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CANADIAN COLLEGE OF
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Facilitators and Barriers to Addressing Health-Care Workers' Psychological Health and Safety

Presenters:

Christopher Simon, PhD, Dr. Colleen Grady, Kamlesh Tello, Samuel Breau

@CCHL_CCLS



#CWHLC2023

If you require emotional support, help is available.

Crisis Services Canada

1-833-456-4566

Text 45645

Follow this link to find local services for your province or territory:

<https://talksuicide.ca/>

Hope for Wellness Help Line (for Indigenous peoples)

1-855-242-3310 (toll-free)

Connect to the online chat here:

<https://www.hopeforwellness.ca/>

Available 24/7

Wellness Together Canada

<https://wellnesstogether.ca/en-CA>

Available 24/7

Crisis Text Lines – Available 24/7

Adults: Text WELLNESS to 741741

Youth: Text WELLNESS to 686868

Frontline Workers: Text FRONTLINE to 741741

To help you support someone in distress:

Call 1-866-585-0445 to speak to a counsellor

Panel Presenters



Christopher Simon
Director,
Physician Wellness and
Medical Culture



Colleen Grady
Associate Professor
and Research Scientist,
Department of Family
Medicine




Samuel Breau
Manager,
Access to Quality
Mental Health Services



Kamlesh Tello
Program Manager,
Access to Quality
Mental Health Services

Objectives



Describe the barriers and facilitators to address the two psychosocial factors (2PSF) for the health-care sector:

- Support for psychological self-care
- Protection from moral distress



Describe interventions to support workplace psychological healthy and safety (PH&S)



Describe leadership characteristics that support creating or sustaining (PH&S) in the workplace

Agenda



PRESENTATION



PANEL
DISCUSSION



Q&A

What is psychological health and safety in health care teams?



Does this sound familiar?

Have you ever . . .

- Felt less valued or less inclined to share in a team context?
- Received demeaning comments from team members or patients?
- Felt uncomfortable, marginalized, unheard or insignificant?
- Experienced role or knowledge-questioning behaviour?



Psychological safety is not:

- × Freedom from conflict
- × A guarantee that all your ideas will be applauded
- × Permission to slack off
- × A license to whine
- × Oversharing

THE ABSENCE OF PSYCHOLOGICAL SAFETY



← Tweet



Doreen Rabi, M.D.

@doreen_rabi



Medicine has a major [#mentalhealth](#) & [#burnout](#) crisis yet psychological safety is still not measured or valued.

At annual reviews: normalize asking “do you feel safe & supported to achieve your goals?”

The “what have you done for us lately” approach is toxic (potentially deadly).

9:09 PM · Jun 13, 2023 · 3,413 Views

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- *An environment that is not safe to disagree in is not an environment focused on growth – it’s an environment focused on control.*

- Wendi Jade

Psychological Health and Safety

Definitions:



Psychological health is a form of well-being that allows individuals to think, feel, and behave in a manner that enables them to perform effectively in their work environments, personal lives, and in society at large. (Samra et al., 2022)



Psychological safety is a condition in which people are free from threats of harm to their psychological health (MHCC 2019).



Psychological health and safety (PH&S) is embedded in the way people interact with one another as well as the way working conditions and management practices are structured within the workplace (CSA 2013).

Psychological Health and Safety in Canada

Psychological health and safety is an everyone issue



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

500,000



Canadians, in any
given week, are unable
to work due to mental
health problems or
illnesses.

Psychological Health and Safety in the workplace

Psychological health and safety is an everyone issue



Most adults spend more of their **waking hours at work** than anywhere else.

70% of employees are concerned about the PH&S of their workplace.

14% think that their workplace is not PH&S at all.

Psychological Health and Safety in health-care settings

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

The Impact of Psychological Health & Safety in health-care settings

Decrease
absenteeism
and turnover

Boost
productivity

Reduce errors

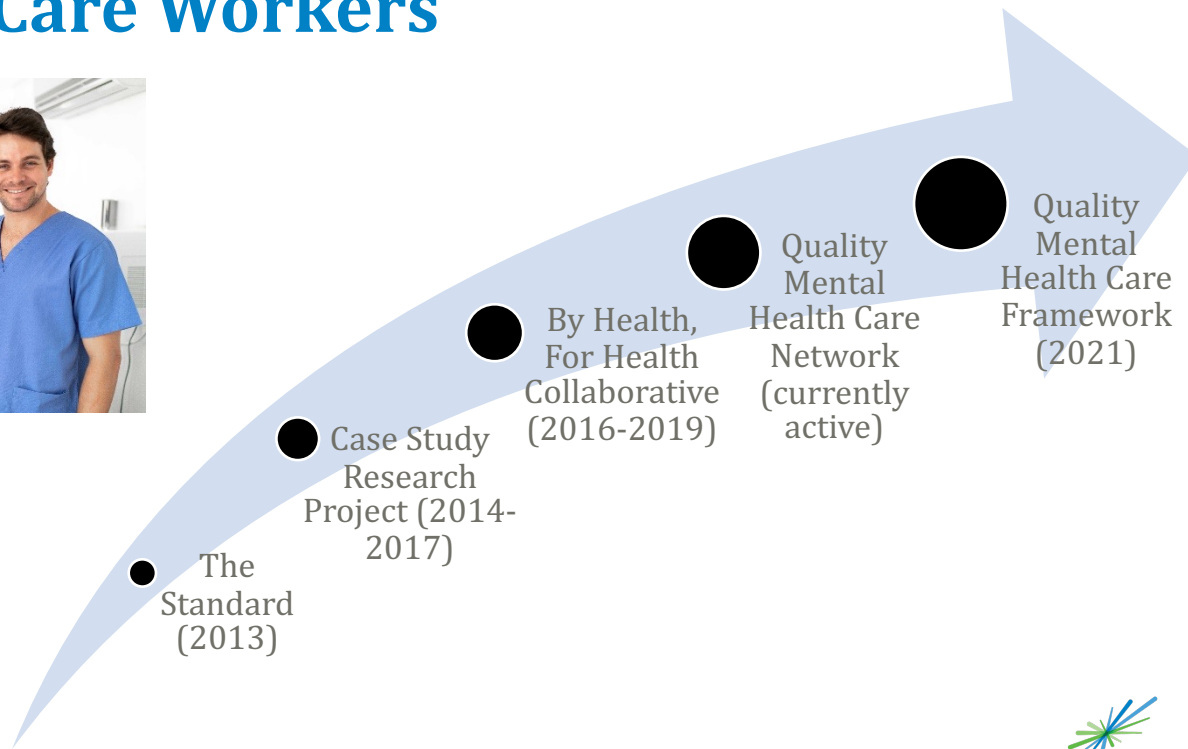
Lower health-
care costs

Increase
patient/service
user satisfaction

Enhance
organization's
reputation,
recruitment, and
retention

Improve morale,
relationships,
and sense of
purpose

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



Quality Mental Health Care Framework

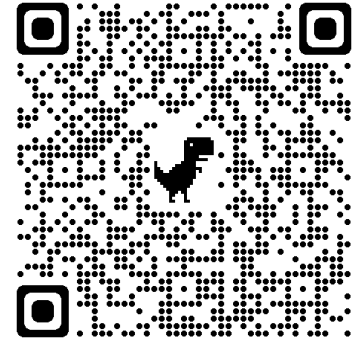
The Framework is a set of **10 dimensions** encompassing quality mental health care that can be applied to **any health-care organization**.



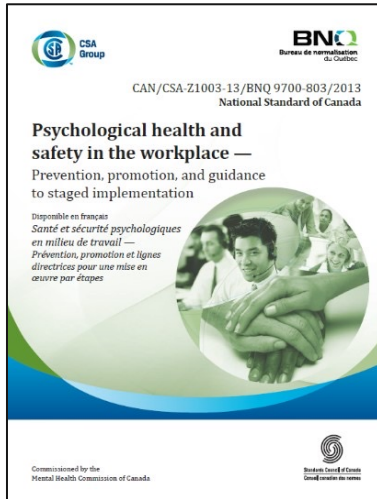
Quality Mental Health Care Framework...cont'd



[Vision for Quality Mental Health Care](#)



Canada's National Standard for Psychological Health and Safety in the Workplace (The Standard)



13 psychosocial factors

- 1) Organizational Culture
- 2) Psychological and Social Support
- 3) Clear Leadership & Expectations
- 4) Civility & Respect
- 5) Psychological Demands
- 6) Growth & Development
- 7) Recognition & Reward
- 8) Involvement & Influence
- 9) Workload Management
- 10) Engagement
- 11) Balance
- 12) Psychological Protection
- 13) Protection of Physical Safety

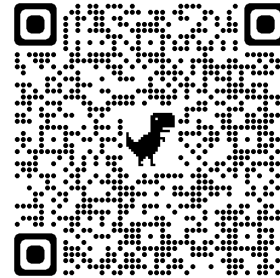


<https://mentalhealthcommission.ca/national-standard/>

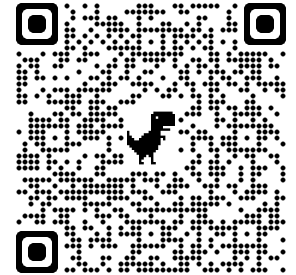
Mixed-Methods Research Project (2021-22)



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



Full Research
Report



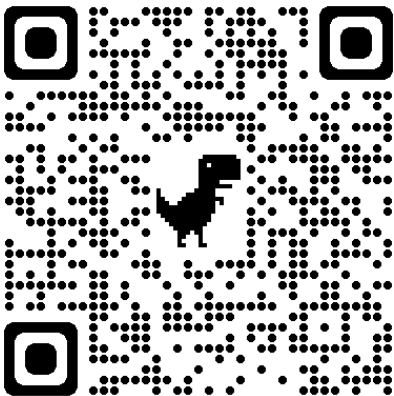
Summary
Infographic



Polling Questions

A. Which of the following settings best describes your organization?

- Hospital
- Community program/service or private practice
- Long-term care
- Government
- Education
- Other



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#pchs

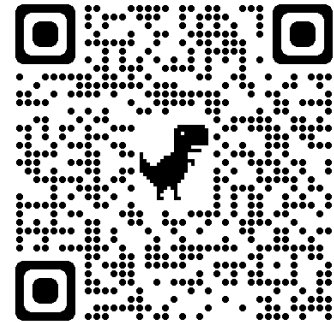
Polling Questions



B. What is your primary role or relationship with the health care sector?

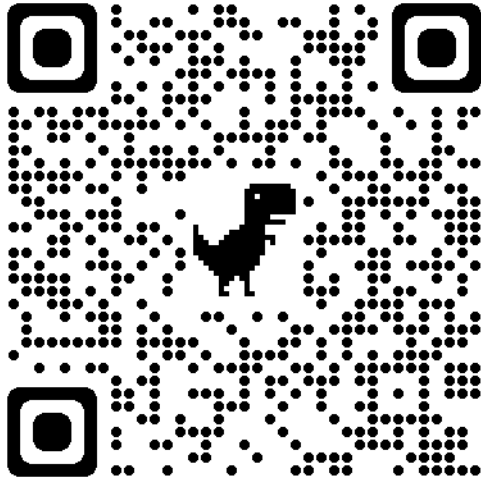
- Senior level decision maker
- Middle management
- Service provider
- Person with lived or living experience of mental health problems or illnesses and/or substance use health concerns (PWLLE), or caregiver of a PWLLE
- Project/program lead
- Support staff

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Thank you!

Session Evaluation Survey



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#survey