

Identifying Mental Health Risk



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Agenda

1. Introduction
2. Changing WCB landscape
3. New challenges to address in Safety & Prevention
4. How to Identify Mental Health risk in the workplace
5. The Future

Introduction



Thane MacKay, FCIA

- Actuary to several WCB Boards in Canada
- Responsible for the calculation of annual assessment rates in Northwest Territories, Nunavut and the Yukon
- Consulting Actuary to the Ontario WSIB's Rate Framework review from 2012 to present
- Consulting Actuary on the re-design of Manitoba's WCB rate model from 2014 to present



Dr. Bill Howatt

- Chief Research & Development Officer, Workforce Productivity
- National lead total health consulting
- Regular contributor to The Globe and Mail and Chronicle Herald on workforce productivity and mental health issues in the workplace

Changing WCB Landscape in Canada

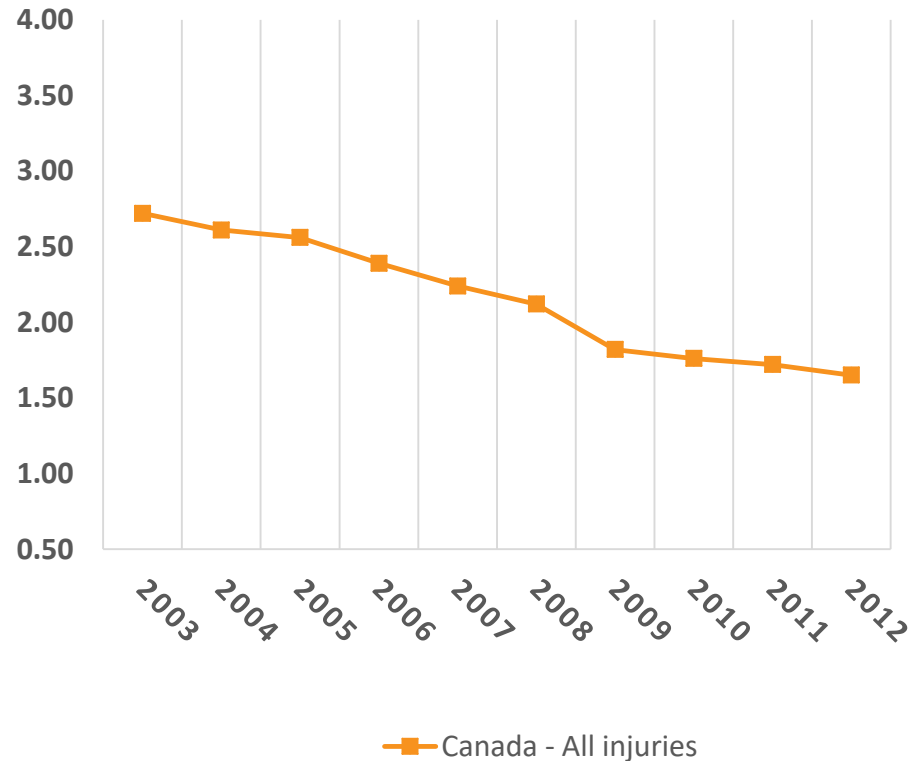


OHS has achieved success in addressing prevention of physical injuries



WCBs are now dealing with not just physical barriers, but also the impact of mental health on workplace safety

Injury Frequency over Ten Year Period (2003-2012)



Changing WCB Landscape in Canada

Examples of Changing Legislation

- Alberta - Bill 30
 - Legislation includes new roles and responsibilities on preventing and responding to workplace harassment and violence
- Ontario - Bill 132
 - Legislation that expands efforts to prevent sexual violence and harassment
- BC - Bill 14
 - Amends the mental stress provisions of the Act to address bullying and harassment in the workplace.
- PEI - Donovan decision
 - Accepted surviving spouse claim that linked heart attack to workplace bullying

These changes point to new responsibilities for all - WCBs, Employers and Managers

New challenges to address in Safety & Prevention

What are we talking about?

- Invisible safety threats vs traditional workplace safety issues
- Transition and adaption of OHS staff to deal with workplace psychological safety issues

The challenge

- While physical safety management systems are quite evolved, many experts in OHS have not received adequate “H” training nor are there sufficient resources trained in mental injuries
- Opportunity (maybe a Necessity) for WCBs to align HR and OHS

Our Hypothesis

- We believe a worker’s total health profile (physical, mental, work and life health) is a strong predictor of workplace risk
 - Behaviours can be defined and used as a risk assessment tool
- It is not enough to track data on injuries or filed claims – behavioural data is equally important

Our Hypothesis - Elements that define total health

- Biometrics factors
- Lifestyle choices
- Medical history
- Physical activity
- Nutrition
- Sleep

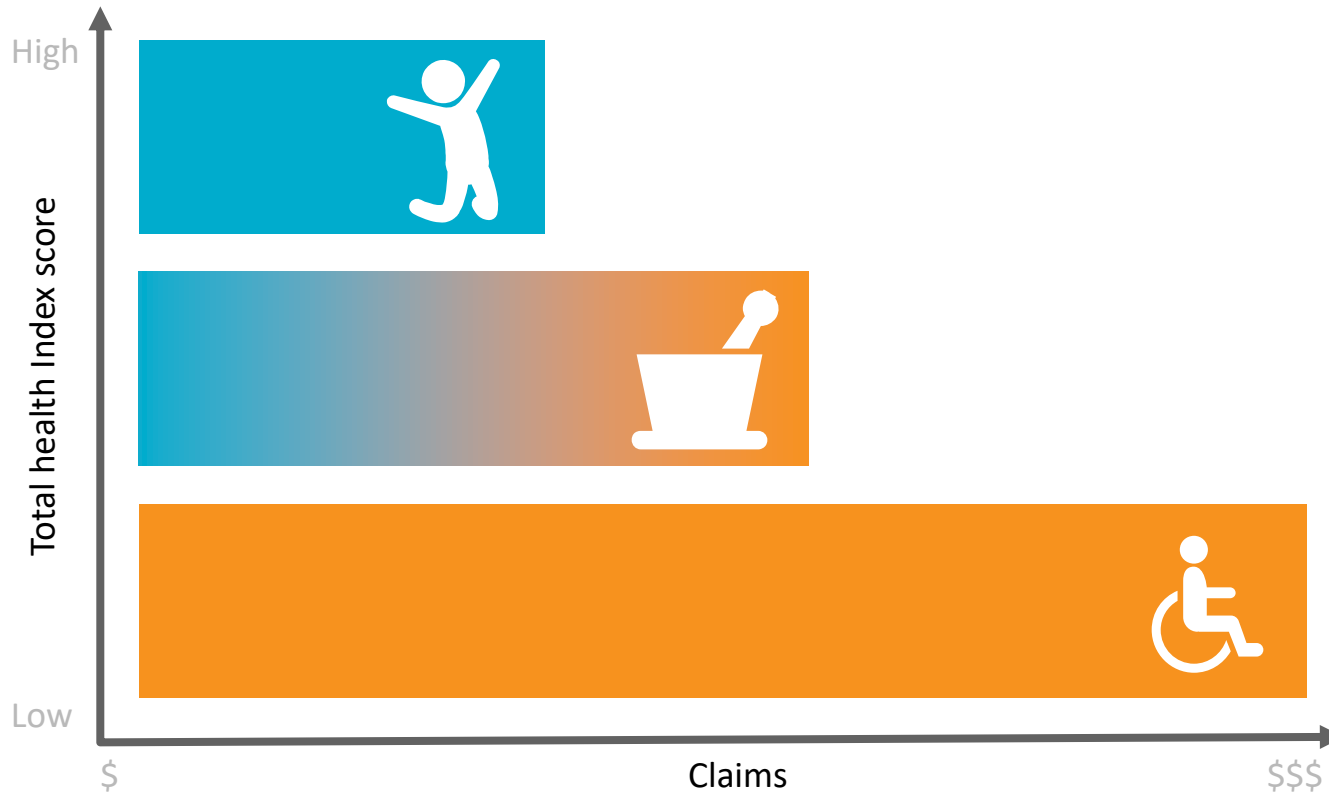


- General mental health
- Anxiety
- Depression
- Burnout
- Coping skills

- Perceived stress
- Safety
- Work experience
- Attendance

- Work-life blending
- Financial health
- Relationships

Our hypothesis



“Better total health scores = less injuries/claims”



Identify, Prevent and Improve

Risk Identification

For today, we will be focusing on Identify only

Identify

- Evidence based approach that quantifies higher workplace risk
- Preliminary findings to date indicate a strong link between employee total health, productivity and absenteeism
- Case study overview

Our goal here is to demonstrate the potential for OHS to use behavioural data as a predictive measure to identify priority risk areas

- Effective use of OHS resources
- Establishing a baseline and monitor improved outcomes for both employers and workers
- Strengthen the case for workplace change

Risk Identification: Sample from our database

THI Profile	EEI	Respectful Workplace	PHS 12	PHS 13	Avg. Chronic Issues	Anxiety	Dep.	Prod.	Avg. Days Unwell / yr	Avg. Days Missed / yr
Optimal: 14%	86	88	88	88	0.3	86	92	84	6.7	1.9
Active: 37%	74	75	74	76	0.5	74	81	75	15.9	2.6
Strained: 33%	64	66	65	69	1.1	61	70	63	37.4	3.6
Problem: 13%	52	55	54	61	2.1	48	57	49	74.5	5.0
At Risk: 3%	39	42	40	51	3.8	34	40	37	129.1	6.8
Overall	69	71	70	73	1.0	68	76	69	30.6	3.2

Legend

EEI: Employee Engagement Index

PHS 12: Psychological protection

PHS 13: Protection of physical safety

DEP: Depression

Prod: Productivity Index

AVG: Average

Risk Identification: Key points

Our research is showing that an employee's behavioural profile is a strong indicator of an employee's overall health, engagement, and productivity

With an increase in each behavioural risk category, the number of days employees report being unwell and the number of chronic diseases double

Respectful workplace scores are highly related to an employee's behavioural profile this suggests:

- Perception of bullying and harassment are lower in healthier individuals
- Healthier individuals may have a higher capacity to self-advocate



The Future

The Future

OHS' responsibility around Mental Health in the workplace and its impact on safety is not going away

- How are you training your Staff to address these invisible safety threats?
- Is there a role for analytics and technology to play in your prevention activities?
- What if OHS was able to provide employers with real time data on the total health of an industry's workforce?

The Future

Our preliminary data shows that there is a real link between total health and absenteeism

- Our research to date with private disability programs shows a clear link
 - We strongly believe that a similar link exists within OHS
- We are seeking a WCB partner to work with us to move this research forward
- If research supports our assertion, many potential OHS applications to incorporate Total Health as a predictive measure:
 1. Helping your clients navigate new legislative requirements
 2. Measuring Total Health as part of Safety Certification programs
 3. Prioritizing OHS target employers for workplace initiatives
 4. Quantitative measure of success

Benefits to our WCB Partner:

OHS/WCBs

Future requirements

- Improve the health and psychological safety culture of workplaces,
- Reduce workplace injuries & illness,
- Lessen burden on health care system,
- Avoid costs for employers and WSIB, and
- Provide a level playing field for compliant companies

Challenges:

- WCBs are facing legislative expectations to mitigate invisible safety threat risks
- Many are not sufficiently staffed or trained
- Developing an evidence-based framework to baseline psychological safety issues is challenging, and resource intensive

Opportunities:

- Incorporating Psychological Health risks into existing programs
- Identifying targeted employers (highest risk)
- Evidence-based Framework to manage mental health risks

Total Health Index Measure

Features:

- Links behaviour, event outcomes, and 4 core areas of total health to predict workplace safety risks, including those resulting from mental health factors

Solutions:

- Provides quantitative measures for benchmarking, measuring progress and success

Advancements

- THI metrics can be incorporated into Safety Certification programs
- Can also identify employers needing workplace interventions

Questions?



Thank you

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