

paramount to the sustainability and collaborative research environments of COBREs. This evaluation serves as a model for other COBREs as a tool for measuring this goal.

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### The University of North Carolina CTSA Hub (NC TraCS) Service Evaluation: Using Customer Feedback to Improve Services

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**OBJECTIVES/GOALS:** The North Carolina Translational and Clinical Sciences Institute (NC TraCS) supports faculty and staff in carrying out clinical and translational research at UNC-Chapel Hill. To better understand customer satisfaction and impact, a survey was administered among NC TraCS users. **METHODS/STUDY POPULATION:** NC TraCS has 13 program areas that range from Biostatistics to Community and Stakeholder Engagement. These programs provide services to faculty, staff, students, and outside researchers in the area of clinical and translational science. A customer feedback survey was administered in Spring 2019 to anyone who had used at least one NC TraCS service between March 1<sup>st</sup>, 2017 and February 28<sup>th</sup>, 2019. A total of 856 survey invitations were sent. The survey included questions around users' perception of the ease of access, helpfulness, outcome, and promptness of the services received using 6-point Likert scale. The survey also addressed career impact, communications, and suggestions for improvement. **RESULTS/ANTICIPATED RESULTS:** We received 268 responses, (31% response). Majority of respondents were satisfied with Overall Helpfulness (95%), Outcome of Service (96%), Ease of Access (93%), and Promptness of Service (90%). They also noted that their careers had at least slightly improved in the following areas: Mentorship (76%), Research Methods (75%), Skill Development (77%), Research Direction (71%) and Collaboration (80%). Furthermore, 96% responded positively to returning to TraCS. The feedback received was shared with service administrators and NC TraCS leadership to identify areas of improvement and further strengthen their services. Concerns, when present, were addressed by service directors or the overall PI's. **DISCUSSION/SIGNIFICANCE OF IMPACT:** Need to communicate expectations to customers the expected turn-around time for help emerged as a clear take-away. In response, TraCS leadership is working to improve staffing and workflows for efficient service delivery including expectation management, especially among the most popular services.

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### Using Exit Interviews as One Component of the KL2 Program Impact Analysis Method

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**OBJECTIVES/GOALS:** The Penn State KL2 Career Development Program provides a comprehensive structured training and mentorship to junior faculty scientists (KL2 scholars). The goal of this study is to describe the perceptions of scholars after completion of the training and determine self-perceived impact of the program using

exit interviews as a unique method. **METHODS/STUDY POPULATION:** Ten KL2 scholars (5 from each cohort of 2014 and 2017) participated in the evaluation. We used a descriptive qualitative design supplemented with quantitative data, to conduct an individual in-depth exit interview with each scholar to understand their perceptions on the impact of the KL2 program. Data were collected using a semi-structured interview guide developed by the program directors including scholars and a Likert scale survey. Thematic analysis of the data involved: reading and re-reading transcripts, identifying and categorizing keywords and phrases and developing overall themes that explained the processes within categories. In establishing rigor, two authors carefully coded, categorized and identified patterns and emerged themes which were also reviewed and confirmed by the other authors. **RESULTS/ANTICIPATED RESULTS:** Two sets of themes emerged. The main themes that described positive aspects of the KL2 program by scholars included: *Interdisciplinary Collaboration, Mentoring, and Protected Time for Independent Research*. Scholars also identified some contrary themes that included: *Limited Access to Expenditures, Changes in Individual Mentorship Needs and Areas for Improvement*. On a Likert scale (1- not at all, 10-extremely likely), scholars reported high positive influence of the KL2 program on their scope of research ( $8.7 \pm 0.52$ ) and future career ( $8.5 \pm 0.70$ ). They also found mentorship experience with primary mentor ( $9.6 \pm 0.22$ ) and team ( $8.5 \pm 0.54$ ) as well as peer collaboration ( $8.5 \pm 0.67$ ) opportunities highly beneficial to their career and professional development. **DISCUSSION/SIGNIFICANCE OF IMPACT:** The qualitative study strengthens the reliability of data and scholar recommendations collected via other evaluation measures. Findings broaden understanding of the processes through which program outcomes are achieved effectively and where modifications are needed. An updated program for cohort 3 was guided by cohort 1 and 2 interview responses.

### Health Equity & Community Engagement

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#### Assessing Quality of Life, Depression, and Symptomatology in Puerto Rican Hispanic Patients Hospitalized with Heart Failure

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**OBJECTIVES/GOALS:** Heart failure is a public health problem. Currently, heart failure affects 2-5 % of adults within the age of 65-75 years. (Mosterd & Hoes, 2007) Moreover, rates of hospitalization and rehospitalization among patients with heart failure are high and are associated with poor quality of life (Dunlay et al., 2011) Unsurprisingly, studies have found that poor quality of life is linked to decreased physical activity and increased symptomatology, a perception that can quickly change depending on the patient's mood. Factors such as age, cultural background, socioeconomic status, ethnicity, and gender are highly correlated with quality of life but have not been studied thoroughly. Quality of life assessment in Puerto Rican Hispanics living with heart failure is non-existent. **Objective:** •To determine gender-specific differences in quality of life for patients hospitalized due to heart failure in Puerto Rico. •To correlate heart failure symptoms, presence of depression and level of perceived quality of life in Puerto Rican patients hospitalized due to heart failure **METHODS/STUDY POPULATION:**