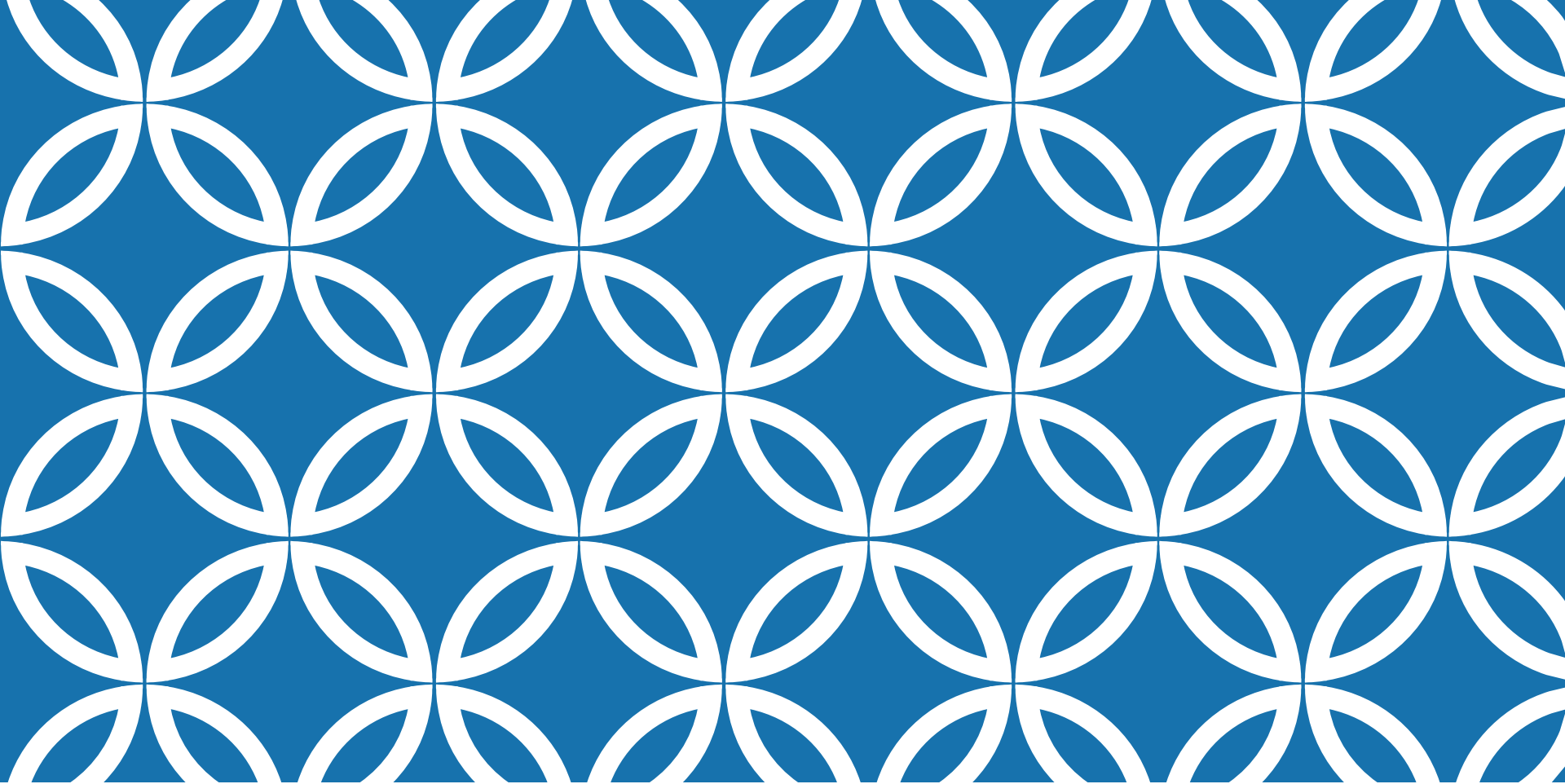


MTN-026 SITE TRAINING GUIDE

Administering
Behavioral Assessments



IN-DEPTH PHONE INTERVIEW (IDPI)

Administering
Behavioral Assessments



SETTING UP THE TELECONFERENCE

- Make sure that the office where the IDPIs will be held affords privacy.
- The following equipment will be needed to conduct the teleconferences:
 - A webcam
 - A telephone
 - A Skype account



SETTING UP THE TELECONFERENCE

- The teleconferences will utilize the webcam for image transmission, but only the telephone for audio transmission. They will be recorded through the telephone.
- Make sure that no information either about the study or the research clinic is in the view of the camera
- Make sure to mute the Skype microphone



IDPI PROCEDURES

- Pre-IDPI Communication:
 - Inform participants to allot about 45-60 minutes extra for Visit 3 & Visit 14
 - *Site staff should contact the interviewer at the participant's Visit 2 to schedule the Visit 3 IDPI*
 - Email the interviewers of expected time of interview (ET/CT):
 - Ryan: rtingler@upenn.edu
 - Receive confirmation from interviewer (add to Google Calendar)



IDPI PROCEDURES

- Day of the IDPI:
 - Before connecting with the interviewer, make sure to let the participant know that the **interviewer (Ryan) will be looking at the CASI questionnaire data prior to the Skype interview** to ask the appropriate questions for the IDI.
 - Make Skype call (*slides 24-26*)



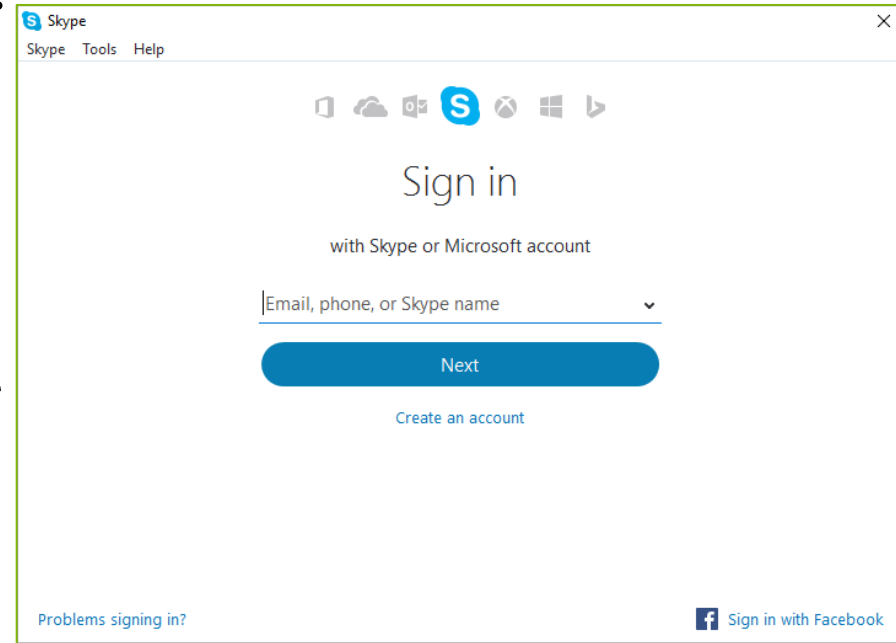
IDPI PROCEDURES

- Day of the IDPI:
 - Check that the video properties are working properly (make adjustments as necessary to the position of the webcam) and that the participant and interviewer can see each other clearly.
 - Once the participant is connected with the interviewer, they should be informed where they may find the study staff if assistance is needed or in case equipment fails.
 - Study staff should leave the room to give participants privacy.



SETTING UP THE TELECONFERENCE

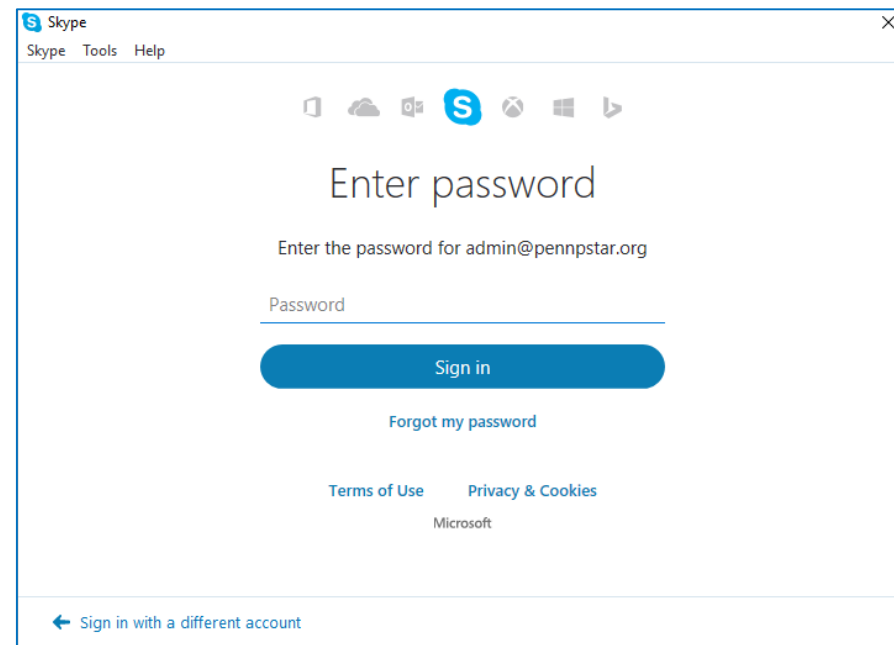
1. Download the Skype application to the computer:
<http://www.skype.com/en/>
2. Once installed, open the Skype application by clicking on it
 - a. Sign in by entering the site Gmail username:
 - I. Pittsburgh:
pittsburghmtn026@gmail.com
 - II. UAB:
alabamamtn026@gmail.com





SETTING UP THE TELECONFERENCE

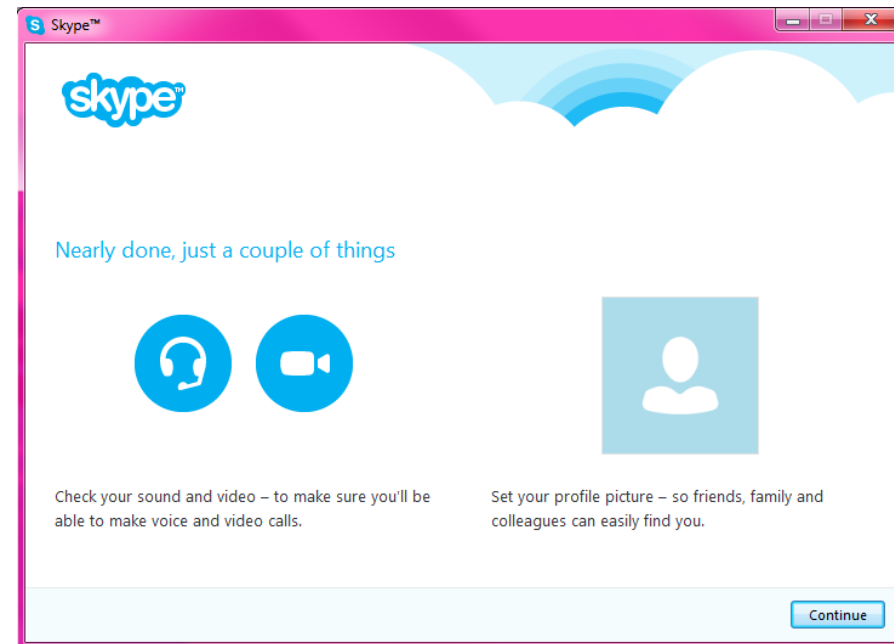
1. After clicking next, enter the password for the account.
 1. Pittsburgh: microbicides026
 2. Alabama: microbicides026
1. Click “[Sign in](#)” and run the program.





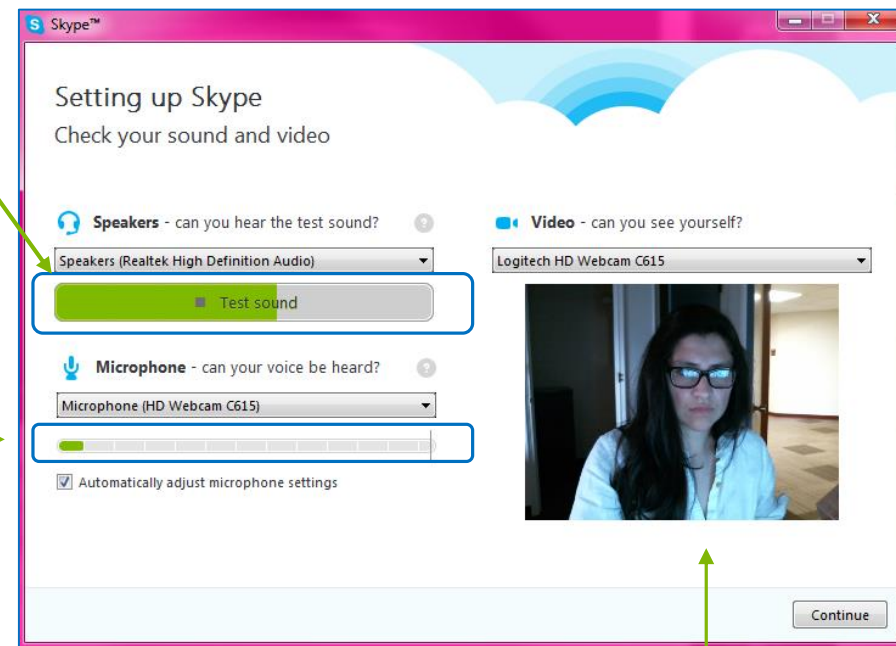
SETTING UP THE TELECONFERENCE

3. Click “Continue” on the first pop-up. Skype will assist in checking sound and video.



SETTING UP THE TELECONFERENCE

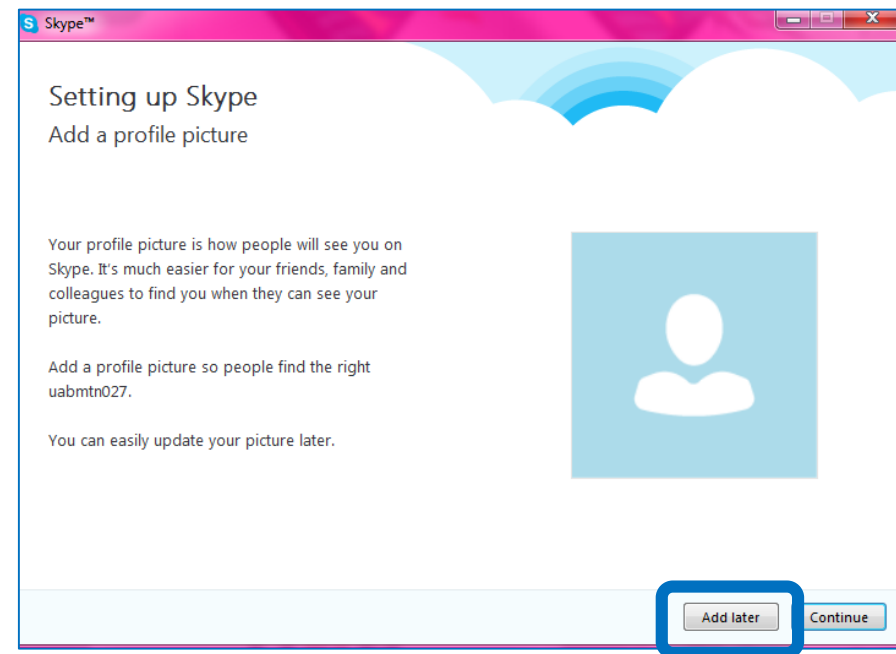
4. Click on “Test sound” on the first pop-up. Skype will assist in checking sound and video.
5. Speak into the mic to see if it works. Bars will change green when testing.
6. Camera should show image you are trying to capture.





SETTING UP THE TELECONFERENCE

7. Click “Add Later” on the following page.



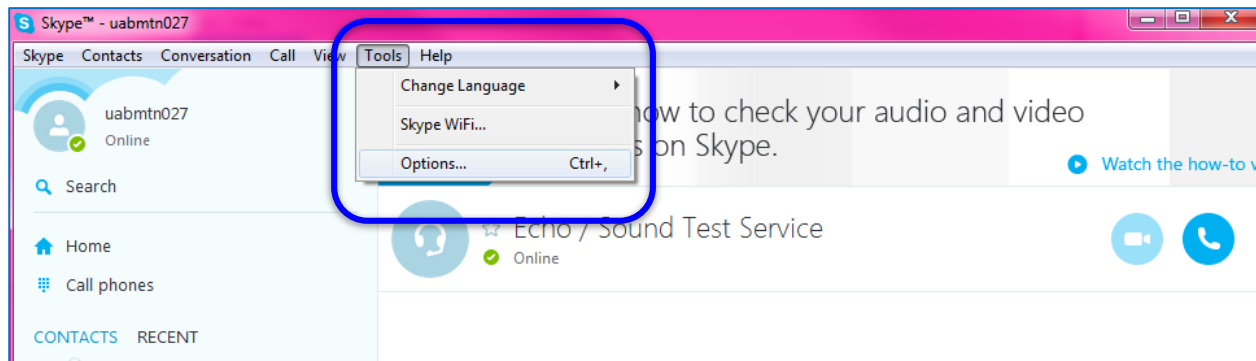


SETTING UP THE TELECONFERENCE

- To Disable Microphone:

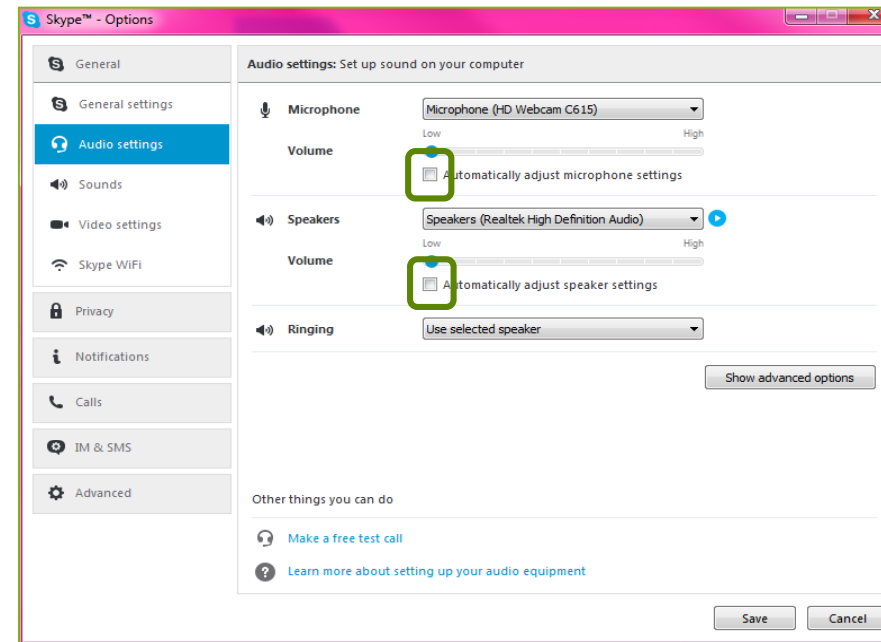
- Since call audio will be via telephone, Skype microphone & speakers will need to be disabled.

1. Go to “Tools” and click on “Options” from the drop-down menu.



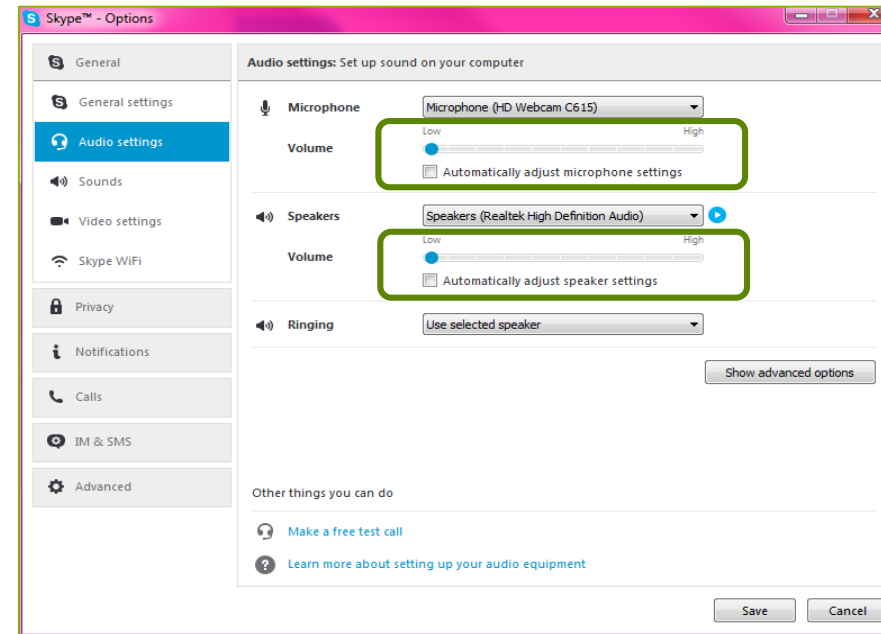
SETTING UP THE TELECONFERENCE

- To Disable Microphone (continued):
 2. Go to “**Audio Settings**”
 3. Make sure that the boxes (“**Automatically adjust settings**”) under Microphone and Speakers are unchecked.



SETTING UP THE TELECONFERENCE

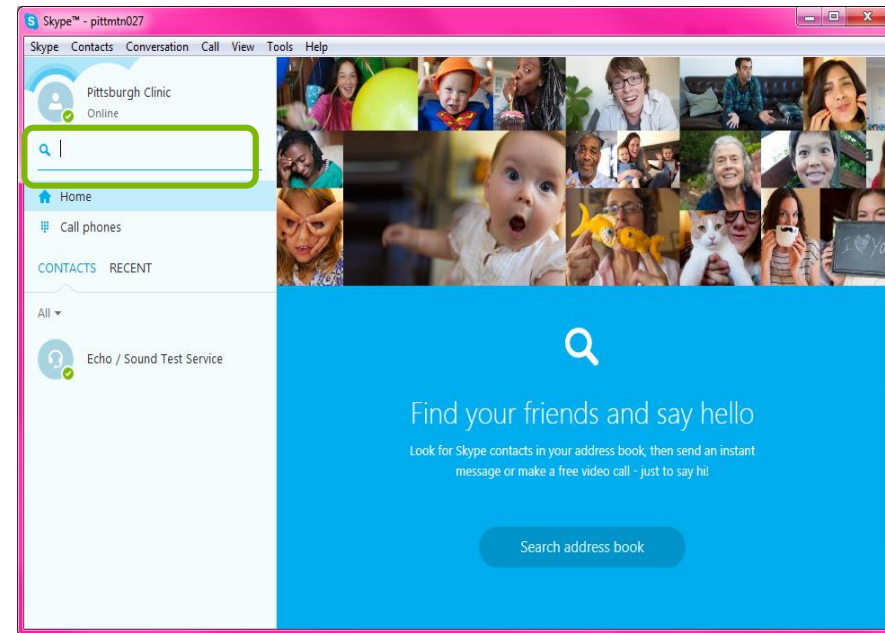
- To Disable Microphone (continued):
 4. Make sure the sliders are moved all the way to “Low” on the bar.
 5. Click on “Save” to make sure all changes are saved.



SETTING UP THE TELECONFERENCE

- Search for contacts:

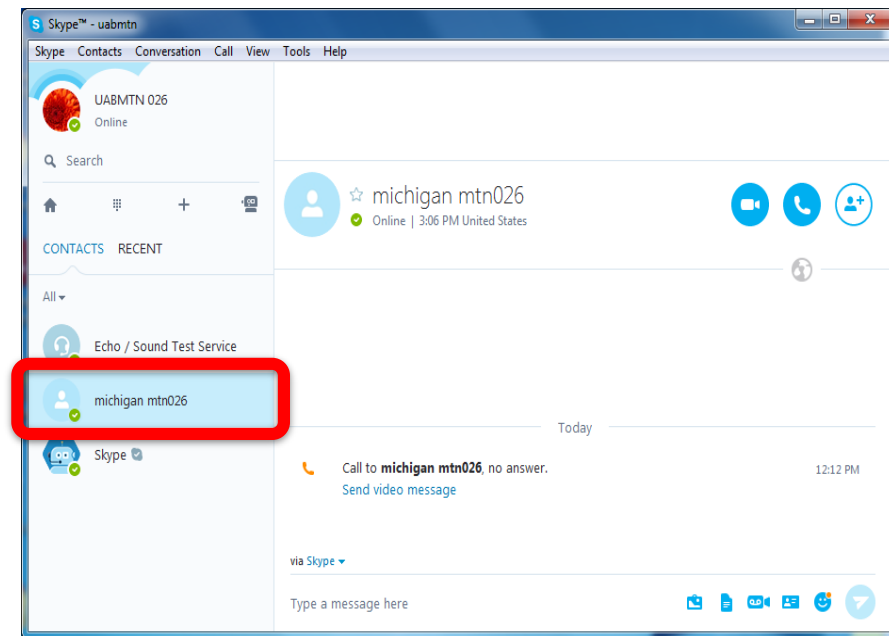
1. Click on “**Search Skype Directory**”. This will guide you to the search box.
2. Type in UPennMTN if you do not see it under your contact list





SETTING UP THE TELECONFERENCE

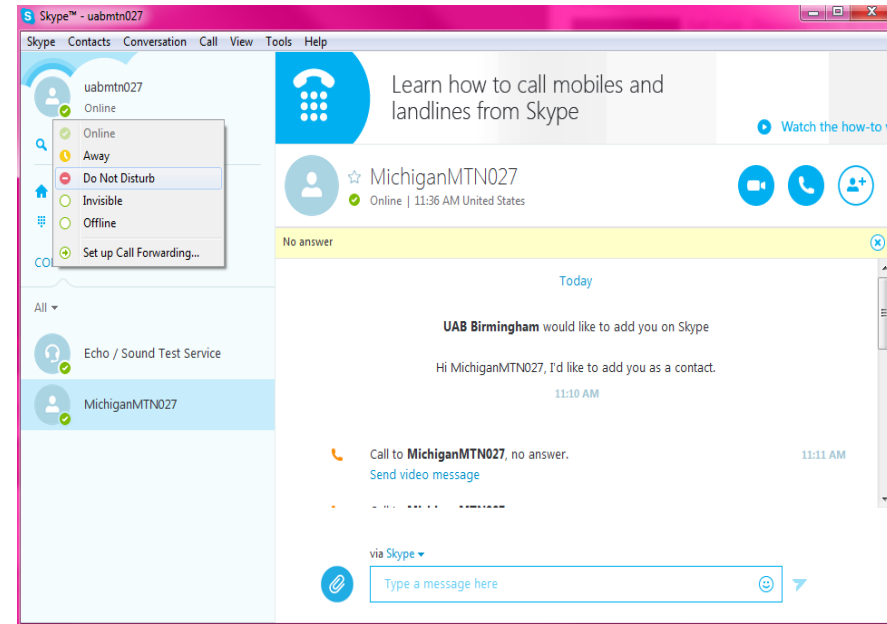
- Search for contacts:
- Or it may already be in your contact list:
 1. Click on the name: UPennMTN





SETTING UP THE TELECONFERENCE

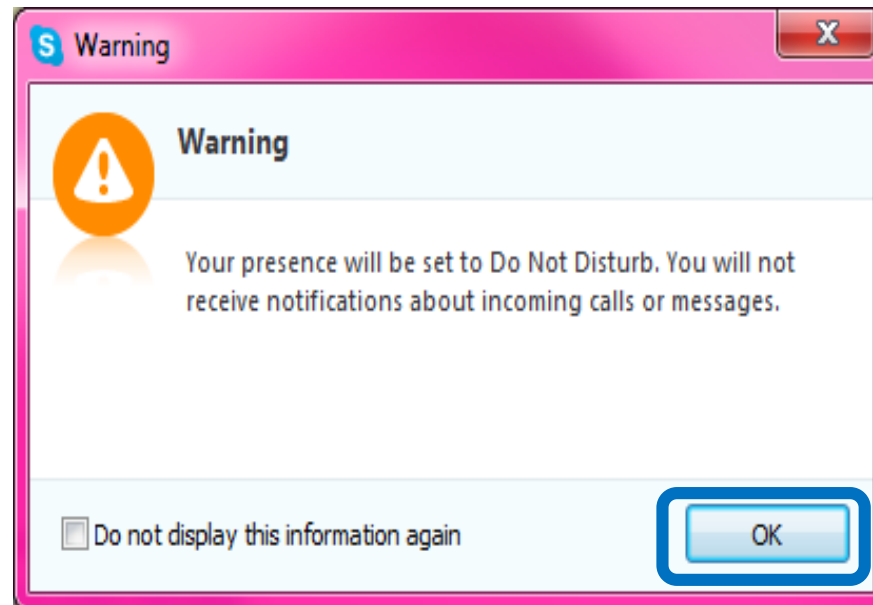
- Making a Call
- Change the profile settings to “**Do Not Disturb**” for the participant after connecting with the interviewer to prevent from receiving calls/notifications that may disrupt the interview.





SETTING UP THE TELECONFERENCE

- Making a Call
- Click “OK” on the Warning box.



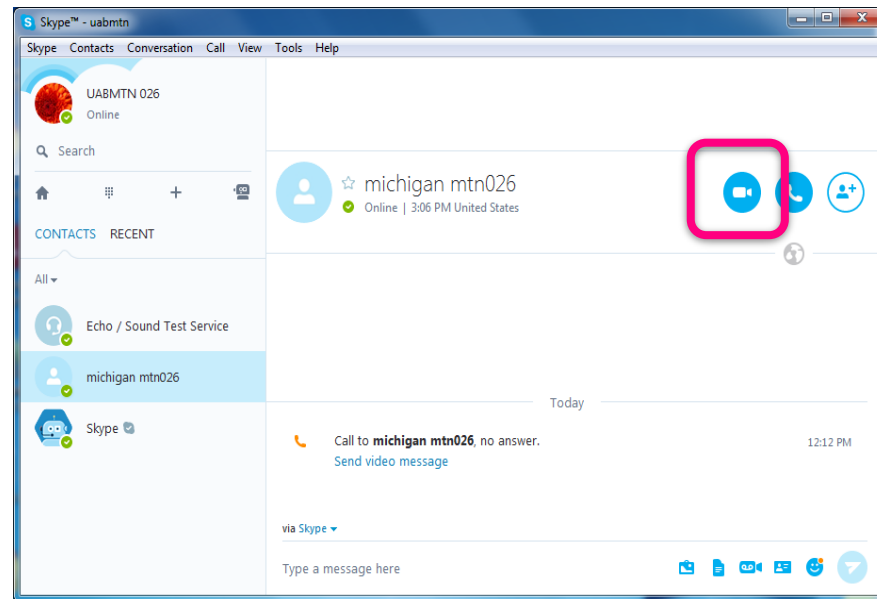
- Change the profile setting back to “**Online**” once the call has been completed.



SETTING UP THE TELECONFERENCE

- Making a Call

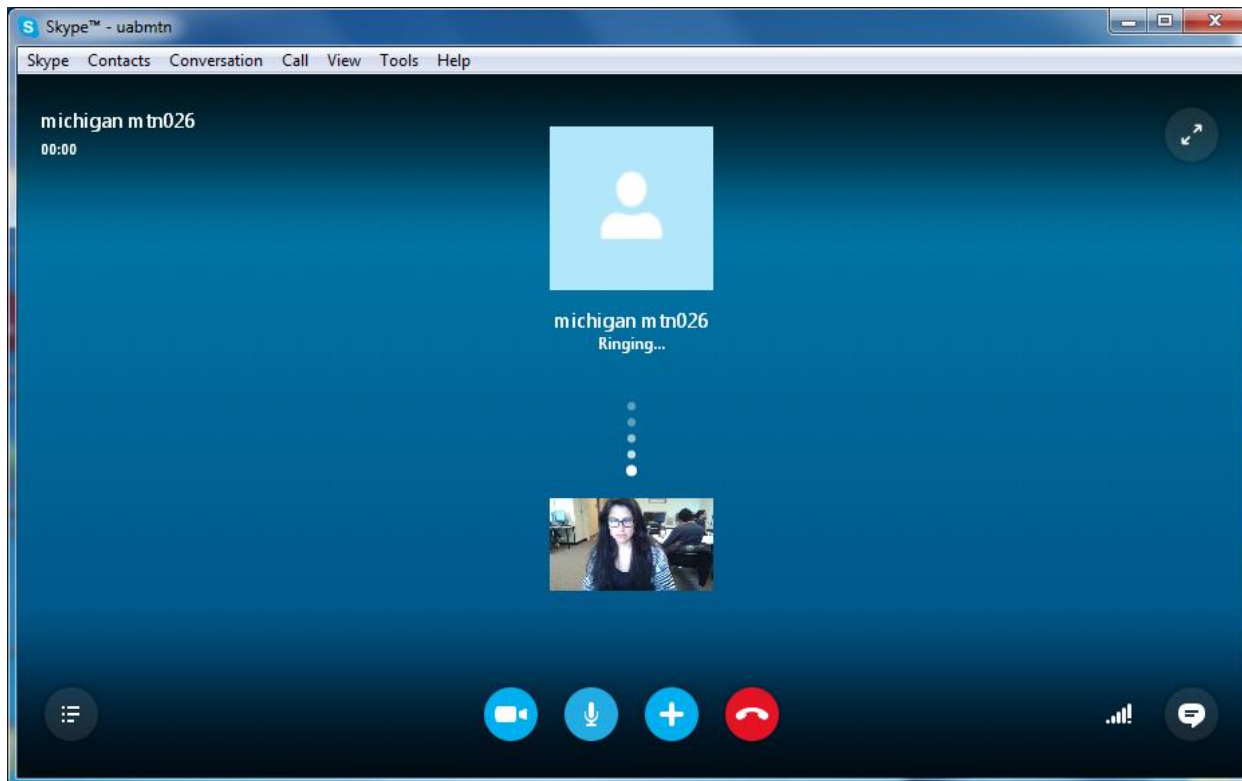
1. Choose a contact and click on the “camera” icon to make a video call.





SETTING UP THE TELECONFERENCE

- Making a Call
2. Skype will direct you to a new page that shows the call being made.

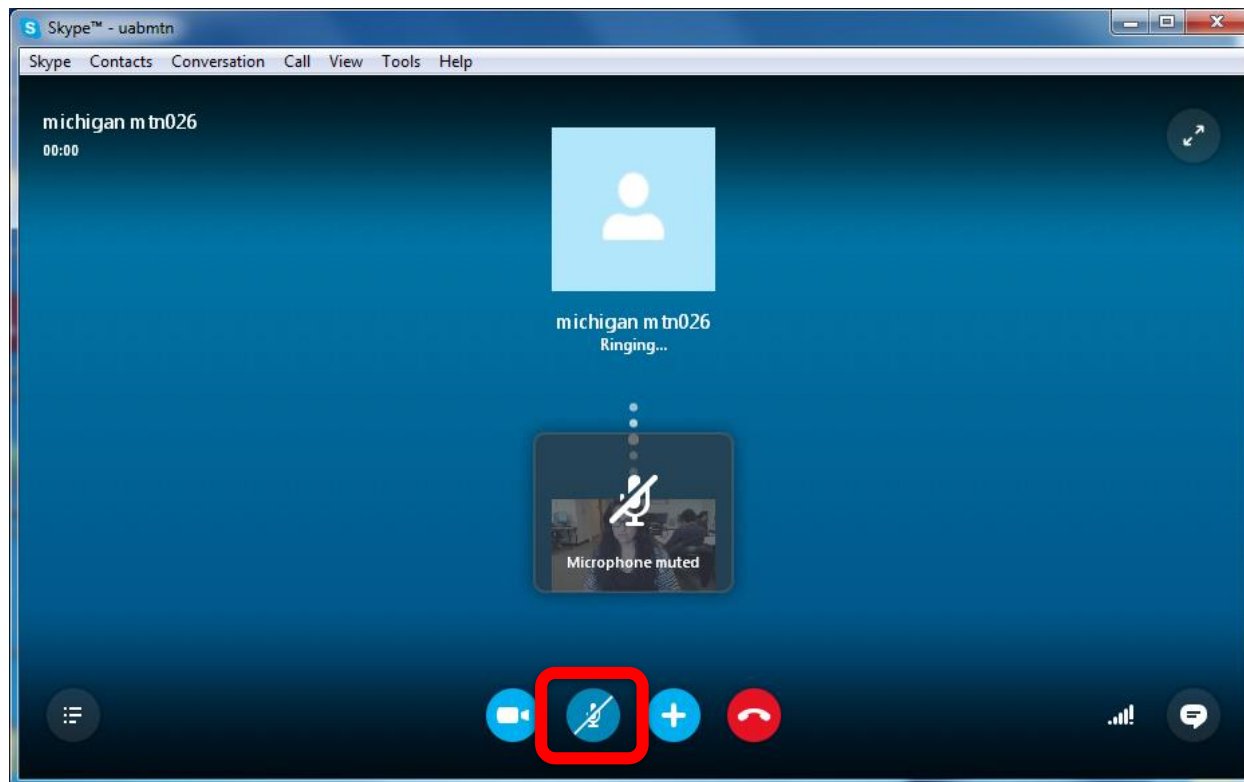




SETTING UP THE TELECONFERENCE

- Making a Call

3. You can also mute the call on the screen by clicking the “mute” icon.





SETTING UP THE TELECONFERENCE

- Making a Call
4. Once the person picks up, the caller and person on the receiving end will be visible on the screen (make sure the room is private!).





SETTING UP THE TELECONFERENCE

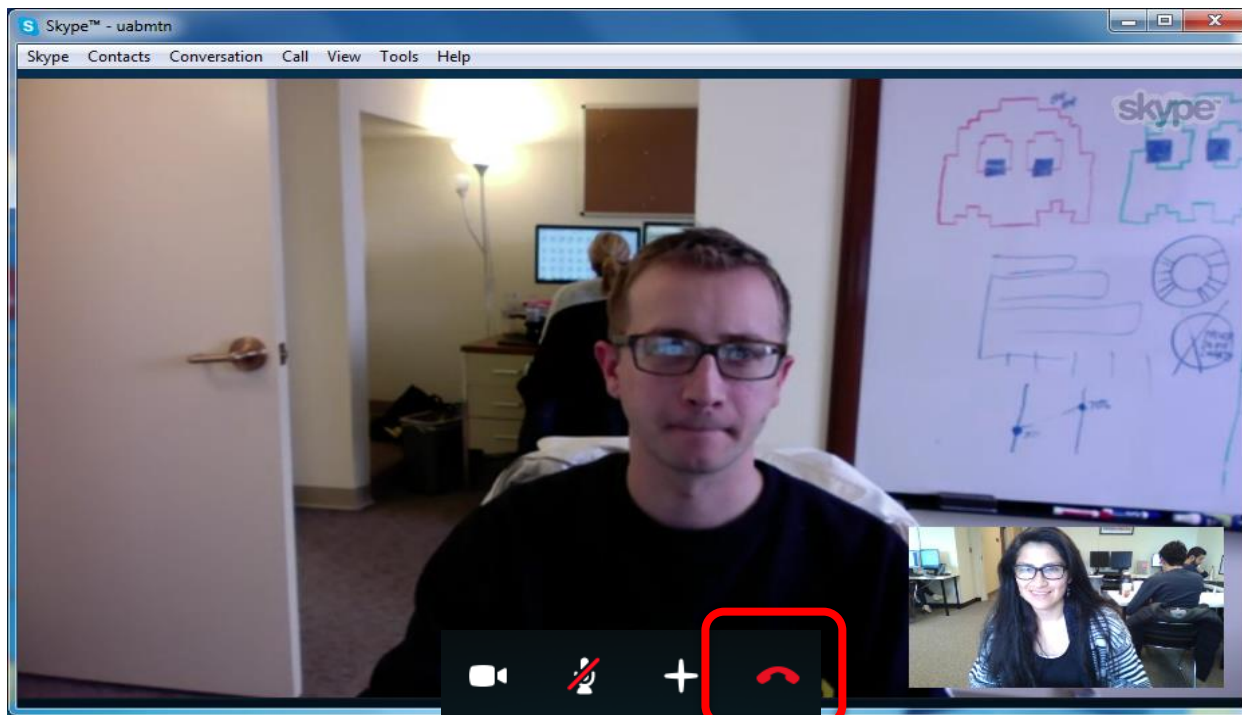
- Making a Call/IDI Procedures:
 - After Skype call has been set up, call Ryan via telephone.
 - Ryan: (215)-573-9935
 - Once interviewer answers, hand the phone to the participant.
 - If the video is working properly and the participant is connected to the interviewer via phone:
 - Inform them where they may find study staff for assistance as needed.
 - Leave the room to give them privacy.
 - Please try not to walk into the room during the middle of interview.



SETTING UP THE TELECONFERENCE

- Disconnecting the Skype Call

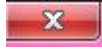
5. Hang up the call by clicking on the “hang up” button.

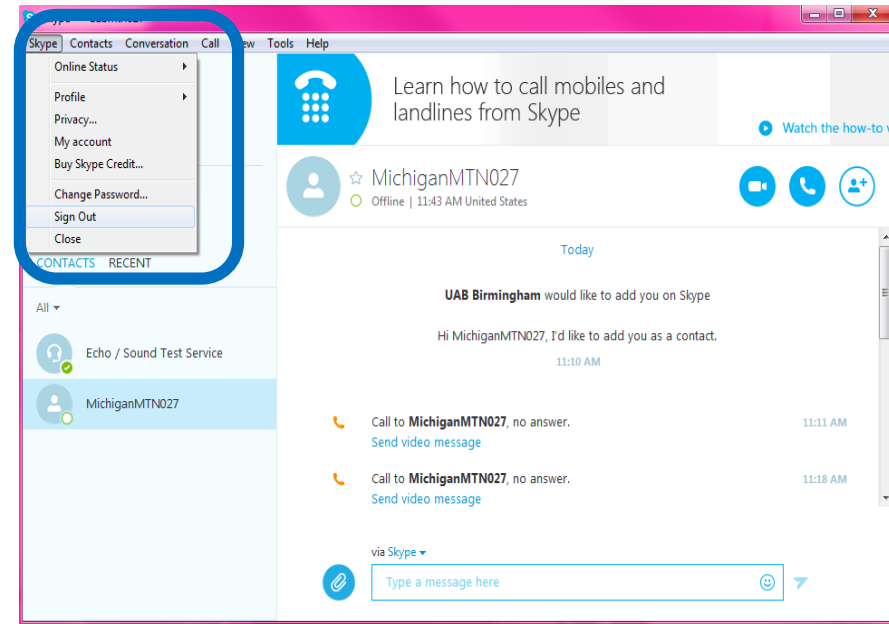


SETTING UP THE TELECONFERENCE

- Disconnecting the Skype Call

6. Sign out of Skype by clicking on the “Skype” button and select “Sign Out” from the drop-down menu.

Please Note: Clicking on the red “x”  on the right hand side of the window will not “sign out” of Skype.





TROUBLESHOOTING IDPI

- Make sure that:
 - Computer is on
 - Internet connection is working properly
 - External mouse is working properly
 - Webcam is connected
- If you encounter any problems with Skype or the webcam that you are using, notify: mtn026IDI@mtnstopshiv.org
- If the participant is unable to complete the teleconference during the study visit, make arrangements for the person to return within the next visit window.



TROUBLESHOOTING IDPI

- In the event of a technical problem (i.e. server or power outage) that would preclude a participant's ability to complete an IDPI, please document the in the chart notes & brief description recorded on the applicable CRF.
- If a participant need to interrupt their computer sessions (i.e. attend to a call, go to the bathroom), at the discretion of the interviewer, they can do so & resume the IDPI where they left it as long as the interviewer has time.
- If a participant cannot complete an IDPI they day of the scheduled final visit or early termination visit, please notify the interviewer to schedule another time (only to be used in case of emergency).
- For cancellations/changes to interview: Please notify interviewer (Ryan) via email/phone 24 hours prior to designated interview time.



COMMUNICATION PLAN

- Study coordinators will email Ryan to inform them of all scheduled appointments, so that they can prepare for teleconferences.
- Ryan will confirm the appointment via email.
- To minimize scheduling conflicts between sites, Study Coordinators will enter the confirmed appointments into the Gmail calendar.
- Study coordinators can view the calendar prior to scheduling appointments to make sure Ryan will be available to do the interview.
- In case two interviews must be scheduled for the same time slot, a backup interviewer, will conduct the interview.



COMMUNICATION PLAN

1. To access the Google calendar site go to:
<https://www.google.com/calendar>
2. Sign in with the account login below, and click on the “Calendar” tab at the top left

Site Login

- **Pittsburgh**

Account email login:

pittsburghmtn026@gmail.com

Password (case sensitive): microbicides026

- **Alabama**

Account email login:

alabamamtn026@gmail.com

Password (case sensitive): microbicides026

Email

Password

Sign in

Stay signed in

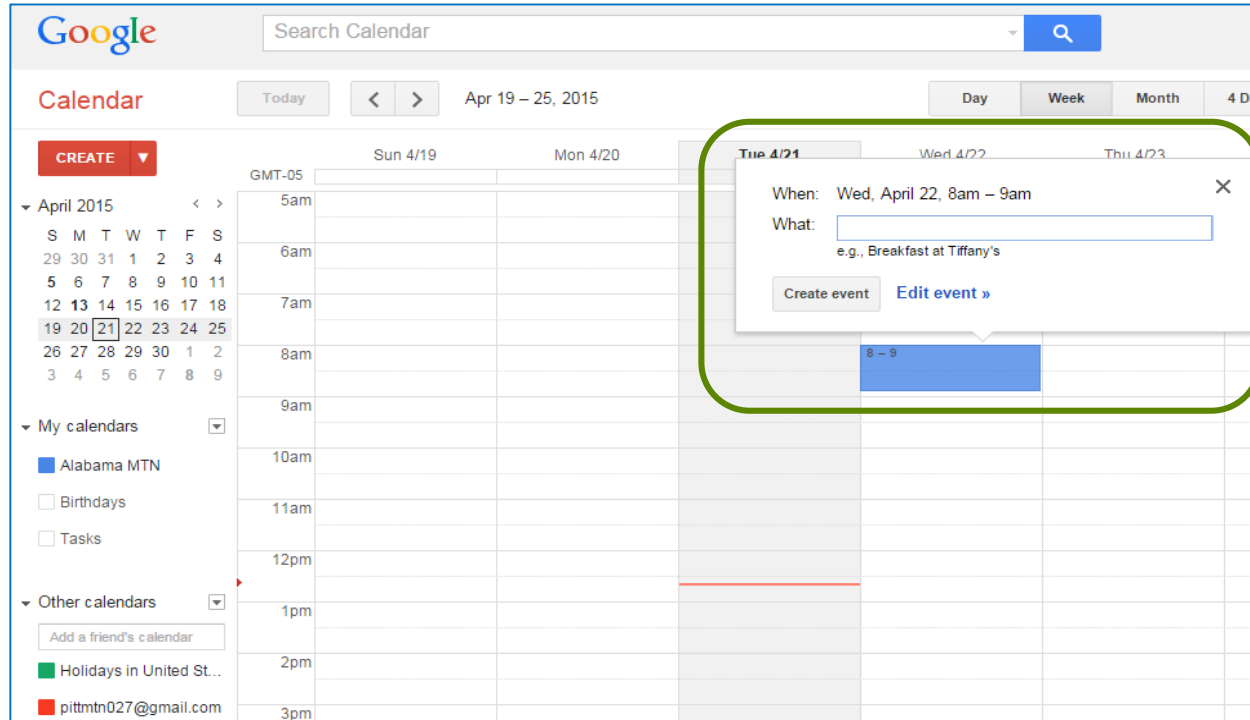
[Need help?](#)



COMMUNICATION PLAN

- To add an event:

1. Click on a time in the calendar (a box will pop-up)





COMMUNICATION PLAN

- To add an event:
2. Name the event and then click “Create Event”.
Please Note: Time Zone CDT or EDT in title

When: Wed, April 22, 8am – 9am

What:
e.g., Breakfast at Tiffany's

[Edit event »](#)

8 – 9

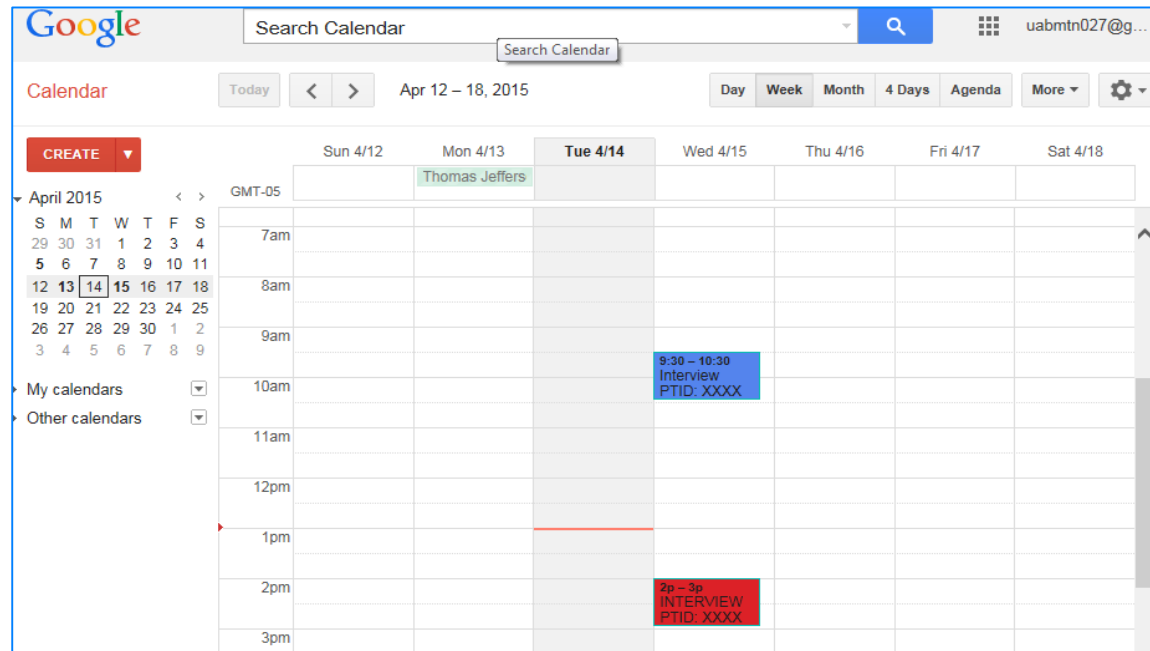


COMMUNICATION PLAN

- To add an event:

3. The appointments are color-coded by study site, and can be viewed by every site.

- Pittsburgh: **RED**
- University of Alabama: **BLUE**





IDPI SAFETY REPORTING

- As required by DAIDS safety reporting policies, any potential Adverse Event (AE) or Social Harm (SH) reported by a study participant during the IDI will be brought to the attention of the clinical staff (*section 11.4.2.4 of SSP*)
- In the rare event a suspected AE or SH is reported during the IDPIs, the qualitative interviewer will make note of the participants' comment(s) in the interview notes that will be maintained in the participant files at the University of Pennsylvania
- The qualitative interviewer will then alert the participant that he/she will need to report the AE or SH to the clinic staff



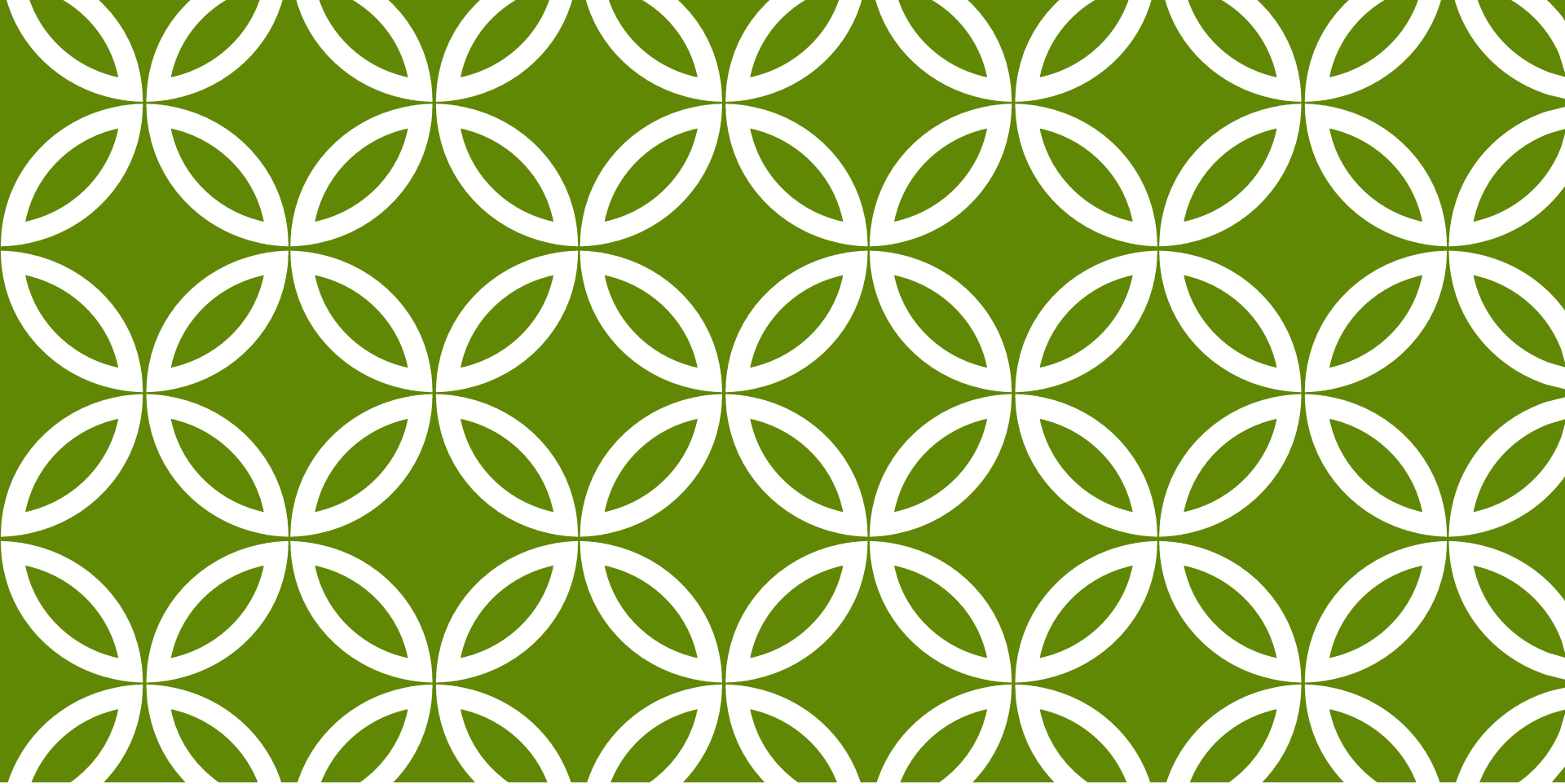
IDPI SAFETY REPORTING

- The qualitative interviewer will then alert the clinic staff (by phone) that the participant reported an AE or SH.
- The qualitative interviewer and the clinic staff will document in chart notes the notification made to clinic staff (by the qualitative interviewer) and the receipt of the notice (by clinic staff).
- Clinic staff will follow-up with the participant to assess the AE or SH as needed and report/document the AE on the AE log CRF or SH in chart notes



NEXT STEPS

- Site staff will go through practice teleconference call with interviewer
- Can be scheduled at a specific time before study activation
 - Schedule with Ryan
- Only hardware run through for IDPI will be completed (i.e. Skype call set-up, telephone call, and Google calendar scheduling)



QUESTIONS?

Thank you!