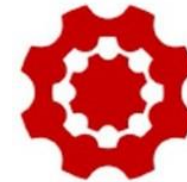




NATIONAL SCRUTINY OF THE PSYCHOSOCIAL RISK FACTORS IN THE WORKPLACE: TOWARDS A HEALTHY WORKFORCE



AGI
Association of
Ghana Industries

Dr Wisdom Amegbletor
New Crystal Group



OUTLINE

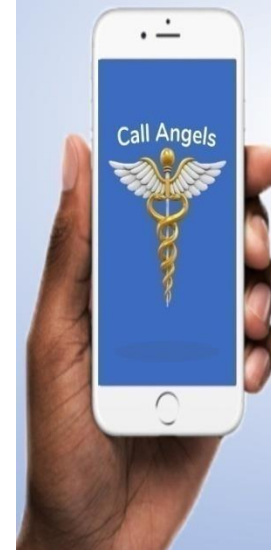
- Introduction
- Explanation of Psychosocial Risks
- Psychosocial Risk Management
- Psychosocial risk management in Ghana
- Possible solutions
- Conclusion





THE NEW CRYSTAL GROUP

- Established in 2003
- 8 hospitals
- 2 diagnostic centers
- Retail and wholesale pharmacy
- Healthcare training school
- Promoters of SafeDoktor
- Promoters of Call Angels
- GC100- 2012, 2014, 2015
- info@newcrystalhealth.org
- Looking for a strategic partner



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INTRODUCTION

- **International Partnerships for Value-added Industrial and Local Content Development**
- **National Scrutiny of The Psychosocial Risk Factors in The Workplace: Towards A Healthy Workforce**

BACKGROUND- FACTORS OF PRODUCTION



- Land
- **Labor/ Human Resource**
- Capital
- Entrepreneurship



PSYCHOSOCIAL RISKS EXPLANATION



- Psychosocial risks refer to the **likelihood** that aspects of the design and management of work affects the **mental well-being or mental health** of the worker by **overwhelming the individual's coping mechanisms** and negatively impacting the worker's ability to work in a healthy and safe manner





PSR EXPLANATION

- **Signs of Psychosocial Hazards**
- ***Conflict in the Workplace***
- ***Physical Complaints***
- ***Poor Productivity, Absenteeism
Presenteeism***
- ***Accident or Injury Prone***





PSR EXPLANATION

- Human Costs
- Social Costs
- Financial Costs
- 13 psychosocial risk (PSR) factors have been identified by researchers at Simon Fraser University based on extensive research and review of empirical data from National and International best practices

PSYCHOSOCIAL RISK (PSR) MANAGEMENT





THE 13 PSR FACTORS

- 1. Psychological Support
- 2. Organizational Culture
- 3. Clear Leadership & Expectations
- 4. Civility and Respect
- 5. Psychological Competencies & Requirements
- 6. Growth & Development





THE 13 PSR FACTORS-CONTINUED

- 7. Recognition and Reward
- 8. Involvement and Influence
- 9. Workload Management
- 10. Engagement
- 11. Balance
- 12. Psychological Protection
- 13. Protection of Physical Safety





PSYCHOSOCIAL IMBALANCE

- **Conflict in the Workplace-** short tempers, Harassment, Violence, Bullying and Mobbing
- **Physical Complaints-** headaches and aches resulting in increased hospital attendance, stress
- **Low Productivity-** Absenteeism, Presenteeism, Job Burnout





PSYCHOSOCIAL IMBALANCE

- **Accident or Injury Prone**
- **Stigma and Discrimination**
- **Substance Use, Misuse and Abuse at Work**
- **Sabotage**



PSYCHOSOCIAL RISK MANAGEMENT



1. Risk Assessment

2. Short Term Goal

Risk mitigation and control

3. Long Term Goal

Aims at risk elimination or reduction.

Should be systematic and on-going so that hazards are identified, risks analyzed, managed and workers protected.



PSYCHOSOCIAL RISK MANAGEMENT IN GHANA

DRIVERS

- LEGAL COMPLIANCE
- BUSINESS IMPERATIVE
- ETHICAL CONSIDERATIONS



PSYCHOSOCIAL RISK MANAGEMENT IN GHANA



LEGAL COMPLIANCE

- **It is the duty of an employer to ensure that every worker employed**
- by him or her works under satisfactory, safe and healthy conditions that are safe and without risk to health;
- (5) An employer who, without reasonable excuse, fails to discharge any
- of the obligations under subsection (1) or (2) commits an offence and is liable
- on summary conviction to a fine not exceeding 1000 penalty units or to
- imprisonment for a term not exceeding 3 years or to both.
- **Ghana Labour Act 651, 2003**

PSYCHOSOCIAL RISK MANAGEMENT IN GHANA



BUSINESS IMPERATIVE

- Reduced employee health care costs.
- Increased productivity.
- Reduced absenteeism.
- Enhanced morale.
- Attract and retain high-quality employees.
- Create a positive Return On Investment (ROI).

PSYCHOSOCIAL RISK MANAGEMENT IN GHANA



ETHICAL CONSIDERATIONS

- **Good business reputation**
- **For regulators, investors, NGOs, society, and business competitors.**
- **Community Goodwill**
- **Staff loyalty**

BARRIERS TO PSYCHOSOCIAL RISK MANAGEMENT



- **Economic climate of enterprise and availability of resources**
- **Organizational restructuring**
- **Organizational culture and organizational readiness for change**
- **Level of awareness and acknowledgement of psychosocial issues**
- **Availability of training and expertise, tools, and guidance**
- **The implementation process**
- **Time required for psychosocial risk management interventions to show benefits**



POSSIBLE SOLUTIONS

- **Strengthen Internal Safety Policies and Practices**
- **Employee Assistance Programs**
- **A Balanced Employee Medical Policy Package**
- **Regular Planned Preventive Human Resource Maintenance**



EMPLOYEE ASSISTANCE PROGRAMS

- **An EAP is a program that the employer, pays for through a health insurer or another third party administrator. The purpose of the program is to help the employees maintain a healthy work and life balance. The program focuses on personal problems, mental health, emotional health, and general well-being. It is offered free to your employees.**

EMPLOYEE ASSISTANCE PROGRAM



- Some of the specific issues that EAP can help employees deal with in an emotionally healthy way are:
- **Financial difficulties**
- **Legal troubles**
- **Family conflicts**
- **Major, life-altering events such as deaths, births, traumatic accidents**
- **Relationship problems**
- **Drug and alcohol abuse and dependence**
- **Issues at work**
- **Psychological disorders**



BENEFITS OF EAP

- **1. Lead to Increased Productivity**
- **2. Affordable for Employers to Implement**
- **3. Help Businesses Save Money**
- **4. Encourage a positive work environment**
- **5. Lead to Increased Employee Retention**



BENEFITS OF EAP

- **The Society for Human Resource Management reports that companies lose 36.6% of their productivity due to employee absences.**
- **However, statistics show that after an EAP is introduced, productivity increases. Studies also show that EAPs reduce sick leave usage by 33%, lost time by 40%, and work-related accidents by 65%.**



NEW CRYSTAL HEALTH SERVICES AND WELLCARE GHANA PRESENTS

- **Work Environment Assessment.**
- **Screening and Testing Services.**
- **Employee Assistance Program.**
- **Patient Tracking and Information System**
- **Available online**

CONCLUSION

- **Even though there is no compelling legal obligation for psychosocial risk management in Ghana, there is compelling business and ethical case for its adoption and implementation**



FEEDBACK



FEEDBACK



THANK YOU

