Medical Sciences 4300A: Addressing Healthcare Misconceptions Using Scientific Inquiry

Schulich School of Medicine & Dentistry: Community Engaged Learning

12-2021

Addressing Workplace Mental Health During COVID-19 (Global MINDS Collective)

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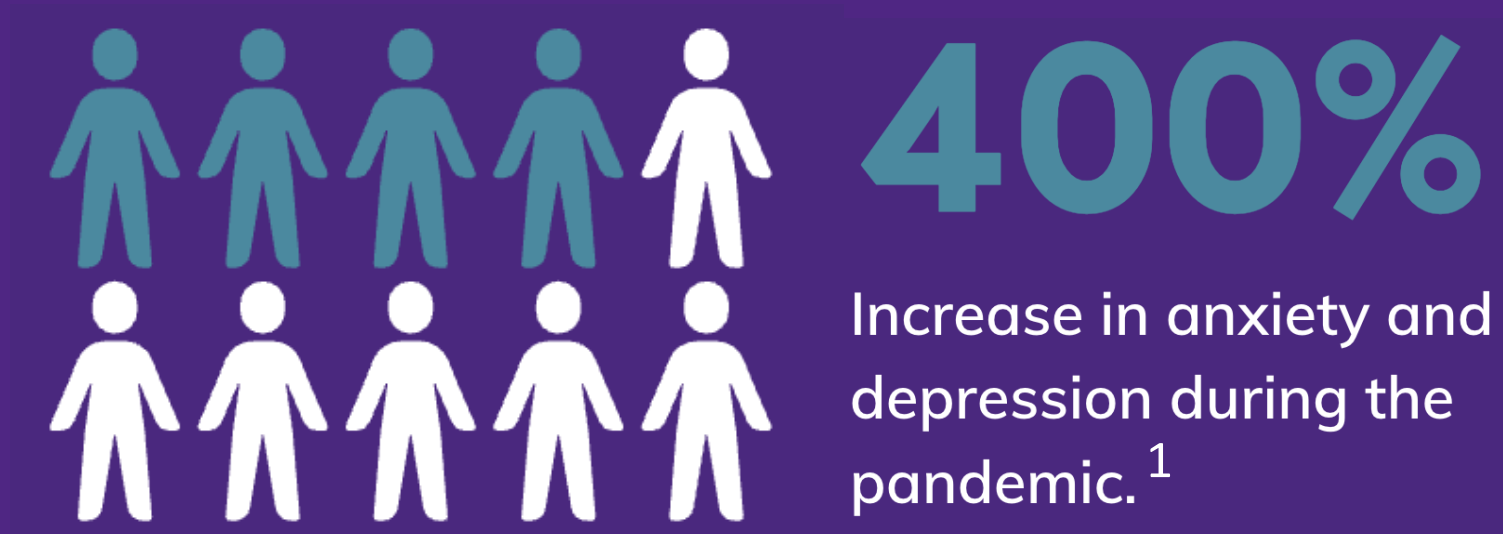Follow this and additional works at: https://ir.lib.uwo.ca/schulichcel_medsci4300A

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Global MINDS: Addressing Workplace Mental Health During COVID-19

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Introduction

400%

Increase in anxiety and depression during the pandemic. [1]

Employee Diversity — Mental Health — Work Culture

COVID 19 / Organizational Wellbeing / Employee Mental Health

The COVID-19 pandemic has revealed strength and resilience across organizations as employees recover from measures taken by governments and organizations during uncertain times. This ability to overcome pandemic hardships suggests that providing mental health support in the workplace will only expedite the mental health recovery of employees from the pandemic.[2]

Aims

Identify the effects of COVID-19 on workplaces, analyze the current status of workplace mental health, pinpoint needs for specific populations that have arisen during the pandemic, and recommend areas for intervention.

1. **Systems Map:** visualize the complex systems of mental health in the workplace to identify connections and key areas of consideration
2. **Key Insights Brief:** summarize key findings from the systems map regarding the current state of mental health in the workplace and leverage points that can be used to promote improvements
3. **Product Video:** showcase how the Global MINDS co-creative approach fits into the landscape of needs in occupational mental health

Methods

Literature & Resource Search

Searched scientific databases and industry sources to understand current workplace mental health practices, the efficiency of these interventions and demographics excluded from current interventions.

Search Terms
- Mental health in the workplace
- COVID-19 + Burnout + Employees
- Pandemic + Family + Workplace
- Mental Health (Interventions)
- Occupational Medicine
- Employee Burnout
- Cultural Effects

Databases
- Google Scholar
- Scopus
- PubMed
- ScienceDirect

Industry Sources
- McKinsey Insights
- HBR

Kumu Systems Map

Identified interconnectivity among key issues regarding mental health during COVID-19 to identify gaps in support for employees.

Product Video

Analyzed Global MINDS' customized mental health solutions for clients and created a 90-second video using PowToon to showcase how their method addresses pandemic-related mental health needs.

Deliverables

Systems Map

Traditional Thinking → Systems Thinking

Impactful Nodes = Leverage Points
- Work From Home
- Organizational Culture
- Employee Burnout
- Organizational vs Personal Well-Being
- Covid-Related Stressors
- Building Resiliency
- Intersectional & Cultural Considerations

Fig. 1. Kumu systems map identifying major groups and interconnections regarding workplace mental health during COVID-19. Nodes with larger amounts of connections are considered leverage points and represented by a different colour.
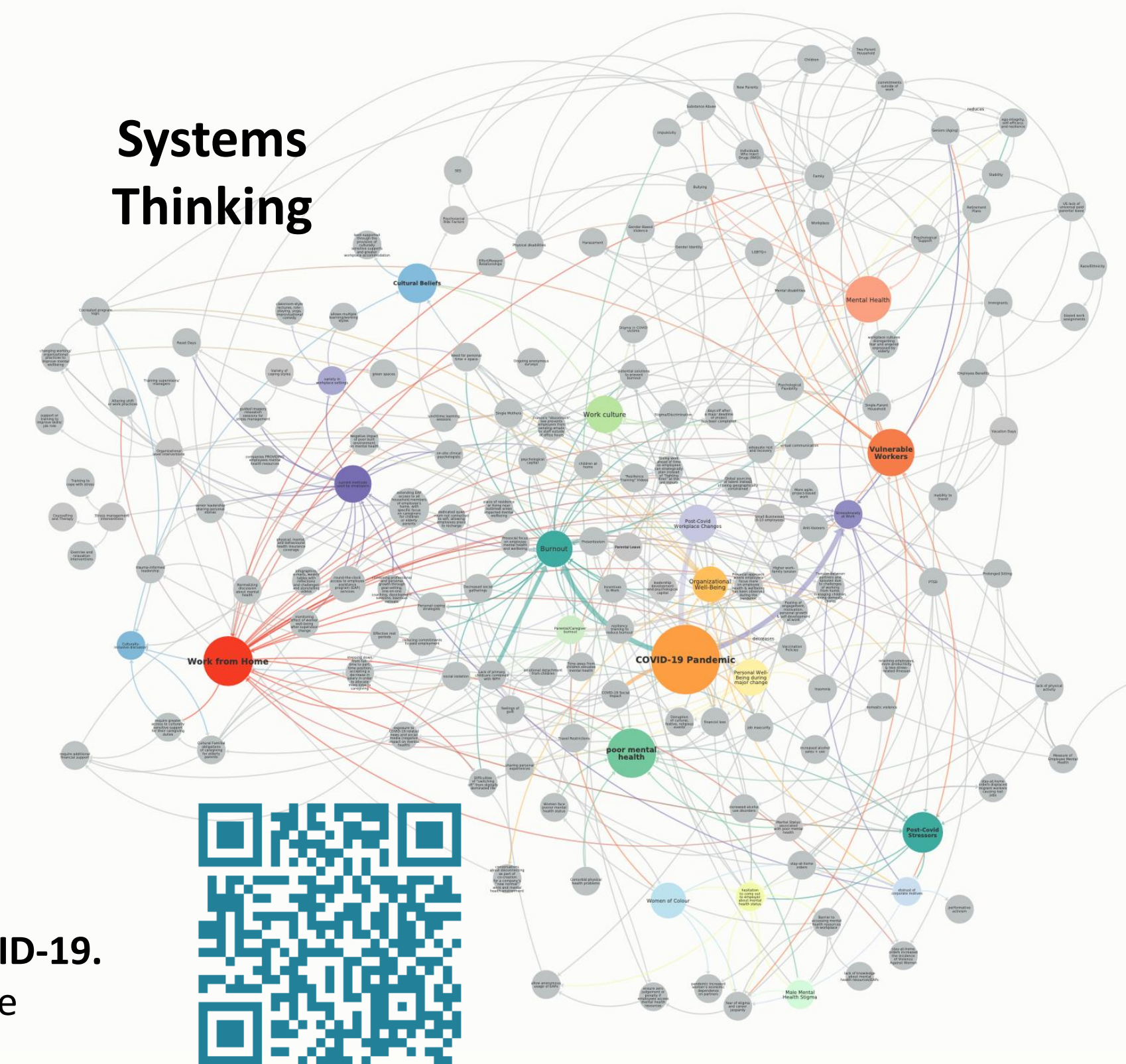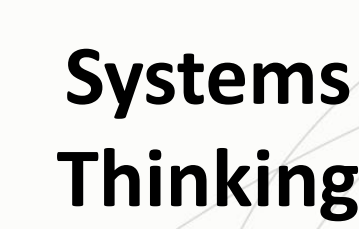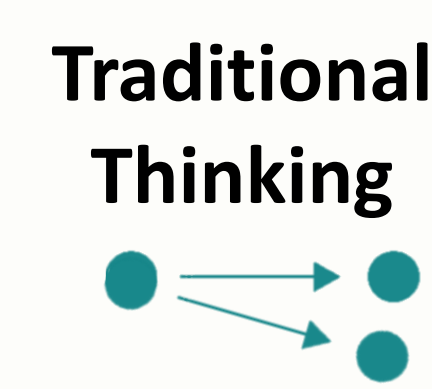
Key Insights Brief

Effects of the COVID-19 pandemic:
- Rapid shift from office-based work models to several variations of remote or hybrid models.[3]
- **Working from home** results in overlap between work and personal space for employees which can impact their ability to "disconnect" from workplace stress.[4]
- **Burnout** has been caused by higher work-family tension, affected different demographics including parents whose role boundaries as employees and parents have increasingly blurred. [5,6]
- Some employees' **cultural beliefs** create barriers to accessing workplace mental health support.[7,8]
- **Gender norms** have impacted men's use of mental health interventions in the workplace. [8,]
- Concerns about **confidentiality** and the efficacy of workplace mental health interventions. [9]
- **Family** obligations are a major source of stress, exhaustion, emotional detachment, and tension between partners and parents. These issues can lead to reduced productivity at work. [4,10]
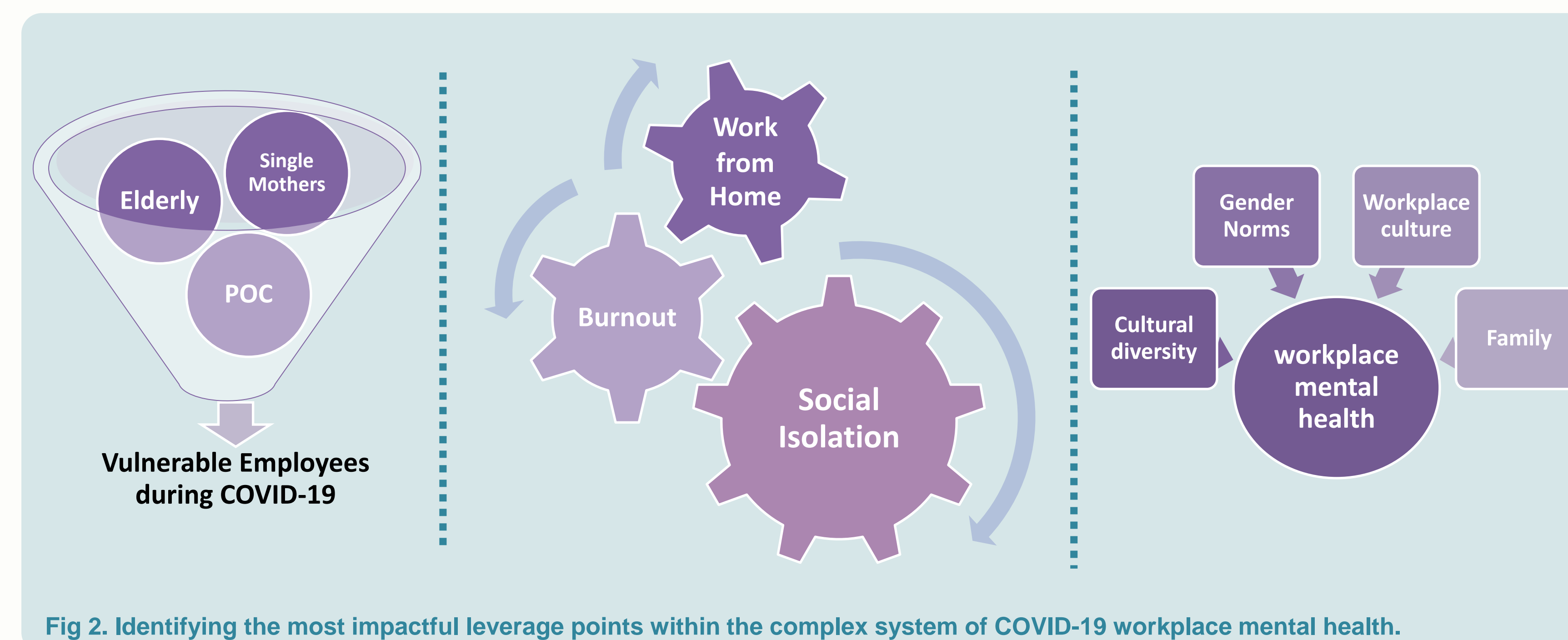
Vulnerable Employees during COVID-19: Elderly, Single Mothers, POC

Work from Home / Burnout / Social Isolation

Gender Norms / Workplace culture / Cultural diversity / workplace mental health / Family

Fig 2. Identifying the most impactful leverage points within the complex system of COVID-19 workplace mental health.

Product Video

Showcase of Global MINDS proprietary process for "mindful social innovation" to address the wicked systems problem of global mental ill-health in context of findings from the Key Insights Brief. This process and its associated curriculum is taught at the Schulich School of Medicine and Dentistry, in addition to a Global MINDS Fellowship program and online certificate program.

Global MINDS — Mindful Social Innovation

Impact

Global MINDS Board of Directors

Global MINDS Collective can benefit from a comprehensive and systematic framework that identifies key leverage points within the modern, mid-pandemic workplace and can be used as a tool in the co-creation of mental health interventions with knowledge-based employers.

Global MINDS Clients & Employees

The Systems Map, Key Insight Brief, and Product video offer a holistic overview of current issues in occupational mental health and can be used to provide context for the occupational wellness infrastructure designed by Global Minds for potential clients.

Greater London Community

Most of The Global MINDS Collective's client base is in the Greater London Area, where this systematic and intersectional approach to occupational mental health could positively impact thousands of local individuals. The Key Insights Brief may be accessed by all employers within the Greater London Area who can use this information to design improved mental health support systems for their employees.
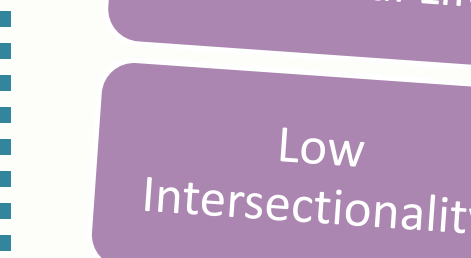
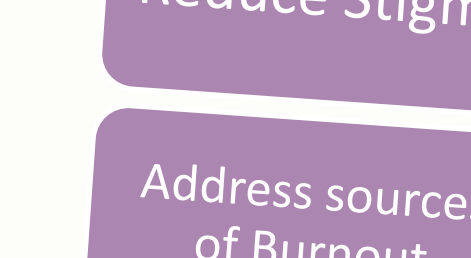## Future Directions

Current Methods / Post-Covid Improvements

Overlapping Work & Personal Life / Low Intersectionality / Intersectional Approach / Reduce Stigma / Address sources of Burnout

Workplace Mental Health

- Survey London employers about existing mental health interventions for COVID-19
- Survey London employees to determine the efficacy of mental health interventions
- Expand on key insights by performing a comprehensive literature review regarding the main leverage points identified in the systems map

Global MINDS Collective

Use leverage points to design co-creative interventions for organizations that will consider intersectionality while promoting healthy workforce recovery from the COVID-19 pandemic.

Fig. 3. Tipping the scale toward improved employee mental health during and post-pandemic.

Limitations

The benefits of tailoring mental health interventions based on key insights will take time to understand and may change in the future due to the ongoing nature of the pandemic and the relatively recent interest from employers to provide and measure mental health interventions for employees.

Acknowledgements

References