



Retention Tips and Tricks

1. *Retention begins during the consent process.* Be clear with the patient or LAR that they are participating in a research trial that absolutely depends on having measurable outcomes. Empower the patient and family that their participation is vital to answering the research question.
2. *Be present during the acute treatment period.* Members of the research team should be present and visible through the acute treatment to reinforce the study procedures.
3. *Get all the contact information that you can.* This includes phone numbers for any and all family members, close friends, employers. Also get email addresses and mailing addresses. The more contact information you have, the more likely you are to be successful in retaining your patient.
4. *Contact the patient/LAR early and often.* Do not wait until the 6 week window opens to attempt the initial contact. We suggest that study teams be present at discharge, then contact the patient monthly by telephone to remind the patient of their follow ups.
5. *Use the resources of your outpatient Neurology clinic.* Work with your staff to try to coordinate follow up visits with clinical appointments to minimize the burden or inconvenience on your patients.
6. *Make a discharge packet of useful information.* Include the PI's name, research staff names, contact information, pictures of staff, follow up dates, and reinforce that they may call with any questions. Some sites may also include additional information including signs and symptoms of hypoglycemia and hyperglycemia, stroke education, a list of medications the patient is taking, any hospitalization since being enrolled in the trial and anything abnormal they are experiencing.
7. *Offer to visit them.* For those sites with large catchment areas, it is not always convenient for your patient to return to the enrolling hospital. Offer to go to their home or skilled nursing facility to complete the follow up. Make sure to take a blinded assessor with you.
8. *Use your EMR.* Creating a SHINE study patient list to keep track of any readmissions of your patients will not only allow you to track your patient, but also allows for timely reporting of SAE's during the 90 day follow up period.