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Standard Operating Procedures 24-hour dietary recall telephone interviews

	<i>Standard Operating Procedure</i>	
SOP 1.2 version 2 <i>Valid from: 24.05.2009</i>	Pilot study: Standard Operating Procedures 24-hour dietary recall telephone interviews	<i>Page 2 / 9</i>

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Revision table

SOP version no.	Date of change	Description of change	Prepared by	Approved and released by
1.2.0		First draft	D. Engeset, UiTø	
1.2.1	09.03.2009	Changed according to feed back from the WP6 partners	D. Engeset, UiTø DifE	
1.2.2	24.05.2009	Changed to better fit other epidemiological and public health studies	IDAMES, WP6 partners	

1. Scope

This document applies to the preparation of a Standard Operating Procedure (SOP) for conducting 24 Hour dietary recalls by telephone interview within a epidemiological study. The IDAMES SOP can be considered as a supplementation of the original EPIC SOFT manual. within a diet study regarding common procedures on how to contact the participants regarding 24-hour dietary recall telephone interviews, how to perform the interviews, et cetera.

2. Objective

to give guidelines for performing 24 HDRs by telephone.

3. Definitions, abbreviations

Standard Operating Procedures (SOP): a set of instructions having the force of a directive, covering those features of operations that lend themselves to a definite or standardized procedure without loss of effectiveness.

Critical control point (CCP): a point, step or procedure at which controls can be applied and a hazard can be prevented, eliminated or reduced to acceptable (critical) levels.

24 hour dietary recall (24 HDR): a dietary assessment method where the participants are asked to recall everything they ate and drank during the last 24-hours

Responsibilities.

The responsible researcher:

- translates the SOP for 24 HDR;
- translates all other documents needed (study documents like invitation letter, consent form etc) and attach them as appendices to this SOP;
It is important to put special emphasis to the translation to avoid misunderstanding.
- prepares the list of eligible subjects;
- randomizes an appropriate sample of eligible subjects;
- mails letters to potential participants
- receives answers from potential participants and solicits non responders
- mails picture brochure to the participants;
- creates a file/archive with the name and telephone numbers of the participants and when they can be contacted (which days, and time of the day);
- archives all collected information;
- ensures a proper training of the interviewers
- edits interviews because often they have a more detailed knowledge on recipes or foods
- sends the finished interviews to coordinator.

The project leader/head of department:

- ensures that the responsible researcher has the necessary competences to carry out the task described in this SOP;
- ensures that the researcher receives appropriate specific training;
- ensures that work is carried out according to the valid (latest) version of the SOP.

The IDAMES organisation:

- ensures regular revision of this SOP and initiates its update, whenever needed;
- requests users of this SOP to give suggestions for improvements/feed-back from their experience to make the SOP a living document;
- ensures that the valid version of this SOP is made available at the IDAMES website www.idames.eu.

5 Materials

The following equipment/materials are needed in order to perform the interviews:

- A file/archive with the name and telephone numbers of the participants and when they can be contacted (which days, and time of the day);
- Computerised interview program (alternatively lists with predefined questions);
- Picture brochure for food quantification;
- Telephone equipped with headset;
- Quiet surroundings.
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6. Method

The 24-hour dietary recall is a dietary assessment method where the participants are asked to

recall everything they ate and drank during the last 24-hours, or normally from the time they got up the previous day till the time they got up the day of the interview.

The participant shall not be informed about which day he/she will be contacted. This is to avoid error. If the participants know they will be interviewed about their yesterday diet, they may plan a more healthy diet than usual.

It is necessary that the interviewer is well trained and knows the instrument he/she is using for data entry very well. Preferably, the interviewer uses a computer-based program especially designed for 24-h recalls. The interviewer remains neutral during the entire interview, and does not react either adversely or approvingly to participant's answers. The interviewer behaves appropriately; does not eat, drink, or chew chewing gum during the interview, speaks politely, and when performing face-to-face interviews the interviewer should also look neat and clean.

7. Procedure description

- All 24 HDRs should be conducted by trained interviewers
- All 24 HDRs should be conducted at random and cover all weekdays. There should be no huge disproportion between days. Optionally, food intake at Saturday can be assessed on Monday. A spreadsheet of all weekdays is useful to keep an overview.
- For repeated interviews: make sure that the same interviewer does not perform all interviews from the same person to avoid interviewer bias.

Interviewee data: use the digits from the User-ID and add a 1, 2 or 3 depending on the sequence of the 24 HDR. If you are using the EPIC-Soft program to perform the interviews, you will have to use the last seven digits.

Example: the User-ID would be 490708154717:

- first 24 HDR would be defined as **81547171**;
 - second 24 HDR would be defined as **81547172**;
 - third 24 HDR would be defined as **81547173**.
- To prevent underreporting: **information on the actual body weight and height** (which often is inquired at the beginning of the computer assisted interview) **must be obtained at the end**. If the software that you are using does not allow to enter the weight and height at the end of the interview, you should enter temporarily some standard number (like 99). At the end of the interview ask the weight and height and enter it appropriately.
- Feed-back: Interviewers may communicate the results from the interview (e.g. macronutrient intake) **ONLY** at the end of the last 24 HDR.

CCP1: Interviewer bias:

Preventive action: use well trained interviewers and make sure that different interviewers perform repeated interviews of the same participant.

Corrective action: make regular checks of the performed interviews and have regular staff meetings to discuss problems.

CCP2: Underreporting:

Preventive action: use well trained interviewers who will ask the correct probing questions. Ask about body weight and height at the end of the interviews.

Corrective action: make regular checks of the performed interviews and have regular staff meetings to discuss problems.

CCP3: Representative weekdays:

Preventive action: use well trained interviewers, and use a spreadsheet of all days of the week to keep an overview of the days when the interviews have been performed.

Corrective action: make regular checks of the performed interviews and have regular staff meetings to discuss problems

Before the interview:

Make sure you have everything ready before the interview: telephone number of the person you are calling, interview program ready on your computer, picture brochure by hand, and quiet surroundings where you will not be disturbed.

7.2. Procedure to reach the participant:

The interviewers should try to reach 3-5 participants every day.

7.2.1. Participant is not available through the phone numbers indicated
Research through follow up is required.

7.2.2. Participant is deceased
Documentation of drop-out.

7.2.3. Only answer phone is reached
No message should be left on the answer phone.

7.2.4. Only a proxy is reached
The interviewer should ask when the interviewee will be available.

7.2.5. Participant could not be reached
Further attempts to reach the participant phone should be made within the next days. For each 24 HDR a maximum of 5 attempts is envisaged. The schedule of these attempts can vary taking centre-specific requirements into account. After 5 unsuccessful attempts, the participant should not be contacted again for the particular 24 HDR. However, the participant may be contacted again for the next round of 24 HDRs. At the end, the number of completed 24 HDRs per participant should be documented in the feasibility form in addition to the date of each 24 HDR and how many attempts were made before the recall was completed.

7.2.6. Participant could be reached but refuses to complete the interview
The interviewer should ask for permission to contact the participant again for the next round of 24 HDRs. If the participant refuses this too, the reasons should be documented if possible.

7.2.7. Participant could be reached but is not able to complete the interview
The participant should be contacted again for a new interview within the next days, unannounced.

7.2.8. Participant could be reached but has lost the picture brochure
A new picture brochure should be mailed, and the participant should be contacted again within the next days – unannounced.

7.2.9. The participant could be reached but does not have time for interview
The interviewer should make an appointment for an interview later the same day, if

possible. Otherwise, the participant should be asked if there are special times/days when it is difficult to do the interview, and informed that he/she will be contacted again within the next days.

7.2.10. *The participant can be reached but does not have the picture book available*

The interviewer should make an appointment for an interview later the same day, if possible. Otherwise, the participant should be asked if there are special times/days when it is difficult to do the interview, and informed that he/she will be contacted again within the next days.

7.2.11. *The participant can be reached and has the time for an interview*

The interview should be conducted according to the following procedures (7.3):

7.3 *When the interview starts:*

1. Call the number and ask for the interviewee.
2. Introduce yourself: name, institution, and the reason for your phone call.
3. Ask if it is appropriate to do the interview. If not, see point 7.2.9.
4. Ask the participant to find the picture brochure. It is absolutely necessary for the participant to have the brochure before the interview can start. If the participant cannot find it or does not have it available, see point 7.2.8. or 7.2.10.

Point 5-7 are important when performing the first interview. When performing the repeated interviews the participants already know the procedure, but it is important to ask whether they remember the procedure or if they want you to give a short repetition of how the interview will proceed.

5. Explain how long the interview will last (approximately 30 min), and tell that you are using a computer program to register the data.
6. Explain what the interview is about: that you want information about everything the participant has eaten and drunken the last 24 hour, since he/she got up in the morning the previous day till he/she got up the present day. Everything includes also what has been consumed between meals, like chocolate, fruit, snack, water, coffee/tea, and alcoholic beverages.
7. Explain how the interview proceeds. This depends on how the interview program you are using is made, but often the order is like this: first some general information about the participants, then some general information about the food and drinks consumed based on the different meals (quick list) – no details like quantity etc. After the general information we will start again from the top to include the details. In the end there will be some questions about dietary supplements.

If you are not able to register everything that was consumed (cannot find the item, not in the list, interviewee does not know what it was) make notes either on paper or preferable in the note file in the interview program. Write down as many details about the food items as possible.

8. Remember to thank the participant after the interview!

7.4 *When the interview is finished*

If the interviewer did not manage to register everything that was consumed completely during the interview (you have made notes either on paper or in the note file), edit the interview and make sure to register everything properly before you save it.

Save the interview!

The note file with missing or unknown food should be saved and reported to the responsible researcher who should edit all the interviews.

CCP4: Missing or unknown food:

Preventive action: Recruit/use well trained interviewers with good knowledge of food. Use an interview program with an up to date food list. Report missing or unknown food in a note file.

Corrective action: edit interviews regularly and have regular staff meetings to discuss problems

8. Documentation and record keeping

The interviewer must keep a record of everything he/she did during the interview that did not follow the procedures, and if he/she experienced any difficulties in following the procedures as described in this document. This record should be given to the responsible researcher who will report it further to the IDAMES for revision of the SOP.

CCP5: Record keeping.

Preventive action: A standardized record form (better if using a computer database, especially if set on a common server) should be implemented and shared with the whole working group.

Corrective action: Collect all possible information that was not recorded.

9. Data Backup

Make a back up file after each interview. At least one extra copy should be saved on a different hard disc, server, CD or floppy disc than where the original interviews are saved. The same back up procedure should be followed with the edited interviews.

Follow the back up procedures at your institute, if available.

CCP5: Backup.

Preventive action: Perform a backup at a regular interval of time. Servers can be set to backup data automatically.

Corrective action: Do a backup when forgotten.

10. Flow chart.

