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## Disparities in care among patients presenting to the emergency department for nephrolithiasis

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**OBJECTIVES/SPECIFIC AIMS:** The prevalence of kidney stone disease has increased significantly in the United States in the last 2 decades. While several studies have reported that disparities in access to and quality of medical care exist, there is a need for a more thorough investigation of factors that negatively impact patients seeking care specifically for kidney stone disease. We sought to examine whether kidney stone patients received different standard of care in the emergency department (ED) according to their race/ethnicity, gender, age, body mass index, socioeconomic status (SES), and insurance status. **METHODS/STUDY POPULATION:** We conducted a retrospective study of patients presenting to the ED at Montefiore Medical Center between January 1, 2014 and December 31, 2016. Patients with a diagnosis of nephrolithiasis were identified using ICD-9/10 codes and electronic chart review was used to assess each patient's ED course as well as to gather sociodemographic information. The primary outcomes of interest were administration of pain medication, prescription of alpha-1 antagonists to facilitate stone passage and whether or not patients received CT scan or ultrasound. Associations of these outcomes with age categories, sex, race/ethnicity, body mass index category, SES and insurance status were examined using multivariate logistic regression models. **RESULTS/ANTICIPATED RESULTS:** A total of 1200 patients were included in this analysis of which 616 (51%) were women. A large proportion of patients were minorities (40% Hispanic and 15% non-Hispanic African-American), whereas 21% were Caucasian and 24% declined to report race/ethnicity. Patients between the ages of 55–64 and those older than 65 were less likely to receive pain medication compared to younger patients aged <35 years (OR = 0.48, 95% CI: 0.27–0.86 and OR = 0.46, 95% CI: 0.21–1.00, respectively). Women were less likely than men to undergo any form of diagnostic imaging (OR = 0.52, 95% CI: 0.35–0.76) including CT scan (OR = 0.50, 95% CI: 0.35–0.72). Similarly, patients in the lowest quintile of SES received less imaging than patients in higher SES categories (OR = 0.50; 95% CI: 0.27–0.90). Furthermore, African Americans (both genders) and women were less likely to be prescribed an alpha antagonist medication (e.g., tamsulosin) to facilitate stone passage compared with White patients (OR = 0.61, 95% CI 0.36–1.03) and men (OR = 0.68, 95% CI: 0.49–0.92), respectively. **DISCUSSION/SIGNIFICANCE OF IMPACT:** We found that multiple disparities exist among patients presenting to the ED for nephrolithiasis. A more thorough investigation into the causes of these disparities is warranted to limit their impact on patient care.

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## Efficacy of a 4-part program on brain development

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**OBJECTIVES/SPECIFIC AIMS:** (1) Provide basic brain knowledge about development and resiliency. (2) Develop an understanding of how a mother can impact a child's brain development. (3) Foster a sense of agency to increase the likelihood that a mother will enact positive changes. (4) Develop the ability to recognize a connection between one's own behaviors and a child's development and behaviors. **METHODS/STUDY POPULATION:** Tested the efficacy of a 4-week intervention program on neurodevelopment for homeless mothers. Mothers (n = 4) residing at the Center for the Homeless in South Bend, IN were recruited. Used community partner feedback, weekly surveys, and pre/post tests to look at changes in basic content knowledge, behavioral change, and self-efficacy. **RESULTS/ANTICIPATED RESULTS:** Preliminary results indicate an increase in knowledge about neurodevelopment, although results on behavioral changes are inconclusive. The program is anticipated to run a second time with a new group of parents residing in the Center for the Homeless to increase sample size. **DISCUSSION/SIGNIFICANCE OF IMPACT:** Anticipated that the results will add to the existing literature concerning effective interventions in strengthening parenting and neuroscience knowledge in vulnerable populations.

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## Engaging, capturing, and integrating the voice of the customer and collaborator in a clinical and translational science program

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**OBJECTIVES/SPECIFIC AIMS:** This presentation will highlight the framework, domains, and approaches of the "Engaging the Voice of the CTS Customer and Collaborator System" created at the University of Minnesota Clinical and Translational Science Institute (CTSI) in response to the need to improve the stakeholder engagement, quality, efficiency, consistency, and transparency of the clinical and translational work. This system addresses 3 important results-based accountability measures/questions: "What should we do?", "How well did we do it?", and "Is anyone better off?". According to Woolf (2008), "translational research means different things to different people." Social networks and systems that support translational processes and outcomes are complex, nonlinear, and multidisciplinary (Smith et al., 2017). In this highly uncertain and fluid context, the input of program stakeholders is paramount to move translation forward. NCATS Strategic Plan (2016) directs the grantees to engage patients, community members and nonprofit organizations meaningfully in translational science and all aspects of translational research. Engagement of stakeholders throughout the lifecycle of a translational research project ensures the project processes and outcomes are relevant to and directly address their needs and will be more readily adopted by the community. "Customer" (among other terms are Beneficiary, Collaborator, Client, Community, Consumer, Service User, etc.) is a person, organization, or entity who directly benefits from service delivery or program (Friedman, 2005). Customers can be: direct and indirect, primary and secondary, internal and external. Our analysis of CTS stakeholders ("Who are our customers/collaborators?") produced the following list of customers and collaborators: researchers, University departments, translational science workforce, patients, community members and entities, nonprofit organizations, industry collaborators, NCATS/NIH, CTS hub partners, and CTSI staff. The "Voice of the Customer" (VOC) is the term used to describe the stated and unstated needs or requirements of the program's customer. The "voice of the customer" is a process used to capture the feedback from the customer (internal or external) to provide the customers with the best quality of service, support, and/or product. This process is about being proactive and constantly innovative to capture the changing needs of the customers with time. Related to the VOC is the concept of user innovation that refers to innovations developed by consumers and end users. Experience shows that sometimes the best product or a process concept idea comes from a customer (Yang, 2007: p. 20). Capturing and utilizing such ideas are also relevant to VOC and can be operationalized and implemented as a valuable strategy. The University of Minnesota CTSI's key objectives, goals, and uses of engaging the VOC and collaborator are as follows: (1) Engage CTS customers ("relevant stakeholders") in multiple aspects of translational science and look for opportunities to include their perspective (per NCATS strategic principles). (2) Inform continuous improvement, strategic management, and M&E efforts, the identification of customer needs and wants, comprehensive problem definition and ideation, new concept development and optimization. (3) Synergize NCATS and partner expectations and campus/hub needs. (4) Translate VOC into functional and measurable service requirements. **METHODS/STUDY POPULATION:** A case study of the programmatic and methodological approach/technique development. The VOC at the UMN CTSI has been captured in a variety of ways: regular and ad hoc surveys, interviews, focus groups, Engagement Studios, formal call for patient/community ideas and proposals, informal conversations, customer/community membership and participation in the Advisory Boards and Executive Leadership Team meetings, and observations. Our VOC variables and metrics assess customer needs, wants, knowledge, and skills; customer satisfaction with processes and outcomes; and customer ideas for improvement and innovation. The ensuing customer feedback and other data have been used to identify and incorporate the important attributes needed in the CTSI processes, products, and dissemination. UMN CTSI partners in engaging and capturing the VOC include our past, current, and potential customers and collaborators, communities, program staff and service providers, program administration, communication staff, M&E team, internal and external data collectors. **RESULTS/ANTICIPATED RESULTS:** The proposed comprehensive approach shows sound promise to enhance customer and collaborator engagement, critical thinking, learning, strategic management, evaluation capacity and improvement within clinical and translational science organizations. **DISCUSSION/SIGNIFICANCE OF IMPACT:** This structured approach's impact is significant in that it fills the current gap in the practice, literature, and methodology and offers a practical example of a "practice that works" for CTR (and other) organizations and programs striving to improve their stakeholder engagement and program impact. Leveraging and synergizing the VOC and community engagement approaches can help CTS organizations advance beyond capturing individual