**The Just-in-Time (JIT) Program
Describing Knowledge Use, Uptake and Impact**

Presenter: Hannah Rudstam

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Slide template: Blue bar at top with the words on the left side: Knowledge Translation Measurement: Concepts, Strategies, and Tools. Hosted by SEDL’s Center on Knowledge Translation for Disability and Rehabilitation Research (KTDRR).  On the right side, the words: An online conference for NIDRR Grantees.

Slide 1: (Title)

The Just-in-Time (JIT) Program
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*Hannah Rudstam*

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Slide 2: The Just-in-Time Program

*Changing disability inclusiveness in the workplace by getting the right knowledge to the right people at the right time in the right way.*

Slide 3: About the JIT Program

Design

* + Need to make knowledge relevant, usable and valued in the knowledge-users’ “world”
	+ Based on research on the “lives” of face-to-face leaders and their role in disability inclusiveness
	+ Beyond “spray and pray”
	+ Customized
	+ Blended learning

Current Status

* + Enjoyed significant demand from employers
	+ Have 3 implementations complete, 2 in process and 2 “in the works”

Image of an analog clock.

Slide 4:

Two ovals. The top oval is labeled Core group (in-person) and the bottom oval is labeled Just-in-time Toolkit for Face-to-Face leaders- Mangers/Supervisors (online)

Slide 5: Diagram showing the use of the toolkit

1. Design templates for JIT Toolkit and Core group sessions
2. Pre-implement process
	1. Establish key contact
	2. Customize JIT Tool & Core group session
	3. Identify core group
	4. Prepare for evaluation
	5. Contract agreement
3. Implement Core Group Session (2-4 hour strategy building session)
4. Core Group “stewards” JIT Toolkit to Managers/Supervisors in own organization

At number 3 (Implement Core group Session) of the diagram 3 types of evaluation occurs; evaluates core group session, evaluate JIT Toolkit: Managers email survey immediate and Follow up, Client organization receives brief evaluation. Depending on the results of the evaluation, you may have to go back to step 1 in the diagram, Design templates for JIT Toolkit.

Slide 6: Describing JIT Program Uptake and Impact

Core group

* + Focus group
	+ BIAT Instrument Survey:
		- * Immediate pre/post
			* Six months
			* Twelve months
	+ Interviews: Impact stories

JIT Toolkit: Managers/Supervisors

* + In-depth structured interviews with purposive sample
	+ Survey:
		- * Immediate pre/post
			* Six months
			* Twelve months

Image of an analog clock.

Slide 7: Table with 4 Columns

First Column- Question

Second Column- Pre-design

* Who are the key gatekeepers of disability inclusiveness in the workplace?
* The context of knowledge uptake--What is the knowledge-use context of key knowledge users: What are their “lives” like?
* What are their situations/ dilemmas/challenges related to disability inclusiveness?

Third Column- Pilot

Core group:

* Would JIT Program change managers’ practices?
* Did the core group launch session change knowledge, beliefs or practice intentions?

Managers:

* Overall views of the JIT Toolkit?
* Would you use the JIT Tools in the next year?
* If so, in what situations?
* If so, how might using the JIT Tools change practices or decisions?
* If not, why not?
* Use-ability? Understandability?
* Did the situations in the JIT Toolkit ring true?

Forth Column- Implementation

Core group:

* Will/has the JIT program change organizational culture/practice in any way?
* What was done to disseminate the JIT Toolkit?
* What impacts did the JIT Program have on organizational practice/culture?

Managers:

* Use? Which JIT Tool used?
* Overall use-ability of Tool?
* Use of Tool change their practice/decision?

Slide 8- Table with 4 columns

First Column- Measure/Capture

Second Column- Pre-Design

* Our prior intervention research
* Research on the “lives” of managers/supervisors
* Survey on workplace culture/climate and disability inclusiveness

Third Column- Pilot

Core group:

* BIAT Survey—Pre/Post
* Focus group

Managers:

* Cascaded, open-ended interview with snowball sample of Managers who reviewed JIT Toolkit

Forth Column- Implementation

Core group:

* BIAT Survey—Immediate Pre/Post
* BIAT Survey—6 & 12 month follow up
* Impact stories
* Dissemination process description

Managers:

* Immediate: After each use
* 1, 6 & 12 month “sweep”

Slide 9: KT measurement: Issues & dilemmas

Logistics challenges

* Getting “within” the employer organization
* Customized offering; program fidelity

Capturing natural use of JIT tools

* Knowledge users (Managers):
	+ Remote, dispersed, high turnover, and not incentivized to respond to surveys
	+ Don’t encounter disability issues very often

Measuring Impact

* Whole stories vs. data points
* Difficulty in measuring change in a very large complex, rapidly changing system
* Change takes time; Cause/effect link is very difficult to establish
* Sampling for baseline – using the core group as the baseline?

Slide 10: Unique KT measurement issues for the field of disability

Unlike in healthcare/medicine, KT in disability…

* More complexity on the chain from knowledge producers (researchers) to knowledge users
* Knowledge users (Managers) largely not sharing the goals/motivations of knowledge producers
* More challenge in identifying and reaching the real gatekeepers of disability inclusiveness
* The factors that drive knowledge uptake more subtle and varied

All of this means that in the field of disability, there is a greater need to actively engage knowledge users in all parts of the knowledge generation --- knowledge use chain