

PROMOTING WELLNESS IN HEALTHCARE SERVICES BY AN INTEGRATED APPROACH: AN EXPERIENCE OF WORK-RELATED STRESS MANAGEMENT AND IMPLEMENTATION OF HPH STANDARDS 1 & 4

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INTRODUCTION:

In the healthcare services, work-related stress causes organizational impairment and may affect negatively the quality of healthcare services.

PURPOSE AND METHODS:

Our goal is to implement an integrated approach to manage work related-stress and define specific improvement actions. We tested health workers from three Territorial Health Districts, three Mental Health Centers and offices of an Healthcare Organization. Our study on organizational wellness was conducted through the following steps: analysis of objective stress indicators according to validated check-list of INAIL, survey with subjective Health and Safety Executive Questionnaires and implementation of HPH standards 1 & 4 for the assessment of psycho-social well-being of health workers.

RESULTS:

The most critical aspects resulting from the study were job demand, tasks management and planning.

CONCLUSIONS

The integrated analysis of organizational wellness has provided important information to reduce stress at work and promote a healthy workplace. Promoting a healthy workplace means improving not only wellness of health workers but also the quality of healthcare provided.