



shifting to wellness

helping shiftworkers lead healthier lives

BC Healthy Communities Webinar January 13, 2011

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Outline

- ✓ Why are we part of this Webinar
- ✓ Shiftwork and Health
- ✓ The Shifting to Wellness Program
- ✓ Case Study - Vancouver Coastal Health and Providence Health Care

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Why we are part of this Webinar

- Shifting to Wellness is a 20+ year old shiftwork lifestyle education (voluntary health) program that is continuously evolving
- To share our experiences (successes and challenges) in our efforts to become a comprehensive workplace health program

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Figure 1 – A comprehensive workplace health initiative



The Health Communication Unit at the Centre of Health Promotion, University of Toronto *WORKPLACE HEALTH PROMOTION STAKEHOLDER ANALYSIS, June 2003*

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Shiftwork & Health

“... approximately 25% of employed Canadians work shift; that is, non-standard hours. For most of them, shiftwork is not a choice, but a job requirement.”

Source: Statistics Canada: Health Reports

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Shiftwork Challenges

Employer Issues

- ✓ *Employee Health & Wellness*
- ✓ *Employee Job Safety*
 - ✓ *Employee Morale*
 - ✓ *Employee Retention*
 - ✓ *Productivity*
- ✓ *Costs associated with health, turnover & absenteeism*

Employee Issues

- ✓ *Sleep & Fatigue*
- ✓ *Health (Physical, Mental, Sexual)*
- ✓ *Personal Safety*
- ✓ *Family & Social Challenges*

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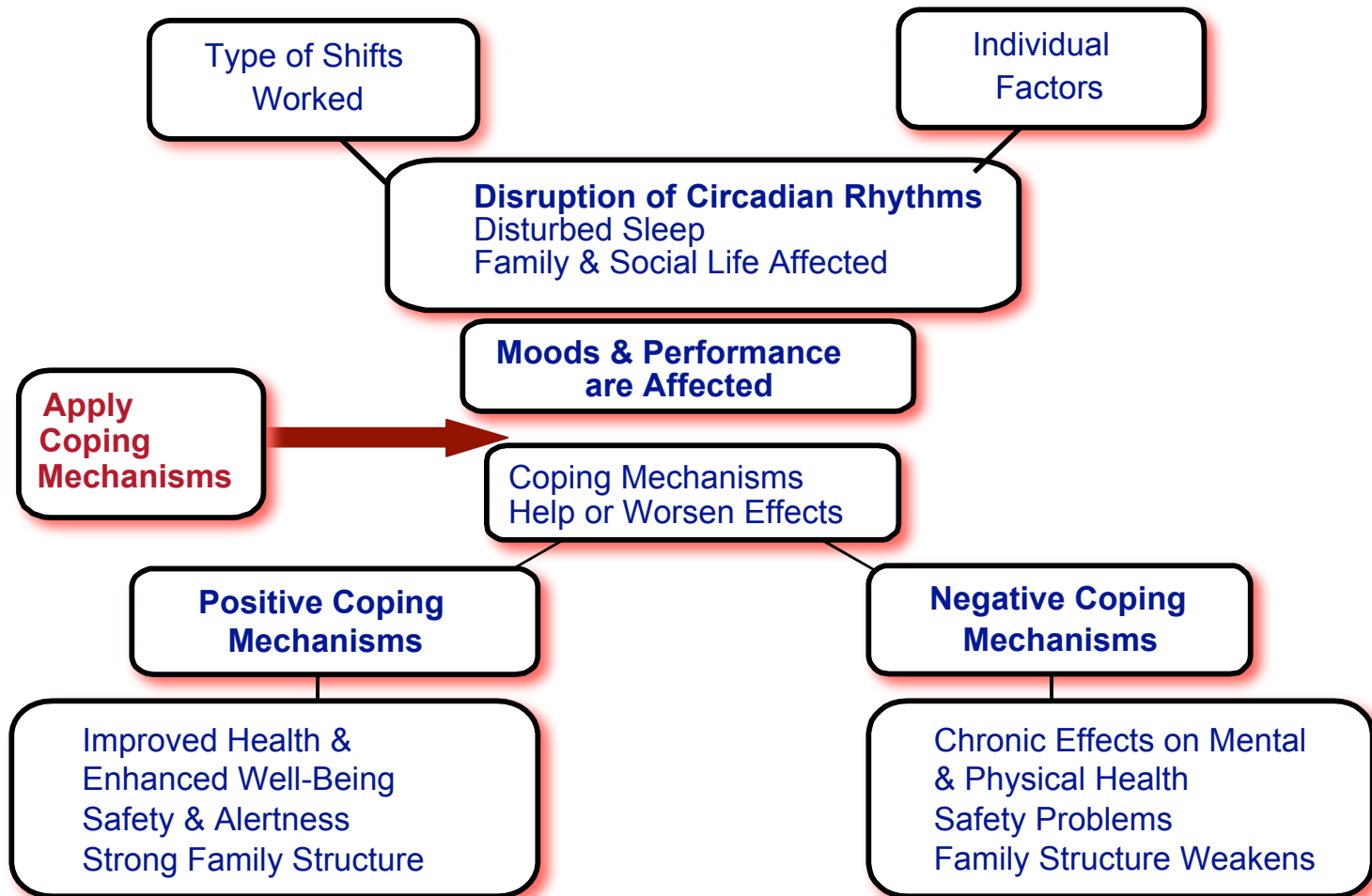
Negative Health Consequences of Shiftwork

- ✓sleep disorders,
- ✓workplace injury,
- ✓cancer,
- ✓pregnancy complications,
- ✓gastrointestinal disorders,
- ✓cardiovascular disease,
- ✓psychological distress,
- ✓asthma, diabetes,epilepsy.

Institute for Work & Health Issue Briefing Shiftwork and Health - April 2010



The Relationships Among Shiftwork Issues



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Program History

Program Content

Program Delivery

Program Efficacy

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Program History

RISK IDENTIFIED - Early 1990's Studies

SOLUTION DESIRED - Community initiative

DEVELOPMENT – 1995, Shifting to Wellness
Developed

PROGRESS – 1999, New Research & Format, 2005
New Research & Format

DELIVERIES – Since 1995 over 15,000 employees
and 550 Trainers have taken Shifting to Wellness
courses

NOW - 2011 Undergoing a complete update - new
research and material to be added to the program

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Program Content

- ✓ Overview
- ✓ A New Look at Shiftwork
- ✓ Managing Sleep, Maintaining Alertness & Preventing Fatigue
- ✓ Managing Change Positively
- ✓ Managing Stress Positively
- ✓ Managing Time Positively
- ✓ Healthy Eating
- ✓ Active Living
- ✓ Maintaining Awareness of Sexual Health
- ✓ Maintaining Spiritual & Cultural Awareness
- ✓ Relationships and Community
- ✓ Tobacco Reduction

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Program Delivery

There are 2 different courses available:

Employee Program

Trainer Certification

The above courses are delivered in 2 formats:

In House

Open Workshop

Course delivery timelines are customized according to the needs of the organization and include full-day formats as well as deliveries over a series of days, weeks, or months.

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Program Efficacy

Until 2005, we collected results from 6 month post surveys.

The surveys revealed that the delivery of the Shifting to Wellness Program helped employees implement positive lifestyle changes.

A SHIFTING TO WELLNESS SUCCESS STORY

“Canadian Pacific Railway has used the (Shifting to Wellness) program since 1999 with employees in Canada and the US. Our surveys (done in 2001 and 2003) show that employees find the information interesting, useful and that training leads to positive changes in lifestyle behavior in over 90% of employees (2003 survey of 2443 employees).”

*~ Sylvana Leclerc, Health Promotions Coordinator
Canadian Pacific Railway*

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A Case Study

- In 2005, A partnership between Keyano College, Vancouver Coastal Health and Providence Health Care was developed to:
 - Develop a customized program for healthcare
 - Determine if the Shifting to Wellness in Healthcare program changes the behaviors of participants at Vancouver Coastal Health and Providence Healthcare through a research study conducted by Keyano College
- Obtained Health Canada Grant to support healthy workplace initiatives



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Methodology

- 12 nursing units across VCH/PHC
 - 6 control / 6 experimental sites
- Divided equally between acute and residential care units
- Consisted of:
 - Face to face education
 - Video and Participant handbook
 - Supporting handouts
 - Incentive prizes
- Voluntary participation
- Sample size - 225 employees (signed up to participate)
- Pre, Immediate post and 3-month post surveys
- Survey measurements:
 - Demographics
 - Shiftwork history
 - 35 questions related to personal lifestyle choices
- 90 completed all 3 surveys

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Results

- ✓ Quantitative findings revealed very little difference between the control and experimental groups across the three times of testing.
- ✓ MSI timeloss data was not a meaningful variable to test the effect of training.
- ✓ No significant difference between control and experimental groups was found in analysis of sick leave data.

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Key Obstacles

Attendance

Surveys

Metrics-Statistics

Handouts

Ethics approval

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10 Recommendations

1. Start in residential rather than acute
2. Partner with university/training agencies and deliver in programs that graduate shiftworkers
3. Complete the training in orientation for new employees
4. Hospital wide orientation
5. Flexible delivery
6. Use of technology
7. Unit champion
8. Budget is key
9. Environmental support is imperative
10. Organizational support is imperative

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Best Practices

1. Involving Family - Irving Oil
2. Involving Community - Syncrude/Irving
3. Pre-education commitment letter for person attending the education and their manager to sign - Interior Health
4. Considering the shift schedules and creating education opportunities that fit - Ledcor
5. Providing incentives and rewarding attendance - Vancouver Coastal Health and Providence Health Care

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How we are evolving

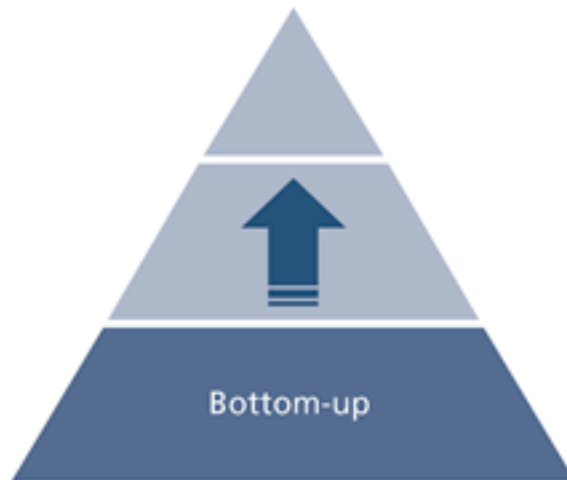
From 1990-2005

Focus was primarily on employee training of our program

2005-2010

Focus has shifted to preparing organizations for a program roll-out

Including. Pre and post support, needs assessments, tailored education



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Where we are going

- ↑ focus on preparing leadership for roll outs
- ↑ support in identifying and supporting champions
- ↑ partnerships to support organizations in shift schedule design (Occupational Health and Safety)
- ↑ use of new technology

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Key Success Factors

- Working with what you have already
- Partnerships
- Starting with a small “keen” group
- Creativity

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www.shiftingtowellness.ca

Helping Shiftworkers Lead Healthier Lives

The difference is truly night and day!