

# SA81:FEASIBILITY AND CHALLENGES OF VIRTUAL TIME TRADE-OFF INTERVIEWS: THE CASE OF THE EQ-5D-3L VALUATION STYDY IN JORDAN

Abeer Al Rabayah <sup>1,2</sup> and Uwe Siebert <sup>2,3,4</sup>

<sup>1</sup>King Hussein Cancer Center, <sup>2</sup>UMIT - University for Health Sciences, Medical Informatics and Technology, Institute of Public Health, Medical Decision Making and Health Technology Assessment, Hall in Tirol, Austria, <sup>3</sup>ONCOTYROL - Center for Personalized Cancer Medicine, Innsbruck, Austria. <sup>4</sup>Harvard T.H. Chan School of Public Health and Harvard Medical School, Boston, MA, USA

## Background

- Valuation studies are usually implemented through face-to-face interviews. The COVID-19 pandemic impacted valuation studies implementation around the world. The Jordanian EQ-5D-3L valuation study applied Time Trade-Off (TTO) tasks virtually using video conferencing.
- This study aims to describe and assess the feasibility and challenges of conducting TTO valuation studies virtually.

## Methods

- This is a descriptive study of the implementation of the EQ-5D-3L valuation study in Jordan from October 2021 to March 2022.
- Feasibility was tested using four indicators: interviewers’ compliance with the protocol, availability of computers, internet accessibility, and accessing elderly participants.
- Challenges were described based on reasons for dropout and interviewers’ feedback throughout the study implementation.

## Results

Data were collected from 301 participants covering the 12 governorates of Jordan. The sample was representative of the Jordanian national population in term of region, age, and gender (table 1).Interviewers complied with the protocol, with only one flagged interview out of 301 interviews (Figure 1). 3% of approached people agreed to participate in the study (Table 2) . 39% of the approached population could not participate due to not having computers, and 11% could not participate due to not having internet access. In comparison, 12% could not participate because they had neither internet access nor a computer (Table 3). The quota for elderly (age above 65) participants was achieved with only a 2% difference from the general population percentage. The primary study challenges were no response by participants after initial consenting and no show after scheduling the interview.

Characteristic	Number (n)	Percentage (%)	General population (%)	Proportional difference (%)
<b>Gender</b>				
Male	154	51.16	51.00	0.16
Female	147	48.84	49.00	-0.16
<b>Age</b>				
18-24	54	17.94	21.00	-3.06
25-29	33	10.96	11.00	-0.04
30-34	30	9.96	10.00	-0.04
35-39	28	9.30	10.00	-0.7
40-44	31	10.29	10.00	0.29
45-49	27	8.97	9.00	-0.03
50-54	28	9.30	8.00	1.30
55-59	18	5.98	6.00	-0.02
60-64	20	6.64	5.00	1.64
65+	24	7.97	10.00	-2.03
<b>Governorates</b>				
Amman	121	40.20	39.00	1.2
Irbid	61	20.27	20.00	0.27
Zarqa	44	14.62	14.00	0.62
Balqa	18	5.98	6.00	-0.02
Al-Mafraq	13	4.32	5.00	-0.68
Jerash	9	2.99	3.00	-0.01
Kerak	8	2.66	4.00	-1.34
Madaba	6	1.99	2.00	-0.01
Ajloun	6	1.99	2.00	-0.01
Aqaba	6	1.99	2.00	-0.01
Ma'an	6	1.99	2.00	-0.01
Tafilah	3	1.00	1.00	0
<b>Area type</b>				
Urban	264	93	88	5.00
Rural	36	7	12	-5.00

Figure1. Study phases

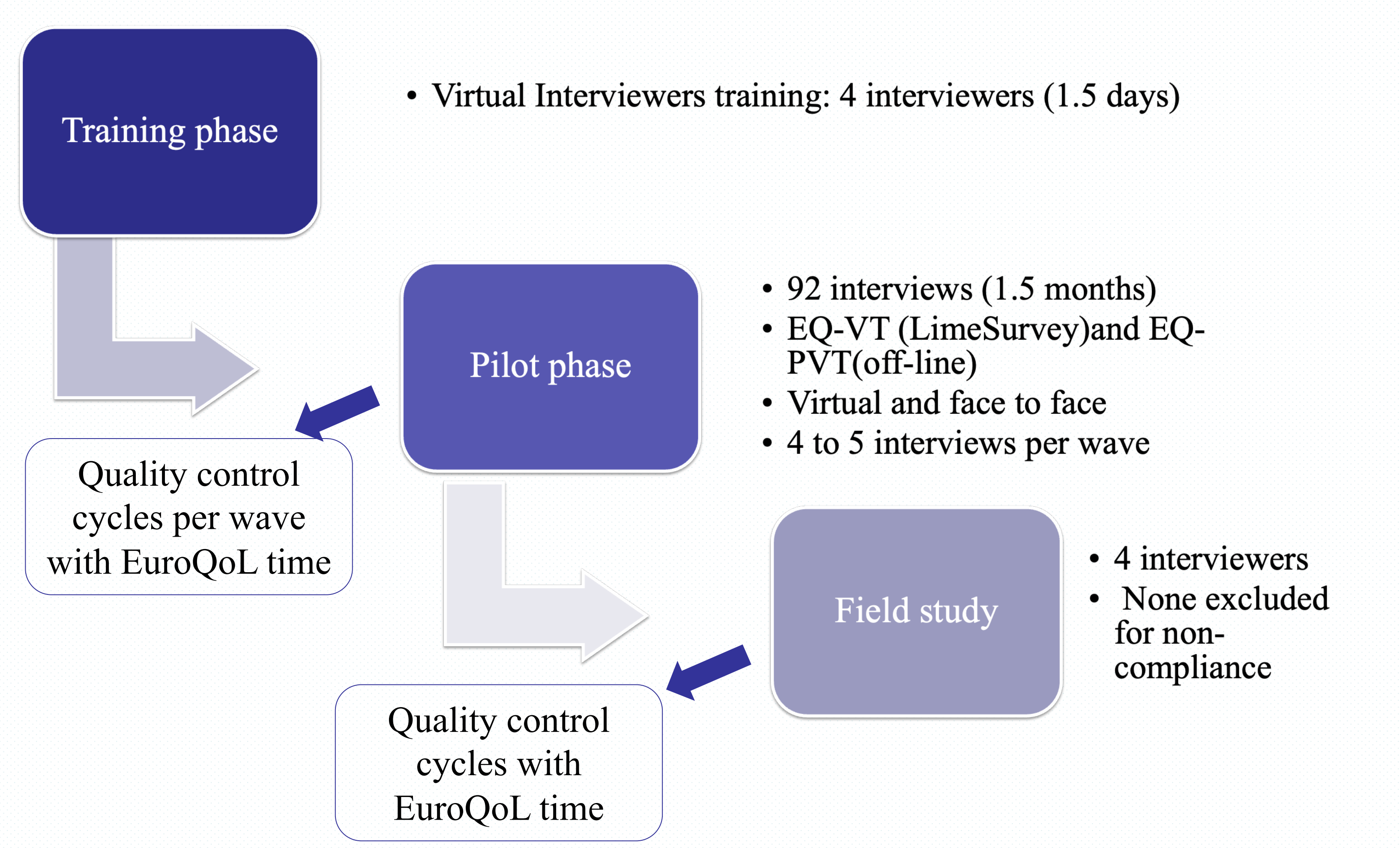


Table 2. Screening call outcome

Call outcome	Number	Percentage
Answer machine	406	2%
Requested appointment to do the screening call	109	0%
Call later	2009	9%
Disconnected number	503	2%
Fast busy	663	3%
Incomplete call	41	0%
Out of quota	5662	26%
Refused to do the screening call	5635	25%
Successful (accepted to participate)	744	3%
Phone switched off	484	2%
Unreachable	402	2%
No answer	5501	25%
Total	22157	100%

Table 3. Out of quota reasons

Reason	Number	Percentage
Do not have home internet	636	11%
Do not have laptop OR personal computer	2143	38%
Under required age	69	1%
Do not have home internet & laptop OR personal computer	677	12%
Non-Jordanian	226	4%
Illiterate	116	2%
Others	1795	32%
Total	5662	100%

## Conclusion

- Virtual TTO interviews for valuation studies are a useful mode of administration option in upper-middle-income countries with internet access and around 50% availability of computers.
- The probability of “no show” after interview scheduling should be taken as a factor in estimating field study duration and budgeting.
- It is recommended to test the feasibility of using a hybrid method that includes both virtual and face- to -face interviews.

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