Thanks for the information!

Before your family leaves the project, we hope you will have completed three survey packets: one at the beginning of the study, one in the middle, and one at the end of the study. We understand that is a lot of paperwork and truly appreciate the time you take to complete the remaining forms. TeleFamilies is fortunate to have exceptional survey and calendar response rates—meaning most families have completed and returned their forms. The information you provide is the basis of our work. We will use it to develop improvements in care coordination in the future for families like yours mainly through publications, presentations, and our understanding of what matters to you. Without your help, we would be very limited in what we could learn about caring for children with special needs.

Recently two TeleFamilies Research Assistants, Sara and Cathy, shared some of the strategies the study uses to have such a great response rate from families. These findings were presented at a nursing conference in Chicago and at the University of Minnesota’s School of Nursing Research Day. Their poster presentation outlined the methods TeleFamilies has used to collect data including mailing postcard, calling, emailing, and texting, and meeting families at the clinic. Sara and Cathy found that of the 400+ surveys sent to families so far, we have an 87% return rate for the baseline survey; 92% for the Year 1 survey, and 67% response rate for the final survey (which is still ongoing.) In addition, the majority of the calendar information has been collected over phone (41%), followed by in-clinic collection (24%), then email (18%), mail (8%), medical records (7%) and finally, texting (2%).

Our approach to data collection has been shaped by the fact that families like yours often have complex and competing demands on their time. We have tried to be respectful of your time and make it as easy as possible for you to return study forms. This expanded and flexible approach to data collection has resulted in an outstanding response or “return” rate for TeleFamilies. Because we hear from families over a two year period, we are able to paint a more complete picture of the care for children with special needs.
**TeleFamilies Transitions**

We wanted to let you know about some upcoming changes in the TeleFamilies staffing. Two of our hard working Research Assistants will be graduating and leaving the University this summer. We want to acknowledge their contributions to the project and thank them for their efforts. We will miss them both.

Many of you know Sara Romanski from her monthly calendar calls and email reminders. Sara will be graduating this month with her Doctor of Nursing Practice (DNP) degree. Cathy Erickson has been with the TeleFamilies project since its early days. She recruited many of you into the study and has met with many of you in the clinic to review study forms. Cathy will be staying with the project over the early summer and is completing her DNP degree in August.

For the next few months, Cathy will still be at the Special Needs Clinic—along with Heidi Goeders. Both will be helping to collect study forms. Other TeleFamilies study staff will be taking on Sara’s calendar calls and emails.

**Tell us what you think**

The final TeleFamilies survey asks for your ideas about how the study could be improved. As your time in the study ends, be sure to watch for the final survey packet in the mail. We will send you a $20 Target gift card as a thank you upon receipt of the completed survey.

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**The TeleFamilies Team:**

- Stanley Finkelstein, PhD  
  *Project Director*
- Ann Garwick, PhD, RN  
  *Study Investigator*
- Wendy Looman, PhD, RN  
  *Study Investigator*
- Carrie Pettey, MD  
  *Study Investigator*
- Anne Kelly, MD  
  *TeleFamilies Consultant*
- Scott Lunos, MS  
  *Biostatistician*
- Mary Erickson, DNP, RN  
  *Nurse Practitioner*
- Rhonda Cady, PhD  
  *Post-Doctoral Associate*
- Margaret Celebrezze, MA, MPH  
  *Study Coordinator*
- Cathy Erickson  
  Heidi Goeders  
  Sara Romanski  
  *Research Assistants*
- Lizzie Berndt  
  *Student Intern*

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**Kids Corner**

Happy Summer

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**TeleFamilies Contact Information**

<table>
<thead>
<tr>
<th>Address</th>
<th>Telephone and E-mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Children’s Clinic—St. Paul</td>
<td>Cathy and Rhonda 612-625-9431</td>
</tr>
<tr>
<td>Mail Stop 70-302</td>
<td>Sara 612-625-9127</td>
</tr>
<tr>
<td>345 Smith Avenue North</td>
<td>Margaret 612-625-4989</td>
</tr>
<tr>
<td>St. Paul, MN 55105</td>
<td><a href="mailto:telehlth@umn.edu">telehlth@umn.edu</a></td>
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</tbody>
</table>

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