

Knowledge Translation Measurement

Concepts, Strategies and Tools

Hosted by SEDL's Center on Knowledge Translation
for Disability and Rehabilitation Research (KTDRR)

The Just-in-Time (JIT) Program

Describing Knowledge Use, Uptake and Impact

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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.

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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"

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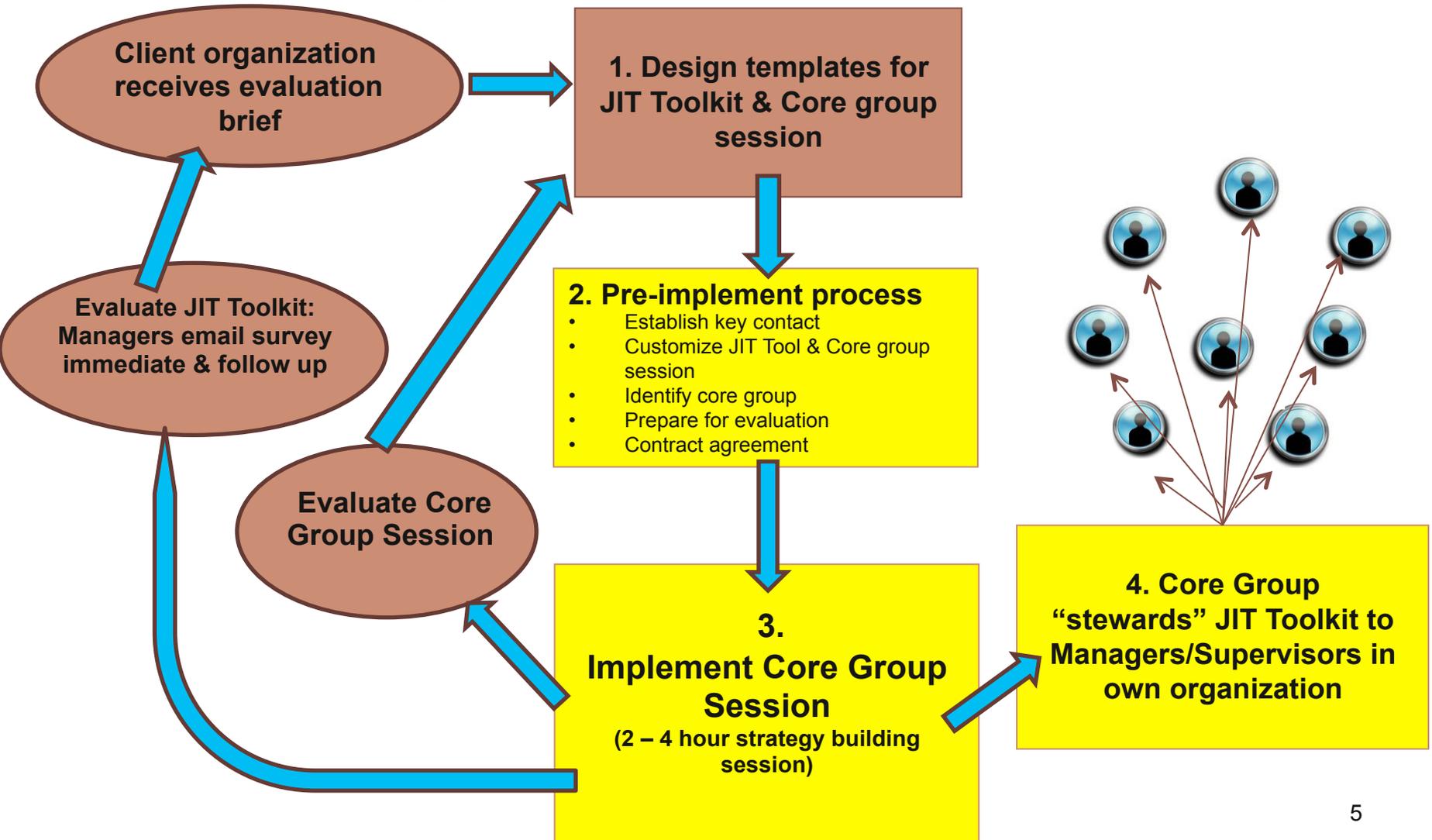
Core group
(In-person)

**Just-in-Time Toolkit for
Face-to-Face leaders—
Managers/supervisors**
(Online)

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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



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	Pre-Design	Pilot	Implementation
Question	<ul style="list-style-type: none"> 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 <u>their</u> situations/dilemmas/challenges related to disability inclusiveness? 	<p>Core group:</p> <ul style="list-style-type: none"> •Would JIT Program change managers' practices? •Did the core group launch session change knowledge, beliefs or practice intentions? <p>Managers:</p> <ul style="list-style-type: none"> •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? 	<p>Core group:</p> <ul style="list-style-type: none"> •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? <p>Managers:</p> <ul style="list-style-type: none"> •Use? Which JIT Tool used? •Overall use-ability of Tool? •Use of Tool change their practice/decision?

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	Pre-Design	Pilot	Implementation
Measure/ capture	<ul style="list-style-type: none"> • Our prior intervention research • Research on the “lives” of managers/ supervisors • Survey on workplace culture/ climate and disability inclusiveness 	<p>Core group:</p> <ul style="list-style-type: none"> •BIAT Survey—Pre/Post •Focus group <p>Managers:</p> <ul style="list-style-type: none"> •Cascaded, open-ended interview with snowball sample of Managers who reviewed JIT Toolkit 	<p>Core group:</p> <ul style="list-style-type: none"> •BIAT Survey—Immediate Pre/ Post •BIAT Survey—6 & 12 month follow up •Impact stories •Dissemination process description <p>Managers:</p> <ul style="list-style-type: none"> •Immediate: After each use •1, 6 & 12 month “sweep”

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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?

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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