

**Physician Health - Let's Talk About a Revolution**



# **NZ Women in Medicine Conference**

New Zealand 2022

# INTRODUCTIONS



# WHY HEALTHCARE WORKERS?

The suicide rate for doctors is between  
**two and five times**  
the general population;  
the highest risk is in  
female doctors<sup>3</sup>



Only **41%** of doctors who have  
experienced mental ill health  
disclosed this<sup>1</sup>

**28%** will try and deal with  
a mental health issue alone;

**57%** look to their family;  
very few know of or look for help  
elsewhere<sup>6</sup>







The Royal New Zealand  
College of General Practitioners  
Te Whare Tohu Rata o Aotearoa

31%



WoWe@NZEDs 2020 aim: to  
measure and facilitate improvement in  
staff wellbeing

-  22 EDs from across NZ
-  All ED staff invited to respond
-  15minute online survey
-  Data collected 9/3-3/4/20

What matters the  
most to your work in  
ED?

**69%** Supportive team culture

*"Having a good team of colleagues that  
are approachable, helpful,  
knowledgeable and treat each other (and  
patients) with respect."*

**58%** Patient centered care

*"Feeling confident patients under my  
care are safe, providing the care  
needed and necessary to them.  
Working together with all colleagues  
to ensure this happens."*

What gets in the way  
of what matters the  
most?

**64%** Poor resourcing

*"The constant push to 'see more' 'do  
more' be more' 'work faster' with more  
patients, less time and less resource. We  
are losing the human-ness of emergency  
care."*

**ALSO**  
Teamwork issues  
Inadequate management and  
leadership  
Difficult patient encounters

What can be done?

**78%** Encourage supportive  
teamwork

*"Remembering to thank one another  
and check in to make sure everyone is  
okay."*

**69%** Increase staff capacity  
and capability

*"More staff - the work load has increased  
in all areas, and staffing is by far one of  
the biggest issues."*

# BEST PRACTICE ISO 45003



Health and Safety at Work Act 2015:



**Directors** are now personally liable for identifying **psychological risks** in the workplace; such as bullying and harassment.

## How will people experience the reformed system?

The key "system shifts" to deliver the vision of the Health Reforms

- 1 The health system will reinforce Te Tiriti principles and obligations
- 2 All people will be able to access a comprehensive range of support in their local communities to help them stay well
- 3 Everyone will have access to high quality emergency or specialist care when they need it
- 4 Digital services will provide more people the care they need in their homes and communities
- 5 Health and care workers will be valued and well-trained for the future health system



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Shift 5  
"Health & Care Workers will be valued  
& well-trained for the future health system"



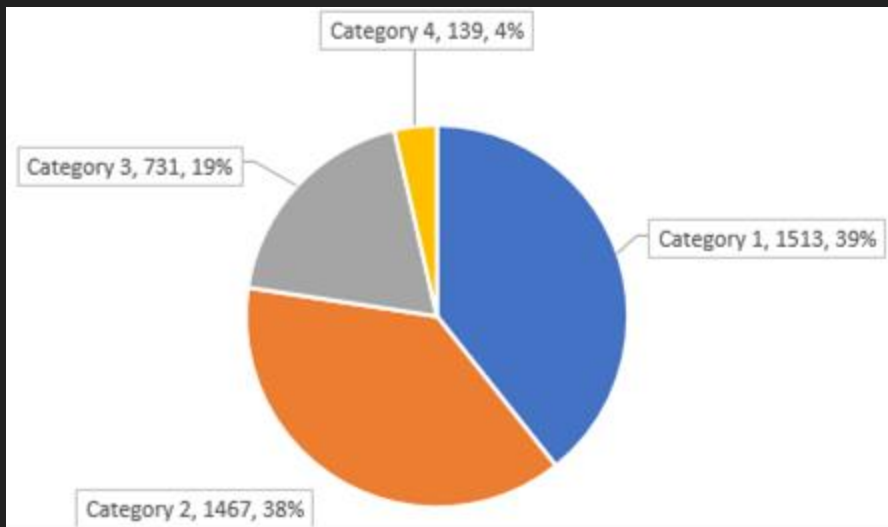


# OCCUPATIONAL MEDICINE LENS

## Covid vulnerability: What we saw

>3800 self-referrals for VW assessments

- Only 5% medical staff
- Higher acuity (44% cat 3, 12% cat 1)



## Summary:

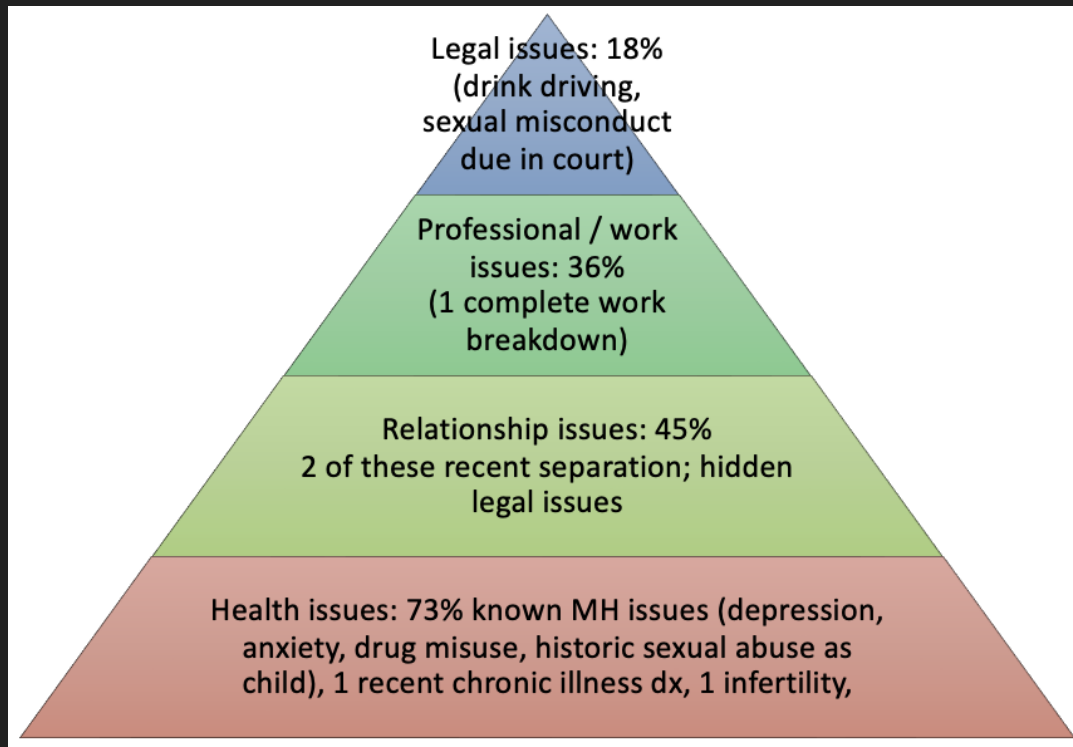
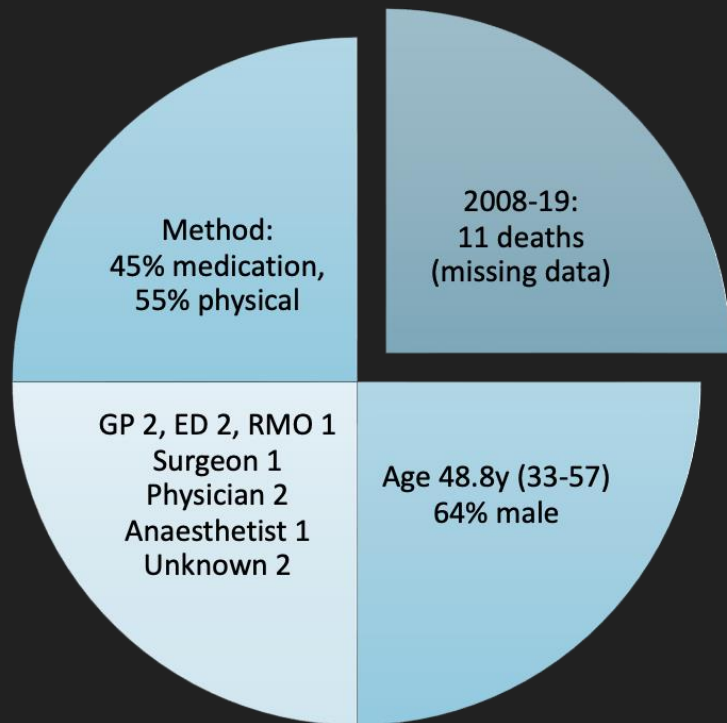
Many HCW have significant health issues

- Covid exposed underlying health need & personal risk
- Health & wellbeing changes over time
- Previously unknown: we need to assess & support

>850% increased encounters in OH in 2 years



# TRIGGER WARNING





# WORKER HEALTH & WELLBEING

Good Work is a  
Determinant of  
Health

Unmet need  $\Rightarrow$   
poor inter-  
generational  
outcomes

Injury vs Illness:  
Burden & Services  
vary

Inequities exist  
e.g. worklessness,  
health & disability,  
caregiving

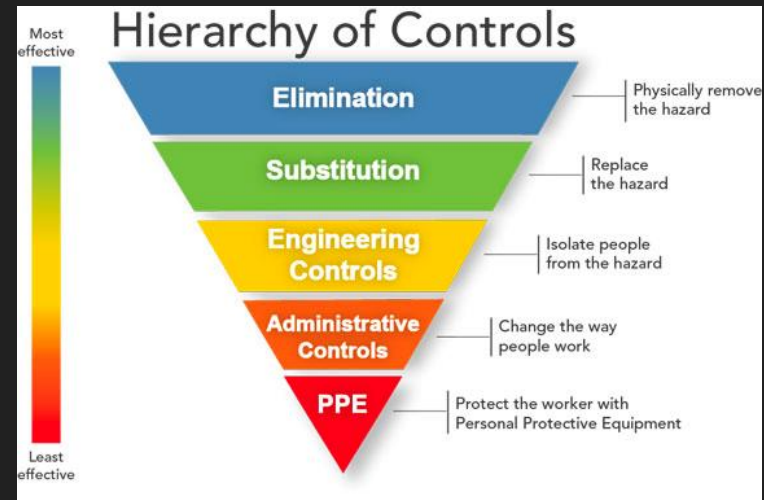
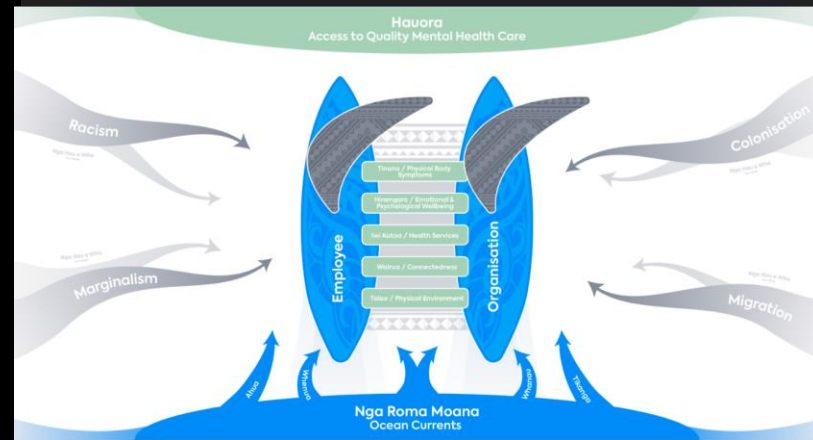
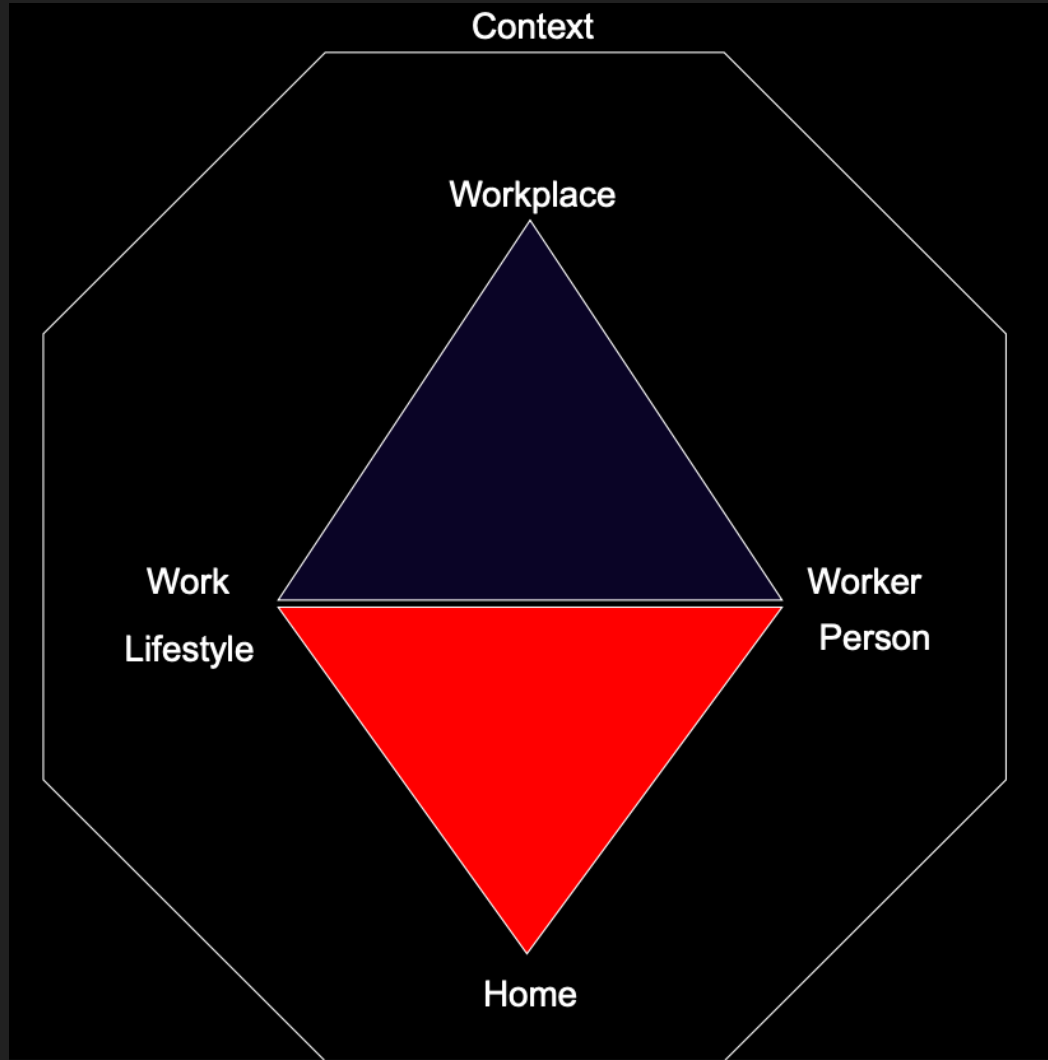
## Health & Safety at Work Act 2015

Worker engagement,  
participation,  
representation.

A health and safety handbook

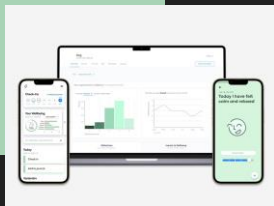
Douglas M. Hay





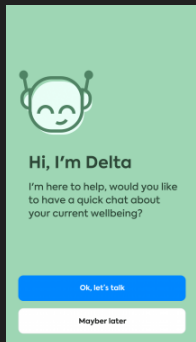
# MEASURE

## Measure it, track it, address it



- Occupational Health engagement
- EAP interactions
- MPS/MAS self referrals
- Data from apps eg chnnl, WBI
- Wāhine Connect data
- KPIs - HSQC
  - Staff absenteeism, presenteeism, turnover, engagement, suicide, burnout
- Exit interviews
- ASMS, RDA & other surveys

# INTERVENTIONS & SUPPORTS



- Just in Time Interventions
- Personalisation / Customisation for contexts
- Digital health tools - varying levels of engagement.
- Need further evaluation and clinical studies
- Balint Groups
- Peer Support, Mentoring (Wahine Connect), Coaching
- Professional Supervision
- GP, Specialist
- Occupational Health
- EAP (funded through work, MAS/MPS [0800 2255677](tel:08002255677), Colleges)
- Doctors Health Advisory Service (DHAS), Doctors for Doctors (Aus)



## WHERE TO FIND HELP AND SUPPORT

**Need to Talk?**  
Call or text 1737

**Lifeline**  
0800 543 354 or (09) 5222 999 within Auckland

**Youthline**  
0800 376 633, text 234, email [talk@youthline.co.nz](mailto:talk@youthline.co.nz) or online chat

**Samaritans**  
0800 726 666

**Depression Helpline**  
0800 111 757

**Suicide Crisis Helpline**  
0508 828 865 (0508 TAUTOKO)

NewsHub.

# CHANGING THE FUTURE : PREVENTION

- Normalise it: Talking about it reduces stigma
- Notice it: Fatigue, Burnout, Gender Bias, Racism, Incivility, Unrealistic Expectations, Broken System
- Call it out and/or support those who call it out

It needs to be OK to say we're not OK  
It needs to be OK to take care of ourselves

**This is not our current reality**



**THE TWO MOST  
POWERFUL WORDS  
WHEN WE'RE IN  
STRUGGLE: ME TOO.**

- BRENE BROWN

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# Supporting workers aligns with the stated aims of the Transition Unit



**DEPARTMENT OF THE  
PRIME MINISTER AND CABINET**  
TE TARI O TE PIRIMIA ME TE KOMITI MATUA



“The future health system will mean New Zealanders will be able to have equitable access to healthcare to live longer, with the best possible quality of life, no matter who they are or where they live.”

“Health New Zealand will be the country's biggest employer, bringing together the country's 20 DHBs, a workforce of about 80,000, an annual operating budget of \$20 billion and an asset base of about \$24 billion.” “The health sector workforce is supported, equipped and enabled to keep people healthy and well.”

“The Māori Health Authority will work alongside Health New Zealand with a joint role in developing system plans, commissioning for primary and community services, and will co-commission kaupapa Māori services.”

The Government's published priorities are:

- 1) An economy that is growing and working for all of us
- 2) Improving the wellbeing of New Zealanders and their families
- 3) Making New Zealand proud

## HERE'S THE REVOLUTION: A CALL TO ACTION

**The system needs to change... Let's not keep putting up with it**

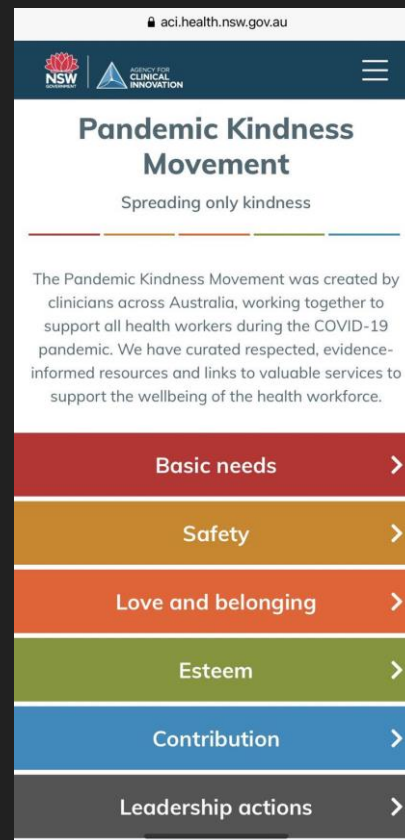
The Health System  
is under strain & must  
maintain a healthy working  
population:  
He aha te mea nui o te ao. He  
tangata, he tangata, he tangata

We need to focus on the  
health, sustainability & waiora  
of the HNZ Workforce, for the  
good of Aotearoa... & because  
it's the right thing to do



# IDEAS, INSPIRATION, QUESTIONS

How could we  
work together  
& advocate?



The screenshot shows the website for the Pandemic Kindness Movement. At the top, the URL 'aci.health.nsw.gov.au' is displayed. The header includes the NSW Government logo and the 'Agency for Clinical Innovation' logo. The main title 'Pandemic Kindness Movement' is prominently displayed, followed by the tagline 'Spreading only kindness'. A paragraph explains that the movement was created by clinicians across Australia to support health workers during the COVID-19 pandemic. Below this, a vertical list of six categories is shown, each with a right-pointing arrow: 'Basic needs' (red), 'Safety' (orange), 'Love and belonging' (orange-red), 'Esteem' (green), 'Contribution' (blue), and 'Leadership actions' (grey).

aci.health.nsw.gov.au

NSW AGENCY FOR CLINICAL INNOVATION

## Pandemic Kindness Movement

Spreading only kindness

The Pandemic Kindness Movement was created by clinicians across Australia, working together to support all health workers during the COVID-19 pandemic. We have curated respected, evidence-informed resources and links to valuable services to support the wellbeing of the health workforce.

- Basic needs >
- Safety >
- Love and belonging >
- Esteem >
- Contribution >
- Leadership actions >

# REFERENCES

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