

WEBINAR



Psychosocial Wellbeing in the Workplace: Supporting Healthcare Practitioners

Learning outcomes

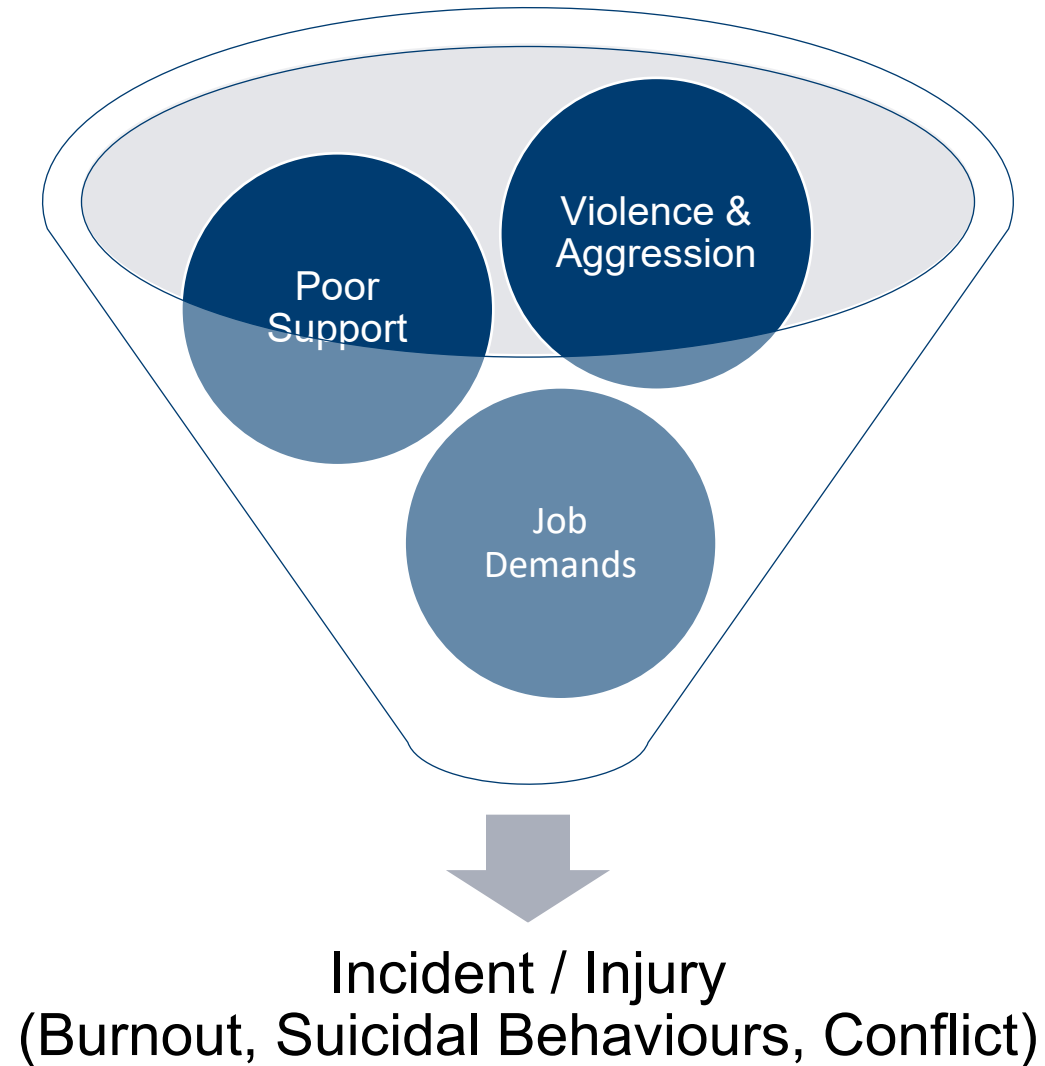
Through a multidisciplinary panel discussion of a case study, this webinar will provide participants with the skills and knowledge to:

- Define psychosocial risks and why they are important in healthcare settings.
- Explain common psychosocial risk factors for healthcare workers, such as high job demands, poor support, workplace conflict, and exposure to trauma.
- Identify early signs of psychosocial distress in themselves and colleagues, including behavioural, emotional and physical indicators.
- Describe how positive psychosocial factors contribute to a mentally healthy workplace and the role of everyone in supporting wellbeing.
- Assess the effectiveness of evidenced-based strategies for improving mental health at work.
- Identify sources of support, whether through workplace programs or external mental health resources.

Risk Factors in Healthcare Setting

- Code of Practice – 17 listed in Commonwealth Code
- In this scenario:
 - Job Demands
 - Fatigue
 - Poor Support
 - Exposure to Traumatic Events and Materials
 - Violence and Aggression
 - Poor Workplace Relationships / Interactions

Hazard to Incident

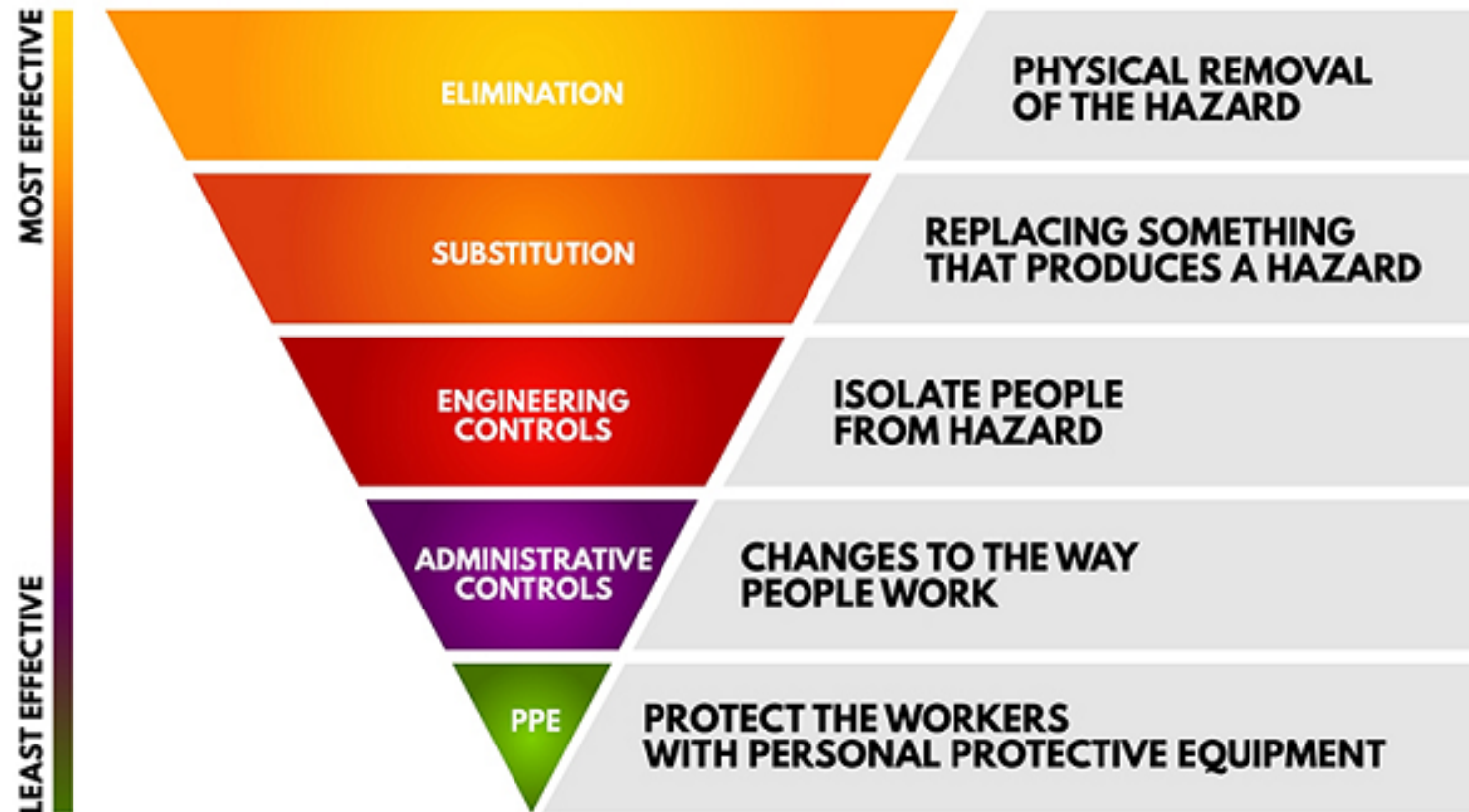


Identifying Hazards

- Consult with Staff – They know what they need
- Observe Work and Behaviours – As people not as staff
- Review Available Information

Control Measures

HIERARCHY OF HAZARD CONTROLS



EAP is Intervention NOT Prevention



Psychosocial risk factors within healthcare

Job design	Team and operational	Systems and policy
High job demands	Workplace conflict	Low organizational justice
High emotional demands	Bullying/harassment	Poor psychosocial safety climate
Low job control	Poor support from co-workers/ supervisors	Poor organizational change consultation
Long working hours; shift work	Hazardous physical working environments	Poor procedural justice (fairness, transparency)
Excessive workload	Lack of adequate resources	
Work-life imbalance	Stigma	
Exposure to trauma (often cumulative)	Aggression at work (from patients, families)	
Job insecurity	Decision authority/latitude	
Lack of role clarity		

Impact of psychosocial risk factors on HCW mental health

- **PRF play a critical role in influencing HCW wellbeing and performance**
- Associated with **increased risk of:**
 - Common mental disorders, such as anxiety and depression
 - Burnout
 - Sleep problems; general stress, irritability (Anna)
 - PTSD (exposure to trauma), compassion fatigue
 - Suicidality, both suicidal ideation (Anna) and mortality

Broader impacts of psychosocial risk factors

- PRF >> HCW mental ill-health >> **patient and workforce impacts**
 - Less able to cope and perform at work
 - Poorer patient care and medical errors
 - Lower job satisfaction (Anna)
 - Job attrition and turnover, switching roles or careers
- Some PRF can have **positive, mental-health promoting impacts** with the right job design, teams and systems in place to support HCWs
 - E.g: **Support at work** buffers against other negative PRF

Help-seeking for mental ill-health by HCW

- Help-seeking, **as early as possible, from multiple sources, but always including a professional**, is **critical for mental ill-health**, particularly for suicidality
- Sources of support – **formal and informal**; access simultaneously
 1. **At work:** EAP, manager, colleagues

2. External – professional	3. External – informal support
GP, psychiatrist, clinical psychologist, other MHP	Family, friends, partner
Professional-specific peer support groups (online / in-person)	Trusted HCW peers or mentors outside your own workplace
Education and support resources	Social leisure and hobby activities

Key take aways

1. There are various psychosocial risk factors (PRF) that are more **prominent in, exacerbated by, or unique to healthcare** working environments and roles
2. PRF play a critical role in **influencing HCW mental health** and performance, and this can be both a **positive or negative** impact
3. Help-seeking, **as early as possible, from multiple sources (formal and informal) but always including a professional**, is **critical for HCW concerned about their mental health**, particularly when experiencing suicidality

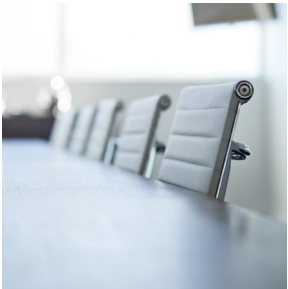


Case Study – Anna



Psychosocial stressors faced

Anna experienced multiple stressors including personal loss, increased patient load, and occupational violence affecting her wellbeing.



Lack of support structures

The clinic lacks formal support systems like peer meetings and violence management policies, increasing vulnerability.



Need for systemic intervention

Effective interventions addressing individual and organisational factors are crucial to reduce psychosocial distress.

Organisational Change

Addressing psychosocial hazards

Organisational change targets systemic issues causing psychosocial distress in healthcare environments. Changes improve wellbeing, team cohesion, patient care, and require ongoing commitment to mental health culture.

Effective supports

Regular check-ins, proactive and preventative Employee Assistance Programs, manageable workloads, and professional development aid wellbeing.

Leadership's role

Leaders at all levels model supportive behavior and prioritise staff wellbeing to foster positive workplace culture.

Job crafting and SMART work design

Job crafting enables individuals to tailor tasks to personal needs – including neurodivergence, disability, and life circumstances – and, when aligned with the SMART work design model, fosters positive outcomes and a thriving organisation.



Changing challenging cultures

Reframing healthcare narratives

Shifting from resilience to collective responsibility encourages help-seeking and reduces psychosocial risks in healthcare environments.

Linking safety to quality care

Using language that connects psychosocial safety with quality care motivates practitioners to adopt safer behaviors.

Legal and ethical obligations

Highlighting workplace health and safety laws reinforces adherence and promotes ethical professional practice.

Benefits of narrative change

Improved morale, reduced turnover, and enhanced patient outcomes result from valuing wellbeing in professional narratives.





Changing challenging cultures

Psychosocial safety importance

Psychosocial safety is essential for sustainable, effective healthcare and promotes mental wellbeing among practitioners.

Organisational change and good work design

Good work design and organisational support are key strategies for fostering resilience in healthcare professionals.

Real-world impact

Anna's case highlights the effects of psychosocial hazards and the urgent need for systemic change in healthcare.

Call to action

Encouraging personal and collective reflection to foster mentally healthy workplaces and support team wellbeing.

Thank you for your participation

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- Your Statement of Attendance
- A link to the recording & associated resources

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