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Psychological Risk in the Healthcare Work Environment

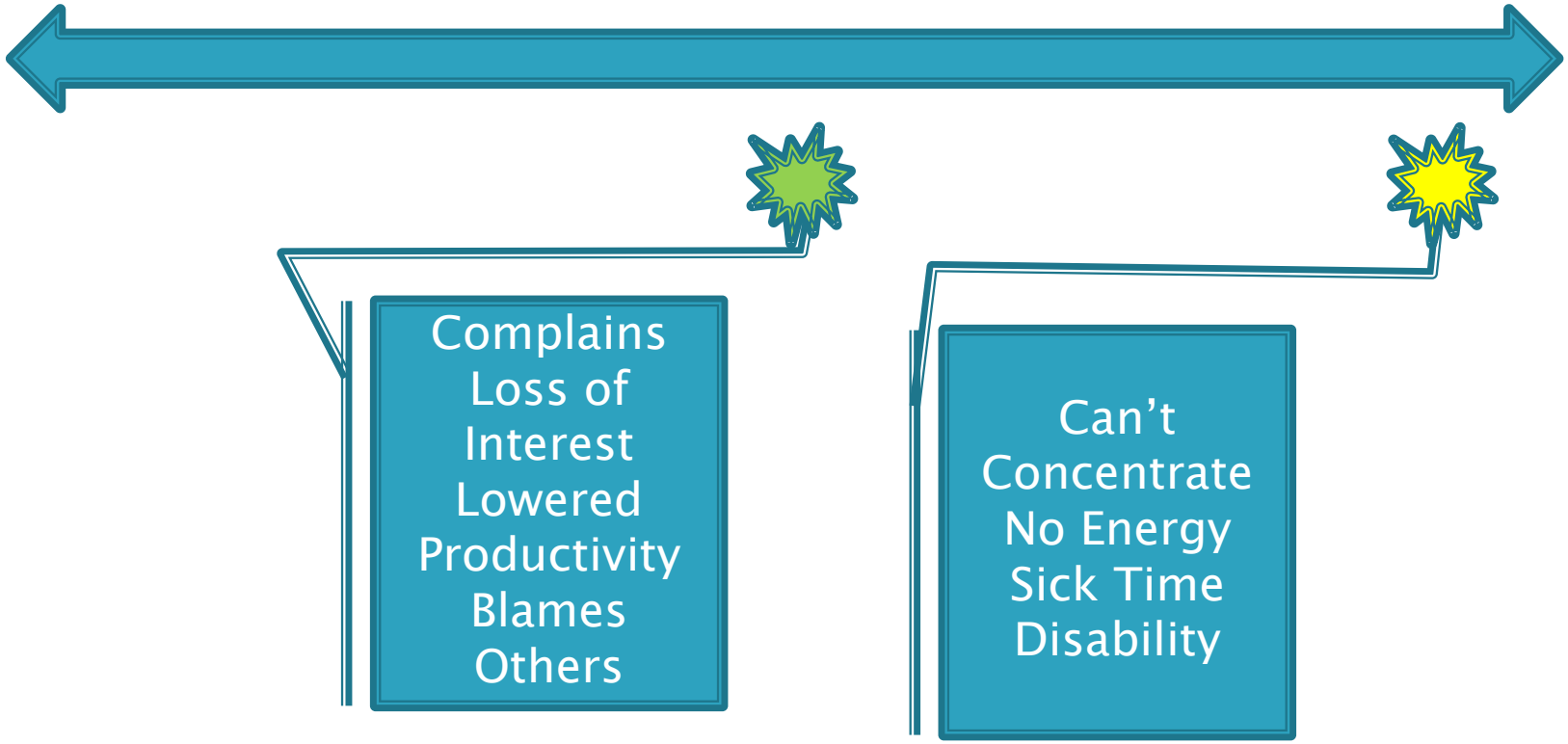
Bob Acton, Ph.D., R.Psych.

Injuries in the workplace

- Occupational Injury
  - A wound or damage to the body resulting from acute exposure to energy or from the acute absence of essential elements caused by a specific event, incident or series of events within a single workday.
- Occupational Illness
  - An abnormal condition or disorder (not injury) caused by exposure to factors associated with employment resulting in acute and chronic illnesses or diseases
- Psychological Injury
  - Psychological disorders caused by acute or chronic exposure to traumatic or harmful conditions in the workplace

Degree of Impact

Engaged Neutral Distressed Disrupted Disordered



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Assessment – Intervention

- Multiple Sources of Data
  - Staff, Managers, HR, Human Rights, Documents
- Multiple Methods of Data Collection
  - Interviews, Focus Groups, Tests, On-line Surveys, Observation
- Multiple People to interpret the data
  - Internal and external consultants, Advisory Team
- Intervenes with most efficient intervention possible
  - Smallest intervention required to get behavioural change

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Assessment Strategies

- Individual Assessment
  - Skills, abilities, negative affect, personality, attributional style, coping strategies, conflict style
  - Done through interview, testing (e.g., 360 tools), observation, collateral info, file review
- Organizational Assessment
  - Workload, communication, leadership, wellness strategies, teamwork, reward & recognition, engagement, autonomy
  - Done through tools such as the Work Dynamics Profile

Best Intervention

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Thank you!

Dr. Bob Acton
Gilbert Acton Ltd.
www.gilbertacton.com

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