

Marc White¹, Shannon Wagner², Izabela Schultz³, Rick Iverson⁴, Vernita Hsu⁵, Lisa McGuire⁶, ¹Canadian Institute for the Relief of Pain and Disability/ Department of Family Practice, UBC, ²School of Health Sciences, University of Northern British Columbia, ³Department of Educational and Counselling Psychology and Special Education, UBC, ⁴Beedie School of Business, Simon Fraser University, ⁵BC Construction Safety Alliance, ⁶The FIOSA-MIOSA Safety Alliance of BC

Background

No common core body of credible knowledge resources to support evidence-informed decision-making at various levels
 Desire by stakeholders for academic collaboration
 Need for efficient and effective vehicles to engage academic researchers and community partners in scientific and stakeholder KTE processes

Health and Work Productivity Web-Portal

The Health and Work Productivity Web-Portal (HWP) was developed as a KTE collaborative platform to create effective and efficient mechanisms to identify, translate and effectively disseminate credible and relevant knowledge, tools and implementation resources across multiple stakeholders involved in disability prevention and workplace innovation.
 This study engaged two occupational health and safety organizations, a benefit plan provider and academic researchers

Purpose

Define metrics of success, roles and responsibilities, refine processes and workflows and assess interest and future commitment of academic and community partners in the web-portal initiative.

Methods

This qualitative study, using principles and social cognitive theories underpinning community development, engaged Academic and Community Partners (ACP) members in iterative processes of problem identification, clarification and program planning. Baseline, mid-term and end of project surveys were used to assess collaborative process, expectations and utility of results.

Figure 1. Iterative Academic Stakeholder Collaborative Process (Survey, Delphi, Discussion, Reflection)



Results

Team members continually reflected on individual insights and contextual factors. Attention was directed at actively translating these insights into program planning creating a respectful environment and early and continuing mutual appreciation of each member's knowledge, experience and expertise.

The collaborative process led to the creation of a stakeholder-centred systematic review of qualitative and quantitative systematic reviews of risk factors contributing to workplace absences across health conditions.

Samples of Instruments Developed

Table 1. Baseline Survey

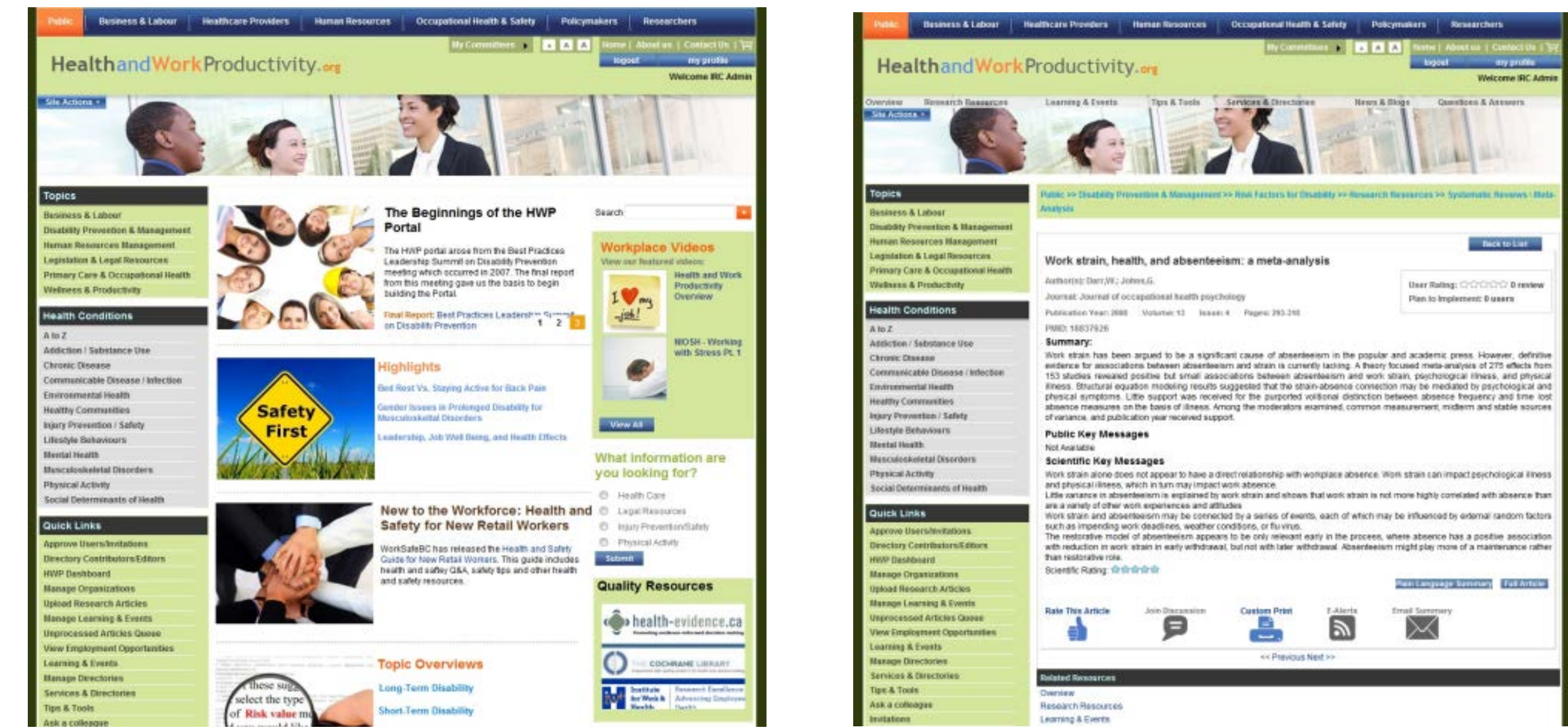
Project Expectations	Success / Outcomes
What are your individual expectations for participating in this project?	How would you define project success?
What are your organizations' expectations?	What would success look like to you?
What do you currently do when you are seeking information on disability prevention and management?	What would success look like to your organization?
What benefits do you anticipate from participating in an academic community partnership?	What do you believe would be barriers to success?
Current Information Seeking Approaches	Collaboration
What is your usual first step you take in seeking information on disability prevention and management (i.e. colleague, google, databases, journals)?	Briefly describe your experience working on other collaborative projects i.e. level of collaboration, degree of innovation, level of satisfaction.
What are the challenges you face when seeking credible knowledge, tools and implementation resources?	What key factors do you think led to other collaborative project successes or failures?
How much time do you typically spend trying to find credible resources on a single topic?	From your experience what are some of the strengths of a collaborative approach? From your experience what are some of the downsides of a collaborative approach?
What would be important evaluative measures to determine whether the HWP portal provided you and your organization with additional value? Please list.	What recommendations do you have to facilitate collaborative activities on this project?

Table 2. Stakeholder Assessment Form for Systematic Reviews

Forced Scale: Definitely Yes, Yes, Definitely No, No
This review:
1. Is relevant to your role in your organization?
2. is relevant to my organization
3. Contains current information (i.e. date of review/data collection period)
4. Contains clear, accurate, verifiable information
5. Will save time spent searching for and retrieving information relevant to my organization
6. Will assist our organization in developing creative solutions to problems
7. will improve learning and/or decision making in our organization
8. Will contribute to the evidence-base (efficacy) of our programs
9. Will enhance knowledge transfer to constituents (e.g. identifies individual/organization barriers, etc)
10. Should be published on the HWP Portal

This research was primarily supported with funds from WorkSafeBC through the FOCUS ON TOMORROW program. Additional funds were provided by Healthcare Benefit Trust.

Figure 2. Developing Health and Work Productivity Web-Portal



Conclusions and Lessons Learned

Stakeholder perspective: "Excellent opportunity to gain an understanding/perspective (I believe, by both sides) of the issue at hand. The integrated process helped ensure that study was balanced in its approach i.e. based on sound methodological research methods, while considering practical application to potential end users (e.g. Community Stakeholder group)."

Academic Perspective: The ACP provided perceived multi-level benefits to all participants and resulted in the identification and translation of credible knowledge derived from a stakeholder-centred systematic review. Stakeholders actively participated in framing the final stakeholder report which may be attributed to early uptake and fruitful discussions within their organizations and constituents.

Project Outcomes

The collaborative process:

- Refined and pilot-tested HWP workflows
- Expanded our understanding about stakeholders interests in research, their organizational challenges and priorities, and what types of activities they could play in systematic reviews
- The enthusiasm for the project resulted in a second successful application to WorkSafeBC and HBT to conduct a stakeholder-centered synthesis of systematic reviews on interventions impacting the identified risk factors contributing to disability

Limitations

The community stakeholders have previously demonstrated interest and commitment to the HWP project and may not be representative of other stakeholders.
 Beta-testing the current workflows and instruments will provide additional input into their perceived value and issues related to sustainability

References

1. Maibach EW, Abrams LC, Marosits M. Communication and marketing as tools to cultivate the public's health: a proposed "people and places" framework. BMC Public Health. 2007 May;22(7):88.
 2. Archibald D, McDermott R, Conville P, Parker A. Knowledge & Implementation: Communities of Practice (CoP) Benchmarking Report; Using CoPs to improve individual and organizational performance. 1-73. 2006. Coventry, UK, Warwick Business School, University of Warwick.