

# Troubleshooting & Ambiguous Situations

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# Issue categories

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- ★
  - Discussed earlier, possibly with state-to-state ideas or tentative CDC answer
- No label
  - Not discussed yet, or briefly covered

# Formats

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- On-screen text is in `Courier`.
    - `What is your age?`
  - R answers are in *italics*.
    - *“Very good”*
- Arrows indicate previous solutions.

## ★ Household = 1 adult. R's gender?

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- R is the only adult in the HH, so we have no gender specified by (n)MoH / (n)WoH selection.
- How to determine gender:
  - By voice, using interviewer's judgment?
  - By asking explicitly?
- Wisconsin item for 1-adult HHs, after consent
  - **At this point, we ask everyone "Are you male or female?"**.
- Abt asks "How many adults are [m/f]?" during screening, even for 1-adult HHs.

## ★ Diagnosis discounted by R

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- **Has a doctor, nurse, or other health professional EVER told you that you had [X]?**
  - R reports diagnosis: diabetes, asthma, high BP/chol.
  - But then later found out diagnosis was wrong, or says condition shouldn't really count (e.g., side effect).
  - Code as Yes or No?
- Ask R to answer the question as it's worded.
  - If a Dr./Nurse/OHP has ever told them that they had [X], they should answer Yes.
  - Asthma: callback survey has "mis-diag" dispcode.

## ★ Falls discounted by R

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- Falls

- R reports falling, but says it occurred because of unusual external circumstances (walking in forest undergrowth, playing sports) and doesn't think of it as a "real" fall.
- Code as Yes or No?

➤ Gloria told KS that sports falls don't count. We can apply that more generally here and let Rs answer "No" if they consider the falls not applicable.

## ★ Fruit & Vegetable: “long green beans”

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- Long green bean category is
  - Excluded from c0903 (2011)
    - “LGBs such as string b’s, broad or winged b’s, or pole b’s”
  - Not mentioned in c0904’s “dark green vegetables”
  - Not mentioned in c0906, but its individual beans are
    - “broad b’s, string, wax-, or pole-b’s”
- What if R mentions LGBs?
  - before or at c0906

## ★ Physical activity

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- Some activities could fit multiple categories.
  - Which to probe?
  - What criteria to use?
- Categories will be collapsed into exertion levels.
  - More information from the program(s)?

## ★ Enumeration: Explicit vs. implicit info

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- Man says he's the only adult in HH, so he's R.
- Marital status: "*married*"
- Smoking questions: "*my wife smokes*"
  
- Should we re-ask whether he's the only adult?

# ★ Refusals

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- “*Take me off your list*”
  - As 1<sup>st</sup> refusal
  - Should that be a final refusal?
- Dispcodes: 210, 220, 270, 310, 330:  
no 2<sup>nd</sup> attempt for “irate respondent”
  - Other criteria for no 2<sup>nd</sup> attempt?
  - R calls in to refuse, as 1<sup>st</sup> refusal.
    - WI: refusal calls to PD or coordinator = final
    - Other states?

## ★ Cell: Phone loaned, owner away

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- The phone owner (A) is away for the duration of the survey, and has loaned the phone to another person (B).
- B answers the phone and says it belongs to A.
- Can B be the R? Under what conditions?
- What cell dispcode? No “away for duration” code in cell.

## ★ Sampling: Repeated selection

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- The same phone number is included in the sample for Quarter 1, and again for Quarter 2.
- How do we handle Rs or HH members who object to being selected / called again?
  - Interviewers
  - Project staff
  - Sample de-duplication

## Cogn. Impairment: qualified dementia

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- Has a health care professional ever said that \_\_\_ has Alzheimer's disease or some other form of dementia?
- R reports memory loss / dementia due to stroke, etc., but not purely dementia or Alzheimer's.
- Code as 2: "other form of dementia"  
(epidemiologist answer, via Bill)

## Healthy Days: “All days good”

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- ... how many days during the past 30 days was your [p/m] health not good?
- R: “*all days were good*”
- Do we enter “88” for “none”?

# Zip code: Invalid codes

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- (How do) Do data collectors verify that the reported zip code is valid for the state?
  - Range of answer values? There will be gaps.
  - Look up during interview?
  - Look up during delivery?
- If a zip code comes back as invalid, some states use reverse-lookup for the phone #, and make a judgment call about the code.
  - Simple digit issues (transposed, wrong first digit) might be easy decisions.
  - Risks?

# Answering machine: Residence, unattended

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- Outgoing message
  - *“You’ve reached an unattended phone number at the Miller residence.”*
  - Automated option to leave message
- Continue calling?
- Dispcode?

# Dispcode criteria: Ans. machine, residential

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- Landline & cell
- 335/340: Answering device/barrier, residential
  - Criteria: “home”, “house ”, “residence ”, “family”, or family name
- Do we need the outgoing message to confirm the number dialed?

# Dispcode criteria: Ans. machine, non-resid'l

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- Landline only
- 420: Not a private residence
  - Person or answering machine identifies number as business, etc.
- Require number on outgoing message?
- WI: general rules for a business OGM
  - Confirm number dialed
  - Hours or menu or directory
  - Otherwise, code as unclear

# Cell: Homeless R

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- Do you live in a private residence, that is, not in a dormitory or other type of group living situation?
- R: *“I’m homeless”*
- Continue & interview?
- Dispcode 421, not in private residence?
  - 421 definition includes “shelter” under “group home”

## Parentheses, etc., in question text

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- When questions contain “(...)”, “i.e.,”, etc., how do we read that text to Rs?
  - Leave as-is, & read all text?
  - Leave as-is, & read if needed? (ivwr’s judgment)
  - Re-format into interviewer note?
  - Re-format into mandatory text?
  - Re-word: “i.e.,” to “that is”?
- Interviewers and states may behave differently.
- Can we get a consistent rule and format?

# Parentheses, etc., examples

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- c0601. (Ever told) you that you had a heart attack also called a myocardial infarction?
- c0602. (Ever told) you had angina or coronary heart disease?
- c0610. (Ever told) you have a depressive disorder (including depression, major depression, dysthymia, or minor depression)?

# Parentheses, etc., examples

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- c0818. Do you share a cell phone for personal use (at least one-third of the time) with other adults?
- m0804. Do you still have (this/any of these) problem(s)?
- c1701. Last month (i.e September), were you ill with a fever?

# R asks “Why?”

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- **Do you own or rent your home?**
  - R: *Why do you want to know?*
  - R: *What does that have to do with health?*
- **What should we say?**
  - Explain question purpose?
  - “Part of general demographics”?
  - “Making sure we get a good cross-section”?
  - Other?
- **Pros & Cons**

## Cell: Number of adults in HH, vs. income

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- Many cell HHs have unrelated adults.
- Some states add item(s) after income:
  - How many members of your HH, including yourself, are (18+) and supported by your HH income?
  - How many of these other HH adults also have a cell phone?
- Is this helpful for weighting?
- What is a “household” for a cell interview?

## Cell: Safe to talk

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- **Is this a safe time to talk with you now or are you driving?**
- When do states ask this?
- Double-barreled question
  - **Safe time to talk?:** “Yes” means proceed.
  - **Are you driving?:** “Yes” means stop.

(Other topics)

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