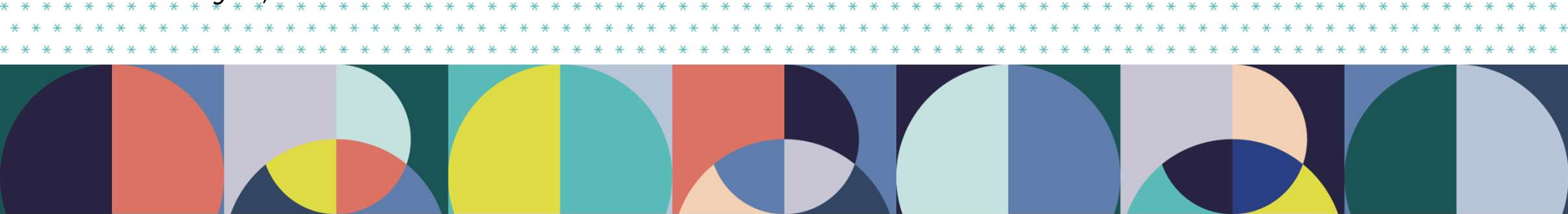










# ***Real Talk: Using the Shortened Workplace Stress Survey to Launch Our Psychological Health & Safety Journey***

Hayley Bennett, Wellness Coordinator  
& Certified Workplace Health & Performance Practitioner

*May 8, 2025*



# Overview

-  Who we are & why we cared about doing this
-  Why we chose this survey and how we rolled it out
-  What we learned from the results
-  How we're using the findings to spark action
-  What it was like working with OHCOW
-  Next steps & lessons that might help you



# Introductions & Context

## Meet me!

### **Hayley Bennett**

Wellness Coordinator

- Pharmacist
- Wellness Coordinator – champion adoption of National Standard for Psychological Health & Safety in the Workplace



## Meet our workplace:

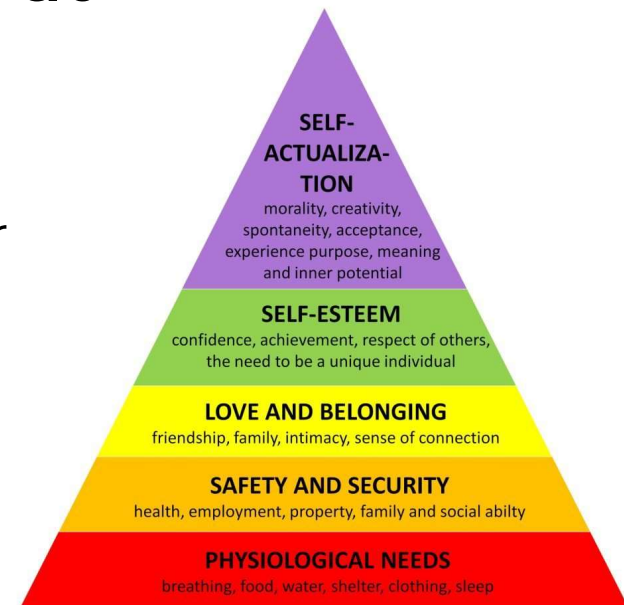
### **Bruyère Health**

- Healthcare organization in Ottawa
- Multi-site: 3 sites
  - two hospitals, two LTC homes
- ~ 3,000 employees



# Why Psychological Health & Safety at Work Matters

- Our people are our biggest assets
- A healthy, supported workforce delivers better patient and resident care
- Meeting basic human needs & boosts engagement, performance, and retention
- Psychologically safe workplaces see:
  - lower absenteeism and disability claims
  - fewer conflicts and grievances
  - stronger team culture and productivity
- *Happy employees are 54% less likely to leave, 41% less likely to be absent, and 31% more likely to reach their goals (Workhuman, 2022)*

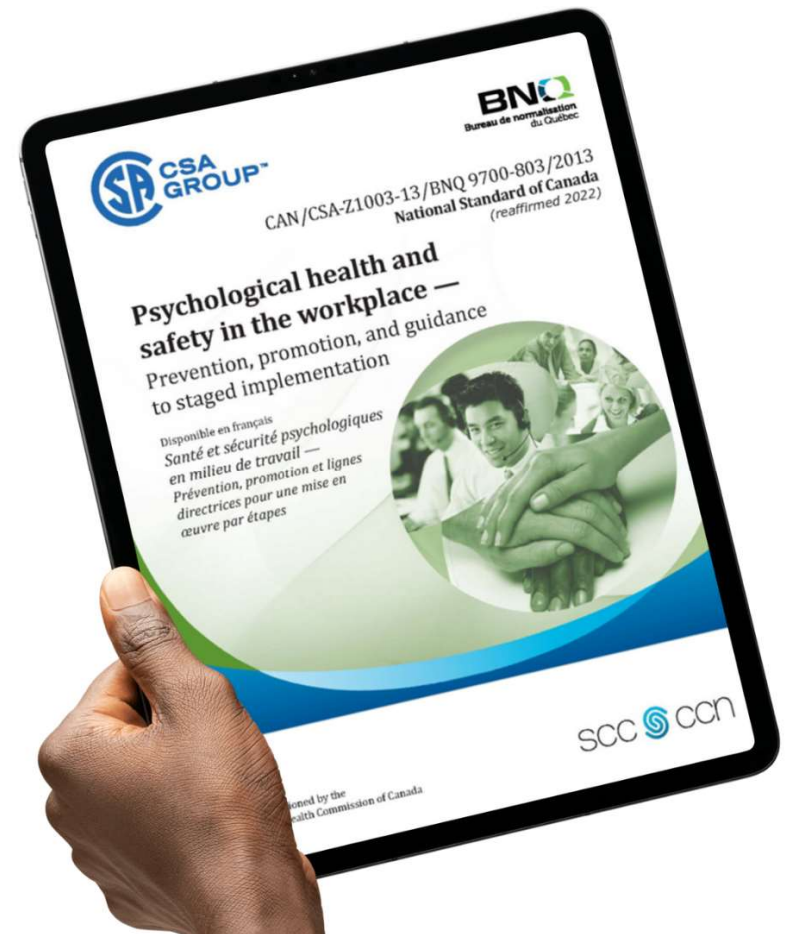


**Maslow's Hierarchy of Needs**



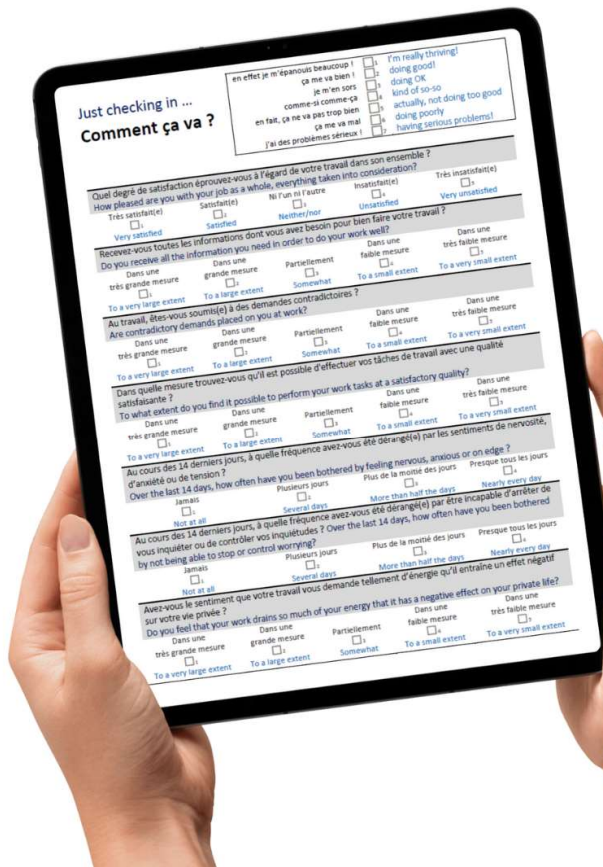
# Why We Used the Survey

- **Our goal:** Gather *baseline data* to support our journey toward a psychologically healthy & safe workplace
- Needed something **evidence-based, accessible, and collaborative**
- Acknowledged gaps: “We knew there were stressors—but needed to measure, not guess.”



# Why We Chose OHCOW's Shortened Stress Assess Survey

- **Short, evidence-based**, and respectful of staff time
- **Free, easy to implement**, and based on an **internationally validated** tool (COPSOQ-II) measuring workplace psychological health
- Supports both **internal benchmarking** and **external comparisons**
- Provided an opportunity to **partner with experts** who understand workplace stress and support meaningful action





## What the Experience Was Like

- Easy to launch with OHCOW's support & guidance
  - Not without hiccups
- Customized experience
- Framed clearly for staff:
  - Just checking in...
    - (2-3 min pulse survey)
  - This is for us, as we begin our journey toward a psychologically healthy and safe workplace.



### Survey results:

- Participation rate:  
**22.4%** (630/2807)
- Using both paper & electronic administration was unsuccessful



# Highlights of the results

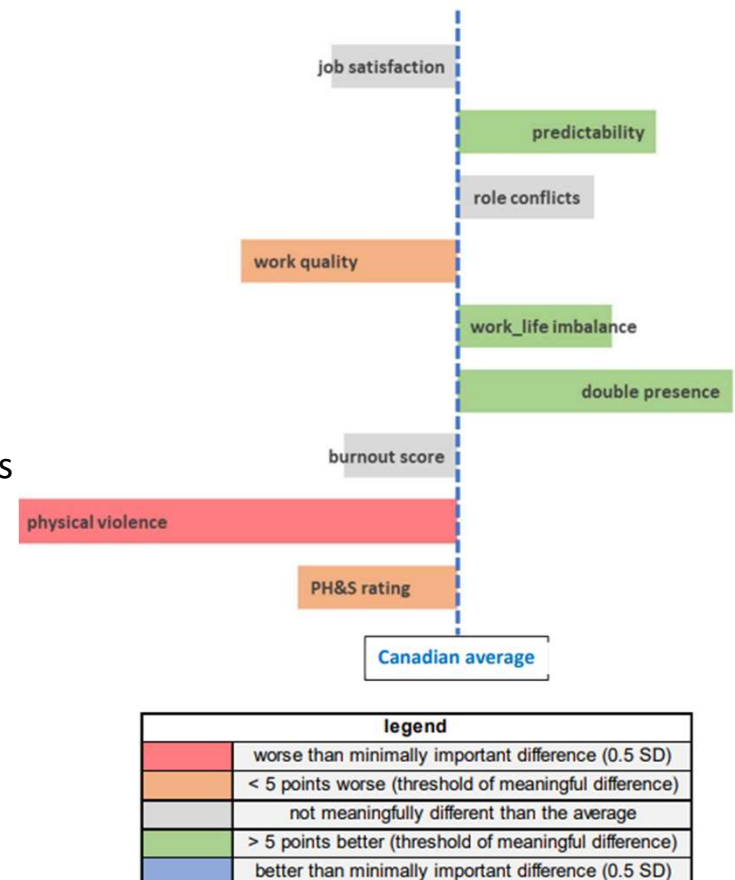
## What confirmed our suspicions?

- Frontline staff report worse work experiences than admin staff
- Rates of physical violence were significant
- Moral distress — the strongest signal
  - More than burnout, **moral distress**—not being able to provide the quality of care staff expect of themselves—was most strongly linked to retention, satisfaction, and PH&S climate.

## What surprised us?

- Inclusion: respondents with unlisted or undisclosed gender identities reported lower scores across all themes.

Figure #2: Comparison with the Canadian Population







# Mapping Back to the 13+2 Factors

## CSA 13 factors vs. COPSQ 18+ factors



The items in yellow are not covered by the CSA standard.

StressAssess  
Workplace Edition

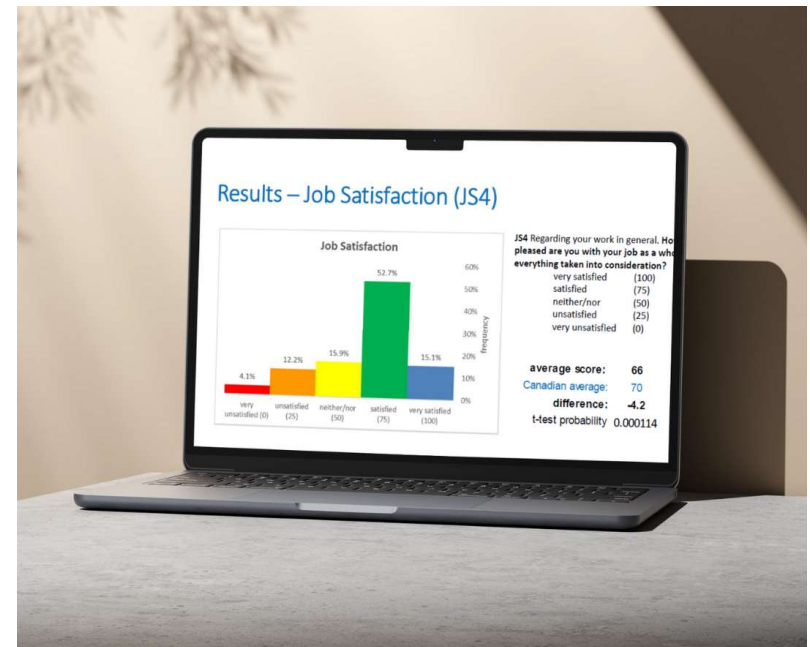
# What We Did With the Results

- Shared results transparently with leaders, wellness committee, unions
- Used results to validate focus areas: workload, violence, recognition, PH&S culture
- Informed priorities: code white response, leader MH training, wellness moments & other initiatives
- Guided development of PHSMS
- Created dashboard to track key psychological health & safety metrics



# What It Was Like Working With OHCOW

- **Responsive, Collaborative & Flexible:** non-judgmental, felt like a true partner
- **Expert Guidance:** clear support and insights
- **Credible & Influential:** added rigor and weight to our work
- **Professional:** delivered clear, expert reports and presentations



## What's Next?

- Strengthen psychological health & safety strategy
- Training & empowering leaders and wellness champions, aligned with National Standard
- Integrate psych health & safety into Workplace Culture Survey
- Evaluate with repeat workplace stress survey
- Implement dashboard monitoring for psych health & safety indicators

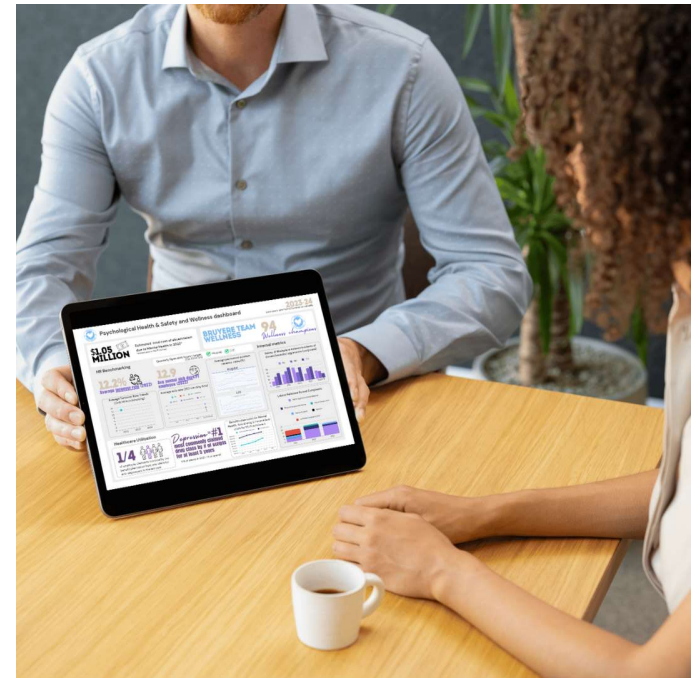


**It's about  
PROGRESS  
and  
participation,  
NOT  
PERFECTION!**

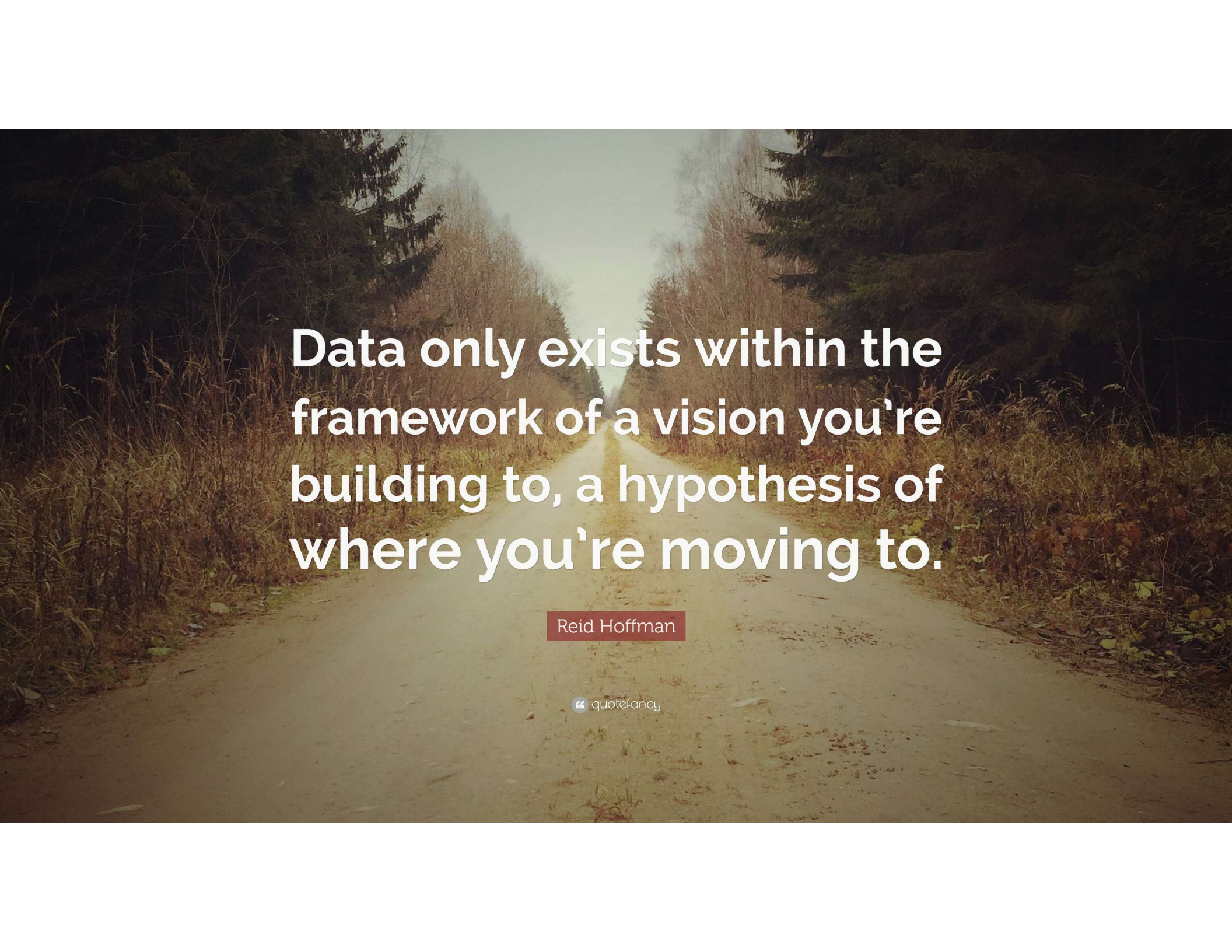


# Closing Thoughts

- There's no "perfect survey" or "right way"—just start with what you have
- If you're considering the survey, go for it—you don't have to do it alone.
- Let the results start conversations, not end them
- The survey didn't solve everything, but it gave us clarity, data, and momentum for what's ahead







**Data only exists within the  
framework of a vision you're  
building to, a hypothesis of  
where you're moving to.**

Reid Hoffman

“ quote fancy

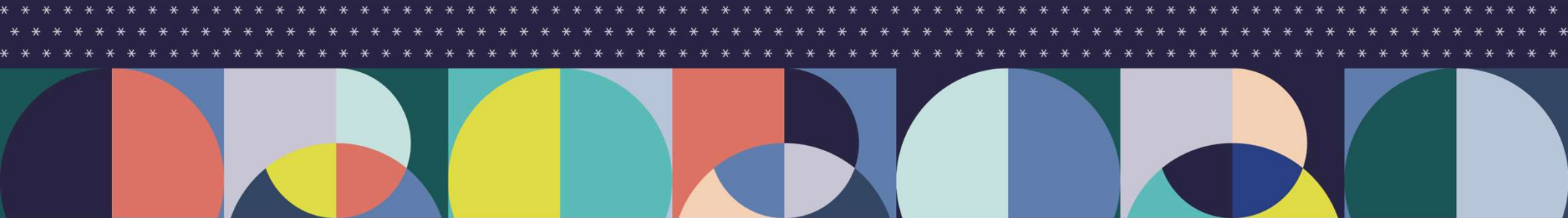


Thank you!

Q&A



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