



Let's Focus on Retention

D2d Flexibility

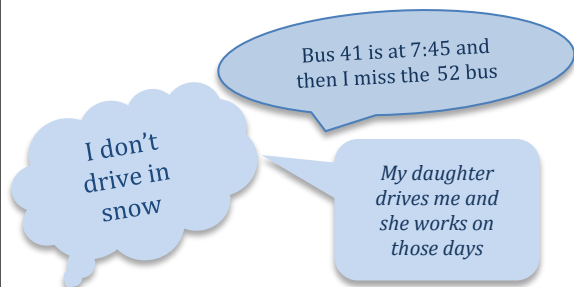
Twelve participants have changed sites or are being "shared" between sites. These participants remain active and continue to provide valuable data. This is a wonderful example of a study-wide team effort! **Thanks to all of you who made this possible.**

If you have a phone-only contact participant who is near a D2d site, contact the CC for more information.

Success: six previously inactive participants completed a study encounter in October and November! **Kudos to the following Research Teams for successfully re-engaging these participants!**

**Atlanta (1 participant), Pennington (1),
Nebraska (1), Oregon (2), Denver (1)**

Challenge: Let's bring an additional 8 inactive participants back in December/January.



Transportation challenges?

Participants will not always say specifically that transportation is the obstacle to attending a study visit. Oftentimes, easier transportation may make all the difference for the participant.

The CC has a supply of Uber gift cards. Please call the CC if you would like to offer this option to participants with transportation challenges.

Practical Strategies for Common Retention Challenges:

GUILT: participants may feel guilt for missing a visit, not returning phone calls or not taking study pills. Guilt can work to motivate us *or lead us to avoid* what we perceive as causing the guilt. **Strategies:** statements said in person, left on a voicemail or expressed in a note may switch the guilt response from avoidance to motivation for re-engagement.

- "We understand other priorities can take over in life, but no matter how long it's been, we'd still love to hear from you."
- "If you've been away for a while, please don't feel guilty or embarrassed – we just want you back!"
- "No matter how many visits you may have missed, your participation now is as important and valuable as ever."

Fatigue: we live in time of immediate satisfaction, for quick solutions and answers. Participants may be becoming fatigued with the study. **Strategies:**

- Find out what may have changed in the participant's life – what motivated her to participate in the beginning? Remind her of this!
- Acknowledge and praise his sense of altruism, and remind him how he is benefitting personally.
- Say, "we are not giving up on you!"

Boredom: Convey excitement about approaching the end-of-study

- "We are every bit as excited about getting the results as you are!"
- "Many doctors in the field are eagerly awaiting the results of D2d. YOU are making it happen!"

Please add to this list – send your ideas and suggestions to D2d@tuftsmedicalcenter.org



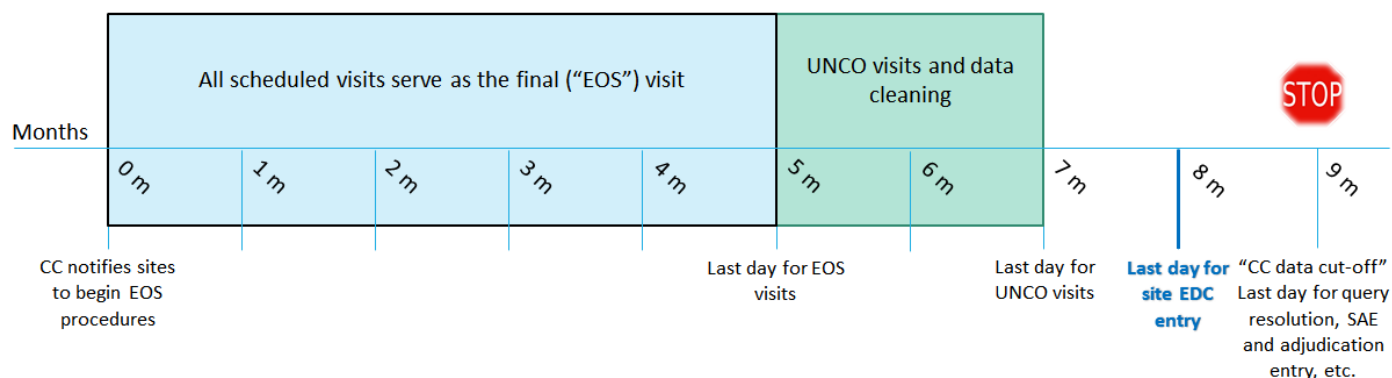
Reminder

Please see the Announcements page of the portal for the central lab holiday schedule.

Study Progress

As of 12/14/2017, 432 participants have met the diabetes outcome.

MOP 20: End of Study (EOS) Procedures – now available at the D2d portal



Once the CC notifies sites to begin implementing the EOS procedures, the next scheduled visit (semi-annual or annual) will serve as the "EOS" visit. All participants must have their next scheduled visit **within 5 months** of the announcement.

- Please review MOP section 20 for a detailed explanation of all EOS procedures.
- Please submit the EOS "letter to Participant" to your IRB for review (MOP section 20, appendices 1a-f, 2a-c)

Meet the D2d study team | D2d individuals, sites, components that make a difference

D2d Site | Kaiser Permanente, Portland, Oregon



Pictured left to right: Anna Shivinsky, Suzi Jones, Katrina Schell, Lucy Fulton, Camille Friason, Nancy Rollins, Teresa Hillier, Erin LeBlanc, Kristi Bays, Cheryl McGinley (Research Clinic Manager), Jennifer Criscola, (not pictured Jennifer Gluth).

CTRAs who see participants, Nancy Rollins, Jennifer Gluth and Anna Shivinsky. The team is rounded out with the project manager, Lucy Fulton. Five team members are native Northwesterners. Anna was born in Russia and has lived in Israel, Nancy is from Florida, and Erin grew up in Las Vegas. Erin, Suzi, Lucy, and Camille have been with the study since it started, and Katrina and Jennifer Gluth joined the group a month ago. Altogether, the D2d team has 67.75 years working for Kaiser Permanente and 113 years in research. While we give credit to our staff for its professionalism and engagement, our success can be largely attributed to our participants having faith in the Kaiser Permanente system.

Hello from beautiful Portland, Oregon, where the food is fantastic, the coffee strong, and the skies gray (thankfully no longer because of smoke from nearby fires). At the Kaiser Permanente Northwest D2d site, however, it's always bright and sunny, thanks to our great team led by PI Dr. Erin LeBlanc and Co-PI Teresa Hillier. The team includes two nurses, Suzi Jones and Jennifer Criscola; three clinical trial research assistants (CTRAs) who support the lab, Camille Friason, Kristi Bays, and Katrina Schell; and three