

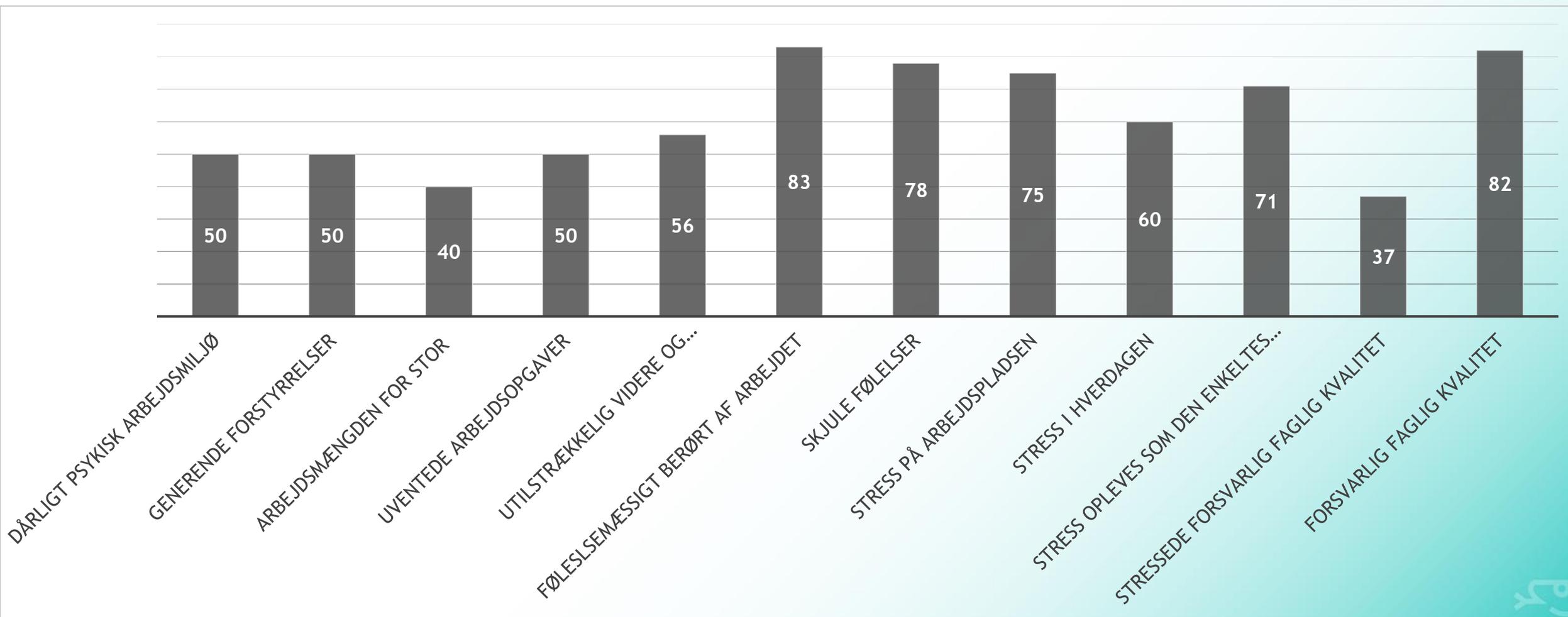
Empowering physicians' to improve mental work environment

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Background - a survey in 2015 by Akademikerne



Aim

- ◇ The aim was to improve the mental work environment
- ◇ To achieve that goal we wanted to develop a course to empower union- and safety representatives in order to uncover and improve mental work environment
- ◇ The survey also showed that leaders feel insufficient when dealing with mental work environment. Therefore, it was important to educate the union- and safety representatives to enable them to advice their leaders



Method

- ◇ Knowledge from surveys, member inquiries and our business psychologists was used to uncover the significant factors for physicians' mental work environment
- ◇ Participation in a course in mental work environment was arranged by the Danish lawyer and economist association
- ◇ Desk and literature study
- ◇ Pilot test of the course before "go-live"



Results – significant factors for physicians' mental work environment

- ◇ Working alone - lonely
- ◇ Everyone is waiting for you – to be bottleneck
- ◇ Multiple emotionally stressful experiences
- ◇ Time pressure (intensivisation)
- ◇ Concern of not being competent enough
- ◇ Lack of feedback
- ◇ Learning to take off the white coat
- ◇ Difficulties leaving on time (work-life balance) (extensivisation)
- ◇ Voluntary work becomes a burden

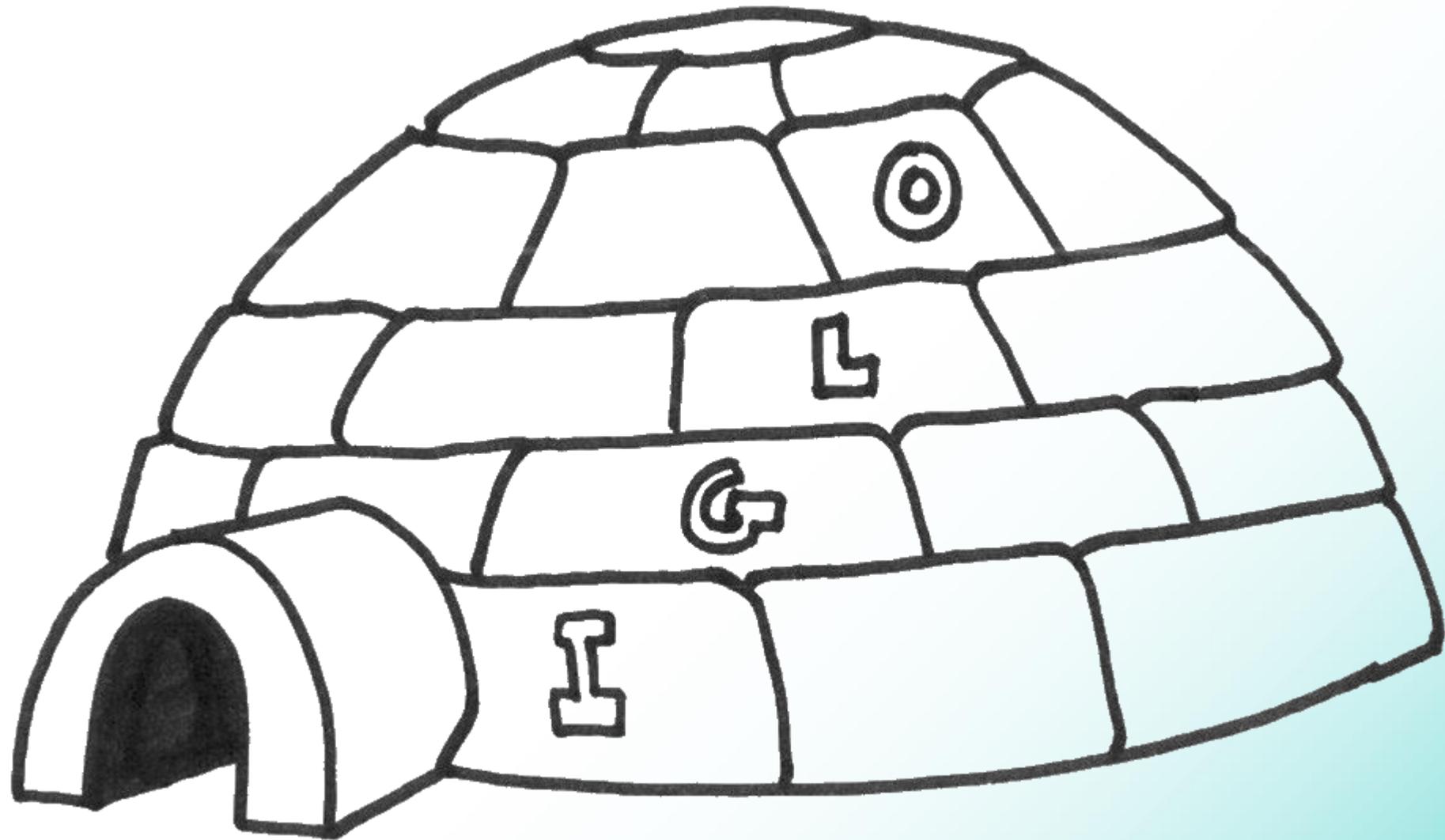


Results – significant factors for physicians' mental work environment

- ◇ Bullying
- ◇ Many night shifts (night work and work-life balance)
- ◇ Transport time (work-life balance)
- ◇ Lack of attention from management
- ◇ Interruptions
- ◇ Lack of resources
- ◇ Unpredictability
- ◇ Private issues
- ◇ Violence, threats, complaints
- ◇ Inflexibility



Results



Results

- ◇ We used the individual – group – leader – organization model (IGLO) to analyse the identified factors and find relevant tools for improvement.
- ◇ We designed a two-day course aiming to teach the participants how to uncover the mental work environment and practice different tools used to improve mental health at individual, group, management and organizational level.
- ◇ The course was developed in 2015-2016 and launched after a successful test course in 2017.



Discussion and Conclusions:

- ◇ Improving mental work environment increases the quality of patient treatment, the well-being of physicians, whereas it reduces the risk of burning out. By attending the two-day course the union- and safety representatives are empowered to uncover and improve mental health at individual, group, leader and organizational level.
- ◇ The management often lack sufficient knowledge of, and ability, to take care of the mental work environment. Thus, it is even more important, that the physicians are capable and willing to improve the mental health and work environment.



Acknowledgements

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- ◇ Yngre Læger
- ◇ Mentalsundhed.dk



Thank you for your attention!

