



# Psychological Workplace Health and the Link to Patient Safety

Friday, October 30, 2015

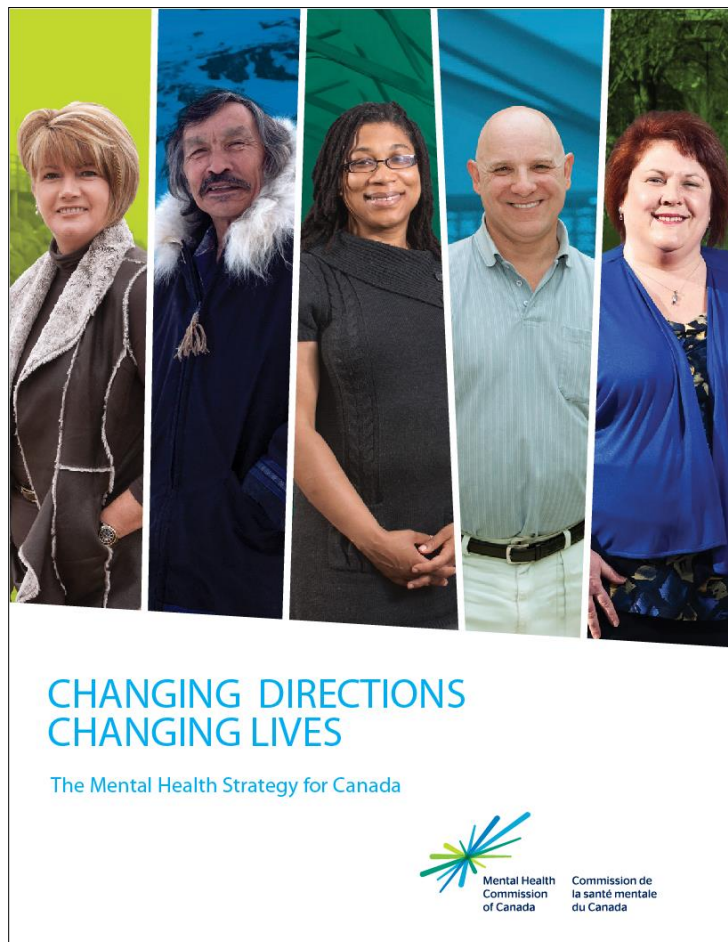
Canada's Virtual Forum on Patient Safety and Quality  
Improvement

# The Mental Health Strategy for Canada



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The Strategy calls for the creation of mentally healthy workplaces, including the broad-based adoption of standards for psychological health and safety.

# Everybody's Business



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## 500,000

Canadians will not go to  
work because of mental  
illness this week

## \$51 Billion

Annual cost

# The Cost of Doing Nothing



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- Absenteeism
- Presenteeism
- Disability claims
- Injuries / illnesses
- Grievances / complaints
- Turnover
- Legal implications

# Healthcare Settings



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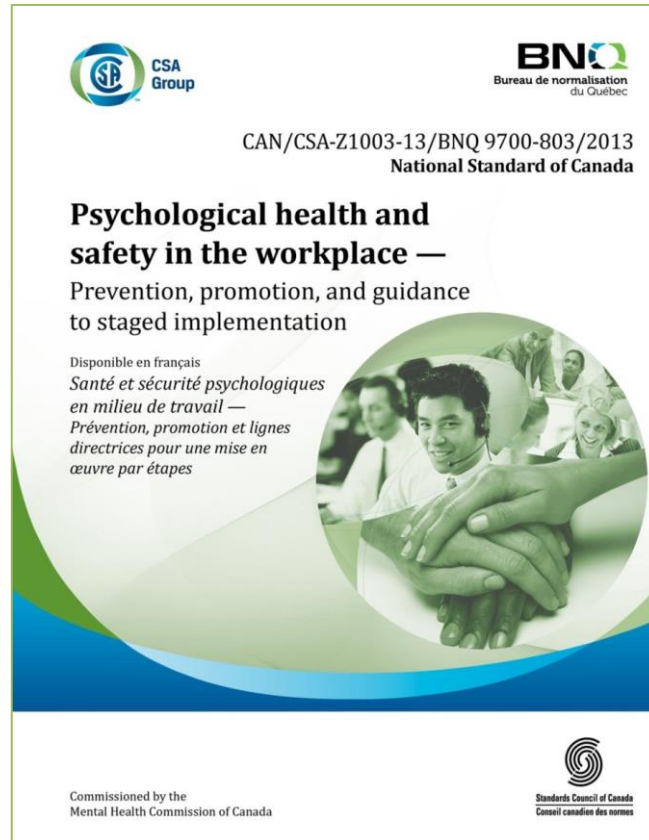
- Health care workers are 1.5 times more likely to be off work due to illness or disability than people in all other sectors
- Over 40% of Canadian physicians report that they are in the advanced stages of burnout, and burnout is also a critical issue for Canadian nurses
- Working in health care, helping people cope with illness and death, can result in “compassion fatigue”

# The National Standard



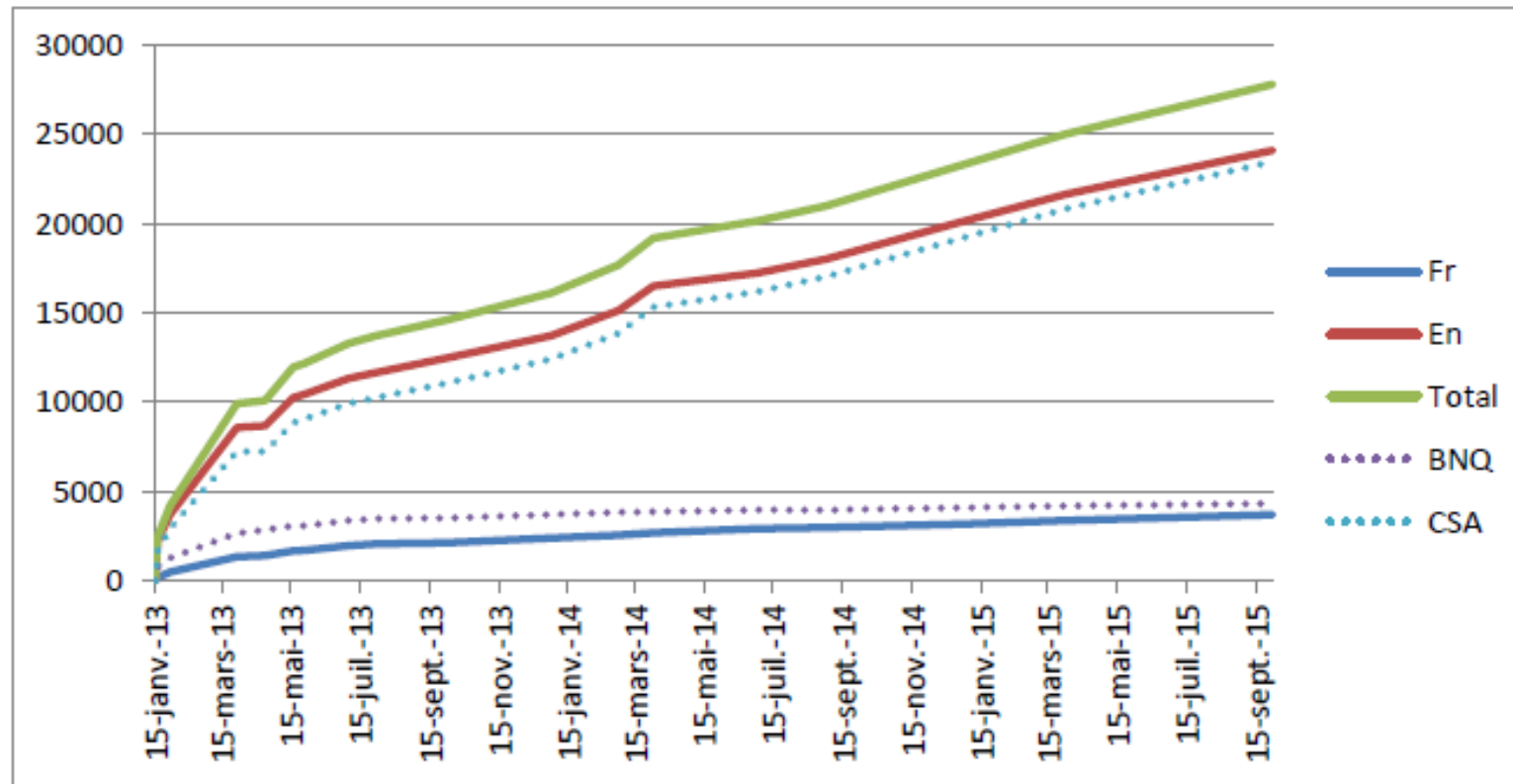
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The Standard is a set of guidelines, tools & resources focused on promoting employees' psychological health & preventing psychological harm due to workplace factors

# The Standard is Gaining Traction



*Data from CSA Group and BNQ reported in aggregate as of September 30, 2015.*



# Support in Healthcare



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*“Potential advantages for employers who adopt the Standard are many and can include improved productivity and financial bottom lines. Additionally, talented employees may be attracted to companies where mental illness can be talked about openly.”*



# Navigate the Journey



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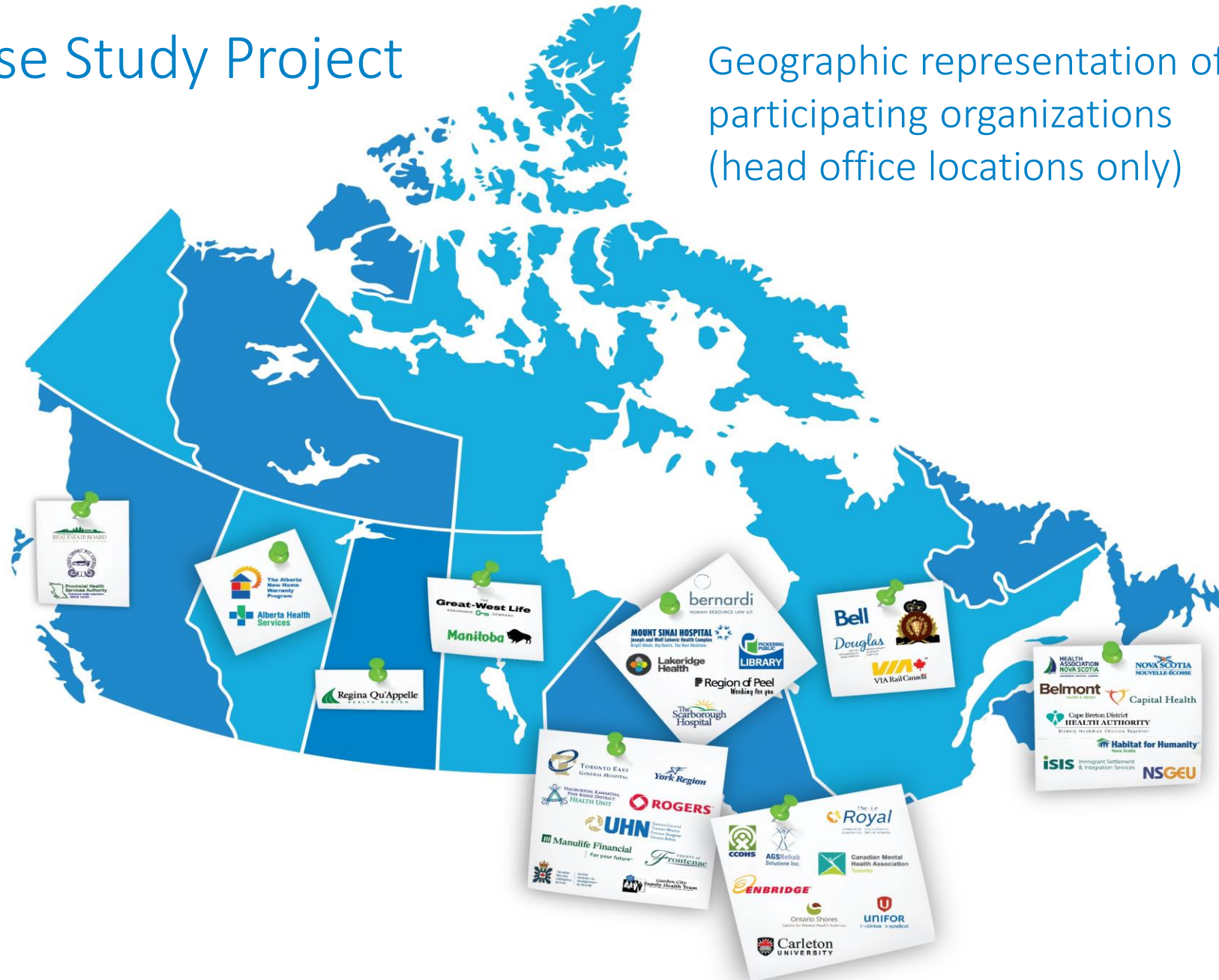
MHCC and the CSA Group collaborated to develop “Assembling the Pieces: An Implementation Guide to the National Standard for Psychological Health and Safety in the Workplace”



[www.mentalhealthcommission.ca/standardguide](http://www.mentalhealthcommission.ca/standardguide)

# Case Study Project

Geographic representation of participating organizations (head office locations only)

de  
ale

# Q&A with Mount Sinai Hospital

**Question 1:** How did you go about implementing the Standard?

# Sinai Healthy Workplace Strategy

## Emotional Wellbeing Program Pillars

### Employee Health Resources

- Poet in Residence
- Stress Vaccine
- Compassion Fatigue

### Healthy Culture

- Ally Campaigns (Anti-Discrimination)

### Healthy Workplace System

# Sinai Healthy Workplace Strategy

## Emotional Wellbeing Program Pillars

### Employee Health Resources

- Poet in Residence
- Stress Vaccine
- Compassion Fatigue
- Mindfulness
- EAP
- Health Promotion Programs (gym, yoga, clubs, team challenges, healthy foods, etc.)

### Healthy Culture

- Ally Campaigns (Anti-Discrimination)
- Crisis Response and Team Supports
- Healthy Leadership Training
- Service with Heart
- Harassment & Violence Prevention

### Healthy Workplace System

- Interprofessional Planning Committee
- **Psychological Safety Risk Index & Action plans**
- **CSA Standard**
- Disability Management
- Communication Plan

## Implementing the Standard at Mount Sinai





# Sinai PSRI Questions

SSOS

***How would you rate the following aspects of your job (poor - excellent)***

1. Being able to decide how to do your work (*control*)
2. Getting recognition for good work (*reward*)
3. Having time to carry out all your work (*demand*)

***In the past 12 months, would you say that most days at work were... (effort)***

4. Not at all stressful, Somewhat Stressful, Quite Stressful, Extremely Stressful

SSIX

***To what extent do you agree or disagree that your immediate supervisor***

5. Can be counted on to help you with a difficult task at work (*supervisor support*)
6. Treats you fairly (*fairness*)

CCIX

***To what extent do you agree or disagree that the following statements describe your unit or team...***

7. We work together and help each other out
8. We treat each other with respect
9. We support one another
10. People from diverse backgrounds feel welcome
11. Communication is open and honest

*Questions from NRC Picker  
Employee Engagement Survey*





## Q&A with Mount Sinai Hospital

**Question 2:** What have been the early (or not so early) successes/outcomes your organization has experienced to date resulting from focusing on Psychological Wellbeing.

## ARE YOU AN ALLY?



### Allies act when people with mental health issues and addictions face discrimination

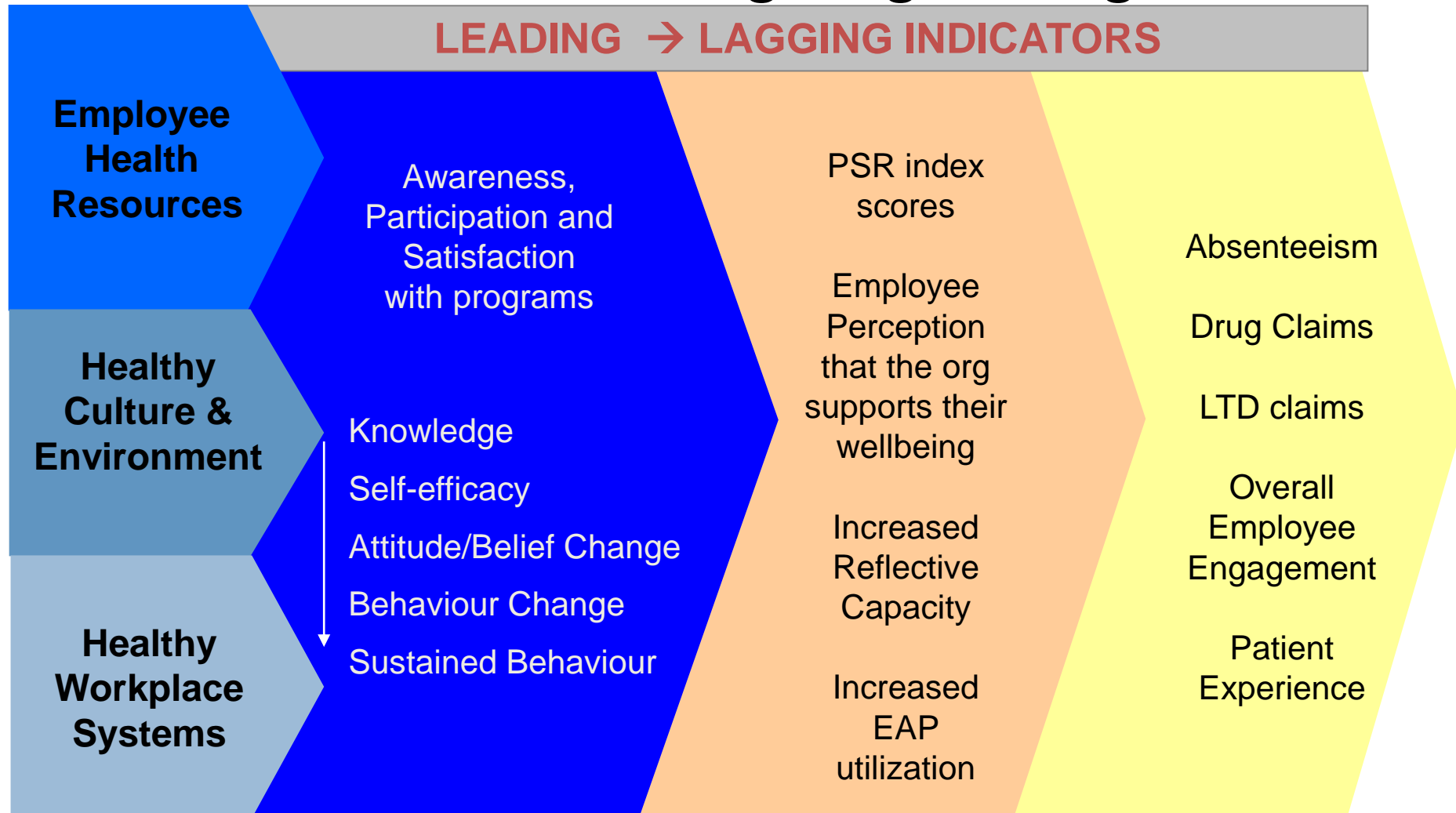
- Speak out when you hear demeaning jokes or comments about people with mental health issues and addictions
- Discourage and avoid language like "crazy", "nuts", "druggie"
- Check-in and support colleagues and friends who may have mental health issues and addictions

## As a result of participating:

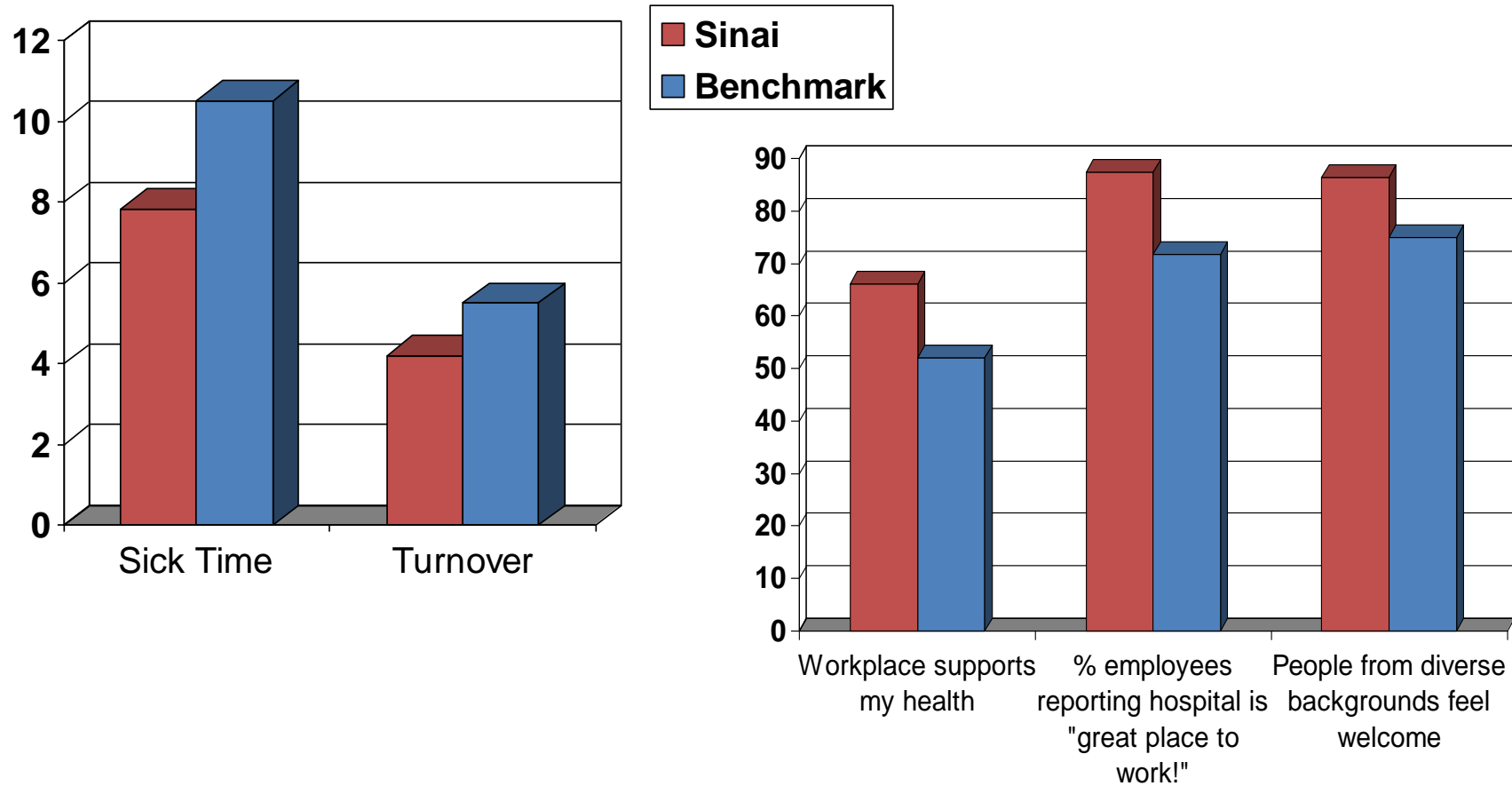
75% have a better understanding of mental health issues

85% will speak more thoughtfully about people with mental health issues

# Sinai Emotional Wellbeing Program Logic Model



# Some Early Results



## Q&A with Mount Sinai Hospital

**Question 3:** How do your efforts to improve employee emotional wellbeing align with patient safety and quality?

# Linking Self-Care with Patient Care Quality

## Results of our Compassion Fatigue Management Program

- Improvements seen in knowledge of Compassion Fatigue\*
- Increased self efficacy for handling stressful work situations\*

## Results of our Mindfulness Program Pilot (8 week intensive)

- Improved self-compassion
- Navigating stressful situations with co-workers better
- Understanding co-workers' situations and needs better
- Improved ability to listen to patients
- Understanding patients' situations and needs better

*\* Statistically significant pre-post (one month)*

# Last Thoughts

- Do you participate in Accreditation Canada's Qmentum program?
  - You have a good foundation for psychological safety (see worklife criteria)
- Start “where you are at” and then identify one thing you want to improve!
  - The Standard can help you pull everything together and identify next steps
- Share your successes with others!