



RESEARCH

INFORMATION

Making it Work™: Scotland



AIMS

We aimed to adapt an effective self-management programme that was originally developed in Canada (Making it Work™) to support people with inflammatory arthritis (IA) who are working. We aimed to adapt the programme to make it relevant and acceptable for people in the UK with a wider range of musculoskeletal (MSK) conditions and working in more diverse working circumstances.



KEY FINDINGS

- We identified and made key changes to the content, design, structure, and functionality of the original programme to improve its relevance, acceptability, and useability in a new cultural and clinical context. Please see page 3 for examples of these changes.
- We expanded a framework for adapting interventions by embedding an iterative process of 'co-adaptation' with a core group of patient partners and by involving a wider public panel in the user testing process. This process embeds patient involvement in each stage of adaptation.
- By engaging with key stakeholders, we identified issues related to the implementation of the programme. We made changes to the programme and to our plans for implementation to address these. Key points we addressed were that the programme should be made available to everyone without requiring referral from a healthcare professional, and that the programme should be fully self-paced and online to allow for maximum flexibility in engagement.



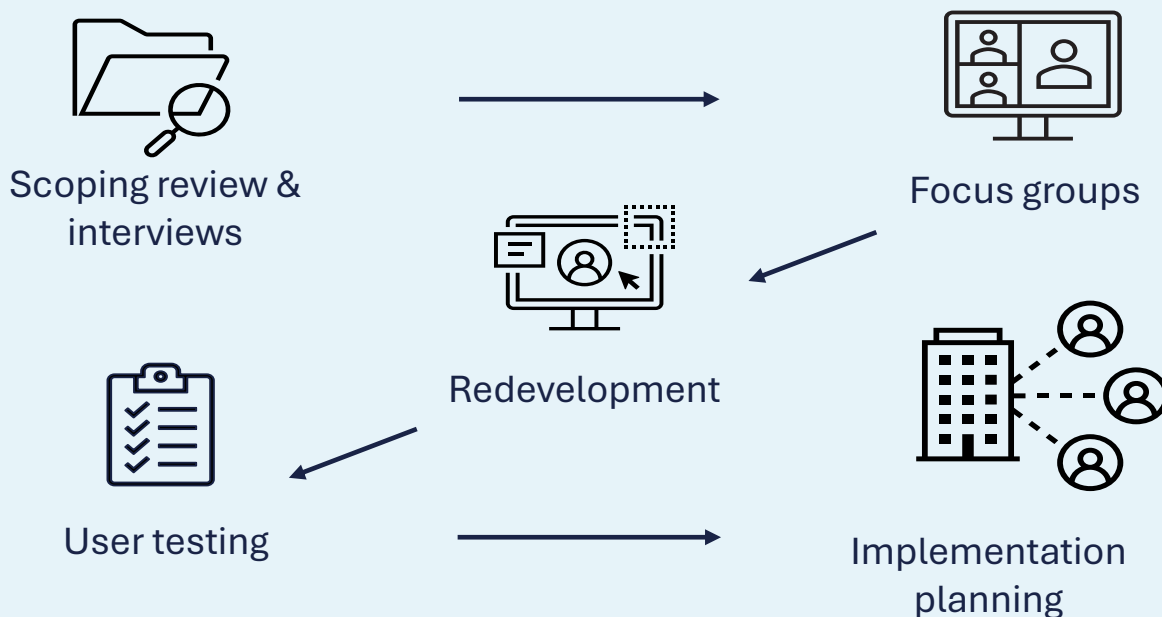


WHAT DID THE STUDY INVOLVE?

This project involved five key stages:

1. Looking at previous studies and conducting interviews to see what issues were important to people who work with a wide range of MSK conditions, and to identify key areas of the existing programme which required redevelopment (preliminary work);
2. Exploring and agreeing on possible changes to the programme with people with inflammatory and non-inflammatory MSK conditions, employers, healthcare and third-sector professionals;
3. Working with design and content development teams to redevelop the programme's content, design, functionality and structure, based on changes agreed in the second stage;
4. Conducting a rigorous user-testing process based on the Theoretical Framework of Acceptability (which is a model to assess how acceptable an intervention is to users) and making further final changes based on this feedback;
5. Speaking with stakeholders who can help people access Making it Work™, such as healthcare professionals and people working for MSK charities, to identify and address key implementation issues.

Across all stages, we involved a core group of patient partners to iteratively shape the content, design and delivery of the adapted programme.



Patient & public involvement





WHAT WERE THE RESULTS AND WHAT DO THEY MEAN?

Key changes that we made to the programme are illustrated below. Through a rigorous user-testing process we have shown that the adapted programme is relevant, acceptable, and useable for workers in the UK with inflammatory and non-inflammatory MSK conditions and for people working in diverse occupational contexts.

In adapting Making it Work™, we have expanded a framework for intervention adaptation to include a process of ‘co-adaptation’ which embeds patient involvement within each stage of adaptation. Co-adapting interventions with patient partners ensures relevance, acceptability, and usability of adapted interventions in new cultural and clinical contexts.

Through this work we have also identified the importance of implementing Making it Work™ as a freely accessible, fully-online programme which does not require referral from the clinical or occupational setting.

Key changes to the programme

Structure & Navigation:

- Modular format, with clear navigable sections
- 100% digital/online – removal of group meetings

Branding & Design:

- Modernised, simple and graphical design
- Prioritisation of narration over on-screen text

Adapted content:

- Removal of information specific to inflammatory arthritis
- More information about effects outside work and how these impact on work and vice-versa
- More inclusive array of musculoskeletal conditions and employment examples, including the development of diverse case study examples
- Signposting to UK resources





WHAT IMPACT COULD THE FINDINGS HAVE?

- **Patients:** The adapted programme will address an important unmet need for people with MSK conditions in the UK who are struggling with their work, by helping them to improve their ability to work for as long as they wish to do so.
- **Policy:** High levels of economic inactivity are a challenge for governments throughout the UK and MSK ill-health is an important contributor to such inactivity. The newly adapted programme directly addresses this by supporting people with MSK conditions to remain working.
It also aligns with national efforts to improve equity in access to support-to-work services.
- **Practice:** The adapted programme offers employers and healthcare professionals the opportunity to signpost employees/patients to an effective intervention to support work-related issues not often addressed in the healthcare settings.



HOW WILL THE OUTCOMES BE DISSEMINATED?

We are exploring online hosting options where Making it Work™ will be made available as a free-to-access resource. In the first instance, our patient partners will pilot delivery of the programme using a new platform hosted by the University of Aberdeen. Once piloted, we will liaise with the many stakeholders we have engaged with during the study to facilitate signposting to the programme.

The adapted programme will be included, alongside similar outputs from the Centre for Musculoskeletal Health & Work, in a NIHR grant application within the Work and Health programme to provide a suite of resources to support people with MSK conditions to remain working.

We will continue working with the Canadian team to enable our adaptation process and project outputs to inform the adaptation of Making it Work™ in other countries.

We are currently preparing a manuscript to provide methodological detail on our adaptation process which will serve as a transparent learning tool for other groups looking to embed patient and stakeholder input into the adaptations of interventions.



CONCLUSION

We have produced an evidence-based resource now suitable for use within a UK health and work setting to support people with MSK conditions with challenges they experience at work.



RESEARCH TEAM & CONTACT

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Additional Information

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