



Destination Health

MONTREAL

LOCAL INITIATIVES

A healthy workplace: an environment where working is a joy!

On March 10, various participants at the launch of the Guide to Promoting Healthy Workplaces in Healthcare Institutions were asked to give their spontaneous answer the following question: What is a healthy workplace?

We have featured a number of their reflections below. To view more responses to this question, check out the video capsule, titled *Sur le vif* available at <http://hps.santemontreal.qc.ca> (in French only)

It's an environment where employees, managers, and the medical team are able to work harmoniously, congenially, in an environment that promotes [physical and mental] health; it's an environment that seeks to support healthier lifestyle habits as well as a balance between people's personal or family lives and their work responsibilities.

Isabelle Bayard, Sainte-Justine UHC



The key to success is that the solutions must be adapted to the setting. Regardless of the project to be put in place, it must be customized and integrated, people must be involved in it, and it must yield results.

Michèle Gauthier, CSSS de la Pointe-de-l'Île



A WORD FROM THE COORDINATOR

On March 10, 2011, the Montreal Agency launched its *Guide pour la promotion de milieux de travail sains dans le réseau de la santé et des services sociaux* (Guide to Promoting Healthy Workplaces in Healthcare Institutions), which it produced in collaboration with the Montreal Network of Health Promoting Hospitals and CSSSs. As part of a mission to constantly improve working environments, this event presented a guide to attract and retain employees while at the same time ensure their wellbeing.

This Guide was created to serve as a highly practical and easy to use reference tool. In it you'll find a wealth of winning strategies to promote healthy lifestyles, as well as a work atmosphere that favours employee wellbeing, and health and safety in the workplace. You will also find inspiration in the suggested readings as well as in the 45 projects that have been implemented in a range of health and social services settings.

For more information on the launch event, I invite you to check out our new Website at www.hps.santemontreal.qc.ca. There, you will be able to view videos (in French) of the various presentations that were given that morning: Word from the President and Executive Director of the Montreal Agency, David Levine; a presentation of the Guide; a talk on healthier workplaces delivered by Diane Berthelette; a presentation of four promising projects realized in various Montreal Network institutions; and the presentation of the regional organizations that exist to support institutions in implementing "Employer of Choice" programs—specifically the HPH Network, *Entreprise en santé* and Planetree.

In closing, I would like to sincerely thank all those who contributed to the success of this event: the working committee for the creation of the Guide, the organizing committee for this event and the Sainte-Justine University Hospital Centre (UHC) for opening their doors to us for this launch.

Louis Côté

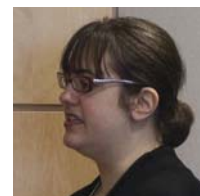
Coordinator of the Montreal Network
Director of Human Resources, Information,
Planning and Legal Affairs
Agence de la santé et des services sociaux
de Montréal (the Montreal Agency)

Continued on page 2

A healthy workplace (Continued from page 1)

A healthy workplace is, first and foremost, an environment where the employee feels safe, physically and psychologically. It's an environment where people feel they are recognized for who they are as individuals, for what they contribute, and where they are encouraged to develop. It's an environment where people choose to come to work. The fact that they choose to do so is a reflection of how things are run in that setting, which in itself contributes to a healthy environment.

Marie-France Bodet, Grace Dart Extended Care Centre



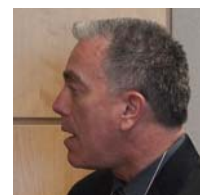
It's an environment where the person as a whole is taken into consideration, in terms of both their physical and psychological health; where importance is placed on interpersonal relations and the work climate. It's an environment where you'll see collaboration, team spirit, good communication, trusting relationships.

Hélène Malo, Réseau Planetree Québec



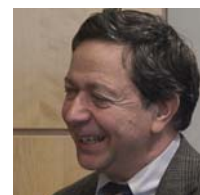
One of the top priorities is to identify our main areas of difficulty, share them with the teams, and then transform them into an action plan. Employee recognition and the involvement of employees in the decision making process are fundamental aspects of healthy management in any organization.

Michel Lemay, Sainte-Justine UHC



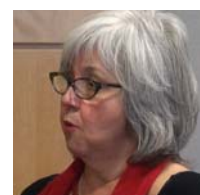
It's an environment that takes into consideration both the person and the environment in which he or she works. The organization develops by respecting its mission and by respecting the health of its employees.

Dr Louis Patry, Public Health Branch of The Montreal Agency



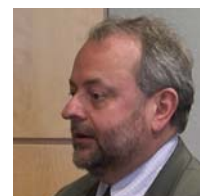
It's an environment where people take pleasure in coming to work, where they're happy to go to work. It's the place where we accomplish something, where we tackle challenges. It's also an environment that allows one to have a social life. Exciting challenges await us. You have to care for patients, users, but you have to care for staff too. Incorporating health and safety into the overall culture is just as important.

Evelyne Charbonneau, Centre de réadaptation Lucie-Bruneau



It's an environment that offers the people who work there certain job aspects that motivate them and lead them to draw satisfaction from coming to work every day, and this to the benefit of the care provided to patients. Such aspects include: positive relationships with one's immediate superior, respect, conflict prevention mechanisms.

Yves Laçüe, McGill University Health Centre



An effective work environment is one where you'll find employees who are competent, motivated and healthy. It's an environment that understands there is a shared responsibility between the employee and the workplace. Policies, management practices, and the organizational structure work in concert to motivate employees and keep them in good health.

Dr. Mario Messier, Groupe de promotion pour la prévention en santé (GP²S)





Knowledge Building

What Employer of Choice strategies, supported by The Montreal Agency, are available in Quebec?

HPH

Fostering health by: improving quality of care and cooperation between hospitals or health services and the community; improving the conditions offered to patients and their families as well as staff; and bolstering job satisfaction among employees. Belonging to the HPH network carries many advantages for the staff of such healthcare institutions. Indeed, developing a culture of workplace health promotion and health strategies benefits all employees in a healthcare institution.

<http://hps.santemontreal.qc.ca/en>

Planetree

To improve the experience of health care and services, as much for patients and their loved ones, as for the staff as a whole. Planetree is an integrative, person-centred model of clinical management and practice. It is based on ten fundamental components that include, among others, the importance of family, friends and a support network; patient empowerment through education and access to information; and the effect of architectural design or physical environment on healing and health. The group takes its name from that of the tree under which Hippocrates sat while he taught medicine.

www.reseauplanetree.org (in French only)

www.planetree.org

Entreprise en santé

The certification program *Entreprise en santé* (Healthy Organization) is based on the BNQ 9700-800 standard, titled *Prevention, Promotion and Organizational Practices for Health in the Workplace*. It targets the maintenance and sustainable improvement of people's health in their work environment by:

- integrating the value of people's health into the organization's management practices;
- creating the conditions that foster ownership on the part of employees to take charge of their health;
- adopting healthy lifestyle habits and maintaining a health-conducive workplace.

www.gp2s.net (in French only)

To develop a healthy workplace is to...

Implement an integrated, multi-strategy based, and participative approach

An integrated approach

- Each project must not be designed as a series of independent actions under the same theme, but rather as a well organized set of actions that all operate cohesively toward a common goal.

A multi-strategy based approach

- The program must combine:
 - Activities aimed at creating positive working environments: reorganizing or modifying the workspace.
 - Awareness-building activities: posters, themed months, etc.
 - Activities centred on the acquisition of skills: training, workshops, etc.

A participative approach

- Engages a variety of employee groups throughout the process of implementing the program and encourages discussion between employees and managers.

Incorporate the following actions in your program

- Support employee wellbeing and productive management practices;
- Improve employees' physical environment and make it safer;
- Promote healthy lifestyle habits in the workplace;
- Take action to reduce workplace social inequalities in health (consider the specific health needs of particular employee groups);
- Make green choices that integrate principles of sustainable development.



Montreal Network



World News



The Guide to Promoting Healthy Workplaces in Healthcare Institutions

Is available online in French at
hps.santemontreal.qc.ca

The international version (in English) will be launched in June 2011 in Turku, Finland at the annual conference of the International Network of Health Promoting Hospitals and Health Services.



March 10, 2011
The launch of the Guide!

Watch the video of the presentation *Pour un environnement de travail plus sain* (A healthier work environment) given by Diane Berthelette, Professor in the department of organization and human resources at UQAM and President-Executive Director of the Center for liaison on intervention and prevention in the psychosocial area (CLIPP).

View the other presentations and video capsules of the launch: (in French only)
www.hps.santemontreal.qc.ca

The Website of the Montreal HPH Network "Creating Healthy Settings" is being revamped

Just like the Agency's other Websites, that of the HPH has undergone important changes in order to simplify its navigation and information searches. This Website is evolving and will continue to transform over the coming years. Please feel free to send us your comments regarding ways we can improve upon it.

It will soon be possible to subscribe online to the e-newsletter *Destination Health Montreal* and post an announcement on the home page about an event related to health promotion in your institution.

Visit:
www.hps.santemontreal.qc.ca/en
and write to us at:
reseaumontrealais@sss.gouv.qc.ca

How to create an attractive and supportive working environment for health professionals (WHO, 2010)

This publication is a reflection on various effective attraction and retention strategies and the conditions that encourage optimal job performance among healthcare providers (to ensure the provision of excellent healthcare).

www.euro.who.int

The Wellness Council of America (Welcoa)

Welcoa is a non-profit organization dedicated to improving the health and wellbeing of American workers. Their Website contains a wealth of information and resources on health in the workplace.

www.welcoa.org

Upcoming Events

The 19th International Conference on Health Promoting Hospitals will take place in Turku, Finland from June 1 to 3, 2011

Under the theme Improving health gain orientation in all services: Better cooperation for continuity of care, *this year's conference will centre on fostering more effective collaboration within healthcare organizations, between different service providers, and between healthcare organizations and other settings with respect to promoting health gain.*

To know more, visit:
www.hphconferences.org/turku2011.html