Offering Tailored Technical Assistance (TA) as a Knowledge Translation Strategy

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Discussion with Joe Bontke

Knowledge Translation for Employment Research Center
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Theoretical Domains Framework (French et al., 2012)

- Who needs to do what, differently?
- Using a theoretical framework, which barriers and enablers need to be addressed?
- Which intervention components (behavior change techniques and mode(s) of delivery) could overcome the modifiable barriers and enhance the enablers?
- And how can behavior change be measured and understood?
Overview of Knowledge Translation for Employment Research (KTER) related to Business


- Found that **multi-pronged** approaches that incorporate information or educational training, counselling or coping skills sessions, and physical exercise are most effective in helping employed patients with cancer return-to-work.
Overview of KTER related to Business-Cont.

- R.2) Conducted 12 focus groups with members of the business community, asking them to describe factors that impede or facilitate the use of employment research in particular, and information more generally.

- R.3) Based on R2 findings, designed KT strategy to be tested for effectiveness in promoting use of information about federal legislation regarding reasonable accommodations for employees with cancer.
Research Questions for R3

Q: Does follow-up technical assistance (*KT strategy tested, using cluster randomized controlled trial*)

- offered to employers, (*target audience*)
- who attend a webinar and receive other informational resources (*KT strategy delivered to all participants*)
- delivering information about ADA and other federal legislation regarding reasonable accommodations for employees with cancer (*content*)
- help to sustain knowledge gains (*outcome 1*)
- and promote application? (*outcome 2*)
# Outcome Measurement

<table>
<thead>
<tr>
<th>Targeted outcome</th>
<th>Measurement Technique</th>
</tr>
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<tbody>
<tr>
<td>Knowledge</td>
<td>Pre- and post-test of knowledge (Criterion-based, 14 items)</td>
</tr>
<tr>
<td>Behavior</td>
<td>3-month check on knowledge retention and behavioral change</td>
</tr>
</tbody>
</table>
## Barriers and Intervention Components

<table>
<thead>
<tr>
<th>Barrier</th>
<th>Mode of Delivery Design Feature</th>
</tr>
</thead>
<tbody>
<tr>
<td>Value for other kinds of information; Time (timely)</td>
<td>Research findings presented along with information about recent amendments to the Americans with Disabilities Act (ADA)</td>
</tr>
<tr>
<td>Time (fragmented)</td>
<td>60-min webcast; archived for 24/7 access; follow-up information that can be reviewed as convenient to user</td>
</tr>
<tr>
<td>Time (scarce resource)</td>
<td>Research findings coupled with information related to “bottom-line” because knowledge of webcast content is a legal mandate</td>
</tr>
</tbody>
</table>
## Facilitators and Intervention Components

<table>
<thead>
<tr>
<th>Facilitator</th>
<th>Mode of Delivery Design Feature</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compliance orientation</td>
<td>Facilitator from enforcing agency (Equal Employment Opportunity Commission): Mr. Joe Bontke</td>
</tr>
<tr>
<td>Relation of information to their own company</td>
<td>Add-on of follow-up technical assistance with facilitator and Job Accommodations Network for tailored information provision</td>
</tr>
<tr>
<td>Value for research-based employee training</td>
<td>Facilitator who is an experienced trainer; offer of HRCI and CRC credit</td>
</tr>
<tr>
<td>Focus on a specific population</td>
<td>Focus on employees with cancer</td>
</tr>
</tbody>
</table>
Example of TA Follow-up (Control Group)

Dear Webinar Participant,
Thank you for participating in the Center on Knowledge Translation for Employment Research's webinar on Cancer and Employment Issues. We thought you might be interested in the attached publication, "When Someone You Work With Has Cancer." (Note: The publisher is not affiliated with the KTER Center and did not sponsor the webinar you attended.)

[Attached ACS Document: When Someone You Work With Has Cancer]
Dear Mr./Ms. Smith,

Thank you for participating in the Center on Knowledge Translation for Employment Research's webinar on Cancer and Employment Issues.

The presenter, Joe Bontke, and the Job Accommodation Network (JAN) have agreed to provide you with free follow-up consultation should you have any questions about managing cancer-related issues in the workplace. Their contact information is below.

We are also attaching a couple of other resources you might find helpful.

Publications (attached) "Accommodation and Compliance Series: Employees with Cancer", “When Someone You Work With Has Cancer."
(Note: The publishers of these resources are not affiliated with the KTER Center and did not sponsor the webinar you attended.)

RESOURCE LIST
Consultation
Mr. Joe Bontke
Outreach Manager & Ombudsman, US Equal Employment Opportunity Commission
Houston District Office
Tel: 713-651-4994
Email: joe.bontke@eeoc.gov

Job Accommodations Network
www.AskJAN.org
(800) 526-7234 (Voice)
(877) 781-9403 (TTY)
Email: http://askjan.org/JANonDemand.htm
Cancer-related accommodation ideas: http://askjan.org/media/canc.htm
Sample

Webinar and Pre-Test

N = 309

Post-Test

N = 107

Randomization

N = 55
Tailored TA (Treatment)

N = 52
Regular TA (Control)
Sample

Webinar and Pre-Test: N = 309

Post-Test: N = 107

Randomization:
- N = 55 Tailored TA (Treatment)
- N = 52 Regular TA (control)
Sample: Organization Size

<table>
<thead>
<tr>
<th>Size</th>
<th>Percent</th>
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</thead>
<tbody>
<tr>
<td>Fewer than 15</td>
<td>6.71</td>
</tr>
<tr>
<td>15 to 24</td>
<td>2.01</td>
</tr>
<tr>
<td>25 to 99</td>
<td>17.79</td>
</tr>
<tr>
<td>100 to 499</td>
<td>25.84</td>
</tr>
<tr>
<td>500 to 999</td>
<td>12.42</td>
</tr>
<tr>
<td>1000 or more</td>
<td>35.23</td>
</tr>
</tbody>
</table>
Sample: Organization Sector

- Wholesale trade: 1.04
- Transportation, communications, and public utilities: 2.42
- Services: 42.21
- Retail trade: 3.81
- Mining: 0.35
- Manufacturing: 8.65
- Government (state or local): 24.91
- Government (federal): 9.34
- Finance, insurance, and real estate: 5.54
- Construction: 1.04
- Agriculture, forestry and fishing: 0.69
Sample: Occupation

- Service: 5.1%
- Sales: 0.34%
- Professional specialty: 25.51%
- Other: 12.24%
- Manufacturing: 1.02%
- Management: 46.26%
- Farming, forestry and fishing: 0.34%
- Administrative Support: 9.18%
Overall Knowledge Gains

- 309 individuals completed the pretest
- 110 completed the post-test
- 83 completed the follow-up
107 individuals completed pre-tests, post-tests, and were randomized to be eligible to receive tailored TA

- Treatment: 55 randomized to be eligible to receive tailored TA
- Control: 52 randomized to control (regular TA)

50 individuals completed follow-up tests

- 45 treatment (tailored TA)
- 38 control (regular TA)

The level of attrition was higher for control group

- 18.2% treatment (tailored TA)
- 26.9% control (regular TA)
Effects of Tailored TA

- No difference in the post-test to follow-up scores between those randomized to be eligible for TA and the control group ($b = -0.24, p > .05$)
Individual Change

Non-TA (N = 38)

- Strongly agree: 2
- Agree: 11
- Neutral: 21
- Disagree: 2
- Strongly disagree: 2

TA (N = 44)

- Strongly agree: 3
- Agree: 15
- Neutral: 23
- Disagree: 2
- Strongly disagree: 1
Qualitative Analysis

- Analyzed data from survey comments, follow-up interviews and email correspondence from study participants who reported individual-level or organizational changes
- These data sources represent feedback from 20 individuals
- Some discussion of harassment and discrimination prevention
- Changes reported more often had to do with an informal or vague change in awareness, rather than a measurable action
Changes on an Individual Level

- **Awareness**
  - 2 respondents reported becoming more considerate of confidentiality
  - 2 reported learning to respect privacy
  - 3 reported learning to respect emotional needs and preferences

- **In-practice**
  - 1 respondent reporting changing their language
  - 2 reported spending more time with clients affected by cancer, to better understand their needs
Changes on an Organizational Level

- **Awareness**
  - 4 respondents reported informally teaching their colleagues about topics covered in the webinar
  - 1 reported an increased awareness of employee rights in the workplace

- **In-practice**
  - 3 respondents reported adjusting their work expectations to accommodate a colleague’s changing abilities
    - 1 began offering flex time as an accommodation
  - 1 incorporated webinar content into a formal training session
Thoughts about future research

- Importance of context of decision-making: if no employee currently has cancer, no need to change behavior. Akin to emergency response training.
- Importance of longer-term follow-up
- Importance of measuring changes in behavioral intent
- Distinguishing between business (private industry) and employers (including government)
References


Discussion with Joe Bontke

- Outreach Manager and ombudsman for the Houston District office of U.S. Equal Employment Opportunity Commission
- Email: joe.bontke@eeoc.gov
- Phone: 713-651-4994
Wrapping Up

We invite you to:

• Provide your input on today’s webcast
• Share your thoughts on future webcasts topics
• Contact Us at kter@air.org

Please fill out the brief evaluation form:
Disclaimer

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