



Open Disclosure Webinar

Supporting Staff following Patient Safety Incidents

Presentations:

- **HSE Employee Assistance Programme**
- **Occupational Health & Rehabilitation**
- **National Health & Safety Function**
- **HSE Healthy Workplace Framework**



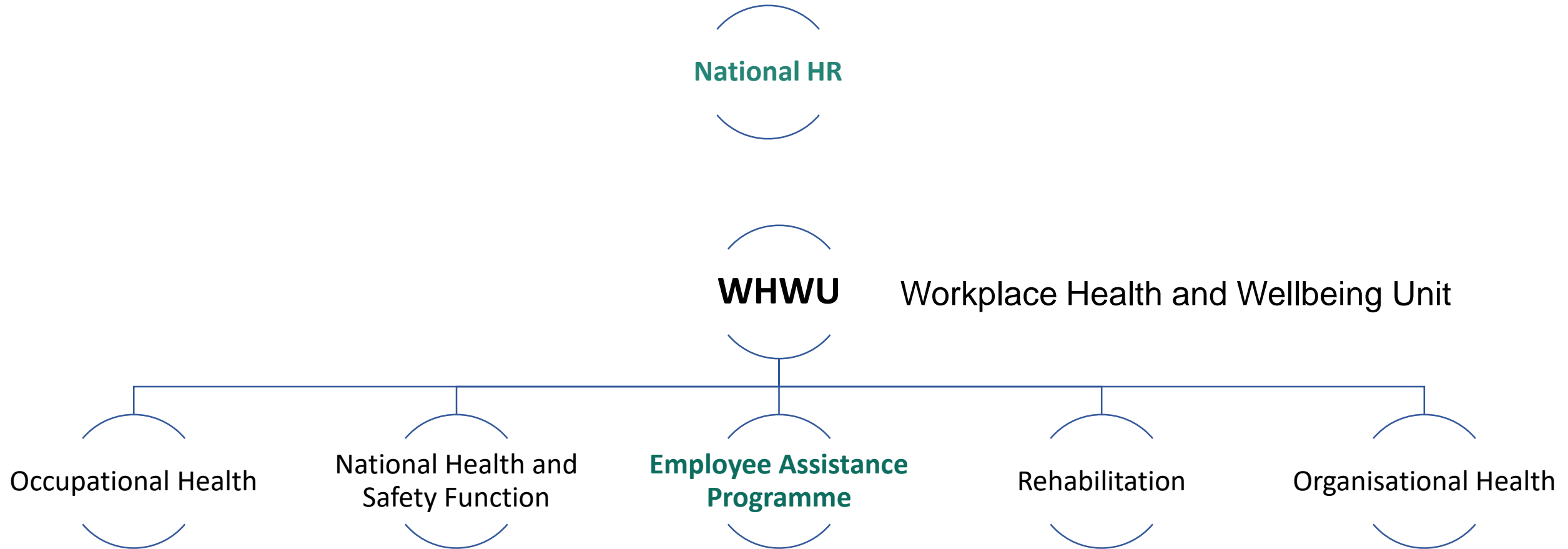
HSE EAP **(Employee Assistance Programme)**

Open Disclosure Webinar

– 21st of September 2022



HSE National EAP Service





HSE National EAP Service

The **HSE Employee Assistance Programme (EAP)** is a work-based support service for staff and the organisation.

It supports employees with psychosocial issues (psychological and social factors that influence mental health).

The service is free and available to all HSE employees

National EAP Phonenumber - 0818 327 327



HSE National EAP Service

Supports provided by the **EAP Service**

- Counselling
- Consultation to managers on staff wellbeing and psychosocial issues
- Workshops on staff wellbeing issues
- Critical Incident Stress Management (CISM) Response - individual and group support and pre-incident training to reduce risk associated with traumatic incidents in the workplace



HSE National EAP Service





THANK YOU!

Contact eap.service@hse.ie

EAPandME

Employee Assistance Programme



[#EAPandME](#)

Go to www.hse.ie/EAPandME to access
our online hub of helpful resources



Supports for Employees in the HSE - Occupational Health & Rehabilitation

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Content

- Role of Occupational Health
- Relevant HSE policies and procedures
- Referral process to Occupational Health
- Stress Risk Assessment
- Rehabilitation and Return to work
- Information resources



HSE Occupational Health Services

Occupational Health Service provides an independent, confidential advisory service to both employees and the employer on matters relating to the 'effect of health on work' and 'work on health'.

Occupational Health can provide support for employees with an identified health problem, including stress related matters AND can advise them and their managers about further supports available, such as the EAP.



Relevant HSE Policies and Procedures

- Managing Attendance Policy & Procedures (2014)
- Rehabilitation of Employees Back to Work After Illness or Injury Policy & Procedure (2020)
- HSE Policy for Prevention and Management of Stress in the Workplace 2018
- Dignity at Work Policy for the Public Service (Rev. 2022)



Referral to Occupational Health

- **Management referral** - employees can be referred by manager to Occupational Health with absence over 4 weeks or in cases where support is required, with employee consent

OR

- The employee can **self refer** to Occupational Health

See <https://healthservice.hse.ie/staff/benefits-and-services/occupational-health/>



Managing Stress

- Where the employee may be experiencing work related stress the HSE Policy for Prevention and Management of Stress in the Workplace must be followed.
- A stress risk assessment must be completed so that stressors can be identified and addressed where possible.
- The stress risk assessment should be completed prior to management referral to Occ Health and the risk assessment, including detail on agreed control measures should accompany the referral.



Rehabilitation back to work

Where there has been a period of absence, Occupational Health will advise the employee and manager about fitness for work and any rehabilitation requirements.

See <https://healthservice.hse.ie/staff/benefits-and-services/occupational-health/rehabilitation/>



Information Resources

- Information for managers and employees on Occupational Health referral process - <https://healthservice.hse.ie/staff/benefits-and-services/occupational-health/>
- Information on Stress Management in the HSE - https://assets.hse.ie/media/documents/Policy_for_prevention_and_management_of_stress_in_the_workplace_2018_C48Is1D.pdf
- Information on Rehabilitation processes - <https://healthservice.hse.ie/staff/benefits-services/occupational-health/rehabilitation.html>
- Work Rehabilitation in the HSE – Training for Managers – Available on HSeLanD
- Returning to Work From Sick Leave - Booklet for employees out of work on sick leave. Available at - <https://healthservice.hse.ie/staff/benefits-and-services/occupational-health/management-referral-information-for-employees/>
- [Dignity at Work elearning module on HSeLanD](#)



Thank you!



National Health & Safety Function

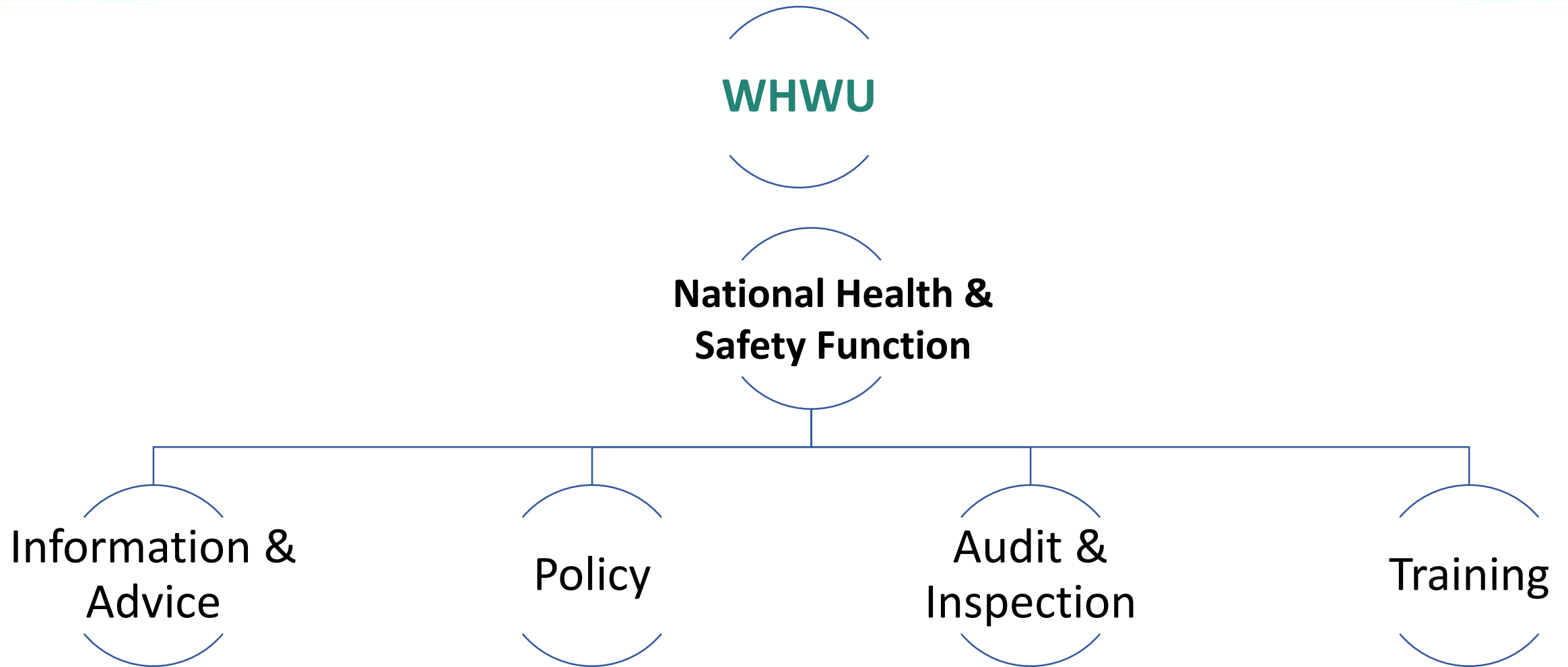
Emer Carroll, Health & Safety Manager

Information & Advisory Team

21st of September 2022



National Health & Safety Function (NHSF)





About Us

- ▶ Integrated national OSH support
- ▶ NHSF consists of four distinct, dynamic and responsive teams
- ▶ Teams made up of dedicated H&S Advisors and Admin support
- ▶ Strategic and operational elements
- ▶ Support to local Health & Safety Officers (CHO, HG and voluntary)
- ▶ Assurance data



When Accidents and Incidents occur

- Why investigate accidents and incidents
- You may be involved in an accident investigation this is normal
- Support during an investigation process
- Health & Safety Authority (HSA)



Work Related Stress Exposures

- Management of Stress in the Workplace, 2018
- Preventing and Managing Critical Incident Stress





HSE - Work Positive Critical Incident (WPCI)



[GET STARTED](#) / [LOGIN](#)

[EMPLOYEE GUIDE](#)

[MANAGER GUIDE](#)

[HEALTHY WORKPLACE STEERING GROUP GUIDE](#)



A completely confidential psychosocial risk management process
that:



Communications - local level

- Health & Safety should be discussed
 - At departmental meeting
 - At safety committees
 - Service plans

You should know who your safety representative is!



Communications - Nationally

Staff

Website for HSE employees. Get staff news and information on benefits, services and training.

Benefits and services >

Pay >

Pensions >

Procedures and guidelines >

HR forms >

Leave >

Safety, Advice and Support for Remote Working





Occupational Safety & Health Newsletter
HSE, Workplace Health & Wellbeing Unit, 01-1004 03



EUROPEAN SAFETY CAMPAIGN 2020-2022
HEALTHY WORKPLACES "LIGHTEN THE LOAD"

European Safety Week runs from the 24th to 29th of October. In this year it is "The Healthy Workplaces, Lighten the Load" campaign which focuses on work-related musculoskeletal disorders (MSDs). As part of this campaign the HSE's National Health and Safety Function are providing awareness of MSDs and some important practical preventative measures.

What are MSDs?

MSDs affect the musculoskeletal system, that is, muscles, bones, joints and associated tissues such as tendons and ligaments. Symptoms may include pain, discomfort, numbness and tingling in the affected area and can differ in severity from mild and periodic to severe, chronic and debilitating conditions.

How bad is the problem?

Approximately 60% of workers in Ireland have muscular pain in their neck, shoulders and upper limbs. [Read: Return to Work Survey](#). Physical, organisational, psychosocial and individual factors at work can contribute to their development. MSDs can be highly associated to an individual's quality of life and ability to work and are one of the most common causes of disability, sick leave and early retirement. In this edition of our OHS newsletter we focus on work-related musculoskeletal disorders, their prevention and management.

POSTURAL AWARENESS WEBINARS

As part of our targeted programme for European Safety Week, the HSE will be improving a series of webinars to increase knowledge and awareness regarding the prevention of MSDs within particular healthcare disciplines.

Inside this issue

- Common safety need
- Postural awareness webinar
- How to get moving at work
- Ergonomics in the workplace
- Health & safety
- HSE's new year book
- HSE's new year book

These sessions are aimed at staff disciplines working in dental, dentistry, dental nurses and hygienists. By the nature of their work staff in these areas involve at greater risk of musculoskeletal injury due to the nature of the interactions with the patient users. Details on how to book these webinars will be published via broadcast email, shortly or for more information on these events go to the [webinar and events list](#).





Information and Advisory Team

AIM: To motivate, enable and empower managers and staff to discharge their legal and moral OSH duties

352

Helpdesk Support
requests

321

Closed

63,607

Web Page views

23,683

Web users

Q4 2021



135

Dental and sonography staff attended postural
awareness sessions as part of the “Lighten the Load
Campaign”, 2021



Contact us!

Helpdesk

Log your health and safety request at HSE
Safety, Health and Wellbeing @
www.hse.ie/safetyandwellbeing

Phone 1800 420 420
Monday to Friday 10.30 – 12.00 and
14.00-15.30





HSE Healthy Workplace Framework

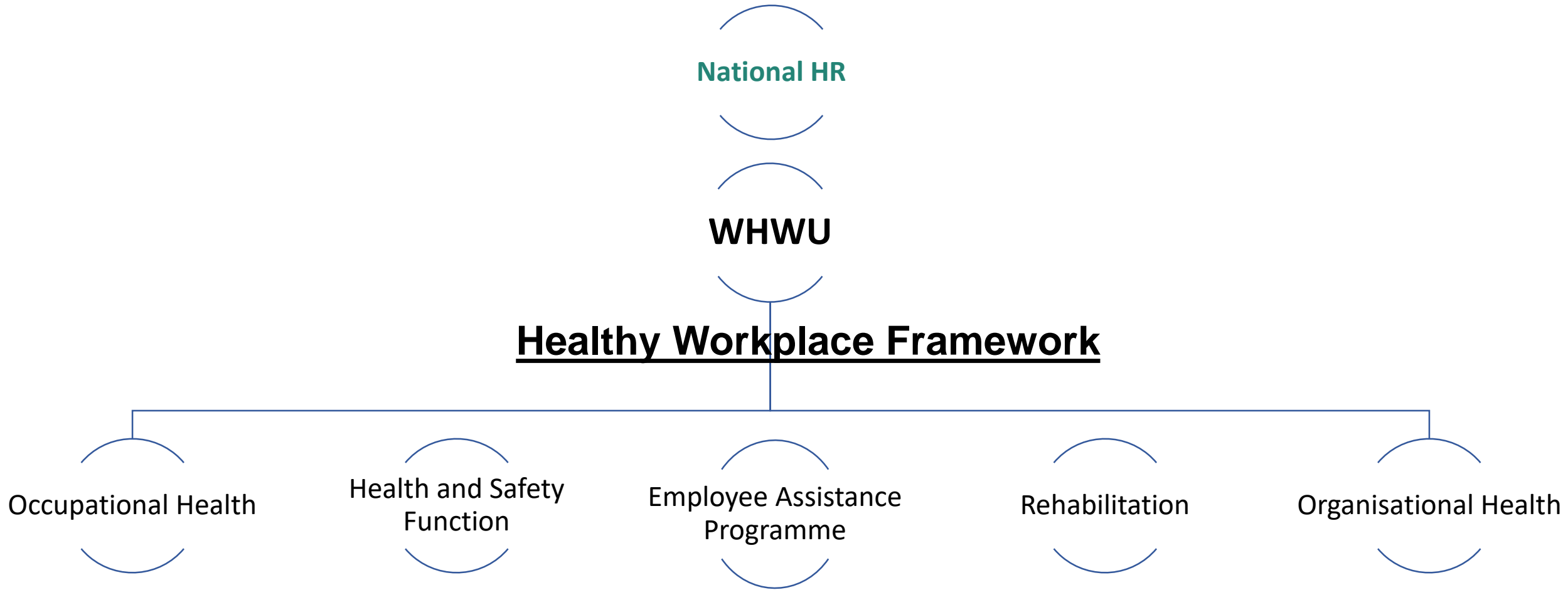
Úna Twomey, Business Manager, HWF

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Healthy Workplace Framework





Aim of The Healthy Workplace Framework

- The provision of **integrated support** through **resources** and **guidance**, to **managers and staff**, with a focus on the **entire employee experience**.



Context

- **HSE Corporate Safety Statement (2021)**
- **National Service Plan (2022)**
- **HSE Corporate Plan (2021-2024)**
- **Health Service People Strategy (2019-2024)**
- **Sláintecare (2019)**



WHO: a global framework and model

- To create a **workplace that protects, promotes and supports the physical, mental and social well-being of workers**, the **WHO model (2010)** recommends consideration be given to addressing four “avenues of influence,” based on identified needs, as a way to work in collaboration with employees to influence the health status of workers.





Progress to date

- **The HSE Executive Management Team** approved and endorsed the establishment of a **Steering Group** to develop, for consideration, an approach to implementation of a Healthy Workplace Framework for the HSE that provides for the governance and operationalisation of a Healthy Workplace Framework and Action Plan at national and operational level.
- Broad representation including:
 - Acute and Community operations
 - Acute and Community HR
 - National QPS Team
 - National HR incl. Capability and Culture
 - CCOs office incl. NDTP and ONMSD
 - Strategy and Research Health and Wellbeing



Progress to date

- To help progress the work of the Steering Group, five work streams were established.

GOVERNANCE

DATA

COMMUNICATIONS

EDUCATION &
TRAINING

OPERATIONS



Intermediate outcomes

- ✓ **Increased awareness** and knowledge of supports available
- ✓ **Line manager capacity** to support staff strengthened
- ✓ Effective **communication**, promotion of supports
- ✓ **Strengthened supports** regarding all aspects of workplace safety, health, wellbeing, recovery and rehabilitation with a focus on the entire employee experience
- ✓ **Oversight of the healthcare worker general safety, health and wellbeing**; and exposure to work-related stress and critical incidents;
- ✓ **Enhanced capacity to plan** and respond to safety, health and wellbeing needs of staff
- ✓ Increased **quality of data** and evaluation
- ✓ Improved **capacity and capability to monitor**, evaluate and report all aspects of staff and workplace safety, health and wellbeing



18 month Action Plan

- The first action plan is in on initial implementation – i.e. the early actions that we need to take to **build capacity** in support of a healthy workplace; the **establishment of “healthy workplace teams”**; and **engagement with staff** and key stakeholders to inform and implement a healthy workplace programme at local level.
- This initial implementation phase will also focus on identifying and developing **2-3 priority training and support resources**, and **advancing data collection and analytics** in support of a healthy workplace, relating to key national policies and other sustainability, climate and health and wellbeing initiatives, in order to test, evaluate and refine the 8-Step process.



18 month Action Plan

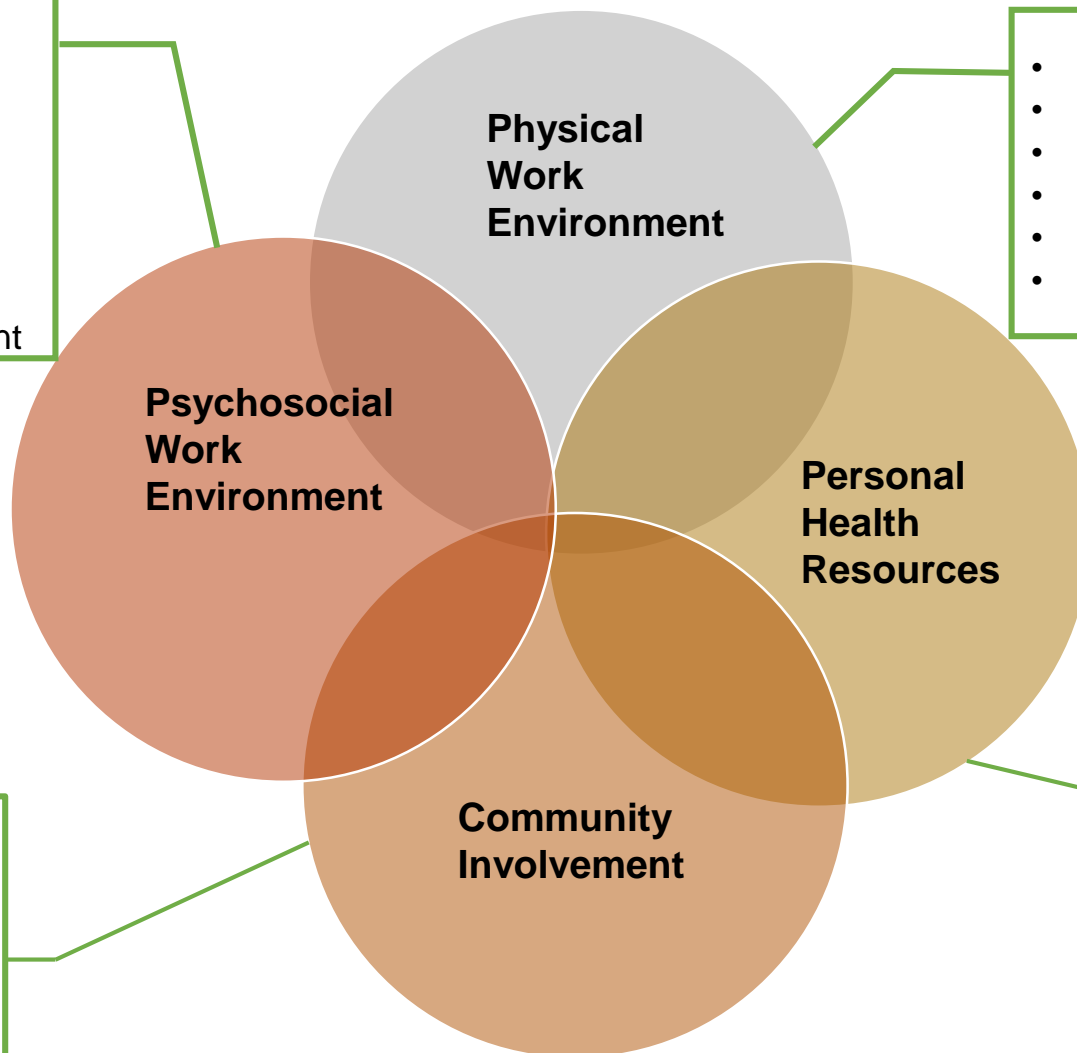
- Establish **governance** and framework oversight arrangements
- **Communicate** and engage with stakeholders
- **Operationalise** healthy workplace framework (resource WHWU, develop Healthy Workplace Discovery Zone on HSeLand)
- Build the **evidence base** underpinned by research and evaluation (MDS)
- **Monitoring**, Accountability and Effectiveness



Healthy Workplace Framework in Action

- Employee Assistance Programme
- National Health & Safety Function
- Organisational Health
- Learning, Education, Training & Development
- National Human Resources
- Staff Engagement
- HSE WorkPositive^{CI}
- Organisation Design & Development

- Occupational Health
- National Health & Safety Function
- Organisational Health
- Workplace Health & Wellbeing Unit
- National Human Resources
- Rehabilitation



- Volunteer Ireland
- Community activities & supports e.g. Parkrun Community Games
- National QI Team
- Values in Action

- Health and Wellbeing
- Workplace Health & Wellbeing Unit
- Occupational Health
- National Human Resources
- National Psychosocial Framework