

Comparison of Completion Rates between post-natal In-Person and Telephone Data Collection Events

**Leslie Palmer, Doug Tharp, Kristi Flick, Lana Williams, Lori Burke, Janice Gilliland,
Sean D. Firth, Edward B. Clark**

Introduction

The National Children's Study conducts multi-modal data collection. This includes a variety of sample collections (environmental and biological) and questionnaire administration. Questionnaires are conducted in-person, by telephone, and self-administered through mailings. The most effective collection methods impacting data completeness and participant retention are important to assess during the Vanguard phase. This article looks at and discusses differences in completion rates between in-person and telephone administered post-natal events.

Methods

Multiple differences exist between telephone and in-person data collection events. Differences include length of interview, remuneration (in-person only), scheduling procedures, and protocol windows for completion (longer for in-person). Completion rates for post-natal 3 and 9 month telephone interviews and 6 and 12 month in-person interviews were calculated as completed events over eligible events within each category.

Results

Among telephone conducted events, 43% of the 3 month and 42% of the 9 month events were completed. Among in-person administered events, 94% of 6 month, 89% of 6 month child, and 99% of 12 month events were completed.

Conclusion

Rates of completion were much higher for in-person versus telephone collected events. Assessing if this trend is consistent across centers and understanding the elements contributing to these differences may provide valuable information in developing future data collection methods for the National Children's Study. Operational elements that influence complete and accurate data collection and sustain participant involvement and retention over time are critical to understand in a cohort that seeks to maintain data collection spanning 21 years.

Table 1. Post Natal Telephone Collection Events

Call Result		final calls
		%
3 Month	=====	43
	Completed - F	
	Max Calls - F	14
	Not Contacted - F	12
	Other - F	31
	Refused - F	1
	Total of Category	100
9 Month	=====	42
	Completed - F	
	Max Calls - F	5
	Not Contacted - F	20
	Other - F	32
	Refused - F	1
	Total of Category	100

Table 2. Post-Natal In-Person Collection Events

Visit Result		
		%
12-Month Visit	=====	
	M12Complete	99
	M12Refusal	1
	Total Eligible	100
6 Month Child	=====	
	Mo6Complete	89
	Mo6Other	11
	Total Eligible	100
6-Month Visit	=====	
	Mo6Complete	94
	Mo6Other	4
	Mo6Refusal	2
	Total Eligible	100

ineligible = removed