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**

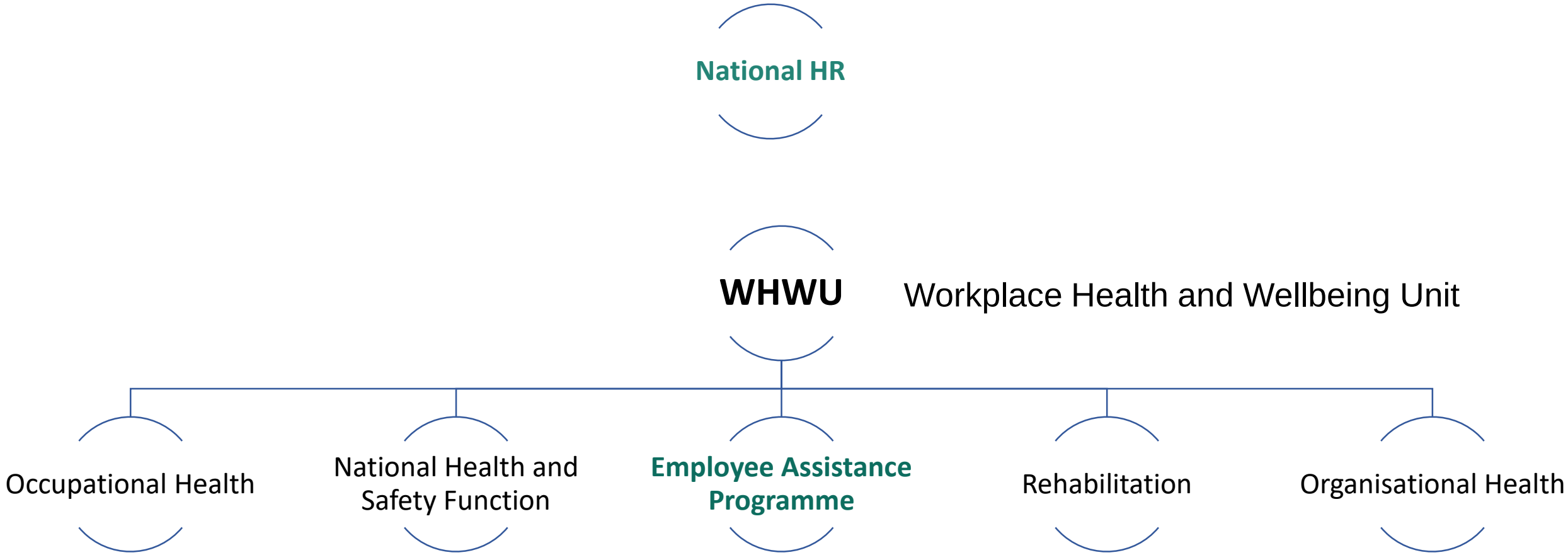
– 21st of September 2022

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 Phoneline - 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**

Supports for Employees in the HSE - Occupational Health & Rehabilitation

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– 21st of September 2022

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!

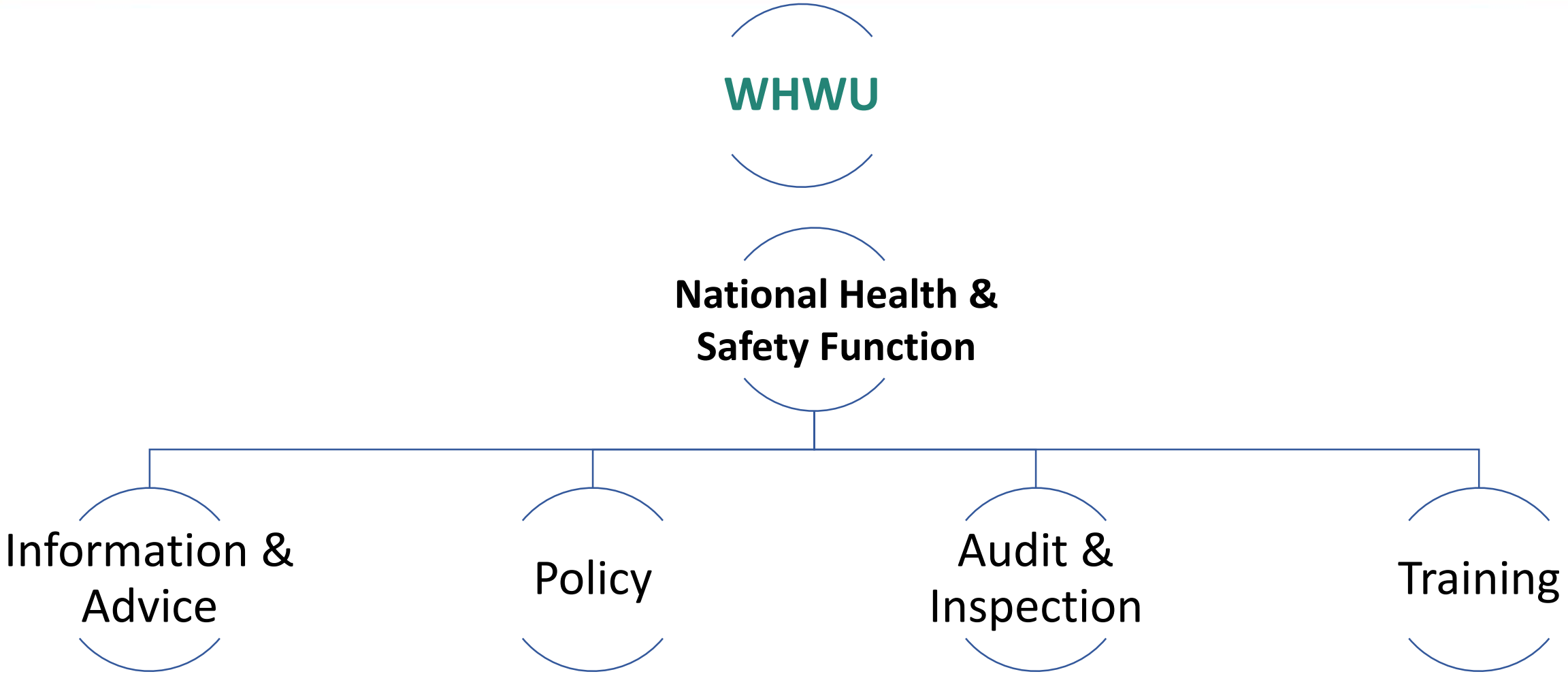
National Health & Safety Function

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)

HSE WORKPOSITIVE CI

GET STARTED / LOGIN

EMPLOYEE GUIDE MANAGER GUIDE HEALTHY WORKPLACE STEERING GROUP GUIDE

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
- Procedures and guidelines
- Pay
- HR forms
- Pensions
- Leave

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

Q4 2021

63,607
Web Page views

23,683
Web users

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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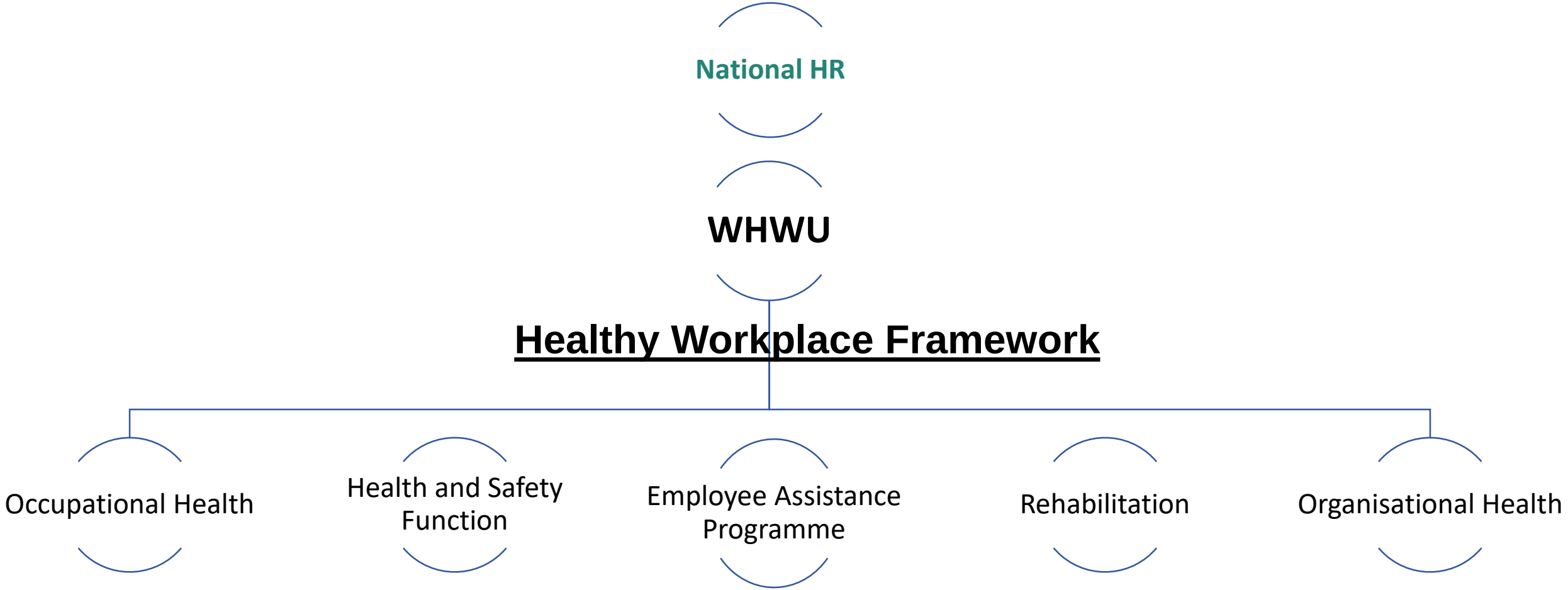
21st of September 2022

Healthy Workplace Framework



Aim of The Healthy Workplace Framework

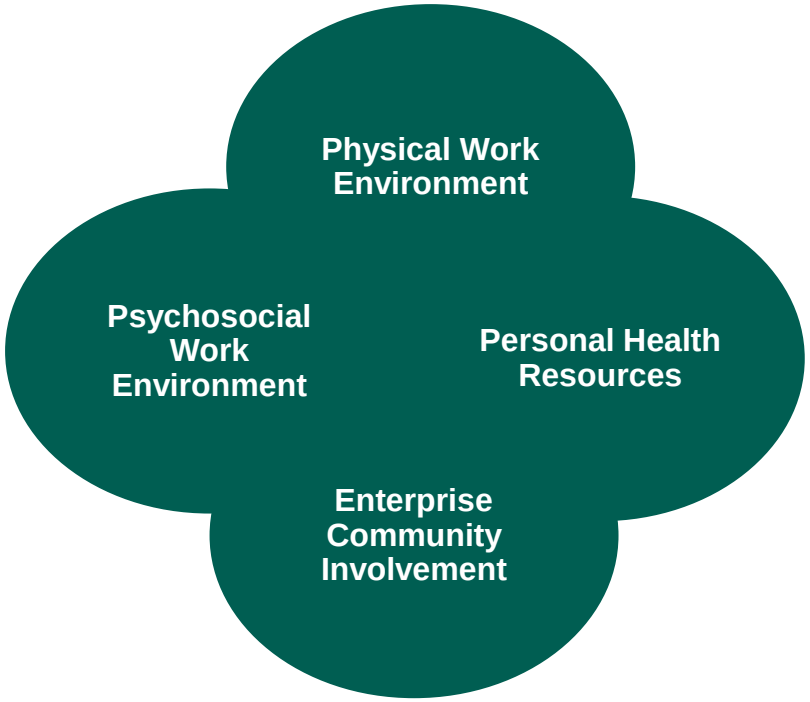
- The provision of **integrated support** through **resources** and **guidance**, to **managers and staff**, with a focus on the **entire employee experience**.

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.



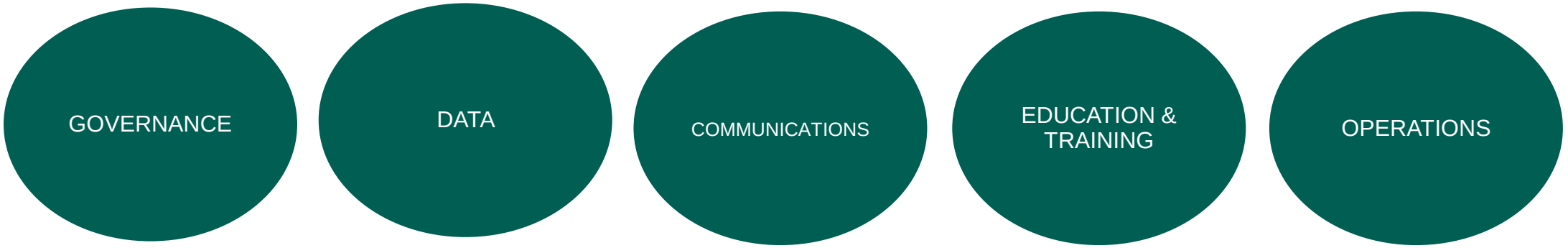
Progress to date

- **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.



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.

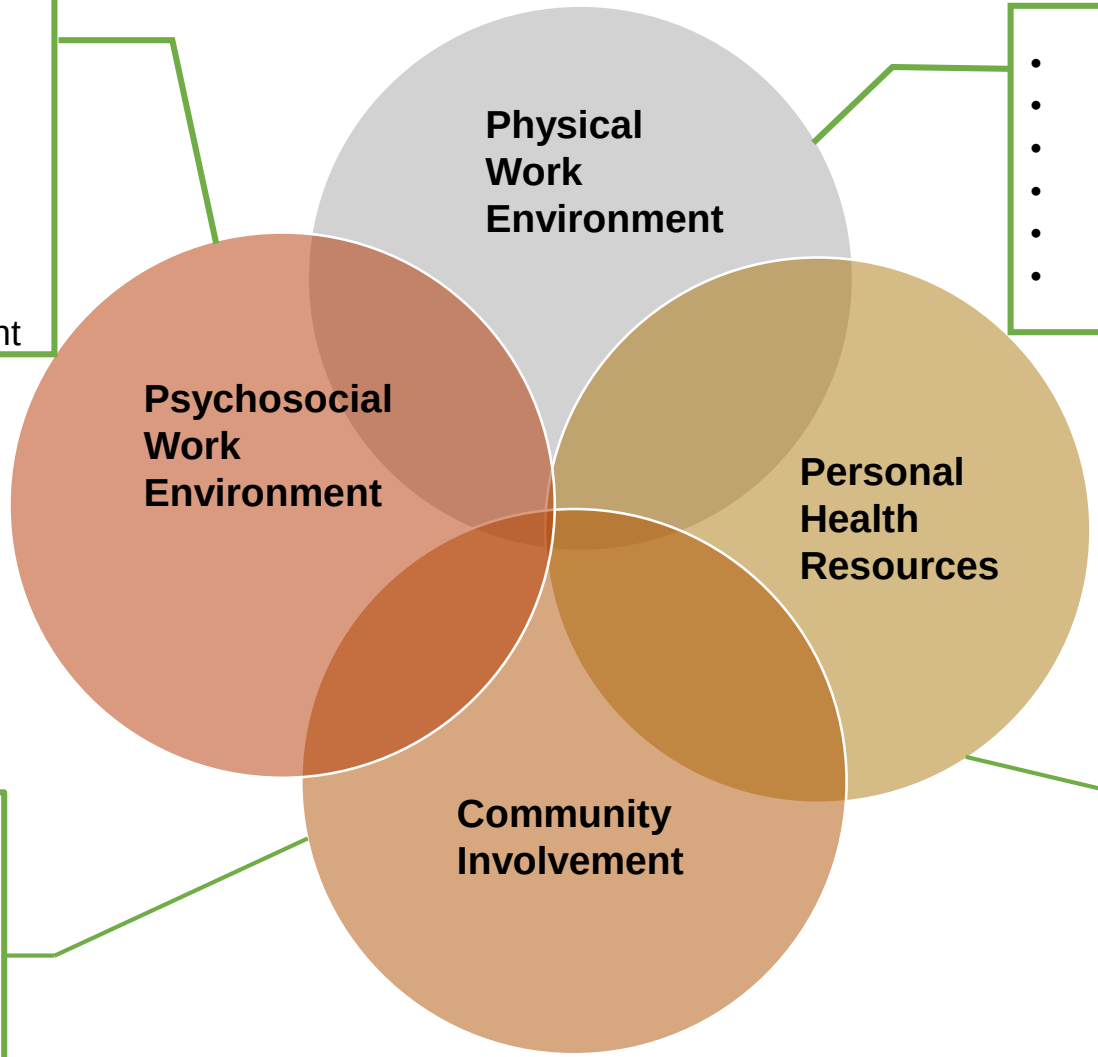
- This initial implementation phase will also focus on identifying and developing **2-3 priority training and support resources**, and **advancing data collection and analytics** in support of a healthy workplace, relating to key national policies and other sustainability, climate and health and wellbeing 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