



A health study for oil spill clean-up workers and volunteers

Managing Performance of Field Staff in the Gulf Long-Term Follow-up Study (GuLF STUDY)

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Deepwater Horizon Explosion



Impacts



Environment



Wildlife



Tourism



Local Culture and Economy

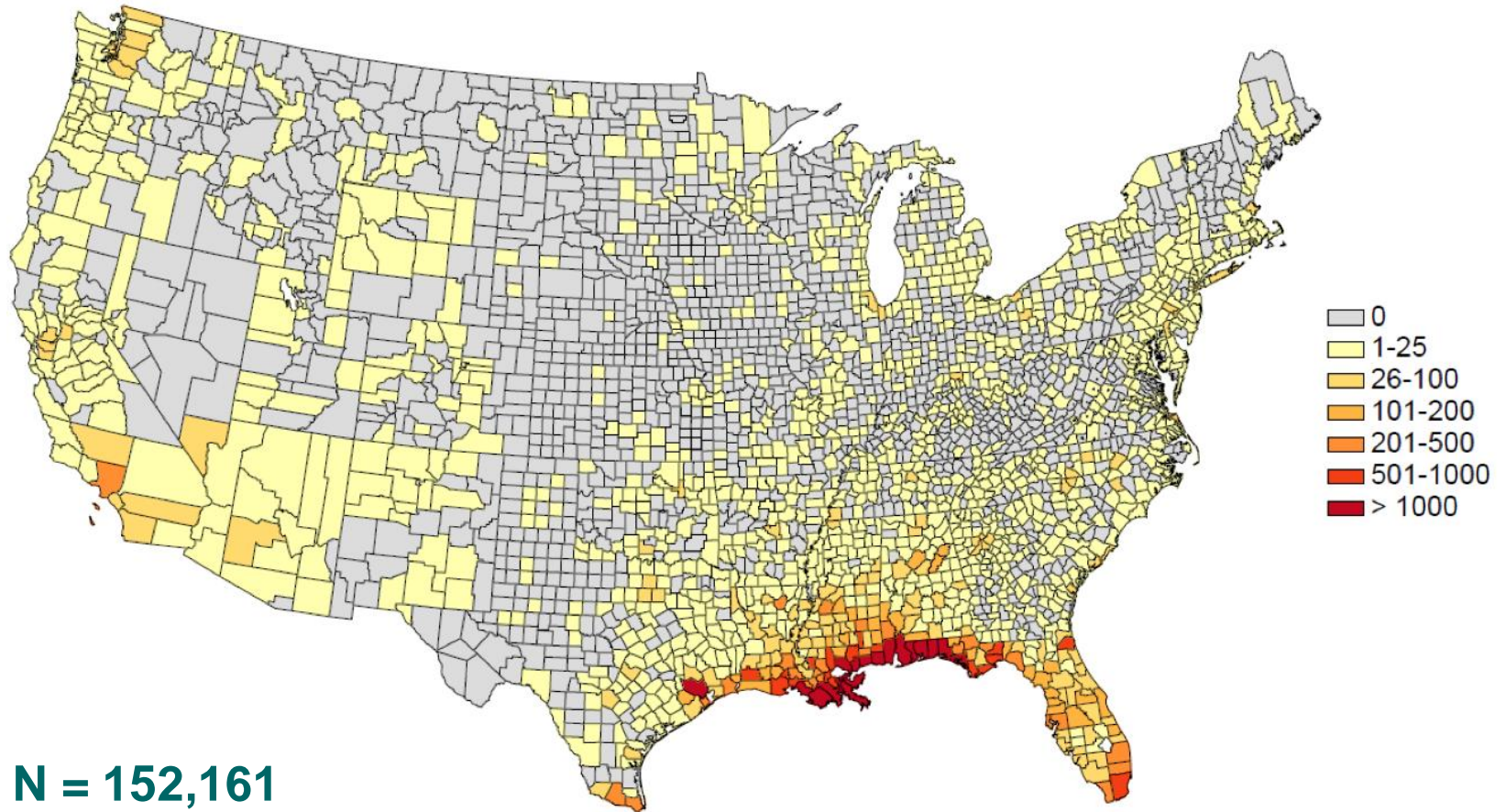


Health?

Study Aims

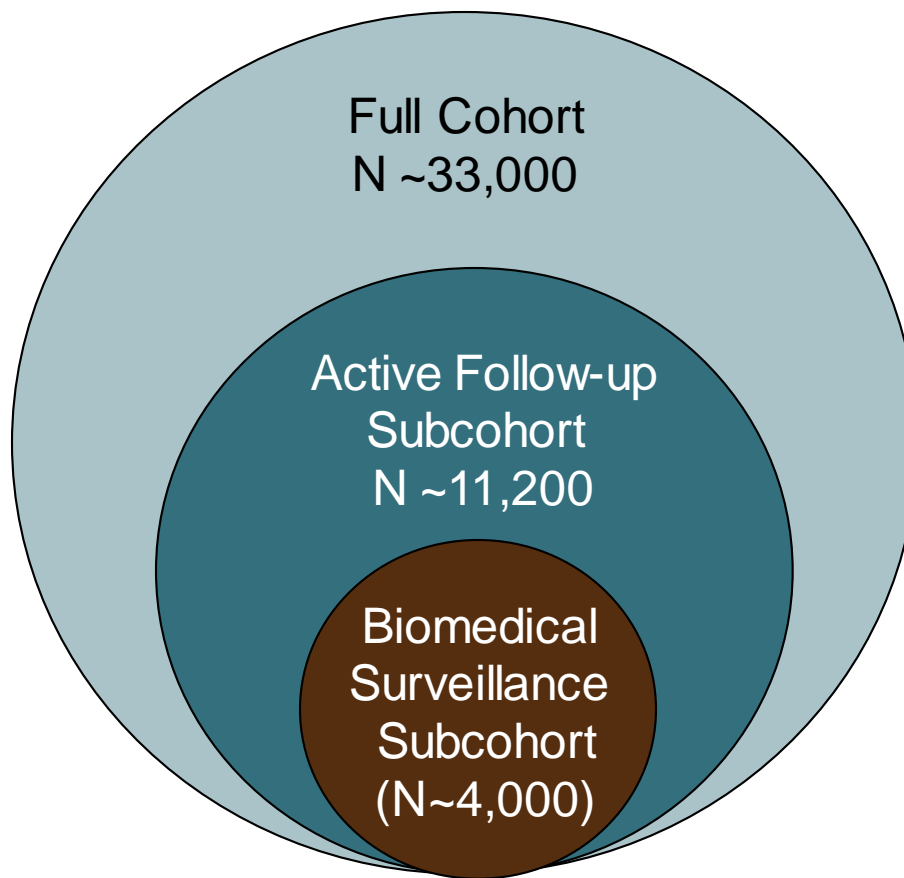
- Assess a wide range of health effects of clean-up activities
- Create a resource for collaborative research

Distribution of Potential Participants



N = 152,161

Study Cohorts



Cohort Characteristics

- 81% male
- 56% under age of ≤ 45
- 57% married
- 38% racial minorities
- 26% income $< \$20,000/\text{yr}$
- 20% unemployed

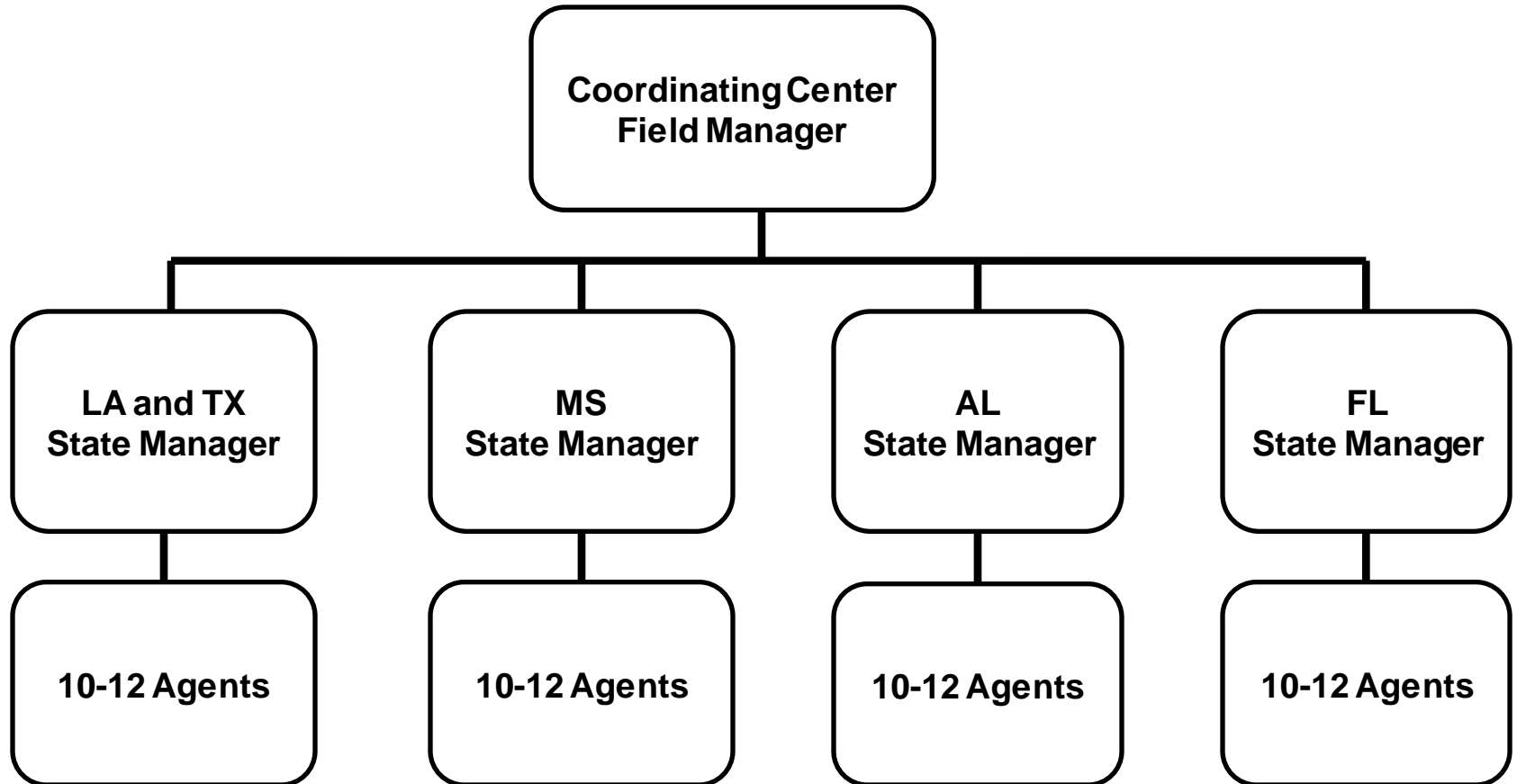
Home Exam Components

- Anthropometrics – HT, WT, HC, WC
- Clinical – HR, BP, PFT
- Biological – blood, hair, toenails, urine
- Environmental – house dust
- Exposures and health questionnaire

Performance Challenges

- Scale, pace, and complexity
- Standardizing field staff performance
- Managing home-based staff
- Difficult home environments

Management Approach



Training and Quality Control

- Central Training and Practice Sessions
- Study Manuals and Job Aides
- Performance and Quality Reports
- Multiple Levels of Oversight
- Ongoing Feedback and Re-training

Standard Equipment



Monitoring Reports

- Visit Scheduling and Completion
- Duration of Visit
- Procedural Completion
- Pulmonary Function Test Quality
- Lab Sample Shipping and Receipt
- Lab Sample Conditions

Sample Report

Blood Collection Rates (%) by State

| State | Collected | | Range Among Agents (%) | |
|----------------|--------------|-----------|------------------------|------------|
| | N | % | Low | High |
| AL | 2960 | 94 | 88 | 99 |
| FL | 3109 | 94 | 90 | 99 |
| LA | 2615 | 92 | 76 | 100 |
| MS | 1874 | 93 | 87 | 100 |
| TX | 327 | 92 | 81 | 97 |
| Overall | 10885 | 93 | 76 | 100 |

Note: Data as of 05/01/13. Excludes 6 agents with < 40 home visits each

Feedback Mechanisms

- Reports distributed weekly
- Review by study and field managers
- Weekly calls with all managers
- Calls focused on performance and quality
- Daily field manager and agent interaction

Periodic QC Activities

- Field managers attended visits quarterly
- Standardized forms used to assess quality
- QC forms sent to coordinating center
- QC data aggregated and shared with agents

Re-Training Approaches

- One-on-one coaching by phone
- Shadowing other successful agents
- In-person re-trainings with field managers
- Web-based group trainings

Examples of Improvements

Collection Rates (%)

| Sample | Sept 2011 | March 2013 |
|---------------|----------------------|-----------------------|
| Blood | 90 | 93 |
| Toenails | 67 | 88 |
| Hair | 16 | 41 |

Ongoing Challenges

- Optimizing visit scheduling approach
- Maximizing visit completion rate
- Minimizing distraction in the home
- Improving PFT quality