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

Presenter: Hannah Rudstam

October 31, 2013

Text version of PowerPoint™ presentation for SEDL’s Center on Knowledge Translation for Disability and Rehabilitation Research online conference Knowledge Translation Measurement: Concepts, Strategies and Tools. Conference information: [www.ktdrr.org/conference](http://www.ktdrr.org/conference)

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  
Describing Knowledge Use, Uptake and Impact

*Hannah Rudstam*

October 31, 2013

800-266-1832 | www.ktddr.org

*Copyright ©2013 by SEDL. All rights reserved.*

Funded by NIDRR, US Department of Education, PR# H133A120012. No part of this presentation may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopy, recording, or any information storage and retrieval system, without permission in writing from SEDL (4700 Mueller Blvd., Austin, TX 78723), or by submitting an online copyright request form at www.sedl.org/about/copyright\_request.html. Users may need to secure additional permissions from copyright holders whose work SEDL included after obtaining permission as noted to reproduce or adapt for this presentation.

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