



Mental Health Commission of Canada / Commission de la santé mentale du Canada

BNO Bureau de normalisation du Québec 50th Anniversary

CSA Group

Canadian Mental Health Association Calgary

Building your Database for Moving Forward

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October 30, 2013, 12:00pm -1:00pm ET



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Presenters

		
Samantha Kolapak	Ian M.F. Arnold	Morgan Craig-Broadwith
Mental Health Commission of Canada	Health and Safety Consultant	Canadian Mental Health Association, Calgary Branch

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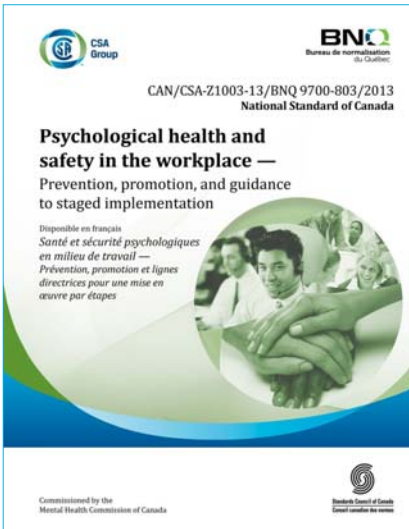
Agenda

1. Setting the Stage (Sam Kolapak)
 - National Standard for Psychological Health & Safety
 - Downloads since launched
2. PHSMS – Why plan? (Ian Arnold)
3. Canadian Mental Health Association, Calgary (Morgan Craig-Broadwith)
 - The ‘why’ of planning (Morgan Craig-Broadwith)
 - The ‘how’ of planning (Morgan Craig-Broadwith)

Please ask questions throughout the presentation by typing in the chat box on the right of your screen.

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CAN/CSA-Z1003-13/BNQ 9700-803/2013
National Standard of Canada

Psychological health and safety in the workplace —
Prevention, promotion, and guidance to staged implementation

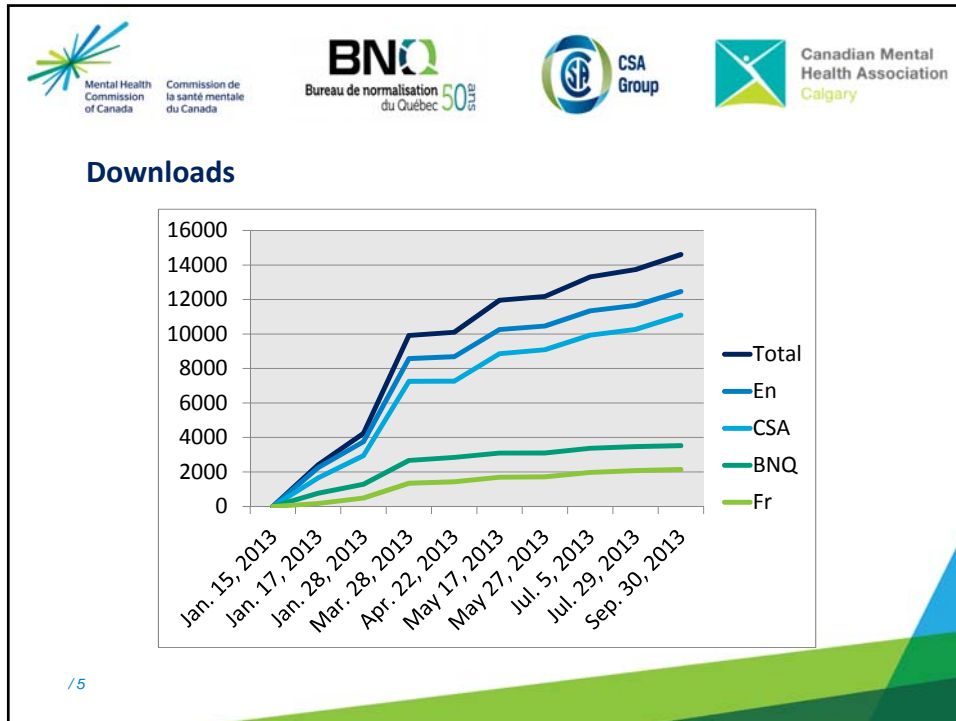
Disponible en français
Santé et sécurité psychologiques en milieu de travail —
Prévention, promotion et lignes directrices pour une mise en œuvre par étapes

Commissioned by the
Mental Health Commission of Canada

Standards Council of Canada
Conseil canadien de normes

This document was developed for everyone, including both employers and employees, whether or not they live with a mental illness.

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Developing the database:
 The key to Successful Continual Improvement using
 Canada's National Standard for Psychological Health
 and Safety in the Workplace




Webinar Learning Objectives

- To discuss the role of the audit tool in developing the organizational baseline of information with respect to the Standard;
- To review key methods to build the experiential database to determine needs and assess progress;
- To discuss a real-life example of how one organization assessed their needs and current status.



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PHSMS – Why Plan?

Four objectives:

1. To determine where the organization stands with respect to the requirements of the standard;
2. To assess the needs of the workforce and the organization by understanding its “life experience” with respect to psychological health and safety;
3. To determine what steps (programs) are needed to meet workplace needs and pave the way for their effective implementation;
4. To develop baseline measures that can be used to assess progress and identify further needs for continual improvement.

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PHSMS – Why Plan?

Determining where the organization stands with respect to the requirements of the standard:

- In the Standard, **“shall”** = a requirement; **“should”** = a recommendation; **“may”** = an option permissible within the standard limits;
 - e.g. **“The organization shall establish and sustain processes that ensure confidentiality and privacy rights are respected and protected”**;
- The audit tool reflects the requirements of the national standard and assists the organization to know where it has already succeeded and or a gap may exist:
 - e.g. **“The organization must establish and sustain processes that ensure confidentiality and privacy rights are respected and protected”**. *Yes or No -- Findings -- Comments*

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PHSMS – Why Plan?

Assessing the needs of the workforce and the organization by understanding its **“life experience”** with respect to psychological health and safety;

- Many sources of data available;
- Essential to safeguard privacy and confidentiality by aggregating data – a process generally applicable to groups of 25 or more employees;
- Sources of data may reflect organizational data (e.g. annual costs of disability) or aggregated personal data (e.g. reasons for visits to the organizations health center);
- Trend data over several years is more meaningful than one year **“point-in-time”** data.

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PHSMS – Why Plan?

Assessing the needs of the workforce and the organization by understanding its “life experience” with respect to PH&S – cont’d;

Data sources may include – but are not limited to:

- hazard identification, risk analysis, risk control (GM@W)
- job descriptions/job demands analysis;
- aggregated administrative data, such as
 - i) rates of absenteeism;
 - ii) rates of turnover;
 - iii) return to work and accommodation data;
 - iv) short-term disability (STD) long-term disability (LTD) costs and principle diagnostic categories;
 - v) Employee and family assistance plan (EFAP) reports;
 - vi) Claims data e.g. benefit use/cost, WCB data;

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PHSMS – Why Plan?

Assessing the needs of the workforce and the organization by understanding its “life experience” with respect to PH&S – cont’d;

Data sources aggregated administrative data cont’d;

- viii) review of incident reports/worker complaints/ investigations;
- ix) health risk assessment data;
- Level of compliance with relevant laws and regulations, standards, codes, and guidelines;
- Worker engagement indicators and worker feedback (e.g., surveys, participation rates);
- Report(s) regarding exposure/risk information;
- Organizational best practices;
- M.H. impacts from cultural and other sources.

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PHSMS – Why Plan?


Using the data base to determine what steps (programs) are needed to meet workplace needs:

- Baseline data inform the next steps forward;
- Prioritization of the results of the planning process determines how to best address worker and organizational needs and ensure an effective and efficient approach.

Assessing progress and identifying further needs for continual improvement:


- The evaluation phase of the standard is the driver for continual improvement;
- Comparing the results of a later re-evaluation (2 – 3 years suggested) of previous key findings to the baseline will suggest what has worked and where opportunities lie for ongoing improvement to meet defined needs.

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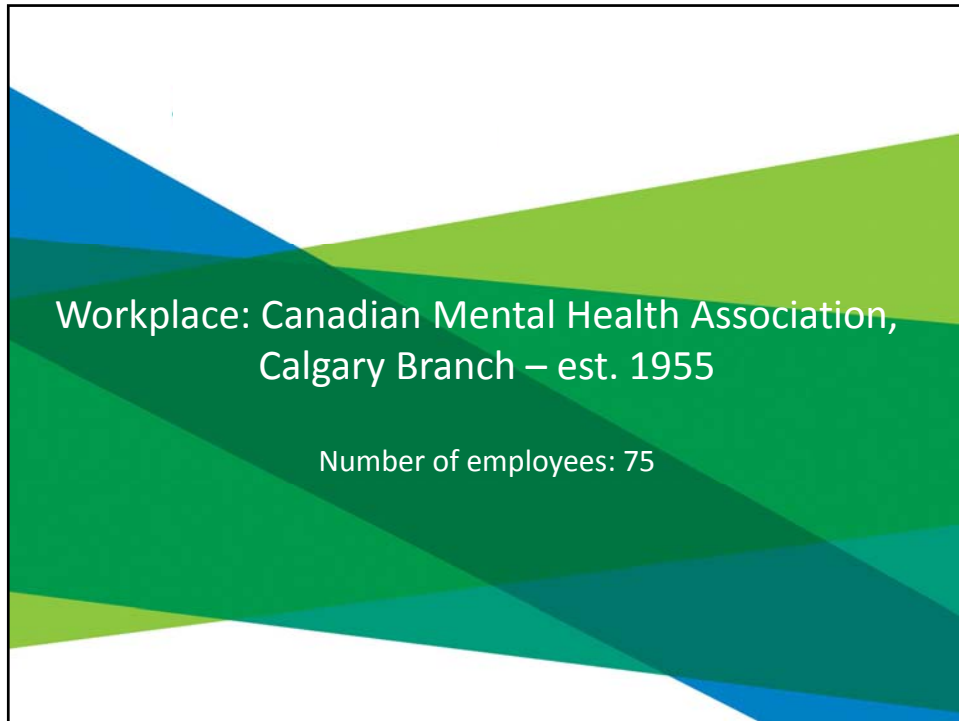


Summary

- Developing a strong database will ensure that worker and organizational needs are met in an effective and efficient manner;
- Database results, when compared with later results using the same key indicators, will measure progress and suggest opportunities to drive continual improvement;
- A real-life example of how one organization assesses their needs and current status will now be presented – the process works 😊.




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Workplace: Canadian Mental Health Association,
Calgary Branch – est. 1955

Number of employees: 75



The 'why' of planning

Gap Analysis	Annex E – Audit Tool
<ul style="list-style-type: none">• Better sense to our current state vs. goal state• Awareness of deficits AND strengths• Provides baseline – allows us to capture change	<ul style="list-style-type: none">• Use to document progress with Standard• Assists with tracking, organization, consistency• Keeps us motivated!

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The 'how' of planning

Finding the 'One'


- Annex E - Sample Audit Tool
 - Provides audit to assess standard implementation process NOT to assess psychological health and safety of your workplace
 - So...not the one (well, sort of as we can use it to track our progress with implementing the Standard)
- Customized Tool
 - Excel template online
 - Created customized gap analysis tool
 - Includes 13 factors & all areas from hiring to termination

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The 'how' of planning: Data Collection


** In progress*



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graph TD
    A[Employee satisfaction survey results] --> B[Policy & procedure review]
    B --> C[Confidential interviews (managers, front-line employees)*]
    C --> D[Third party insurance provider statistics*]
  
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Synthesizing Data – The Gap Analysis

A critical component of implementation	Enables an organization to know where it's at	Allows you to see where you're winning and where you're not
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Summary

- Gap analysis / audit can sound daunting
- Collecting and synthesizing data can be a fairly interesting and exciting processes

*Think of yourself as a sleuth investigating the health of your organization.
(Come on, it's sort of funny!)*



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Stick with it

- The better your data gathering process, the more comprehensive and long-lasting the solution

Ask for help

- Talk to the Commission, connect with us
- Don't be afraid of not knowing the answer or making a mistake – we're all learning and in it together!

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Thank you

Contact us: skolapak@mentalhealthcommission.ca
 Visit: www.mentalhealthcommission.ca
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The views represented herein solely represent the views of the Mental Health Commission of Canada.
 Production of this document is made possible through a financial contribution from Health Canada.
 Les opinions exprimées aux présentes sont celles de la Commission de la santé mentale du Canada.
 La production de ce document a été rendue possible grâce à la contribution financière de Santé Canada.

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