

# We Hear You: Saskatchewan Healthcare Employees' Experiences of Work During a Pandemic

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#WE  
HEAR  
YOU



## Collaborative Research Aims

1. *Explore* the experiences of healthcare employees working in a variety of settings and occupations;
2. *Synthesize* research from across the province and highlight universal experiences; and
3. *Explain* contributors to employee burnout in a way that *directs attention to potential solutions*.

## Research Process

We started learning from healthcare employees about their experiences of the pandemic in March 2020 and continued until June 2021.

We *synthesized* findings from two independent studies, including:

**Study 1** Semi-structured interviews with nurses (n=31) early on in the pandemic

**Study 2** Quarterly surveys (n= 452) & semi-structured interviews (n=26) with employees from various occupations over 9 months

## Pandemic Universals

We learned that it is important to support employees' commitment to caring through:

### Teamwork

\*Pandemic restrictions eroded informal socialization that promoted sense of team.

\*New appreciation for family caregivers and volunteers that enhance and extend the work of healthcare teams.

### Communication

\*Keeping up with changing protocols and policies was challenging.

\*Communication is a key area of innovation.

### Leadership

\*Small "I" leadership is about making space for the voices at every level of the hierarchy.

This helps to prevent and address:

### Burnout

\*Employees witnessed the effects of loneliness arising from separation from family & community.

\*Job role changes reduced self-efficacy for caring.

\*Coping is part of resilience, and everyone does it in their own way.

## Solutions-focused Recovery

### Teamwork

\*Provide opportunities/advice for safe socialization or teambuilding.

\*Include patients, families, and employees when developing policies for future pandemics.

### Communication

\*Communication needs to be consistent, constant and caring. Listen attentively.

\*Find out more about, and celebrate, innovations in communication.

### Leadership

\*Help your team map new priorities to existing or shared goals.

### Burnout

\*Support employee involvement in generating solutions and providing feedback about the impact

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