

**Long Lives,
Healthy Workplaces**

**Amended resources for New Zealand
Anaesthetic Departments**

Strategy 1: Improve the training and work environment to reduce risk

Action 1: Ensure job design, rosters and individual workloads are reviewed to reduce risks

1.1 Conduct a review of rostering practices to identify unsafe working hours and develop new evidence based safe working hour policies and practices

TIPS

- Ensure staff have a sense of control over work by employing a collaborative approach to rostering and to the development of surgery lists.
- Allow staff flexibility, where possible, with their working hours.
- Provide staff with the option to leave early on non-clinical days.

RESOURCES

RDA MECA 2107/18: Schedule 10 and limits on hours

- There shall be no more than 10 consecutive days worked or 4 consecutive night shifts worked by employees. All new rosters must ensure these two parameters are complied with.
- Following 3 or more consecutive night duties a minimum break comprising the balance of the calendar day upon which the employee ceased the last night duty plus a further 2 calendar days must be provided, unless parties agree there are sufficient mitigations to address any fatigue risks then a further 1 calendar day may be sufficient.
- The parties have a commitment to work back to a maximum of 60hrs per week.
- Minimum 8hr break between shifts

Association of Salaried Medical Specialists (ASMS)

Discussion of fatigue as a health and safety hazard. Reviews Australian Medical Associations Code of Practice: hours of work, shift work and rostering for hospital doctors. [ASMS - Fatigue](#)

New Zealand Medical Association (NZMA)

Doctors in Training Council advice regarding self care and self monitoring with some useful links to resources, as well as the NZMA position statement on Doctor's Health.

[NZMA - Are You OK?](#)

[NZMA - Doctors Health and Wellbeing](#)

New Zealand Medical Student Association (NZMSA)

Wellbeing guide for students but lots of useful resources for doctors too.

[NZMSA Keeping your Grass Greener](#)

[NZMSA Wellbeing Page](#)

JMO Health

A website about health and wellbeing for junior doctors, written by junior doctors, covering tips for dealing with common issues faced by junior doctors, self assessment tools and links to other resources. [JMO Health](#)

1.2 Support staff to take sick leave if unwell and minimise the impact on colleagues from the loss of staff member

TIPS

- Minimise the impact of staff sick leave on other colleagues by ensuring there are appropriate staffing 'replacements' to draw from when needed.

RESOURCES

Health Navigator NZ

Strategies for managing stress at work and for employers. [Health Navigator - Stress at Work](#)

Forbes

Article on the cost of presenteeism, a common behaviour in doctors. [Forbes - Price of Presenteeism](#)

1.3 Provide staff with a physical space for breaks

TIPS

- Provide staff with a physical space for quiet time, other than cafeterias that are shared with the public. Space to eat, as well as a space to rest.

Some considerations when choosing a space may be:

- Location – the degree to which the space is accessible by all or a few.
- Enclosure – the degree to which the space is enclosed by walls, doors, or a ceiling.
- Exposure – the degree to which the space offers visual or acoustic privacy.
- Technology – the degree to which the space is outfitted with high-tech or low-tech tools.
- Temporality – the degree to which the space invites lingering.
- Perspective – the direction in which the space focuses the user's attention.
- Size – the usable square footage of the space.

RESOURCES

Harvard Business Review

An article that discusses seven factors of office or space design. [Factors of Great Office Design](#)

The Privacy Crisis: Taking a toll on employee engagement

New Steelcase research has revealed that, while togetherness at work is vital for value creation, in excess it can be taxing. Too much interaction and not enough privacy can take toll on workers' creativity, productivity, engagement and wellbeing. [The Privacy Crisis](#)

Forbes

Agarwal P. How do we design workplaces that support mental health and well-being. Forbes 2018, June 24. [Forbes - Workplace Design and Mental Health](#)

Action 2: Design and manage a work environment that minimises harm

2.1 Reduce access to means of suicide by:

Educating anaesthetists and anaesthetic trainees of safe handling drug practices; and

Reviewing and tightening department policy in regard to access

TIPS

- Ensure all staff are aware of, and understand safe handling drug practices in your department.
- Review department policy annually, and develop a checklist of strengths and weaknesses.
- Circulate department policy annually with notes of strengths and weaknesses.
- Provide opportunity for staff to contribute ongoing suggestions for improvement that work in your department.

RESOURCES

ANZCA

Guidelines for Safe Management and Use of Medications in Anaesthesia. A guide to assist healthcare facilities to ensure safe handling, documentation, and appropriate access to medications used in anaesthesia. [ANZCA Guideline PS51](#)

2.2 Educate and support staff on changes to mandatory reporting so they feel more able to seek help. Promote other services or advocates in the department that can assist those who have questions or concerns.

Mandatory Reporting

Wellbeing of Anaesthetists SIG document provides details on mandatory reporting requirements for both Australia and New Zealand. [ANZCA Document RD24](#)

Medical Council of New Zealand

Links to details on dealing with conduct, competence and health concerns. [Medical Council NZ](#)

What happens when the Council receives a report of a concern about a doctor's health.

[Medical Council - Health Concern Process](#)

The Welfare Advocate

An article discussing the role of welfare advocate regarding performance issues, psychiatric illness, critical incidents and communication, substance abuse and violations.

[ANZCA - The Welfare Advocate Role](#)

A resource document outlining how to appoint a suitable person as a Welfare Advocate, duties, roles, as well as resources. [ANZCA Document RD26](#)

Research on support for doctors facing complaints

Rimmer A. Colleagues are best support for doctors facing complaints, researchers find. BMJ 2017; 359:j5420. <https://www.bmj.com/content/359/bmj.j5420>

Action 3: Ensure adequate and structured access to training and professional development opportunities

3.1 Develop a policy ensuring adequate provision of mental health support for anaesthetic trainees during examination periods

TIPS

- Identify what exactly is needed by anaesthetic trainees during examination periods. What would best support their mental health during these times?
- Who will take lead responsibility? A working group, a subcommittee, staff members, a specific staff member such as the welfare advocate?
- Gather information. What have other departments done? Are there existing templates or examples?
- Draft a policy and implement a plan.
- Consult with anaesthetic trainees, department heads, and heads of school.
- Finalise and approve policy.

- Consider whether procedures are required. Is there a need for clear guidance regarding how the policy will be implemented and by whom? Who will be responsible for developing these procedures? When will this be done? What will be the process for consultation, approval and implementation?
- Implement. How will the policy be communicated and to whom? Will training be required to support implementation? Should the department or organisation produce a press release, or communicate through an internal newsletter?
- Monitor, review and revise. What monitoring and reporting system will be set up to ensure that the policy is implemented? How will usage be assessed? How can staff provide feedback? On what basis and when will the policy be reviewed and revised?

RESOURCES

Clinical Supervision

Consider clinical supervision, or meeting with a psychologist for psychological support over this stressful time. What is supervision? [Supervision](#)

Developing a policy: checklist

The Independent Commission Against Corruption NSW (ICAC) provides a generic guide that can be used to develop any organisation policy. It can also be used as a checklist. [ICAC Checklist](#)

3.2 Provide structured access to professional development and training for all anaesthetists

TIPS

- Identify what professional development opportunities staff in your department are interested in, and could benefit from most, including opportunities for leadership training.
- Explore opportunities or events that will provide professional development to staff.
- Develop a professional strategy plan, scheduling regular events for staff to engage in.

RESOURCES

Australian and New Zealand College of Anaesthetists

Training and Accreditation. Provides regulation information and links for Training and Accreditation.

[ANZCA Training](#)

Continuing Professional Development

Provides information for participants to record, monitor and provide evidence of the CPD activities under categories of practice evaluation, knowledge and skills and emergency responses in an online CPD portfolio.

[ANZCA CPD](#)

Strategy 2: Improve the culture of medicine to increase wellbeing and reduce stigma

Action 4: Implement strategies to improve health and wellbeing of staff

4.1 Implement prevention and health promotion programs to improve wellbeing.

TIPS

- Identify mental health workplace programmes.
- Conduct a situational analysis, and select a workplace programme that is fit for purpose, to implement.

RESOURCES

Online tools, programmes and initiatives to implement in the workplace

Royal Australasian College of Physicians (RACP)

A range of resources on Doctors health and wellbeing. [RACP - Physician Health and Wellbeing](#)

Heads Up

A list of training and resource materials. [Heads Up Training](#)

SuperFriend

Ideas for creating wellbeing in the workplace. [SuperFriend](#)

Smiling Mind

Tailored approaches to mindfulness in the workplace. [Smiling Mind for the Workplace](#)

Five Ways to Wellbeing at Work

This toolkit includes fact sheets, tips, tools and templates to make it easy for you to support your teams to build the Five Ways into their daily lives. [5 Ways to Wellbeing](#)

Information for Medical Staff

CALM – Computer Assisted Learning for the Mind

Podcasts and reading material providing practical techniques in developing positive mind states, managing stress, maintaining healthy relationships, mindfulness. [CALM](#)

beyondblue

Developing a workplace mental health strategy. [beyondblue](#)

Monash Care

The Mental Health and Wellbeing Support Programmes for Doctors. A model for a hospital wide programme. <http://monashdoctors.org/monash-care/>

New Zealand Medical Student Association (NZMSA)

Wellbeing guide for students but lots of useful resources for doctors too. See section 1.1 for links.

4.2 Provide information on digital platforms which improve individual wellbeing. Increasing access to smartphone applications or websites which provide support for mindfulness, sleep and coping strategies can be helpful. These are evidence-based, confidential and available at work and at home.

TIPS

- Develop a flyer listing information on digital platforms.
- Share information with staff through a newsletter, or display in common areas.
- Introduce information at training and orientation session for all staff.

RESOURCES

Head to Health

Helps you find the right digital mental health resources for your needs. [Head to Health](#)

Smiling Mind

Tailored approaches to mindfulness in the workplace. [Smiling Mind](#)

Headspace

Meditation made simple. Use guided meditation activities to reduce anxiety and improve general wellbeing. [Headspace](#)

Breathe

Helps reduce the physical symptoms of stress and anxiety by slowing down your breathing and heart rate. [Breathe](#)

Moodgym

An interactive self-help resource to help you learn and practise skills to help prevent and manage symptoms of depression and anxiety. Subscription fee applies. [Moodgym](#)

The Centre for Clinical Interventions

Online programmes that help people better understand their personality style and how it may affect their working and personal lives. [CCI - Looking After Yourself](#)

4.3 Promote a healthy lifestyle including diet, exercise, sleep and relaxation, quit-smoking assistance, responsible intake of alcohol, and substance control.

TIPS

- Engage the Work Health and Safety team and/or remind staff about healthy behaviours through newsletters, screensavers, emails and posters displayed in common areas.
- Introduce information about health, wellbeing, and risks to health in the job as part of routine training and orientation sessions for all staff.
- Utilise and engage staff in initiatives that promote desirable activities in the workplace. (eg Harmony Day, World Sleep Day, World Mental Health Day, etc).
- Provide healthy items such as fruit bowls in tea rooms, keeping canteen open after hours for staff to access food, or introduce walking meetings where appropriate.

RESOURCES

Diet

Display healthy eating guidelines with links to resource information and recipes in common eating areas.

[Healthy Eating and Activity NZ](#)

[Healthy Eating NZ Govt](#)

<https://www.heartfoundation.org.nz> – for advice on diet and exercise

The CSIRO website provides information and cookbooks for establishing a Total Wellbeing Diet that is based on dietary research. The website also provides information on cooking for specific ailments, dietary preferences (ie vegetarian), and stages of life. [CSIRO Diet](#)

Consider providing links to fresh food delivery services that may help busy health professionals prepare interesting and healthy meals at home with minimal time outlay.

[My Food Bag - Nadia Lim](#)

<https://www.hellofresh.co.nz>

<https://woop.co.nz>

Exercise

Your DHB may have access to discounted membership at local exercise facilities. Display information in common gathering areas for staff. See your health intranet for further details.

Additionally, some private health funds provide incentives for increasing participation in exercise and relaxation. Ensure staff with private health cover are aware of their health benefits concerning wellbeing incentives.

Ministry of Health recommendations for exercise: [NZ Recommendations - Activity](#)

Smoking Cessation

Identify information regarding services to support quitting smoking - <https://quit.org.nz>

Drug and Alcohol Services

Australian Doctors in Recovery is a group of doctors who are in recovery from alcohol or other drug problems. They are absolutely confidential and not connected to any other organisation. Their primary purpose is to maintain their own recovery, and to help other addicted doctors to achieve recovery. They run annual academic days for education and support. There is also a contact person in NZ for confidential enquiries and support:

Rob N 0272 941 931

https://www.idaa.org/sites/adr/?page_id=206

Information, advice, research and resources to help prevent and reduce alcohol-related harm and inspire New Zealanders to make better decisions about drinking alcohol.

<https://www.alcohol.org.nz>

Alcohol and Drug Helpline 0800 787 797 or <https://alcoholdrughelp.org.nz>

Pasifika Helpline 0800 787 799

Whaka-tu-tangata Helpline 0800 787 798

Community Alcohol and Drug Services <http://www.cads.org.nz>

4.4 Leaders and managers promote self care

TIPS

- Actively demonstrate desired behaviours and actions.
- Promote and acknowledge desired behaviours and actions.
- Some examples might be to introduce and encourage activities that focus on mind, movement and nutrition; such as practicing mindfulness, holding walking or standing meetings, encouraging healthy food options in the workplace, etc.

RESOURCES

Head to Health

Helps you find the right digital mental health resources for your needs. [Head to Health](#)

Information about Self-Care for Health Professionals

Roadmap to Wellness

A preventative healthcare guide written by some of Australia's leading integrative doctors at the National Institute of Integrative Medicine. [NIIM Roadmap to Wellness](#)

5 Principles of self-care for health professionals. [Self-care for Health Professionals](#)

Mental Health First Aid Courses

Learn how to look out for yourself and support others going through a difficult time.

[MHFA Counties](#)

<https://coliberate.co.nz/mhfa/> - Wellington course

[MHFA - St Johns](#)

Action 5: Increase connectedness and peer support

5.1 Promote networking amongst anaesthetists and anaesthetic trainees – within the work environment and through other mechanisms

TIPS

- Provide staff with time to attend peer review groups.
- Provide opportunity for staff to peer network and connect with colleagues.
- Provide opportunity for staff to network across sites (electronically).
- Identify social media networks that staff can connect with to build an increased sense of connectedness and peer support.
- Establish if there are ways to connect continual professional development (CPD) points to peer-networking activities.

RESOURCES

New Zealand Society of Anaesthetists

<https://www.anaesthesiasociety.org.nz>

Anaesthesia Trainees Collective

Aims to provide a structured, locally appropriate forum for trainees to engage with trainee representatives and other trainees in a location set apart from their training institution.

Contact via ANZCA NZ trainee reps or NZSA trainee reps

Whatsapp

Many trainees find forming a WhatsApp group with their peers at each rotation helps facilitate peer support and communication. <https://www.whatsapp.com>

Case Conferencing or Peer Support Groups

Case conferencing groups are a good way of starting a peer support group that also attracts CPD points! ANZCA has guidelines on the conduct of these meetings.

[ANZCA Document Case Conferencing](#)

5.2 Prioritise time together as a team and set up a mechanism to organise social and other opportunities for peers to connect.

TIPS

- Keep it simple and realistic with a focus on social interaction.
- Hold social activities on a regular but achievable basis. For instance, monthly, quarterly, etc.
- Develop a social calendar and link activities to national health days.
- Be inclusive.
- Identify staff members who are interested in coordinating social activities and events to take the lead. Consider establishing a staff social fund.

RESOURCES

Workplaces for Wellness

An example of a 4 step action plan listing ideas for activities that focus on physical activity, healthy eating, social and emotional wellbeing, plus more. [Workplaces for Wellness](#)

Superfriend

Ideas for creating wellbeing in the workplace. [SuperFriend](#)

Wellplace.nz

A guide to workplace wellbeing. [Wellplace.nz](#)

5.3 Establish peer review groups in your dept to network with co-workers and review complex cases.

TIPS

- Identify staff members who are interested in being part of a peer review group.
- Develop a brief plan for discussion regarding peer review groups Use a SWOT analysis to review case studies (Strengths, Weaknesses, Opportunities, and Threats). State the aims and purpose of peer review group meetings.
- Develop a schedule for peer review events, and circulate invitations to participate.

RESOURCES

ANZCA Peer Groups

For information on how to establish peer groups [ANZCA Peer Groups](#)

NZ Coaching and Mentoring Centre – “The Power of Peer Coaching”

A highly interactive course which provides you with a complete system for peer group coaching including 7 simple tools designed to harness the collective intelligence, wisdom and experience within a group. [The Power of Peer Coaching](#)

5.4 Develop a mentoring protocol in your department.

TIPS

The following is to be considered:

- All anaesthetic trainees have an established mentor.
- Staff are able to nominate an available consultant to act as their mentor.
- Support is provided to mentors.

RESOURCES

Mentoring and Peer Support Programmes

Wellbeing of Anaesthetists SIG resource document for Mentoring and Peer Support Programmes.

[ANZCA Document RD08](#)

New Zealand Coaching and Mentoring Centre

Training for effective coaching and mentoring. A one day course.

[Coaching and Mentoring Skills Training](#)

Action 6: Address stigma associated with mental ill-health and suicide directly

6.1 Encourage senior leaders and managers to speak openly about mental health and ill-health in the workplace by actively endorsing and participating in activities and events aimed at reducing stigma.

TIPS

- Managers and Leads to identify activities aimed at reducing stigma regarding mental ill-health.
- Assess the current situation – what is the level of understanding, what are the issues of discrimination and diversity.
- Create a plan of action – establish champions, estimate staff resources, include timeline and budget, identify key issues, set goals, develop key messages, draw on other’s experience.
- Information is not enough – identify contact-based educational sessions where staff hear personal stories from and interact with individuals with lived experience.
- Leads to actively endorse activities through participating.
- Engage employees and communicate often.
- Recognise achievements and progress.
- Evaluate – review accomplishments, address challenges and celebrate achievements, reassess, modify.

RESOURCES

Beyondblue

Beyondblue has recently developed a lived experience series which includes videos of two female doctors speaking about their experience of mental ill-health with reference to their profession.

[*beyondblue*](#)

Open Minds: For Employers

Open Minds equips managers with the confidence and skills to talk about mental health in the workplace. [Open Minds](#)

Workplace strategies for mental health

Framework to help eliminate stigma in the workplace. [Framework to Eliminate Stigma](#)

Anti-stigma initiatives in mental health

Like Minds, Like Mine is a public awareness programme to increase social inclusion and end discrimination towards people with experience of mental illness or distress.

<http://www.likeminds.org.nz>

Crazy socks 4 Docs Day

This day is all about raising awareness of the mental health of all doctors and health practitioners around the world. Early June each year. <https://crazysocks4docs.com.au>

6.2 Promote zero-tolerance for discrimination against staff who experience mental ill-health.

TIPS

- Management and leads to model behaviour that reflects a zero-tolerance for discrimination against staff who experience mental ill-health.
- Ensure all managers and staff are aware of their legal responsibilities.
- Check your Health Service intranet Human Resources and advice section.

RESOURCES

Fairwork

Provides free information and online courses for employees, employers, and managers about strategies to help at work. [Fairwork Online Training](#)

Diversity Works NZ

Aimed at helping businesses develop diverse and inclusive workplaces. [Diversity Works](#)

New Zealand Human Rights Commission - www.hrc.co.nz

Action 7: Create a workplace where bullying, harassment and discrimination is not tolerated

7.1 Create greater awareness of bullying and unacceptable behaviours to break the cultural expectations that bullying – especially by senior staff in training situations – is commonplace and acceptable.

TIPS

- Provide information on what bullying looks like in the workplace, how to get help, and how to be a supportive bystander.
- Ensure all staff have read and understood the workplace bullying/respectful workplaces policy and complaints procedure.

RESOURCES

ANZCA Resources

How to get support or make a complaint. Link to the Operating with Respect online module from the Royal Australasian College of Surgeons which is available on Networks for trainees and fellows.

[ANZCA BDSH](#)

Bullying Free NZ. - <https://www.bullyingfree.nz>

7.2 Create or improve policies and protocols around workplace bullying, setting a zero-tolerance approach

TIPS

- Identify your workplace department and state policy and protocol on bullying.
- Ensure managers and leads understand the policy and protocol to follow.

RESOURCES

NSW Health Policy Directive

Prevention and Management of Workplace Bullying in NSW Health is a good example of a policy.

[NSW Health Policy](#)

Employment NZ

Employment NZ guide to dealing with bullying, harassment and discrimination in the workplace.

[Employment NZ Guide](#)

Worksafe Bullying Prevention Toolbox

[Worksafe Bullying Prevention](#)

7.3 Implement confidential reporting and response procedures for when bullying occurs, treating all matters seriously. Ensure policies and procedures protect anyone who reports or witnesses workplace bullying from victimisation

TIPS

- Check your Health Service intranet for bullying and harassment support lines.
- Confidential reporting could be encouraged by having a secure suggestions/complaints box in a discreet area where anonymous feedback could be lodged.

RESOURCES

Your first port of call should be local resources if possible (a mentor, co-worker, pastoral care team, EAP, manager) however if you do not feel safe doing this then there are a number of external organisations you can approach for assistance.

[Worksafe - Advice for Workers](#)

External Mediation through Employment NZ

[Mediation - Employment NZ](#)

Human Rights Commission

The HRC offers a free informal enquiries and complaints service to deal with discrimination and harassment issues. [HRC](#)

ANZCA Doctors' Support Program

For help with a wide range of concerns including interpersonal conflict, harassment and grievances, personal and emotional stress. Phone 0800 666367 or email eap@convergeintl.com.au.

[ANZCA Doctors Support Program](#)

Strategy 3: Improve capacity to recognise and respond to those needing support

Action 8: Improve the capacity of staff to recognise and respond to mental ill-health and suicide

8.1 Provide education and training about mental ill-health and how to support yourself and colleagues

TIPS

- Develop the capability of staff through training that focuses on mental health and mental ill-health, suicide prevention, and debriefing practices.
- Identify the types of information and education that staff may require.
- Have annual training for staff to refresh knowledge base concerning mental health literacy. For example, link training to Mental Health Month in October.

RESOURCES

Article on Mental Health Literacy

Mental Health Literacy: Past, Present and Future

Discussing the definition of mental health literacy.

Mental Health Literacy

Information and training to enhance mental health literacy

Mental Health First Aid

Provides skills on how to recognise the signs and symptoms of mental health problems, awareness of types of treatments available, skills in how to appropriate initial help and support someone experiencing a mental health problem.

MHFA Counties

<https://coliberate.co.nz/mhfa/> - Wellington course

St Johns MHFA

Heads Up

A list of training and resource materials. [Heads Up](#)

Tools for self-awareness and assessment

ProQOL – Professional Quality of Life – Assessment Tool

A tool for assessing satisfaction and compassion fatigue.

[ProQOL](#)

Centre for Clinical Interventions

A range of online resource modules for enhancing self-help skills. See 4.2 for link.

8.2 Provide training for leaders and managers, with a focus on mental health first aid, suicide prevention, and debriefing practices.

TIPS

- Provide training to all managers and leaders about how to create mentally healthy teams and how to identify and support those requiring support.
- Debriefing could include speaking with a colleague, manager or the welfare advocate at times when support is required.

RESOURCES

Applied Suicide Intervention Skills Training (ASIST) <https://a-okworkshops.arlo.co>

Mental Health First Aid Training - see 8.1

QPR Online Training in Suicide Prevention

Online suicide prevention training: <http://www.qpr.org.nz>

Lifekeepers

New Zealand's new evidence-informed national suicide prevention training programme

<https://www.lifekeepers.nz>

Leva for Pasifika Communities

<https://www.leva.co.nz/training-education/flo-talanoa>

Debriefing

A resource guide for critical incident stress and debriefing in human service industries.

[Critical Incident Debriefing](#)

8.3 Ensure that orientation for new staff contains information about mental health and wellbeing, as well as mental ill-health

TIPS

- Include mental health literacy training as part of the orientation process for new staff.
- Ensure department orientation documents are up-to-date and contain the latest resources and referral information.
- Ensure all staff understand that it is against the law to discriminate against any employee because of a disability and that mental ill-health is considered a disability.
- Include information on mental health literacy, facts and myths, and help-seeking information.

RESOURCES

See above resource list for information on mental health literacy, facts and myths, and help-seeking information.

Heads Up - Information about mental health conditions. [Heads Up Mental Health Conditions](#)

Action 9: Improve pathways to care for those who need support

9.1 Create and promote a list of general practitioners who understand the nature of the medical workforce

TIPS

- Work with Doctors Health Advisory Service and Primary Care Networks to identify primary care providers, including GPs, in your district that are trained to support doctors.
- Develop a departmental policy that anaesthetists and anaesthetic trainees should have their own GP.

RESOURCES

NZ Doctors' Health Advisory Service

Helpline – 0800 471 2654 (24/7)

9.2 Create and promote a list of internal and external supports (other than GPs) who understand the nature of the medical workforce.

TIPS

- Provide and promote access to a range of general mental health supports. Stipulate confidentiality and make the pathway to accessing support clear.
- Display information about external and internal mental health supports (eg EAP, welfare staff, grievance officers, HR, peer supporters, 'wellbeing champions', and health services for health professionals) in common areas.
- Promote early help-seeking behaviour. Encourage staff to take action.

RESOURCES

ANZCA Doctors' Support Program

ANZCA has engaged the professional services of Converge International – a confidential and independent counselling and coaching service. The ANZCA Doctors' Support Program is free for all ANZCA fellows, trainees, SIMGs and immediate family members. Help line 0800 666 367.

[ANZCA Doctors Support Program](#)

MPS Counselling Service – 0800 2255677 option 3 and ask for counselling service

NZ Doctors' Health Advisory Service Helpline – 0800 471 2654 (24/7)

Wahine Connect

For mentoring support for women in health. <https://www.wahineconnect.nz>

International Doctors in Alcoholics Anonymous (IDAA) Helpline

The IDAA Help Line is a listing of IDAA members who serve as personal contacts for healthcare professionals and their families seeking another doctor to talk with about recovery from alcoholism and other drug addictions. <https://www.idaa.org>

Men's Health NZ - [Men's Health NZ](#)

Helplines

Lifeline – 0800 LIFELINE (0800 543 354) or text 'Help' to 4357

Alcoholics Anonymous – 0800 2296757

Alcohol Drug Helpline – 0800 787797

9.3 Educate staff of their ability to access a Mental Health Care through their GP, MPS/MAS or EAP

TIPS

- Ensure information about Mental Health Plans, what they are and how to access them are made available to all staff.

- Ensure staff have access to information about local GPs.
- Ensure staff have access to information about internal health support services such as the Employee Assistance Program (EAP).

RESOURCES

Find a Psychologist

An online tool by the NZ College of Clinical Psychologists to assist with finding a psychologist by location or name: [Find a Psychologist](#)

MPS Counselling Service

0800 2255677 option 3 and ask for counselling service. They will supply you with a list of psychologists and psychiatrists in your area. They will fund 6 sessions with a psychologist for free and no records are kept by MPS regarding you accessing the service.

ANZCA Doctors' Support Program

Converge International provide independent EAP and critical response support. Telephone 0800 666367 or email eap@convergeintl.com.au. Identify yourself as an ANZCA Fellow, trainee or SIMG (or a family member). Appointments are available from 8am to 6pm Monday – Friday (excl public holiday). 24/7 emergency telephone counselling is available.

9.4 Promote the availability and use of online treatments

TIPS

- Ensure managers and peers are aware of the variety of options available for treatment.
- Consult with Doctors Health Advisory services and specialist doctor supports for advice.
- Promote the availability and use of online treatments and programs for the general community, including doctors.

RESOURCES

Mental Health Online

Internet-based treatment for mental health problems: [Mental Health Online](#)

Head to Health: [Head to Health](#)

Computer Assisted Learning for the Mind: [CALM](#)

Mental Health Foundation of NZ

Apps, e-therapy and guided self-help. [Guided Self Help and Apps](#)

Beating the Blues

Widely used evidence-based online cognitive behavioural therapy programme for depression and anxiety. [Beating the Blues](#)

Strategy 4: Better Support anaesthetists and trainees impacted by mental ill-health and suicide

Action 10: Ensure effective processes to manage staff to stay at work or return to work

10.1 Identify and train one or more welfare advocates in your department

TIPS

- The welfare advocate would be someone who junior staff and colleagues feel comfortable with approaching, and who is available and accessible – someone with a sympathetic ear, non-judgemental, can maintain confidentiality.
- The role of the welfare advocate is not to take on a duty of care, but to be aware of the relevant professional services and suggest or refer peers if in need.
- It may be necessary to have more than one welfare advocate – people who are willing and readily available.

RESOURCES

ANZCA

Articles discussing the role of the welfare advocate: [ANZCA Welfare Advocate](#)

Policy of assisting trainees in difficulty

[Trainee in Difficulty](#)

Wellbeing of Anaesthetists Special Interest Group

Resource document 16: Welfare Issues in the Anaesthetic Department. [RD16 Welfare Issues](#)

10.2 Develop a stay-at-work or return-to-work plan for staff who have been diagnosed with mental health illness

TIPS

- Involve your HR and return to work coordinator early to develop plans.
- Work Plans should be tailored to the individual needs of the staff member; incorporating any reasonable adjustments to their job.
- Work Plans should be developed in collaboration with the staff member, their treating health professional(s), their family members and those who support them, and reviewed regularly.

RESOURCES

Mental Health Foundation NZ

Returning to work after experiencing mental illness and other mental health issues.

[Return to work after mental illness](#)

5 Ways to Wellbeing at Work Toolkit

[5 Ways to Wellbeing](#)

Heads Up

Contains example/template of a return to work plan. [Heads Up return to work plan](#)

Action 11: Ensure the department has policies and services available to support those impacted by suicide

11.1 Ensure the department has a policy and procedure for supporting staff impacted by the suicide of a colleague, family member or friend

TIPS

- Anaesthetists can be adversely impacted by the suicide death of a colleague – whether that colleague is in the same department/hospital or not. Staff can also be impacted by the suicide of a friend or family member.
- In the event of a suicide within the service (or a suicide outside of the service that may impact on staff) a department should have a protocol in place that advises how to notify staff, ways to communicate and supports to be provided.
- Have resources available and know where to get immediate advice.

RESOURCES

Managers Guide to Suicide Postvention in the Workplace - [Postvention for Managers](#)

LeVa: After a Death by Suicide - [LeVa Postvention](#)

CASA - Clinical Advisory Services Aotearoa

Community Postvention Response Service funded by Ministry of Health - [CASA](#)

Victim Support - [Postvention from Victim Support NZ](#)

SuperFriend

Managing bereavement, grief and loss booklets: [SuperFriend Bereavement](#)

beyondblue

Suicide bereavement and postvention resources. [beyondblue postvention resources](#)

11.2 Ensure all staff have the resources to support conversations about suicide

TIPS

- Certain ways of talking about suicide can alienate members of the community, sensationalise the issue or inadvertently contribute to suicide being presented as glamorous or an option for dealing with problems. People who are vulnerable to suicide, or bereaved by suicide, can be particularly impacted by language.
- Read **Everymind** resources listed below for tips on what to say, and what not to say, and why this is important.

RESOURCES

Everymind

Conversations Matter

Resources that provide practical information and tips for individuals and communities to support safe and effective discussions about suicide. <http://www.conversationsmatter.com.au>

***Mindframe* guide for speaking publicly about suicide**

A resource guide to assist people with speaking publicly about suicide. The resource considers language, and information to include or avoid. The resource forms part of a suite of resources under *Mindframe* National Media, managed by **Everymind**. - [Mindframe - speaking about suicide](#)

Life in Mind

An Australian online initiative managed by **Everymind** that connect organisations and communities to the latest suicide prevention information, activities, resources and research. [Life in Mind](#)

After a Suicide – Ministry of Health NZ - [Ministry of Health: Postvention](#)

Tihei Mauri Ora: Supporting Whaanau Through Suicidal Distress - [Support for Maori Whaanau](#)

Health Navigator NZ - [Health Navigator - Postvention](#)

11.3 Ensure that services are available to support those that need specialist intervention after a suicide death

TIPS

- Contact specialists working in the suicide postvention space to provide guidance and support to impacted staff.
- Make support service information available to all impacted staff.
- Ensure staff have access to support (Doctors Health Advisory Service, EAP, MPS/MAS Counselling, or specialist national services) and provide them with opportunities to provide support to each other.

RESOURCES

Lifeline 0800 543354 (0800 LIFELINE) or free text 4357 (HELP)

Suicide crisis line 0508 828865 (0800 TAUTOKO)

Victim Support [Victim Support Help](#)

Skylight 0800 299100 or info@skylight.co.nz , website www.skylight.org.nz

Strategy 5: Improve leadership, co-ordination, data and information

Action 12: Improve leadership capability

12.1 Provide education for leadership (including mentors and supervisors)

TIPS

- Education should focus on roles and responsibilities, including modelling of positive mental health behaviours and addressing:
 - Workplace bullying
 - Mental health and ill-health
 - Suicide prevention
 - Communicating about suicide
 - Debriefing practices
- Develop the capability of leaders and managers through specific leadership training that focuses on people management skills, mental health and mental ill-health, as well as suicide prevention in the workplace (identifying staff at risk and supporting those with mental illness).

RESOURCES

Leadership Training

Royal Australasian College of Medical Administrators (RACMA)

Provides specialist medical administration education and training for medical practitioners undertaking management responsibilities in their roles. [RACMA Training](#)

Institute of Management NZ Courses

A comprehensive suite of courses in management and leadership development - [IMNZ Courses](#)

Freerthinking and Compassion Labs

Facilitated by Mary Freer, Compassion Labs are a new way to learn how to be a more resilient, adaptive and compassionate leader. Additional resources, tips and thought provoking comments at [Freerthinking.com.au](#).

[Compassion Labs by Freerthinking](#)

Mental Health Training for Managers

Applied Suicide Intervention Skills Training (ASIST) <https://a-okworkshops.arlo.co>

Mental Health Foundation NZ

Open Minds: For employers, equips managers with the confidence and skills to talk about mental health in the workplace. [Open Minds](#)

Mental Health First Aid Training see 8.1

Managing Mental Health in the Workplace.

[Mental Health in the Workplace](#)

[Everymind](#)

Conversations Matter

Resources that provide practical information and tips for individuals and communities to support safe and effective discussions about suicide. <http://www.conversationsmatter.com.au>

***Mindframe* guide for speaking publicly about suicide**

A resource guide to assist people with speaking publicly about suicide. The resource considers language, and information to include or avoid. The resource forms part of a suite of resources under *Mindframe* National Media, managed by **Everymind**. [Speaking about Suicide](#)

Action 13: Improve data collection on the health and wellbeing of the profession

13.1 Improve data collection on the health and wellbeing of the profession

TIPS

- Use existing staff surveys and results for your department to review and prioritise actions.
- Consider supporting or collaborating on research trials and programmes.

RESOURCES

ANZCA 2017 fellowship survey

This survey evaluated Doctors' health and wellbeing using the Kessler Psychological Distress Scale (K-10). [Fellowship survey 2017](#)

[Fellowship Survey Action Plan](#)

Well-Being Index

9 point well-being index developed at the Mayo Clinic and validated in thousands of doctors and other professionals. Admin support available via website. [Well-Being Index](#)

Stanford Wellness Resources

A report that provides a robust conceptual framework to guide strategic planning, wellness interventions and measurement tools for physician wellness. [WellMD Stanford](#)

A 16-item instrument to assess physicians' professional fulfilment and burnout.

[Professional fulfilment index](#)