Overview of Guarding Minds @ Work Results for Central Zone (formerly Capital Health) of Nova Scotia Health Authority

Nova Scotia Health Authority (NSHA) Central Zone is a case study organization for a Mental Health Commission of Canada research project. This project seeks to help organizations implement the National Standard for Psychological Health and Safety in the Workplace (the Standard). From September 2014 until February 2015, data on Psychological Health and Safety at the former Capital Health was collected via an online survey called *Guarding Minds @ Work* (GM@W) available from Great-West Life.

The following report summarizes the data collected, and trends identified according to the 13 Psychological Factors (PF) indicated in the Standard.

Questions regarding psychological safety, the research with the Mental Health Commission of Canada, the Standard and related projects can be directed to the Wellness and Respectful Workplace Department.

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The GM@W survey was available online only, and was promoted for staff and physicians in non-computer related positions by visiting various workplaces with mobile devices. The project leadership would like to thank all of the over 1500 staff and physicians who completed the survey. The following Table 1 indicates the department or occupation of survey respondents. Most respondents were unionized health care professionals, who do not work shift work.

Department/Branch Percentage of Total Employee Respondents (n = 1508)

Administrative/Clerical	15.78%
Health care professional	40.72%
Nursing	19.1%
Physician	1.86%
Management	7.63%
Trades/maintenance/support	3.05%
Other professionals (Finance, HR, IT)	5.5%
Other	6.37%

Table 1. *Employee Demographic Results* (From Guarding Minds @Work (GM@W) Overview Report February 2015)

Further to the above table, the broader report indicated 76% of survey respondents are unionized and 26% of survey respondents work shift work. The survey consisted of 68 multiple choice items and demographic questions. The Standard indicates thirteen psychological factors (PF) that contribute to the psychological health and safety of a workplace. The thirteen factors in the standard are defined as follows:

PF1: PSYCHOLOGICAL SUPPORT
A work environment where coworkers and supervisors are supportive of employees' psychological and mental health concerns, and respond appropriately as needed.
Our GM@W Results Indicate: Minimal Concerns

PF2: ORGANIZATIONAL CULTURE
A work environment characterized by trust, honesty and fairness.
Our GM@W Results Indicate: Moderate Concerns

PF3: CLEAR LEADERSHIP & EXPECTATIONS
A work environment where there is effective leadership and support that helps employees know what they need to do, how their work contributes to the organization, and whether there are impending changes.
Our GM@W Results Indicate: Moderate Concerns

PF4: CIVILITY & RESPECT
A work environment where employees are respectful and considerate in their interactions with one another, as well as with customers, clients and the public.
Our GM@W Results Indicate: Moderate Concerns

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PF5: PSYCHOLOGICAL COMPETENCIES & REQUIREMENTS

A work environment where there is a good fit between employees' interpersonal and emotional competencies and the requirements of the position they hold.

Our GM@W Results Indicate: <mark>Minimal Concerns</mark>

PF6: GROWTH & DEVELOPMENT

A work environment where employees receive encouragement and support in the development of their interpersonal, emotional and job skills.

Our GM@W Results Indicate: <mark>Moderate Concerns</mark>

PF7: RECOGNITION & REWARD

A work environment where there is appropriate acknowledgement and appreciation of employees' efforts in a fair and timely manner.

Our GM@W Results Indicate: <mark>Minimal Concerns</mark>

PF8: INVOLVEMENT & INFLUENCE

A work environment where employees are included in discussions about how their work is done and how important decisions are made.

Our GM@W Results Indicate: <mark>Minimal Concerns</mark>

PF9: WORKLOAD MANAGEMENT

A work environment where tasks and responsibilities can be accomplished successfully within the time available.

Our GM@W Results Indicate: <mark>Minimal Concerns</mark>

PF10: ENGAGEMENT

A work environment where employees feel connected to their work and are motivated to do their job well.

Our GM@W Results Indicate: <mark>Relative Strength</mark>

PF11: BALANCE

A work environment where there is recognition of the need for balance between the demands of work, family and personal life.

Our GM@W Results Indicate: <mark>Moderate Concerns</mark>

PF12: PSYCHOLOGICAL PROTECTION

A work environment where employees' psychological safety is ensured.

Our GM@W Results Indicate: <mark>Moderate Concerns</mark>

PF13: PROTECTION OF PHYSICAL SAFETY

A work environment where management takes appropriate action to protect the physical safety of employees.

Our GM@W Results Indicate: <mark>Minimal Concerns</mark>

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The table below indicates our GM@W survey responses at the highest level, mean response by psychological factor. It is important to note that due to the sample size and composition of respondents, these responses cannot be considered representative of the entire organization, but should be kept in mind when planning to improve psychological health and safety in our workplaces.
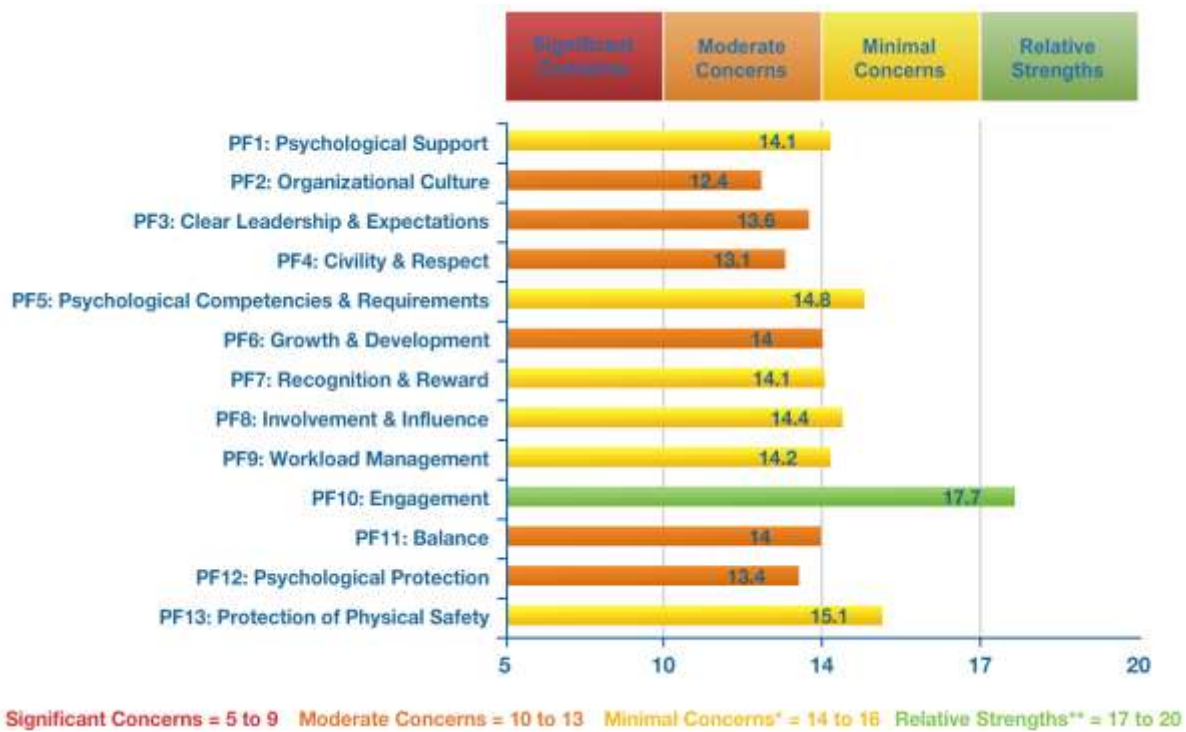

Figure 1. *Mean Responses by Psychological Factor* (From Guarding Minds @Work (GM@W) Overview Report February 2015)

Next Steps

There are several suggested actions from Great-West Life to improve the 13 Psychological factors based on GM@W survey results. Our next steps will include engagement of stakeholders to determine which actions are appropriate for the Central Zone and the timelines for implementation.

Please contact Laura Smith or Sarah Pettipas for more information.

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