Caring for Healthcare Providers – Promising Practices for Creating Safe Workplaces

6th Canadian Conference on Physician Health (CCPH)
Oct. 4-5, 2019 | St. John’s, Newfoundland

CHANGING TIDES:
SHIFTING CULTURES AND CREATING SAFE SPACES
Faculty: Nicholas Watters

Relationships with financial sponsors:
   None.

Disclosure of Financial Support
This program has received financial support from Health Canada in the form of a Contribution Agreement.

Potential for conflict(s) of interest:
   None.
Faculty: Markirit Armutlu

Relationships with financial sponsors:

None.

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Potential for conflict(s) of interest:

None to declare.
Faculty: Dr. Adrienne Gaudet

Relationships with financial sponsors:
None.

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Potential for conflict(s) of interest:
None.
Caring for Healthcare Providers – promising practices for creating safe workplaces

Nicholas Watters, Director, Access to Quality Mental Health Services
Mental Health Commission of Canada
@NicholasWatters

Canadian Conference on Physician Health, October 5, 2019
Today’s Speakers

Nicholas Watters  
Director, Access to Quality Mental Health Care  
Mental Health Commission of Canada

Markirit Armutlu  
Senior Program Manager,  
Canadian Patient Safety Institute

Dr. Adrienne Gaudet  
Physician Advisor,  
Programme d’aide aux médecins du Québec/QPHP
Everybody's Business

500,000

Canadians, in any given week, are unable to work due to mental health problems or illnesses.
National Standard for Psychological Health and Safety in the Workplace

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.
Healthcare Settings

1.5 times more likely to be off work

Over 40% report burnout

Vicarious trauma and compassion fatigue
The Collaborative had a vision for healthcare workplaces to be leaders and role models in providing psychologically healthy and safe work environments for all Canadians.
Outreach and Promotion

The Declaration is a public commitment from healthcare organizations to show that they value the psychological health and safety of their staff and commit to taking action to improving their work environments.

https://www.linkedin.com/groups/8587318/
Two new psychosocial factors unique to healthcare:

- Protection from moral distress
- Support for self-care

Caring for Healthcare Workers: Assessment Tools
Toolkit

CARING FOR HEALTHCARE

A toolkit for psychological health and safety in healthcare workplaces
System Transformation

Implementing the Standard is now recognized as a leading practice in healthcare.

Connecting Two Frameworks: The LEADS in a Caring Environment and the National Standard for Psychological Health and Safety in the Workplace

Collaborating with key partners to ensure delivery of quality mental health services.
What’s next?

Access to Quality Mental Health Services

Develop and promote resources, services and supports to improve access to quality mental health services for all people living in Canada when, where and how they choose them.
Caring for Healthcare Providers: promising practices for creating safe workplaces

CCPH
October 5, 2019

Markirit Armutlu, CHE
Senior Program Manager
Canadian Patient Safety Institute
“The instant patient harm occurs, the involved practitioner also becomes a patient of organizations – often a patient who is neglected.”

National Program for the Psychological Health and Safety of Healthcare Workers

Program Goal: To collaborate with stakeholders to design, develop, and disseminate a comprehensive approach to addressing healthcare workers psychological health and safety.

Program Target:
- Policy Makers
- Accreditation Bodies
- Regulators
- Healthcare Leaders
- Point-of-care Providers
In collaboration with the University of Ontario Institute of Technology (UOIT), CPSI conducted a survey which sought to evaluate point of care healthcare providers experiences with adverse patient safety events and the support they may have received.
Peer-to-Peer Support Practices

Global Environmental Scan

DALHOUISIE UNIVERSITY

IWK Health Centre
Best Practices Guidelines

To influence:

• Policy Makers and Regulators
• Healthcare Leaders and Organizations
• Healthcare Providers and Teams
• Peer Supporters
Toolkit

Brochures
Policies & Procedures
Orientation Materials
Training Packages

Resources:
• Policy Makers
• Administrators
• Managers
• Peer Supporters
• Healthcare Providers
A WEBINAR SERIES ON PEER SUPPORT PROGRAMS FOR HEALTHCARE WORKERS.

May 15, June 12, June 20, and September 12, 2019.
Our Next Steps

• Canadian Expert Advisory Committee for Peer Support Programs
• Canadian Peer Support Network / Community of Practice
• Influence Accreditation (HSO) and CSA Standards
• Evaluation of Peer Support Programs
• Using a growth mindset to develop the healthcare provider from “victim” into future leaders
Future Considerations

• Need for Canadian capability building /training programs for HC organizations

• Research considerations: Taking care of the Peer Supporters. The resilience of Peer Supporters and their need for continuous support to prevent PTSD.
Thank You
Programme d’aide aux médecins du Québec (PAMQ/QPHP)

Canadian Conference on Physician Health 2019
Caring for Healthcare Providers – promising practices for creating safe workplaces

Saturday October 5, 2019

Adrienne Gaudet MD
Physician advisor
PAMQ/QPHP
What is the PAMQ/QPHP?

- Physician-to-physician peer-support program based on shared professional experience
- Counselling service offered by physicians trained in physician health
- Confidential service, free of charge, and available 365 days per year
PAMQ/QPHP overview

- Founded in 1990
- Mission
  - Provide assistance to physicians, residents, and medical students and prevent mental health problems
- Not-for-profit organization
- 10 part-time physician advisors (5 full-time equivalents)
- 6 full-time administrative staff
- Annual budget: $2.7M ($100 per Québec physician)
PAMQ/QPHP vision and values

• Vision
  ▫ Healthy physicians for a sustainable medical practice and for the benefit of all

• Values
  ▫ Confidentiality
  ▫ Respect
  ▫ Integrity
  ▫ Knowledge sharing
  ▫ Collegiality
PAMQ/QPHP scope of activities

- Intervention
- Prevention
- Research
Services offered in intervention

• Individual counselling
• Third party counselling (e.g. family, colleagues who are concerned for a physician)
• Workplace counselling in crisis situations
  ▫ Individual counselling
  ▫ Group intervention
Reasons for consulting

- Professional difficulties
  - issues linked to clinical activities
  - work organization
  - challenges in adjusting work demands to personal life needs
- Mental health issues
- Substance abuse
- Other
Role of the physician advisor

• Evaluate the client’s situation
• Identify their needs
• Develop an action plan with the client
• Promote effective adaptation strategies
• Refer to clinical (and other) resources familiar with physicians needs and situations
• Follow-up
A few numbers...

- **Individuals helped**
  - More than 10,000 since 1990

- **Individual counselling**
  - # new requests: 650 / year (past 3 years)

- **Third party counselling**
  - # new requests: 70 / year (past 3 years)

- **Workplace counselling in crisis situations**
  - # of groups: 5 / year (past 3 years)
  - # of individuals met: 65 / year (workplace crisis context)
Main activities in prevention

- Identify psychosocial risks related to medical practice
- Develop better health strategies for physicians
- Share knowledge on physician health
Main activities in research

• Support scientific research on physician health
  ▫ Collaborate with researchers
  ▫ Facilitate networking
  ▫ Promote research findings
## Diagram of the QPHP’s Services and Activities

<table>
<thead>
<tr>
<th>SECTORS OF ACTIVITY</th>
<th>INTERVENTION</th>
<th>PREVENTION</th>
<th>RESEARCH</th>
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<tbody>
<tr>
<td>SERVICES OFFERED</td>
<td></td>
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<tr>
<td>Individual counselling services for psychological health problems</td>
<td>Counselling services to help a colleague in difficulty</td>
<td>Interventions related to crisis situations in the workplace</td>
<td>Supporting scientific research into physician health</td>
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<tr>
<td>ACTIVITIES</td>
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</tr>
<tr>
<td>Overall assessment</td>
<td>Assessment of the situation</td>
<td>Priority of risk factors in terms of frequency and severity of impact</td>
<td>Collaboration with researchers</td>
</tr>
<tr>
<td>Counselling</td>
<td>Advice</td>
<td>Development of approaches based on the literature and the QPHP’s experience, to prevent or reduce the consequences related to psychological risks</td>
<td>Networking and creating links between health researchers and physicians</td>
</tr>
<tr>
<td>Referrals</td>
<td>Guidance</td>
<td>Raising awareness of the importance of consulting a health professional if needed</td>
<td>Promotion/dissemination</td>
</tr>
<tr>
<td>Support in rehabilitation/re-integration into the workplace</td>
<td>Postvention program</td>
<td>Dissemination of knowledge, scientific advances (articles, lectures, workshops, website), and physicians’ best health strategies</td>
<td></td>
</tr>
</tbody>
</table>

**Immediate Results**

Better understanding and use of resilience skills

**Long-term Results**

Improving the quality of care provided to patients by helping physicians return to good health and optimize their professional functioning
THE QPHP

An entirely independent organization created by physicians for physicians

STRICT CONFIDENTIALITY

514 397-0888
1 800 387-4166

www.pamq.org
Thank you