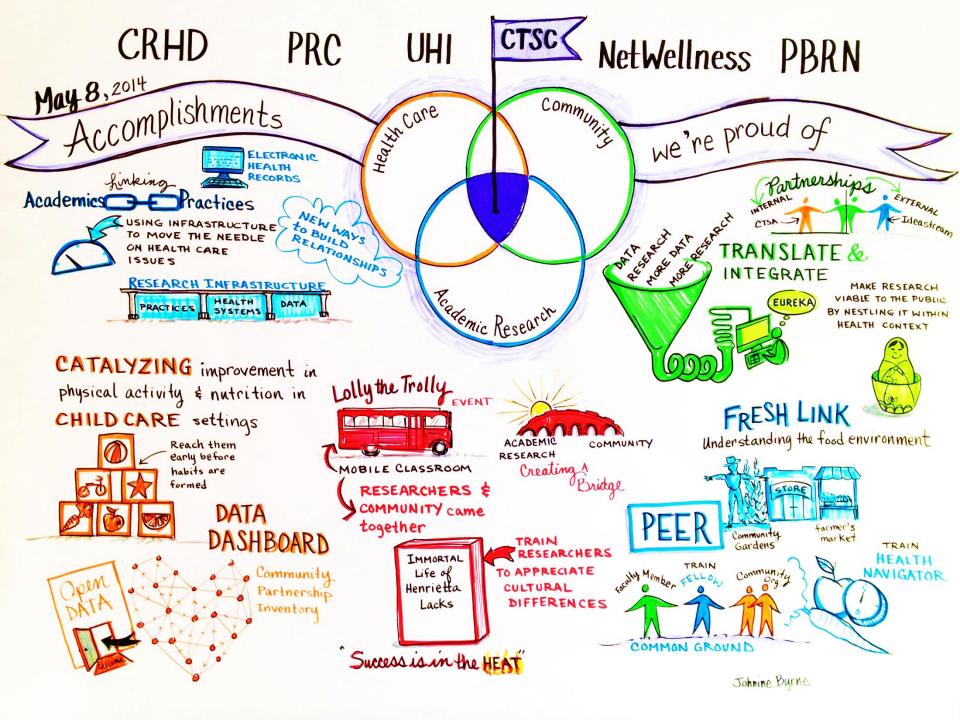3. **Evaluate impacts in the community?**
4. **Stakeholders don't "get it"?**

IMPACTS!

The ripple effect…

Community engagement

Comparative Effectiveness

Urban health initiatives

Community based participatory research

Biostatistics & Epidemiology

Regulatory Navigation

Community-Based Research Consult Service

What does the Research Consult Service do?

Research Project Design

IRB Application

Grants Funding

Survey Development

Needs Assessments

Data Collection

Program Evaluation

Best Practices

Disseminate Findings

Spanish Translation

Recruitment

Focus Groups

6 Stages of Engagement

Stage	Description
1 Initial Contact	**Request for Consult Form is sent**
2 Consult Meeting	**Discuss project & specific needs; Meeting summary & recommended next steps**
3 Follow-Up	**Specific service need identified; Information provided (sample forms, articles, contact information, etc.)**

6 Stages of Engagement

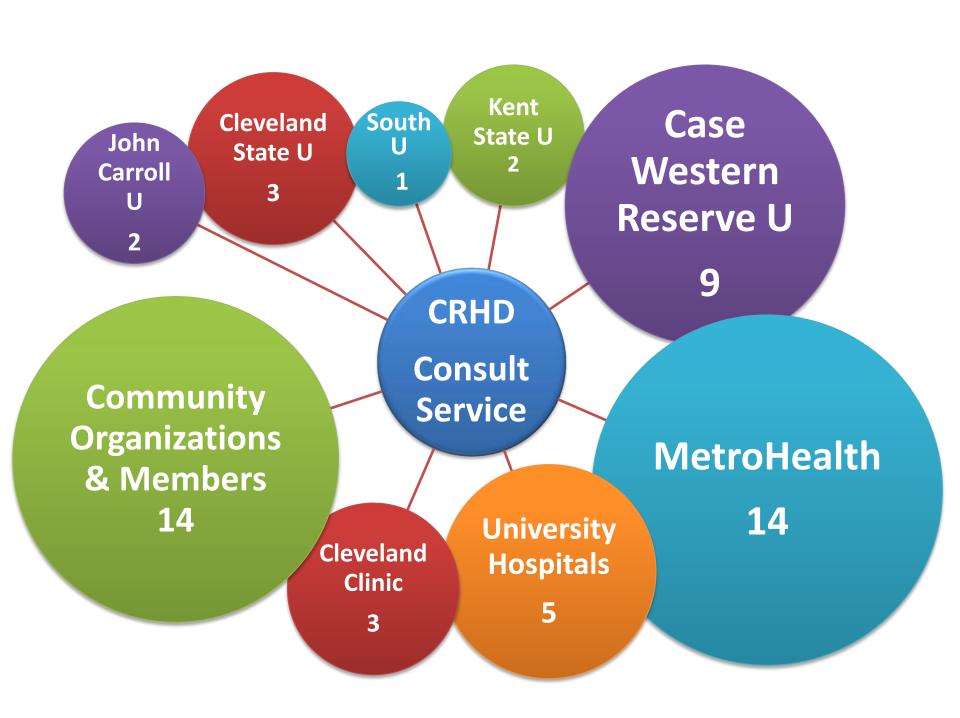| Stage	Description
4 Planning	**Identify courses of action; Document tasks to complete project**
5 Implementation	**Carry out project tasks; Plan modifications added**
6 Completion	**Project completed; Send long-term follow-up survey**

1. **Community Based Research - Request for Consult (survey)**

2. **Stages Of Engagement Data Entry Form**

3. **Post-consult Meeting Satisfaction Survey**

4. **Long-term Follow Up Survey**

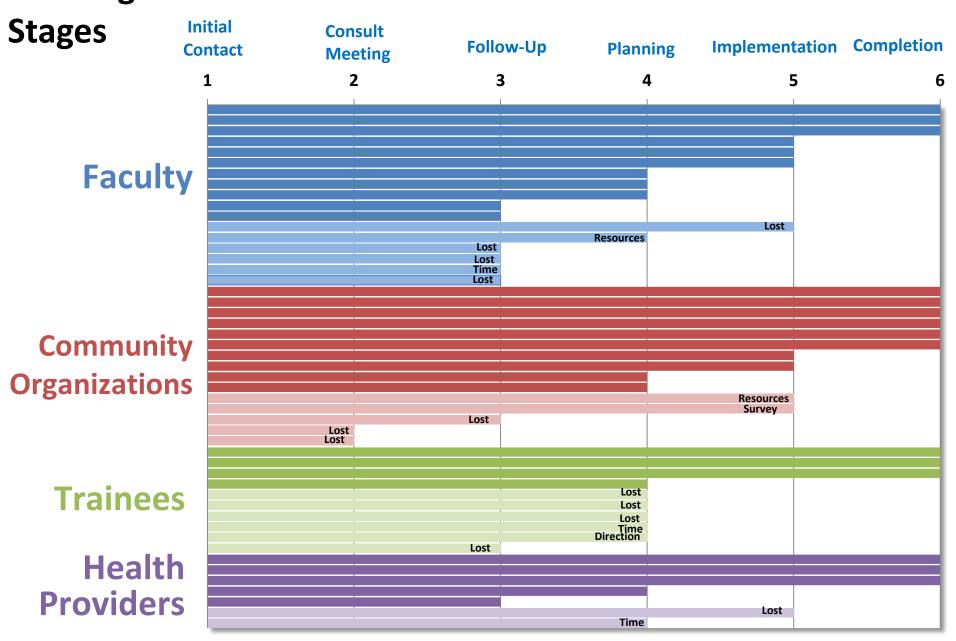# 1 Questions we can answer from Redcap tracking data?

Who is using the Consult service and where do they come from?

Are there more clients of one type than another?

Are certain types of clients completing their projects more than others? Why or why not?

Tracking Stages

	Initial Contact 1	Consult Meeting 2	Follow-Up 3	Planning 4	Implementation 5	Completion 6

Faculty

- Resources
- Lost
- Lost / Time
- Lost
- Lost

Community Organizations

- Resources Survey
- Lost
- Lost
- Lost

Trainees

- Lost
- Lost
- Lost / Time / Direction
- Lost

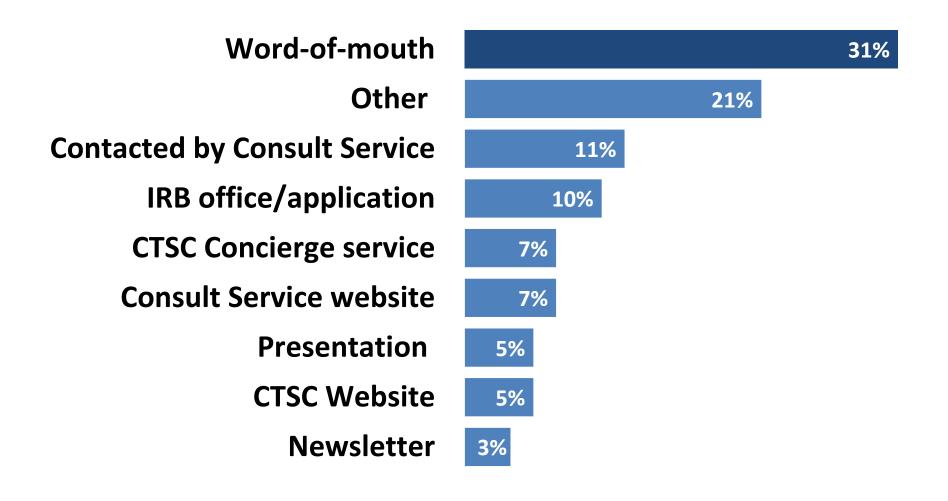**Health Providers**

- Lost
- Time

2 What did we want to learn from Redcap tracking data?

How do clients find out about the service?
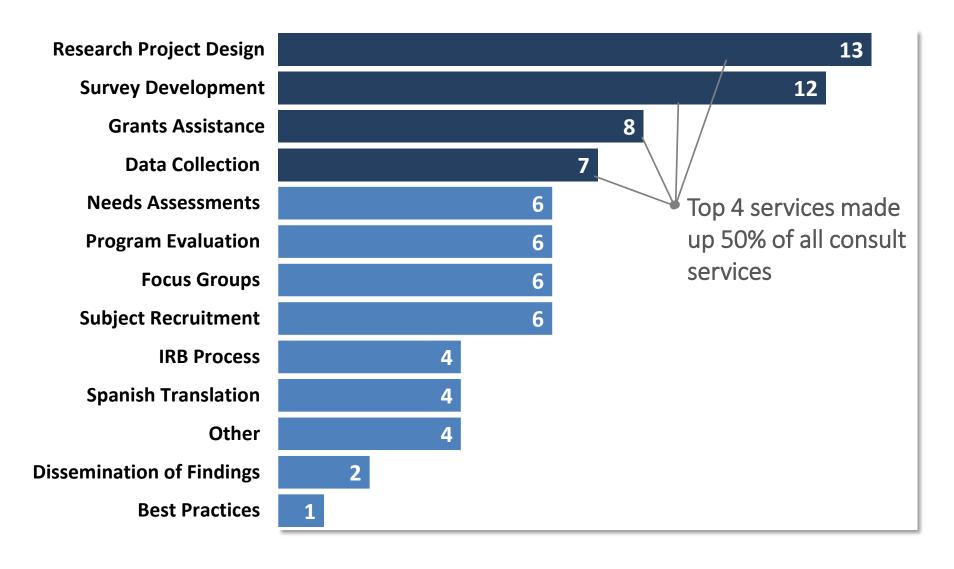
Can we use this information to improve outreach to certain clients?

Which services are used the most? Do certain types of clients use some more than others?

Most clients learn about the Consult Service via word-of-mouth

Word-of-mouth	31%
Other	21%
Contacted by Consult Service	11%
IRB office/application	10%
CTSC Concierge service	7%
Consult Service website	7%
Presentation	5%
CTSC Website	5%
Newsletter	3%
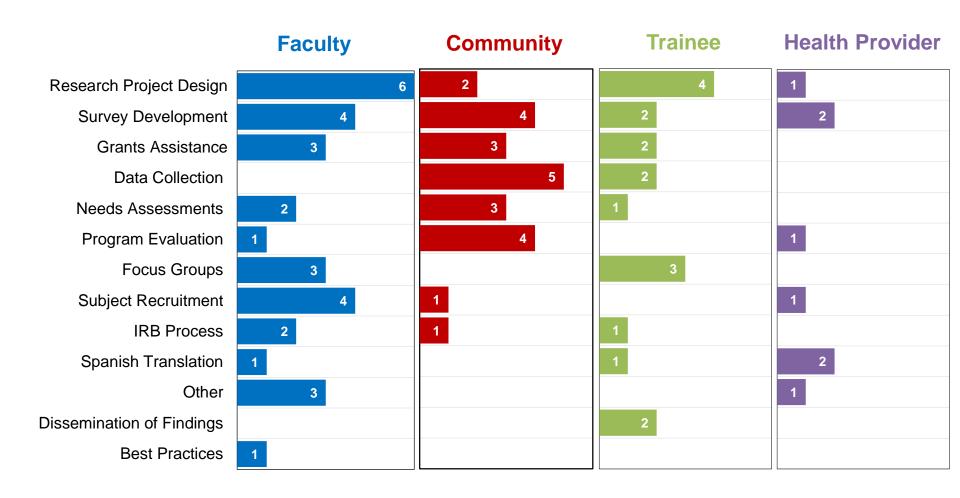
Project design and survey development are the most common Consult Service requests

Service	Count
Research Project Design	13
Survey Development	12
Grants Assistance	8
Data Collection	7
Needs Assessments	6
Program Evaluation	6
Focus Groups	6
Subject Recruitment	6
IRB Process	4
Spanish Translation	4
Other	4
Dissemination of Findings	2
Best Practices	1

Top 4 services made up 50% of all consult services
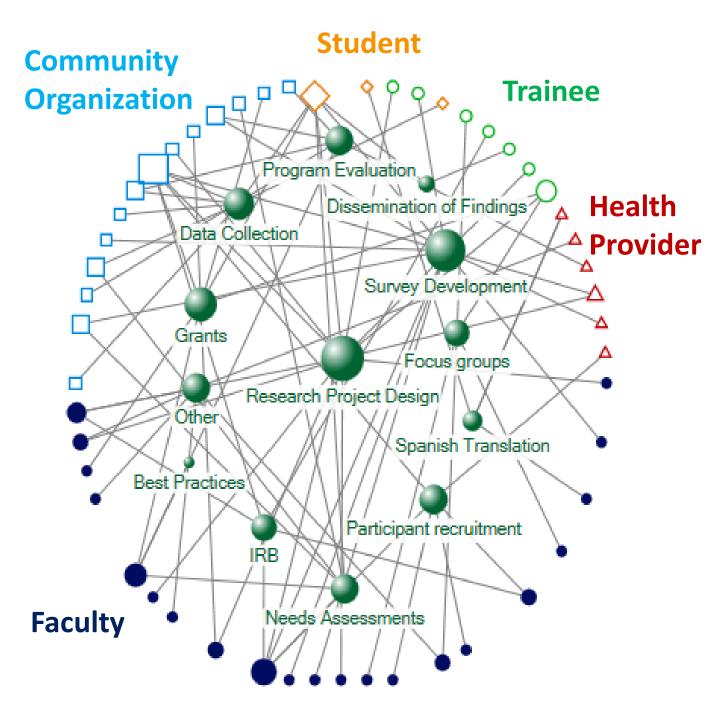
Consult Services by client role
Cannot tell about multi-users

	Faculty	Community	Trainee	Health Provider
Research Project Design	6	2	4	1
Survey Development	4	4	2	2
Grants Assistance	3	3	2	
Data Collection		5	2	
Needs Assessments	2	3	1	
Program Evaluation	1	4		1
Focus Groups	3		3	
Subject Recruitment	4	1		1
IRB Process	2	1	1	
Spanish Translation	1		1	2
Other	3			1
Dissemination of Findings			2	
Best Practices	1			
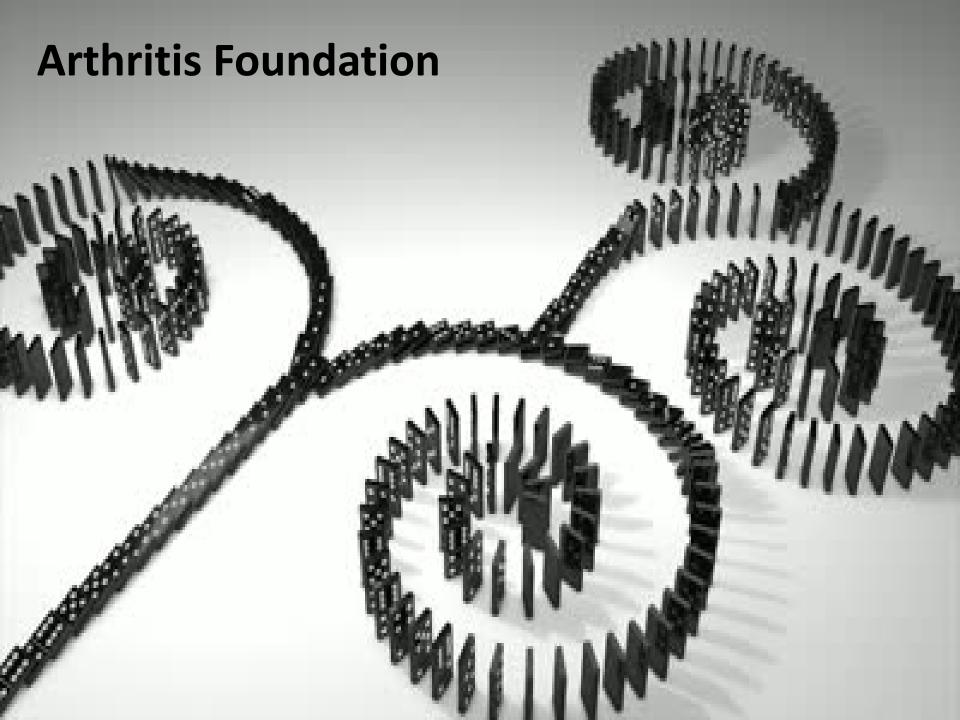
Network Analysis shows multi-users by role

Community Organization

Student

Trainee

Health Provider

Faculty

Program Evaluation

Dissemination of Findings

Data Collection

Survey Development

Grants

Focus groups

Research Project Design

Other

Spanish Translation

Best Practices

Participant recruitment

IRB

Needs Assessments

3 **What outcomes did we want to learn from Redcap tracking data?**

What longer term outcomes were reached by clients using our Consult service?

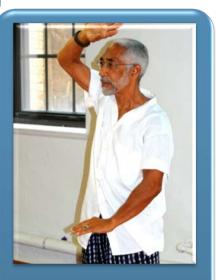Did those outcomes result in real impacts to the community?

Arthritis Foundation

ARTHRITIS FOUNDATION®

HealthyEating & Active Living
Buckeye, Larchmere, & Woodland Hills
Saint Luke's Foundation · Center for Reducing Health Disparities

Needs Assessment - rheumatoid arthritis

Partnership: Healthy Eating Active Living (HEAL)

Tai Chi Instructors trained

Tai Chi classes in underserved communities

Community members benefitted

Tai Chi classes reached 131 new attendees since 2012

What did we learn? Getting at CTSA impacts in the community requires:

- Persistence; many conversations
- Consistent tracking of completed stages of engagement (date stamps)
- Follow-up with clients 6 mo. after completion
- Surveys are not sufficient
- Longer term follow up for outcomes/impacts
- Network analysis can be informative

IMPACTS!

Are we accelerating clinical & translational research?
How would we know?

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