

2018 Healthy Workplace Champion Summit Report

Saskatoon Healthy Workplace Initiative

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This document contains a summary of the feedback from the Champion Café session held on June 12 as part of the 2018 Healthy Workplace Champion Summit. The Café gave voice for Champions to inform the strategic direction of healthy workplace development across the new organization, and explored opportunities for improvement and evolution of the HW Network.

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2018 Healthy Workplace Champion Summit Report

Overview of Champion Café

The Saskatoon Healthy Workplace Initiative hosted a full-day HW Champion Summit on June 12, 2018. Forty-eight Champions from across the former Saskatoon Health Region were in attendance. The first part of the day was spent in a World Café-style exercise with the purpose to 1) give the HW Champion Network a voice to inform the strategic direction of HW development across the new organization, and 2) explore improvement and evolution of the HW Champion Network.

The World Café is an easy-to-use method for creating a meaningful and cooperative dialogue around **questions that matter** in service to real work. We based our three questions on the feedback provided from a recent Champion survey:

1. As champions, what is our **vision** of a healthy workplace initiative within the expanded context of the Saskatchewan Health Authority? How do we evolve as an initiative in a larger structure – how can we move forward?
2. How would you feel more connected to other healthy workplace champions and the network as a whole? How can we build a sense of community?
3. What action steps can be taken by the champions and the HW initiative to address the themes identified in the survey? What are some concrete ideas that could change the way we work as champions?



Donna transcribing all the great ideas!

Champions in action during the Café

Summary of Champion Café Responses

1. As champions, what is our vision of a healthy workplace initiative within the expanded context of the Saskatchewan Health Authority? How do we evolve as an initiative in a larger structure – how can we move forward?

Top Priorities:

1. Senior leadership needs to support this, making it a priority
 - Buy-in from leadership (sandwich approach – top down and bottom up)
 - How do we build time into the day
 - Senior Leadership understanding the importance of Healthy Workplace – having HW training; include them as part of the process
 - Support from leadership to expand and support required resources
2. Increase numbers of Healthy Workplace staff so we have each area of the SHA covered
3. Quarterly meetings – big events like this, as well as time for individuals
4. *Vision* – Healthy teams = efficiency=Happy teams and Clients; mind-body connection and individual strength; led by employees and supported by Leadership
5. *Principles*- collaboration; support from leadership; encouragement and celebration along with recognition, inclusion, holistic approach

Additional Comments:

- Make resources more available so people know where to go for workplace issues whether good or bad
- At least one champion for every department
- Need to have events to appreciate staff – Bring back barbeque days, Bravo Awards, Sundaes, etc.
- More frequent communication such as a weekly reminder to be healthy
- The healthiest employees regardless of where they work
- A place for us to thrive; feeling valued
- Offers opportunities for teambuilding – champions or interdisciplinary
- Ensuring representation from all areas; types of work and geography
- Staff morale, inclusion (all staff, cultural considerations, etc.)
- Consistency of messages, sharing and supporting so rural benefits too; not just larger centres
- Work life balance
- What is a healthy team?
- How of vision – multi-modes of communication; ways to do it offsite
- DREAM: “Traveling road show” of dedicated HW staff to support sites; all sites get support, consistent (rural vs urban); sharing ideas – helps energize and revitalize
- Have “training” of network leaders (model off LiveWell with Chronic Conditions)
- Evolve by developing connecting events and utilizing technology to connect everyone

- Clear metrics to indicate progress made – quick, meaningful surveys to influence areas of focus for champions
- protected time for champions to **dedicate time** to developing activities, planning, etc. (ask for what you need – top down support)
- morale should not just be a checkbox – leadership (all levels) must make this a priority
- *Increase visibility – promotion/awareness*: more visual of HW in the SHA; promoting HW – having communication board on units/offices to promote HW; having a web-ex to connect with other workplace champions – provincial
- Have HW in WOW for new employees
- Inform senior staff in SHA that HW exists
- Have in in-service departmental information sessions on HW
- More structure

2. *How would you feel more connected to other healthy workplace champions and the network as a whole? How can we build a sense of community?*

Top Priorities:

1. For HW Champions to access a message board to communicate and share ideas and questions – on the HW webpage; we could check in weekly or as much as needed. Monitored by Donna/Mimi; feedback on solutions, things that work or don't
2. Increase visibility – i.e. posters, social media
3. Annual provincial workshop/summit
4. Leadership involvement/engagement
5. Organized, standardized approach for HW leaders to provide consistent ideas/strategies/supplies so champions can implement/share it; don't have to think of ideas on own
6. Huddles/frequent HW touch bases with champion network; knowing who we are; way to communicate

Additional Comments:

- For each HW Champion to have a list of who the others are/location/dept – maybe also on message board
- Don't feel connected to larger network currently – but things like this summit are great?
- Having an annual provincial workshop/summit
- Weekend or yearly conference; keynote speakers, presentations
- Network by having WebEx meetings; to share initiatives; to create conversation
- Annual meetings for HW or 2/year
- Monthly check-in – teleconference; What are you doing this month? What's working? Keep on track?

- Half-day at Rependa or theatre, no lunch (less cost); webex webinar; easier to get front line staff to attend (maybe wouldn't have to get replaced)
- As a champion, we need to just deliver ideas/plans already prepared for us
- A common place to post ideas for others to get involved – blog?
- Greater presence – didn't know the website existed
- Positive messages/jokes
- Networking – web ex summits, live streaming, simulcasts; sharing of success stories, ideas – learn from others rather than reinventing the wheel; communication strategy; easy to action events/activities
- Need managers onboard with network
- Managers need to promote HW Champion to staff as they aren't aware
- Hard to come up with ideas on your own; we should be doing the same across the province
- Does “champion scare people away? – use team as title
- Resource availability – webpage awareness
- “SHR” – hosts previous regions to learn what the HW network is
- Share what great ideas are working for HW in “SHR”
- Utilize the “KUDOS”
- Sharing successful ideas or stories with other workplace champions
- Building a sense of community outside of Saskatoon – what are other facilities doing?
- What are other departments doing as workplace champions in their departments?
- Knowing who they are and where they work – facility/floors/dept/unit/site
- Work collectively...share ideas
- Having more information out there about becoming a HW champion
- Monthly themes or challenges; competition; best practice success
- Leaders of champions – set up a challenge but open it up for other champions/sites to participate
- To leaders: more communication to them about what champions do; a way to celebrate as well
- Social media – Facebook or Group (interactive); not for everyone so use various modes of communication but integrate them
- Healthy Workplace Team do site visits- rural and outlying sites
- Monthly connection – WebEx, telehealth
- Making sure Champion is reporting back to HW dept so they know what is going on
- Resources – free yoga in the park/group activities; healthy recipes
- Email notifications for sharing with co-workers
- Recruit more people from your departments/facilities
- App with daily reminders and/or Facebook page
- Templates of ideas given to us, so just implementation is required
- Wellness Wednesday – appoint a person of the day to share an idea/challenge
- Increase #'s of HW representation in each dept or facility. The word “champions” is intimidating – new name?

- Keep it simple – app, blog, Facebook page, wellness Wednesday, share ideas b/t sites
- How to establish a healthy workplace team in your department
- Monthly teleconference/huddle with champions to share ideas and successes
- 1-2 hour short events WebEx
- Notification of events outside of work i.e. runs, gym promos, classes, events, weekend health
- Knowing who champions are – way to connect
- How do we communicate the value of healthy workplace?
- Quick smart phone videos re successes
- Similar idea to HR blog – a place to post ideas, comments, etc.)
- Virtual whiteboard to share info
- Champions “jabber” network
- Keep offering these champion summits
- Posters or visual boards of information
- Knowing/awareness of who does not have access to computers – assure communication to them also
- Using Google Hangouts to connect with other former health regions
- Wall walks, huddles – make HW a metric/priority

3. *What action steps can be taken by the champions and the HW initiative to address the themes identified in the survey? What may be some concrete ideas that could change the way we work as champions?*

Top Priorities:

1. Share and celebrate our successes and actions
2. Making HW more known by staff – kudo’s board; information board; manager involvement
3. Work environment/Participation – treat days, potlucks (food brings people together), decorations (Canada Day, V-day, Christmas), activities; social committees in depts. – use staff interests when planning events and delegate members; sit-stand desks; room with standing desk to book out (if you have to talk to someone you can’t roll your chair)
4. Walking huddles
5. Making breaks a priority
6. Positivity and support; encouragement; communication and positive workplace notices
7. Ongoing healthy workplace information distribution; visual board; fun board

Additional Comments:

- Leadership support – making HW more known by staff – whiteboard with information – for staff what’s available
- More province-wide challenges/activities, i.e. mindfulness, walking
- Budget – what can we use for prizes; how to resource?; mini fundraisers to fund staff events; recycling money
- Embedding HW to our co-workers to engage HW all the time

- Make sure that we are communicating to our department/area in varied fashion – whiteboard, etc.; manager buy-in
- Time/Money/Workload – plan in advance; set time in meetings and in huddles
- Sharing of successful ideas, stories; friendly competitions/challenges
- Consistent healthcare team
- Healthy huddles
- Recruiting new champions
- HW spot on huddle boards
- Communications binders on unit/dept i.e. Scott Livingstone’s emails – we get them 3x; huddles printed in binders (emails)
- Visibility wall – staff can add comments
- Dept./site inter-challenges
- Have/develop a HW standard talking point for huddles or huddle boards – healthy minute at huddle
- Daily reminders admin assist sends out – include HW website
- Connect person to person – will grow the network naturally
- Healthy potlucks
- “Fish Bowl Fridays” – draw name each week and that person gets to leave half an hour early for the day
- Help each other out – teamwork
- Scheduling time in your calendar
- Send a monthly email to the group
- Use huddle time – once a month to do a “healthy minute”
- Encouraging “buy-in” from team leads, managers, etc. something for new employees coming into department to encourage healthy workplace
- Having a “lightness” to the day and encourage daily humour
- Huddle – say something nice about the person to the left and kudos
- Communication board
- Secret Santa (good for night staff)
- Casuals – how to ensure they are involved; they bring knowledge from each site
- Keep your tank full
- Regular info sessions for staff about wellness – part of the initial staff training
- Captive audience – bulletin board in bathroom – humour and info
- Budget – potluck – socialization with 0 budget requirement
- Leaders attend and participate in social events
- Monthly activity challenge with prize
- Workload & Time – groups helping each other out – to allow all to go for a break; team work
- Get to a new location/view for break
- Inform and encourage to go to green spaces
- Create more spaces to go (SHA – i.e. SCH has a large park)

- Work environment – managers, yoga mats, encourage 15 min break to do yoga
- Positive board – quote of the day in workplace; art work
- Tip jar – take a treat and leave a tip; buys more for next time
- Treats with a note
- Collaboration with former regions/rural; example: social committees, HW initiatives
- Accountability; assign tasks to individuals or offer rewards
- Live tracking of HW initiatives; step challenge and mapping where you are individually, dept, site, etc.
- Quick wins
- Book readings, chapters
- HW mobile app – utilizing an existing app rather than creating
- Healthy competition
- Creating more exposure of current resources – website; challenges
- Payroll website – HW link
- Hold another summit; include all Sask Health Authority
- HW visit at huddles
- Elevator advertise learning from out of province
- Humour
- Support environment for communication with management
- Bring awareness of challenges and solutions
- Keep your foot on the gas
- Fitness classes at lunch
- White board for inspirational quotes, birthday greetings, etc.
- Buzz reminders to stand up
- Appreciograms
- Info sent for huddles – one pager
- Emailing successes; ideaboard, “Pinterest”
- Walking meetings
- TV monitors to advertise events/ timely info
- Sign up for Mimi’s weekly email; wellness Wednesday
- Employee of the month – not the traditional way; themes, incentives
- Social/wellness club – not just focused on social activities, include wellness ideas; fruit platters, veggies
- SHA voluntary deduction of the pay cheque for wellness club
- Doesn’t have to be a massive event – doing something small every week like a drip into a bucket
- Meeting with a 10-15 minute focus on wellness
- The champion has to send out info to team from HW
- We need to (as champions) talk about the network, the website, etc.

Recommendations for Action:

Healthy Workplace Champions identified the following key elements for an organizational Healthy Workplace Approach/Strategy for Saskatchewan Health Authority:

LEADERSHIP – senior leadership support and commitment to a healthy workplace and an integrated management approach with cascading responsibility and accountability for employee wellness and wellbeing through the management structure. Ideas include:

- Senior Leadership buy-in and understanding the importance of Healthy Workplace – provide HW training as part of the process
- Morale should not just be a checkbox – leadership (all levels) must make this a priority
- Build time into the day - protected time for champions to dedicate to developing activities, planning, etc.
- Support from leadership to expand and support required resources; provision of access to workplace health programs

FORMAL STRUCTURE -Vision, principles and processes are formally established and are supported by leadership. Ideas include:

- *Vision*
 - Healthy teams = efficiency = Happy teams and Clients
 - Led by employees and supported by Leadership
 - A place for us to thrive; feeling valued
 - The healthiest employees regardless of where they work
 - Work life balance
 - Mind-body connection and individual strength
 - Clear understanding/definition of a healthy team
- *Principles*- collaboration; support from leadership; encouragement and celebration along with recognition, inclusion (all staff, cultural considerations, etc.), holistic and integrated approach ; joint (shared) responsibility
- *Processes*
 - Ensuring representation from all areas; types of work and geography
 - Offers opportunities for teambuilding – champions or interdisciplinary
 - How of vision – multi-modes of communication; ways to do it offsite
 - DREAM: “Traveling road show” of dedicated HW staff to support sites; all sites get support, consistent (rural vs urban); sharing ideas – helps energize and revitalize
 - Have “training” of network leaders (model from LiveWell with Chronic Conditions)
 - Clear metrics to indicate progress made – quick, meaningful surveys to influence areas of focus for champions

COMMUNICATION – ongoing communication in a variety of modalities regarding HW issues, philosophy, supports and resources. Ideas include:

- Quarterly meetings – big events such as Summit, as well as time for individuals
- More frequent communication
- Ensuring representation from all areas; types of work and geography
- Consistency of messages, sharing and supporting so rural benefits too; not just larger centres
- Evolve by developing connecting events and utilizing technology to connect everyone
- Increased visibility – promotion/awareness: more visual of HW in the SHA; promoting HW – having communication board on units/offices to promote HW; having a web-ex to connect with other workplace champions – provincial

Next Steps:

The Healthy Workplace Unit (Saskatoon Area) will undertake the following:

1. Conduct a comprehensive inventory of healthy workplace-related activities, initiatives, resources and services offered throughout the Saskatchewan Health Authority to assess current state.
2. Present *SHA Healthy Workplace Inventory and Champion Summit 2018 Final Report* to the Executive Director, Organizational Development and Employee Wellness for further discussion.
3. Partner with Human Resources Business Partners and Quality Improvement Team to identify how these areas can support and facilitate champion network development and ability to function.
4. Develop action plan to address priority issues identified by Champions regarding improvements to the HW Champion Network. For example:
 - Develop champion area on the HW website which includes resource well for champions/teams; feedback mechanism to communicate with HW Team; list of Champions with contact information and process for networking

Questions and comments can be directed to:

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For more information about the Healthy Workplace Initiative visit <http://www.shrhealthyworkplace.ca>