



Healthcare Salute | Hommage aux
professionnel·le·s
de la santé

Healthcare Salute: Mobilizing Insights
Surrounding Moral Injury Among Canadian
Healthcare Workers





Land Acknowledgement

McMaster University is located on the traditional territories of the Mississauga and Haudenosaunee nations, and within the lands protected by the "Dish with One Spoon" wampum agreement. For many thousands of years, the first people sought to walk gently on this land, offering their assistance to the first European travellers and

sharing their knowledge for survival in what was at times a harsh climate. We seek a new relationship with the original peoples of this land, one based in honour and deep respect. May we be guided by love and right action as we transform our personal and institutional relationships with our indigenous friends and neighbours.





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Collaborators



HEALTH SCIENCES



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Canadian Institute for
Pandemic Health
Education and Response

CIPHER



ICEISP

Institut canadien
d'éducation et d'intervention
en santé en cas de pandémie

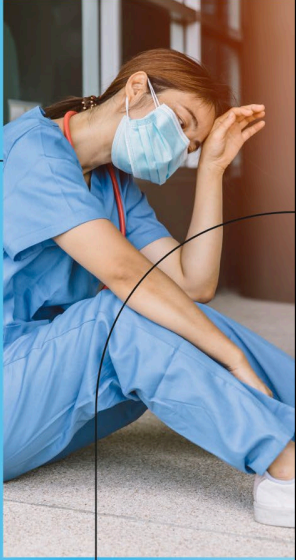
Two key aims of project KT deliverables



- 1. Develop and disseminate a variety of mental health literacy tools for healthcare providers.**
- 2. Develop and disseminate guidance and training tools for healthcare organizations and mental health providers who support healthcare providers.**



Knowledge Translation Strategies

	 Healthcare Salute
	94% of Canadian nurses show signs of burnout That's the real stat. 
	Learn what's driving the exhaustion epidemic 

- Knowledge of target audience and their practice context
- Plain language
- Available in English and French
- Online, asynchronous, self-directed learning
- Knowledge-to-practice focus: interactive exercises and activities
- HCP consultant panel and Knowledge Advisory Committee
- Social media campaign: gratitude, education, and awareness



Wellness support

- Publicly available wellness resources
- National and provincial level
- Options for both immediate/on-call help, or during set working hours

Canada	
Online	
Better Help: betterhelp.com	
CanadaWELL Support: facebook.com/group/224528275294833	
The Centre for Addiction and Mental Health: camh.ca/en/health-info/mental-health-and-covid-19/information-for-professionals	
Lifeline Canada: lifelinecanada.ca	
Mental Health Commission of Canada: mentalhealthcommission.ca	
Wellness Together: wellness.together.ca	
Telephone	
Canadian Crisis Hotline: 1-888-393-2273	
Canada Drug Rehab Addictions Services Directory: 1-877-746-7963	
Crisis Services Canada: 1-833-456-4566	
First Nations and Inuit Helpline for Wellness Help Line: 1-855-242-3310	
Alberta	
Online	
Distress Centre: distresscentre.com	
Telephone	
Acacia Mental Health: 1-844-743-7000	
Community Resource Specialist: 20 (available to refer services across Alberta)	
Distress Centre: 403-268-4357	
Mental Health Helpline: 1-877-353-2642	
British Columbia	
Online	
Bounce Back: bouncebackbc.ca	
Crisis Centre: crisiscentre.bc.ca	
Telephone	
24/7 Mental Health Support: 202-6789 (for after hours)	
B.C. Gambling Help Line: 1-888-795-6033	
Crisis Centre: 1-800-784-2433	
Manitoba	
Online	
AbilitiesCBT: abilitiescbt.com	
Kinesis Community Health Crisis Program: kinesis.mb.ca	
Mental Health Education Resource Centre of Manitoba: mhrc.mb.ca	
Telephone	
Kinesis Crisis Line: 204-786-8686 or 1-888-322-3039	
Manitoba Suicide Line: 1-877-437-7130	
New Brunswick	
Online	
Bridge the gaps: nb.bridgethegaps.ca/about	
CHIMAC Helpline Chat: chimaqhelpline.ca	
Telephone	
CHIMAC Helpline: 1-800-447-5005	
Quebec	
Online	
Getting Better My Way: www.ccsn.ca/en/monchemin	
Ligne d'écoute: ligne.ecoute.ca (French)	
Telephone	
Centre de l'Université de Moncton: 1-800-361-8200	
Nunavut	
Telephone	
Kamotiaqut Help Line: 1-800-265-0333	

Prince Edward Island	
Online	
Bridge the gaps: pe.bridgethegaps.ca	
ICAN Anxiety Program: login.strongerfamilies.com/accounts/login	
Telephone	
The Island Helpline: 1-800-238-2885	
Newfoundland and Labrador	
Online	
Bridge the gaps: nl.bridgethegaps.ca/about	
ICAN Anxiety Program: login.strongerfamilies.com/accounts/login	
Telephone	
OAMNAL Warm Line: 1-855-753-2540 (from 9 a.m. to 5 p.m.)	
Mental Health Crisis Line: 1-888-737-4668	
Nova Scotia	
Online	
ICAN Anxiety Program: login.strongerfamilies.com/accounts/login	
MindWell: app.mindwell.ca/novascotia	
Therapy Assistance Online: tconnect.org	
Telephone	
Mental Health and Addictions Services: 1-855-922-9222 (Monday to Friday, 8:30am to 4:30pm)	
Provincial Mental Health Crisis Line: 1-888-429-8967	
Ontario	
Online	
AbilitiesCBT: abilitiescbt.com/en-ca/for-us	
Bonds on the Ground: bondsontheground.ca (peer support for Ontario RPs and RPs only)	
BounceBack: bouncebackontario.ca	
Cameo Ontario: cameoontario.ca	
Distress and Crisis Ontario: distressandcrisisontario.org	
Ontario Shores: ontarioshores.ca/services/health-care-worker-asset-program	
Royal Ottawa: royal.ca/avoid-frontline-wellness	
St. Joseph's Healthcare Hamilton: stjosephs.ca/hospital-services/mental-health-addiction-services/connect-mental-health-and-addiction-outpatient-program/	
Wagpoint: wagpoint.ca/programs_and_services/frontline_wellness_program	
Telephone	
AbilitiesCBT: 1-844-373-5742 (24/7 crisis line)	
Crisis Ontario: 1-866-531-2626	
Northwest Territories	
Online	
ICAN Anxiety Program: login.strongerfamilies.com/accounts/login	
Telephone	
NWT Help Line: 1-800-661-0844	
Saskatchewan	
Online	
Online Therapy Unit: onlinetherapyunits.ca	
Telephone	
Professional Health Advice and Mental Health Support: 811	
Regina Mobile Crisis: 306-725-5333	
Saskatoon Mobile Crisis: 306-953-4200	
Yukon	
Telephone	
Mental Wellness and Substance Abuse: 1-866-456-3838	
Yukon Distress and Support Line: 1-800-563-0808	

KT deliverables that address both goals, raise public awareness and build cultural competency in mental health professionals



One national series of interviews with healthcare providers:

- “Voices of COVID’s hidden crisis” (Media Girlfriends)

Two virtual symposia:

- **COVID’s hidden crisis: MI/MD (Nov. 15, 2022)**
- The path toward recovery: Risk and resilience (Jan. 19, 2023)

Three virtual town halls:

- **Everybody hurts: MI/MD (Jul. 7, 2022)**
- Work life, home life: Family & interpersonal relationships (Sept. 15, 2022)
- Finding our footing: Self-care and self-compassion (Dec. 1, 2022)

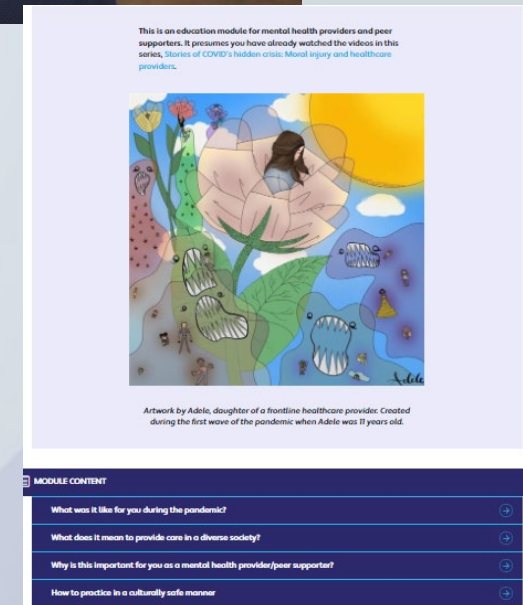
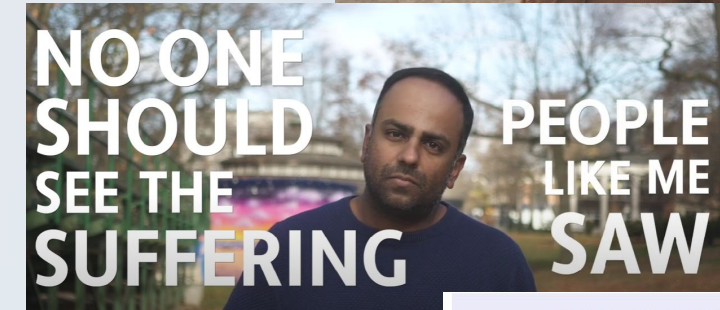


Healthcare Provider Video Series



Key Features:

- **Collaboration between researchers and journalists** (Media Girlfriends)
- 10 **interviews** with healthcare providers who served on **healthcare frontlines** during the pandemic speaking about the impact of on their mental health and well-being.
- Powerful **first-person narratives** flesh out and give voice to the **key themes** that emerged in our **qualitative interviews**, thus making research accessible in the form of **story-telling**.
- **Cultural competency learning module** for mental health healthcare providers to consolidate learning from videos into their practice.





Coping with moral injury & moral distress

Resource content

EXPAND ALL



Introducing moral injury

6 Items



Recovering from betrayal

5 Items



Grief and MI/MD

5 Items



Fusion v. defusion

6 Items



Acceptance and self-compassion

6 Items



Hope and MI/MD

5 Items



Forgiveness and MI/MD

5 Items



Identifying values and moral repair

4 Items



Appendix: An introduction to the Matrix

2 Items



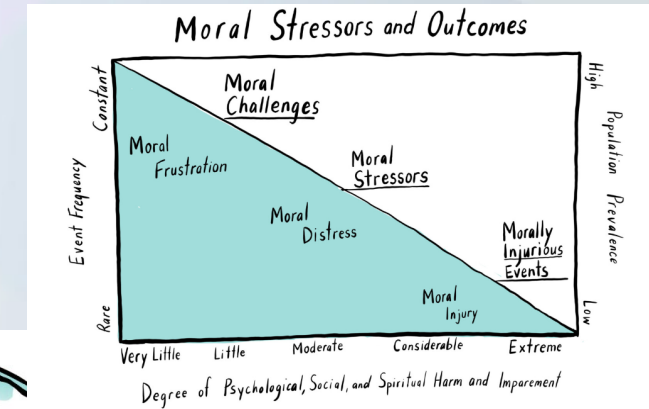
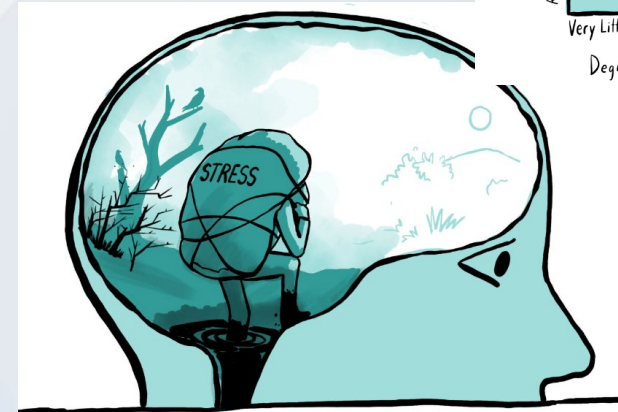
- Evidence based intervention (University of Alberta)
- Modified and adapted for online, asynchronous, independent learning
- Focus on knowledge to practice applications
- Developed in collaboration with healthcare providers' panel which reviewed and provided feedback on content as it was developed.





Mental health literacy tools for healthcare providers

- Project website
- COVID-19 mental health wellbeing factsheets for HCPs
- Mental Health Continuum Model assessment tool
- Stress, trauma, and PTSD psychoeducation curriculum
- Moral injury/moral distress psychoeducation curriculum

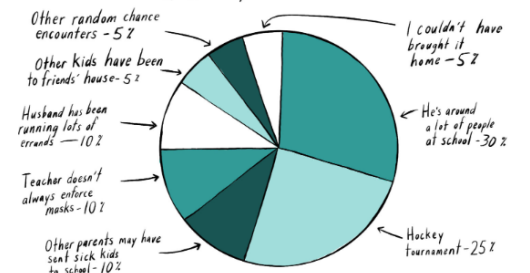


Activities

Create a responsibility pie chart

Use this technique if you expect to be blamed for a challenging situation

Situation: One of my kids got Covid-19 and I think it was my fault



Take home: There are a lot of places to blame for my child getting Covid-19. Given how careful I am, there's probably a small chance he got it from me.



Trauma Informed Care Curriculum for Non-Mental Health Healthcare Providers

An introduction to trauma-informed care
1 minute of reading

RESOURCES REFERENCES

This course is designed for healthcare providers (HCPs) working with diverse populations, which can include other providers who may have experienced trauma – either before or during the COVID-19 pandemic. (Throughout this course, “trauma” refers to psychological trauma.)

Trauma and its mental health impacts can significantly affect a person’s ability to access and use healthcare services. However, since most healthcare assessments do not routinely screen for a history of trauma, its impacts on survivors may be missed by providers.

Trauma-informed care provides HCPs with practical guidelines to help them ensure patients’ sense of safety during their services.

The goal of this introductory course is to increase awareness and competency, and to provide resources to healthcare providers who wish to engage in trauma-informed care.

Resource content [Download All](#)

- What is trauma?
- The impact of trauma
- Overview of trauma-informed care (TIC)
- Foundational principles of TIC
- Building a trauma-informed practice process
- Trauma-informed organizations
- Appendix: Worksheets & Tools

Key Features:

- **Trauma Informed care for the general healthcare practitioner:** Recognition that **non-mental healthcare providers** may interact with healthcare provider **colleagues with trauma histories** and need to practice using a trauma informed lens.
- **Modules designed for busy practitioners:** Each module is **less than 10 minutes** of reading time, self-directed and asynchronous.
- **Knowledge to practice focus:** Trauma Informed Care principles embedded into **practice process** to support uptake (Module 5), **quizzes, case-based practice scenarios, communication tip sheets.**

Factsheets for Healthcare Providers



Three sections:

- Moral Injury and Post-Traumatic Stress
- What can I do to take care of myself?
 - Coping strategies
 - Mental Health Continuum Model
- Top 10 pandemic stressors for HCPs

Features:

- Written in plain language that is easy to understand
- Designed to be read by HCPs who may not have the bandwidth for long-form writing

Top 10 pandemic stressors for HCPs

A factsheet for healthcare providers

Even before the pandemic, healthcare providers faced moral challenges in their work. But for many, working through the pandemic has exposed them to conditions that put them at an increased risk of moral injury and other mental health challenges.

Here are the most common challenges healthcare providers have faced during COVID-19.

1. Repeatedly watching patients suffer and die from COVID-19.
2. Taking on the role of family for patients who died alone, and not having time to process and grieve the deaths before continuing to care for others.
3. Enforcing no-visitor policies while worrying about the risks of having visitors present.
4. Feeling exhausted and burned out but unable to take time to rest.
5. Feeling afraid of infection and spreading COVID-19 to family members and others.
6. Family life is affected because of longer work hours and physical distancing.
7. Feeling that deployment to COVID-19 units was not fair.
8. Lack of employer understanding and not having enough resources to do their work.
9. Feeling misunderstood, like they are living in a different world than non-healthcare workers.
10. Loss of usual coping strategies, like access to gyms and socializing with loved ones.

Moral injuries

Healthcare providers have faced many challenges during the pandemic, including:

- Working with limited resources
- Witnessing a decline in the quality of care
- Not allowing families to visit the bedsides of patients with COVID-19

These potentially morally damaging events can lead to:

- Feelings of guilt, shame, anger, disgust, or betrayal
- Depression, anxiety, post-traumatic stress disorder
- Suicidal thoughts or behaviour
- Burnout
- A desire to leave the healthcare profession
- Engaging in potentially risky or dangerous behaviours (e.g., speeding, overspending, self-harm)
- Loss of sense of identity
- Changes in religious or spiritual identity
- Altered vision of a just and good world

Physical reactions

- Headaches
- Fatigue/lethargy

Emotional and social reactions

- Feeling numb or detached from other people, activities or environment
- Emotional exhaustion
- Compassion fatigue (a fatigue that occurs when caring for people who are experiencing trauma)
- Feelings of fear, anger and uncertainty

Functional impairments

- Some HCPs may experience functional impairments for several days, including decreased ability to perform daily activities (e.g., performing work tasks, standing for long periods of time, walking long distances), difficulty concentrating, and decreased social skills

What is the Mental Health Continuum Model?

The Mental Health Continuum Model is a self-assessment tool that checks your mental health status. By giving you the ability to identify changes in your mental health, this tool can increase resilience, reduce stigma, and improve well-being.

Once you've used the tool to check-in with yourself, it will show your place on the continuum, and direct you to helpful resources.

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In the model, you'll notice four colour blocks:

-  Green means you're healthy
-  Yellow means you're reacting
-  Orange means you're injured
-  Red means you're ill



Organizational Recommendations



Four Categories of Recommendations:

1. **Leadership:** encompasses the roles of all levels of leadership. HCPs expressed that they do not feel adequately supported and acknowledged by their leadership for the work that they do.
2. **Formal organizational supports:** addresses HCP concerns regarding higher level decision-making surrounding topics like benefits, policies, and procedures.
3. **Communication:** refers to processes through which changes in policies and procedures are communicated to staff, as well as how staff communicate feedback on such policies and procedures.
4. **Team:** describes the importance of social support and encouragement received from colleagues, which the organization can promote by developing strong teams.



**!!Ongoing Project
Recruitment!!**

TRAUMA & RECOVERY

RESEARCH UNIT

<https://redcap.link/MITIC>

CANADIAN HEALTHCARE LEADERS,
MANAGERS, AND FRONTLINE
PROVIDERS ARE INVITED TO
PARTICIPATE IN A RESEARCH STUDY ON
ORGANIZATIONAL CULTURE AND THE
MENTAL HEALTH OF HEALTHCARE
PROVIDERS.

TO PARTICIPATE IN A
SURVEY AND OPTIONAL
INTERVIEW ABOUT YOUR
EXPERIENCES, PLEASE
FOLLOW THIS [LINK](#)



If you have any questions, please [email us](mailto:COVID19STUDY@MCMASTER.CA) at COVID19STUDY@MCMASTER.CA.

This study has been reviewed by the Hamilton Integrated Research Ethics Board #12667.

