

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

- R.1) Fong, Murphy, Westbrook, & Markle. (2015). Behavioral, psychological, educational, and vocational interventions to facilitate employment outcomes for cancer survivors: a systematic review. *Campbell Systematic Reviews*.
- 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

Targeted outcome

Measurement Technique

Knowledge

Pre- and post-test of knowledge
(Criterion-based, 14 items)

Behavior

3-month check on knowledge retention
and behavioral change

Barriers and Intervention Components

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

Facilitators and Intervention Components

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

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]

Example of Tailored TA Follow-up (Treatment Group)

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 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)

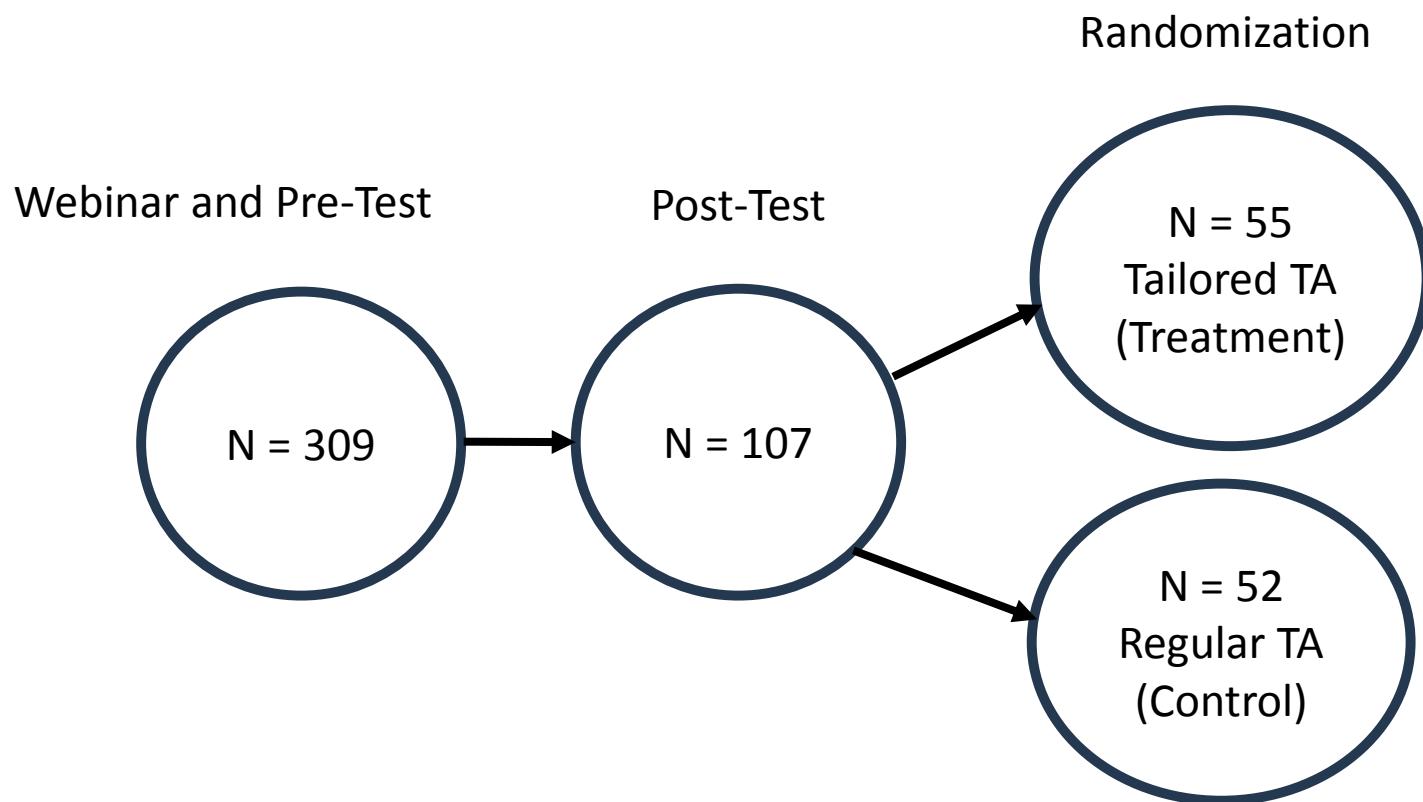
(877) 781-9403 (TTY)

Email: <http://askjan.org/JANonDemand.htm>

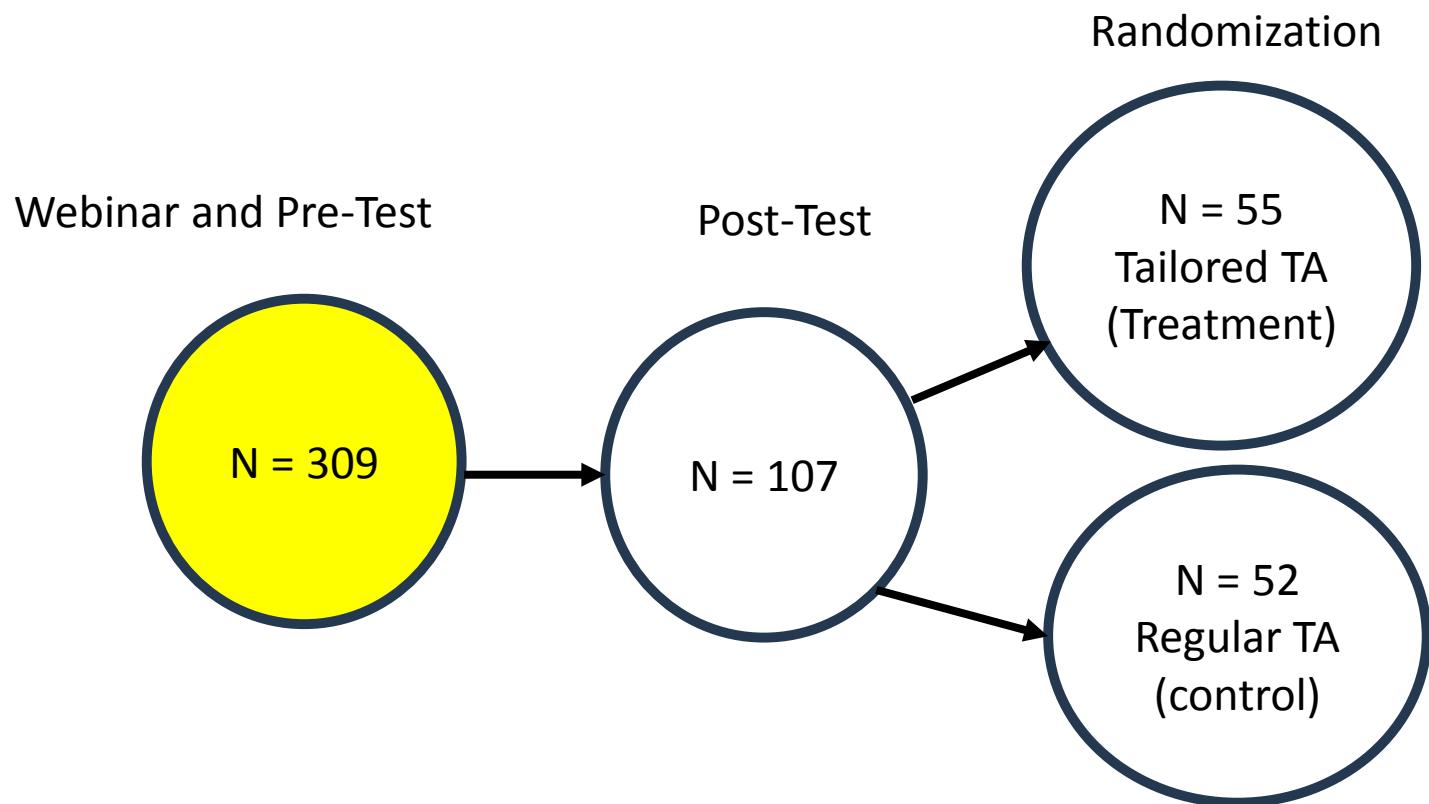
Cancer-related accommodation

ideas: <http://askjan.org/media/canc.htm>

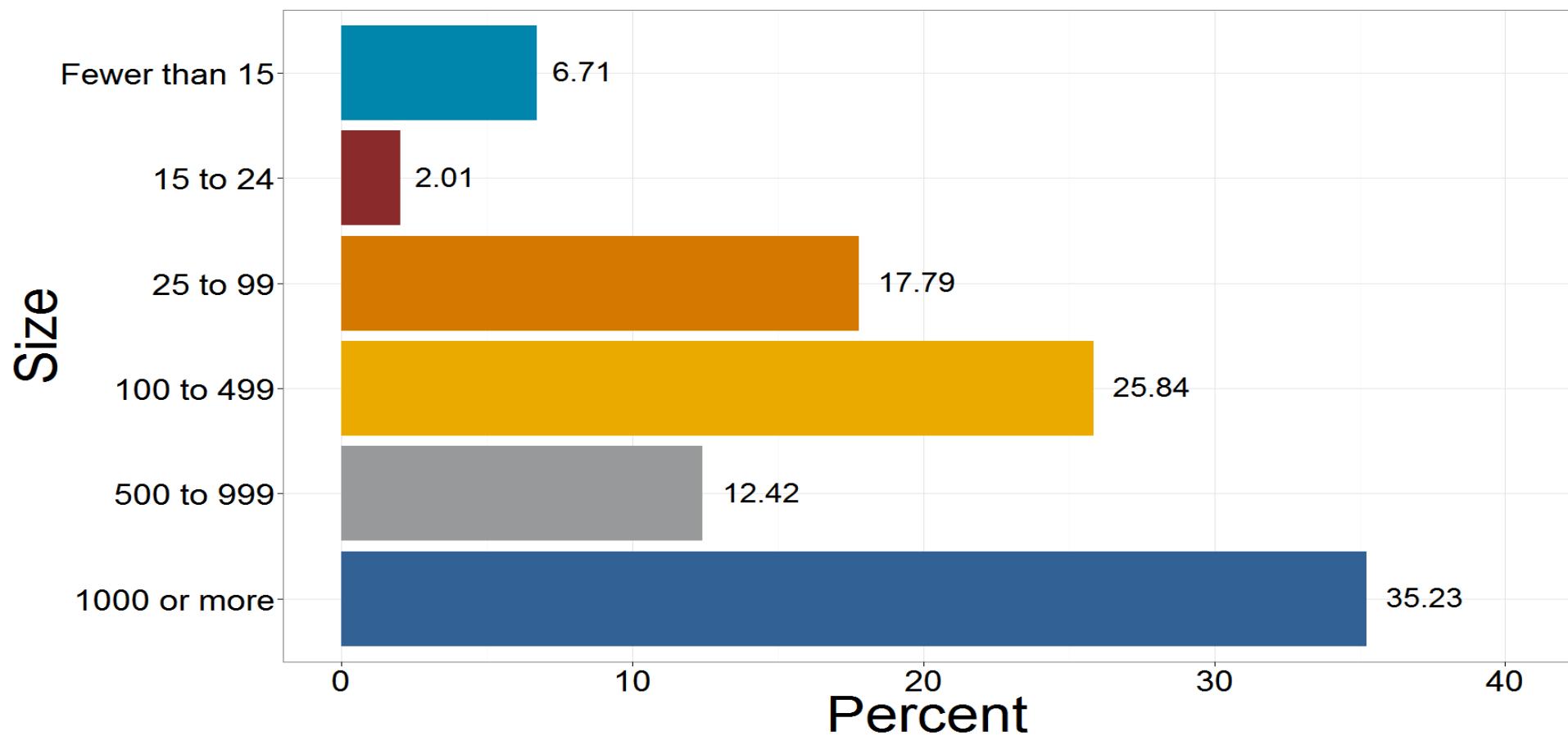
Sample



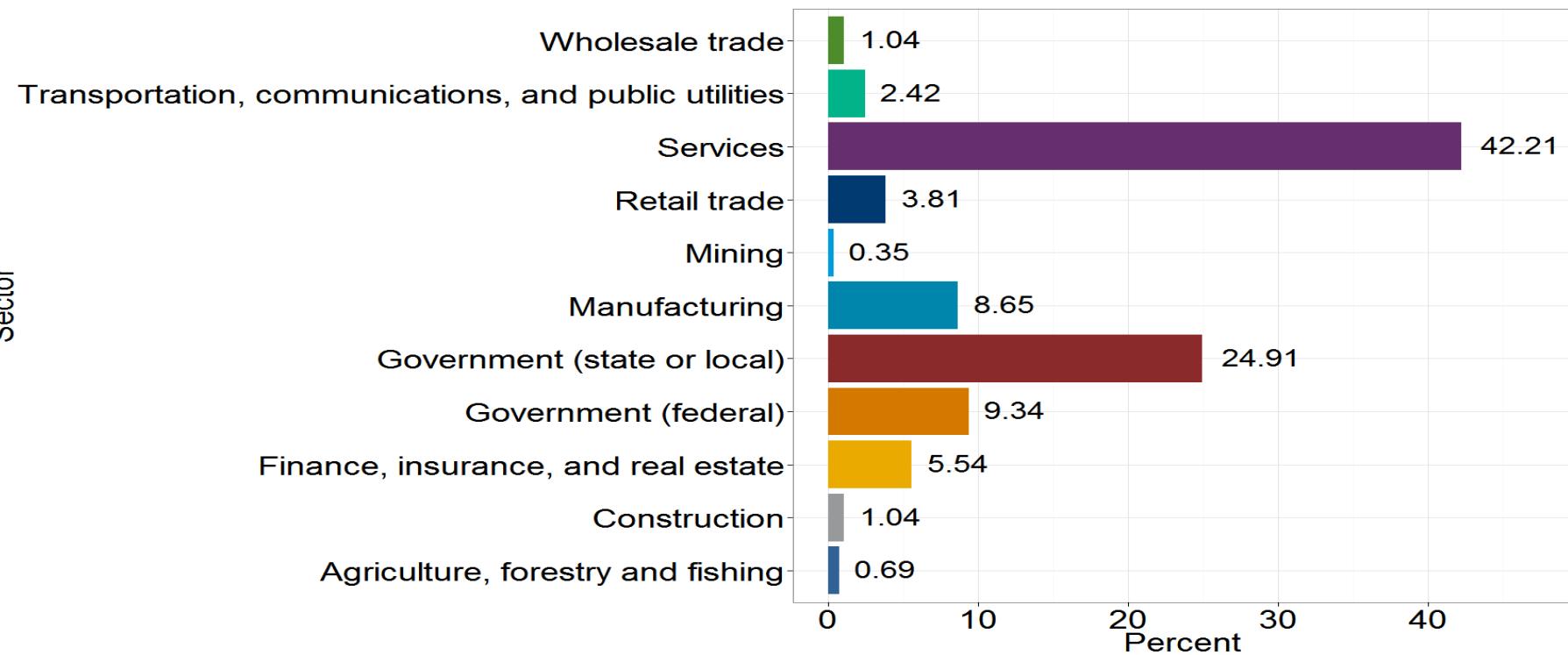
Sample



Sample: Organization Size

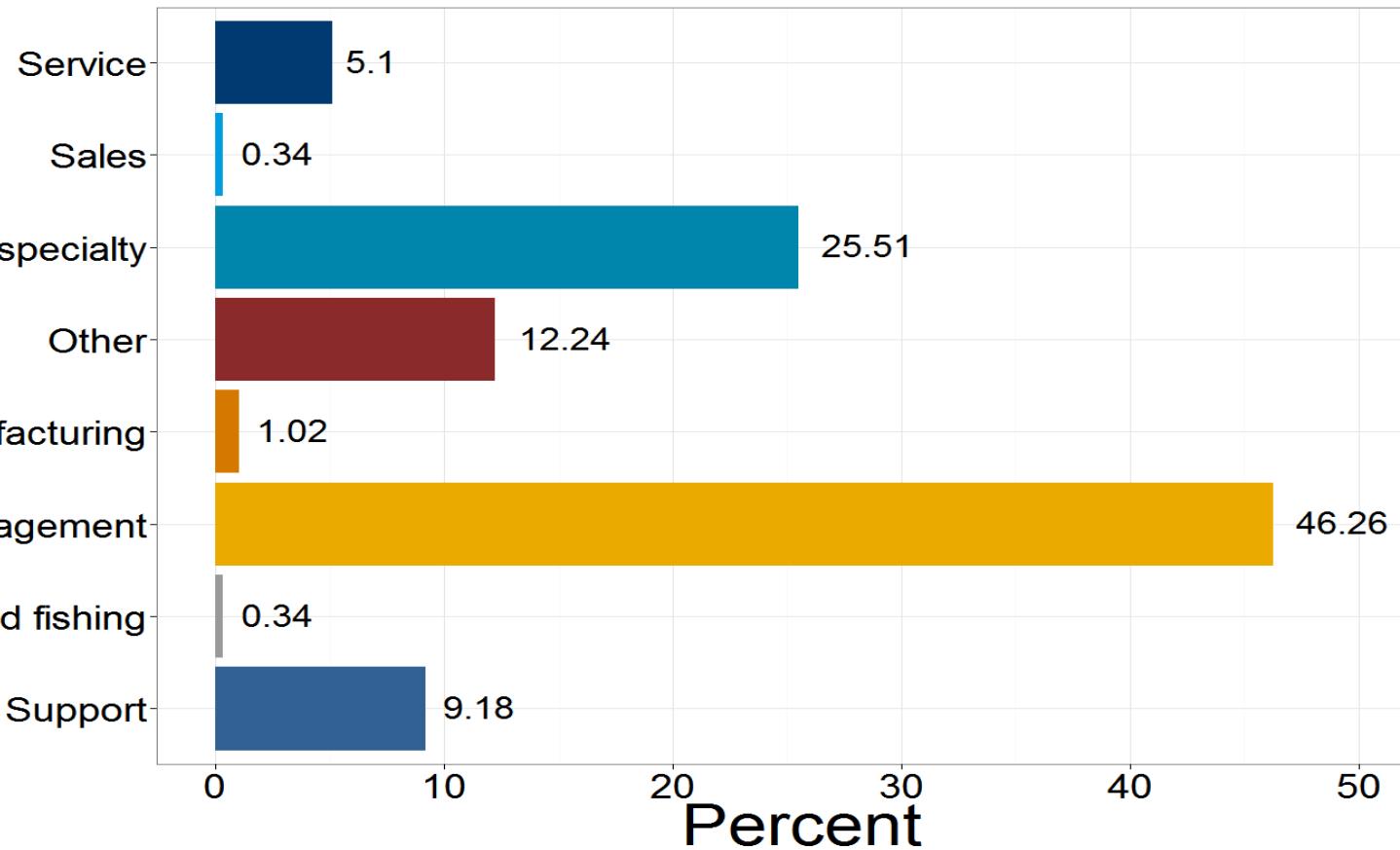


Sample: Organization Sector



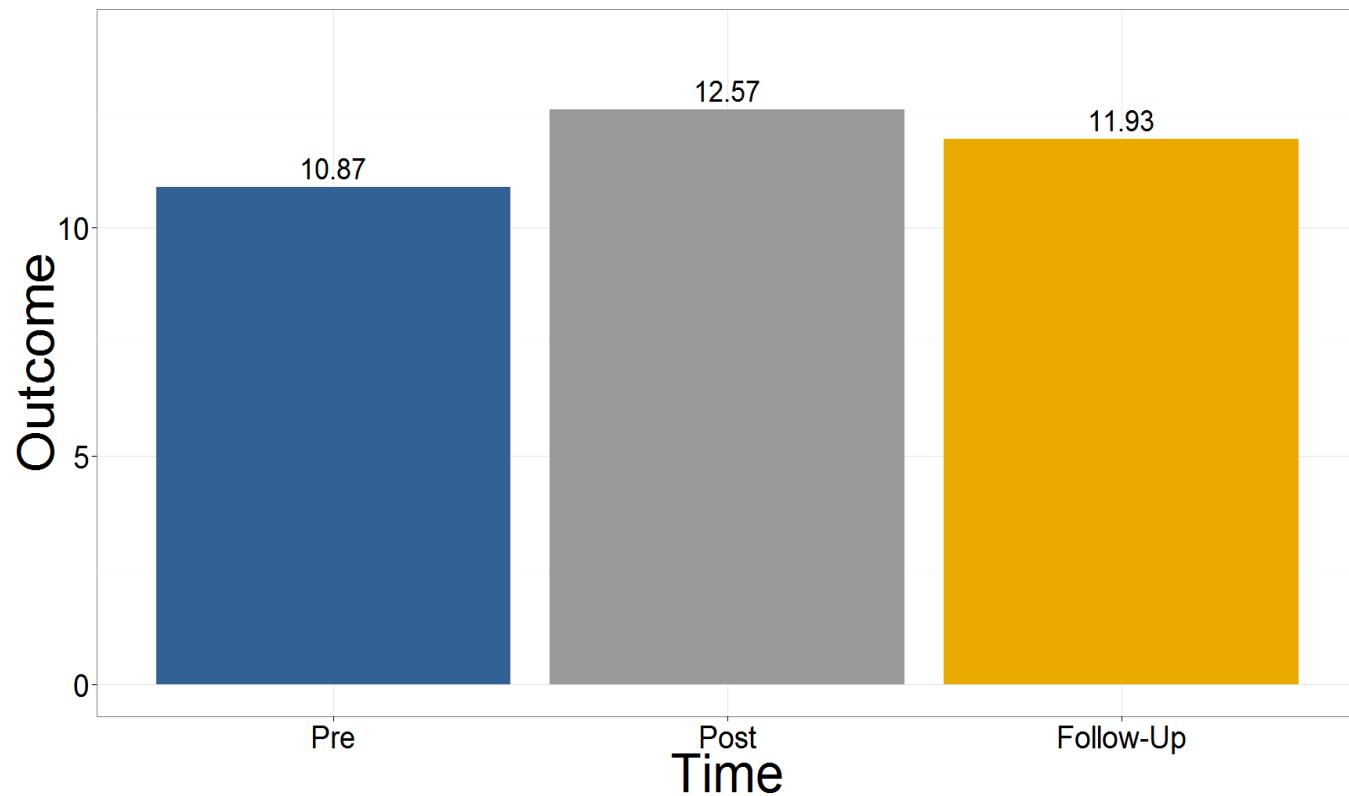
Sample: Occupation

Occupation



Overall Knowledge Gains

- 309 individuals completed the pretest
- 110 completed the post-test
- 83 completed the follow-up

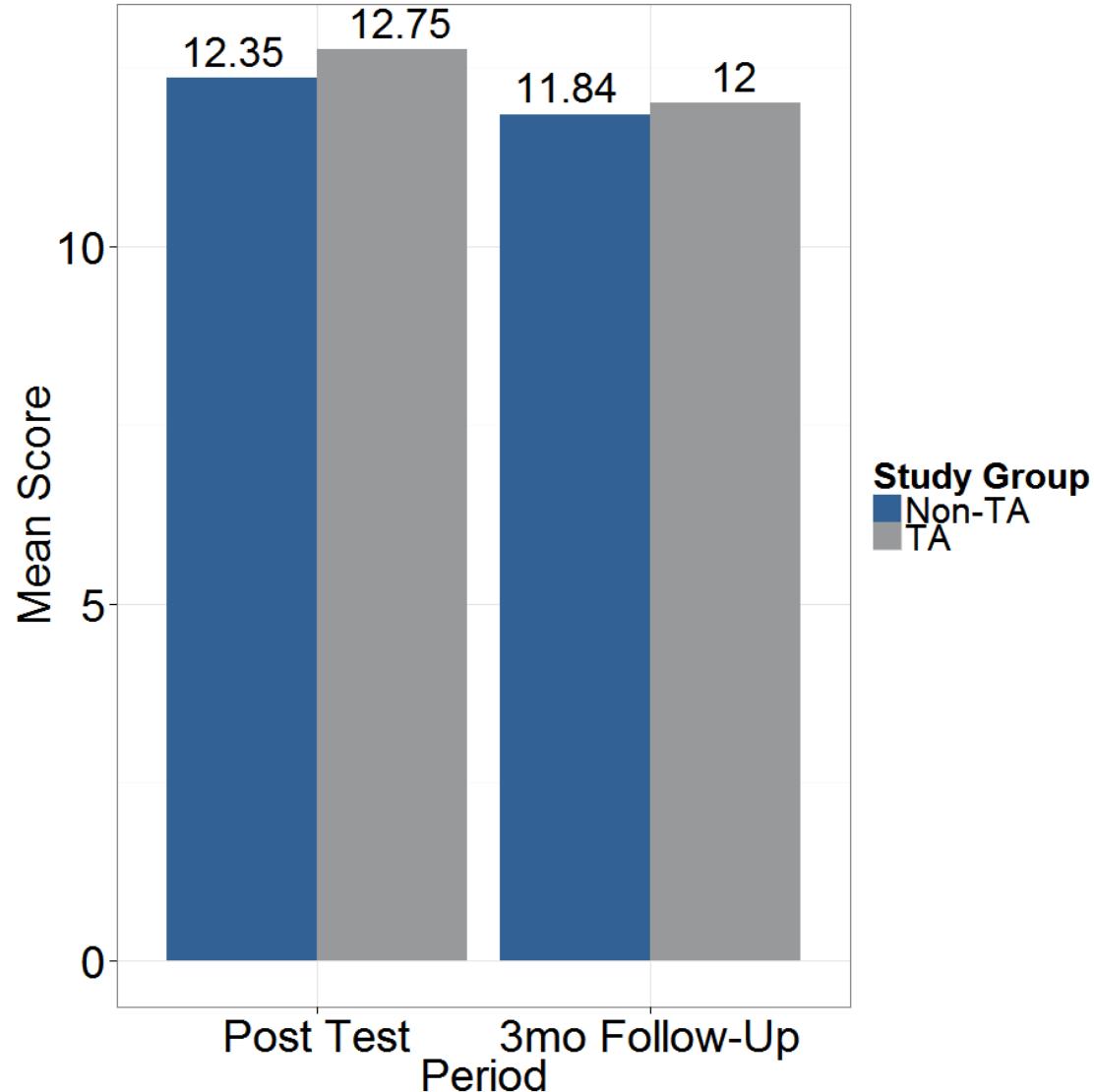


Attrition

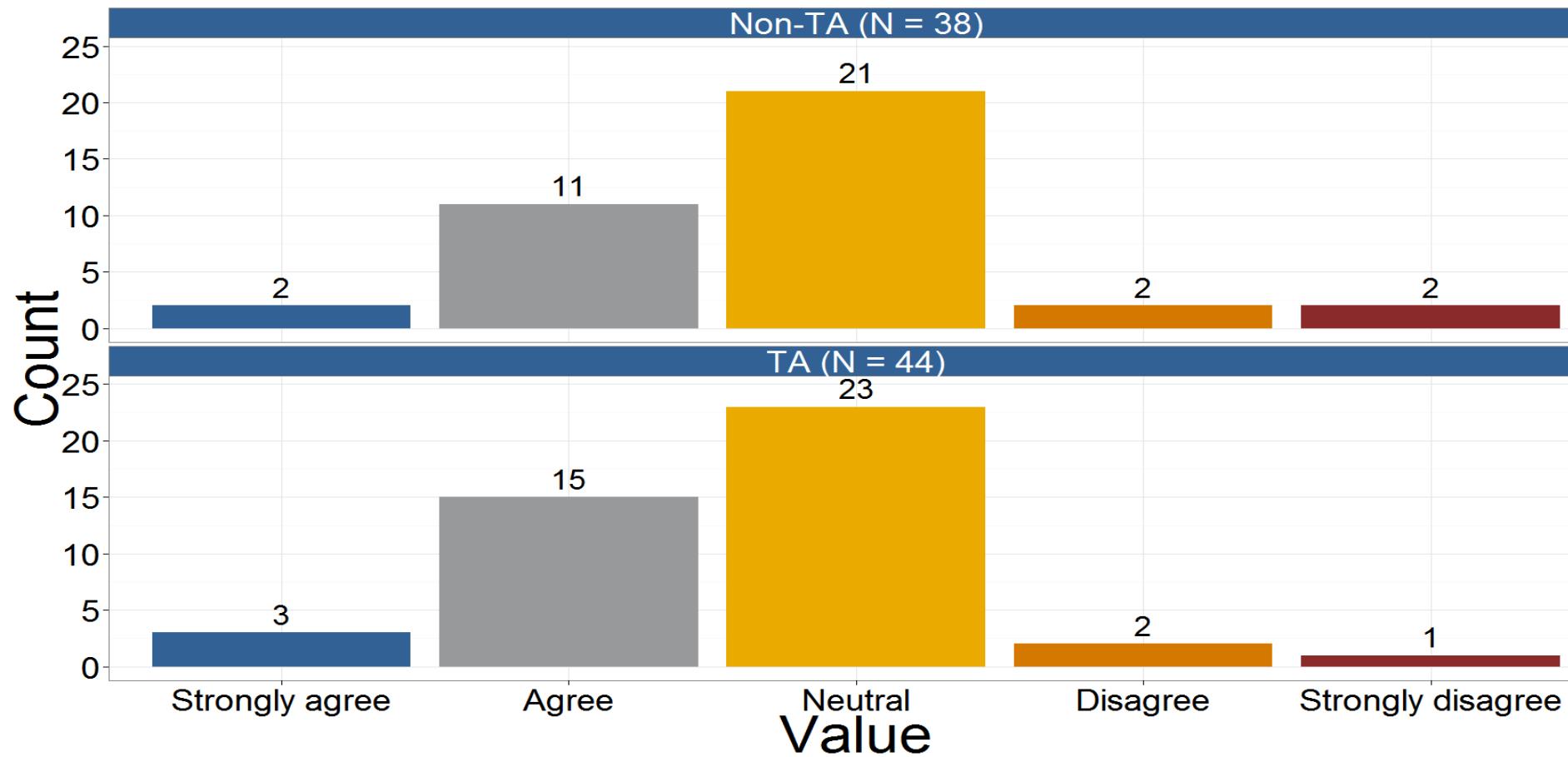
- 107 individuals completed pre-tests, post-tests, and were randomized to be eligible to receive tailored TA
 - Treatment: 55 randomized to be eligible to receive tailored TA
 - Control: 52 randomized to control (regular TA)
- 50 individuals completed follow-up tests
 - 45 treatment (tailored TA)
 - 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

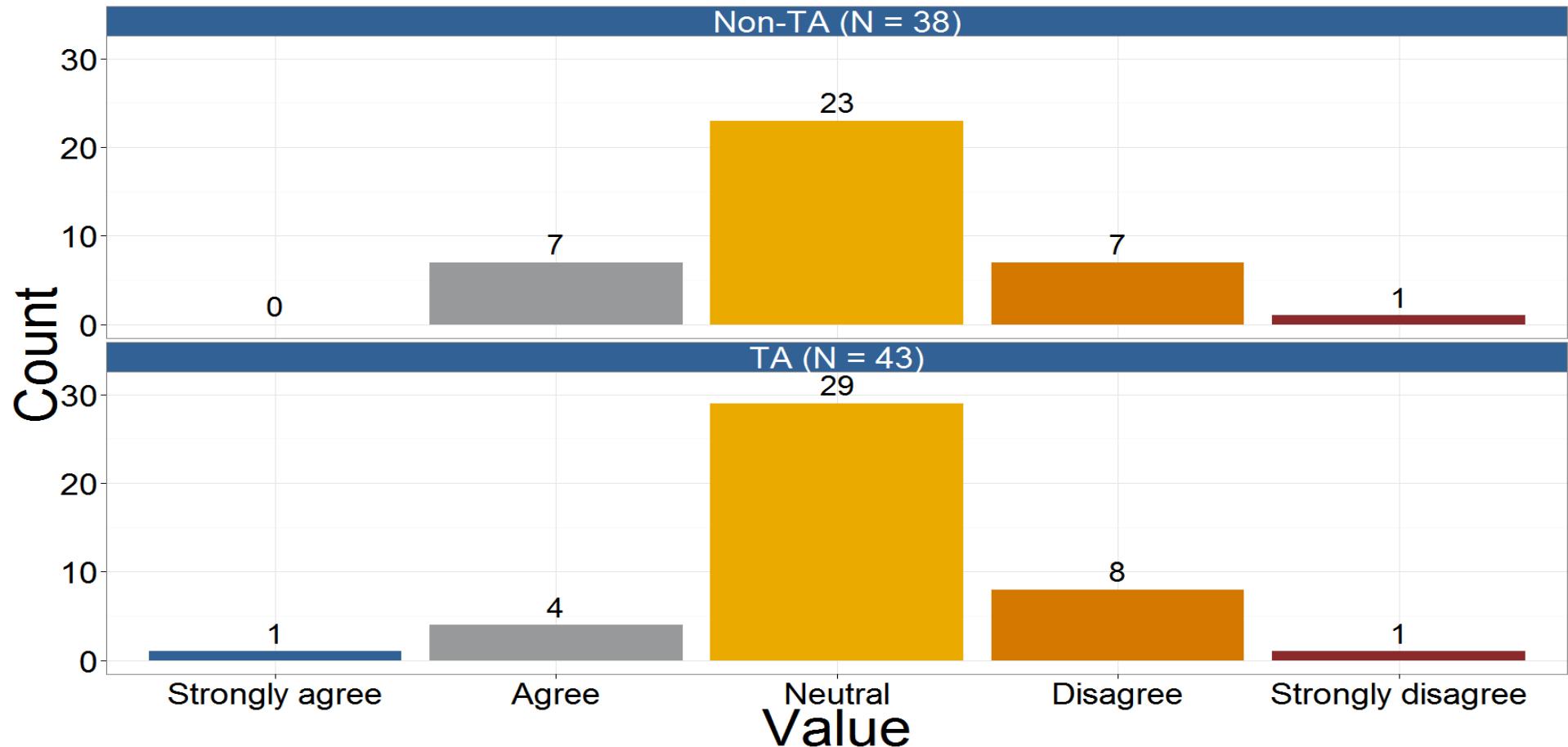
- No difference in the post-test to follow-up scores between those randomized to be eligible for TA and the control group ($b = -.24, p > .05$)



Individual Change



Organizational Change



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

- French, D., Green, S.E., O'Connor, D.A., McKenzie, J.E., Francis, J.J., et al. (2012). Developing theory-informed behavior change interventions to implement evidence into practice: a systematic approach using the Theoretical Domains Framework. *Implementation Science*, 7:38.
<http://www.implementationscience.com/content/7/1/38>
- Fong, C.J., Murphy, K.M., Westbrook, J.D., Markle, M. (2015). Behavioral, psychological, educational, and vocational interventions to facilitate employment outcomes for cancer survivors: a systematic review. *Campbell Systematic Reviews*, 2015:5, doi 10.4072/csr.2015.5.

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:

<http://www.surveygizmo.com/s3/3011087/Evaluation-TAKT>

Disclaimer

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