

PRESENTING THE INAUGURAL

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PRE-CONFERENCE WORKSHOPS
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National Healthcare Practitioners' Mental Health Conference

October 28th-29th, 2014 | InterContinental Toronto Centre Hotel

PLUS: Pre-conference workshops
Monday October 27th



CONFERENCE HIGHLIGHTS:

- Practical Approaches To **Implementing The National Standard For Psychological Health And Safety** In The Healthcare Workplace: **Interactive Case Study And Roundtable Session**
- Understanding **The Business Case** For Investing In Workplace Mental Health: **The Impact On The Bottom Line And Productivity**
- Understanding **The Law And Healthcare Workers' Mental Health:** Mitigating Risk
- Evaluating Your Healthcare Workplace: **Using Tools And Metrics** For Measuring Mental Health Of Employees And **Acquiring Actionable Data**

DELVING INTO STRESS AND MENTAL HEALTH ISSUES IN THE HEALTHCARE WORKPLACE:

- **Bullying** In The Ward Or Workplace
- Managing **Fatigue And Burnout** In Healthcare Professionals
- **Vicarious Trauma** Assessment And Management
- Recognizing And Supporting Staff And Colleagues With **Substance Use Disorders**

16+ OUTSTANDING SPEAKERS INCLUDING:

Janet Davidson, Deputy Minister of Health,
Alberta Health

Ed Mantler, VP of Programs and Priorities,
Mental Health Commission of Canada

Jennifer Kitts, Director of Policy and Strategy,
HealthCareCAN

Catherine Fast, Project Manager Mental Health Strategy,
BC Nurses Union

CASE STUDIES FROM: Mount Sinai Hospital,
Scarborough Hospital, Lakeridge Hospital

Protecting and promoting the psychological health of the healthcare workforce



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informa

National Healthcare Practitioners' Mental Health Conference

Welcome

Emma Day
Project Director
informa Healthcare
Conferences

It is my pleasure to introduce the first National Healthcare Practitioners' Mental Health Conference. Protecting and promoting the psychological health of workers is an ever more pressing issue. Healthcare practitioners are the most important asset in the healthcare system and the key driver behind the conference is ensuring that they remain a healthy, engaged, and productive workforce. The event is specifically focused on mobilizing healthcare leaders into driving change – both systemically and within their own organizations – and will give a clear picture of the key issues, challenges and opportunities in healthcare practitioners' mental health.

Following the launch of the National Standard for Psychological Health and Safety in the Workplace a great number of healthcare organizations have re-focused their efforts on addressing the mental wellbeing of their employees.

The event will showcase initiatives, both from a policy and practical activity level, which address emotional and mental health for healthcare workers and will feature practical insights from healthcare organizations that have implemented procedures and policies that support psychologically safe workplaces.

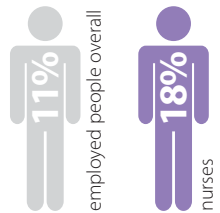
The agenda is structured around 3 main topic areas; creating a leadership culture that prioritizes employee mental health and tackles stigma; achieving operational efficiency when implementing psychological health policies and ensuring these are measured, evaluated and result in return on investment; and developing practical workplace mental health strategies that focus on healthcare environment specific issues and take advantage of available resources.

I look forward to welcoming you at the conference.

WHY ATTEND?

The National Standard of Canada for Psychological Health and Safety in the Workplace has gained huge traction over the last year. While the Standard is voluntary and not legally mandated at this point in time, maintaining a healthy and productive workforce makes sense and is where all healthcare organizations need to be headed. The conference will discuss approaches to adopting the Standard and will aid healthcare organizations in advancing mental health and safety in their workplace.

Compared with employed people overall, **nurses** are more likely to have **experienced depression** in the previous year.



Canadian Institute for Health Information

Every day,
500,000
Canadians
miss work
due to a form of
MENTAL ILLNESS.

Mental Health Commission of Canada

The average number of **days of work** that Canadians in **health occupations lose** due to **illness or disability** is at least 1.5 times that for workers in other sectors



Canadian Institute for Health Information

Mental health problems and illnesses also account for more than

\$6 billion
in lost
productivity
costs due to **absenteeism**
and **presenteeism**

The Mental Health Commission of Canada

WHO YOU WILL MEET:

- **From Healthcare Organizations:**
 - CEO, COO
 - Chiefs of Staff/Department
 - Director of Department
 - Directors of HR
 - Directors of Occupational Health, Safety, and Wellness
 - Organizational Development Team
- **From Governing Health Authorities:**
 - Director Occupational Health and Safety
 - Vice President, Employee Engagement
 - Vice President, People and Organization Development
- **Association and Union Representatives**
- **Workplace Health Consultants**

SPONSORSHIP AND EXHIBITION OPPORTUNITIES

Be sure to position your solution at Canada's Healthcare Practitioners' Mental Health Conference, a national forum to discuss protecting and promoting the psychological wellbeing of our healthcare workforce.

Whether your goal is to show-case thought-leadership, make new contacts, introduce services, or to establish or maintain your prominence in the industry, we offer a wide of sponsorship & exhibition packages that can be tailored to meet your specific budgets and goals.

FOR INFORMATION PLEASE CONTACT:

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Sponsorship & Exhibitions Manager

IIR Healthcare Conference Series

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National Healthcare Practitioners' Mental Health Conference

Pre-conference Workshops | Monday October 27th, 2014

WORKSHOP A

9AM-12:30PM

Mindfulness In Healthcare: Individual And Organizational Transformation

Workshop Overview:

1. Workshop participants will be introduced to key principles of mindfulness, including evidence of its impact on a range of physical health, mental health and performance outcomes.
2. Findings from a multi-site implementation project with over 200 staff and physicians will be presented, including one year follow-up data.
3. Implications of this data for healthcare organizations will be discussed, including recommendations for mindfulness-based strategies in the workplace that can lead to individual and organizational transformation.

Stress, compassion fatigue and burnout among healthcare providers are a significant concern in healthcare, prompting calls for strategies to build resilience and mental wellness, and thereby prevent negative consequences for workers, their colleagues and their patients. Mindfulness interventions are a promising best-practice approach in workplace wellness, with a growing body of evidence supporting implementation in the workplace, including healthcare organizations. In this workshop, participants will have an opportunity to build their understanding of the principles and practices of mindfulness, a range of mindful-based interventions that could be implemented in the workplace, and evidence of the effectiveness of these interventions, including findings from a two-year study of mindfulness based interventions in two healthcare organizations. There will be an opportunity to discuss and reflect on a range of mindfulness strategies and programs that have potential to build resilience among healthcare employees and significantly increase workplace productivity and performance.

Workshop Leader:

Andrea Frolic is the Director of the Office of Clinical & Organizational Ethics at Hamilton Health Sciences (HHS) and an Assistant Professor in the Faculty of Health Sciences at McMaster University. She has a Ph.D. in Anthropology as well as graduate degrees in religion and culture. Since her appointment at HHS in 2004, she has developed an interdisciplinary ethics consultation team, implemented quality improvement initiatives such as the Quality End of Life Care Initiative, and fostered creation of healthy work environments through mindfulness practice. Andrea's research interests focus on strategies to develop resilience and mindfulness in inter-professional teams, as well as ethics consultation, health policy, and the intersection of arts and medicine. She contributes to the development of practice standards for health care ethics through participation on national taskforces in both the U.S. and Canada.

Sandra Moll is an Assistant Professor in the School of Rehabilitation Science at McMaster University. Her primary program of research focuses on the mental health of healthcare workers, including the individual and organizational forces that shape behavior. She was the primary author of a handbook for employers on "When Something's Wrong: Strategies for the Workplace" published by Healthy Minds Canada. She completed her doctoral research on the mental health of healthcare workers, and is currently the principal investigator on a multi-site clinical trial exploring a "Beyond Silence" mental health early intervention strategy for healthcare employees.

WORKSHOP B

1:30PM – 5:00PM

Practical Approaches To Understanding And Dealing With Vicarious Trauma And The Health Care Professional

Outline:

This workshop will introduce participants to the concept of vicarious trauma as well as equipping participants with the information that they need to be able to manage the potential for vicarious trauma as a result of their work and their team's work with clients. There is a handout package with a number of tools for related assessments and self-reflection

Objectives:

1. To raise and/or increase awareness of vicarious trauma and its potential effects on health care professionals.
2. To enhance the existing repertoire of personal and professional self-care strategies in order mitigate the potential effects of vicarious trauma on health care professionals.

Agenda:

- Stress and our work
- What is vicarious trauma and risk factors
- Constructivist self-development theory
- Factors that contribute to the risk for vicarious trauma
- Addressing vicarious trauma, the ABCs
- Ecological model for the prevention of vicarious trauma
- Reflective practice and peer support

Workshop Leader:

Cindy Rose, Mental Health Nurse Consultant, Toronto Public Health

- 22yrs as a public health nurse at Toronto Public Health, the last 17 years as a PHN-Mental Health Nurse Consultant focusing on community based mental health promotion
- In 2011 received a peer nominated award for excellence in public health nursing
- Currently the mental health promotion lead for workplace mental health promotion
- Thanks to a grant from the Ontario Healthy Babies Health Children Program Cindy was able to devote two years of full time work to research on the topic of vicarious trauma and development a comprehensive plan to address the risk for vicarious trauma amongst public health nurses in the Healthy Families Directorate at Toronto Public Health
- Since 2007 have lectured and provided support and education to numerous human service workplaces in the Toronto area in relation to occupational stress reactions, including vicarious trauma

8:30 Registration and Breakfast

9:00 Conference welcome and Opening from the Chair

**PSYCHOLOGICAL HEALTH FOR THE HEALTHCARE WORKFORCE:
DRIVING SYSTEM CHANGE AND MOBILISING LEADERSHIP**

9:10 **OPENING DEPUTY MINISTERIAL ADDRESS: Protecting The Mental Health Of Our Front-Line Practitioners: Facing The Challenges And Investing In The Solutions**

- Taking mental health out from the shadow of stigma: recognising the challenges in the healthcare environment
- Setting the course for robust mental health policies within healthcare settings: supporting the psychological wellbeing of practitioners

Janet Davidson, Deputy Minister of Health, Alberta Health, AB

9:50 **Why Focus On Healthcare? Protecting The Mental Health Of Our Front-Line Practitioners And Driving Change – A Healthcare Leaders Call To Arms**

- Recognising the unique needs of our healthcare workforce
- Organising resources to meet needs
- Promoting psychological health in your healthcare environment

Ed Mantler, VP of Programs and Priorities,
Mental Health Commission of Canada

10:30 Morning Refreshments

**PROTECTING THE MENTAL WELLBEING OF YOUR PRACTITIONERS:
THE IMPACT ON YOUR HEALTHCARE ORGANISATION**

11:00 **Responding To The Mental Health Of Healthcare Workers: Is It Not OK To Be Not OK?**

- Highlight the stigma and silence surrounding the mental health of healthcare workers
- Review the complex individual and organizational forces that perpetuate silence and inaction
- Discuss recommendations for moving beyond silence

Sandra Moll, Assistant Professor, School of Rehabilitation Science,
McMaster University, ON

11:40 **Understanding The Business Case For Investing In Workplace Mental Health: The Impact On The Bottom Line And Productivity**

- What does the evidence show: the dollar effect of absenteeism and sick leave due to mental health
- Ensuring appropriate infrastructure and resources are in place to support psychological health projects: how much is enough?
- Practical Approaches to communicating the business case across leadership levels

Joseph Ricciuti, President and CEO, Mental Health International

12:20 Lunch

1:20 **The Role Of Unions In Promoting Psychologically Healthy Healthcare Workplaces As It Relates To Safe, Quality Patient Care**

Healthy healthcare workplaces are foundational to the provision of safe, sustainable quality patient care. Where healthcare providers are at risk, patients are too. Healthcare unions are in the business of advocating for safe and healthy workplaces for their members. The general public sometimes sees this as self-serving but healthy nursing workplaces benefit patients and taxpayers alike. In this presentation you will learn about:

- Why physical and psychological health and safety in the healthcare workplace matters
- The current state of health and well-being of BC Nurses and the impact on patient care and system cost
- The BC Nurses Union's Mental Health Strategy:
 - > Safer Workplaces for Nurses
 - > Better Care for Patients
 - > A Better System for British Columbians

Debra McPherson, Past President, BC Nurses' Union, BC

Catherine Fast, Project Manager Mental Health Strategy, BC Nurses' Union, BC

**RECOGNIZING AND DEALING WITH SPECIFIC MENTAL HEALTH
ISSUES WITHIN HEALTHCARE**

2:00 **Bullying In The Healthcare Environment: Understanding The Effect, Developing And Implementing Measures To Prevent Bullying In Your Ward Or Workplace**

The Nova Scotia Government and General Employees Union (NSGEU) Working Toward Bully-Free Workplaces Program has been delivered in a number of healthcare settings. Designed as an education program it aligns with Canada's National Standard on Psychological Workplace Health and Safety.

- Discussion of program content
- Lessons learned in delivering within healthcare settings
- This has informed and influenced the evolution from awareness and understanding to sustainable intervention
- Shifting culture as part of sustainability

Susan Coldwell, Coordinator, Working Toward Bully-Free Workplaces,
Nova Scotia Government Employees Union (NSGEU), NS

2:40 Afternoon Refreshments

3:10 **The Vulnerable Healthcare Practitioner: Substance Use Disorders (SUDs) In The Healthcare Environment**

- Understand the nature and prevalence of Substance Use Disorders (SUDs) in practitioners
- Learn how to recognize and support a colleague in distress
- Become familiar with treatment and recovery support services for practitioners experiencing SUDs.

Michael Kaufmann, Medical Director, Physician and Professionals Health Program, Ontario Medical Association, ON

3:50 **Care For The Caregiver: Vicarious Trauma Assessment And Management**

- What exactly is vicarious trauma?
- How is vicarious trauma an occupational risk factor for health care providers who work with clients who have current or past trauma in their lives?
- How has the risk for vicarious trauma been assessed in the Healthy Families Directorate of Toronto Public Health
- What does the literature suggest as strategies for the management of Vicarious Trauma in Human Service Professionals?
- Strategies for addressing and managing the risk for vicarious trauma

Cindy Rose, Mental Health Nurse Consultant, Toronto Public Health, ON

4:30 Summary of Day One from the Chair

4:40 Informa Healthcare Conferences invites all speakers, delegates, and exhibitors to a networking drinks reception to discuss the days' findings

8:30 Registration and Breakfast

9:00 Welcome to Day 2 and Opening from the Chair

**THE LAW AND HEALTHCARE WORKERS' MENTAL HEALTH:
MITIGATING RISK**

9:10 The Standard, The Law And Health Care: New Risks And New Opportunities

Legal liability for employee mental injury is an ever increasing risk for employers in all sectors and the threshold for what the law will define as "harm" to mental health appears to be getting lower every year.

The new voluntary National Standard on Psychological Health and Safety in the Workplace (CSA Z1003/BNQ 9700-803) can help reduce this risk when it is properly implemented, but half measures are likely to be counterproductive and can create even more risk.

In this session we will explore the implications of this conundrum for health care settings, identifying unique challenges, unique opportunities and unique solutions.

Martin Shain, Principal, Neighbor at Work Centre

**WHAT DO WE REALLY KNOW ABOUT WORKPLACE STRESS:
SYMPTOMS AND IMPACT**

9:50 What Do We Know About Workplace Stress? Understanding The Impact And Developing Strategies To Prevent And Manage

- To discuss common psychiatric and physical health consequences of mental stress in the workplace
- To enumerate sources of work stress in the work environment
- To present tactics and strategies for preventing and managing work-related stress

Roger S. McIntyre, Professor of Psychiatry and Pharmacology, University of Toronto, Head, Mood Disorders Psychopharmacology Unit, University Health Network, ON

10:30 Morning Refreshments

SUPPORTING RETURN TO WORK

11:00 Supporting A Successful Return To Work Outcome For The Health Care Worker: Chronicling A Personal Journey And Sharing Practical Solutions That Make A Difference

- Setting the stage for a successful return to work - what information is required for the return, planning with the receiving management team and communication with the coworkers
- Elements of the return to work plan
- Sustaining the outcome- return to work plan evaluation and follow-up
- Analysing a case study of a successful return to work for a health care employee with a mental health illness: what can we take away?
- Sharing a health care worker's personal journey

Shelly Ptolemy, Senior Occupational Health Consultant, AB

OPERATIONAL EFFICIENCY IN MANAGING MENTAL HEALTH STRATEGIES

11:40 Evaluating Your Healthcare Workplace: Measuring Psychological Health & Safety And Setting Actionable Goals

- How Do You Collect Data On Mental Health Issues Yet Maintain Confidentiality And Put It To Good Use: What To Measure, How To Measure It, And Why
- Tools and metrics for measuring mental health of employees
- Acquiring actionable data
- Translating into strategy

Speaker to be advised. Please contact: emma.day@healthcareconferences.ca

12:20 Lunch

**PRACTICAL CASE STUDY AND ROUNDTABLE SESSION
IMPLEMENTING THE NATIONAL STANDARD OF CANADA FOR PSYCHOLOGICAL
HEALTH AND SAFETY IN THE WORKPLACE IN THE HEALTHCARE SETTING**

1:20 Championing The National Standard Of Canada For Psychological Health And Safety In The Workplace: Protecting Healthcare Practitioners

Jennifer Kitts, Director of Policy and Strategy, HealthCareCAN

1:40 INTERACTIVE CASE STUDY SESSION

How Have Different Healthcare Organizations Interpreted And Enacted The Standard:

3 Leading Case Studies Showcasing Implementation Strategies

Case studies will address challenges such as; management systems, documentation strategies, prioritising risks and opportunities, building the business case

Ashley Wood, Healthy Workplace Coordinator, Occupational Health, Wellness and Safety, Mount Sinai Hospital, ON

Rhonda Lewis, VP Human Resources and Patient Relations, Scarborough Hospital, ON

Elise Arbic, Healthy Workplace & Engagement Manager, Lakeridge Hospital, ON

2:40 ROUNDTABLE SESSION

The roundtable format is designed to enable interaction and dialogue between delegates about implementing psychological health practices in their healthcare workplace.

Each table will be facilitated by a moderator and will use the learning's from the past 2 days to inform their discussions.

The recommendations detailed in The National Standard of Canada for Psychological Health and Safety in the Workplace will serve as a starting point for dialogue between attendees and each table will be provided with a framework of discussion points to help generate debate.

All attendees are encouraged to bring their own additional issues, questions, problems or ideas to discuss with other participants.

The session will close with feedback to the group as a whole, sharing ideas and lessons learned (all roundtable notes and resources will be collated and distributed post-event).

4:00 End of Conference Summary from the Chair

National Healthcare Practitioners' Mental Health Conference

October 28th-29th, 2014 | InterContinental Toronto Centre Hotel

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	Register on or before Aug 29th, 2014				Register between Aug 30th-Sept 26th, 2014				Register after Sept 26th, 2014		
Conference Package	PRICE	TAX	TOTAL	SAVE	PRICE	TAX	TOTAL	SAVE	PRICE	TAX	TOTAL
2 Day Conference	\$1295	\$168.35	\$1,463.35	\$452	\$1495	\$194.35	\$1,689.35	\$226	\$1695	\$220.35	\$1,915.35
2 Day Conference + ½ Day Workshop	\$1595	\$207.35	\$1,802.35	\$452	\$1795	\$233.35	\$2,028.35	\$226	\$1995	\$259.35	\$2,254.35
2 Day Conference + Full Day Workshop	\$1895	\$246.35	\$2,141.35	\$452	\$2095	\$272.35	\$2,367.35	\$226	\$2295	\$298.35	\$2,593.35

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