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# Mental Health of Health Care Workers

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EDGEWOOD CAMPUS



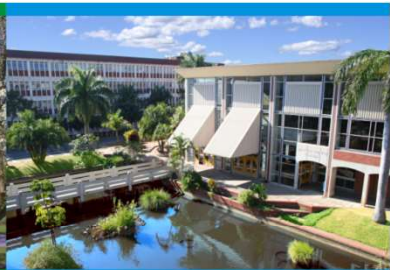
HOWARD COLLEGE CAMPUS



NELSON R MANDELA SCHOOL OF MEDICINE



PIETERMARITZBURG CAMPUS



WESTVILLE CAMPUS

INSPIRING GREATNESS

# Background

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Mental health problems are the result of a complex interplay between biological, psychological, social and environmental factors

Key factors include:

**Workload**

**Lack of Control**

**Role Ambiguity**

**Poor Leadership**

**Poor Interpersonal  
relationships**

**Working  
Conditions**

**Poor Communication**

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*“The development and implementation of a workplace mental health policy and programme will benefit the health of employees, increase productivity for the company and will contribute to the wellbeing of the community at large”  
(WHO, 2005)*

# Intro continued...

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- Work is good for mental health but a negative working environment can lead to physical and mental health problems.
- Depression and anxiety have a significant economic impact; the estimated cost to the global economy is US\$ 1 trillion per year in lost productivity.
- A negative working environment may lead to physical and mental health problems, harmful use of substances or alcohol, absenteeism and lost productivity.
- Workplaces that promote mental health and support people with mental disorders are more likely to reduce absenteeism, increase productivity and benefit from associated economic gains.

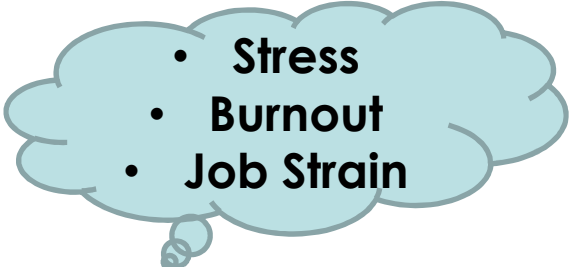
# What do we know?

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- Disease Burden
  - Comorbidity



Number of  
Patients

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- Stress
  - Burnout
  - Job Strain



Number of  
Health  
Workers

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# **PHD ON POSITIVE PSYCHOLOGICAL RESOURCES & STRESSORS OF NURSES**

INSPIRING GREATNESS

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- NHI
  - Re-Engineering of PHC
  - ICDM/ICSM/Ideal Clinic
  - Intergrating MH into Chronic Care
  - Person Centred/People Centred Care

# What do we know?

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- Care in resource scarce contexts historically organized to respond to acute care needs
- Changing burden of disease requires change in health systems to diversify to respond to needs of both acute and chronic care
- Requires a shift from task oriented vertically organized care to integrated, continuous and **person centred care**

Systems change is a complex process involving organizational readiness

- Structural and technical changes
- 'Workforce preparedness'

# Organizational Readiness for Change

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A systematic review of studies reviewing components necessary for preparing for change found the following components to be important:

- ✓ being given adequate information about the change;
- ✓ being convinced that the changed approach to health care would be beneficial for patients;
- ✓ being equipped with the relevant competencies to take on new roles;
- ✓ **tackling staff turnover;**
- ✓ **supportive leadership and management of the change;**
- ✓ good performance being measured and appropriately rewarded

Davy, C., J. Bleasel, H. Liu, M. Tchan, S. Ponniah and A. Brown (2015). "Effectiveness of chronic care models: opportunities for improving healthcare practice and health outcomes: a systematic review." *BMC Health Services Research* **15**: 194.

# Occupational Health & Safety

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Health and Safety Acts		Acts Covering Compensation		Labour Laws with health and safety clauses	
OHSA Covers health and safety in general	MHSA Covers health and safety in mining	COIDA Covers compensation for accidents and diseases in sectors outside of mining, and injuries in mining	ODMWA covers compensation for diseases in the mining sector	BCEA Covers basic conditions of employment	LRA Regulates relations between employer and employees
Dept of Labour	Dept of Minerals and Energy	Dept of Labour	Dept of Health	Dept of Labour	Dept of Labour

# How ?

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- Protect mental health by reducing work-related risk factors.
- Promote mental health by developing the positive aspects of work and the strengths of employees.
- Address mental health problems regardless of cause

# EXAMPLE

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- Workforce preparedness for change intervention aimed at capacitating nurses with the skills to communicate in a more person centred manner in an effort to improve nurse patient consultation and get patients to self-manage.

# COMMUNICATION SKILLS

Clinical  
Communication  
Skills for nurse led  
chronic care

2016  
Edition for use by the  
PRIME/COBALT trials

This workshop is aimed to orientate and  
capacitate primary health care nurses for  
patient centred care within the ambit of the Re-  
Engineered PHC System

Name \_\_\_\_\_



Clinical Communications Skills  
for Patient Centred Care

Handouts

SESSION 1-4

2017 Edition  
to be used in  
MhINT Programme

Name \_\_\_\_\_



MhINT



INSPIRING GREATNESS

# Communication Skills

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- Reviews of studies from high income countries indicate that effective provider-patient communication is linked empirically to better
  - outcomes of care
  - patients' satisfaction,
  - health status,
  - recall of information, and adherence

# Clinical Communication Skills

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Clinical communication is a different and special kind of communication with the objective to:

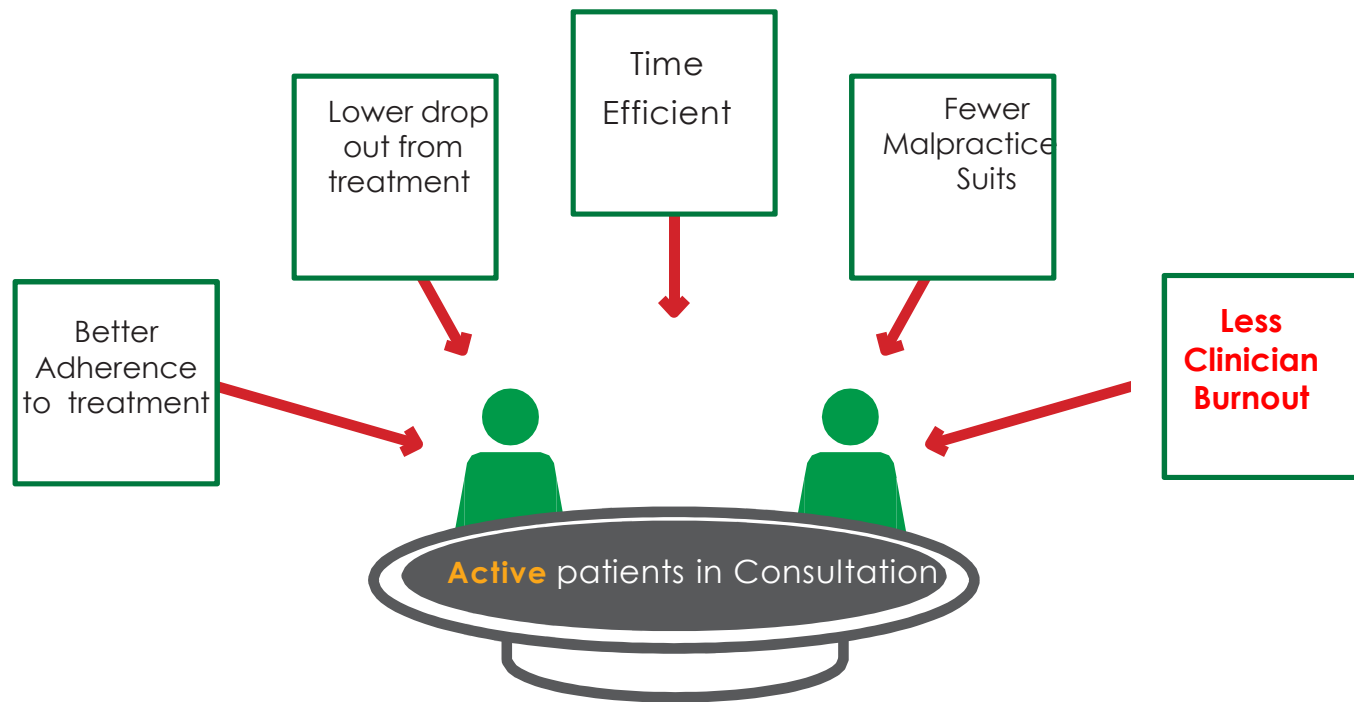
*Find out*

*What is the **matter** with the patient*

*And **what matters** to the patient*

# Evidence for how clinical communication skills helps clinicians

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# 4 Sessions

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SESSION	COMMUNICATION SKILLS
Initiating the Consultation	P-R-Y
Gathering Holistic Information	I-C-E
Understanding and Dealing with Emotions	N-U-R-S
Motivating Patients to Self-Manage	Motivational Interviewing (5 A's)

# Its still not enough

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- CCS is not enough
- Training and giving more knowledge is not sustainable on its own
- Legislation + interventions need
- EAP needs to be redesigned
- Non-technical skills
- Relational Leadership
- System Re-Design

# World Health Organization Policies & Guidelines

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- Mental health policies and programmes in the workplace.

[https://www.who.int/mental\\_health/policy/services/13\\_policies%20programs%20in%20workplace\\_WEB\\_07.pdf?ua=1&ua=1](https://www.who.int/mental_health/policy/services/13_policies%20programs%20in%20workplace_WEB_07.pdf?ua=1&ua=1)

- Healthy workplaces: a model for action For employers, workers, policy-makers and practitioners.

[https://www.who.int/occupational\\_health/publications/healthy\\_workplaces\\_model.pdf?ua=1](https://www.who.int/occupational_health/publications/healthy_workplaces_model.pdf?ua=1)

- Workers' health: global plan of action Sixtieth World Health Assembly

[https://www.who.int/occupational\\_health/WHO\\_health\\_assembly\\_en\\_web.pdf?ua=1](https://www.who.int/occupational_health/WHO_health_assembly_en_web.pdf?ua=1)