

## Provider Wellness Check

### Questions

1. Is the individual psychologically and/or physically capable of providing care to patients?
2. Is the individual at risk of self-harm? Does the individual need immediate intervention?<sup>1</sup>
3. How is the individual handling the different aspects of distress?
  - Physical, e.g., sleep
  - Psychological, e.g., depression and anxiety
  - Social, e.g., family and professional relationships.
4. Does the individual have:
  - Trusted peer supports? It's important to have a trusted professional colleague, with whom the care provider can discuss the event. Studies have shown that for most people this is described as very helpful.
  - Understanding family members? The individual should be encouraged to share at least some of the events with a family member and to describe and discuss the distress they may be feeling.
5. Does the individual have access to professional counselling if it is required? This might be available through an employer, or a professional association. See the examples below:
  - Employee and Family Assistance Providers (EFAPs)
    - Alberta Health Services: (p) 1.877.273.3134 [www.homeweb.ca](http://www.homeweb.ca)
  - Medical staff
    - Alberta Medical Association's Physician and Family Support Program (PFSP): (p) 1.877.SOS.4MDS (1.877.767.4637)
  - Pharmacists
    - Alberta Pharmacists' Association Wellness Program. <https://rxa.ca/member-benefits/wellness-program/>
6. Professional protective associations may offer advice that can be reassuring to the individual involved.
  - Nurses:
    - Canadian Nurses Protective Society: (p) 1.800.267.3390 <https://www.cnps.ca/>
  - Physicians
    - Canadian Medical Protective Association (CMPA): (p) 1.800.267.6522 <https://www.cmpa-acpm.ca/en/home>
  - Pharmacists
    - Canadian Pharmacists Benefits Association (CPBA) (p) 1.866.214.2936 <http://www.cpba.ca/>

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<sup>1</sup> If it is felt that the individual is in need of immediate help there are 24/7 mental health phone numbers (e.g. AHS Mental Health Help Line tel:1-877-303-2642) or emergency departments/urgent care centres that can be accessed.

**Take action**

Should the assessor have any concerns about the individual's physical or psychological wellbeing, then the following steps should be undertaken.

- Encourage the individual to contact their systems of support as outlined above.
- Arrange for them to take some time away from work – this may need to be done in partnership with a human resources specialist if the individual is an employee.
- If there is an immediate concern the individual may be considering self-harm, contact a human resources specialist and/or ask the individual for permission to get them immediate mental health support<sup>1</sup>.