



## Center for **Technology** and **Behavioral Health**

Innovate · Evaluate · Disseminate

### Adoption of a Digital Platform to Enhance Delivery of Evidence-Based Supported Employment in Community Mental Health Settings

Lord S, Tauscher J. Adoption of a digital platform to enhance delivery of evidence-based supported employment in community mental health settings. Manuscript in preparation.

Goal: Pilot to evaluate initial adoption of an online digital shared resource platform to facilitate job development in evidence-based supported employment in community mental health agencies.

#### **Implementation Process:**

##### **Planning**

- Conducted focus groups and interviews with end-user stakeholders (supported employment specialists, supervisors, administrators, clients with lived experience) and observed workflow processes to identify individual and setting needs
- Mapped workflow process and incorporation of digital services
- Developed Job Development Tool (JDT) through iterative user-centered design process with representative client and practitioner stakeholders
- Conducted usability testing of JDT with representative stakeholders
- Developed training plan and materials

##### **Engagement**

- Identified internal champions within each community mental health partner agency
- Developed plan for technical assistance from study staff and technology vendor
- Built capacity
  - Technology infrastructure: provided mobile hotspots for employment specialists, laptop computer for agency; ensured alignment of digital tool and agency technology infrastructure (e.g., internet browsers up-to-date)

##### **Execution of Implementation Plan**

- Conducted training of employment specialists, supervisors, administrators at each partner agency
  - Demonstration overview of digital JDT platform
  - Group-based usability activities to promote action-based learning
- Conducted technical assistance calls with each partner agency team for 2 consecutive weeks and as needed thereafter

##### **Evaluation and Reflection**

- Implementation Outcomes:
  - Technology Acceptance Measure (ease of use, usefulness/relevance, intention to use in future) (n=22 employment specialists, supervisors)
  - Qualitative stakeholder interviews (n=20; employment specialists, supervisors/administrators) guided by Consolidated Framework for Implementation Research to evaluate stakeholder perceptions of barriers and facilitators to adoption and use of the JDT platform

#### **Implementation Outcomes**

Acceptability: 95% of stakeholders reported high acceptability

Adoption (Intention): 91% indicated high intention to use JDT in the future

Appropriateness: 100% indicated JDT highly appropriate for use in job development activities

Feasibility: 100% indicated high feasibility of use of JDT

Reach: 82% of employment specialists used the JDT at least once weekly and as intended

### **Contextual Facilitators and Barriers**

- Facilitators: Intervention Characteristics
  - High perceived usefulness/relevance
  - High perceived ease of use
  - High reported relative advantage over existing job development processes
  - High reported improvement in job effectiveness (demonstrated impact)
  - High reported improvement in team collaboration (demonstrated impact)
- Facilitators: Individual
  - Practitioner and administrator buy-in since stakeholders involved in project from outset to inform development of JDT digital platform
  - Self-confidence for using technology
- Facilitators: Setting
  - Perceived need for workflow improvement
  - Perceived compatibility of JDT for agency needs
- Barriers: Intervention Characteristics
  - Redundancy in information entry
- Barriers: Individual
  - Technology literacy
  - Resistance to change
- Barriers: Setting
  - Technology infrastructure: hardware

Funding Sources: National Institute on Disability, Independent Living, and Rehabilitation Research (NIDILRR), 90DP0052; Sarah E. Lord, PhD, Principal Investigator

National Institute on Drug Abuse (NIDA), P30DA029926; Lisa A. Marsch, PhD, Principal Investigator