

## In the Spotlight

The PCPA Risk Management Grant Applications are required to be submitted no later than October 31, 2019. Last year was a great success and we would like everyone to participate this year by submitting a grant application! If you have any questions please do not hesitate to let us know!!



To maintain safety committee certification all Safety Committee Members must receive annual certification training every policy year. With the start of the new policy year July 1<sup>st</sup>, now is an ideal time to plan on your annual training. Over the next quarter safety committee certification webinars will be held at 10am-11am on July 22<sup>nd</sup>, August 19<sup>th</sup> and September 23<sup>rd</sup>. Please contact us for a link to register.

## Fatigue at Work

Fatigue at work is related to workplace burnout, especially for Trust members with employees working long and overnight shifts.

NIOSH/CDC (National Institute for Occupational Safety and Health/Center for Disease Control) offer a free online course "**Training for Nurses on Shift Work and Long Work Hours**" intended for nursing and healthcare professionals.

## Workplace Fatigue & Burnout

Recently several trust members have requested information regarding identification and control measures for workplace fatigue and burnout. A survey of the current literature reveals this is a timely topic, as the World Health Organization (WHO) on May 28, 2019 included "Burn-out" in the 11th Revision of the International Classification of Diseases (ICD-11) as an "occupational phenomenon." However, it is not classified as a medical condition at this juncture.

Burn-out is defined in ICD-11 as a syndrome conceptualized as resulting from chronic workplace stress that has not been successfully managed. It is characterized by three dimensions:

- Feelings of energy depletion or exhaustion;
- Increased mental distance from one's job, or feelings of negativism or cynicism related to one's job; and
- Reduced professional efficacy.

Burn-out refers specifically to phenomena in the occupational context and should not be applied to describe experiences in other areas of life."

See website [https://www.who.int/mental\\_health/evidence/burn-out/en/](https://www.who.int/mental_health/evidence/burn-out/en/)

Workplace burnout and fatigue are issues dealt with every day by Trust members and there are identification and response tips from the Mayo Clinic and the Great West Life Centre as well as free online training programs from NIOSH that are summarized below and in the adjacent column.

According to the Mayo Clinic, job burnout can result from various factors, including:

- **Lack of control.** An inability to influence decisions that affect your job — such as your schedule, assignments or workload — could lead to job burnout. So could a lack of the resources you need to do your work.
- **Unclear job expectations.** If you're unclear about the degree of authority you have or what your supervisor or others expect from you, you're not likely to feel comfortable at work.
- **Dysfunctional workplace dynamics.** Perhaps you work with an office bully, or you feel undermined by colleagues or your boss micromanages your work. This can contribute to job stress.
- **Extremes of activity.** When a job is monotonous or chaotic, you need constant energy to remain focused — which can lead to fatigue and job burnout.
- **Lack of social support.** If you feel isolated at work and in your personal life, you might feel more stressed.
- **Work-life imbalance.** If your work takes up so much of your time and effort that you don't have the energy to spend time with your family and friends, you might burn out quickly.

See full article "Job burnout: How to Spot it and Take Action"

<https://www.mayoclinic.org/healthy-lifestyle/adult-health/in-depth/burnout/art-20046642>

## Fatigue at Work(cont.)

Part 1 (CDC Course No. WB2408) is designed to increase knowledge about the wide range of risks linked to these work schedules and related fatigue issues and promote understanding about why these risks occur. This knowledge provides background information for Part 2 of the training program. Part 2 (CDC Course No. WB2409) is designed to increase knowledge about personal behaviors and workplace systems to reduce these risks. Content for this training program is derived from scientific literature on shift work, long work hours, sleep, and circadian rhythms. Contact hours and IACET CEU's are available. For details <https://www.cdc.gov/niosh/docs/2015-115/>

### Workplace Violence

As an update, H. R. 7141 "*Workplace Violence Prevention for Health Care and Social Service Workers Act*"- Introduced in House (11/16/2018) is currently in Ways and Means DHHS subcommittee: "This bill requires the Department of Labor to address workplace violence in the health care and social service sectors. Specifically, Labor must promulgate an occupational safety and health standard that requires certain employers in the health care and social service sectors, as well as employers in sectors that conduct activities similar to the activities in the health care and social service sectors, to develop and implement a comprehensive plan for protecting health care workers, social service workers, and other personnel from workplace violence." I expect we will hear more about this legislation.

<https://www.congress.gov/bill/115th-congress/house-bill/7141/text>

Also, the May Clinic indicates as an employee you are more likely to experience job burnout if:

- You identify so strongly with work that you lack balance between your work life and your personal life.
- You have a high workload, including overtime work.
- You try to be everything to everyone.
- You work in a helping profession, such as health care.
- You feel you have little or no control over your work.
- Your job is monotonous.

The Great West Life Centre provides prevention tips such as:

- Provide clear expectations for all employees and obtain confirmation that each employee understands those expectations.
- Make sure that employees have the necessary resources and skills to meet expectations.
- Provide ongoing training to employees to maintain competency.
- Help employees understand their value to the organization and their contributions to the organization's goals.
- Enforce reasonable work hours, including, if necessary, sending employees without good boundaries home at the end of their regular work day.
- Help assess workload for those who feel pressured to remain working beyond normal business hours.
- Set reasonable and realistic expectations. Organizations should be clear as to which activities require the highest standards and when it is okay to lower the bar and still meet business needs.
- Encourage social support and respect within and among work teams.
- Support physical activity throughout the workday.
- Strongly encourage the taking of breaks away from the work environment.
- Consider how leadership approaches might impact employees at risk of burnout.



See Full Article "Burnout Response"  
<https://www.workplacestrategiesformentalhealth.com/managing-workplace-issues/burnout-response>



Gordon Smoko, CSP, ARM  
Senior Risk Manager  
Wolverine Loss Control Services