Evaluating a Community Research Consult Service

Clara Pelfrey, Mary Ellen Lawless, Katrice Cain, Ashwini Sehgal
Case Western Reserve University
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
May 8, 2014
Accomplishments

Linking Academics to Practices
- Using infrastructure to move the needle on health care issues
- New ways to build relationships

Research Infrastructure
- Practices
- Health systems
- Data

Academic Research
- Electronic health records
- Data research
- More research
- More research

Health Care
- Community

NetWellness
- Partnerships
- Internal
- External
- Eureeka
- Make research viable to the public by nestling it within health context

Community
- Academic research
- Creating a bridge

Translation & Integrate
- Mobile classroom
- RESEARCHERS & COMMUNITY came together

Lolly the Trolley
- Event
- Immortal Life of Henrietta Lacks
- Train researchers to appreciate cultural differences

Data Dashboard
- Community partnership inventory

Fresh Link
- Understanding the food environment

Peer
- Faculty member, fellow, community

Health Navigator
- Farmer’s market

CATALYZING improvement in physical activity & nutrition in CHILD CARE settings
- Reach them early before habits are formed

"Success is in the heat"

Johnnie Byrne
May 8, 2014

Accomplishments

CRHD  PRC  UHI  CTSC  NetWellness  PBRN

Health Care  Community

Linking Academics & Practices

Using Infrastructure to Move the Needle on Health Care Issues

New Ways to Build Relationships

Research Infrastructure

Data Dashboard

Lolly the Trolley Event

Mobile Classroom

Researchers & Community Came Together

Train Researchers to Appreciate Cultural Differences

Imortal Life of Henrietta Lacks

"Success is in the Heat"

FRESH LINK
Understanding the Food Environment

Partnerships

Translate & Integrate

Make Research Viable to the Public by Nestling It Within Health Context

PEER

Community Gardens
Farmer's Market

Train Health Navigator

Open Data
Community Partnership Inventory

Common Ground

Success is in the Heat

Johnnie Byrne
Community-Based Research Consult Service
<table>
<thead>
<tr>
<th>Research Project Design</th>
<th>Program Evaluation</th>
</tr>
</thead>
<tbody>
<tr>
<td>IRB Application</td>
<td>Best Practices</td>
</tr>
<tr>
<td>Grants Funding</td>
<td>Disseminate Findings</td>
</tr>
<tr>
<td>Survey Development</td>
<td>Spanish Translation</td>
</tr>
<tr>
<td>Needs Assessments</td>
<td>Recruitment</td>
</tr>
<tr>
<td>Data Collection</td>
<td>Focus Groups</td>
</tr>
<tr>
<td>Stage</td>
<td>Description</td>
</tr>
<tr>
<td>---------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>1  Initial Contact</td>
<td>Request for Consult Form is sent</td>
</tr>
<tr>
<td>2  Consult Meeting</td>
<td>Discuss project &amp; specific needs; Meeting summary &amp; recommended next steps</td>
</tr>
<tr>
<td>3  Follow-Up</td>
<td>Specific service need identified; Information provided (sample forms, articles, contact information, etc.)</td>
</tr>
</tbody>
</table>
## 6 Stages of Engagement

<table>
<thead>
<tr>
<th>Stage</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>4 Planning</td>
<td>Identify courses of action; Document tasks to complete project</td>
</tr>
<tr>
<td>5 Implementation</td>
<td>Carry out project tasks; Plan modifications added</td>
</tr>
<tr>
<td>6 Completion</td>
<td>Project completed; Send long-term follow-up survey</td>
</tr>
</tbody>
</table>
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?
<table>
<thead>
<tr>
<th>Stages</th>
<th>Initial Contact</th>
<th>Consult Meeting</th>
<th>Follow-Up</th>
<th>Planning</th>
<th>Implementation</th>
<th>Completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty</td>
<td>Lost</td>
<td>Lost</td>
<td>Lost</td>
<td>Resources</td>
<td>Lost</td>
<td></td>
</tr>
<tr>
<td>Community Organizations</td>
<td>Lost</td>
<td>Lost</td>
<td>Lost</td>
<td>Survey</td>
<td>Resources</td>
<td></td>
</tr>
<tr>
<td>Trainees</td>
<td>Lost</td>
<td>Lost</td>
<td>Lost</td>
<td>Lost</td>
<td>Direction</td>
<td></td>
</tr>
<tr>
<td>Health Providers</td>
<td>Lost</td>
<td>Lost</td>
<td>Lost</td>
<td>Time</td>
<td>Lost</td>
<td></td>
</tr>
</tbody>
</table>
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.

- 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

<table>
<thead>
<tr>
<th>Service</th>
<th>Faculty</th>
<th>Community</th>
<th>Trainee</th>
<th>Health Provider</th>
</tr>
</thead>
<tbody>
<tr>
<td>Research Project Design</td>
<td>6</td>
<td>2</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>Survey Development</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Grants Assistance</td>
<td>3</td>
<td>3</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Data Collection</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Needs Assessments</td>
<td>2</td>
<td>3</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Program Evaluation</td>
<td>1</td>
<td>4</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Focus Groups</td>
<td>3</td>
<td></td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>Subject Recruitment</td>
<td>4</td>
<td>1</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>IRB Process</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Spanish Translation</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Other</td>
<td>3</td>
<td></td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Dissemination of Findings</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Best Practices</td>
<td></td>
<td></td>
<td>2</td>
<td></td>
</tr>
</tbody>
</table>
Network Analysis shows multi-users by role
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?
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
Are we accelerating clinical & translational research?
How would we know?

clara.pelfrey@case.edu
Clara Pelfrey