



**Ontario Shores**

Centre for Mental Health Sciences

## **Getting Engaged**

Examining the association between employee engagement and patient recovery in mental health care

Centre of Education and Organizational Development  
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# Learning Objectives:

- Explain how the psychosocial factor of “Engagement” impacts one’s sense of workplace mental health
- Analyze how engagement impacts Recovery outcomes

# The 13 Psychosocial Factors that Impact Workplace Mental Health and Wellbeing





## According to the Guarding Minds @ Work:

*“Psychosocial factors are elements that impact employees’ psychological **responses to work and work conditions, potentially causing psychological health problems**” (p. 1).*



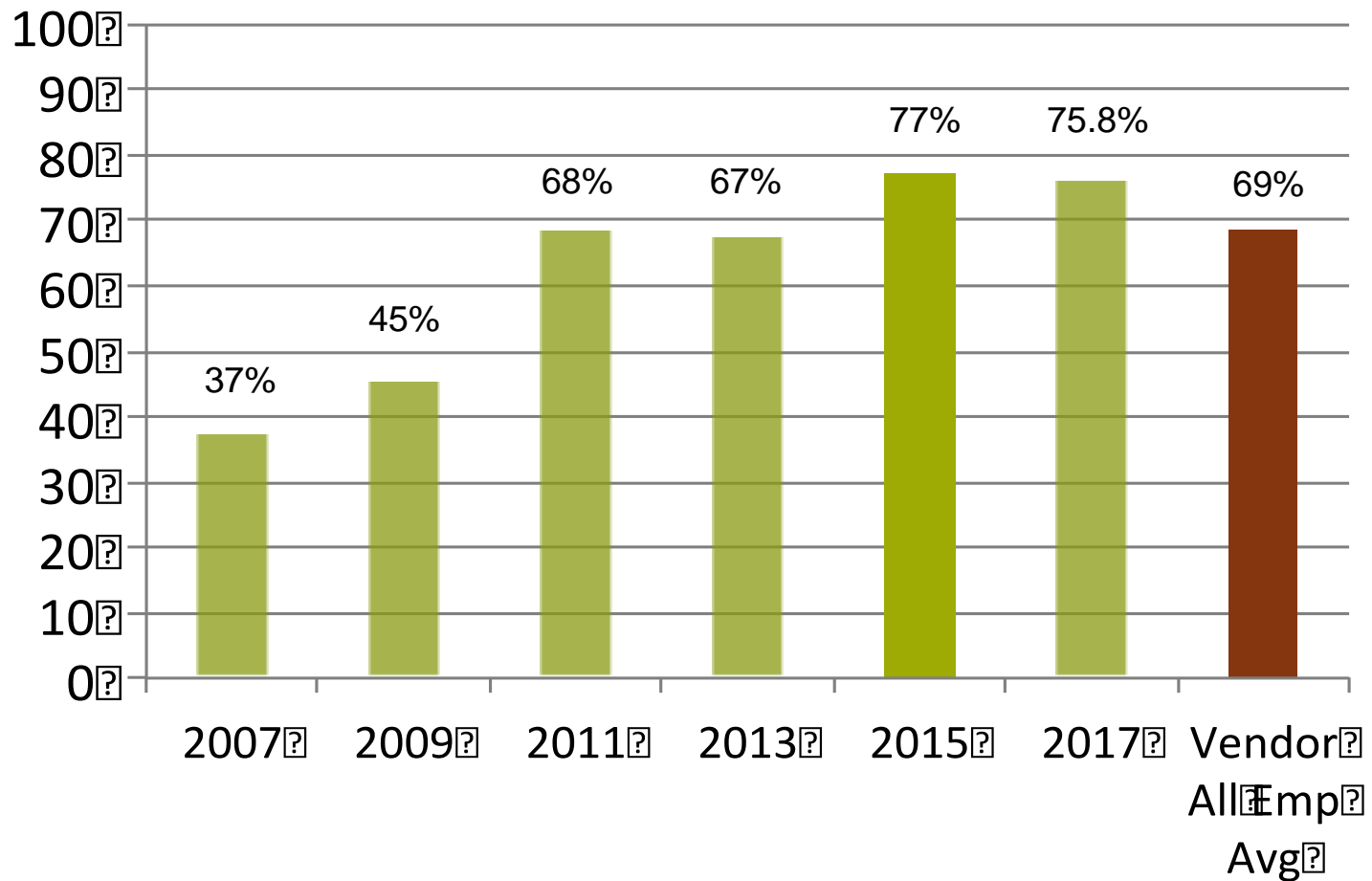
# Definition of Psychosocial Factor of Engagement

**According to the Guarding Minds @ Work,  
the psychosocial factor of engagement is:**

*“a work environment where employees feel connected to their work and are motivated to do their job well.”*

# Analyzing How Engagement Impacts Recovery Outcomes

# Employee Opinion Survey: Engagement Trends at Ontario Shores 2007-2017



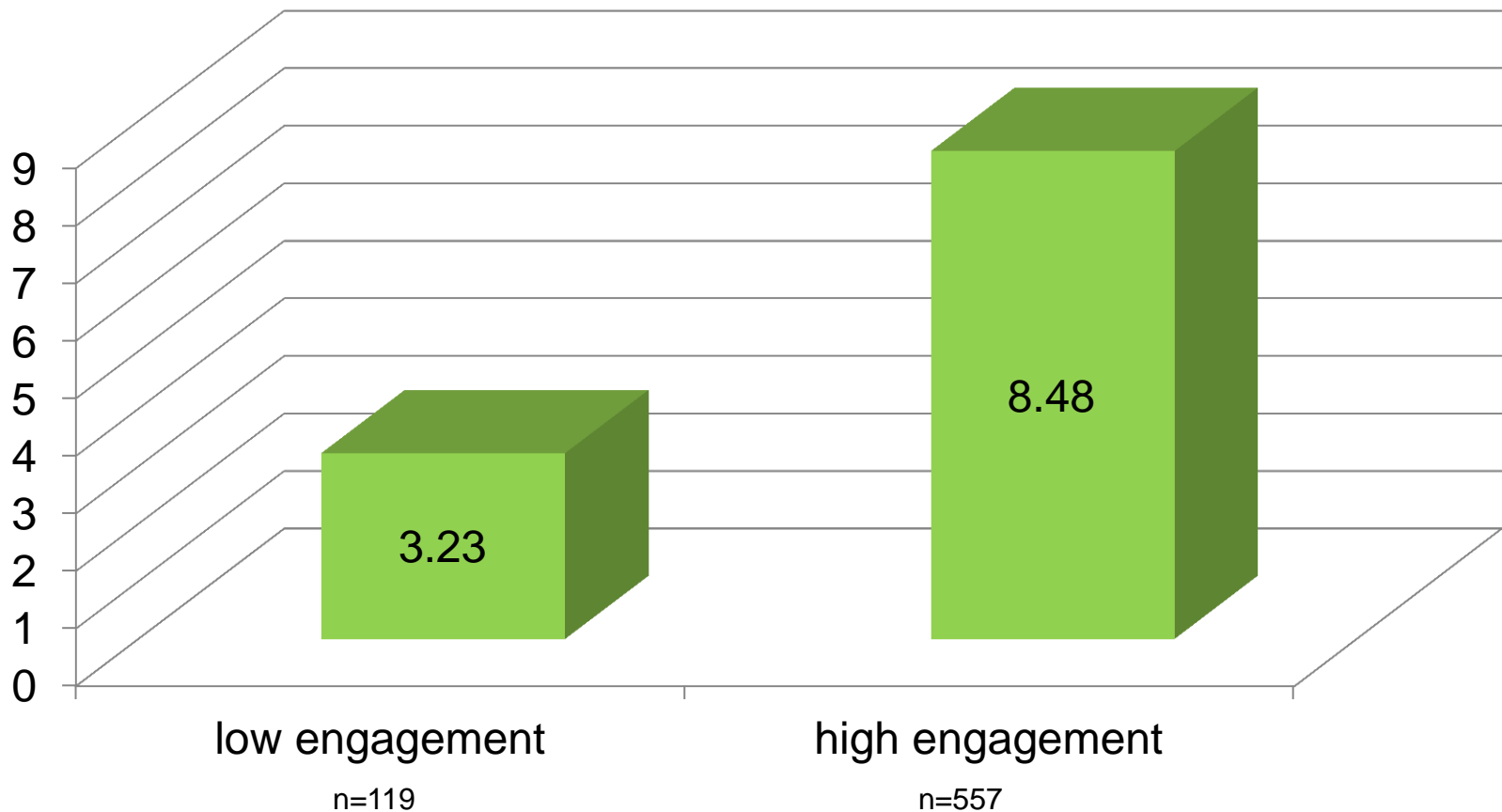
# Recovery Assessment Scale (RAS)

- Recovery-Oriented Practice and the Recovery Philosophy drives the work at Ontario Shores
- Use the Recovery Assessment Scale (RAS) to gauge patient progress and treatment outcome
- RAS focused on hope, connection with others, and self-determination
- Scores on the RAS can range from 24-120; higher scores represent higher achievement of recovery
- RAS administered at patient admission and again at discharge to track rate of improvement



# Average Rate of Improvement on RAS Scores by Unit Engagement (Fall 2017)

## RAS Difference

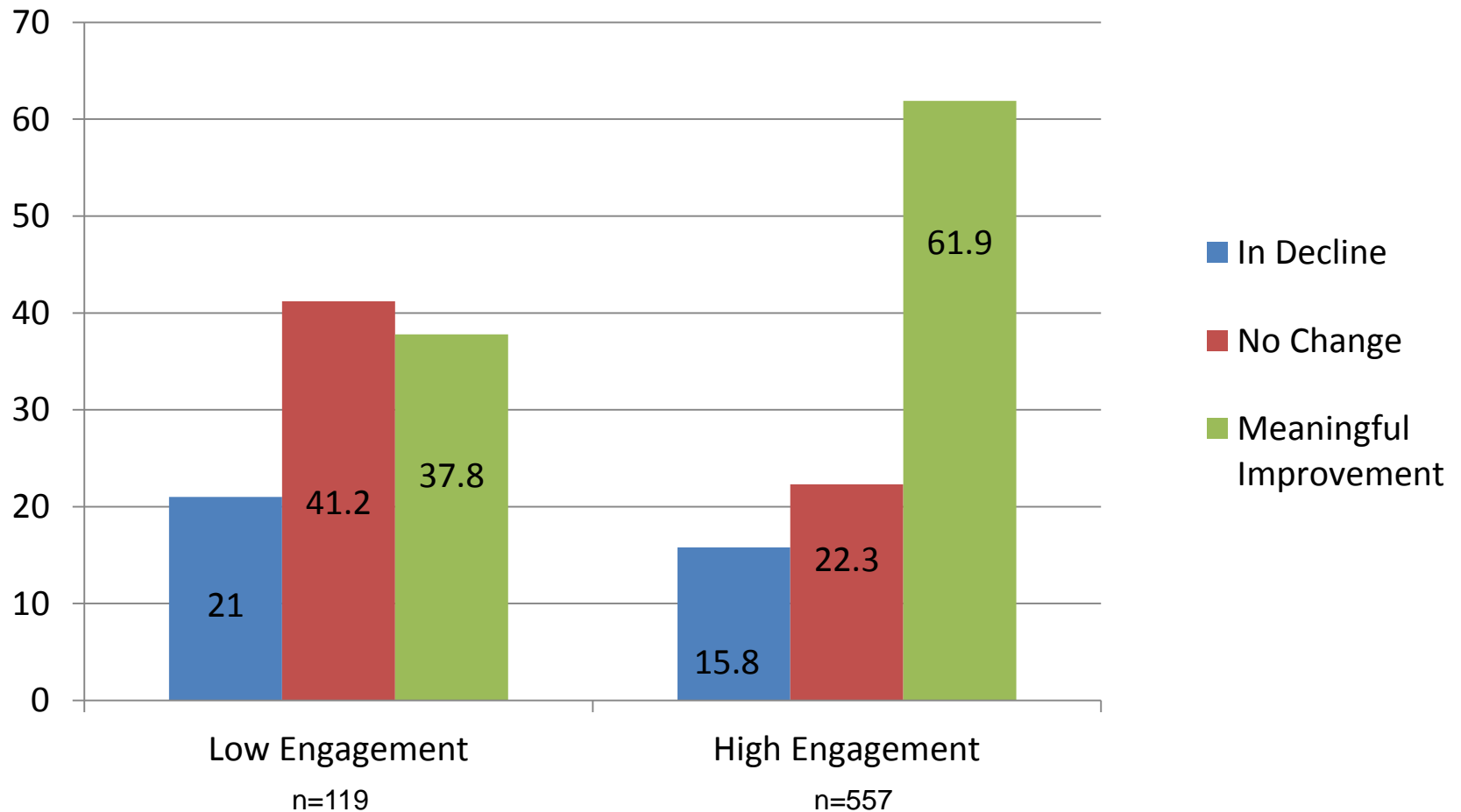




# Meaningful Change Analysis

- Ontario Shores has applied a meaningful change analysis to the RAS data
- This analysis determines how much change on the scale is associated with meaningful change
- A 4 point change in either direction on the score is considered meaningful
- A 4 point decrease at discharge means patient was in decline; 4 point increase means meaningful improvement
- A difference less than four means no change in recovery status

# Rate of Meaningful Change on RAS Scores by Unit Engagement (Fall 2017)



# **Explaining How the Psychosocial Factor of Engagement Impacts Workplace Mental Health**



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# Psychosocial Factor: Engagement

**How's your sense of  
'engagement' in the  
workplace?**

## Engaged Employees are:

*“passionate, put forth the discretionary effort at work. They are the organization’s most desirable employees, who consistently show innovation and commitment.”*

## Non-Engaged Employees are:

*“sleep walkers, [who] act as if they were working but actually [are] not. They contribute minimal effort and energy.”*



## Disengaged Employees are:

*“the biggest liability for an organization as they are the unhappiest people who intend to spread their unhappiness to others [causing] decreased employee contribution and satisfaction.”*

# Engagement Fluctuations

- Employees who are engaged today, may not be engaged in the same way tomorrow
- Engagement is constantly renegotiated as employee connect physically, mentally, and cognitively to their work
- Hindrances to physical and psychological wellbeing that impact engagement include work pressures, emotional demands, and burnout
- A non-engaged employee can become an engaged employee with the right support; increasingly challenging to engage a disengaged employee

**How's your sense of  
'engagement' in the  
workplace?**

**Questions?**



# What Is Your Take-A-Way?

- On your way out the door, take an “**Engagement Ring**” (Ring Pop® candy! Mmmmm!)
- Your engagement ring can serve as a reminder of the commitment you are making to remain or become engaged in the workplace to enhance your own sense of workplace mental health and wellbeing

# References

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