

We Hear You: Mobilizing knowledge about the experience of healthcare employees during the COVID-19 pandemic

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Background

The pandemic created an immediate demand for evidence on problems ranging from infection control to health provider burnout. Research and health system personnel generated new reciprocal feedback channels. The purpose of this collaborative research team: co-produce a knowledge mobilization (KMb) plan, to exchange a synthesis of findings.

Methods

Two research teams, supported by multiple stakeholder partnerships. Study 1: the early experiences for nurses Study 2: the experience of change, challenges, capacity and agency for interprofessional employees Consensus-making approach for synthesis of findings into four themes. Strengths-based approach to a KMb plan reflecting the needs of employees & strategic communication.

Results

The KMb project synthesizes results of the employee experience, the themes of **teamwork**, **communication**, **leadership** and **burnout**. KMb products were designed concurrently with the dissemination plan during the analysis stage.

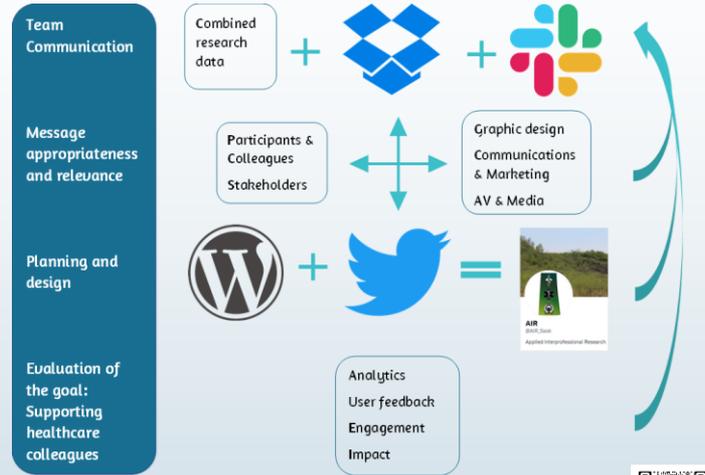


Figure 1: Knowledge mobilization plan enacted through partnerships

Conclusions

The KMb strategy modeled health provider preferred approaches: reciprocal collaboration, quality conversation, and processes to ensure information flow across communication structures. Plans and designs include feedback mechanisms to evaluate the impact of academic and non-traditional translation components.

Recommended considerations

From a health informatics perspective, teams require technological expertise to enact, communicate, plan and design KMb. Technology has been proven, because of this pandemic, to consolidate diverse and inter/national teams that expand the transferability of findings. KMb is most useful when evaluated for impact – analytics are increasingly used to ensure future value of research teams for stakeholders & funders.

Thank you for all you do

At inception, the province was in the 3rd wave of COVID, moving into the 4th. Healthcare employees were stretched personally & professionally for 15 months & the strain was apparent. We acknowledge the experience of our colleagues, thank them for their work, and encourage conversations about how to support & sustain people across the system.



Figure 2: The We Hear You conversation starter toolkit