Mental Health & Work 2

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Faculty/Presenter Disclosure

- **Faculty:** Lina Di Carlo RN, COHN(c), CRSP, PMP

- **Relationships with financial sponsors:**
  - **Grants/Research Support:** None
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- **<u>Potential for conflict(s) of interest</u>:**
  - None

Mitigating Potential Bias

- The information presented in this program is based on recent information that is explicitly "evidence-based".

- This Program and its material is peer reviewed and all the recommendations involving clinical medicine are based on evidence that is accepted within the profession; and all scientific research referred to, reported, or used in this CME/CPD activity in support or justification of patient care recommendations conforms to the generally accepted standards

Learning Objectives

By the end of this session, participants will be able to:

1. Explain how employers and healthcare practitioners can work collaboratively to support an individual, with a mental health condition, to facilitate an effective return to work.

2. List the organizational factors required to provide a healthy work environment which supports an individual to obtain appropriate health care, facilitate a return to work and fully integrate into the workplace.

3. Describe how stigma impacts an individual's ability to obtain appropriate health care.

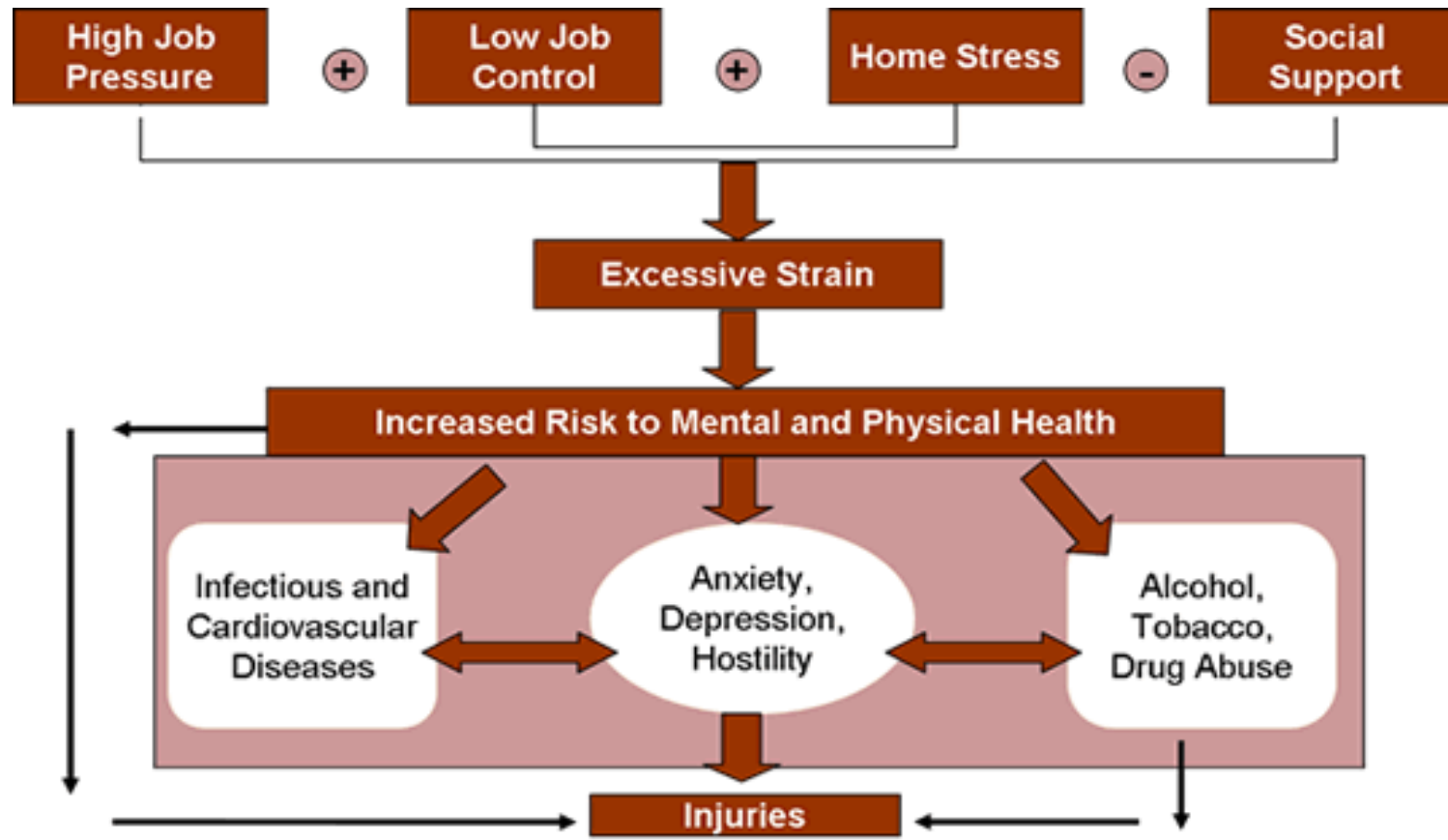# Why do we care?

Employer

vs

Health Care Practitioner

vs

Employee/Client
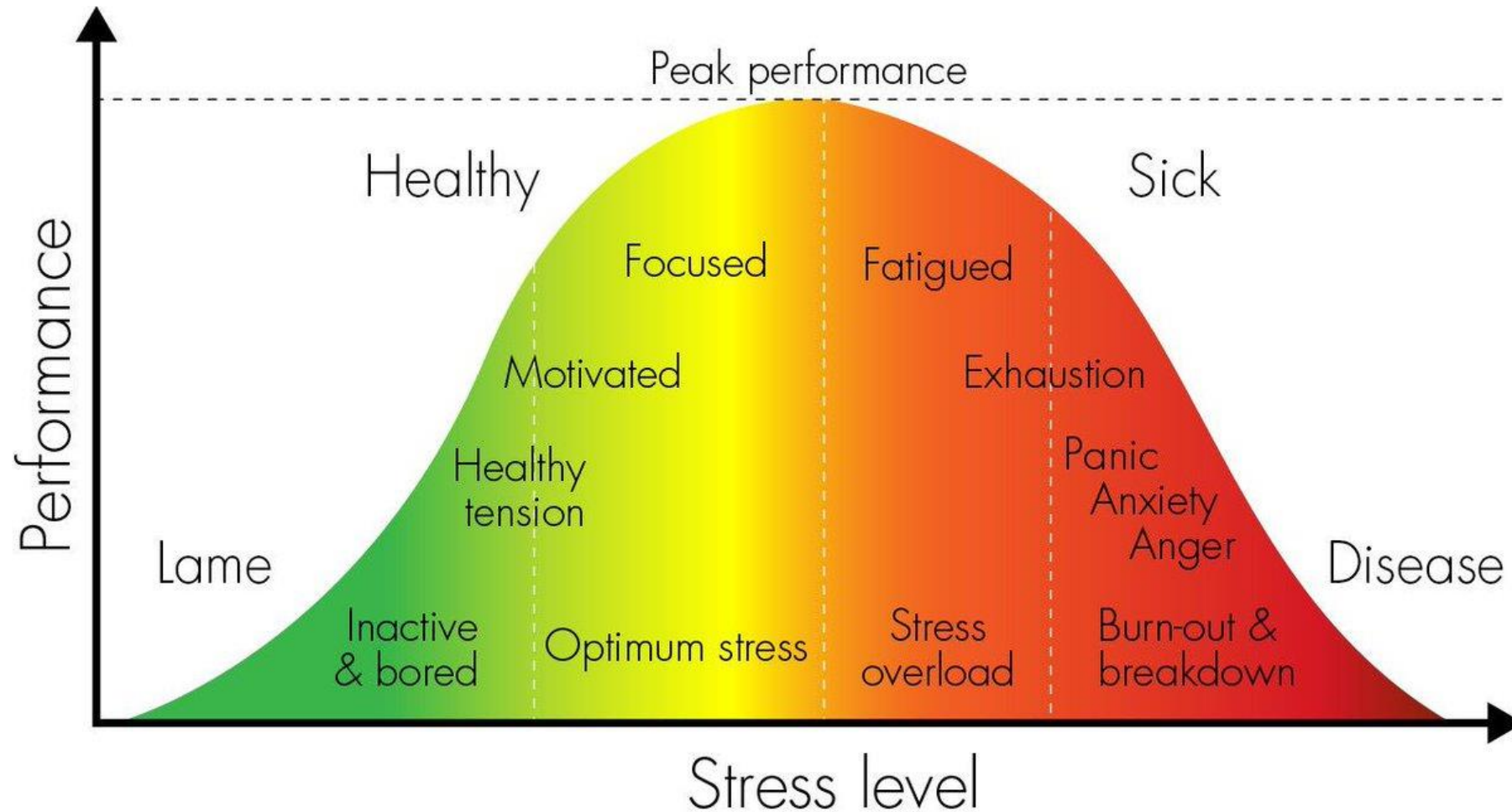
Employer's Legal Obligations

- Human Rights Legislation
- Workplace Safety & Insurance Board / Workplace Safety & Insurance Act Legislation
- Labour Laws
- Occupational Health and Safety Legislation
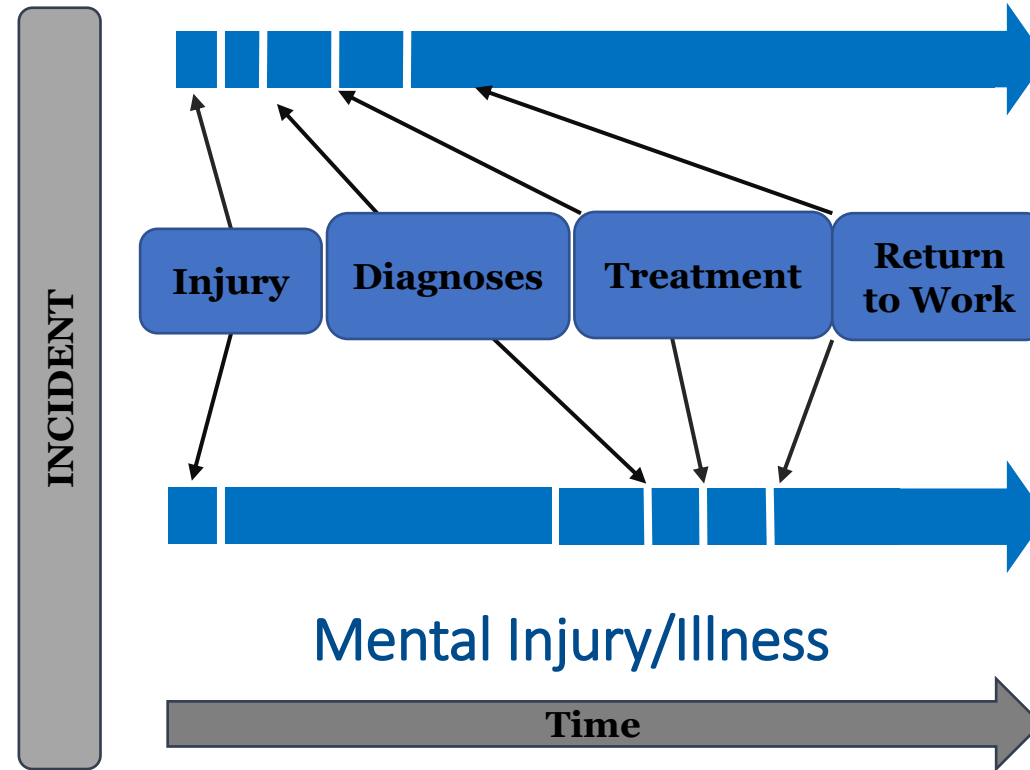- **More…….**

Health Care Practitioner

Source: Best advice on Stress Risk Management in the Workplace, Health Canada, 2000

Impact of Stress on Employee

Physical Injury/Illness

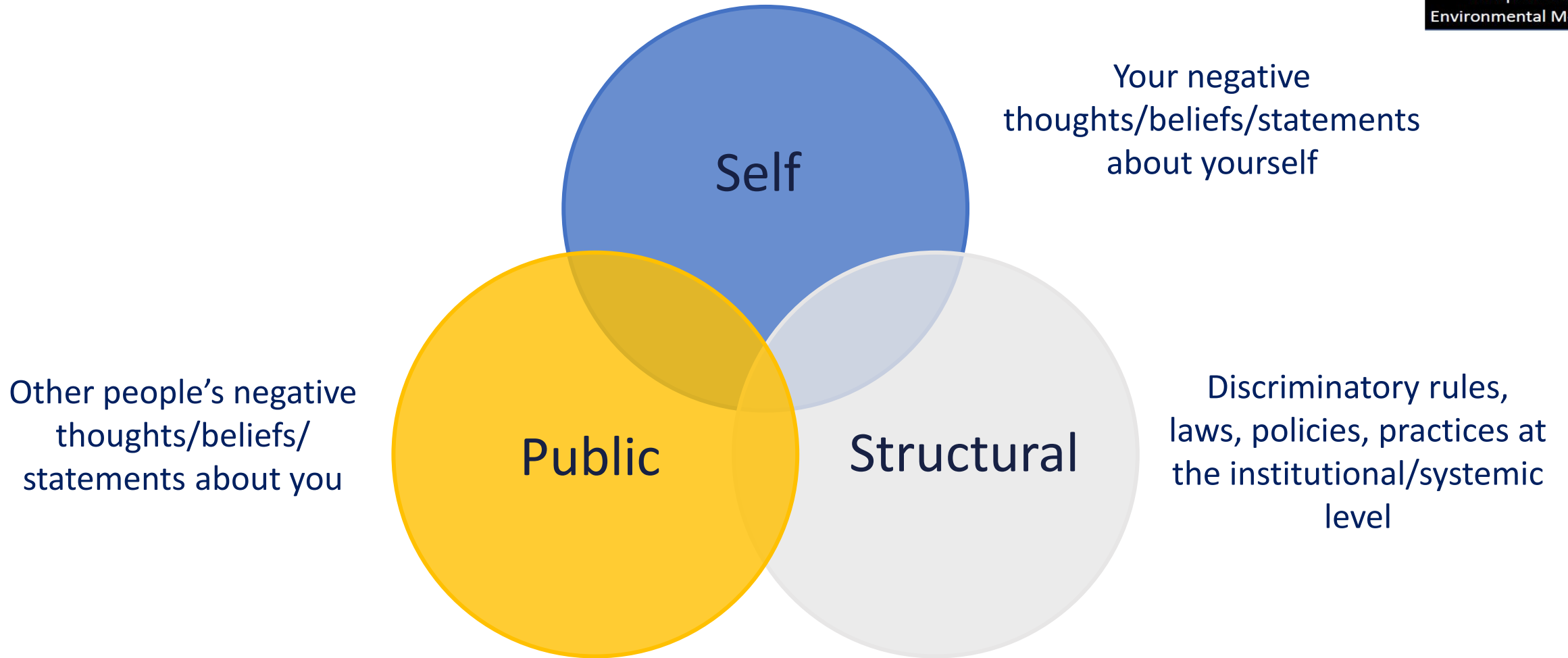Wang PS, Berglund P, Olfson M, Pincus HA, Wells KB, Kessler RC. Failure and delay in initial treatment contact after first onset of mental disorders in the National Comorbidity Survey Replication. Arch Gen Psychiatry, June 2005;62(2):603-1

Employee is impacted by the stigma of
mental Illness
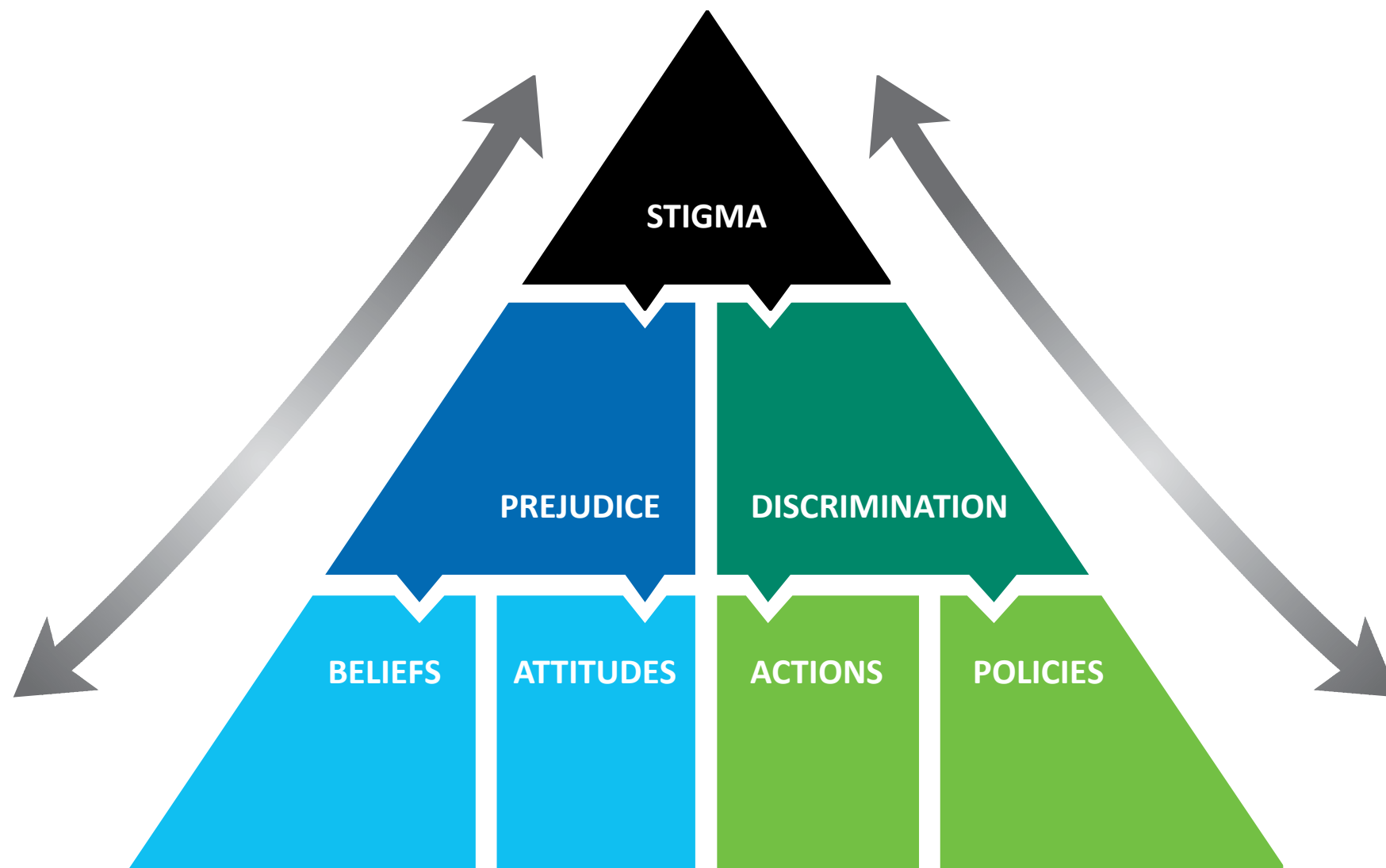
Excerpts from The Working Mind
Mental Health Commission of Canada

Consequences of Stigma?

- Self
- Public
- Structural

The Importance of Stigma Reduction

Reducing Stigma

→ **Earlier help-seeking** → **Better prognosis & outcome**

→ **Cultural shift in thinking and attitudes** → **More acceptance of mental health; More supportive environment**

→ **Positive outcomes for those with mental illnesses**

→ **Increase productivity** → **Positive financial impact**
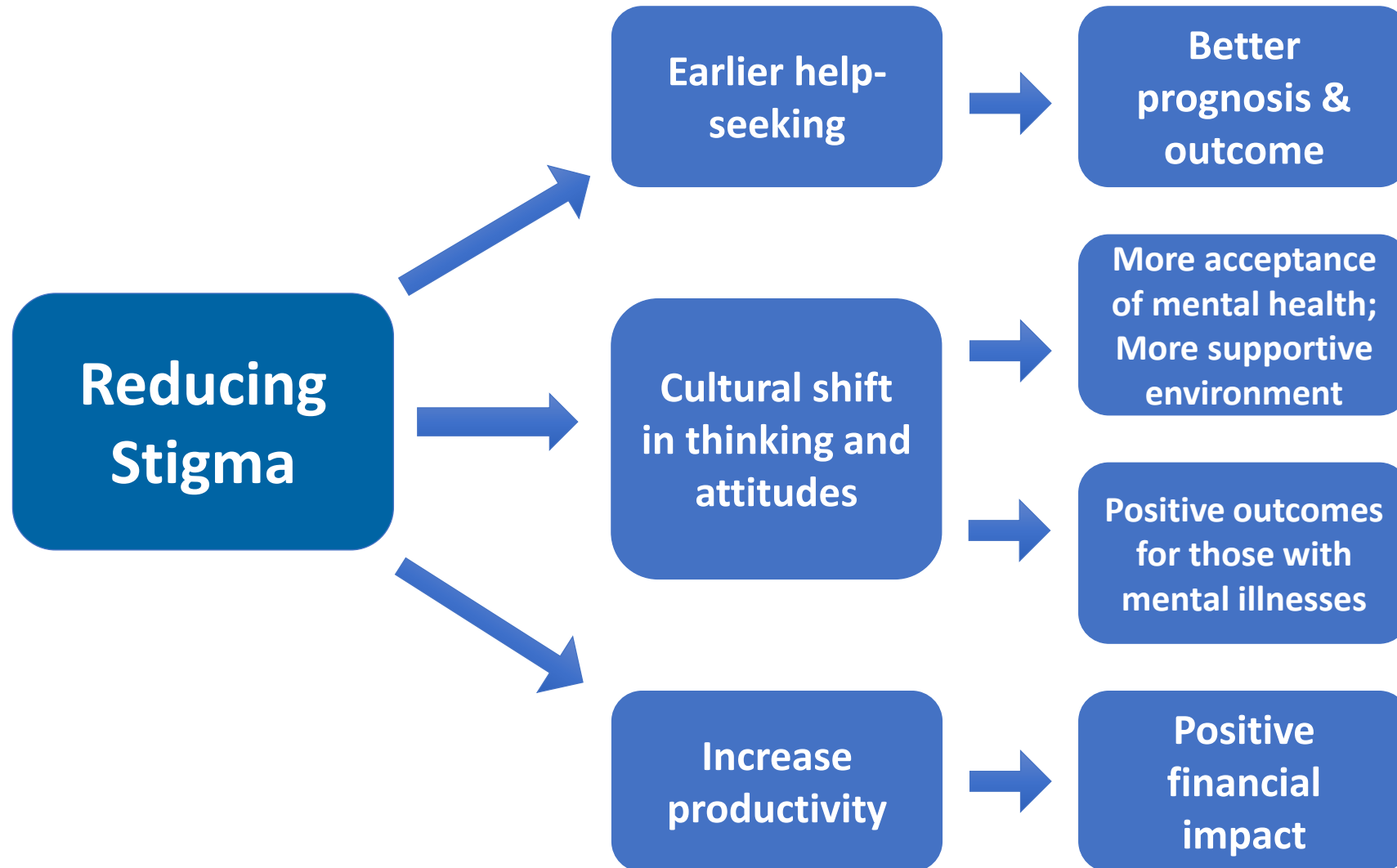
How Do Psychosocial Risk Factors Affect Employee Health?

- Evidence suggests that certain features of the workplace can affect employees' mental and physical health.

- It is possible that workplace factors may increase the likelihood of the occurrence of a mental disorder or make an existing disorder worse. They can also impact access to treatment and effective care.

- A supportive work environment can reduce the onset, severity, impact and duration of a mental health disorder.

What is a Psychologically Healthy and Safe Workplace?

Mental health is a state of mental well-being that enables people to cope with the stresses of life, realize their abilities, learn well and work well, and contribute to their community.

Mental health is a basic human right.

Mental health is more than the absence of mental disorders. It exists on a complex continuum, which is experienced differently from one person to the next, with varying degrees of difficulty and distress and potentially very different social and clinical outcomes.

World Health Organization

13 Psychological Workplace Factors
Psychological Health & Safety Standards

Psychological and Social Support	Organizational Culture
Clear Leadership and Expectations	Civility and Respect
Psychological Competencies and Requirements	Growth and Development
Recognition and Reward	Involvement and Influence
Workload Management	Engagement
Balance	Psychological Protection

Protection of Physical Safety

Source: Guarding Minds at Work

Project ECHO Occupational & Environmental Medicine (ECHO OEM)

Psychological Functional Abilities

Issues which may need to be to addressed

1. **Adaptability and flexibility** – The ability to work effectively in the midst of changing needs, conditions and work responsibilities.

2. **Attention to detail** - The ability to perform work tasks that require significant attention or understanding.

3. **Decision making** - The ability to work effectively when analyzing problems, organizing information, resolving issues or generating solutions.

4. **Degree of self-supervision** - The ability to work effectively without supervision, including working remotely or when a supervisor is not available.

5. **Degree of supervisor responsibility** - The ability to work effectively in the role of supervisor, respecting organizational values and policies while meeting objectives.

6. **Exposure to confrontational situations** - The ability to work effectively when confronted by an individual or when encountering confrontational situations requiring the employee to take action.

Psychological Functional Abilities cont'd

7. **Exposure to distractions -** The ability to work effectively in the presence of visual, auditory or other distractions.

8. **Tolerance of stressful environments -** The ability to work effectively in a stressful environment, which may be caused by workplace processes or physical hazards such as noise, lighting, scents, chemicals and others.

9. **Exposure to distressed people -** The ability to work effectively when exposed to emotional individuals in person or over the phone, or other communication channels such as social media.

10. **Overlapping tasks -** The ability to perform and/or monitor more than one task or function at a time, and identify when tasks or functions require attention.

11. **Problem solving and analysis -** The ability to work effectively at solving problems and analyzing situations and information.

12. **Recall -** The ability to recall and retrieve, on demand, information that has been previously learned.

Psychological Functional Abilities cont'd

13. **Time pressures** - The ability to complete tasks within a given time period, work quickly when required, and/or manage time effectively so that all tasks are completed on time and at an acceptable level of quality.

14. **Working relationships** - The ability to work well, collaborate, and cooperate with all stakeholders, including management, co-workers, or clients.

15. **Physical demands** - The ability to safely and effectively meet the physical demands of the job.

16. **Work endurance** - The ability to effectively perform work tasks for a long period of time with little opportunity for breaks due to the nature of the work being performed. This also includes the ability to work regular, rotating, overnight or on-call shifts.

17. **Degree of isolation** - The ability to work effectively without regular contact with others. This could include interacting primarily through technology or infrequently, if ever, coming together face-to-face.

Resources

What resources are available:?

- Community
- Organizational:
  - EAP/ EFAP (Employee Assistance Program/Employee and Family Assistance Program)
    - Confidential workplace service that employers pay for and is free to employees
    - Short-term, goal oriented
    - Generally available to employees and their family members
  - Employee/Occupational Health Resources
    - Role they play
    - Privacy Issues
  - Peer Program
  - Employee Benefits