

**Psychological, emotional,  
organizational and social well-  
being: self assessment.**

**Resilience on three levels.**



**International Network of  
Health Promoting Hospitals  
& Health Services**

## **HPH Friuli Venezia Giulia Network**

**Standard HPH Self Assessment Compendium.**

**Focus about the importance of Healthy Staff in Healthcare setting**

**2010-2020**

# ABSTRACT

*Since 2010 the HPH Regional Friuli Venezia Giulia Network is looking for a strategy in order to set up periodic self assessment about health promotion of the staff, following the self assessment manual items, with a peculiar focus on wellbeing of the staff, the organizational strategy and the environment infrastructure. We wrote a compendium that go into depth of standard 1st and 4 th.*

*The strategy:*

- 1) standard*
- 2) implementation procedure*
- 3) Improvement plan in order to find the resilience during COVID 19 challenge: Aver cura di chi ci ha curato-Take care of who took care of us*

*The working group that drew up this strategy has undertaken to collect and systematize the most recent scientific evidence to advocate resiliency of healthcare setting. Healthcare setting is the main stakeholder involved in doing health promotion for others, because this setting is the main actor that face the burden of disease when the health is loose.*

*During the pandemic emergency COVID-19 we saw the importance of an healthcare healthy setting, more than ever.*

*In order to be a pillar for the community, Healthcare setting has to be aware of the role of its personal well-being as pre requisite for a performance of quality. The well being of the whole Healthcare system is strongly related with the well being of the single individuals that constitute the staff, with organizational strategy and environment infrastructure.*

*The basic dichotomy: on one hand the emotional aspects and the psyche, on the other the physical feedback and the combination of the two to converge, for a complete analysis of the situation and validate the path to recover the optimal balance of health, in its complexity and reciprocity.*

*The issue of strengthening the organism and organizations' resilience capabilities is no longer something to discuss, but an indifferent urgency in the era we are living in.*

*Stress and burnout are not only work-related issues for which it is sufficient to defend oneself against risks, but depend on numerous dimensions that affect the allostatic load of people and organizations. It's not only a psychological or psychiatric matters, but it involved the same metabolic pathways involved in NCD.*

*Our role as HPH network is to know, to educate, to train the staff, to upgrade the approach and to advocate the needs of measure the capacity building about individual self assessment of lifestyle by the staff, in order to spread this values and strategy towards the patients and the community.*

## **Working Group Healthy Workplace in Healthcare Setting**

<b>Name</b>	<b>Position</b>	<b>Professionality</b>	<b>Standard or Project Contribute</b>
Cristina Aguzzoli	Health Management, HPH Regional Coordinator - Regional Company Coordination for Health of Friuli Venezia Giulia	Physician, Public Health	Standard and Project
Patrizia Portolan	Health Management, HPH representative of Healthcare Company "Friuli Occidentale"	Psicologist	Standard and Project
Andrea Camilli	Physician of the Department of Prevention in Healthcare University Company "Friuli Centrale"	Occupational physician	Project Contribute
Gerardina Lardieri	Head of Cardiologic Unit in Hospitals of Gorizia and Monfalcone, Healthcare University Company "Giuliano Isontina"	Cardiologist	Project Contribute
Marsilio Saccavini	Nova Salus S.r.l. Gorizia, ex Head of Physiotherapy and recovery Department in Healthcare Company "Bassa Friulana Isontina"	Physiatrist	Project Contribute
Ariella De Monte	Coordinator of Inpatients Multidisciplinary diabetes team, component of Local HPH Committee, Healthcare University Company "Giuliano Isontina"	Diabetologist	Project Contribute
Carlo Antonio Gobbato	HPH representative, Healthcare University Company "Friuli Centrale"	Health Sociologist	Project Contribute
Alessandro Conte	Health Management, HPH Representative, Healthcare University Company "Friuli Centrale"	Physician	Project Contribute
Elena Cussigh	General Administrative Manager Regional Company for Health Coordination of Friuli Venezia Giulia, till 18th May 2020 Head of Education and training services	Lawyer	Project Contribute
Amedeo La Diega	HPH representative, Healthcare Management, Policlinico S.Giorgio Clinic	Nurse Manager	Project Contribute
Annamaria Piemontesi	Expertise in diagnosis and therapy of Medically Unexplained Symptoms analysis, Body Composition, Autonomic nervous system and stress system Trieste	General Practitioner	Project Contribute

Lamia Channoufi	HPH representative, founder of Bilingual School and Association LEARN	Occupational Physician	Project Contribute
Raffaele Zoratti	Head of Internal Medicine, Healthcare University Company "Friuli Centrale"	Physician, endocrinologist	Past President HPH Governance Board
Stefano Russian	HPH representative IRCSS Burlo Garofolo Maternal and Children Hospital	Occupational physician	Standard Contribute
Anna Della Vedova	Healthcare University Company "Giuliano Isontina"	Occupational physician	Standard Contribute
Luisa Giacomini	HPH representative, Healthcare University Company "Giuliano Isontina"	Health Assistant-Nurse	Standard Contribute
Maria Peresson	Healthcare University Company "Giuliano Isontina"	Occupational physician	Standard Contribute
Ilaria Rosa	Healthcare University Company "Friuli Centrale"	Occupational physician	Standard Contribute
Rossana Ciano	Healthcare University Company "Friuli Centrale"	Pshychiatrist	Standard Contribute
Sara Sanson	Healthcare University Company "Giuliano Isontina"	Executive press office and public relations, Health Assistant	Standard Contribute
Mario Robotti	Past representative in the International HPH Working Group on Health Promotion for staff/Healthy Workplaces, University Hospital Udine	Occupational physician	Standard Contribute
Virginio Beacco	Past representative HPH, Healthcare Services n° 5, at the moment Healthcare Service "Friuli Occidentale"	Professional Educator	Standard Contribute
Silvia Masci	Past representative HPH in Healthcare Services n° 5	Psychologist	Standard Contribute
Livia Bicego	IRCSS Burlo Garofolo_Maternal and Children Hospital	Nursing manager	Standard Contribute

**FOCUS ON PSYCHOLOGICAL, EMOTIONAL, ORGANIZATIONAL AND SOCIAL WELL-BEING**  
**Appendix standard 1**

***Psychological, emotional and social well-being: evaluation in a flexible system of the resilience of the system and of individuals***

<b>1.4</b>	<b>The organization identify the responsibilities for the psycho- emotional well-being of the staff</b>			
1.4.1	Identified the working group for Healthy Workplace in HealthCare, as subgroup of HPH Local Committee. Identified the representative co-ordinator for the actions connected to the organizational well-being in each department. Identified the supportive team in order to advocate an active role about salutogenetic processes for the staff, linked with the protection policy about work related risks in an healthcare setting	<b>Yes</b>	<b>Partly</b>	<b>NO</b>
	Notes			
1.4.2	The objectives relating to the pursuit of psychological, emotional and social well-being are declared and are part of the annual planning objectives	<b>Yes</b>	<b>Partly</b>	<b>NO</b>
	Notes			
<b>1.5</b>	<b>Professional profile and the job description: the operator and the comparison between his duties and the expectations of the company</b>			
1.5.1	The presence of a specific path for the definition and the communication of the job description corresponding to the area and to the professional profiles following the mission of the company	<b>Yes</b>	<b>Partly</b>	<b>NO</b>
	<b>Note</b>			
1.5.2	The presence of general training on Job Description corresponding to the professional profiles	<b>Yes</b>	<b>Partly</b>	<b>NO</b>
	Note			
1.5.3	Individual training: the presence of a self evaluation form for the integration and self observation in the expected role, as a cross tool to match the vision of the representative of the structure with the one of the new operator	<b>Yes</b>	<b>Partly</b>	<b>NO</b>
	Notes			
<b>1.6</b>	<b>Communication inside the company: accountability between the company and the operators and reciprocity engagement. The communication tool reaches all the operators and helps to make yours the possible re-orientation in order to participate to the training that could be necessary</b>			
1.6.1	The presence of a communication path for each target (it refers in special to the new recruit)	<b>Yes</b>	<b>Partly</b>	<b>NO</b>
	Notes			
1.6.2	The presence of a path to collect innovative proposals connected to the ri-orientation	<b>Yes</b>	<b>Partly</b>	<b>NO</b>
	Notes			
1.6.3	Existence of a file record or a forum where to highlight the criticality and the possible solutions connected to the theme of the ri-orientation (emergent needs)	<b>Yes</b>	<b>Partly</b>	<b>NO</b>
	Note			
1.6.4	Existence of a meeting calendar for the periodical discussion of the proposals governance technical board to verify the proposals	<b>Yes</b>	<b>Partly</b>	<b>NO</b>
	Notes			

1.6.5	Existence of an answering path to the proposals – feed back	<b>Yes</b>	<b>Partly</b>	<b>NO</b>
	Note			
<b>1.7</b>	<b>The management puts into action revision/maintenance and improvement paths of the skills and pertinence in the course of time</b>			
1.7.1	Existence of a periodical plan of communication about the re-orientations of the Health Service company goals addressed to all the operators	<b>Yes</b>	<b>Partly</b>	<b>NO</b>
	Notes			
1.7.2	Existence of a system of involvement of operators in identifying objectives and monitoring over time: knowledge of strategic objectives and budgeting objectives	<b>Yes</b>	<b>Partly</b>	<b>NO</b>
	Note			
1.7.3	Existence of supervising tools for learning evaluation with a specific attention to relational skills	<b>Yes</b>	<b>Partly</b>	<b>NO</b>
	Notes			
1.7.4	Existence of an internal procedure that protects the professional growth of the operators, also according to a personal interests and abilities that may have a positive influence on the internal environment and organizational climate	<b>Yes</b>	<b>Partly</b>	<b>NO</b>
	Notes			

**FOCUS ON PSYCHOLOGICAL, EMOTIONAL, ORGANIZATIONAL AND SOCIAL WELL-BEING**

**Appendix standard 4**

<b>4.4</b>	<b>Environment: safety</b>			
4.4.1	Presence of a check-list on safety criteria and forms for reporting	Yes	Partly	NO
	Notes			
4.4.2	Presence of a system for collecting near miss	Yes	Partly	NO
	Notes			
<b>4.5</b>	<b>Environment: comfort</b>			
4.5.1	Presence of contact person for environments that can enhance and integrate principles of ergonomics, colour, temperature, spaces distribution	Yes	Partly	NO
	Notes			
4.5.2	Availability for the unit/department of useful forms to identify any need for renovation or adaptation in order to prepare the annual budget	Yes	Partly	NO
	Notes			
<b>4.6</b>	<b>Environment: the balance-space</b>			
4.6.1	Presence of environments for psycho-physical balance and relaxation, presence of a place of refreshment in the structure, presence of a library in the structure, presence of a meeting point /wellness point / music point / decompression zone for mini - break, presence of dedicated rooms for the practice of physical activity	Yes	Partly	NO
	Notes			
4.6.2	Presence of alternative means of transport for the operators or facilitations for the use of proper alternative means (for example: protected areas to accommodate bicycles of employees)	Yes	Partly	NO
	Notes			
4.6.3	Presence of arrangements/ or business alliances with external suppliers for associated food purchase (organic farming, products in stock for corporate groups)	Yes	Partly	NO
	Notes			
<b>4.7</b>	<b>Professional profile - the value of the profession, the necessary skills and professional enhancement</b>			
4.7.1	Continuing professional education: field training, the Deming cycle, new skills	Yes	Partly	NO
	Notes			
<b>4.8</b>	<b>Human profile – skills for self-evaluation of aptitudes, of ability to relate with self and with others, willingness to change – resilience. The role of the occupational physician in charge</b>			
4.8.1	The occupational physician in charge offers rapid self-evaluation system for stress / distress	Yes	Partly	NO
	Notes			
4.8.2	The occupational physician, supports and directs users to training courses dedicated to the resilience	Yes	Partly	NO
	Notes			
4.8.3	Presence of educational events dedicated to the promotion of life	Yes	Partly	NO

	skills and relationship - techniques for self-assessment of distress, techniques for coping, relaxation techniques - accessible to all operators			
	Note			
<b>4.9</b>	<b>Monitoring and updating: tools for self-assessment of organizational well-being</b>			
4.9.1	Training for the transformation of needs into services, according to the change of the action context following the Deming cycle strategy. The chief of unit activates processes of update, restructuring activities, resizing outdated historical activities, replacing them with new services, promoting motivation and enhancement of the operators, bearing in mind the profiles and attitudinal skills acquired	<b>Yes</b>	<b>Partly</b>	<b>NO</b>
	Note			
<b>4.10</b>	<b>Assessment of <u>chronobiology*</u>, care models and health impacts</b>			
4.10.2	Acquisition paths of lifestyle improvement as feedback on the regulation of breathing for the activation of the relaxation response, tips for circadian nutrition and postural balance, muscle relaxation techniques	<b>Yes</b>	<b>Partly</b>	<b>NO</b>
	Note			
4.10.3	Paths of "debriefing" for the emotional discharge and management of cases involving a major load of distress	<b>Yes</b>	<b>Partly</b>	<b>NO</b>
	Notes			
4.10.4	Paths to balance the gender differences. Presence of a working group for equal opportunities. Connection between HPH Local Committee and equal opportunities working group in order to update the Health Promotion strategy as the emergent needs.	<b>Yes</b>	<b>Partly</b>	<b>NO</b>
	Notes			

*\*Chronobiology is a field of biology that examines periodic (cyclic) phenomena in living organisms and their adaptation to solar- and lunar-related rhythms. Chronobiology is an interdisciplinary field of investigation. It interacts with medical and other research fields such as sleep medicine, endocrinology, geriatrics, sports medicine. The impact of circadian rhythms on health and psycho-physical recovery mechanisms is important for the recovery strategy to be activated in those who perform night shifts.*