National Health
and Nutrition
Examination Survey

DIETARY INTERVIEWERS PROCEDURES MANUAL

January 1999
(Revised January 2000)

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7. ADDITIONAL FIELD PROCEDURES

7.1 Proxy and Assisted Interviews

Proxy interviews will be conducted for infants and child SPs under 6 years old. Child SPs 6 to 11 years old will be asked to provide their own data assisted by an adult household member (referred to as the assistant). The preferred proxy/assistant is the person most knowledgeable about what the SP ate the day before the interview.

You may need to conduct a proxy or assisted interview with SPs over the age of 12 who are not capable of responding for themselves due to physical or mental limitations. In these cases, the acceptable respondent would be the person most knowledgeable about the SP's food consumption.

7.2 Proxy Interviews for Infants

You will conduct proxy interviews with a reliable respondent for infant SPs. The relative (father, mother, sibling, etc.) who accompanies the infant to the MEC is your most likely source of information. At times, an infant may be cared for by a baby-sitter for part of the day and the parent the rest. In this case, conduct the interview with the parent(s) or other relative and contact the baby-sitter for the remaining information, if necessary. Not all proxy interviews require data retrieval, but many do. The data retrieval procedures will be detailed in Section 7.4.

7.2.1 Infant Introduction

You will read a special introduction for infants that is geared specifically to their intake. The introduction is shorter than the standard introduction, and also varies with what is reported. The first part of the infant introduction is delivered in the same manner for all infant interviews, and is explained below.

As always, introduce yourself, the component, and state the confidentiality of the interview. Inform the respondent of the time frame and what is expected, such as

> "This is the dietary interview. Everything you say here will be kept confidential.
>
> I need to know everything that (BABY'S NAME) ate and drank all day yesterday (DAY) from midnight to midnight. Include breast milk and formula, all baby foods, table foods, and beverages. Do NOT include plain tap or plain bottled water.
>
> First, we will make a list of all the foods and beverages, then we will go back and fill it in with more detail.

7.2.2 Meal Name

The meal name for an SP under 1 year will always be "infant feeding". Therefore, you do not need to introduce the meal handcard. You must, however, introduce the Meal Place card. Say something like, "Now we are going to fill the list in with more detail. There is a card on the wall, which lists all the places where (NAME) may have eaten his/her food. Select one of the answers to indicate the location of the feeding."

The infant interview differs from the standard interview in that the interviewer chooses whether or not to introduce the food models based on the items reported. If the infant received only breast milk and/or plain formula, you do not need to introduce the food models or shapes. If any other items are reported, you must introduce the food models and shapes as you would for a child or adult interview.

7.2.3 Baby Foods on the Quick List

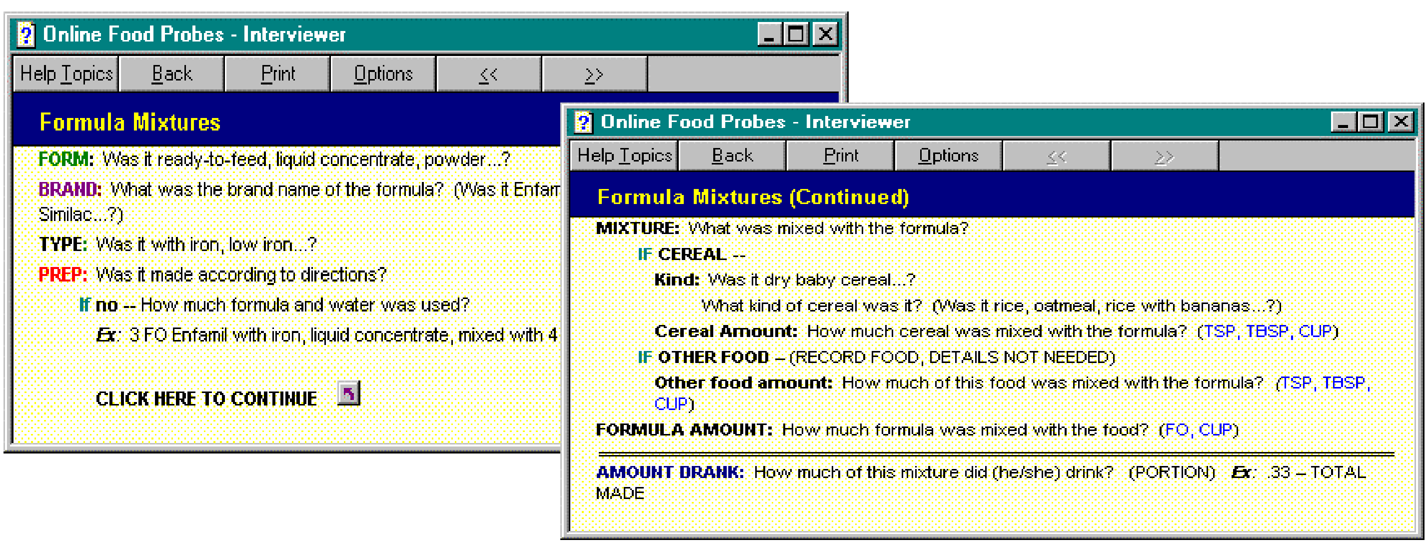
You should become very familiar with the types of formulas, baby foods, and baby juices in the Quick List. Entering as much detail as possible will eliminate the need to collect the information from the on-line food probes. The Quick List foods are listed below in alphabetical order for each group of baby foods.

Formulas	Baby Cereal	Jarred Baby Food	Baby Juices
Baby formula	Baby cereal	Baby carrots	Baby apple juice
Carnation Follow-up Formula	Baby cereal barley	Baby cereal jarred	Baby apple-cherry juice
Enfamil	Baby cereal rice	Baby food	Baby Juice
Enfamil low iron	Baby cereal corn	Baby rice cereal	
Formula	Baby cereal mixed	Baby food jarred	
Isomil	Baby cereal oatmeal	Baby peaches	
Isomil w/iron	Baby cereal oatmeal w/ bananas	Baby turkey rice	
Prosobee	Baby cereal rice	Baby vanilla custard	
Prosobee w/iron	Baby cereal rice w/ apples		
Similac	Baby cereal rice w/ bananas		
Similac low iron	Baby cereal rice w/mango		

7.2.3.1 Baby Formulas and Baby Foods: Commercial

Commercial Baby Formulas. Many forms of baby formulas exist on the market; these include powder, concentrate and ready-to-feed. As shown below, the on-line food probes instruct you to probe for the type of formula, form, preparation, and whether it was a mixture or not. Notice that the first probe asks the proxy whether the formula was mixed with cereal or any other food. If the respondent responds "yes", click on the green **YES** jump text to go to the infant formula mixtures.

Exhibit 7-1. Online Food Probes for Baby Formulas



Commercial Baby Foods. Commercial baby foods include vegetables, entrees, desserts, and cereals in either a dry or jarred form.

To make the most accurate food selections, it is helpful to familiarize yourself with the commercial products available on the market. The three major baby food manufacturers are: Gerber, Beech-Nut, and Heinz. Each manufacturer has its own unique way of classifying its line of baby foods. The most current delineation is as follows:

- **Gerber**: **-** First Foods; Second Foods; Third Foods; Graduate, Tropical Foods
- **Beech-Nut -** Baby's First; Stage 1; Stage 2; Stage 3
- **Heinz -** Beginner; Strained; Junior; Toddler

Since new baby foods are constantly being introduced, try to periodically check the baby food section in the local markets.

Brand name information is very important for all baby foods. You will probe for brand name information on instant cereal, jarred cereal, baby foods, baby juices, and infant formula.

Baby Juices. If a proxy reports that the infant drank "juice", do not assume that it was baby juice. If the proxy does not further specify the juice, type in "juice" on the Quick List. When you get to the Food information Screen for that food, the **Juices, Nectars** category will appear. Ask the proxy at that point whether it was a baby juice or not. If it was a baby juice, click on the Index and go to the **Juice, Baby food** category. If the proxy specifies during the Quick List that it was baby juice, you can type "Juice baby food" or the name of the baby juice (e.g., "Apple juice baby") which will link you to the **Juice, Baby Food** category.

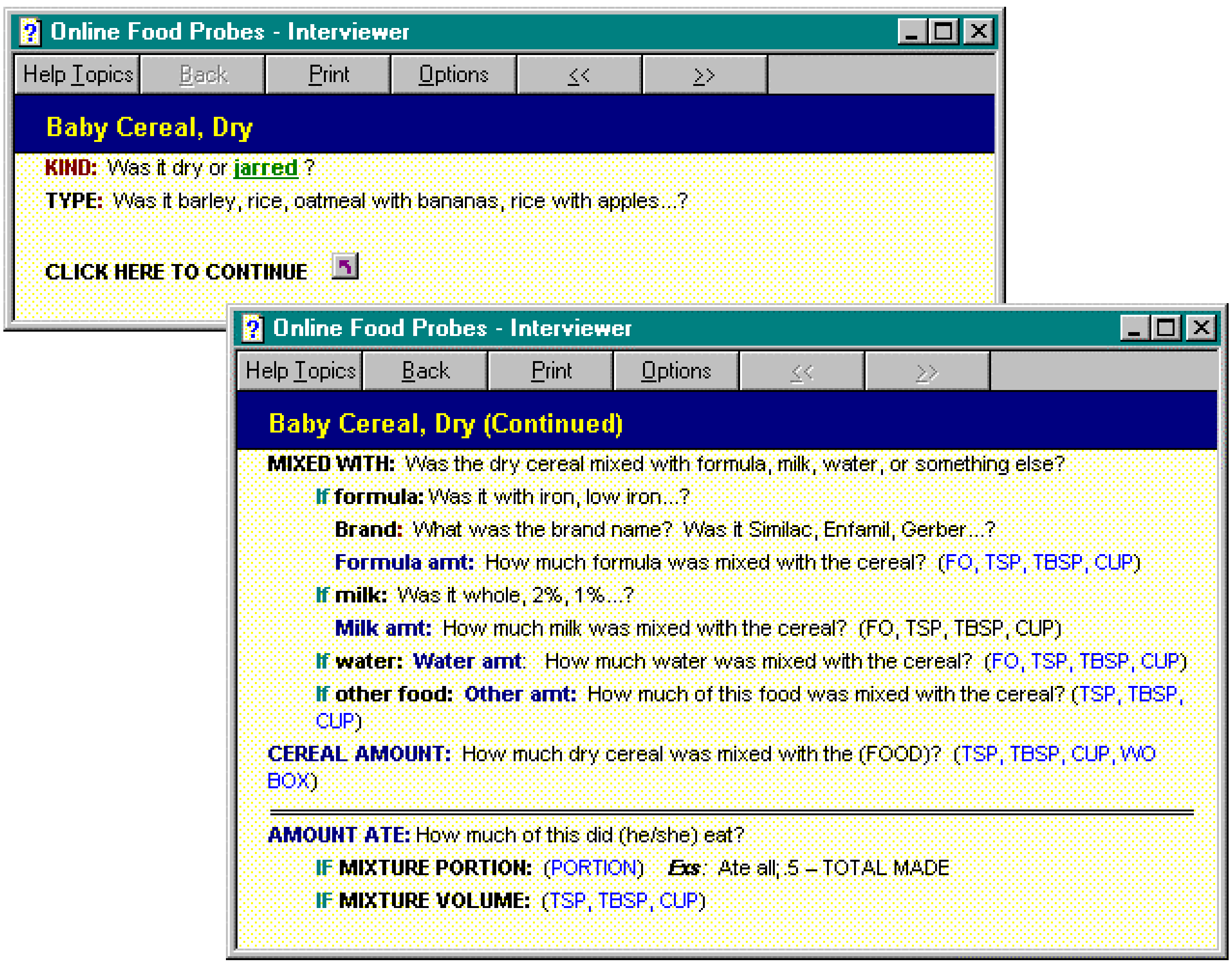
The probes for sweetener, preparation, and the fortification are different for baby juices and regular juices. If the proxy is unsure whether the juice consumed by the infant was regular or baby, use the regular juice probes.

Baby Cookies/Crackers. Probe baby cookies and crackers from the cookie and cracker category.

Baby Cereals. The Quicklist contains a variety of baby cereals. All cereals begin with the words "baby cereal", followed by the descriptor (e.g., "rice", "barley", "rice w/apples"). Try to choose the Quicklist food that best describes what the respondent reported. Then you won't have to collect the information from the on-line food probes. The cereals included on the Quicklist are listed below.

Baby cereal	Baby cereal oatmeal w/ bananas
Baby cereal barley	Baby cereal rice
Baby cereal rice	Baby cereal rice w/ apples
Baby cereal corn	Baby cereal rice w/ bananas
Baby cereal mixed	Baby cereal rice w/ mango
Baby cereal oatmeal	

Exhibit 7-2. Online Food Probes for Baby Cereal, Dry



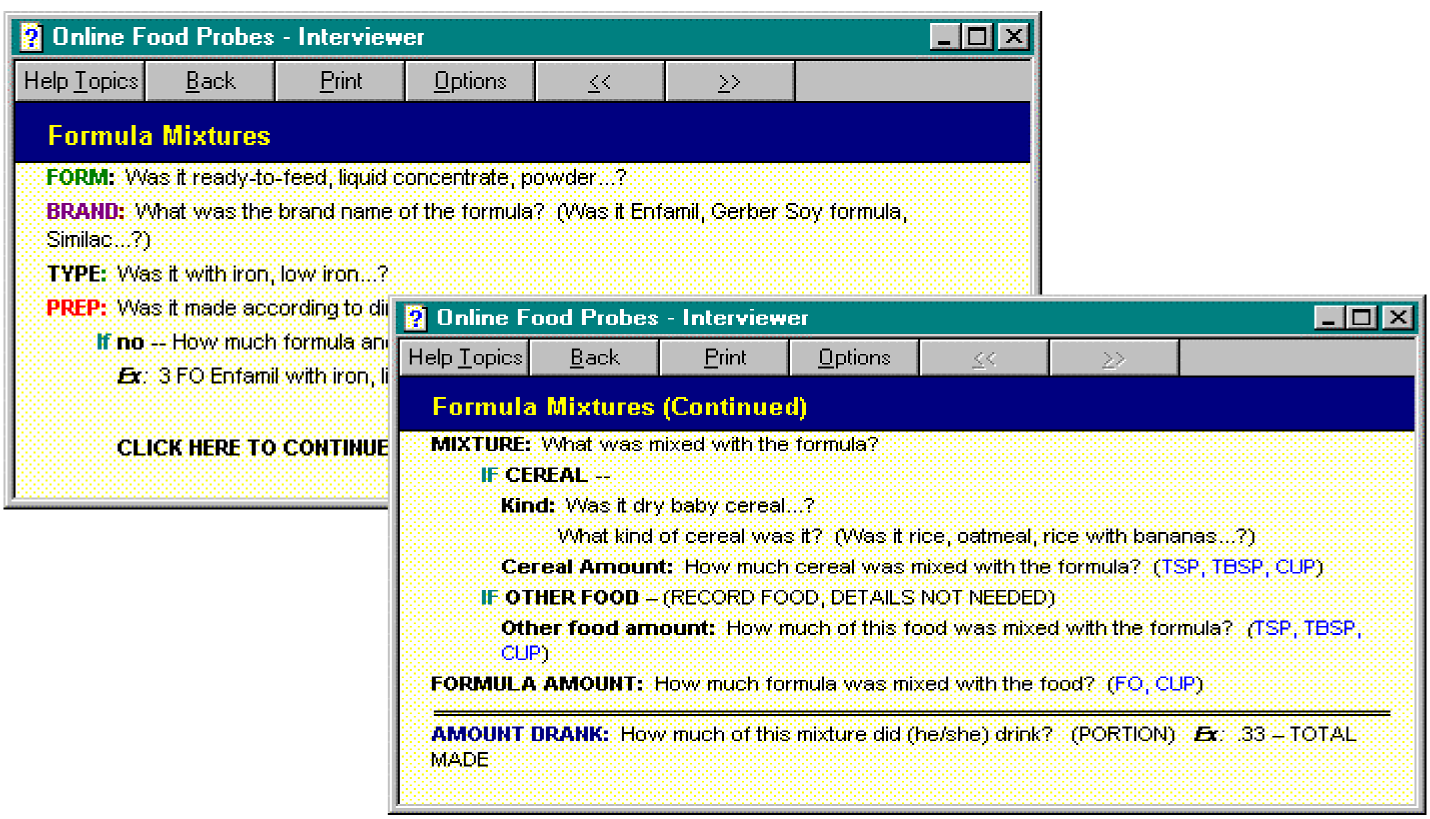
7.2.3.2 Baby Foods and Baby Formulas: Homemade

Homemade Baby Food. As mentioned earlier, baby foods prepared at home are probed using the standard food categories. For instance, if the infant was served a mixture of ground meat and mashed potatoes, probe for that in the ***MixedDishes*** category.

Homemade Baby Formulas. There are many "recipes" which may be used for preparing homemade formulas. The type of milk used varies, but may include whole milk, low fat or skim milk, powdered or evaporated milk, sweetened condensed milk, or goat's milk. Often a sweetener is added such as sugar or corn syrup. Water is usually added.

Probe for this mixture in the ***Formula Mixtures*** category. Each item will be entered separately as part of a combination. Item-by-item entry should be used to list the components in homemade baby formulas. For example, a homemade infant formula mixture containing milk, sugar, cereal, and water would be entered as a beverage combination type with each ingredient listed as a separate food item.

Exhibit 7-3. Online Food probes for Formula Mixtures



7.2.3.3 Probing For Additional Items

Like the standard interview, you must always probe to find out whether anything was added to the foods and/or beverages reported. Continue probing for additions until the respondent indicates that nothing else was added.

7.2.4 Entering Amounts for Infant Interviews

Infants eat very small portions of food. Make sure you enter all items regardless of the amount. Following are details on how to record amounts of some infant foods.

Breast Milk. If the SP's mother breast fed the baby, record the time each feeding began. If she pumped her breasts for some or all of the feedings, enter the time of the feeding and record the amount.

Exhibit 7-4. Online Food Probes for Breast Milk

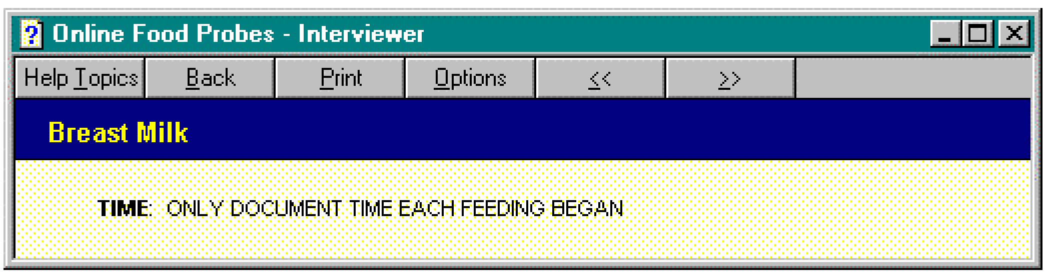
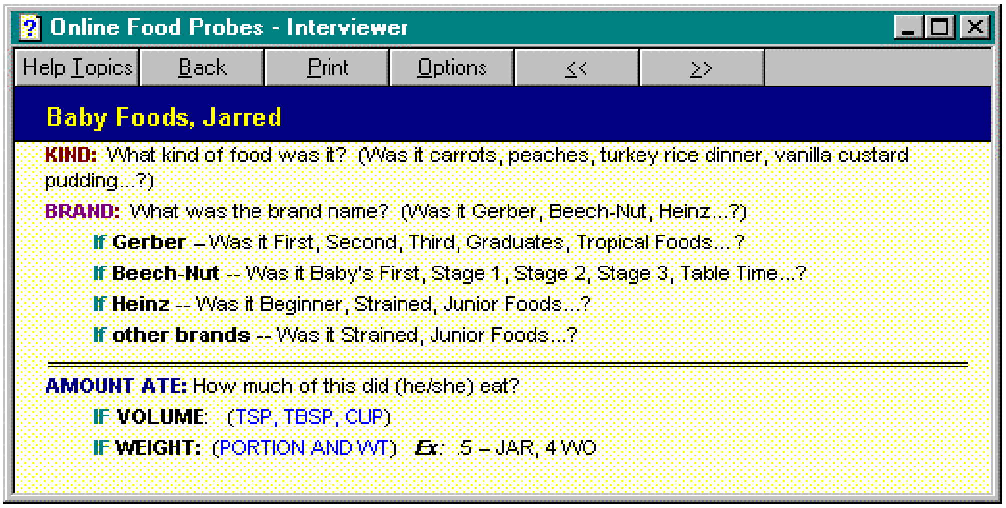


Exhibit 7-5. Online Food Probes for Jarred Baby Foods

Exhibit 7-6. Online Food Probes for Jarred Baby Foods

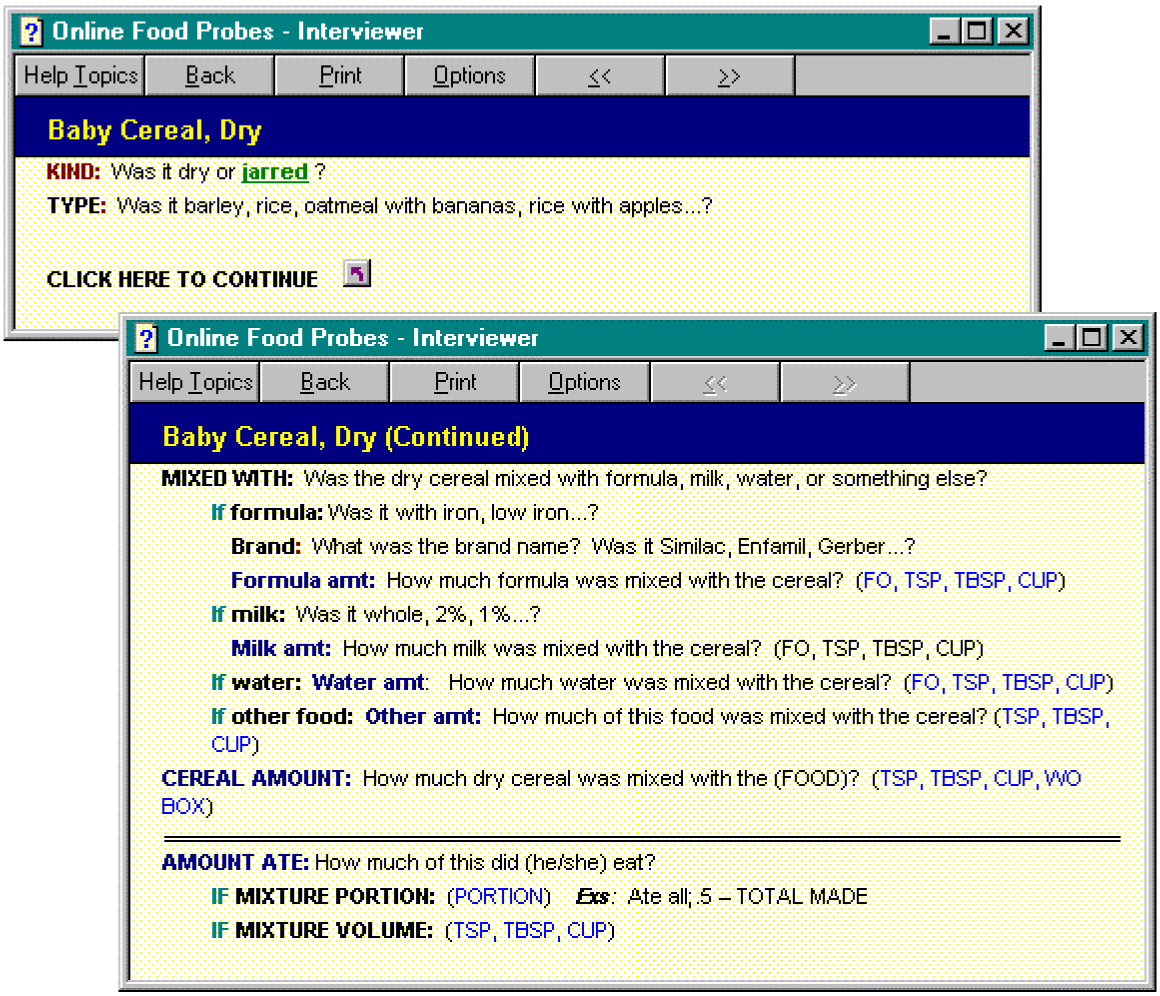


Jarred Baby Foods. In order to assist the respondent in estimating the jar size, a visual aid was created. The flash card consists of six drawings of baby food jars in varying sizes, arranged in a row from the smallest to the largest. Two of these six drawings represent jars of the same size though their shapes are slightly different. The back of the card lists the weight in ounces of each drawing: 2.5, 4.5, 6.0, 7.5, and 12.0. As you can see, not all sizes are represented on the flash card; the purpose of the flash card is to provide an approximate jar size. The amount of non-commercial or homemade baby foods should be entered using the food models or accessories.

Exhibit 7-7. Jarred Baby Foods Flash Card

Cereal Amounts. Amounts for jarred cereals are easily entered using the procedure previously described. For dry infant cereals that require preparation, enter the dry amount and the amount of liquid used to reconstitute the dry food separately.

Exhibit 7-8. Online Food Probes for Baby Dry Cereal



Known and Unknown Amounts. Some respondents may have difficulty quantifying the actual amount consumed by the infant. This occurs most frequently with diluted juices or a recipe when the infant consumed only a portion of what was prepared. If a respondent can tell you the **amount made** but not the **amount consumed**, record the **amount made** in the OTHER text field, and choose "DK" from the quantity unit database.

For example, say a mother prepared a batch of homemade formula to be used throughout the day. For each feeding she may not be able to tell you how much of each ingredient was consumed, but only the amount of prepared formula consumed at each time period. If this occurs, attempt to find out the amount of each item used to prepare the whole recipe, the total amount it made, and the amount the infant actually drank at each feeding.

7.2.5 Forgotten Foods List

Instead of using the Child Forgotten Foods flash card, a list was developed to be used specifically for the infant interview. Use the Infant Forgotten Foods List (Exhibit 7-9) when conducting an interview for an SP less than 1 year of age.

Exhibit 7-9. Infant Forgotten Foods List

Formula, milk, juice, infant cereals, baby foods.

"Finger" foods such as crackers, breads, ready-to-eat cereals, teething biscuits, cookies, cooked or soft fruits and vegetables, cheese and chopped or ground meat.

Read the initial paragraph presented on the screen as usual; however, show the respondent the Infant Forgotten Foods List. (The flash card should not be easily visible prior to this point in the interview.) Allow the respondent sufficient time to read the list, then read the question, "Can you think of anything else (BABY'S NAME) ate or drank yesterday that you haven't mentioned?" Note that the Infant Forgotten Foods List is in flash card form only; these infant foods will not be displayed on the screen.

7.2.6 Infant Post-Recall Questions

The post-recall questions will not be asked of infant SPs less than 1 year old.

7.2.7 Breast-Fed Toddlers

Many toddlers continue to breast feed even though they are consuming solid foods. Typically the amount of breast milk a toddler consumes is quite small, but should still be listed as a food item. Remind the proxies of SPs between 12 and 24 months old to include breast milk if the SP is still nursing.

7.3 Interviews with Children

Proxy interviews will be conducted for child SPs under 6 years old. Child SPs 6-11 years of age will be asked to provide their own data assisted by an adult household member (referred to as the assistant). The preferred proxy/assistant is the person most knowledgeable about what the SP ate the day before the interview.

Confidentiality. Since the information provided by adults as well as youngsters is confidential, the interviewer must be careful not to reveal foods reported in SP/proxy interviews to the other respondent. A child who ate some doughnuts at school may be hesitant about reporting them if they were told not to eat sweets. Under the assumption that their parents might find out, the SP may not report them thinking that they might be punished. Therefore, when conducting SP/proxy interviews, you must always mention the confidentiality of the interview to both participants. Young SPs may not understand the term "confidential"; you may explain what it means by saying something like, "What you say to me won't be repeated to anyone".

Tips when interviewing children. Some tips to remember when interviewing children include:

- Children may be easily influenced by adult approval or disapproval, so you must encourage participation while remaining completely neutral;
- Try to maintain eye contact with the child and show genuine acceptance and interest in the child's answers;
- Remember when probing to use child-related events and terms;
- Help the child think through the day by telling you about his/her activities, and then ask whether or not anything was eaten or drunk. For example, you might ask,

"Where did you go right after school yesterday?"

If the child says "To my friend's house" you might ask a few more orientation questions, such as

"What is your friend's name", or

"What did you do at this friend's house" and then ask,

"Did you have anything to eat or drink while you were at his/her house?"

7.3.1 Interviewing Child SPs under 6 Years of Age

A proxy must report for children under the age of 6, as we assume that they cannot reliably report for themselves. Young children may contribute useful information, but one or more proxies responding for the child will provide most of the data. The proxy for a child under 6 years of age may be the parent, grandparent, baby-sitter, or any other person knowledgeable about the child's intake.

If the child has a meal(s) outside the home, the proxy or other family member may be able to tell you what foods were sent with the child, but probably not what foods were eaten. Be patient and persistent in trying to collect as much information as possible from child, if the proxy cannot be of assistance.

7.3.2 Interviewing Child SPs 6 to 11 Years Old

Our procedures assume that while children between 6 to 11 years old may be capable of self-reporting, there is a wide variation of abilities and the participation of the adult (known as the "assistant") most knowledgeable about the child's intake is required to collect complete and accurate information. When the SP is under the age of 12, try to interview the family member primarily responsible for preparing the meals for the child (e.g., a parent, grandparent, or baby-sitter). If that person is not available, conduct the interview with the adult available who is most knowledgeable about the child's food intake. It is acceptable to begin the interview with the 6-11 year old SP, if the proxy is not available.

Interviews conducted with both the SP and assistant may be conducted in one of two ways, depending on the age of the SP. Either (1) both the SP and assistant will be present in the dietary room together, working as a "team"; or (2) one or the other respondent will be interviewed first, followed by the other (i.e., SP then assistant, or assistant then SP). The first method usually allows the interviewer to enter all the information at one time; whereas, the latter requires the entry of the information in stages.

Following are some suggestions for handling an SP/assistant interview depending on who is interviewed first (the SP or the assistant).

Assistant/SP team. Before starting the interview with a 6-11 year old SP, include the assistant by saying something like,

"I would like you to help with some of the detail later in the interview."

Always ask the child SP for the Quicklist of foods. After the child reports the Quicklist, address the next statement to both the child and the assistant:

"Now we're going to fill in your list with more detail."

Assistant interviewed first. Complete the interview with the assistant first. Then go back and interview the SP, focusing on the time periods the proxy could not report. For example,

"Your mother (father, etc.) told me everything you ate and drank all day yesterday, but she said you ate lunch at school. Can you tell me everything you ate and drank at school and anything else you ate or drank during the day besides your breakfast, dinner and your bedtime snack?"

SP interviewed first. Complete the interview with the SP first. Depending on the age of the child, you may interview the SP alone or with the assistant in the room. If the SP ate breakfast and lunch at a public elementary school, an assistant may have little or no information about the foods consumed; therefore, much of the dietary interview would be provided by the SP. The assistant, on the other hand, could probably provide better information about foods eaten after the SP returned from school. Use a similar probe as the previous example, "Your son (daughter, etc.) was able to tell me what he/she ate for breakfast and lunch at school. Can you tell me everything else he/she ate or drank during the day besides breakfast and lunch?"

When an interview is conducted in two or more parts, you will first record as much information as possible from one of the respondents, then go back and focus the interview on the particular meals or foods that need more information. If the assistant/SP is not available immediately after you interview the first respondent, complete the interview with the first respondent then go back into the interview through the Edit mode (see Chapter 8 for details on editing) to record the rest of the details.

Self-reporting. It is likely that you will be interviewing children about what they ate in the school cafeteria, at a day-care center, a baby-sitter's or some other caretaker's. It may be necessary to collect not only information about school lunch, but also breakfast and after-school snacks. School-age children can often remember what they ate once they are given a little assistance. For counties where a small number of school districts exist, you can use school menus to help focus the child on the school lunch. Either call the school district(s) for these menus or check the local newspapers. Frequently, weekly public school menus are printed in the newspaper. By having these menus on hand during the interview, you may refer to them when the SP purchased the standard cafeteria meal and cannot remember what it was. The interviewer may "jog" the youngster's memory by saying,

"The school menu says that (read menu) was served. Did you eat those foods yesterday or eat something else?"

As a general rule, once you have determined that a young SP is capable of completing a portion of the recall, you should always enter the responses given by the respondent. This includes both unusually large (or small) amounts and unlikely food item descriptions. Some children have difficulty with spatial concepts, and therefore, find it hard to describe shapes and dimensions. If it appears that the SP lacks this ability, have him/her describe the item in terms of a food-specific unit. Although children may not be able to tell you the dimensions of a food, they more than likely can recall how many they ate. Also, when a child cannot tell you the time an item was eaten, enter an approximate time and attach a note.

In some situations, the dietary interviewer must use his/her judgment in deciding whether or not a 10 or 11 year old is capable of completing the interview without assistance from a parent or guardian. There are many children in this age range who assist in food preparation and are able to report with a great deal of detail.

The dietary interview can be conducted without an assistant for those SPs 6 through 11 years old who you feel are capable of self-reporting. It may often be the case that several SPs in the same family ate together for one or more meals; however, it is essential that each SP be given the opportunity to complete the interview initially without input from other household members. Unless a family member, with more knowledge regarding a specific food preparation is readily accessible at the time of the interview, do not seek additional details on a particular food or ingredient. If you do ask another member of the family for additional detail, only ask about the specific food in question; do not review the whole recall. Generally speaking, if a child below the age of 12 self-reports for the entire 24-hour recall, he/she should also answer the trailer questions without assistance.

7.3.3 Other Proxy or Assisted Interviews

There may be SPs over the age of 12 who are not capable of responding for themselves due to physical or mental limitations. In these cases, the acceptable respondent would be the person most knowledgeable about the SP's food consumption. Do not assume that an elderly person has memory problems, and therefore, cannot report for himself/herself. Many elderly SPs are perfectly capable of completing the interview without assistance. However, you may have to evaluate the ability of other elderly SPs so that you are able to obtain accurate data. If you feel the SP is not capable of giving reliable information, try to locate the person who possibly accompanied the SP to the MEC; he/she may either be able to report the foods or at least be able to tell you who to contact.

7.3.4 Multiple Interviews

Multiple interviews are interviews in which a respondent has to account for the recalls of more than one SP. There are many possible scenarios. Some examples include: an SP who is asked to report for himself/herself and one or more children; an SP who is asked to report for himself/herself and a sibling(s); a non-SP who is asked to report for 2 or more children; and a non-SP who is asked to report for 2 or more siblings.

Sometimes you will be able to complete a set of multiple interviews at one time. At other times, the respondent will leave the dietary interview room to participate in other exam components, and then return later for the remaining interview(s). When interviews are completed back-to-back, it is acceptable to only briefly review the instructions for the second interview.

For those interviews where the respondent states that the two SPs ate exactly (or very close to) the same foods (or meals), you may refer to the information collected rather than reenter the data. First complete one of the interviews, then open the Food Report located in the Report Menu on the toolbar, and print a copy. Make sure the coordinator has assigned the new SP to your room. Confirm with the respondent that the name of the SP is correct, then begin the interview. Review the Quicklist foods with the respondent, making sure each meal and snack was consumed. You may write by hand on the Food Report and then enter the data during the edit. If you choose to do this, enter a food in the Quicklist to serve as a placeholder. Review each food from the Food Report, and reference the original information by recording

"Refer to IDXXXXXX, date, time, meal"

Check for additions and deletions; and always verify the amount. Ask the trailer questions as you did with the original interview.

7.4 Data Retrieval

If the SP or proxy/assistant cannot provide enough descriptive information about the foods or the quantity eaten, you will sometimes need to retrieve the data from someone outside the household. If you need to do data retrieval for a food item, make a note in the Editing Comments field**,** which can be accessed by clicking on Utilities on the toolbar.

If the SP or proxy/assistant does not remember what he/she ate in the school cafeteria, daycare, at the baby sitters, or other caretakers, proceed in the following manner:

- First, record the eating occasion (e.g., "school lunch," "day-care breakfast," or "snack") on the Quicklist as a placeholder.

- Next, when you collect the time, meal name, and place in the second pass, record that information for the occasion in question.

- When you finish the Quicklist, go back and ask the SP if they can remember what they ate at the occasion in question. If a school menu is available, read the foods offered and ask the child if he/she remembers having those foods. If the SP can remember, record all foods eaten at the end of the Quicklist and ask, "Did you have anything else?" Then delete the placeholder in the Quicklist.

- If they cannot remember any foods, leave the placeholder and continue with the interview. When you get to the Food Information screen for the occasion in question, probe again for the foods eaten. If they remember foods, jump back to the Quicklist and add them to the end, along with the time, occasion, and place information. Then go to the appropriate Food Information Screen(s) for the remembered foods and get the details. Do not delete the eating occasion placeholder.

- Then, when you have completed the Food Information screen for each food reported, go back to the Quicklist and delete the eating occasion placeholder and note the next food in the Quicklist. Go to the next Food Information screen by pressing Alt + G, highlighting the correct screen and pressing the Enter key.

- If they still can't remember any foods, enter "No" in the Additions field and go to the next screen.

Remember -- the SP is often the only person who can report the amount of food he/she ate. Therefore, it is important to work with the SP to obtain this information. First, try to have the child use the measuring guides to estimate the amount eaten. If the quantity eaten cannot be estimated in that way, have the child report the portion eaten (e.g., "ate all"). Record this information in the quantity field and follow-up with an outside source to get the amount of food served.

Based on the information you collected from the child SP, you will have to determine whether to do data retrieval. There are two criteria for collecting food intake data from someone outside the household:

- The interview must be conducted with a proxy or assisted by an adult (i.e., a child SP less than 12 years old and any adult physically or mentally incompetent)

- Either the food description or the amount eaten (or both) must be missing

If the interview data meets these criteria, you will need to do data retrieval. First, ask the proxy/assistant for permission to contact a data retrieval source. Then, open the Editing Comments box by clicking on the "Utilities" in the toolbar and then, on "Editing Comments". Write the source name and telephone number in the comments, and document the fact that the proxy/assistant gave you permission to contact the source.

7.4.1 Data Retrieval Contact Procedures

The amount of information you obtain when you make data retrieval calls will vary, depending on the type of care situation, the age of the SP, and the ability of the caretaker or school personnel to answer the questions. Try to get as much information as possible: what foods were served, descriptions of the food as specified in the on-line food probe screens, and the quantity consumed or served.

The following are guidelines for making data retrieval calls to a source outside the household:

- Make sure the proxy or assistant has given you permission to contact the source;
- Make the call within 12 hours of the interview, if possible;
- Do not try to contact the source more than 3 days after the interview (or 4 days if the period includes a weekend).

Begin the data retrieval call by introducing yourself and explaining why you are calling. When you contact the outside source, use the following introduction:

"Hello, I'm (NAME), a dietary interviewer for the NHANES study. (NAME) and his/her family are participating in a survey for the National Center for Health Statistics to find out about the nation's health and nutrition status. (NAME) told us on (DAY AND DATE) that he/she ate (FOODS) at school/day care."

If you have no information about what was served for the meal, ask what was served and record the foods in the Quicklist. Follow the procedures for recording the descriptive and quantitative information on the Food Information screens. Read the probes to obtain the quantity information, but be aware that the respondent does not have measuring guides to help estimate the quantity eaten. Without measuring guides the answer to the question,

"How much did he/she actually eat?" may be "all of it".

Follow-up with a question such as

"Can you tell me the number of level tablespoons" or "think of the measuring cups you use for cooking and try to tell me how much was eaten."

Ask for appropriate measures using the on-line food probes as a guide.

Contacting Schools. When you talk with school personnel about breakfast and/or lunch information, assure them that you are not evaluating them or the school but are just trying to find out what the child ate. Using the on-line food probes, probe for as much detail as possible about the food items. Ask for the AMOUNT SERVED of each food item if the child SP did not report the amount eaten during the interview.

Contacting Day-Care, Baby-Sitters, and Other Caretakers. The amount of information you will obtain from day-care, baby-sitters, and other caretakers will depend on a number of factors. While a baby sitter or family day-care worker may have a good idea of the food served and the amount consumed, a day-care center may be able to supply very little information about what the SP ate. Many times the family member will be able to tell you what foods were sent with the SP but will not be able to tell you if he/she ate them. Your job will be to find out how much the SP ate of the food brought from home, and if any other foods or drinks were eaten during that time.

If the family prefers NOT to have you talk to the outside source, try to "train" a family member to get the information. Provide the family member with the specific questions you need answered. Use your judgement in deciding how much information the family member is capable of collecting.

7.4.2 Recording Information Collected from Retrieval Sources

Using the Edit mode, record all data retrieval information obtained from the school, day-care, or baby sitter on the Quicklist and in the appropriate Food Information screen. If the outside source cannot provide any information, record "Data retrieval – DK (MEAL)" in the **OTHER** text field on the Food Information screen, and make sure there is a "No" in the Additions field. Change the Dietary Recall Status code to "Complete".

If you do not reach the outside source within 3 days (4 days if the period includes a weekend), or cannot reach him/her at all, change the Dietary Recall Status code to "Complete". Then go to the Edit Comments box and enter "Data retrieval unsuccessful".

7.5 Market Checks

As in previous HANES studies, it is expected that products not in the food database will be reported at every stand. Although the database includes the most frequently reported food items, cultural and colloquial variations, in addition to newly marketed items, make market checks an important part of your responsibilities.

The purpose of the market check is to determine the nutrient content of food products not included in the database so that the foods and corresponding nutrients can be added to the database.

Market Check Procedure. While conducting the 24-hour recall, you will always probe for as much detail as needed to accurately describe the "missing food", following the on-line food probes. Being able to find the missing food item during market checks is directly related to the amount of pertinent information obtained during the interview. When you identify a reported food as a possible "new" food, proceed as follows:

- First, probe to find out if the respondent is actually using a colloquial term for an existing product, or if this is really a new food item;
- Probe for the brand name as indicated in the on-line food probes;
- Probe for the **place** where the food was purchased and the price. If the exact name of the store is not known, find out the type of store;

- Probe for container or package size. If the respondent cannot actually tell you the size in ounces or grams, have him/her estimate the size using the food models. It is preferable, however, to obtain both the container/package size and an estimate with the food models;
- Probe for any other identifying information, such as flavor, texture, color or how the item was packaged.

If an SP reported the same missing food more than once during an interview, it is acceptable to enter a complete description for one entry and make a brief notation of the other(s). If another family member described the product, a brief note should be entered in the Editing Comments.

The record containing the missing food will be evaluated in the coding center within a few days. The food coder or supervisor will decide if a market check is necessary. If you are asked to do a market check you will receive a request via email that will include the Sample Person ID, the name of the food for which the market check is being requested, and any important details the SP used to describe the food.

Often you will only have to go to a large supermarket to find the item, but at other times, you may have to go to a specific store in order to find a particular product. When you do a market check, remember to take enough cash to purchase the product(s), the Market Check Form, and a clipboard on which to write.

When purchasing food for the market check, have the sales clerk initial the sales receipt. Give your receipts to the office manager for documentation and reimbursement.

Completing the Market Check. Remember that the objective of the market check is to supply as much information as possible about the food items so that the nutrient content can be calculated and the foods coded. Therefore, it is important that you either purchase the product or write down all available information on the Market Check Form.

Once you are in the store, follow the steps listed below.

Step 1 - find the item reported by the respondent.

Step 2 - If you choose to complete the Market Check Form, enter the brand name and item name, the package size, the place (store) where you found the item, and the price. Fill in the name and address of the manufacturer or distributor. This is important information, since it is likely that the exact nutrient content may be obtained from the manufacturer.

Step 3 - In the space next to the words "Label Information" record any information which might be useful in identifying the nutrient composition of the food item, e.g., "fortified with extra calcium" on the label.

Step 4 - Look at the nutrition information on the label/package to determine the serving size. Write down the number of grams or ounces in **one** serving. If the serving size is given, for example, as one can or one bar, record the number of ounces in the can or bar. Be sure to indicate the correct unit of measure, for example "1.0 fluid ounce" or "1.0 weight ounce". In addition, record the number of servings per package. Continue to enter the other values listed by serving size for calories, calories from fat, total fat, saturated fat, polyunsaturated fat, monounsaturated fat, cholesterol, sodium, potassium, total carbohydrates, dietary fiber, sugars, other carbohydrates and protein, if available, in Column II on the Market Check Form. If any of these nutrients are not reported, record "N/A" in the space on the form to show that you have not overlooked this nutrient.

Step 5 - Complete Column III, the percentage of the Daily Value per serving. Record this information exactly as it appears on the label. Record "N/A" in Column III if information is not available for a nutrient. The column labeled "Nutrients/100 grams" if for office use only. Do not record in this space.

Step 6 - When you return to the MEC, enter the information from the Market Check Form onto the electronic form that you received via email. Then return the completed electronic form to the coding center. If you purchased the food, detach the label and send it along with the Market Check Form sent to you by the coding center. Then send an E-mail message to the coding center informing them you have sent the label. Exhibits 7-10 and 7-11 detail procedures for attaching market checks to E-mail, and saving E-mail attachments.

If more than one SP has reported the same missing food, it is not necessary to complete two market checks. If you or your dietary counterpart completed a market check for the same missing food earlier in this stand, or during a previous stand, it not necessary to do another. Indicate in your response to the request the approximate time and stand during which the market check was performed, e.g., "Purchased this product mid-stand in Lansing, Michigan."

Exhibit 7-10. Steps for attaching a market check form to E-mail

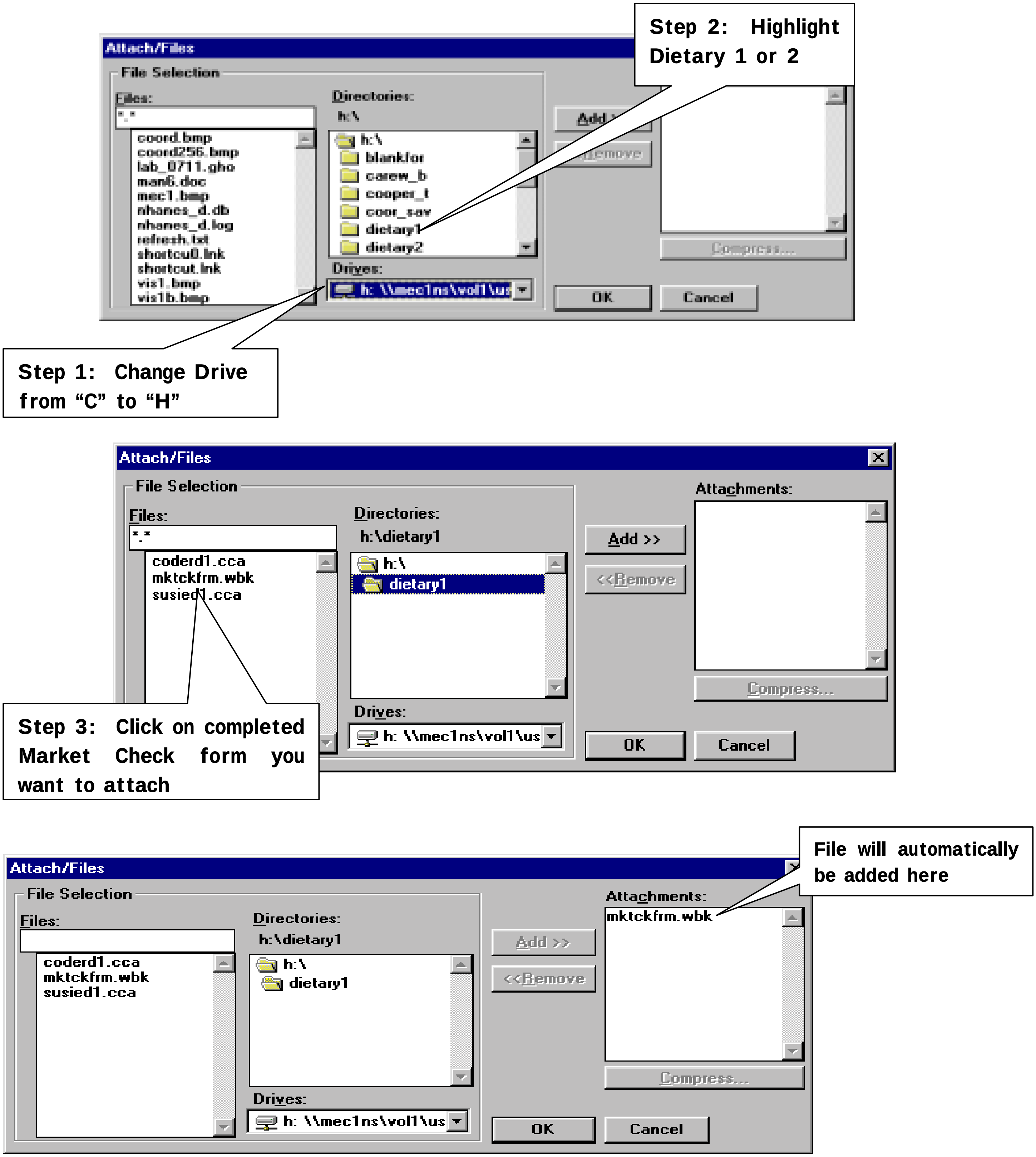


Exhibit 7-10. Steps for attaching a market check form to E-mail (continued)

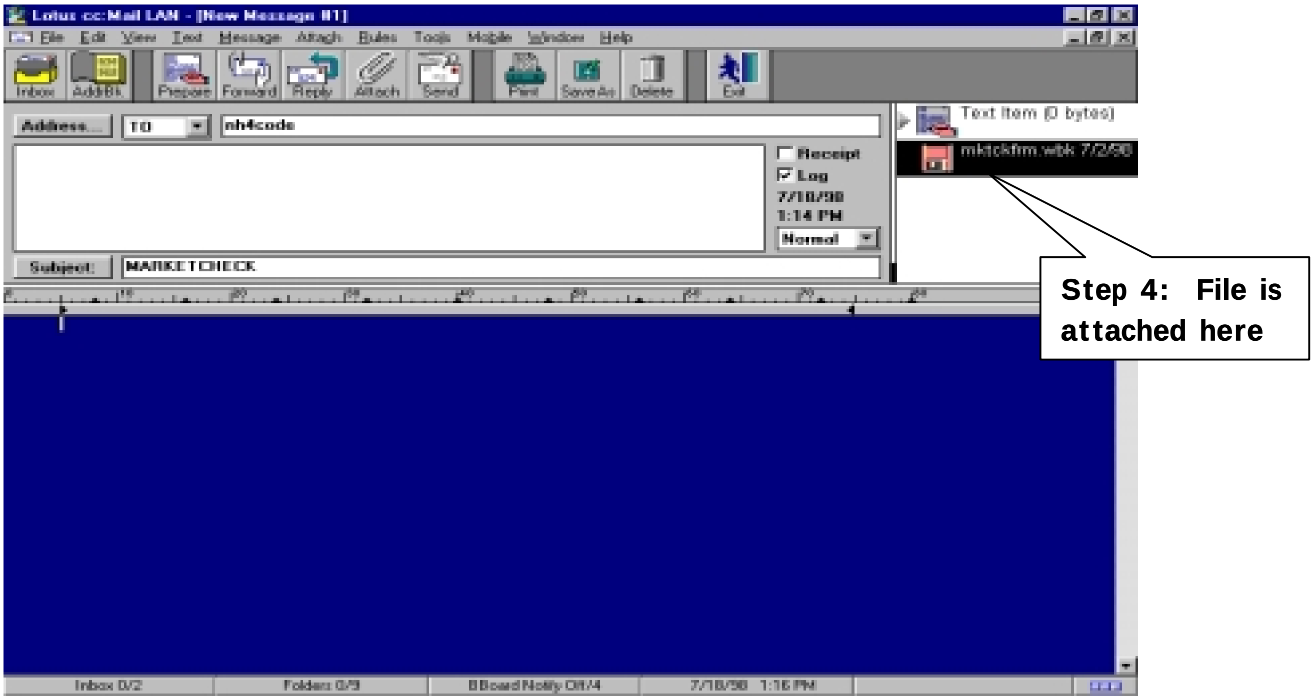
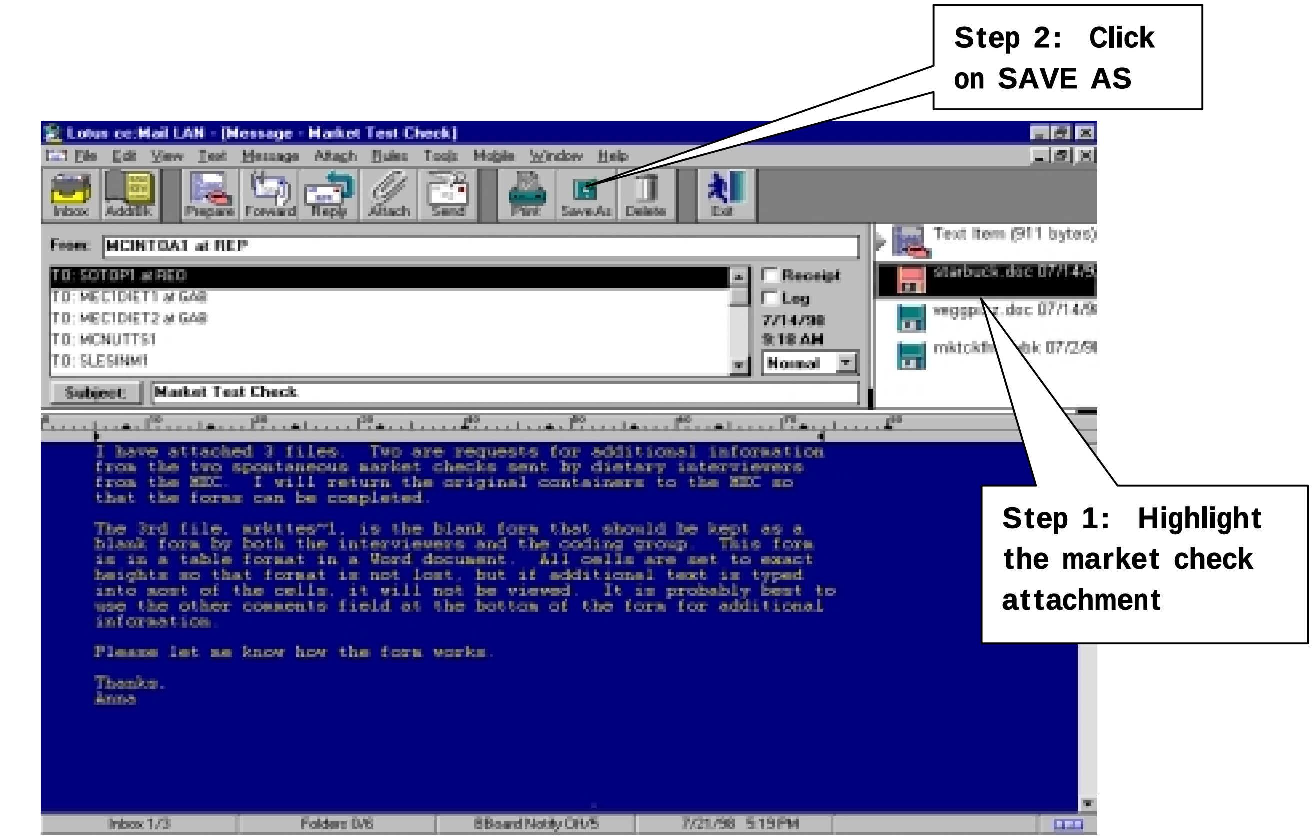
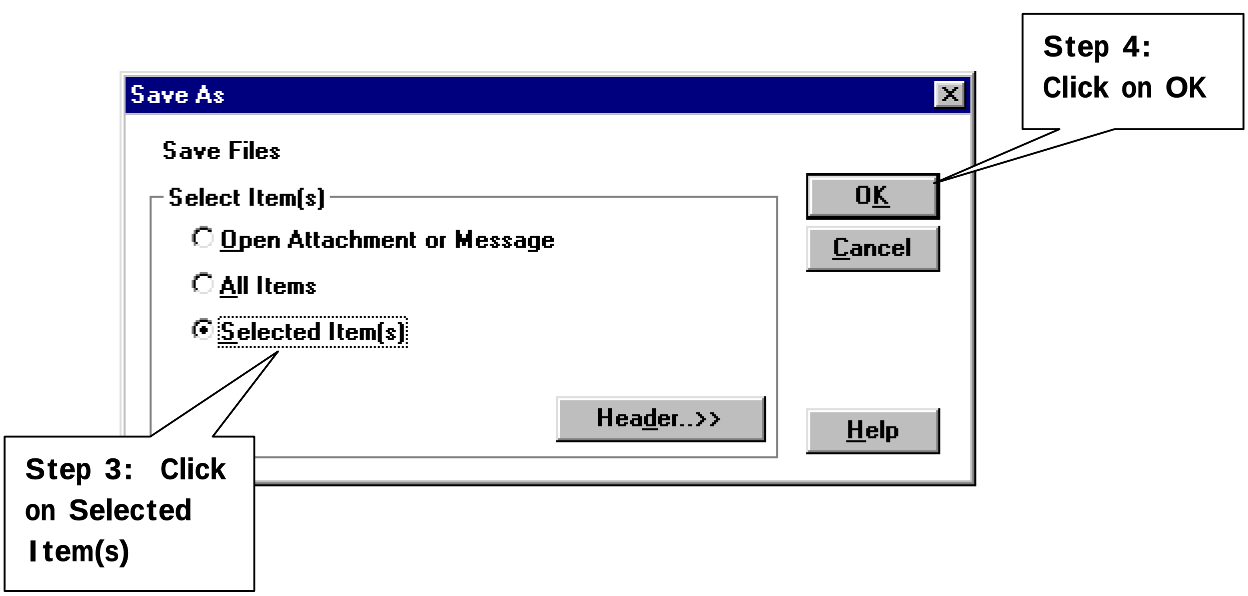


Exhibit 7-11. Steps for saving an E-mail attachment





Food Items Without Labels. You must still complete a response to the request for a market check for these items. Record all descriptive information gained from looking at and/or tasting the product. A Market Check Form should also be completed with any other available information about the food item that may help in classifying and determining the appropriate food code.

Unusual Situations. The respondent may not always be able to give you enough information to easily identify the food item when you do the market check. For example, sometimes the respondent will be able to describe the packaging of a product but not be able to recall the brand name. Or, a respondent may think that he/she has provided all the information, but when you go to the store, you find that the description was not complete, and more than one product could qualify.

In every case, the rule is to record all the information available so that the composition of the missing food can be resolved. For example, if you do not know the brand name of the item, and find two items that fit the description given by the respondent, purchase both products and complete a Market Check form for each. If the description given by the respondent was sketchy, and more than one product fits the description, record all possibilities. Finally, if the identifying information lacks some detail, but you are reasonably sure that you have located the correct product, submit the information. Be sure to note the discrepancies in your response to the coding center.

Market Check Form

SAMPLE PERSON ID _______________ **INTERVIEWER ID ______________**

MARKET INFORMATION:
Brand & Food Name ____
Package Size ______________ **Price** ______________
Store or Restaurant Recorded ___________________________
Manufacturer Name ____
and Address ____

LABEL INFORMATION: _____________________________________
Nutrition Facts
Serving Size _________________
Servings Per Container ________

Amount Per Serving		% Daily Value	Nutrients/100 grams (Office use only)
Calories	_________		
Calories from fat	_________		
Total Fat	____g	___________%	
Saturated fat	____g	___________%	
Polyunsaturated fat	____g		
Monounsaturated fat	____g		
Cholesterol	____mg	___________%	
Sodium	____mg	___________%	
Potassium	____mg	___________%	
Total Carbohydrates	____g	___________%	
Dietary Fiber	____g	___________%	
Sugars	____g		
Other Carbohydrate	____g		
Protein	____g		
Vitamin A		___________%	X 5,000 IU =
Vitamin C		___________%	X 60 mg =
Calcium		___________%	X 1,000 mg =
Iron		___________%	X 18 mg =
Vitamin D		___________%	X 400 IU =
Vitamin E		___________%	X 30 IU =
Thiamin		___________%	X 1.5 mg =
Riboflavin		___________%	X1.7 mg =
Niacin		___________%	X 20 mg =
Vitamin B6		___________%	X 2 mg =
Folic Acid		___________%	X 400 mcg =
Vitamin B12		___________%	X 6 mcg =
Biotin		___________%	X 30 mcg =
Pantothenic Acid		___________%	X 10 mg =
Phosphorus		___________%	X 1g =
Iodine		___________%	X 150 mcg =
Magnesium		___________%	X 400mg =
Zinc		___________%	X 15 mg =
Copper		___________%	X 2mg =

1. Special Requests: ____

8. QUALITY CONTROL

A variety of quality control procedures will be used in the NHANES dietary component to assure that data are collected accurately. You (the interviewer) will complete some of these QC tasks, while Westat home staff will perform others. Key components of the QC process include:

- Interviewer editing;
- Field Observations;
- Taped Interviews; and
- Westat Home Office review.

8.1 Interviewer Editing

One of your responsibilities will be to edit your work after you complete an interview. To access the Edit program, first minimize your diet program and then click on the Dietary Edit icon. Go to File and click on Edit. A screen will come up with all the intakes that have not been edited. Highlight a name to open the record.

During the edit you may review or make any changes necessary to the Quick List, Food Information, and Food Addition Screens, and trailer questions. There are two types of edits you will be required to perform: general editing and data retrieval. You will perform general editing on every interview and data retrieval only if necessary.

8.1.1 General Editing

General editing should be completed **as soon as possible** after each interview. The basic purpose of this edit is to look for problems, and add or clarify notes. During this edit you will: review the entire intake interview; make additions, deletions, and corrections; and enter comments to explain a particular situation.

You may explain errors, omissions, incorrect skip patterns, etc, using either the text fields on the Food Information Screen or the Editing Comment field. You can access the Editing Comment field by clicking on Utilities on the toolbar and selecting the Editing Comments. The Editing Comment field is small, and should be reserved for explanations that deal with the intake as a whole rather than a particular food.

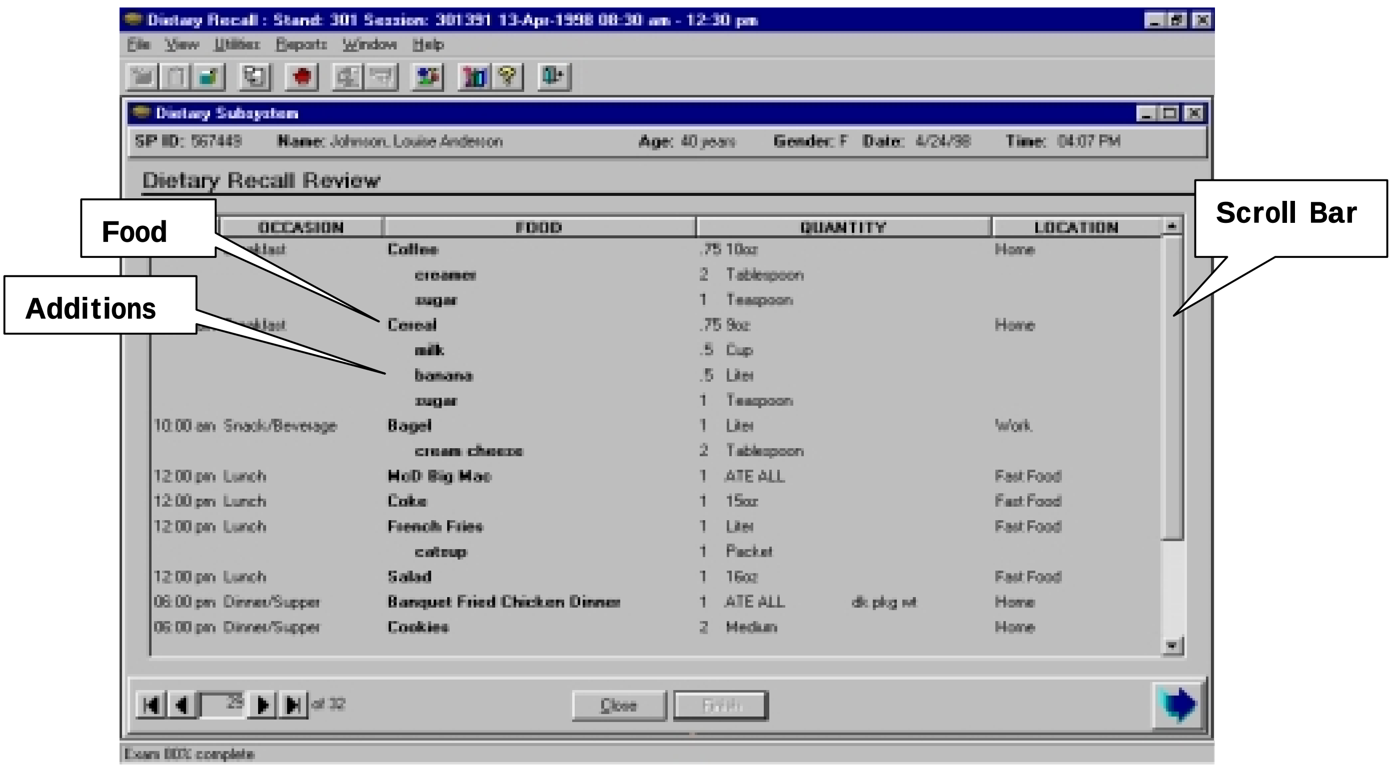
Recall Review Screen. Begin the editing process by using the Go-To Menu to select the Recall Review screen. The Recall Review screen allows the most comprehensive review of the 24-hour recall. This screen lists each food and addition in the recall, ordered by time. It also includes the Meal Name and Place. The Recall Review screen displays only the first 16 food lines reported by the SP. If more than 16 foods and additions were reported, use the scroll bar to scroll up and down the list.

Check the Recall Review screen for the following:

1. Same meal names should have same meal times (unless the SP reported them differently),
2. Same meal times and meal names should have same meal place,
3. Meal and place names should not be in Spanish (unless the respondent reported them that way).

If you see any errors on the Recall Review Screen, go to the appropriate screen (Quick List Screen, Food Information Screen, or the Food Addition Screen) and make the changes. If there are any entries that might look like an error to a person reviewing your work, go to the Editing comment box and write out an explanation.

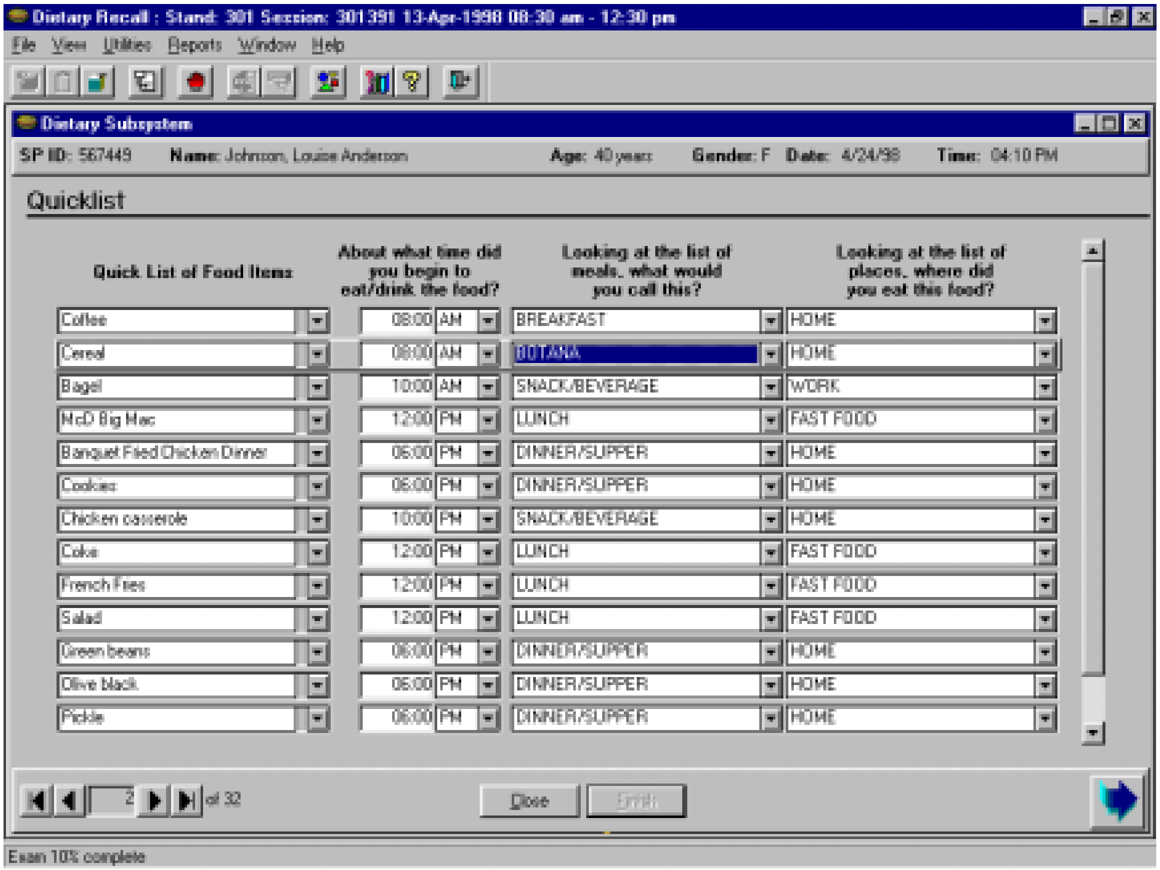
Exhibit 8-1. Start Edit on Recall Review Screen



Editing on the Quick List Screen. You will make all changes to the meal times, names, and places on the Quicklist screen. When you place your cursor in the appropriate field and highlight the entry, you can overwrite the information. Be sure you review the entire Quick List. If needed, you can use the scroll button to move to the end of the Quick List.

You may also use the Quick List screen to add, delete, or change foods. The procedures for these edits were described in Section 6.3.8.2.

Exhibit 8-2. Editing the Quick List Screen



Editing the Food Information and Addition Information Screens. Read all entries on each Food Information Screen for typing errors or inappropriate abbreviations. Acceptable abbreviations can be found in the Index as: Abbreviations, Descriptive; Abbreviations, Food Item, and Abbreviations, Measuring.

If the recall you are reviewing contains a small number of foods, and the foods required little description, it will be easy to edit them on the computer screen. If, however, the SP reported detailed descriptions of mixed dishes or sandwiches, you may prefer to print a Food Report so that you can see the complete description without scrolling through the OTHER field. To print the Food Report, click "Report" on the toolbar and select "Food Report" from the drop down menu. The Food Report will contain all of the information you record for each food.

Editing the Dietary Recall Evaluation Screen. You may need to edit this screen if you coded the SP's report as "Not Reliable" and you want to expand on your explanation.

Editing the Dietary Recall Status Screen. When you complete your edit you will change the Dietary Recall Status to "Complete".

Editing Trailer Questions. You will only edit the trailer questions if you need to expand on a comment in a comment field.

8.1.2 Data Retrieval

To complete the dietary documentation on some SPs (particularly children), you may have to retrieve data from an outside source. The procedures for conducting data retrieval are described in detail in Section 7.4. When you complete your edit on an intake that required data retrieval, and have recovered as much information as possible, change the Dietary Recall status to "Complete". If data retrieval was unsuccessful, open the Edit Comment box and enter the statement: ***Data Retrieval Unsuccessful***.

8.2 Field Observations

NCHS and Westat Home Staff will conduct field observations of 24-hour recall interviews at every stand until you and they feel comfortable with all of the procedures. Later during the field period, observations will be conducted less frequently. Field observations will include evaluation of the following:

- Introduction and confidentiality statement;
- Mannerism and eye contact;
- Flow of the interview;
- Use of neutral probes;
- Proper use of automated system;
- Proper use of food models; and
- Proper use of the edit system.

The field observer will also review the food reports completed the day of the observation and provide immediate feedback to you at the time of the field visit. All your questions and concerns will be addressed during this visit.

8.3 Taped Interviews

For quality control purposes you will be asked to periodically audiotape a dietary interview. In the first few stands you will be asked approximately once a week to tape an interview. However, as you become more comfortable with the protocol, the number of taped interviews will decrease. The day, session, and interview will be randomly determined and you will be notified by e-mail. You will send the tapes to the home office by mail on a weekly basis.

8.4 Westat Home Office Review

Once the case has been sent to the Coding Center, the data processing staff will begin a process that will provide invaluable feedback to you about the quality of your documentation of the 24-hour recall. The coders will use an automated Intake Review Report to review all intakes. An example of that report is shown below.

Exhibit 8-3. Online Food Probe Review

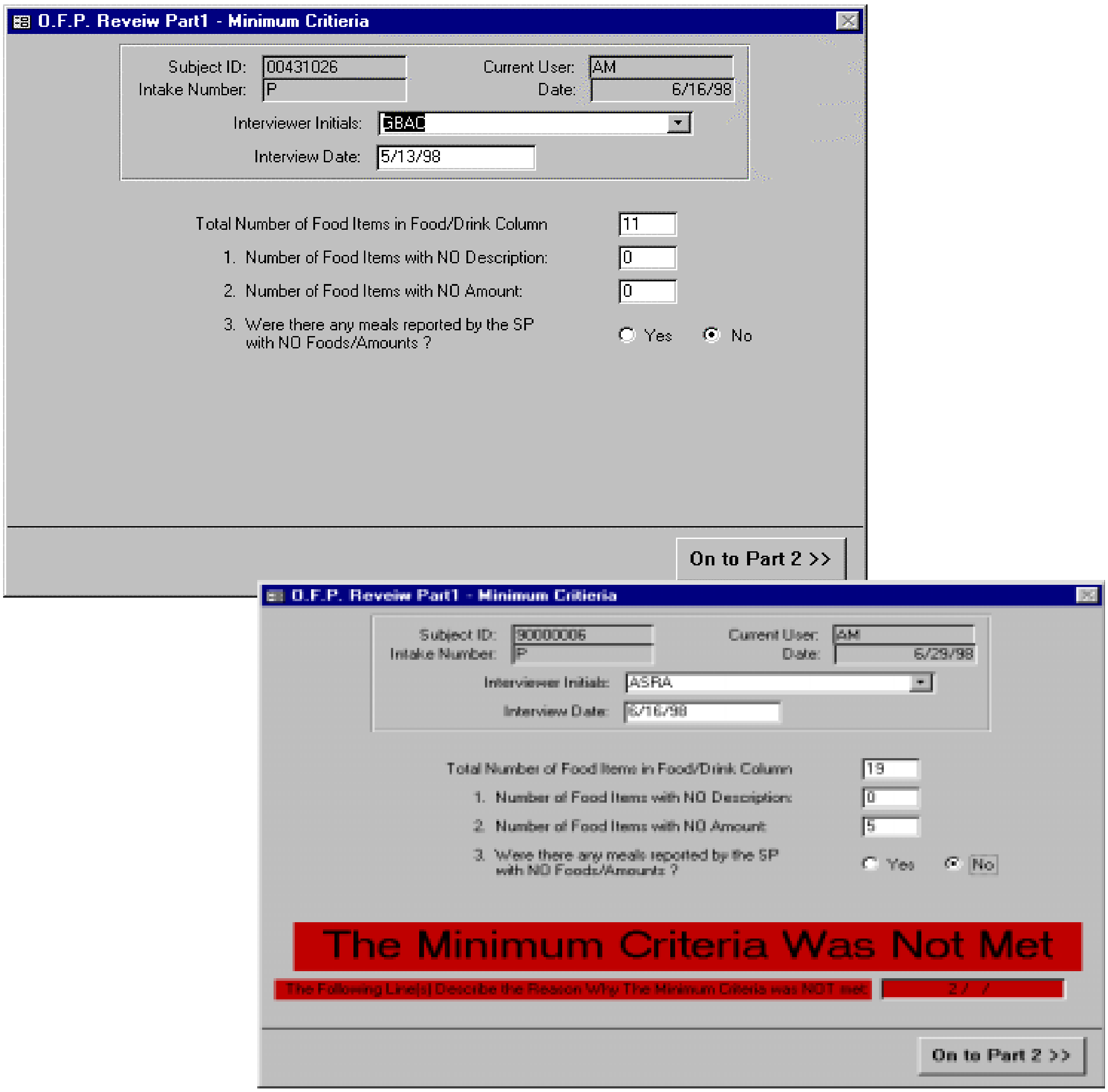
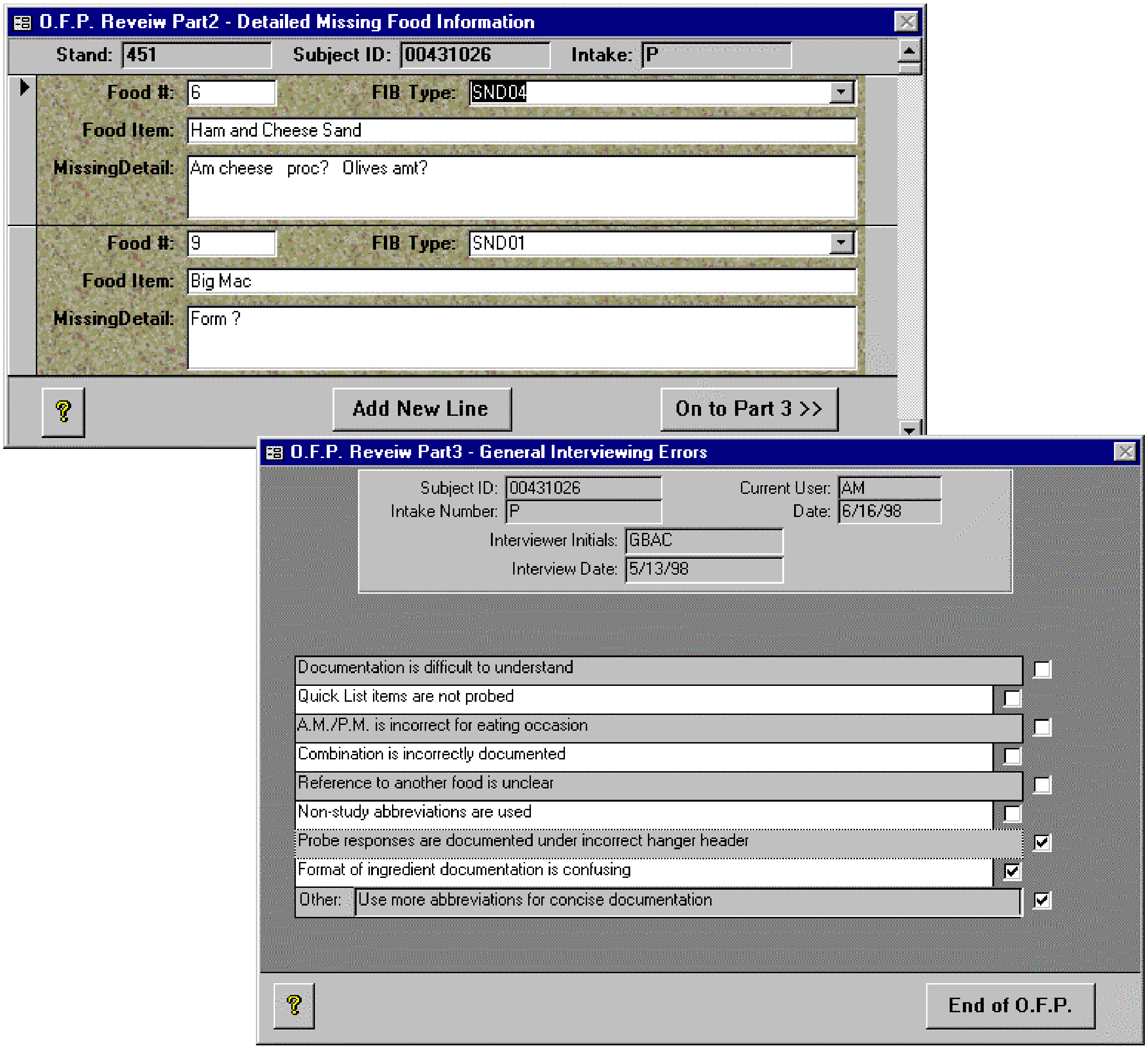


Exhibit 8-3 (continued) – Online Food Probe Review



The review will be used to monitor the quality of your intake data. The coders will review the intakes for missing information, accurate recording, and appropriate level of detail. The Intake Review Reports will be returned to the Home Staff supervisor on a regular basis to provide you with timely feedback. This review and feedback process will enhance the quality of the data by giving you the opportunity to learn from your mistakes. In addition, the intake interview data will be more complete and accurate to code.

The Intake Review Report has three parts. Part 1 involves examining the intake for criteria that have to be met for the intake to be considered complete and codeable. Part 2 identifies all incompletely described foods and amounts according to the online food probes, and Part 3 identifies any errors or omissions from a list of general errors. The specifics of the information reviewed and the calculations involved for the report are discussed below.

Each report is dated and contains identifying information that is entered by the coder. This information includes the following:

- Subject ID;
- Intake Number;
- Interviewer Initials;
- Reviewer ID; and
- Interview Date.

8.4.1 Part 1: Intake Minimum Criteria

For an intake to meet minimum criteria, 75 percent or more of the recorded food items must have descriptive information, 85 percent or more of the recorded food items must have amount information, and there can be no missing meals. If the intake does not meet minimum criteria, an assessment will be made by Westat project staff to evaluate whether the intake can be included in the data set. To calculate the minimum criteria, the *number of items with no description* and the *number of items with no amount* are each divided by the *total number of food items.*

The *total number of food items* equals the number of Food Information Screens and the number of Addition Information Screens. The number of food items with NO description refers to any foods on the Quick List for which there is no descriptive information on the Food Information Screen. If you are unable to obtain any description about a food, but documented that you had probed (i.e., "*D.K. description detail"),* then the food item would be documented and therefore it would NOT be counted as a food item with no description. The same applies for amounts. If the respondent was unable to report the amount and you recorded the amount as "D.K amount," the food item would be documented and therefore would NOT be counted as an item with no amount. If a respondent reported a meal, but no foods or amounts were recorded on the Food Information Screen, the meal would be considered missing.

8.4.2 Part 2: Detailed Missing Food Information

In this section of the Intake Review Report, the coders will document any descriptive and quantitative details you forgot to record. Using the online food probes, they will verify that you recorded all the specified food probes for every food and drink reported. Any missing information will be documented by food name, time, and occasion, and a summary of the missed probe(s). The number of foods rather than the number of missing probes determine the percentage of missing detail. There is a comment section at the end of Part 2 for the coders to provide information that does not fit into the format of the summary presentation.

8.4.3 Part 3: General Interviewer Errors

In this section of the Intake Review Report the coders will list the general interviewer recording errors and omissions. The coders enter an "X" beside the errors identified in the intake. Following is a list of the General Interviewer Errors on the Intake Review Report.

1. **Combination incorrectly coded--** All combination foods, which included recipe ingredients and additions to foods, must be bracketed. Common additions are cream and coffee, milk and cereal, bread and butter.

2. **Reference to another food item is unclear –** All references to other food items must be identified by recording "Same as {food}, {time}, {occasion}."

3. **Use of nonproject specified abbreviations** – Only study-specified abbreviations can be used on the 24-hour recall. Using any other abbreviation is a General Interviewer error.

4. **Other: –** Any other errors seen on the Intake will be described here.

Westat Project Staff will provide regular feedback to you based on the Intake Review Reports. In addition, the reports will be summarized and discussed with you on a weekly basis to identify patterns of errors or incorrect procedures.

9. DIMES TELEPHONE INTAKE INTERVIEWS

9.1 Introduction

The Dietary Interview Mode Evaluation Study (DIMES) was designed to achieve two objectives:

- To compare Day 1 24-hour recall response rates and dietary data collected by two modes (in-person and telephone) using the 1999 NHANES dietary CAPI system; and
- To test the operational feasibility and evaluate the data quality of Day 2 24-hour recalls within and between modes in NHANES examinees (i.e., compare Day 2 in-person to Day 1 in-person; compare Day 2 telephone to Day 1 telephone; and compare Day 1 telephone to Day 1 in-person).)

The SPs recruited for a MEC exam in stands 107-118 will be assigned to the in-person or telephone interview mode, depending on their scheduled MEC session. Those SPs attending morning sessions will be apportioned to the in-person mode and will be interviewed in the MEC. Those SPs scheduled for afternoon and evening sessions will be apportioned to the telephone mode and will be interviewed by telephone.

SPs assigned to the telephone mode will be introduced to the telephone interview by a dietary interviewer during the MEC session, and will be scheduled for a Day 1 telephone interview 4 to 7 days later. To ensure that all SPs are interviewed for a Day 1 24-hour recall, those SPs in the afternoon and evening sessions that attend a MEC exam the last 2 days of the stand will have an in-person dietary interview.

Ten-percent of the sample will be selected for a Day 2 interview. The sample will be recruited by the MEC coordinator and scheduled by the FO staff. In-person Day 2 interviews (morning sessions) will be conducted 8+ days after the MEC exam. Telephone Day 2 interviews (afternoon/evening sessions) will be conducted 11+ days after the MEC exam (to allow for the completion of the Day 1 telephone interview).

The success of the telephone data collection effort depends on each interviewer following the study procedures and understanding how to use all study instruments. Interviewer responsibilities include scheduling the Day 1 telephone interview (during the MEC exam), conducting the Day 1 interview, and conducting the Day 2 interview. The telephone-administered intake interview will be conducted using the same ISIS dietary program as in the in-person interview. However, the contact procedures will differ since the interview will be conducted in the telephone mode. This chapter will address telephone interviewing procedures, scheduling the Day 1 interview, making contact, and administering the Day 1 and Day 2 interviews by telephone.

9.2 Telephone Interviewing Procedures

9.2.1 General Procedures

Telephone interviews will be conducted from both the MEC and the Field Office (FO). At each stand you will be assigned to either the MEC or the FO to conduct the interviews. You will work two interview shifts per day (morning-afternoon, morning-evening, or afternoon-evening).

9.2.2 Staff Responsibilities and Communication

The DIMES staff includes the Telephone Data Manager and the dietary interviewers. As a member of the DIMES staff you will be responsible for specific tasks that will be **crucial to the success** of the study. A large part of the responsibilities involve communication with other members of the DIMES staff, as well as the FO scheduler. Every effort must be made to conduct interviews within the pre-determined window, and in order to accomplish this, you will need to be in frequent contact with the Telephone Data Manager and the other dietary interviewers. The responsibilities for each member of the DIMES staff are summarized below.

Telephone Data Manager. The Telephone Data Manager will be responsible for the production of the telephone interviews. In this role, she will maintain the interviewer schedule, monitor response rates, determine refusal conversion strategies, and make decisions on all other issues involved with the telephone interviews. You will communicate with the Telephone Data Manager primarily through e-mail and telephone communication. She will monitor the Telephone Follow-up Report and the Dietary Interviewer Schedule (described in detail below) on a daily basis to ensure that all interviews are conducted in a timely manner. You will likely receive daily e-mails and updates from the Telephone Data Manager, and any problems or questions about the progress of the telephone intake interviews should be communicated to her.

DIMES Dietary Interviewers. The DIMES staff will consist of three dietary interviewers per team. Each interviewer on each team will be assigned to the FO at one stand over the 6-month period. The team and FO staffing assignments are listed in Appendix A.

MEC Dietary Interviewer (Scheduler). The MEC dietary interviewer scheduler will be responsible for scheduling all the Day 1 telephone interviews on the master copy of the Dietary Interview Schedule. The procedures for scheduling are described in detail in Sections 9.2.3 and 9.4. As the scheduler, you will be responsible for faxing the schedule and the Telephone Follow-up Report to the Telephone Data Manager on a daily basis.

Although the FO scheduler will schedule the Day 2 telephone interviews, it will be your responsibility to record the scheduled Day 2 interviews on the master copy of the Dietary Interview Schedule. The FO scheduler will email or phone you with the newly scheduled interviews. You will mark the Day 2 interviews with a * on the schedule. If there is a conflict with appointments, try to reschedule the Day 1 interview since the SP will be in the MEC.

As the scheduler you will also be assigned the task of remaining at the stand for 1-2 days after the MEC closes to complete telephone interviews. At the end of the stand, you will remove the DIMES laptop and headset from the FO in order to conduct telephone interviews from your hotel. You will transport the laptop and headset to the next stand, and give them to the data manager upon your arrival.

MEC Dietary Interviewer (Telephone Interviewer). The MEC dietary interviewer is responsible for conducting telephone interviews during the afternoon/evening sessions. As the telephone interviewer, you will receive the Dietary Interview Schedule from the MEC scheduler on a daily basis, and attempt to complete all interviews assigned to you. You will communicate with the other dietary interviewers on your team by e-mail, and always copy (cc) the Telephone Data Manager. If an appointment is rescheduled, you will contact the MEC dietary interviewer scheduler to ensure that the appointment is changed on the schedule. For security reasons and to ensure that you have the most up-to-date schedule, at the end of your shift you must shred the Dietary Interview Schedule.

FO Dietary Interviewer. The FO dietary interviewer will work in the FO on the same schedule as the MEC team with the exception that she will work a split shift every Sunday. As the FO interviewer, you will work two sessions a day, either morning-afternoon sessions (8:30am-12:30pm and 1:30pm to 5:30pm), afternoon-evening sessions (11:00am-3:00pm and 4:00pm-8:00pm), or morning-evening sessions (8:30am-12:30pm and 4:00pm to 8:00pm). You will not work past 8pm on any night.

Your work day will be divided into two blocks of time: 2 hours of FO work and 6 hours of dietary work. The 2 hour block of FO time will be scheduled at the beginning of the day, and will be dedicated entirely to the FO. You will report to the Office Manager (OM) or Assistant OM (AOM) at the start of the work day to receive an assignment to be performed during that time period. The 6-hour dietary block of time will be scheduled with a maximum of 7 dietary interviews. The dietary block of time will be dedicated entirely to dietary work. If you complete all scheduled calls and all assigned tardy SPs before the end of the dietary block of time, you will notify the OM or AOM of your availability to do FO work for the remainder of your shift.

If you do not have a full schedule of appointments and the Telephone Data Manager has not assigned you other work, your free time may be dedicated to the FO. The OM and AOM can anticipate your workflow by checking the Dietary Interview Schedule for the next day. The Telephone Data Manager will confirm your availability with the OM and AOM via e-mail, and copy you. To maximize your available time, the MEC dietary scheduler and the FO Day 2 scheduler will schedule your appointments as early in the day as possible to ensure that a block of time will be available at the end of the day.
At the end of the stand, you will be responsible for packing up all DIMES equipment and materials (other than the laptop and headset) so that they can be shipped with the other FO supplies and equipment.

FO Scheduler. One or more FO staff members will be responsible for scheduling the Day 2 dietary interview. If the FO schedulers make scheduling calls while afternoon/evening MEC sessions are running, they will inform the MEC scheduler (either via e-mail or phone) when they appoint a Day 2 telephone interview. The MEC scheduler will record the information on the Dietary Interview Schedule and resolve any conflicts with appointments.

9.2.3 Dietary Interview Schedule

The Dietary Interview Schedule is a hard-copy schedule that will be drawn up by the Telephone Data Manager and maintained by the MEC scheduler. The schedule lists the appointment slots for each interviewer in both the MEC and the FO. The appointments will be scheduled 45 minutes apart, but no interview will be scheduled and no calls made (for missed appointments) after 9 p.m. in the evening. Appointments may be made beginning at 8:30 a.m., but no call-backs should be attempted before 9:30 a.m. in the morning.

The draft schedules for Stand 113-118 are included in Appendix B. These schedules are subject to change, depending on changes in the FO staff and MEC exam schedules in each stand.

The scheduler will follow the steps below when appointing SPs to telephone interviews.

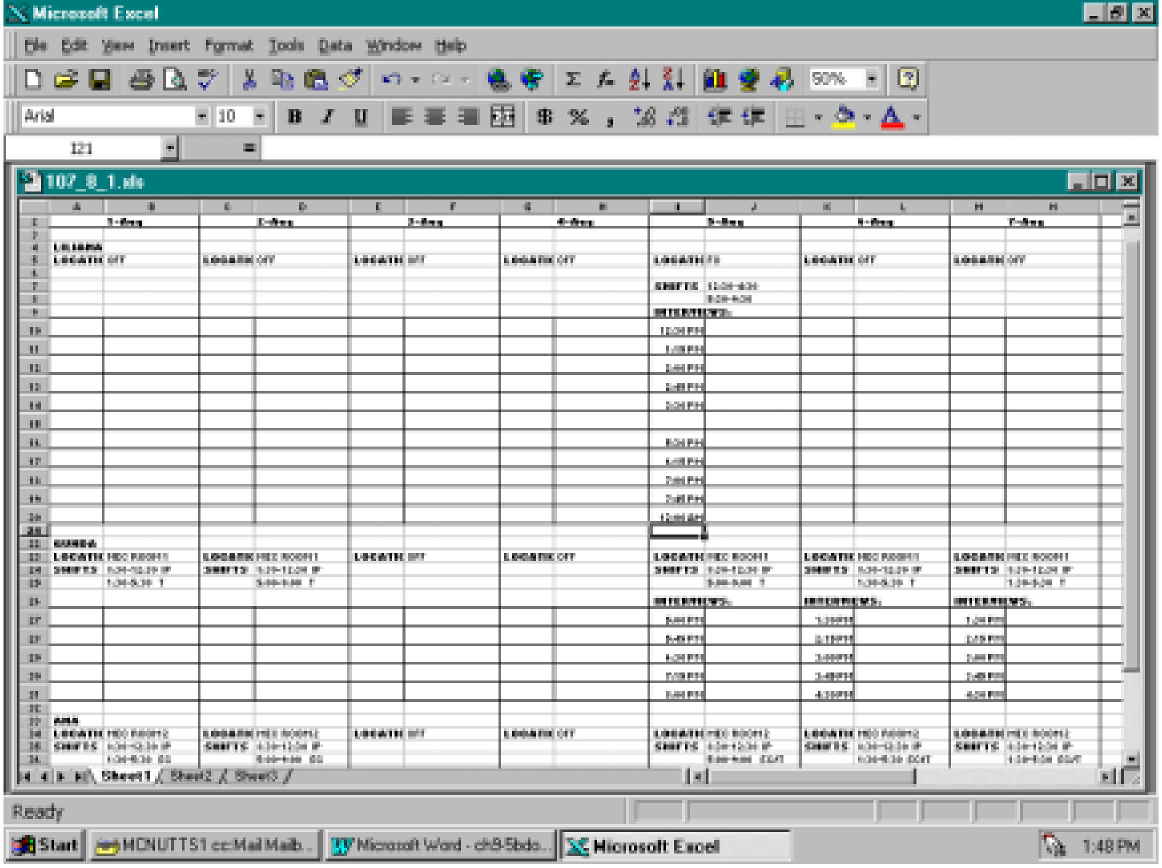
1. Schedule the appointment for the earliest time slot available in the SP's Day 1 Intake interview window, and for the earliest appointment time available in any shift.

2. Record the SPID on the card stock copy of the Dietary Interview schedule.

3. Make changes to the master schedule (such as rescheduled appointments or refusals) when notified by the dietary interviewers or the Telephone Data Manager.

4. At the end of the day, make 3 copies of the Interview schedule, circle the day for which the schedule will be used, and provide a copy to each interviewer (for use during the following day’s shifts), and to the FO scheduler.

5. At the end of the day, fax the Dietary Interview schedule to the Telephone Data Manager.



9.2.4 Telephone Follow-Up Report

The Day 1 Telephone Follow-Up Report lists all Day 1 calls to be made daily, and is updated automatically from the information entered on the SP Contact Information screen. The Telephone Follow-Up Report is a read-only report. It is accessed by clicking on the Reports ➢ Telephone Follow-Up Report when in the program.

The Telephone Follow-Up Report lists each SP by ID number (SPID), the date of the MEC exam, the initial appointment date and time for the Day 1 Intake interview, and the SP's phone number. Should the interviewer need to reschedule the appointment for the Day 1 Intake interview, the new date and time will be listed in the appropriate column. If the SP gives you another contact place and phone when rescheduling, these too will be listed in the appropriate columns. The Comments column reproduces the contact comments that were entered by the interviewer in the Contact Information screen (discussed later in this chapter). This allows the Telephone Data Manager to track the progress of the interviews.

DIMES Editing

Day 1 Telephone Follow-Up Report - as of 07/21/1999

Sp Id	Name	Mec Exam Date	Initial Appt Date	Initial Appt Time	Next Scheduled Appt Date	Next Scheduled Appt Time	Contact Place	Phone	Comments
270966	Hal Riddle	7/20/99	7/25/99	05:00 pm		08:00 pm		- -	this is a test on s23 2nd test
622124	Jason Vorhees	7/16/99	7/22/99	08:00 am				- -	
450240	Darlene Colbern	7/1/99	7/6/99	12:30 pm	8/20/99	04:00 pm	home	301-235-6658	
436674	Jessica Long	7/8/99	7/14/99	02:30 pm				- -	7/8/99 2:30pm no answer 7/8/99 3:00pm out
979127	HARRIET GOULD	7/1/99	7/6/99	10:00 am				- -	
968975	EMMA THOMPSON 2	7/20/99	7/25/99	11:00 am		08:00 am		- -	
648960	HARRY TRUMAN 3	7/21/99	7/26/99	06:00 pm				- -	
129029	BABETTE SMITH 2	7/21/99	7/28/99	12:00 pm				- -	
797441	JOHN ROTH 3	7/21/99	7/26/99	11:00 am	7/26/99	03:00 pm	home	301-555-1212	
378628	PRACTICE 111	7/21/99	7/26/99	12:00 pm				- -	
826198	SAMANTHA YOUNG	7/6/99	7/12/99	11:30 am				- -	this is a test this is second test
591665	Mark Waterton	6/3/99	6/7/99	01:00 pm				- -	

<u>The report will be faxed to the Telephone Data Manager daily.</u> The interviewer working as the scheduler will be responsible for printing a current version of the report at the end of her shift and faxing it from the FO or the hotel to the Telephone Data Manager.

Telephone Data Manager
Thea Zimmerman
Fax line: 216-932-7485

9.2.5 Preparing for the Telephone

The initial telephone contact with the SP is your opportunity to establish rapport. You should have a pleasing and friendly tone and manner, speak clearly, and know what you intend to say. Hesitation, caused by your uncertainty about what to say or to whom you wish to speak, can create a negative impression in a telephone contact. The SP's reaction to the interviewer as a person is very important. Respondents will react more favorably if they think the person on the telephone is someone with whom they will enjoy talking.

The scripts (both on screen and on the handcards) are designed to be informative and also to quickly involve the person on the other end of the phone in the interview process. Deviating from the written script can cause you to become confused and unclear in the explanations to the SPs. This may cause SPs to refuse to continue the interview.

Do not rush through any of the scripts or answers to questions. Practice reading the scripts until you are comfortable with them, so that your presentation is confident. As with the in-person interviews, all scripts must be read verbatim, and you should not interject any comments that could be leading and biasing.

9.2.6 Making Contact

As soon as someone answers the telephone, be prepared to introduce yourself by reading the Introduction to the Telephone Interview on the screen. You will explain that you are calling on behalf of the Health and Nutrition Examination Survey, and give the reason you are calling. Be prepared to answer questions during your introduction. While many questions will have been asked during the MEC interview, the first intake interview will be the first time that the burden of being a respondent will be apparent. Accurate responses are more easily obtained and refusals are kept to a minimum if you present yourself in a professional and prepared manner. You must be ready to convince the SP/proxy that this is an important health study by rehearsing answers to possible questions (see Section 9.2.5). If you are hesitant or vague in your responses, people will tend to be suspicious of your call. Listen carefully to the participant's question and, in a clear and concise manner, answer only what is asked.

Should the SP report that they are not available for the Intake interview at this time, attempt to convince the SP that it is very important to complete the interview at the time scheduled. You will not have many opportunities to contact a given SP, so in the interest of obtaining an intake on each SP, it will be important to try to complete the interview when you are able to reach the SP. Should your attempts to convince the SP fail, you will schedule a new appointment, preferably for the following day. It is very important to try to complete all Intake interviews in the appropriate time frame (Day 1 Intake interviews should occur 4-7 days after the MEC exam and Day 2 interviews should occur 11+ days after the MEC exam).

9.2.7 Interviewing Child SPs

The NHANES protocol requires that dietary interviews for SPs under 6 years of age be conducted with a proxy (preferably the primary caregiver); and interviews with child SPs 6-11 years old be conducted with both the SP and a knowledgeable adult. The Day 1 telephone interview with a proxy respondent will be conducted following the same procedures used for an adult SP interview. If the child SP is selected for a Day 2 interview, it will not be necessary to conduct the interview with the same proxy who responded for the Day 1 recall.

In order to conduct an interview with a child under 11 years of age, an adult must be present in the household. The age and ability of the child will determine how much of the telephone interview you conduct with the child SP. Following are the procedures to follow for each age group.

- **SPs under 6 years old** – The entire interview will be conducted with the proxy. The child does not need to be present. However, if the child is present for the interview the proxy may refer questions to the child.

- **SPs 6-11 years old** – The child SP will be the primary respondent, but will be assisted by an adult. First, describe to the assistant how you intend to conduct the interview. If a speaker or extension phone is available, have both the child and the assistant join the conversation. Explain that you will be asking both of them for information. Begin the interview with the child by obtaining the Quick List of foods. After the Quick List is complete, invite the assistant to participate in the interview and encourage the assistant to help the child report completely and accurately.

If the household does not have a speaker or extension phone, you will need to explain to the assistant and child in turn, how you intend to conduct the interview. Then begin the interview with the child by asking the Quick List. Obtain as much information from the child as you can. Encourage the child to ask the assistant for any details he/she can't answer. Use your judgement throughout the interview to determine whether the information you are obtaining would be more complete, or the interview would go more smoothly (or quickly), if you were interviewing the assistant. In that case, ask to speak to the assistant.

9.2.8 Problems and Respondent Questions

This section presents common concerns and questions that participants may have, as well as suggested responses. Other situations not foreseen here are bound to happen. When you are in doubt as to how to handle a situation, discuss it with the Telephone Data Manager. For the Day 1 Intake interview, document these cases in the Contact Comments on the Contact Information screen.

Participant questions are rarely phrased as we have noted them in this manual. The responses presented are suggestions and should not be considered as the only suitable responses. They attempt to cover the viewpoints and the items that should be incorporated into your answers.

What is the purpose of the NHANES?

NHANES is a national survey being conducted by the National Center for Health Statistics to obtain critical information regarding the health and nutritional status of the U.S. population. It is funded by the Federal Government, and is authorized by the Congress.

What is the purpose of the dietary recall?

The dietary recall provides valuable information about the usual food intake of the U.S. population.

How was I selected for this study?

Your household was selected by a statistical sampling method.

For whom do you work?

I work for Westat. Westat is an independent social science research organization located in the Washington, DC metropolitan area. We have many years of experience in this field and have conducted surveys and evaluations on nutrition, health, education, environmental safety, and many other subjects since 1961. The National Center for Health Statistics has contracted with Westat to conduct this survey.

How long will this interview take?

Each recall will take approximately 25 minutes to complete. However, the actual length of time depends on your answers.

I just don't have time for this recall interview.

As our time is limited, it is very important to try to complete the interview at the time that you scheduled. [IF SP IS STILL UNWILLING:] I'd be happy to call back at another time. What day and time are best for you?

I would rather complete this by mail.

These recall interviews are telephone interviews and cannot be done by mail.

I need more specific information about your study, whom should I call?

I will have the Telephone Data Manager call you at [SP's number]. When would be a convenient time?

What are you going to ask me about?

We will ask you about the foods and beverages that you consumed yesterday and a few other food-related questions.

I have a bad diet; I wouldn't be a good respondent.

If we are to study food habits accurately it is very important we collect information for all kinds of eating habits. In fact, if you have food habits that are very different from so-called "normal" patterns it is very important to be included in this study. By your participation researchers can be sure that we have collected information from folks that make all kinds of food choices.

Why do you need all this detail about the food?

We will use the information to calculate the nutrient content of diets. Foods and beverages vary in nutrient content depending on brand, type, quantity eaten, and what was added to it such as fat and salt. The more exact information you can provide, the more accurate the results of the study will be.

I'm not sure I'll remember all that I ate.

All we ask is that you do your best. It's not a test. Sometimes just thinking about your activities or where you've been during the day will help you remember.

How do I know that my information will be kept confidential?

We are required by the Privacy Act of 1974 (Public Law 93-579) not to reveal any information other than to persons directly involved with the study. Only research staff working on the study will use your answers, and each of them is required to sign a statement of confidentiality. Survey results will be published as statistical totals only. No information that would permit the identification of any individuals will be released or published.

Will I get paid for this?

[If Day 1]: Yes, you were paid for your MEC exam. This interview is part of your MEC exam.

[If Day 2]: Yes, you will be paid $30 for this interview. This is to compensate you for your time and transportation costs. You will receive a check in the mail within the next 2 weeks.

9.2.9 Refusal Avoidance

Some refusals cannot be avoided. However, through experience we have found that the most effective way to avoid a refusal is to be both thoroughly informed about the study you are conducting, and be convinced that it is important. By doing this, you can professionally respond to questions while communicating the value of the study. A pleasant, professional tone of voice with an evenly paced response will project your confidence and you will begin to establish a rapport with the respondent.

In the previous section of this chapter, suggested responses were given to questions that are frequently asked in telephone interviews. As mentioned, these do not need to be read verbatim. You should review these responses and have available answers that you are comfortable using. Some questions will be more frequently asked than others. You will find that you will refine your answers until you find the one that "works" for you. Answering SPs' questions in a competent and professional manner may convince them to continue in the study.

Refusals that come during the Intake interview may result from the repetitive nature of the questions. This is where your ability to establish a positive rapport with the participant is crucial. In similar studies, interviewers have found that respondents have enjoyed answering questions about a topic that they know so much about. Approach the interview in a positive manner and that will be communicated.

When you do get a refusal, don't lose confidence, but rather review what occurred. Thinking about what was said and how you responded will help prepare you for the next time the same situation occurs. If a respondent is not able or refuses to complete the intake interview you should enter the reasons in the Contact Comments section.

9.3 Measuring Guides and Handcards

The scheduler will give each respondent a set of measuring guides and handcards during their MEC appointment, and will explain how to use them.

Measuring Guides. The measuring guides will be used to determine the volume and dimensions of the food items the respondent reports. There are two types of guides: the 2-D Food Model Booklet and the 3-D guides (measuring cups, measuring spoons, and ruler).

- **FOOD MODEL BOOKLET.** The Booklet consists of a Table of Contents and a section of handcards, and seven sections of food model drawings. You will focus on the food model drawings for this interview. The seven food model sections include life-size drawings of glasses, mugs, and bowls, spreads and pats, mounds, a grid, a wedge, and pictures of chicken, fish, and other shapes.

- **MEASURING CUPS (C).** Use the measuring cups to estimate the capacity of mugs, bowls, or glasses, and to estimate sizes of portions or servings. For example, these cups would be used to estimate quantities of liquids (such as juice or milk) or solids (such as potato salad or corn chips).

- **MEASURING SPOONS (tsp, Tbsp).** Use the measuring spoons to estimate the capacities of cooking spoons, serving spoons, or household spoons, and to estimate small amounts. Always have the respondent estimate level spoons.

- **RULER (")**. Use the ruler to estimate dimensions in inches. For example, the ruler would be used to estimate the length, width, and height of a piece of cornbread; and the length, width, and thickness of a piece of meat, poultry, or cheese.

Should the SP be unable to locate the measuring guides given to them, you will ask them to use their own household measuring cups and spoons.

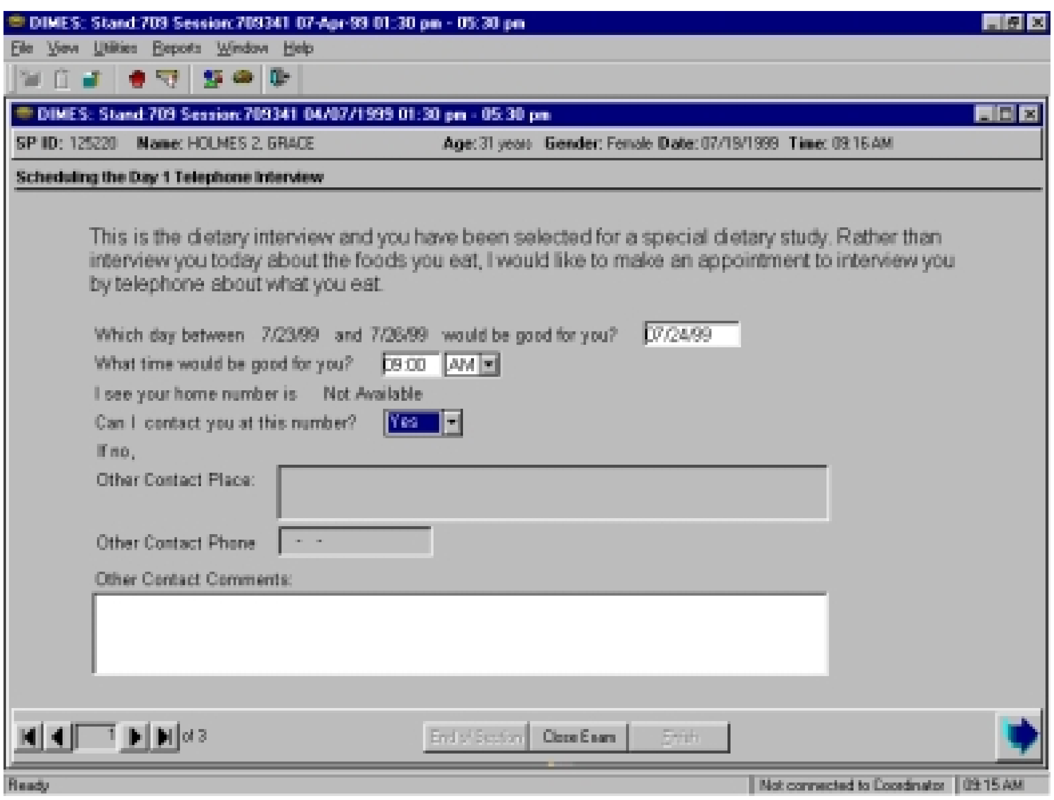
Handcards. The SP will receive one handcard to use during the interview. The handcards will contain five lists that are specific to certain questions in the interview. The lists include: Meal Name, Meal Place, Forgotten Food List, Fish card, and Shellfish card. The lists will be translated in both English and Spanish and the interviewer who makes the appointment will decide which lists to provide the SP.

9.4 The Intake Interviews

Interviewers will be responsible for scheduling and conducting two dietary intake interviews. As mentioned above, the Day 1 interview will be scheduled during the MEC exam, and conducted within 4 to 7 days of the exam. The Day 2 Intake interview will be scheduled by the FO scheduler after the Day 1 interview (for those selected), and will be conducted 11+ days after the MEC exam.

9.4.1 Scheduling the Day 1 Telephone Interview

The Day 1 Interview will be scheduled during the MEC exam. All SPs attending an afternoon or evening MEC exam will be selected for the telephone interview. As with the SPs in the morning sessions (in-person interviews) you will introduce yourself as the SP enters the room and is seated. Enter the SP's ID number by passing the wand over the barcode on the SP's bracelet, and then confirm that the correct name appears on the screen. If the information is incorrect, be sure to notify the coordinator. Next, read the Scheduling Day 1 Telephone Interview screen exactly as it is written.



You will then ask the SP for a convenient day and time for the interview; encourage the SP to choose the earliest available day. Using the current interviewer schedule, confirm that the appointment you set occurs during a staffed interview shift. Fill the available appointment times in the following order:

1. afternoon/evening MEC appointments
2. afternoon FO appointments
3. evening FO appointments.
4. afternoon/evening appointments for the scheduler (two per shift).

Try to fill the earliest times in a shift first, allowing 45 minutes for each appointment. Once the date and time are selected, write the SPID in the space on the interviewer schedule.

If the SP is unable to give a date and time for the appointment (i.e., they wish to check their calendar at home before scheduling), enter tomorrow's date (and any time) as the appointment date. Tell the SP that you will contact them tomorrow/during your next shift to schedule the appointment. Record the SP's ID under tomorrow's schedule (on the Dietary Interviewer Schedule), as a reminder to phone the SP for scheduling.

You will also confirm the telephone number at which the SP can be contacted at the time of the scheduled interview. In the box titled "Other Contact Comments," be sure to record any contact information that interviewers will need to conduct the interview, such as:

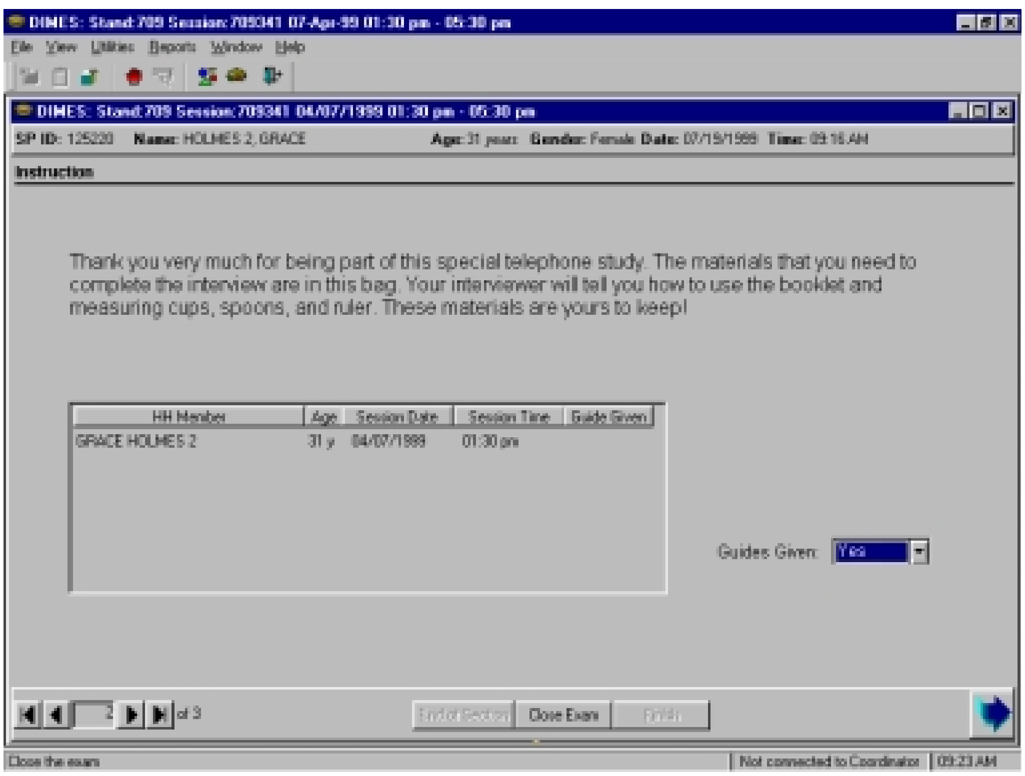
- "Spanish Interview" or "only speaks Spanish"
- "Proxy name: _______"
- "Pronounces name ________ (give phonetic spelling of unusual name)

This section is to be used for specific information that is professional and helpful. Although it may be tempting, do not enter such comments as:

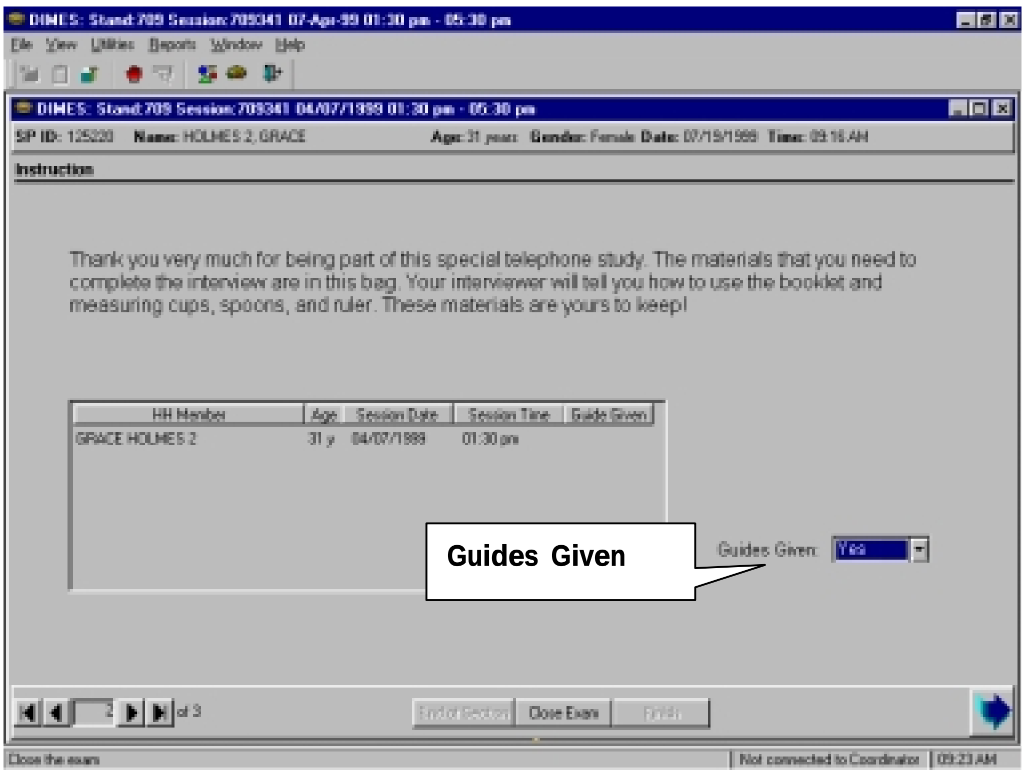
- "Talks funny," or
- "very nice lady"

Once this information has been entered and verified, you will go to the next screen by clicking on the lower right-hand arrow.

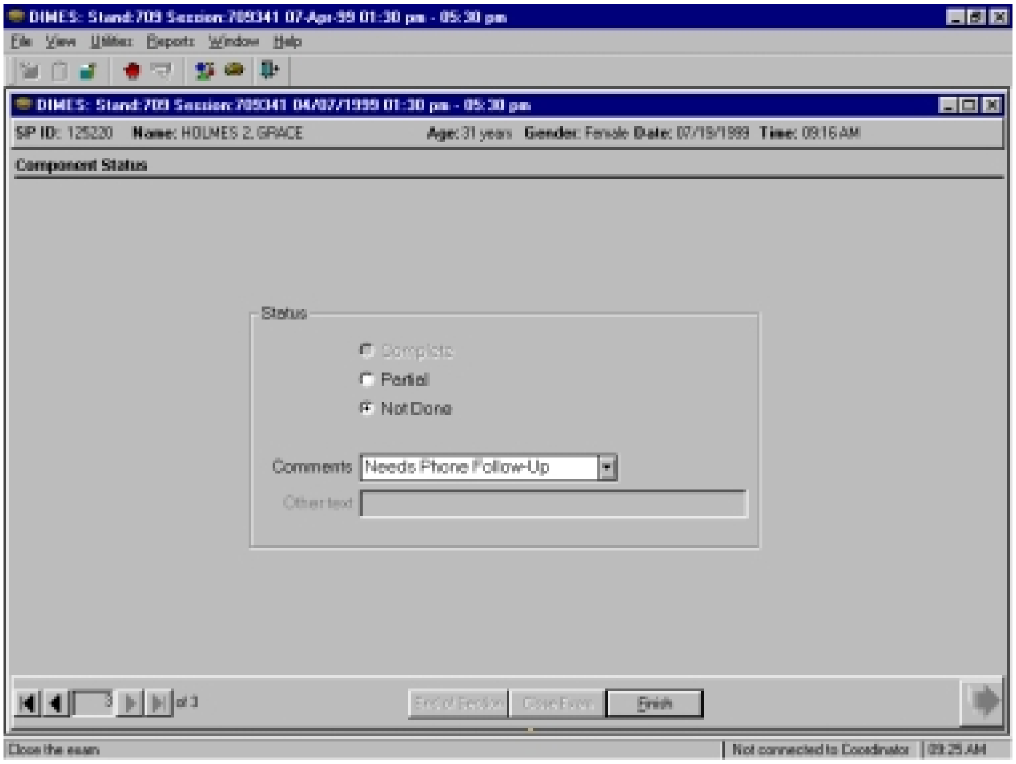
As the scheduler, you will provide the SPs with a set of measuring guides to help with the interview. Those households with more than one SP in an afternoon or evening session (telephone interview) will only receive one set of measuring guides. You will look at the grid on the Measuring Guide Instruction screen to determine whether anyone else in the household has received a set of guides during that session or any previous session. The grid contains the name of other household members, their age, session date and time, and whether guides were given. The scheduler will decide whether it is appropriate to give the SP a set of guides. No guides will be given to child SPs unless a proxy is unavailable to receive the guides.



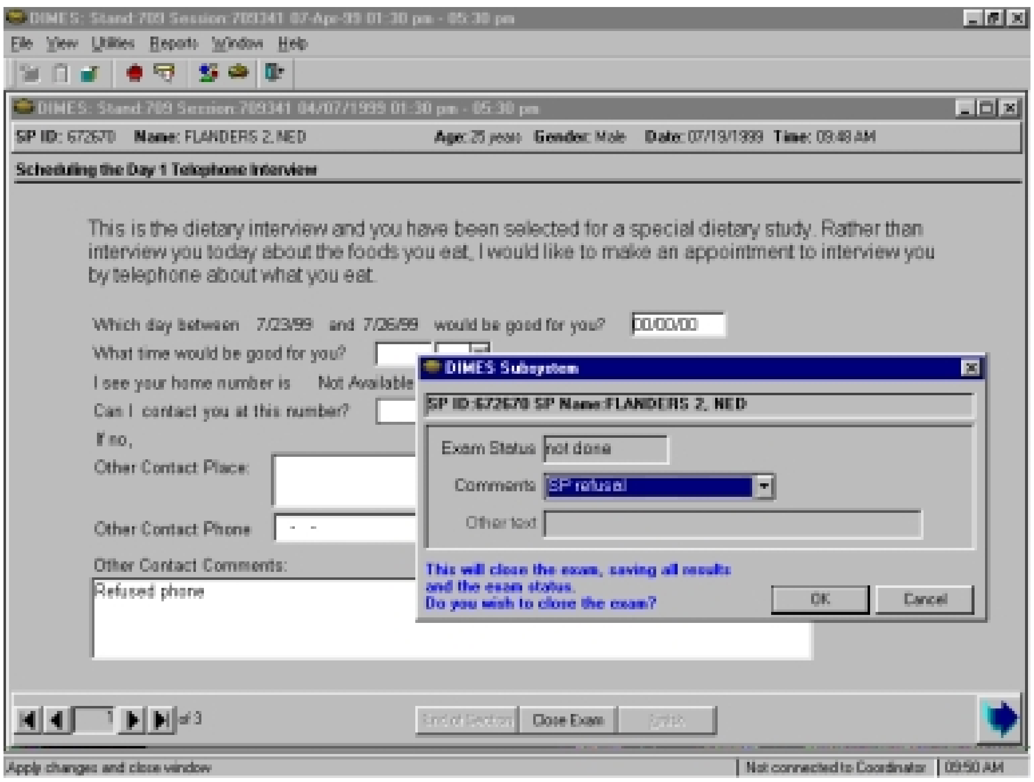
If you give the guides to the SP, read the text instructions on the screen that explain the guides. Then enter "yes" in the Guides Given field. If you do not give the guides to the SP, show the SP what is in the packet and explain the Food Model Booklet, reading the test instructions on the screen. Be sure to explain the importance of placing the packet in an easily accessible place, such as near the phone. When finished, click on the arrow to go to the final screen.



The Component Status will automatically be set to "Not Done, Needs Phone Follow-Up". You should then choose <Finish> to end the sequence. Record the date and time of the scheduled Day 1 Interview on the reminder card, and give it to the SP. Then thank the SP for their participation.

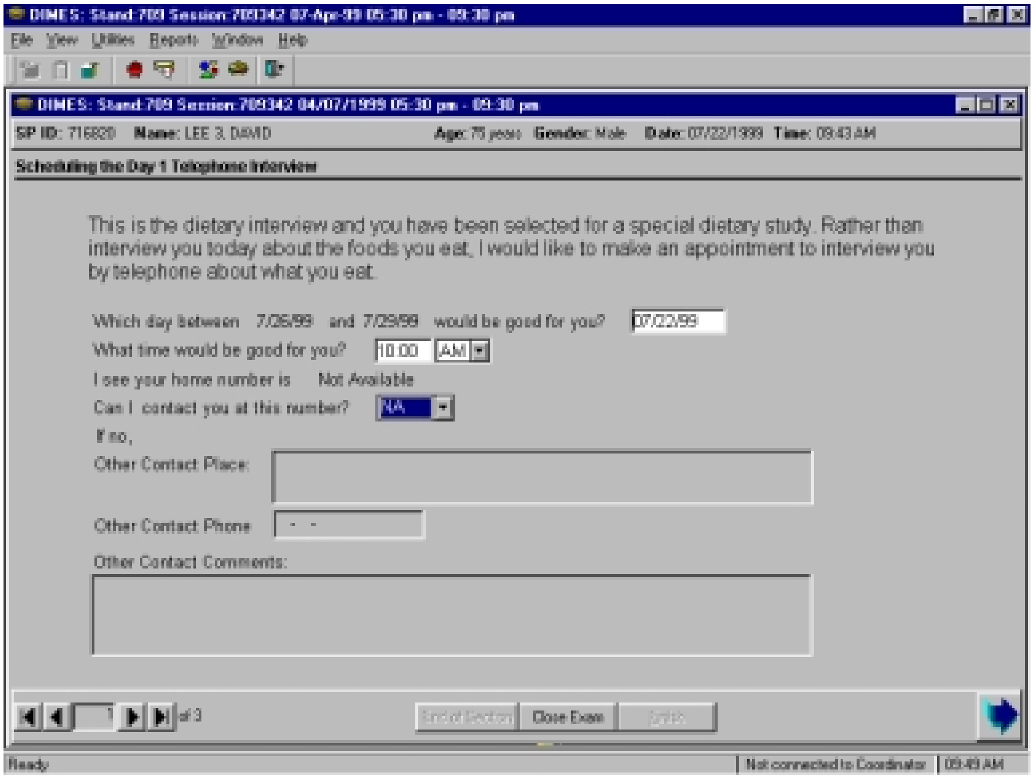


SP refuses to participate. If the SP refuses a telephone interview, remind him/her that this interview is part of the MEC exam for which they are being paid. You might also explain that this is a special test to determine whether we can collect good information about what people eat over the telephone. Should the SP refuse the interview despite your conversion efforts, leave all boxes in the screen blank, document "refused phone" in the Other Contact Comments box, and click on <Close Exam> at the bottom of the screen. A box showing the SP's ID, name, and exam status will appear.

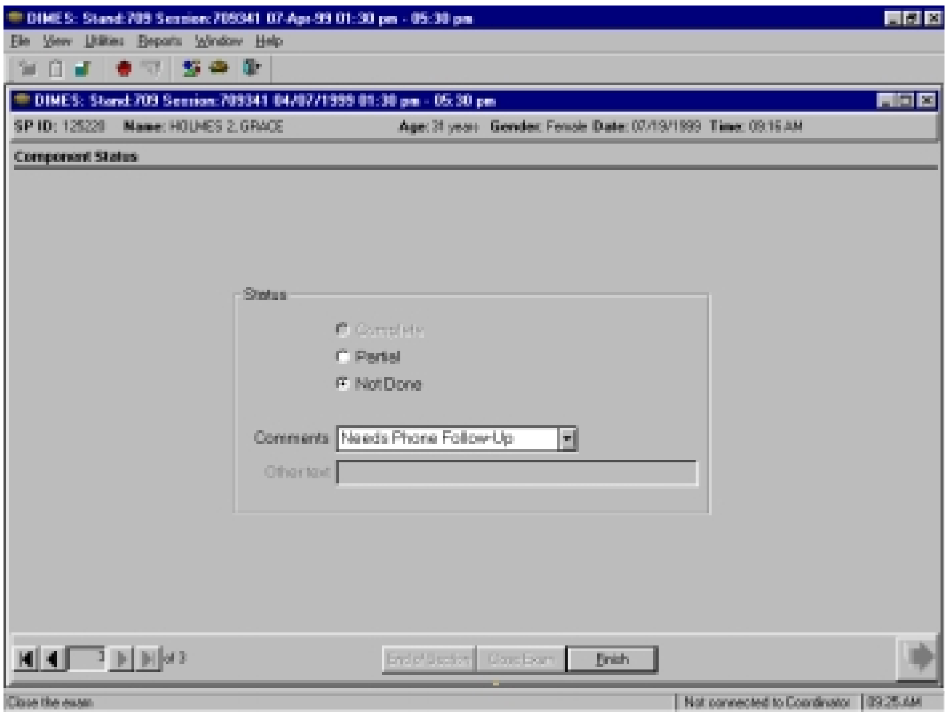


Choose "SP refusal" from the drop down list for Comments, and click on <OK> to close the exam. Then give the SP a reminder card with the MEC telephone number. Instruct the SP to call this number if he/she reconsiders, and would be willing to be interviewed within the next seven days. This will end the MEC exam.

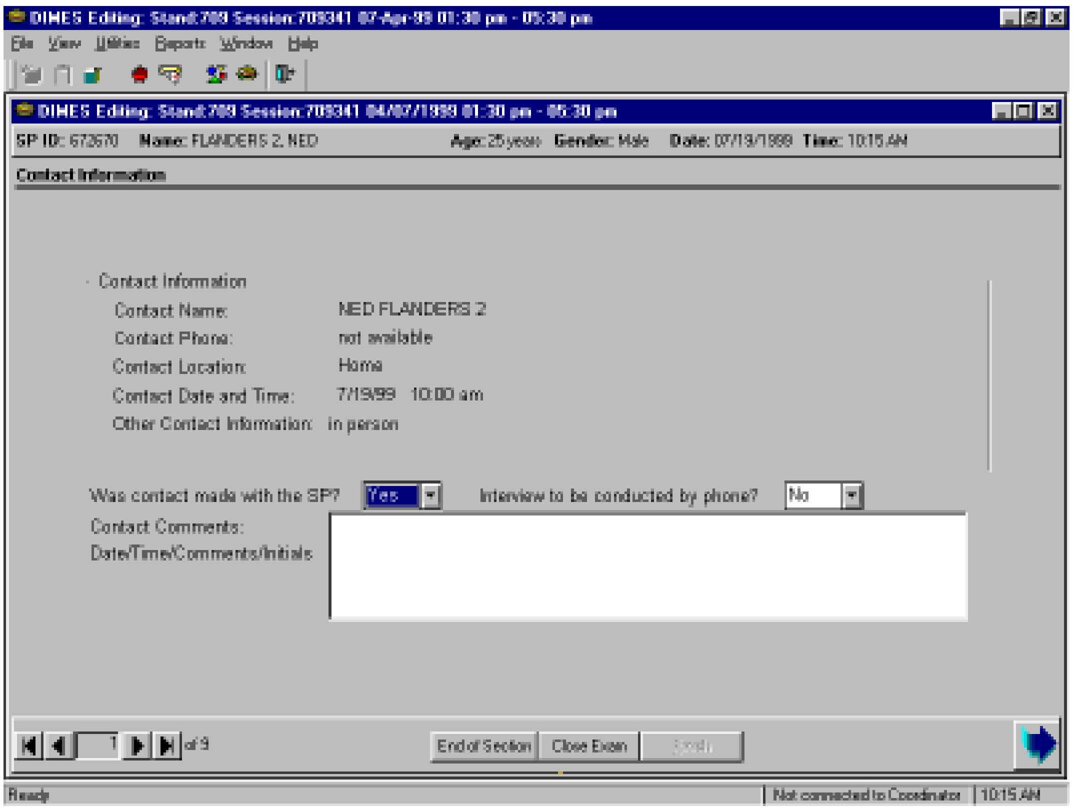
SP refuses telephone interview, accepts in-person. If the SP refuses a telephone interview but is willing to be interviewed immediately as part of their MEC exam, enter today's date and the current time in the boxes on the Scheduling Day 1 Telephone Interview screen. Choose N/A for the phone number.



Then click on the arrow in the lower right-hand corner of the screen to get to the status screen. The status screen will automatically be set to "Not done" and "Needs phone follow-up." Click on <Finish> to close the exam.



To begin the interview, open the DIMES Editing, Day 1 Phone icon and select the SP. The Contact Information screen will appear. Enter "Yes" for "Was contact made with the SP?" and "No" for "Interview to be conducted by phone?" This is crucial, as the mode of the Day 2 interview and the screens that will be used in the Day 2 interview are determined by how you answer this question. The response to this question is also used to track the mode of the Day 1 interview. Go to the next screen and begin the interview.



You will use the same food models as in the regular in-person interview. The instructions for the food models will be on handcards to use with the in-person interviews done on those SPs selected for telephone interviews, but being interviewed in the MEC. You will read the handcards to the SP after completing the Quicklist. Complete the rest of the interview as usual.

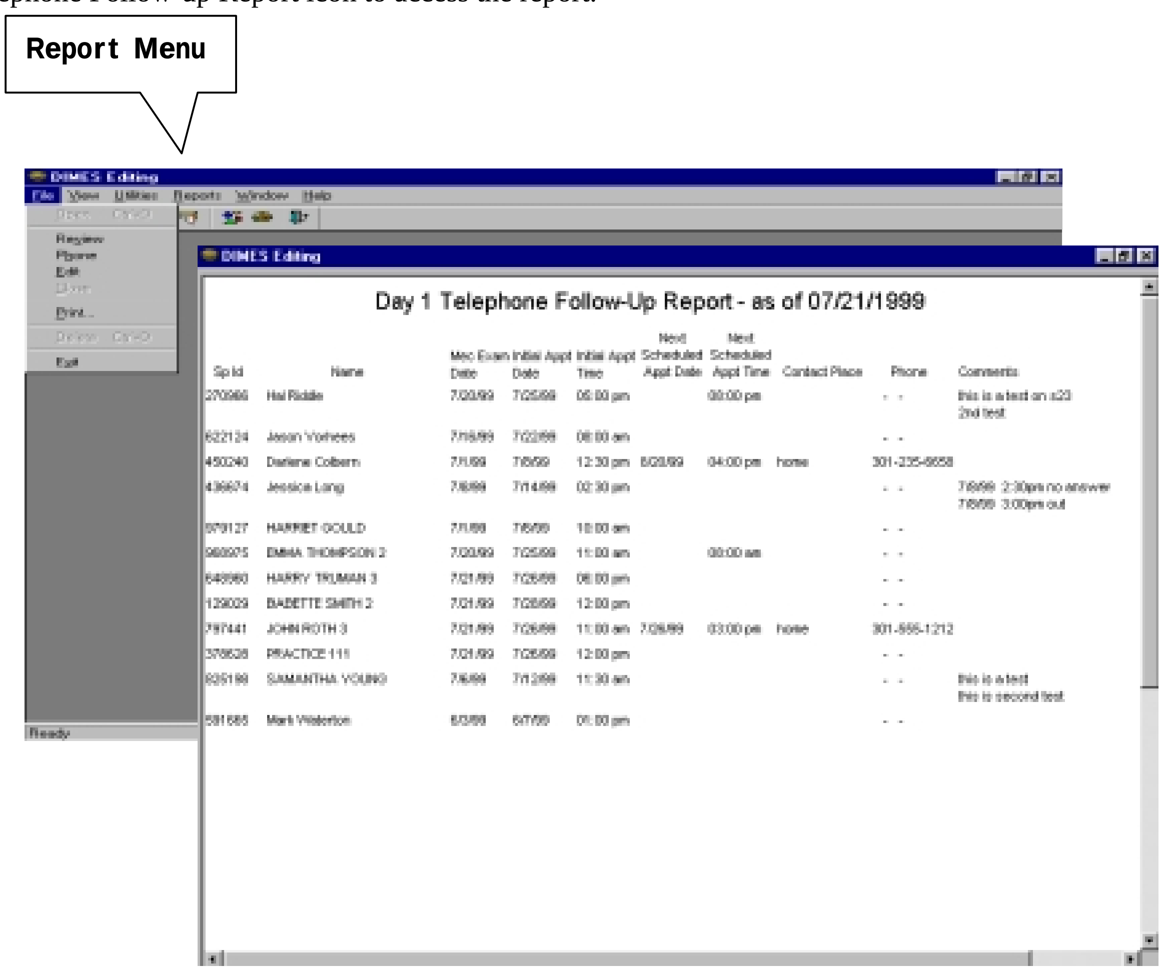
9.4.2 Conducting the Day 1 Telephone Interview

Accessing the Program. Most of the interviews you conduct by telephone will be Day 1 Intake interviews. How you get into the program depends on whether you're in the Field Office or the MEC.

- **Field Office (FO).** When you are in the FO you will need to download the appointments to the laptop computer before beginning your telephone session. It is important to perform a data transfer at the beginning and end of each session. To do this, follow the steps outlined in the ISIS document found in Appendix C.

- **MEC**. When you are conducting telephone interviews in the MEC you only need to click on the DIMES Editing, Day 1 Phone icon to open the program.

Telephone Follow-Up Report. Once you are in the program, you will click on the Telephone Follow-up Report icon to access the report.



The report will show the appointments scheduled for that day, as well as any SPs not contacted during their previously scheduled appointment time. You will choose an SPs to call.

Decide who to contact based on the following priorities:

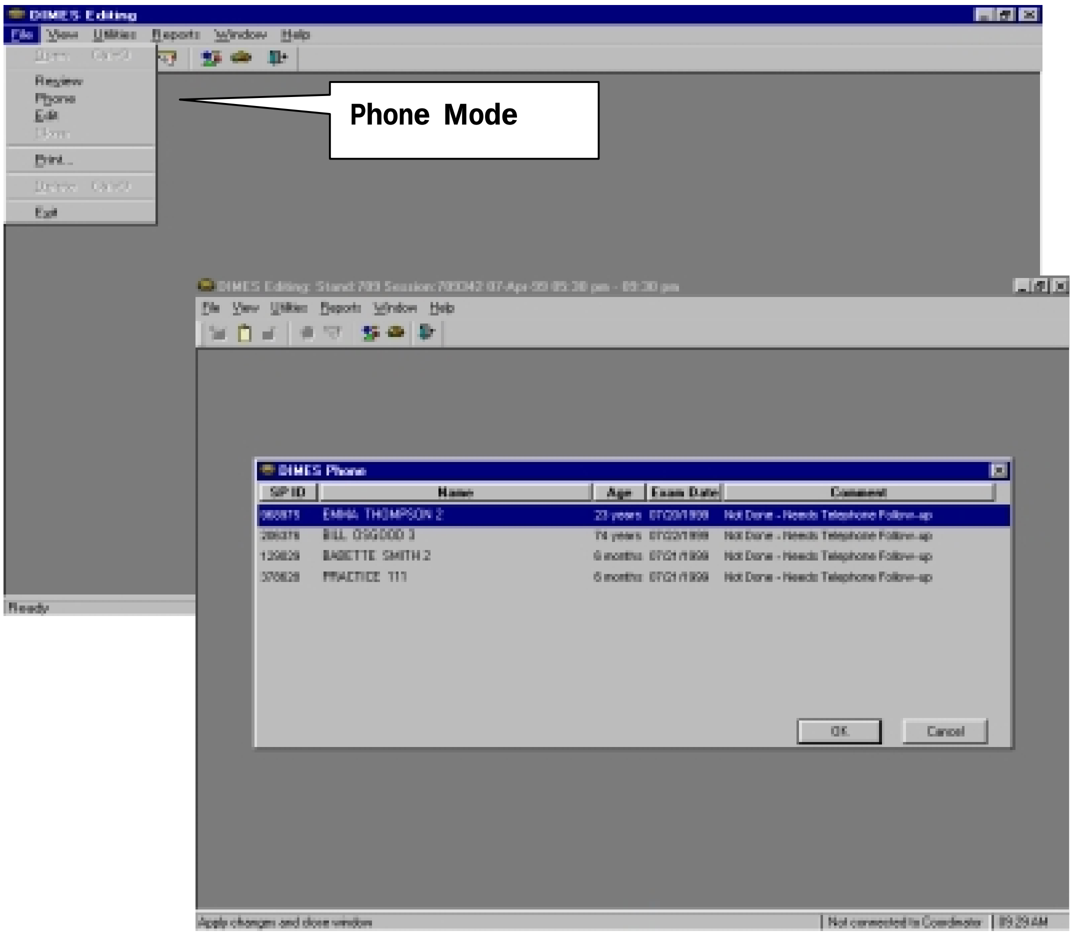
Scheduled or rescheduled appointments: contact those participants who are scheduled for Intake 1 during your current day's shift. These are listed on the current daily appointment schedule. To be sure you are using the current daily appointment schedule, check to be sure that the day/date is circled; discard each day's appointment schedule at the end of your work day. We anticipate that most interviews will occur as they are scheduled.

Missed appointments: contact participants who did not complete the intake interview during the scheduled time. These participants will be contacted in order of decreasing numbers of days left to conduct a specific interview. For example, if a participant has only 2 days remaining in the window for interview 1, and another participant has 3 days remaining, the participant with only 2 days remaining will be contacted first. It is very important to complete interviews within the study windows.

Reminder calls: contact participants scheduled for interviews on the following day. The Telephone Data Manager will assign reminder calls to you on a rotating basis.

Appointments not yet scheduled (scheduler only): if a participant agreed to the phone interview but was unable to give a date and time, the scheduler will contact them the day after the MEC interview. After contacting the scheduled and rescheduled appointments, you will need to call these cases to schedule an appointment. If the scheduler is not working on the day following the MEC exam, she will contact the FO interviewer, who will schedule the SP.

Once you decide whom to contact you will go into the program through the DIMES Editing/Phone mode. Click on File ➢ Phone to access a pick list of all SPs who need phone interviews. Choose the appropriate SP from the list.



9.4.2.1 Reminder Calls

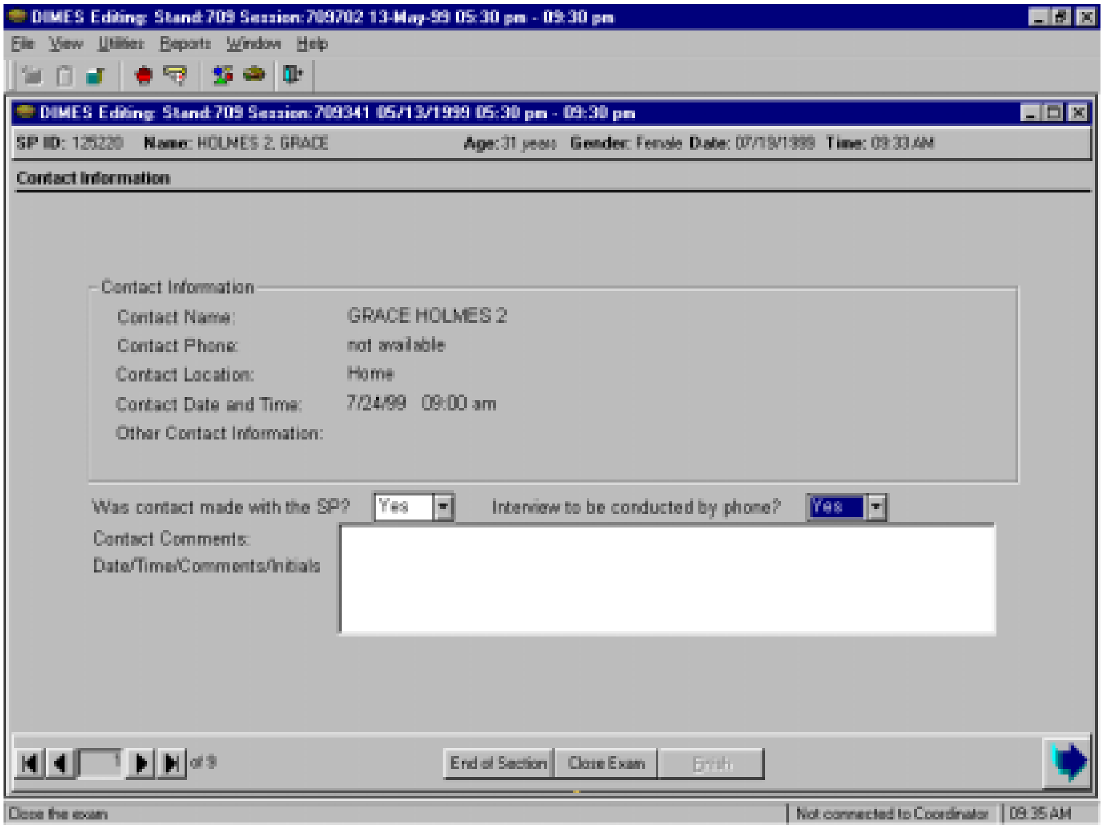
We have found it to be helpful to phone all SPs scheduled for the dietary interview on the day preceding the scheduled appointment. During this call, SPs are reminded of the date and time of their dietary interview, and are encouraged to place the measuring guides in an easily accessible location. The Telephone Data Manager will assign the reminder calls via an e-mail message to the interviewers.

To conduct the calls, pull up the Telephone Follow-up Report. The TFR contains the SP name, phone number and appointment time. Using the information on the TFR and Dietary Interviewer Schedule, contact the scheduled SPs and read the Reminder Call Script.

Should a SP request to reschedule the interview, use the Dietary Interviewer Schedule to determine available dates and times. Once the appointment is rescheduled, contact the MEC scheduler, so that she can update the master copy of the schedule. It is important to attempt to contact SPs at least 3 times to leave the reminder message. Email the Telephone Data Manager with the SP ID of any SP you are unable to contact for a reminder call.

9.4.2.2 Contacting the SP for the Dietary Interview

Before calling an SP, pull up the Contact Information screen for that SP in the Editing Application. This screen contains all the information you will need to make a contact. The screen includes the SP's name, telephone number and location, the date and time, and any other pertinent contact information, such as "Spanish interview." In addition, any comments about the SP noted by prior interviewers that pertain to future contacts will be included in the Other Contact Information portion of the Contact Information screen. These notes may provide clues about the best time to make, or avoid making, your next call. A few minutes of preparation at the beginning of each interview can help the interview go more smoothly when you reach the participant.



There are three possible outcomes when you try to contact an SP:

- Contact **not** made
- Contact made, **don't** conduct the interview; or
- Contact made, conduct the interview

If you don't conduct the interview, it is essential that you enter a comment code in the Contact Comments of the Contact Information screen after every contact attempt. Each entry should begin with the date and time of the contact, include a contact code, and end with your initials. Contact codes fall into two categories: Contact **Not** Made and Contact Made. Following is a description of the comment codes for each of these categories. Should none of the contact codes fit the outcome of your attempt, write a brief summary of the contact.

Contact Not Made. This situation occurs when you do not make contact with the SP or anyone in the household. There are four contact codes that could be used in this situation:

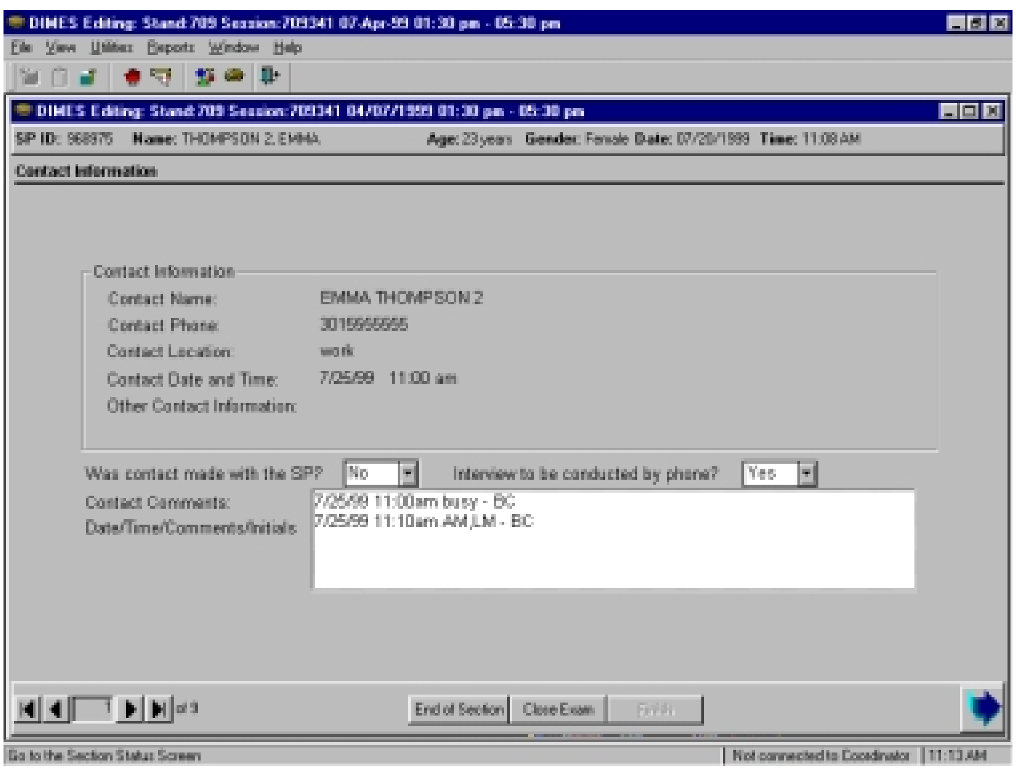
- **RNA – Ring, No Answer** – Use this code when a call is not answered. It is important that you let the telephone ring no more than **six** times. This should allow sufficient time for someone to answer.

- **AM, LM – Answering Machine, left message -** Use this code when you reach an answering machine and leave a message. When you reach an answering machine, you will record the message on the handcard. Continue to try to reach the SP on an hourly basis.

- **AM – Answering Machine –** Use this code when you have tried to reach the SP but continue to get an answering machine. Do not leave another message on the answering machine. In some areas, telephone companies offer the option of leaving a message for a household. As the household will be charged to retrieve this message, do not use this service.

- **Busy** – Use this code when you get a busy signal. If you get a busy signal, someone is usually at the number, so try again in 10 minutes. All busy signals must be attempted at least twice during your shift.

- **DISC-** Use this code when the number you are dialing has been disconnected or is no longer in service.



If contact is not made with the SP, enter a comment in the Contact Comments box. Then click on <Close Exam> to exit the Contact Information screen for that SP. You should attempt to contact the SP hourly until the end of your workday.

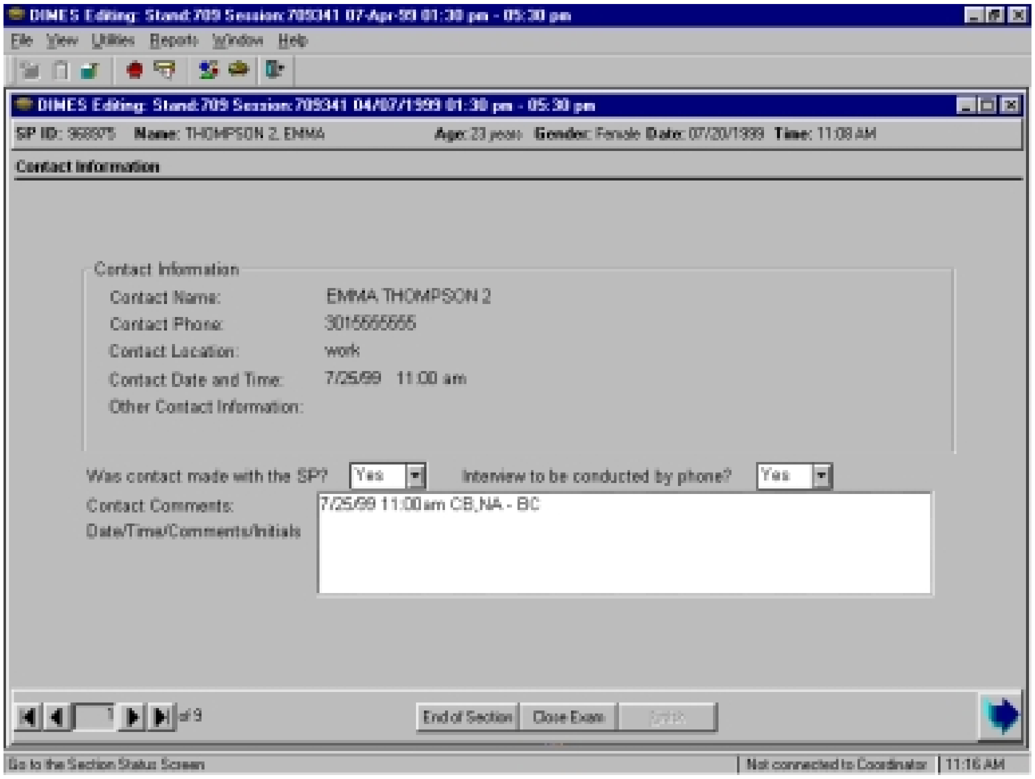
Contact Made. This situation occurs when you make contact with the SP or a member of the household, but do not conduct the interview. You will enter "Yes" to "Was contact made with the SP?" anytime you speak with either the SP or a household member. There are two types of scenarios that fall in this category: rescheduling appointments and refusals. These will be discussed in section 9.4.2.3. There are four contact codes that should be used in these cases:

- **CB, APPT -** Call Back, appointment made – Use this code when the SP or other household member reschedules the interview.

- **CB, NA -** Call Back, No appointment made – Use this code when the SP discontinues the interview, but does not reschedule the interview. You will also use this code when you speak with a household member who cannot/will not reschedule the appointment.

- **1st Ref/2nd Ref -** First Refusal/ 2nd Refusal – Use this code when the SP refuses to complete the interview at the first contact. This code will denote that refusal conversion attempts should be made. Occasionally you may encounter a situation where you feel that refusal conversion should not be attempted with an SP. For example, if an SP threatens legal action or is hostile to your suggestion that someone will call again. In those situations, use this code and include a note to the Telephone Data manager. She will change the code to Final Ref (defined below).

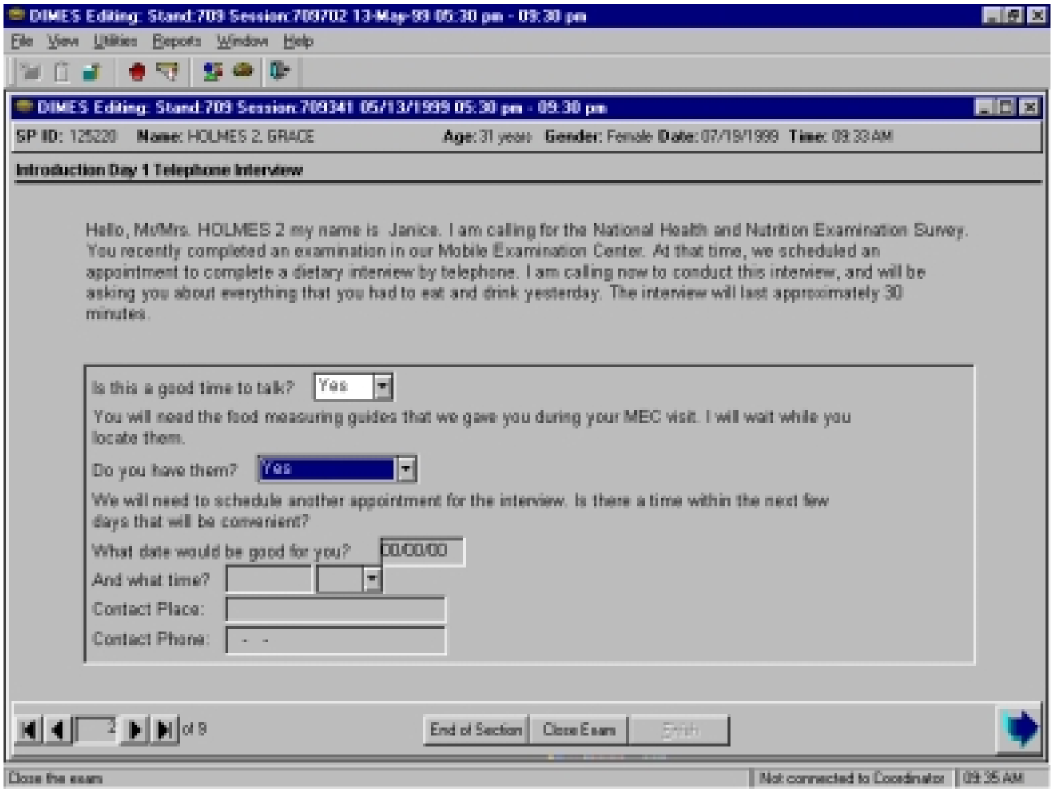
- **Final Ref -** Final Refusal – The telephone Data Manager will use this code when the SP has refused at least one conversion attempt. This code should not be used for a refusal at the first contact. When the Telephone Data Manager assigns the code she will contact you to change the status to NOT DONE, SP Refusal.



SPs who do not complete their scheduled interview will be contacted throughout the remainder of the stand. The Telephone Data Manager will assign these tardy SPs to the dietary interviewers as their schedules permit. It is important to only attempt to contact those SPs assigned to you, either through the Dietary Interviewer Schedule or the Telephone Data Manager. In order to complete as many telephone interviews as possible, it is important to check your email at the beginning of each session, and to work each case assigned to you throughout your shift.

9.4.2.3 Introducing the Interview

Once you have made contact with the SP, you will go to the next screen and read the Introduction for the Day 1 Telephone interview. You will ask the questions in the order given, recording answers as appropriate.

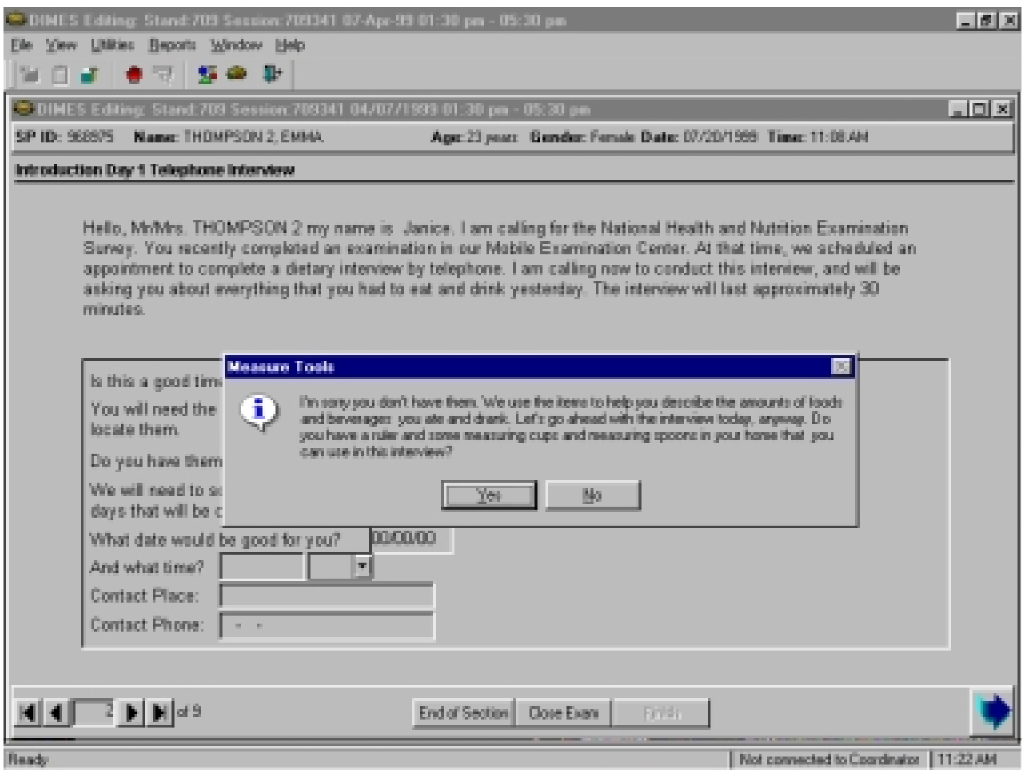


Rescheduling appointment. If the SP responds that this is not a good time to talk, you will reschedule the appointment by skipping to the sentence beginning "We will need to schedule another appointment.…" You will need to consult the current interviewer schedule when rescheduling the appointment. It will be best to reschedule the appointment for the very next day. If this is the final day in the window (i.e., day 7), you should try to reschedule for late the same day. Enter the new appointment time in the date and time fields of the Introduction Day 1 Telephone Interview screen, then enter <Close Exam> to exit the case.

Refusal. If the SP refuses to participate, and you are unable to convince the SP to either proceed with the interview or reschedule at a more convenient time, you will return to the Contact Information screen. Enter SP refusal in the Contact Comments, as well as any reason that the SP has now refused the exam. If this is the first refusal made by the SP, the code chosen should be 1st Ref. Then click on <Close Exam> to exit the case. This information will be communicated to the Telephone Data Manager, who will assign the case to another interviewer to attempt to convert the SP and obtain the intake interview. The Telephone Data Manager will assign these refusal conversion attempts via email. Refusal conversion attempts may be in the form of a letter sent to the SP, or a phone contact using the refusal conversion script (see section 9.5), depending on the number of days remaining in the interview window. If this refusal is in response to a refusal conversion attempt, enter 2nd Ref in the Contact Comments and notify the Telephone Data Manager. She will determine whether more conversion attempts should be made. If she decides no further conversion attempts should be made, she will instruct you to change the status code to NOT DONE, SP Refusal. To do this you will click on <End of Section> to get to the Dietary Recall Status screen. Change the code from NOT DONE Needs Phone Follow Up, to NOT DONE SP Refusal. Then go to the end of the Post Dietary Recall Section and change that status to NOT DONE SP Refusal.

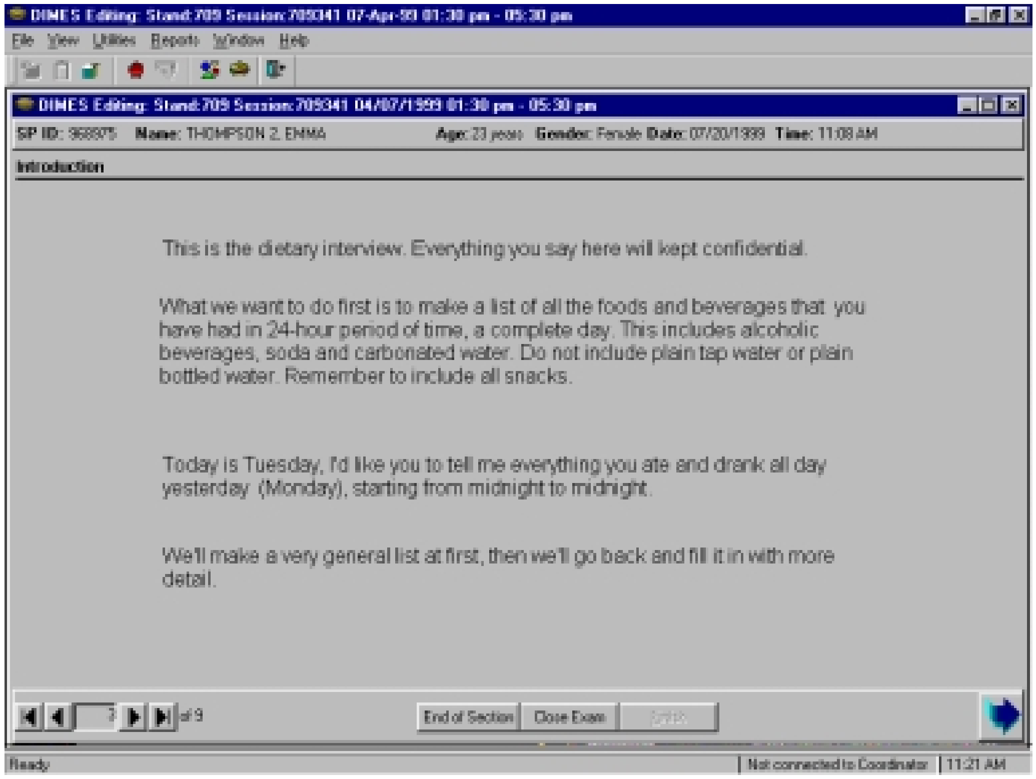
9.4.2.4 Conducting the interview

If this is a convenient time to interview the SP, enter "Yes" in the appropriate box, and read the statement about the measuring guides. Select the correct response for the measuring guides; if the SP doesn't have the guides, enter "no," and a box will appear with instructions for using their own measuring cups, spoons, and ruler. Choose the appropriate choice: "yes" if the SP has these measuring cups, etc., or "no" if s/he is unwilling to use any guides for the interview. Choosing "no" will bring up a small box to read to the SP.



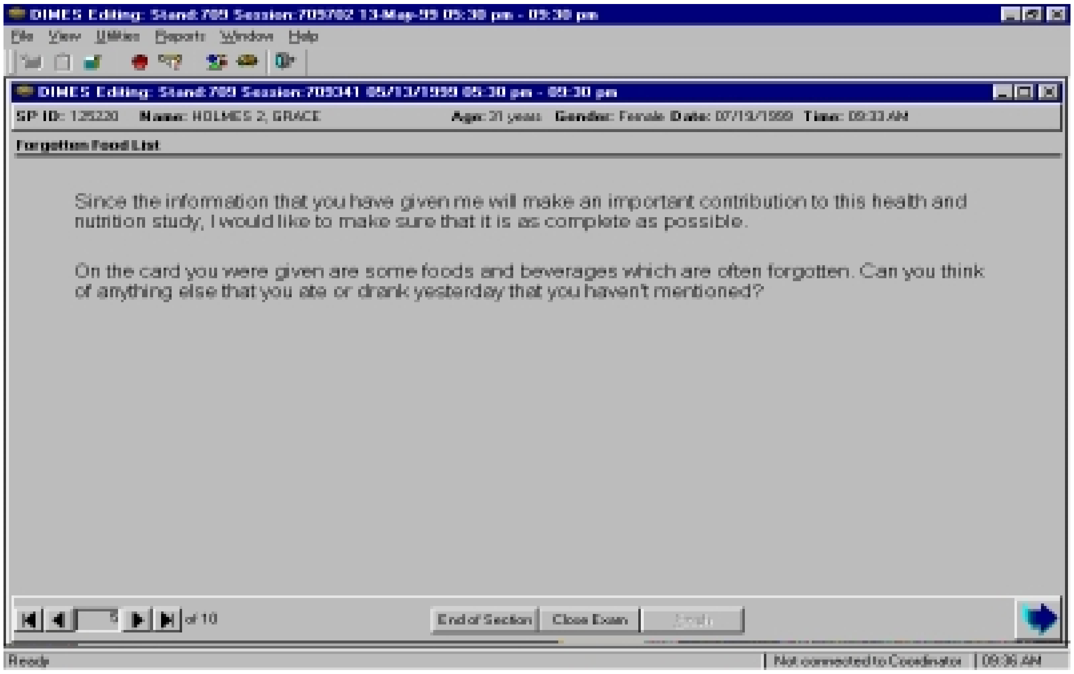
If the SP does not have the guides, nor a ruler and measuring cups and spoons of their own, choosing "yes" will bring up a box indicating that the interview will proceed without guides.

The next screen to appear is the usual introduction screen for the dietary interview. It is the same as the screen for the in-person interview.

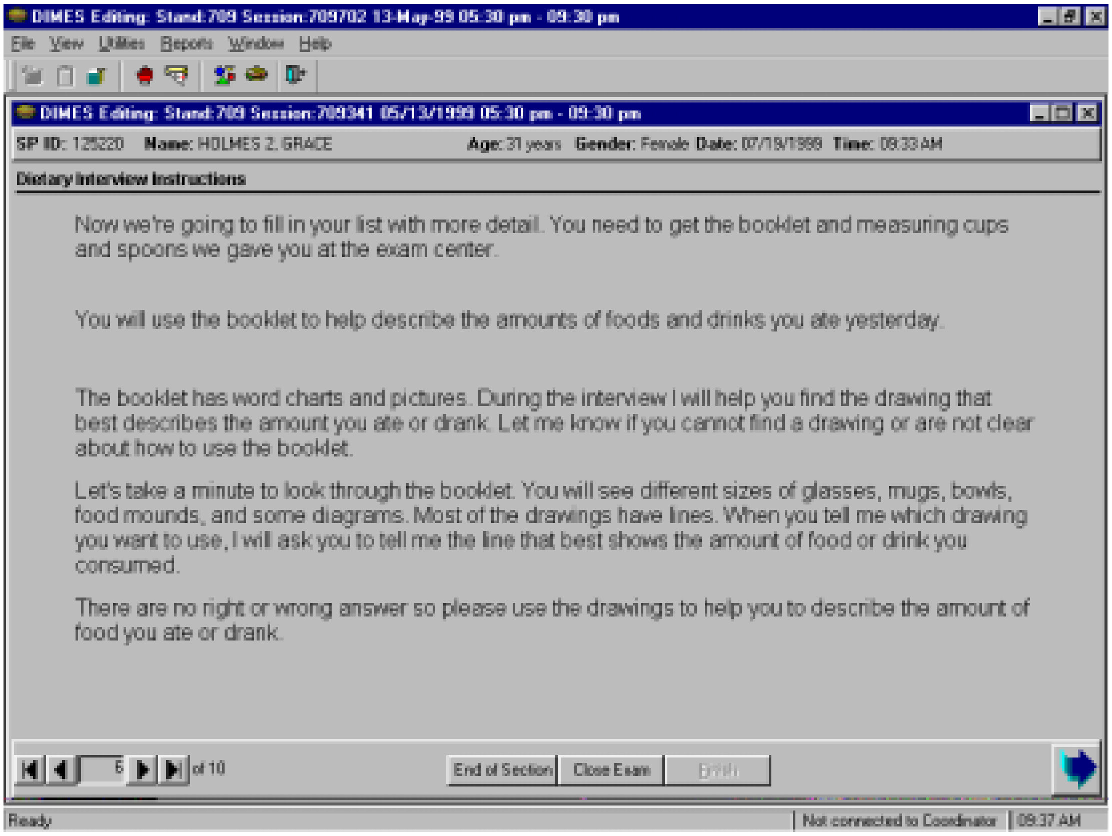


The Quicklist screen is also the same as for the in-person interview. However, you will direct the SP to use the handcard for meal occasion and place to record the meal and place in the Quicklist. If the SP does not have the handcard, read the list to the SP.

Once the Quicklist is complete, the next screen will have you direct the SP to the handcard with the list of forgotten foods. Read the screen to the SP, and record any foods that were omitted on the Quicklist. Again, if the SP does not have the list, you will read it to the SP.



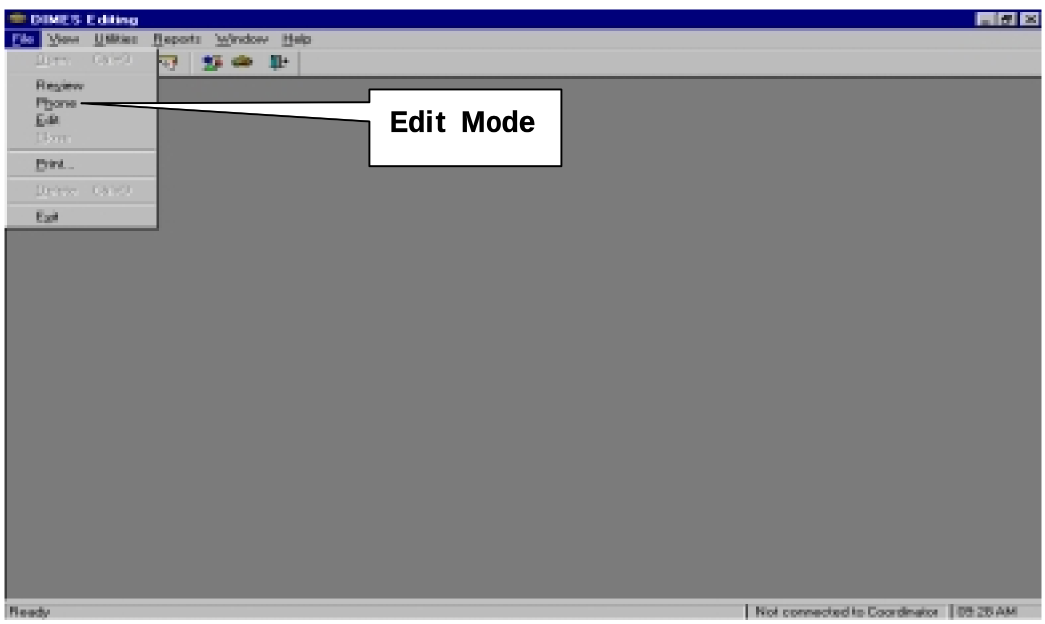
The Dietary Interview Instructions screen is next. Notice that the instructions differ from those for the in-person interview, specifically in the instructions for the measuring guides. Read the screen to the SP.



You will conduct the rest of the interview in the same manner as the in-person interview. Once the interview is completed, trailer questions will appear. The trailer questions for the Day 1 interview will differ slightly from the Day 2 interview. Read the questions as they appear, directing the SP to the handcard as needed.

9.4.2.5 Editing the Interview

You will edit the interview just as you do an in person interview. Go into the File menu ➢Edit to get into the Edit mode.



When you have completed your work for the session, you will need to upload the data from the laptop following the same procedure described in Section 9.4.2.

9.4.3 The Day 2 Dietary Interview

The Day 2 dietary interview will be conducted on 10 percent of the sample that complete a MEC examination. Half of the sample (5%) will receive a Day 2 dietary interview as part of the second replicate MEC exam. The other half (5%) will receive a Day 2 dietary interview only. In most cases, the Day 2 dietary interview will be administered in the same mode as the Day 1 interview.

The **MEC coordinator** will be responsible for recruiting the sample and the FO scheduler will be responsible for scheduling the interviews to the correct mode (telephone or in-person). SPs will be paid $30 to complete a second interview (either telephone or in-person).

9.4.4 Scheduling Procedures

The **FO Scheduler** will schedule all Day 2 exams. This includes scheduling of all in-person dietary interviews (both modes), and telephone interviews for SPs who are completing a Day 2 dietary interview only. The MEC dietary interview scheduler will schedule the telephone dietary interview that is part of the Day 2 replicate MEC exam. The MEC dietary interviewer scheduler is responsible for updating the master copy of the Dietary Interviewer Schedule to show the Day 2 phone interviews scheduled.

9.4.4.1 Day 2 Dietary Interview Only

Procedures for scheduling the Day 2 dietary interview only may be found in Appendix D. The FO Scheduler will schedule these interviews. The DIMES dietary interviewer assigned to the FO may be asked to assist in scheduling the dietary interviews. In those cases, it will be helpful to review the procedures in Appendix D with the FO Office Manager (OM).

9.4.4.2 Day 2 Dietary Interview: MEC Replicate Exam

The dietary interview portion of the MEC replicate exams is to be conducted in the same mode as the Day 1 dietary interview. Occasionally, an SP whose first MEC exam occurred during a morning session (and thus included an in-person dietary interview) may be scheduled into an afternoon or evening MEC session for the 2nd exam. Similarly, an SP whose first dietary interview was done by telephone may be scheduled into a morning MEC session for the 2nd exam. In all cases, the 2nd dietary interview should be done in the same mode as the Day 1 dietary interview, regardless of the session for the 2nd exam. When the SP’s record is opened in the dietary room, the first screen will alert you to the type of exam that needs to be done: if the SP is to have an in-person dietary interview, the Introduction to the in-person dietary interview is the first screen to appear. If the SP is to be scheduled for a telephone dietary interview, the Contact Information screen is the first screen to appear. You will either conduct an in-person interview or schedule the SP for a telephone interview, as needed.

To schedule the telephone interview, enter "yes" to "Was contact made with the SP?" Enter "yes" to "Interview to be conducted by telephone?" Click on the large arrow to go to the Introduction to the Telephone Interview screen. Enter "No" in the "Is this a good time to talk?" box, and you will get the boxes for entering a rescheduled appointment. Enter the date and time of the Day 2 appointment (there is no window to worry about here; try to get the SP to schedule for the earliest possible date).

Click on the large arrow to get the next screen (the Introduction to the dietary interview screen). Click on Close Exam, and set the status to "Not done - needs phone follow-up."

Give the SP a reminder card, and remind them that they will need their measuring guides again (do not give out another set, however). Be sure to record the appointment on the DIMES Dietary Interview Schedule. If you are not the MEC Dietary Interviewer Scheduler, contact the scheduler as soon as possible, so that the appointment can be recorded on the schedule.

9.4.5 Conducting the Day 2 Telephone Interview

Only the FO dietary interviewer will conduct Day 2 phone interviews. Although the dietary interview is the same as that used for the Day 1 interview, the interview is opened using different steps:

1. Double-click on the **DIMES Day 2** icon.
2. Enter your User ID and Password as usual.
3. Click on **File, Open** from the Utilities Menu.
4. The **Session Picklist** should appear. The correct Stand and Session should already be highlighted, but you may need to select the session for the SP you are looking for by date. **Click on the date that matches the interview date of the SP you are going to call.** Verify that the right hand column has the “Home” session highlighted.
5. A **SP Picklist** should appear. Select the SP from the list.

6. The **SP Logon** will appear. Click on **Retrieve** and then **OK**.
7. The first screen for the phone interview should come up for that SP. This should be the Contact Information Screen.

When the Day 2 interview has been completed, edited, and the data transferred to the home office, the FO interviewer will email the Telephone Data Manager and FO scheduler with the completed Day 2 SPIDs.

9.5 Refusal Conversion After Appointment Made

Refusal Conversion attempts will consist of a Refusal Conversion Letter and a telephone script (Exhibit 9-1). The Telephone Data Manager will determine if a letter should be sent, and will contact you. Refusal conversion letters will be sent by Federal Express delivery. Because Federal Express does not ship to a PO Box address, you must be sure you have a street address for the SP. If the Telephone Data Manager has requested that you send a refusal conversion letter to an SP whose only address is a PO Box, you will inform the Telephone Data Manager that the letter could not be sent.

Exhibit 9-1. DIMES refusal conversion introduction

DIMES
REFUSAL CONVERSION INTRODUCTION

CONTACT SP USING NAME AND PHONE NUMBER IN CONTACT INFORMATION. IF YOU REACH AN ANSWERING MACHINE, USE **S1** BELOW TO RECORD A MESSAGE.

Hello, may I please speak with {SP/PROXY (FOR CHILDREN UNDER 12 YEARS)}?

YES …………………..1 [CONTINUE SCRIPT]

NO …………………… 2 [GO TO **S2** BELOW]

Hello, my name is _______________________. You recently completed a number of examinations in the National health and Nutrition Examination Survey Mobile Examination Center. During your time at the Examination Center, you were asked to make a telephone appointment for a dietary interview. As of this time, we have not been able to conduct the interview with you.

IF NO PAST CONTACT:
"Let me explain why we are calling you today." [USE AS MUCH OF AN EXPLANATION AS YOU FEEL THE R NEEDS. USUALLY THE LESS THE BETTER.] "***This interview is an important part of the health exam you completed in our Examination Center. The interview will tell us important information about the foods that are eaten by the American people. We use dietary information together with the lab, interview, and health exam information, to learn about health. We cannot ask everyone in the country to be in our study. You are special because you have been chosen to participate. No one else can take your place. We hope that you will help us to learn about the foods Americans are eating today. The interview will take about 20 minutes.***

IF PAST CONTACT:
"Was the interviewer courteous to you?" [OFTEN AT THIS POINT THE R WILL EXPLAIN THE REASON FOR REFUSING. ATTEMPT TO OVERCOME THE R'S CONCERNS AND CONDUCT THE INTERVIEW.]

IF YES -- "***I see. I would like to explain why we are calling you. This interview is an important part of the health exam you completed in our Examination Center. The interview will tell us important information about the foods that are eaten by the American people. We cannot ask everyone in the country to be in our study. You are special because you have been chosen to participate. No one else can take your place. The interview will take about 20 minutes."***

IF NO – ***"I am sorry. She should have explained that this interview is an important part of the health exam you completed in our Examination Center. The interview will tell us important information about the foods that are eaten by the American people. We cannot ask everyone in the country to be in our study. You are special because you have been chosen to participate. No one else can take your place. The interview will take about 20 minutes."***

We may complete the interview now, or I can schedule a convenient time within the next few days.

NOW ……………… [BEGIN SCRIPT]

LATER …………… [RECORD NEW APPOINTMENT DAY AND TIME]

Thank you for your time today. I look forward to talking with you then.

REFUSE INTERVIEW…. I am sorry. Thank you for your time today.

S1. Hello, my name is _____________________. I am calling for the National Health and Nutrition Examination Survey. I would like to talk with MR/MRS{SP/PROXY. I will try to contact {him/her} again later today for an interview. If {he/she} has any questions, or would like to reschedule {his/her} appointment, call [Your number] and leave a message. I will get back to you as soon as possible. Thank you.

S2. My name is _____________________. I am calling for the National Health and Nutrition Examination Survey. I would like to talk with MR/MRS. {SP/PROXY}, is {he/she} available at this time?.

YES…………………..[CONTINUE]

NO…………………….Is there a time later today when I may reach {him/her}?

YES …………………...1 [RECORD TIME IN APPOINTMENT SYSTEM] NO ……………………   2 Thank you. I will try again later.

The Refusal Conversion telephone script will be attempted only once with an SP. If an SP is assigned to you for refusal conversion, you will contact the SP as described in Section 9.4.2. Once you make contact with the SP, read the script for refusal conversion, offering as much information as needed, as indicated on the script.

If the SP is willing to complete the interview, you will either conduct the interview immediately, or schedule another appointment for the interview. If the SP again refuses to complete an interview, thank the SP, and record 2nd Ref in the Contact Comments.

9.6 End of Stand Activities

9.6.1 Final MEC Exam Days

During the final 2 days of each stand, the procedures for DIMES may differ from those described above. As a general rule, on those 2 days, **all** Day 1 interviews will conducted as **in-person interviews** to ensure that the SP completes an interview. That is, during afternoon and evening shifts, both interviewers will be conducting in-person interviews. However, there may be situations when the Telephone Data Manager will allow telephone interviews to be scheduled and conducted on one or both of the last 2 days. This will depend on telephone completion rates and the MEC schedule on those days. The Telephone Data Manager will inform you and the MEC manager of these procedures ahead of time.

When you complete afternoon/evening interviews in-person, you will follow the same procedures as when an SP refuses a telephone interview but agrees to have an in-person interview (See Section 9.4.1). You must remind the coordinator to assign SPs to both dietary rooms on those 2 days.

9.6.2 Final Day 1 Telephone Interviews

In order to complete telephone interviews with as many SPs as possible, one interviewer will conduct Day 1 and Day 2 telephone interviews from her hotel room for two days after the close of the stand. For stands 113-118, this task will be assigned to the same interviewer who works as the MEC scheduler during the stand. This interviewer will be scheduled to work from the FO at the next stand.

On the morning of MEC teardown, you will go to the FO to do a data transfer, and take the DIMES laptop and headset from the FO. You will conduct interviews from your hotel on MEC teardown day, and the following day. As your departure from the stand will be delayed by one day, you will report to the FO at the next stand on the day scheduled for MEC Dry Runs.

Once your scheduled interviews are completed, you will phone the Telephone Data Manager to report the completed and outstanding cases. The Telephone Data Manager will assign final status codes to all outstanding SPs. After entering the final status codes and completing all edits, you will pack the laptop and headset into the carrying case, transport it with you to the next stand, and give it to the Data Manager. The Data Manager will transfer the final cases from the laptop, and re-initialize it for use in the new stand.

9.6.3 Teardown Responsibilities

The MEC telephone interviewer will be responsible for teardown of both dietary rooms in the MEC since the MEC scheduler will be conducting final Day 1 interviews from the hotel.

The FO interviewer will be responsible for packing up all DIMES FO materials <u>except</u> the DIMES laptop and headset, which will have been removed by the interviewer doing final Day 1 interviews from the hotel.