

Caring for Health-Care Workers

Presented by:

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Conference



Mental Health
Commission
of Canada

Commission de
la santé mentale
du Canada

”

Inquire
Inspire
Improve

Mental health is an “everyone” issue

Every year, **one in five people in Canada** experience a mental illness and need mental health care.



Since COVID-19 began, **one in seven** report **moderately severe or severe symptoms of depression.**

That includes health-care workers



1.5 times more likely to be off work



40% report feeling burned out



50% intend to leave the profession



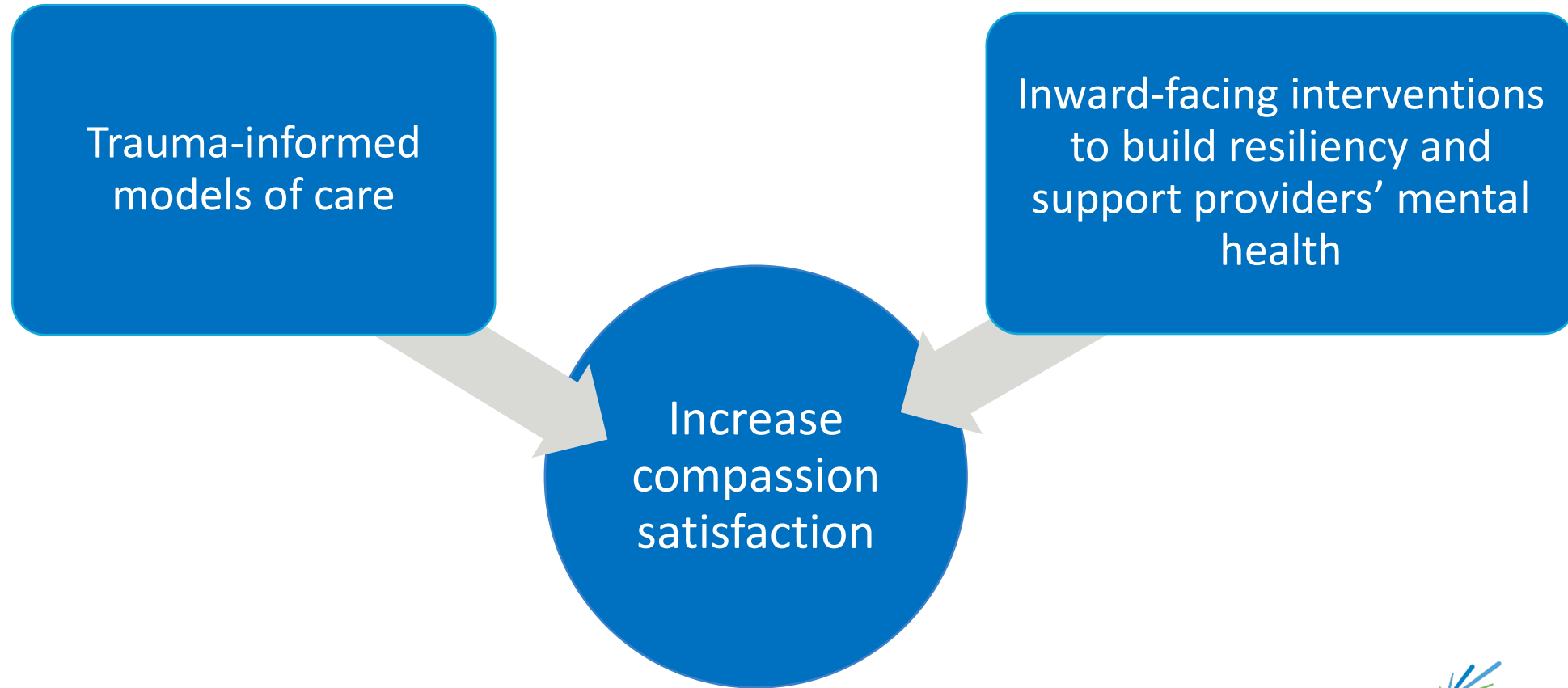
Only 60% satisfied with the quality of care they are providing

Occupational Stress & Patient Care

*We're getting practitioner burnout....I think there's a sense of...apathy at times in regards to treating opiate overdoses in general like, "Oh, here's another one. Here's another one." ... I question whether or not care is being provided at its optimum by front line practitioners given the circumstances.
(focus group participant)*

I think the mental health of not only the patient, but of the practitioner's coincides almost exactly. The apathy just erodes confidence and you get sucked dry. (focus group participant)

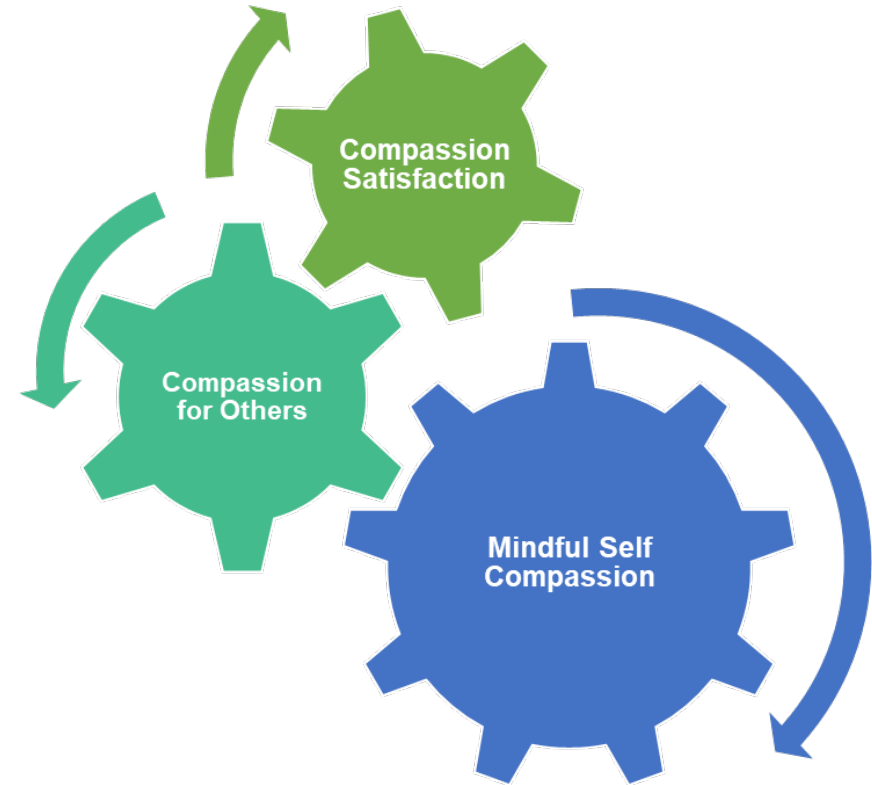
Promising Approaches



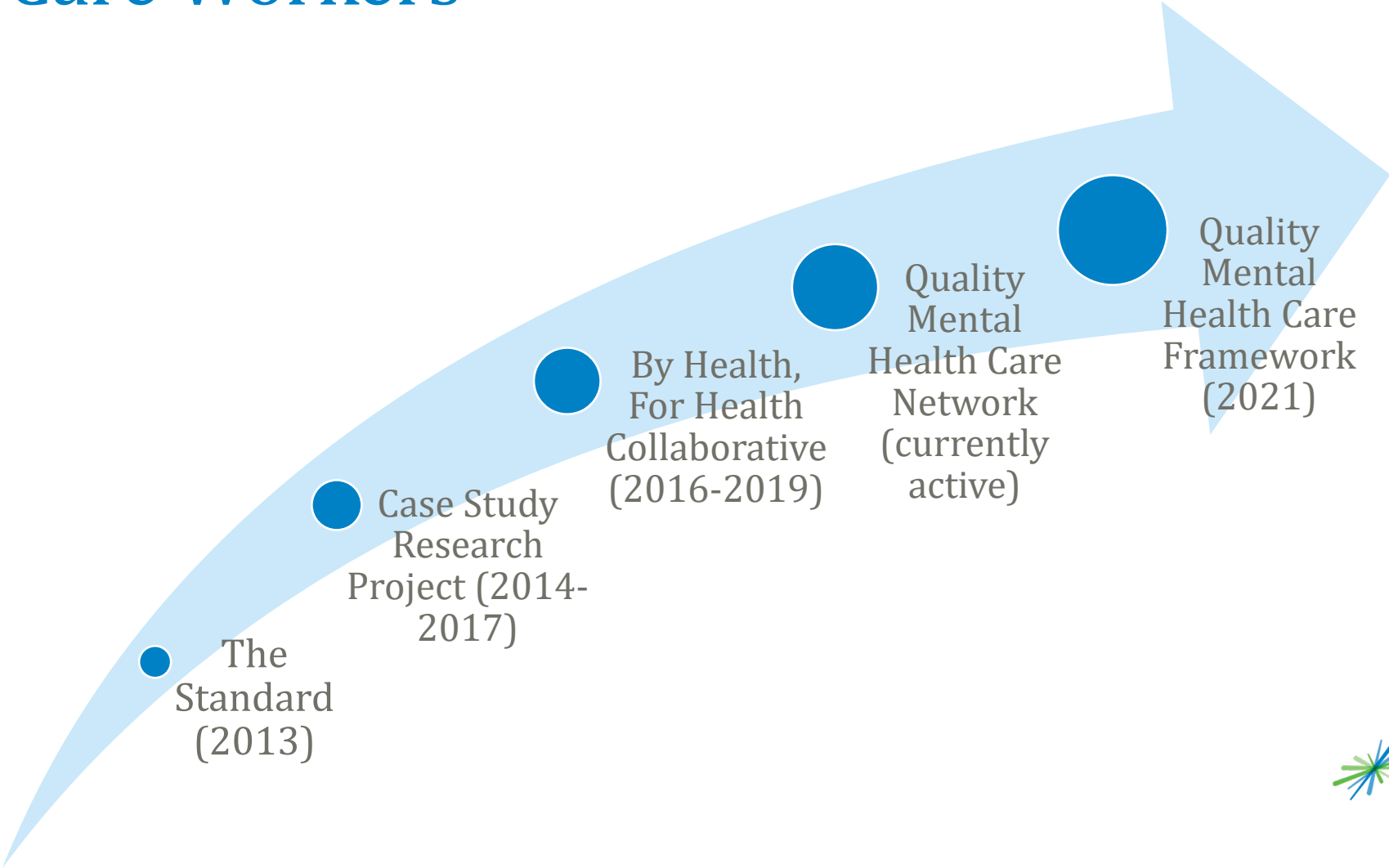
Source: Knaak S, Christie R, Mercer S, Stuart H. Harm reduction, stigma and recovery: Tensions on the front-lines of Canada's opioid crisis. JMHAN 2019;3(1):e8–e21.

Trauma and Resiliency Informed Practice (TRIP)

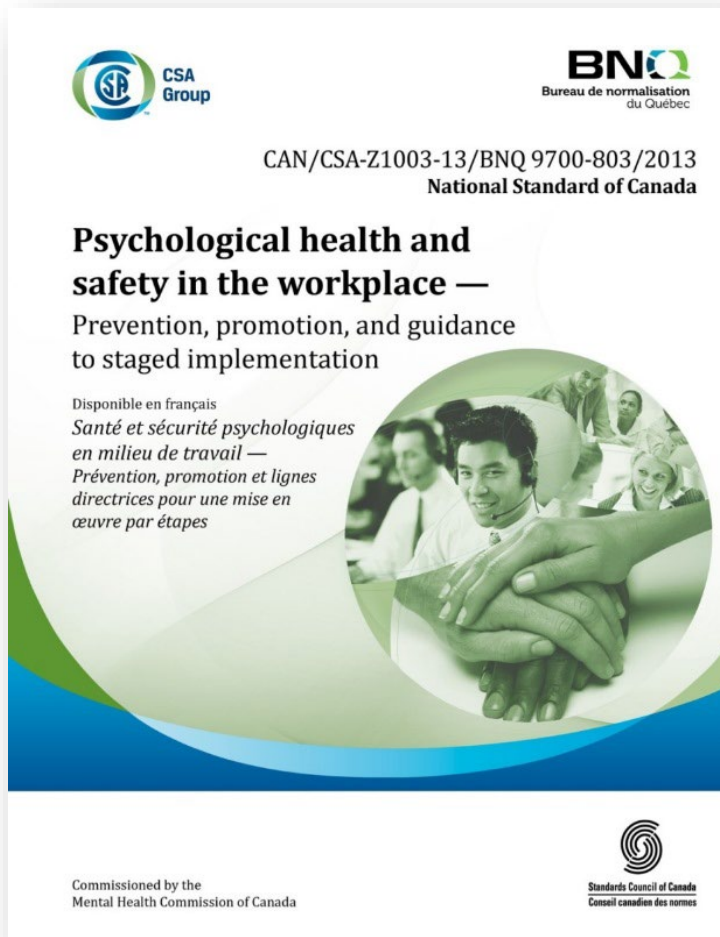
- Developed by Fraser Health Authority (BC); partnership with the MHCC from 2019 to present
- Aims to reduce stigmatizing behaviours and improve resiliency by enhancing knowledge/skills related to trauma awareness, self compassion, and compassion satisfaction.
- TRIP relies on emotional connection (affective learning domain) as a key to change





MHCC's Journey in Psychological Health and Safety for Health-Care Workers



National Standard for Psychological Health & Safety in the Workplace



 **CSA Group**


 **BNQ**
Bureau de normalisation
du Québec

CAN/CSA-Z1003-13/BNQ 9700-803/2013
National Standard of Canada


Psychological health and safety in the workplace —

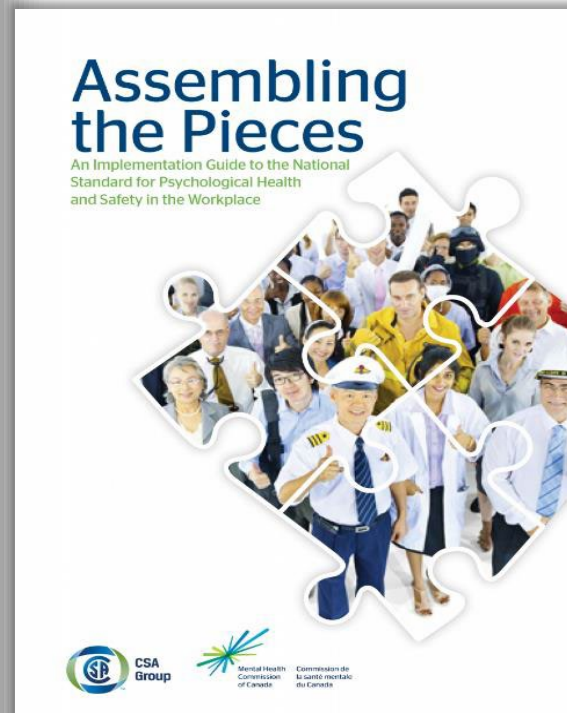
Prevention, promotion, and guidance to staged implementation

Disponible en français
Santé et sécurité psychologiques en milieu de travail — Prévention, promotion et lignes directrices pour une mise en œuvre par étapes




Commissioned by the
Mental Health Commission of Canada


 Standards Council of Canada
Conseil canadien des normes





Assembling the Pieces

An Implementation Guide to the National Standard for Psychological Health and Safety in the Workplace



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Assembling the Pieces toolkit

This **FREE** online toolkit is designed to support organizations working to implement the National Standard of Canada for Psychological Health and Safety in the Workplace (the Standard). It provides **practical advice** for implementing key elements of the Standard, as well as links to **tools** and **templates**.

This course is recommended for **employers, senior leaders, human resource managers, and occupational health and safety professionals**.



Being a Mindful Employee: An Orientation to Psychological Health and Safety in the Workplace

This **FREE** online training program helps you, as an employee, understand the 13 psychosocial workplace factors from the Standard and what **you can do** to support yourself and others in the workplace.

This course is recommended for **anyone** interested in learning more about mental health at work and how we all have a role to play.



Case study



Learning from Champions



Quality Mental Health Care Framework

The Framework is a set of 10 dimensions encompassing quality mental health care that can be applied to **any health-care organization**.



Two Unique Psychosocial Factors for Health Care

1. Protection from Moral Distress

2. Support for Psychological Self-Care



Mixed-Methods Research Project (2021-22)



The image shows the cover of a research report. It features a central circular photograph of a healthcare worker in a blue scrubs and surgical cap, looking thoughtfully to the side. The background of the cover is white with large, overlapping colored shapes in blue, orange, and green. The text is arranged in a clean, professional layout.

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Exploring Two Psychosocial Factors for Health-Care Workers

Support for Psychological Self-Care and Protection from Moral Distress in the Workplace: Facilitators and Barriers

Dr. Colleen Grady, Dr. Denis Chênevert, Dr. Angela Coderre-Ball

March 2022

- Comprehensive literature review
- National survey: 982 respondents
- Key-informant interviews: 30 participants

Snapshot of the Findings

1. Protection from Moral Distress

Barriers:

- Understaffing and a lack of human resources (*Organizational*)
- Unsupportive or disrespectful attitudes, actions, and/or approaches (*Team*)
- Compartmentalizing and substance use (*Individual*)

Facilitators:

- Formal supports such as ethics debrief sessions, access to bioethics experts and bioethics training (*Organizational*)
- Open and safe communication pathways between staff and management (*Team*)
- Learned coping capacity (*Individual*)

Snapshot of the Findings

2. Support for Psychological Self-Care

Barriers:

- Excess workload and an unhealthy workplace culture (*Organizational*)
- Role ambiguity (*Team*)
- Maladaptive coping strategies (*Individual*)

Facilitators:

- Clear guidelines and directives (*Organizational*)
- Positive and supportive relationships (*Team*)
- Proactive personal strategies (*Individual*)

MHCC Resources



Workplace Mental Health Resources:
<https://mentalhealthcommission.ca/what-we-do/workplace/>

Considerations for Health-Care Leaders and Decision Makers

Health-care organizations must:

1. Prioritize psychological health and safety in the workplace through advocacy, strategy and action
2. Make every effort to protect sufficient time off for health-care workers
3. Advocate for sustained resources (human and financial)
4. Embed appropriate and adequate operational policies and procedures to support health-care workers, such as clearly developed protocols for support (e.g. debriefing sessions after significant events)
5. Prioritize leaders' development to assist them in their role
6. Cultivate an ethical work climate
7. Advocate for an updated HHR strategy for Canada. Organizations must do everything they can to ensure it remains front and centre for policy makers

Thank you

