

A PRESCRIPTION FOR PROFESSIONAL  
WELLNESS

PODCAST  
*Workbook*

Intro to  
Psychological Health  
and Safety 101

By Amy Oliver and Dr. Carly Crewe

Sponsored by The Ontario Pharmacists Association



ONTARIO  
PHARMACISTS  
ASSOCIATION

Advocating Excellence  
in Practice and Care

*Amy Oliver*  
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eunoia medical  
in pursuit of a well mind

# A Message From

## THE ONTARIO PHARMACISTS ASSOCIATION

The Ontario Pharmacists Association (OPA) is pleased to present this 8-episode podcast series entitled 'A Prescription for Professional Wellness'.

OPA recognizes the need to support the wellness and engagement of the pharmacy community. Pharmacy professionals spend day in and day out being active members of our patient's care teams and giving so much in order to promote the health and wellbeing of others. Now, more than ever, we need to focus on taking care of each other, and ourselves so that we can move from surviving as a profession to thriving.

The past two years have been the most demanding of the pharmacy profession and of society. We are proud of the work you have done and the contributions you have made. This along with a clear awareness that frontline pharmacy providers have sacrificed many things, including pieces of themselves, to continue to serve our communities.

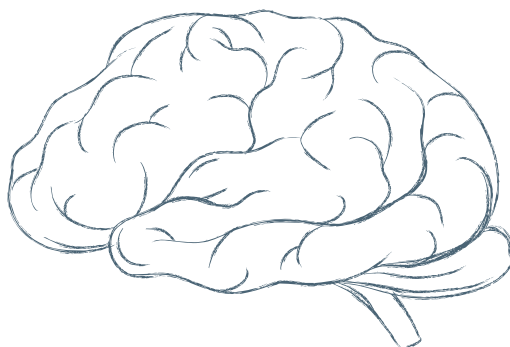
This podcast is one of the initiatives OPA is putting forth to help promote professional wellness, prevent burnout, and move forward fully engaged in the meaningful work of all pharmacy professionals as we strive to serve our communities now, and into the future.

## INTRO TO PSYCHOLOGICAL HEALTH AND SAFETY 101



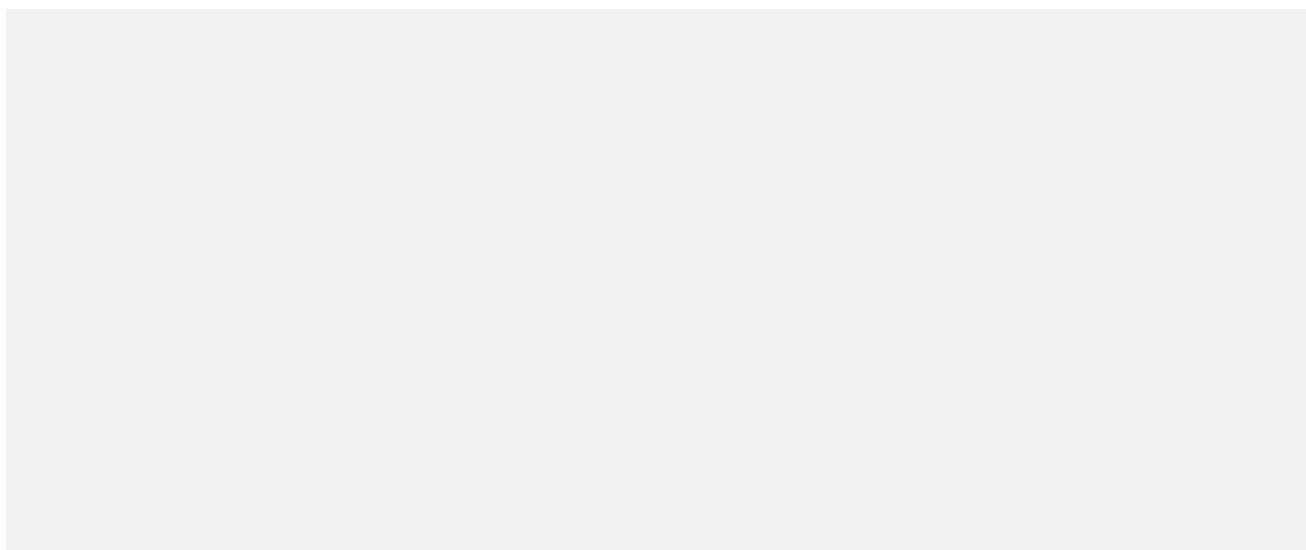
"Psychological health is a state of well-being in which the individual realizes their own abilities, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to their community."

A psychologically safe workplace is one that promotes and supports psychological health and safety through the promotion of workforce wellbeing AND active work to prevent the psychological harm that can occur in the context of the workplace.



# Personal Reflection:

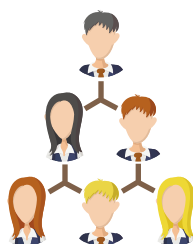
What comes to mind when you consider psychological health and safety in the environment in which you work?



Psychologically safe environments require effort and change at ...



the individual level

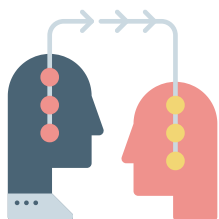


the organizational level



the societal level

## ORGANIZATIONAL INPUTS FOR PSYCHOLOGICALLY SAFE WORKPLACES



### TRAINING AND DEVELOPMENT

in leadership, equity diversity and inclusion, unconscious bias, and psychological safety and mental health are great places to start.

### CLARITY IN ROLE DESCRIPTIONS AND EXPECTATIONS

helps to ensure employees understand what is expected of them and what success looks like exactly.

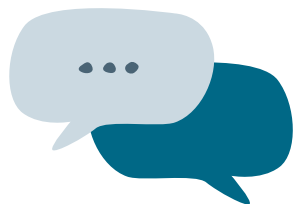


### AUTONOMY AND COLLABORATION

between front line workers and organizational leadership is critical for buy in and effectiveness.

### SCHEDULING, RESOURCING, AND NETWORKS

support to help ensure that people are not overwhelmed or overworked in their roles. Additionally, it ensures that people do not feel isolated in their roles.



### TALK THE TALK AND WALK THE WALK

means ensuring that the focus isn't only lost in a document or policy but that the commitment to psychological health and safety is lived and breathed in the day to day activities across all levels of the organization.

## IS YOUR PHARMACY A PSYCHOLOGICALLY SAFE WORKPLACE?

ADAPTED FROM



Is employee psychological health and safety a stated priority in our pharmacy's organizational policy statement?

Do people in our pharmacy have a common understanding of a psychologically safe workplace?

Is our pharmacy management team familiar with the legal and regulatory requirements and expectations related to workplace mental health and psychological safety including the National Standard on Psychological Health and Safety CSA Z1003?

What is the cost of stress-related illnesses - both physical and mental - to our pharmacy?

Is there a system in place to measure the rates of both absenteeism and presenteeism (being unproductive while present at work) in our pharmacy and what percentage of these may be related to psychological health and safety issues?

What percentage of your disability claims do you believe are related in whole or in part to mental health issues or workplace conflict issues?

Do our policies align with occupational health and safety, labour law, tort law, contract law and employment standards with respect to psychological health and safety?

Is there a process in place to encourage pharmacy managers to provide a psychologically safe workplace through such measures as performance indicators and evaluation methods?

Are those whose position includes managing, supervising or supporting employees, adequately trained, skilled or competent to make sound decisions?

Do the leaders and management in our pharmacy recognize and respond to conflict in a timely and effective manner?



Are the leaders and management in our pharmacy trained to identify the difference between a mental health problem and a performance issue?

Does our pharmacy have a policy on work-life balance?

Does our pharmacy work to prevent physical, relational or emotional harassment, bullying or aggression?

Does our pharmacy help prevent discrimination by providing all employees with a basic level of knowledge about mental health issues?

Do we have crisis response policies and processes in place for issues such as suicide, violence, threats of violence or emotional breakdowns at work?

Does our pharmacy have a process allowing for open communications between managers, supervisors and employees that assist us to address the needs of co-workers who are traumatized by personal or workplace issues?

Do we have a return to work policy that takes into account the emotional, psychological and interpersonal challenges and allows employee representatives a role to play in the return to work process including having the opportunity to provide input on the return to work process?

Do we know how to reasonably accommodate those with a mental health disability at work?

What resources in our pharmacy and/or community exist for employees struggling with mental health issues?

Is our pharmacy exposed to complaints concerning the duty to reasonably accommodate persons with mental disabilities, which may include depression or anxiety-related disorders?

## PSYCHOSOCIAL FACTORS THAT IMPACT AN EMPLOYEE'S PSYCHOLOGICAL RESPONSE TO WORK CONDITIONS



1. PSYCHOLOGICAL SUPPORT
2. ORGANIZATIONAL CULTURE
3. CLEAR LEADERSHIP AND EXPECTATIONS
4. CIVILITY AND RESPECT
5. PSYCHOLOGICAL JOB FIT
6. GROWTH AND DEVELOPMENT
7. RECOGNITION AND REWARD
8. INVOLVEMENT AND INFLUENCE
9. WORKLOAD MANAGEMENT
10. ENGAGEMENT
11. BALANCE
12. PSYCHOLOGICAL PROTECTION
13. PROTECTION OF PHYSICAL SAFETY



### TWO MORE SPECIFIC TO HEALTHCARE:

- Protection from moral distress
- Support for psychological self care

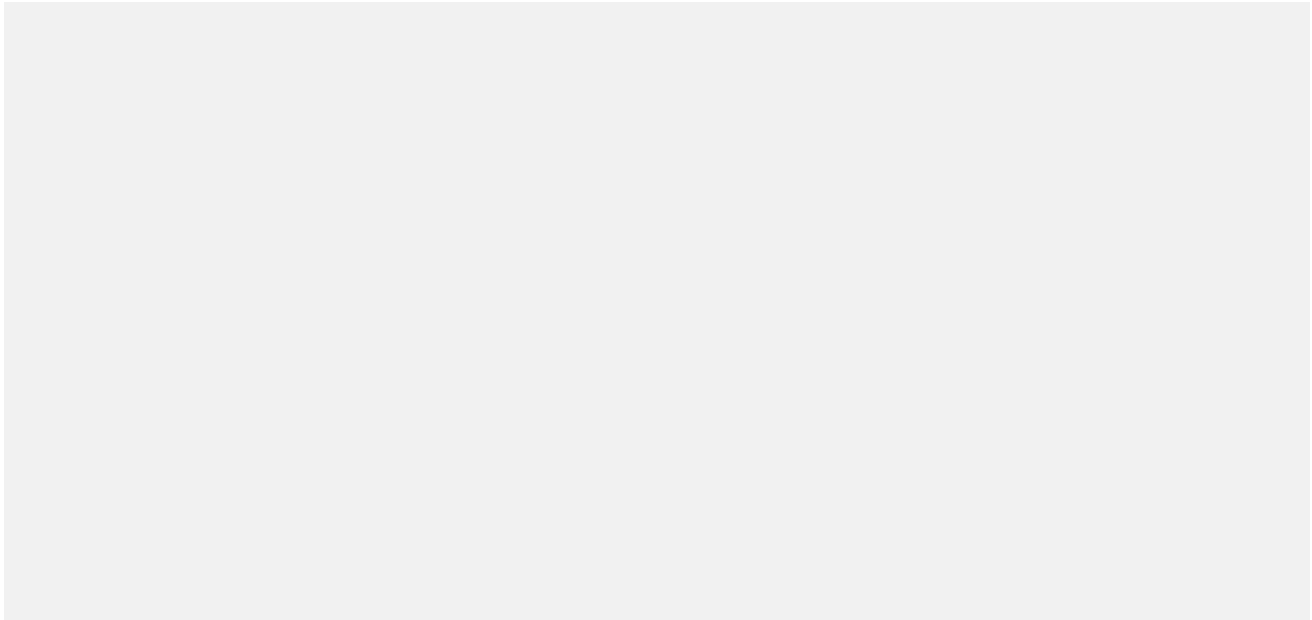
# Personal Reflection:

Reflecting on the list of psychosocial factors – which ones do you feel have room for opportunity in your pharmacy?

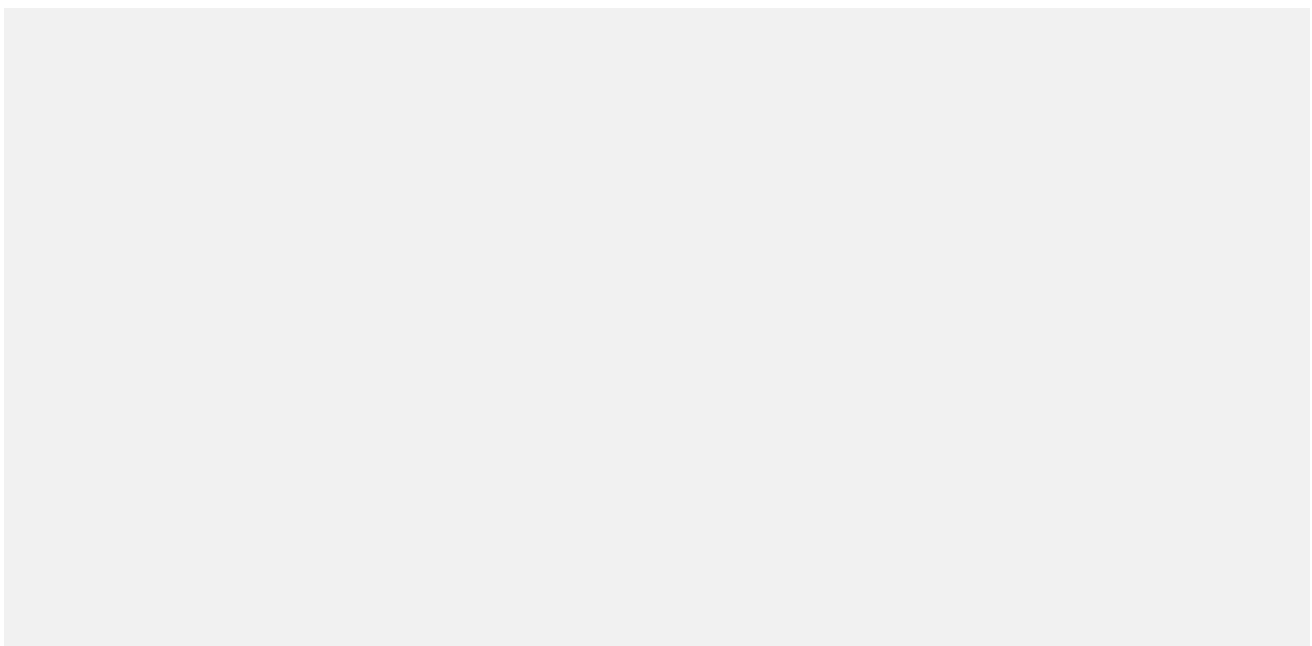
If you could pick 2 or 3 to focus on or to start a discussion around, which would you choose and why?

How important is it to you personally to see forward progress on these factors?

What is the first step that you could take to move forward?



What decision can you commit to today that your future self will thank you for?



## TEAM DISCUSSION – COLLABORATIVE LEADERSHIP

Thinking through these questions as a small team even can help you just set those early collaborative intentions as you get ready to move towards more discussion and work in this space.

What are some easy wins or early pieces that we can do as a small team to help lay the foundation for growth of our psychologically safe workplace?

What will leadership look like where we work (informally or formally)?

What is the process for speaking up or reporting something that feels unsafe for you or someone else?

What will communication look like on this topic? 5Ws...

Who will communicate?

What will be communicated?

Why are you communicating on this?

Where will you house the communication?

When will communication happen?

What do you need from each other, from others to move forward, even a few steps, on this journey?

What are the milestones? What will progress look like?

What will success look like? How will you know when you get there?



## EXPLORING ROOT CAUSE



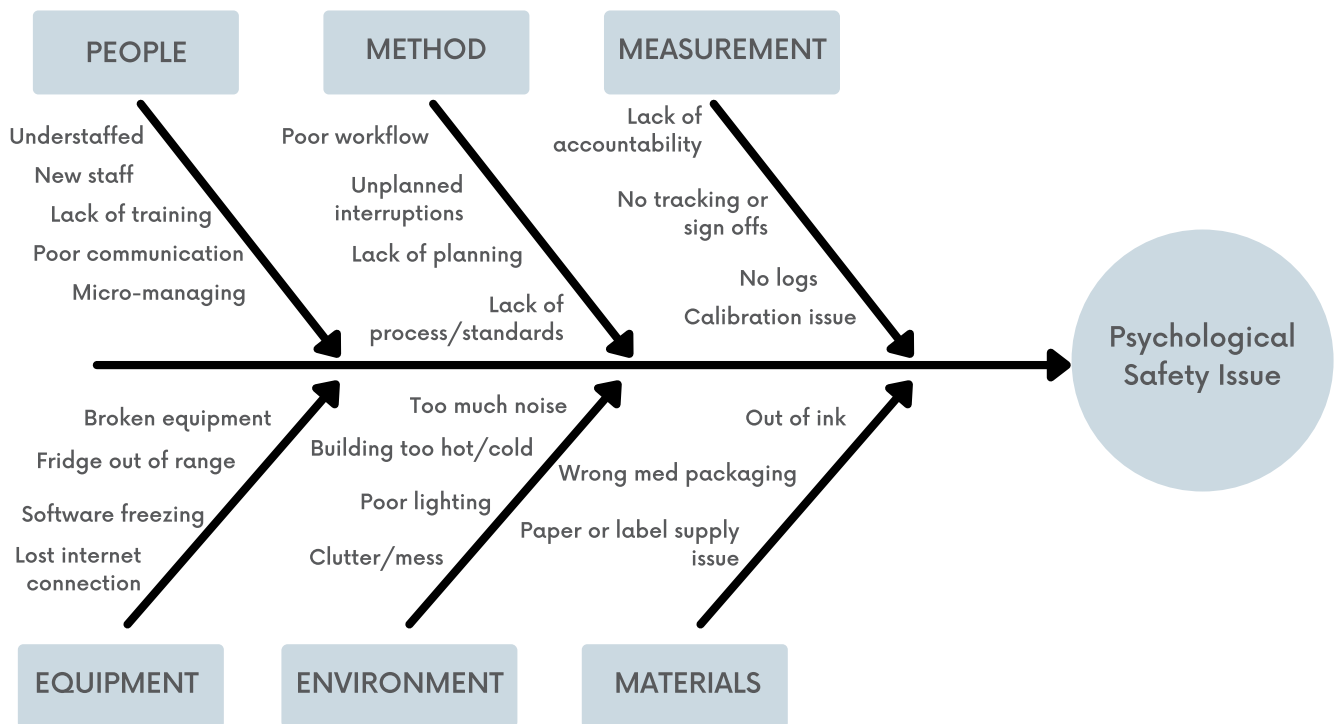
One strategy to find root cause is to ask why several times until you finally reach a problem statement that is the last answer before you reach things that are no longer within your control.

This simple activity can help you make sure you are solving “the right problem”, rather than finding a band-aid fix or surface level symptom of the real, underlying issue.

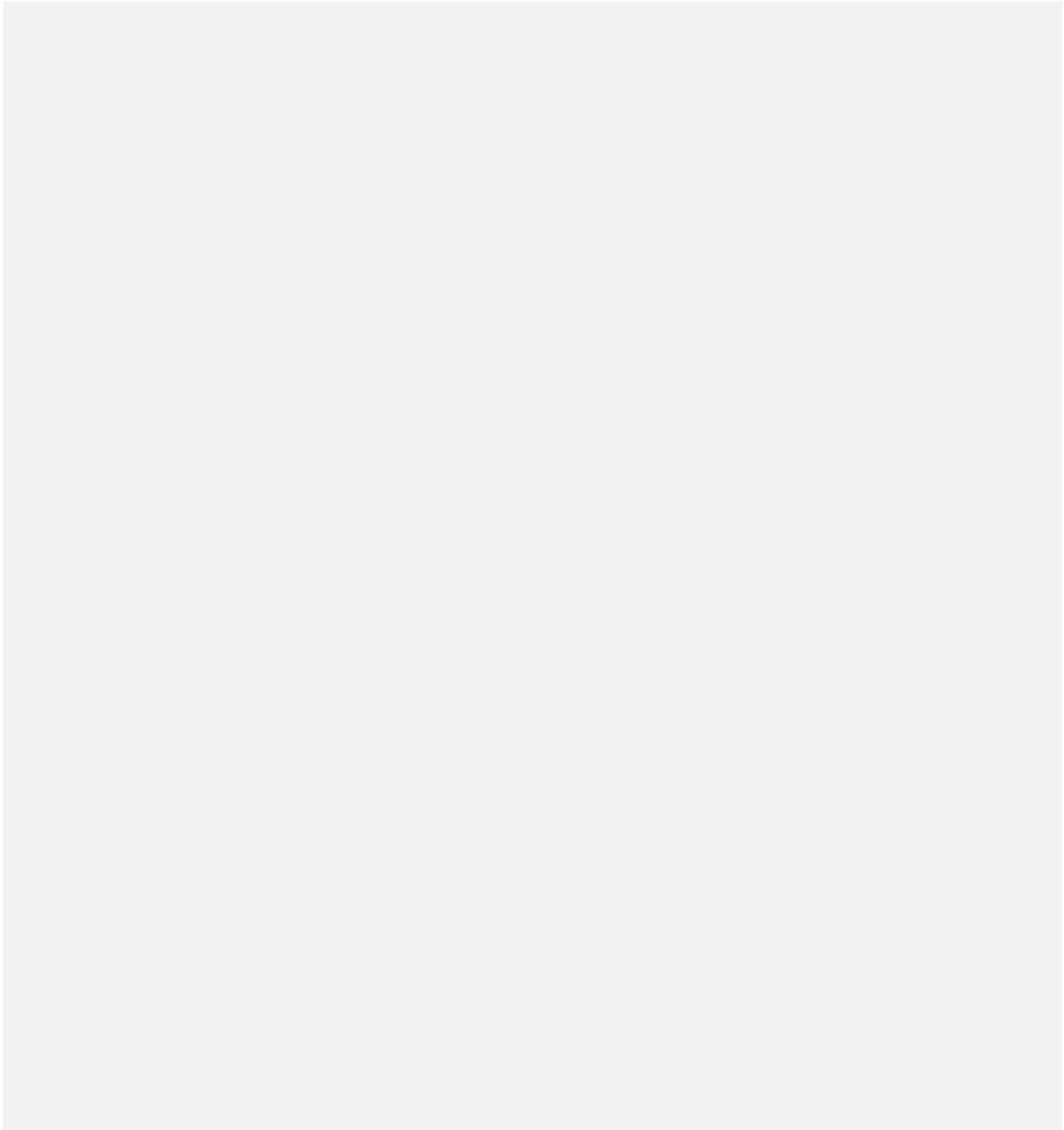
## ANOTHER STRATEGY: THE FISH BONE DIAGRAM



A fishbone diagram technique is a great way to brainstorm the contributing factors to a surface level or obvious issue. When you have done this activity thoroughly, it is easier to review potential solutions across the various spectrums.



How can you apply root cause analysis to a psychological safety opportunity in your pharmacy?



# Bios

## AMY OLIVER

MBA, BSCPH, RPH, PMP, CLC

Amy Oliver is an experienced healthcare executive. She is president of Amy Oliver + Co, offering trusted advisory services and professional coaching to practice owners, leaders, academics, and organizations in health and social sectors.

Amy holds an MBA with a dual concentration in Organizational Leadership and Health Administration. She is a pharmacist, a Certified Leadership Coach, and a globally certified Project Management Professional. Amy holds certificates in Emotional Intelligence and Advanced Strategic Management and Leadership.

Amy has won multiple health sector and leadership awards and most recently has been selected as a member of the prestigious 2020 Governor General Canadian Leadership Conference.



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# Bios

## DR. CARLY CREWE MD, PSYCHOTHERAPIST



Dr. Carly Crewe, MD is a mom to twin toddlers, modern day nomad and MD Psychotherapist specializing in women’s mental health. Dr. Crewe is the Founder and Owner of Eunoia Medical Clinic, an innovative and dynamic virtual microclinic that provides comprehensive treatment of mental health disorders in women. Carly believes that when women are well, they have the power to heal and change the world. Her mission is to revolutionize women’s mental health care, from fragmented and haphazard to a holistic, comprehensive and integrated approach that meets every woman where she is and addresses the multidimensional reality of mental health.

Dr. Crewe combines her knowledge of eclectic psychotherapeutic modalities (including CBT, DBT, holding and coaching techniques) with experience in both integrative modalities, nutritional psychiatry and psychotherapeutics (medications for mental illness) to provide a unique and comprehensive approach to the treatment of mental illness in women. Unlike traditional psychotherapists, Dr. Crewe is a trained physician which expands her therapeutic toolbox to the use of medication and nutritional supplementation to support the healing process in her patient

Carly is an Amazon best-selling author and her viral poem “The Sled” has been shared over one hundred thousand times on social media. Her book, *You Are Not Your Anxiety* launched on Amazon in July, 2021.