

Recruitment Checklist: Engaging Families

Promptly contact family while concern is acute

- Have initial discussion within 1 to 2 days of diagnosis
- Lead introduction with reference to trusted clinician with whom PI has already spoken
- Place follow-up call for decision within 1 to 2 days
- Encourage questions
- Provide 24/7 access to PI
- Refer to study-specific comprehensive websites, videos, and/or brochures

Incorporate culture

- Train investigators and research team about cultural competence and health disparities
- Have multilingual members of the research team; offer language assistance services
- Provide materials in family's primary language
- Partner with families and/or community members to develop protocols and create easy to understand materials
- Offer to and include others who are important to the family in recruitment and decision-making (e.g., other parent, grandparent, family advisor, clan leader, spiritual guide)

Be respectful and accommodating

- Avoid contacting families on holidays or days of worship (Saturdays, Sundays)
- Do not call a family more than 2 to 3 times
- Provide meal tickets and reimbursement for transportation and parking
- Offer flexible enrollment hours
- Ensure little to no wait times for research appointments

Go above and beyond research

- Create a "concierge service"
 - Offer assistance in scheduling diagnostic tests
 - Coordinate subspecialist or well care visits with research appointments
- Meet parents when at non-study tests that are diagnosis related and standard of care
- Contact families immediately with test results of above
- Offer home visits and visits in office and hospital locations

S Bhatnagar 5-19-14. See also: Bhatnagar S, Hoberman A, et al. [Development and impact of an intervention to boost recruitment in a multi-center pediatric randomized clinical trial](#). Clin Pediatr (Phila). 2014; 53(2): 151–157.