



Psychological Health & Safety Pulse Check[®]

Measuring and Improving Employee Well-being

The Healthy Organization Consortium

The Importance of a Psychologically Healthy and Safe Workplace

Research and practice consistently show that employees thrive in workplaces that are psychologically healthy and safe. The result is a win-win: employees' overall well-being improves, and their employer reaps the benefits of a more engaged and productive workforce. Furthermore, trust between employees and their employer, and among co-workers, is stronger in a psychologically safe work environment. And trust is the foundation for a positive organizational culture.

The **Psychological Health & Safety Pulse Check[®] (PH&S Pulse Check)** provides a quick and accurate tool for assessing the key workplace factors that strengthen psychological health and safety in organizations today, contributing to a trust-based culture. For organizations to achieve humanly sustainable success beyond the COVID-19 pandemic requires a strong, trust-based psychological contract between management and employees.

During times of uncertainty and unpredictable change – like the COVID-19 pandemic – psychological health and safety, particularly trust, easily can be eroded. COVID-19 has disrupted employer-employee relationships, especially for the many employees who have been required to work remotely.

Indeed, the pandemic has taken a toll on Canadians' mental health. Prior to its onset, an estimated one in five Canadians experienced levels of distress indicative of a diagnosable disorder. Recent Statistics Canada findings reveal that this has increased during the pandemic, particularly amongst younger Canadians. It is well-established that workplace factors are predictive of employee engagement, productivity, trust, and well-being. The impact of these factors varies across organizations and sectors and will vary even more in the post-pandemic workplace. This is good reason for employers to seek employees' input to bolster trust and provide a solid evidence base for the organization's post-pandemic recovery plan.

About the Psychological Health & Safety Pulse Check[®]

The **Psychological Health & Safety Pulse Check[®]** is a short, online employee survey. It asks employees about their perceptions of their work responsibilities, work relationships, and management support over the last four weeks. The **PH&S Pulse Check** assesses key workplace factors identified in the [National Standard of Canada for Psychological Health and Safety in the Workplace](#). In addition, there are 4 demographic questions that enable comparison across



groups or departments, and one open-ended question asking for suggestions to improve psychological health and safety in the respondent's workplace. We offer an optional module (6 items) assessing employees' preferences and concerns regarding post-pandemic work arrangements. Clients also can include custom items relevant to their organization, especially post-pandemic plans.

All items in the **PH&S Pulse Check** are actionable, which facilitates evidence-based action-planning. Reliability and validity of the items are based on a psychometric analysis of a stratified sample of 5,010 working Canadians who completed the 2016 *Guarding Minds@Work* Employee Survey. *Guarding Minds@Work* is a widely used and respected resource that has helped organizations to assess and enhance workplace psychological health and safety. **PH&S Pulse Check** items are highly correlated with trust, making the tool a good predictor of an organization's underlying culture.

The **PH&S Pulse Check** is easy to administer and takes about 10 minutes to complete. It can be readily repeated at various points in time to capture employees' evolving experiences of the recovery phase of the pandemic and beyond. It can be used by any type, sector, or size of organization. It may be particularly relevant for those organizations providing essential services, such as healthcare. In larger organizations, the **PH&S Pulse Check** can be used to compare differences between specific departments, occupational groups, or working environments (e.g., working from home vs on-site).

Here is a sample item from the **PH&S Pulse Check**:

- *I am informed about important changes at work in a timely manner.* [Strongly Disagree/Disagree/Neutral/Agree/Strongly Agree]

The **PH&S Pulse Check** will be administered by the Healthy Organization Consortium. Invitations to participate in the survey, with a link to the secure survey site, can be sent to employees using an organization's email platform or by the Healthy Organization Consortium. All survey responses are confidential and anonymous. No identifying information is gathered, and only group-level findings are reported. Results will be stored on a secure server in Canada.

Deliverables

To ensure that the **PH&S Pulse Check** is successfully implemented, cost-effective and useful, participating organizations will receive:

- On-line administration of the survey, ongoing response rate monitoring, secure third-party data storage, and statistical analysis of the results.
- A concise report of organizational-level results, highlighting strengths and opportunities for improvement, as well as national pre-pandemic benchmarks for comparison. The



report also includes practical recommendations, and suggestions for staff communication and organizational action.

- Ongoing consultation to assist with survey follow-up, communication, and action-planning.
- Customization options (separately priced) include:
 - Organization-specific language, format or demographics.
 - Additional organization-specific survey items.
 - A module (6 items) assessing employees' preferences and concerns regarding post-pandemic work arrangements.
 - Open-ended questions to capture qualitative input.
 - Individualized reports for multiple departments or sites.

Pricing available on request. Please contact Graham Lowe (glowe@grahamlowe.ca) or Merv Gilbert (merv@psychsafety.org)

About the Healthy Organization Consortium

The Healthy Organization Consortium is a collaborative venture between [Vancouver Psych Health + Safety Consulting](#) the [Graham Lowe Group](#) and the [Verita Strategy Group](#). Collectively, members of the consortium have extensive experience helping Canadian and international organizations become more productive, sustainable and healthy. This has included developing, conducting, analysing, and reporting employee surveys that assess engagement, well-being, and psychological health and safety. This has included development and dissemination of *Guarding Minds@Work*, as well as hundreds of customized surveys. Our expertise spans diverse organizations in the private, public, and not-for-profit sectors – many of which we have advised on how to use their survey results to plan and implement workplace improvements.