

GOOD WORK IS GOOD FOR YOU

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Waitemata DHB

Work is central to our lives - Good jobs are good for health

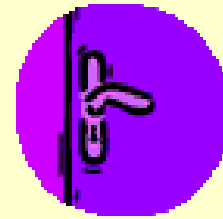
- A healthy, happy, motivated staff has to be a winner for any employer
- Improved working conditions increase job satisfaction and staff engagement
- Healthier, more motivated staff have been shown to deliver better, safer, higher quality care on a more consistent basis



Building Healthy Workplaces, Happier Staff and Quality Outcomes

Organisation

- societal - we are in the business of health
- attract and retain quality staff
- improved industrial relations
- reduced incidents - HALT
- reduced absenteeism & presenteeism
- motivated and productive workforce



Building Healthy Workplaces, Happier Staff and Quality Outcomes

Team

- engaged and supportive colleagues
- increased team cohesion
- creative and innovative possibilities
- learning culture fostered
- open communication
- stable work environment



Building Healthy Workplaces, Happier Staff and Quality Outcomes

Individual

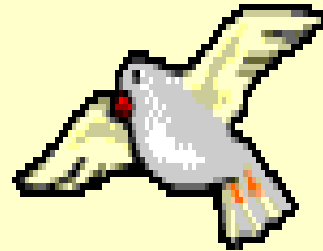
- improved health
- increased job satisfaction and morale
- improved work/life balance
- more adaptable
- more focused
- increased resilience



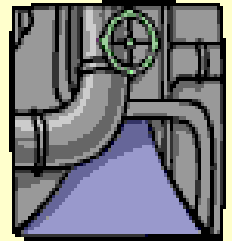
Building Healthy Workplaces, Happier Staff and Quality Outcomes

Services users and their Whanau

- welcoming
- timely
- equitable
- effective
- efficient
- safe



The cost of not building a healthy workplace



- 2010 NZ Treasury papers estimate cost of absenteeism and presenteeism to be \$NZ5.4-12.8 billion
- 30 cents in every health dollar pays for the treatment of iatrogenic illness
- between 12-15% of all patients admitted to hospital suffer an adverse event
- 15% of adverse events are fatal or have permanent disability

Presenteeism-not such a new concept

Pliny the Elder (23-79AD) relationship between sickness and productivity

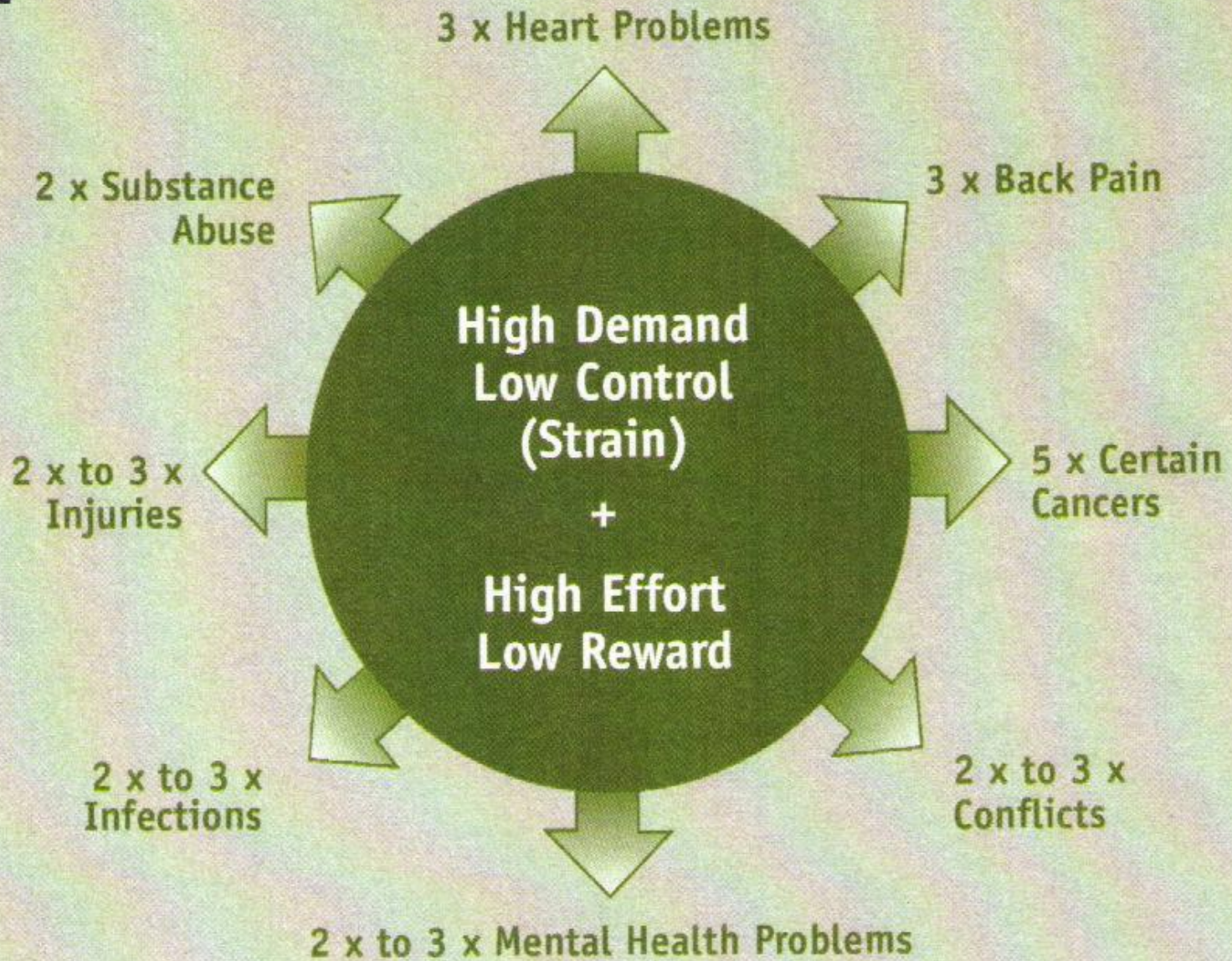
- pain
- anxiety
- disengaged
- distracted
- negative
- Loss of productivity due to presenteeism exceeds loss of productivity due to absenteeism



2-3 times more accidents



Figure 2



NHS Employers

- Quality: healthier more motivated=safier, higher quality and consistent care
- Innovation: staff driven
innovation=sustained culture change
- Productivity: reduced ill-health=more people contributing to the work=lighter workloads
- Prevention: raising staff awareness of their own health=better information about health to patients

RCN - UK

- where staff are unhappy and unhealthy, where there are high sickness rates, high turnover and high stress levels, there are likely to be poorer outcomes and poorer patient experience.
- pressure, stress, high levels of burnout, low job satisfaction and increased turnover leads to a reduction in the quality of care

RN Association of Ontario

4 year research project into healthy work environment

- improved quality of practice
- improved work environments
- improved patient outcomes
- positive impact on teamwork

So...what did we do?

Union engagement

Branding

Phase one -

- 30 minute sessions
- The facts
- Brainstorm
- Smiley face
- Feedback
- Newsletter





'Healthy Workplaces'

Mental Health and Addiction Services

Work is good for you!

Why? 'Good work' is good for individuals, families, communities, society and business. The evidence is overwhelming. Worklessness and 'poor work' is associated with poorer physical and mental wellbeing. Health, work & wellbeing are on the agenda internationally and just beginning in NZ. Evidence supports that generally work is good for your health & wellbeing and worklessness is associated with poorer physical and mental health and wellbeing. To deliver a quality service, with best outcomes, it is essential to have happy, productive staff.

What? The Healthy Workplace initiative for Mental Health and Addiction Services is working to establish a forum to move forward, in partnership, creating an environment where we all benefit. This initiative has stemmed from the joint union and management forum, recognizing and valuing our staff.

How? Mental Health and Addiction Services would like your input and involvement in identifying, what makes a 'healthy workplace'. Looking at individual and organizational factors will help give a 'snapshot' of our environment. Initial stages have involved, extensive research, to help identify how best to move this forward. Canada, UK and Scandinavia are leading the way; with the evidence to support that 'Work can have a positive impact on our health and wellbeing'.

Over the next few months, a group will be visiting your teams and look forward to your participation and engagement. Identifying key themes that are important to you will enable steps forward. Information will be left for those who can't attend the sessions and be available on the website.

The World Health Organization (WHO) define Health: "A state of complete physical, mental and social well-being and not merely the absence of disease." Healthy Workplace "...is one in which workers and managers collaborate to use a continual improvement process to protect and promote the health, safety and well-being of all workers..."

Mason Durie defines health as 'Te whare tapa wha': Te taha hinengaro – psychological health; Te taha tinana – physical health; Te taha wairua – spiritual health and Te taha whanau – family health

We need your help

Do you have?

- Workplace initiatives that are benefiting you and your team, that you could share
- Useful links to websites
- Self-help resources that you use in your services that could assist your colleagues
- An interest learning more about health, work and wellbeing



With your help we would like to create a link on your MHS website to the Healthy Workplace Initiative. All information will be updated with creation of useful links and resources.

To address the challenges ahead, we are laying the foundations of partnership. Through the joint union/management forum, four strategies have been identified to address: building a strong union/management partnership; effective communication at all levels; engaging and reviewing of work processes, with effective Clinical Governance and leadership. Improving and developing relationships will enable the twin objectives of improved organizational performance and the quality of the work experience to be achieved. We support the 'Healthy Workplace' initiative, as it links to all of the strategies, supporting our commitment to moving forward, whilst recognizing and valuing staff in our service.
Helen Wood (General Manager), Murray Patton, Jeremy Skipworth (Clinical Directors), Brendon Lane (PSA Union Organizer)

We look forward to hearing from you. Please contact and send information to Janice Riegen. Janice.riegen@waitematadhb.govt.nz

Brainstorm



- What do you think makes a healthy workplace
- What factors influence your personal well-being and how do you take responsibility for this?
- What is your team doing to support a healthy workplace or staff wellbeing?
- What are ideas which could improve a healthy workplace for you ?
- individually / your team / the organisation/

good
colleagues

good
leadership

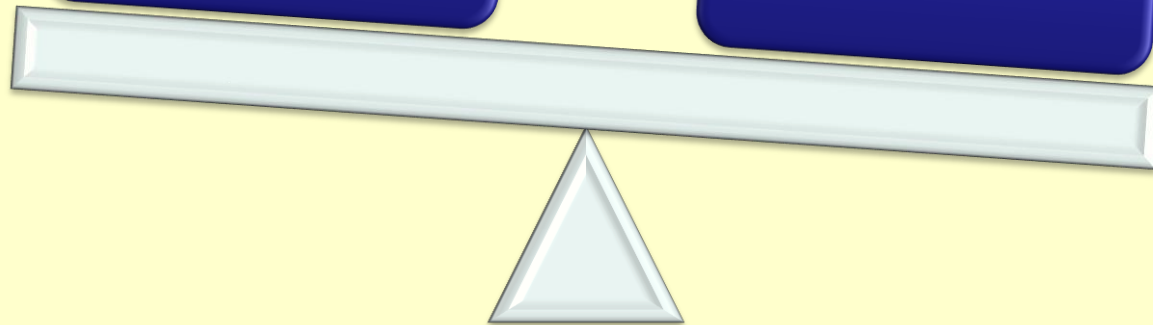
job factors

teamwork

being
supported

being valued

communication



Phase Two



- 45 minute session
- reflection on what has changed
- resilience
- the dream team
- information brochure
- smiley face



A dream TEAM



Practises skills

Continues to improve

Co-operates rather than competes

Has a positive attitude to everyone's ideas

Has an open mind

Stays on task

Communicates openly

Teaches and learns from each other

Shares pride in its achievements

Welcomes challenges

Works towards a common goal

Resolves conflicts effectively

Accepts praise and criticism

Produces results

Learns from its mistakes

Celebrates its successes

Teamwork Skills

Teamwork skills are essential for collaboration where people can produce their best results. Effective teams are said to practice: open, honest, transparent communication with respect, trust, support, clarity, commitment, cohesion and more...

To find out more go to:

www.tips4teams.com

www.time-management-guide.com/team-building.html

<http://cte-uwaterloo.ca/teaching-resources/tips/teamwork-skills.html>

www.mindsetgroup.biz

www.innerworkcompany.com/teamwork-skills.html

www.tepou.co.nz/letsgetreal

Skills for people working in Mental Health & Addiction Services. Team Planning Tool.

www.rnao.org

Registered Nurses Association of Ontario: Best Practice Guidelines, Healthy Work Environment (Best Practice Guidelines).

www.icn.ch/projects

International Council of Nurses: Positive Practice Environments, Quality Workplaces = Quality Patient Care.

www.bitc.org.uk/resources/publications/emotional_resilience.html

Emotional Resilience: This Emotional Resilience Toolkit provides practical guidance in promoting the resilience of individuals and teams in companies as part of an integrated health and wellbeing programme.

www.buildingresilience.co.za

Resilience for self and work/teams.

www.belbin.com

Belbin philosophy is about celebrating – and making the most of – individual differences. There is room for everyone in the team. Team Role, summary descriptions.

www.quotegarden.com/teamwork.html

Quotations about Teamwork.

www.firststepstraining.com

Team Performance: what's Involved; Targeted Team Skills

'Healthy Workplaces'

(World Health Organization-WHO 2010)

"A healthy workplace is one in which workers and managers collaborate to use a continual improvement process to protect and promote the health, safety and well-being of all workers and the sustainability of the workplace by considering the following, based on identified needs:

- *Health and safety concerns in the physical work environment;*
- *Health, safety and well-being concerns in the psycho-social work environment, including organization of work and workplace culture;*
- *Personal health resources in the workplace; and*
- *Ways of participating in the community to improve the health of workers, their families and other members of the community".*

Healthy Workplaces

'Healthy Workplaces' Mental Health & Addiction Services



Useful websites



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Why?

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Te taha wairua - spiritual health, and

Te taha whanau - family health.

What has happened already?

MHSG has worked in collaboration and partnership with the unions and visited teams and groups across the service, looking at 'Healthy Workplaces' Stage 1.

Stage 2 is happening now. This has links with Te Aranga Hou, service & workforce development.

So what?

Following are linkages to aid you in your personal health and well-being and also to help develop some teamwork skills, essential in these ever changing, challenging times.

Useful Personal Health & Well-being resources

Linkage websites

www.healthed.govt.nz

The NZ MOH provides the resources, preventative measures that contribute to maintaining public health and well-being.

www.healthpages.co.nz

Draws together the health and well-being services.

livo100.everybody.co.nz

A complete healthcare resource: including health topics, motivational tools and health stories, comprehensive listings of health support groups, online forms for local health professionals using several criteria, including speciality and gender.

www.moh.govt.nz/moh.nsf/page

New Zealand Health Contents, links to NZ government health websites.

www.raeburnhouse.org.nz

Raeburn House – solutions to issues that impact on the health and well-being of communities. Positive change promoting mental well-being.

www.webhealth.co.nz

A unique blend of technology and people that connects the community with Health & Social Services. Provide: regional websites: Health and Social Service -directories, resources and information; self assistance scenarios; community notice boards; linkage webhealth representatives.

www.healthnavigator.org.nz

The Health Navigator NZ website is a collaborative project developed by a range of non-profit health organisations getting together and identifying the best health information and self-help resources.

www.healthline.govt.nz

Free health advice when you need it.

More resources

www.arthritis.org.nz

www.asthma.org.nz

The Asthma Foundation, is a leading not for profit, authority on asthma and other respiratory illness

www.depression.org.nz

There is a way to through. Get self help and strategies

www.diabetes.org.nz

Over 200,000 NZ's have diabetes, expert advice

<http://www.eapservices.co.nz/>

EAP Services Limited Employee Assistance Programmes (EAPs) provide a pro-active personal support strategy

www.ethnicaffairs.govt.nz

Programme aimed at reducing the stigma and discrimination

www.mentalhealth.org.nz

www.heartfoundation.org.nz

The Heart Foundation supports the community, researchers and medical professional, reducing heart disease through education and intervention

<http://www.quit.org.nz/>

Quit Smoking

merniak@orakeihealth.org.nz

Smoking Cessation for Maori & Pacific

www.knowyournumbers.co.nz

Look after your heart health, your heart numbers are two of the most important numbers you need to know, because they give insight into how healthy is your heart

www.likeminds.org.nz

Like minds, Like mine, education programme aimed at reducing the stigma and discrimination

www.mentalhealth.org.nz

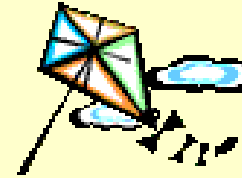
www.plunket.org.nz

Health and well-being of children under 5yrs

www.safetravel.govt.nz

www.smokestop.co.nz

So, did anything change ?



- Personal health and well-being - 70-78%
- Team health and wellbeing - 62-70%
- Smiley faces stage one = 5.5-6.9
- Smiley faces stage two = 6.16-7.23
- Health, safety and wellbeing on every team meeting agenda
- Team planning days
- Tools

Enablers

- Shared values
- Leadership
- Trust
- Partnerships
- Quality focus
- Clinical Governance



Lets Get Real

- Professional and personal development
- Awareness of health needs at time of employment
- Individualized performance/career plans
- Understanding and addressing barriers for performance