Transcript

Video: Creating a Safe Space Webinar

Minutes: 1:00:14

MR. CHRISTOPHER THRALL: [0:00:02] Welcome to the Canadian Patient Safety Institute's Creating a Safe Space webinar series, supporting the psychological health and safety of healthcare workers. [0:00:11] This, our fifth episode, focuses on the launch of the Toolkit for Peer-to-Peer Support Programs in Healthcare, the Expert Advisory Committee, and Canadian Peer Support Network.

[0:00:24] Welcome as well to Canadian Patient Safety Week, the annual campaign that started in 2005 to inspire extraordinary improvement in patient safety and quality. [0:00:35] The Canadian Patient Safety Institute presents vital patient safety information to anyone who engages with our healthcare system. [0:00:42] Providers, patients leaders, and citizens working together, we can all help reduce the impact of this silent epidemic that claims 28,000 lives every year. [0:00:55] This epidemic is silent because most Canadians don't even know what it exists. [0:00:59] At some point, every one of us will be a patient in the healthcare system. [0:01:03] One in three Canadians have suffered from preventable healthcare harm, and yet we still don't talk about it. [0:01:09] If we do nothing, 1.2 million Canadians will die from preventable patient harm in the next 30 years.

[0:01:17] During this year's Canadian Patient Safety Week, we are launching a new theme. [0:01:21] We ask you to help us conquer silence. [0:01:24] This silence exists between patients and providers, between colleagues and healthcare facilities, between administrators and different regions, and between the public and policymakers. [0:01:35] We want to teach people in Canada that if something looks wrong, feels wrong, or is wrong, we need to speak up in the moment.

[0:01:43] Here are three things each one of us can do right now to help spread awareness about the third leading cause of death in Canada, preventable healthcare harm. [0:01:54] Number one, your voice has the power to save lives. [0:01:57] Donate your voice today by recording your healthcare harm

story and share your advice to help others learn from your experience at conquersilence.ca.

[0:02:08] Just going to advance to slide two please, Gina. [0:02:16] Thank you. [0:02:17] Number two, listen to the new episode of our award-winning patient podcast to learn how to conquer silence and what we can do to stay safe. [0:02:25] Download it at PatientSafetyWeek.ca. [0:02:29] And number three is participate on social media, use the conquersilence hashtag, and speak up for patient safety. [0:02:36] Together we can save lives.

[0:02:39] My name is Christopher Thrall. [0:02:41] I'm the communications officer with the Canadian Patient Safety Institute. [0:02:45] I would like to welcome you on behalf of our partners and the Mental Health Commission of Canada. [0:02:50] Welcome as well, on behalf of our technical host, Gina Peck from CPSI. [0:02:55] Markirit Armutlu joined the Canadian Patient Safety Institute in 2017 as a senior program manager and is the lead for the Psychological Health and Safety of Healthcare Workers Program. [0:03:06] Roger Sanchez is the technical solutions manager for CPSI. [0:03:10] We will hear from both of them later on in the webinar.

[0:03:13] We also have other featured speakers in this webinar. [0:03:16] Kelly McNaughton is the program manager of the Peer Support and Trauma Response Team at SickKids in Toronto. [0:03:23] This is the first hospital-based peer program in Canada, which includes physicians that provide support following second victim events and trauma. [0:03:32] Kelly is currently engaged in the study of the incidence of PTSD in nursing with Memorial University.

[0:03:39] Christine Devine is a 20-year veteran of the fitness industry with several certifications. [0:03:45] As a wellness specialist at the Michael Garron Hospital for nine years, she ensures both physical and mental health supports are available to staff. [0:03:54] Christine has worked extensively with the Mental Health Commission of Canada and the By Health, For Health Collaborative.

[0:04:00] Finally, Laura Mullaly is the program manager of Mental Health Advancement at the Mental Health Commission of Canada. [0:04:07] Since joining the MHCC in 2016, Laura's work has focused on workplace mental health, recovery-oriented practice, early childhood mental health, chronic disease, and healthcare system transformation.

[0:04:21] Please note if you miss part of this webinar or want to share your learnings with others in your team or organization, know that it is being recorded and will be available on our website within the next week. [0:04:33] Next slide, please, Gina. [0:04:41] Also in case you missed the rest of the series, this is the fifth webinar on peer-to-peer support programs for healthcare workers. [0:04:49] The others are visible on your screen on the next slide, and all are available for download from our website at PatientSafetyInstitute.ca.

[0:04:59] And finally, we would like to offer sincere thanks to our partners for this important information, all of whom are visible on your screen. [0:05:07] Please write your questions to the speakers in the Q&A box on your screen or chat them directly to me, Christopher Thrall. [0:05:15] They will be compiled and provided to our speakers at the end of the call. [0:05:18] If you run into IT difficulties, please connect with us in the chat box and we would be happy to help you out. [0:05:24] And now with my introduction out of the way, I would like to invite Markirit to open up the discussion on creating a safe space. [0:05:39] Markirit, you might still be muted at this point. [0:05:41] We ask you to join us now.

MS. MARKIRIT ARMUTLU: [0:05:47] All right, thank you Christopher, and thank you for pointing out that I was mute.

MR. THRALL: [0:05:52] No problem. [0:05:53] Thank you, Markirit.

MS. ARMUTLU: [0:05:53] So I want to thank everyone for joining this webinar, the fifth in a series. [0:06:00] And I'd like to just start with giving just a very quick background. [0:06:05] So psychological distress is a real and serious consequence related to healthcare roles. [0:06:12] If not addressed, the provider may suffer in silence, change their role, leave the profession, and some very unfortunately will become victims of suicide. [0:06:23] Research and evidence has shown that there is a clear and direct link between the psychological safety of healthcare workers and patient safety.

[0:06:33] As a result, CPSI has been working to increase the awareness of the importance of psychological health and safety of healthcare workers and to help really develop and make available resources to healthcare organizations and healthcare workers in this regard. [0:06:54] In doing so, we brought together a team of individuals to help us look at peer-to-peer support programs in healthcare. [0:07:04] And as

we look at this, we really did find that there were many variations in the meaning and composition of peer-to-peer support programs.

[0:07:14] This disparity is likely the result of the grassroots nature of peer-to-peer support programs. [0:07:21] But at the heart of any peer-to-peer support program is the desire to embed and sustain a psychologically safe environment where those who are part of the healthcare organization feel supported by their peers and the organization when they experience distress at work.

[0:07:41] Now in our work to explore peer-to-peer support programs and bring together experts, we went right across our beautiful country and identified individuals and organizations who were advanced in their work around peer support and brought them together. [0:08:04] And in doing so, and on your slide in front of you, you see that we worked on various components of this work. [0:08:15] We started with a survey of healthcare providers to examine their experiences with patient safety events and the type of support they received and what they would have wanted to receive.

[0:08:31] We examined with our partners at IWK, we conducted a global environmental scan of peer-to-peer support programs, both internationally and across Canada. [0:08:46] Then again with a group of partners, we looked at the confidentiality and legal privilege of peer support programs and the importance of documentation and the confidentiality of that documentation. [0:09:02] And really foundational to this work was the work of a dozen experts from coast to coast across Canada with expertise that came together to help develop the Canadian best practices guidelines for peer-to-peer support programs and healthcare.

[0:09:24] And that was foundational. [0:09:26] From that work, we were then able to proceed to develop a toolkit, and we will hear more about that toolkit today from Laura. [0:09:35] And then also from the group that developed the best practices guidelines came to fruition, the Canadian Expert Advisory Committee. [0:09:46] And we will be hearing from Kelly and Christine on our advisory committee and then as well the Peer Support Network. [0:09:54] And we will be hearing from Roger and myself. [0:09:56] And we're very excited to share this information with you today. [0:10:01] And then our future work involves the influence of practices, policies and standards, and we'll speak to that briefly at the very end of this webinar.

[0:10:11] And so going to my next slide, I just want to stress that when this work first started, we were looking at the traditional sense of second victim phenomenon, looking at it from the scope of patient safety incidents. [0:10:31] But it became very clear to us early on as we conducted our international scope and discussed this with our Canadian experts, that we needed to broaden that scope to include different healthcare-related stresses, including unexpected outcomes, various stresses within work, dealing with trauma, dealing with perhaps communication and interaction with patients and families. [0:11:05] There are many different circumstances that can lead to distress. [0:11:09] And so it was clear to us that our scope needed to be broadened. [0:11:13] And for those of you who will access our best practices guidelines, the scope is clear within those guidelines.

[0:11:21] And so without taking too much of your time, I want to quickly come to this webinar, where our objective today is to really provide you with information about our Creating a Safe Space Toolkit for Peer-to-Peer Support Programs in Healthcare. [0:11:38] And then following that, we will be sharing with you the mandate and goals of our new Expert Advisory Committee, and then really to demonstrate the web-based Peer Support Network and to share with you how you will be able to join the network. [0:11:56] And so with that, with that further ado, I will pass the control over to Laura Mullaly, who will speak to us about the tools to support peer support programs for healthcare providers. [0:12:09] Thank you.

MS. LAURA MULLALY: [0:12:11] Thank you so much, Markirit, and thanks for having us here today. [0:12:15] I'm pleased to be here on behalf of the Mental Health Commission to talk about our role in developing this toolkit. [0:12:22] And during my part of the presentation today, I'll talk a bit about the Mental Health Commission's work in psychological health and safety and why we chose to partner on this toolkit, as well as provide a brief overview of the purpose and contents of the toolkit itself.

[0:12:37] So the Mental Health Commission's been working in psychological health and safety and workplace mental health since around 2013, when we launched our document, The National Standard for Psychological Health and Safety in the Workplace with CSA Group and BNQ. [0:12:53] The standard is a set of guidelines, tools, and resources focused on promoting employee psychological health and preventing psychological

harm due to a variety of workplace factors. [0:13:04] It's really about changing the culture within a workplace to accept and understand the mental health of its staff. [0:13:11] It's about appreciating psychological health and safety just as we do physical health and safety in the workplace. [0:13:17] It's a nonprescriptive, broad standard that any organization can download for free off the CSA's website. [0:13:25] And importantly, it's applicable to any sector in any organization.

[0:13:30] So after it'd been out for a few years, we started to focus on how this could be specifically applied in specific sectors. [0:13:37] And we chose to focus on healthcare settings for two main reasons. [0:13:41] Firstly, due to some research conducted by ourselves and others on the need within healthcare, we know that healthcare workers are 1.5 times more likely to be off work due to a mental health problem or illness than any other sector. [0:13:56] There's higher rates of burnout, compassion fatigue, and sleep deprivation. [0:14:00] And as you heard from Markirit, it affects the psychological health and safety not only of the healthcare provider, but the safety of the patients themselves.

[0:14:09] Secondly, there was a strong interest from the healthcare organizations. [0:14:15] We conducted a three-year case study following more than 40 organizations implementing the standard over three years. [0:14:23] And almost half of those organizations that came forward interested in participating were from the healthcare sector. [0:14:29] So there was both a need and an interest.

[0:14:35] From there, we pulled together over 20 healthcare leaders from across the country, representing a variety of different organizations. [0:14:42] And in partnership with Healthcare Can, launched the By Health, For Health collaborative. [0:14:46] And we executed a work plan developing a variety of different tools and resources. [0:14:52] And I've linked at the end of my section of this presentation a link to our website where it shows what those tools and resources are.

[0:14:59] But in discussions with this group, it was determined that peer-to-peer support in healthcare was a priority. [0:15:08] How could healthcare providers support each other, either after a traumatic event, after a patient safety incident, or just in general within the workplace?

[0:15:19] How could they provide that support that is required when working in a caring environment?

[0:15:26] Now the Mental Health Commission has done work in peer support before within the mental health care sector. [0:15:32] We did a case, making a case for peer support report as well as launch some guidelines for the practice and training of peer support. [0:15:40] How we're looking at healthcare providers to provide peer support was a newer area. [0:15:45] So we started to reach out to partners, and then we started to have some conversations with the Canadian Patient Safety Institute and learned about their Creating a Safe Space manuscript that they already had some excellent work ongoing. [0:15:57] And it seemed like a great opportunity to do some work together and to partner on this toolkit.

[0:16:03] This toolkit, its purpose is to facilitate some knowledge sharing, to learn from organizations who have been trailblazers to initiate some of these peer-to-peer support programs across Canada. [0:16:13] And to help other organizations to implement their own, that they don't have to start with from scratch, that there's examples out there of what other organizations have done and that they can learn from their successes and their challenges to be able to start their own.

[0:16:32] So after scouring, talking to many different organizations who have implemented these programs, scouring various Internet websites and databases, we have collated a total of 82 different tools and resources within this toolkit. [0:16:46] They're a mix of different documents, videos, templates, and webpages from local, national, and international sources. [0:16:55] And just briefly, in terms of the contents of the toolkit itself, we've categorized the different documents and each of them, when Markirit's going to give you a brief walk-through of the actual format of the toolkit, you'll see how each of the tools is categorized as such.

[0:17:13] So the category being background documents, so these are documents that provide background context in the importance of psychological health and safety in healthcare, or the value of peer support in general. [0:17:23] And it could be helpful for an organization who may be making the case to start a peer-to-peer support program in the organization. [0:17:31] Provides lots of different kind of facts and figures that would be helpful. [0:17:35] There's

program descriptions, so overviews of existing peer support programs that can be used as examples. [0:17:41] Program development tools of some organizations who have been running these programs actually have different templates and checklists of things to consider when developing a program, which would be excellent to review.

[0:17:54] Sample policy documents of various peer support programs, recruitment documents, including role descriptions, documents, and templates that could be helpful when recruiting peer supporters to the program. [0:18:07] Training resources, so that's either documentation from training programs or linked to established external training programs that may be helpful in terms of training of mental health in general or about peer support. [0:18:21] Documentation templates in terms of if documenting the interactions between peers is required as a part of the program. [0:18:31] Promotional materials, including brochures and flyers to promote the program that other organizations have used to recruit people to participate in their programs. [0:18:40] As well as evaluation tools to evaluate the satisfaction and impact of the program. [0:18:45] And finally, there's testimonials, so videos and podcasts from healthcare providers and patients about the importance of psychological health and safety and how peer support has affected them.

[0:18:56] Here's just a quick sample of just the first page of two different tools that are included in the toolkit, so you can get an idea. [0:19:03] So one being a policy document as we were talking about. [0:19:07] So this is the SickKids Trauma Response and Peer Support Policy document, just the first page of it. [0:19:12] The full tool is linked in the toolkit, but just to give you an example of the type of policy documents that might be linked.

[0:19:18] And secondly is the job description of the program manager for peer support in the trauma response program. [0:19:25] If you're looking to start a program and you wanted to have someone coordinating it in terms of a program manager role, this could be a sample job description that might be applicable and helpful to an organization who might be implementing this.

[0:19:38] The intention is to take these types of tools and be able to adapt them to your own context, again so you don't have to start from scratch and to be able to implement this type of program in your own organization or improve or adapt

an existing program that you have, learning from others and being able to take some of their ideas.

[0:19:57] So that concludes my component of the presentation. [0:20:00] I'm going to hand it off, as I said, to Markirit, who's going to give a brief overview of the functionality of the toolkit on CPSI's website. [0:20:08] And right here on the page I've linked the Mental Health Commission's website, which includes the tools and resources from the collaborative that had been developed in support of psychological health and safety for healthcare providers more generally. [0:20:20] Thanks very much, and I look forward to hearing the rest of the presentation.

MS. ARMUTLU: [0:20:24] Thank you so much, Laura. [0:20:26] So we will proceed to demonstrate very briefly the toolkit. [0:20;31] And what you see on the slide in front of you is the homepage for the toolkit. [0:20:37] And this link will bring you right to that homepage. [0:20:41] I do have it opened on my desktop. [0:20:44] So we did, for the purposes of this webinar, set up a soft launch for demonstrative purposes. [0:20:50] So I will share, let me see if I can share my screen. [0:20:56] Here we go. [0:20:57] And I will then put this up. [0:21:01] Let me see here; here we go. [0:21:06] Should be this one right here, there we are.

[0:21:07] So I'm hoping that you can see my screen. [0:21:11] I'm going to see if I can drag this down, okay. [0:21:14] And so this is the landing page for the toolkit. [0:21:19] So for those of you who are able to access it through the web link provided, you'll see that the toolkit is intended to support providers and leaders as well policymakers to help develop, implement, and improve workplace peer support programs for healthcare workers. [0:21:38] And if you scroll down the page, you'll see that it lists the categories that Laura outlined.

[0:21:45] And coming down, and again, this is a soft launch, so we do have over 80 resources. [0:21:53] We've for the purposes of this demonstration uploaded about a dozen of them. [0:21:57] But if I were to, for example, if I'm interested in looking for policy documents, then I would click on the category policy documents, and we do have more than two in that category. [0:22:09] But for demonstrative purposes, it was to show you, as I said, we picked about a dozen. [0:22:17] But in the course of the next seven to ten days, we are going to be uploading the rest of the resources,

and I welcome you to come back to this web link and access the resources.

[0:22:31] So for example, Laura made reference to the SickKids' policies. [0:22:35] If I were to come here and click on that link, it's going to be able to give you, and it should pop up, let me see if it's doing that. [0:22:50] Protected view? [0:22:52] Here we go. [0:22:52] Yes, okay. [0:22:54] So here is the policy. [0:22:56] This one, make it a bit smaller so we can, I'll see, here we go. [0:23:02] And so you'll see that the full policy is available for folks to access. [0:23:07] And if I were to go back to the toolkit and say that I'd like to see the policy from Chatham Kent Health Alliance, and here is their policy. [0:23:20] Again, it would be in about a week to ten days. [0:23:26] There will be significantly more resources for you to access.

[0:23:31] So whether it's a policy document or it is one of the other tools and resources that you might be looking for, whether it is a developmental tool, recruitment resources, training resources, you'll be able to come back and access them through this website.

[0:23:53] And so going back to our slide, I'm just going to stop sharing my screen. [0:24:00] There we go. [0:24:03] No, that's right here, my apologies. [0:24:06] And come back to here, perfect. [0:24:13] And I'll come to the next slide. [0:24:15] So that's just, as I said, a very, very brief demonstration of the toolkit. [0:24:23] And I welcome you to come back to that link for the resources that you will need. [0:24:32] And I do see that Christopher has shared a link in the chat box for everyone.

[0:24:40] So now I do want to very quickly speak to you, and I'm very excited about the new Canadian Expert Advisory Committee for Peer-to-Peer Support Programs in Healthcare. [0:24:52] This, the request forum, this Expert Advisory Committee was made in 2018 to CPSI and Mental Health Commission. [0:25:05] And it was to create a Canadian forum for the sharing of knowledge and expertise and for the experience-scaling and best practices for peer-to-peer support programs. [0:25:15] So when this request was made to us, we felt that it was important to first complete and publish the best practices guidelines so that then the advice that we do bring forward is consistent and is and is based on documented evidence.

[0:25:35] And so the mandate of the Canadian Expert Advisory Committee, and I believe I can go to the next slide, is to

provide leadership on advancing peer-to-peer support tools and resources, and providing a forum for healthcare organizations to ask questions, get expert advice, and share information on effective tools and resources for peer support. [0:26:00] And so I'm really thrilled that the two individuals from our best practices working group that came forward and asked for the development of such an advisory committee were Kelly and Christine. [0:26:13] And as such I said to them, I said well Kelly and Christine, then I'm hoping that you'll be willing to be the co-chairs. [0:26:20] And they very graciously accepted to be of the Expert Advisory Committee. [0:26:24] And with that, I will ask both Kelly and Christine to speak to us about this Expert Advisory Committee.

MS. KELLY MCNAUGHTON: [0:26:37] Hello everyone. [0:26:38] It's Kelly McNaughton and sorry, I'm going backwards in time here. [0:26:45] And I wanted to share with you a little bit more information about how we morphed into the Expert Advisory Committee. [0:26:53] And I think Markirit and Laura have spoken well in terms of the partnership that has evolved and the work that's been done over the last year or two. [0:27:05] And I think that the CEAC or the advisory committee has been informed as a result of the contributing factors that we've been mentioning today, primarily the second victim effect and the impact on stakeholder mental health and then the reach that it has on the impact of patient care.

[0:27:24] And as Markirit has commented, that this has been, actually seeing much of this work coming to fruition and looking at the guidelines, and then what was the next step? [0:27:38] Does it stop there, or where do we go? [0:27:40] And so Christine and I had very much experienced a lot of people reaching out to us over the last couple of years and asking questions in terms of how to develop their programs. [0:27:51] How did we inform our programs; what did we do about training. [0:27:53] And that that's the reason for the guidelines and moving forward with the advisory committee.

[0:27:59] So really the purpose of the advisory committee is to act as a leader in advancing the peer support program, the tools and the resources, and providing a forum for healthcare organizations and stakeholders to get advice, maybe get some, share information and recommendations, and draw upon expertise that is happening out there. [0:28:26] So essentially, again, we're providing consultation, some education and resources and ongoing support.

[0:28:36] And this is with respect to best practice guidelines. [0:28:38] So the best practice guidelines, as Markirit has mentioned, has been informed really by people across Canada from hospitals to emergency services in BC, physicians and different programs that have evolved. [0:28:54] And that is what has enabled us to move to the next step with the advisory and looking at how we can build a Peer Support Network or collaboration across Canada. [0:29:06] And hopefully be a bit of an umbrella group to guide and support.

[0:29:15] And one thing I want to point out is there is no cookie-cutter way of doing this. [0:29:21] This is really about finding what is your niche and finding out what works best in the culture that you're working in and looking at what would best suit the stakeholders or the personnel that are in your environment and developing a program from there. [0:29:40] And so this is going to be a - - opportunity for us to share information in that. [0:29:44] So that's our purpose, is just to be like a tool or a mechanism or vehicle for resources and education and providing ongoing support through quarterly meetings.

[0:30:03] I have cats banging at my door. [0:30:04] They're my peers, but I'm telling you they're a bit noisy, so I apologize. [0:30:10] I'm now going to pass the baton over to my colleague, which is Christine Devine from Michael Garron, and she is going to speak a little bit more about the objectives and the goals.

MS. CHRISTINE DEVINE: Thank you, Kelly. [0:30:23] So I just want to go over briefly the goals and the key objectives of the Canadian Expert Advisory Committee. [0:30:33] And again reiterating Kelly's points of that there are real recognition in the sector for flexible application of the guidelines, understanding that there are different populations of providers with different needs, and there are people who are not working in one singular location but spread out across districts and regions.

[0:31:04] All of the tools you will find in the toolkit are applicable, flexible, and can be utilized in many, many different scenarios. [0:31:16] So the goals of the advisory committee helping organizations recognize the importance of peer support programs, this is, we are in the right place at the right time. [0:31:28] Psychological health and safety is at the forefront of the minds of leadership all across the healthcare sector.

[0:31:36] Supporting a culture of patient safety through strengthened correlations between provider health and safety and patient safety, we know that exposure to trauma is not linear. [0:31:48] It's cumulative, and it does play a role in performance, how we respond to patient needs and unpredictable situations. [0:32:00] We want to support the development of safe spaces and processes within healthcare organizations, so that people can come forward early, develop an awareness about their own wellbeing, and be able to access resources for support to change systems for the better to accommodate our patients.

[0:32:21] And then we want to improve healthcare workers' joy at work, and this includes morale, job satisfaction, and feeling supported by organizations. [0:32:31] It will hopefully be reflected in retention rates and a level of resilience. [0:32:39] And our key objectives, we want to provide expert advice to healthcare organizations. [0:32:44] So we have, in many different ways, have an experience, a narrative to share with people. [0:32:53] All of the organizations represented through the advisory committee have some form of peer support in their organizations and can offer really diverse expertise for people to rely upon.

[0:33:07] We want to identify, review, and address ongoing and emerging peer support needs and issues. [0:33:14] So these may change region to region. [0:33:17] What kind of facility are you running? [0:33:20] What is the demographic of the people who are working for you? [0:33:23] What are they encountering every day? [0:33:26] How do we keep on top of all of the emerging issues and needs? [0:33:31] We want to have regular monitoring and support for the Canadian Peer Support Network, so we want to check in regularly. [0:33:39] We want to be able to provide timely advice to people who are accessing the resources.

[0:33:46] We want to support and promote the advancement of peer support programs across Canada, recognizing the specific and unique nature of healthcare. [0:33:55] And we want to present at a local, regional, national, and international conference level as needed. [0:34:03] We really believe that this is the next step in shifting culture towards supporting individuals and teams in the delivery of care. [0:34:12] And I'm going to turn it over to Kelly.

MS. MCNAUGHTON: [0:34:17] Hello, I'm back. [0:34:19] So our next slide really looks at who is on this Canadian Expert Advisor Committee and how this came to pass. [0:34:26] And again,

just to reiterate that Christine and I had experienced a number of people approaching us. [0:34:34] And we were trying to - - how best to get the information out there, how best to share it that was in a way that people could learn and that it was more robust in terms of learning for ourselves and for other people, rather than working in silos, which we know is happening, unfortunately. [0:34:54] And so it was opening the gates a little bit more for a process that would be more communicative and coaching and guiding.

[0:35:03] Saying that, the other parties that have, or other stakeholders that are part of the advisory committee, were part of the committee that either were in development of the guidelines, so I would recognize them on this team. [0:35:21] And then we drew in a couple additional people.

[0:35:23] So one of the trends and themes that we're seeing now is about physician wellness. [0:35:28] And in doing so, we wanted to draw in physicians as well to again inform and speak to issues that are particular to physician health and the work that's being done out in the field with physicians.

[0:35:44] So we have Ted Bober, who is Director of Clinical Education at the Ontario Medical Association. [0:35:52] And Ted's background is, I believe, in social work. [0:35:57] We have Dr. Trey Coffey, who comes from SickKids and is actually our Medical Officer for Caring Safely. [0:36:04] Nancy Coish, who is with our Employee and Family Assistance Program in Newfoundland. [0:36:11] Gary Deroo, he was actually a participant in the building of our guidelines as well and contributed to that, as was Dr. Adrienne Gaudet. [0:36:22] I'm going to try to say this, and my French is a bit stale, but Programme [foreign audio 0:36:28] Médecin du Quebec, I believe. [0:36:31] So the medical program, which would be very much like our Ontario Medical Association or similar. [0:36:38] And I know that there's parallels across Canada with other medical bodies as well.

[0:36:46] Dr. Katrina Hurley has been very active as well, and she's coming from IWK Children's Hospital in Nova Scotia. [0:36:55] Marsha McCall was very active as well in contributing on the committee with our guidelines. [0:37:03] And Marsha comes from emergency services, so you know, it's a different lens. [0:37:11] But a lot of the work, and they've really, I have to say, and I say this quite often for those of you that speak to me, is that first responders have blazed a trail far beyond healthcare. [0:37:22] We're kind of trailing along in the tail coats. [0:37:25] So Marsha has

shared a wealth of information in terms of the work that's been done out there over the years. [0:37:32] And of course Lynn Robertson with Alberta Health Services and Brenda Roos as well with Health Canada.

[0:37:38] So we have a fairly, I think a good complement of people coming from different backgrounds and different experiences and a fairly good representation across Canada. [0:37:51] And I think that this is going to, we had our first meeting about two weeks ago. [0:37;57] And we'll be looking at meeting again in January, and I will pass the baton back again.

MS. ARMUTLU: [0:38:11] So thank you, Kelly and Christine. [0:38:14] And now I want to bring your attention to a very new program. [0:38:22] This is a web based Canadian peer-to-Peer Support Network. [0:38:27] And to just give you a little bit of background, so we did hear, for example, from Christine and Kelly about the need to really bring attention to peer-to-peer support programs, provide some leadership, and to be able to have a forum to address the multitude of questions and requests for assistance come in for organizations seeking to develop their own peer support programs.

[0:39:00] Now also the members of the Canadian Best Practices Guidelines Working Group identified the need to establish a Canadian web-based platform for the sharing of information and ongoing guidance. [0:39:18] And so to address this need, CPSI has established, and we're really excited about this, and I want to profusely thank our CPSI information and technology leadership and team from Ali Aligina [phonetic] and Roger Sanchez for all the incredible work that they have done. [0:39:40] And Roger will be presenting the network momentarily to you.

[0:39:45] So essentially this platform is there really to help us address the ongoing questions and the need for resources that different organizations and individuals have. [0:40:03] So this network will be jointly supported by CPSI and members of the Canadian Expert Advisory Committee for Peer Support Programs.

[0:40;14] Now I'm just going to quickly go to the next slide. [0:40:17] So here it will provide support and promote the advancement of peer support programs. [0:40:25] And it will help identify and review or address ongoing and emerging peer support issues. [0:40:33] Now our objective is to provide a platform for the sharing of information between both the

advisory committee members but as well as between the general network membership. [0:40:48] And to provide a web-based platform to really share expert advice to healthcare organizations and providers seeking guidance.

[0:41:00] And this is really important. [0:41:01] And the fact that this will be available at any point in time and can be accessible at any point in time is important. [0:41:10] So this will be, and Roger Sanchez momentarily will explain this in more detail than I can, but it is a web-based platform on a Microsoft 365 Teams site that connects members to the content and information that you will need on peer support programs. [0:41:31] The network team site homepage will be available to those who join. [0:41:39] And you'll be able to view conversations, link to important team files and really see the activity within the feed. [0:41:47] It's really a very interactive network.

[0:41:53] So go to the next slide. [0:41:56] And so if there are questions around how to join and membership, essentially it is, the network is available for nonprofit healthcare organizations who are either in the process of developing a peer support program or looking for guidance to initiate development. [0:42:17] Or that you do have an established support program and it's a forum to meet with your peers and discuss emerging and ongoing issues and concerns.

[0:42:31] And really the network is available to all Canadian regions and jurisdictions. [0:42:38] And we have also had international interest, and we welcome the interest and we invite you to connect with us. [0:42:49] And we will be giving you email addresses to reach out to if you have any questions for us about joining. [0:42:58] So now I'm going to pass the control to Roger Sanchez, who will provide us with a demonstration of the Peer Support Network.

MR. ROGER SANCHEZ: [0:43:08] Thank you, Markirit. [0:43:10] So hello everybody. [0:43:12] To get started, we wanted to take a second to tell you why we chose Microsoft Team as our platform or the base of our platform for the Peer Support Network. [0:43:23] Microsoft Teams is one of the fastest-growing applications, so we expect that a lot of you may start to see it or may have seen it already. [0:43:33] And those that haven't seen it, it's an application that is going to be more prevalent in IT and obviously in the Microsoft world. [0:43:45] So we do expect that it's a good basis for us to grow and develop the Peer Support Network platform.

[0:43:56] Microsoft Teams allows us to connect to and collaborate with one another using a combination of either a website. [0:44:05] So the URL that you can get access to from the email that was, that you would receive once you become a member. [0:44:15] There is also an application that you're able to download and install on your computer. [0:44:20] And there's also a mobile app version that you can install on your Apple or Android device.

[0:44:30] This is what Microsoft Teams looks like. [0:44:38] The team essentially is set up as a way for us to be able to collaborate with each other. [0:44:43] And once you log in, you'll see that the team is divided between channels. [0:44:49] Each channel is essentially a topic that we can collaborate on. [0:44:57] And within each channel, you're going to be able to have a persistent chat that you can go back to. [0:45:06] And as new members are joining the team, it's easy for them to be able to go back and review the previous conversations they have had, any modifications or any files that have been reviewed, the conversations that have happened around those files, and be able to jump right in and continue with the collaboration.

[0:45:33] In addition, we are able to have, the same application allows us to have meetings with one another so we can contact other members of the peer support group and be able to have conversations with them, be able to have chats with them as well. [0:45:54] And be able to join meetings from the application that all members or available members can join.

[0:46:04] One of the big advantages that we're looking forward to is that it allows us to have secure access to files that that members can contribute. [0:46:15] So within each one of the channels that you'll have access to, you'll see at the top a tab for files. [0:46:25] Once you go in there, you'll be able to see all of the content that is available to you and which you'll be able to have access to and can collaborate on those files.

[0:46:43] To join or to access the Peer Support Network, once you join, you will receive an invitation in your email. [0:46:53] The invitation looks like the image here on the left hand side. [0:46:59] And it'll have a link to open Microsoft Teams. [0:47:03] Once you open, once you click on that link, you'll have an option, if you don't have Microsoft Teams already installed on your computer, to either join on the web or to download the app. You can do either one.

[0:47:21] If you do, once you do open up to join, it's going to ask you to sign in. [0:47:29] There are two ways of signing into the application. [0:47:32] One of them is through your own Microsoft account. [0:47:36] So the email address, if the email address that you provided to us when you joined the network is an email address that is also linked to a Microsoft account, once you put in that email address in the sign-in page, it's going to redirect you to a Microsoft, to a place where you can enter your own Microsoft password. [0:48:04] You enter that in, and it'll allow you to log in.

[0:48:08] If you ever need help in resetting, if you've forgotten your Microsoft password, then there is a link that we can send you. [0:48:19] And we can, we'll add it to the Peer Support Network so that you can click on that link and then you can reset your Microsoft password. [0:48:28] Keep in mind that even though your, the email address that you, if you provided us an email address that belongs to your work, that password is not necessarily your work password. [0:48:42] Your email address can be linked to Microsoft, maybe a different password than your work password.

[0:48:51] If however the email address that you provided is not linked to a Microsoft account, then Microsoft does not make you create a Microsoft ID to join. [0:49:06] What will happen in that case is you will receive a one-time passcode in your email. [0:49:13] And once you hit next after submitting your email address, you will receive that one-time passcode in your email. [0:49:20] You go back into the login credentials and enter that one-time passcode in order to access the account. [0:49:28] The one-time passcode, you will have to enter it every time you join or you want to access the network. [0:49:35] So if you go, if you want to access the account or the application the following day, it's going to email you a new one-time passcode.

[0:49:46] To provide or to have access to more training or more detailed videos and training on how to use Teams and the different options that are available to you, Microsoft does provide some resources. [0:50:01] And we have included this, and we will also add to the team itself some resources, quick start guides in the links as well, so you can have access to and be able to view other training material that is available on how to use Microsoft Teams. [0:50:23]Thank you, Markirit.

MS. ARMUTLU: [0:50:31] Thank you. [0:50:32] Thank you so much, Roger. [0:50:33] So the network will provide a forum both for

the Expert Advisory Committee, but also obviously for all healthcare organizations and providers who want to share information and continue with their learning. [0:50:52] So it's going to be an excellent forum for folks like you who are really interested in advancing peer support programs within your own organizations.

[0:51:04] So the slide in front of you has a few addresses. [0:51:09] So Gina Peck, our project coordinator, is the person to reach out to if you have any questions about joining the Peer Support Network. [0:51:18] And you can also email PeerSupport@CPSI-icsp.ca. [0:51:25] And also at the end of this webinar, you will be receiving a URL, a link to a couple of survey questions. [0:51:33] And one of the questions we'll ask you, if you are interested to join the network and you'll be able to provide your contact information. [0:51:43] And from there you'll receive an email inviting you to join. [0:51:47] So these are some of the manners with which you can join. [0:51:53] And so for those of you again who are interested, I welcome you to take one of these routes.

[0:52:01] You've heard today about all the folks that came together from across the country to help develop our best practices guidelines, to pull together the tools and resources within our toolkit, and now to establish an Expert Advisory Committee and network. [0:53:23] We are really clear at CPSI that this is a collaborative effort. [0:52:28] No one person is the expert or the lead. [0:52:33]We are in this together, and we do invite you to join us in this journey. [0:52:39] It's really a fantastic initiative. [0:52:43] And I want to thank everyone in our working group and in our Expert Advisory Committee for helping move this along.

[0:52:51] I want to just take a quick moment to speak to you very briefly about our next steps. [0:53:00] So having established the Expert Advisory Committee and the network, really we're looking at why are we doing this? [0:53:07] Really, we want to be able to influence practices. [0:53:11] And in doing so, we will be evaluating the effectiveness of peer support programs moving forward. [0:53:17] And we want to, we continue developing strengths and leadership amongst folks who previously may have been harmed as healthcare workers from a psychologically distressful situation to becoming leaders in the endeavor to support peer-to-peer support programs and looking at the resilience of peer supporters.

[0:53;41] These are sort of some of the next steps that we'll be looking at moving forward in our next fiscal year. [0:53:47] And then from a policymakers and standards perspective, we are partnering with HSO and Accreditation Canada, CSA Group, the Mental Health Commission of Canada, and CMHA to together look at how we can work and collaborate together to influence policy and develop specific standards around peer-to-peer support for healthcare workers. [0:54:12] So this is a really exciting step. [0:54:14] We've already initiated the discussions around standards development. [0:54:19] So I look forward to sharing some of that news with you in our next fiscal year. [0:54:27] And with that, I pass the control back to Christopher for questions.

MR. THRALL: [0:54:34] Thank you very much for that, Markirit, and thank you to Roger for the demonstration. [0:54:38] Thanks of course, to Laura, Kelly, and Christine for their presentations. [0:54:42] We don't have a lot of time for questions, but I do have a quick one for Markirit that came from Jillian [phonetic]. [0:54:47] Regarding documentation and legalities, is the information that will be shared on the Peer Support Network platform, for example, conversations, discussions, or advice, protected? [0:54:59] Could that info shared on this platform be subpoenaed if a case ended up in court?

MS. ARMUTLU: [0:55:08] So Christopher, the intent of the network is, the intent of the network is not to provide direct peer support to individuals, but to help support the development of peer support programs and tools and resources. [0:55:35] What we would do is we would help support capacity in that regard. [0:55:40] I hope that answered the question.

MR. THRALL: [0:55:43] Great, thank you so much. [0:55:45] I do have a quick question for Kelly as well. [0:55:48] Colleen [phonetic] asks, but they're joining Solutions for Patient Safety in 2020. [0:55:53] Do you know how the peer-to-peer program complements or overlaps or maybe is redundant with SPS?

MS. MCNAUGHTON: [0:56:07] Hi, I'm not sure how it aligns with SPS specifically. [0:56;14] And I'm wondering if Markirit might actually have a better response to that. [0:56:22] Certainly I think that there is an opportunity there for more discussion and involvement in terms of looking at how we can develop here. [0:56:34] But again, I'm going to leave that over to Markirit, if that's okay. [0:56:38] I'm putting her on the spot.

MR. THRALL: [0:56:40] Markirit, do you have an answer for that? [0:56:41] Do you know the overlap between SPS and peer-to-peer? [0:56:48] Markirit, are you muted? [0:56:53] Okay, assuming that Markirit might be muted or paying attention elsewhere, why don't we follow up with Kelly in terms of will participation on the peer-to-peer network be limited exclusively to hospital personnel?

MS. MCNAUGHTON: [0:57:09] No, it's not limited to just hospital personnel. [0:57:11] Obviously we want, the whole purpose of this network is for the robustness of sharing information in that. [0:57:21] And we know peer support in healthcare, so it's is a healthcare focus. [0:57:26] It is about working with staff in our healthcare organizations in that versus with our patients. [0:57:35] So that's a different focus. [0:57:36] But where we're concerned is on providing best care, mental health support to our staff. [0:57:45] And so it's open to anybody that is in a capacity working in healthcare. [0:57:51] So that might even be, I'm going to just put it out there, University of Toronto Faculty of Medicine, I had conversations with as they try to develop support for their residence programs or with their fellowships or medicine programs as well. [0:58:09] So again, it could be academic as well.

MR. THRALL: [0:58:13] Perfect, thank you so much for that, Kelly. [0:58:15] Unfortunately, I do see that we are at time. [0:58:17] So if you do have further questions that you want to send along, please respond to Gina Peck's email after this webinar, and we'll make sure that the speaker gets your question and provides an answer. [0:58:27] Well, we can't make sure of that, but we'll ask them to provide an answer. [0:58:30] We want to respectfully thank Laura Mullaly, Christine Devine, Kelly McNaughton, and Roger Sanchez for sharing their time and their expertise. [0:58:38] Thanks of course to all of you for taking the time to attend. [0:58:41] On behalf of me, Christopher Thrall, program lead Markirit Armutlu, and technical host Gina Peck, and the rest of the team here at CPSI, thanks again to our partners and the Mental Health Commission of Canada.

[0:58:54] I'm just going to get the slides moved ahead a little bit here. [0:58:58] If you want to continue the conversation started in this discussion, please feel free to send us an email. [0:59:02] You should receive Gina Peck's follow-up thank you email in your inbox shortly. [0:59:06] And we will post a recorded copy of this webinar on the CPSI website within the next week or so. [0:59:12] You will be

able to find the site that Markirit demonstrated at PatientSafetyInstitute.ca/safespace. [0:59:22] Now please remember that Conquer Silence is here to stay. [0:59:26] This week launches a multi-year effort to inform people across Canada about the silent epidemic of preventable patient harm and to equip everyone with ways to stay safe. [0:59:36] Donate your voice to help us spread the word at our new site, ConquerSilence.ca.

[0:59:43] Join us for the last webinar of Canadian Patient Safety Week on Friday, A Guide to the Protecting Canadians from Unsafe Drugs Act, also called Mandatory Reporting or Vanessa's Law. [0:59:55] You can register for these, listen to our new podcast, and download tools to help you conquer silence at PatientSafetyWeek.ca. [1:00:04] Have a wonderful day, everyone. [1:00:06] We look forward to seeing you again soon.

[END OF TRANSCRTIPT]