The Health Worker Burnout Toolkit provides evidence informed resources to organizations to support the mental health of their workers

Melissa Corrente [1] Jelena Atanackovic [1] Kathleen Slofstra [2] Houssem Ben-Ahmed [1] Cecilia Benoit [4] Kim McMillan [1] Mwali Muray [1] Elena Neiterman [2] Sheri Price [3] Ivy Bourgeault [1]

[1] University of Ottawa, [2] University of Waterloo, [3] Dalhousie University, [4] University of Victoria

Key Take Home Messages

1. Burnout and presenteeism are patterns among employees in the organizational pilot case studies.
2. Resources of interest are those needed to connect staff and foster a shared sense of purpose in work.
3. Assessing organizational readiness is a valuable process to engage in for the mobilization of wellness toolkits.

Project Goals

- Understand the factors that may facilitate or hinder burnout among Canada's health workers.
- Identify, evaluate and curate a set of a targeted, multi-level evidence-informed intervention strategies.
- That can be fit for purpose for different health workers, teams and organizations across Canada.

Toolkit Development

Interventions address health worker burnout across many health settings relevant to the Canadian context & include the following topics:

General Burnout Interventions | Workload Management | Conflict, Bullying & Harassment | Discrimination & Bias | Stigma & Disclosure

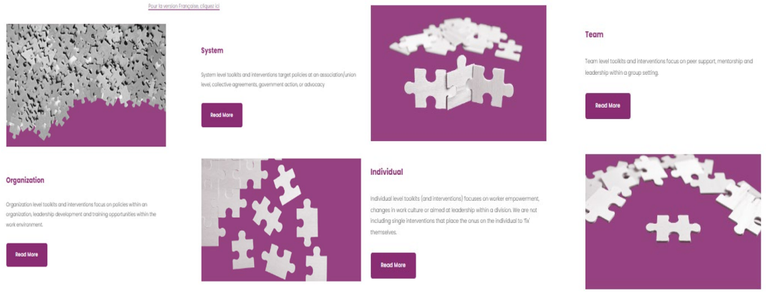
A total of **226** interventions are available in the toolkit in various formats:

Article/Report | Blog | Podcast | Quiz/Survey | Program | Policy | Video/Webinar | Website | Toolkit | Workshop/Training

Toolkit Design

This free bilingual (English/French) platform mhcaretoolkit.ca aims to provide resources that a range of healthcare settings and organizations can adapt and adopt.

The health worker burnout toolkit contains evidence-informed strategies to improve the mental health of health care workers and includes interventions at the **system, organization, team and individual** levels.



Organizational Case Studies

Phase 1 Months 1-6
- Conduct baseline **survey** and **focus groups**
- Customize **fit for purpose packages of workplace interventions** from our inventory

Phase 2 Months 7-18
- Undertake follow up multi-method realist **evaluation** of the customized multi-level interventions

Phase 3 Months 19-24
- Conduct a culminating policy **dialogue** with participating pan-Canadian and organizational partners

Salus

- 89% of employees completed baseline survey & 20 participated in a focus group
- 47% reported a high degree of burnout 90% went to work despite feeling they should not have
- Top 3 concerns include burnout, financial stress and feeling disconnected
- Commensality groups will be piloted

CCHS

- 52 staff completed the baseline survey & 4 participated in focus groups augmented with consultations with leadership team
- 63% reported a high degree of burnout and 74% went to work despite feeling they should not have
- Top 3 concerns include compensation/time off, workload and feeling isolated
- Intervention will build on centre strengths

Montfort

- This bilingual site is rolling out the baseline survey to be followed by focus groups conducted in the new year
- Through informal dialogue with wellness committee members, this initiative will inform an overarching employee well-being strategy
- Conducting focus groups will help guide the selection of suitable interventions

CHEO

- This site is still in the pre-intervention phase; Two units expressed willingness to be involved
- Through informal dialogue with stakeholders, understanding and better supporting work-life balance has emerged as a key consideration and will thus be integrated into data collection strategies, and subsequently in considering appropriate interventions